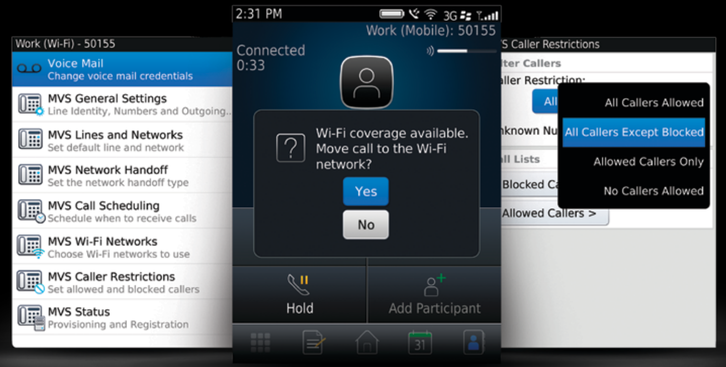
BlackBerry Mobile Voice System



BlackBerry MVS is designed to unify desk phone features with BlackBerry smartphones – with services extending over Wi-Fi® networks and mobile carrier networks.[1,2,3]

Calls can be made on Wi-Fi networks to improve productivity and can be transitioned between Wi-Fi and wireless networks automatically to optimize costs, coverage, and to make users more reachable.[1,2,3]

For More Information:
Web: blackberry.com/mvs
Email: blackberrymvs@rim.com

[1] Requires BlackBerry® Device Software 4.5 or later; BlackBerry® Device Software 5.0 is required for Voice over Wi-Fi® functionality. [2] Requires BlackBerry® Enterprise Server 4.1.7 or later. [3] Access to Voice over Wi-Fi® feature functionality requires BlackBerry MVS 5.0 or later, and supported BlackBerry device software. [4] Call recording is not a feature of BlackBerry MVS. Calls can be recorded using leading third-party solutions and require the BlackBerry MVS solution and third-party solution to be configured appropriately by the customer. [5] Requires BlackBerry MVS 5.1 SP1 or newer. Check with your service provider for roaming arrangements, service plans, and supported features and services. Certain features outlined in this document require BlackBerry® Enterprise Server 4.1.7 or later, BlackBerry® Desktop Manager and/or BlackBerry Device® Software 4.5. 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. Research In Motion® makes no representation, warranty, or guarantee and assumes no liability whatsoever in relation to third-party products or services. © 2012 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion® and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. RIM04946

BlackBerry Mobile Voice System

Mobile Unified Communications

BlackBerry® Mobile Voice System (BlackBerry MVS) brings desk phone features to BlackBerry® smartphones. Work with one business number at the office or while travelling. Enjoy one caller ID, unified voice mail, advanced security, and more.[1,2]

BlackBerry MVS is designed to allow users to be more responsive and more productive through desktop and mobile phone convergence. Make or take desk phone calls almost anywhere in the world from a BlackBerry smartphone.[1,2]

End User Features & Benefits:

One Office Identity and Extension Dialing

BlackBerry MVS is designed to allow you to be more responsive and more productive through desktop and mobile phone convergence. Make or take desk phone calls almost anywhere in the world from your BlackBerry smartphone.[1,2]

All calls made using BlackBerry MVS are routed through your organization's phone system providing the capability to make extension calls to anyone in your organization's address book and to easily access your corporate voicemail.

One corporate phone number and a consistent caller ID help users manage business calls outside the office with fewer missed calls. And since calls are routed through the organization's phone system, users can make extension calls to anyone in the organization's address book and easily access corporate voice mail.

Voice over Wi-Fi® Calling

Calls can be made over Wi-Fi at work, at home, or in Wi-Fi hotspots to address your cost, coverage, and communication needs.[3]

Automatic Network Handoff Between Wi-Fi and Wireless Networks

BlackBerry MVS is designed to transition calls automatically between Wi-Fi and wireless networks depending on coverage and signal strength, so calls placed on one network continue seamlessly when coming into or out of range of another. When a call is being transitioned between networks, the user will hear and see a notification of the change, enabling a better awareness of mobile airtime usage.

Move Call

Using the "Move Call" feature, you can move calls between your desk phone and BlackBerry smartphone and manually move calls between Wi-Fi and wireless networks, helping to reduce usage costs.

Desk Phone Features

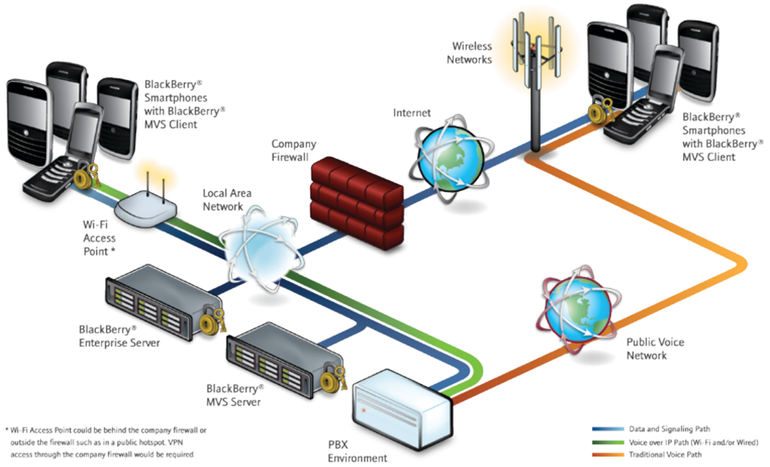
Access desk phone features with an intuitive menu that displays call options on the BlackBerry smartphone as they become available.[1,2] Transfer calls, switch between calls, filter calls, enjoy integrated voice mail and more.

Add Additional Participants to a Call

Add one or more additional participants to an active call to conduct quick conference calls or to add in someone from a new incoming call.

BlackBerry MVS integrates with the BlackBerry® Enterprise Server and is designed to maximize a current BlackBerry wireless infrastructure to effectively manage phone activities from a central point and to promote employee productivity.1,2

For more information on BlackBerry products and services visit: blackberry.com



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 desk phone number. Network administrators can deploy this software wirelessly on BlackBerry smartphones.[1]

BlackBerry MVS Server

BlackBerry MVS Server interfaces between the BlackBerry Enterprise Server and an organization's phone 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.[2]

MITEL

BlackBerry

IT Administrator Features & Benefits

BlackBerry® Enterprise Solution Integration

The BlackBerry Enterprise Server has achieved multiple security accreditations and through its integration into the BlackBerry Enterprise Server environment, BlackBerry MVS is covered by the same security measures.

Administrative tools allow administrators to oversee and control the use of BlackBerry smartphones, helping them manage an organization's resources effectively. Each call from a BlackBerry smartphone is automatically authenticated by the BlackBerry Enterprise Server to help prevent unauthorized individuals from accessing the organization's phone system.

Calls Anchored in the Organization's Phone System

Calls made using BlackBerry MVS are routed through and anchored in the organization's phone system. This helps ensure that organizational policies are met by allowing organizations to log and audit calls made from BlackBerry smartphones using an office phone number. It also helps increase the capacity of the BlackBerry MVS Server to 10,000 users per server.

High Availability

The high availability capabilities of BlackBerry MVS help make sure users can keep in touch when they need to most. High availability of the BlackBerry MVS Server helps to ensure that BlackBerry MVS will operate at optimal levels, and that active calls remain uninterrupted for your users. BlackBerry MVS is designed to offer the ability to configure servers in a redundant configuration, so a standby server automatically takes over if connectivity with the active server is lost. Additionally, BlackBerry MVS provides administrative redundancy including configuration and monitoring capabilities to minimize service disruption for users.

Call Recording

BlackBerry MVS can work with leading third-party recording solutions to assist with recording calls[4] placed to and from a user's desk phone number on BlackBerry smartphones[5].

Call Routing

BlackBerry MVS routes calls placed from the desk phone number through the organization's phone system, leveraging existing investments, infrastructure and optimized routing policies. Flexible administration options are also available to manage user profiles and features, which allows administrators to apply the most cost-effective user profiles for the organization. (i.e., Voice over Wi-Fi®, Voice over Mobile, or a combination)

Enhanced OAMP Capabilities

The enhanced Operations, Administration, Maintenance and Provisioning capabilities of BlackBerry MVS help support the needs of IT administrators. They include monitoring capabilities as well as identification and alerting of outages, failure conditions and recovery. Also included are tools to help with troubleshooting of call flows to more easily diagnose and resolve call issues.

Voice IT Policies

Within the current regulatory environment, organizations may need to log and audit calls, as well as provide authentication and security for phone system users. Unifying users' mobile and desk phone communications through BlackBerry MVS offers this layer of usability and control by applying IT policies that automatically direct all mobile calls (inbound and outbound) through the corporate telephone system. Administrators can apply IT policies to regulate incoming and outgoing calls, implement security measures, and audit telephony activities. Using a corporate phone number, calls can be logged and audited to help organizations comply with legislative requirements and to strengthen risk management policies.