

BlackBerry Mobile Voice System (BlackBerry MVS)

BlackBerry Mobile Voice System

Version 4.6 | Project Summary



 **BlackBerry**

This project summary includes tasks required to successfully install BlackBerry® Mobile Voice System (BlackBerry MVS) and to make it operational within your organization. The project duration depends on adhering to this process and ensuring that the appropriate resources are committed.



Resources

The resources required include but are not limited to:

Research In Motion (RIM)

- Project Manager
- Account Manager
- Technical Account Manager
- Installation Engineer

Customer

- Project Manager
- PBX and Voice Mail Administrator or Vendor
- Email Administrator
- Network and/or Security Administrator
- BlackBerry® Enterprise Server Administrator

Process

BlackBerry MVS deployments include several stages. Each stage is managed by a RIM Project Manager and must be completed before moving on to the next stage. Additional tasks may be required.

Project Kick-Off **Design Finalized** **Server Readiness** **Integration** **Support Hand-Off**

• Project kick-off

Within one to two weeks of your purchase, both you and RIM will assign appropriate resources and identify responsibilities and task ownership and will agree to a project plan, timeline, owners and tasks.

• Design finalized

We will work with you to complete a survey of site-specific information and will provide documentation to help you prepare your environment. You will need to acquire any required hardware and software prior to the implementation.

• Server readiness

The time required to prepare your site may vary depending on resource availability.

• Integration

RIM will provide a resource to assist you with PBX integration including configuration of BlackBerry MVS software for your environment and integration with your BlackBerry Enterprise Server.

• Support hand-off

Based on the support contract, RIM will provide you with support for BlackBerry MVS and any software updates.

Responsibilities

Certain tasks need to be performed before moving the project forward to the next step. For your convenience, RIM provides support to help you. Final installation and implementation of BlackBerry MVS depends on the completion of these tasks.

Customer

Provide information about your organization

Information about the existing voice and data network will be required. The information includes but is not limited to:

- Planned BlackBerry MVS user community information
- Wireless and landline carrier information including existing ISDN-PRI span configurations
- Voice network diagrams, dial plan and routing statement configurations
- Data network IP addressing schema and diagrams
- Physical hardware configurations and diagrams

Install and configure required hardware and software

You will need to acquire all necessary hardware and software to support BlackBerry MVS. Once acquired, it will be your responsibility to build and configure the server used to host BlackBerry MVS. These tasks may include but are not limited to:

- Installation of additional hardware including memory modules, network interface cards, etc.
- Configuration and provisioning of the server's fixed drive array
- Installation and configuration of the operating system, database, and any required third-party software
- Installation and basic configuration of BlackBerry MVS
- Integration of the server into your existing data network domain
- Installation and configuration of additional required hardware including but not limited to network switches and media gateways

Prepare your voice network

PBX programming will need to be added or modified to direct calls to and from BlackBerry MVS. These tasks may include but are not limited to:

- Providing and testing any physical cabling required to interconnect your voice network to BlackBerry MVS
- Building and configuring the physical route(s) to/from the voice network and BlackBerry MVS
- Changing existing routing statements to accommodate the new route to BlackBerry MVS
- Changing the existing dial plan to accommodate the BlackBerry MVS user community
- Coordinating with your carrier(s) to ensure ISDN-PRI spans supporting BlackBerry MVS are provisioned according to requirements

Prepare your data network

The hardware and software used to support BlackBerry MVS integrate with your data network. Integration tasks may include but are not limited to:

- Changing or adding to your existing IP network schema
- Configuring your data network routers for BlackBerry MVS voice and data traffic
- Configuration of your domain server to accommodate BlackBerry MVS and any supporting hardware
- Changing settings on your BlackBerry Enterprise Server to enable BlackBerry MVS Services
- Changing data network security policies for BlackBerry MVS
- Configuration of your firewall to accommodate BlackBerry MVS voice and data traffic

RIM

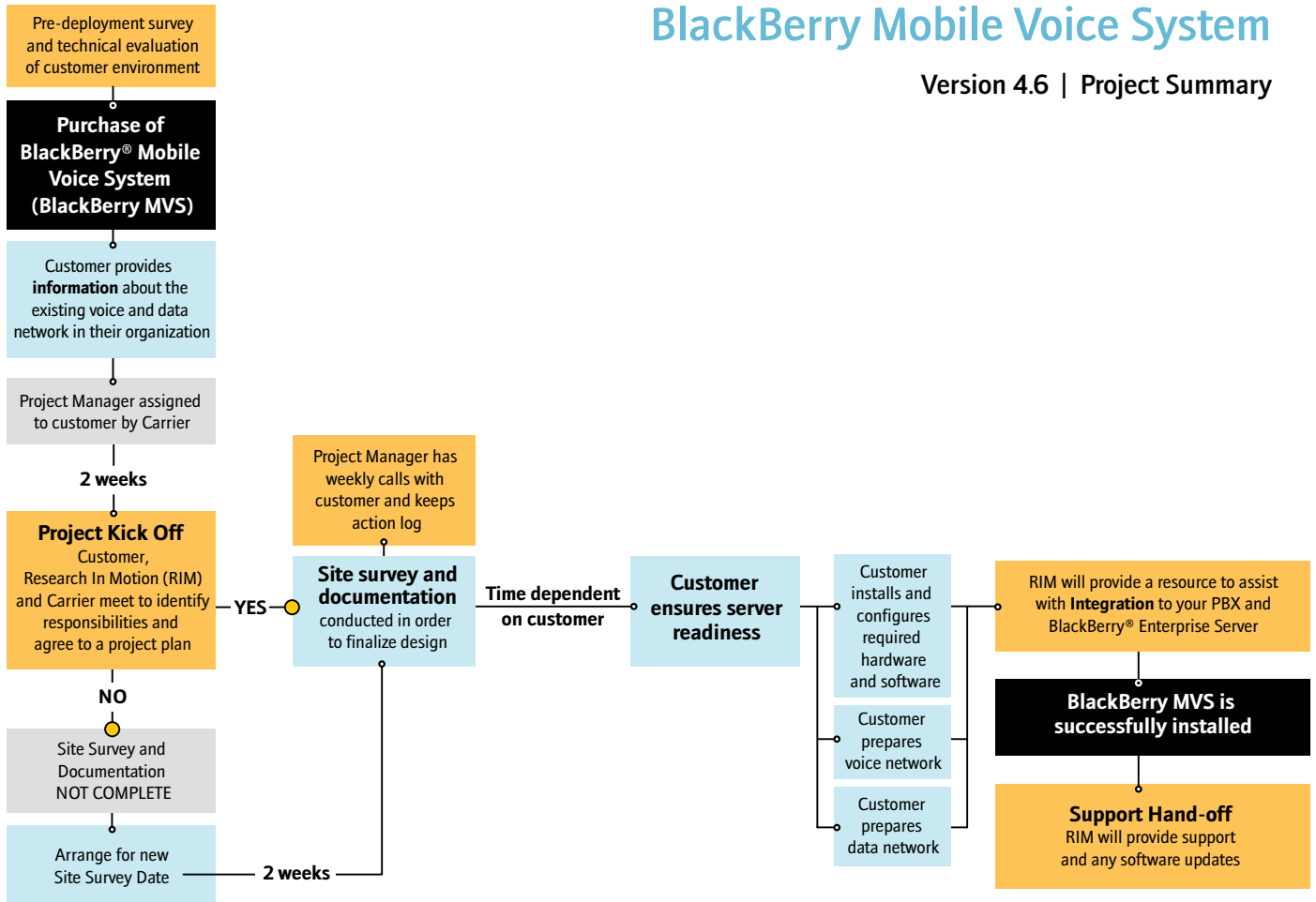
Provide installation and configuration support

RIM will provide support for:

- Build-out, setup and configuration of the server used to host BlackBerry MVS
- Installation and configuration of any required media gateway
- Final configuration of BlackBerry MVS
- Completion of a basic test plan to validate functionality of BlackBerry MVS
- Site administrator training (how to perform adds, moves, changes, etc.)
- General troubleshooting issues

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For More Information

Web: www.blackberry.com

