



Release Notes for Cisco Unified Mobile Communicator for BlackBerry Devices Release 3.1.4

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These release notes describe the new features and caveats for all versions of Cisco Unified Mobile Communicator for BlackBerry devices release 3.1.4.

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

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

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.

Table 1 *Supported BlackBerry Devices*

BlackBerry Device	Country	Mobile Carrier	Language
BlackBerry 8700c	USA	AT&T	English
BlackBerry 8700g	USA	T-Mobile	English
BlackBerry 8703e	USA	Verizon	English
BlackBerry 8800	USA	T-Mobile	English
BlackBerry 8703e	USA	Sprint	English
BlackBerry 8800c	USA	AT&T	English
BlackBerry 8700g	UK	Orange	English
BlackBerry 8800	UK	Orange	English
BlackBerry 8700v	UK	Vodafone	English
BlackBerry 8800	UK	Vodafone	English
BlackBerry 8700g	UK	T-Mobile	English

Table 1 **Supported BlackBerry Devices**

BlackBerry Device	Country	Mobile Carrier	Language
BlackBerry 8800g	UK	T-Mobile	English
BlackBerry Pearl (8100)	UK	T-Mobile	English
BlackBerry Pearl (8100)	USA	AT&T	English
BlackBerry Pearl (8100)	USA	T-Mobile	English
BlackBerry Pearl (8100)	UK	Orange	English
BlackBerry Pearl (8100)	UK	Vodafone	English

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 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

- *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

- *Cisco Unified Mobility Advantage Installation 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 3.1.4:

Procedure

- 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 4](#)
- [Open Caveats, page 5](#)
- [Resolved Caveats, page 6](#)

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.
- 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**.
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Open Caveats

[Table 2](#) lists Severity 1, 2 and 3 defects that are open for Cisco Unified Mobile Communicator release 3.1.4.

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 that were resolved at the time this report was compiled. For an updated view of resolved defects, access Bug Toolkit as described in the [“Using Bug Toolkit”](#) section on page 4.

Table 2 *Open Caveats for Cisco Unified Mobile Communicator Release 3.1.4*

Identifier	Headline and Bug Toolkit Link
CSCsi22084	Cisco Unified Mobile Communicator for BlackBerry devices can't dial numbers starting with “+” from home view
CSCsi31205	Alpha - Cisco Unified Mobile Communicator will not update over the air
CSCsi78212	BlackBerry devices - Alerts self dismiss after about 1 minute
CSCsi83363	BlackBerry devices - Online help to change Status missing (using alt)
CSCsi98815	BlackBerry devices - Splash screen remains after removing battery, if hs has 1000 users
CSCj68114	BlackBerry devices - No carriage returns in text message
CSCsj89431	BlackBerry devices - Unread missed call log not in bold print
CSCsk05643	BlackBerry devices - unable to edit contact (name=32chars) added from remote search
CSCsk21895	BlackBerry devices - Conference without phone number does not display Meeting ID in summary view
CSCsk22791	BlackBerry devices - Formatting is different for call from handset and desk phone
CSCzf08886	BlackBerry devices - First letter of password is always capitalized
CSCzf09413	BlackBerry devices - If Active Directory stores extensions, cannot dial from handset
CSCzf09537	BlackBerry devices - Some symbols in message display as question mark

Table 2 *Open Caveats for Cisco Unified Mobile Communicator Release 3.1.4*

Identifier	Headline and Bug Toolkit Link
CSCzf09710	BlackBerry devices - Phone number shortcut doesn't work from Voice Mail playback and Calls views
CSCzf10012	BlackBerry devices - Filter in Directory view does not work correctly
CSCzf10216	BlackBerry devices - Conferences are deleted from handset before 24 hours
CSCzf10258	BlackBerry devices - End key pauses a voicemail message and does not display play option
CSCzf10348	BlackBerry devices - Alerts should remain until closed

Resolved Caveats

[Table 3](#) lists the caveats that are resolved in Cisco Unified Mobile Communicator Release 3.1.4.

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 4](#)

Table 3 *Resolved Caveats for Cisco Unified Mobile Communicator Release 3.1.4*

Identifier	Headline and Bug Toolkit Link
CSCsi71330	BlackBerry devices - Inaccurate exit message if provisioning e-mail not found
CSCsi78316	BlackBerry devices - Conference notifications removed from phone within 15 hours
CSCsi79083	BlackBerry devices - Conference counter remains unless you open the Conference detail view
CSCsi84977	BlackBerry devices - Wrong screen displays when cancel Exit during provisioning
CSCsj00814	BlackBerry devices - Native shortcut keys don't work in the Call log and message detail views
CSCsj04354	BlackBerry devices - Crash occurs when pressing Alt+Del from empty screen
CSCsj45952	BlackBerry devices - Unexpected error messages should be meaningful

Documentation Updates

This section provides documentation changes that were unavailable when the Cisco Unified Mobile Communicator release 3.1.4 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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