

# BlackBerry Mobile Voice System

Mobile Unified Communications



BlackBerry® Mobile Voice System (BlackBerry® MVS) is designed to unify desk phone features on BlackBerry® smartphones and Wi-Fi® networks to optimize costs, coverage, and reachability.<sup>1,2,3</sup>

The BlackBerry logo, consisting of three overlapping, rounded rectangular shapes in shades of blue, positioned to the left of the title text.

## BlackBerry Mobile Voice System

BlackBerry MVS is designed to unify desk phone features with BlackBerry smartphones.<sup>1,2</sup>

Calls can be made on Wi-Fi networks to save on mobility costs and improve productivity<sup>3</sup>. BlackBerry MVS provides one business phone number, one caller ID, and one voice mailbox wherever you go. Whether you're at work, at home, or travelling, you can access the desk phone features you use every day.

# BlackBerry MVS provides mobile workers with office desk phone functionality and other productivity enhancing features.\*



## Key End User Features:

### One Office Identity

Employees can be reached through a single number — whether in or out of the office — to help them manage business calls while away from their desks.

When calling out, contacts will see one caller ID, identifying a call originating from a BlackBerry smartphone as originating from your desk phone. When receiving calls, both phones ring simultaneously, which can result in fewer missed calls and greater accessibility.

### Voice Over Wi-Fi Calling

Calls can be made over Wi-Fi at work, at home, or in Wi-Fi hotspots to help address cost, coverage, and communication needs.<sup>1,3</sup>

### Move Call

Quickly and easily move a call to a desk phone or a one-time number such as a home phone or a conference room phone. Manually move calls between a service provider's mobile network or Wi-Fi networks.<sup>1,3</sup>

### Extension Dialing

Dial a corporate extension for anyone in the corporate address book directly from a BlackBerry smartphone.

### One Office Voicemail

Imagine a single business voicemail to check. With BlackBerry MVS, employees are conveniently notified of new office voicemail messages with an indicator on the BlackBerry smartphone Home screen.

## Key Administration Features:

### Calls anchored in PBX

Calls made through BlackBerry MVS are anchored through the enterprise Private Branch Exchange (PBX) to help ensure that company policies are met. Calls can be logged and audited to strengthen risk management policies and help ensure compliance with legislative requirements. A single BlackBerry MVS Server can support up to 10,000 users with this approach.

### Call Routing

BlackBerry MVS routes business calls through the company PBX, leveraging existing investments, infrastructure and optimized routing policies.

### Voice Policies

Voice policies on the PBX are extended to smartphones supported by the BlackBerry MVS. And, because BlackBerry MVS is deployed with the BlackBerry® Enterprise Server, there are over 450 IT policies that you can use to your advantage. These IT policies can be applied to help meet regulatory mandates and protect private information, including the ability to direct all mobile calls (inbound and outbound) through the PBX system.

### High Availability

High availability of the BlackBerry MVS Server session manager helps to ensure that BlackBerry MVS will operate at optimal levels, so active calls can remain uninterrupted for your users. BlackBerry MVS features the ability to configure session managers in a redundant configuration, so a standby server can automatically take over if connectivity with the active server is lost.

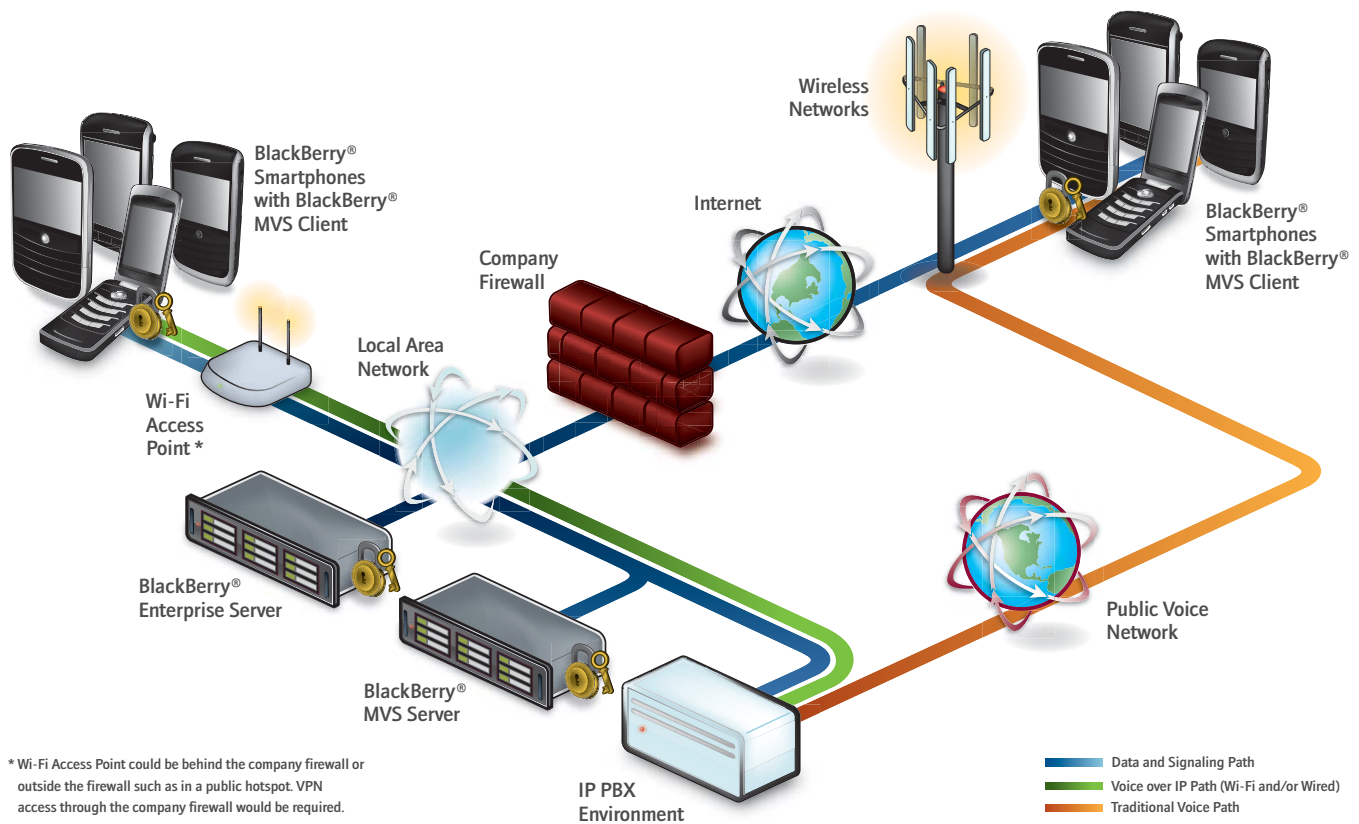
### BlackBerry Enterprise Solution integration

BlackBerry MVS integrates with your BlackBerry Enterprise Server so you can take maximum advantage of your current BlackBerry wireless infrastructure. Apply IT policies to regulate incoming and outgoing calls, implement security measures, and audit telephony activities.

The BlackBerry Enterprise Server has achieved multiple security accreditations, and through its integration, BlackBerry MVS adopts these security features. Administrative tools oversee and control the use of BlackBerry smartphones from one central location, helping you manage your company's resources effectively.

\* NOTE: Certain feature functionality may be dependent upon your existing telephony infrastructure. For details of supported feature sets related to a specific configuration, please contact your sales representative.

BlackBerry MVS integrates with your BlackBerry Enterprise Server so you can take maximum advantage of your current BlackBerry wireless infrastructure.



### BlackBerry MVS Client

BlackBerry MVS Client software adds many familiar desk phone features to BlackBerry smartphones. The BlackBerry MVS Client integrates directly with the native phone application to allow the user to receive or place calls from the mobile line or the enterprise line. Network administrators can deploy this software wirelessly on BlackBerry smartphones.<sup>1</sup>

### BlackBerry MVS Server

BlackBerry MVS Server interfaces between the BlackBerry Enterprise Server and the corporate PBX system to mobilize desk phone features on BlackBerry smartphones. Seamless integration with the BlackBerry Enterprise Server provides highly secure authentication and allows for the easy administration of BlackBerry MVS functionality.<sup>2</sup>

## End User Benefits

### Promotes responsiveness and productivity through desktop and mobile phone convergence

BlackBerry MVS allows you to make or take enterprise desk phone calls almost anywhere in the world from your BlackBerry smartphone.<sup>1,2</sup>

All calls made using BlackBerry MVS are routed through your company phone system providing the capability to make company extension calls to anyone in your corporate address book and to easily access your corporate voicemail. Calls can be made over Wi-Fi at work, at home, or in Wi-Fi hotspots to address your cost, coverage, and communication needs.<sup>3</sup> Using the “Move Call” feature, you can move in-process calls between Wi-Fi and mobile networks, helping to reduce usage costs.

### Provides telephone features in an easy-to-use menu on your BlackBerry smartphone

Access desk phone features with an intuitive menu that displays call options on the BlackBerry smartphone as they become available.<sup>1,2</sup> One corporate phone number and a consistent caller ID helps you manage business calls outside the office with fewer missed calls — the same way you would inside the office. Call transfers, switching between calls, call filtering, and integrated voice mailboxes are only a few convenient features offered through BlackBerry MVS.

## IT Administrator Benefits

### Provides advanced security, control, and peace of mind

BlackBerry MVS seamlessly integrates with your BlackBerry Enterprise Server so you can maximize your current BlackBerry wireless infrastructure.<sup>1,2</sup> Apply IT policies to regulate incoming and outgoing calls, implement security measures, and audit telephony activities. BlackBerry MVS is designed to allow you to effectively manage phone activities from a central point and promote employee productivity.

Flexible administration options are also available to manage user profiles and features, which allow you to apply the most cost-effective user profiles for your organization (i.e., Voice over Wi-Fi, Voice over Mobile, or a combination).

Each call from a BlackBerry smartphone is automatically authenticated by the BlackBerry Enterprise Server to help prevent unauthorized individuals from accessing the company’s PBX system. Calls made through BlackBerry MVS are routed and anchored through the enterprise PBX to help ensure that company policies are met. The BlackBerry Enterprise Server has achieved multiple security accreditations and through its integration into the BlackBerry Enterprise Server environment, BlackBerry MVS adopts these security capabilities. Administrative tools allow you to oversee and control the use of BlackBerry smartphones from one central location, helping you manage your company’s resources effectively.

High availability of the BlackBerry MVS Server session manager helps to ensure that BlackBerry MVS will operate at optimal levels, and that active calls remain uninterrupted for your users. BlackBerry MVS offers the ability to configure session managers in a redundant configuration, so a standby server automatically takes over if connectivity with the active server is lost. You can monitor the health of the BlackBerry MVS Server and supervise the session manager status to maintain optimal functionality for BlackBerry MVS users.

### Supports corporate requirements and regulatory mandates

Your users’ mobile and desk phone communications can be unified through BlackBerry MVS, offering another layer of usability and control to BlackBerry smartphones. Within the current regulatory environment, organizations may need to log and audit calls, as well as provide authentication and security for phone system users. Because BlackBerry MVS is deployed with the BlackBerry Enterprise Server, there are over 450 IT policies that you can use to your advantage.

These IT policies can be applied to meet regulatory mandates and help protect private information, including the ability to direct all mobile calls (inbound and outbound) through the PBX system. Calls routed through the corporate telephony system—using the corporate phone number—can be logged and audited to strengthen risk management policies and help ensure compliance with legislative requirements.



For More Information please contact Insight at:

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Insight<sup>®</sup>

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<sup>1</sup> Requires BlackBerry<sup>®</sup> Device Software v4.5 or later; BlackBerry Device Software v5.0 is required for Voice over Wi-Fi<sup>®</sup> functionality.

<sup>2</sup> Requires BlackBerry<sup>®</sup> Enterprise Server v4.1.7 or later.

<sup>3</sup> Access to Voice over Wi-Fi<sup>®</sup> feature functionality requires BlackBerry MVS 5.0 and BlackBerry Device Software v5.0.

Check with your service provider for roaming arrangements, service plans and supported features and services. Certain features outlined in this document require BlackBerry<sup>®</sup> Enterprise Server v4.1.7 or later, BlackBerry<sup>®</sup> Desktop Manager and/or BlackBerry Device<sup>®</sup> Software v4.5. When you subscribe to third party products or services you accept that: 1. It is your sole responsibility to: (a) ensure that your airtime service provider will support all features; (b) identify and acquire all required intellectual property licences prior to installation or use and to comply with the terms of such licences; 2. RIM makes no representation, warranty or guarantee and assumes no liability whatsoever in relation to third party products or services.

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