

BlackBerry® Enterprise Server Application Deployment and Preferred Settings Guide

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Visual Voice Mail

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Policy Reference: BlackBerry Enterprise Server Administration Guide

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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

Prepared By: VZIT

Verizon Wireless

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Table of Contents

Overview
Prerequisites to Deployment
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 Repository7
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
Wired Deploy through BlackBerry Desktop Software
Network Preferences



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.
- Instruct your user to go to "Options" > "Advanced options" > "Application," highlight "Visual Voice Mail," and choose "Delete" from the menu.

Applications	Applications	
Find:	Find:	
lacebook 1.3.0	Facebook	1.3.0
View Properties 2.3.2	God ? Delete "	Visual .3.2
Enable Compatibility 4.7.0	Google Tai Help Delete	2.2.21
Delete 4.7.0	MernoPad Cancel	.7.0
Modules Keeper 4.7.0 Edit Default Permissions 4.7.0	Pas: word keeper Phone	.7.0
Show Keyboard 4.7.0	Tasks	4.7.0
Switch Application 19.2	Visual Voice Mail	1.19.2
Closevigator 4.2. 7.20	VZ Navigator	4.2.17.20

- 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."

	Security Lustomize	Permissions for Visual Voice Mail	
You can network.	share this folder with other users on your To enable sharing for this folder, click Share this	Share Permissions	
folder.		Group or user names:	
Do not share	this folder	Everyone	
Share this fold	der		
Share name:	Visual Voice Mail		
<u>C</u> omment:			
Userlimit: (Maximum allowed		
	Allow this number of users:		Add
.		Permissions for Everyone	Allow Deny
folder over the ne	etwork, click Per 5	Full Control	6
To configure sett	ings for offline access, click	Change	
Caching.	Cacing	Read	



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).

BlackBerry Administration	\\sandtrap\Visual Voice Mail	BlackBerry Device Software	Yes
Service application shared network drive:		 deployment managed by BlackBerry Administration Service: 	

- 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**."

Next	Choose file					? 🗙
🐼 Cancel	Look jn:	C VVM		-	+ 🗈 💣 🎟 -	
	My Recent Documents Desktop My Documents	<mark>대</mark> vvmail_9630_v	2.0.16_abx.zip			
	WNJ10002LBIT CGN My Network Places	File <u>n</u> ame: Files of <u>type</u> :	vvmail_9630_v2.0.16_s All Files (*.*)	əlx. zip	T	<u>D</u> pen Cancel

4. Click "Next."



5. Select "Publish application."

update applications				
ice application bundles to the a	pplication repository and se	nd the applications to the BlackBerry devic	ces.	
Description	Туре	Application identifier	Vendor	
	Java	vvmail_9630	Verizon	0
j	update applications ce application bundles to the a Description	update applications ce application bundles to the application repository and se Description Type Java	update applications ce application bundles to the application repository and send the applications to the BlackBerry devi Description Type Application identifier Java vymal_5630	update applications loc application bundles to the application repository and send the applications to the BlackBerry devices. Description Type Application identifier Vendor Java vvmal_\$630 Verizon

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.

- 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."

polication criteria				
Name: Keyword:			Application identifier:	vvmail_98.30
Version criteria				
Version:			Language:	None Defined 💌
Author:			Keyword:	
Publication date start:	MMMM d. yyy	80	Publication date end:	MMM a, yyy
Sort criteria				
Sort by:	Name	*		
	A to Z Z C	A		
				C Search
				Showing 1 - 1 of 1
plication name	Description	Type	Application identifier	Keywords
Statement of the statem		a dest	7.0000	(inclusion)

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

ou can edit and delete	an application, view versions of the application, vie	w users with the application, and change the application control	policies.
		a desire that the approaches, and enange the approaches control	pendet.
Application informa	tion		
Name:	Visual Voice Mail	Description:	
Туре:	Java	Application identifier: vvmail_9	9630
Vendor		Keywords	



6. Click "Edit application."

Version information			
Version:	2.0.16	Language:	
Author:		Copyright:	
Publisher: VVM Admin Keywords:		Publishing date:	8/9/10 4:54:21 PM
Associated software co	onfigurations	Description	
None Defined			
Module dependencies		Application dependenc	ies
net_rim_cldc			
net_rim_pdap			
net_rim_bbapi_invoke			
net_rim_os			
net_rim_bbapi_messagelis	t		
net_rim_bbapi_browser			
net_rim_kmi_org			
net_rim_bbapi_prione			
net rim bluetooth			
net rim bbapi menuitem			
not rim yml			

7. Select the "Application control policies" tab.

Application information	Application control policies		
Application information			
Name:	Visual Voice Mail	Description:	
Туре:	Java	Application identifier:	vvmail_9630
Vendor:		Keywords:	
Version information			
Version:	2.0.16	Language:	
Author:		Copyright:	
Publisher:	VVM Admin	Publishing date:	8/9/10 4:54:21 PM

8. Select the "Use custom application control policies" option.

Application information	Application control policies
Settings	
 Use default application Use custom application 	n control policies n 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.

9

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.)

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

- 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	ALL
	Visua IV obe Mail - Optional	Optenal	()
VMA			

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.)



- 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.

Software > Create a software configuration			
Create a software configuration			
You can use software configurations to ma	inage applications.		
Configuration information			
Name:	Visual Voice Mail	Description:	Visual voice mail
Disposition for unlisted applications:	Optional	Application control policy for unlisted applications	Standard Unlisted Optional
Cave			
Canal			

- 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."

Group	
Role	
Software	
Applications	
BlackBerry Device Software	
Create an application control policy for un applications	listed
Manage application control policies for uni applications	listed
O Create a software configuration	
Manage software configurations	

- 2. Click "Manage software configurations."
- 3. Click the software configuration to which you want to add Visual Voice Mail.

Software > Manage software configurations		
Manage software configurations		
You can change information about the software configuration;)	dentify applications that you want to make required, available, or unavailable to BlackBerry® devices; dele	ete a software configuration; and more.
You can change information about the software configuration;)	dentify applications that you want to make required, available, or unavailable to BlackBerry® devices; dele	ete a software configuration, and more.
You can change information about the software configuration; i	dentify applications that you want to make required, available, or unavailable to BlackBerry® devices; dele Description	ete a software configuration, and more.
You can change information about the software configuration; i Name Approved Device Bundles	dentfy applications that you want to make required, available, or unavailable to BlackBerry® devices, dee Description Approved Device Bundles	ete a software configuration; and more.
You can ohange information about the software configuration, a Name Approved Device Bundles WMITest	dentify applications that you want to make required, available, or unavailable to BlackBerry® devices; dele Description Approved Device Bundles VVI/Teat	ete a software configuration; and more.

4. Click "Edit software configuration."

mage software configurations			
ou can change information about the sc	oftware configuration; identify applications that	you want to make required, available, or unavailable to BlackBerry	Ø devices; delete a software configuration; and more
Configuration information Ap	plications		
Configuration information	Manad Maine Mail	Bernarden	Maria Australia and
Name:	Visual voice Mail	Description:	Visual Voice mail
	Optional	Application control policy for unlisted	Standard Unlisted Optional
Disposition for unlisted applications:	Park KURENIN	applications	
Disposition for unlisted applications: BlackBerry Device Software configu	uration	applications	



5. On the "Applications" tab, click "Add applications to software configuration."

Version	Application identifier	Туре	Description	Required application name None Defined
Version	Application identifier	Туре	Description	Optional application name None Defined
Version	Application identifier	Туре	Description	Disallowed application name
1	Application identifier	Туре	Description	Disallowed application name None Defined

6. Search for "Visual Voice Mail" to add a software configuration.

Application criteria				
lame:			Application identifier:	vvmail_9630
Keyword:	[
/ersion criteria				
Version:			Language:	None Defined 💌
Author:			Keyword:	
Publication date start:			Publication date end:	
	MMM d, yyyy			MMM d, yyyy
Sort criteria				
Sort by:	Name	*		
	⊙ A to Z ○ Z to A	- 24		
				Q Search 🛞
				Showing 1 - 1 of 1

7. In the search results, select "Visual Voice Mail" to add a software configuration.

	Java	2.0.16	Dequired V	
			Redailon	Less
Wireless 💙	Delivery mode:	Push		
Visual Voice Mail 🗴				
			-	
			Showing 1	- 1 of 1
	Wireless Visual Voice Mail	Visual Voice Mail	Wireless Delivery mode: Push Visual Voice Mail V	Wireless Delivery mode: Push Visual Voice Mail Showing 1

- 8. 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."

Required application name	Description	Туре	Application identifier	Version	
/isual Voice Mail		Java	vvmail_9630	2.0.16	00
ptional application name	Description	Туре	Application identifier	Version	
one Defined					
isallowed application name	Description	Туре	Application identifier	Version	
lone Defined					

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."

BlackBerry solution management
😑 User
O Create a user
Manage users
Group
Role
Software
Policy
 Administrator user

3. Search for one or more user accounts.



4. At the bottom of the screen, click "Manage multiple users."



5. Select one or more user accounts.

	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

6. In the "Add to user configuration" list, click "Add software configuration."



- 7. In the "Available software configurations" list, click the software configuration that you want to assign to the user accounts.
- 8. Click "Add."

Available software configura	itions	Added software configurations	
Approved Device Bundles V/MTert Visual Voice Mall	Add Add all Remove Remove all		

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



10. Click "Save."

	Added software configurations
Approved Device Bundles VVMTest	Visual Voice Mail
	S Add
	1 Add all
	C Remove
	(Remove all

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).

User > Manage users > View user (VVM user2)							
Manage users							
You must search for a user to m	inage. You ci	an update user infor	mation, add or cha	nge the groups and	roles that a user is ass	igned to, and delete users.	
	Dalaa	MG Einen filme) (D) and fina) (alD and fine	Co Aurora ta basa	Compared in formation	
osen mormation Groups Roles WIFF promes VPM promes Vole promes Software tokens Component mormation Access control rules							
Software configuration	plicies						

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 cor	figured applications				
Required application name	Description	Туре	Application identifier	Version	
Visual Voice Mail		Java	vvmail_9630	2.0.16	o
Optional application name	Description	Туре	Application identifier	Version	
None Defined					
Disallowed application name	Description	Туре	Application identifier	Version	
None Defined					
) Resend applications to a device					
Back to software configurations					
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**."

Connected - BlackBerry De	sktop Manager				
BlackBerry.	BlackBerry® Desktop Ma	anager			
Application Loader				Option	ns 🔻 Help
Device application sel	ection				
Select the application that you remove from your device.	ı want to add to your devic	e, or clear the application that	you want to	Total application s	pace: 4 ME
Name		Action	Version	Size	
Email Setup Application		None	4.7.0	278 KB	
🗹 Documents To Go		None	1.004.047	7 2 MB	
🗹 Tittris		None	1.1.09011	2 181 KB	
ESPNMobile/Veb		None	1.2	5 KB	
Z Navigator		None	4.2.19.60	2 MB	
Visual Voice Mail		None	1.19.2	1 MB	
		Deta	Browse	Delete	Settings
			1	Main menu 🛛 🛛 Back	< Nex
ver status: Online Device c	onnected (PIN): 30485384	Active device (PIN): 31B980E	4	Che	sok for upda

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

Open				[? 🗙
Look jn:	🗀 1.19.11_alx	~	G 🖻 🛤	•	
My Recent Documents	vvmail_9530.alx				
Desktop					
My Documents					
My Computer					
	File name: vvmail_953).alx	~		en
My Network	Files of type: Application	Loader Files (*.alx;*.ali)	~	Can	icel



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**."

Connected - BlackBerry	Desktop Manager			
## BlackBerry。	BlackBerry* Desktop Mar	uger		
Application Loader				Options * Help
Device application s	election			
Select the application that remove from your device.	you want to add to your device.	or clear the application that you want	to Tat	al application space: 4 MD
Name		Action	Version	Size
Enal Setup Application	n	None	47.0	278 HB
Documents To Go		None	1.004.047	2149
Titris		None	1.1.090112	101 KD
ESPMAchier/leb		None	1.2	5 HB
□ VZ Nevigetor		None	4.2.19.60	2140
Visual Voice Mail		install	2.0.18	1019 KB
		Drink	levense	Colora Settings
			Main	neru Back Ner
wer status: Online Devic	e connected (PRG) 20405304	Active device (PND: 310500E4		Check for upda

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

E Connected - BlackBerr	y Desktop Manager	
[#] ≣BlackBerry₀	BlackBerry [®] Desktop Manager	
🛃 Application Loade	er	Options 👻 Help 👻
Summary		
Your BlackBerry device Visual Voice Mail	e will be updated to include the following software:	
		Cancel Back Finish
Device connected (PIN): 304	479007	Check for updates

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

Sconnected - BlackBerry D	esktop Manager	
^{:‡:} BlackBerry₀		
🫃 Application Loader		Options - Help -
Summary		
Your DilackGenry device wi	I be updated to include the following software: Task In Progress Looding opplication modules Looding module "vimal_5000.cod" Cancel	
		Cancel Back Finish
Device connected (PIN): 30479		



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

Connected - BlackBerr	ry Desktop Manager		
[₽] #BlackBerry _■	BlackBerry® Desktop Mar	ager	
🔓 Application Loadi	er		Options • Help •
Update complete			
The loading operation	was successful		
			Main menu
erver status: Online De	vice connected (PIN): 30405384	Active device (PIN): 310900E4	Check for updates

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