



# **ShoreTel Connect Mobility Router Administration Guide**

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March 17, 2016

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### Version Information

ShoreTel Connect Mobility Router Administration Guide v9.0

Date: March 17, 2016

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# Before You Start

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This guide is written for the Administrator of the ShoreTel Connect Mobility Router for single-tenant and is used in conjunction with the ShoreTel mobility solution. For more information on related components and documentation, refer to [“Related Documentation” on page 15](#). This individual should be familiar with routing, voice and data configuration, and PBX functionality to use this guide effectively.

## Organization

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This guide is documented as described in the following sections.

**Table 1: In this Guide**

Chapter	Title	Description
1	<a href="#">ShoreTel Connect Mobility Router Architecture</a>	Overview of ShoreTel Connect Mobility Router and mobility solution.
2	<a href="#">Getting Started</a>	High level feature and User Interface description of the ShoreTel Connect Mobility Router.
3	<a href="#">Configuring System Settings</a>	Configure the date and time and logging of events to help you monitor the system.
4	<a href="#">Managing Licenses</a>	Add and manages on the ShoreTel Connect Mobility Router.
5	<a href="#">Configuring Network Settings</a>	Configure hostname, Ethernet interfaces, and routing settings.
6	<a href="#">Managing Remote Access</a>	Configure protocols, IP pools, call admission control, and enable groups and users for remote access.
7	<a href="#">Managing Security</a>	Generate and import certificate authority, self-signed certificates, and other security related requirements.

**Table 1: In this Guide**

<b>Chapter</b>	<b>Title</b>	<b>Description</b>
8	<a href="#">Configuring Authentication</a>	Configure and manage authentication using LDAP, Local users authentication database.
9	<a href="#">Managing Mobility</a>	Configure locations including campuses, buildings, floors and route points.
10	<a href="#">Managing IP-PBX Integration</a>	Configuring IP-PBX settings including SIP trunk, numbering plan, media, device mobility, and options.
11	<a href="#">Configuring Voice Settings</a>	Configure access numbers, SIP server settings, cellular operators, supported mobile device types, and import/export numbering plans.
12	<a href="#">Managing Calling Rules</a>	Create and manage calling rule policies.
13	<a href="#">Managing Groups</a>	Configure group settings including security, remote access, call routing options, and calling rules.
14	<a href="#">Managing Users</a>	Configure user profiles including line side settings, mobile device settings, additional devices, calling rules, home locations and options.
15	<a href="#">Managing Unified Communications (Presence)</a>	Configure and enable Presence and/or Instant Message.
15	<a href="#">Managing Redundancy Clusters</a>	Configure and manage ShoreTel Connect Mobility Router redundancy.
16	<a href="#">Maintaining the System</a>	Configure and manage the ShoreTel Connect Mobility Router's backup, restore, and restart functionality, scheduled exporting of detailed records, bulk provisioning of users, and access the directory query feature.
17	<a href="#">Monitoring the System</a>	Monitor the ShoreTel Connect Mobility Router's dashboard including call status, user status, redundancy cluster status, and system status.

Table 1: In this Guide

Chapter	Title	Description
18	<a href="#">Troubleshooting</a>	Managing client logs, ShoreTel Connect Mobility Router logs, use the Numbering Plan Test Panel, TCP Dump, packet capture, and run network troubleshooting commands.
Appendix A	<a href="#">Deployment Best Practices</a>	Employ the best practices for using the ShoreTel Connect Mobility Router by utilizing this information in conjunction with the step by step procedures.
		<a href="#">ShoreTel Connect Mobility Router Ports</a>
		<a href="#">URL-Based Dialing</a>
		<a href="#">Providing Android Client Images to Users without Direct Access to the ShoreTel Connect Mobility Router</a>

## Conventions

The following typographical marking conventions are used in this document.

Marking	Meaning
<b>Bold</b>	Names of interface objects, such as buttons and menus.
<code>Courier</code>	Code examples.
<i>Courier Italic</i>	Variables in code examples.
<a href="#">Blue</a>	Cross references with hyperlinks. Click the blue text to go to the indicated section. All chapters have a list of section links on the first page. <b>Note:</b> Table of Contents entries are also links, but they are not shown in blue.

## Related Documentation

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Publications in the ShoreTel mobility solution documentation suite include the following:

- ShoreTel Connect Mobility Router Administrator's Guide (this document)
- ShoreTel Connect Mobility Router Hardware Installation Guide
- ShoreTel Client (mobile device) User's Guide
- ShoreTel Client (mobile device) Quick Reference Card
- ShoreTel Client Platform Support Guide
- ShoreTel Client Release Notes

# CHAPTER

# 1

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## ShoreTel Connect Mobility Router Architecture

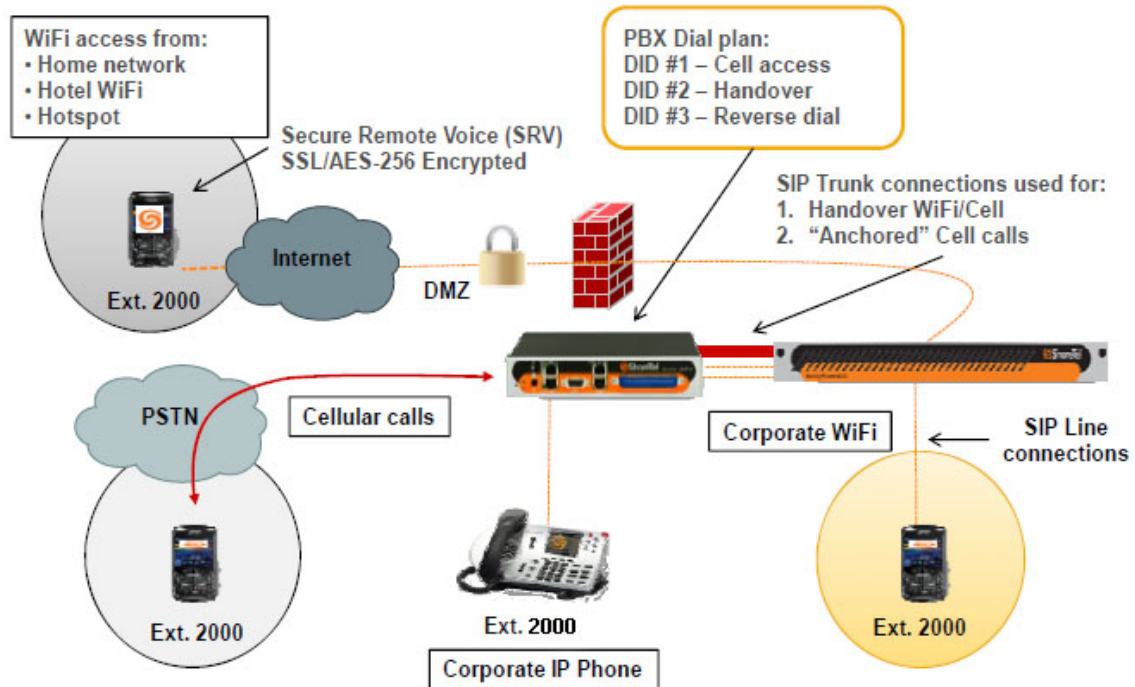
The ShoreTel mobility solution is designed to make it predictable and simple for Administrators to create network transition points between Wi-Fi and Cellular where calls are expected to handover. The ShoreTel Connect Mobility Router, a platform for mobile convergence, providing seamless location-based voice handover as users roam between Wi-Fi and cellular networks, uses various metrics, such as voice quality, signal strength, packet loss, jitter, Signal to Noise Ratio (SNR), and battery life to make decisions on how calls are routed. When users are within the building, calls generally stay on Wi-Fi. As users walk outside, the ShoreTel Connect <for Platform> (previously known as ShoreTel Mobility Client) and the ShoreTel Connect Mobility Router jointly make a routing decision to provide seamless, zero-impact handover of an existing call. While within the building, the solution preserves the native Access Point-to-Access Point (AP-to-AP) roaming behavior of the Wireless Local Area Network (WLAN).

[Figure 1](#) shows an example of the ShoreTel mobility deployment topology. The ShoreTel Connect Mobility Router communicates with the enterprise IP-PBX over line-side and over trunk-side interfaces. You must create an IP-PBX for each enterprise IP-PBX with which the ShoreTel Connect Mobility Router communicates. The ShoreTel Connect Mobility Router uses line-side interfaces to register ShoreTel Connect <for Platform> to the respective IP-PBXs. This allows the ShoreTel Connect Mobility



Router to send and receive calls to and from the ShoreTel Connect <for Platform> using the line-side interfaces. The ShoreTel Connect Mobility Router uses the trunk-side interface to send and receive calls from the ShoreTel Connect <for Platform> when they are in a cellular network.

Figure 1: Example of a ShoreTel Mobility Deployment Topology



# CHAPTER

# 2

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## Getting Started

The ShoreTel Connect Mobility Router ships with the operating software already installed. For information about installing and initially configuring the ShoreTel Connect Mobility Router, see the *ShoreTel Connect Mobility Router Hardware Installation Guide*.

After initially setting up the ShoreTel Connect Mobility Router, use the web-based interface to access the ShoreTel mobility administration portal and manage the ShoreTel mobility solution.

This chapter contains the following sections:

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Navigating the Administration Portal.....	5
Working with Administration Portal Pages .....	6
Saving Changes .....	7
Logging Out .....	7

## Before You Begin

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For information about supported hardware and software that can be used with the ShoreTel mobility solution, including web browsers, supported devices and OSs, refer to the *ShoreTel Mobility Platform Support Guide*. In addition:

- Cookies must be enabled for your browser. For information about how to enable cookies, see your browser documentation.
- JavaScript must be enabled for your browser. For information about how to enable JavaScript, see your browser documentation.
- Adobe Flash must be enabled for your browser. For information about how to enable Flash, see your browser documentation.

## Accessing the Administration Portal

Using the Administration Portal requires that you log in with a user account that has administrator privileges. During the initial setup of the ShoreTel Connect Mobility Router, you created a password for the default administrator account (admin). When you initially log in to the Administration Portal, log in with the default admin account.

You can continue to use the Administrator account or create other accounts with administrator privileges to use and to manage the ShoreTel Connect Mobility Router. For information about creating other administrator accounts, see [“Managing Active Directory/LDAP” on page 62](#).

To access the Administration Portal:

1. Using a Web browser, enter the IP address or hostname of the ShoreTel Connect Mobility Router in the address bar using the following format:

```
https://Mobility-Router-address/admin
```

where *Mobility-Router-address* is the IP address or fully qualified domain name (FQDN) of the ShoreTel Connect Mobility Router (for example, `https://10.11.12.13/admin` or `https://sj.example.com/admin`).

2. Type the username and password, and click **OK**.
3. Navigate inside the portal using “#” to separate the internal pages from the main part of the portal’s URL. Frequently used pages can be stored/bookmarked for quick navigation. You can also manually type the address in the browser address line.

## Working with the Administration Portal User Interface

---

The Administration Portal consists of three panes:

- Top pane—Use to access the following primary sections of and log out from the Administration Portal.
  - Configuration—Use these pages to configure the ShoreTel Connect Mobility Router.
  - Monitor—Use these pages to monitor the ShoreTel Connect Mobility Router using real-time graphics, charts, and reports.
  - Maintenance—Use these pages to manage system images and perform system maintenance.
  - Troubleshooting—Use these pages when troubleshooting the ShoreTel mobility solution.
- Left pane—Navigates to the Administration Portal pages.
- Right pane—Configures the Administration Portal settings.

## Navigating the Administration Portal

Navigate the Administration Portal by using its left pane. When Configuration is selected in the top pane the left pane contains the following sections:

- Groups and Users
- Policies
- Voice
- Mobility
- Clustering (ShoreTel Connect Mobility Router 4000 or 6000 only)
- System

When you click a menu item in a section, the associated child pages display underneath. For example, selecting **Groups and Users** on the left displays a **Groups** child page and a **Users** child page. Selecting one of the child pages displays associated elements right pane.

Some pages in the Administration Portal have subpages. If you are on a subpage and want to go back to its parent page, click the name of the parent page in the subpage's title. The parent page displays in the right pane. If you are on a subpage, you can also click the parent page's menu item in the left pane to access the parent page.

## Working with Administration Portal Pages


There are some settings that you cannot modify using Administration Portal pages, as they are defined when a mobile device is provisioned during the ShoreTel Connect <for Platform> installation. Any settings that you cannot modify with the Administration Portal are grayed out; you cannot select items from a grayed out list or modify a grayed-out field.

Some ShoreTel Connect Mobility Router configuration fields must be filled out before you click “Apply”; if there is missing information, the ShoreTel Connect Mobility Router prompts you for additional information by highlighting these fields in red. Filling in the missing data allows you to continue.

### Hints

Look for this symbol  for details about functionality or a description of a parameter.

### Pushpins

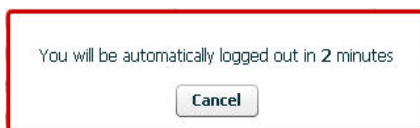
Use the pushpin  to retain information on that page until you click the pushpin again or until you log out. If you pin a page that has subpages, all subpages are pinned. If you navigate away from a subpage to a page that is not its parent page, its information is retained when you return to the page. If you navigate to a parent page from a subpage that is pinned, information on the subpage is not retained.

If you click the pushpin on a page, no changes you have made on that page are lost, even after you have navigated to another page. By default, if you enter information and navigate to another page without clicking the pushpin or the Apply button, the information is not retained if you go back to the original page. If you click the pushpin on a monitoring page, the data shown reflects the current state of the ShoreTel Connect Mobility Router; the data shown when you clicked the pushpin is not retained.

If you click a pushpin to “pin” the page, the information Automatic Inactivity Logout

If you do not use the Administration Portal for 17 minutes, you are automatically logged out and must log in again before you can continue. After 15 minutes of inactivity, the following message displays:

Figure 2: Inactivity Log Out Warning



To continue working with the Administration Portal, click Cancel. If you ignore the message, you are automatically logged out in two minutes.

To manually log out, see [“Logging Out” on page 7](#).

### Selecting All Rows

Right-click to select all rows on a page.

## Copying a Selection

Copy a row or rows from tables to the clipboard. Select a table row and right-click to view a popup, then select **Copy selection**. This selection may then be pasted into any appropriate application.



### Tip

When using expandable/collapsible tables rows, only the visible part of collapsed row is copied. Expand the folder to select each expanded row.

## Saving Changes

If you make changes, click **Apply** to save. If you made changes on a page and navigate to another page without clicking the **Apply** button or using the pushpin, your changes are not saved or retained if you return to the page on which you made changes.

## Logging Out

After you have finished using the Administration Portal, log out to prevent unauthorized changes. To log out:

1. From the Administration Portal, click **Logout** (located in the upper right corner).
2. Click **OK** to log out. A message confirming that you have logged out displays in the browser.



### Note

Click **Cancel** to abort the logout process and remain logged in.

---

## Configuring System Settings

This chapter contains configuration details for setting the date and time for the ShoreTel Connect Mobility Router, either manually or automatically using a Network Time Protocol (NTP) server, how to keep records and/or log events on the ShoreTel Connect Mobility Router to help monitor the system, and entering Support/Contact information for ShoreTel Connect Mobility Router client/user support. This chapter contains the following sections:

Setting the System Date and Time.....	9
Manually Setting the System Date and Time.....	9
Configuring Logging and Monitoring Options.....	12
Configuring Email .....	13
Configuring Logging Settings.....	14
Configuring SNMP .....	18
Configuring Support Service .....	19

Refer to the following Chapters for other System settings:

- Networking: [“Configuring Network Settings”](#) on page 23
- Certificates: [“Managing Security”](#) on page 50
- Authentication: [“Configuring Authentication”](#) on page 61
- Licensing: [“Managing Licenses”](#) on page 20

## Setting the System Date and Time

---

You can manually set the system date and time for the ShoreTel Connect Mobility Router or configure it to use a Network Time Protocol (NTP) server to automatically set the system date and time. The system date and time are used to time stamp log messages, certificate time generation, licensing, and call detail records (CDRs).

### Manually Setting the System Date and Time

NTP Servers must be disabled for manual settings to take effect. Refer to [“If you configure the ShoreTel Connect Mobility Router to get the system date and time from an NTP server, NTP polls the specified server at regular intervals and updates the system date and time so that they are synchronized with the server. By default, NTP is enabled. A default NTP server has already been defined. You can add other NTP servers.” on page 9](#) for configuration information.

1. Click **Configuration > System > Date and Time > Manual**.
2. In the **Time Zone** list, select the time zone in which the ShoreTel Connect Mobility Router is located.
3. Click **Apply**.
4. In the **Date** field, type the current date in the format *YYYY/MM/DD*, where *YYYY* indicates the year, *MM* indicates the month, and *DD* indicates the day.
5. In the **Time** field, type the current time in the format *HH:MM:SS*, where *HH* indicates the hour, *MM* indicates the minutes, and *SS* indicates the seconds. Specify the time using 24-hour clock format.
6. Click **Apply** and continue to the NTP Configuration page to disable NTP servers. Refer to [“If you configure the ShoreTel Connect Mobility Router to get the system date and time from an NTP server, NTP polls the specified server at regular intervals and updates the system date and time so that they are synchronized with the server. By default, NTP is enabled. A default NTP server has already been defined. You can add other NTP servers.” on page 9](#) for information.

If you configure the ShoreTel Connect Mobility Router to get the system date and time from an NTP server, NTP polls the specified server at regular intervals and updates the system date and time so that they are synchronized with the server. By default, NTP is enabled. A default NTP server has already been defined. You can add other NTP servers.



#### Note

NTP is enabled, the ShoreTel Connect Mobility Router reads the time from the NTP server, not the time set manually. The manual date and time settings are ignored.

7. Click **OK** to log out. A message confirming that you have logged out displays in the browser.

### Enabling NTP

To enable NTP:



1. In the Administration Portal, click **Configuration > System > Date and Time > NTP**. The NTP page displays.
2. To enable NTP, select the **Enable NTP** check box. To disable NTP, clear the **Enable NTP** check box. By default, NTP is enabled.
3. To save your changes, click **Apply**.

## Adding NTP Servers

If you do not want to use the default NTP server that is defined, you can add NTP servers. If you add multiple NTP servers, the ShoreTel Connect Mobility Router contacts the first NTP server listed alphabetically to get NTP information. If that server is unavailable, the ShoreTel Connect Mobility Router uses the alphabetical list of NTP servers to contact another server until a connection is made.

To add an NTP server:

1. In the Administration Portal, Click **Configuration > System > Date and Time > NTP**. The NTP page displays.
2. To add a new NTP server, click **Add**. The **Add NTP Server** page displays.
3. In the **Server** field, type the fully qualified domain name or IP address of the NTP server. The name or IP address can be up to 64 alphanumeric characters. No special characters except periods (.) are allowed.
4. In the **Version** list, choose the version of NTP to be used:
  - 4—Version 4 (default value)
  - 3—Version 3
5. To activate the NTP server, check the **Enabled** check box. If you want to use this server as an NTP server, make sure you select this check box, in addition to enabling NTP, as described in [“Enabling NTP” on page 9](#).
6. To save your changes, click **Apply**. The NTP page displays.

## Modifying NTP Servers

To modify an NTP server:

1. In the Administration Portal, click **Configuration > System > Date and Time > NTP**. The NTP page displays.
2. Select the NTP server you want to modify.
3. To modify an NTP server, click **Modify**.
4. Make changes as necessary. You cannot change the name of the NTP server. For information about changing properties of an NTP server, see [“Adding NTP Servers” on page 10](#).
5. To save your changes, click **Apply**. The NTP page displays.

## Deleting NTP Servers

To delete an NTP server:

1. In the Administration Portal, click **Configuration > System > Date and Time > NTP**. The NTP page displays.
2. Select the NTP server that you want to delete. Click **Delete**. The NTP server is deleted.

## Configuring Logging and Monitoring Options

---

Use the logging options to keep record of events on the ShoreTel Connect Mobility Router. Logging option levels can be set to report based on the desired level of information needed.

This section contains the following options:

- [“Configuring Email” on page 13](#)
- [“Configuring Logging Settings” on page 14](#)
- [“Configuring SNMP” on page 18](#)

## Configuring Email

Use the Email page to specify an SMTP server, mail domain name, and individual email addresses that should receive notification of specific events on the ShoreTel Connect Mobility Router. This setting is optional.

### Setting General Email Options

1. Click **Configuration > System > Logging/Monitoring > Email**. The **Email** page displays and the **General** tab is active.
2. In the **SMTP Server** field, type the IP address or hostname of the SMTP server to which email notifications should be sent.
3. In the **Mail Domain Name** field, type the domain name associated with the SMTP server.
4. Click **Apply** to save changes.

### Setting Auto Notification

To set automatic notification of events:

1. Click **Configuration > System > Logging/Monitoring > Email > Auto Notifications** tab.
2. Check the appropriate event boxes for which automatic notifications will be sent:
  - **Cluster Status Change Event** —A node has unexpectedly joined or left the cluster, or the number of nodes is unexpected.
  - **Link Status Change Event** — The interface link state changed.
  - **Process Crash Event** — A process in the system was detected as hung.
  - **Process Unexpected Exit Event** — A process in the system unexpectedly exited.
  - **High CPU Utilization Event** — CPU utilization has risen too high.
  - **High Disk I/O Utilization Event** — Disk I/O per second has risen too high.
  - **Low Free Disk Event** — File system free space has fallen too low.
  - **High Interface Utilization Event** — Network utilization has risen too high.
  - **Low Free Memory Event** — Memory usage has risen too high.
  - **High Memory Paging Event** —Paging activity has risen too high.
  - **Unexpected Shutdown Event** — The system shut down unexpectedly.
  - **Login/Logout** — The system sends email notification to administrator with user name and IP address of the user who has logged in or out.
  - **PBX Connectivity Monitoring**—The system sends email notification to administrator if there is a change in connectivity from SMR to PBX(s).

- **Client Log upload Event** — Email notification with user's uploaded log and subject information.
- **Scheduled Config Backup Event** — If a configured backup is scheduled, an email notification is send whenever this backup is performed.

3. Click **Apply** to save changes.

## Adding Notification Recipients

1. Click **Configuration > System > Logging/Monitoring > Email > Notify Recipients** tab.
2. Click **Add**. The **Add Recipient** page displays
3. In the **Email Address** field, type the email address of the person to receive notification. Check the appropriate boxes to receive details, information or failure information. The following is a sample output for failure information:

**Table 2: Failure Sample**

Failure Type	Description
process-crash	A process in the system has crashed.
unexpected-shutdown	The ShoreTel Connect Mobility Router has unexpectedly shut down.

4. Click **Apply** to save changes.

## Configuring Logging Settings

Use the **Logging** page to configure the settings by which to monitor events.

### Configuring Module Settings

1. Click **Configuration > System > Logging/Monitoring > Logging**. The **Modules** tab is active.
2. Specify the minimum level of events to be logged for each module. Select the level by choosing from the available list for each of the following modules:
  - Infrastructure
  - CAS Helper
  - Configuration
  - Directory
  - Database
  - Media Processor
  - Mobility

- UC
- Provisioning
- Remote Access
- Session Logger
- SIP

See [Table 3](#) for a list of event levels and their definitions.

3. To save your changes, click **Apply**.

**Table 3: Filtering Levels for Logging ShoreTel Connect Mobility Router Events**

Severity Level	Description
debug	Provides low-level debugging messages. Generally this logs only developer-targeted messages that contain more detailed information about the internal state of the system. Debug messages can be used for debugging problems where the INFO-level logs do not provide enough information.  Changing the logging level to debug can adversely affect ShoreTel Connect Mobility Router performance.
info	Events that are expected to happen. These events are used to trace data flow and process activity.
notice	Indicates notification of a normal, expected event.
warning	Warning of a potential or mild error. Indicates that an unusual condition has been detected that might be cause for concern. Action should be taken to further diagnose (if necessary) and correct the problem.
err	Indicates a minor error that might require operator intervention if it recurs. Investigation and corrective action should be taken in order to prevent a more serious (for example, service-affecting) fault.
crit	Indicates that a service-affecting condition has developed and an urgent corrective action is required. Such a severity can be reported, for example, when there is a severe degradation in the capability of the managed object and its full capability must be restored.
alert	Indicates a severe error condition that requires operator intervention. Critical parts of the system are operational. However, either a less critical part of the system is nonfunctional or the overall system is operating at a degraded capacity.
emerg	Indicates a service-affecting error condition that requires immediate attention. A critical part of the system is either not functioning correctly or has failed.

**Table 3: Filtering Levels for Logging ShoreTel Connect Mobility Router Events**

Severity Level	Description
fatal	Internal server error from which the server cannot recover and will terminate.
debug0	<p>This is the first level of debugging and should be used for brief indications of actions or events. Usually those actions and events are either visible to customer or can be easily explained.</p> <p><b>Note:</b> The higher the level (debug0 to debug4), the more details are shown. Changing the logging level to debug0 can adversely affect ShoreTel Connect Mobility Router performance.</p>
debug1	<p>A more detailed level of debugging. This can be used to provide more detailed information about events and actions that are usually not obvious to customer. Details require a knowledgeable person to analyze them.</p> <p><b>Note:</b> Changing the logging level to debug1 can adversely affect ShoreTel Connect Mobility Router performance.</p>
debug2	<p>Reserved. Can be used for more debugging levels or to connect to third-party modules that have multiple debugging levels.</p> <p>Changing the logging level to debug2 can adversely affect ShoreTel Connect Mobility Router performance.</p>
debug3	<p>A hexadecimal or text representation of raw data. Example: whole SIP message, RTP packet header.</p> <p><b>Note:</b> Changing the logging level to debug3 can adversely affect ShoreTel Connect Mobility Router performance.</p>
debug4	<p>Extremely detailed levels of information.</p> <p>Changing the logging level to debug4 can adversely affect ShoreTel Connect Mobility Router performance.</p>
SIP - Call Control	Incoming and outgoing user call information
SIP - Registration	Server and client registration information
SIP - Presence	Presence related information
SIP - Framework	SIP configuration, high availability and call detail record information

**Table 3: Filtering Levels for Logging ShoreTel Connect Mobility Router Events**

Severity Level	Description
SIP - Filter by User ID	Enter the User ID for a particular user to troubleshoot for that user only. Useful for when there are multiple users in the system and needing to troubleshoot for a specific user.
SIP - Strict Filtering	Check this option to strictly filter the log specified in "Filter by User ID".
SIP - Miscellaneous	All categories not covered by the previous selections.

## Configuring Local Log Settings

1. Click **Configuration > System > Logging/Monitoring > Logging**.
2. Click the **Local Log** tab.
3. In the **Format** list, select the format for the local log files:
  - standard—Standard log format (text file)
  - welf—WebTrends Enhanced Log Format (WELF)
4. In the **Rotation** list, specify the frequency at which the log is rotated.
  - Every
    - Day: starting at 12:00:00 a.m.
    - Week: from Sunday 12:00:00 a.m. to Sat 11:59:59 p.m.
    - Month: from the 1st of each Month at 12:00:00 a.m. to the last day of the specific calendar month at 11:59:59 p.m.
  - When log reaches (thousandths of a percent of /var size)
5. In the **Max log file to keep** field, type the maximum number of log files that are stored on the ShoreTel Connect Mobility Router. The value can be between 1 through 4,294,967,295.
6. To save your changes, click **Apply**.

## Managing Syslog Servers

You can define syslog servers to archive the ShoreTel Connect Mobility Router logs in a centralized location for auditing and reporting purposes.

### Adding Syslog Servers

1. Click **Configuration > System > Logging/Monitoring > Logging**. The Logging page displays.
2. Click the **Syslog Servers** tab.



3. Click **Add**.
4. In the **Remote Address** field, type the IP address of the syslog server.
5. In the **Minimum Severity** field, select the minimum level of severity at which events are sent. See [Table 3](#) for a list of severity levels and their definitions.
6. To save your changes, click **Apply**. The Syslog Servers page displays.

### Modifying Syslog Servers

1. Click **Configuration > System > Logging**.
2. Click the **Syslog Servers** tab.
3. Click **Modify**.
4. Change the fields as needed.
5. To save your changes, click **Apply**. The Syslog Servers page displays.

### Deleting Syslog Servers

1. Click **Configuration > System > Logging/Monitoring > Logging**.
2. Click the **Syslog Servers** tab.
3. Select the syslog server that you want to delete.
4. Click **Delete**.
5. When prompted to confirm the deletion, click **OK**. The syslog server is deleted.

## Configuring SNMP

Use the SNMP page to enable SNMP on a selected interface and specify a community. SNMP is disabled by default.

1. Click **Configuration > System > Logging/Monitoring > SNMP**.
2. Click **Enable**.
3. Select an **Interface**. By default, the IP address associated with the primary interface is chosen. This interface is used by the ShoreTel Connect Mobility Router for communicating with the SNMP server.
4. Specify a **Community**.
5. Click **Apply**.

## Configuring Support Service

---

Click **Configuration > System > Support Service** to enter a Support email and phone number for ShoreTel Connect <for Platform> users.

When “Call Support” is initiated by the user on the ShoreTel Mobility app, the phone number entered here is called. If the user opts to select “send log”, the information is sent to the email address entered here.

# CHAPTER

# 4

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## Managing Licenses

Before you can enable the ShoreTel mobility solution an end-user license on the ShoreTel Connect Mobility Router must be added. This license also dictates the number of end users that can use the ShoreTel mobility solution. In addition, a Secure Remote Voice license may be added for remote functionality.

This chapter contains the following sections:

Adding a License.....	21
Reviewing License Information .....	21
Deleting Licenses.....	22

## Adding a License

---

An end-user license key is shipped with the ShoreTel mobility solution. Enter this license key before enabling end users on the ShoreTel Connect Mobility Router.

If you did not receive this license key, send a message to [oadmin@shoretel.com](mailto:oadmin@shoretel.com).

To enter a license key:

1. Click **Configuration > System > Licensing > Licenses**.
2. Click **Add**. The **Add License** page displays.
3. In the **License** field, type or paste the license key that you received.
4. Click **Apply**.

## Reviewing License Information

---

After you enter a license, the Licenses page lists the information about the status of the license. To access the Licenses page, click **Configuration > System > Licensing > Licenses**.

The following items are listed on the Licenses page:

- **License**—License key. Mouse-over the entry in the License column to view the key.
- **Feature**—ShoreTel mobility feature.
- **User Count**—Number of users that can be added (applicable only for end-user licenses and dependent on the license that you purchased).
- **Valid**—Displays that the license key has been entered correctly.

If the license key has not been entered correctly (for example, some characters are missing, incorrect characters were entered, or extra characters were added), an X in a red box displays in the Valid column. Delete the license and add the license with the correct license key. When the license key has been entered correctly, a checkmark in a green box displays in the Valid column.

- **Active**—License is activated.

The license is activated if the following criteria are met:

- The license has not expired.
- The MAC address of the ShoreTel Connect Mobility Router matches the MAC address for the license.

When a license is activated, a checkmark in a green box displays in the Active column. If a license is not activated, an X in a red box displays in the Active column.



#### Note

When the license expires or there are more users than the license allows, the User's **Oper Status** displays Disabled. The **Admin Status** displays Enabled. This helps the Administrator identify who the real enabled Users are on this ShoreTel Connect Mobility Router. Find this display at **Configuration > Groups and Users > Users**.

A license must be valid and active before you can use its feature. [Table 4](#) lists the different states for the Valid and Active columns.

**Table 4: Description of Valid and Active States**

Valid and Active States	Description
Valid and Active	The license key has been entered correctly. The license also meets the requirements for activation.
Valid and Inactive	The license key has been validated by the ShoreTel Connect Mobility Router, but the license does not meet the requirements for activation. Make sure that the license has not expired and that you are adding the correct license on the correct ShoreTel Connect Mobility Router.
Invalid and Inactive	The license key has not been entered correctly. Make sure that you entered the correct license key for the license.

- Start Date—Date from which license can first be activated.
- End Date—Date on which license expires.

## Deleting Licenses

Be sure that any license being deleted is not currently in use. Otherwise, you might disable ShoreTel mobility users or features.

To delete a license:

1. Click **Configuration > System > Licensing > Licenses**. The Licenses page displays.
2. Select the license(s) that you want to delete. To select multiple contiguous items, hold the Shift key while selecting the items. To select multiple non-contiguous items, hold the Ctrl key while selecting the items.
3. Click **Delete**. When prompted to confirm the deletion, click **OK**.

# CHAPTER

# 5

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## Configuring Network Settings

Network settings such as hostname and DNS, Ethernet interfaces, routing and static hosts are modified using the following procedures:

Configuring Hostname and DNS .....	24
Configuring Ethernet Interfaces .....	24
Configuring Routing Settings .....	25
Configuring the Default Gateway .....	25
Managing Static Routes.....	26
Configuring Static Hosts.....	28
Adding Static Hosts .....	28
Deleting Static Hosts .....	28
Configuring Ports .....	29
Configuring SSH .....	29
Configuring Services .....	30

## Configuring Hostname and DNS

---

The Hostname/DNS page contains basic networking information about the ShoreTel Connect Mobility Router. Most of this information is entered during the Initial Configuration Wizard and should not require changing.

1. Click **Configuration > System > Networking > Hostname/DNS**. The **Hostname/DNS** page displays.
2. In the **Hostname** field, verify that the ShoreTel Connect Mobility Router hostname is the value specified in the Hostname field during the Initial Configuration Wizard. You typically do not need to change the hostname.
3. The hostname can be up to 64 alphanumeric characters long and can contain hyphens (-), however it can not contain spaces or underscores (\_).
4. In the optional **Domain Name** field, verify the domain name. This value defaults to the domain name provided during the Initial Configuration Wizard and does not require changing.
5. In the **Primary DNS IP Address** field, verify the primary DNS IP address. This value defaults to the IP address provided during the Initial Configuration Wizard.
6. We recommend that you have at least two DNS servers available on the ShoreTel mobility solution.
7. In the **Secondary DNS IP Address** field, type an IP address for a second DNS server.
8. In the **Tertiary DNS IP Address** field, type an IP address for a third DNS server.
9. To save your changes, click **Apply**.

## Configuring Ethernet Interfaces

---

After specifying the basic Ethernet interface in the Initial Configuration Wizard or completing the Hostname/DNS tab ("[Configuring Hostname and DNS](#)" on page 24), you can configure the following settings for each Ethernet interface (eth0, eth1):

- Interface speed
- Duplex settings

Some information in the fields under the Interface menu reflect the responses provided during the Initial Configuration Wizard setup. Some fields are set to system defaults that generally do not require changing.

1. Click **Configuration > System > Networking > Interface**. The Interface page displays. The **eth1** tab is active.
2. Verify that the interface is enabled. For the eth0 interface, this check box is selected by default and cannot be changed. You can enable or disable the eth1 interface.

3. Verify the IP address. To change the IP address, select one of the following:
  - Use DHCP—If you entered N in response to the Use DHCP on eth0 interface prompt in the Initial Configuration Wizard, you can change eth0 to DHCP by selecting this field and then selecting Apply.
  - Static— This field defaults to the IP address entered in the Primary IP Address field entered in the Initial Configuration Wizard and should not be changed.
4. In the **Gateway** field, verify the gateway value. This value defaults to the IP address provided during the Initial Configuration Wizard and should not require changing.
5. Verify the interface speed. The default and recommended value is **Auto**. To change the speed, select one of the following in the Speed list:
  - 10—10 Mbps (This option is not supported if you are going to create a redundancy cluster. For information about redundancy clusters, see [“Managing Redundancy Clusters” on page 174.](#))
  - 100—100 Mbps
  - 1000—1000 Mbps
  - Auto—Speed is auto-detected
6. Verify the duplex value. The default value is **Auto**. To change the duplex setting, select one of the following in the Duplex list:
  - Full—Full-duplex
  - Half—Half-duplex
  - Auto—Auto-detect duplex setting.
7. Review the MTU value.
8. Verify the MAC address.
9. Review the online Status of the ShoreTel Connect Mobility Router.
10. To save your changes, click **Apply**.

## Configuring Routing Settings

---

Configure the default gateway or create additional static routes using the following procedures.

### Configuring the Default Gateway

By default, the default gateway field is the IP address provided during the Initial Configuration Wizard and should not be changed. The default gateway is the default route for the ShoreTel Connect Mobility Router.



1. Click **Configuration > System > Networking > Interface**. The Interface page displays.
2. Refer to defining the Gateway in [“Configuring Ethernet Interfaces” on page 24](#) for more information.

## Managing Static Routes

The default gateway is automatically set up as a static route. You can optionally create additional static routes to send packets to specific IP addresses or a specific network.

### Adding Static Routes

1. Click **Configuration > System > Networking > Routing**.
2. Click **Add**. The **Add Route** page displays.
3. In the **IP Address** field, type the IP address for the static route.
4. In the list of subnet mask values, select the value of the subnet mask for the IP address.
5. In the **Gateway** field, type the IP address of the gateway for the route.
6. In the **Interface** list, select the Ethernet interface for the route.
7. To save your changes, click **Apply**.



#### Note

If ShoreTel Connect Mobility Routers are used in a clustered configuration, the Static Routes must be added in both primary and secondary ShoreTel Connect Mobility Routers. Refer to [“Managing Redundancy Clusters” on page 174](#) for more information on configuring clustered ShoreTel Connect Mobility Routers.

### Modifying Static Routes

1. Click **Configuration > System > Networking > Routing**. The **Routing** page displays.
2. Select the static route to be modified, and click **Modify**.
3. Make any necessary changes. For information about the fields on this page, see [“Adding Static Hosts” on page 28](#).
4. To save your changes, click **Apply**.

### Deleting Static Routes

1. Click **Configuration > System > Networking > Routing**. The **Routing** page displays.
2. Select the static route to be deleted.

3. To select multiple contiguous items, hold the Shift key while the selecting items. To select multiple non-contiguous items, hold the Ctrl key while selecting the items.
4. Click **Delete**.
5. When prompted to confirm the deletion, click **OK**.

## Configuring Static Hosts

Static hosts can be optionally defined for the most frequently used hosts. The IP address for the ShoreTel Connect Mobility Router, which you provided as the primary IP address in the Initial Configuration Wizard, is automatically added as a static host. You can define additional static hosts based on your network requirements.



### Note

Static Hosts can be added and deleted but cannot be modified.

## Adding Static Hosts

1. Click **Configuration > System > Networking > Static Hosts**.
2. Click **Add**. The Add **Static Host** page displays.
3. In the **IP Address** field, type the IP address of the static host.
4. In the **Hostname** field, type a name for the static host. The name can up to 64 alphanumeric characters long and can contain hyphens (-) and underscores (\_).
5. To save your changes, click **Apply**.



### Note

If ShoreTel Connect Mobility Routers are used in a clustered configuration, the Static Hosts must be added in both primary and secondary ShoreTel Connect Mobility Routers. Refer to [“Managing Redundancy Clusters” on page 174](#) for more information on configuring clustered ShoreTel Connect Mobility Routers.

## Deleting Static Hosts

1. Click **Configuration > System > Networking > Static Hosts**.
2. Select the static host that you want to delete.
3. To select multiple contiguous items, hold the Shift key while selecting items. To select multiple non-contiguous items, hold the Ctrl key while selecting the items.
4. Click **Delete**.
5. When prompted to confirm the deletion, click **OK**.

## Configuring Ports

---

Port ranges can be optionally configured. The ShoreTel Connect Mobility Router uses default port ranges, but these ranges may be modified.

1. Click **Configuration > System > Networking > Ports**.
2. Enter the **Starting Port** and/or **Ending Port** as appropriate.



### Note

The range for RAST TCP Flow and RAST UDP Flow can not overlap the Media Server RTP port range. For example, if the Media Server RTP range is 25370 - 31999, the RAST Flow ranges can not end higher than 25369 or start lower than 32000.

3. Click **Apply** to save changes, or click **Defaults** to revert back to the original port ranges.

## Configuring SSH

---

Select **SSH** (Secure Shell) to enable the SSH service on a selected interface. SSH is enabled by default.

1. Click **Configuration > System > Networking > SSH**.
2. Verify **Enable** is checked.
3. Select an **Interface**. By default, the IP address associated with the primary interface is chosen. This interface is used by the ShoreTel Connect Mobility Router for communicating with the SSH server.
4. Click **Apply**.

## Configuring Services

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Select **Services** to choose an interface for SIP (Calls towards PBX and Local SMC), RAST Internal Interface for different flows, Client Provisioning, and Client Configuration Management services. By default, the IP address associated with the primary interface is chosen. The ShoreTel Connect <for Platform> application uses this IP address to communicate with the ShoreTel Connect Mobility Router.

1. Click **Configuration > System > Networking > Services**.
2. Select an interface from the drop-down list.
3. Click **Apply**.

---

## Managing Remote Access

You can configure the ShoreTel Connect Mobility Router to allow secure remote access, which consists of the following features:

- **Secure Remote Voice** (if your ShoreTel mobility solution is licensed for it)—Secure Remote Voice allows users to securely place and receive calls using any Wi-Fi network outside of the enterprise or a cellular packet-data network. Users can use Secure Remote Voice from home or any other Wi-Fi hotspot and have access to PBX and desk-phone features, just as they do when they are in the enterprise. Calls are handed over between Wi-Fi and cellular networks if users move from network to network.
- **Secure Enterprise Services**—Secure Enterprise Services, such as directory query and managing locations, are accessed using a Wi-Fi network that is not in the enterprise network or a cellular packet-data network. Using Secure Enterprise Services also allows users to reprovision and upgrade ShoreTel Connect <for Platform>.
- **Secure Instant Communications**—Secure Instant Communications enables location-aware presence. By enabling remote access for Secure Instant Communications, users will be able to receive presence updates and broadcast their presence status to peers when they are outside the enterprise on a remote Wi-Fi network or a cellular packet-data network. Additionally the system will automatically recognize which connection type the user is on and update their current location for peers.

An SSL tunnel is used to secure communication between the ShoreTel Connect Mobility Router and mobile devices. Calls placed and received while using Secure Remote Voice go through the tunnel. Data communications for Secure Enterprise Services is also sent through the tunnel.

You can allow individual users or groups to have access to Secure Remote Voice, Secure Enterprise Services, or both features. After configuring the remote-access settings, you can enable remote access when creating users or groups. For information about creating users and groups, see [“Managing Groups” on page 137](#) and [“Managing Users” on page 151](#).

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## Before You Begin

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Before you start configuring remote access, make sure you have the following:

- You have received the Secure Remote Voice key.
- You have access to a Public IP address with traffic allowed on TCP and UDP ports. If your network includes a firewall, make sure that the firewall allows external traffic to and from the IP address and its TCP and UDP ports. For Port Range information, refer to [“ShoreTel Connect Mobility Router Ports” on page 246](#).



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**WARNING!**

**Firewall Traversal Requirements:** If the ShoreTel Connect Mobility Router is deployed in a network topology where there is a firewall between the ShoreTel Connect Mobility Router and the PBX, firewall rules need to be configured to allow the SIP call signaling and RTP voice media packets to traverse the network.

---

- You need to create a new block of IP addresses to be used for remote-access clients (client IP pool) or use an exclusion in an existing block of IP addresses.
- If you are using the eth0 and eth1 interfaces to configure Secure Remote Voice, make sure that the eth0 and eth1 IP addresses are not in the same subnet.
- If you intend to assign an internal IP address to the eth1 interface and use NAT to map a publicly accessible IP address on a firewall to the eth1 IP address, you must configure your firewall:
  - Add firewall rules to map the public IP address to the eth1 IP address.
  - If you are going to use different numbers for the publicly accessible ports on the firewall and the ShoreTel Connect Mobility Router port that listens for remote-access traffic, you must configure port forwarding on the firewall.
- You need to configure the default gateway if the Client IP Pool is not in the same subnet as the eth0 interface. When in the same subnet, proxy ARP forces packets destined for the Client IP Pool addresses to route to eth0.
- If you have a redundancy cluster, make sure you do the following:
  - If you are configuring Secure Remote Voice, make sure that you have two licenses—one for each ShoreTel Connect Mobility Router in the cluster. You must install both licenses on each ShoreTel Connect Mobility Router. Access the physical IP of each ShoreTel Connect Mobility Router to install each license.
  - Access the virtual IP address of the redundancy cluster to configure remote access.



## Network Configurations

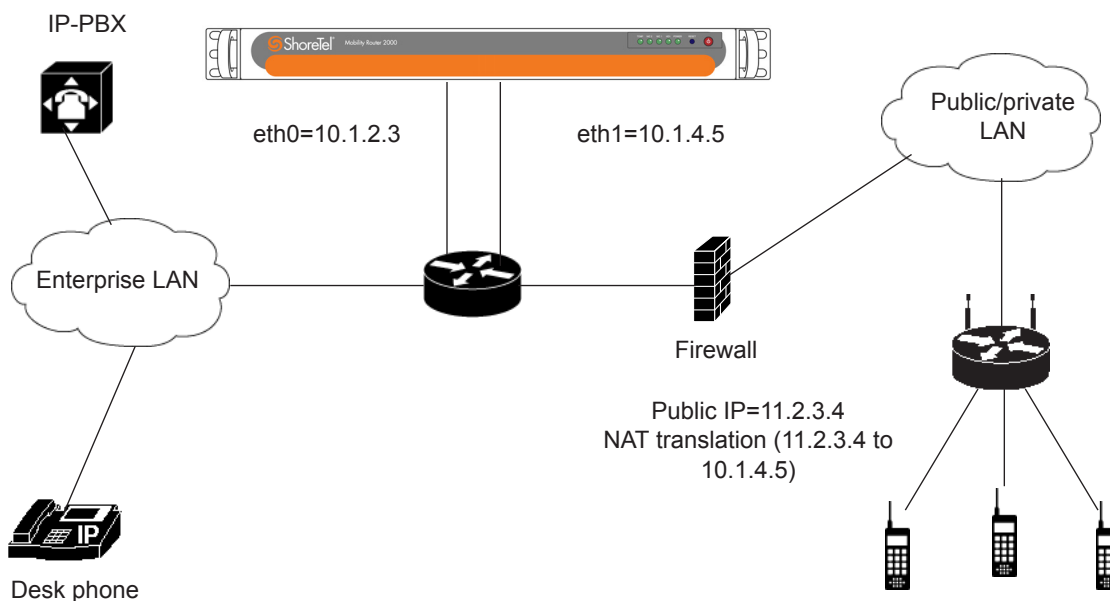
How you configure remote access depends on your network configuration. The following lists the most common network configurations for which you can implement remote access:

- “Network Includes NAT with Firewall” on page 34
- “Network Excludes NAT” on page 35
- “Network Uses ShoreTel Connect Mobility Router Redundancy Cluster and NAT with Firewall” on page 36
- “Network Uses ShoreTel Connect Mobility Router Redundancy Cluster Without NAT” on page 37

### Network Includes NAT with Firewall

In this network configuration, the ShoreTel Connect Mobility Router uses the eth0 interface for communication to a default gateway and the internal network. The eth1 interface uses an internal IP address. The default gateway is connected to a firewall using NAT with a publicly accessible IP address. Users with ShoreTel Connect <for Platform> running on their mobile devices access this publicly accessible IP address to create tunnels so that they can use Secure Remote Voice and Secure Enterprise Services. An example of this network configuration is shown in [Figure 3](#).

Figure 3: Network Configuration Using NAT with Firewall

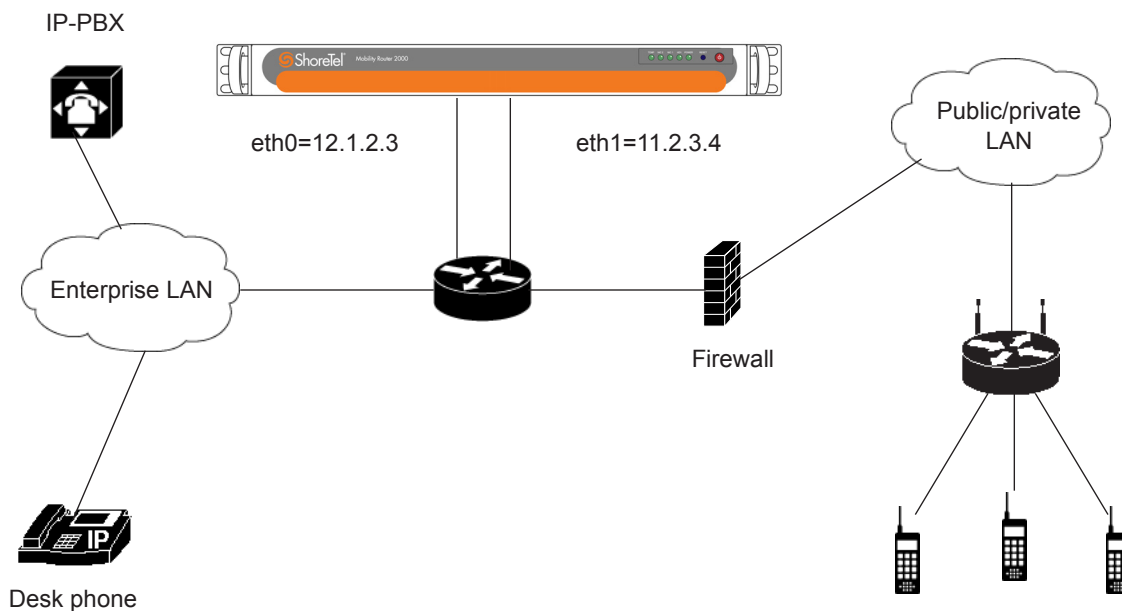


## Network Excludes NAT

In this network configuration, the ShoreTel Connect Mobility Router uses the eth0 interface for communications to a default gateway and the internal network. The eth1 interface uses a publicly accessible IP address. The default gateway is connected to a firewall, which must be configured to allow traffic to the publicly accessible IP address.

Users with ShoreTel Connect <for Platform> running on their mobile devices access the publicly accessible IP address to create tunnels so that they can use Secure Remote Voice and Secure Enterprise Services. An example of this network configuration is shown in [Figure 4](#).

*Figure 4: Network Configuration That Does Not Use NAT*



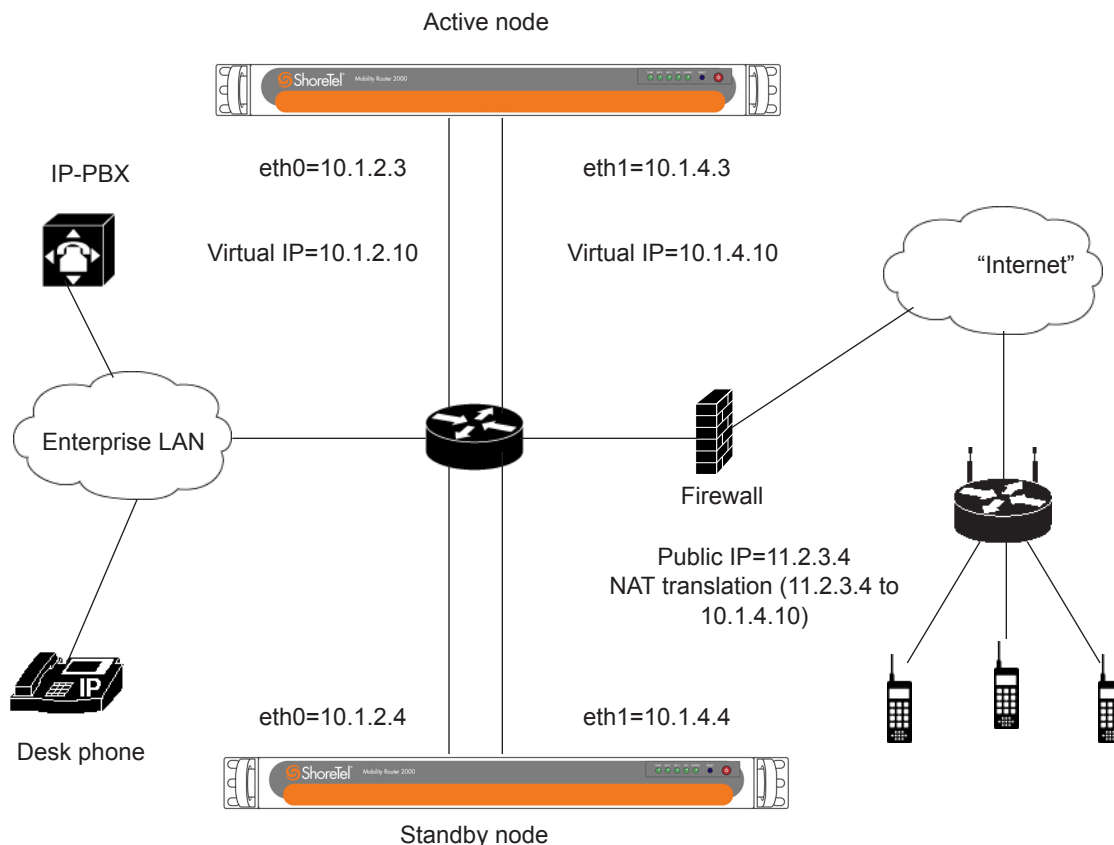
## Network Uses ShoreTel Connect Mobility Router Redundancy Cluster and NAT with Firewall

In this network configuration, there is a cluster of two ShoreTel Connect Mobility Routers. Each ShoreTel Connect Mobility Router uses the eth0 interface for communications to a default gateway and the internal network. Each eth1 interface uses an internal IP address. In addition to the physical eth0 interfaces, there is a virtual eth0 IP address that is used to manage the cluster.

The default gateway is connected to a firewall using NAT with a publicly accessible IP address. Users with ShoreTel Connect <for Platform> running on their mobile devices access this publicly accessible IP address to create tunnels so that they can use Secure Remote Voice and Secure Enterprise Services. An example of this network configuration is shown in [Figure 5](#).

There is also a virtual eth1 IP address, which is the IP address to which traffic sent to the publicly accessible IP address is forwarded. For a redundancy cluster, the virtual IP address is used rather than the physical IP address because the virtual IP address remains constant if failover occurs and the standby takes the active role. For information about redundancy clusters, see [“Managing Redundancy Clusters” on page 174](#).

Figure 5: Network Configuration That Uses Redundancy Cluster with NAT



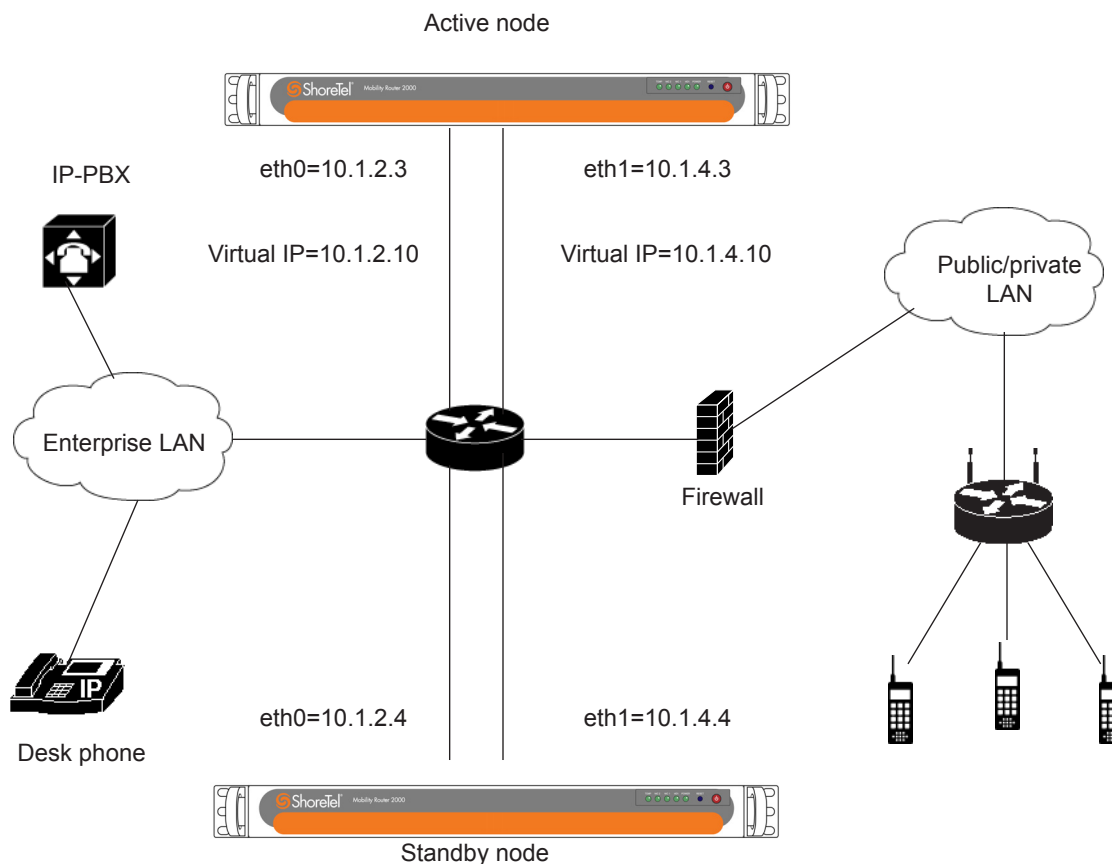
## Network Uses ShoreTel Connect Mobility Router Redundancy Cluster Without NAT

In this network configuration, there is a cluster of two ShoreTel Connect Mobility Routers. Each ShoreTel Connect Mobility Router uses the eth0 interface for communications to a default gateway and the internal network. The eth1 interface uses a publicly accessible IP address. In addition to the physical eth0 interfaces, there is a virtual eth0 IP address that is used to manage the cluster.

The default gateway is connected to a firewall, which must be configured to allow traffic to the publicly accessible IP address. Users with ShoreTel Connect <for Platform> running on their mobile devices access the publicly accessible IP address to create tunnels so that they can use Secure Remote Voice and Secure Enterprise Services. An example of this network configuration is shown in [Figure 6](#).

There is also a virtual eth1 IP address, which is a publicly accessible IP address. For a redundancy cluster, the virtual IP address is used rather than the physical IP address because the virtual IP address remains constant if failover occurs and the standby takes the active role. For information about redundancy clusters, see [“Managing Redundancy Clusters” on page 174](#).

Figure 6: Network Configuration That Uses Redundancy Cluster Without NAT



## Configuring General Settings

After setting up your network, as described in “Before You Begin” on page 33, configure general settings for remote access:

- Ethernet interface used for remote access
- Virtual IP address of the cluster (only if you have created a redundancy cluster)
- Public NAT information
  - External IP address
  - UDP port
  - TCP port
- Tunnel interface MTU
- Remote client IP lease duration

To configure general settings:

1. Click **Configuration > System > Networking > Remote Access**. The **Remote Access** page displays with the **General** tab active.
2. To enable remote access, make sure the **Enable** check box is selected. By default, this check box is not selected. To disable remote access, clear the Enabled check box.
3. In the **Remote Access IP Interface** list, select the Ethernet interface used for remote access. Typically, this is the eth1 interface.
4. Do one of the following:
  - If you do not have a redundancy cluster enabled, go to [step 6](#).
  - If you do have redundancy cluster enabled, go to [step 5](#).
5. To establish a secure remote connection from an external network, enter a valid FQDN in the **Remote Access FQDN** field.
6. In the Public NAT area, configure the following:
  - To enable a public network address translation (NAT) IP address for the ShoreTel Connect Mobility Router, make sure that the **Enable** check box is selected. By default, this check box is selected. To disable the NAT IP address, clear the **Enable** check box.
  - In the **IP Address** field, type the external IP address used for NAT.
  - In the **UDP Port** field, type the port number for the external IP address to which clients connect. The port number can be between 80 through 49151. The default value is 443.
  - In the **TCP Port** field, type the port number for the external IP address to which clients connect. The port number can be between 80 through 49151. The default value is 443.

7. In the **Tunnel Interface MTU** field, type the tunnel interface MTU for traffic to and from the enterprise LAN. The MTU can be a value between 576 through 9000. The default value is 1360.

Typically, you should not need to change the MTU value. If you do change the MTU, its value must be 16 bytes less than the MTU values defined for TLS and DTLS, as described in [“Configuring Protocols” on page 39](#).

8. In the **Remote Client IP Lease Duration** field, type the amount of time that a client retains an IP address during a session using Secure Remote Voice or secure enterprise Services. The lease duration can be a value between 30 through 65535 minutes. The default value is 1440 minutes.
9. Click **Apply**.

## Configuring Protocols

After configuring general settings, you can configure the security protocols for the tunnels that are established between clients and the ShoreTel Connect Mobility Router for sessions using Secure Remote Voice and Secure Enterprise Services. The ShoreTel mobility solution supports the following security protocols for tunnels:

- Datagram Transport Layer Security (DTLS)—Protocol that allows secure communications over datagram protocols, such as User Datagram Protocol (UDP). DTLS is based on the Transport Layer Security (TLS) protocol but can be used in environments that use UDP transport.
- Transport Layer Security (TLS)—Protocol that allows secure communications using Transmission Control Protocol (TCP) as the transport protocol.

You can enable one or both of these security protocols. By default, DTLS and TLS are enabled. If your network environment does not allow incoming UDP packets, you can use TLS, which allows TCP packets. If DTLS and TLS are enabled, DTLS is used first, and then TLS is used, depending on what the client supports.

For DTLS and TLS, you can configure the following settings:

- Cipher
- Port
- Maximum transmission unit (MTU)
- Keepalive time
- Session timeout
- Renegotiation time

To configure tunnel security protocols:

1. Click **Configuration > System > Networking > Remote Access > Protocol** tab.
2. In the **Datagram TLS/UDP** area, to enable **DTLS**, make sure that the **Enable** check box is selected. By default, this check box is selected. To disable DTLS, clear the **Enable** check box.

1. In the **Cipher** list, select one of the following:
  - ❑ NULL-MD5—Uses no encryption (null cipher) and Message-Digest Algorithm 5 (MD5) for authentication. (This is the weakest cipher.)
  - ❑ AES128-SHA—Uses Advanced Encryption Standard (AES) with 128-bit key as the encryption method and Secure Hash Algorithm (SHA) for authentication.
  - ❑ AES256-SHA—Uses Advanced Encryption Standard (AES) with 256-bit key as the encryption method and Secure Hash Algorithm (SHA) for authentication. (This is the strongest cipher.)

**Note**

Although choosing the strongest cipher increases security, using the strongest cipher uses more resources on the mobile devices and ShoreTel Connect Mobility Router.

2. In the **Port** field, type the number of the port on which the ShoreTel Connect Mobility Router listens to remote-access requests. The port number can be between 80 through 49151. The default port number is 443.

If you enabled public NAT on **General** tab, this port number must match the UDP port configured for public NAT. If the port number does not match, you must configure port forwarding on the firewall.

3. In the **MTU** field, type the MTU value. The MTU can be a value from 576 through 1440. The default MTU value is 1376.

If you do change the MTU, its value must be 16 bytes more than the MTU value defined for the tunnel, as described in [“Configuring General Settings” on page 38](#).

4. In the **Keep Alive** field, type the interval at which the ShoreTel Connect Mobility Router sends echo messages over the tunnel after client inactivity. The keepalive time can be a value between 2 through 3600 seconds. The default value is 55 seconds.
5. In the **Session Timeout** field, type the amount of time that the client can be inactive before the session is disconnected. The timeout can be a value between 60 through 65535 seconds. The default timeout is 600 seconds.
6. In the **Renegotiation Time** field, type the amount of time that elapses before the encryption key is refreshed. The renegotiation time can be a value between 0 through 65535 minutes. Setting the time to 0 disables the refreshing of the encryption key. The default value is 0.

3. In the **TLS/TCP** area, to enable TLS, make sure that the Enable check box is selected. By default, this check box is selected. To disable TLS, clear the Enable check box.

**Tip**

Enable TLS for remote provisioning to work correctly in situations where UDP packets are not allowed in the network environment.

7. In the **Cipher** list, select one of the following:

- ❑ NULL-MD5—Uses no encryption (null cipher) and Message-Digest Algorithm 5 (MD5) as authentication.
- ❑ RC4-MD5—Uses a common algorithm created by RSA Security as the encryption method and Message-Digest Algorithm 5 (MD5) as authentication.
- ❑ AES128-SHA—Uses Advanced Encryption Standard (AES) with 128-bit key as the encryption method and Secure Hash Algorithm (SHA) for authentication.
- ❑ AES256-SHA—Uses Advanced Encryption Standard (AES) with 256-bit key as the encryption method and Secure Hash Algorithm (SHA) for authentication. (This is the strongest cipher.)



**Tip**

Although choosing the strongest cipher increases security, using the strongest cipher uses more resources on the mobile devices and ShoreTel Connect Mobility Router.

8. In the **Port** field, type the number of the port on which the ShoreTel Connect Mobility Router listens to remote-access requests. The port number can be between 80 through 49151. The default port number is 443.

If you enabled public NAT on **General** tab, this port number must match the TCP port configured for public NAT. If the port does not match, you must configure port forwarding on the firewall.

9. In the **MTU** field, type the MTU value. The MTU can be a value from 576 through 1500. The default MTU value is 1376.

If you do change the MTU, its value must be 16 bytes more than the MTU value defined for the tunnel, as described in [“Configuring General Settings” on page 38](#).

10. In the **Keep Alive** field, type the interval at which the ShoreTel Connect Mobility Router sends echo messages over the tunnel after client inactivity. The keepalive time can be a value between 1 through 3600 seconds. The default value is 55 seconds.

11. In the **Session Timeout** field, type the amount of time that the client can be inactive before the session is disconnected. The timeout can be a value between 60 through 65535 seconds. The default timeout is 600 seconds.

12. In the **Renegotiation Time** field, type the amount of time that elapses before the encryption key is refreshed. The renegotiation time can be a value between 0 through 65535 minutes. Setting the time to 0 disables the refreshing of the encryption key. The default value is 0.

4. Click **Apply** to save your changes.



## Managing Client IP Pools

---

Before configuring client IP pool information, you must first set up the client IP pool in your network. You need to assign a new block of IP addresses to be used for remote-access clients or use an exclusion in an existing block of IP addresses.

After establishing a block of IP addresses, you need to set up a static route on the Layer 3 switch or router to which the ShoreTel Connect Mobility Router is connected if the Client IP Pool is not in the same subnet as the eth0 interface. When in the same subnet, proxy ARP to forces packets destined for the Client IP Pool addresses to route to eth0

If you have a firewall between the switch or router and the Internet, you need to create a rule for NAT translation that allows traffic to pass to the external IP address.

### Adding Client IP Pools

To add a client IP pool:

1. Click **Configuration > System > Networking > Remote Access > Client IP Pool** tab.
2. To create an IP pool, click **Add**. The **Add Remote Client IP Pool** page displays.
3. In the **Name** field, type the name of the client IP pool. The name can be up to 50 alphanumeric characters. No special characters are allowed except for spaces, hyphens, and underscore characters.
4. In the **Start IP Address** field, type the starting IP address of the client IP pool.
5. In the **End IP Address** field, type the ending IP address of the client IP pool.
6. To save your changes, click **Apply**.

### Deleting Client IP Pools

If you are no longer using You can delete client IP pools if you are no longer using them. Before deleting a client IP pool, make sure that the pool is no longer being used by any ShoreTel mobility users.



---

**WARNING!**

Deleting an IP by either deleting or modifying an IP pool **terminates then restarts** an SRV session for clients using these IPs.

---

To delete client IP pools:

1. Click **Configuration > System > Networking > Remote Access**. The Remote Access page displays.
2. Click the **Client IP Pool** tab.
3. Select one or more IP pools to delete.

4. To select multiple contiguous items, hold the Shift key while selecting items. To select multiple non-contiguous items, hold the Ctrl key while selecting items.
5. To delete the client IP pool(s), click **Delete**.
6. When asked to confirm whether you want to delete the IP pool(s), click **OK**. The client IP pools are deleted.

## Options

---

### Call Admission Control

Use Call Admission Control (CAC) to define the thresholds for Secure Remote Voice calls and to prevent overloading the enterprise WAN connection. An Administrator can allocate maximum amount of available bandwidth for Secure Remote voice traffic as well as restrict the maximum number of simultaneous voice calls allowed through the secure remote access. When the Secure Remote Access Bandwidth limit is reached or number of simultaneous call limit is reached, the ShoreTel Connect Mobility Router does not accept new VoIP calls from remote clients. If a remote client attempts to make a VoIP call when there is no available bandwidth to support the new call, the ShoreTel Connect Mobility Router instructs the client to place the call through the cellular voice interface. Similarly, when the ShoreTel Connect Mobility Router receives a call destined to a Remote access client when there is no available resource to handle that call through secure remote voice, it routes the call to the client through the cellular voice network.

CAC can be enforced either on the amount of allocated secure remote access bandwidth, or on the number of simultaneous SRV calls, or on both. If “both” is selected, the restriction applies as soon as either the bandwidth or the calls limit is reached. The value of bandwidth is specified in kbps (Kilobits per second) and the bandwidth represents unidirectional bandwidth. The restriction is imposed when either receive or transmit bandwidth reaches the specified limit. Default value of bandwidth is 1500 kbps.

Maximum secure remote voice call applies the call limit to the SRV calls. Default value is 100.

If CAC is not enabled, there is no limitation on the number of calls or network bandwidth used by the SRV calls.

### Enabling Call Admission Control

To enable Call Admission Control:

1. Click **Configuration > System > Networking > Remote Access > Options** tab.
2. In the Call Admission Control area, select **Enable**.
3. In the **Restriction On** field, choose **Bandwidth**, **Calls**, or **Both**.
  1. **Bandwidth** - when the total bandwidth used by Secure Remote Voice calls reaches the configured level in kbps, any new calls will be routed through the cellular network.

2. **Calls** - when the number of calls reaches the configured amount, all new calls are routed through the cellular network.
3. **Both** - when the number of calls reaches the configured amount, all new calls are routed through the cellular network.
4. In the **Max Secure Remote Voice Bandwidth** field, enter the maximum amount of bandwidth allowed. The maximum is when the total bandwidth used by Secure Remote Voice calls reaches the configured level in kbps. At this point, any new calls will be routed through the cellular network. The number of calls actually allowed will depend on which voice codecs are in use, based on each codec's bandwidth.

Supported codecs in order of priority for PBX and Enterprise Client:

- G.711  $\mu$ -Law
- G.711 A-Law
- G.729 Annex-B
- AMR
- iLBC 30

Supported codecs in order of priority for Remote Wi-Fi and Cell Data Client:

- iLBC 30
- G.729 Annex-B
- AMR
- G.711  $\mu$ -Law
- G.711 A-Law

5. In the **Max Secure Remote Voice Calls** field, enter the maximum number of calls allowed. The default is 100. The valid range is 0-1000.
6. Click **Apply** to save your changes.

For information on configuring routing settings, refer to [“Configuring Routing Settings” on page 25](#).

## Monitoring Call Admission Control

To monitor Call Admission Control:

1. Click **Monitor > Calls > Call Admission Control**.
2. View the **Current Bandwidth Usage** and **Current Active Calls** usage for the users in the system, and view **Rejected Calls** due to configuration parameters set in [“Enabling Call Admission Control” on page 43](#).

## Voice Recording Support

Use Voice Recording Support to make voice traffic between two Secure Remote Voice clients visible on the ETH0 interface. In cases other than when two Secure Remote Voice clients are in use, voice traffic is visible on the ETH0 interface when the ShoreTel Connect Mobility Router is in the voice path; in these cases, this option is not required. This option is disabled by default and is a global configuration, not determined by Group or User. In a High Availability (HA) environment, this option is available on the Master node only.

When Voice Recording Support is enabled, the following ShoreTel Connect Mobility Router UDP port rules are used when forwarding to the ETH0 interface:

- When the source UDP port is in the range of RAST server flow ports, the default range is 15000 to 24999.
- When the source UDP port is in the range of Media Server RTP Ports, the default range is 25370 to 31999.

For more information, refer to [“ShoreTel Connect Mobility Router Ports” on page 246](#).

To enable Voice Recording Support for voice traffic between two Secure Remote Voice clients:

1. Click **System > Networking > Remote Access**. Select the **Options** page.
2. In the **Voice Recording Support** area, check **Mirror Internal Interface**.
3. Click **Apply**.

## Enabling Remote Access for Groups and Users

---

You can enable Secure Remote Voice and Secure Enterprise Services for a group or for individual users. If you enable Secure Enterprise Services, you can specify whether access is allowed from cellular packet-data networks or remote Wi-Fi networks when users are not in range of the enterprise network.

After you create a group, when new users are created (automatically during provisioning or added manually), those users inherit all group properties, including Secure Remote Voice and Secure Enterprise Services settings.

### Enable Remote Access for Groups

1. Click **Configuration > Groups and Users > Groups**. The **Groups** page displays.
2. Select the group for which you want to enable remote access. If have not yet created the group, see [“Creating Groups” on page 138](#).
3. Click **Modify**.
4. Click the **User Options** tab.
5. In the **Call Routing** area, select the **Wi-Fi** check box to enable Secure Remote Voice.
6. In the **Data Services** area, select **Cellular Data** enable access to Secure Enterprise Services when users are outside the enterprise:
7. In the **Presence/IM** area, enable or disable Presence on the user devices in this group. By default, Presence is disabled.
  - Select the **Enable** box. When this is checked, options pop up that control whether Presence is available when the device is roaming:
    - **Cellular data** —Select to allow Presence to be shown in cellular packet-data networks.
    - **Cellular Data Roaming**—Select to allow presence and IM activity to be performed on the client while roaming.



---

**Tip**

The previous screen is an example configuration. Enable or disable the options as appropriate to the Group settings.

---

8. To save your changes, click **Apply**.

### Enable Remote Access for Users

1. Click **Configuration > Groups and Users > Users**. The Users page displays.
2. Select the user for which you want to enable remote access. If have not yet created the user, see [“Creating Users” on page 152](#).

3. Click **Modify**.
4. Click the **Options** tab.
5. In the **Call Routing** area, check **Wi-Fi** and **Cellular Data** to enable Secure Remote Voice.
6. In the **Presence/IM** area, enable or disable Presence on the user devices. By default, Presence is disabled. Check the box to enable Presence. When this is checked, options pop up that control whether Presence is available when the device is roaming:
  - **Cellular Data** —Select to allow Presence to be shown in cellular packet-data networks.
  - **Cellular Data Roaming**—Select to allow presence and IM activity to be performed on the client while roaming.

**Tip**

The previous screen is an example configuration. Enable or disable the options as appropriate to the User device.

---

**Tip**

**Data Services** for **Cellular Data** and **Cellular Data Roaming** are automatically enabled when **Presence/IM** is enabled for these two networks. When either of these networks are disabled for Presence/IM, they become active and can be configured in the **Data Services** area for configurations other than Presence/IM.

---

7. Click **Apply** to save your changes.

**Note**

Remote Access certificate verification is performed by default. If the configuration does not match, a warning is displayed.

---

## Configuring Mobile Devices for Remote Access

---

Before end users can use Secure Remote Voice and Secure Enterprise Services, they must add a remote Wi-Fi access point (for example, home access point or Wi-Fi hotspot) as a preferred connection on the mobile device. See *ShoreTel Connect <for Platform> (Mobile Phone and Tablet) User's Guide* "Changing Network Settings." for information on how to set access points as a preferred connection. Doing so allows users to get registered with the ShoreTel Connect Mobility Router. After users are registered, they can place and receive calls and access remote enterprise services, such as directory query, while connected to the remote access point. End users can also access Secure Enterprise Services using a remote Wi-Fi or cellular packet-data network.

## Monitoring Active Users

---

Use the Active Users monitoring page to get real-time information about remote user activity. To monitor active users:

1. Click **Monitor > Users > Active Users**.
2. Select the users that you want to monitor.
3. Click **User Monitoring**. The **Monitoring** page displays information for this user.

## Monitoring Remote Users

---

Use the Active Remote Users monitoring page to get real-time information about remote user activity. To monitor remote users:

1. Click **Monitor > Users > Active Remote Users**.
2. On the user's mobile device, try to establish a Secure Remote Voice tunnel. Messages regarding the Secure Remote Voice session appear when the tunnel is established. You can monitor status of calls made while the user is using Secure Remote Voice and verify that the mobile device is authenticating and registering with the ShoreTel Connect Mobility Router for the session.
3. On the user's mobile device, end the Secure Remote Voice connection. Messages regarding the Secure Remote Voice session appear when the tunnel is terminated.

## Troubleshooting Remote Access

---

The following lists issues you might encounter after implementing remote access and how to verify your configuration.

- Users are not able to create a tunnel on the mobile device.
  - If you are using a firewall, verify that the appropriate ports and IP addresses are publicly accessible.
  - If you are using a firewall, verify that the firewall rule forwards traffic received on the external IP address to the eth1 IP address of the ShoreTel Connect Mobility Router.
  - Click **Configuration > System > Networking > Remote Access**. verify that the IP addresses and ports used for remote access are configured properly.
  - Verify that ShoreTel Connect <for Platform> has received the latest configuration information from the ShoreTel Connect Mobility Router. Users can get the latest configuration when they connect their mobile devices to the enterprise Wi-Fi network.
  - Decrease the MTU size for the tunnel interface (**Configuration > System > Networking > Remote Access > General** tab).
- Users cannot hear the other parties while on calls using Secure Remote Voice.
  - Review user information on the Active Remote Users page (**Monitor > Users > Active Remote Users**). Find a user who is having the problem, and check the data in the Rx Packets and Tx Packets columns. These counters should increase at the same pace. If they do not, there is configuration problem.
  - Verify that the default gateway has a route defined to forward packets sent to the client pool IP addresses to the eth0 interface of the ShoreTel Connect Mobility Router.
- Users report poor voice quality for Secure Remote Voice calls.
  - Verify that the TLS or DTLS tunnel is established between the mobile device and the ShoreTel Connect Mobility Router.
  - If the tunnel is using TLS, use DTLS for the tunnel.
  - Decrease the MTU for the TLS and DTLS protocols (**Configuration > Networking > Remote Access > Protocol** tab). If modify the MTU value, you or the user must exit and restart ShoreTel Connect <for Platform> on the mobile device being tested.
  - Consider enabling or raising the priority of a voice codec that handles packet loss better (e.g. iLBC or G.729) if you are encountering packet loss on the remote Wi-Fi network.



# CHAPTER

# 7

---

## Managing Security

The ShoreTel mobility solution uses the following certificates to secure communications between the ShoreTel Connect Mobility Router and mobile devices running ShoreTel Connect <for Platform> (previously known as ShoreTel Mobility Client):

- Certificate authority (CA)—Certificate used by the ShoreTel Connect Mobility Router to sign ShoreTel Connect Mobility Router and client certificates.
- ShoreTel Connect Mobility Router certificates—Certificates used by the ShoreTel Connect Mobility Router to identify itself to its clients.
- Client certificate—Certificate issued by the ShoreTel Connect Mobility Router to the client applications that is used to verify the client's identity to the ShoreTel Connect Mobility Router. ShoreTel Connect <for Platform> applications include the ShoreTel Connect <for Platform> and ShoreTel Mobility Calibrate.

You can generate certificates on the ShoreTel Connect Mobility Router, import self-signed certificates, or certificates from other certificate authorities.

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# Certificate Authority

---

The certificate authority (CA) in the ShoreTel Connect Mobility Router is used to sign certificates generated by the ShoreTel Connect Mobility Router. The ShoreTel Connect Mobility Router generates and signs a client certificate for every client that is provisioned. The ShoreTel Connect Mobility Router can also generate and sign the ShoreTel Connect Mobility Router certificates if you choose to use a generated certificate instead of an imported certificates.

You must either generate or import a CA because there is no preinstalled factory-default CA. Without a generated or imported CA, users cannot be provisioned, and ShoreTel Connect Mobility Router certificates cannot be generated.

## Generating a Certificate Authority

To generate a certificate authority:

1. Click **Configuration > System > Certificate > Certificate Authority**. The **Certificate Authority** page displays.
2. Click **Generate**. The **Generate Certificate** page displays.
3. In the **Country Name** field, type the two-letter country code for the country where the ShoreTel Connect Mobility Router is located. The default is US.
4. In the **State or Province**, field, type the state or province where the ShoreTel Connect Mobility Router is located.
5. In the **Locality** field, type the locality where the ShoreTel Connect Mobility Router is located. Typically, this is the name of a city.
6. In the **Organization** field, type the name of the organization. Typically, this is the name of the company.
7. In the **Organization Unit** field, type the name of the organization unit (or example, enter the name of a department within the organization).
8. In the **Common Name** field, type the domain name for the ShoreTel Connect Mobility Router. The default value is the domain name on the Express Setup page and can be changed as needed.
9. Click **Generate**. A warning message displays:

Generating Client Certificate Authority certificate invalidates provisioning status of existing client applications. All provisioned clients will stop working until they are reprovisioned. Generate the certificate?

10. To generate the certificate, click **OK**.



### Note

The generated certificate displays in a separate window. The Last Generated Date field updates to the current date and time. Verify that the certificate was created correctly by checking the status line at the top of the certificate.

---

11. Click **Close** to close the certificate window.
12. A restart prompt displays. Do one of the following:
  - Click **OK** to restart the ShoreTel mobility service and activate the newly generated certificate.
  - If you do not want to restart the ShoreTel Connect Mobility Router, click **Cancel**. The newly generated certificate will be activated on next restart.

## Importing a Certificate Authority

You can import a Certificate Authority (CA) certificate to the ShoreTel Connect Mobility Router.



### Note

An imported certificate must be in unencrypted Privacy Enhanced Mail (PEM) format and contain the X.509 certificate and the RSA key. Make sure the certificate contains Beginning and End lines within the certificate file.

To import a certificate authority:

1. Click **Configuration > System > Certificate > Certificate Authority**. The **Certificate Authority** page displays.
2. Click **Import**. The **Import Certificate** page displays.
3. Paste the certificate and private text key into the text box on the **Import Certificate** page.
4. Click **Import**. A warning message displays as follows:

Warning: Importing Certificate Authority certificate invalidates provisioning status of existing client applications. All provisioned clients will stop working until they are reprovisioned. Press OK if you want to import the certificate. Press Cancel otherwise.

If the certificate is valid, a Restart prompt displays. If the certificate is not valid, an Error prompt displays. In the case of an error, generate a valid certificate or obtain a new certificate to paste in the field.



### Note

Optionally, click **Verify** to view if the certificate is valid.

5. Restart the ShoreTel mobility service and activate the newly generated certificate, click **OK**.



### Note

If you do not want to restart the ShoreTel Connect Mobility Router, click **Cancel**. The newly generated certificate is stored on the ShoreTel Connect Mobility Router until the next restart.

The **Last Generated Date** field updates to the current date and time. Verify the certificate was created correctly by checking the status line at the top of the certificate.

The following is an example of an imported certificate authority:

```
-----BEGIN CERTIFICATE-----
MIIDGjCCAuugAwIBAgIET3ISpjANBgkqhkiG9w0BAQUFADB1MQswCQYDVQQGEwJV
UzETMBEGA1UECBMkQ2FsaWZvcml5pYTESMBAGA1UEBxMJU3Vubnl2YWxlMREwDwYD
VQKKEWhTaG9yZVRlbDEUMBIGA1UECXMlRW5naW5lZXJpbmcxZDASBgNVBAMTC3Jh
bXItZGV2MTAuMB4XDTEyMDMyNjE5MTkwMloXDTMyMDMyMjE5MTkwMlowdTELMAkG
A1UEBhMCVVMxEzARBgNVBAGTCkNhbgGlm3JuaWEeEjAQBgNVBAcTCVN1bm55dmFs
ZTERMA8GA1UEChMIU2hvcml5VUZWwxFDASBgNVBAcTC0VuZ2luZWVyaW5nMRQwEgYD
VQKQDEwtyYW1yLWRLdJEWLjCBnzANBgkqhkiG9w0BAQEFAAOBjQAwGyKCyEAAtCOH
5MkPjSM+8w93QGat5TmFR3M2DuhQjI9YwUqZrVAHOA23WqFG5MqQEUi8CRFwfVvC
QYLnq1ZW5w9GBCOAlRRH1/Gu4fLLZsKAt4AZvZ+dE8qmgQ5+tJh/7sb6t+P265qv
e+zs3ZfbJgYpKjVZ0M4PLd0VaX8a9g8sU+S/IMCAwEAAOCAR0wggEZMAWGA1Ud
EwQFMAMBAf8wEQYJYIZIAyB4QgEBBAQDAgTwMDIGCWGCSAGG+EIBDQQLFiNSQSBN
b2JpbGl0eSBSb3V0ZXIgaU9vdCBDZXJ0aWZpY2F0ZTAuBgNVHQ4EFgQUEkGZl4q
Gw4oDPi6UGA11oTS7pwggaIGA1UdIwSBmjb14AUEkGZl4qGw4oDPi6UGA11oTS
7pyhear3MHUxCzAJBgNVBAYTAlVTMRMwEQYDVQQIEwpxZm9ybmlhMRIwEAYD
VQKQHEw1TdW5ueXZhbGUxETAPBgNVBAoTCFNo3JlVGvsMRQwEgYDVQQLLEwtFbmdp
bmVlcmluZzEUMBIGA1UEAxMLcmFtcil1kZXYxMC6CBE9yEqYwDQYJKoZIhvcNAQEF
BQADgYEAgI6+yrZdyU6PD3uYkEU39QXLGRfipt96WzYBDjttTb+LttoitcwUDoCD
S47/1FiBWrt+I9eqRxLoQQYrWy/n60qmwHUz9HC4YzY78FB8gwwsgdKBNvhHzqs+
hnYvBrasZS5KPOZVNusrLwkEKopLvXuKGSq/vi64rqKrF+AvS0=
-----END CERTIFICATE-----

-----BEGIN RSA PRIVATE KEY-----
Proc-Type: 4, ENCRYPTED
DEK-Info: DES-EDE3-CBC, 520383B070CB9EDA

gyk/BTHISosifGwnl5Kfl1QQRki9ynZVZAsV7UtVEcMpMnyjC+sC1Ofa+MMHHNkg
KMJTOY+O+hxmqaVvTE05kvWxMrwks5Q/6WUUAcfmgSflusOmb2kuchwo+cE8yZ
FjEyXij6lJUKKVxTj+TPlerhEiJtqgn7TmUvvTcbbYSEirHtiUvz/ef5HXBymc16
1p9CT00sLseu26Lq6WThR7pyebcNxpK+uwjlsZlZMTbt+rL4CMFNhh4sBteUJU2n
h3yc6n7Xw6FedpfEbjQFn8UkTktxnHYAv8Ea4JycYXJ1XBR3F+vHE0d+9CCYyxX1
N7iingNwFAEWLxdycR/WzYQIER92Pg5f5CRbtyDfH3P3340IpNntokrMPoY9CuZPl
FGN8OtTqBix45ls14StCkdUqgWrt6eQFi8BNdxXR7HofPDS6v9on+8XFqEtdvld
zAuF8UQENcjbK75Vn3SjlQcwFrHifL/+NhSZUvrtHsGh9BsNS/DBxkiwbncRnr4Y
aTQMNTJizlxlkGaTmgt92ZoVevR0ZRleVHnpgJp7EQaLHz3d9oJEhjMyAzOfAsGn
Qx5vbHg08CLGKwly78lyxrvSHWBjJzPnjqAasW6Qp7zlxgBcV9lCYlsVL0+yQnkj
Uv+dEKEBxKnV4uNAOYWo2OTJM6ngCqmFkInaSrVJhUhmKskHHP254/BQDac/JQCT
OqYslas/jIm0DF2zmADSIQYj1ZJ7TS281XekRfK1gdot98Q4IzrvJ+1ZjFd19zI
CA4pT+Ubxw69cTdZLB3ObRibBjJlNb84eqhhJulhW5gsqWcgkehuRA==
-----END RSA PRIVATE KEY-----
```

# ShoreTel Connect Mobility Router Certificates

There are four ShoreTel Connect Mobility Router certificates which establish secure sessions during client provisioning and create HTTPS sessions to the ShoreTel Connect Mobility Router. In addition, these certificates establish mutually authenticated secure remote connections when the clients are outside of the enterprise.

**WARNING!**

Before proceeding with the following steps to generate a ShoreTel Connect Mobility Router Certificate, first install the Certificate Authority (CA). See [“Certificate Authority” on page 52](#).

The ShoreTel Connect Mobility Router presents different certificates when a client initiates a connection from local or remote interfaces.

Generate a ShoreTel Connect Mobility Router virtual certificate only if you are creating a redundancy cluster to provide stateful high availability for the ShoreTel mobility solution. This is the certificate used by the virtual IP address that manages the redundancy cluster. When the ShoreTel Connect Mobility Router runs in redundancy mode, both nodes must use the same virtual certificates. For information about redundancy clusters, see [“Managing Redundancy Clusters” on page 174](#).

The following local, remote, and virtual certificates are supported:

- **Local Access**—internal connections over the LAN interface in a standalone configuration inside the enterprise.
- **Remote Access**—connections using Secure Remote Access with ShoreTel Connect <for Platform> in standalone configuration.
- **Local Access (Virtual)**—internal connections over the LAN interface in cluster configurations inside the enterprise, and synced across all cluster nodes.
- **Remote Access (Virtual)**—connections using Secure Remote Access with ShoreTel Connect <for Platform> in cluster configurations.

**WARNING!**

When generating or importing a virtual certificate on the master node, the certificate is automatically synced to the standby node. All services on all nodes must be restarted for the new certificate to be valid

## Locally Generated Certificates

You can create a locally generated certificate on the ShoreTel Connect Mobility Router. This is a convenient option for enterprises that have not already purchased a certificate. The certificate is signed by the certificate authority on the ShoreTel Connect Mobility Router.

## Certificate Signing Request

Administrators can generate a Certificate Signing Request (CSR) for all ShoreTel Connect Mobility Router Certificates. The ShoreTel Connect Mobility Router stores only one set of CSRs and corresponding private keys per type of certificate, and automatically syncs them to the standby node, if applicable.

## Generating a ShoreTel Connect Mobility Router Certificate



### WARNING!

Before proceeding with the following steps to generate a ShoreTel Connect Mobility Router Certificate, first install the Certificate Authority (CA). See [“Certificate Authority” on page 52](#).

The ShoreTel Connect Mobility Router Certificate page displays the date and time that the last certificate was generated.

1. Click **Configuration > System > Certificate > Mobility Router**.

1. If you are running a ShoreTel Connect Mobility Router in a standalone environment, select **Standalone** to generate a Local Access or Remote Access certificate

or

2. If you are running a ShoreTel Connect Mobility Router in a clustered configuration, select **Clustered** to generate a Local Access or Remote Access certificate.



### Note

The following example generates a standalone Remote Access certificate.

2. Click **Generate**. If the remote access configuration does not match the certificate, a warning message displays as follows:

Warning: Certificate Subject CN <> does not match Remote Access configuration <>.

3. In the **Country Name** field, type the two-letter country code for the country where the ShoreTel Connect Mobility Router is located. The default is US.
4. In the **State or Province**, field, type the state or province where the ShoreTel Connect Mobility Router is located.
5. In the **Locality** field, type the locality where the ShoreTel Connect Mobility Router is located. Typically, this is the name of a city.
6. In the **Organization** field, type the name of the organization. Typically, this is the name of the company.
7. In the **Organization Unit** field, type the name of the organization unit (for example, enter the name of a department within the organization).

8. In the **Common Name** field, type the FQDN, hostname or IP Address for the ShoreTel Connect Mobility Router.



#### Note

When generating a Local Access certificate, the default value is the local FQDN of the ShoreTel Connect Mobility Router. When generating a Remote Access certificate, the default value is the external FQDN of the ShoreTel Connect Mobility Router if configured in **System > Network > Remote Access > Remote Access FQDN**. See [“Configuring General Settings” on page 38](#).

9. Select the strength of the private key from the **Key Length** pulldown menu. The longer the number, the stronger the security of the key. The default is 1024.
10. Select any combination of the default **Alternative Names** displayed, or add your own by entering it in the **Other Alternative Names** field. (Click **Add** if entering an address in this field.) These additional addresses will be added to the locally generated certificate or CSR, and display in the **Subject Alternative Names** field as they are selected.
11. Click **Generate** to generate a certificate signed by the certificate authority installed on the ShoreTel Connect Mobility Router, or click **Generate CSR** to generate a certificate signing request (CSR) to be sent to a third-party certificate signing authority.



#### WARNING!

When generating a CSR, the ShoreTel Connect Mobility Router outputs both a certificate request as well as an RSA private key. Save the RSA private key in a secure location for future use. This information is necessary when importing the signed certificate.



#### Note

The private key of the CSR is stored in the ShoreTel Connect Mobility Router.

12. If generating a CSR in the previous step, submit the CSR to a trusted certificate signing authority and save the RSA private key.
13. If a restart prompt displays, do one of the following:
  - Click **OK** to restart the ShoreTel mobility service and activate the newly generated certificate.
  - If you do not want to restart the server, click **Cancel**. The newly generated certificate will not take effect until the next restart.
14. Refresh the browser to regain access, then log in.



## Importing a Certificate to the ShoreTel Connect Mobility Router

You can also import a purchased or self-signed certificate for any of the four ShoreTel Connect Mobility Router certificates. For example, if you purchased a certificate from VeriSign, that certificate can be imported and used by the ShoreTel Connect Mobility Router. You can also import wildcard certificates for any of the four ShoreTel Connect Mobility Router certificates.



---

**Note**

A wildcard certificate only supports the same level of sub-domains. For example, "\*.acme.com" will secure "mobility.acme.com" and "vpn.acme.com", but not "vpn.mobility.acme.com".

---



---

**Note**

The ShoreTel Connect Mobility Router's local access certificate is used for the secure connections initiated from the internal network; the remote access certificate is used for the secure connection initiated from the external networks such as homes and hotspots. ShoreTel recommends use of FQDN rather than IP address for imported remote access certificates.

---

1. Click **Configuration > System > Certificate > Mobility Router**.

- a. If you are running a ShoreTel Connect Mobility Router in a standalone environment, select **Standalone**

or

- b. If you are running a ShoreTel Connect Mobility Router in a clustered configuration, select **Clustered**.



---

**Note**

The following example generates a clustered Remote Access certificate.

---

2. Click **Import**. The **Import Certificate** window displays.

3. Paste the ShoreTel Connect Mobility Router certificate issued by the trusted certificate authority, RSA private key, and the intermediate and root certificates you may have received from the certificate signing authority. Be sure to include both "BEGIN" and "END" statements for all information in the following order:

- ShoreTel Connect Mobility Router signed certificate
- RSA private key

- Any certificate chain/bundle that may have been included from the certificate authority



### Note

The text in the following window displays an example of section of a certificate, beginning with a portion of the ShoreTel Connect Mobility Router signed certificate, the RSA private key, and a portion of the bundle the certificate authority included for the ShoreTel Connect Mobility Router certificate. Be sure to use unencrypted certificates and the private key in unencrypted PEM format. In addition, be sure to add an empty line (press Enter) between the line “END RSA PRIVATE KEY” and “BEGIN CERTIFICATE”, as shown.

```
-----BEGIN RSA PRIVATE KEY-----
MIIEogIBAAKCAOEaSE3j3/8WAehnIxdOvjycV/1/Mvgeol9Eb+br7H30A1jdjpa
ZlhtqtZDoTODpk9qVAnDpheJ0eLWJ015eACRWJ2YA2nk10Y6FXH6ENMVjactSyE9
rofDbwn4YTLnKfoExi0x10LZIK2xcXRUEXrS37e53NOECZEEF8Vggy8Thrf9Gd/C
UWq6nb01yX2sDfVvpDQxBRzP7foYc2+YVys8utUWJ3i/ulzw7533Nq+ErDc2QeH
E+5SupnpW9T11S37ebdBtC+dMGW1Vhf5j2db9EIQeKPPFFW08LwYzfxQKcCoN2bi
g3sX5nr7tKOHY2KcFVjns2e5jPEwDLZrPh/6wIDAQABAOIBABTI0tF8H5rO0IE3
bJvbkHQ7voSDao628nhU1yRENygc/CJgiJdao4wffAYTnlrDHX+TnQf/KnSKT1cQ
IsWq4qYdAtyXNm8ILisMIXNUDzS1NHYPpB/8k57Ypt5adWv1TjXlCuUdFxEVtB8d
XPFVehXahyVaV1A0y6M+2U5g70wYdyZm5xpKj0H1pkZMWHIXINpamc0X5aQG3nn
/cu3JkFbCTqe7vd3yXRuYeDr7hL/hWIVUqsfqDarr9Er36LdSX61JmpqIAesaBvs
va1leo+ULP58bWcZTBC78Sn4tVKxr31pKLR6n5NB25/ULyavk026QOTf/apIMHBF
HY6dixECgYEA4xcoF061QjRVxwF2vS1agF11FVYXSC9hPLK3aMcZq5X0X0+1BThGV
ByAe+Yj5cZb5DuFuWiCv6hhEUFXmWz+YqQP9Pnjjuiljz4HxT8fwCgztbyQV8L1
IBs+IprT11vtURg9dPXNkoQJmJh0d05153xrAiEHxoeN4yar9KGORTMCgYEA0K/v
BMX3owjCXfyeWAI1/12IN6QqtTptLVAwXKGV3cMjBQn6V3kV35TOEXubib/cDTT
Xt36NGdjJspNBTKj5AvS6brWFWZIdD2OhnuEcVpsnZIX3DjMrJMeBbnQ5IV887u
vat8u+PPL58qZv2MRRvbrMPer9VqHC55BE0tankCgYAkV0SoNikynYMRgdjrbsRx
Lp0kRFRSxITgn0sy5Lop2F2GhdRFPVj9uYsv0i0KM1ehE2p11rsKsEcRbULL++K
/rNTFAWxUBvxLnS1GneJqOU90Hgx+mIbgCL9n01e5W7p/Hi6huCGU+4XQ2VdqJ2
a6Si7pfkonLs34kMi86NEvKBgD4jRK5NLBFVeFp37pUqA128B+VZTgkt/nitcHoY
CtT/mGFRNVkdZfJPYQOUfni6FhEVqZ9jxS55YmKYdhqJEzsaGZsTFpx00GX0/8u
rV6JQ5Gp+p7AhEYJCJRbU6vOJqhOvmbL+tuNVp0LUx9FmYa+CPgTRRathhnjhtZL8
T/rUAcGacpVd2AZAcY2vq/RW1xOtSV4FkgRF5KUGDwAvpNVjv9oWZLIK8RiViA1
nu98HUYip++881omEC8jE4Dq+S0ruUpr/y/H4GOHvby1LLi80KcUQ+GmHOi76rW
Gr65cNCZokvnmOeZ5aJRpGpX6KtDvqV3gGvCVC0AQu/GNUTVdAnQ=
-----END RSA PRIVATE KEY-----

-----BEGIN CERTIFICATE-----
MIIE3jCCA8agAwIBAgICAuEwDQYJKoZIhvcNAQEFBQAwYzELMAkGA1UEBhMCVVMx
ITAfBgNVBAAoTGFRoZSBHbyBEYVRkeSBHcm91cCwgS5U5LjEjExMC8GA1UECzM28g
RGFkZHZkgQ2xhc3MgMiBDZXJ0aWZpY2F0aW9uIEF1dGhvcml0eTAeFw0vNjExMTYv
MTU0MzdaFw0yNjExMTYvMTU0MzdaMIIHKAQwCQYDVQQGEwJVUzEQMA4GA1UECBMH
QXJpZW9uYVtETMBEGA1UEBmMKU2NvdHRzZGFsZTEaMBGGA1UEChMRM29EYVRkeS5j
```

Import

- Click **Import**. If the certificate is valid, a Restart prompt displays. If the certificate is not valid, an Error prompt displays. In the case of an error, generate a valid certificate or obtain a new certificate to paste in the field.



### Note

Optionally, click Verify to view if the certificate is valid.

- Restart the ShoreTel mobility service and activate the newly generated certificate, click **OK**. If you do not want to restart the ShoreTel Connect Mobility Router, click **Cancel**. The newly generated certificate is stored on the ShoreTel Connect Mobility Router until the next restart.
- Refresh the browser to regain access, then log in.

## ShoreTel Connect <for Platform> Certificates

---

ShoreTel Connect <for Platform> certificates are generated by the ShoreTel Connect Mobility Router. The client certificate is signed by the CA on the ShoreTel Connect Mobility Router and sent to the client during provisioning. This is automatic, and no administration is required.

## Managing the Permit List

---

The permit list is a list of valid client certificates issued by the ShoreTel Connect Mobility Router. When an end user provisions the ShoreTel Connect <for Platform> on the mobile device, the client's certificate is automatically entered in the permit list.

## Reviewing the Permit List

Click **Configuration > System > Certificate > Permit List**. The **Permit List** page displays. The following information is displayed:

- **Serial Number**—Unique number used to identify each certificate. The Certificate Authority assigns a unique number to each certificate it generates and signs.
- **Active**—Indicates that the certificate is active.
- **Application**—Specifies whether ShoreTel Connect <for Platform> or Calibrate is using the certificate.
- **User ID**—Username of the end user on the ShoreTel Connect Mobility Router.
- **Device Type**—Type of mobile device using the certificate. This information matches the information on the **Mobile Device** tab of the **User** page.
- **IMEI**—Displays the International Mobile Equipment Identity (IMEI) of the client mobile device. This information is provided automatically during client provisioning. The IMEI is a number unique to every GSM and UMTS mobile phone.



---

**Note**

The permit list entries for ShoreTel Mobility Calibrate do not display details about User ID, Device Type, or IMEI.

---

## Deleting an Entry from the Permit List

You can delete an entry from the permit list to revoke a particular application for a specific user. Delete an entry from the permit list if a mobile device is lost or you no longer want the user to have access to certain applications.

To delete an entry from the Permit List:

1. Click **Configuration > System > Certificate > Permit List**.
2. Select the entry to be deleted.
3. To select multiple contiguous items, hold the Shift key while selecting the items. To select multiple non-contiguous items, hold the Ctrl key while selecting the items.
4. Click **Delete**.
5. When prompted to confirm the deletion, click **OK**.

---

## Configuring Authentication

There are three options for user authentication available with the ShoreTel mobility solution, one of which use AAA (authentication, authorization and accounting) functionality:

- Local users authentication database
- LDAP authentication against Active Directory (AD), generic LDAP server or Secure LDAP server. In the case of multiple AD forests, one LDAP server is authenticated (AAA).
- ShoreTel Directory Authentication

In addition to specifying the authentication method, you can also specify the order in which authentication methods are attempted.

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## Managing Active Directory/LDAP

---

An Active Directory/LDAP server can be used for authentication. In the case of multiple AD forests, one LDAP server is used for authentication.

Defining an Active Directory/LDAP server is optional and based on the type of authentication to be used. If adding a Secure LDAP server, refer to [“Importing a Certificate Authority” on page 53](#) for general information about how to import a Certificate Authority, and Best Practice information [“Secure LDAP Certificate Requirements for Active Directory Domain Controllers” on page 249](#) for specific instructions regarding importing Secure LDAP certificates.

Check **Enable Server Certificate verification for SSL and TLS connections** to enforce the server certificate validation. This validation applies to all the active directory forests configured. Server certification validation takes place during the SSL and TLS connection establishment process. Refer to [“Secure LDAP Certificate Requirements for Active Directory Domain Controllers” on page 249](#) for more information on server certificates. Click **Apply**.

### Adding a Directory Server Group

To add an Active Directory server:

1. Click **Configuration > System > Authentication > Directory**.
2. Select **Add**.

### Adding an Active Directory / LDAP Group

The following procedure configures an Active Directory / LDAP server. Refer to [Adding a ShoreTel Directory Group](#) on page 65 for information on adding a ShoreTel Directory Server.

1. Click **Configuration > System > Authentication > Directory**.
2. Select **Add**.
3. Select **Active Directory/LDAP**.
4. Click **Apply**. The **General** page displays.
5. By default, the IP address associated with the primary interface is chosen. This interface is used by the ShoreTel Connect Mobility Router for communicating with AD/LDAP server.



---

**Note**

This option is only configurable when used in conjunction with ShoreTel Connect.

---

6. Type the IP address for the Primary Active Directory/LDAP server. Use the server's FQDN if you plan to enforce the Secure LDAP server certificate verification.
7. Type the IP address for the Secondary Active Directory/LDAP server, if available.
8. Type the IP address for the Tertiary Active Directory/LDAP server, if available.

9. In the **LDAP Port** field, use port number 389 or enter another appropriate port number.
10. In the **Bind DN** field, type the Full Distinguished Name format of the Active Directory/LDAP server. For example:  
  
`cn=user,CN=Users,DC=domainname,DC=com`
11. In the **Bind DN Password** field, enter the Bind DN password to bind the LDAP server to the LDAP directory for write access. This password must be available for the ShoreTel Connect Mobility Router to make an authentication request.
12. In the **Base DN** field, type the Base Distinguished Name format that defines the search range in your AD/LDAP. For example:  
  
`CN=Users,DC=domainname,DC=com`
13. In the **User ID Attribute Name** field, type the LDAP attribute name used for User ID. In the Active Directory server, ShoreTel Connect Mobility Router default User ID Attribute Name is **sAMAccountName**.
14. Check **Referrals** to support receiving a referral request from the active directory server. This provides information for redirecting the ShoreTel Connect Mobility Router to another active directory server.
15. In the **Bind Timeout** field, use the default timeout number 5 or enter another appropriate timeout value.
16. In the **Security Type** drop-down menu:
  - a. Select **None** for using plain text LDAP communication protocol between the ShoreTel Connect Mobility Router and the Active Directory server. The user's credential is transmitted in plain text.
  - b. Select **SSL** for a secure session using secure LDAP (ldaps URL at port 636) using SSLv3.
  - c. Select **TLS** for a secure session using STARTTLS method over the standard ldap URL and port 389. STARTTLS is an extension to plain text communication protocols, which offers a way to upgrade a plain text connection to an encrypted TLS connection, instead of using a separate port for encrypted communication. For more information refer to *STARTTLS for LDAP* in *RFC 2830*.
17. Use the default **Secure LDAP Port** value, or enter an appropriate port number if your server uses a different port.
18. In the **Server Certificate Verification** area:
  - a. Uncheck the **Manage Certificate** if not importing Active Directory Server's CA certificate. In this case, the ShoreTel Connect Mobility Router does not verify the certificate and blindly accepts server certificate. This applies to all Active Directory forests.
  - b. Check **Manage Certificate** to enforce the server certificate verification. Refer to [“Secure LDAP Certificate Requirements for Active Directory Domain Controllers” on page 249](#) for information on exporting a Secure LDAP CA. This certificate is used in conjunction with this step.

19. Click the **Manage Certificate** link to view and import the Active Directory CA certificate. A new window pops up.
20. Click **Import** and copy and paste the appropriate Active Directory CA Certificate. The certificate must be enclosed in  
  

```
-----BEGIN CERTIFICATE----- and
-----END CERTIFICATE----- tags.
```
21. When the certificate verification is enforced, the ShoreTel Connect Mobility Router verifies the following:
  - The certificate is valid and not expired or damaged.
  - The subject name or the first name in the Subject Alternative Name (SAN) matches with the Fully Qualified Domain Name (FQDN) of the LDAP server (configured on the **General** tab).
  - It was issued by the trusted authority, and a certificate chain can be established up to the CA certificate imported here.
22. Click **Apply**.
23. Select **Query** to perform the forest search. The Query screen displays.
  - a. Enter a search string such as a user name in the **Search For** field. Refer to [“Directory Query” on page 209](#) for more information about this field.
  - b. By default, the **Search In** drop down menu displays the currently configured active directory forest. Select the specific active directory forest, or All Enabled forests, to complete a search. Refer to [“Directory Query” on page 209](#) for more information about this field.
24. Select **Verify** to verify the server configuration is correct.



#### Note

If verification is not successful, select **Security Type “None”** to make sure other parameters are correct, then retry the selected security type.

## Viewing or Changing Advanced Settings for the Active Directory Authentication Server

This page contains advanced LDAP configuration parameters used for directory query. By default, settings on this page are predefined for Active Directory as the LDAP server. For active directory, some settings will change, depending on your active directory settings. For more information, see your LDAP server documentation.

To view or change advanced settings:

1. Click **Configuration > System > Authentication > Directory**.
2. Double-click a **Directory Group**, or select the group and click **Modify**.
3. Select a Server.
4. Select the **Advanced** tab.



5. Make changes as required.
6. Click **Apply**.

## Adding a ShoreTel Directory Group

The following procedure configures an ShoreTel Directory server.

1. Click **Configuration > System > Authentication > Directory**.
2. Select **Add**.
3. Select **ShoreTel Directory**.
4. Enter a **Name**.
5. Select **Apply** to advance to the ShoreTel Directory Group parameters page.
6. Select an **Interface**. By default, the IP address associated with the primary interface is chosen. This interface is used by the ShoreTel Connect Mobility Router for communicating with HQ and DVS servers.



---

### Note

This option is only configurable when used in conjunction with ShoreTel Connect and multi-tenant system.

---

7. Enter a fully qualified domain name (FQDN) or IP address of the ShoreTel Directory server in **Server Address** field.
8. In the **Server Port** field, use port number 5447 or enter another appropriate port number.
9. In the **Bind User** field, type the credentials used for authenticating with the ShoreTel Directory Server.
10. In the **Bind Password** field, enter the Bind DN password to bind to the ShoreTel Directory Server. This password must be available for the ShoreTel Connect Mobility Router to make an authentication request.
11. In the **Bind Timeout** field, use the default timeout number 5 or enter another appropriate timeout value.
12. In the **Search Timeout** field, enter the number of seconds to wait for a search response from the server.
13. In the **Max Search Entries Returned** field, enter the maximum number of displayed search responses.
14. Click **Apply**.
15. Select **Query** to perform the ShoreTel Directory search. The Query screen displays.
  - a. Enter a search string such as a user name in the **Search For** field. Refer to [“Directory Query” on page 209](#) for more information about this field.

- b. By default, the **Search In** drop down menu displays the currently configured ShoreTel Directory server. Select the specific ShoreTel Directory server to complete a search. Refer to [“Directory Query” on page 209](#) for more information about this field.
16. Click **Verify** to verify the server configuration is correct.

## Adding and Enabling Active Directory Forest



### Note

Use Active Directory Forest to search across multiple active directory servers defined in the forest. Only one directory server from the forest may be selected for authentication purposes.

You can add a total of five active directory forests. Complete the following steps after the first forest is added using [“Adding an Active Directory / LDAP Group” on page 62](#).

1. Click **Configuration > System > Authentication > Directory**.
2. Select the directory group added in [“Adding an Active Directory / LDAP Group” on page 62](#).
3. Select **Enable Multiple AD Forests** to add multiple directory forests to the configured group. You can configure up to five forests.
4. Select **Add**.
5. Select **Apply** after each AD forest is added.
6. Select **Query** to perform the forest search. The Query screen displays.
  - a. Enter a search string such as a user name in the **Search For** field. Refer to [“Directory Query” on page 209](#) for more information about this field.
  - b. By default, the **Search In** drop down menu displays the currently configured active directory forest. Select the specific active directory forest, or All Enabled forests, to complete a search. Refer to [“Directory Query” on page 209](#) for more information about this field.
7. Select **Verify** to verify the server configuration is correct.



### Note

If verification is not successful, select **Security Type “None”** to make sure other parameters are correct, then retry the selected security type.

8. You have the option to perform a **Query** or **Verify** across all enabled forests. Refer to [“Directory Query” on page 209](#) for more information about directory query searches.

9. The first forest configured is the authenticated active directory forest, by default. If appropriate, select **Make Auth** to make a different forest the authenticated active directory forest. All other servers have directory search capability.

**Tip**

Only one forest can be the authenticated active directory forest. Any additional forests are used for directory search only. The search for Retrieve All Groups or Retrieve All Groups of Selected User is performed on the authenticated active directory forest. Refer to External Group Authorization in [“Configuring General Settings” on page 138](#) for details.

10. Click **Enable** to enable directory search capability on any forest. The **Directory Search Enable** box highlights green to indicate it is enabled. Click **Disable** to disable directory search capability. Select **Verify** to verify the server configuration is correct.

**Note**

Each forest's directory search capability can be enabled or disabled, and each forest's configuration can be modified or deleted.

11. Check **Enable Server Certificate verification for SSL and TLS connections** to enforce the server certificate validation. This validation applies to all the active directory forests configured. Server certification validation takes place during the SSL and TLS connection establishment process. Refer to [“Secure LDAP Certificate Requirements for Active Directory Domain Controllers” on page 249](#) for more information on server certificates.
12. Refer to section [“Viewing or Changing Advanced Settings for the Active Directory Authentication Server” on page 64](#) for information on the **Advanced** tab.

## Managing Local User Authentication

There are three types of users who require authentication on the ShoreTel Connect Mobility Router:

- Administrator—Authenticates to the ShoreTel Connect Mobility Router to administer the ShoreTel mobility solution.
- Monitor—Authenticates to the ShoreTel Connect Mobility Router to monitor the ShoreTel mobility solution.
- End user—Authenticates to the ShoreTel Connect Mobility Router to provision and use the ShoreTel Connect <for Platform> application.

Any user defined in ShoreTel Connect Mobility Router's built-in database server with the "Admin" or "monitor" role can administer and monitor the ShoreTel Connect Mobility Router.

**Note**

Local users with end-user privileges are created in the Add Groups or Add Users pages. For information about adding local end users, see [Managing Groups on page 137](#) and [Managing Users on page 151](#).

## Adding Local Users

To add a local user:

1. Click **Configuration > System > Authentication > Local Users**. The **Local Users** page displays.
2. Click **Add** to view the **Add User** page.
3. In the **User ID** field, type the name of the user. This field is case sensitive.
4. In the **Password** field, type the password for the user. This field is case sensitive.
5. In the **Capability** list, select the type of account.

For SIP Local Users, select from the following:

- admin
- monitor
- user

For non-SIP Local Users, select from the following:

- admin
- monitor

6. To enable the user, select the **Enabled** check box.
7. To save your changes, click **Apply**.

## Modifying Local Users

**Note**

For the admin and monitor default user accounts, you can change only the password

To modify a local user:

1. Click **Configuration > System > Authentication > Local Users**. The **Local Users** page displays.
2. Select the user to be modified, and click **Modify**. The **Modify User** page displays.

3. Modify the values as needed.
4. To save your changes, click **Apply**.

## Deleting Local Users

The default Monitor and Admin users cannot be deleted. Other users with the capability of Monitor or Admin can be deleted.

Local end users on SIP cannot be deleted on this page. For information about deleting users, see [Managing Groups on page 137](#) and [Managing Users on page 151](#).

To delete a local user:

1. Click **Configuration > System > Authentication > Local Users**. The Local Users page displays.
2. Select the local user to be deleted.
3. Click **Delete**. The user is deleted.

## Managing Order of Authentication

After defining local authentication or adding authentication servers, specify the order in which the ShoreTel Connect Mobility Router performs authentication against the established databases. The order determines the search order that the ShoreTel Connect Mobility Router uses when attempting authentication. The order of authentication can be defined separately for Admin users and for End Users: Admin privilege users logged in to the ShoreTel Connect Mobility Router using the Web UI, ShoreTel Connect <for Platform> Administrator provisioning, etc., use the Admin Authentication Ordering; End users logged in to the ShoreTel Connect Mobility Router for ShoreTel Connect <for Platform> provisioning use the User Authentication Ordering.

By default, the first method of authentication attempted is authentication with the local user database on the ShoreTel Connect Mobility Router. We recommend that you keep the default for the first method. If you select LDAP as the first method of authentication and the authentication server is not available, it might be some time before the second method of authentication can be attempted.

After successful authentication, the ShoreTel Connect Mobility Router discontinues searching. If the ShoreTel Connect Mobility Router is unsuccessful in authenticating using the first method specified, the search order defined is used to continue the search.

To set the order of authentication:

1. Click **Configuration > System > Authentication > Ordering**. The Ordering page displays.
2. In the **First** list, select the authentication method to be used first:
  - local—Uses the ShoreTel Connect Mobility Router local user database
  - ldap—Uses the specified Active Directory or LDAP server

The ShoreTel Connect Mobility Router first attempts authentication with the option specified in this field.

3. If you defined more than one method of authentication, set the **Second** field to an option different than the one selected for the **First** field. The ShoreTel Connect Mobility Router attempts to authenticate with this setting if it cannot authenticate with the option specified in the **First** field.
4. If you have three options for authentication, set the **Third** field to an option different than the one selected for the **First** or **Second** fields. The ShoreTel Connect Mobility Router attempts to authenticate with this setting if it cannot authenticate with the option specified in the **First** or **Second** fields.

**Note**

One of the Authentication mechanisms for both Admin and User Authentication must be local, and is recommended as the First authentication.

**Note**

If you have only one authentication option, set the Second and Third field to the same value as the First field. If you have only two authentication options, set the Third field to the same value as the First or Second field.

**Note**

The Admin authentication ordering is different than the End User authentication order.

5. Click **Apply**.

## ShoreTel Directory Authentication

You can specify a ShoreTel Directory to be used for authentication as needed. Defining a ShoreTel Directory is mandatory for users with ShoreTel PBX for ShoreTel Connect.

The following procedure configures a ShoreTel Directory server.

1. Click **Configuration > System > Authentication > Directory**.
2. Click **Add**.
3. Select **ShoreTel Directory** from the Server Type drop-down list.
4. Enter a **Name**.
5. Click **Apply** to advance to the Add New Directory Group parameters page.
6. Enter a fully qualified domain name (FQDN) or IP address of the ShoreTel HQ server or local ShoreTel DVS server (if you have installed SMR for remote site) in **Server Address** field.

7. In the **Server Port** field, use the default port number, or enter an appropriate port number if your server uses a different port.
8. Check the **Server Certificate Verification** box if **TLS** is used for a secure session using STARTTLS method. TLS provides more secured authentication. Click the **Manage Certificate** link.
9. Click **Import**. Copy and paste the appropriate `hq_ca` Certificate. The `hq_ca.crt` is stored in `C:\Shoreline Data\keystore\certs`.
10. Check the **Trusted Admin App** check box to enable authentication through the Trusted Admin App certificate.
11. Click the **Manage App Certificate** link to view and import the Trusted App certificate. A new window opens. A new API is provided for CAS to utilize the more efficient permanent connection to the ShoreTel Connect Mobility Router. One connection for all users.
12. Click **Import**. Copy and paste the appropriate Trusted App Certificate. Paste the Trusted App private key. The encrypted key is not accepted. The certificate must be enclosed in

```
-----BEGIN RSA PRIVATE KEY-----
and
-----END RSA PRIVATE KEY-----
tags.
```
13. When the certificate verification is enforced, the ShoreTel Connect Mobility Router verifies the following:
  - The certificate is valid and not expired or damaged.
  - The subject name or the first name in the Subject Alternative Name (SAN) matches with the Fully Qualified Domain Name (FQDN) of the ShoreTel Directory server.
  - It was issued by the trusted authority, and a certificate chain can be established up to the `hq_ca` certificate imported before.
14. In the **Bind Timeout** field, use the default timeout number 5 or enter another appropriate timeout value.
15. In the **Search Timeout** field, enter the number of seconds to wait for a search response from the server.
16. In the **Max Search Entries Returned** field, enter the maximum number of displayed search responses.
17. Choose TLS from the **Security Type** drop-down list.
18. Use the default **Secure Port** value, or enter an appropriate port number if your server uses a different port.
19. Click **Apply**.

20. Click **Verify** to verify the server configuration is correct.



---

**Note**

If verification is not successful, select **Security Type “None”** to make sure other parameters are correct, then retry the selected security type.

---

21. Select **Query** to perform the ShoreTel Directory search. The Query screen displays.
  - a. Enter a search string such as a user name in the **Search For** field. Refer to [“Directory Query” on page 209](#) for more information about this field.
  - b. By default, the **Search In** drop down menu displays the currently configured ShoreTel Directory server. Select the specific ShoreTel Directory server to complete a search. Refer to [“Directory Query” on page 209](#) for more information about this field.
22. Click **Sync ABC Keys** to exchange the authenticator public keys with ShoreTel HQ and DVS servers.
23. When you add or remove DVS server, you click **Sync ABC Keys** again.



---

## Managing Mobility

An enterprise location provides the framework in which you can configure and monitor your mobility network. In an enterprise location, you define the physical representation of the network, consisting of one or more campuses, one or more buildings, and all floors where the ShoreTel mobility solution is to be deployed.

After creating the enterprise location, you can define Route Points, which are the locations within the campus where the ShoreTel Connect Mobility Router hands over active calls between Wi-Fi and cellular networks. You define Route Points based on where Wi-Fi coverage is typically weakening. Common Route Points include the entry/exit points of a building, elevator entrances, or stairwell entrances. You can define Route Points using the ShoreTel Connect Mobility Router or the ShoreTel Mobility Calibrate application on your mobile device.

Depending on the WLAN controllers used in your network and how you have configured them, you can configure the ShoreTel Connect Mobility Router get location information directly from the WLAN controller. This saves you from having to manually define the enterprise location. Depending on the WLAN controller, the ShoreTel Connect Mobility Router can also get SSID, BSSID, and transmit power information, allowing you to have a more accurate representation of your network.

In addition the previous methods to define location, the ShoreTel Connect Mobility Router gathers location information from ShoreTel Connect <for Platform> on the mobile devices as users roam from access points known by the ShoreTel Connect Mobility Router to unknown access points. If the mobile device roams from a known access point to an unknown access point, ShoreTel Connect <for Platform> sends a query to the ShoreTel Connect Mobility Router with the unknown access point's information. The ShoreTel Connect Mobility Router adds this access point to its list of known access points.

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## Establishing Default Mobility Settings

Default mobility settings are applied to locations where a calibrated Route Point is not specified or not needed. In this case, the default settings trigger the handover as needed. The default mobility settings and enterprise-location specific settings combine to support seamless roaming between the Wi-Fi and cellular network, which ensures that the ShoreTel mobility solution optimizes the available Wi-Fi network and reduces use of the cellular network while inside the enterprise.

The ShoreTel Connect Mobility Router uses default mobility values for voice call quality. These default values can be used for two purposes:

- To establish initial mobility values when creating new enterprise locations. You can adjust the default mobility settings per floor when creating Route Points, or you can use the default settings. Per-floor settings apply only if Route Points exist.
- To determine when a handover should take place in locations where no Route Points are established or Route Points are not needed. These settings apply only if no Route Points are present.

In addition to specifying default mobility settings for the enterprise, you can also specify default mobility settings for home locations for users. These default mobility settings apply to all home locations unless you override these settings by modifying them for specific home locations for users. For information about modifying mobility settings for user home locations, see [“Modifying Home Location General Settings” on page 162](#).

You can review or change the default mobility settings to meet your network requirements.

## Enterprise Default Settings

To review or change Enterprise default mobility settings:

1. Click **Configuration > Mobility > Default Settings**. The **Enterprise** tab is active.
2. In the **Min Wi-Fi to Cellular Roam RSSI** field, type the minimum Wi-Fi received signal strength indication (RSSI) threshold below which a call is handed over from Wi-Fi to cellular.

This value represents the minimum threshold for weak coverage areas in the network. It can be used as a backup if a Route Point is missed or for areas that have weak coverage but do not yet have a Route Point specified.

The default value is -80. The recommended value is between -95 and -40.

3. In the **Min Cellular to Wi-Fi Roam RSSI** field, type the minimum Wi-Fi RSSI threshold that must be available for a call to be handed over from cellular to Wi-Fi. The default value is -65. The recommended value is between -95 and -40.

This value applies only in cases where the handover is not triggered by a Route Point. This value should represent an RSSI that is typically available only within the building so handover to Wi-Fi does not occur outside. This value is also used as a backup for handing over to Wi-Fi if the user misses connecting with a Route Point when entering the building.

If a Route Point is present, the handover is triggered based on the Route Point specific settings, even if they are different than the Min Cellular to Wi-Fi Roam RSSI value.

4. In the **Min Voice RSSI** field, type the minimum RSSI threshold for incoming and outgoing voice calls.

This value represents the minimum RSSI allowed for initiating a voice call. If this value is not met or exceeded, then Wi-Fi is not available.

The default value is -72. The recommended value is between -95 and -40.

5. In the **Max Packet Loss %** field, type the maximum average percentage of voice packet loss allowed before the call is handed over to cellular. The default value is 10%. If average packet loss exceeds this value, the call is handed over to the cellular network if the cellular network is available.
6. To enable use of multiple BSSIDs in your network, select the **Multiple BSSID** check box. To disable this option, clear the **Multiple BSSID** check box. By default, this option is selected. We recommend that you leave this option enabled. If the Multiple BSSID option is selected, you can take calibration data from one WLAN, and that data can support all WLANs at that location. If this option is not selected, each WLAN must be calibrated individually.
7. To save your changes, click **Apply**.
8. [Table 5](#) displays the client-preferred PBX and Enterprise Codecs priority listing. The following table displays each Codec's supported packet size and default packet size.

**Table 5: Supported Codecs**

Codec name	Supported Packet Size	Default Packet Size
G.711 $\mu$ -Law	20/30/40/60	20
G.711 A-Law	20/30/40/60	20
G.729 Annex- B	20/30/40/60	20
AMR	20/40/60	20
iLBC 30	30/60	30

Use the Up or Down buttons to select the highest priority Codec supported by both ends. Move the Codecs into their appropriately ranked order for usage, the top Codec being the highest priority.

## Default Home Settings

---

To review or change home-location default mobility settings:

1. Click **Configuration > Mobility > Default Settings**.
2. Click the **Home** tab.
3. In the **Min Wi-Fi to Cellular Roam RSSI** field, type the minimum Wi-Fi received signal strength indication (RSSI) threshold below which a call is handed over from Wi-Fi to cellular. The default value is -76. The recommended value is between -95 and -40.
4. In the **Min Cellular to Wi-Fi Roam RSSI** field, type the minimum Wi-Fi RSSI threshold that must be available for a call to be handed over from cellular to Wi-Fi. The default value is -70. The recommended value is between -95 and -40.
5. In the **Min Voice RSSI** field, type the minimum RSSI threshold for incoming and outgoing voice calls. This value represents the minimum RSSI allowed for initiating a voice call. If this value is not met or exceeded, then Wi-Fi is not available. The default value is -72. The recommended value is between -95 and -40.
6. In the **Max Packet Loss%** field, type the maximum average percentage of voice packet loss allowed before the call is handed over to cellular. The default value is 10%. If average packet loss exceeds this value, the call is handed over to the cellular network if the cellular network is available.
7. Click **Apply** to save changes.
8. The applicable Codecs display in the table. Use the Up or Down buttons to select the highest priority codec supported by both ends. Move the codecs into their appropriately ranked order for usage, the top codec being the highest priority.

## Default Cell Data Settings

---

To review or change cell-data default mobility settings:

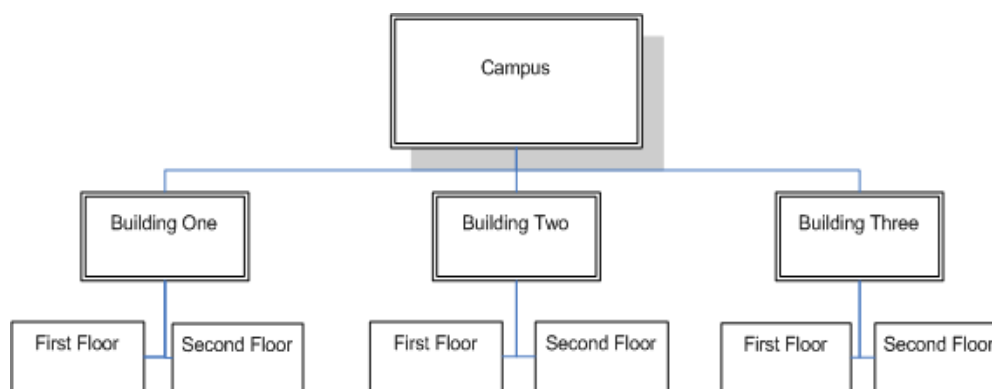
1. Click **Configuration > Mobility > Default Settings**.
2. Click the **Cell Data** tab.
3. The applicable Codecs display in the table. Use the Up or Down buttons to select the highest priority codec supported by both ends. Move the codecs into their appropriately ranked order for usage, the top codec being the highest priority.
4. Click **Apply** to save changes and return to the main screen.

# Enterprise Locations

## About Enterprise Locations

An enterprise location consists of a campus, a series of buildings, and all the floors where the ShoreTel mobility solution is deployed. [Figure 7](#) shows an example of an enterprise location. In this example, the campus has three buildings, and each building has two floors. The campus layout is entered as an enterprise location in the ShoreTel Connect Mobility Router. For information about creating enterprise locations, see [“Creating Campuses” on page 82](#).

*Figure 7: Sample Enterprise Location Layout*



## About Route Points

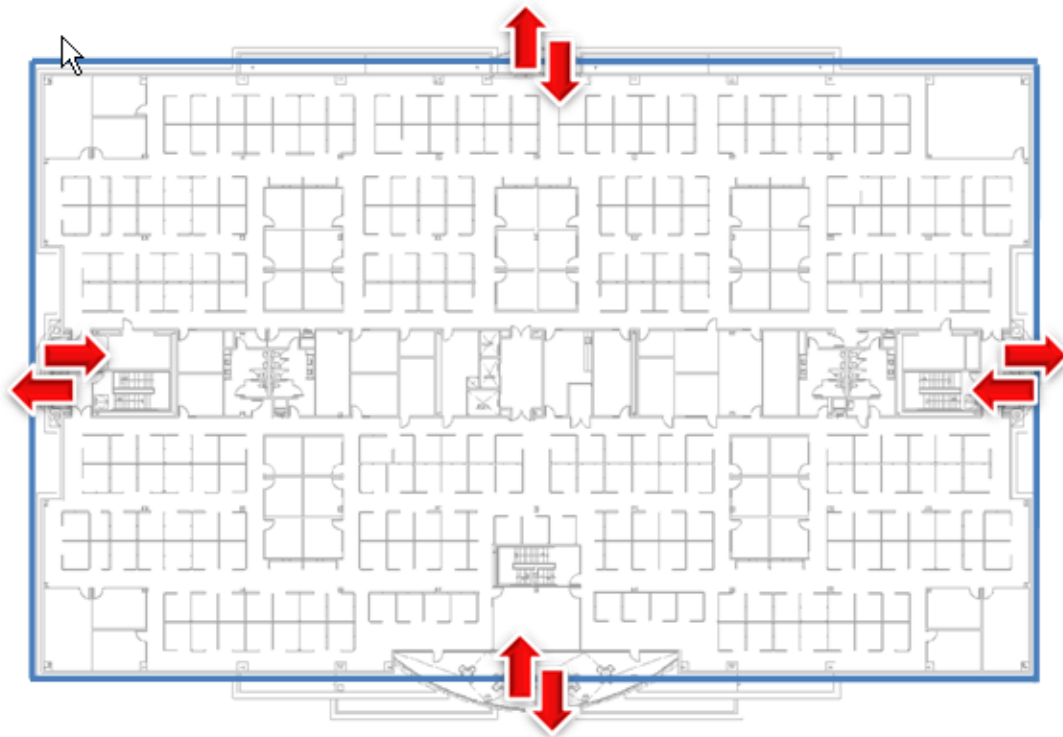
A Route Point is a specific location within the campus where you want to handover between Wi-Fi and cellular. Some common route points include the entry/exit points of a building, at the entrance to an elevator, or at the entrance to a stairwell. If a building has a unique shape, Wi-Fi coverage might not reach to some remote corners of the floor.

Areas where the Wi-Fi signal has a received signal strength indication (RSSI) threshold below the level acceptable for voice calls should be marked as Route Points. If there are no locations on a given floor of a building where a handover needs to take place, you do not need to create Route Points on the ShoreTel Connect Mobility Router for that floor.

Route Points can be predefined or created during the calibration process. Calibrate Route Points by taking readings of Wi-Fi signal strength using the ShoreTel Mobility Calibrate tool. For information about using the ShoreTel Mobility Calibrate application, refer to the *“Using the ShoreTel Mobility Calibration Tool”* application note.

Figure 8 shows the first floor of Building One. There are four places where Route Points could be created. These places are entered into the Enterprise Location menu as Route Points for this specific building and floor. For information about adding Route Points, see [“Creating Route Points for a Floor” on page 84](#).

Figure 8: Example of Route Points on the First Floor of a Building



## Understanding the Relationship Between Route Points and Default Handover Settings

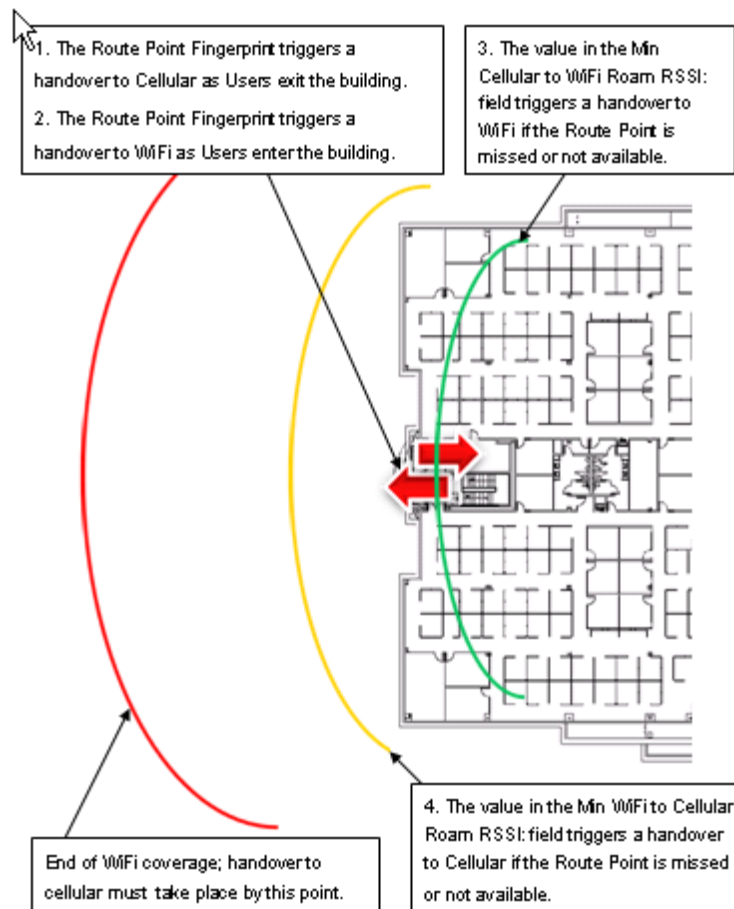
The Min Wi-Fi to Cellular Roam RSSI value specifies the minimum Wi-Fi received signal strength indication (RSSI) threshold below which a call is handed over from Wi-Fi to cellular. This value represents the minimum threshold for weak coverage areas in the network. It can also be used as a backup in case a Route Point is missed or for areas that have weak coverage but do not yet have a Route Point specified.

The Min Cellular to Wi-Fi Roam RSSI value specifies the minimum Wi-Fi RSSI threshold that must be available for a call to be handed over from cellular to Wi-Fi. This value applies only in cases where the handover is not triggered by a Route Point. This value should represent an RSSI that is typically only available within the building so handover to Wi-Fi does not occur outside. This value is also used as a backup for handing over to Wi-Fi if the user misses connecting with a Route Point when entering the building.

If a Route Point is present, the handover is triggered based on the Route Point-specific settings, even if they are different than the values in these fields.

Figure 9 shows the relationship between Route Points and default handover settings at an entry point of a building.

Figure 9: Example of the Relationship Between Route Points and Default Handover Settings



A handover can take place for any of the following reasons:

- A Route Point triggers a handover to cellular as the user exits the building.
- A Route Point triggers a handover to Wi-Fi when the user enters the building.
- When the value specified in the Min Cellular to Wi-Fi Roam RSSI field is a match and the Route Point is missed or not available, a handover to Wi-Fi occurs.
- When the value specified in the Min Wi-Fi to Cellular Roam RSSI field is a match and the Route Point is missed or not available, a handover to cellular occurs.

## Using WLAN Controllers to Retrieve Location Information

Currently, the ShoreTel mobility solution supports integration of enterprise location information for WLAN controllers from the following vendors:

- Aruba Networks
- Cisco Systems
- Meru Networks

By default, when you integrate a WLAN controller with the ShoreTel Connect Mobility Router, it sends SNMP queries to the WLAN controller for information.

Optionally, you can configure the ShoreTel Connect Mobility Router to receive SNMP trap information about transmit power from the WLAN controller. If you choose to do this, you need to define the ShoreTel Connect Mobility Router as a trap receiver on the WLAN controller.

Optionally, if you have enterprise location information configured for any of these WLAN controllers, you can enable the integration of this information with the ShoreTel Connect Mobility Router. When you integrate location information, the ShoreTel Connect Mobility Router gets the following information from the WLAN controller:

- Basic service set identifier (BSSID) list
- Service set identifier (SSID) list
- Location information (for example, campus, building, floor, and so on) (not supported for Cisco controllers)

Transmit power (not supported for Meru controllers)



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**Note**

If you have location information configured for your controller, we recommend that you synchronize this information with the ShoreTel Connect Mobility Router.

---

The ShoreTel Connect Mobility Router uses the WLAN controller information in conjunction with fingerprints that you create and location information received from mobile devices as users roam within the enterprise to maintain and update location information.

## How the ShoreTel Connect Mobility Router Dynamically Learns Location Information from the ShoreTel Connect <for Platform>

The ShoreTel Connect Mobility Router learns location information from the ShoreTel Connect <for Platform> on the mobile devices as users roam from known access points to unknown access points.

If the ShoreTel Connect <for Platform> does not know an access point, the ShoreTel Connect <for Platform> sends a location query to the ShoreTel Connect Mobility Router with the following data:

- Wi-Fi information—MAC address, IP address, BSSID, and SSID
- GSM information—Cellular ID, LAC, MNC, and MCC

The ShoreTel Connect Mobility Router compares this information with its known access point list and adds the access point as a known access point. The ShoreTel Connect Mobility Router also sends fingerprints, a list of known cellular networks, and a list of known access points to the ShoreTel Connect <for Platform>.



If the ShoreTel Connect <for Platform> finds that its list of known access points are missing fingerprints, the ShoreTel Connect <for Platform> sends the BSSID to the ShoreTel Connect Mobility Router. The ShoreTel Connect Mobility Router sends the ShoreTel Connect <for Platform> fingerprints.

If the ShoreTel Connect <for Platform> already has location and access point information from what the ShoreTel Connect Mobility Router previously has sent, the ShoreTel Connect <for Platform> sends a movement update to the ShoreTel Connect Mobility Router. The ShoreTel Connect Mobility Router uses this information to keep track of the mobile device and does not send any information to the ShoreTel Connect <for Platform>.

## Mobility Configuration Task List

Depending on your wireless network, the tasks that you complete to establish mobility settings can differ.

The major steps in establishing mobility settings are:

1. Establish the enterprise location.
  - If your WLAN controller supports and you have configured location information, you can integrate the controller with the ShoreTel Connect Mobility Router.
  - You can also manually create the enterprise location:
    - Define the campus.
    - Associate buildings with the campus.
    - Specify floors for each building.
2. Specify Route Points as needed for the enterprise location.
3. Take calibration measurements at each Route Point using ShoreTel Mobility Calibrate. For more information, refer to the *“Using the ShoreTel Mobility Calibration Tool”* application note.



---

### Note

If you have Meru access points and have enabled Virtual Cell, you cannot take fingerprints for these access points. This is because fingerprinting is based on a BSSID for an access point. Because Virtual Cell uses one BSSID for all access points, fingerprinting is not possible.

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## Managing Enterprise Locations

Creating an enterprise location consists of the following steps:

- “Creating Campuses” on page 82
- “Creating Buildings” on page 83
- “Creating Floors” on page 83
- “Creating Route Points for a Floor” on page 84

In addition to manually creating an enterprise location, you can also integrate WLAN controllers with the ShoreTel Connect Mobility Router, as described in [“Integrating WLAN Controllers with the ShoreTel Connect Mobility Router” on page 86](#).

### Creating Campuses

Create an enterprise location to define the campus, buildings, and floors where the ShoreTel mobility solution is deployed.



#### Tip

You do not need to create enterprise locations for buildings or floors where there are no Route Points.

To add an enterprise location:

1. Click **Configuration > Mobility > Enterprise Locations**. The **Enterprise Locations** page displays.
2. Select the **Tenant** from the Tenant Name drop-down list.
3. In the **Campus** field, type the name of the campus. The campus name can be up to 64 alphanumeric characters long and can contain spaces, hyphens (-), and underscores (\_).
4. Click **Add**. The new campus displays in the list below the Campus box.

### Adding SSIDs to a Campus

After creating a campus, you need to create the Service Set Identifier (SSID).

To add an SSID to a campus:

1. Click **Configuration > Mobility > Enterprise Locations**. The **Enterprise Locations** page displays.
2. Select the **Tenant** from the Tenant Name drop-down list.
3. Select the campus to which you want to add an SSID.
4. In the **SSID** field, type the name of the SSID. The SSID can be up to 50 alphanumeric characters long and can contain spaces, hyphens (-), underscores (\_), and apostrophes (').
5. To add the SSID to the campus, click **Add**.

## Deleting SSIDs from a Campus

To delete an SSID from a campus:

1. Click **Configuration > Mobility > Enterprise Locations**. The **Enterprise Locations** page displays.
2. Select the **Tenant** from the Tenant Name drop-down list.
3. Select the campus for which you want to delete an SSID.
4. Select the SSID that you want to delete.
5. Click **Delete**. The SSID is deleted.

## Creating Buildings

To create a building:

1. Click **Configuration > Mobility > Enterprise Locations**. The **Enterprise Locations** page displays.
2. Select the **Tenant** from the Tenant Name drop-down list.
3. Select the campus for which you want to add a building.
4. With the campus selected, type a name (or number) for the first building in the **Building** field. The building name can be up to 64 alphanumeric characters long and can contain spaces, hyphens (-), and underscores (\_).
5. Click **Add**. The first building displays in the list.
6. Repeat Steps [step 4](#) and [step 5](#) to add other buildings as needed.

## Deleting Buildings

To delete a building:

1. Click **Configuration > Mobility > Enterprise Locations**. The **Enterprise Locations** page displays.
2. Select the **Tenant** from the Tenant Name drop-down list.
3. Select the campus whose building you want to delete.
4. Click **Delete**. The building is deleted.

## Creating Floors

To create a floor:

1. Click **Configuration > Mobility > Enterprise Locations**. The **Enterprise Locations** page displays.
2. Select a tenant, campus, and select a building.

3. With the building selected, type a floor number in the **Floor** field, and click **Add**. The floor displays in the list. The floor name can be up to 64 alphanumeric characters long and can contain spaces, hyphens (-), and underscores (\_).
4. Repeat Steps [step 2](#) and [step 3](#) until all floors have been added to the building.

## Deleting Floors

To delete a floor:

1. Click **Configuration > Mobility > Enterprise Locations**. The **Enterprise Locations** page displays.
2. Select a tenant, campus, and select a building.
3. Select the floor that you want to delete.
4. Click **Delete**. The floor is deleted.

## Creating Route Points for a Floor

After the enterprise location is defined, you can create Route Points for each floor of each building within the campus. The Route Point data for a given floor is sent to the client as the client locates near that floor.



### Tip

Route Points can be predefined in the Enterprise Locations page or added using the ShoreTel Mobility Calibrate tool.

To add a Route Point:

1. Click **Configuration > Mobility > Enterprise Locations**. The **Enterprise Locations** page displays.
2. Select the tenant, campus, then select a building, and then select a specific floor. The **Route Point** tab for that floor displays.
3. Click **Add** (at the bottom of the page).
4. In the **Name** field, type the name of the Route Point. The Route Point name can be up to 64 alphanumeric characters long and can contain spaces, hyphens (-), and underscores (\_).
5. In the **Type** list, select whether this Route Point is located at the network edge or the network center.

The network edge is a location at the edge of the Wi-Fi coverage where a handover between Wi-Fi and cellular takes place (for example, a front or back door or a staircase located along the edge of a building). Network edge handovers take place when the RSSI is at a match or weaker level to the RSSI defined for the Route Point.

The network center is a point within the center of your coverage where handover between Wi-Fi and cellular takes place (for example, an elevator shaft located in the middle of a building). Network center handovers take place when the RSSI is at a match to the RSSI defined for the Route Point.

6. To save your changes, click **Apply**.
7. Repeat Steps [step 3](#) through [step 6](#) as needed to add additional Route Points for this floor.
8. (Optional) To modify default handover settings for this floor, click the **Settings** tab.
9. In the **Min Wi-Fi to Cellular Roam RSSI** field, type the minimum Wi-Fi received signal strength indication (RSSI) threshold below which a call is handed over from Wi-Fi to cellular.

This value represents the minimum threshold for weak coverage areas in the network. It can be used as a backup if a Route Point is missed or for areas that have weak coverage but do not yet have a Route Point specified.

The default value is -80. The recommended value is between -75 and -85.

10. In the **Min Cellular to Wi-Fi Roam RSSI** field, type the minimum Wi-Fi RSSI threshold that must be available for a call to be handed over from cellular to Wi-Fi. The default value is -65.

This value applies only in cases where the handover is not triggered by a Route Point. This value should represent an RSSI that is typically available only within the building so handover to Wi-Fi does not occur outside. This value is also used as a backup for handing over to Wi-Fi if the user misses connecting with a Route Point when entering the building.

If a Route Point is present, the handover is triggered based on the Route Point specific settings, even if they are different than the Min Cellular to Wi-Fi Roam RSSI value.

11. In the **Min Voice RSSI** field, type the minimum RSSI threshold for incoming and outgoing voice calls.

This value represents the minimum RSSI allowed for initiating a voice call. If this value is not met or exceeded, then Wi-Fi is not available.

The default value is -72. The recommended value is between -67 and -75.

12. In the **Max Packet Loss%** field, type the maximum average percentage of voice packet loss allowed before the call is handed over to cellular. The default value is 15%. If average packet loss exceeds this value, the call is handed over to the cellular network if the cellular network is available. Changing the values in these fields overrides the values set in the Default Settings menu. For more information, see [“Establishing Default Mobility Settings” on page 74](#).



#### Tip

If the strongest access point at a Route Point is less than or equal to the value specified in the Min Wi-Fi to Cellular Roam RSSI field, a Route Point might not be needed.

13. The applicable Codecs display in the table. Use the Up or Down buttons to select the highest priority codec supported by both ends. Move the codecs into their appropriately ranked order for usage, the top codec being the highest priority. To modify the packet duration of a codec:

1. Select the codec from the table.
  2. Click **Modify**.
  3. Modify the packet duration.
  4. Click **Apply** to save changes and return to the main screen.
14. To save your changes, click **Apply**.

## Modifying Route Points

To modify a route point:

1. Select **Configuration > Mobility > Enterprise Locations**. The **Enterprise Locations** page displays.
2. Click the tenant, campus, then a building, then a specific floor. The Route Point tab for that floor displays at the bottom of the page.
3. Select the Route Point to be modified.
4. Click **Modify**.
5. Make changes as appropriate. The following options are available:
  - **Type:** You can change the Route Point type. Available options are network edge or network center.
  - View, commit, or delete the calibrations and fingerprints for this Route Point.

## Deleting Route Points

To delete a Route Point:

1. Select **Configuration > Mobility > Enterprise Locations**. The **Enterprise Locations** page displays.
2. Select a tenant, campus, then a building, and then a specific floor. The Route Point tab for that floor displays.
3. Select the Route Point to be deleted.
4. Click **Delete**. The Route Point is deleted.

# Integrating WLAN Controllers with the ShoreTel Connect Mobility Router

You can perform the following tasks for WLAN controllers:

- [“Adding WLAN Controllers” on page 87](#)
- [“Modifying WLAN Controllers” on page 88](#)

- [“Deleting WLAN Controllers” on page 89](#)

## Adding WLAN Controllers

Be sure that you have the following controller information before adding a WLAN controller:

- Vendor and IP address of WLAN controller
- Community string for the WLAN controller
- Whether enterprise location information is configured for the WLAN controller

To add a WLAN controller:

1. Click **Configuration > Mobility > WLAN Controllers**. The **WLAN Controllers** page displays.
2. Click **Add**. The **Add WLAN Controller** page displays.
3. In the **IP Address** field, type the IP address of the WLAN controller, and click **Add**. You can add multiple IP addresses.
4. In the **Community String** field, type the community string defined for the WLAN controller. The ShoreTel Connect Mobility Router sends a query to get information from the controller. The community string that you specify here must match the community string defined on the WLAN controller.
5. In the **Vendor** list, select the maker of the WLAN controller used in your network.
6. To enable Auto RF, which allows the ShoreTel Connect Mobility Router to automatically get SNMP trap information about transmit power from the controller, select the **Auto RF** check box. By default, this option is selected. To disable Auto RF, clear the **Auto RF** check box. This option is valid only if you are using the Cisco and Aruba controllers.



### Tip

If you select Auto RF and the controller supports the automatic RF feature, you do not need to retake calibrations for calibrations that were taken previously if you have the following configured on the controller.

- The ShoreTel Connect Mobility Router IP address is defined as a trap receiver. If you enabled a redundancy cluster, use the virtual IP address of the cluster as the trap receiver.
- For Cisco controllers, the TX Power Update trap must also be enabled.

As long as you have the previous items configured on the WLAN controller, you do not need to retake calibrations for previous calibrations, even if TX power values have been manually or automatically changed.

7. To enable synchronization of location information (for example, campus, building, floor, and so on) from the WLAN controller with enterprise location information manually created, select the Synchronize Enterprise Locations check box. By default, this option is not selected. To disable this option, clear the Synchronize Enterprise Locations check box.



#### Note

This option is valid only if enterprise location information is supported and configured for the WLAN controller.

8. To save your changes, click **Apply**.

After the Auto RF option was enabled when you added a WLAN controller, you must configure the WLAN controller so that one of its SNMP trap receivers is the ShoreTel Connect Mobility Router. For more information, see [“Configuring the ShoreTel Connect Mobility Router as an SNMP Trap Receiver on the WLAN Controller” on page 88](#).

## Configuring the ShoreTel Connect Mobility Router as an SNMP Trap Receiver on the WLAN Controller

How you configure an SNMP trap receiver on the WLAN controller depends on the controller. The ShoreTel Connect Mobility Router does not receive trap information from the Meru controller, so you do not need to set up the ShoreTel Connect Mobility Router as a trap receiver on the Meru controller.

### Aruba

Specify the ShoreTel Connect Mobility Router IP address as an SNMP trap receiver.

### Cisco

Specify the following:

- ShoreTel Connect Mobility Router IP address as an SNMP trap receiver.
- Enable the TX Power Update option for Auto RF Update Traps.

## Modifying WLAN Controllers

To modify a WLAN controller:

1. Click **Configuration > Mobility > WLAN Controllers**. The **WLAN Controllers** page displays.
2. Select the WLAN controller you want to modify, and click **Modify**. The Modify WLAN Controller page displays.
3. To rename the WLAN controller, type the new name in the **Name** box.
4. In the **IP Address** field, type the IP address of the WLAN controller.
5. In the **Community String** field, type the community string defined for the WLAN controller.
6. In the **Type** list, select the type of WLAN controller used in your network.



7. In the **Vendor** list, select the maker of the WLAN controller used in your network.
8. To enable Auto RF, select the **Auto RF** check box. By default, this option is not selected. To disable Auto RF, clear the **Auto RF** check box.

**Tip**

If you select Auto RF and the controller supports the automatic RF feature, you do not need to retake calibrations for calibrations that were taken previously if you have the following configured on the controller.

- The ShoreTel Connect Mobility Router IP address is defined as a trap receiver. If you enabled a redundancy cluster, use the virtual IP address of the cluster as the trap receiver.
- For Cisco controllers, the TX Power Update trap must also be enabled.

**Tip**

If you have the previous items configured on the WLAN controller, you do not need to retake calibrations for previous calibrations, even if TX power values have been manually or automatically changed.

9. To enable synchronization of enterprise location information from the WLAN controller with the ShoreTel Connect Mobility Router, select the Synchronize Enterprise Locations check box. By default, this option is not selected. To disable this option, clear the Synchronize Enterprise Locations check box.

**Note**

This option is valid only if enterprise location information is configured for the WLAN controller.

10. Click **Apply** to save your changes.

## Deleting WLAN Controllers

To delete a WLAN controller:

1. Click **Configuration > Mobility > WLAN Controllers**. The WLAN Controllers page displays.
2. Select the WLAN controller(s) that you want to delete.
3. Click **Delete**.
4. When prompted to confirm the deletion, select **OK**. The WLAN controller is deleted.

# CHAPTER 10

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## Managing IP-PBX Integration

The ShoreTel Connect Mobility Router communicates with an enterprise IP-PBX over line-side and trunk-side interfaces.

The ShoreTel Connect Mobility Router uses the line-side interface to register all ShoreTel Connect <for Platform> to the respective IP-PBXs. This allows the ShoreTel Connect Mobility Router to send and receive calls to and from the ShoreTel Connect <for Platform> using the line-side interface. The ShoreTel Connect Mobility Router uses the trunk-side interface to send and receive calls from the ShoreTel Connect <for Platform> when the devices are in the cellular network.

If the line-side interface is not enabled, the trunk-side interface is used to send and receive calls to and from the ShoreTel Connect <for Platform>.

This chapter contains the following sections:

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## Adding an IP-PBX

Add an IP-PBX on the ShoreTel Connect Mobility Router for each enterprise IP-PBX with which the ShoreTel Connect Mobility Router communicates.

### Configuring IP-PBX General Settings

To configure IP-PBX general settings:

1. Click **Configuration > Voice > IP-PBXs**.
2. Click **Add** to view the **General** page.
3. In the **Name** field, type the name for the IP-PBX. The name can be up to 50 alphanumeric characters long and cannot contain special characters except for spaces, hyphens (-), and underscores (\_).
4. In the **Type** list, select the IP-PBX type from the list of supported PBXs.
5. To enable the use of registration on the IP-PBX, select the **Line-Side Support** check box. By default, this option is selected. To disable line-side support, clear the **Line-Side Support** check box. Disable this option only if the IP-PBX does not support Line Side Interface. If you disable this option, go to Step [Configuring SIP Trunk Settings on page 92](#).
  - a. In the **FQDN or IP Address** field, type the fully qualified domain name (FQDN) or IP address of the IP-PBX.
  - b. In the **Port** field, type the port number of the SIP listening port on the IP-PBX that the ShoreTel Connect Mobility Router uses for access. The port number can be between 1024 through 49151, and the default value is 5060.
  - c. In the **SIP Transport** list, select the protocol used for SIP transport:
    - udp
    - tcp
    - tlsIf you select tls as the protocol for SIP transport, do the following:
    1. Click **Import** next to the **Certificate** field.
    2. **Enter the SRTP Certificate ID.**
    3. Enter the hq\_ca.crt in the HQ CA Root Certificate area (hq\_ca.crt is stored in C:\Shoreline Data\keystore\certs).
    4. Enter the SRTP TLS Certificate in the SRTP TLS Certificate area (SRTP TLS Certificate is stored in C:\Shoreline Data\keystore\certs).
    5. Enter the SRTP TLS Private Key in the SRTP TLS Private Key area (SRTP TLS Private Key is stored in C:\Shoreline Data\keystore\private).

6. Click **Import**.

- d. In the **SIP Domain Name** field, enter a domain name of the appropriate/logical group for this PBX, for example marketing.shoretel.com. Note that some PBXs do not use this field. Refer to your PBX Configuration Guide for more information.
- e. In the **Keep Alive Time** field, type the interval at which the ShoreTel Connect Mobility Router sends registration keepalive messages to the PBX.
- f. Check the **ShoreTel Connect Features** check box to enable ShoreTel Connect features. You can enable ShoreTel Connect features only if the IP-PBX type is "ShoreTel". Click **Add ShoreTel Directory Server** link. The **Add ShoreTel Directory Server** page opens. For information on how to add a ShoreTel Directory Server, see [ShoreTel Directory Authentication](#) on page 70.

6. Click **Next** to configure SIP Trunk parameters.

## Configuring SIP Trunk Settings

To configure SIP trunk settings:

1. In the **Name** field, type the name of the trunk. By default, a name is provided. It is the name you specified on the General tab, with -trunk appended to the name. The name can be up to 50 alphanumeric characters and can contain spaces, hyphens (-), and underscores (\_).
2. In the **Description** field, type a description for the trunk. By default, a name is provided. It is based on the name that you specified on the General tab, with trunk appended to the name.
3. In the **Local SIP End Points** area:
  - a. Verify the value of the eth0 **Interface**, as shown on the Interfaces page. This IP address is also entered as the destination IP address when you configure the SIP trunk on the IP-PBX.
  - b. Check **Use Alternate IP Address** if your network topology requires you to use a different IP address for the trunk connection than the interface default address. For most deployments this is unchecked.
  - c. In the **Port** field, type the port number of the trunk-side port on the ShoreTel Connect Mobility Router. Use the same port number as the destination port in the IP-PBX SIP trunk configuration. The default is 5068.
  - d. In the **SIP Domain Name** field, type the appropriate local domain name.
4. In the **Remote SIP End Point** area:
  - a. In the FQDN or IP Address field, type the fully qualified domain name (FQDN) or IP Address of the primary SIP trunk switch.
  - b. In the FQDN or IP Address Alternative field, type the IP Address of the secondary or alternative SIP trunk switch. When the capacity on the primary SIP trunk is reached, ShoreTel Connect Mobility Router receives an error message "503 service not available" and tries the alternative or secondary SIP trunk for this call. If primary SIP trunk is down or ShoreTel Connect Mobility Router receives a 503 error message for any new call, ShoreTel Connect

Mobility Router switches to the secondary or alternative SIP trunk. If both SIP trunks are down or the secondary SIP trunk reaches at full capacity for any new call, call fails. All the existing calls continues to utilize their respective trunks.

5. In the **Port** field, type the remote port number of the IP-PBX. This is the trunk-side port on the IP-PBX. The port number needs to match with the corresponding SIP listening port on your IP-PBX. The default value of this field is 5068.
6. In the **Transport** list, select `udp` or `tcp`. The ShoreTel Connect Mobility Router accepts either UDP or TCP transport on a SIP trunk, but it initiates the session using the transport protocol that you select here. The default value is UDP.
7. In the **SIP Domain Name** field, type the appropriate remote domain name.
8. Select a **Security** type. Select **None** or **Digest**. The digest user value must match the owner user ID and password.



#### Note

The Cisco Call Manager does not allow same port to be entered for both the line-side and trunk-side interfaces.

9. Click **Next**. The **Numbering Plan** tab displays.

## Configuring Numbering Plan Settings

A numbering plan allocates telephone number ranges to countries, regions, areas, and exchanges. A numbering plan can also allocate telephone numbers to mobile device networks.

A closed numbering plan uses area codes and local phone numbers of fixed lengths (for example, the United States uses a closed numbering plan). An open numbering plan uses area codes and local phone numbers of varying lengths (for example, Australia uses an open numbering plan). The ShoreTel Connect Mobility Router supports closed and open numbering plans and provides predefined numbering plan templates for various countries. Using a template as a base, you can customize a numbering plan to accommodate your network. In addition, the ShoreTel Connect <for Platform> uses numbering plan tables to identify special service numbers (emergency and network numbers) and enterprise extensions.

- Numbering plan parameters—Define traditional dial plan settings, such as area codes, country codes, access codes, and combinations of digits that are dialed. Each numbering plan template defines default numbering plan parameters, based on the country for the template. You can modify the default numbering plan parameters and also add new parameters to accommodate your network. Refer to [Numbering Plan Parameter Sets on page 95](#).
- Numbering plan tables—Lists of patterns that the ShoreTel Connect Mobility Router uses to identify whether a mobile device is dialing an access number, formats caller ID numbers sent to the ShoreTel Connect <for Platform>, and constructs phone numbers for outgoing calls from the ShoreTel Connect <for Platform>. Refer to [Adding an Individual Parameter \(Column\) on page 97](#).

On the ShoreTel Connect Mobility Router, the Numbering Plan tab for an IP-PBX consists of two pages: **Basic** and **Advanced**.

You can apply one of the predefined numbering plans to the IP-PBX to start over with a set of default numbering plan values. If the country in which the ShoreTel Connect Mobility Router changes, you can apply a template for the new country to the IP-PBX. After you apply a numbering plan template to an IP-PBX, any changes that you made to the previous numbering plan are lost, and the numbering plan uses the default settings from the template until you modify the numbering plan. Use this mode to add or modify the following:

- **Anonymous Caller ID (ACI)**—Phone number the ShoreTel Connect Mobility Router uses as the caller ID when it forwards an anonymous call to the mobile device when it is on the cellular network. The anonymous caller ID must be a valid PSTN number and match the route pattern of the SIP trunk configured on the IP-PBX. This ensures that the ShoreTel Connect <for Platform> can receive this caller ID when the mobile device is on the cellular network. The anonymous caller ID can include digits and plus signs (+). For example, if you specify +16505555555 as the anonymous caller ID parameter, the ShoreTel Connect Mobility Router sends the number as the caller ID of the call. The ShoreTel Connect <for Platform> interprets the number as the anonymous number and displays “unnamed” on the mobile device.
- **International Access Code (IAC)**—The number that is prepended to phone numbers when end users place calls to phone numbers outside of the country in which the ShoreTel Connect Mobility Router is located. A default value for the IAC is applied to a numbering plan when it is first added. Verify that the IAC value is correct for the country in which the ShoreTel Connect Mobility Router is located. Modify the IAC value if necessary. The default value depends on the numbering plan template that you chose when you added the IP-PBX. For example, the default value for the North America template is 011, and the default value for the United Kingdom template is 00.
- **Local Country Code (LCC)**—Country code of the country in which the ShoreTel Connect Mobility Router is located. A default value for the local country code (LCC) is applied to a numbering plan when it is first added. Verify that the LCC value is correct for the country in which the ShoreTel Connect Mobility Router is located. Modify the LCC value if necessary. The default value depends on the numbering plan template that you chose when you added the IP-PBX. For example, the default value for the North America template is 1, and the default value for the United Kingdom template is 44.
- **National Number Code (NNC)**—Number that is prepended to phone numbers when end users place calls to phone numbers within the country and outside of the area code in which the ShoreTel Connect Mobility Router is located. A default value for the national number code (NNC) is applied to a numbering plan when it is first added. Verify that the NNC value is correct for country in which the ShoreTel Connect Mobility Router is located. Modify the NNC value if necessary. Type the number that is prepended to phone numbers when end users place calls to phone numbers within the country and outside the area code in which the ShoreTel Connect Mobility Router is located. The default value depends on the numbering plan template that you chose when you added the IP-PBX. For example, the value for the North America template is 1, and the value for the United Kingdom template is 0.

Refer to [Numbering Plan Parameter Sets on page 95](#) for details on numbering plan sets.

Refer to [Numbering Plan Table Patterns on page 98](#) for details on numbering plan table patterns.

Each pattern consists of a combination of pattern elements. Each numbering plan table consists of entries of patterns which you can modify. You can create new entries for the numbering plan tables as well. The default patterns in the entries for each numbering plan table differ, depending on the country

of the numbering plan template. This page allows you to Apply, Reset, and Reload a Numbering Plan template, manage numbering plan pattern tables, and use the test panel to verify the numbering plan tables. Use this mode to add or modify:

- Enterprise Country Code (ECC)—("North America Generic" selection only)
- Enterprise extension pattern (EEP)—Pattern that defines a range of extensions within the enterprise. For example, if you chose the United Kingdom numbering plan template when adding an IP-PBX, the default value for the EEP is XXXX. This pattern defines any four-digit number as an enterprise extension. If the range of extensions in your enterprise is 6000 through 6999, you can modify the EEP to 6XXX. This pattern identifies any four-digit number starting with 6 as an enterprise extension. If your enterprise extensions are four-digit numbers, you would need to modify the EEP to accommodate your extensions. For example, any four-digit number starting with 70, 71, or 73 as an enterprise extension should be written as 7[013]XX.
- Enterprise Full Number Patter (EFP)—("North America Generic" selection only - includes LAC and LEC).
- Local area code (LAC)—Area code in which the ShoreTel Connect Mobility Router is located. LAC is not defined in some numbering plan templates (for example, France). A default value for the local area code (LAC) is applied to a numbering plan when it is first added. You must modify the LAC so that it is valid for your enterprise. For example, if you chose the North America numbering plan template when adding an IP-PBX, the default LAC value is 408. If the area code for the region in which the ShoreTel Connect Mobility Router is located, change the LAC value to the appropriate area code. In some countries, the local area code might also be known as city or dialing code.
- Local exchange code (LEC)—The local exchange code (LEC) is the prefix that is prepended to the enterprise extension pattern (EEP) to form a valid phone number. For example, for the phone number 9198000, the LEC is 919. A default value for the LEC is applied to a numbering plan when it is first added. Verify that the LEC value is correct for the area in which the ShoreTel Connect Mobility Router is located. Modify the LEC value if necessary.
- Land Line Numbers (LLN)—("North America Generic" selection only) Includes NPA and NPL.
- Mobile GSM Numbers (MGN)—("North America Generic" selection only) Includes NPA and NPL.
- Numbering Plan Area Code (NPA)—First set of 3 digits, combined with the NPL (seven digits), that directs telephone calls to particular region. For example, in the North American template, the NPA first digit must not include a 0 or 1 as this causes confusion with directing a call outside the country. The second digit must not include a 9. For example, 212 is valid, however 121 is not. Some numbering plan templates may not use this value, such as UK.
- Numbering Plan Local Number (NPL)—Second set of seven digits, combined with the NPA (three digits) that directs telephone calls to a particular region. For example, in the North American template, the NPL first digit must not include a 0 or 1 as this causes confusion with directing a call outside the country. For example, 2345678 is a valid telephone number, however 1234567 is not. Some numbering plan templates may not use this value, such as UK.
- Outside line access code (OLC)—Number that is prepended to phone numbers when end users place calls to phone numbers outside of the enterprise. This is also known as trunk access code. The default value for the OLC is 9. Modify this value if is not the number that your enterprise uses to place calls outside of the enterprise.



## Numbering Plan Parameter Sets

A parameter set consists of all parameters needed to complete the numbering plan, for example LEC+LAC+EEP. You may also define additional sets of parameters for the existing numbering plan.

### Adding a Numbering Plan Parameter Set (Row)

To add a new row of a numbering plan parameter set:

1. On the ShoreTel Connect Mobility Router, click **Configuration > Voice > IP-PBXs**.
2. Double-click the IP-PBX to which you want to add a numbering plan.
3. On the **Basic** screen, click the **Add** button. This function may also be performed on the Advanced page.
4. The **Add Parameter Set** page displays.



#### Tip

To use a shortcut to add a row in this table, select an existing row and right-click. Select Duplicate Row. Modify the new row as needed.

5. The following are format examples.
  - EEP Format: X[XXXX]XX
  - LAC Format: XXX (area code)
  - LEC Format: XXX (exchange code)
  - NPA Format: [2-9][0-8]X
  - NPL Format: [2-9]XXXXXX
  - OLC Format: X (outside line)
6. To save your changes, click **Apply**. The table is populated with the new information.



#### Note

Expand or reduce the number of visible Numbering Plan Parameters Sets on the Advanced page.

### Duplicating a Row

You can modify a numbering plan parameter set on the Basic or Advanced page. To modify a numbering plan parameter:

1. On the ShoreTel Connect Mobility Router, click **Configuration > Voice > IP-PBXs**.
2. Double-click the IP-PBX to which you want to modify a numbering plan.



### Modifying a Numbering Plan Parameter Set (Row)

You can modify a numbering plan parameter set on the Basic or Advanced page. To modify a numbering plan parameter:

1. On the ShoreTel Connect Mobility Router, click **Configuration > Voice > IP-PBXs**.
2. Double-click the IP-PBX to which you want to modify a numbering plan.
3. On the Basic screen, click the **Modify** button. This function may also be performed on the **Advanced** page.
4. The Modify Parameter Set page displays.
5. Modify the appropriate parameters and click Apply to save changes. The table is populated with the new information.

### Deleting a Numbering Plan Parameter Set (Row)

You can delete a numbering plan parameter set from the **Basic** or **Advanced** page. The default numbering plan set can not be deleted (note the **Delete** option is unavailable for this parameter set).

To delete a numbering plan parameter:

1. On the ShoreTel Connect Mobility Router, click **Configuration > Voice > IP-PBXs**.
2. Double-click the IP-PBX of which you want to delete a numbering plan, then select the Numbering Plan tab.
3. On the **Basic** screen, click the **Delete** button. A prompt asking to confirm the deletion displays. This function may also be performed on the **Advanced** page.
4. Click **OK** to delete the parameter set, or **Cancel** to return to the Numbering Plan page without saving changes.

### Adding an Individual Parameter (Column)

You can augment a Numbering Plan set by adding a columns of customized parameters. To add a Numbering Plan Column:

1. On the ShoreTel Connect Mobility Router, click **Configuration > Voice > IP-PBXs**.
2. Double-click the IP-PBX of which you want to delete a numbering plan, then select the **Numbering Plan** tab. A Cisco Call Manager is used in this example.
3. Select the **Advanced** page.
4. Click **Add Column**.
5. The **Add Column** popup displays.
6. Enter a **Description** for the numbering plan.

7. Enter a **Key**. The key is three-letter code that is used to identify the numbering plan parameter when constructing numbering plan table patterns. You cannot change any keys, and the value entered must not be already used in other parameters (IAC, NNC, etc.).
8. Enter a **Default Value**. Depending on the parameter, the literal value or pattern used by the ShoreTel Connect Mobility Router and the ShoreTel Connect <for Platform>.
9. Click **Apply** to continue or **Cancel** to return to the Numbering Plan window without saving changes. If applied, the new column is added in alphabetical order.

### Deleting an Individual Parameter (Column)

To delete a Numbering Plan Column:

1. On the ShoreTel Connect Mobility Router, click **Configuration > Voice > IP-PBXs**.
2. Double-click the IP-PBX of which you want to delete a numbering plan, then select the **Numbering Plan** tab. A Cisco Call Manager is used in this example.
3. Select the **Advanced** page.
4. Click **Delete** Column.
5. Select the column you want to delete from the dropdown window. Click **Apply** to continue or **Cancel** to return to the Numbering Plan window without saving changes.

## Numbering Plan Table Patterns

Numbering plan tables consist of entries that are composed of patterns.

Each numbering plan template consists of the numbering plan tables that the ShoreTel Connect Mobility Router and the ShoreTel Connect <for Platform> use for caller ID, dialing calls, and identification of different types of calls.

### Overview of Numbering Plan Table Patterns

Numbering Plan Table Patterns are added, modified or deleted using the Advanced page of the Numbering Plan tab. To access the patterns:

1. Click **Configuration > Voice > IP-PBXs**.
2. Double-click the IP-PBX of which you want to add, modify or delete a pattern. Select the **Numbering Plan** tab and click **Advanced**.
3. Locate the **Numbering Plan Table** at the bottom of the page.
4. The numbering plan tables map input numbers to output numbers:

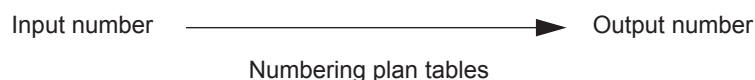
For detailed information on each Numbering Plan Table menu item, refer to [Overview of Numbering Plan Table Patterns on page 98](#).

This pattern is constructed by combining numbering plan parameters. In this case, the pattern consists of a plus sign preceding the local country code (LCC), local area code (LAC), local exchange code (LEC), and enterprise extension pattern (EEP). Using the default values for the numbering plan

parameters from the North American numbering template, the pattern expands to +14089198XXX. Any numbers starting with +1408919 and ending with 4 digits that start with 8 would match this pattern (for example, +14089198000).

When the ShoreTel Connect Mobility Router receives a dialed number from the ShoreTel Connect <for Platform> (for example, a local extension or phone number), the number is matched against the Outgoing Called Number Mapping table patterns.

The following figure shows how a number that the ShoreTel Connect Mobility Router receives is mapped to an appropriate output number.



### Showing Values and Keys of Numbering Plan Parameters

By default, if numbering plan parameter keys are used in patterns, the keys are shown in the patterns. For example, the default pattern for the Enterprise Extension Pattern table, which has a default value of 8XXX. To see the value of the (EEP) key in the pattern, you can use the Show Values/Show Keys button. The pattern then uses 8XXX in the pattern rather than (EEP).

To review numbering plan table patterns as values:

1. Click **Configuration > Voice > IP-PBXs**.
2. Click the **Numbering Plan** tab.
3. Select **Advanced**.
4. In the **Table** list, select the numbering plan table pattern that you want to review.
5. Click **Show Values**. The values of the patterns are listed.
6. To switch back to reviewing patterns as parameter keys, click **Show Keys**.

The following lists the “Key” entries for the VoIP Caller ID Mapping table:

	<b>Table 6: Key Number Mapping Example</b>
Original Caller ID	Caller ID for RA Client
(EEP)	(LAC)(LEC)(EEP)
(NPL)	(LAC)(NPL)
(IAC)(LCC)(NPA)(NPL)	(NPA)(NPL)
+(LCC)(NPA)(NPL)	(NPA)(NPL)
+*	(IAC)*

The following lists the “Values” entries for the VoIP Caller ID Mapping table:

**Table 7: Values Number mapping example**

Original Caller ID	Caller ID for RA Client
8[0138]XX	4089198[0138]XX
[2-9]XXXXXX	408[2-9]XXXXXX
0111[2-9][0-8]X[2-9]XXXXXX	[2-9][0-8]X[2-9]XXXXXX
+1[2-9][0-8]X[2-9]XXXXXX	[2-9][0-8]X[2-9]XXXXXX
+	011*

If the ShoreTel Connect Mobility Router receives a caller ID from a calling party of 9198000, the number is matched against patterns of the entries of the VoIP Caller ID Mapping table. The patterns that match the number are assigned weights, based on how well the number matches the pattern. In this case, 9198000 matches the pattern [2-9]XXXXXX. The output number is defined to show the local area code preceding the phone number. The output number is 4089198000.

[Table 8](#) lists the allowed pattern elements that you can use when configuring numbering plan parameters and numbering plan tables.

**Table 8: Allowed Pattern Elements for Numbering Plan Parameters and Numbering Plan Tables**

Valid and Active States	Description
<i>digit</i>	Actual digit (for example, 5)
X	Specifies a single digit in the range 0 through 9 or +.  For example, if you type 408555120X, the pattern matches all phone numbers starting with 4085551200, up to 4085551209.
+	Plus sign.
[ <i>list</i> ]	Specifies a single digit within <i>list</i> , where <i>list</i> is one or more digits.  For example, if you type 408555120[123], the pattern matches the following phone numbers: 4085551201, 4085551202, 4085551203.
[ <i>digit1-digit2</i> ]	Specifies a single digit in a range from <i>digit1</i> through <i>digit2</i> .  For example, if you type 408555120[0-7], the pattern matches <i>only</i> the following phone numbers: 4085551200, 4085551201, 4085551202, 4085551203, 4085551204, 4085551205, 4085551206, and 4085551207.
[* <i>list</i> ]	Specifies zero or more digits from the list.  For example, if you type 408555[*123]444, the following are some of the numbers for which the calling rule is applied: 4085551444, 4085552444.

**Table 8: Allowed Pattern Elements for Numbering Plan Parameters and Numbering Plan Tables**

Valid and Active States	Description
[ * <i>digit1</i> – <i>digit2</i> ]	Specifies zero or more digits in a range from <i>digit1</i> through <i>digit2</i> . For example, if you type 408555120 [*0–7], the following are some of the number for which the calling rule is applied: 4085551201, and 4085551202, 4085551203.
*	<p>Specifies zero or more of any digits.</p> <p>Pattern can not have “*” as its only element. To match any number, use “X*” as a pattern.</p> <p>For example, if you type 408555*123*, the pattern matches phone numbers that start with 408555 and include the pattern 123.</p>

**Table 8: Allowed Pattern Elements for Numbering Plan Parameters and Numbering Plan Tables**

Valid and Active States	Description
U	Specifies a special pattern—Type U to apply if the caller ID is unknown.
(key)	<p>Numbering plan parameter key, which is a three-letter code and surrounded by parentheses, used in numbering plan table patterns.</p> <p>When specifying a numbering plan parameter key in a numbering plan pattern table, make sure to include parentheses. Specifying only the three-letter code is not valid. Only use parentheses in conjunction with a key; parentheses used in any other context are not valid in a pattern.</p> <p>The following lists the default numbering plan parameter keys:</p> <p>EEP—Enterprise extension pattern</p> <p>LAC—Local area code</p> <p>LEC—Local exchange code</p> <p>NPA—Numbering plan area code</p> <p>NPL—Numbering plan local</p> <p>OLC—Outside line access code</p> <p>For example, to include the national number code parameter in a numbering plan table pattern, specify (NNC) as part of the pattern. Note the special bracket type for this parameter is ( ).</p> <p>In addition to above default numbering plan parameter keys, the following built-in variables are automatically expanded with the appropriate value at run-time.</p> <ul style="list-style-type: none"> <li>o EEN - User's Enterprise Extension Number</li> <li>o EFN - User's Enterprise Full Number</li> <li>o CNM - User's Cellular Number</li> </ul> <p>Built-in variables are enclosed in curly braces "{}". For example {EEN} expands to the Enterprise Extension Number of the user in call.</p>

## Numbering Plan Tables

The following sections discuss each table. Refer to [Table 8](#) for a description of how to configure each table:

- [Access Call Number Mapping on page 102](#)
- [VoIP Caller ID Mapping on page 103](#)
- [Cellular Caller ID Mapping on page 103](#)
- [Outgoing Called Number Mapping on page 104](#)
- [Emergency Number Pattern on page 104](#)
- [Cellular Direct Number Pattern on page 104](#)
- [Enterprise Extension Pattern on page 104](#)
- [Enterprise Full Number Pattern on page 105](#)

### Access Call Number Mapping

The Access Call Number Mapping table defines the rules to modify both the incoming called number and caller ID for any call received on a trunk line to a standard normalized format. If the mobile device is on a cellular network when a user places a call, the ShoreTel Connect <for Platform> dials the cellular access number to communicate with the ShoreTel Connect Mobility Router. The cellular access number should be configured as a valid PSTN number.

Because the access number dialed on an incoming access call might not exactly match the format of the cellular access number configured on the ShoreTel Connect Mobility Router, access call number patterns are used to normalize called and calling numbers on the incoming access calls. The ShoreTel Connect Mobility Router also normalizes the configured access numbers as well as the cellular phone numbers. Comparing these normalized numbers, ShoreTel Mobility can determine whether the incoming call is an access call and whether the calling party is a known mobile device on the cellular network.

For example, if the cellular access number is configured to +14089198000 and the called number on an incoming access call is 8000, the incoming number is mapped to +14089198000 so that it matches the format of the cellular access number.

Access Call Number Mapping:

- Incoming Number — the pattern for the possible phone numbers that the ShoreTel Connect Mobility Router receives when communicating with the ShoreTel Connect <for Platform>.
- Normalized Number — the pattern that maps the incoming number to the normalized format for cellular access number and device cell number.

## VoIP Caller ID Mapping

The ShoreTel Connect Mobility Router formats the caller ID for VoIP calls so that the ShoreTel Connect <for Platform> can display the appropriate name and number for incoming calls. VoIP caller ID patterns are used to map the caller ID sent to the ShoreTel Connect Mobility Router from the calling party to the caller ID that is sent to the ShoreTel Connect <for Platform> and shown on the mobile device.

For example, if the caller ID sent to the ShoreTel Connect Mobility Router is 4545, that number gets mapped to 4085554545. This mapped number is sent to the ShoreTel Connect <for Platform>, and this is the caller ID that the user sees on the mobile device.

VoIP Caller ID mapping:

- Original Caller ID — the pattern for the caller ID sent to the ShoreTel Connect Mobility Router from the calling party.
- Caller ID for RA Client — the pattern for the caller ID information sent to the ShoreTel Connect <for Platform> for VoIP calls.

## Cellular Caller ID Mapping

The ShoreTel Connect Mobility Router changes the caller ID format of calls routed to the ShoreTel Connect <for Platform> while connected to the cellular network for the following reasons:

- Caller ID is not blocked by public switched telephone networks (PSTNs) or public land mobile networks (PLMNs).
- ShoreTel Connect <for Platform> can recognize anchored calls.
- ShoreTel Connect <for Platform> can display the appropriate name and number for incoming calls.

For example, if the caller ID sent to the ShoreTel Connect Mobility Router is 4545, that number gets mapped to 4085554545. This mapped number is sent to the ShoreTel Connect <for Platform>, and this is the caller ID that the user sees on the mobile device.

For an anonymous incoming call, the ShoreTel Connect Mobility Router sends the anonymous caller ID (ACI) numbering plan parameter to the ShoreTel Connect <for Platform>. The ShoreTel Connect <for Platform> recognizes the ACI and presents the call as an anonymous call.

- Original Caller ID — the pattern for the caller ID sent to the ShoreTel Connect Mobility Router from the calling party.
- Cellular Caller ID for RA Client — the pattern for the caller Client ID information sent to the ShoreTel Connect <for Platform> for cellular calls. If “Use Numbering Plan Enterprise Full Number Pattern Table” is selected for Enterprise Cellular Call Indicator in the PBX Options, you must configure this table to ensure the outgoing cellular caller ID for RA Client matches an entry in the Enterprise Full Number Pattern Table.



## Outgoing Called Number Mapping

The ShoreTel Connect Mobility Router uses outgoing called number patterns to format phone numbers of outgoing calls so that calls are efficiently routed to the intended destinations. Outgoing called number patterns are also used when calling ShoreTel Mobility users when their mobile devices are on the cellular network.

For example, if a user dials 4085554242, the ShoreTel Connect Mobility Router adds the outside line access code (OLC) and national number code (NNC) to the phone number (914085554242) so that the enterprise PBX can place the call.

If a user dials 14085551234, and the number is identified as an enterprise full normalized number and the last four digits make an enterprise extension, the ShoreTel Connect Mobility Router dials 1234 so that the routing of the call is more efficient.

- Original Called Number — the pattern for the phone number originally dialed.
- Converted Called Number — the pattern for the mapped phone number that is used to place the call.

## Emergency Number Pattern

Patterns in this table identify emergency numbers (for example, 911). By default, country-specific main emergency number patterns are automatically added to this table. Add additional patterns or modify existing pattern to accurately identify all emergency numbers in your country. Phone numbers covered by patterns in this table are dialed directly over cellular network when there is cellular coverage. Depending on the configuration of Emergency Call Routing in **Configuration > Groups and Users > Groups > Options**, emergency numbers might optionally be routed over Wi-Fi network. See [Emergency Call Routing on page 144](#) for more information. It is the responsibility of the Administrator of the system to ensure the proper emergency number(s) configuration in this table to ensure calls are routed to the correct destination. ShoreTel, Inc. is not liable for any resulting error or delay due to misconfiguration of this table.

- Pattern — the pattern for special service numbers.

## Cellular Direct Number Pattern

Patterns in this table specify numbers to be routed directly over cellular network and should include cellular networks special service numbers such as 411 and 511. Add other patterns that are to be routed directly over the cellular networks.

- Pattern — the pattern for special service numbers.

## Enterprise Extension Pattern

The Dynamic Anchoring feature on the ShoreTel Connect Mobility Router provides a mechanism to only route calls through the enterprise if an enterprise extension is dialed. If configuring outgoing calls to enterprise extensions while on the cellular network, the ShoreTel Connect <for Platform> must know whether an outgoing call placed by a user is an enterprise extension.

- Pattern — the pattern for enterprise extension.

## Enterprise Full Number Pattern

The Enterprise Full Number Pattern Table is used if the selection for Enterprise Cellular Call Indicator for the PBX is “Use Numbering Plan Enterprise Full Number Pattern Table”. This table should cover all the phone numbers your enterprise is allowed to send as caller ID on outgoing PSTN calls.

- **Pattern** — the pattern for full enterprise number. You can add multiple entries to the table.



### Note

The parameters \*(LAC)(LEC)(EEP) are listed in this table by default, and cover most of your enterprise numbers. Add these parameters to the table if they are not displayed (this may be the case if you have upgraded your ShoreTel Connect Mobility Router from version 3.1 or older).

## Adding Numbering Plan Table Patterns

For any of the numbering plan tables, you can add new patterns to accommodate your requirements. Adding an extremely large number of new patterns (more than 1,000) might slow ShoreTel Connect Mobility Router performance. To test new numbering plan table patterns, you can use the test panel to verify patterns. For more information, see [Using the Test Panel on page 106](#).

To add a numbering plan table pattern:

1. Click **Configuration > Voice > IP-PBXs**.
2. Select the IP-PBX to which you want to apply a numbering plan template, and click **Modify**.
3. Click the **Numbering Plan** tab, and select **Advanced**.
4. In the **Table** list, select the numbering plan table to which you want to add a pattern.
5. Click the **Add** button for the numbering plan tables. The **Add Table Entry** page displays.
6. Fill in the fields for the **Add Table Entry** page. The fields available depend on the numbering plan table that you selected. For more information, see [Overview of Numbering Plan Table Patterns on page 98](#).
7. To save your changes, click **Apply**.

## Changing the Order of Patterns for a Numbering Plan Table

When an extension or phone number is compared to numbering plan table patterns, the pattern that best matches the number is used. If there are two patterns that match with the same weight, the first pattern in the pattern list is used. You can move patterns up and down in the pattern list for a numbering plan table.

To move a pattern up or down in the pattern list:

1. Click **Configuration > Voice > IP-PBXs**.
2. Click the **Numbering Plan** tab.
3. Select **Advanced**.

4. In the **Table** list, select the numbering plan table pattern that you want to move.
5. Do one of the following:
  - To move the pattern up in the list, click **Up**.
  - To move the pattern down in the list, click **Down**.

## Modifying Numbering Plan Table Patterns

For any of the numbering plan tables, you can modify patterns to accommodate your requirements.



### Note

When on the Show Value page, Numbering Plan Table Patterns can not be modified.

To modify a numbering plan table pattern:

1. Click **Configuration > Voice > IP-PBXs**.
2. Click the **Modify** button for the numbering plan tables. The **Modify Table Entry** page displays. The fields available depend on the numbering plan table that you selected. For more information, see [Overview of Numbering Plan Table Patterns on page 98](#).
3. To save your changes, click **Apply**.

## Deleting Numbering Plan Table Patterns

To delete a numbering plan table pattern:

1. Click **Configuration > Voice > IP-PBXs**.
2. Click the **Numbering Plan** tab.
3. Select **Advanced**.
4. In the **Table** list, select the numbering plan table pattern that you want to delete.
5. When prompted to delete the table entries, click **OK**.

## Using the Test Panel

You can test new or existing numbering plan pattern tables with the test panel to see which pattern a phone extension or number matches. After creating or modifying a pattern for a numbering plan table, you can verify that the pattern works correctly by providing an input number, which gets matched against the list of patterns to map to the output number that the ShoreTel Connect Mobility Router uses.

When an extension or phone number is compared to numbering plan table patterns, the pattern that best matches the number is used. In the test panel, the patterns that best match the input number are assigned weights. The pattern with the highest weight is the best match that is used to map the input number. If there are two patterns that match with the same weight, the first pattern in the pattern list is used.

In the following example, an input number of 8000 is specified for the default Outgoing Called Numbers numbering plan table patterns from the North American numbering plan template. The input number matched three patterns, and the pattern with the highest weight of 1 is used for mapping.

To use the test panel:

1. Click **Configuration > Voice > IP-PBXs**.
2. Select the IP-PBX numbering plan table you want to test, and click **Modify**.
3. Click the **Numbering Plan** tab, and select **Advanced**.
4. Select the **Test** check box. The test panel displays.
5. Type the desired User ID into the **User ID** field.
6. In the **Table** list, select the numbering plan table pattern you want to test.
7. In the **Input Number** field, type an extension or phone number that will match a pattern that you created or an existing pattern to produce a mapped number.
8. Click **Test**.

The input number is mapped to the output number, which displays in the Output Number field. The Details box lists the patterns available for the numbering plan table and which pattern was used to map the input number.

## Configuring Media Settings

Use the **Media** tab to configure RTP media related settings:

- Select **Inband DTMF Detection** to enable the inband DTMF detection on the ShoreTel Connect Mobility Router. The preferred setting is disabled as the DTMF detection is typically performed on the PBX or Gateway. However, if your PBX or gateway does not support RFC 2833 based DTMF relay, enable this option.
- Select **Ringback Detection** to enable ringback tone detection. Some PBXs (for example, ShoreTel) connect a call immediately and provide in-band tones for call progress indication. Select this option if your PBX is setup to answer a call immediately.
- Select **Initial Invite requires SDP** for PBXs which require SDP to be sent in the Initial Invite request message. If this option is selected, the ShoreTel Connect Mobility Router always includes SDP when it sends the initial invite request to the PBX. In some cases, that might require bridging RTP media through the ShoreTel Connect Mobility Router. If this option is not selected, the SDP is included in the initial invite only if it is available at the invite time, otherwise it will be included in the ACK message. By default, this option is enabled for Nortel, ShoreTel, Mitel, Alcatel and Avaya.
- Select **Re-Invite requires SDP** for PBXs which require SDP to be sent in the re-invite request message. If this option is selected, the ShoreTel Connect Mobility Router always includes SDP when it sends re-invite request to the PBX. In some cases, that might require bridging RTP media

bridging through the ShoreTel Connect Mobility Router. If this option is not selected, SDP is included in the re-invite only if it is available when the ShoreTel Connect Mobility Router generates re-invite message, otherwise the SDP will be included in the ACK message. By default, this option is enabled for Nortel, ShoreTel, Mitel, Alcatel and Avaya.

- In the **Default Payload (RFC 2833)** field, type a value from 96 through 127. The default value is 101.
- The default value of 101 works with most IP-PBXs and gateways, including Cisco Call Manager. For Avaya Communication Manager, set this value to 127. Refer to your IP-PBX documentation for more information.
- Select the **Voice Prompt Profile Name** as created in **Configuration > Voice > Advanced > Voice Prompt Profiles**. All users configured on this PBX will hear these prompts on their clients/devices. The default profile type is default, which consists of factory default settings/prompts.
- **Voice Activity Detection (VAD)**, also known as speech activity detection, enables speech processing when the presence or absence of human speech is detected. The main uses of VAD are in speech coding and speech recognition. The VAD can avoid unnecessary coding/transmission of silence packets, thus saving on computation and network bandwidth.



#### Note

VAD is disabled when using ShoreTel IP-PBX configuration.

- Select **Force RTP Bridging through the ShoreTel Connect Mobility Router** to bridge RTP media streams through the ShoreTel Connect Mobility Router. This option is disabled by default.



#### Note

Bridging media through the ShoreTel Connect Mobility Router increases the CPU and network load on the ShoreTel Connect Mobility Router and reduces scalability.



#### Note

This option may be used in combination with ShoreTel Connect Mobility Router Transcoding. See below in ShoreTel Connect Mobility Router Transcoding for more information on these Media Operation Modes, and how the ShoreTel Connect Mobility Router's performance may be affected by the various combinations of these Modes.



#### WARNING!

For ShoreTel IP-PBX releases 11.x and older, confirm that **Force RTP Bridging** is disabled (not checked); the default may be enabled (checked) in these releases.

- Check **ShoreTel Connect Mobility Router Transcoding** if transcoding between codecs is necessary in the network. This option is enabled by default for ShoreTel IP-PBXs. Used in combination with **Force RTP Bridging** (see above for more information on this option), the following Media Operation Modes occur:

- RTP Bridging Off/Transcoding On (Default for ShoreTel IP-PBXs): Disable **Force RTP Bridging through the ShoreTel Connect Mobility Router** and enable **ShoreTel Connect Mobility Router Transcoding** to place the ShoreTel Connect Mobility Router in the media path for the first few seconds of the call. During this initial period, the ShoreTel Connect Mobility Router assesses if it needs to continue to stay in the media path or if it can “jump out” based on Codec agreement on both sides. If there is no shared common Codec on both sides, the ShoreTel Connect Mobility Router re-enters the media path and provides the necessary transcoding.
- RTP Bridging On/Transcoding On: Enable both **Force RTP Bridging through the ShoreTel Connect Mobility Router** and **ShoreTel Connect Mobility Router Transcoding** to place the ShoreTel Connect Mobility Router in the media path at all times and perform media transcoding if necessary. In this mode, the ShoreTel Connect Mobility Router replaces the incoming Session Description Protocol (SDP) with the ShoreTel Connect Mobility Router's SDP. The list of ShoreTel Connect Mobility Router-supported Codecs is forwarded to other side, and is reordered according to incoming SDP Codec list. Codecs that are not present in the incoming SDP but enabled on the ShoreTel Connect Mobility Router (Refer to [step n](#)) are inserted at end of the list. This mode allows the ShoreTel Connect Mobility Router to be interoperable with the most PBXs, but it could significantly increase the ShoreTel Connect Mobility Router's resource (CPU, networking and memory) requirement.
- RTP Bridging On/Transcoding Off: Enable **Force RTP Bridging through the ShoreTel Connect Mobility Router** and disable **ShoreTel Connect Mobility Router Transcoding** to place with ShoreTel Connect Mobility Router in the media path without transcoding. In this mode, the ShoreTel Connect Mobility Router replaces the incoming Session Description Protocol (SDP) with the ShoreTel Connect Mobility Router's SDP. The list of Codecs that is forwarded to other side is limited and in the same order as in incoming SDP. Additionally, Codecs which are not supported by the ShoreTel Connect Mobility Router are excluded from the list. RTP packets flow through ShoreTel Connect Mobility Router, but no transcoding is performed.
- RTP Bridging Off/Transcoding Off: Disable both **Force RTP Bridging through the ShoreTel Connect Mobility Router** and **ShoreTel Connect Mobility Router Transcoding** to keep the ShoreTel Connect Mobility Router transparent during SDP negotiations. In this mode, the ShoreTel Connect Mobility Router does not inspect the SDP, and simply forwards it to the other side. Except for special cases (for example, Access calls), RTP packets do not pass through ShoreTel Connect Mobility Router. This mode is most desirable when transcoding and media bridging are not necessary.
- The Mobility-Router preferred Codecs display in the table in the following priority list.
  - G.711  $\mu$ -law
  - G.711 a-law
  - G.729 Annex-B
  - iLBC 30
  - AMR
- a. Use the Up or Down buttons to select the highest priority codec supported by both ends. Move the codecs into their appropriately ranked order for usage, the top codec being the highest priority. To modify the packet duration of a codec:

- b. Select the codec from the table.
- c. Click **Modify**.
- d. Modify the packet duration.
- e. Click **Apply** to save changes and return to the main screen.

## Configuring PBX Options

PBX Trunk-side and Line-side options can be configured using the **Configuration > Voice > IP-PBXs > Options** tab.

Line side support provides registration of the user to the PBX and routes all the call feature requests on the Line side IP and Port.

Trunk side support does not register the user to the PBX. Trunk side support routes all the call feature requests on the Trunk side IP and Port.

Options include:

- **Caller ID Preferences** (Trunk side only) —selects either Enterprise Extension or Enterprise Full Number as the caller ID for outgoing calls.
- **SIP User ID** (Line side only) —selects either Enterprise Extension or ShoreTel Mobility User ID in the User ID field of SIP messages.
- **Call Forward**—configures call forwarding features, including PBX-based call forwarding and local call forwarding.
- **Call Transfer**—enables call transfer features, including PBX call transfer, local call transfer, and consultation and blind transfer options when transferring to a deskphone.
- **Default Enterprise Cellular Call Indicator**— selects the option to Prepend Digits to Caller ID, Map Used to Unused Area Codes in North America, Use Numbering Plan Enterprise Full Number Pattern, or None.
- **Voice Mail**—configures voice mail routing.
- **No Answer Ring Duration** (Trunk side only)—configures the length of time that ringing occurs before ringing discontinues.
- **Forced Ringback Start Timer**—configures the time the ShoreTel Connect Mobility Router waits for a receive SIP Ringing message from the Called party before sending the SIP Ringing message to the Calling Party.
- **SIP Session Timer**—Configures the session interval for a SIP session. It is placed only in 'invite' or 'update' requests, as well as in any 2xx response to an 'invite' or 'update'.

To configure PBX options:

1. If the IP-PBX configuration page is not active, click **Configuration > Voice > IP-PBXs**. Select the IP-PBX you want to change, and click **Modify**.



2. Click the **Options** tab.
3. In the **SIP User ID (Line Side)** or **Caller ID Preferences (Trunk side)** area, select one of the following:
  - **Enterprise Extension** — the abbreviated number assigned to the user within the enterprise. The User ID matches the ID on the corporate Active Directory or LDAP server.
  - **User ID** — the LDAP or local User ID.
4. In the **Call Forwarding** area, select one of the following:
  - **PBX-based Call Forwarding** - check this field to forward the call to a new number. This function is recommended if PBX supports SIP “302” response. This is the default.
  - **Local Call Forwarding** - select this option to allow the ShoreTel Connect Mobility Router (not the PBX) to forwarding the call.

**WARNING!**

For ShoreTel IP-PBX releases 11.x and older, confirm that **Call Forwarding > Local Call Forwarding** is enabled/selected; **Local Call Forwarding** may not be the default in these releases.

5. In the **Call Transfer** area, select **Use PBX Transfer Feature** to enable SIP referral. Otherwise select **Local Transfer**.
  - When ShoreTel Mobility users are members of a conference call on their mobile devices, they have the option to transfer the call to their desk phones. (Note that a ShoreTel Mobility user who originates a conference call cannot transfer to desk.) When a member of the conference call transfers the call to the desk phone, the other members of the conference call can hear the desk phone ringing until the user answers the desk phone if a blind transfer is used. This is **Blind Transfer**.
  - To prevent conference call members from hearing the desk phone ringing if a ShoreTel Mobility user transfers the call to the desk phone, the ShoreTel Connect Mobility Router select **Consultation Transfer**. We recommend keeping this default value, unless your PBX does not support consultation transfers. See your PBX documentation for information about transfer support.
6. In the **Voice Mail redirection** area, select one of the following:
  - **Busy Redirection** - PBX routes the call to voice mail on busy response. Selecting this option is recommended if the PBX forwards the call to voice mail after receiving a SIP “486” response.
  - **Server** - Microsoft Exchange® server information for retrieving voice mail. Enter the hostname IP address, port number and transport protocol.
  - **Pilot Number** - the number used to forward to voice mail. Select this option to enter the number in the field. DTMF sequence includes three parts: pre-digits; voice mail ID; post-digits. If the voice mail server requires DTMF sequence to identify the voice mailbox, select the following.



- **Pre-Digits field**- Enter the pre-digit of the sequence. Valid characters are 0-9, A-D, “\*”, “,” and “#”. Use the “,” to add a one second delay in the sequence.
- **Voicemail Box Number** - Select the appropriate voice mail ID used in your system from the dropdown menu. The dropdown menu displays:

None — Only pre-digit and post-digit numbers are used.

**Additional Number** — The User’s additionally configured number is used between the pre-digit and post-digit numbers. Refer to [Configuring Additional Devices on page 156](#) for more information.

**Enterprise Extension** — The User’s enterprise extension is used.

**Enterprise Full Number** — The User’s enterprise full number is used.

- **Post-Digits fields** - Enter the pre-digit of the sequence. Valid characters are 0-9, A-D, “\*”, “,” and “#”. Use the “,” to add a one second delay in the sequence. And example of DTMF sequence: “,8027#2”, where “,” is the pre-digit, “8027” is the Enterprise Extension used as the voice mail ID, and “#2” is the post-digit.
  - **Explicit MWI Subscription Required** - Check this box if your PBX requires an explicit subscription for receiving a message waiting indicator.
7. In the **No Answer Ring Duration** (Trunk side only) field, enter the length of time that ringing occurs before ringing discontinues. The default is 24 seconds. The range is 5-180 seconds.
  8. Enter the number of seconds in the **Forced Ringback Start Timer** field to control the maximum time the ShoreTel Connect Mobility Router waits for a SIP Ringing message from the Called party before sending the SIP Ringing message to the Calling Party. The default value is 8 seconds.
  9. Enable or disable the **SIP Session Timer**. If enabled, enter the session refresh interval. The valid range is 90-65535 seconds, and is enabled by default.
  10. Check or uncheck the **Play Music on Hold** check box. If checked, the music on hold is played when the user/client places somebody on hold.
  11. To save your changes, click **Apply**.

## Configuring Device Mobility



### Note

Device Mobility is available as a Line Side only feature for the Cisco Call Manager.

When the ShoreTel Connect Mobility Router operates in line side mode, by default, all the ShoreTel mobility users are registered to the PBX using a single IP address. The use of a single IP address can cause issues if the PBX supports device mobility based on a changing IP address. Typically this is done by associating a certain IP address range with a physical location. When the device registers with the PBX the IP address determines the location of the device which allows different policies to be applied for the specific location.

The Device Mobility feature on the ShoreTel Connect Mobility Router provides a mechanism to support device mobility based on IP address. By configuring IP address ranges by location, the ShoreTel Connect Mobility Router can change the IP address used to register the user to the PBX to match the desired location.

Device Mobility interfaces with Cisco's Call Access Control feature, allowing the ShoreTel Connect Mobility Router to present registered clients matching physical locations specified in Cisco Unified Call Manager.

To configure Device Mobility:

1. Click **Add** to add a location. This location name should correspond to locations defined on the CCM.
2. Enter a location-specific IP address for the ShoreTel Connect Mobility Router. The ShoreTel Connect Mobility Router uses this IP address to register on behalf of clients in the location defined on the CCM.
3. Click **Apply**. This creates the IP Address and immediately activates the interface.
4. Click **Add**.
5. Enter a single IP address or a network/subnet. The address range should correspond to a range defined in the **Device Mobility Info** page on the CCM.
6. Enter the associated subnet mask.
7. Click **Apply**.
8. Select Up or Down to prioritize the range of IP addresses.

## Modifying an IP-PBX

---

You can change the details of an IP-PBX, but any changes should be made carefully so as not to disrupt end-user services.

To modify an IP-PBX:

1. Click **Configuration > Voice > IP-PBXs**. The IP-PBXs page displays.
2. Select the IP-PBX that you want to modify.
3. Click **Modify**.
4. Make changes as necessary on the **General** tab. You cannot modify the IP-PBX name.
5. To save your changes, click **Apply**.
6. Make changes as necessary on the **SIP Trunk, Numbering Plan, Device Mobility** and **Options** tabs.
7. To save your changes, click **Apply** on each tab.

## Deleting an IP-PBX

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If an IP-PBX is assigned to a group, you must first change the group setting to a different PBX before deleting a PBX.

To delete an IP-PBX:

1. Click **Configuration > Voice > IP-PBXs**. The IP-PBXs page displays.
2. Select the IP-PBX that you want to delete.
3. Click **Delete**. The IP-PBX is deleted.

## Copying a PBX

---

When creating or modifying a PBX, you can copy the PBX to another PBX template.

To copy a PBX:

1. Select **Configuration > Voice > IP-PBXs**. The **IP-PBXs** page displays.
2. Select the PBX that you want to copy.
3. Select **Copy**.
4. A new IP-PBXs template is created and displays **Copy <Name>** at the top of the window.
5. Fill in the fields as described in [Adding an IP-PBX on page 91](#) or [Modifying an IP-PBX on page 113](#) and save. Once the changes are saved, the name displayed for this IP-PBX changes from “Copy <Name>” to the saved name.

# CHAPTER

# 11

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## Configuring Voice Settings

Voice settings are established to allow the ShoreTel Connect Mobility Router to communicate with an enterprise IP-PBX. You must add an IP-PBX on the ShoreTel Connect Mobility Router so that the ShoreTel Connect Mobility Router can communicate with the PBX. You must also specify access numbers, which are phone numbers that allow users to make and receive calls on their mobile devices while using the ShoreTel Connect <for Platform>.

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## Managing Access Numbers

Access Numbers are a collection of numbers used by the ShoreTel Connect Mobility Router to provide identifiers and access to various services on the ShoreTel Connect Mobility Router. Multiple sets of Access Numbers can optionally be defined on a per country basis if required. Access Numbers are needed to support the following services on the ShoreTel Connect Mobility Router:

- Handover between Wi-Fi and cellular networks
- Enterprise dialing while operating on the cellular network
- Enterprise voice mail access while on the cellular network
- Reverse dial services

## Adding Access Numbers

To Add access numbers:

1. Click **Configuration > Voice > Access Numbers**. The **Access Numbers** page displays.
2. Click **Add**.
3. In the **Name** field, type the name for the access number. The name can be up to 50 alphanumeric characters long and cannot contain special characters except for spaces, hyphens (-), and underscores (\_).
4. (Optional) In the **Description** field, type a description for the access number.
5. In the **VoIP Handover Number** field, type the access number that the ShoreTel Connect <for Platform> uses to hand over an active call from the cellular network to the Wi-Fi network. The ShoreTel Connect <for Platform> dials the VoIP handover number when an active call needs to be handed over to a VoIP network.

Make sure that the phone number you specify is a unique phone number, with a valid area code, in your enterprise network. Using a unique phone number ensures that the ShoreTel Connect Mobility Router can identify that an active call needs to be handed over from a cellular network to a Wi-Fi network.

The phone number must also use the appropriate numbering format for the country in which the ShoreTel Connect Mobility Router is located. The ShoreTel Connect Mobility Router uses this phone number as the caller ID when the ShoreTel Connect Mobility Router calls the mobile device to deliver enterprise voice mail notification when the device is on the cellular network. If the phone number is not formatted correctly, the PSTN or cellular network might not deliver the caller ID correctly to the ShoreTel Connect <for Platform>.

The phone number cannot contain spaces, hyphens (-), or parentheses [ () ].

An example of a VoIP handover number for a ShoreTel Connect Mobility Router located in the United States is +4089198000.

1. In the **Voice Mail Access Number** field, type the extension number of the pilot number of the voice mail system, which is the enterprise extension that is dialed for users to access their voice mail.
2. Use the **Mobile to Fixed Reverse Call Indicator** field to enforce the Reverse Dial Number as Caller ID in the reverse call. When None is selected, a ShoreTel Connect <for Platform> accepts any call as reverse call when it is waiting for a reverse dial call. When Reverse Dial Number as Caller ID is selected, the client must receive a call with Reverse Dial Number as caller ID in order to accept the call as the reverse dial call.



#### Note

Mobile to Fixed Reverse Dial is supported on iPhone and Android devices when the ShoreTel Connect <for Platform> has Wi-Fi or Cellular Data connection with ShoreTel Connect Mobility Router.

3. In the **Default Cellular Access Numbers** area, enter the following information:
  - **Country**— Select a country from the dropdown menu to define the access number.
  - Enterprise gateways and IP-PBXs need to be configured such that calls made to this number are delivered to the ShoreTel Connect Mobility Router.
  - **Access Number**— the phone number that the ShoreTel Connect <for Platform> uses to access the ShoreTel Connect Mobility Router from the cellular network. Use the international dialing format, which includes a plus sign (+) before the phone number. The international dialing format does not work for some CDMA mobile devices. For users with these devices, add a separate cellular access number without the plus sign (+) and assign this number to a group that contains only users with CDMA mobile devices. Include the local country code and local area code in the cellular access number. The ShoreTel Connect <for Platform> application uses this phone number to access the ShoreTel Connect Mobility Router from the cellular network. This number can be used for such services as originating call from the cellular network or configuring various call features. This number must be a valid PSTN number and match the route pattern of the SIP trunk configured on the IP-PBX.
  - **Reverse Dial Number**— used in the following cases:



#### Note

Mobile to Fixed Reverse Dial is supported when the ShoreTel Connect <for Platform> has Wi-Fi or Cellular Data connection with ShoreTel Connect Mobility Router. This feature is supported on iPhone and Android devices only.

- The ShoreTel Connect Mobility Router uses this number as caller ID on a Mobile to Fixed Reverse Call or Reverse Wi-Fi to Cellular handover call, and the ShoreTel Connect <for Platform> uses the Caller ID to differentiate a Reverse call from other calls.
- The ShoreTel Connect <for Platform> calls this number to establish a Fixed to Mobile Reverse Dial Call.
- **Handover Number**—Phone number that the ShoreTel Connect Mobility Router calls to hand over active VoIP calls to the cellular network.

ShoreTel recommends that the cellular handover number be a different phone number than the cellular access number so that access call requests can be unambiguously distinguished from handover requests. If you have a limited number of available Direct Inward Dialing (DID) numbers, you can specify the same phone number for the cellular access number and cellular handover number.

The phone number cannot contain spaces, hyphens (-), or parentheses [ ( ) ]. In general, follow these guidelines when specifying the cellular access number:

Use the international dialing format, which includes a plus sign (+) before the phone number. If this format does not work for some CDMA mobile devices, add a separate cellular access number without the plus sign and assign this number to a group that contains only users with CDMA mobile devices. Include the local country code and local area code in the cellular access number.

Enterprise gateways and IP-PBXs need to be configured such that calls made to these numbers are delivered to the ShoreTel Connect Mobility Router.

4. Click **Apply**. The Country Specific Access Numbers area is enabled.
5. In the **Country Specific Cellular Access Numbers** area, click **Add**. Entries are only required in this table if you have access numbers in multiple countries, where you want to route calls through these numbers, when users are roaming. Using this feature minimizes costs. The information entered in these fields take precedence over the fields in the previous screen. If these fields are not filled in, the fields in the previous steps are the default:
  - Country
  - Access Number
  - Reverse Dial Number
  - Handover Number
6. Multiple access numbers may be added per country. To add more numbers, repeat these steps and click **Apply**. All Country Specific Cellular Access Numbers are added at the top level Access Numbers screen in a folder.
7. To save your changes, click **Apply**.

## Modifying Access Numbers

To modify an access number:

1. Click **Configuration > Voice > Access Numbers**. The **Access Numbers** page displays.
2. Select the access number to be changed.
3. Click **Modify**. The **Modify Access Numbers** page displays.

4. Change any options as necessary. You cannot change the name when modifying an access number. For information about the options that you can change, see [“Adding Access Numbers” on page 116](#).

**Note**

Country Specific Access Numbers may not be modified at the top level Access Numbers screen. Select the access number or the folder in the Access Number row and click **Modify**. Select the Country Specific Access Number to be changed and click **Modify**.

5. To save your changes, click **Apply**.

## Deleting Access Numbers

To delete an access number:

1. Click **Configuration > Voice > Access Numbers**. The Access Numbers page displays.
2. Select the access number that you want to delete.
3. Click **Delete**. The access number is deleted.

**Note**

Country Specific Access Numbers may not be deleted from the top level Access Numbers screen. Select the access number or the folder in the Access Number row and click **Modify**. Select the Country Specific Access Number to be changed and click **Delete**.

## Viewing Table Rows

**Note**

Refer to [Copying a Selection on page 7](#) for information on how to copy a selection on a page.

## Expand All

1. Click in the Access Numbers Summary page.
2. Right-click to **Select All Rows**.
3. Right-click to **Expand All**.



## Collapse All

1. Click in the Access Numbers Summary page.
2. Right-click to **Select All Rows**.
3. Right-click to **Collapse All**.

## Importing/Exporting Numbering Plan Templates

---

Numbering plans can be imported and added to the Numbering Plan template and exported as a binary file. Numbering plans can also be deleted from the ShoreTel Connect Mobility Router.

### Importing a Numbering Plan

To import a Numbering Plan:

1. Click **Configuration > Voice > Numbering Plan Templates**. The **Numbering Plan** page displays.
2. Click **Select Import File (Requires IE)** to locate the numbering plan template to import. After selecting the appropriate numbering plan, click **OK**.
3. The new numbering plan is populated in the Numbering Plan page. If a file is added with the same name as an existing plan, the original plan is not overwritten. The new plan's name is appended to show distinction.

### Exporting a Numbering Plan

To export a Numbering Plan:

1. Click **Configuration > Voice > Numbering Plan Templates**. The **Numbering Plan** page displays.
2. Select a Numbering Plan to be exported.
3. Click **Export** to send a numbering plan to a specified location. A directory popup displays. Browse to the appropriate location to save the file, optionally rename the file with a name that represents this numbering plan or country.
4. Click **OK** to save the file in this location.

### Deleting a Numbering Plan



#### Note

Default plans are noted as such and can not be deleted.

---

1. To delete a Numbering Plan:

2. Click **Configuration > Voice > Numbering Plan Templates**. The Numbering Plan page displays.
3. Select a numbering plan from the list.
4. Click **Delete**. You will be prompted with a confirmation. Click **OK** to proceed or **Cancel** to return to the main screen without saving changes.

## Configuring Advanced Voice Settings

The Voice menu includes Advanced settings used to verify SIP server settings, Media Server settings, remote access settings, tune cellular operator information, and display a list of supported mobile devices.

The following are Advanced voice settings:

- [“Configuring SIP Server Settings” on page 121](#)
- [“Managing Cellular Operators” on page 122](#)
- [“Managing Supported Mobile Operating Systems” on page 126](#)

## Configuring SIP Server Settings

SIP Server Settings are used to control SIP communications between the ShoreTel Connect Mobility Router and the ShoreTel Connect <for Platform>. When you set up the ShoreTel Connect Mobility Router with the Initial Configuration Wizard, you provided the IP address of the ShoreTel Connect Mobility Router, which is what the SIP server settings are based on.

You typically do not need to modify the SIP server settings. An example of when you might need to modify SIP server settings is if you need to change the port numbers on which the ShoreTel Connect Mobility Router listens to UDP, TCP, or TLS traffic.

To configure SIP server settings:

1. Click **Configuration > Voice > Advanced > SIP Server**. The **SIP Server** page displays.
2. In the **UDP Port** field, type the port number on which the ShoreTel Connect Mobility Router listens for UDP traffic. The UDP port can be between 1024 through 49151. The default UDP port is 5060.
3. In the **TCP Port** field, type the TCP port number on which the ShoreTel Connect Mobility Router listens for TCP traffic. The TCP port can be between 1024 through 49151. The default TCP port is 5060.
4. In the **TLS Port** field, type the TLS port number on which the ShoreTel Connect Mobility Router listens for TLS traffic. The TLS port can be between 1024 through 49151. The default TLS port is 5061.
5. In the **Registration Refresh Interval on Wi-Fi** field, type the interval at which the client on Wi-Fi refreshes its registration with ShoreTel Connect Mobility Router. The default is 240 seconds.

6. In the **Registration Refresh Interval on Cell-Data** field, type the interval at which the client on the cellular data network refreshes its registration with ShoreTel Connect Mobility Router. The default is 480 seconds.
7. In the **SIP Initial Retransmit Timer (T1) For Local Wi-Fi** field, type the time at which the ShoreTel Connect Mobility Router retransmits the SIP request messages towards the client when it is in local Wi-Fi network. The default is 750 ms.
8. In the **SIP Initial Retransmit Timer (T1) For Remote Wi-Fi** field, type the time at which the ShoreTel Connect Mobility Router retransmits the SIP request messages towards the client when it is in remote (SRV) Wi-Fi network. The default is 1000 ms.
9. In the **SIP Initial Retransmit Timer (T1) For Cellular Data** field, type the time at which the ShoreTel Connect Mobility Router retransmits the SIP request messages towards the client when it is in cellular data network. The default is 2500 ms.
10. To save your changes, click **Apply**.

If you make any changes on this page, restart the SIP service.

## Managing Cellular Operators

The ShoreTel mobility solution uses cellular service to extend coverage outside of the enterprise Wi-Fi area. The ShoreTel mobility solution is carrier-neutral and works with any cellular network. Currently, it is thoroughly tested on mobile devices with GSM/GPRS/UMTS cellular services.

To provide seamless transition between cellular and Wi-Fi networks, some timer values used by the ShoreTel Connect Mobility Router and the ShoreTel Connect <for Platform> might need to be fine-tuned for each cellular network. By default, the cellular service providers currently certified are defined on the ShoreTel Connect Mobility Router. You can add new cellular operators or change the settings of an existing operator.

Perform the following tasks to manage cellular operators:

- [“Adding a Cellular Operator” on page 122](#)
- [“Modifying Cellular Operator Settings” on page 125](#)
- [“Deleting a Cellular Operator” on page 126](#)

### Adding a Cellular Operator

The ShoreTel Connect Mobility Router ships with default settings for the most common United States cellular operators.



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**Note**

If you need to add a cellular operator to the ShoreTel Connect Mobility Router, you or the end user can provision a mobile device for the cellular operator. During provisioning, cellular operator information is automatically added to the ShoreTel Connect Mobility Router if the information does not already exist.

---

If needed, you can add additional cellular operators. We recommend that you add a cellular operator as part of the provisioning process and do not modify the cellular operator settings.

To add a cellular operator:

1. Click **Configuration > Voice > Advanced > Cellular Operators**. The **Cellular Operators** page displays.
2. Click **Add**. The **Add Cellular Operator** page displays.
3. Complete the following fields:
4. In the **MCC - MNC** boxes, type the mobile country code (MCC) and mobile network code (MNC) for the operator. The mobile network code (MNC) is used in combination with a mobile country code (MCC) to uniquely identify a mobile phone operator/carrier using either GSM, CDMA, or UMTS.

Public land mobile networks and some satellite mobile networks. Add MCC and MNC of the operator being added.

5. In the **Name** field, type the name of the cellular operator.
6. In the **Technology/Frequency** field, type the technology and frequency used by this carrier. Examples include:
  - GSM & UMTS 850 / 1900
  - GSM 1900

#### On the Server tab:

- In the **Cellular Call Min Ring Time** field, enter the ShoreTel Connect Mobility Router's minimum cellular ring time for the call to be successfully connected. If the call connection indication is received before the expiration of this timer, the call is connected to enterprise voice mail. Enter a value in the range between 100 and 60000 ms. The default is 6000.
- In the **Cellular Call Max Ring Time** field, enter the maximum cellular ring time for the call to be successfully connected. If the call is not answered during this time, the call is redirected to enterprise voice mail. Enter a value in the range between 100 and 60000. The default is 24000.
- In the **Cellular VMI Min Ring Time** field, enter the ShoreTel Connect Mobility Router's minimum cellular ring time for a Voice Mail Indicator (VMI) cellular call. If the ShoreTel Connect <for Platform> answers before the ring time elapses, the mobile device is turned off or out of range of the cellular network. If end users report that they are running the ShoreTel Connect <for Platform> and are not receiving VMI while they are on the cellular network, increase the ring time. Note that the VMI is not guaranteed. If VMI is not delivered on the first attempt, the ShoreTel Connect Mobility Router does not retry. The ring time can be between 100 and 60000 ms. The default value is 6000.
- In the **Cellular VMI Max Answer Time** field, enter the amount of time that the mobile device has to respond after the cellular VMI ring time has elapsed. If the mobile device answers the VMI call after the VMI ring time elapses but before the VMI time elapses, the ShoreTel Connect <for Platform> is running, and the VMI has likely been successfully delivered. If the mobile device does

not answer the VMI call before the VMI ring time and the VMI time have elapsed, the mobile device is powered on but is likely not running the ShoreTel Connect <for Platform>. The VMI call is cancelled. The ring time can be between 100 and 60000 ms. The default value is 10000.

- In the **Cellular Access-Call DTMF Timer** field, enter the maximum time that the ShoreTel Connect Mobility Router waits for collection of DTMF digits after answering the cellular access call. Enter a value in the range between 100 and 60000 ms. The default is 20000.
- In the **Cellular Access-Call 1st Digit DTMF Timer** field, enter the maximum time that the ShoreTel Connect Mobility Router waits to collect the first DTMF digit after answering the cellular access call. Enter a value in the range between 0 and 60000 ms. The default is 3000.
- In the **Cellular Call Answer Confirmation Timer** field, enter the maximum time that the ShoreTel Connect Mobility Router waits for DTMF confirmation from the ShoreTel Connect <for Platform> after the cellular answer call is connected. Enter a value in the range between 100 and 60000 ms. The default is 7000. The recommended value is 10000.
- In the **Handin Disconnect** field, enter the maximum time that the ShoreTel Connect Mobility Router waits, after a successful handover to cellular, before disconnecting the Cellular call leg. Enter a value in the range between 100 and 60000 ms. The default is 5000.
- In the **Handout Disconnect** field, enter the maximum time that the ShoreTel Connect Mobility Router waits, after a successful handover to cellular, before disconnecting the VoIP call leg. Enter a value in the range between 100 and 60000 ms. The default is 5000.
- In the **Handout Media Switch Timer** field, enter the maximum time the ShoreTel Connect Mobility Router waits before switching the media through cellular call. Enter a value in the range between 100 and 60000 ms. The default is 2000.
- In the **Mobile to Fixed Reverse Dial Abort Timer** field, enter the maximum time the ShoreTel Connect Mobility Router waits for the client to answer the reverse dial cell call after placing a reverse call to the ShoreTel Connect <for Platform> (iPhone or Android). If the call is not answered within this time, the ShoreTel Connect Mobility Router drops the Client's attempt to make Reverse Dial call or Reverse Handover. The Client may try another automatic attempt according to user's device settings. Enter a value in the range between 100 and 60000 ms. The default is 20000.
- In the **Fixed to Mobile Reverse Dial Abort Timer** field, after delivering a reverse dial request to the ShoreTel Connect <for Platform>, enter the maximum time the ShoreTel Connect Mobility Router waits for the reverse dial call from the client. If the call is not received within this time, it is assumed that the reverse dial call has failed and the router falls back to the configured Fallback Option (refer to [“Configuring User Options” on page 141](#) for **Groups**, and [“Configuring User Options” on page 165](#) for **Users** for Fallback configuration options. Enter a value in the range between 100 and 60000 ms. The default is 15000.
- In the **Forward Dial Request Abort Timer** field, enter the maximum time the ShoreTel Connect Mobility Router waits, after receiving a reverse dial request call, before initiating the reverse dial call. If it does not get the cell call in this time, the Notify message received is ignored.
- In the **DTMF Inter Digit Timeout** field, enter the duration the ShoreTel Connect Mobility Router waits after each DTMF digit it receives before it assumes that all the digits have been received.

### On the Client tab:

- In the **Access Call DTMF Timer** field, enter the time the ShoreTel Connect <for Platform> waits to transmit DTMF after the cell call it originated is fully established. Enter a value in the range between 100 and 60000 ms. The default is 800.
- In the **Answer Call DTMF Timer** field, enter the time that the ShoreTel Connect <for Platform> waits to transmit a DTMF confirmation digit (#) after it answers a cellular call. Enter a value in the range between 0 and 6000 ms. The default is 200.
- In the **Handout Connect Timer** field, enter the maximum time a ShoreTel Connect <for Platform> tries to complete a cellular call for handover from VoIP. Enter a value in the range between 100 and 60000 ms. The default is 15000.
- In the **Handin Connect Timer** field, enter the maximum time a ShoreTel Connect <for Platform> tries to complete a VoIP call for handover from cellular. Enter a value in the range between 100 and 60000 ms. The default is 5000.
- In the **Handout Disconnect Timer** field, enter the maximum time a ShoreTel Connect <for Platform> keeps the VoIP call leg up after successful handover to Cellular. Enter a value in the range between 100 and 60000 ms. The default is 1000.
- In the **Handin Disconnect Timer** field, enter the maximum time a ShoreTel Connect <for Platform> keeps the Cellular call leg up after successful handover to VoIP. Enter a value in the range between 0 and 6000 ms. The default is 200.
- In the **Mobile to Fixed Reverse Notify Call Disconnect Timer** field, enter the maximum time a ShoreTel Connect <for Platform> allows the reverse dial notify call to proceed before disconnecting it. The client must give sufficient time to ensure that the call has reached the ShoreTel Connect Mobility Router. Enter a value in the range between 100 and 60000 ms. The default is 6000.
- In the **Mobile to Fixed Reverse Dial Abort Timer** field, after delivering the reverse dial request to the ShoreTel Connect Mobility Router, enter maximum time a ShoreTel Connect <for Platform> waits for the reverse dial call from the ShoreTel Connect Mobility Router. If the call is not received within this time, it is assumed that the reverse dial call failed and the client falls back into normal dial mode. Enter a value in the range between 100 and 60000 ms. The default is 10000.
- In the **Forward Dial Request Abort Timer** field, enter the maximum time a ShoreTel Connect <for Platform> waits for the response from the ShoreTel Connect Mobility Router for its Forward Dial Notify Request. If the client does not get the response during this time, it will send the remote party digits in DTMF format.
- In the **SIP Initial Retransmit Timer** field, enter the duration the ShoreTel Connect <for Platform> waits for the SIP initial retransmit time over cellular data.

7. Click **Apply** to save changes.

## Modifying Cellular Operator Settings

To modify cellular operator settings:

1. Click **Configuration > Voice > Advanced > Cellular Operators**. The Cellular Operators page displays with a list of available operators displayed.

2. Select the cellular operator to be modified.
3. Click **Modify**. The **Modify Cellular Operator** page displays.
4. Make changes as appropriate.
5. To save your changes, click **Apply**.

## Deleting a Cellular Operator

To delete a cellular operator:

1. Click **Configuration > Voice > Advanced > Cellular Operators**. The **Cellular Operators** page displays.
2. Select the cellular operator that you want to delete.
3. Click **Delete**.
4. When asked to confirm whether you want to delete the cellular operator, click **OK**. The cellular operator is deleted.

## Managing Supported Mobile Operating Systems

The ShoreTel Connect Mobility Router is shipped with supported operating systems predefined. Operating systems may be added, modified or deleted.

To add an operating system:

1. Click **Configuration > Voice > Advanced > Mobile OSs**. The **Mobile OS** page displays.
2. Click **Add**.
3. Enter a name for the operating system in the **OS Name** field.
4. Enter a description for the operating system in the **OS Description** field.
5. Select **Apply**.

## Modifying Supported Operating Systems

To modify the description of an Operating System:

1. Click **Configuration > Voice > Advanced > Mobile OSs**. The **Mobile OS** page displays.
2. Select the operating system description to be modified, then click **Modify**. The OS Name can not be modified.
3. Select **Apply** to save changes.



## Deleting Operating Systems

Before deleting an operating system, make sure that no users need are provisioned using that OS. If you delete an operating system, users cannot provision that OS.

To delete an Operating System:

1. Click **Configuration > Voice > Advanced > Mobile OSs**. The **Mobile OS** page displays.
2. Select the operating system description to be deleted, then click **Delete**.
3. When asked to confirm the deletion, click **OK**.

## Managing Supported Mobile Device Types

The ShoreTel Connect Mobility Router is shipped with supported mobile devices predefined. Supported devices may be added, modified or deleted.

### Adding Supported Devices

If users have mobile devices that are not in the list of supported device types, you can add device types to the list. Although you can add a device type to the list of supported device types, adding a device type does not guarantee that users can successfully provision that device.

To add a device type:

1. Click **Configuration > Voice > Advanced > Device Types**. The **Device Types** page displays.
2. Click **Add**. The **Add Device Type** page displays.
3. In the **Model** field, type the model name of the mobile device. The model name can be up to 64 alphanumeric characters long and can contain spaces, hyphens (-), and underscores (\_).
4. In the **Model Description** field, type a description of the mobile device. The description can be up to 255 alphanumeric characters and can contain spaces, hyphens (-), and underscores (\_).
5. In the **Device OEM** field, type the Original Equipment Manufacturer (OEM) for the mobile device. The OEM name can be up to 50 alphanumeric characters long and can contain spaces, hyphens (-), and underscores (\_).
6. In the **Operating System** list, select the from the list of mobile device operating systems, previously defined in [“Managing Supported Mobile Operating Systems” on page 126](#).
7. In the **Cellular Rx Offset** field, type the offset that is added to the default Min Wi-Fi to Cellular Roam RSSI value before being sent to the ShoreTel Connect <for Platform>.

If the mobile device is not being used for fingerprinting, you can initially set the value to 0. You might need to adjust this value.

8. In the **Wi-Fi Rx Offset** field, type the offset that is added to the default Min Cellular to Wi-Fi Roam RSSI value and used to compute the fingerprint RSSI value before being sent to the ShoreTel Connect <for Platform>.



If the mobile device is not being used for fingerprinting, you can initially set the value to 0. You might need to adjust this value.

If the mobile device is used for fingerprinting, contact the ShoreTel Technical Assistance Center.

9. To specify that the mobile device is capable of taking fingerprints, select the **Fingerprint Capable** check box. By default, this option is not selected.
10. To save your changes, click **Apply**.

## Modifying Supported Devices

To modify a device type:

1. Click **Configuration > Voice > Advanced > Device Types**. The **Device Types** page displays.
2. Select the device that you want to modify, and click **Modify**. The **Modify Device Type** page displays.
3. Change any options as necessary. You cannot change the Model value when modifying a device. For information about the options, see [“Adding Supported Devices” on page 127](#).
4. To save your changes, click **Apply**.

## Deleting Supported Devices

Before deleting a supported device, make sure that no users need to provision that device. If you delete a supported device, users cannot provision that device.

To delete a device type:

1. Click **Configuration > Voice > Advanced > Device Types**. The **Device Types** page displays.
2. Select the device that you want to delete. To select multiple contiguous items, hold the Shift key while selecting the items. To select multiple non-contiguous items, hold the Ctrl key while selecting the items.
3. Click **Delete**.
4. When asked to confirm the deletion, click **OK**.

## Reviewing Supported Devices

To review the supported device types, click **Configuration > Voice > Advanced > Device Types**. The following information is displayed for each device type:

- Model name
- Model description
- Device OEM (Original Equipment Manufacturer)
- Operating system

- Cellular Rx Offset
- Wi-Fi Rx Offset

## Managing Voice Prompts

The Voice Prompt Profile feature allows the Admin to replace the system default audio for ringback, no answer, not found, busy, comfort noise, and music on hold. These profiles can be assigned to a PBX, enabling all users assigned to this PBX to use the voice prompts from this profile. All profiles are initially assigned with the factory default voice prompts. After creating the profile, any of the voice prompts can be modified. The following prompts can be selected:

- Ringback - the tone the calling party hears when the called party's device starts ringing.
- No Answer - the tone or announcement the calling party hears if the called party does not answer the call.
- Not Found - the tone or announcement the calling party hears if the called number is not a valid number.
- Busy - the calling party hears this prompt when the called party device is busy.
- Comfort Noise - this sound is played to avoid the uncomfortable "dead" silence that might make caller think that there is something wrong with connection.
- Music on Hold - this is played when the user/client puts somebody on hold.



---

### Note

All prompts except Music on Hold are played to the ShoreTel Connect <for Platform> when the user places outgoing calls from the cellular network. When on Wi-Fi, the client plays local voice prompts. Music on Hold is played when the user on Wi-Fi places the remote party on hold. When on the cellular network, the cellular network hold feature is used, which may produce a different result.

---

## Adding a Voice Prompt Profile

To create a profile:

1. Click **Configuration > Voice > Advanced > Voice Prompt Profiles**. The **Voice Prompt Profile** page displays with the default profile.
2. Click **Add**.
3. Enter a name and description for the new profile.
4. Click **Apply**.
5. The new profile is added. The default Voice Prompts are associated with the new profile.

## Modifying Voice Prompts

You can change any of the user-created profile Voice Prompts by importing a new prompt/sound. Internet Explorer is required. The audio file you are uploading must meet the following requirements:

- .wav file
- Sampling rate = 8000
- 1 channel (mono)
- 8 bit sample A-law and U-law or 8 or 16 bit sample for PCM



---

**Note**

The Default Voice Prompt Profile can not be modified.

---

To modify a voice prompt:

1. Click **Configuration > Voice > Advanced > Voice Prompt Profiles**. The **Voice Prompt Profile** page displays.
2. Select the profile you want to modify. The profile's list of prompts displays in the screen below.
3. Select the voice prompt you want to modify and click **Change File (Requires IE)**.
4. Select the appropriate .wav file and click **Open**.
5. The imported file is now used for the selected prompt.
6. To remove the new prompt and revert to the default setting, select **Restore Default**.

## Deleting Voice Prompt Profiles

Before deleting voice prompt profile, make sure that no users are provisioned to that profile.



---

**Note**

The Default Voice Prompt Profile can not be modified.

---

To delete a profile:

1. Click **Configuration > Voice > Advanced > Voice Prompt Profiles**. The **Voice Prompt Profile** page displays.
2. Select the profile that you want to delete, and click **Delete**.

# CHAPTER

# 12

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## Managing Calling Rules

Calling rules direct calls to specified destinations based on user requirements. Calling rule criteria can include a range of days, days of the week, time of day, calling party telephone number, and user location. Based on the calling rule, incoming calls are routed to the specified destination, such as an office telephone, mobile device, or voice mail system.

Calling rules based on the day of the week, time of day, and calling party number offer an efficient method of processing incoming calls. Calling rules that also consider the user location provide additional flexibility and convenience when users are out of the office and require fewer changes, even when schedules vary.

For example, if the user is at home between 7 p.m. and 8 a.m., all calls are routed to enterprise voice mail. However, if the user is still in the office during this time, calls continue to be routed to the desk phone.

A table of country-specific numbers may be imported or exported using the Numbering Plan feature. Use the ShoreTel Connect <for Platform> to configure individual phone features, such as ringback tones. Refer to the ShoreTel Connect <for Platform> User's Guide for more information.

A default set of country numbering plans can be selected when adding a new PBX. Administrators can also create and configure custom dialplans.

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## Calling Rules

Create calling rules at the global level by using the **Configuration > Policies > Calling Rules** page and then assign them to groups and users. Calling rules created this way are not active until they are assigned to groups or users. For more information, see [“Assigning Calling Rules to a Group” on page 148](#) and [“Assigning Calling Rules to Users” on page 159](#).

You can also add a calling rule when creating or modifying a group or user, which automatically assigns the rule to that group or user. Group calling rules apply to all users in the group. See [“Managing Groups” on page 137](#) and [“Managing Users” on page 151](#) for details about adding calling rules using the Groups and Users pages.

The following describes calling rules with location-based constraints that you might create:

- From 8:00 a.m. to 6:00 p.m., a user receives all calls at the desk phone when in the office. If the user leaves the office between 8:00 a.m. to 6:00 p.m., all calls are routed to the mobile device, allowing the user to continue to be responsive while out of the office.
- At all hours, all calls from a specific phone number (for example, a manager) are routed to the desk phone or mobile device, based on location, allowing the manager to reach users regardless of location.
- When a user is out of the office between 6:00 p.m. to 7:00 p.m., all calls are routed to the mobile device, allowing the user to receive calls during the commute. If the user is still in the office during this time, calls continue to be routed to the desk phone.

## Creating a Calling Rule

To create a calling rule:

1. Click **Configuration > Policies > Calling Rules**. The **Calling Rules** page displays.
2. Click **Add**.
3. In the **Name** field, type a name for the calling rule.

The name can be up to 50 characters long and can contain letters and numbers. Do not use any special characters, including spaces, except for hyphens (-) and underscores (\_).

Calling rule names are case-sensitive. For example, Commute is not the same as commute.

4. To activate the calling rule, select the **Active** check box.

To disable the calling rule, clear the **Active** check box. By default, the Active check box is selected.

5. (Optional) In the **Description** field, type a description for the calling rule. The name can be up to 50 characters long and can contain letters, numbers, and spaces. Do not use any special characters except for hyphens (-) and underscores (\_).
6. In the **From** field, type one or more phone numbers for which the calling rule applies.

Keep the following in mind when filling in the **From** field:

- If you specify a 7- or 10-digit number, the calling rule is effective only if the designated IP-PBX has a numbering plan that includes entries that maps the short and long version of numbers within the numbering plan. For more information, see [“Configuring Numbering Plan Settings” on page 93](#).
- Do not use hyphens when specifying phone numbers. For example, type 4085554442.
- If typing more than one phone number, separate the phone numbers with commas (for example, 4085551732, 4085554356).
- You can type up to 50 characters in the **From** box. If you use commas to separate phone numbers, the commas count toward the 50-character limit.
- If you leave this box empty, the calling rule applies to all phone numbers. If you do not specify any phone numbers in this field, you must specify a time constraint, as described in [Step 2](#).

[Table 9](#) lists patterns that you can use in the **From** field to specify a range of phone numbers rather than individually specifying phone numbers.

**Table 9: Allowed Patterns for Phone Numbers**

Valid and Active States	Description
X	Specifies a single digit in the range 0 through 9.  For example, if you type 408555120X, the calling rule applies for all phone numbers starting with 408555120, up to 4085551209.
[ <i>list</i> ]	Specifies a single digit within <i>list</i> , where <i>list</i> is one or more digits.  For example, if you type 408555120[123], the calling rule applies for the following phone numbers: 4085551201, 4085551202, 4085551203.
[ <i>digit1-digit2</i> ]	Specifies a single digit in a range from <i>digit1</i> through <i>digit2</i> .  For example, if you type 408555120[0-7], the calling rule applies <i>only</i> for the following phone numbers: 4085551200, 4085551201, 4085551202, 4085551203, 4085551204, 4085551205, 4085551206, and 4085551207.
[* <i>list</i> ]	Specifies zero or more digits from the list.  For example, if you type 408555[*123]444, the following are some of the numbers for which the calling rule is applied: 4085551444, 4085552444.
[* <i>digit1-digit2</i> ]	Specifies zero or more digits in a range from <i>digit1</i> through <i>digit2</i> . For example, if you type 408555120[*0-7], the following are some of the number for which the calling rule is applied: 4085551201, and 4085551202, 4085551203.

**Table 9: Allowed Patterns for Phone Numbers**

Valid and Active States	Description
*	Specifies zero or more of any digits.  For example, if you type 408555*123*, the calling rule applies to phone numbers that start with 408555 and include the pattern 123.
U	Specifies a special pattern—Type U for the calling rule to apply if the caller ID is unknown.

1. In the **Time Zone** list, select the time zone for the calling rule.
2. In the **Time Constraint** field, define one or more of the following time constraints for the calling rule:
  - **Date**—To specify the calling rule for a range of dates, click the first Date field to select the starting date from the calendar that displays. Then click the second Date field to select the ending date from the calendar.
  - To clear the date field, click the Date field to access the calendar, and select the date that is in the Date field. The Date field is now empty.
  - **Day**—To specify the calling rule for certain days of the week, select the check boxes for the days.
  - Clear the check boxes for the days for which you do not want the calling rule to apply. If you clear the check boxes for all days, the calling rule applies every day. By default, all work days (Monday through Friday) are selected.
  - **Time**—To specify the calling rule for a timeframe, select the starting hour and minute values and the ending hour and minute values from the Time lists.

Click **Add** for each time constraint you create.

To modify a time constraint, select it, and click **Modify**. To delete a time constraint, select it, and click **Delete**.

3. To take the user's location into account for the calling rule, select the **Location Aware Policy** check box.

Select one of the following:

- **In the Office**—Calling rule applies only when the user is in the office.
- **At Home**—Calling rule applies only when the user is at home.
- **On the Road**—Calling rule applies when the user is out of range of the office or home network.



#### Note

To take location into account for the calling rule, you or the user must create a home location. For more information, see [“Managing Home Locations” on page 161](#).

To have the calling rule apply to all locations, clear the Location Aware Policy check box. By default, the Location Aware Policy check box is not selected.

4. In the **Action** list, select one of the following actions that is taken if an incoming call matches the criteria of this calling rule:
  - **Do not ring any device**—Incoming calls are routed to the user's enterprise desk phone, if available. If the enterprise desk phone is not available, calls are immediately directed to the user's enterprise voice mail.
  - **Forward to Voicemail**—Calls are immediately directed to the user's enterprise voice mail.
  - **Ring all devices**—Ring all appropriately configured devices.

**Note**

Refer to the ShoreTel Mobility User Portal to specify a device to ring using the Ring Specified Device option. Contact your IT department for more information about accessing the ShoreTel Mobility User Portal.

5. To save your changes, click **Apply**.

## Modifying a Calling Rule

After creating calling rules, you can modify them to change the criteria you previously defined. You can also modify calling rules that users created.

To modify a calling rule:

1. Click **Configuration > Policies > Calling Rules**. The **Calling Rules** page displays.
2. Select the calling rule to be modified.
3. Click **Modify**.
4. Make changes to the calling rule as appropriate.
5. You cannot change the name of the calling rule. For information about changing the properties of a calling rule, see [“Creating a Calling Rule” on page 132](#).
6. To save your changes, click **Apply**.

## Deleting a Calling Rule

You can delete calling rules that have not been assigned to a group or user.

**Note**

If a calling rule is assigned to a group or user, you must first unassign the calling rule before you can delete it. For more information, see [“Unassigning Calling Rules for a Group” on page 149](#) or [“Unassigning Calling Rules for Users” on page 159](#).



To delete a calling rule:

1. Click **Configuration > Policies > Calling Rules**. The **Calling Rules** page displays.
2. Select the calling rule that you want to delete. You can select multiple calling rules (contiguous or non-contiguous) to delete. Select multiple calling rules as you would select multiple items for your operating system.
3. Click **Delete**. The calling rule is deleted.

## Assigning a Calling Rule

Calling rules created in the Policies page are not active until they are assigned to groups or users.

To assign a calling rule to a group or user:

1. Click **Configuration > Policies > Calling Rules**. The **Calling Rules** page displays.
2. Select the calling rule to be assigned.
3. Click **Assign**. The **Assign Calling Rule** page displays.
4. To assign this rule to a group, select the group and then click >> to add the group to the **Assigned** column. Refer to [“Assigning Calling Rules to a Group” on page 148](#) for more information.
5. To assign this rule to users, select the users and then click >> to add the users to the **Assigned** column. Refer to [“Assigning Calling Rules to Users” on page 159](#) for more information.
6. Click **Apply**. The calling rules are assigned and the screen returns to the list of available calling rules.

# CHAPTER

# 13

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## Managing Groups

Creating groups on the ShoreTel Connect Mobility Router allows you to set up logical categories of users based on criteria such as department, geographical location, or any other separation that you choose. You can also use groups to apply policies, such as calling rules, balance loads on an IP-PBX, or apply access numbers. Groups can be mapped to existing groups on the Active Directory or LDAP server.

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## Creating Groups

---

To create a group on the ShoreTel Connect Mobility Router, configure general settings, security settings, remote access and calling rules before adding users.

### Configuring General Settings

To configure general group settings:

1. Click **Configuration > Groups and Users > Groups**. The **Groups** page displays.
2. Click **Add**. The **Add Group** page displays, with the **General** tab active.
3. In the **Name** field, type the name of the group. The group name can be up to 50 characters long and cannot contain special characters except for spaces, hyphens (-), and underscores (\_).
4. In the **IP-PBX** list, select the IP-PBX that supports the group. If you have not previously added an IP-PBX, click **Add**. The **Add IP-PBX** page displays. For information about adding an IP-PBX, see [“Adding an IP-PBX” on page 91](#). After you have added the IP-PBX, the **Add Group** page displays so that you can continue adding the group.
5. Select a **Directory Search Group**, or create a new group by clicking **Add**. This is the company directory by which the ShoreTel Connect Mobility Router will search for an individual.
6. In the **Access Numbers** list, select the access number that users in this group use to access ShoreTel Connect Mobility Router services. If you have not previously added an access number, click **Add**. The **Add Access Numbers** page displays. For information about adding an access number, see [“Adding Access Numbers” on page 116](#). After you have added the access number, the **Add Group** page displays so that you can continue adding the group.
7. Choose External User Authentication/Authorization from the drop-down list.
8. Choose ShoreTel Directory to map the ShoreTel Connect Mobility Router group to a ShoreTel Directory. Choose the appropriate one from the drop-down list.
9. Choose LDAP or Active Directory group to map the ShoreTel Connect Mobility Router group to an LDAP or Active Directory group.



---

**Note**

Mapping to an LDAP group authorizes all the users in the group to be ShoreTel Connect Mobility Router users.

---

If you select Active Directory/LDAP Groups, the following options appear:

- Retrieve All Groups

- Retrieve All Groups of Selected User



#### Note

You must first complete the Configuration > System > Authentication > Active Directory/LDAP page before this option is available. For information about Active Directory and LDAP authentication, see [“Adding a Directory Server Group” on page 62](#).

Select **Retrieve All Groups** to view a list of all groups from the Active Directory/LDAP server, or select **Retrieve All Groups of Selected User** and enter the user ID in the field to see the Groups for the specified user. The search for **Retrieve All Groups** or **Retrieve All Groups of Selected User** is performed on the authenticated active directory forest.



#### Note

If only one active directory forest is configured, this forest is designated as the authenticated forest, by default. If more than one forest is configured, you may designate a different forest as the authenticated active directory forest using the “Math Auth” function. Refer to [“Adding and Enabling Active Directory Forest” on page 66](#) for more information.

1. Click **Get Available**. A list of groups based on the select in the previous step displays in the **Available** column.
2. In the **Available** column, select the group(s) to be assigned, and click **>>**. The selected groups move to the **Assigned** column.
3. Click **Next**. The **Security** tab is active. For more information, see [“Configuring Security Settings” on page 139](#).

## Configuring Security Settings

Click the **Configuration > Groups and Users > Groups > Security** tab to define the following security settings for the group:

- [“PBX-Side Security” on page 140](#)—SIP security used for communication between the ShoreTel Connect Mobility Router and the PBX:
  - No authentication is used between the ShoreTel Connect Mobility Router and the PBX.
  - Digest authentication (username and password) is used between the ShoreTel Connect Mobility Router and the PBX.
- [“Client-Side Security \(Wi-Fi\)” on page 140](#)—Specifies whether certificate-based SIP-TLS is used for SIP communication between the ShoreTel Connect Mobility Router and mobile devices.
- [“Client-Side Security \(Cellular\)” on page 140](#)—Specifies whether a personal identification number (PIN) is used to authenticate access requests received from the ShoreTel Connect <for Platform> when the mobile device is in the cellular network.

## PBX-Side Security

To configure PBX-side security:

1. Do one of the following:
  - Click **None** if you do not want PBX-side security enabled.
  - Click **Digest** to specify that digest authentication is used.
2. In the **User ID** area, select one of the following:
  - **Same as RA User ID**—Specifies that the digest username for an end-user matches the ShoreTel Mobility user ID.



### Tip

Use the same User ID as the ShoreTel Mobility user ID.

- **Same as RA User Enterprise Extension**—Specifies that the digest username for an end-user matches the Enterprise Extension number.
  - **Default**—Specifies that a default digest username is used for all users in the group.
3. In the **Password** field, type the default password that is used for all users in the group.

## Client-Side Security (Wi-Fi)

To configure client side security:

1. In the **Client-Side Security (Wi-Fi)** area, select one of the following:
  - None
  - Certificate

## Client-Side Security (Cellular)

To configure client side security:

1. In the **Client-Side Security (Cellular)** area, select one of the following:
  - **None**—No PIN is used between the ShoreTel Connect Mobility Router and mobile devices.
  - **Generate random pin per user**—The ShoreTel Connect Mobility Router automatically selects a random PIN for each mobile device, and the PIN is securely sent to the device during provisioning.
  - **Default Pin**—A default PIN is used for all mobile devices. If you select this option, type the default PIN in the box that displays.
2. To save your changes, click **Apply**. To apply these security settings to all existing users in the group, select **Apply to all existing users in this group** check box and then click **Apply**.

## Configuring User Options

Click the **Configuration > Groups and Users > Groups > User Options** tab to configure the following user options:

- [“Call Routing” on page 141](#)
- [“Data Services” on page 142](#)
- [“Presence/IM” on page 142](#)
- [“Enterprise Cellular Call Routing” on page 142](#)
- [“Personal Call Routing” on page 144](#)
- [“Emergency Call Routing” on page 144](#)
- [“Call Ignore” on page 145](#)
- [“Client Privilege” on page 145](#)
- [“Provisioning” on page 145](#)
- [“Applying Changes” on page 146](#)

### Call Routing

To configure Call Routing for audio or video calls:

1. Select **Wi-Fi** to allow users in this group to access voice or video services over Wi-Fi. Click the **Remote Access link** to go to the **Remote Access** page to configure Remote settings including protocols, client IP pool information and options. Refer to [“Managing Remote Access” on page 31](#) for details.
2. Select **Cellular Data** to allow users in this group to access voice services from cellular packet-data networks.
3. Select **Cellular Voice** to allow users in this group to access voice services from cellular networks. Not applicable for video calls.
4. Select **Cellular Data Roaming**—Select to allow access to voice services from cellular packet-data networks when the mobile device is roaming.
5. Select **Cellular Voice Roaming**—Select to allow access to voice services from the cellular network when the mobile device is roaming. Not applicable for video calls.



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#### Note

Some mobile devices, such as Apple iOS devices, cannot detect when the device is roaming. Enabling/Disabling Cellular Data Roaming and Cellular Voice Roaming will not be recognized by these devices. Instead, the administrator may need to set those users into a special Group with the desired settings for those devices.

---

**Note**

ShoreTel Connect for video requires ShoreTel Shoreware integration with the ShoreTel Connect Mobility Router. Refer to [Integrating ShoreTel Connect Mobility Router with ShoreTel Connect](#) on page 253 for information on integrating the IP PBX with ShoreTel Mobility.

## Data Services

In the **Data Services** area, specify whether users in the group can access secure enterprise services from cellular packet-data networks and remote Wi-Fi networks.

1. **Cellular Data**—Select to allow users in this group to access secure enterprise services from cellular packet-data networks.
2. **Cellular Data Roaming**—Select to allow access to data services from cellular data networks when the mobile device is roaming.

By default, these options are not enabled. You can enable one or both of these options.

**Note**

Some mobile devices, such as Apple iOS devices, cannot detect when the device is roaming. Enabling/Disabling Cellular Data Roaming will not be recognized by these devices. Instead, the administrator may need to set those users into a special Group with the desired settings for those devices.

## Presence/IM

Enable or disable Presence on the user devices in this group. By default, **Presence/IM** is disabled. If Presence is enabled, options pop up to control whether Presence/IM is available when the device is roaming:

1. **Cellular Data**—Select to allow Presence/IM information to utilize the cellular data networks.
2. **Cellular Data Roaming**—Select to allow Presence/IM information to utilize the cellular data networks when the mobile device is roaming.

**Note**

Some mobile devices, such as Apple iOS devices, cannot detect when the device is roaming. Enabling/Disabling Cellular Data Roaming will not be recognized by these devices. Instead, the administrator may need to set those users into a special Group with the desired settings for those devices.

## Enterprise Cellular Call Routing

To configure Enterprise Cellular Call Routing, specify how direct cellular calls are routed.

1. Select **Mobile to Fixed Reverse Dial** to enable Mobile to Fixed Reverse Dial for the users in this group. This enables a client from a cellular network to request the ShoreTel Connect Mobility Router (the “fixed” location in the system) place an outgoing call on the client’s behalf, either through cellular data service or through a call on the Reverse Dial Access Number. When the

ShoreTel Connect Mobility Router receives Mobile to Fixed Reverse Dial request, it first calls the client's cell number to establish a voice path to the client, then calls the remote party to connect with the client. In this case, the original call, which would have been dialed from Mobile device (Client) to the Fixed network (ShoreTel Connect Mobility Router), is now being dialed from the Fixed network (ShoreTel Connect Mobility Router) to the Mobile device (Client).

- a. If **Mobile to Fixed Reverse Dial** is selected, the **Initial Call Settings** display. Select **Auto**, **On** or **Off**. The initial setting determines the Reverse Dial Mode upon provisioning. Once the client is provisioned, the user can change the mode from client's call settings menu. Select **On** to force the Reverse Dial on all future calls. Select **Off** to turn off the Reverse Dial feature. Select **Auto** to dynamically determine if a particular outgoing call should be reverse dialed.



#### Note

Changing the Initial Call Setting after provisioning does not change the client running the configuration.

If the **Mobile to Fixed Reverse Dial Mode** is set to **Auto**, reverse dial is automatically triggered when the following conditions are met:

- A non-U.S.-based SIM is roaming. For example, if a user with a United Kingdom SIM card is travelling outside the country.
  - A non-U.S.-based SIM is not roaming and is without a country-specific access number available. For example, if a user with a United Kingdom SIM is in the UK, but there is no local UK access number.
2. Select **Fixed to Mobile Reverse Dial** to enable the ShoreTel Connect Mobility Router (the “fixed” location in the system) to notify a device using the ShoreTel Connect <for Platform> (in the cellular network) of an incoming call through cellular packet data service. The Client calls the ShoreTel Connect Mobility Router's Reverse Dial Access Number to pick up the call. In this case, the original call, which would have been dialed from Fixed network (ShoreTel Connect Mobility Router) to the Mobile device (Client), is now being dialed from the Mobile device (Client) to the Fixed network (ShoreTel Connect Mobility Router).
    - a. If **Fixed to Mobile Reverse Dial**, select a **Fallback Option** in the event the Fixed to Mobile Reverse Dial call does not connect in time:
      - **Forward Dial** - the ShoreTel Connect Mobility Router tries to connect the call by directly calling the ShoreTel Connect <for Platform> cellular number. If this Fallback Option is selected but the call does not connect, the ShoreTel Connect Mobility Router connects the remote party to the user's enterprise voice mail.
      - **Voice Mail** - the ShoreTel Connect Mobility Router connects the remote party to the user's enterprise voice mail.
  3. Select one of the following to specify how outgoing cellular calls are routed:
    - a. **Route all outgoing calls through the enterprise**—Select to route all outgoing cellular calls through the enterprise. By default, this option is selected.
    - b. **Route all outgoing calls directly over cellular**—Select to route all outgoing cellular calls directly over the cellular network (not routed through the enterprise).



- c. **Route all outgoing calls directly over cellular except**—Select to route certain cellular calls through the enterprise. If you select this option, the following options are available:
  - **From nearby home or office location**—Select to route calls made when close to a home location or an enterprise Wi-Fi network through the enterprise. Clear this option to route these calls directly through the cellular network. By default, this option is selected.
  - **Enterprise extensions**—Select to route calls to enterprise extensions through the enterprise. By default, this option is selected.

**WARNING!**

If you clear the Enterprise extensions option, users cannot dial only the extension when calling enterprise phone numbers. Users would need to dial the Enterprise Full Number.

- **International numbers**—Select to route outgoing international calls through the enterprise. Clear this option to have international calls go directly over the cellular network. By default, this option is selected.

## Personal Call Routing

ShoreTel supports the Dual Persona™ feature, which allows personal calls to be placed directly over the cellular network, rather than through the enterprise. When a user places a personal-mode call, the caller ID for your mobile device is the phone number associated with the SIM card rather than the enterprise phone number. For information about personal-mode calls, see the *ShoreTel Connect <for Platform> User's Guide*.

1. In the **Personal Call Routing** area, select the **Allow outbound calls directly over cellular** check box to allow personal call routing from users' mobile devices.
  - a. If **Allow outbound calls directly over cellular**, check **While roaming route calls to personal contacts over Wi-Fi if available** to route the calls over Wi-Fi.

A personal-mode call is an outgoing call that is placed directly over the cellular network, rather than through the enterprise.

## Emergency Call Routing

1. Select **Allow Emergency Calls on VoIP** to enable emergency calls to be placed over VoIP. By default, this option is disabled. Emergency calls are routed directly over the cellular network when cellular coverage is available regardless of the setting of this option. When **Allow Emergency Calls on VoIP** is not selected and cellular coverage is not available, emergency calls will fail as they are not routed over VoIP.
  - a. If **Allow Emergency Calls on VoIP** is selected, the option to **Block Remote VoIP Calls if Cell Coverage Is Not Available** is displayed.
    - If **Block Remote VoIP Calls if Cell Coverage Is Not Available** is selected, all remote VoIP calls (emergency and non-emergency) are blocked in the absence of cell coverage.
    - If **Block Remote VoIP Calls if Cell Coverage Is Not Available** is not selected, the system attempts to route emergency calls over VoIP when cellular coverage is not available but Wi-Fi coverage is available, and if the phone is registered to the ShoreTel Connect Mobility Router.

Softphone technology utilized by this application may not provide accurate or timely location information data; calls may be misdirected to the wrong emergency response center or the emergency response center may make errors when determining your location. ShoreTel is not liable for any resulting error or delay.

For more information on configuring emergency number patterns, refer to [“Emergency Number Pattern” on page 104](#).

### Cellular Voice Mail Indicator

Select the **Cellular Voice Mail Indicator** check box to enable the enterprise voice mail message indicator on the mobile device when it is on the cellular network. By default, this option is enabled. If you do not select this option and users receive enterprise voice mail while on the cellular network, no voice mail indicator displays on the mobile device.



#### Note

If the ShoreTel Connect <for Platform> is registered with the ShoreTel Connect Mobility Router via cellular data (not on Wi-Fi), the ShoreTel Connect Mobility Router sends the MWI notification when the client is on the cellular network. In this case, enabling the Cellular Voice Mail Indicator check box is not required.

### Call Ignore

Select **Ignore call on all shared line devices** to ensure the mobile device and all other devices that share the same line immediately stop ringing when a user selects to ignore an incoming call on the mobile device. If this option is not selected and the user chooses to ignore an incoming call on the mobile device, the other devices sharing the same line continue to ring until the maximum ring time configured on the PBX is reached. If none of the other devices answers the call within the maximum ring time, the call is then forwarded to voice mail.



#### Note

**Call Ignore** is available on VoIP calls only.



#### Note

Configure voice mail on the IP-PBX for this option to be effective. If voice mail is not configured on the IP-PBX, the call is not sent to voice mail.

### Client Privilege

Assign a **Client Privilege** to this device. Select **Full** to show all menus and enable exiting.

### Provisioning

Select **Prevent users from changing devices by re-provisioning** to disallow users in this group from provisioning with their credentials on another phone. The default is unchecked (disabled).

## Applying Changes

Click **Apply** to save your changes. To apply these security settings to all existing users in the group, first select **Apply to all existing users in this group** and then click **Apply**.



### WARNING!

If **Apply to all existing users in this group** is not checked before **Apply** is clicked, the selected options will not apply to the existing users in the group, but will apply to any new users added to this group.

## Configuring Device Options

Click the **Configuration > Groups and Users > Groups > Device Options** tab to configure the following device options:

- [“Maximum Number of Devices” on page 146](#)
- [“DTMF Error Correction” on page 146](#)
- [“Caller ID via DTMF” on page 146](#)
- [“Cellular Call Answer Confirmation” on page 147](#)
- [“Applying Changes” on page 147](#)

### Maximum Number of Devices

Select the maximum number of devices per user. The maximum is 5. The default is 1. The Maximum Number of Devices per user setting in the Users page takes precedence over this setting. Refer to [“Configuring the ShoreTel Connect <for Platform>” on page 154](#) for more information.

### DTMF Error Correction

Enable **DTMF Forward Error Correction** to improve reliability of DTMF digit delivery on calls placed on the cellular network. The default is **Disabled**. Note that when changing the operational functionality between **Enabled** and **Disabled**, the client may take some time to sync with the change.

### Caller ID via DTMF

Enable **Caller ID via DTMF** to view options **Always**, **Never** or only when **Roaming**. Some cellular operators block Caller ID for cellular calls.

- The default for this option is **Roaming**, where the client uses DTMF for presenting its caller ID when in a roaming network.
- Select **Always** when the cellular operator in this area is known to block Caller ID.
- Select **Never** when the cellular operator in this area does not block Caller ID.

## Cellular Call Answer Confirmation

The **Cellular Call Answer Confirmation** feature helps the enterprise user to properly route the call to enterprise voice mail.

- When on the cellular network, and this feature is set to **None**, the ShoreTel Connect Mobility Router does not distinguish between the user answering the call or the cellular voice mail. Select **None** to send enterprise voice messages to the personal cellular mailbox.
- If this feature is set to **DTMF**, the ShoreTel Connect Mobility Router distinguishes between the user answering using a DTMF tone and cellular voice mail answering. In this case, the ShoreTel Connect Mobility Router identifies the user's cellular voice mail, and routes the call to the enterprise voice mail.



### WARNING!

Android and iPhone devices do not send the DTMF digit “#”. Select **IVR** for these devices to route the call to enterprise voice mail.

## Applying Changes

To save your changes, click **Apply**. To apply these security settings to all existing users in the group, first select **Apply to all existing users and devices in this group** and then click **Apply**.



### WARNING!

If **Apply to all existing users and devices in this group** is not checked before **Apply** is clicked, the selected options will not apply to the existing devices of the users in the group, but will apply to any new devices associated with users added to this group.

## Managing Calling Rules for Groups

You can create calling rules to direct calls to specified destinations based on individual user requirements. Calling rule criteria can include a range of days, days of the week, time of day, calling party telephone number, and user location. Based on the calling rule, incoming calls are routed to a specified destination, such as an office telephone, mobile telephone, or the user's voice mail system.

Calling rules based on the day of the week, time of day, and calling party number provide efficient processing of incoming calls. Calling rules that also consider the user's location provide the user with additional flexibility and convenience when out of the office and require fewer changes, even as the user's schedule changes.

You can manage calling rules while creating or modifying groups. You can also perform these tasks by using the **Configuration > Policies > Calling Rules** page. For more information, see [“Creating a Calling Rule” on page 132](#).

When creating or modifying a group, you can also add users to the group without having to switch to the Users page.

## Adding Calling Rules

When you add a calling rule as part of creating a group, the calling rule is automatically assigned to the group. You can also later assign the calling rule to other groups or users. For more information, see [“Assigning a Calling Rule” on page 136](#).

To create a calling rule:

1. Click **Configuration > Groups and Users > Groups**. The **Groups** page displays.
2. Select the group to which you want to add a calling rule.
3. Click **Add**. The **Add Calling Rule** page displays.
4. Specify the details of the calling rule. For information about adding a calling rule, see [“Creating a Calling Rule” on page 132](#).

## Modifying Calling Rules

To modify a calling rule:

1. Click **Configuration > Groups and Users > Groups**. The **Groups** page displays.
2. Select the group to which the calling rule is assigned.
3. Click **Modify**. The **Modify Group** page displays.
4. Click the **Calling Rules** tab.
5. Click **Modify**. The **Modify Calling Rule** page displays.
6. Make changes to the calling rule as needed. For information about modifying calling rules, see [“Modifying a Calling Rule” on page 135](#).

## Assigning Calling Rules to a Group

To assign a calling rule to a group:

1. Click **Configuration > Groups and Users > Groups**. The **Groups** page displays.
2. Select the group to which you want to assign the calling rule.
3. Click **Modify**. The **Modify Group** page displays.
4. Click the **Calling Rules** tab.
5. Click **Assign**. The **Assign Calling Rule** page displays.
6. Select the calling rule to assign to the group.
7. Click **Apply**. The page returns to the **Calling Rules** tab and shows the calling rules assigned to the group.

## Unassigning Calling Rules for a Group

To unassign a calling rule for a group:

1. Click **Configuration > Groups and Users > Groups**. The **Groups** page displays.
2. Select the group for which you want to unassign the calling rule.
3. Click **Modify**.
4. Click the **Calling Rules** tab.
5. Select the calling rule to unassign from the group.
6. Click **Unassign**. The calling rule is removed from the list of calling rules assigned to the group.

## Setting Priority for Calling Rules for a Group

For a group, calling rules are checked in the order in which they appear in the Calling Rules tab. You can move a calling rule up or down to promote or demote the priority of the calling rule.

To set the priority for a calling rule:

1. Click **Configuration > Groups and Users > Groups**. The **Groups** page displays.
2. Select the group assigned to the calling rule you want to change.
3. Click **Modify**. The **Modify Group** page displays.
4. Click the **Calling Rules** tab.
5. Select the calling rule to promote or demote from the group.
6. Click **Move Up** or **Move Down** to change the priority of the rule. The rule moves within the list as the Move Up or Move Down option is selected.

## Adding Users to a Group

To add users to a group:

1. Click **Configuration > Groups and Users > Groups**. The **Groups** page displays.
2. Select the group to which you want to add a user.
3. Click **Modify**. The group displays with the General tab selected.
4. Click the **Users** tab.
5. Click **Add**. The **Add User** page displays.
6. To complete the **Add User** pages, see [“Creating Users” on page 152](#).

## Modifying Groups

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To modify a group:

1. Click **Configuration > Groups and Users > Groups**. The **Groups** page displays.
2. Select the group associated with the user you want to change.
3. Click **Modify**. The group displays, with the **General** tab active.
4. Make changes to each page as required.
5. To save changes, click **Apply** on each page.

## Deleting Groups

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You can delete groups from the ShoreTel Connect Mobility Router. A group cannot be deleted if there are any users in the group. To delete a group that has users in it, you must first move the users to another group or delete all the users from the group.

To delete a group:

1. Click **Configuration > Groups and Users > Groups**. The **Groups** page displays.
2. Select one or more groups you want to delete.
3. Verify that the group has no users in it.
4. Click **Delete**.
5. When prompted to confirm the deletion, click **OK**.

# CHAPTER

# 14

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## Managing Users

Each user on the ShoreTel Connect Mobility Router must have a user profile on the ShoreTel Connect Mobility Router. You can create a user profile locally, or the profile can be automatically added when authorized end users perform over-the-air provisioning using their mobile devices. For end-user provisioning to succeed, the user entry must exist locally or exist on the Active Directory or LDAP server.

This chapter contains the following sections:

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## Creating Users

End users can be in one of the following states on the ShoreTel Connect Mobility Router:

**Table 10: User Status**

States	Description
Provisioning Status	<p><b>Authorized</b>—User exists on the ShoreTel Connect Mobility Router but has not completed over-the-air provisioning.</p> <p><b>Provisioned</b>—User exists on the ShoreTel Connect Mobility Router and has also completed over-the-air self-provisioning. The user can be enabled or disabled.</p>
PBX Registration Status	<p><b>Registered</b>— User has successfully registered to PBX.</p> <p><b>Rejected</b>—PBX has rejected the registration request (for example, authentication was denied).</p> <p><b>Unknown</b>—User is disabled.</p> <p><b>NA</b>—Line-side support for the PBX is disabled.</p>

## Configuring General Settings

To configure general settings:

1. Click **Configuration > Groups and Users > Users**. The **Users** page displays.
2. Click **Add**. The **Add User** page displays.
3. In the **Group** list, select the group to which the user belongs.



### Note

When a user is created, it inherits all the properties of the group. Any subsequent user customization overrides the group settings. You can override remote-access and call routing options and security settings made for a user by using the “Apply to all existing users in this group” option on the Security and Options tabs for a group. For more information, see [“Configuring Security Settings” on page 139](#) and [“Configuring User Options” on page 141](#).

4. In the **User ID** field, type the username of the user. If the user is authenticating with ShoreTel Directory/Active Directory/LDAP, this ID must match the **User ID** field on the corporate Active Directory or LDAP server.
5. In the **Full Name** field, type the name of the user.
6. To specify that this user is a local user, select the **Local User** check box.

7. If you selected the **Local User** check box in the Password field type the password for the local user.
8. To enable the user, select the **Enabled** check box. If you do not select Enabled, the user is not active on the ShoreTel Connect Mobility Router.
9. Click **Next**. The **Line** tab is active.

## Configuring Line Settings

The user line settings are inherited from three sources:

- User's group settings
- Settings retrieved from the directory server
- Information provided by the user during ShoreTel Connect <for Platform> provisioning.

To change line settings for a user:

1. Click **Configuration > Groups and Users > Users**. The **Users** page displays.
2. Select the user for which you want to change line settings.
3. Click **Modify**. The **Modify User** page displays.
4. Click the **Line** tab.
5. In the **Enterprise Extension** field, type the short dial number assigned to the user within the enterprise. This number must match the enterprise extension assigned for that user on the IP-PBX.



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### Note

An enterprise extension must contain a minimum of four digits and can be up to 15 digits long.

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6. In the **Enterprise Full Number** field, type in the complete DID number in canonical format assigned to the User in the enterprise (for example, +612... for a number in Sydney, Australia, +1408... for a number in the south bay area, California, etc.). This field is required.



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### Note

When adding a user, you must specify the complete 10-digit telephone number assigned to the user.

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7. In the **Forwarding Number** field, type the number to which all calls to this User's extension will be forwarded. Valid length is between 3 and 15 digits. Clear this field to disable call forwarding. Users manage call forwarding from their mobile devices or by accessing the User Portal. An

Administrator can enable call forwarding for users by setting the call forwarding number on the user's **Line** tab. Contact your IT department for more information on using the ShoreTel Mobility User Portal.

**Note**

ShoreTel Connect Mobility Router call forwarding is unconditional: If call forwarding is enabled, all incoming calls are forwarded to the configured number. The feature is enabled when the forwarding number field is not empty. If the field is empty, the call proceeds to the mobile device.

8. In the **PBX-Side Security** area, select **None** or **Digest**. If Digest is selected, you must specify a user ID and password. When the user entry is created, it inherits the group's PBX-Side security settings. The digest user ID password must match the entry in the Digest Credentials field on the IP-PBX.
9. In the **Client-Side Security (Wi-Fi)** area, select **None** or **Certificate**.
10. In the **Client-Side Security (Cellular)** area, select **None** or **PIN**. If you select PIN, you must specify the PIN.
11. To save your changes, click **Apply**.

## Configuring Devices

The ShoreTel Connect Mobility Router supports two types of devices: **ShoreTel Connect <for Platform>** and **Additional Device**.

Use the **Devices** tab to add, modify, delete and configure devices.

The ShoreTel Connect <for Platform> is the typically your main mobile device. Refer to [“Configuring the ShoreTel Connect <for Platform>” on page 154](#) for more information.

You have the option to configure additional devices. Refer to [“Configuring Additional Devices” on page 156](#) for more information.

**Note**

After the ShoreTel Connect <for Platform> is installed on the mobile device, some of the settings on the Mobile Device page are automatically populated after the information is sent to the ShoreTel Connect Mobility Router.

### Configuring the ShoreTel Connect <for Platform>

1. Click **Configuration > Groups and Users > Users > Devices** tab.
2. Select the maximum number of devices allowed for this user. The maximum is 5. The default is 1.
3. Select **Apply**.

4. Click **Add** to add a new device. The **Add New Device** page displays.



#### Tip

Adding a new user device is optional. Devices are automatically added once the user completes the provisioning of a new device through ShoreTel Connect <for Platform>.



#### Note

An incoming call to the user will be forked simultaneously to all the user's devices, based on each device's current call routing capability (Wi-Fi, cellular data or cellular voice). Similarly, outgoing calls may be placed at the same time from all the devices, but the maximum allowed simultaneous outgoing calls per user is limited to two from the ShoreTel Connect Mobility Router and the PBX's configurations.



#### Note

If modifying an existing device's configuration, double-click the device in the User Devices table, or select the device then click **Modify**, then follow these instructions to add a device. Similarly, to delete a device, select **Delete** and follow the prompts.

5. Select the Device Type of **ShoreTel Connect <for Platform>**.
6. Optionally, enter a **Device Name**. If not specified, the ShoreTel Connect Mobility Router generates a generic device name.
7. Select **Next**.
8. In the **Cellular Number** field, type the user's cellular telephone number.
9. In the **Cellular Operator** list, select the cellular provider for the mobile device, or select Add or Manage to modify these settings. Refer to ["Managing Cellular Operators" on page 122](#)
10. In the **Cellular Network Type** list, select the network service type for the mobile device.
11. Select an **Operation Mode**.
12. The **Cellular Call Answer Confirmation** feature helps the enterprise user to properly route the call to enterprise voice mail.

When on the cellular network, and this feature is set to **None**, the ShoreTel Connect Mobility Router does not distinguish between the user answering the call or the cellular voice mail. Select **None** to send enterprise voice messages to the personal cellular mailbox.

If this feature is set to DTMF, the ShoreTel Connect Mobility Router distinguishes between the user answering using a DTMF tone and cellular voice mail answering. In this case, the ShoreTel Connect Mobility Router identifies the user's cellular voice mail, and routes the call to the enterprise voice mail.

Some devices do not send the DTMF digit "#". Select **IVR** for these devices to route the call to enterprise voice mail.

13. Enable **DTMF Forward Error Correction** to improve reliability of DTMF digit delivery on calls placed on the cellular network. The default is **Disable**.



#### Note

The current Client Configuration for DTMF Error correction is displayed. The value of this field is automatically set when the configuration is downloaded to the client. When the value of DTMF Error Correction is changed on the ShoreTel Connect Mobility Router, the change will not be operational until the client receives the new configuration from the ShoreTel Connect Mobility Router. During that time, the value for DTMF Error Correction of the ShoreTel Connect Mobility Router configuration and the client configuration may be different.

14. Use the pulldown menu to select when **Caller ID via DTMF** is enabled. The options are **Always**, **Never** or only when **Roaming**. Some Cellular Operators block Caller ID for cellular calls. The default for this option is **Roaming**, where the client uses DTMF for presenting its caller ID when in a roaming network. Select **Always** when the cellular operator in this area is known to block Caller ID. Select **Never** when the cellular operator in this area does not block Caller ID.
15. Click **Apply**. The device is added to the **User Devices** table. Click on the device row to display the device's values in the Device Details table. After the device has been provisioned using the ShoreTel mobility solution, the provisioning information populates in this table.



#### Tip

If a user is associated with only one device, that device and all of its relevant information displays on the same row as the User ID on the top-level User page. If a user is associated with multiple devices an expand/collapse icon displays next to the User ID. Click this icon to reveal all the associated devices. The information displays in tabular format as appropriate per device.

## Assigning a Primary Device

The first device to be provisioned is the primary device by default. A checkmark is visible next to this device, indicating primary device status. This checkmark is visible on the User summary page and on the Device configuration page. If more than one device is configured and you want to make a different device the primary device, select the appropriate device and check **Make Primary** on the Devices page.

## Configuring Additional Devices

Use the **Devices** tab to add, modify, delete or configure additional devices. Additional devices are configured after the first device has been configured. Typically, the first device configured is the ShoreTel Connect <for Platform>. If one of your additional devices is another mobile device, you have the option to make this device your primary device. Refer to [“Configuring the ShoreTel Connect <for Platform>” on page 154](#) for more information on configuring your ShoreTel Connect <for Platform>.

1. Click **Configuration > Groups and Users > Users**. The Users page displays.

**Note**

After the ShoreTel Connect <for Platform> is installed on the mobile device, some of the settings on the Mobile Device page are automatically populated after the information is sent to the ShoreTel Connect Mobility Router.

2. Click **Configuration > Groups and Users > Users > Devices** tab.
3. If you have not already selected a maximum number of devices using “[Configuring Devices](#)” on [page 154](#), select the maximum number of devices allowed for this user. The range is 1-5.
4. Click **Add** to add a new device. The **Add New Device** page displays.

**Note**

If modifying an existing device’s configuration, double-click the device in the User Devices table, or select the device then click Modify, then follow these instructions to add a device. To delete a device, select Delete and follow the prompts.

5. Select the Device Type **Additional Device**.
6. Optionally, enter a **Device Name**. If not specified, the ShoreTel Connect Mobility Router generates a generic device name.
7. Enter a Phone Number.
8. In the Call Options area, select a **Cellular Call Answer Confirmation** type to help the enterprise user to properly route the call to enterprise voice mail.

When on the cellular network, and this feature is set to **None**, the ShoreTel Connect Mobility Router does not distinguish between the user answering the call or the cellular voice mail. Select **None** to send enterprise voice messages to the personal cellular mailbox.

Select **IVR** to route the call to enterprise voice mail.

9. Click **Apply**.

**Note**

If more than one device is configured and you want to make a different device the primary device, select the appropriate device and check **Make Primary on the Devices** page.

## Assigning a Connect Controlled Device

Use the **Devices** tab to make a device a Connect client Controlled Device. This allow the user to control ShoreTel Connect features from their device.

1. Select a device.
2. Select **Make Connect Controlled Device**. The change is automatically updated.

Refer to [“Controlling ShoreTel Connect for Android or iOS with ShoreTel Connect client” on page 255](#) for details on assigning the ShoreTel Connect Mobility Router as the Primary Device on the ShoreTel IP PBX. This integration is required to control ShoreTel Connect functionality from the user’s device.

## Managing Calling Rules for a User

When you create or modify a user, you can also create calling rules. This allows you to create and automatically assign the calling rules to the user without first creating a calling rule using the **Configuration > Policies > Calling Rules** page.

You can create, change, assign, unassign, and change the priority of administrator-defined calling rules. You can also modify or delete user-defined calling rules. User-defined calling rules are created by end users with the User Portal. Contact your IT department for information on using the ShoreTel Mobility User Portal.

### Creating Calling Rules

When you create a calling rule while creating or modifying a user, the calling rule is automatically assigned to the user. A calling rule is not active until it is assigned to a user or group. If you created a calling rule using the **Configuration > Policies > Calling Rules** page, you can use that page to assign the rule to groups or users.

To create a calling rule:

1. Click **Configuration > Groups and Users > Users**. The **Users** page displays.
2. Select the user to which you want to add calling rules.
3. Click **Modify**. The **Modify User** page displays.
4. Click the **Calling Rules** tab.
5. Click **Add**. The **Add Calling Rule** page displays.
6. Specify the details of the calling rule. For information about calling rules, see [“Calling Rules” on page 132](#).

### Modifying Calling Rules

To modify a calling rule:

1. Click **Configuration > Groups and Users > Users**. The **Users** page displays.
2. Select the user whose calling rule you want to change.
3. Select **Modify**. The **Modify User** page displays.
4. Click the **Calling Rules** tab.
5. Click **Modify**. The **Modify Calling Rule** page displays.

6. Make changes to the calling rule as needed.

## Assigning Calling Rules to Users

To assign a calling rule to a user:

1. Click **Configuration > Groups and Users > User**. The **Users** page displays.
2. Select the user for which you want to assign the calling rule.
3. Click **Modify**. The **Modify User** page displays.
4. Click the **Calling Rules** tab.
5. Click **Assign**. The **Assign Calling Rule** page displays.
6. Select the calling rule to which you want to assign to the user.
7. Click **Apply**. The screen returns to the Calling Rules tab and shows the calling rules assigned to the user.

## Unassigning Calling Rules for Users

To unassign a calling rule for a user:

1. Click **Configuration > Groups and Users > Users**. The **Users** page displays.
2. Select the user to which to unassign the calling rule.
3. Click **Modify**. The **Modify User** page displays.
4. Click the **Calling Rules** tab.
5. Select the calling rule to unassign from the user.
6. Click **Unassign**. The Calling Rule is removed from the list of calling rules assigned to the user.

## Setting Priority for Calling Rules for Users

Calling rules are checked in the order they are listed within the user calling rules screens. You can move a calling rule up or down to promote or demote the priority of the calling rule.



### Note

If a user has multiple devices, the calling rules apply to all devices. In addition, location-based calling rules apply to each device based on the device's location (for example, enterprise, home, on the road, etc.).

To set the priority for a calling rule:

1. Click **Configuration > Groups and Users > Users**. The **Users** page displays.
2. Select the user to change the priority of the calling rule.



3. Click **Modify**. The **Modify User** displays.
4. Click the **Calling Rules** tab.
5. Select the calling rule whose priority you want to change.
6. Click **Move Up** or **Move Down** to change the priority of the rule. The rule moves within the list as the Move Up or Move Down option is selected.

## Managing User-Defined Calling Rules

You can perform the following tasks to manage user-defined calling rules:

### Reviewing User-Defined Calling Rules

To review user-defined calling rules:

1. Click **Configuration > Groups and Users > Users**. The Users page displays.
2. Select the user to view the user-defined calling rule.
3. Click **Modify**. The user displays with the General tab selected.
4. Click the **Calling Rules** tab.
5. Verify the user-defined calling rules as needed.

### Modifying User-Defined Calling Rules

To modify user-defined calling rules:

1. Click **Configuration > Groups and Users > Users**. The **Users** page displays.
2. Select the user to view the user-defined calling rule.
3. Click **Modify**. The user displays with the General tab selected.
4. Click the **Calling Rules** tab.
5. In the **User Defined** area, select the calling rule that you want to modify.
6. Click **Modify**.
7. Make changes as necessary.
8. Verify the user-defined calling rules as needed.

### Deleting User-Defined Calling Rules

To delete user-defined calling rules:

1. Click **Configuration > Groups and Users > Users**. The **Users** page displays.
2. Select the user to view the user-defined calling rule.

3. Click **Modify**. The user displays with the General tab selected.
4. Click the **Calling Rules** tab.
5. Verify the user-defined calling rules as needed.
6. In the **User Defined** area, select the calling rule that you want to modify.
7. Click **Delete**. The calling rule is deleted.

## Managing Home Locations

A home location consists of information about a user's Wi-Fi network, as well as cellular network information. This information allows you to know their location if they are connected to the Wi-Fi network associated with the home location.

You can create home locations for users. You need only know the SSID of a user's Wi-Fi network. When the user's mobile device connects to the Wi-Fi network associated with the home location, the ShoreTel Connect <for Platform> sends all the home and cellular network information to the ShoreTel Connect Mobility Router.

Users can also create and manage home locations using the ShoreTel Connect <for Platform> on their mobile devices. Users can also manage home locations using the User Portal. When you create, delete, or edit a home location or home-location information with the User Portal, these changes are reflected in the ShoreTel Connect <for Platform>. Any changes to home-location information that you make with the ShoreTel Connect <for Platform> are also reflected in the ShoreTel Mobility User Portal. Contact your IT department for information on using the ShoreTel Mobility User Portal.

### Adding Home Locations

To add a home location, you need to know the service set identifier (SSID) of the access point at the home location.

You can optionally include the following information when adding a home location:

- Basic service set identifier (BSSID)
- Cellular service provider
- Location area code (LAC)
- Cellular identification number of your mobile device

If you do not include the SSID when adding a home location, the home location does not get sent to the ShoreTel Connect <for Platform> on the mobile device.

To add a home location:

1. Click **Configuration > Groups and Users > Users**.
2. Click the **Home Locations** tab.
3. In the **Name** area, click **Add**. The **Add Home Location** page displays.

4. In the **Name** field, type the name of the home location. The name can be up to 50 alphanumeric characters long and can contain spaces, apostrophes ('), hyphens (-), and underscores (\_).
5. In the **SSID** field, type the SSID of the access point of the home location. The SSID can be up to 50 alphanumeric characters long and can contain spaces, apostrophes ('), hyphens (-), and underscores (\_).
6. (Optional) In the **BSSID** field, type the BSSID of the access point.
7. (Optional) In the **Name** list, select your cellular service provider.
8. (Optional) In the **LAC** field, type the LAC of the mobile device.
9. (Optional) In the **Cell ID** field, type the identification number of your mobile device.
10. Click **Apply** to save your changes.
11. The applicable codecs display in the table. Use the Up or Down buttons to select the highest priority codec supported by both ends. Move the codecs into their appropriately ranked order for usage, the top codec being the highest priority. To modify the packet duration of a codec:
  - a. Select the codec from the table.
  - b. Click **Modify**.
  - c. Modify the packet duration.
  - d. Click **Apply** to save changes and return to the main screen.
12. A cellular home location may be added or deleted. To add a cellular home location, refer to [“Adding Cellular Information to a Home Location” on page 163](#).
13. A Wi-Fi home location may be added or deleted. To add a cellular home location, refer to [“Adding Wi-Fi Information to a Home Location” on page 164](#).

## Modifying Home Location General Settings

A home location's general settings determine when handovers between Wi-Fi and cellular networks occur. General settings include the following values:

- Min Wi-Fi to Cellular Roam RSSI—Minimum Wi-Fi received signal strength indication (RSSI) threshold below which a call is handed over from Wi-Fi to cellular.
- Min Cellular to Wi-Fi Roam RSSI—Minimum Wi-Fi RSSI threshold that must be available for a call to be handed over from cellular to Wi-Fi.
- Min Voice RSSI—Minimum RSSI threshold for incoming and outgoing voice calls.
- Max Packet Loss %—Maximum average percentage of voice packet loss allowed before the call is handed over to the cellular network.



### Note

The general settings for a home location are predefined when you create a home location.

To modify home location general settings:

1. Click **Configuration > Groups and Users > Users**.
2. Click the **Home Locations** tab.
3. In the **Name** area, select the home location whose general settings you want to modify.
4. In the **General** area, you can modify the following values:
  - **Min Wi-Fi to Cellular Roam RSSI**—Minimum Wi-Fi received signal strength indication (RSSI) threshold below which a call is handed over from Wi-Fi to cellular. The valid value range is -95 through -40, and the default value is -76.
  - **Min Cellular to Wi-Fi Roam RSSI**—Minimum Wi-Fi RSSI threshold that must be available for a call to be handed over from cellular to Wi-Fi. The valid value range is -95 through -40, and the default value is -70.
  - **Min Voice RSSI**—Minimum RSSI threshold for incoming and outgoing voice calls. This value represents the minimum RSSI allowed for initiating a voice call. If this value is not met or exceeded, then Wi-Fi is not available. The valid value range is -95 through -40, and the default value is -72.
  - **Max Packet Loss %**—Maximum average percentage of voice packet loss allowed before the call is handed over to cellular. If average packet loss exceeds this value, the call is handed over to the cellular network if it is available. The valid value range is 0 through 100%, and the default value is 10%.
5. Click **Apply** to save your changes.

## Deleting Home Locations

If you no longer want to include a home location as part of a user profile, you can delete the home location. If you have only one home location defined and delete it, any calling rules or call routing options that use a home location as criteria will no longer be activated when you are in proximity of the home location.

To delete a home location:

1. Click **Configuration > Groups and Users > Users**.
2. Click the **Home Locations** tab.
3. In the **Name** area, select the home location that you want to delete.
4. Click **Delete**. The home location is deleted.

## Adding Cellular Information to a Home Location

You can add the following cellular information to a home location:

- Cellular service provider
- Location area code (LAC)

- Cellular identification number

If you do not have easy access to the LAC and cellular identification number for the mobile device, the user can use the ShoreTel Connect <for Platform> to manage the home locations.

To add home cellular information:

1. Click **Configuration > Groups and Users > Users**.
2. Click the **Home Locations** tab.
3. In the **Name** area, select the home location to which you want to add the cellular information.
4. In the **Cellular** area, click **Add**. The Add Cellular Home Location page displays.
5. In the **Name** list, select the user's cellular service provider.
6. In the **LAC** field, type the LAC, which is a unique number that is assigned to a location area.
7. In the **Cell ID** field, type the identification number of the mobile device.
8. Click **Apply** to save your changes.

## Deleting Cellular Information from a Home Location

You can delete the cellular information from the home location.

To delete home cellular information:

1. Click **Configuration > Groups and Users > Users**.
2. Click the **Home Locations** tab.
3. In the **Name** area, select the home location for which you want to delete the cellular information.
4. In the **Cellular** area, click **Delete**. The cellular information is deleted.

## Adding Wi-Fi Information to a Home Location

If a home location has multiple access points, you can add the SSID for each access point to the home location. You can optionally include BSSID information, but it is not required.

To add Wi-Fi information to a home location:

1. Click **Configuration > Groups and Users > Users**.
2. Click the **Home Locations** tab.
3. In the **Name** area, select the home location to which you want to add the Wi-Fi information.
4. In the **Wi-Fi** area, click **Add**. The Add Wi-Fi Home Location page displays.
5. In the **SSID** field, type the SSID of the access point.
6. (Optional) In the **BSSID** field, type the BSSID of the access point.

7. Click **Apply** to save your changes.

#### 14.0.0.1 Deleting Wi-Fi Information from a Home Location

If a home location no longer uses an access point that you defined for that location, you can remove it from the home location.

To delete home Wi-Fi information:

1. Click **Configuration > Groups and Users > Users**.
2. Click the **Home Locations** tab.
3. In the **Name** area, select the home location to which you want to add the Wi-Fi information.
4. In the **Wi-Fi** area, click **Delete**. The Wi-Fi information is deleted.

## Configuring User Options

Click the **Configuration > Groups and Users > Users > Options** tab to configure the following user options:

- [“Call Routing” on page 165](#)
- [“Data Services” on page 166](#)
- [“Presence/IM” on page 166](#)
- [“Enterprise Cellular Call Routing” on page 167](#)
- [“Personal Call Routing” on page 169](#)
- [“Call Ignore” on page 169](#)
- [“Client Privilege” on page 170](#)
- [“Provisioning” on page 170](#)
- [“Applying Changes” on page 170](#)

### Call Routing

To configure Call Routing:

1. Select **Wi-Fi** to allow users to utilize Wi-Fi networks for voice or video calls. Click the **Remote Access** link to go to the **Remote Access** page to configure Remote settings including protocols, client IP pool information and options. Refer to [“Managing Remote Access” on page 31](#) for details.
2. Select **Cellular Data** to allow users to utilize cellular data networks for voice or video calls.
3. Select **Cellular Voice** to allow users to utilize the regular cellular network for voice calls. Not applicable for video.

4. Select **Cellular Data Roaming**—Select to users to utilize packet-data networks for voice or video calls when the mobile device is roaming.
5. Select **Cellular Voice Roaming**—Select to allow users to utilize the regular cellular network for voice calls when the mobile device is roaming. Not applicable for video.

**Note**

Some mobile devices, such as Apple iOS devices, cannot detect when the device is roaming. Enabling/Disabling Cellular Data Roaming and Cellular Voice Roaming will not be recognized by these devices. Instead, the administrator may need to enable or disable the regular Cellular Data and/or Cellular Voice networks for those users individually or move the user into a special Group with the desired settings for those devices.

**Note**

ShoreTel Connect for video requires ShoreTel ShoreWare integration with the ShoreTel Connect Mobility Router. Refer to [Integrating ShoreTel Connect Mobility Router with ShoreTel Connect](#) on page 253 for information on integrating the IP PBX with ShoreTel Mobility.

## Data Services

In the **Data Services** area, specify whether users in the group can access secure enterprise services from cellular packet-data networks and remote Wi-Fi networks.

1. **Cellular Data** —Select to allow users to access secure enterprise services from cellular packet-data networks.
2. **Cellular Data Roaming**—Select to access to data services from cellular data networks when the mobile device is roaming.

By default, these options are not enabled. You can enable one or both of these options.

**Note**

Some mobile devices, such as Apple iOS devices, cannot detect when the device is roaming. Enabling/Disabling Cellular Data Roaming and Cellular Voice Roaming will not be recognized by these devices. Instead, the administrator may need to enable or disable the regular Cellular Data and/or Cellular Voice networks for those users individually or move the user into a special Group with the desired settings for those devices.

## Presence/IM

Enable or disable Presence on the user devices in this group. By default, **Presence/IM** is disabled. If Presence is enabled, options pop up to control whether Presence/IM is available when the device is roaming:

1. **Cellular Data**—Select to allow Presence/IM information to utilize the cellular data networks.

2. **Cellular Data Roaming**—Select to allow Presence/IM information to utilize the cellular data networks when the mobile device is roaming.



#### Note

Some mobile devices, such as Apple iOS devices, cannot detect when the device is roaming. Enabling/Disabling Cellular Data Roaming and Cellular Voice Roaming will not be recognized by these devices. Instead, the administrator may need to enable or disable the regular Cellular Data and/or Cellular Voice networks for those users individually or move the user into a special Group with the desired settings for those devices.

## Enterprise Cellular Call Routing

To configure Enterprise Cellular Call Routing, specify how direct cellular calls are routed.

1. Select **Mobile to Fixed Reverse Dial** to enable Mobile to Fixed Reverse Dial for this user. This enables a client from a cellular network to request the ShoreTel Connect Mobility Router (the “fixed” location in the system) to place an outgoing call on the client’s behalf. The client will either send the request using cellular data, or by calling the Reverse Dial Number. When the ShoreTel Connect Mobility Router receives the request, it first calls the client’s cell number to establish a voice path to the client, then calls the remote party to connect with the client. In this case, the original call, which would have been dialed from Mobile device (Client) to the Fixed network (ShoreTel Connect Mobility Router), is now being dialed from the Fixed network (ShoreTel Connect Mobility Router) to the Mobile device (Client).



#### Note

Changing the **Initial Call Setting** after provisioning does not change the client running the configuration.



#### Note

If the **Mobile to Fixed Reverse Dial Mode** is set to **Auto**, reverse dial is automatically triggered when the following conditions are met:

- A non-U.S.-based SIM is roaming. For example, if a user with a United Kingdom SIM card is travelling outside the country.
- A Non-U.S.-based SIM is not roaming and is without a country-specific access number available. For example, if a user with a United Kingdom SIM is in the UK, but there is no local UK access number.

1. Select **Fixed to Mobile Reverse Dial** to enable the ShoreTel Connect Mobility Router (the “fixed” location in the system) to notify a device using the ShoreTel Connect <for Platform> in the cellular network of an incoming call through cellular packet data service. The Client calls the ShoreTel Connect Mobility Router’s Reverse Dial Access Number to pick up the call. In this case, the original call, which would have been dialed from Fixed network (ShoreTel Connect Mobility Router) to the Mobile device (Client), is now being dialed from the Mobile device (Client) to the Fixed network (ShoreTel Connect Mobility Router).
- Select a **Fallback Option** in the event the Fixed to Mobile Reverse Dial call does not connect in time:



- **Forward Dial** - the ShoreTel Connect Mobility Router tries to connect the call by directly calling the ShoreTel Connect <for Platform> cellular number. If this Fallback Option is selected but the call does not connect, the ShoreTel Connect Mobility Router connects the remote party to the user's enterprise voice mail.
  - **Voice Mail** - the ShoreTel Connect Mobility Router connects the remote party to the user's enterprise voice mail.
2. Select one of the following to specify how outgoing cellular calls are routed:
- **Route all outgoing calls through the enterprise**—Select to route all outgoing cellular calls through the enterprise. By default, this option is selected.
  - **Route all outgoing calls directly over cellular**—Select to route all outgoing cellular calls directly over the cellular network (not routed through the enterprise).
  - **Route all outgoing calls directly over cellular except**—Select to route certain cellular calls through the enterprise. If you select this option, the following suboptions are available:
    - **From nearby home or office location**—Select to route calls made when close to a home location or an enterprise Wi-Fi network through the enterprise. Clear this option to route these calls directly through the cellular network. By default, this option is selected.
    - **Enterprise extensions**—Select to route enterprise extensions through the enterprise. By default, this option is selected.



#### WARNING!

Clearing the Enterprise extensions option disables users from dialing just the extension when calling enterprise phone numbers. In this case, Users need to dial the 7- or 10-digit phone number.

- **International numbers**—Select to route outgoing international numbers through the enterprise. Clear this option to have international calls go directly over the cellular network. By default, this option is selected.

### Enterprise Cellular Call Indicator

To specify an Enterprise Cellular Call Indicator, select one of the following:

- **None**—If you select this option, the ShoreTel Connect <for Platform> cannot distinguish whether calls received while a mobile device is on the cellular network are enterprise calls or direct calls.
- **Prepend Digits to Caller ID** —Select this option to prepend a numeric prefix to the phone number that the ShoreTel Connect Mobility Router sends to the ShoreTel Connect <for Platform> for enterprise calls while the mobile device is on the cellular network.

If you selected a numbering plan template other than North America in [“Configuring IP-PBX General Settings” on page 91](#), the Use Prefix option is automatically selected.

The prefix can be a number up to five digits long.

- **Map Used to Unused Area Codes (North America Only)** —Select this option to have the ShoreTel Connect Mobility Router automatically map the phone number for enterprise calls sent to the ShoreTel Connect <for Platform> when the mobile device is on the cellular network. This is the default option if you selected North America as the numbering plan template in “[Configuring IP-PBX General Settings](#)” on page 91.
- **Use Numbering Plan “Enterprise Full Number Pattern” Table** — Select this option to define the call. When enabled, the ShoreTel Connect Mobility Router downloads the table of enterprise anchored number patterns to the clients, so that the ShoreTel Connect <for Platform> can detect if a received call is anchored to the enterprise or is a personal/direct call. If using this option, the numbers used in Cellular Caller ID Mapping and Enterprise Full Number Pattern must match (Configuration > Voice > IP-PBX > Numbering Plan > Advanced page - refer to “[Cellular Caller ID Mapping](#)” on page 103 and “[Enterprise Full Number Pattern](#)” on page 105 for configuration information).

## Personal Call Routing

ShoreTel supports the Dual Persona™ feature, which allows personal calls to be placed directly over the cellular network, rather than through the enterprise. When a user places a personal-mode call, the caller ID for your mobile device is the phone number associated with the SIM card rather than the enterprise phone number. For information about personal-mode calls, see the *ShoreTel Mobility User's Guide*.

1. In the **Personal Call Routing** area, select the **Allow outbound calls directly over cellular** check box to allow personal call routing from users' mobile devices.
2. If **Allow outbound calls directly over cellular** is selected, check **While roaming route calls to personal contacts over Wi-Fi if available** to route the calls over Wi-Fi.

A personal-mode call is an outgoing call that is placed directly over the cellular network, rather than through the enterprise.

## Cellular Voice Mail Indicator

Select the **Cellular Voice Mail Indicator** check box to enable the enterprise voice mail message indicator on the mobile device when it is on the cellular network. By default, this option is enabled. If you do not select this option and users receive enterprise voice mail while on the cellular network, no voice mail indicator displays on the mobile device.



### Note

If the ShoreTel Connect <for Platform> is registered with the ShoreTel Connect Mobility Router via cellular data (not on Wi-Fi), the ShoreTel Connect Mobility Router sends the MWI notification when the client is on the cellular network. In this case, enabling the Cellular Voice Mail Indicator check box is not required.

## Call Ignore

Select **Ignore call on all shared line devices** to ensure the mobile device and all other devices that share the same line immediately stop ringing when a user selects to ignore an incoming call on the mobile device. If this option is not selected and the user chooses to ignore an incoming call on the

mobile device, the other devices sharing the same line continue to ring until the maximum ring time configured on the PBX is reached. If none of the other devices answers the call within the maximum ring time, the call is then forwarded to voice mail.

**Note**

The Call Ignore feature is available on VoIP calls only.

**Note**

When a user has multiple devices, the Call Ignore feature applies to all devices.

**Note**

Configure voice mail on the IP-PBX for this option to be effective. If voice mail is not configured on the IP-PBX, the call is not sent to voice mail.

## Client Privilege

Assign a **Client Privilege** to this device. Select **Full** to show all menus and enable exiting.

## Provisioning

In the Provisioning area, check the **Prevent users from changing devices by re-provisioning** box to disallow users from provisioning with their credentials on another phone. The default is read from the selection in the Groups area. In association with this feature, if the maximum number of devices per user has been reached, use **Configuration > Users > (select Modify) > Devices** tab to specify a device to delete. This allows the new device to be provisioned. For more information on deleting a device, refer to [“Configuring Additional Devices” on page 156](#).

## Applying Changes

Click **Apply** to save your changes.

# Modifying Users

To modify a user:

1. Click **Configuration > Groups and Users > User**. The **User** page displays.
2. Select the user to be modified
3. Click **Modify**. The **Modify User** page displays.

4. Make any necessary changes. Click **Apply** on each tab to save the changes.

**WARNING!**

If you make changes to a user configuration, the user must restart the ShoreTel Connect <for Platform> application before their service can continue. Any configuration change made to the user parameters affects calls being routed to the ShoreTel Connect <for Platform> and the Client's handover behavior. If you change any user settings, the user must exit and restart the ShoreTel Connect <for Platform> application to register to the ShoreTel Connect Mobility Router again.

## Enabling and Disabling Multiple Users

When creating or modifying a user, you can enable or disable the user. After you have created users (or they have been created by user provisioning), you can enable or disable multiple users without modifying each user individually.

To enable multiple users:

1. Click **Configuration > Groups and Users > User**. The **User** page displays.
2. Select the users that you want to enable.
3. Click **Enable**. The users that you selected are now enabled.

To disable multiple users:

1. Click **Configuration > Groups and Users > User**. The **User** page displays.
2. Select the users that you want to disable.
3. Click **Disable**. The users that you selected are now disabled.

## Moving Multiple Users to a Group

When creating or modifying a user, you can move the user to another group. After you have created users (or they have been created by user provisioning), you can move multiple users to a different group without modifying each user individually. Before users can be moved to another group, they must be disabled, which you are prompted to confirm before moving the users.

To move multiple users to a group:

1. Click **Configuration > Groups and Users > User**. The **User** page displays.
2. Select the users that you want to move.
3. In the list that is next to the **Move** button, select the group to which you want to move the **users**.
4. Click **Move**.

5. When prompted to confirm whether users are disabled and moved to the selected group, click **OK**. The users are moved to the group that you selected.

## Copying a User

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When creating or modifying a user, you can copy the user to another User ID.

To copy a User:

1. Click **Configuration > Groups and Users > User**. The **User** page displays.
2. Select the user that you want to copy.
3. Select **Copy**.
4. A new User template is created and displays **Copy <User ID>** at the top of the window.
5. Fill in the fields as described in [“Creating Users” on page 152](#) and save. Once the changes are saved, including a new User ID, the name displayed for this user changes from “Copy <User ID>” to the saved name.

## Deleting Users

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To delete a user:

1. Click **Configuration > Groups and Users > User**. The **User** page displays.
2. Select the user you want to delete.
3. Click **Delete**. The user is deleted.

## Finding Users

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ShoreTel Connect Mobility Router users can be searched for and discovered based on multiple criteria.

To search for a user:

1. Click **Configuration > Groups and Users > User**. The **User** page displays.
2. In the **User ID** dropdown window, select the means by which to find the user. The options are **User ID**, **Device Name**, **Device ID**, **Client Version**, **Device Model**, **Enterprise Extension**, **Cellular Number**, **Group**, **Full Name**, **Enterprise Full Number**, **International Mobile Equipment Identifier (IMEI)**, **International Mobile Subscriber Identity (IMSI)**, **Provisioning Status**, or **PBX**.

3. Select the criteria by which to find the user. The options are equal to or contains.
4. Type the appropriate string in the search field and press Enter. All rows containing the configured criteria display in the table.
5. You can click on a column heading to alphabetically sort all pages by that criteria. For example, to sort by PBX type, click on the PBX column heading to view an alphabetical listing of all PBXs.
6. The current page number displays at the bottom-right. Select a new page number to begin with and the number of rows to follow using the Go to page field and the Retrieve pulldown on the bottom-right. The valid values are 50, 100 and 500. For example, enter Go to row 101 and select Retrieve 50 to begin sorting the rows on number 101 and end on number 151.
7. Select **Prev** or **Next** to view the pages before or after the current page.
8. Use the **Move** button to move a user to a different group in the table.
9. Click **Clear** to return to the original table.

## Viewing Table Rows



### Note

Refer to [“Copying a Selection” on page 7](#) for information on how to copy a selection on a page.

## Select All Rows

Right-click to select all rows on a page.

## Expand/Collapse All

1. Click in the User Summary page.
2. Right-click to **Select All Rows**.
3. Right-click to **Expand All or Collapse All**.

# CHAPTER

# 15

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## Managing Redundancy Clusters

The ShoreTel Connect Mobility Router provides stateful high availability by using redundancy clusters. A redundancy cluster consists of two ShoreTel Connect Mobility Routers. One ShoreTel Connect Mobility Router is the active (primary) node, and the other ShoreTel Connect Mobility Router is the standby (secondary) node. The standby node becomes the active node if the original active node fails, ensuring that calls are not dropped. This chapter contains the following sections:

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## About Redundancy Clusters

A redundancy cluster consists of two ShoreTel Connect Mobility Router 4000, 6000, or ShoreTel Connect Mobility Router Virtual Series appliances. Each redundancy cluster must have a unique cluster name.



### Note

Clustering is not supported on ShoreTel Mobility Router 2000 Series appliances.

Failover occurs due to the following:

- The active node is powered off.
- The eth0 interface cable of the active node is removed or disconnected.
- SIP server, Mobility server, Remote Access server, Session Logger server or HMP server failure on the active node.

In a redundancy cluster, a “heartbeat” packet is sent every two seconds from the active node to the standby node. If the standby node fails to receive five consecutive heartbeats, it becomes the active node, and a failover occurs.

Redundancy clusters provide the following:

- Synchronization of configuration and state information between the active and standby nodes. The active node sends this information to the standby node. Synchronization occurs due to the following events:
  - A standby node joins the cluster.
  - The standby node becoming the active node.
  - The transition as an active node becomes a standby node.
- The following information is not synchronized:
  - Interface settings
  - ShoreTel Connect Mobility Router certificate
  - ShoreTel Connect Mobility Router logs



- Active calls are not dropped during a failover, including multiple separate calls and conference calls. Calls on hold remain on hold during failover.
- Users retain their registration state after failover.
- CDR information is retained after failover.

## Redundancy Cluster Prerequisites

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Before you start configuring redundancy clusters, make sure you have the following:

- Two ShoreTel Connect Mobility Router 4000, 6000, or Mobility Router Virtual Series appliances. Both appliances must be of same model.
  - Each ShoreTel Connect Mobility Router has a unique IP address and hostname.
  - Both ShoreTel Connect Mobility Routers are running the same image of ShoreTel Mobility system software (Version 2.0 or later).
  - Both ShoreTel Connect Mobility Routers are in the same subnet.
- Virtual IP address, which is a separate IP address that the two ShoreTel Connect Mobility Routers share and is the management IP address for the two ShoreTel Connect Mobility Routers
- (Secure Remote Voice and secure enterprise services only) Secure Remote Voice virtual IP address, which is a separate IP address that the two ShoreTel Connect Mobility Routers share. This IP address is the IP address that mobile devices access if the address is publicly accessible. It can also be an internal IP address if you are using NAT on a firewall.
- Verify that the switch ports that are connected to the ShoreTel Connect Mobility Routers meet one of the following requirements:
  - If Spanning Tree Protocol (STP) is enabled on the switch ports that are connected to the ShoreTel Connect Mobility Routers, portfast must also be enabled.
  - STP is disabled on the switch ports that are connected to the ShoreTel Connect Mobility Routers.

## Redundancy Cluster Scenarios

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How you configure a redundancy cluster depends on the scenario. The following are the scenarios in which a redundancy cluster can be formed:

- Two new or factory-default ShoreTel Connect Mobility Routers that are to be configured as a redundancy cluster. (See [“Creating a Cluster with Two New ShoreTel Connect Mobility Routers” on page 177.](#))

- A ShoreTel Connect Mobility Router has already been configured with users who are provisioned, and you want to add a new ShoreTel Connect Mobility Router to form a cluster. (See [“Creating a Redundancy Cluster with a Configured ShoreTel Connect Mobility Router and a New ShoreTel Connect Mobility Router”](#) on page 181.)
- A ShoreTel Connect Mobility Router that has already been configured with provisioned users and is configured for remote access (Secure Remote Voice or secure enterprise services).

## Creating a Cluster with Two New ShoreTel Connect Mobility Routers

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If you have two new or factory-default ShoreTel Connect Mobility Routers that you want to configure as a cluster, you perform the following tasks for each ShoreTel Connect Mobility Router.

### Configuring the First ShoreTel Connect Mobility Router

To create a redundancy cluster, perform the following tasks for the first ShoreTel Connect Mobility Router:

1. Initially configure the ShoreTel Connect Mobility Router and establish it in your network using the Initial Configuration Wizard. For more information, see [“Initially Configuring and Establishing Network Connectivity”](#) on page 177.
2. Generate or import the following:
  - Certificate authority (CA)
  - ShoreTel Connect Mobility Router certificate
  - Virtual Mobility Router

For more information, see [“Configuring Certificates for the ShoreTel Connect Mobility Router”](#) on page 178.

3. Configure redundancy cluster settings and enable the cluster. For more information, see [“Configuring Redundancy Cluster Settings”](#) on page 178.
4. When prompted, restart the ShoreTel Connect Mobility Router services.

The first ShoreTel Connect Mobility Router that you configure becomes the active node in the cluster.

### Initially Configuring and Establishing Network Connectivity

Before you can join a redundancy cluster, you must initially configure the first ShoreTel Connect Mobility Router with the Initial Configuration Wizard, verify that the ShoreTel Connect Mobility Router has network connectivity.

## Configuring Certificates for the ShoreTel Connect Mobility Router

Generate certificates in the following order:

1. Certificate authority—For more information, see [“Importing a Certificate Authority” on page 53](#) or [“Importing a Certificate Authority” on page 53](#).
2. ShoreTel Connect Mobility Router certificate—For more information, see [“Generating a ShoreTel Connect Mobility Router Certificate” on page 56](#) and [“Importing a Certificate to the ShoreTel Connect Mobility Router” on page 58](#).
3. Virtual Mobility Router certificate—For more information, see [“Generating a ShoreTel Connect Mobility Router Certificate” on page 56](#) and [“Importing a Certificate to the ShoreTel Connect Mobility Router” on page 58](#).

After generating these certificates, you must configure the redundancy cluster settings, as described in [“Configuring Redundancy Cluster Settings” on page 178](#).

## Configuring Redundancy Cluster Settings

To configure redundancy cluster settings:

1. Login to the first ShoreTel Connect Mobility Router.
2. Click **Configuration > Clustering > Redundancy**. The Redundancy page displays.
3. Select the **Enabled** check box to enable redundancy on this ShoreTel Connect Mobility Router.
4. In the **Name** field, type the name of the redundancy cluster. The name can be up to 50 characters long and cannot contain any special characters except for spaces, hyphens (-), and underscores (\_).

Make sure that the name for the redundancy cluster is unique for each cluster. If you already have a redundancy cluster and are creating another cluster, the name of the new cluster must be different from the existing cluster.

5. In the **Virtual IP Address** field for ETH0 and ETH1, type the shared IP address, and select the subnet mask from the list.

This IP address is the management address you access when you need to configure the redundancy cluster. This is the IP address that mobile devices and the IP-PBX communicate with, rather than one of the individual physical IP addresses.

6. To save your changes, click **Apply**.
7. The **Services Restart** message displays. If selected, you are prompted with another message depending on ShoreTel Connect Mobility Router joining or leaving the cluster. If joining, “Wait for ShoreTel Connect Mobility Router to join the cluster” displays. If leaving the cluster, “Wait for ShoreTel Connect Mobility Router to leave the cluster” displays. ShoreTel Connect Mobility Router services automatically restart.

You can verify the state of the redundancy cluster by selecting **Monitor > Clustering > Redundancy**. The first ShoreTel Connect Mobility Router is now the active node in the cluster.

Now that you have configured the first ShoreTel Connect Mobility Router to create the redundancy cluster, you add the second ShoreTel Connect Mobility Router to the cluster, as described in [“Configuring the Second ShoreTel Connect Mobility Router” on page 184](#).

## Configuring the Second ShoreTel Connect Mobility Router

After creating the redundancy cluster with the first ShoreTel Connect Mobility Router, perform the following tasks on the second ShoreTel Connect Mobility Router:

1. Initially configure the ShoreTel Connect Mobility Router and establish it in your network using the Initial Configuration Wizard. For more information, see [“Initially Configuring and Establishing Network Connectivity” on page 179](#).
2. Configure redundancy cluster settings and enable the cluster. For more information, see [“Configuring Redundancy Cluster Settings” on page 178](#).
3. When prompted, restart the ShoreTel Connect Mobility Router services.

### Initially Configuring and Establishing Network Connectivity

Before you can create a redundancy cluster, you must initially configure the second ShoreTel Connect Mobility Router with the Initial Configuration Wizard, and verify that the ShoreTel Connect Mobility Router has network connectivity.

### Configuring Redundancy Cluster Settings

To configure redundancy cluster settings:

4. Login to the first ShoreTel Connect Mobility Router.
5. Click **Configuration > Clustering > Redundancy**. The **Redundancy** page displays.
6. Select the **Enabled** check box to enable redundancy on this ShoreTel Connect Mobility Router.
7. In the **Name** field, type the name of the redundancy cluster. The name can be up to 50 characters long and cannot contain any special characters except for spaces, hyphens (-), and underscores (\_). Make sure that the name for the redundancy cluster is unique for each cluster. If you already have a redundancy cluster and are creating another cluster, the name of the new cluster must be different from the existing cluster.
8. In the **Virtual IP Address** field, type the shared IP address, and select the subnet mask from the list. This IP address is the management address you access when you need to configure the redundancy cluster. This is the IP address that mobile devices and the IP-PBX communicate with, rather than one of the individual physical IP addresses.
9. To save your changes, click **Apply**.
10. The **Services Restart** message displays. If selected, you are prompted with another message depending on ShoreTel Connect Mobility Router joining or leaving the cluster. If joining, “Wait for ShoreTel Connect Mobility Router to join the cluster” displays. If leaving the cluster, “Wait for ShoreTel Connect Mobility Router to leave the cluster” displays. ShoreTel Connect Mobility Router services automatically restart.

You can verify the state of the redundancy cluster by selecting **Monitor > Clustering > Redundancy**. The second ShoreTel Connect Mobility Router is now the standby node in the cluster.

You can now make configuration changes to cluster nodes from the virtual IP address of the redundancy cluster. For more information, see [“Managing Redundancy Clusters” on page 190](#).

## Creating a Redundancy Cluster with a Configured ShoreTel Connect Mobility Router and a New ShoreTel Connect Mobility Router

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If you have a ShoreTel Connect Mobility Router that is already configured with users with mobile devices who are currently provisioned, you can preserve the configuration of that ShoreTel Connect Mobility Router when creating a redundancy cluster. To preserve the existing configuration of the ShoreTel Connect Mobility Router, you need to do the following:

- Disable all existing users on the ShoreTel Connect Mobility Router.
- Change the eth0 IP address and hostname for the ShoreTel Connect Mobility Router.
- Specify the existing eth0 IP address of the ShoreTel Connect Mobility Router as the virtual IP address of the redundancy cluster.
- Specify the hostname of the ShoreTel Connect Mobility Router as the redundancy cluster name.
- Use the certificate for the ShoreTel Connect Mobility Router as the virtual certificate for the redundancy cluster.

If you do not follow the previous steps when creating the redundancy cluster, the existing configuration of the ShoreTel Connect Mobility Router is lost, and you will need to recreate configuration of the ShoreTel Connect Mobility Router. Any provisioned users no longer have access to ShoreTel Connect <for Platform> features until you recreated the configuration on the ShoreTel Connect Mobility Router.

## Reconfiguring the Previously Configured ShoreTel Connect Mobility Router

1. Perform the following tasks to reconfigure the previously configured ShoreTel Connect Mobility Router in preparation of creating a redundancy cluster:
2. Disable all existing users on the ShoreTel Connect Mobility Router. For more information, see [“Disabling All Existing Users” on page 182](#).
3. Change the eth0 IP address and hostname for the ShoreTel Connect Mobility Router. For more information, see [“Changing the Hostname and IP Address of the ShoreTel Connect Mobility Router” on page 182](#).
4. Copy the ShoreTel Connect Mobility Router certificate, and import it as the Mobility Router virtual certificate. For more information, see [“Importing the Existing ShoreTel Connect Mobility Router Certificate as the Virtual Certificate” on page 183](#).
5. Configure redundancy cluster settings and enable the cluster:
  - Specify the original hostname of the ShoreTel Connect Mobility Router as the redundancy cluster name.
  - Specify the original ShoreTel Connect Mobility Router IP address as the virtual IP address.

- When prompted, restart the ShoreTel Connect Mobility Router.

For more information, see [“Configuring Redundancy Cluster Settings” on page 178](#).

6. Enable all the existing users. For more information, see [“Enabling Existing Users” on page 184](#).

## Disabling All Existing Users

To preserve the existing user configurations after creating the redundancy cluster, you must disable all the existing users on the ShoreTel Connect Mobility Router:

1. Click **Configuration > Groups and Users > Users**. The **Users** page displays.
2. Select all users.
3. Click **Disable**. All the users are disabled.



### Note

If there are multiple pages of existing users, complete this action for each page.

Now you must change the IP address and hostname of the ShoreTel Connect Mobility Router, as described in [“Changing the Hostname and IP Address of the ShoreTel Connect Mobility Router” on page 182](#).

## Changing the Hostname and IP Address of the ShoreTel Connect Mobility Router

To preserve the existing ShoreTel Connect Mobility Router configuration and avoid having to reconfigure the ShoreTel Connect Mobility Router after creating the redundancy cluster, you must change the hostname and eth0 IP address of the ShoreTel Connect Mobility Router. Make sure that you note the original hostname and IP address, as you will need to specify them when configuring redundancy cluster settings.

To change the hostname and IP address of the ShoreTel Connect Mobility Router:

1. Click **Configuration > System > Networking > Hostname/DNS**. The **Hostname/DNS** page displays.
2. In the **Hostname/DNS** field, type the new ShoreTel Connect Mobility Router hostname. The hostname can be up to 64 alphanumeric characters long and can contain spaces, hyphens (-), and underscores (\_).
3. Click **Apply**.
4. Click **Configuration > System > Networking > Interface**. The **Interface** page displays.
5. On the **eth0** tab, change the IP address of the eth0 interface, and select a subnet mask.
6. Click **Apply**.
7. If you have Secure Remote Voice and secure enterprise services configured, change the IP address of the eth1 interface on the **eth1** tab, and select a subnet mask.

8. To save your changes, click **Apply**.

## Importing the Existing ShoreTel Connect Mobility Router Certificate as the Virtual Certificate

You must copy the existing ShoreTel Connect Mobility Router certificate and import it as the Mobility Router virtual certificate:

1. Click **Configuration > System > Certificate > Mobility Router > Clustered**. The **Mobility Router** page displays.
2. If a certificate was imported for **Mobility Router > Standalone > Local Access**, the same procedure is followed. If a certificate was not imported, create a new certificate under **Mobility Router > Clustered**, as shown in [“Generating a ShoreTel Connect Mobility Router Certificate” on page 56](#).
3. Restart the ShoreTel Mobility service and activate the newly generated certificate.
4. Refresh the browser to regain access, then log in.

You now need to configure the redundancy cluster settings, as described in [“Configuring Redundancy Cluster Settings” on page 178](#).

## Configuring Redundancy Cluster Settings

After importing the Mobility Router virtual certificate, configure the redundancy cluster settings:

1. Click **Configuration > Clustering > Redundancy**. The Redundancy page displays.
2. Select the **Enabled** check box to enable redundancy on this ShoreTel Connect Mobility Router.
3. In the **Name** field, type the original hostname of the ShoreTel Connect Mobility Router.
4. In the **Virtual IP Address** field, type the original IP address of the ShoreTel Connect Mobility Router, and select the subnet mask from the list.

This IP address is the management address you access when you need to configure the redundancy cluster. This is the IP address that mobile devices and the IP-PBX communicate with, rather than one of the individual physical IP addresses. By using the original IP address of the ShoreTel Connect Mobility Router, you do not need to make any changes on the IP-PBX or reprovision mobile devices.

5. Click **Apply** to save your changes. The **Services Restart** message displays. If selected, you are prompted with another message depending on ShoreTel Connect Mobility Router joining or leaving the cluster. If joining, “Wait for ShoreTel Connect Mobility Router to join the cluster” displays. If leaving the cluster, “Wait for ShoreTel Connect Mobility Router to leave the cluster” displays. ShoreTel Connect Mobility Router services automatically restart.

You can verify the state of the redundancy cluster by selecting **Monitor > Clustering > Redundancy**. The first ShoreTel Connect Mobility Router is now the active node in the cluster.



Now that you have configured the first ShoreTel Connect Mobility Router to create the redundancy cluster, you need to enable the users again, as described in [“Enabling Existing Users” on page 184](#).

## Enabling Existing Users

To enable users:

1. Click **Configuration > Groups and Users > Users**. The **Users** page displays.
2. Select all users.
3. Click **Enable**. All the users are enabled.

After enabling existing users, you now need to configure the second ShoreTel Connect Mobility Router, as described in [“Configuring the Second ShoreTel Connect Mobility Router” on page 184](#).

## Configuring the Second ShoreTel Connect Mobility Router

After configuring the first ShoreTel Connect Mobility Router of the redundancy cluster, perform the following tasks on the second ShoreTel Connect Mobility Router:

1. Initially configure the ShoreTel Connect Mobility Router and establish it in your network using the Initial Configuration Wizard. For more information, see [“Initially Configuring and Establishing Network Connectivity” on page 177](#).
2. Configure redundancy cluster settings and enable the cluster. For more information, see [“Configuring Redundancy Cluster Settings” on page 178](#).
3. When prompted, restart the ShoreTel Connect Mobility Router services. For more information, see [“Initially Configuring and Establishing Network Connectivity” on page 177](#).

## Initially Configuring and Establishing Network Connectivity

Before you can create a redundancy cluster, you must initially configure the second ShoreTel Connect Mobility Router with the Initial Configuration Wizard, and verify that the ShoreTel Connect Mobility Router has network connectivity. For information about initially configuring the ShoreTel Connect Mobility Router, see the *ShoreTel Connect Mobility Router Hardware Installation Guide*.

## Configuring Redundancy Cluster Settings

To configure redundancy cluster settings:

1. Log in to the first ShoreTel Connect Mobility Router.
2. Click **Configuration > Clustering > Redundancy**. The **Redundancy** page displays.
3. Select the **Enabled** check box to enable redundancy on this ShoreTel Connect Mobility Router.

4. In the **Name** field, type the name of the redundancy cluster. The name can be up to 50 characters long and cannot contain any special characters except for spaces, hyphens (-), and underscores (\_).
5. Make sure that the name for the redundancy cluster is unique for each cluster. If you already have a redundancy cluster and are creating another cluster, the name of the new cluster must be different from the existing cluster.
6. In the **Virtual IP Address** field, type the shared IP address, and select the subnet mask from the list.
7. This IP address is the management address you access when you need to configure the redundancy cluster. This is the IP address that mobile devices and the IP-PBX communicate with, rather than one of the individual physical IP addresses.
8. To save your changes, click **Apply**.
9. The **Services Restart** message displays. If selected, you are prompted with another message depending on ShoreTel Connect Mobility Router joining or leaving the cluster. If joining, "Wait for ShoreTel Connect Mobility Router to join the cluster" displays. If leaving the cluster, "Wait for ShoreTel Connect Mobility Router to leave the cluster" displays. ShoreTel Connect Mobility Router services automatically restart.

You can verify the state of the redundancy cluster by selecting **Monitor > Clustering > Redundancy**. The second ShoreTel Connect Mobility Router is now the standby node in the cluster.

You can now make configuration changes to the virtual IP address of the redundancy cluster. For more information, see ["Managing Redundancy Clusters" on page 190](#).

## Creating a Redundancy Cluster with a Configured ShoreTel Connect Mobility Router with Remote Access and a New ShoreTel Connect Mobility Router

If you have a ShoreTel Connect Mobility Router that is already configured with users with mobile devices who are currently provisioned, you can preserve the configuration of that ShoreTel Connect Mobility Router when creating a redundancy cluster. To preserve the existing configuration of the ShoreTel Connect Mobility Router, you need to do the following:

- Disable all existing users on the ShoreTel Connect Mobility Router.
- Change the eth0 IP address and hostname for the ShoreTel Connect Mobility Router.
- If the ShoreTel Connect Mobility Router has Secure Remote Voice and secure enterprise services configured using the eth1 interface, change the IP address of the eth1 interface.
- Specify the existing eth0 IP address of the ShoreTel Connect Mobility Router as the virtual IP address of the redundancy cluster.

- Specify the hostname of the ShoreTel Connect Mobility Router as the redundancy cluster name.
- Use the certificate for the ShoreTel Connect Mobility Router as the virtual certificate for the redundancy cluster.
- If the ShoreTel Connect Mobility Router has Secure Remote Voice and secure enterprise services configured using the eth1 interface, specify the original eth1 IP address as the remote access virtual IP address. For information about setting the remote access virtual IP address, see [“Configuring General Settings” on page 38](#).

If you do not follow the previous steps when creating the redundancy cluster, the existing configuration of the ShoreTel Connect Mobility Router is lost, and you will need to recreate configuration of the ShoreTel Connect Mobility Router. Any provisioned users no longer have access to ShoreTel Connect <for Platform> features until you recreated the configuration on the ShoreTel Connect Mobility Router.

## Initially Configuring the New ShoreTel Connect Mobility Router

After configuring the first ShoreTel Connect Mobility Router of the redundancy cluster, configure the ShoreTel Connect Mobility Router and establish it in your network using the Initial Configuration Wizard. For more information, see [“Initially Configuring and Establishing Network Connectivity” on page 179](#).

### Establishing Network Connectivity

Before you can create a redundancy cluster, you must initially configure the second ShoreTel Connect Mobility Router with the Initial Configuration Wizard, and verify that the ShoreTel Connect Mobility Router has network connectivity. For information about initially configuring the ShoreTel Connect Mobility Router, see the *ShoreTel Connect Mobility Router Hardware Installation Guide*.

## Reconfiguring the Previously Configured ShoreTel Connect Mobility Router

Perform the following tasks to reconfigure the previously configured ShoreTel Connect Mobility Router in preparation of creating a redundancy cluster:

1. Disable all existing users on the ShoreTel Connect Mobility Router. For more information, see [“Disabling All Existing Users” on page 182](#).
2. Change the eth0 IP address and hostname for the ShoreTel Connect Mobility Router. If you are using Secure Remote Voice and secure enterprise services, you also need to change the eth1 IP address. For more information, see [“Changing the Hostname and IP Address of the ShoreTel Connect Mobility Router” on page 182](#).
3. Import the Mobility Router virtual certificate as described in [“Importing the Existing ShoreTel Connect Mobility Router Certificate as the Virtual Certificate” on page 183](#).
4. Configure redundancy cluster settings and enable the cluster:
  - Specify the original hostname of the ShoreTel Connect Mobility Router as the redundancy cluster name.

- Specify the original ShoreTel Connect Mobility Router IP address as the virtual IP address.
- When prompted, restart the ShoreTel Connect Mobility Router.

For more information, see [“Configuring Redundancy Cluster Settings” on page 178](#).

5. Enable all the existing users. For more information, see [“Enabling Existing Users” on page 184](#).

## Disabling All Existing Users

To preserve the existing user configurations after creating the redundancy cluster, you must disable all the existing users on the ShoreTel Connect Mobility Router:

1. Click **Configuration > Groups and Users > Users**. The **Users** page displays.
2. Select all users.
3. Click **Disable**. All the users are disabled.

Now you must change the IP address and hostname of the ShoreTel Connect Mobility Router, as described in [“Changing the Hostname and IP Address of the ShoreTel Connect Mobility Router” on page 182](#).

## Changing the Hostname and IP Address of the ShoreTel Connect Mobility Router

To preserve the existing ShoreTel Connect Mobility Router configuration and avoid having to reconfigure the ShoreTel Connect Mobility Router after creating the redundancy cluster, you must change the hostname and eth0 IP address of the ShoreTel Connect Mobility Router. Make sure that you note the original hostname and IP address, as you will need to specify them when configuring redundancy cluster settings.

If the ShoreTel Connect Mobility Router has Secure Remote Voice and secure enterprise services configured using the eth1 interface, you also need to change the eth1 interface. Make a note of the original IP address, as you will need to specify it as the remote access virtual IP address after the second ShoreTel Connect Mobility Router joins the redundancy cluster.

To change the hostname and IP address of the ShoreTel Connect Mobility Router:

1. Click **System > Networking > Express Setup**. The **Express Setup** page displays.
2. In the **Hostname** field, type the new ShoreTel Connect Mobility Router hostname. The hostname can be up to 64 alphanumeric characters long and can contain spaces, hyphens (-), and underscores (\_).
3. In the eth0 IP Address area, change the IP address of the eth0 interface, and select a subnet mask.
4. If you have Secure Remote Voice and secure enterprise services configured, change the IP address of the eth1 interface, and select a subnet mask.
5. To save your changes, click **Apply**.

## Importing the Existing ShoreTel Connect Mobility Router Certificate as the Virtual Certificate

You must copy the existing ShoreTel Connect Mobility Router certificate and import it as the Mobility Router virtual certificate:

1. Click **Configuration > System > Certificate > Mobility Router**. The Mobility Router page displays.
2. Select all the text of the certificate.
3. Right-click, and select Copy.
4. Click **Configuration > System > Certificate > Mobility Router > Clustered > Local Access (Virtual)**.
5. Click **Import**.
6. Click in the text box to make it active.
7. Right-click, and select Paste to paste the certificate text into the text box.
8. Click **Import**. If the certificate is valid, a Restart prompt displays. If the certificate is not valid, an Error prompt displays. In the case of an error, generate a valid certificate or obtain a new certificate to paste in the field.
9. Restart the ShoreTel Mobility service and activate the newly generated certificate, click **OK**.



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### Note

If you do not want to restart the ShoreTel Connect Mobility Router, click Cancel. The newly generated certificate is stored on the ShoreTel Connect Mobility Router until the next restart.

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10. Refresh the browser to regain access, then log in. Optionally, click **Verify** to view if the certificate is valid.

You now need to configure the redundancy cluster settings, as described in [“Configuring Redundancy Cluster Settings” on page 179](#).

## Configuring Redundancy Cluster Settings

After importing the Mobility Router virtual certificate, configure the redundancy cluster settings:

1. Click **Configuration > Clustering > Redundancy**. The Redundancy page displays.
2. Select the **Enabled** check box to enable redundancy on this ShoreTel Connect Mobility Router.
3. In the **Name** field, type the original hostname of the ShoreTel Connect Mobility Router.
4. In the **Virtual IP Address** field, type the original IP address of the ShoreTel Connect Mobility Router, and select the subnet mask from the list.

This IP address is the management address you access when you need to configure the redundancy cluster. This is the IP address that mobile devices and the IP-PBX communicate with, rather than one of the individual physical IP addresses. By using the original IP address of the ShoreTel Connect Mobility Router, you do not need to make any changes on the IP-PBX or reprovision mobile devices.

5. To save your changes, click **Apply**.
6. The **Services Restart** message displays. If selected, you are prompted with another message depending on ShoreTel Connect Mobility Router joining or leaving the cluster. If joining, "Wait for ShoreTel Connect Mobility Router to join the cluster" displays. If leaving the cluster, "Wait for ShoreTel Connect Mobility Router to leave the cluster" displays. ShoreTel Connect Mobility Router services automatically restart.

You can verify the state of the redundancy cluster by selecting **Monitor > Clustering > Redundancy**. The first ShoreTel Connect Mobility Router is now the active node in the cluster.

Now that you have configured the first ShoreTel Connect Mobility Router to create the redundancy cluster, you need to enable the users again, as described in ["Enabling Existing Users" on page 184](#).

## Enabling Existing Users

To enable users:

1. Click **Configure > Groups and Users > Users**. The Users page displays.
2. Select all users.
3. Click **Enable**. All the users are enabled.

After enabling existing users, you now need to configure the second ShoreTel Connect Mobility Router, as described in ["Configuring the Second ShoreTel Connect Mobility Router" on page 184](#).

## Adding the Second ShoreTel Connect Mobility Router to the Redundancy Cluster

After configuring the first ShoreTel Connect Mobility Router of the redundancy cluster, perform the following tasks on the second ShoreTel Connect Mobility Router:

1. Configure redundancy cluster settings and enable the cluster.
2. When prompted, restart the ShoreTel Connect Mobility Router services.

## Configuring Redundancy Cluster Settings

To configure redundancy cluster settings:

1. Log in to the first ShoreTel Connect Mobility Router.
2. Click **Configuration > Clustering > Redundancy**. The Redundancy page displays.
3. Select the **Enabled** check box to enable redundancy on this ShoreTel Connect Mobility Router.

4. In the **Name** field, type the name of the redundancy cluster. The name can be up to 50 characters long and cannot contain any special characters except for spaces, hyphens (-), and underscores (\_). Make sure that the name for the redundancy cluster is unique for each cluster. If you already have a redundancy cluster and are creating another cluster, the name of the new cluster must be different from the existing cluster.
5. In the **Virtual IP Address** field, type the shared IP address, and select the subnet mask from the list. This IP address is the management address you access when you need to configure the redundancy cluster. This is the IP address that mobile devices and the IP-PBX communicate with, rather than one of the individual physical IP addresses.
6. To save your changes, click **Apply**.
7. The **Services Restart** message displays. If selected, you are prompted with another message depending on ShoreTel Connect Mobility Router joining or leaving the cluster. If joining, "Wait for ShoreTel Connect Mobility Router to join the cluster" displays. If leaving the cluster, "Wait for ShoreTel Connect Mobility Router to leave the cluster" displays. ShoreTel Connect Mobility Router services automatically restart.

You can verify the state of the redundancy cluster by selecting **Monitor > Clustering > Redundancy**. The second ShoreTel Connect Mobility Router is now the standby node in the cluster.

You can now make configuration changes to the virtual IP address of the redundancy cluster. You must specify the original eth1 IP address of the ShoreTel Connect Mobility Router that had remote access configured as the remote access virtual IP address.

To specify the remote access virtual IP address:

1. Click **Configuration > Clustering > Redundancy**. The **Redundancy** page displays.
2. Select **Enable**.
3. In the **Name** field, type the name of the cluster. This should be the same cluster name as the master configuration.
4. In the **Eth0 Virtual IP Address** field or **Eth1 Virtual IP Address** field, type the master eth0 or eth1 virtual IP address of the ShoreTel Connect Mobility Router that had remote access configured (from ["Reconfiguring the Previously Configured ShoreTel Connect Mobility Router" on page 186](#)).
5. To save your changes, click **Apply**.

## Managing Redundancy Clusters

---

After you have verified the cluster's status, to make configuration changes to the cluster, access the virtual IP address. Making configuration changes using the virtual IP address ensures that the changes are propagated to the cluster.

You need to directly access the active and standby ShoreTel Connect Mobility Routers for the following tasks:



- Add or delete licenses. For example, add a Secure Remote Voice license to each ShoreTel Connect Mobility Router. Because a license is bound to a ShoreTel Connect Mobility Router MAC address, access the physical IP address of the ShoreTel Connect Mobility Router, rather than access the virtual IP address.
- You need to access logs for a ShoreTel Connect Mobility Router. Logs are maintained on each ShoreTel Connect Mobility Router.
- You need to add a ShoreTel Connect Mobility Router certificate.
- Enable and Disable of the cluster.

## Removing a Second ShoreTel Connect Mobility Router from Redundancy Cluster

---

ShoreTel Connect Mobility Routers in a Standby node may be removed from the Redundancy Cluster. This node will fall out of the Cluster.

1. Login to the Standby ShoreTel Connect Mobility Router using the physical IP address of the Standby box.
2. Click **Monitor > Clustering > Redundancy** to verify the IP addresses of the Master and Standby ShoreTel Connect Mobility Routers.
3. Go to/launch the Standby ShoreTel Connect Mobility Router. Click **Configuration > Clustering**. Uncheck **Enable** to disable the Clustering settings.
4. A prompt “Standby server’s configuration will be set to default. Continue?” displays. Click **OK** to continue. After the standby ShoreTel Connect Mobility Router is removed from the cluster, it reboots with a base configuration including license and networking information.
5. A prompt “Wait for ShoreTel Connect Mobility Router to leave the cluster” message displays. Click **OK** to continue.
6. Click **Monitor > Clustering** to verify the Standby ShoreTel Connect Mobility Router has been removed from the cluster. You may need to click **Refresh**.

## Upgrading Redundancy Clusters

---

ShoreTel recommends upgrading the Standby ShoreTel Connect Mobility Router first, followed by the Master ShoreTel Connect Mobility Router.

1. Login to the Standby ShoreTel Connect Mobility Router using the physical IP address of the Standby box.
2. Click **Maintenance > Images > Mobility Router** to install the new image.



3. Once the new image is installed, select the new image and click **Set Next Boot**. After the new image is selected for the Next Boot, click the **Reboot** button to boot the standby with the new image. After rebooting, go to **Monitor > Clustering** to verify the newly rebooted ShoreTel Connect Mobility Router comes on and joins as the Standby.
4. After 5 minutes, upgrade and then reboot the current Master ShoreTel Connect Mobility Router. While this Master ShoreTel Connect Mobility Router is in the process of rebooting, the newly upgraded Standby ShoreTel Connect Mobility Router becomes the new Master ShoreTel Connect Mobility Router. When the previous Master finishes its rebooting cycle, it joins as the Standby.

## Monitoring Cluster Status

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After you have configured the redundancy cluster, you can monitor its status. The Redundancy monitoring page allows you to check the state of each ShoreTel Connect Mobility Router and which one is the active node.

## Troubleshooting

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The following lists issues you might encounter after implementing redundancy clusters and how to verify your configuration.

**The second ShoreTel Connect Mobility Router fails to join the cluster and is in the Unknown state.**

**Both ShoreTel Connect Mobility Routers are in the active state.**

Communication between the active and standby nodes is required to maintain the redundancy cluster and provide stateful high availability. Verify that the communication between the two ShoreTel Connect Mobility Routers is active by using the following troubleshooting commands:

- Troubleshooting > Commands > ping
- Troubleshooting > Commands > traceroute

Also verify that PortFast is enabled on the switch ports to which the ShoreTel Connect Mobility Routers are connected.

**ShoreTel Connect <for Platform> cannot communicate with the ShoreTel Connect Mobility Router.**

During initial provisioning, reprovisioning, or upgrading of the ShoreTel Connect <for Platform>, verify that the ShoreTel Connect Mobility Router IP address specified is the virtual IP address of the redundancy cluster.

In the ShoreTel Connect <for Platform>, verify that the IP address of the ShoreTel Connect Mobility Router in the General preferences is set to the virtual IP address of the redundancy cluster.

**End users' mobile devices cannot register to the ShoreTel Connect Mobility Router.****End users do not get a registration icon on the mobile device.**

This happens for one of the following reasons:

- The SIP server lost the PBX registration state of the user.
- The standby ShoreTel Connect Mobility Router became the active node in the cluster without a failover occurring.
- The SIP server failed after the user was created but before responding to the registration request to the PBX for the user.

Check the ShoreTel Connect Mobility Router log and search for "503 Policy Check Failure." If you see this message, the SIP server needs to reregister with the PBX to get the new registration state to respond to the client's registration request. To do this, do one of the following:

- Disable the user, and then enable the user again.
- Wait for the timeout of 180 seconds so that the SIP server sends a new PBX registration request.

**Users on Wi-Fi calls see delayed response after failover.**

If a user is on an active Wi-Fi call when failover occurs, the ShoreTel Connect <for Platform> makes a Hold request to the ShoreTel Connect Mobility Router. It can take at least 6 to 10 seconds for the ShoreTel Connect Mobility Router to receive the request.

This situation occurs when a WLAN controller filters ARP broadcast requests. After switchover, the new active ShoreTel Connect Mobility Router ARP broadcast is not received by the ShoreTel Connect <for Platform>. After multiple attempts, the ShoreTel Connect <for Platform> makes an ARP request to get the MAC address of the new active ShoreTel Connect Mobility Router. The requests are now received by the active ShoreTel Connect Mobility Router.

To avoid this situation, the active and standby ShoreTel Connect Mobility Routers should not be in the same subnet as the WLAN controller.

**Continuous switchover occurs.**

This might be caused by service failure. Look at the ShoreTel Connect Mobility Router log and check if one of the ShoreTel Connect Mobility Router services has failed.

Access the physical IP address of one of the ShoreTel Connect Mobility Routers and disable the cluster. The other ShoreTel Connect Mobility Router is still in the cluster and is the active node. Look at the ShoreTel Connect Mobility Router log of the active node for service failures. Verify the configuration of the active node to make sure that everything is configured properly. After you have confirmed that the configuration is appropriate and the ShoreTel Connect Mobility Router services are stable, then add the other ShoreTel Connect Mobility Router back into the redundancy cluster.

# CHAPTER

# 16

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## Maintaining the System

You can reboot, restart, shut down, and restore the factory-default settings for the ShoreTel Connect Mobility Router. System level maintenance also allows you to manage ShoreTel Connect Mobility Router and Client images, in addition to viewing detailed records that are scheduled for export. Use the system level maintenance to configure to bulk provision users and perform a directory query.

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## Backup the ShoreTel Connect Mobility Router

The ShoreTel Connect Mobility Router configuration can be backed up to an FTP, SCP, or TFTP server by using the On Demand method or by scheduling a backup.



### Note

To restore a configuration, refer to [“Restoring the ShoreTel Connect Mobility Router Configuration” on page 197](#).

## On Demand Backup

To perform an On Demand back up of the ShoreTel Connect Mobility Router configuration:

1. Click **Maintenance > System > On Demand Backup**.
2. Enter the **Hostname or IP address** of the location to send the configuration file.
3. Select the **Protocol** by which to send the file: FTP, SCP or TFTP.
4. Enter the **Port** number.
5. Enter the **User ID**. The entry must match the User ID for the selected server (FTP/SCP/TFTP).
6. Enter the **Password** for the User.
7. In the **Path** field, type the path to the directory and the filename to which you want to save the configuration file, for example “/home/user/backup/test.bak”



### Note

The FTP or TFTP server must be running for the backup to succeed.



### WARNING!

“/var/tmp” should not be used in the local host machine for backups. This is a temporary folder and the file is susceptible to being deleted. Use an external host to complete the backup.

8. Select **Backup**.

The ShoreTel Connect Mobility Router displays a status prompt indicating the backup is in progress. If the backup is successful, the “Backup Succeeded” message displays. If the backup fails, the “Backup failed. See server log” message displays.

## Scheduled Backup

To schedule a back up of the ShoreTel Connect Mobility Router configuration:

1. Click **Maintenance > System > Scheduled Backup**. The **Schedules** tab displays any previous scheduled backup yet to be performed. The **History** tabs displays previously performed backups.
2. To add a new scheduled backup, select **Add** on the **Schedules** tab.
3. On the **Add Schedule** page, enter a **Name** for the backup. This name displays on the Mobility Router ‘s **Schedules** and **History** pages.
4. Enter a **Description**.
5. Select the frequency at which the backup occurs as follows:
  - a. **Daily**: Select the **Hour** in 24 hour increments.
  - b. **Weekly**: Select the **Day** of the week and the **Hour** in 24 hour increments.
  - c. **Monthly**: Select the **Date** and the **Hour** in 24 hour increments.
6. Enter the **Hostname or IP address** of the location to send the configuration file.
7. Select the **Protocol** by which to send the file: FTP, SCP or TFTP. Depending upon the type of protocol, for example FTP or SCP, enter the relevant information such as **Port number**, **User ID** and **Password**.
8. In the **Path** field, type the path to the directory to which you want to save the configuration file, for example “/home/user/backup/”.



---

### Note

The FTP or TFTP server must be running for the backup to succeed.

---



---

### WARNING!

“/var/tmp” should not be used in the local host machine for backups. This is a temporary folder and the file is susceptible to being deleted. Use an external host to complete the backup.

---

9. Enter the **Filename Prefix**. This is the name of the file as it displays at the backup location. This name prepends the default file name which includes the ShoreTel Connect Mobility Router name, the date of the backup and time of the backup in the form “[filename prefix]-[hostname]-[YYYYMMDD]-[HHMMSS].bak”. For example, if “test” is the Filename Prefix, the results display “test-smr-20110826-103000.bak”.

## Restoring the ShoreTel Connect Mobility Router Configuration

---

If you need to roll back to a previous ShoreTel Connect Mobility Router configuration file, you can restore the previous configuration. Note that you can restore a configuration file only if has been saved and uploaded to a TFTP, FTP, or SCP server.

To restore the ShoreTel Connect Mobility Router configuration:

1. Click **Maintenance > System > Restore**.
2. Enter the **Hostname or IP address** of the configuration file’s location.
3. Select the **Protocol** by which to receive the file: FTP, SCP or TFTP. Depending upon the type of protocol, for example FTP or SCP, enter the relevant information such as **Port number**, **User ID** and **Password**.
4. Enter the **User ID**. The entry must match the User ID for the selected server (FTP/SCP/TFTP).
5. Enter the **Password** for the User.
6. In the **Path** field, type the path to the directory from which to retrieve the file, for example “/home/user/backup”.



---

### Note

The FTP or TFTP server must be running for the backup to succeed.

---

7. Check **Include License**, **Include Network Information** and/or **Include Certificates** as appropriate.
8. Select **Restore**. Status about the restore process displays. If the restore is successful, the “Configuration is restored. You need to restart your browser.” message displays. If the restore fails, the “Restore failed. See server log” message displays.
9. Exit and restart the browser.
10. Log in to the ShoreTel Connect Mobility Router by entering the admin login and password.

## Restoring Factory-Default Settings

---

If necessary, you can restore the ShoreTel Connect Mobility Router to its factory-default settings. If you restore the ShoreTel Connect Mobility Router to its default settings, all settings but the following are reset to default values:

- ShoreTel Connect Mobility Router IP address
- Default gateway
- Domain name
- CDR Reporting information

To restore the ShoreTel Connect Mobility Router to the factory-default configuration:

1. Click **Maintenance > System > Factory Defaults**.
2. Click **Revert**.
3. Click **OK** to confirm setting the ShoreTel Connect Mobility Router to the factory-default configuration. You are logged out.
4. Exit and restart the Web browser. Log in as administrator.

## Restarting ShoreTel Connect Mobility Router Services

---

You can restart the services on the ShoreTel Connect Mobility Router. You might need to restart services if there are problems with calls on mobile devices, and nothing appears to be wrong with the ShoreTel Connect Mobility Router configuration or the mobile devices.

If you restart the ShoreTel Connect Mobility Router and you have a redundancy cluster enabled, active calls are not disrupted. If you do not have a redundancy cluster, active calls might be dropped. PBX functionality, initiation of new calls, and handovers of active calls between Wi-Fi and cellular networks are not available while the ShoreTel Connect Mobility Router is restarted.

To restart the ShoreTel Connect Mobility Router:

1. Click **Maintenance > System > Restart/Reboot/Shutdown**.
2. Click **Restart Services**.
3. Click **OK** to confirm the restart.
4. At the confirmation prompt, click **OK**.
5. Access a Web browser and log in to re-authenticate to the ShoreTel Connect Mobility Router.

## Rebooting the ShoreTel Connect Mobility Router

---

You can reboot the ShoreTel Connect Mobility Router. A reboot restarts services and also restarts the entire system. An example of when you might need to reboot is if you have problems connecting to the network interfaces.

If you reboot the ShoreTel Connect Mobility Router and you have a redundancy cluster enabled, active calls are not disrupted. If you do not have a redundancy cluster, active calls might be dropped. PBX functionality, initiation of new calls, and handovers of active calls between Wi-Fi and cellular networks are not available while the ShoreTel Connect Mobility Router is rebooting.

To reboot the ShoreTel Connect Mobility Router:

1. Click **Maintenance > System > Restart/Reboot/Shutdown**.
2. Click **Reboot**.
3. Click **OK** to confirm the reboot. The ShoreTel Connect Mobility Router immediately reboots, and you are immediately logged out.
4. Exit and restart the Web browser. You must re-authenticate to the ShoreTel Connect Mobility Router by entering the admin login and password.

## Shutting Down the ShoreTel Connect Mobility Router

---

You can shut down and power off the ShoreTel Connect Mobility Router. All active calls are gracefully disconnected, but services, including handovers, PBX features, and initiation of new calls are not available to active calls during and after the ShoreTel Connect Mobility Router is shut down.



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**WARNING!**

To restore services after you shut down the ShoreTel Connect Mobility Router, you must manually press the power button on the ShoreTel Connect Mobility Router. Before shutting down, make sure someone is located near the ShoreTel Connect Mobility Router.

---

To shut down the ShoreTel Connect Mobility Router:

1. Select **Maintenance > System > Restart/Reboot/Shutdown**.
2. Click **Shutdown**.
3. Click **OK** to confirm the shutdown. You are immediately logged out, and the ShoreTel Connect Mobility Router shuts down.

To restore services after you shut down the ShoreTel Connect Mobility Router, you must press the power button on the ShoreTel Connect Mobility Router.



## Starting and Stopping ShoreTel Connect Mobility Router Services

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If you need to contact ShoreTel Technical Support, you might be asked to restart one or more ShoreTel Connect Mobility Router services.



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**WARNING!**

Do not restart any ShoreTel Connect Mobility Router services unless directed to do so by Technical Support.

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To start or stop a ShoreTel Connect Mobility Router service:

1. Click **Maintenance > Start/Stop Services**. On the Start/Stop Services page, the services and status (running or stopped) are listed. Next to the service status are Start and Stop buttons, which you can use to start and stop a service, respectively.
2. Find the service that you want to change, and do one of the following:
  - Click **Start** to start the service.
  - Click **Stop** to stop the service.
3. Repeat Step [step 2](#) for each service that you want to start or stop.

## Managing ShoreTel Connect Mobility Router Images

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The ShoreTel Connect Mobility Router contains two hard-drive partitions. When you receive a ShoreTel Connect Mobility Router, it has the factory-default system image installed on each partition.

The Mobility Router Images page provides information about ShoreTel Connect Mobility Router images that have already been installed and options to upload a new ShoreTel Connect Mobility Router image from an URL or a local file.

## Reviewing Installed ShoreTel Connect Mobility Router Images

To review installed ShoreTel Connect Mobility Router images, select **Maintenance > System > Images > Mobility Router Images**. The **Mobility Router Images** page lists the following:

- ShoreTel Connect Mobility Router images installed
- Partition on which each image is installed (partitions 1 and 2)
- Which image is currently active (selected check box in Active column)
- Which image will be used at the next reboot of the ShoreTel Connect Mobility Router (selected check box in the Next Boot column)

## Uploading and Installing ShoreTel Connect Mobility Router Images to the ShoreTel Connect Mobility Router

You can install ShoreTel Connect Mobility Router images from a local file system or using HTTP, SCP, or FTP.



### Note

If you are uploading the ShoreTel Connect Mobility Router image from a local file system, you must use the Microsoft Internet Explorer Web browser.



### WARNING!

When you upload and install a Mobility Router image, you cannot use the Administration Portal until the upload and installation are finished.

To install a ShoreTel Connect Mobility Router image:

1. Click **Maintenance > System > Images > Mobility Router**.
2. Do one of the following:
  - **Select From URL**—Type the hostname, select the protocol, and enter the path of the server on which the ShoreTel Connect Mobility Router image is installed. If using FTP or SCP, a User ID is required. If using FTP, the FTP server must be running for the upload to succeed.
  - **Select From local file**—Select to install the ShoreTel Connect Mobility Router image from a local file system or click Browse to navigate the file system. Navigate to and select the ShoreTel Connect Mobility Router image (\*.img), and click Open.
3. Click **Install**. The image is uploaded to the ShoreTel Connect Mobility Router. The image is now available for ShoreTel Mobility users to install.

## Changing the ShoreTel Connect Mobility Router Image Used at the Next Reboot

After installing a ShoreTel Connect Mobility Router image, you can specify that it be used at the next reboot:

1. Click **Maintenance > System > Images > Mobility Router**. The **Mobility Router** Images page displays.
2. In the list of installed ShoreTel Connect Mobility Router images, select the image to be used at the next ShoreTel Connect Mobility Router reboot.
3. Click **Set Next Boot**. The next time the ShoreTel Connect Mobility Router is rebooted, the image selected becomes the active image.

4. To reboot the ShoreTel Connect Mobility Router, click **Reboot**. You are logged out, and the ShoreTel Connect Mobility Router is restarted.
5. After the ShoreTel Connect Mobility Router is restarted, log in. The system software image for the ShoreTel Connect Mobility Router is updated.

## Managing Client Images

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By default, the ShoreTel Connect Mobility Router is shipped with images of the ShoreTel Connect <for Platform> and Calibrate applications for each supported mobile device platform.

The ShoreTel Connect Mobility Router can store two images of each ShoreTel Connect <for Platform> application for each mobile device platform, including the factory-default image.

## Reviewing Available Client Images

To review available client images, Click **Maintenance > System > Images > Client**. The **Client Images** page lists the available client images.

## Installing Client Images

You can install client images to the ShoreTel Connect Mobility Router from a local file system or using HTTP, SCP, or FTP.



### Note

If you are uploading the ShoreTel Connect Mobility Router image from a local file system, you must use the Microsoft Internet Explorer Web browser.

To install a client image:

1. Click **Maintenance > System > Images > Client**.
2. Do one of the following:
  - **Select From URL**—Type the hostname, select the protocol, and enter the path of the server on which the client image is installed. If using FTP or SCP, a User ID is required. If using FTP, the FTP server must be running for the upload to succeed.
  - **Select From local file**—Select to install the client image from a local file system or click **Browse** to navigate the file system. **Navigate** to and select the client image (\*.img), and click **Open**.
3. Click **Install**. The image is uploaded to the ShoreTel Connect Mobility Router. The image is now available for ShoreTel Mobility users to install.

## Reviewing Patch ShoreTel Connect Mobility Router Images

To review available ShoreTel Connect Mobility Router patch images, Click **Maintenance > System > Images > Patch ShoreTel Connect Mobility Router**. The Patch ShoreTel Connect Mobility Router page lists the available ShoreTel Connect Mobility Router images.

## Installing Patch ShoreTel Connect Mobility Router Images

You can install ShoreTel Connect Mobility Router patch images from a local file system or using HTTP, SCP, or FTP.



### Note

If you are uploading the ShoreTel Connect Mobility Router image from a local file system, you must use the Microsoft Internet Explorer Web browser.



### WARNING!

When you upload and install a ShoreTel Connect Mobility Router image, you cannot use the Administration Portal until the upload and installation are finished.

To install a ShoreTel Connect Mobility Router patch image:

1. Click **Maintenance > System > Images > Patch Mobility Router**. The Patch Mobility Router page displays.
2. Do one of the following:
  - **Select From URL**—Type the hostname, select the protocol, and enter the path of the server on which the ShoreTel Connect Mobility Router patch image is installed. If using FTP or SCP, a User ID is required. If using FTP, the FTP server must be running for the upload to succeed.
  - **Select From local file**—Select to install the ShoreTel Connect Mobility Router patch image from a local file system or click Browse to navigate the file system. Navigate to and select the ShoreTel Connect Mobility Router patch image (\*.img), and click **Open**.
3. Click **Apply Patch**. The patch image is uploaded to the ShoreTel Connect Mobility Router. The image is now available for ShoreTel Mobility users to install.

Click **Save** to save the file to the ShoreTel Connect Mobility Router image to the local PC.

## Detail Records Scheduled Export

Detailed information about completed calls on the ShoreTel Connect Mobility Router can be exported as a report. To schedule a record to be exported, click **Maintenance > Calls > Detail Records Scheduled Export**.

CDR data is based on the following criteria:

- Frequency—The number of times the record is exported.
- Destination Server—The IP address of the location the record is sent.
- Last Run—The date and time of the last export.
- Next Run—The date and time of the next export.
- Status—Information about the status of last run.

To schedule a new Detailed Record for export:

1. Click **Add**. The Add Schedule page displays.
2. Enter the **hostname or IP address** of the location to send the exported record.
3. Select the **Frequency** at which the record will be exported, Daily, Weekly, Monthly. Select **Disable** to cancel the frequency.
4. Select the **Protocol** by which to export the record, FTP, SCP or TFTP.
5. Enter the **User ID**. Records are exported for the user specified.
6. Enter the **Password** for the User.
7. Enter the **Path** to where the record will be exported. The string must begin with a “/”.
8. Click **Save**.

## Bulk Provisioning of Users

---

The ShoreTel Connect Mobility Router provides Admin users with tools to allow bulk provisioning of end users by generating a client provisioning file which can be used to provision the ShoreTel Connect <for Platform> application on the mobile phone, and by allowing the bulk importing users from a comma separated file (.csv) file.

### Generating ShoreTel Connect <for Platform> Provisioning file

An administrator can generate a template of the ShoreTel Connect <for Platform> Provisioning file. If the user ID field is not provided, the ShoreTel Connect Mobility Router generates a generic ShoreTel Provisioning file. A generic provisioning file only contains common fields needed for provisioning. All the user specific items such as user ID, full name and phone numbers fields are left empty. If user ID is provided and if the ShoreTel Connect Mobility Router has necessary information about the user, the ShoreTel Connect Mobility Router generates a user-specific ShoreTel provisioning file. If a user-specific ShoreTel provisioning file contains all the information needed for provisioning, the ShoreTel

Connect <for Platform> does not need to prompt users for information during provisioning. If any of the field is missing or empty in the provisioning file, the Client prompts the user for the missing information.

Table 11 describes the fields of the ShoreTel Provisioning file.

**Table 11: ShoreTel Provisioning File**

States	Description	Description
silent_install	If Yes, the ShoreTel Connect <for Platform> does not enforce user acknowledgment before provisioning.	no
local_address	This field is the local address of the ShoreTel Connect Mobility Router. This address should be reachable by the client when it is on the Enterprise Wi-Fi Network.	192.168.3.101
remote_address	Remote Access IP address of the ShoreTel Connect Mobility Router. The client uses this address to connect to the ShoreTel Connect Mobility Router when the user is not within the enterprise Wi-Fi coverage area.	12.101.91.48
remote_udp_port	Remote Access UDP Port for DTLS tunnel	443
remote_tcp_port	Remote Access TCP Port for TLS tunnel	443
remote_provisioning	If yes, the ShoreTel Connect <for Platform> first tries provisioning the user through the remote access connection. If this value is no, the Client first tries local provisioning and if it cannot reach the ShoreTel Connect Mobility Router, it fall backs to remote access provisioning.	no
user_id	End User's user ID	user8057
full_name	End User's full name	test user 8057
directory_num	User's Enterprise Extension	8057
enterprise_num	User's Enterprise Full Number	4089198011
cellular_num	User's Cellular Number	14089198057
authorized_userid	If provisioning is performed by an admin user, this field contains the user ID of the admin user performing user provisioning.	admin
password	For admin provisioning, this is the Authorized admin user's password. For end user provisioning, this is end user's password.	12345
delete_on_complete	If yes, the ShoreTel Connect <for Platform> deletes this file from client upon successful provisioning. If no, the file is left behind and can also be used for future provisioning.	yes

To generate an ShoreTel Provisioning File:

1. Click **Maintenance > Users > Bulk Provisioning**.
2. On the **Client Provisioning File** tab, select **Silent Provisioning** or **Remote Provisioning** as necessary.
3. Check the **Delete Provisioning File** box if you want the client to delete the provisioning file upon successful provisioning. This option is off by default.
4. Select **File Type**. Select **Generic** if you want to generate a generic provisioning file. Select **User Specific** if you want to generate an end user specific provisioning file. If you select User Specific you must specify end user's user ID in the field provided.
5. Enter the Provisioning Administrator's ID for admin provisioning. For end user provisioning leave this field empty. Enter the value in the Provisioning Password field if you would like to supply provisioning password in the generated file. If the password is supplied, the Client application prompt for this password during provisioning. These fields are optional.
6. Click **Generate**. The result flows in to the File window. The following is an example output:

```
silent_install      = Yes                # Silent or interactive installation
local_address      = 192.168.3.101       # Local Access IP address or FQDN
remote_address     = 12.111.91.48        # Remote Access IP Address or FQDN
remote_udp_port    = 443                 # Remote Access UDP port
remote_tcp_port    = 443                 # Remote Access TCP port
remote_provisioning = Yes                # Remote or local provisioning?
userid             = user8057            # End-user User ID
full_name          = Test User 8057      # End-user's Full Name
cellular_num       = 14082036057         # Cellular Number
directory_num      = 8057                # Directory Number
enterprise_num     = 4089198057          # Enterprise Number
authorized_userid  = admin               # Admin user ID authorized to provision end-
users
password           = 12345               # Admin or end-user's password
delete_on_complete = Yes                # Delete this file upon successful
provisioning?
```

7. Click **Save** to save the file to your local disk.

## Provisioning URL for iOS and Android

An Android or iOS end-user can use a provisioning URL as a link to provision their device. The user must have previously installed the ShoreTel Connect <for Platform> on the device. The provisioning URL can be accessed by an end-user directly as described in [Self-Provisioning of Users](#) on page 251, or the Administrator can email or otherwise distribute a provisioning URL to the end-user, e.g. as a QR (Quick Response) code, or as a link on the company web site.



### Tip

There are several public websites dedicated to generating QR codes. Open source JavaScript libraries and public web services such as the Google Charts API also provide easy ways to include QR images on web pages.

When the provisioning URL link is activated on the device the ShoreTel Connect <for Platform> is automatically launched for provisioning, with fields pre-filled using information from the URL.

By default the provisioning URL contains the ShoreTel Connect Mobility Router local and remote address and port number, but additional parameters can be added to further automate provisioning. See [Table 12](#) for details.

To access the default provisioning URL:

1. Click **Maintenance > Users > Bulk Provisioning**.
2. Select the **Provisioning URL** tab.

The provisioning URL has the following structure:

```
shoretel://provision?<param>=<value>&<param2>=<value2>...
```



#### Note

Parameter values must be URL-encoded. All parameters are optional. If a parameter is not specified, the current default value is used. If the device is currently provisioned, the default value may be from the current configuration.

**Table 12: Provisioning URL Parameters**

Header Name	Description	Area affected
localaddress (or ramaddress)	Local IP or FQDN for the SMR	Server Address
remoteaddress	Public IP or FQDN for the SMR	Remote Server Address (when using Remote Provisioning)
remoteport	Port for remote SMR connection.	Port (when using Remote Provisioning)
isremote	"1", "0" or "auto"	Remote Provisioning
userid	Username for SMR authentication	Username
pw	Clear-text password for SMR authentication	Password
cellnumber	Telephone number for the device	Mobile Number
enterpriseextension	User's internal enterprise phone number	Enterprise Extension
enterprisefullnumber	User's enterprise DID phone number	Enterprise Full Number
force	"1" or "0"	Editable fields, automation



## Bulk Importing Users to the ShoreTel Connect Mobility Router

A CSV (Comma Separated Value) file can be used to automatically create users on ShoreTel Connect Mobility Router. The first row of the file, also known as the header row, contains the tags separated by commas that define the content of subsequent rows. [Table 13](#) lists supported tags:

**Table 13: ShoreTel Provisioning File**

Header Name	Description	Example Value
group_name	Name of the group that the user belong to	shoretel-eng
userid	End user User ID	User8057
password	End user's password. This password is saved in the local database.	12345
full_name	User's Full Name	"Test User 8057"
is_enable	If the user is immediately enabled?	y
is_local_user	Is this a local user?	n
directory_num	Enterprise Extension of the User	8057
enterprise_num	Enterprise Full Number of the User	4089198057
cellular_num	Cellular Number of the user	40855551234
secondary_num	Additional Device number for the user. If this number is configured, when the user receives a call, this number will simultaneously ring.	4085554321
pbx_digest_userid	Digest user ID associated with the user's SIP phone on the PBX	User8057
pbx_digest_password	Digest Password	12345

To import multiple users:

1. On the **Import Users** tab, click the Select (Requires IE) button to browse the system. This feature requires IE as a Mozilla-type browser and is not able to transfer local files to the server. Select the CSV file that contains data for the users to be imported and click **OK**.
2. The result of the import operation is shown on the Details window.
3. The Status field changes when the import operation is complete. Depending on the number of users being imported, it might take some time to complete the import operation. The following is sample content of user import file:

```
group_name,userid,password,full_name,is_enable,is_local_user,directory_num,enterprise_num,cellular_num,secondary_num,pbx_digest_userid,pbx_digest_password
test,user9001,12345,User9001,y,y,9001,4089199001,510468920,6509199001,user6001,123789
test,user9002,12346,User9002,y,y,9002,4089199002,510468920,6509199002,user6002,123790
test,user9003,12347,User9003,y,y,9003,4089199003,510468921,6509199003,user6003,123791
test,user9004,12348,User9004,y,y,9004,4089199004,510468922,6509199004,user6004,123792
test,user9005,12349,User9005,y,y,9005,4089199005,510468923,6509199005,user6005,123793
test,user9006,12350,User9006,y,y,9006,4089199006,510468924,6509199006,user6006,123794
test,user9007,12351,User9007,y,y,9007,4089199007,510468925,6509199007,user6007,123795
```

## Directory Query

---

The ShoreTel Connect Mobility Router provides Admin users with tools to lookup users in the corporate directory. To search for a user:

1. Click **Maintenance > Users > Directory Query**.
2. In the **Search For** field, enter the digits or letters of the user to lookup. This is a wide search criteria. To narrow the criteria, select the “more” button to expand the options for searching. The available fields include:
  - User ID
  - Full Name
  - Enterprise Full Number
  - Enterprise Extension
  - Email
  - Cellular Number
  - Home Number



### Note

The information must be configured in the corporate Active Directory or LDAP server and must match the characters input for this feature to function properly.

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### Note

If there is no setting for LDAP or Active Directory, the local ShoreTel Connect Mobility Router database is queried. Also, if LDAP or Active Directory are present but empty, the local ShoreTel Connect Mobility Router database is queried.

---

1. From the **Search In** drop down, select the specific active directory group. If the active directory group is LDAP with multiple forests defined in that group, all forests are searched.
2. Click **Search**. The table populates with the users that have been found using the search criteria.

# CHAPTER

# 17

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## Monitoring the System

You can monitor the status and usage of the ShoreTel Connect Mobility Router by using the reports that are available as part of the ShoreTel mobility solution. Historical data and real-time reports are available.

This chapter contains the following sections:

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## Using the Dashboard

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When you first log in as an administrator, the Dashboard is shown. Use the Dashboard to quickly get an overview of the activity on the ShoreTel Connect Mobility Router.

To access the Dashboard, click **Monitor > Dashboard**.

The Dashboard includes the following information:

- **System Status**—Shows the hostname and model number of the ShoreTel Connect Mobility Router. Also provides information about the CPU and memory utilization, percent of free memory, and system uptime. This area is updated every two minutes.
- **Call Mix**—Shows the percentage of calls on the ShoreTel Connect Mobility Router that are being handled by the VoIP and the cellular networks. Position the cursor over the chart to view the total duration of VoIP and cellular calls. This information can be displayed for the last 1 hour, 24 hours, last 7 days, or last 30 days.
- **Call Statistics**—Shows the volume of calls handled on cellular and VoIP networks. This information is displayed in number of minutes and number of calls. Position the cursor over a specific point on the chart to view the exact number of minutes or number of calls at that time. If set to Last 1 hour or 24 Hours, this graph shows call statistics on a per hour display. If set to display Last 7 Days or Last 30 days, this graph shows call statistics per day. This area is updated every two minutes.
- **Real-Time Statistics**—Shows the number of users on the ShoreTel Connect Mobility Router in various states, including:
  - **Total Devices**—Number of devices associated with this ShoreTel Connect Mobility Router.
  - **Provisioned Devices**—Number of devices that are provisioned on this ShoreTel Connect Mobility Router.
  - **Registered Devices**—Number of devices currently registered over the VoIP network and connected to the ShoreTel Connect Mobility Router.
  - **Total Users**—Number of users who have been created and authorized on the ShoreTel Connect Mobility Router.
  - **Active Calls**—Number of current active calls.
- **End-User Licensing** —Shows the number of users on the ShoreTel Connect Mobility Router in various states, including:
  - **Max Platform Devices** —the number of devices supported by a specific platform. For example, if there are 100 Total Devices and there are 100 Users, then each user is limited to 1 device, or if there are 50 Users in this example, then each user can have 2 devices, etc.
  - **Platform Devices Available**—number of available devices outside of the Max Platform Devices.
  - **Max Licensed End Users**— The maximum number of end users allowed on this ShoreTel Connect Mobility Router.

- End User Licenses in Use —Number of end user licenses. As the “Available End User Licenses” count increases, this number will decrease.
- End User Licenses Available —Number of available end user licenses. The “End User Licensed In Use” count decreases as this number increases.
- Top 5 Users—Shows the top five users of the ShoreTel Connect Mobility Router based on the total number of minutes used in the time span specified. This information can be displayed for the last 1 hour, 24 hours, last 7 days, or last 30 days.

## Monitoring Call Status

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The following types of usage reports are available for the ShoreTel Connect Mobility Router:

- [“Active Calls Reports” on page 212](#)
- [“Call Admission Control” on page 213](#)
- [“Detail Records” on page 214](#)
- [“Summary” on page 216](#)
- [“Trends” on page 217](#)
- [“International Toll Calling” on page 218](#)

## Active Calls Reports

The Active Calls report displays calls currently active on the ShoreTel Connect Mobility Router. When an active call is ended, the call information becomes part of the Detail Records report (for more information, see [“Call Admission Control” on page 213](#)).

The Active Calls report includes the following information:

- Session ID—Session number of the active call
- User ID—ShoreTel Mobility username of one of the participants on the active call
- Device—Device model type.
- From (Calling Party)—Phone number of the originator of the active call
- To (Called Party)—Phone number of the recipient of the active call
- Handovers—How many times the active call has been handed over from VoIP to cellular or cellular to VoIP
- Cell Duration—Number of minutes that the active call has been on the cellular network
- VoIP Duration—Number of minutes that the active call has been on the VoIP Network

- VoIP Duration—Number of minutes of the active video call.
- Total Call Duration—Total number of minutes the call has been active
- Currently on VoIP—Call is currently on VoIP if selected. If not selected, the call is on the cellular network.

Active Calls can be searched for and filtered based on multiple criteria.

To search for Active Calls:

3. Click **Monitor > Calls > Active Calls**.
4. In the **Session ID** dropdown window, select the means by which to find the Active Call. The options are Session ID, User ID, To, and From.
5. Select the criteria by which to find the user. The options are equal to or contains.
6. Type the appropriate string in the search field and press Enter. All rows containing the configured criteria display in the table.
7. You can click on a column heading to alphabetically sort all pages by that criteria. For example, to sort by VoIP Duration, click on the VoIP Duration column heading to view a listing in order of duration.
8. The current page number displays at the bottom-right. Select a new page number to begin with and the number of rows to follow using the Go to page field and the Retrieve pulldown on the bottom-right. The valid values are 50, 100 and 500. For example, enter Go to row 101 and select Retrieve 50 to begin sorting the rows on number 101 and end on number 151.
9. Select **Prev** or **Next** to view the pages before or after the current page.
10. Use the **Move** button to move a user to a different group in the table.
11. Click **Clear** to return to the original table.

To delete an active call, select the call, and click **Delete**. If you delete the call while it is active, the call is disconnected.

## Call Admission Control

- Click **Monitor > Calls > Call Admission Control**.
  - Current bandwidth usage displays amount of network bandwidth, in kbps, currently used by all the ongoing SRV calls.
  - Current Active calls displays number of currently active SRV calls
  - Rejected calls due to bandwidth limit - The number of SRV calls, since last reset, that were rejected due to bandwidth limitation. Please note that such calls are routed through cellular network as long as cellular network is available at that time.

- Rejected calls due to call limit - The number of SRV calls, since last reset, that were rejected due to the number of SRV calls limitation. Please note that such calls are routed through cellular network as long as cellular network is available at that time. See [“Call Admission Control” on page 43](#).

## Detail Records

Call detail records (CDRs) are available on the ShoreTel Connect Mobility Router. CDRs provide detailed information about completed calls on the ShoreTel Connect Mobility Router. To schedule periodic exporting of the records, refer to [“Detail Records Scheduled Export” on page 203](#).

1. To review CDRs, Click **Monitor > Calls > Detail Records**. CDR data is filtered based on the following criteria:
2. Select the Type of record:
  - All—All records are retrieved. This is the default.
  - User—fill in the User ID if this option is selected. The entry must match a user ID on the ShoreTel Connect Mobility Router. Records are retrieved for the user specified.
  - Group—fill in group name if this option is selected. The entry must match a group name on the ShoreTel Connect Mobility Router. Records are retrieved for the group specified.
3. Specify the time span of the records to be retrieved. Select from the following options:
  - Last 1 hour—retrieves records for the hour when the request is made. For example, if the request is made at 3:45 p.m., the record is displayed from 2:45 p.m. to 3:45 p.m.
  - Last 24 Hours—retrieves the record for the previous 24 hours. For example, if the request is made at 3:45 p.m., the record is displayed from yesterday at 3:45 to today at 3:45 p.m.
  - Last 7 days—retrieves records from the last 7 days, including the current day.
  - Last 30 days—retrieves records from the last 30 days, including the current day.
  - Custom—Specify a range of days/times in the From and To fields that appear if this option is selected.
4. Select the number of records to be displayed per page. Select 10, 20, 30, or 50 from the list.
5. Set the filter to select the CDR records for an event. **Specify None, Call Handover Event, Secure Remote Voice or Reverse Dial**. Specify **Call Handover Event** where only CDR records containing Handovers are selected.
6. Select **Filter Calling Party** to specify the partial or complete Calling Party number to select the CDR records for the number.
7. Select **Filter Called Party** to specify the partial or complete Called Party number to select the CDR records for the number.
8. Select **Session ID** to specify the session ID. Choosing this option disables the rest of the selection criteria, and detailed CDR reporting corresponding only to that Session ID is displayed.

9. After specifying the reporting criteria, click **Apply**. A list of CDR information displays. Click on a record to display detailed information in the bottom pane. Depending on the reporting criteria selected, call details provided can include:
  - User ID—ShoreTel Mobility username of one of the callers
  - Device—Displays the device ID and type.
  - Calling Party Number—Phone number of the originator of the call
  - Called Party Number—Phone number of the recipient of the call
  - Origination—Date of call origination – format dd/mm/yyyy
  - Disconnection Time—Time of call termination – format hh/mm/ss
  - Disconnect Reason—Text message indicating reason for call disconnect
  - Number\_Handover—Total number of handovers
  - Reverse Dial - Checked indicating if the call was Reverse Dial.
  - VoIP Minutes Local—Total time on enterprise WLAN in minutes
  - VoIP Minutes Remote—Total time on VoIP outside of enterprise WLAN
  - Cellular Minutes—Total time on cellular in minutes
  - Video Minutes Local—Total time on enterprise video in minutes
  - Video Minutes Remote —Total time on video outside of enterprise WLAN
10. Click the **Prev** and **Next** buttons to get additional pages of data. Select a specific record to see additional details about that record.
11. To export a record to a file, click **Export**. A popup displays. Specify the location to where the record will be exported from the following options:
  - Local—exports to the local machine currently connected to the ShoreTel Connect Mobility Router.
  - Remote—exports the record to a remote location.
    - Enter the hostname or IP address of the location to send the exported record.
    - Select the protocol by which to export the record, FTP, SCP or TFTP.
    - Enter the User ID. Records are exported for the user specified.
    - Enter the password for the User.
    - Enter the path to where the record will be exported. The string must begin with a “/”.
12. Click **Save**.



## Summary

---

Call Summary reports display information about handovers, incoming calls, outgoing calls, and total calls. This information applies to completed calls and can be filtered to report on all users, a specific user, or a specific group. Information is divided into Report Item, Cell, VoIP, and Total for each item reported.

To view the Call Summary report, click **Monitor > Calls > Summary**.

Call Summary reports can be filtered using the following criteria:

- Selection Type
  - User ID—Provides call summary report data on the user specified. Fill in the User ID if this option is selected. The entry must match a user ID on the ShoreTel Connect Mobility Router. Records are retrieved for the user specified.
  - Group Name—Provides call summary report data on the group specified. Fill in group name if this option is selected. The entry must match a group name on the ShoreTel Connect Mobility Router. Records are retrieved for the group specified.
  - All—Provides call summary report data on all users on the system. All records are retrieved.
- Time—Specify the time span of the records to be retrieved. Select from the following options:
  - Last 1 hour—retrieves records for the hour when the request is made. For example, if the request is made at 3:45 p.m., the record is displayed from 2:45 p.m. to 3:45 p.m.
  - Last 24 Hours—retrieves the record for the previous 24 hours. For example, if the request is made at 3:45 p.m., the record is displayed from yesterday at 3:45 to today at 3:45 p.m.
  - Last 7 Days—Retrieves records from the last 7 days, including the current day.
  - Last 30 Days—Retrieves records from the last 30 days, including the current day.
  - Custom—Specify a range of days/times in the From and To fields that appear if this option is selected.

After the reporting criteria have been specified, click **Apply**. A Call Summary report for the criteria requested displays. The following Report Items are displayed for the user, group, or all users, based on the criteria you selected:

- Total Call Minutes
- Total Call Connections
- Total Video Minutes
- Total Video Connections
- Outgoing Call Minutes
- Outgoing Call Attempts

- Outgoing Call Connections
- Outgoing Call Failures
- Outgoing Call Cancellations
- Incoming Call Minutes
- Incoming Call Attempts
- Incoming Call Connections
- Incoming Call Failures
- Incoming Call Cancellations
- Handover Attempts
- Handover Failures
- Handover Successes

## Trends

Call Trends reports display the trends for VoIP and cellular call usage throughout the last hour, day, week, month, or specified custom time period. This information applies to completed calls on the ShoreTel Connect Mobility Router.

To view a Call Trends report, click **Monitor > Calls > Trends**.

You can change the format of Call Trends reports. To review Call Trends in a graphical or tabular format, click one of the following icons in the upper right corner of the page:



Graphical format



Tabular format

This information can be filtered to report on the following types of criteria:

- Selection Type:
  - User ID—Provides report data on the user specified. Fill in the user ID if this option is selected. The entry must match a user ID on the ShoreTel Connect Mobility Router. Records are retrieved for the user specified.
  - Group Name—Provides report data on the group specified. Fill in group name if this option is selected. The entry must match a group name on the ShoreTel Connect Mobility Router. Records are retrieved for the group specified.
  - All—Provides report data on all users on the system. All records are retrieved.

- Time—Specify the time span of the records to be retrieved. Select from the following options:
  - Last 1 hour—retrieves records for the hour when the request is made. For example, if the request is made at 3:45 p.m., the record is displayed from 2:45 p.m. to 3:45 p.m.
  - Last 24 Hours—retrieves the record for the previous 24 hours. For example, if the request is made at 3:45 p.m., the record is displayed from yesterday at 3:45 to today at 3:45 p.m.
  - Last 7 Days—Retrieves records from the last 7 days, including the current day.
  - Last 30 Days—Retrieves records from the last 30 days, including the current day.
  - Custom—Specify a range of days/times in the From and To fields that appear if this option is selected.
- Total Call Information—Select one of the following options:
  - Total Call Minutes—Shows information for the number of all call minutes.
  - Total Call Connections—Shows information for the number of all call connections.

After all the reporting criteria has been specified, click **Apply**. A report with the criteria requested displays. Click the column title to sort the data in that column.

## International Toll Calling

International Toll Calling reports the total number of outgoing international toll calls and total number of minutes. Minutes are divided into cellular minutes and VoIP minutes. Calls are grouped by country. This information applies to completed calls on the ShoreTel Connect Mobility Router. In addition, if a call is placed from a ShoreTel Connect <for Platform> but the call is not answered, this call is recorded on this report.

To view International Toll Calling reports, click **Monitor > Calls > International Toll Calling**.

This information can be filtered to report on the following types of criteria:

- Selection Type:
  - User ID—Provides report data on the user specified. Fill in the user ID if this option is selected. The entry must match a user ID on the ShoreTel Connect Mobility Router. Records are retrieved for the user specified.
  - Group Name—Provides report data on the group specified. Fill in group name if this option is selected. The entry must match a group name on the ShoreTel Connect Mobility Router. Records are retrieved for the group specified.
  - All—Provides report data on all users on the system. All records are retrieved.
- Time—Specify the time span of the records to be retrieved. Select from the following options:
  - Last 1 hour—retrieves records for the hour when the request is made. For example, if the request is made at 3:45 p.m., the record is displayed from 2:45 p.m. to 3:45 p.m.

- **Last 24 Hours**—retrieves the records for the previous 24 hours. For example, if the request is made at 3:45 p.m., the record is displayed from yesterday at 3:45 to today at 3:45 p.m.
- **Last 7 Days**—Retrieves records from the last 7 days, including the current day.
- **Last 30 Days**—Retrieves records from the last 30 days, including the current day.
- **Custom**—Specify a range of days/times in the From and To fields that appear if this option is selected.

After all the reporting criteria has been specified, click **Apply**. A report with the criteria requested displays. Click the column title to sort the data in that column.

- The table rows display data for each country, with the top row showing the total for all countries. The total and each country display the following information:
  - **Cell Minutes** - Total number of cellular minutes used.
  - **VoIP Minutes** - Total number of VoIP minutes used.
  - **Total Minutes**—Total number of minutes for all international toll calls.
  - **Number of Calls**—Total number of all international toll calls.



---

**Note**

The breakdown of minutes is reported as a rounded number to the nearest next minute, based on the number of seconds. For example: a cell call lasts 25 seconds and is recorded as 1 minute; a Wi-Fi call lasts 20 seconds and is recorded as 1 minute. The Total = 25 + 20 seconds = 45 seconds, which rounds to 1 minute. As such, the Total Minutes may be less than the Cell Minutes plus the VoIP Minutes.

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## Monitoring Users

---

You can view information about events taking place on the ShoreTel Connect Mobility Router in real-time. The following reports are available:

- [“Active Users” on page 220](#)
- [“Active Remote Users” on page 221](#)
- [“Location” on page 224](#)
- [“User Monitoring” on page 225](#)
- [“Top “N” Users” on page 225](#)

## Active Users

The Active Users report displays a list of active users on the ShoreTel Connect Mobility Router. To review the Active Users report, click **Monitor > Users > Active Users**.

Details listed include:

- User ID—ShoreTel Mobility username.
- Device—Device model type.
- Enterprise Extension—Enterprise extension number of the ShoreTel Mobility user.
- Provisioning Status
  - Provisioned—The ShoreTel Mobility user has been through the provisioning process.
  - Authorized—The ShoreTel Mobility user account has been created on the ShoreTel Connect Mobility Router, but the user has not gone through the provisioning process.
- PBX Registration Status
  - Registered
  - Unknown
- Client SIP Contact
  - Address
  - Expires In <xx> seconds
  - Service (All, Voice or Data)
  - Link (Wi-Fi-local, Wi-Fi-remote, or Cell Data)
  - Expires in (Sec)

Active Users can be searched for and filtered based on multiple criteria.

### Search for Active User

To search for Active Users:

1. Click **Monitor > Users > Active Users**. The Active Users page displays.
2. In the **User ID** dropdown window, select the means by which to find the Active User. The options are **User ID**, **Enterprise Extension**, **Provisioning Status**, **PBX Registration Status**, **Address**, **Service Link**.
3. Select the criteria by which to find the user. The options are equal to or contains.

4. Type the appropriate string in the search field and press Enter. All rows containing the configured criteria display in the table. Search criteria is not case sensitive.
5. You can click on a column heading to alphabetically sort all pages by that criteria. For example, to sort by PBX Registration Status, click on the PBX Registration Status column heading to view an alphabetical listing of the registration status of the listed PBXs.
6. The current page number displays at the bottom-right. Select a new page number to begin with and the number of rows to follow using the Go to page field and the Retrieve pulldown on the bottom-right. The valid values are 50, 100 and 500. For example, enter Go to row 101 and select Retrieve 50 to begin sorting the rows on number 101 and end on number 151.
7. Select **Prev** or **Next** to view the pages before or after the current page.
8. Use the **Move** button to move a user to a different group in the table.
9. Click **Clear** to return to the original table.

## Delete an Active User

To delete an active user:

1. Select the call.
2. Click **Delete**. If you delete the call while it is active, the call is disconnected.

## Update an Active User

To update the **Active Users** page, click **Refresh**.

## Monitor an Active User

To monitor an active user:

1. Select a user.
2. Double-click this user, or click **User Monitoring**. The **User Monitoring** page displays.

For information about user monitoring, see [“User Monitoring” on page 225](#).

## Active Remote Users

You can monitor the currently active remote sessions and associated counters.

To review the Active Remote User report, click **Monitor > Users > Active Remote Users**.

All users who have active remote sessions are listed on the Users tab. [Table 14](#) lists the information you can review for active remote users.

**Table 14: Active Remote User Information**

Header Name	Description
User ID	ShoreTel Mobility username.
Device	Device model type
Session ID	Session identification number.
LAN IP Address	IP address of the mobile device (assigned from the client IP pool).
Protocol	Security protocol used for the remote session: dtls or tls.
Established	Date and time when the remote session was established.
Rx Packets	Number of packets received by the mobile device.
Tx Packets	Number of packets transmitted by the mobile device.
Rx Bytes	Number of bytes received by the mobile device.
Tx Bytes	Number of bytes transmitted by the mobile device.

Active Remote Users can be searched for and filtered based on multiple criteria.

## Search for Active Remote User

To search for Active Remote Users:

1. Click **Monitor > Users > Active Remote Users**. The Active Remote Users page displays.
2. In the **User ID** dropdown window, select the means by which to find the Active User. The options are User ID, Session ID, LAN IP, Protocol, Established.
3. Select the criteria by which to find the user. The options are equal to or contains.
4. Type the appropriate string in the search field and press Enter. All rows containing the configured criteria display in the table. Search criteria is not case sensitive.
5. You can click on a column heading to alphabetically sort all pages by that criteria. For example, to sort by User ID, click on the User ID column heading to view an alphabetical listing of the listed Users.
6. The current page number displays at the bottom-right. Select a new page number to begin with and the number of rows to follow using the Go to page field and the Retrieve pulldown on the bottom-right. The valid values are 50, 100 and 500. For example, enter Go to row 101 and select Retrieve 50 to begin sorting the rows on number 101 and end on number 151.

7. Select **Prev** or **Next** to view the pages before or after the current page.
8. Use the **Move** button to move a user to a different group in the table.
9. Click **Clear** to return to the original table.



## Delete an Active Remote User

To delete an active remote user:

1. Select the call.
2. Click **Delete**. If you delete the call while it is active, the call is disconnected.

## Update an Active Remote Users Page

Click **Refresh** to update the **Active Remote Users** page.

## Location

When a mobile device is connected to a preferred connection, the ShoreTel Connect Mobility Router gets information about the location of the mobile device as part of the communication between the device and the ShoreTel Connect Mobility Router.

To review the User Location report, click **Monitor > Users > Location**. The Location page consists of three tabs:

- Office
  - User ID
  - Device
  - Campus
  - Building
  - Floor
  - Wi-Fi SSID
  - Wi-Fi BSSID
- Home
  - User ID
  - Device
  - Name
  - Wi-Fi SSID
  - Wi-Fi BSSID
- Unknown
  - User ID
  - Device

- Wi-Fi SSID
- Wi-Fi BSSID

User Location can be searched for and filtered based on multiple criteria.

To search for User Location:

1. Click **Monitor > Users > Location**. The Location page displays.
2. In the **User ID** drop-down window, select the means by which to find the Active User. The options are **User ID, Campus, Building, Floor, BSSID, Wi-Fi SSID**.
3. Select the criteria by which to find the location. The options are equal to or contains.
4. Type the appropriate string in the search field and press Enter. All rows containing the configured criteria display in the table. The search criteria is not case sensitive.
5. You can click on a column heading to alphabetically sort all pages by that criteria. For example, to sort by User ID, click on the User ID column heading to view an alphabetical listing of the listed Users.
6. The current page number displays at the bottom-right. Select a new page number to begin with and the number of rows to follow using the Go to page field and the Retrieve pulldown on the bottom-right. The valid values are 50, 100 and 500. For example, enter Go to row 101 and select Retrieve 50 to begin sorting the rows on number 101 and end on number 151.
7. Select **Prev** or **Next** to view the pages before or after the current page.
8. Use the **Move** button to move a user to a different group in the table.
9. Click **Clear** to return to the original table.

## User Monitoring

The User Monitoring page monitors the activity of a specific user on the ShoreTel Connect Mobility Router. To review the User Monitoring report, click **Monitor > Users > Monitoring**.

In the **User ID** field, type the username of the user to be monitored, and click **Start**. The username entered must match a user ID on the ShoreTel Connect Mobility Router.

Real-time information of the activity on the ShoreTel Connect Mobility Router is displayed for the user specified. Information is refreshed every 5 seconds. Monitoring of the user is discontinued when you click Stop or navigate from the Monitoring the page.

## Top “N” Users

The Top “N” Users report can be used to display specific information about the most active users on the ShoreTel Connect Mobility Router. To review the Top “N” Users report, click **Monitor > Users > Top ‘N’**.

This information can be filtered to report on all the following types of criteria:

- Selection Type (All)
  - User ID—Provides report data on the user specified. Fill in the user ID if this option is selected. The entry must match a user ID on the ShoreTel Connect Mobility Router. Records are retrieved for the user specified.
  - Group Name—Provides report data on the group specified. Fill in group name if this option is selected. The entry must match a group name on the ShoreTel Connect Mobility Router. Records are retrieved for the group specified.
  - All—Provides report data on all users on the system. All records are retrieved.
- All (Total)—Specify the type of call data to be retrieved. Select from the following options:
  - VoIP—Reports only data for calls on VoIP.
  - Cell—Reports only data for calls on cellular.
  - Total—Reports data for all calls (cellular and VoIP).
- Time (Last 24 Hours)—Specify the time span of the records to be retrieved. Select from the following options:
  - Last 1 hour—retrieves records for the hour when the request is made. For example, if the request is made at 3:45 p.m., the record is displayed from 2:45 p.m. to 3:45 p.m.
  - Last 24 Hours—retrieves the record for the previous 24 hours. For example, if the request is made at 3:45 p.m., the record is displayed from yesterday at 3:45 to today at 3:45 p.m.
  - Last 7 Days—Retrieves records from the last 7 days, including the current day.
  - Last 30 Days—Retrieves records from the last 30 days, including the current day.
  - Custom—Specify a range of days/times in the From and To fields that appear if this option is selected.
- Number of Records (Records)—Specify the number of user records to be displayed. Select 10, 50, 100, 500.
- Report Type (Total Call Minutes)—Select the type of call information to be displayed. Select one of the following options:
  - Outgoing Call Minutes
  - Outgoing Call Attempts
  - Outgoing Call Failures
  - Outgoing Server Failures
  - Outing Call Connections

- Incoming Call Minutes
- Incoming Call Attempts
- Incoming Call Failures
- Incoming Server Failures
- Incoming Call Connections
- Average Call Duration
- Total Call Minutes
- Total Call Connections
- Total Video Minutes
- Total Video Connections
- Maximum Call Minutes
- Handover Attempts
- Handover Failures
- Handover Successes
- International Toll Minutes
- International Toll Connections

After all the reporting criteria have been specified, click **Apply**. A report with the criteria requested displays.

## Monitoring Redundancy Cluster Status

---

To review redundancy cluster status, click **Monitor > Clustering > Redundancy**. The Redundancy page displays.

The following basic cluster information is listed:

- Name—Cluster name
- Management Address—IP address of the virtual IP address used to manage the cluster
- Switchover—Switches from the master ShoreTel Connect Mobility Router to the Standby router.

Table 15 lists the information of the table on the Redundancy page.

**Table 15: Redundancy Information**

Column Title	Description
Node	Name of the cluster member
IP Address	Physical IP address of the cluster member
Role	Role of the cluster member: Master—Active node Standby—Standby node
State	Network status of the cluster member: Online Offline

## Monitoring System Status

You can review the status of the following:

- Interfaces (See [“Reviewing Interface Status”](#) on page 228.)
- Access points (See [“Reviewing Access Point Information”](#) on page 229.)
- Remote Access Counter (See [“Reviewing Remote Access Counters Information”](#) on page 231.)

## Reviewing Interface Status

You can review the status of the eth0, eth1, and loopback (lo) interfaces on the ShoreTel Connect Mobility Router. To review interface status, click **Monitor > System > Interfaces**.

Table 16 lists the interface information shown on the Interfaces page.

**Table 16: Interface Information**

Column Title	Description
Name	Interface name
IP Address	Interface IP address
MAC Address	Interface MAC address (Ethernet interfaces only)
Speed	Interface speed (Ethernet interfaces only)

**Table 16: Interface Information**

Column Title	Description
Admin Up	Indicates whether the interface can be administered
Link Up	Indicates whether the network link is up

## Reviewing Access Point Information

You can review information about the access points in your ShoreTel Mobility solution network. To review access point information, click **Monitor > System > Access Points**.

The Access Points page consists of the following tabs:

- **Office**—Lists all access points in the enterprise Wi-Fi network.
- **Home**— Lists access points in the Home Wi-Fi network.
- **Unknown**—Lists all access points whose location in the network the ShoreTel Connect Mobility Router has not yet determined.

Access Point Information can be searched for and filtered based on multiple criteria. To search for Access Points:

1. Click **Monitor > System > Access Points**. The Access Points page displays.

Refer to [“Reviewing Office Access Point Information” on page 230](#), [“Reviewing Home Access Point Information” on page 230](#), and [“Reviewing Unknown Access Point Information” on page 231](#) for specific information regarding the search options on these pages.

2. In the **Campus** dropdown window, select the means by which to find the Access Point. The options are Campus, Building, Floor, BSSID, Wi-Fi SSID.
3. Select the criteria by which to find the information. The options are equal to or contains.
4. Type the appropriate string in the search field and press Enter. All rows containing the configured criteria display in the table. The search criteria is not case sensitive.
5. You can click on a column heading to alphabetically sort all pages by that criteria. For example, to sort by BSSID, click on the BSSID column heading to view a numerical listing of the used BSSIDs.
6. The current page number displays at the bottom-right. Select a new page number to begin with and the number of rows to follow using the Go to page field and the Retrieve pulldown on the bottom-right. The valid values are 50, 100 and 500. For example, enter Go to row 101 and select Retrieve 50 to begin sorting the rows on number 101 and end on number 151.
7. Select **Prev** or **Next** to view the pages before or after the current page.
8. Use the **Move** button to move a user to a different group in the table.
9. Click **Clear** to return to the original table.

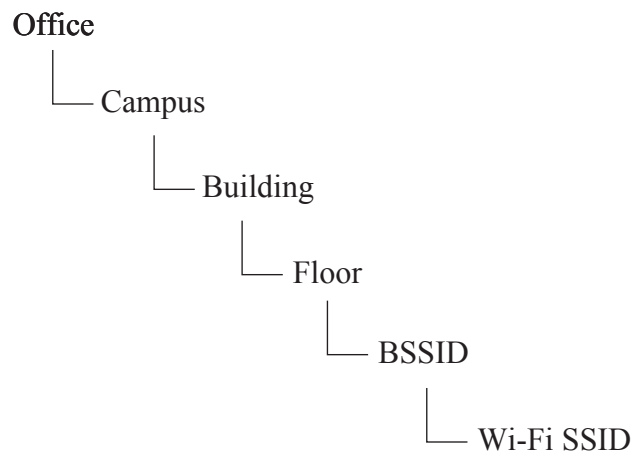
## Reviewing Office Access Point Information

To review information about access points in the office, click **Monitor > System > Access Points**. Select the **Office** tab.

**Table 17: Interface Information**

Column Title	Description
Campus	Campus in which the access point is located.
Building	Building in which the access point is located.
Floor	Floor on which the access point is located.
BSSID	Basic service set identifier (BSSID) of the access point.
Wi-Fi SSID	Service set identifier (SSID) of the access point
Tx Power (dBm)	Transmit power of the access point (from controller or fingerprints)
Route Point	Route Point associated with the access point.

The following shows the hierarchy for access points in the office:



## Reviewing Home Access Point Information

To review information about access points in the home, click **Monitor > System > Access Points**. Select the **Home** tab.

**Table 18: Office Access Point Information**

Column Title	Description
UserID	The name of the User.
Name	Name for the Access Point location.

**Table 18: Office Access Point Information**

Column Title	Description
BSSID	Basic service set identifier (BSSID) of the access point.
Wi-Fi SSID	Service set identifier (SSID) of the access point

### 17.0.0.1 Reviewing Unknown Access Point Information

If the ShoreTel Connect Mobility Router has not determined the location of an access point (for example, the location was not learned from integration with a WLAN controller), the access point is listed as unknown until the ShoreTel Connect Mobility Router learns the location.

To review information about unknown access points, click **Monitor > System > Access Points**. Select the **Unknown** tab.

**Table 19: Unknown Access Point Information**

Column Title	Description
BSSID	Basic service set identifier (BSSID) of the access point.
Wi-Fi SSID	Service set identifier (SSID) of the access point

## Reviewing Remote Access Counters Information

You can monitor counter information for all past remote sessions. Counter information is incremented until the ShoreTel Connect Mobility Router is rebooted, all ShoreTel Connect Mobility Router services are manually restarted, or the Remote Access service is manually restarted. After any of these events, the counter information is reset to zero, and the counter information is incremented until the next occurrence of one of these events.

To review information about remote access counters, click **Monitor > System > Remote Access Counters**.

The following general counter information is listed for all remote sessions:

- Handshake Attempts—Number of times a tunnel was attempted to be established
- Handshake Successes—Number of successful tunnel establishments
- Handshake Failures—Number of failed attempts to establish a tunnel
- Authentication Attempts—Number of user authentication attempts for remote provisioning
- Authentication Successes—Number of user authentication successes for remote provisioning
- Authentication Failures—Number of user authentication failures for remote provisioning
- Out of IP Failures—Number of tunnel establishment attempts after all client IP pool addresses are taken



- Tunnel Interface Create Failures—Failure to establish tunnel on eth0 interface
- Select Failures—Socket connection failed
- Receive UDP Packets—Number of UDP packets received by the ShoreTel Connect Mobility Router
- Receive UDP Bytes—Number of UDP bytes received by the ShoreTel Connect Mobility Router
- Certificate Authentication Successes—Number of successful certificate authentication attempts (client sends certificate to ShoreTel Connect Mobility Router and it verifies identity)
- Certificate Verify Failures—Number of failed certificate authentication attempts (client sends certificate to ShoreTel Connect Mobility Router and it verifies identity)
- Session Start Successes—After a handshake is successful and the tunnel is established, the number of times that clients sent proper session start requests, and the ShoreTel Connect Mobility Router responds successfully.
- Session Start Failures—Number of times the ShoreTel Connect Mobility Router denies requests.
- Permit List Check Failures—Client was not on permit list and tried to connect to the ShoreTel Connect Mobility Router, and the request is denied.
- Overlap Sessions—Client already has tunnel and session established but attempts to send session start request, but the ShoreTel Connect Mobility Router recognizes that there is an existing session.
- Session Timeouts—Number of sessions terminated due to client inactivity

The following session counter information is provided for sessions using TLS as the security protocol, sessions using DTLS as the security protocol, and all remote sessions:

- Total Sessions—Total number remote access sessions
- Active Sessions—Total number of current active remote access sessions
- Max Active Sessions—Maximum number of active sessions
- Rx Packets—Total number of packets received by the ShoreTel Connect Mobility Router
- Tx Packets—Total number of packets transmitted by the ShoreTel Connect Mobility Router
- Rx Bytes—Total number of bytes received by the ShoreTel Connect Mobility Router
- Tx Bytes—Total number of bytes transmitted by the ShoreTel Connect Mobility Router
- Rx Dropped—Total number of receive packets dropped by the ShoreTel Connect Mobility Router
- Tx Dropped—Total number of transmit packets dropped by the ShoreTel Connect Mobility Router
- SSL Reads—Number of times SSL sockets received requests from clients
- SSL Writes—Number of times SSL sockets sent responses to clients
- Tx Keep Alive—Number of times the ShoreTel Connect Mobility Router sent a keepalive message.

To refresh the data shown, click Refresh on the Counters tab.

# CHAPTER

# 18

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## Troubleshooting

Client and ShoreTel Connect Mobility Router logs are available to assist in troubleshooting the ShoreTel Connect <for Platform> and the ShoreTel Connect Mobility Router.

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# Managing Client Logs

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The ShoreTel Connect Mobility Router stores up to 500 client log files before replacing the oldest files.

## Reviewing Client Logs

To review a client log:

1. Click **Troubleshooting > Client Logs**. The **Client Logs** page displays.
2. Select a client log to review.
3. Click **View**. The client log opens in a new browser window.
4. Scroll through the log to review the activity for the selected client.
5. When finished, close the browser window.

## Saving Client Logs

You can save client logs to your computer's hard drive. To save a client log:

1. Click **Troubleshooting > Client Logs**. The **Client Logs** page displays.
2. Select the client log that you want to save.
3. Click **Save to Local Disk**.
4. Navigate to the location to which you want the log saved, and click **Save**. When the log is saved, a "Transfer complete" message displays on the **Client Logs** page.

The client log is saved to your computer as a text file with a filename using the following format:

```
user-id.directory-number.mobile-device-type.day_month_date_year_time.txt
```

The following is an example of a client log file name:

```
sydney.8000.N95.Mon_Aug_26_2008_15_10_55.txt.
```

## Deleting Client Logs

To delete a client log:

5. Click **Troubleshooting > Client Logs**. The **Client Logs** page displays.
6. Select the client log that you want to delete.
7. Click **Delete**. The client log is deleted from the ShoreTel Connect Mobility Router.

## Refreshing the Client Log List

To refresh the client log list:

1. Click **Troubleshooting > Client Logs**. The **Client Logs** page displays.
2. Click **Refresh**. The client log list is refreshed.

## Running Network Troubleshooting Commands

Run the following network troubleshooting commands:

- ping (See “Running ping” on page 236)
- traceroute (See “Running traceroute” on page 237)
- nslookup (See “Running nslookup” on page 237)
- netstat (See “Running netstat” on page 238)

### Running ping

Run the ping command to check the reachability of a host and network connectivity. The ping command sends Internet Control Message Protocol (ICMP) echo request messages to the host and listens for ICMP echo response messages from the host.

To run the ping command:

1. Click **Troubleshooting > Commands**.
2. In the Command list, select **ping**.
3. In the **Host** field, type the IP address or name of the device that you are trying to ping.
4. Click **OK**. The ping output displays.

The following is an example of ping output:

```
PING 192.168.1.10 (192.168.1.10) 56(84) bytes of data.  
64 bytes from 192.168.1.10: icmp_seq=1 ttl=63 time=0.319 ms  
64 bytes from 192.168.1.10: icmp_seq=2 ttl=63 time=0.165 ms  
64 bytes from 192.168.1.10: icmp_seq=3 ttl=63 time=0.311 ms  
64 bytes from 192.168.1.10: icmp_seq=4 ttl=63 time=0.208 ms  
64 bytes from 192.168.1.10: icmp_seq=5 ttl=63 time=0.355 ms  
  
--- 192.168.1.10 ping statistics ---  
5 packets transmitted, 5 received, 0% packet loss, time 4001ms  
rtt min/avg/max/mdev = 0.165/0.271/0.355/0.074 ms
```

The output lists five ping attempts to 192.168.1.10 and a summary of the attempts.

## Running traceroute

Run the traceroute command to check the route packets that take to a specified host. To run the traceroute command:

1. Click **Troubleshooting > Commands**.
2. In the Command list, select **traceroute**.
3. In the **Host** field, type the IP address or name of the device for which you want to trace the route.
4. Click **OK**. The traceroute output displays.

The following is an example of traceroute output:

```
traceroute to www.example.com (192.168.5.39), 30 hops max, 40 byte packets
 1  192.168.5.39 (192.168.5.39)  0.479 ms  0.864 ms  1.051 ms
 2  server10.example.com (192.168.2.21)  1.989 ms  2.186 ms  2.250 ms
```

The first row of the output lists the target destination, maximum number of hops, and packet size. Each numbered row provides information about one hop. The rows are listed in the order in which the hops occur, starting with the hop closest to the ShoreTel Connect Mobility Router. Each row for a hop lists the time in milliseconds (ms) for each packet to reach the destination and return to the host.

## Running nslookup

Run the nslookup command to get Domain Name System (DNS) information for a specified host. To run the nslookup command:

1. Click **Troubleshooting > Commands**.
2. In the Command list, select **nslookup**.
3. In the **Host** field, type the IP address or name of the device for which you are trying to look up.
4. Click **OK**. The nslookup output displays.

The following is an example of nslookup output:

```
Server:      server1.example.com
Address:     192.168.8.4

Name:        server2.example.com
Address:     192.168.2.240
```

The first two lines list the name and IP address of the device providing the information for the nslookup request. The last two lines provide the name and IP address of the device being looked up.

## Running netstat

Run the netstat command to get information about incoming and outgoing network connections, routing tables, and network interface statistics.

The following options are supported with the netstat command:

-a	-g	-N	-t
-C	-i	-o	-u
-e	-l	-r	-v
-F (default)	-n	-s	-w

The following options are not supported with the netstat command:

- -C
- -M
- -p

To run the netstat command:

1. Click **Troubleshooting > Commands**.
2. In the Command list, select **netstat**.
3. (Optional) In the **Flags** field, type the options that you want to use with the netstat command.
4. Click **OK**. The netstat output displays.

## Running Sniffer

Run the Sniffer to monitor the command exchange between the ShoreTel Connect Mobility Router and the associated IP-PBX.

1. Select **Troubleshooting > Commands**.
2. Select **Start Sniffer**, or use the keyboard shortcut CTRL+ALT+S.
3. Use the associated controls below the Sniffer screen to Search for a specific string, copy to the clipboard, clear the screen, or close the Sniffer. The string is not case-sensitive. A list of up to 50 messages displays. Select/highlight the message to display the details below.

## Internal Call Routing Table

Select **Troubleshooting > Internal Call Routing Table** to display the internal call routing table used by the SIP Server to route calls to the various internal modules. This table is useful for debugging voice call routing issues.

## Managing ShoreTel Connect Mobility Router Logs

To view the ShoreTel Connect Mobility Router logs:

1. Click **Troubleshooting > Mobility Router Log > View**. The Mobility Router log displays in a separate browser window with the most recent data displayed first.
2. Scroll through the log to review the activity for the ShoreTel Connect Mobility Router. Switch the display from the Current Log to the Archived Logs by selecting one of the Archived Logs from the list at the side of the page.
3. Click the **Prev** and **Next** buttons to view additional pages of data.

The ShoreTel Connect Mobility Router keeps a log that provides detailed information that you can use when troubleshooting. The current ShoreTel Connect Mobility Router log is named “messages”, and it is stored uncompressed on the ShoreTel Connect Mobility Router. Archived ShoreTel Connect Mobility Router logs are stored as files that are compressed by the GNU zip (gzip) utility. The gzip utility is available on most UNIX-based systems. Third-party compression utilities, such as WinZip, also support this compression format. For more information about gzip, see <http://www.gnu.org/software/gzip/>.

How many and how often ShoreTel Connect Mobility Router logs are archived are determined by the local log configuration settings, as described in [“Configuring Local Log Settings” on page 17](#). Archived ShoreTel Connect Mobility Router logs are named messages.*n*.gz, where *n* is a number starting with one and incremented for each archived log (for example, messages.5.gz).

Archivable log modules are:

**Table 20: Unknown Access Point Information**

Log Name	Description
Infrastructure	Complete message log of the system.
Configuration	SMR configuration daemon logs.
Directory	SMR Directory daemon logs (useful for Active Directory query related logs).
Database	The Database Server manages the SMR configuration and monitored data stored on the Postgres DB.
Media Processor	Media processing events (e.g. transcoding, etc.).



**Table 20: Unknown Access Point Information**

Log Name	Description
Mobility	SMR mobility daemon logs (useful for location, fingerprinting related logs).
OLP	The Off-Line Processing (OLP) Server retrieves configuration and monitoring data via the database server and helps with such off-line processing tasks as CDR export, call summary reporting and trending, etc.
Provisioning	Provisioning of SMRC log events.
Remote Access	Secure Remote Voice (a.k.a Secure Tunnel [RAST] in log data) log events.
Session Logger	CDR and call statistics related log events.
SIP	SIP protocol and Call log events.
UC	Presence & IM log events.

To set SIP server submodule levels, use following:

1. Call Control - incoming and outgoing user call information including SIP, CAC and HMP.
2. Registration - server and client registration information
3. UC - presence related information
4. Framework - SIP configuration, high availability and call detail record information
5. Filter by User ID - enter the User ID for a particular user to troubleshoot for that user only. This feature is useful when there are multiple users in the system and there is need to troubleshoot for a specific user. Log entries for other users are discarded.
6. Strict Filtering - check this option to strictly filter the log specified in "Filter by User ID".
7. Miscellaneous - all categories not covered by the previous selections.
8. Click Apply to save changes.

To save a ShoreTel Connect Mobility Router log:

1. Click **Troubleshooting > Mobility Router Logs**.
2. To view current logs, select the **Current** tab.
3. Use the **Log Name** field to select the ShoreTel Connect Mobility Router log you want to save or view. There are 3 ways to view the log:
  - a. Click **View** to see the contents of the entire file.
  - b. Click **View Continuous** to see the data in the file as it is written.

- c. Click **Save to Local Disk** to select a location to download the ShoreTel Connect Mobility Router log, then click Save. When the log is saved, a “Transfer complete” message displays on the Mobility Router Logs page.
    - The ShoreTel Connect Mobility Router log is saved to your computer. By default, if you save the current ShoreTel Connect Mobility Router log, it is saved as a text file named `mobility_router_log.txt`. If you save an archived server log, it is saved as a file compressed with gzip (for example, `messages.5.gz`).
4. To view/save older logs, select the **Archive** tab. Refer to “[Configuring Logging and Monitoring Options](#)” on page 12 for information on configuring the details of the log files. The files shown in the Archive tab are dependent upon these settings.
  - a. Select a file and click **Save**.
  - b. Select a location to download the ShoreTel Connect Mobility Router log, then click **Save**. When the log is saved, a “Transfer complete” message displays on the Mobility Router Logs page.
    - The ShoreTel Connect Mobility Router log is saved to your computer. By default, if you save the current ShoreTel Connect Mobility Router log, it is saved as a text file named `mobility_router_log.txt`. If you save an archived server log, it is saved as a file compressed with gzip (for example, `messages.5.gz`).

Use a utility such as gunzip or a third-party compression utility, such as WinZip, that supports the .gz format to decompress the archived ShoreTel Connect Mobility Router log. After you decompress the file, you have an ASCII file, which you can open in a text editor.

## Managing Technical Support Snapshots

If you need to contact Technical Support, you might be asked to provide a support snapshot, which is a compressed file that contains files that provide information about the ShoreTel Connect Mobility Router.

### Generating Support Snapshots

When you generate a support snapshot, a set of files containing diagnostic information is compressed (.tgz) and added to the ShoreTel Connect Mobility Router.

To generate a support snapshot:

1. Click **Troubleshooting > Support Snapshots**.
2. Click **Generate**. A support snapshot is generated and displays on the Support Snapshots page.

The snapshot name is in the following format:

```
sysdump-server_name-timestamp.tgz
```

where timestamp is the year, month, day, and time (for example, sysdump-server1-20080902-094428.tgz).

## Reviewing Support Snapshots

After generating a support snapshot, you can review a summary of the snapshot. To review a support snapshot:

1. Click **Troubleshooting > Support Snapshots**.
2. Select the support snapshot that you want to review.
3. Click **View**. The support snapshot summary is opened in a new Web browser window.
4. Close the browser window when you are finished reviewing the support snapshot.

## Saving System Snapshots

After generating a support snapshot, you can save it to your computer's hard drive. To save a support snapshot:

1. Click **Troubleshooting > Support Snapshots**.
2. Select the support snapshot that you want to save.
3. Click **Save**. Select a location to download the ShoreTel Connect Mobility Router log, then click **Save**.
4. Navigate to the location to which you want to save the support snapshot, and if necessary, change the name of the snapshot.

By default, the name of the snapshot is in the following format:

```
sysdump-server_name-timestamp.tgz
```

where timestamp is the year, month, day, and time (for example, sysdump-server1-20080902-094428.tgz).

5. To save the snapshot, click **Save**.

As the snapshot is saved, you can see the progress of the save process on the Support Snapshots page. When the save process is complete, a "Transfer complete" message displays on the Support Snapshots page. The snapshot is saved as a .tgz file.

Support snapshots are compressed by the GNU zip (gzip) utility. The gzip utility is available on most UNIX-based systems. Third-party compression utilities, such as WinZip, also support this compression format. For more information about gzip, see <http://www.gnu.org/software/gzip/>.

## Deleting System Snapshots

After generating a support snapshot, you can delete it from the ShoreTel Connect Mobility Router. To delete a support snapshot:

1. Click **Troubleshooting > Support Snapshots**. The **Support Snapshots** page displays.
2. Select the support snapshot that you want to delete.
3. You can select multiple snapshots to delete. To select contiguous snapshots, press the Shift key while selecting the snapshots. To select non-contiguous snapshots, press the Ctrl key while selecting the snapshots.
4. Click **Delete**.
5. When prompted to confirm whether you want to delete the snapshot, click **OK**. The snapshot is deleted from the ShoreTel Connect Mobility Router.

## Capturing Packets

You can capture (dump) packet details on a specific interface by using the Packet Capture function.

To capture packets:

1. Click **Troubleshooting > Packet Capture**.
2. Select the Interface on which to capture the packets. Valid interfaces are Any, Eth0, Eth1 and lo (loopback).
3. Select the **Protocol** to capture. The options are ARP, ICMP, TCP and UDP.
4. Enter number of packets to be captured. The range is 1-100000.
5. Enter the range of ports to be included in the capture in the Start and End fields.
6. You can capture the packets using the following options:
  - In order to save the capture in a pcap format, select **To File** radio button. Perform the required troubleshooting, and in the **Capture Output** area press **Esc**. Click **Save** to collect your current capture.
  - For a live feed, select **To Browser** radio button, and then click **Start Capture**. Use the **Capture Output** area to view the capture. The following is an example of ARP capture details:

```
tcpdump: listening on eth0, link-type EN10MB (Ethernet), capture size 65535 bytes
13:15:13.770168 arp reply 192.168.3.20 is-at 00:30:48:63:02:cc 13:15:13.779377 arp
who-has 192.168.3.20 (Broadcast) tell 192.168.3.20 13:15:28.785852 arp reply
192.168.3.20 is-at 00:30:48:63:02:cc 13:15:28.793387 arp who-has 192.168.3.20
(Broadcast) tell 192.168.3.20 13:15:43.803708 arp reply 192.168.3.20 is-at
00:30:48:63:02:cc 13:15:43.812843 arp who-has 192.168.3.20 (Broadcast) tell
192.168.3.20 13:15:58.821968 arp reply 192.168.3.20 is-at 00:30:48:63:02:cc
13:15:58.830004 arp who-has 192.168.3.20 (Broadcast) tell 192.168.3.20
13:16:13.837083 arp reply 192.168.3.20 is-at 00:30:48:63:02:cc 13:16:13.844120 arp
who-has 192.168.3.20 (Broadcast) tell 192.168.3.20 13:16:17.598572 arp who-has
192.168.3.1 tell 192.168.3.136 13:16:28.852448 arp reply 192.168.3.20 is-at
00:30:48:63:02:cc 13:16:28.861481 arp who-has 192.168.3.20 (Broadcast) tell
192.168.3.20 13:16:43.868711 arp reply 192.168.3.20 is-at 00:30:48:63:02:cc
```

```
13:16:43.875797 arp who-has 192.168.3.20 (Broadcast) tell 192.168.3.20
13:16:51.004425 arp who-has 192.168.3.138 tell
```

7. To save a summary of the dump, click **to File** then click **Save**. Select a location to download then click **Save**.

## Test Dialer

---

The test dialer is used to troubleshoot call processing and signalling issues in the ShoreTel Connect Mobility Router with respect to the user.

To test a user's incoming or outgoing calls through the ShoreTel Connect Mobility Router:

1. Click **Troubleshooting > Test Dialer**.
2. Select **Enable**. Enter a valid User ID for the test.
3. Select **Client** to test outgoing calls from the user's device, or **Line** to test incoming calls to the user's device. This step may be performed for more than one user at a time.
4. Once enabled, enter a number in the **Dial To** field. You can log the information, as well as drop one or all calls after the test has run.
5. Disable the user in the Test Dialer when the testing is complete.

# APPENDIX

# A

---

## Deployment Best Practices

The following section contains best practice information to aid in the deployment of a ShoreTel Connect Mobility Router:

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# ShoreTel Connect Mobility Router Ports

The following table lists the TCP/IP ports that are utilized on the ShoreTel Connect Mobility Router for communications as described in [“Managing Remote Access” on page 6-31](#). As shown in the table, some of these ports are configurable by the Administrator.

**Table 21: ShoreTel Connect Mobility Router ETH 0 Ports Used in Line-Side Integration**

Item #	Port Name	SMR	Remote Party		Transport	Connection Direction	Configurable	Notes
		Port Range	Device	Port				
1	SSH Server	22	Any SSH Client	1024+	TCP (SSH)	To SMR	No	Secure Shell (SSH)-used for secure logins, file transfers (SCP, SFTP) and port forwarding. SSH clients initiate SSH connections to the SMR.
2	HTTP Server	80	Web Browsers or RA Clients on local Wi-Fi	1024+	TCP (HTTP, RAMP)	To SMR	No	Web Server's HTTP port, used for RAMP, SMR UI. User and Admin portal URLs on this port are redirected to the https port. SMR receives Web Service requests from web browsers and RA Clients and send responses.
3	NTP Client	123	NTP Server	123	UDP (NTP)	Bi-Directional	No	Used for time syncing with the external NTP server. SMR also listens on that port for NTP query responses.
4	SNMP GET/SET	161	SNMP Clients	1024+	UDP (SNMP)	To SMR	No	SMR's SNMP agent receives queries and send responses. The SMR also queries WLAN controller for BSSID and TX power information of each AP.
5	SNMP Trap Receiver	162	WLAN Controllers	1024+	UDP (SNMP)	To SMR	No	SMR receive trap notifications from WLAN controllers. Information in the TRAP message includes TX Power change notification, which is used by the Symbian clients to make handover decision.
6	HTTPS Server	443	Web Browsers or RA Clients on local Wi-Fi	1024+	TCP(HTTPS, RAMP)	To SMR	NO	Web Server's HTTPS port, used for RAMP and SMR UI. SMR receives Web Service requests from web browsers and RA Clients and send responses.
7	RAST Server	443	RA Clients on remote Wi-Fi or Cell Data	1024+	TCP (TLS) UDP (DTLS, ADS)	To SMR	Yes	SMR RAST Server's TCP and UDP port for TLS and Datagram TLS respectively. Used for Secure Remote Access when RA clients are on remote Wi-Fi or cell data.

**Table 1: ShoreTel Connect Mobility Router ETH 0 Ports Used in Line-Side Integration (continued)**

Item #	Port Name	SMR	Remote Party		Transport	Connection Direction	Configurable	Notes
		Port Range	Device	Port				
10	SIP Server	5060	PBX or RA Clients	5060	UDP/TCP	Bi-Directional	Yes	Standard SIP Port for SIP conversation between RA Client and SMR as well as SMR and PBX. The communication is bi-directional - if there is a firewall between the SMR and PBX or SMR and RA Clients on Wi-Fi, the port needs to be opened in both directions.
11	Secure SIP	5061	RA Clients	5061	TCP(SIP-TLS)	Bi-Directional	Yes	Standard SIP-TLS Port for Secure SIP conversation between RA Client and SMR. The communication is bi-directional. If there is firewall between the SMR RA clients in enterprise Wi-Fi, the port needs to be opened in both directions. Currently only supported on Symbian client.
12	SIP Trunk	5068	PBX (Trunk Switch)	5068	UDP/TCP	Bi-Directional	Yes	SIP Port used for trunk side communication between SMR and the PBX. This port is configurable in most PBX. The communication is bi-directional - If there is a firewall between the SMR and PBX, the port needs to be opened in both directions.
13	RAST Server Flow Ports	15000 to 25000	IP Phones or Media Gateways	1024+	UDP/TCP	Bi-Directional	Yes (CLI)	The ports in this range are used by the RAST server for Flow-based RAST connections used by BB, iPhone and Android clients. Nokia clients use IP-based RAST connection. SMR uses the first available port starting from 15000 to establish a flow (SIP, RTP or RAMP connection) for a remote RA Client. When the connection is no longer needed, the flow is closed and the port is released. SMR uses a SMART logic to reuse the ports to keep this port range small. For small number of remote clients, allocating 2 ports for every client should be sufficient. To maintain sufficient margin, at least 100 ports are recommended even for small number of clients. Data exchanged is RTP, SIP Signaling or HTTP (for RAMP). The communication is bi-directional - If there is a firewall between the SMR and IP Phones or Media Gateways the ports need to be opened in both directions.
14	Media Server RTP Ports	25370 to 32000	IP Phones or Media Gateways	1024+	UDP(RTP)	Bi-Directional	Yes (CLI)	The ports in this range are used by the SMR Media Server. The Media Server opens the first available port starting from 25370 when it needs to provide a service that requires RTP media pass through the mobility router. The following services require media pass through: <ul style="list-style-type: none"> <li>• 3-way conference hosted by the SMR</li> <li>• Music On Hold</li> <li>• Force media bridging through the SMR</li> <li>• Media Transcoding</li> <li>• DTMF detection for cellular calls</li> </ul> The SMR attempts to close the ports as soon as the call is terminated and it uses a smart logic to reuse the ports to keep this port range as small as possible. For small number of clients, allocating 2 ports for every client should be sufficient. To maintain sufficient margin, at least 100 ports are recommended even for small number of clients. Data exchanged is RTP. The communication is bi-directional - If there is a firewall between the SMR and IP Phones or Media Gateways the ports need to be opened in both directions.



**Table 1: ShoreTel Connect Mobility Router ETH 0 Ports Used in Line-Side Integration (continued)**

Item #	Port Name	SMR	Remote Party		Transport	Connection Direction	Configurable	Notes
		Port Range	Device	Port				
15	Nokia Remote RTP Ports	42000 to 42100	IP Phones or Media Gateways	1024+	UDP(RTP)	Bi-Directional	Yes (CLI)	A Symbian RA Client uses this range of ports to send and receive RTP media on an SRV call. The client exchanges the complete IP packets with the SMR inside the RAST tunnel, and the SMR bridges the client's IP packets via its Eth0 interface. Note that iPhone, Android and BB clients are different in this aspect as they use RAST Server Flow Ports for this purpose. The communication is bi-directional - If there is a firewall between the SMR and IP Phones or Media Gateways the ports need to be opened in both directions.
16	RA Client RTP Ports	42000 to 42100	SMR, IP Phones or Media Gateways	1024+	UDP(RTP)	Bi-Directional	Yes (CLI)	An RA Client uses this range of port to receive and send RTP media when the client is on the local corporate wireless network. The communication is bi-directional - If there is a firewall between corporate IP media endpoints (SMR, IP Phones, Media Gateways) and RA Clients on local Wi-Fi the ports need to be opened in both directions.
17	SIP Server Registration Client Ports	50000 to 60000	PBX Line-side Interface	5060	TCP/UDP	Bi-Directional	No	SMR uses the ports in this range to uniquely identify clients to the PBX. SMR registers each client to the PBX with a unique SIP contact that has same IP but unique port. The port value starts from 50000 and goes up to 60000. If a customer has 100 users, the ports from 50000 to 50100 will be used for this purpose. Default transport is UDP but it can be changed to TCP. The communication is bi-directional - if there is a firewall between the SMR and PBX, the ports need to be opened in both directions.

# Secure LDAP Certificate Requirements for Active Directory Domain Controllers

---

When an enterprise has a multi-tier (such as a two-tier or three-tier) CA hierarchy, the enterprise may not automatically have the appropriate certificate for LDAPS authentication on the domain controller. In order to enable Secure LDAP in a multi-tier CA hierarchy, request a certificate that meets the following requirements:

- The Certificate must be valid for the purpose of Server Authentication. This means that it must also contain the Server Authentication object identifier (OID): 1.3.6.1.5.5.7.3.1
- The Subject name, or the first name in the Subject Alternative Name (SAN), must match the Fully Qualified Domain Name (FQDN) of the host machine, such as Subject: CN= mobility-MOBILITYDC-CA.mobility.shoretel.com or (DC=com, DC=shoretel, DC=mobility, CN=mobility-MOBILITYDC-CA). For more information, see *How to add a Subject Alternative Name to a secure LDAP certificate* at <http://support.microsoft.com/kb/931351>.

This Active Directory CA certificate needs to be exported from the Active Directory Server and then imported to the ShoreTel Connect Mobility Router to complete the Secure LDAP procedure in “[Adding a Directory Server Group](#)” on page 8-62, at [Step 23](#).

To export the CA certificate on the Active Directory server:

1. Log on as either a member of the local Administrator security group for stand-alone computers, or a member of the Domain Administrator security group for computers that are connected to the domain.
2. Click **Start > Administrative Tools > Certificate Authority** to open the CA Microsoft Management Console (MMC) GUI.
3. Highlight the CA machine then right-click and select **Properties** for the CA.
4. From the **General** menu, select **View Certificate**.
5. Select the **Details** view, and click the **Copy to File...** button on the lower right corner of the window.
6. Use the **Certificate Export Wizard** to save the CA certificate in Base 64 encoded X.509 (.CER) format.
7. Save the certificate. This certificate is a text file which you can open in a text editor and copy / paste as needed.

## URL-Based Dialing

---

Use the URL-based dialing feature to join conferences or dial extension digits to an automated attendant using the associated link in a conference meeting invitation. The VoIP URL dials the conference access number, followed by a short pause/delay and any Meeting/Participant code.

This feature is supported on iOS devices with the following syntax.

**Table 22: URL-Based Dialing Per Device**

Device	Wait/prompt	2 second pause
iOS	";"	" "

The feature is available under the following conditions:

- A device using the ShoreTel Connect <for Platform> is in corporate/enterprise Wi-Fi network.
- A device using the ShoreTel Connect <for Platform> is in Cellular Network and has registered to the ShoreTel Connect Mobility Router for Secure Enterprise Features.
- A device using the ShoreTel Connect <for Platform> is in the Remote Wi-Fi Network and has registered to the ShoreTel Connect Mobility Router for Secure Enterprise Features.

The following are example uses of this feature:

**Table 23: Supported Formats**

Format	iPhone
Plain Text Email	<input checked="" type="checkbox"/>
HTML Based Email	<input checked="" type="checkbox"/>
Hypertext link within an Email	-
Microsoft® Outlook Calendar Invite	<input checked="" type="checkbox"/>

**Table 24: Example Uses**

Description	Example Syntax
VoIP url with , and ; characters sent in an email where the email format is Plain-text format	voip://2113, #;1234567#
VoIP URL sent in a calendar INVITE from the OUTLOOK Exchange client on PC (new meeting). The Client opens the calendar appointment and the user can click the voip URL in NOTES section.	Refer to <i>iPhone User Guide</i> for examples.
VoIP URL in a Calendar INVITE sent from the OUTLOOK Exchange through ShoreTel UCB Outlook Plugin (manually added VoIP URL as part of UCB Details in invite).	Refer to <i>iPhone User Guide</i> for examples.

**Note**

Functionality may vary depending on the device.

Refer to the ShoreTel Connect <for Platform> User Guides for usage examples and more information per device.

## Providing Android Client Images to Users without Direct Access to the ShoreTel Connect Mobility Router

By default, the ShoreTel Connect Mobility Router is shipped with images of the ShoreTel Connect <for Platform> and Calibrate applications for each supported mobile device platform. Follow the procedures in [“Installing Client Images” on page 16-202](#) for downloading images directly from the ShoreTel Connect Mobility Router when using the corporate network.

In addition, you can download images from the ShoreTel Connect Mobility Router for availability to Android users outside of the local (corporate) network using the following procedure:

1. Click **Maintenance > Images > Client**.
2. Select the appropriate client image.
3. Save the **.apk** file to an appropriate location from which users can access and download as needed.

**Tip**

An alternative location, such as a website, may be used to host the file.

## Self-Provisioning of Users

You can configure the provisioning process for users to simplify their initial setup. Self-provisioning information can be sent in an email as a URL that launches provisioning automatically, as a web page, or as a QR code. Refer to [Provisioning URL for iOS and Android](#) on page 206 for information regarding constructing your own provisioning URL that can be used to automate setup on iOS and Android devices.

Notify the user their ShoreTel Connect Mobility Router account has been set up, and instruct them to configure their device(s).

## Local Users

To send initial configuration information to a local user:

1. Generate an email.
2. Provide a copy of the ShoreTel Connect Mobility Router address, for example “http://10.11.12.13/i” and instruct the user to follow the procedures on that page.
3. The user uses the link to setup their device(s).



---

### Tip

To provide the user with better automation, you can include the Username in the initial configuration information.

To add the username, add the parameter “?userid=<username>” to the link in Step 2.

For example, `http://10.11.12.13/i?userid=bobsmith`

The password can also be added by including “&pw=<password>”. Please use caution if using this approach for setting up your users. The password is clear text.

For example, `http://10.11.12.13/i?userid=bobsmith&pw=bobspassword123`

---



---

### Note

The user needs to know their username and password to complete the setup process on the device.

---

## Remote Users

Remote access users do not have access to the ShoreTel Connect Mobility Router installation web page (<http://shoretel\_mobility\_router/i>).

iPhone users download the application from the App Store. Android users can also use “[Providing Android Client Images to Users without Direct Access to the ShoreTel Connect Mobility Router](#)” on [page A-251](#) to download the application.

To send the information to a remote user:

1. Generate an email.
2. Open the ShoreTel Connect Mobility Router installation web page, for example: `http://10.11.12.13/i`.
3. Copy the “**Provisioning**” section from the web page and paste into the email.



---

### Note

The link provided in “**or view this page on your device and click Here**” is not applicable on Android devices. This is an Android limitation.

---

**Tip**

To provide the user with better automation, you can include the Username in the initial configuration information.

To add the username, in [Step 2](#), add the parameter “?userid=<username>” to the ShoreTel Connect Mobility Router installation web page address.

For example, `http://10.11.12.13/i?userid=bobsmith`

The password can also be added by including “&pw=<password>”. Please use caution if using this approach for setting up your users. The password is clear text.

For example, `http://10.11.12.13/i?userid=bobsmith&pw=bobspassword123`

## Integrating ShoreTel Connect Mobility Router with ShoreTel Connect

There are two methods to integrate the ShoreTel Connect Mobility Router with ShoreTel Connect depending on whether or not the user has an IP (Desk) Phone.

When the user’s IP (Desk) Phone is the primary phone, the ShoreTel Connect <for Platform> supports the following ShoreTel “Enhanced Mobility” features:

**Table 25: ShoreTel Connect Enhanced Mobility Features**

Function Name	Description
Extension Assignment	Provides a list of phone numbers that you can use as alternate numbers instead of your desk phone for routing incoming calls.
Visual Voice Mail	Displays the number of voice mail messages in the voice mailbox, and displays textual information of messages, such as date, time and duration.
Availability State	Changes the availability on the ShoreTel Connect <for Platform> (Available, Vacation, Do Not Disturb, etc.)

Refer to [Configuring Enhanced Mobility](#) for information on configuring the ShoreTel IP PBX for “Enhanced Mobility.”

If the user’s ShoreTel Connect <for Platform> is the primary phone, the ShoreTel Connect Mobility Router must be configured as the “primary line.” In this case, the ShoreTel Connect <for Platform> supports the ShoreTel “Enhanced Mobility” features described in [Table 25](#), as well as ShoreTel Connect In-Call functions shown below:

**Table 26: ShoreTel Connect In-Call Functions**

Function Name	Description
Dial	Make call.
Answer	Accept call.
Hang up	Discontinue call.
Mute/Unmute	Listen to party without being heard/return to normal conversation.
Hold/Unhold	Suspend current call without hanging up/return to normal conversation.
Blind Transfer	Transfer call without introduction to the recipient of the transfer.
Consult Transfer	Transfer call after introducing the call to the recipient.
Mailbox Transfer	Transfer call to recipient's voice mailbox.
Voice Mail Transfer	Transfer call to your voice mailbox.
Transfer to AA	Transfer call to Auto-Attendant.
Blind Conference	Add a participant.
Consult Conference	Add a participant after introducing the conference to the participant.
Drop a Conference Participant	Remove a participant from a conference.
Conference Hold/Unhold	Suspend current conference without hanging up/return to normal conference mode.
Transfer Intercom	Transfer a call to a phone's intercom.
Transfer Whisper	Transfer a call and introduce the call without the 3rd party hearing the introduction.
Intercom	Make a call to a phone's intercom.
Conference Intercom	Add a participant to a conference using the participant's phone intercom.
Conference Intercom	Add a participant to a conference using the participant's phone intercom.
Overhead Page	Make a call to a paging system.
Whisper Page	Intervene in a call and speak to your colleague without the other party knowing. In this mode, you are unable to hear the other caller, as well; you are not listening in on the conversation but just communicating with your colleague.
Transfer to Voice Mailbox while Ringing	Transfer a call to voice mailbox while the call is still ringing.
Call a Voice Mailbox	Leave a voice mail message rather than speak to the recipient.
Record Call	Record your call.
Record Extension	Record someone else's call.

Refer to [Controlling ShoreTel Connect for Android or iOS with ShoreTel Connect client](#) for steps on how to configure the ShoreTel Connect Mobility Router as a “primary line”.

## Configuring Enhanced Mobility

Refer to the ShoreTel Connect Mobility Router Integration Guide for ShoreTel Connect ONSITE, section *Configuring Users—Enabling Mobility Access for Individual Users* for information regarding configuring Enhanced Mobility.

## Enhanced Mobility Extension Considerations

When you upgrade to ShoreTel Connect in combination with ShoreTel Connect Mobility Router 9.0, user details such as the enhanced mobility extension or the client username do not change. When you modify any other part of the enhanced mobility user's record in ShoreTel Connect Director, the mobility application number configured for the user is modified. This modification invalidates the SIP registration for the enhanced mobility user. When the SIP registration is invalidated, the enhanced mobility user cannot use the mobility application on the device. To work around this issue, the administrator must modify the client username in the ShoreTel Connect Mobility Router.

When you create a new enhanced mobility user record in ShoreTel Connect Director, the client username is appended with an underscore and two or three random digits. For example, the client username for a new enhanced mobility user might be Bob\_Smith\_<extension>\_xxx or Bob\_Smith\_<extension>\_xx.

## Controlling ShoreTel Connect for Android or iOS with ShoreTel Connect client

Several ShoreTel Connect features are available on ShoreTel supported mobile devices. The controls for integrating and enabling these features are administered using the ShoreTel Connect Mobility Router and ShoreTel Connect <for Platform> (ShoreTel Connect for Android or ShoreTel Connect for iOS).

ShoreTel Connect integration with the ShoreTel Connect <for Platform> requires the ShoreTel Connect Mobility Router to be designated as a primary line or extension on the ShoreTel IP PBX.



---

**Note**

ShoreTel Connect integration is not supported for cellular network calls.

---

Complete the following steps to designate the ShoreTel Connect Mobility Router as a primary line on the ShoreTel IP PBX.

1. Access ShoreTel Connect Director.
2. Click **Administration > Users > Users**.
3. Click the **General** tab.
4. Note the extension number in the “**Extension**” field. It will be used in [Step 8](#).



5. Click the **Telephony** tab.
6. Uncheck **Enable enhanced mobility with extension** check box. This registers the ShoreTel Connect Mobility Router to the ShoreTel IP PBX as the primary line/extension. When this option is unchecked, Connect Controlled Device (CCD) settings are available on the mobile device. If this is an existing ShoreTel IP PBX user, that user's desk phone displays "Available" and outbound calls are displayed with the caller ID "anonymous". If this is a new user, the mobile device becomes the primary device.
7. On the ShoreTel Connect Mobility Router, click **Configuration > Groups and Users > User**. Select the **Line** tab.
8. Enter the extension **Number** from **Individual Users** from [Step 4](#) in the **PBX Side Digest User ID** field. (Note: Optionally, use the **Client Username** ID from ShoreTel Connect Director in the ShoreTel Connect Mobility Router's **User ID** field.)
9. Confirm the **SIP Password** in ShoreTel Connect Director is the same password in the ShoreTel Connect Mobility Router as shown.
10. Save/Apply your changes.

Refer to [Assigning a Connect Controlled Device](#) on page 157 for information on making an individual user's phone/device a Connect Controlled Device. Refer to the ShoreTel Mobility device User Guide for more information on enabling Connect Controlled Device on the individual phone/device.

**Note**

ShoreTel Connect integration is intended for users whose sole device is the ShoreTel Connect <for Platform>. *Extension re-assignment is not supported*. ShoreTel may extend the capabilities of integration to include extension re-assignment in a future release.

## Using Video with ShoreTel Mobility

The following steps integrate ShoreTel Mobility video functionality between ShoreTel Connect for Android and/or ShoreTel Connect for iOS or with ShoreTel Connect client.

**Note**

When ShoreTel Connect integration is enabled, video is initiated and answered solely from the ShoreTel Connect <for Platform>.

**Note**

When a user has Mobility enabled as their primary device, video will always be delivered to the ShoreTel Connect <for Platform>.

1. Access ShoreTel Connect Director.
2. Click **Administration > User > Users**.
3. Select a **User**.
4. Click the **Telephony** tab.
5. Check the **Enable video calls** check box and select **Standard** or **High** resolution from the drop-down list.
6. Click **Save**.
7. On the ShoreTel Connect Mobility Router, click **Configuration > Groups and Users > Users**.
8. Select a **User**.
9. Click the **Options** tab. Check **Video** in the appropriate call routing network.
10. Refer to [Configuring User Options](#) on page 165 for details on call routing options.



---

**Note**

The User must enable Video on the ShoreTel Connect <for Platform>. Refer to the ShoreTel Connect <for Platform> User Guide for more information.

---

For information on supported video conferencing systems and codecs, refer to the *ShoreTel Connect Mobility Router Platform Support Guide*.

# APPENDIX

# B

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## Third-Party Software Notices

This chapter contains the following sections:

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### RADVISION

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### OpenSSL

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## Original SSLeay

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This package is an SSL implementation written by Eric Young ([eay@cryptsoft.com](mailto:eay@cryptsoft.com)). The implementation was written so as to conform with Netscapes SSL.

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