



# Release Notes for Cisco Unified Mobile Communicator for BlackBerry Devices Release 3.1.7

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**Revised: January 25, 2008, OL-15720-01**

These release notes describe the new features and caveats for all versions of Cisco Unified Mobile Communicator for BlackBerry devices release 3.1.7.

To view the release notes for related versions of Cisco Unified Mobile Communicator, go to:

[http://www.cisco.com/en/US/products/ps7271/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7271/tsd_products_support_series_home.html)

## Contents

These release notes provide the following information. You might need to notify your users about some of the information provided in this document.

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# Introduction

This section contains an overview of Cisco Unified Mobile Communicator, and describes the BlackBerry devices supported with this release.

- [An Overview of Cisco Unified Mobile Communicator, page 2](#)
- [Supported BlackBerry Devices, page 2](#)

## An Overview of Cisco Unified Mobile Communicator

Cisco Unified Mobile Communicator is part of the Cisco Unified Communications family of products.

Cisco Unified Mobile Communicator is a software application installed on your BlackBerry device that works with Cisco Unified Mobility Advantage to extend office communication applications and services to your mobile phone.

In addition to placing and receiving calls and secure text messages, Cisco Unified Mobile Communicator allows you to:

- Receive Cisco Unified MeetingPlace and MeetingPlace Express notifications and dial into conferences
- Be alerted to office voicemail messages, see a list of voicemail messages, and select messages for playback
- Keep track of your missed, dialed, and received calls on both your mobile phone and your office phone
- Access up-to-date corporate and personal directory contacts
- Check the Availability Status of other Mobile Communicator users (see who is available to communicate or who prefers not to be disturbed)

See the *Cisco Unified Mobile Communicator User Guide for BlackBerry Devices* for more information.

## Supported BlackBerry Devices

Table 1 shows the BlackBerry devices supported by Cisco Unified Mobile Communicator.



### Note

Note: The BlackBerry 8830 is supported on CDMA networks only. The BlackBerry 8820 is supported on GSM networks only and has not been tested on WiFi.

**Table 1**      **Supported BlackBerry Devices**

BlackBerry Device	Country	Mobile Carrier	Languages
BlackBerry Curve (8300)	Canada	Rogers	English, French, German, Italian, Spanish
BlackBerry Curve (8300)	UK	Orange	English, French, German, Italian, Spanish
BlackBerry Curve (8300)	UK	Vodafone	English, French, German, Italian, Spanish
BlackBerry Curve (8300)	UK	T-Mobile	English, French, German, Italian, Spanish
BlackBerry Curve (8300)	USA	AT&T-Cingular	English, French, German, Italian, Spanish
BlackBerry Curve (8300)	USA	T-Mobile	English, French, German, Italian, Spanish

**Table 1**      **Supported BlackBerry Devices**

<b>BlackBerry Device</b>	<b>Country</b>	<b>Mobile Carrier</b>	<b>Languages</b>
BlackBerry Pearl (8100)	Canada	Rogers	English, French, German, Italian, Spanish
BlackBerry Pearl (8100)	UK	Orange	English, French, German, Italian, Spanish
BlackBerry Pearl (8100)	UK	Vodafone	English, French, German, Italian, Spanish
BlackBerry Pearl (8100)	UK	T-Mobile	English, French, German, Italian, Spanish
BlackBerry Pearl (8100)	USA	AT&T-Cingular	English, French, German, Italian, Spanish
BlackBerry Pearl (8100)	USA	T-Mobile	English, French, German, Italian, Spanish
BlackBerry 8830	Canada	Bell Canada	English, French, German, Italian, Spanish
BlackBerry 8830	Canada	Telus	English, French, German, Italian, Spanish
BlackBerry 8830	USA	Alltel	English, French, German, Italian, Spanish
BlackBerry 8830	USA	Sprint	English, French, German, Italian, Spanish
BlackBerry 8830	USA	Verizon	English, French, German, Italian, Spanish
BlackBerry 8820	Canada	Rogers	English, French, German, Italian, Spanish
BlackBerry 8820	UK	Orange	English, French, German, Italian, Spanish
BlackBerry 8820	UK	T-Mobile	English, French, German, Italian, Spanish
BlackBerry 8820	UK	Vodafone	English, French, German, Italian, Spanish
BlackBerry 8820	USA	AT&T-Cingular	English, French, German, Italian, Spanish
BlackBerry 8820	USA	T-Mobile	English, French, German, Italian, Spanish
BlackBerry 8800	Canada	Rogers	English, French, German, Italian, Spanish
BlackBerry 8800	UK	Orange	English, French, German, Italian, Spanish
BlackBerry 8800	UK	Vodafone	English, French, German, Italian, Spanish
BlackBerry 8800	USA	T-Mobile	English, French, German, Italian, Spanish
BlackBerry 8800c	USA	AT&T-Cingular	English, French, German, Italian, Spanish
BlackBerry 8800g	UK	T-Mobile	English, French, German, Italian, Spanish
BlackBerry 8700c	USA	AT&T-Cingular	English, French, German, Italian, Spanish
BlackBerry 8700g	UK	Orange	English, French, German, Italian, Spanish
BlackBerry 8700g	UK	T-Mobile	English, French, German, Italian, Spanish
BlackBerry 8700g	USA	T-Mobile	English, French, German, Italian, Spanish
BlackBerry 8700r	Canada	Rogers	English, French, German, Italian, Spanish
BlackBerry 8700v	UK	Vodafone	English, French, German, Italian, Spanish
BlackBerry 8703e	Canada	Bell Canada	English, French, German, Italian, Spanish
BlackBerry 8703e	Canada	Telus	English, French, German, Italian, Spanish
BlackBerry 8703e	USA	Alltel	English, French, German, Italian, Spanish
BlackBerry 8703e	USA	Sprint	English, French, German, Italian, Spanish
BlackBerry 8703e	USA	Verizon	English, French, German, Italian, Spanish

# System Requirements

Before you install Cisco Unified Mobile Communicator for BlackBerry devices, make sure the following are installed:

- Cisco Unified Mobility Advantage
- BlackBerry Enterprise Server (BES) version 4.1.3.16 or later
- Mobile Data Service (MDS) component (installed as part of the BES installation)
- Latest BES patches and upgrades

See the *Cisco Unified Mobility Advantage Installation and Upgrade Guide* for more information.

## Related Documentation

### Cisco Unified Mobile Communicator Documentation

These publications are available at the following URL:

[http://www.cisco.com/en/US/products/ps7271/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7271/tsd_products_support_series_home.html)

- *Cisco Unified Mobile Communicator Quick Start Guide for BlackBerry Devices*
- *Cisco Unified Mobile Communicator User Guide for BlackBerry Devices*
- *Cisco Unified Mobile Communicator User Portal Guide*

### Cisco Unified Mobility Advantage Documentation

These publications are available at the following URL:

[http://www.cisco.com/en/US/products/ps7270/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7270/tsd_products_support_series_home.html)

- *Cisco Unified Mobility Advantage Installation and Upgrade Guide*
- *Cisco Unified Mobility Advantage Administration Guide*

### Cisco Unified Communications Solution Reference Network Design (SRND) Documentation

The latest Unified Communications SRND publication is available at the following URL:

<http://www.cisco.com/go/srnd>

## Installation Notes

To install Cisco Unified Mobile Communicator for BlackBerry devices release 3.1.7:

### Procedure

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- Step 1** Download the Cisco Unified Mobile Communicator ISO file from Cisco.com.
- Using any commercially available ISO file unpackaging program, expand the ISO file to the directory of your choice on your local hard disk.
- If you cannot find a program to expand ISO files, you can use any commercially available CD-ROM burner program, and burn the file onto a CD.
- Step 2** Log in to the Cisco Unified Mobility Advantage Admin Portal.

- Step 3** Upload the .OAR file from the CD.
- Select **Handset Platform Management, Upload New Version**.
  - Select **Browse** and locate the .OAR file.
  - Click **Submit**.
- Step 4** Download the BlackBerry file (.zip) from the Admin Portal.
- Select **Handset Platform Management, Version Management**.
  - Click the **Download** icon next to BlackBerry to download the Cisco Unified Mobile Communicator .zip file to your system.
- Step 5** Unzip the BlackBerry file and locate the .cod and .alx files.
- Step 6** Update the BlackBerry Enterprise Server with the downloaded .alx and .cod files, as indicated in your BlackBerry server documentation.
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## Caveats

This section contains these topics:

- [Using Bug Toolkit, page 5](#)
- [Open Caveats, page 6](#)
- [Resolved Caveats, page 7](#)

## Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use the Software Bug Toolkit, follow these steps:

### Procedure

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- Step 1** To access the Bug Toolkit, go to [http://www.cisco.com/cgi-bin/Support/Bugtool/launch\\_bugtool.pl](http://www.cisco.com/cgi-bin/Support/Bugtool/launch_bugtool.pl).
- Step 2** Log on with your Cisco.com user ID and password.

- Step 3** Click the **Launch Bug Toolkit** hyperlink.
- Step 4** To look for information about a specific problem, enter the bug ID number in the “Enter known bug ID” field and click **Search**.

## Open Caveats

[Table 2](#) lists severity 1, 2 and 3 defects that are open for this release of Cisco Unified Mobile Communicator.

For more information about an individual defect, you can access the online record for the defect by accessing the Bug Toolkit. You must be a registered Cisco.com user to access this online information.

Because defect status continually changes, be aware that [Table 2](#) reflects a snapshot of the defects at the time this report was compiled. For an updated view of defects, access Bug Toolkit as described in the “Using Bug Toolkit” section on page 5.

**Table 2** *Open Caveats for Cisco Unified Mobile Communicator Release 3.1.7*

Identifier	Severity	Component	Headline and Bug Toolkit Link
<a href="#">CSCsl68806</a>	3	application	Client cannot connect from a BlackBerry 8703e with OS 4.2
<a href="#">CSCsi22084</a>	3	ui-spec	Cisco Unified Mobile Communicator for BlackBerry devices can't dial numbers starting with “+” from home view
<a href="#">CSCsi31205</a>	3	installer	Alpha - Cisco Unified Mobile Communicator will not update over the air
<a href="#">CSCsi78212</a>	3	ui	BlackBerry devices - Alerts self dismiss after about 1 minute
<a href="#">CSCsi83363</a>	3	application	BlackBerry devices - Online help to change Status missing (using alt)
<a href="#">CSCsj89431</a>	3	application	BlackBerry devices - Unread missed call log not in bold print
<a href="#">CSCsk05643</a>	3	application	BlackBerry devices - unable to edit contact (name=32chars) added from remote search
<a href="#">CSCzf08886</a>	3	application	BlackBerry devices - First letter of password is always capitalized
<a href="#">CSCzf09413</a>	3	other	BlackBerry devices - If Active Directory stores extensions, cannot dial from handset
<a href="#">CSCzf09537</a>	3	ui	BlackBerry devices - Some symbols in message display as question mark
<a href="#">CSCzf10012</a>	3	ui	BlackBerry devices - Filter in Directory view does not work correctly
<a href="#">CSCzf10216</a>	3	ui	BlackBerry devices - Conferences are deleted from handset before 24 hours
<a href="#">CSCzf10258</a>	3	application	BlackBerry devices - End key pauses a voicemail message and does not display play option
<a href="#">CSCzf10348</a>	3	other	BlackBerry devices - Alerts should remain until closed

## Resolved Caveats

Table 3 lists the caveats that are resolved in this release of Cisco Unified Mobile Communicator.

Only severity 1, severity 2, and select severity 3 resolved caveats are provided in this document. For more information about an individual defect, go to the Bug Toolkit to access the online record for that defect.

Because defect status continually changes, be aware that these tables reflect a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit at <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>. Bug Toolkit requires that you have an account with Cisco.com (Cisco Connection Online).

For more information about the Bug Toolkit, see [Using Bug Toolkit, page 5](#)

**Table 3** Resolved Caveats for Cisco Unified Mobile Communicator Release 3.1.7

Identifier	Severity	Component	Headline
<a href="#">CSCsj45952</a>	3	application	Unexpected error messages should be meaningful

## Documentation Updates

This section provides documentation changes that were unavailable when the Cisco Unified Mobile Communicator release 3.1.7 documentation suite was released.

### Identifying Dialed Calls in Cisco Unified Mobile Communicator

In the Calls view, Dialed Calls has been changed to Placed Calls.

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New* in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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