

BlackBerry Mobile Voice System
BlackBerry MVS Server for Cisco Unified Communications
Manager Version 6.1 or Later

Version: 4.6.1

Release Notes

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Upgrading the BlackBerry MVS software

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You must upgrade the BlackBerry® Mobile Voice System server software before you upgrade the BlackBerry MVS Client on the users' BlackBerry devices.

To upgrade the BlackBerry MVS software, you must perform the following tasks:

- Install a COP file on the Cisco® Unified Communications Manager to support the BlackBerry MVS, if necessary.
- Upgrade the BlackBerry MVS, if necessary.
- Reset a secure connection for BlackBerry Enterprise Server components after upgrading, if necessary.

Functional changes

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BlackBerry MVS Client

BlackBerry® device-initiated calling	You can configure your organization's BlackBerry® Mobile Voice System so that the BlackBerry MVS Client can initiate a call to the Cisco® Unified Communications Manager for incoming or outgoing BlackBerry MVS calls. You configure the call direction in the BlackBerry MVS Session Manager, class of service, and the Cisco Unified Communications Manager.
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BlackBerry MVS Server

BlackBerry device-initiated calling	You can configure your organization's BlackBerry MVS so that the BlackBerry MVS Client can initiate a call to the Cisco Unified Communications Manager for incoming or outgoing BlackBerry MVS calls.
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To set up BlackBerry device-initiated calling you must do the following:

- configure your organization's classes of service to set the call direction as BlackBerry device-initiated
- add a unique DNIS callback number to each of your organization's BlackBerry MVS Session Manager instances
- configure your organization's call routing patterns so that the Cisco Unified Communications Manager can route the BlackBerry device-initiated calls to the BlackBerry MVS Session Manager that is associated with the DNIS callback number.

MWI notifications	The process for configuring MWI notifications has changed. The message waiting indicator for unsolicited voice mail is enabled through the telephony connector. The message waiting indicator for solicited voice mail is enabled through the voice mail connector.
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Install the Cisco Option package (COP) file for the BlackBerry MVS

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If your organization has already configured the Cisco® Unified Communications Manager for COP file support, you can perform the *Upgrade the BlackBerry Mobile Voice System software* procedure.

In BlackBerry® MVS Server bundle 17, COP file support is set to on. The COP file supports phone type, BlackBerry MVS Client. You can use one of the following options for installing the COP file for Cisco Unified Communications Manager and the BlackBerry Mobile Voice System.

Install the COP file and install a new instance of the BlackBerry MVS

Perform this procedure if this is the first time that your organization is installing the BlackBerry® Mobile Voice System software for use in a new Cisco® Unified Communications Manager cluster.

1. Schedule a time to perform Cisco Unified Communications Manager maintenance.
2. Install the COP file on the Cisco Unified Communications Manager. For more information, see the Cisco documentation for the Cisco Unified Communications Manager.
3. Restart the Cisco Unified Communications Manager.
4. Install and configure the BlackBerry MVS software. For more information, see the *BlackBerry MVS Server for Cisco Unified Communications Manager Installation and Configuration Guide*.
5. When adding the BlackBerry MVS device to a user's account on the Cisco Unified Communications Manager, the Phone Type must be set to "BlackBerry MVS Client."
6. Log in to the BlackBerry MVS Console and add BlackBerry MVS users.

Install the COP file and upgrade an existing instance of the BlackBerry MVS to BlackBerry MVS Server bundle 17

If your organization has already installed the BlackBerry® Mobile Voice System but has not configured the Cisco® Unified Communications Manager for COP file support, complete the following task. Perform these instructions to upgrade BlackBerry devices.

For information about installing the BlackBerry MVS Client, see the *BlackBerry Enterprise Server for Microsoft Exchange Administration Guide*.

1. Upgrade the BlackBerry MVS software as described in the BlackBerry MVS help. See the Upgrade the BlackBerry Mobile Voice System software topic.
2. Schedule a time to perform Cisco Unified Communications Manager and BlackBerry MVS maintenance.

3. Install the COP file on the Cisco Unified Communications Manager. For more information on installing COP files, see the Cisco documentation for the Cisco Unified Communications Manager.
4. Restart the Cisco Unified Communications Manager.
5. On the Cisco Unified Communications Manager, delete the existing 3rd Party SIP devices.
6. When adding the BlackBerry MVS device to a user's account on the Cisco Unified Communications Manager, the Phone Type must be set to "BlackBerry MVS Client."
7. On the computer where the BlackBerry MVS Session Manager is installed, in the Windows® Services, stop the BlackBerry MVS Session Manager service.
8. Log in to the BlackBerry MVS Console.
9. Add a Telephony Connector.
10. Associate all of your organization's existing users with the Telephony Connector that you added in step 9.
11. Delete your organization's old Telephony Connector.
12. On the computer where the BlackBerry MVS Session Manager is installed, in the Windows Services, restart the BlackBerry MVS Session Manager service.

Upgrade the BlackBerry MVS version 4.6 software

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If your organization has previously configured the Cisco® Unified Communications Manager for COP file support, perform this task to upgrade the BlackBerry® Mobile Voice System to BlackBerry MVS Server bundle 17.

1. On the computer where you want to upgrade the BlackBerry MVS software, log in using the Windows® domain account that was used to install the BlackBerry MVS software.
2. In the folder where the BlackBerry MVS installation files are located, double-click the **setup.exe** file.
3. In the License Agreement window, accept the terms in the license agreement. Click **Next**.
4. In the Setup Type window, select an installation type. Perform one of the following actions:
 - To install both the BlackBerry MVS Console and the BlackBerry MVS Session Manager, select the **BlackBerry MVS Console** and the **BlackBerry MVS Session Manager** options.
 - To install only the BlackBerry MVS Console, select the **BlackBerry MVS Console** option. You should install one instance of the BlackBerry MVS Console per BlackBerry Configuration Database.
 - To install only the BlackBerry MVS Session Manager, select the **BlackBerry MVS Session Manager** option. One BlackBerry MVS Session Manager can support multiple BlackBerry® Enterprise Server instances, but a BlackBerry Enterprise Server can be associated with only one BlackBerry MVS Session Manager.
5. In the Pre-Install checklist window, review the system information. Click **Next**.
6. In the Database Upgrade window, consider the following information:
 - If your organization's BlackBerry Configuration Database is installed on a separate computer, select the **Remote** option. In the **SQL server name**, **Database Name**, and **Port number** fields, type the information about your organization's BlackBerry Configuration Database.
 - If your organization's BlackBerry Configuration Database is installed on the computer where you are installing the BlackBerry MVS, select the **Local** option. In the **SQL server name**, **Database Name**, and **Port number** fields, type the information about your organization's BlackBerry Configuration Database. Review the **Data directory** and **Backup directory** locations. If necessary, click **Browse**. Navigate to a different location.
 - To create a Microsoft® SQL Server® backup of the existing BlackBerry Configuration Database, select the **Back up the existing BlackBerry Configuration Database before upgrading its values** option.
 - In the Database authentication section, to connect to the BlackBerry Configuration Database using Windows® authentication, click **Windows**.
 - In the Database authentication section, to connect to the BlackBerry Configuration Database using Microsoft SQL Server authentication, click **SQL authentication**. Type the appropriate user name and password.

When prompted to close the Services or Computer Management panels, click **OK**.

7. In the Installation Info window, type the same password that you used in step 1. Click **Next**.
8. In the Installation Summary window, verify the logging and destination information. Click **Next**.
9. Click **Continue**; when prompted to restart the computer, click **Yes**.
10. Log in to the computer using the same account that you used in step 1.

11. In the System Settings window, click **Next**.
12. In the Connectivity window, perform the following actions:
 - If you are installing both the BlackBerry MVS Console and the BlackBerry MVS Session Manager, type a port number for the BlackBerry MVS Console service to listen on for messages from the BlackBerry MVS Session Manager. The default port number is 17632. Type the host name or IP address, and the port number of the BlackBerry MVS Console that the BlackBerry MVS Session Manager communicates with. The default port number is 17632.
 - If you are installing only the BlackBerry MVS Console on the computer, type a port number for the BlackBerry MVS Console service to listen on for messages from the BlackBerry MVS Session Manager. Verify that the port number is open and available. The default port number is 17632.
 - If you are installing only the BlackBerry MVS Session Manager on the computer, type the host name or IP address and port number of the BlackBerry MVS Console that the BlackBerry MVS Session Manager communicates with. Verify that the port number is open and available. The default port number is 17632.
13. In the Installation Complete window, select the **Start Services** check box. Click **Start Service**.
14. Click **Finish**.

Reset a secure connection for BlackBerry Enterprise Server components after upgrading, if necessary 5

The BlackBerry® Enterprise Server encrypts data traffic between some BlackBerry Enterprise Server components using a secure connection password. After you configure the BlackBerry® Mobile Voice System, if you have set a secure connection password (other than the default password) for the BlackBerry Enterprise Server components on your organization's BlackBerry Enterprise Server, you must use the same password to configure a secure connection from your organization's BlackBerry Enterprise Server to the BlackBerry MVS. The password that you use when you configure the connection must be the secure connection password for the BlackBerry Enterprise Server components.

1. In the BlackBerry MVS Console, in the left pane, click **Secure Connections**.
2. Click **BlackBerry Enterprise Server**.
3. In the **New Password** and **Confirm New Password** fields, type and confirm a password. The password must be the secure connection password for the BlackBerry Enterprise Server components.
4. Click **Submit**.

Fixed issues

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BlackBerry MVS Server

This section lists the issues that were fixed for the BlackBerry® MVS Server since bundle 6 of BlackBerry MVS version 4.6.

Item	Description
DT353465	When the administrator updated the Telephony Connector configuration in the BlackBerry MVS Console, the BlackBerry MVS did not get the COP file support header value from the database. Instead an empty header was always sent to the BlackBerry MVS Session Manager in the Telephony Connector update data, which disabled COP file support and BlackBerry devices associated with the configured Telephony Connector could not register for BlackBerry MVS service.
DT349679	The BlackBerry MVS administrator documentation did not state that the IP address for the BlackBerry MVS Session Manager must be static.
DT341373	If a user was using a BlackBerry device that worked on a 2G wireless network, and received a call waiting notice, the user heard three DTMF tones that indicated that a call was waiting, followed by a few seconds of silence while the caller's ID was sent to the BlackBerry device. If the user was using a BlackBerry device that worked on a 3G wireless network and was in an area where data could be received while on a call, the user did not hear the DTMF tones or the silence. However, in some cases, even when the user was in an area where the BlackBerry device could receive data, the user might experience the 2G wireless network scenario.
DT288827	When a BlackBerry MVS user put a caller on hold, the caller did not hear music, even if the Cisco® Unified Communications Manager was configured to play music on hold.
SDR352665	While using the configuration wizard, if the administrator quickly clicked Save twice, the second submit failed because the wizard attempted to use the same data for both submissions. An error window displayed and the administrator could not continue using the configuration wizard.

BlackBerry MVS Client

This section lists the issues that were fixed for the BlackBerry® MVS Client since bundle 21 of BlackBerry MVS version 4.6.1.

Item	Description
DT485739	If users with BlackBerry® Storm2™ 9550 smartphones turned on the Wi-Fi® connection on their BlackBerry devices, mid-call features, such as hold, transfer, and move call, might not have worked.
DT467408	If the BlackBerry MVS was configured for PBX-initiated calling for outbound calls, occasionally when a user made a call, the called party could hear the user, but the user heard only ringing.
DT467004	When using a BlackBerry device that operated on a CDMA network, if a user turned off the BlackBerry device, and then turned on the BlackBerry device again, the BlackBerry MVS Client did not re-register.
DT465345	When using BlackBerry devices that operated on CDMA networks, if user A called user B, and user B let the BlackBerry ring, if user A received a call to the cellular line and then user B rejected the call from user A, user A continued to hear ringing, and was not aware that there was an incoming call on the cellular line.
DT465308	When using BlackBerry devices that operated on CDMA networks, if user A received a work call from user B, but user A let the call ring, if user A then received another call on the cellular line, the BlackBerry device did not give user A the option to answer the call from user B.
DT461893	When using the BlackBerry® Visor Mount Speakerphone VM-605, if a user pressed the speakerphone button on the BlackBerry Visor Mount Speakerphone VM-605, the BlackBerry device shut off and Bluetooth® connectivity was lost. When the user turned the BlackBerry device on again, the user could not make or take BlackBerry MVS calls.
DT428417	When user A was on a call with user B, and user A transferred the call to user C, if user C rejected the call, user Cs device screen showed that the call was connected, and user A was not disconnected from user C.
DT425640	When using speakerphone, if the volume was too high on the BlackBerry device, the mid-call features such as an incoming call waiting or making a second outbound call might have failed.
DT394543	When BlackBerry MVS was configured for BlackBerry device-initiated calling, if user A called user B, then put user B on hold and called user C, user B could not put user A on hold.
DT382809	When using a BlackBerry device that operated on a CDMA network, if a caller put a call on hold and took a second call, the user could not mute the second call.

Known issues

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The BlackBerry® Mobile Voice System does not currently support automatic failover of Cisco® Unified Communications Manager clustering. BlackBerry device users that are roaming internationally might not be able to make or receive calls if the international carrier does not pass the caller ID of the telephony connector from the BlackBerry device user's home wireless service provider.

BlackBerry MVS Server bundle 17 and BlackBerry MVS Client bundle 24 do not support BlackBerry devices that operate on iDEN® networks.

BlackBerry MVS Server

This section lists the known issues for the BlackBerry® Mobile Voice System BlackBerry MVS Server for Cisco® Unified Communications Manager version 6.1 or later server bundle 17.

Item	Description
DT474940	<p>If a BlackBerry MVS user is in a call when the Cisco Unified Communications Manager fails, after the Cisco Unified Communications Manager is brought back online, the user cannot make or take any BlackBerry MVS calls for twenty-five minutes.</p> <p>Impact: BlackBerry MVS users cannot make or take calls for twenty-five minutes after a Cisco Unified Communications Manager failure.</p> <p>Workaround: None.</p>
DT471955	<p>Administrators that are assigned an administrative role with View-only permissions cannot use the page numbers or arrows (>>) to navigate through the BlackBerry MVS users on the Search users page.</p> <p>Impact: Administrators can only see the first page of users.</p> <p>Workaround: Administrators with View-only permissions must provide enough details when performing a search to narrow the list of users down to one page.</p>
DT459895	<p>In the BlackBerry MVS Console if an administrator does not enter a correct E.164 phone number in the Mobile Network Number field, the user might not be able to move a call to the mobile network number. E.164 numbers can have a maximum of fifteen digits and are usually written with a plus sign (+) prefix.</p> <p>Impact: If the mobile network number is not fully qualified, the BlackBerry MVS user might not be able to move calls to the mobile network number.</p>

Item	Description
	<p>Workaround: The administrator must enter a fully qualified E.164 number or at least an 11-digit number.</p>
DT433381	<p>If you assign an administrator to an administrative role that has all the View permissions selected, the administrator cannot view the Session Manager or Telephony Connector information.</p> <p>Impact: Administrators cannot see all of the attributes that they are permitted to view.</p> <p>Workaround: Provide administrators with write access.</p>
DT360111	<p>In the BlackBerry MVS Console, after an administrator creates a new location and then uses that location in a telephony connector, all instances of the BlackBerry MVS Client lose registration with the PBX.</p> <p>Impact: BlackBerry MVS users cannot make or take calls.</p> <p>Workaround: Restart the BlackBerry MVS Session Manager service.</p>
SDR320165	<p>If the BlackBerry MVS Server is configured with multiple IP addresses, the BlackBerry MVS Console and BlackBerry MVS Session Manager cannot communicate when they start. The BlackBerry MVS Console cannot set up a connection to the BlackBerry MVS Session Manager and no BlackBerry devices can make a call.</p> <p>Impact: If the BlackBerry MVS Server is configured with multiple IP addresses, in some cases the BlackBerry devices cannot make a call.</p> <p>Workaround: Ensure that a single IP address is configured for the BlackBerry MVS Server.</p>
SDR250187	<p>If the BlackBerry® Enterprise Server version 4.1.5 is upgraded to BlackBerry Enterprise Server version 5.0, the BlackBerry MVS Console does not work correctly with the upgraded server.</p> <p>Impact: The BlackBerry MVS Console might not work with a BlackBerry Enterprise Server that has been upgraded to a BlackBerry Enterprise Server version 5.0.</p> <p>Workaround: Before upgrading the BlackBerry Enterprise Server to version 5.0, in the Windows Services, stop the BlackBerry Session Manager service and the BlackBerry MVS Console service. After you upgrade the BlackBerry Enterprise Server to version 5.0, restart the BlackBerry MVS services.</p>

BlackBerry MVS Client

This section lists the known issues for the BlackBerry® Mobile Voice System BlackBerry MVS Server for Cisco® Unified Communications Manager version 6.1 or later client bundle 24.

Item	Description
DT493961	<p>When user A makes a call to user B, user A can hear two ringback tones after user B has answered the call.</p> <p>Impact: A user hears up to two ringback tones after a call has connected.</p> <p>Workaround: None.</p>
DT487319	<p>When users receive incoming calls to their work number, their BlackBerry devices ring at a lower volume than the users have set.</p> <p>Impact: The BlackBerry device rings at a lower volume than the user has set, so the user might miss calls.</p> <p>Workaround: None.</p>
DT485533	<p>If user A is on a call with user B, and user B transfers the call to user C, the screen on user A's BlackBerry device does not update to show that user A is now connected to user C.</p> <p>Impact: The active call screen does not update as expected after a user's call is transferred.</p> <p>Workaround: None.</p>
DT479053	<p>When a user's BlackBerry device is paired with a Bluetooth® enabled device, such as a Bluetooth enabled headset, if the user makes a call and then switches the audio path from the Bluetooth enabled device to the BlackBerry device (by pressing the Menu key and clicking Activate Handset), the user does not hear the call ringing.</p> <p>Impact: If users change the audio path to the BlackBerry device while an outgoing call is ringing, users can no longer hear ringing.</p> <p>Workaround: None.</p>
DT478961	<p>When a user's BlackBerry device is paired with a Bluetooth enabled car kit, the screen for the car kit might show that the user is making an outgoing call, even when the user is not.</p> <p>Impact: The Bluetooth enabled car kit might show an outgoing call when the user has not initiated a call.</p> <p>Workaround: Disconnect your BlackBerry device from the Bluetooth enabled car kit, and then connect with the car kit again.</p>
DT478560 DT478556	<p>If user A's BlackBerry device is connected to a Bluetooth enabled device, when user A receives a call from user B, and user A accepts the call on the Bluetooth enabled device, the call connects, but there is no audio. If both users end the call, and user B calls user A again, the call fails.</p>

Item	Description
	<p>Impact: Calls fail two times in a row if the called user's BlackBerry device is connected to a Bluetooth enabled device. When user B calls for the third time, the call is successful.</p> <p>Workaround: None</p>
DT478472	<p>It can take several minutes to connect to a Bluetooth car kit.</p> <p>Impact: Connecting to Bluetooth car kits can be slow.</p> <p>Workaround: None.</p>
DT477292	<p>When the BlackBerry MVS Client is paired with a Parrot CK3100 car kit, the car kit reports that it is connected to a call. The call cannot be disconnected.</p> <p>Impact: You cannot use the BlackBerry MVS with the Parrot CK3100 car kit.</p> <p>Workaround: None.</p>
DT474778	<p>When using BlackBerry devices that operate on GSM® networks, if the BlackBerry MVS is configured for BlackBerry device-initiated calling and the user calls a conference server, the welcome message might be cut off.</p> <p>Impact: Users might not know that a call to a conference server has connected.</p> <p>Workaround: None.</p>
DT473749	<p>If a user makes a second outgoing call, and the call is rejected by the called party, the BlackBerry device shows that the user is on hold with the first call, but the party on the first call can still hear the user.</p> <p>Impact: When a second outgoing call is rejected, the device does not place the first call on hold properly.</p> <p>Workaround: Before you make a second outgoing call, place the first call on hold by pressing the Menu key and clicking Hold.</p>
DT473162	<p>When user A is using a BlackBerry Storm2 9550 smartphone and is in a call, if user A accepts a second call, user A cannot mute the call using the touch screen mute feature.</p> <p>Impact: Users cannot mute calls.</p> <p>Workaround: Use the mute menu item to mute a call.</p>

Item	Description
DT472924	<p>If the BlackBerry MVS user's Class Of Service is configured for BlackBerry device-initiated calling, and the BlackBerry MVS Client is paired with the BlackBerry® Wireless Headset HS-500, if user A is in a call and receives a second call, user A hears DTMF tones but there is no indication on the BlackBerry device that there is an incoming call.</p> <p>Impact: The user hears unexpected DTMF tones and cannot accept a second call.</p> <p>Workaround: Do not use the BlackBerry MVS with the BlackBerry Wireless Headset HS-500.</p>
DT464680	<p>If the BlackBerry MVS is configured for BlackBerry device-initiated calling they cannot receive a second call on their work number.</p> <p>Impact: Users cannot receive a second incoming call on their work number.</p> <p>Workaround: None.</p>
DT445160	<p>If the BlackBerry MVS user's Class Of Service is configured for BlackBerry device-initiated calling, when user A calls user B the time delay before the phone of user B starts to ring is approximately 22 seconds.</p> <p>Impact: In some BlackBerry MVS configurations, users might wait for up to 22 seconds for the destination phone to ring.</p> <p>Workaround: None.</p>
DT424903	<p>If the line preference of a BlackBerry MVS user's BlackBerry MVS Client is set to Work Preferred (Mobile Auto), the BlackBerry MVS Client does not automatically switch from the work line to the mobile line when data services are turned off or unavailable.</p> <p>Impact: The BlackBerry MVS Client does not automatically switch from the work line to the mobile line when data services are turned off.</p> <p>Workaround: Manually select the mobile line.</p>
DT411996 DT411834	<p>When using BlackBerry devices that operate on CDMA networks, users can see call features, such as hold, that are not assigned in the user's Class Of Service.</p> <p>Impact: Users can access call features that are not assigned to them.</p> <p>Workaround: None.</p>
DT403650	<p>If a user that is configured for enterprise voice mail rejects an incoming call, the call is not forwarded to voice mail if the MWI notification is disabled.</p> <p>Impact: Rejected calls are not forwarded to the user's voice mail.</p>

Item	Description
DT394094	<p>Workaround: In the BlackBerry MVS Console, set the MWI notifications to enabled.</p> <p>If a BlackBerry device is connected to two calls, and one call is on hold, the active call screen shows that the BlackBerry device is connected to only one call instead of two.</p> <p>Impact: Users might think that a call has been dropped.</p> <p>Workaround: None.</p>
DT126477	<p>When a BlackBerry MVS user moves a call to a one-time number that is a desk phone and then attempts to cancel the move, the call might still be moved. When this occurs, the call move appears to cancel for a few seconds and the user might be able to talk with the original called party. However, after a few seconds the call moves.</p> <p>Impact: Attempting to cancel moving a call to a one-time number that is a desk phone does not work.</p> <p>Workaround: None.</p>
SDR336739	<p>On a CDMA network, if user B calls the cellular number of user A, who then puts user B on hold, and user A attempts to use the work number to call user C, the call fails.</p> <p>Impact: CDMA users cannot use their cellular and work numbers simultaneously.</p> <p>Workaround: None.</p>
SDR336014	<p>On a CDMA network, if a user is on a call and receives a second incoming call, the user might hear DTMF tones. When the user answers the call, the user might hear DTMF tones again.</p> <p>Impact: Users might hear unexpected DTMF tones when they receive a second incoming call.</p> <p>Workaround: None.</p>

Provide feedback

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Legal notice

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