

ShoreTel Mobility Supports iOS 9

Bulletin Number: PB – 15059 - Global

Updated Date: October 6, 2015

Introduction

This bulletin is to inform ShoreTel field sales and partners that the [latest](#) version of the ShoreTel Mobility client made available on the App store September 4th (v 9.0.71.120) supports the latest version of iOS: v9

Resolution

Users can upgrade to the latest version of ShoreTel Mobility client before or immediately after upgrading the operating system of their device. Please be advised that doing so *will* clear out any local data such as IM history, in addition to requiring a re-provision. However, this build *will be the last build* to require a re-provision upon upgrade.

Note to Administrators

To ensure users can successfully re-provision existing devices, verify that “Prevent users from changing devices by re-provisioning” is unchecked on the ShoreTel Mobility Router (SMR) during the upgrade period. This setting is available via Configuration > Groups and Users > Groups > User Options > Provisioning.

Target Customers

All existing ShoreTel Mobility customers and partners planning to install or who have already installed the latest iOS Version (iOS 9) on their devices are affected by this announcement.

Contact Information

Create a new Service Request (SR) at <http://support.shoretel.com> or contact the technical assistance center at:

- **Chat:** <http://support.shoretel.com>
- **Skype:** shoreteltac1
- **Phone** (For new or existing SRs):
 - North America:** + 1800 742 2348
 - EMEA:** UK Toll Free +44 808 13 49920 or +00 800 4083 3133
 - APAC / ANZ:** Australia Toll Free +61 800 258 533