



BlackBerry® Enterprise Server Application Deployment and Preferred Settings Guide

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Visual Voice Mail

Reference: BlackBerry Enterprise Server (BES) 5

Policy Reference: BlackBerry Enterprise Server Administration Guide

Version: 5.0 | Service Pack: 2

Document Version: 1.0.0

Synopsis

This document constitutes the application deployment and preferred policy setting guidelines to assist BES Administrators to setup Visual Voice Mail deployment and application policies for the application via BlackBerry Application Service.

Prepared For: BES Administrators

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Verizon Wireless

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Table of Contents

| | |
|---|----|
| Overview | 3 |
| Prerequisites to Deployment | 3 |
| Delete a Previously Installed Visual Voice Mail Application on a Handset | 4 |
| Specify a Shared Network Folder for Visual Voice Mail | 4 |
| Create and Share an Application Folder | 5 |
| Add the Shared Folder to the BAS | 6 |
| Add Visual Voice Mail to the Application Repository | 7 |
| Create Custom Application Control Policies for a BlackBerry Java Application | 8 |
| Required Application Control Policy Name | 11 |
| Minimum Required Permissions for Visual Voice Mail | 12 |
| Optional Application Control Policy Name | 13 |
| Creating Software Configurations | 14 |
| Create a Software Configuration | 15 |
| Add Visual Voice Mail to a Software Configuration | 16 |
| Deploying Visual Voice Mail via BES | 18 |
| Assigning the Visual Voice Mail Software Configuration to Multiple User Accounts | 18 |
| Verify Visual Voice Mail is a 'Resolved Application' and Resend Visual Voice Mail | 20 |
| Wireless Deploy Visual Voice Mail from Web Browser or BlackBerry Browser | 21 |
| Wired Deploy through BlackBerry Desktop Software | 22 |
| Network Preferences | 25 |



Overview

This document constitutes instructions on how to distribute and install Visual Voice Mail on BlackBerry devices and BlackBerry-enabled devices.

The document describes the following methods for deploying applications:

- Application control policies (wireless push)
- Web browser (wireless download)
- BlackBerry Desktop Software (BlackBerry device connected to a user's computer)

The instructions describe the process for hosting and deploying Visual Voice Mail on BlackBerry Enterprise Server Version 5.0/BESX.

Prerequisites to Deployment

Firmware requirements for Visual Voice Mail on BlackBerry Smartphone devices:

Supported Devices

- RIM® BlackBerry 9530 (Storm™)
- RIM BlackBerry 9550 (Storm2™)
- RIM BlackBerry 9630 (Tour™)
- RIM BlackBerry 9650 (Bold™)
- RIM BlackBerry 8530 (Curve™ 2)
- RIM BlackBerry 8230 (Pearl™ Flip)

These versions or higher are required for Visual Voice Mail to work.

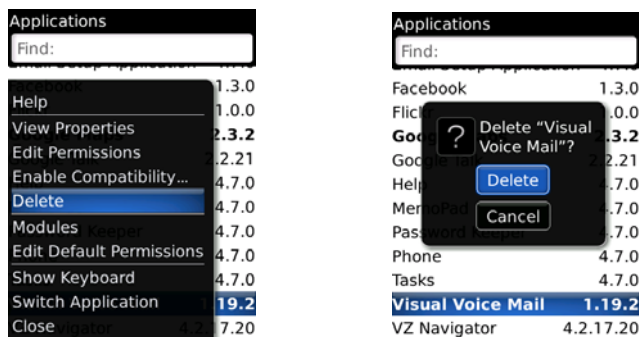
NOTE: The vendor (Verizon Wireless) will provide the Visual Voice Mail .ALX package for each device. Each device will have a unique .ALX package corresponding to the given device.

At anytime if you need assistance with the installing the device software or any aspects of the deployment contact your RIM support specialist.



Delete a Previously Installed Visual Voice Mail Application on a Handset

1. Notify your existing Visual Voice Mail user to delete the currently installed Visual Voice Mail application.
2. Instruct your user to go to “Options” > “Advanced options” > “Application,” highlight “**Visual Voice Mail**,” and choose “**Delete**” from the menu.



3. After the device restarts, it's ready for the application push.
4. If the user skips this step, to avoid conflict after the new client is pushed to the device, the user must manually uninstall the previously installed Visual Voice Mail application.

Specify a Shared Network Folder for Visual Voice Mail

You must specify a shared network folder for Visual Voice Mail using the BlackBerry Administration Service before you add Visual Voice Mail to the application repository. The BlackBerry Administration Service must access the shared network folder to install Visual Voice Mail on BlackBerry devices. Do not add application files to the shared network folder or make changes to the files that the BlackBerry Administration Service stores in the shared network folder.

Before you begin

- Create a shared network folder on the network that hosts the BlackBerry Enterprise Server.
- This shared network folder must not be the same network share location that is used for BlackBerry Device Software, and it must not be located in <drive>:\Program Files\Common Files\Research In Motion.

The administration accounts that you use for the BlackBerry Administration Service must have write permissions for the shared network folder. The administration accounts that run the BlackBerry Administration Service Application Server service must have write permissions for the shared network folder. BlackBerry devices and the computers that host the BlackBerry Enterprise Server instances must have access to the shared network folder.

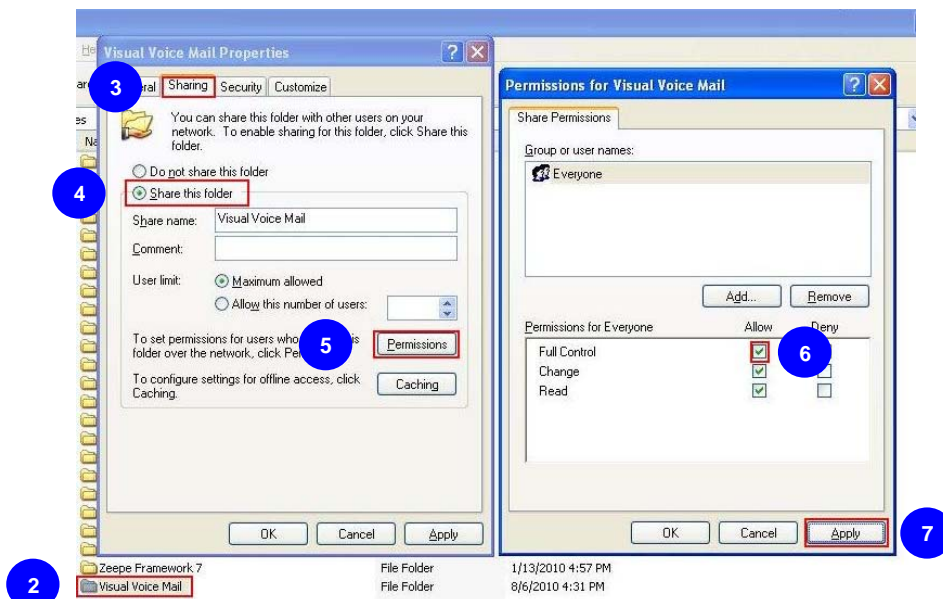


Create and Share an Application Folder

You must specify a shared network folder for BlackBerry Java Applications using the BlackBerry Administration Service before you add any BlackBerry Java Applications to the application repository. The BlackBerry Administration Service must access the shared network folder to install BlackBerry Java Applications on BlackBerry devices. Do not add application files to the shared network folder or make changes to the files that the BlackBerry Administration Service stores in the shared network folder.

NOTE: This shared network folder must not be the same network share location that is used for BlackBerry Device Software, and it must not be located in <drive>:\Program Files\Common Files\Research In Motion.

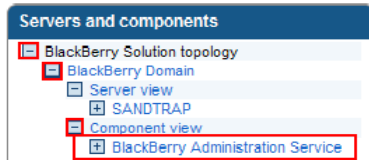
1. From the BlackBerry Enterprise Server, create a folder.
2. Referring to the screenshot below for steps 2-7, right-click the “**Visual Voice Mail**” folder and select “**Properties.**”
3. Select the “**Sharing**” tab.
4. Select the “**Share this folder**” option.
5. Click “**Permissions.**”
6. Clear all the selections except “**Allow for Full Control,**” and then close the Permissions window.
7. Select “**Apply.**”





Add the Shared Folder to the BAS

1. In the BlackBerry Administration Service, on the “Servers and components” menu, expand “**BlackBerry Solution topology**” > “**BlackBerry Domain**” > “**Component view.**”
2. Click “**BlackBerry Administration Service.**”



3. Click “**Edit component.**”



4. In the BAS software management section, in the BlackBerry Administration Service application shared network drive field, type the path of the shared network folder using the following format:

\\<BlackBerry_Administration_Service_computer_name>\<shared_folder>

The shared network path must be typed in UNC format (for example, \\ComputerName\Applications\Testing).



5. Click “**Save all.**”
6. Then “The component information has been updated” should appear.

The component information has been updated.



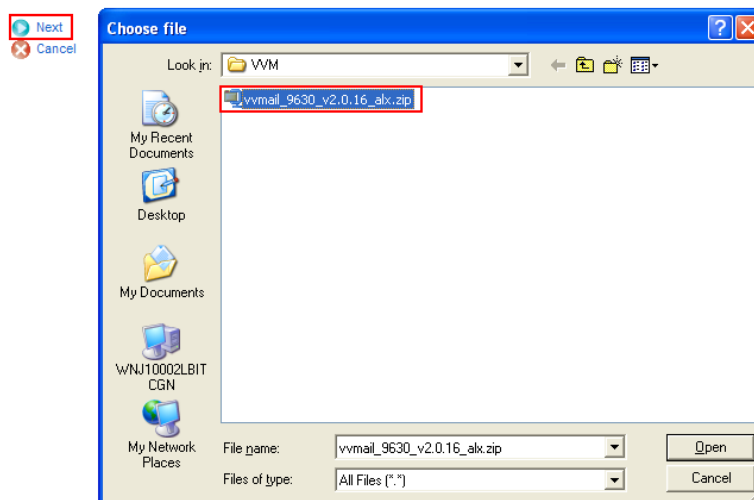
Add Visual Voice Mail to the Application Repository

To send a Visual Voice Mail to BlackBerry devices, you must first add the Visual Voice Mail bundle to the application repository. To send an updated version of a Visual Voice Mail to BlackBerry devices, you must first add the updated bundle to the application repository.

1. In the BlackBerry Administration Service, on the “BlackBerry solution management” menu, expand “**Software**” > “**Applications**.”
2. Click “**Add or update applications.**”



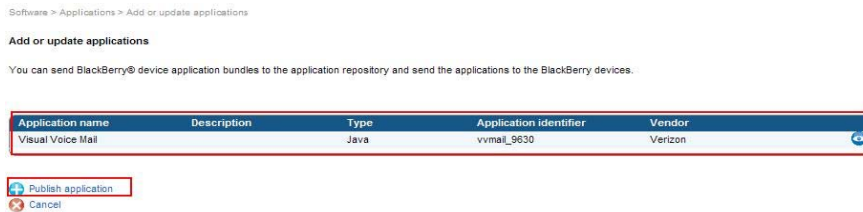
3. In the Application location section, click “**Browse.**” Navigate to the Visual Voice Mail bundle that you want to add to or update in the application repository. Select “**Open.**”



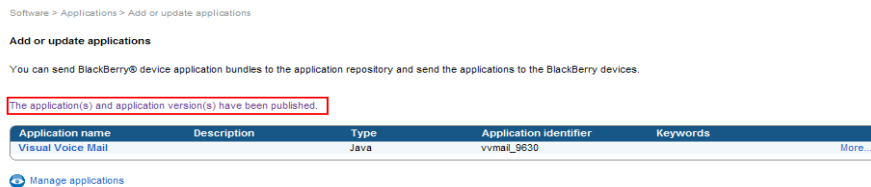
4. Click “**Next.**”



5. Select **“Publish application.”**



6. The application should show as “published.”



Create Custom Application Control Policies for a BlackBerry Java Application

After you add Visual Voice Mail to the application repository, you can configure the application to use the standard application control policies, or you can create custom application control policies for the application. If you want a BlackBerry Java Application to use custom application control policies, you must create the custom application control policies before you add the application to a software configuration.

When you add the application to a software configuration, you can select which custom application control policy you want to apply to the application. If you add the BlackBerry Java Application to multiple software configurations and you assign different custom access control policies to the BlackBerry Java Application in the different software configurations, you must set the priority for the custom application control policies. This priority determines which custom application control policy the BlackBerry Policy Service applies if you assign multiple software configurations to a user account.

1. In the BlackBerry Administration Service, on the “BlackBerry solution management” menu, expand **“Software”** > **“Applications.”**
2. Click **“Manage applications.”**





3. Search for “Visual Voice Mail.”
4. In the search results, click “Visual Voice Mail.”

Manage applications

You can edit and delete an application, view versions of the application, view users with the application, and change the application control policies.

Search applications and application versions

Application criteria

Name: Application identifier:

Keyword:

Version criteria

Version: Language:

Author: Keyword:

Publication date start: Publication date end:

Sort criteria

Sort by:

Showing 1 - 1 of 1

| Application name | Description | Type | Application identifier | Keywords |
|-----------------------------------|-------------|------|------------------------|-------------------------|
| Visual Voice Mail | | Java | vvmail_9830 | More... |

5. In the “Application versions” section, click the version of the application for which you want to create a custom application control policy.

Manage applications

You can edit and delete an application, view versions of the application, view users with the application, and change the application control policies.

Application information

Name: Visual Voice Mail Description:

Type: Java Application identifier:

Vendor: Keywords:

Application versions

[2.0.16](#)



6. Click “Edit application.”

| Version information | |
|---------------------|-------------------|
| Version: | 2.0.16 |
| Author: | |
| Publisher: | VVM Admin |
| Keywords: | |
| Language: | |
| Copyright: | |
| Publishing date: | 8/9/10 4:54:21 PM |

| Associated software configurations | Description |
|------------------------------------|-------------|
| None Defined | |

| Module dependencies | Application dependencies |
|--------------------------|--------------------------|
| net_rim_cldc | |
| net_rim_pdap | |
| net_rim_bbapi_invoke | |
| net_rim_os | |
| net_rim_bbapi_messageist | |
| net_rim_bbapi_browser | |
| net_rim_xml_org | |
| net_rim_bbapi_phone | |
| net_rim_bbapi_mailv2 | |
| net_rim_bluetooth | |
| net_rim_bbapi_menuitem | |
| net_rim_xml | |

- Edit application
- Delete application
- View users with application
- Back to search
- Back to previous search results

7. Select the “Application control policies” tab.

Software > Applications > Manage applications > Edit application (Visual Voice Mail)

Manage applications

You can edit and delete an application, view versions of the application, view users with the application, and change the application control policies.

Application information | **Application control policies**

| Application information | |
|-------------------------|-------------------|
| Name: | Visual Voice Mail |
| Type: | Java |
| Vendor: | |
| Description: | |
| Application identifier: | vvmail_9630 |
| Keywords: | |

| Version information | |
|---------------------|-------------------|
| Version: | 2.0.16 |
| Author: | |
| Publisher: | VVM Admin |
| Keywords: | |
| Language: | |
| Copyright: | |
| Publishing date: | 8/9/10 4:54:21 PM |

| Application keywords |
|----------------------|
| |

8. Select the “Use custom application control policies” option.

Application information | **Application control policies**

| Settings |
|--|
| <input type="radio"/> Use default application control policies |
| <input checked="" type="radio"/> Use custom application control policies |



Required Application Control Policy Name

Create an application control policy to require users to download Visual Voice Mail.

1. In the “Required application control policy name” field, type a name for the application control policy.

| Priority | Required application control policy name | Description |
|----------|--|-------------|
| | Visual Voice Mail | Required |

2. In the “Settings” section, configure the settings for the application control policy, using the recommended settings in the screenshot below. (For more information, see the “Minimum Required Permissions for Visual Voicemail” sidebar on the next page.)

| Setting | Value | Description |
|---|---------|--|
| Is access to the interprocess communication API allowed | Allowed | Is access to the interprocess communication API allowed. If you do not set the value, a default value of More... |
| Are internal network connections allowed | Allowed | Are internal network connections allowed. If you do not set the value, a default value of More... |
| Are external network connections allowed | Allowed | Are external network connections allowed. If you do not set the value, a default value of More... |
| Are local connections allowed | Allowed | Are local connections allowed. If you do not set the value, a default value of More... |
| Is access to the phone API allowed | Allowed | Is access to the phone API allowed. If you do not set the value, a default value of More... |
| Is access to the email API allowed | Allowed | Is access to the email API allowed. If you do not set the value, a default value of More... |
| Is access to the PIM API allowed | Allowed | Is access to the PIM API allowed. If you do not set the value, a default value of More... |
| Is access to the browser filters API allowed | Allowed | Is access to the browser filters API allowed. If you do not set the value, a default value of More... |
| Is access to the event injector API allowed | Allowed | Is access to the event injector API allowed. If you do not set the value, a default value of More... |
| Is access to the Serial Port Profile for Bluetooth API allowed | Allowed | Is access to the Serial Port Profile for Bluetooth API allowed. If you do not set the value, a default value of More... |
| Is access to the handheld key store allowed | Allowed | Is access to the handheld key store allowed. If you do not set the value, a default value of More... |
| Is key store medium security allowed | Allowed | Is key store medium security allowed. If you do not set the value, a default value of More... |
| Is access to the GPS API allowed | Allowed | Is access to the GPS API allowed. If you do not set the value, a default value of More... |
| Is theme data allowed | Allowed | Is theme data allowed. If you do not set the value, a default value of More... |
| Is access to the user authenticator API allowed | Allowed | Is access to the user authenticator API allowed. If you do not set the value, a default value of More... |
| Can device settings be modified | Allowed | Can device settings be modified. If you do not set the value, a default value of More... |
| Is access to the file API allowed | Allowed | Is access to the file API allowed. If you do not set the value, a default value of More... |
| Is access to the module management API allowed | Allowed | Is access to the module management API allowed. If you do not set the value, a default value of More... |
| Is access to the screen, microphone, and video capturing APIs allowed | Allowed | Is access to the screen, microphone, and video capturing APIs allowed. If you do not set the value, a default value of More... |
| Can the security timer be reset | Allowed | Can the security timer be reset. If you do not set the value, a default value of More... |
| Is access to the WiFi API allowed | Allowed | Is access to the WiFi API allowed. If you do not set the value, a default value of More... |

3. Click the “Add” icon.
4. Repeat steps 1-3 for each application control policy that you want to create.
5. Click “Save all.”



Minimum Required Permissions for Visual Voice Mail

- Is access to the interprocess communication API allowed: Allowed
- Are internal network connections allowed: Allowed
- Are external network connections allowed: Allowed
- Are local connections allowed: Allowed
- Is access to the phone API allowed: Allowed
- Is access to the email API allowed: Allowed
- Is access to the PIM API allowed: Allowed
- Is access to the browser filters API allowed: Allowed (Not Required)
- Is access to the event injector API allowed: Allowed (Not Required)
- Is access to the Serial Port Profile for Bluetooth API allowed: Allowed
- Is access to the handheld key store allowed: Allowed
- Is key store medium security allowed: Allowed
- Is access to the GPS API allowed: Allowed (Not Required)
- Is theme data allowed: Allowed (Not Required)
- Is access to the user authenticator API allowed: Allowed
- Can device settings be modified: Allowed
- Is access to the file API allowed: Allowed
- Is access to the module management API allowed: Allowed
- Is access to the screen, microphone, and video capturing APIs allowed: Allowed
- Can the security timer be reset: Allowed (Prompt)
- Is access to the WiFi API allowed: Allowed (Not Required)



Optional Application Control Policy Name

Create an application control policy if Visual Voice Mail is optional for your users.

1. In the “Optional application control policy name” field, type a name for the application control policy.

| Priority | Optional application control policy name | Description |
|----------|--|-------------|
| | Visual Voice Mail - Optional | Optional |

2. In the “Settings” section, configure the settings for the application control policy, using the recommended settings in the screenshot below. (For more information, see the “Minimum Required Permissions for Visual Voicemail” sidebar on the previous page.)

| Settings | | |
|---|----------------------|---|
| Is access to the interprocess communication API allowed | Allowed | Is access to the interprocess communication API allowed. If you do not set the More... |
| Are internal network connections allowed | Allowed | Are internal network connections allowed. If you do not set the value, a More... |
| Are external network connections allowed | Allowed | Are external network connections allowed. If you do not set the value, a More... |
| Are local connections allowed | Allowed | Are local connections allowed. If you do not set the value, a default value of More... |
| Is access to the phone API allowed | Allowed | Is access to the phone API allowed. If you do not set the value, a default More... |
| Is access to the email API allowed | Allowed | Is access to the email API allowed. If you do not set the value, a default More... |
| Is access to the PIM API allowed | Allowed | Is access to the PIM API allowed. If you do not set the value, a default value More... |
| Is access to the browser filters API allowed | Disabled | Is access to the browser filters API allowed. If you do not set the value, a More... |
| Is access to the event injector API allowed | Disabled | Is access to the event injector API allowed. If you do not set the value, a More... |
| Is access to the Serial Port Profile for Bluetooth API allowed | Allowed | Is access to the Serial Port Profile for Bluetooth API allowed. If you do not More... |
| Is access to the handheld key store allowed | Allowed | Is access to the handheld key store allowed. If you do not set the value, a More... |
| Is key store medium security allowed | Allowed | Is key store medium security allowed. If you do not set the value, a default More... |
| Is access to the GPS API allowed | Prompt user | Is access to the GPS API allowed. If you do not set the value, a default value More... |
| Is theme data allowed | Allowed | Is theme data allowed. If you do not set the value, a default value of More... |
| Is access to the user authenticator API allowed | Allowed | Is access to the user authenticator API allowed. If you do not set the value, a More... |
| Can device settings be modified | Allowed | Can device settings be modified. If you do not set the value, a default value More... |
| Is access to the file API allowed | Allowed | Is access to the file API allowed. If you do not set the value, a default value More... |
| Is access to the module management API allowed | Allowed | Is access to the module management API allowed. If you do not set the value, a More... |
| Is access to the screen, microphone, and video capturing APIs allowed | Prompt user | Is access to the screen, microphone, and video capturing APIs allowed. If you More... |
| Can the security timer be reset | Prompt user | Can the security timer be reset. If you do not set the value, a default value More... |
| Is access to the WiFi API allowed | Allowed | Is access to the WiFi API allowed. If you do not set the value, a default value More... |
| List of internal domains | <input type="text"/> | List of internal domains |
| List of external domains | <input type="text"/> | List of external domains |
| List of browser filter domains | <input type="text"/> | List of browser filter domains |

3. Click the “**Add**” icon.
4. Repeat steps 1-3 for each application control policy that you want to create.
5. Click “**Save all.**”



If Visual Voice Mail is not permitted, create an application for “Disallowed application control policy name.”

1. In the “**Disallowed application control policy name**” field, type a name for the application control policy.

2. Click the “**Add**” icon.
3. If necessary, in each section, click the up and down arrows to set the priority for the application control policies.
4. Click “**Save all.**”



Creating Software Configurations

You can use software configurations to perform the following actions on BlackBerry devices:

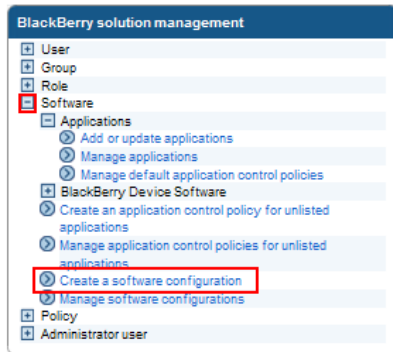
- Install, upgrade, or remove Visual Voice Mail.
- Assign access control policies to Visual Voice Mail to control application permissions and the data that the application can access.
- Specify that Visual Voice Mail is not permitted.
- Configure the access permissions for Visual Voice Mail that you do not include in the software configuration.
- Install or upgrade Visual Voice Mail over the wireless network or using the BlackBerry Web Desktop Manager.
- Specify standard application settings for Visual Voice Mail.

You can assign a software configuration to a group, multiple user accounts, or a single user account. After you assign a software configuration, you can change the settings in the software configuration to manage Visual Voice Mail, and standard application settings on BlackBerry devices. You can configure settings in the BlackBerry Administration Service to control how the BlackBerry Administration Service sends Visual Voice Mail and standard application settings in software configurations to BlackBerry devices.

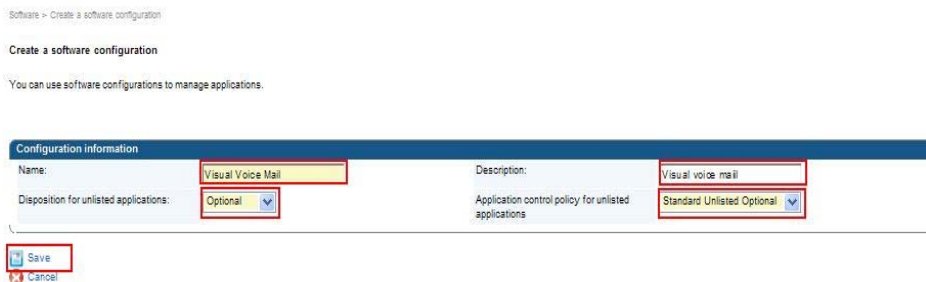


Create a Software Configuration

1. In the BlackBerry Administration Service, on the “BlackBerry solution management menu,” expand “**Software.**”
2. Click “**Create a software configuration.**”



3. In the “Configuration information” section, in the “Name” field, type a name for the software configuration.



4. In the “Disposition for unlisted applications” dropdown list, perform one of the following actions:
 - To permit users to install applications that are not included in the software configuration on their BlackBerry devices, select “**Optional.**”
 - To prevent users from installing applications that are not included in the software configuration on their BlackBerry devices, select “**Disallowed.**”
5. In the “Application control policy for unlisted applications” dropdown list, select the policy that you want to assign to the software configuration.
6. Click “**Save.**”

After completion, add Visual Voice Mail to the software configuration as specified in the next section.



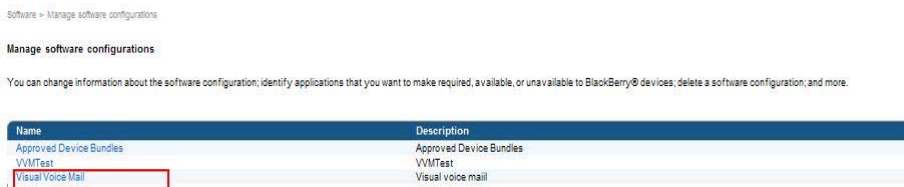
Add Visual Voice Mail to a Software Configuration

You must add a BlackBerry Java Application to a software configuration and assign the software configuration to user accounts to install the BlackBerry Java Application on BlackBerry devices over the wireless network. To upgrade an application, you must add the new version of the application to the appropriate software configuration. The BlackBerry Enterprise Server upgrades the application that is on BlackBerry devices to the new version.

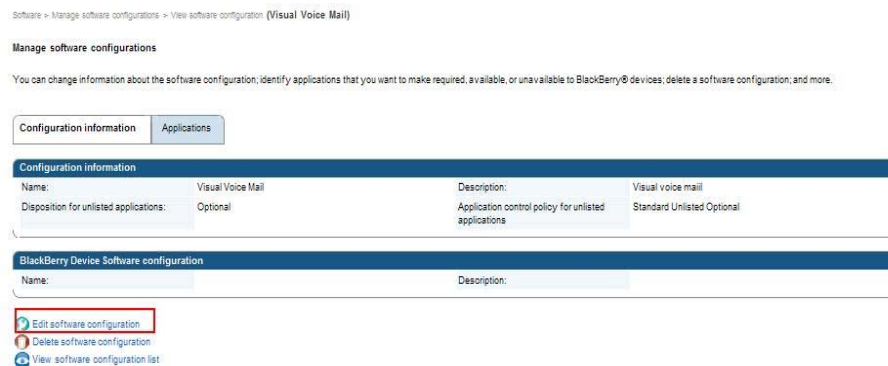
1. In the BlackBerry Administration Service, on the “BlackBerry solution management” menu, expand “**Software.**”



2. Click “**Manage software configurations.**”
3. Click the software configuration to which you want to add Visual Voice Mail.



4. Click “**Edit software configuration.**”





- On the “Applications” tab, click “Add applications to software configuration.”

Configuration information **Applications**

| Required application name | Description | Type | Application identifier | Version |
|---------------------------|-------------|------|------------------------|---------|
| None Defined | | | | |

| Optional application name | Description | Type | Application identifier | Version |
|---------------------------|-------------|------|------------------------|---------|
| None Defined | | | | |

| Disallowed application name | Description | Type | Application identifier | Version |
|-----------------------------|-------------|------|------------------------|---------|
| None Defined | | | | |

- Search for “Visual Voice Mail” to add a software configuration.

Application criteria

Name: Application identifier:

Keyword:

Version criteria

Version: Language:

Author: Keyword:

Publication date start: Publication date end:

Sort criteria

Sort by: A to Z Z to A

Showing 1 - 1 of 1

- In the search results, select “Visual Voice Mail” to add a software configuration.

| Application name | Description | Type | Version | Disposition |
|---|-------------|------|---------|---------------------------------------|
| <input checked="" type="checkbox"/> Visual Voice Mail | | Java | 2.0.16 | <input type="text" value="Required"/> |

Application information

Deployment: Delivery mode:

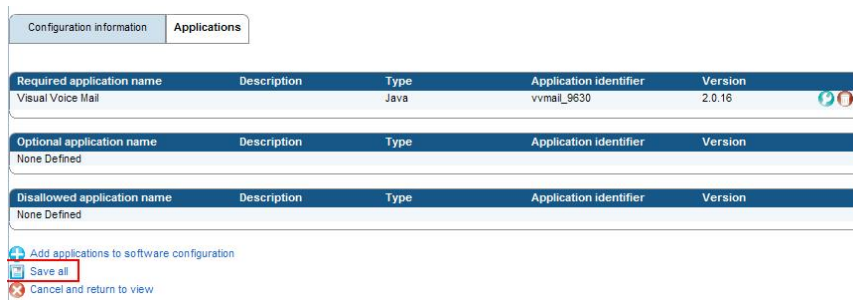
Application control policy:

Showing 1 - 1 of 1

- In the “Disposition” dropdown list for Visual Voice Mail, perform one of the following actions:
 - To install Visual Voice Mail automatically on BlackBerry devices, and to prevent users from removing the application, click “Required.”
 - To permit users to install and remove Visual Voice Mail, click “Optional.”
 - To prevent users from installing a BlackBerry Java Application on BlackBerry devices, click “Disallowed.”



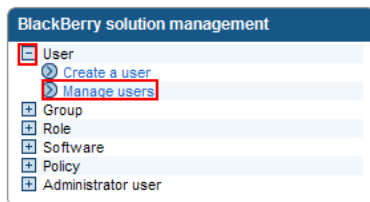
9. In the “Application data” section, in the “Application control policy” dropdown list, click an application control policy to apply to Visual Voice Mail.
10. If necessary, in the “Deployment” dropdown list, perform one of the following actions:
 - To install Visual Voice Mail on BlackBerry devices over the wireless network, click **“Wireless.”**
 - To install Visual Voice Mail on BlackBerry devices using a USB connection to the user's computer and the BlackBerry Web Desktop Manager, click **“Wired.”**
11. Repeat steps 6 to 10 for each BlackBerry Java Application that you want to add to the software configuration.
12. Click **“Add to software configuration.”**
13. Click **“Save all.”**



Deploying Visual Voice Mail via BES

Assigning the Visual Voice Mail Software Configuration to Multiple User Accounts

1. In the BlackBerry Administration Service, on the BlackBerry solution management menu, expand **“User.”**
2. Click **“Manage users.”**



3. Search for one or more user accounts.



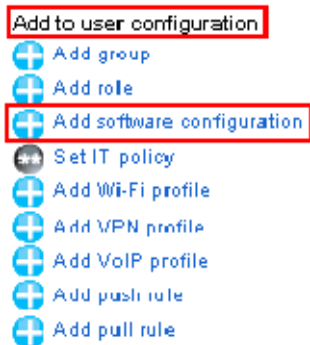
- At the bottom of the screen, click **“Manage multiple users.”**



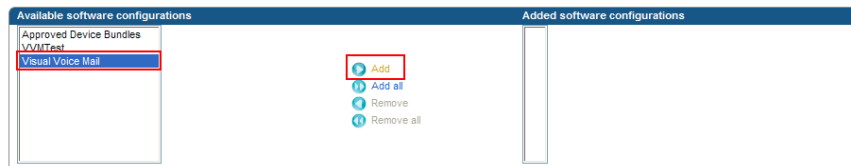
- Select one or more user accounts.

| | Display name | PIN | IT policy | Device model | Last contact date | |
|-------------------------------------|--------------|----------|-----------|--------------|--------------------|---------|
| <input type="checkbox"/> | BES Admin | | | | | More... |
| <input type="checkbox"/> | brp | | | | | More... |
| <input type="checkbox"/> | cpelab BES3 | | Default | | | More... |
| <input type="checkbox"/> | Dan Toll | | | | | More... |
| <input type="checkbox"/> | PJ Vicuna | | | | | More... |
| <input type="checkbox"/> | Toll, Dan | 315F7F5F | Default | 9650 | 8/5/10 12:36:31 AM | More... |
| <input type="checkbox"/> | VVM Admin | | | | | More... |
| <input checked="" type="checkbox"/> | VVM user1 | | Default | | | More... |
| <input checked="" type="checkbox"/> | VVM user2 | 30B5E184 | Default | 9630 | 8/5/10 3:00:59 PM | More... |

- In the **“Add to user configuration”** list, click **“Add software configuration.”**



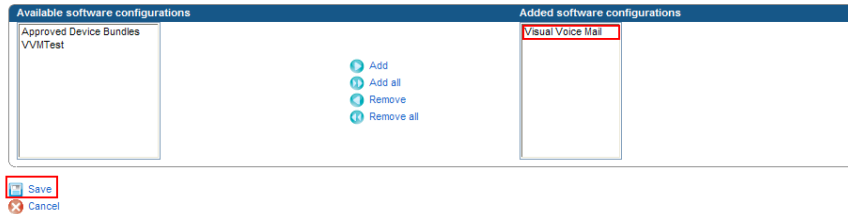
- In the **“Available software configurations”** list, click the software configuration that you want to assign to the user accounts.
- Click **“Add.”**



- Repeat steps 7 and 8 for each software configuration that you want to assign to the user accounts.



10. Click **“Save.”**

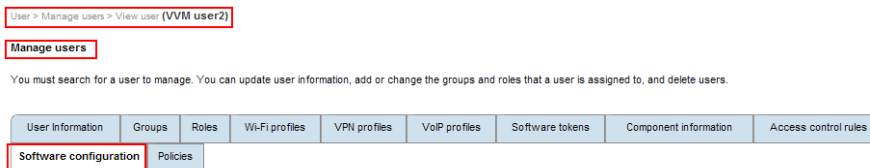


Verify Visual Voice Mail is a ‘Resolved Application’ and Resend Visual Voice Mail

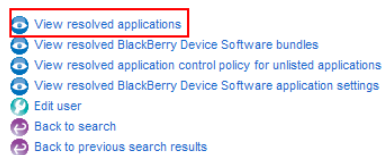
1. Click on an individual user’s **“Display name.”**

| Display name | PIN | IT policy | Device model | Last contact date | |
|--------------|----------|-----------|--------------|--------------------|---------|
| BES Admin | | | | | More... |
| brp | | | | | More... |
| cpelab BES3 | | Default | | | More... |
| Dan Toll | | | | | More... |
| PJ Vicuna | | | | | More... |
| Toll, Dan | 315F7F5F | Default | 9650 | 8/5/10 12:36:31 AM | More... |
| VVM Admin | | | | | More... |
| VVM user1 | | Default | | | More... |
| VVM user2 | 30B5E184 | Default | 9630 | 8/5/10 3:00:59 PM | More... |

2. In the **“Manage users”** section, select **“Software configuration”** > **“View user”** (display name).



3. Select **“View resolved applications.”**



4. Visual Voice Mail should show as a **“resolved application.”**



5. Select **“Resend applications to a device”** to resend Visual Voice Mail.

Resolved applications Other configured applications

| Required application name | Description | Type | Application identifier | Version |
|---------------------------|-------------|------|------------------------|---------|
| Visual Voice Mail | | Java | vvmal_9630 | 2.0.16 |

| Optional application name | Description | Type | Application identifier | Version |
|---------------------------|-------------|------|------------------------|---------|
| None Defined | | | | |

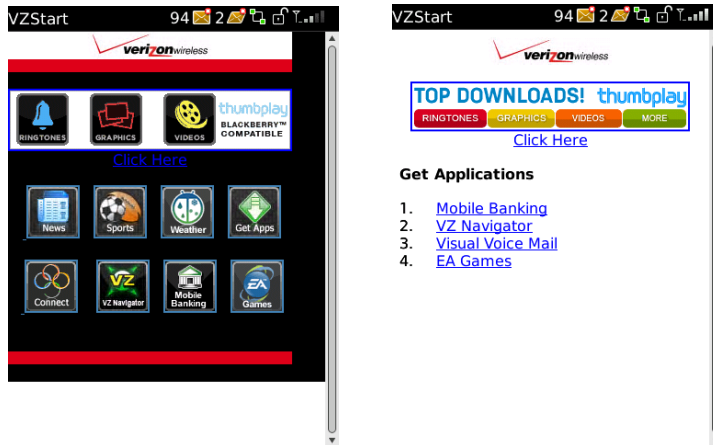
| Disabled application name | Description | Type | Application identifier | Version |
|---------------------------|-------------|------|------------------------|---------|
| None Defined | | | | |

[Resend applications to a device](#)
[Back to software configurations](#)
[Back to search](#)
[Back to previous search results](#)

Wireless Deploy Visual Voice Mail from Web Browser or BlackBerry Browser

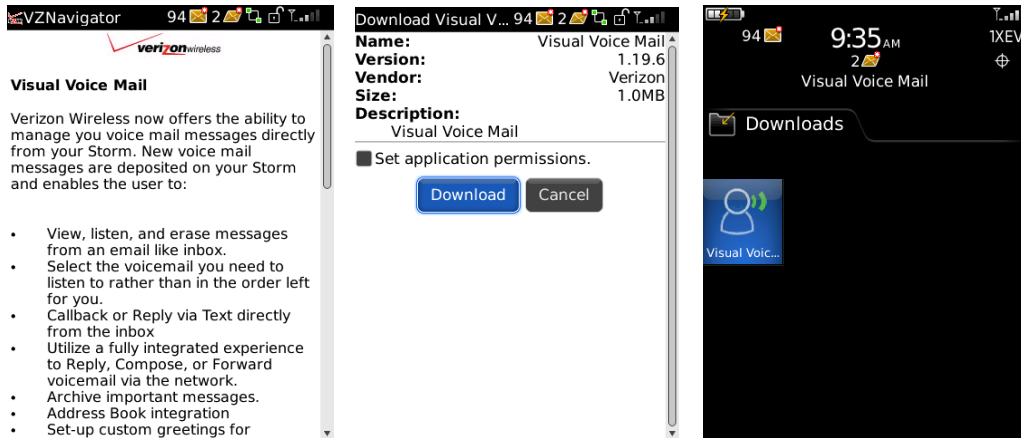
Users can download Visual Voice Mail from Verizon’s site.

1. Send the user the links to download the application using the BlackBerry browser:
<http://mobile.vzwapp.com> or <http://mobile.vzwshop.com>.





2. After download, the application will appear in the Downloads folder.

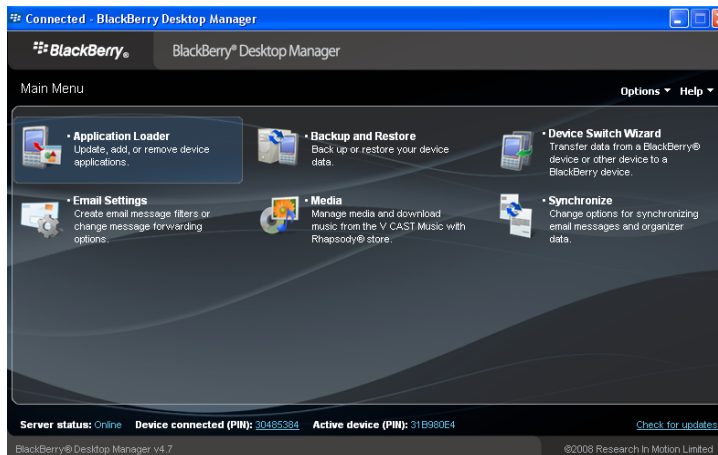


Wired Deploy through BlackBerry Desktop Software

This option uses the Application Loader that is installed as part of the BlackBerry Desktop Software. An automated application installer installs the application's .ALX file locally on the user's computer. The user then navigates to the file and installs it on the BlackBerry device.

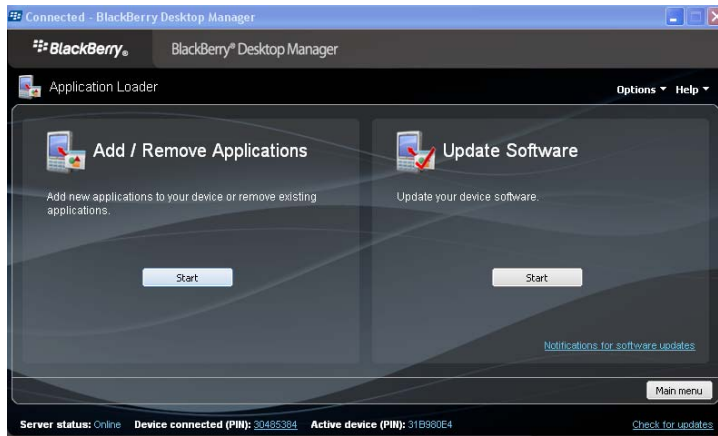
Provide the .ALX package and ask the user to install it locally, using following steps:

1. Load the BlackBerry Desktop Manager:
 - a. When it is finished loading or if it is already loaded, hook up your device to your system through the USB cable provided with the phone.
 - b. Launch BlackBerry Desktop Manager, and click on **“Application Loader.”**

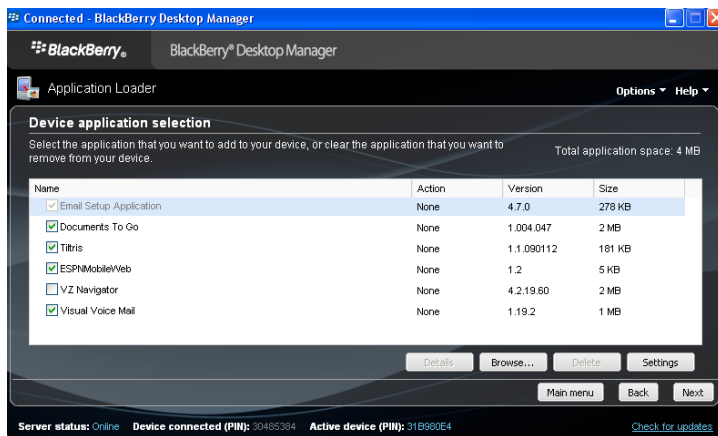




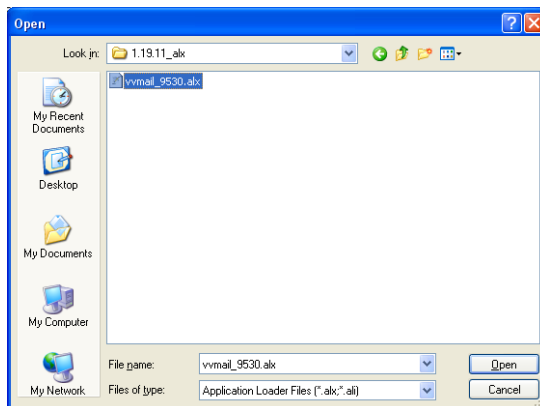
2. Under “Add/Remove Applications,” click the “**Start**” button.



3. Application Loader will then examine your device and show a listing of all applications on the device. Select “**Browse.**”

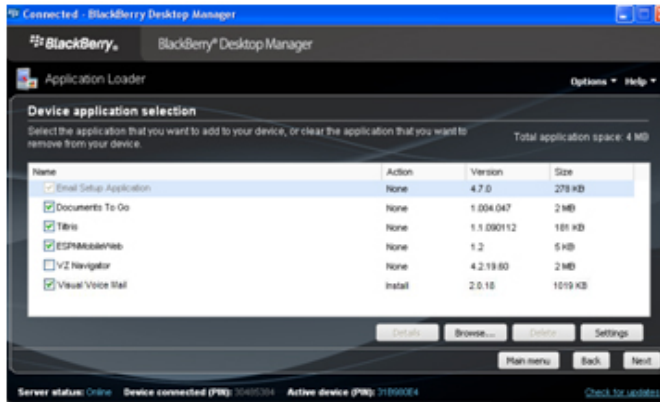


4. Locate the package, and select the .ALX file.

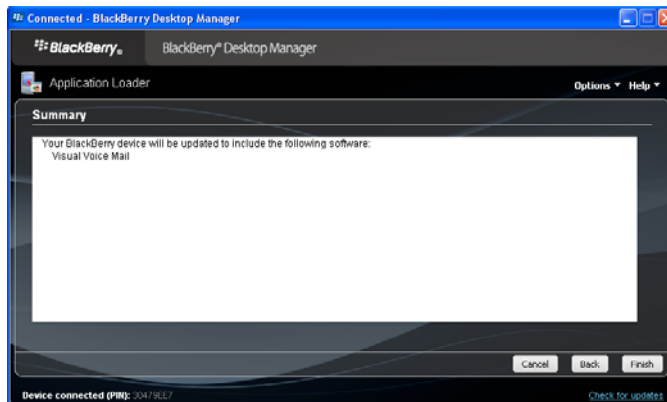




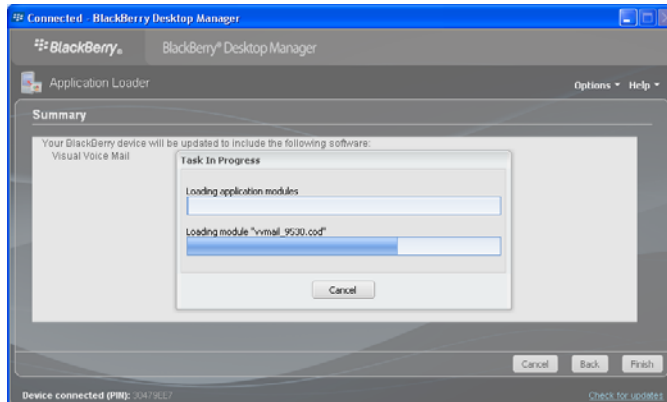
5. Visual Voice Mail should appear in the “Device application selection” list. The “Action” status for Visual Voice Mail should read “Install.” Proceed by clicking “Next.”



6. Confirm that your BlackBerry device will be updated to include Visual Voice Mail. Click “Finish.”

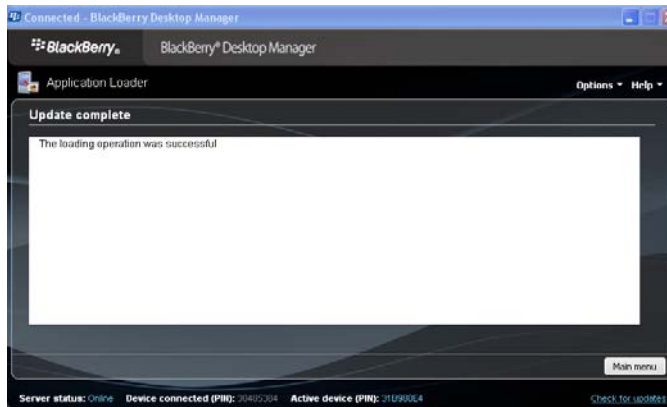


7. Application Loader will begin loading Visual Voice Mail on your device.





8. When the wired deployment update is complete, close the window.



When Visual Voice Mail launches, it will ask the user to view permissions.

Network Preferences

The following IT policy restrictions may prevent Visual Voice Mail from working on RIM devices:

| Device | Setting | Effect |
|-------------------|--|---|
| Bluetooth® | Disable Bluetooth | Prevents playing voice mail audio over a Bluetooth device |
| Device-Only Items | Disable SMS | Impacts notification process |
| | Disallow patch download over Roaming WAN | Prevents upgrades over Roaming WAN |