NORTEL

Nortel Mobile Communication 3100 Series Portfolio

Nortel Mobile Communication Client 3100 for BlackBerry

User Guide

Revision history

November 2007

Standard 01.04. This document is up-issued to contain cellular data usage information.

November 2007

Standard 01.03. This document is up-issued to contain updated screen captures.

October 2007

Standard 01.02. This document is up-issued to contain fixes for configuring Mobile Communication Gateway 3100 addresses and revised Outgoing Call Service DN requirements.

September 2007

Standard 01.01. This document is issued to support the Nortel Mobile Communications 3100 Series Portfolio on Nortel Communication Server 1000 Release 5.0.

Contents

Introduction

This section contains the following topics:

MCC 3100 features

The Nortel Mobile Communication Client 3100 (MCC 3100) for BlackBerry application allows you to achieve real-time communication with the Nortel Mobile Communication Gateway 3100 (MCG 3100) and Nortel Communication Server 1000 (CS 1000). MCC 3100 extends the enterprise collaboration functionality to a BlackBerry mobile device using a data (Internet) connection over the cellular network.

With MCC 3100, you can perform the following tasks:

- Manage your friends using the MCC local directory and the BlackBerry address book.
- Search for friends in the Corporate Directory and in the MCC 3100 local directory.
- Use the logs to view your most recent incoming and outgoing calls, voice mail indicator, and system events.
- Receive a message waiting indication (MWI) when you receive a new voice mail message.
- Create a group containing multiple friends and then initiate an ad hoc conference call to the group members.
- Redirect your incoming calls to alternative contact locations (for example, office, home, other).
- Associate a single number with all of your outbound calls.

- Use the following call modes:

  — Direct Outbound: This is the basic mode. You can initiate calls directly from your BlackBerry to other parties by dialing or selecting friends to call. This direct mode uses an Outgoing Call Service DN to access the MCG 3100 in the enterprise.The MCG 3100 then dials the number entered in the MCC 3100 using the enterprise dial plan.

  — Call-me-First: This is a call option in the advanced call mode, and you can choose many other advanced calling options (for example, outgoing prefix, calling locations). Call-me-First calls take two steps to complete. First, the MCG 3100 calls you at a chosen location. After you answer, the MCG 3100 initiates the call by calling the number you entered in the MCC 3100 using the enterprise dial plan.

- For more information, see "Call modes" on page 44

  Note: You must configure your Outgoing Call Service DN in the MCC 3100 settings before you can use the Direct Outbound call mode. Your system administrator provides the Outgoing Call Service DN to allow direct MCC 3100 calling from your BlackBerry.

For more information, see "Initial programming" on page 15

Before you begin

Before you install the MCC 3100 application, complete the following checklist:

- Install the BlackBerry Desktop Manager 4.2 software and ensure it is working properly.

- Connect a USB cable to both your computer and your BlackBerry.

- Become familiar with navigation and data entry methods for your BlackBerry.

- Ensure that the corporate network connects to a CS 1000 and to an MCG 3100.

System and network requirements

The MCC 3100 for BlackBerry has the following system requirements.

Important Notice:

Users are advised to select / use headsets which are designed to reduce excessive sound pressure levels or acoustic shocks. Users should check that their headsets do meet their respective National or International Acoustic and Safety requirements.

Table 1: System requirements

Hardware and software	Type
Operating system	Research in Motion BlackBerry operating system., V4 and greater.
Memory	Minimum of 20 MB of Flash memory on your BlackBerry.
RIM BlackBerry	RIM BlackBerry 7100 RIM BlackBerry Pearl 8100 series RIM BlackBerry 8700 series RIM BlackBerry 8800 series
Battery	Charged battery in your BlackBerry.
Other hardware	A desktop or laptop PC with a USB port. A USB connection cable.
Other software	BlackBerry Desktop Manager software 4.2.2.14 or greater installed on your desktop or laptop PC (to transfer the files to the BlackBerry).

A zipped file contains the MCC 3100 software and documentation. Extract the contents of this file to a folder on your computer before you install the software.

The zip file contains the following files:

- MCC3100-BB.alx
- MCC3100-BB.cod
- MCC3100_extension_impl.cod
- MCC3100_extension_interface.cod
- MCC3100Starter-BB.alx
- MCC3100Starter-BB.cod

For installation information, see "Software installation" on page 65

Network specifications

You must meet the following network specifications:

- Cellular network subscription
- Cellular Internet access (for example, GPRS, EDGE, CDMA 1xRTT, or EVDO)

Cellular data plan use of MCC3100 for BlackBerry

"Cellular data plan usage" on page 12 shows the approximate data usage for various MCC3100 functions.

Table 2: Cellular data plan usage

Command	Bytes (Approximate)
Login	1000
Logout	900
Call screening mode change	800
Incoming call notification	800
Incoming call answer	900

Table 2: Cellular data plan usage

Command	Bytes (Approximate)
Outgoing call (Call-me-first)	1000
Outgoing call (Direct)	1000
MWI Update	500
Client polling (every 90 seconds)	700

Sample Calculation

Using the following assumption for a MCC3100 user:

— 5 logon or logout attempts per day.

— 3 calls per hour (2 inbound, 1 outbound) within an 8 hour workday.

— 5 message waiting indicator updates per day

The following calculation shows data usage per month, assuming 20 work days per month:

Logon and logout attempts

((5 * 1000) + (5 * 900)) * 20 = 190 000 Bytes

3 calls per hour (2 inbound, 1 outbound) during an 8 hour day

((2 * 800) + (2 * 900) + 1000) * 8 * 20 = 704 000 Bytes

5 message waiting indicator updates

500 * 20 = 10 000 Bytes

Client polling (every 90 seconds or 40 an hour)

40 * 700 * 24 hours * 30 days = 20 160 000 Bytes

The sum of cellular data use per month is:

190 000 + 704 000 + 10 000 + 20 160 000 = 21 064 000 Bytes.

Server specification

The corporate network requires a minimum of one CS 1000 to support MCC 3100.

The corporate network must have an MCG 3100 to deploy MCC 3100 for BlackBerry. Dedicated commercial off the shelf (COTS) server platforms support the MCG 3100 software.

For MCG 3100 installation information, see *Nortel Mobile Communication Gateway 3100 Installation Guide* (NN42030-300)

About this guide

This guide is for users of the MCC 3100 for BlackBerry.

Related publications

The following publications relate to the MCC 3100 for BlackBerry:

- *Nortel Mobile Communication Client 3100 for BlackBerry Quick Reference Card* (NN42030-105)

- *Nortel Mobile Communication 3100 Series Planning and Engineering Guide* (NN42030-200)

- *Nortel Mobile Communication Gateway 3100 Installation Guide* (NN42030-300)

- *Nortel Mobile Communication Gateway 3100 Release Notes* (NN42030-403)

- *Nortel Mobile Communication Gateway 3100 Administration Guide* (NN42030-600)

MCC 3100 configuration

This section contains the following topics:

Initial programming

The first time you start the Mobile Communication Client 3100 (MCC 3100) after you install it on your BlackBerry, you must program the following parameters provided by your system administrator:

- your account username and extension

- your account password

- the Mobile Communication Gateway 3100 (MCG 3100) IP address

- your Outgoing Call Service Directory Number (DN)

- your BlackBerry telephone number

The next time you start MCC 3100, you automatically log on to the network.

Configuring initial BlackBerry parameters

1. Obtain your user name, password, Mobile Communication Gateway IP address, Outgoing Call Service DN, and BlackBerry telephone number from your system administrator.

2. Start the MCC 3100 application. See "Starting and exiting the MCC 3100 application" on page 25.

   The System Settings screen appears. See "System Settings" on page 16.

Figure 1: System Settings

```
MCC3100 – System Settings
Username: 8401
Password: ✳✳✳✳✳✳✳✳
Primary MCG3100 Address:
192.167.130.75:8080
Secondary MCG3100 Address:
Voicemail DN/SIP Address:
Outgoing Call Service DN: 8401
Max No. of Recent (1–10): 3
No. of Visible Entries in Friends Popup
(0–50): 7
```

Note: If the Main screen appears, then your basic settings are already programmed, and you can start using the application.

3. In the Username field, enter the user name provided by your system administrator.

4. In the Password field, enter the password provided by your system administrator.

5. In the Primary MCG3100 Address field, enter the IP address or domain name and port of the Mobile Communication Gateway provided by your system administrator. For example, 47.11.210.11:8080 or mcg3100.nortel.com:8080.

6. In the Outgoing Call Service DN field, enter the Outgoing Call Service DN number provided by your system administrator.

7. From the menu, select **Save**.

8. From the menu, select **Preferences**.

The Preferences screen appears. See "Preferences" on page 17.

Figure 2: Preferences

MCC3100 – Preferences
First Name: John
Last Name: Doe
Display Name: 8401
Mobile Contact: 5066745387
Mobile Contact Default Prefix:
 Local Prefix ▼
Home Contact: 5066503687
Other1 Contact:
Other2 Contact:
Local Prefix:

9. In the Mobile Contact: field, enter the cell telephone number for your BlackBerry.

10. From the menu, select **Save**.

If you correctly enter the settings, you log on to the system and the Main screen appears. See "Overview of the main screen" on page 26. If you made an error, you are prompted to re-enter the settings.

Note: If the application requests an HTTP connection, use the trackwheel to select allow this connection for all HTTP connections.

System settings

Use the System Settings screen to manage your connection to the network. As a minimum, you must enter your user name, password, Mobile Communication Gateway IP address, and Outgoing Call Service DN on this screen. See "Initial programming" on page 15.

Nortel recommends that the Outgoing Call Service DN includes the international access code (+) and your country code as part of the number to facilitate roaming. For example +1 613 123 1111. See "Outgoing Call Service DN structure" on page 18.

Figure 3: Outgoing Call Service DN structure
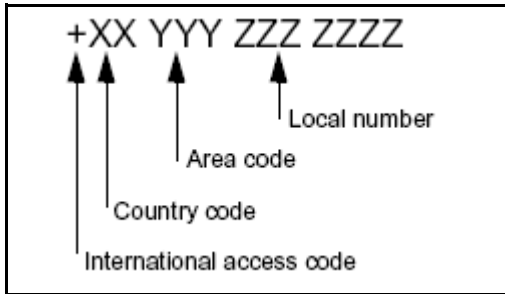
Consult your system administrator to obtain your Outgoing Call Service DN and other system settings.

Programming your system settings

1. Go to the Main or Preferences screen.

2. From the menu, select **System Settings**.

   The System Settings screen appears. See "System Settings" on page 16.

3. Complete the fields on the System Settings screen using the information provided by your system administrator. Consult your system administrator if you need assistance.

Table 3: System Settings screen fields

Field	Settings
Username	Enter your MCG 3100 user name.
Password	Enter your MCG 3100 password.
Primary MCG3100 Address	Enter the IP address or domain name and port of the primary MCG 3100. <IP address or FQDN>:<port> For example, 47.11.210.11:8080 or mcg3100.nortel.com:8080.

Table 3: System Settings screen fields

Field	Settings
Secondary MCG3100 Address	If present, enter the IP address or domain name and port of the secondary MCG 3100. <IP address or FQDN>:<port> For example, 47.11.210.11:8080 or mcg3100.nortel.com:8080.
Voicemail DN/SIP Address	Enter the number (SIP address) to access the voice mail server.
Outgoing Call Service DN	The Outgoing Call Service Directory Number allows you to place calls directly from your BlackBerry to other parties in Direct Outbound mode. To place calls in Direct Outbound mode, leave your caller ID visible on the BlackBerry. An Outgoing Call Service DN is mandatory to support MCC 3100 call features.
Max number of recent (1 -10)	Specify the number of recent incoming and outgoing calls that appear in the recent window of the MCC 3100. You can choose from a range of 1 to 10 items (default is 3).
No. of Visible Entries in Friends Popup (1 - 50)	Specify the number of friends that display in the Friends preview page of the MCC 3100. You can choose from a range of 1 to 50 items (default is 7).

4.   From the menu, select **Save**.

You are logged on and the Main screen appears.

Personal preferences

Use the Preferences screen to enter personal information, such as your name, contact, and call prefix settings. As a minimum, you must enter

your mobile telephone number on this screen after you perform the steps in "Initial programming" on page 15.

Programming your personal preferences

1. Go to the Main or System Settings screen.

2. From the menu, select **Preferences**.

   The Preferences screen appears. See "Preferences" on page 17.

3. Complete the fields on the Preferences screen using the information in the following table as a guide.

Table 4: Preferences screen fields

Field	Settings
First Name	Enter your first name.
Last Name	Enter your last name.
Display Name	Enter the name that serves as your unique identifier on the MCC 3100. This name displays in the status bar of the main screen.
Mobile Contact	Enter your BlackBerry telephone number. If your BlackBerry operates with RIM OS 4.1 or greater, your BlackBerry populates this field automatically.
	Your phone number must be configured.
	This is your default contact location. You can select other contact locations when you place an Advanced Call.

Table 4: Preferences screen fields

Field	Settings
Mobile Contact Default Prefix	Select the mobile telephone default call prefix. Options include: • Use No Prefix • Local Prefix • Long Distance Prefix • International Prefix • Corporate Prefix When you execute a basic call, the system automatically inserts this prefix ahead of your mobile telephone number.
Home Contact	Enter your home number.
Other1 Contact	Enter an additional number.
Other2 Contact	Enter an additional number.
Local Prefix	Enter the digits required to make a local call. For example, if the telephone dialing plan requires a prefix of 9 for local calls, enter 9.
Long Distance Prefix	Enter a long-distance prefix. For example, if your telephone company requires a prefix of 1 for long-distance calls, enter 1.
International Prefix	Enter an international prefix. For example, if your telephone company requires a prefix of 011 for international calls, enter 011.
Corporate Prefix	Enter the digits required to make a call within the company. For example, if the telephone dialing plan requires corporate calls to use a specific trunk, program the digits required to access that trunk. The corporate prefix is also known as the trunk steering code.

Only the MCC 3100 uses the information you enter on the Preferences screen. No information is uploaded to any other application.

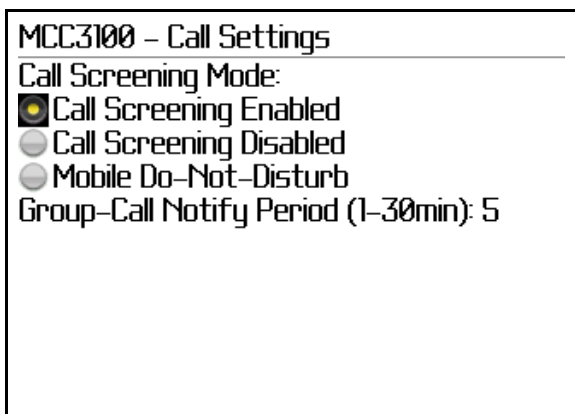4.   From the menu, select **Save**.

Call settings

Use the Call Settings screen to select a call screening mode and configure the group call notification period.

Programming your call settings

1.   Go to the Main or System Settings screen.

2.   From the menu, select **Call Settings**.

The Call Settings menu screen appears. See "Call Settings" on page 22.

Figure 4: Call Settings


```
MCC3100 – Call Settings
Call Screening Mode:
🔘 Call Screening Enabled
⚪ Call Screening Disabled
⚪ Mobile Do–Not–Disturb
Group–Call Notify Period (1–30min): 5
```

3.   Use the radio buttons to select a Call Screening Mode:

— **Call Screening Enabled**-When you receive an incoming call, the MCC 3100 displays a dialog that allows you to either accept the call on your BlackBerry, redirect the call to another number, or decline the call.

— **Call Screening Disabled**-When you receive an incoming call, the MCC 3100 allows you to only accept calls on your BlackBerry.

— **Mobile Do-Not-Disturb**-When you receive an incoming call, the MCC 3100 forwards the call directly to voice mail. You do not receive a missed call indication for forwarded calls.

4. Configure your contact locations on the Preferences screen. See "Personal preferences" on page 19.

5. Program the **Group-Call Notify Period** for a time period between 1 and 30 minutes (default is 5 minutes). This setting controls how often the MCC 3100 prompts you to join a group call after you have received the initial invitation and selected Join Later.

6. From the menu, select **Save**.

Database backup and restore

Nortel recommends that you save a backup of the MCC 3100 database to a safe location. You need your backup if the original database is deleted or for one of the following reasons:

• Your BlackBerry configurations revert to the factory defaults.

• You uninstall the MCC 3100 software (except when using RIM OS 4.0).

• You selected the Clear Database command from the MCC 3100 System Settings menu.

Backing up the database

1. Connect your BlackBerry to your computer with a USB cable.

2. Launch the BlackBerry Desktop Manager by selecting **Start > Programs > BlackBerry > Desktop Manager**.

3. Click **Backup and Restore**.

    The Backup and Restore dialog box appears.

4. Click **Advanced**.

    The Backup/Restore dialog box appears.

5.   Select **RMS Databases** in the Devices Databases pane.

6.   Click the left arrow button to copy **RMS Databases** to the Desktop File Databases pane.

7.   Select **Save As** from the File menu.

The Save As dialog box appears.

8.   Navigate to the folder where you want to save the backup file, then click **Save.**

The MCC 3100 database is saved.

Restoring the database

1.   Connect your BlackBerry to your computer with a USB cable.

2.   Launch the BlackBerry Desktop Manager by selecting **Start > Programs > BlackBerry > Desktop Manager**.

3.   Click **Backup and Restore**.

The Backup and Restore dialog box appears.

4.   Click **Restore**.

The Select File for Full Restore dialog appears.

5.   Select the backup file click **Open**.

A dialog box appears, warning you that the backup file you have selected will overwrite the corresponding file on your BlackBerry.

6.   Click **OK** to proceed with the restore.

The MCC 3100 database is restored.

Basic functions

This section contains the following topics:

Starting and exiting the MCC 3100 application

To start the MCC 3100 for BlackBerry application, select Nortel MCC 3100 from the BlackBerry main menu by using the trackwheel or trackball.

The MCC 3100 application starts.

If the application requests an HTTP connection, use the trackwheel to select allow this connection for all HTTP connections.

If you installed MCC3100Starter-BB, the application starts automatically.

To exit the MCC 3100, perform the following steps:

1. select **Quit** from the MCC 3100 main menu.

   The Quit confirmation screen appears.

2. Select **Yes** to exit or **Cancel** to return to the MCC 3100 application.

Logging on and logging off

To log on or log off the MCC 3100, perform the following steps:

1. Go to the main MCC 3100 screen.

2. Press the trackwheel or trackball to display the menu.

3. To log on the MCC 3100, select **Login**.

   The status indicator changes to the status of the device before you last logged off.

4. To log off the MCC 3100, select **Logout**.

   The MCC 3100 application remains active when you are logged off. To exit the application, see "Starting and exiting the MCC 3100 application" on page 25.

# Hiding the MCC 3100 application

To use another application, you can temporarily hide the MCC 3100 application.

From any MCC 3100 screen menu, select **Close**.

The application does not appear, but remains running in the background. When you access the Nortel MCC 3100 again from the BlackBerry main menu, you return to the last screen you used.

Overview of the main screen

After you program the MCC 3100 (see "Initial programming" on page 15), the Main screen appears whenever you start the MCC 3100. The Main screen menu provides access to the full functionality of the MCC 3100. See "Main screen" on page 27.

Figure 5: Main screen
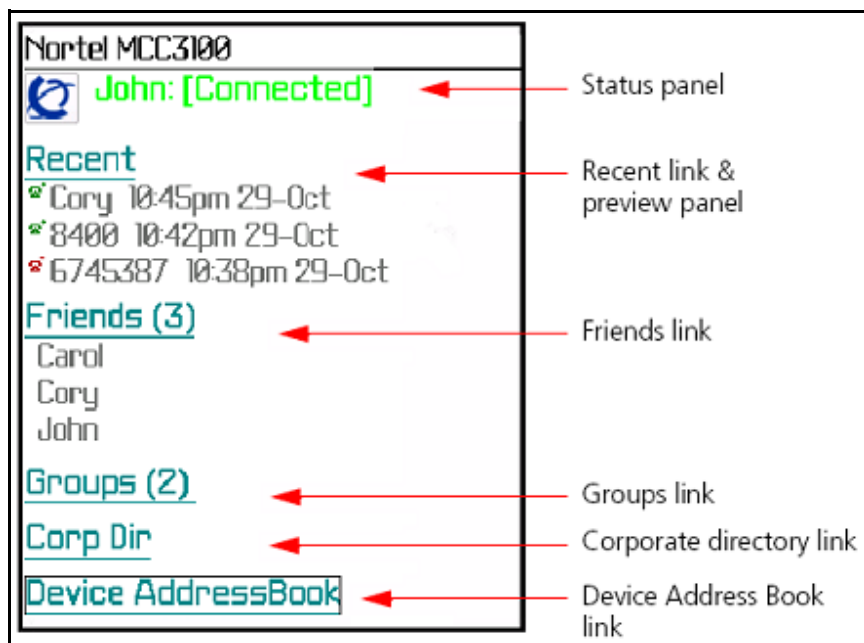
Status panel

The Status panel indicates your current status on the network. For example, if Connected appears, then you are logged on and available to take calls. The text color visually indicates your availability:

• Connected (green text): You are logged on.

• Logged Out (grey text): You are logged off.

• Logged Out by Admin (grey text: The MCG 3100 administrator has logged you off.

• Logged out by Another Device (grey text): You have been logged off because you logged on with another device.

• Logged out by Server (grey text): You are logged off because the MCG 3100 is unavailable. You automatically log on when the server becomes available.

The status panel also displays the following information:

- (VM) if you have new voice mail messages

- an asterisk (**)** if you registered with the secondary Mobile Communication Gateway 3100

Recent link and preview panel

Select the Recent link to go to the Logs screen, which provides a history of incoming and outgoing calls, voice mail messages, and system events. The Logs screen can contain up to 50 entries.

The Recent preview panel (below the link) displays up to 10 friends that you recently communicated with. After you access the list, you can place a call to a friend.

Friends link and preview panel

Select the Friends link to go to the Friends screen, which provides a complete list of contacts that you designated as friends. You can call, add, edit, and delete friends.

The Friends preview panel (below the link) displays a partial list of your friends (up to 50 entries visible) that you can quickly select and call.

Groups link

Select the Groups link to go to the Groups Management screen, which provides a complete list of friend groups that you added to the MCC 3100. You can call your groups, each of which can contain multiple friends.

Corp Dir link

Select the Corp Dir link to initiate a search for contacts in your corporate directory. You can expand the search to include your local directory of friends on the MCC 3100.

Device AddressBook link

Select the Device AddressBook link to access your BlackBerry local address book.

Navigating screens

Use the trackwheel or trackball to scroll in screens, menus, and to highlight, select, or click items. Use the escape button to exit screens and close menus. Hold the escape button to end a call.

Use the keypad to enter numbers and characters. Use the Send key to initiate calls and the End key to terminate calls.

Accessing screens

The Main screen contains links from which you can access other screens. See "Selecting links" on page 29.
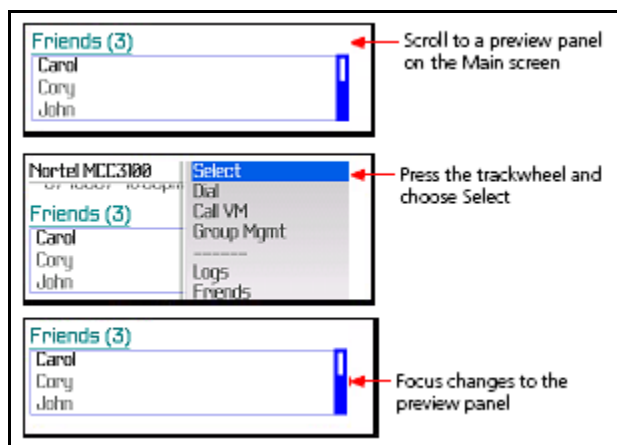
Figure 6: Selecting links
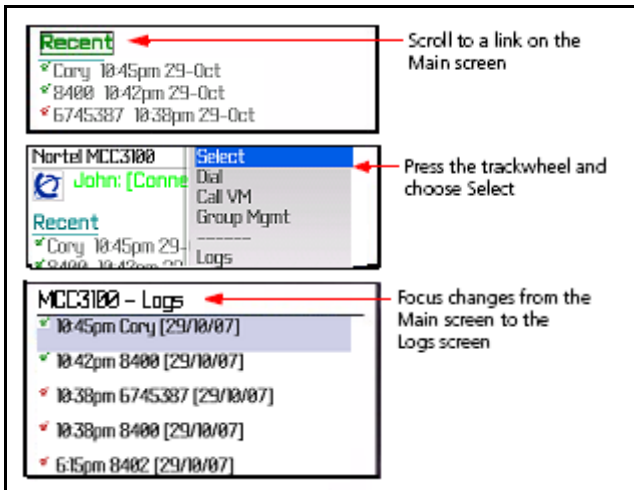
Accessing preview panels

The Main screen provides preview panels of recent friends (up to 50). You can quickly access the entries on the preview panels. See "Preview panels" on page 30.

Figure 7: Preview panels

You can scroll through the preview panel, highlight an entry, and then run a menu command.

To exit the preview panel, press the escape key or select Step out from the menu.

Shortcut Keys

In addition to standard navigational aids, MCC 3100 provides shortcut keys to speed your workflow. See "Shortcut keys" on page 31.

Note: Some devices may not offer full range of shortcut keys.

Table 5: Shortcut keys

Screen	Key	Action
Logs	t	Go to top of list.
	b	Go to bottom of list.
	d	Go to Corporate Directory screen.
	a	Go to Device Address Book.
	x	Go to Home screen.
	c	Call selected entry.
	n	Go to the next entry.
	p	Go to the previous entry.
Log detail	d	Go to Corporate Directory screen.
	a	Go to Device Address Book.
	c	Call the selected entry.
	n	Go to the next entry.
	p	Go to the previous entry.
Friends	a-z	Press a key to search for friends with names that start with that letter.
	space	Go to the Place Call screen to call the friend who is currently highlighted.

Table 5: Shortcut keys

Screen	Key	Action
Home	a-z	When focus is on the Main screen or the Friends preview panel, press a key to search for friends with names that start with that letter.
	space	Go to the Place Call screen. If focus is on the Friend preview panel when you press space, the highlighted friend's contact location is preconfigured.

Accessing Help

The MCC 3100 includes embedded, context-sensitive help for the following topics:

- Log: describes the log icons
- Abbreviations: explains terms that appear in the Call screens
- About: provides the MCC 3100 software version number

1. From any screen, select **Help**.

   The Help screen appears. See "Help screen" on page 33

   The Help screen displays information related to the previous screen. For example, if you select help from the Logs screen, the Logs topic displays.

2. To change topics, select a different item from the menu or list.

Figure 8: Help screen
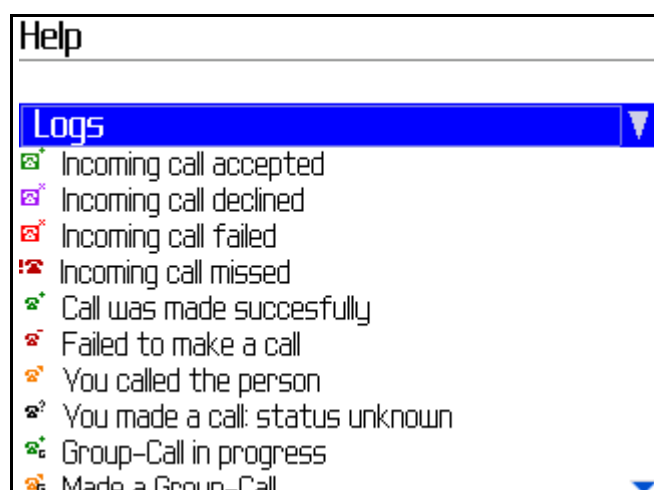
Advanced functions

This section contains the following topics:

- "Friends" on page 35
- "Searching the corporate directory" on page 42
- "Placing Calls" on page 43
- "Groups" on page 50
- "Notification profiles" on page 57
- "Logging Events" on page 58
- "Managing voice mail" on page 62

Friends

Friends are people that you call frequently. Each friend has a name and at least one contact location (extension or telephone number).

You can use the Mobile Communication Client 3100 (MCC 3100) to add, edit, and delete friends. You cannot upload the locally saved friend information.
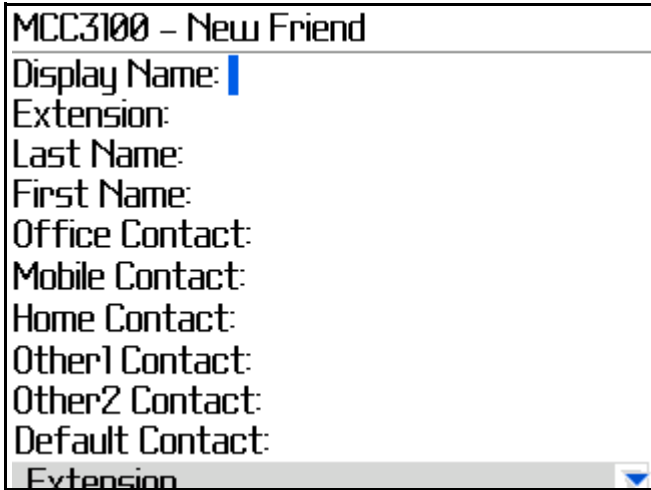
Adding a friend

You can create a new friend using the MCC 3100. The new friend is added to your MCC 3100 Local Address Book or your BlackBerry Address Book.

The telephone numbers that you enter for your friend's contact locations can include numeric, alphabetic, and special characters.

1. From the Main screen, select the **Friends** link; or, from the Main screen menu, select **Friends**.

   The Friends screen appears.

2. From the menu, select **New Friend.**

The New Friend screen appears. See .

Figure 9: New friend screen

3. Complete the fields on the Edit Contact screen using the information in as a guide.

Table 6: Adding a friend

Field	Settings
Display Name	Enter a display name for your friend. This name appears on the Friends screen if you add to the MCC 3100 local address book or on the Find screen if you add the friend to the device address book.
Extension	Enter the office extension number associated with your friend.
Last Name	Enter the last name for your friend.
First Name	Enter the first name for your friend.
Office contact	Enter the office telephone number of your friend. When you call this friend, you choose this number from a list.

Table 6: Adding a friend

Field	Settings
Mobile contact	Enter the mobile telephone number of your friend. When you call this friend, you choose this number from a list.
Home contact	Enter the home telephone number of your friend. When you call this friend, you choose this number from a list.
Other1 contact	Enter an additional telephone number of your friend. When you call this friend, you choose this number form a list.
Other2 contact	Enter an additional telephone number of your friend. When you call this friend, you choose this number from a list.
Default contact	Select the friend's default contact location: • Mobile Contact • Extension (default setting) • Office Contact • Home Contact • Other1 Contact • Other2 Contact When you initiate a basic call or group call, the system automatically calls this contact location. All friends are regular telephone numbers except the Extension. If you select Extension, the system calls all of the friend's contact locations that are registered on the MCG 3100.

Table 6: Adding a friend

Field	Settings
Default Prefix	Select the friend's default prefix: • Use No Prefix • Local Prefix • Long Distance Prefix • International Prefix • Corporate Prefix When you initiate a basic call or group call, the system automatically inserts this prefix before the *call to* contact number.

Note: Provide at least one contact location: Extension, Office number, Mobile number, Home number, or Other number.

4. After you enter the information, select **Save** or **Save to Device AddressBook**.

    Your friend is added to the MCC 3100 local address book or device address book.

Importing a friend

You can import a friend to the MCC 3100 from other sources:

• Logs screen

• Search results screen

• Device address book

Importing saves you from manually entering a friend's contact information.

To add a friend from the Logs screen

1. From the Main screen, select the **Recent** link: or, from the Main screen menu, select **Logs**.

    The Logs screen appears.

2. Highlight a call record.

3. From the menu, select **Add to Friends**.

4. Make changes if needed, and then select **Save** from the menu.

    Your new friend is added to the MCC 3100 local address book.

    Note: After you add a friend from the logs screen, check that the contact information is complete. You may need to add a prefix or special character that was removed from the original record.

To add a friend from the Search Results screen

1. From the Main screen, select **Corp Dir** link: or, from the Friends screen select **Search** from the menu.

    The Corp Dir screen appears.

2. In the **Last Name** field, enter as much of the person's name as you know.

3. To search for saved friends, select **Also search local friends**.

4. From the menu, select **Search Now**.

    The Search Results screen appears. If you search in the local and corporate directories, your search results appear in two panels: local and corporate.

5. Select the person you want to add as a friend.

6. From the menu, select **Add to Friends**.

    The friend is added to the MCC 3100 local address book.

    Note: After you add a friend from the Logs screen, check that the contact information is complete. You may need to add a prefix or special character that was removed from the original record.

To add a friend from the BlackBerry device address book, perform the following steps:

1. From the Main screen, select the **Device AddressBook** link: or, from the Main screen menu, select **Device AddressBook**.

    The device address book appears.

2. Select the friend you want to add.

3. From the menu, select **Add to Friends - MCC3100**.

    The Confirmation dialog appears and the friend is added to the MCC 3100 local address book.

4. Select **Back** to return to the BlackBerry device address book: or, **View/Edit** to access the MCC 3100 Edit Friend screen.

    Note: After you add a friend from the logs screen, check that the contact information is complete. You may need to enter a prefix, or special character that was removed during the call.

    Note: The friend's display name comprises the title, first name, and last name entered in the BlackBerry device address book.

Editing a friend

You can update the following information:

•   Friend's extension

•   Friend's name

•   Friend's contact information

To edit a friend

1. From the Main screen, select the **Friends** links.

    The Friends screen appears.

2. Highlight the friend you want to edit.

3. From the menu, select **Edit Friend**.

    The Edit Friend screen appears. See "Edit friend screen" on page 41.

Figure 10: Edit friend screen

```
MCC3100 – Edit Friend
Display Name: Trent McCann
Extension: 257
Last Name: McCann
First Name: Trent
Office Contact: 5066745387
Mobile Contact: 5066503687
Home Contact:
Other1 Contact:
Other2 Contact:
Default Contact:
Extension                          ▼
```

4. Edit the friend information as required.

5. After you edit a friend, select **Save** or **Save to Device AddressBook** from the menu.

    The screen displays the friend's updated information.

Deleting a friend

You can delete a friend from the MCC 3100 local address book or from the BlackBerry device address book.

To delete a friend from the MCC 3100 local address book

1. From the main screen, select the **Friends** link.

    The Friends screen appears.

2. Highlight the friend you want to delete.

3. From the menu, select **Delete Friend**.

4. Click **Yes** to confirm the deletion.

    The friend is deleted from the MCC 3100 local address book.

To delete a friend from the BlackBerry device address book

1. Go to the Main screen.

2. From the menu, select **Device AddressBook**.

   The Device Address Book appears.

3. Highlight the friend you want to delete.

4. From the menu, select **Delete**.

5. Click **Delete** to confirm the deletion.

   The friend is deleted from the device address book.

Searching the corporate directory

You can search for people in the Corporate Directory on the server. Optionally, you can widen the search to include friends that you saved on the MCC 3100.

1. From the Main screen, select the **Corp Dir** link: or, from the Friends screen, select **Search** from the menu.

   The Corp Dir screen appears. See .

Figure 11: Corp Dir screen

2. Enter as much of the person's name as you know. You must enter at least one character.

3. To search for friends that you saved on the MCC 3100, press the spacebar to select **Also search local friends**.

4. From the menu, select **Search Now**. Your search results appear on the Search Results screen. If you search in both the local and corporate directories, your search results appear in two panels: local and corporate. See "Search results screen" on page 43.

Figure 12: Search results screen
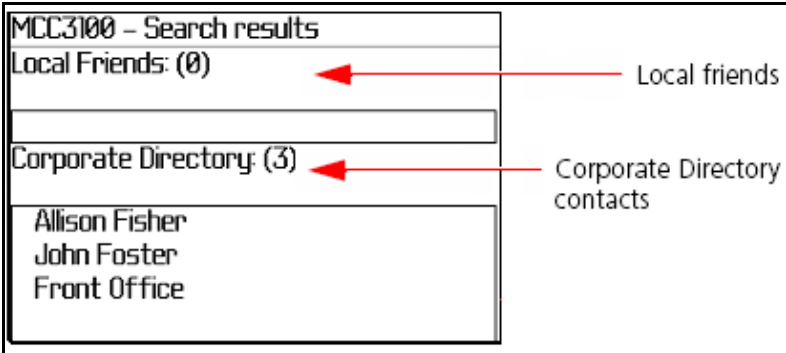
5. A maximum of 10 entries appear at one time. If additional results are available, scroll to the bottom of the list, and select **More available**.

6. After you obtain your search results, you can highlight an entry and select one of the following menu options:

    — Select **Call** to initiate a basic call to the person.

    — Select **View/Edit** to display the person's information.

    — Select **Add to Friends** to add the person to the MCC 3100.

    — Select **Add to Group** to add the person to a friend group.

    Note: Corporate Directory search results do not remain in memory. When you select **More available**, or if you move to another screen, the results are cleared.

Placing Calls

Your enterprise telephone system manages all calls that you place on the MCC 3100. You can quickly and easily call your co-workers either by selecting them from a friends list or by dialing their extension number. As well, one number is associated with all of your outbound calls, regardless of your actual location. At various times of the day, you can use the

MCC 3100 to initiate calls from your desktop telephone, mobile telephone, or home telephone, but the people you call always see the same number.

Important Notice:

Users are advised to select / use headsets which are designed to reduce excessive sound pressure levels or acoustic shocks. Users should check that their headsets do meet their respective National or International Acoustic and Safety requirements.

Call modes

How the system handles calls depends on your MCC 3100 system configuration. An Outgoing Call Service DN is mandatory for MCC 3100 call features.

Direct Outbound mode

In Direct Outbound mode, you can initiate calls directly from your BlackBerry to other parties through the enterprise telephony system. See "Direct outbound mode" on page 44.

Figure 13: Direct outbound mode
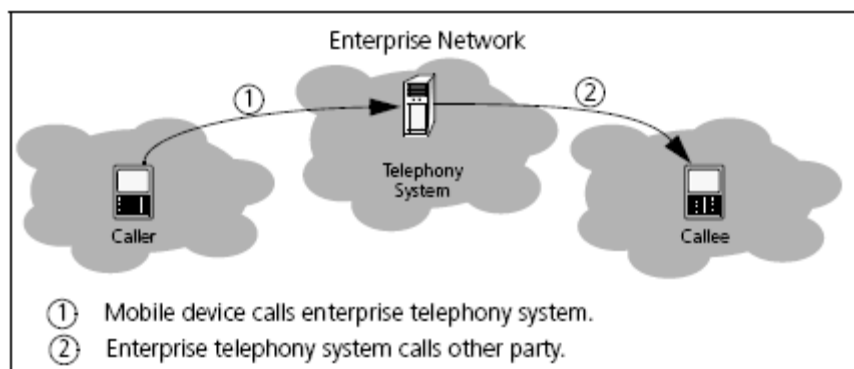
Direct Outbound mode requires an Outgoing Call Service DN configured in your MCC 3100 system settings. For more information, see "System settings" on page 17.

When the MCC 3100 is configured for Direct Outbound mode, you can switch from Direct Outbound mode to Call-me-First mode for advanced calls. See "Advanced calls" on page 47.

Call-me-First mode

In Call-me-First mode, your calls are completed in two steps. First the enterprise telephony system calls you. After you answer, the system calls the other party. See "Call-me-First mode" on page 45.

Figure 14: Call-me-First mode
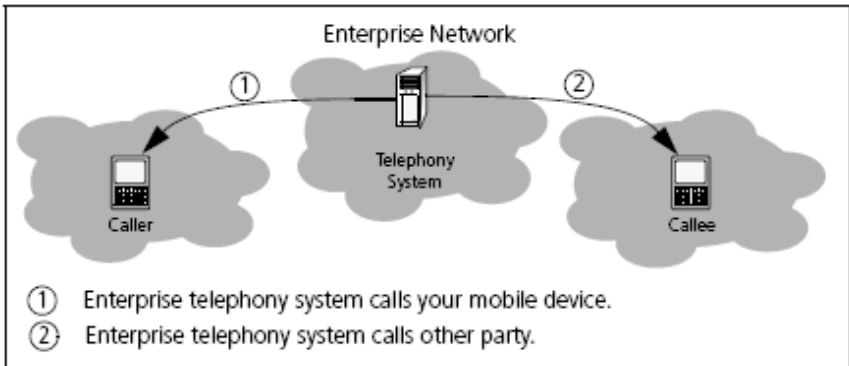
Calling a friend

You can place a call to a friend directly from your BlackBerry. Your friend receives the call at their default contact location.

1. Go to the Main, Logs, Friends, or Search Results screen.

2. Scroll to a log entry, or click a shortcut key to select a friend.

3. From the menu, select **Call**. Optionally press **Space** or **Enter** to place the call.

   Note: The first time you place a call in Direct Outbound mode, you may receive a number of prompts that you must respond to.

Calling from your extension

You can initiate a call on your BlackBerry and have the conversation on your desktop phone extension.

1. Go to the Main, Logs, Friends or Search Results screen.

2. Scroll to a log entry, or click a shortcut key to select a friend.

3. From the menu, select **Call from Extension**.

The enterprise telephony system calls your desktop extension. After you answer, the enterprise telephony system calls your friend at their default contact location.

> *Note:* Call from Extension always calls your desktop extension. Your MCC 3100 configuration setting of Call-me-First or Direct Outbound mode is ignored when you select Call from Extension.

Dialing a number

You can place a call by dialing an extension or telephone number.

1. Go to the Main screen.

2. From the menu select **Dial**. Optionally press **Space** or **Enter**.

   The Place Call screen appears.

3. Enter the person's telephone number in the **To** field. Two number formats are supported:

   — internal office extension numbers (for example, 4483)

   — external PSTN numbers (for example, 96131231111)

4. From the menu, select **Call**. Optionally press **Space** or **Enter** to place the call.

You can also choose Call from Extension or Advanced Call from the menu. See or .

Advanced calls

You can use Advanced call to:

• Use Call-me-First mode to use one device to start the call and another to hold the conversation. For example, you can initiate the call on your BlackBerry, and have the conversation on your desktop telephone.

• Select the other friend's current contact location from a list.

• Dial the other party's extension or telephone number when the other party's contact location is unknown.

• Select a prefix (for example, local or long distance) to insert ahead of your own or the other party's number.

To place an Advanced Call

1. Go to the Main, Logs, Friends, or Search Results screen.

2. Scroll to a log entry, or click a shortcut key to find a friend.

3. From the menu, select **Advanced Call**. Optionally, you can select a friend first.

   The Place Call screen appears.

4. From the **To** list, select the number to call your friend.

   OR

   Select **use number/user below** and enter a new number below the **To** list.

5. If required, select a call prefix to call your friend from the **To Prefix list**. See "Place call prefix" on page 48.

Figure 15: Place call prefix

```
MCC3100 – Place Call
To: 5066404000
To Prefix:
 Local Prefix:9                    ▼        Select a prefix
Using
 Extension:8401                    ▼
Using Prefix:
 Use No Prefix                     ▼
```

6. In the **Using** list, select your contact location, or enter a number.

7. If required, select your call prefix in the **Using Prefix** list.

8. From the menu, select **Call**.

    The enterprise telephony system calls you at the contact location you specified.

9. Answer the call.

10. The enterprise telephony system calls your friend at the contact location you specified.

11. After your friend answers, you connect and the conversation can commence.

You can also place an advanced call from the BlackBerry device address book. Access the address book, select an entry and select Advanced Call from the menu.

To use the telephone keypad during a call (for example to respond to voice mail prompts), switch to the telephone application on your BlackBerry.

To reject an incoming call, use the trackwheel to select the Ignore option.

Receiving calls

After you log on, you can receive audio calls from any MCC 3100 screen. If the MCC 3100 has call screening enabled, you can accept the call on the BlackBerry, redirect the call to another number, or decline the call. If

the MCC 3100 has screening disabled, the call can only be accepted from your BlackBerry. If the MCC 3100 has Mobile Do-Not-Disturb enabled, the call is forwarded to voice mail.

Before you receive calls, program your contact locations and your call settings. For more information, see "Personal preferences" on page 19 and "Call settings" on page 22.

1. When you receive an incoming call, the MCC 3100 Incoming Call Confirmation dialog box appears. See "Incoming call" on page 49.

Figure 16: Incoming call
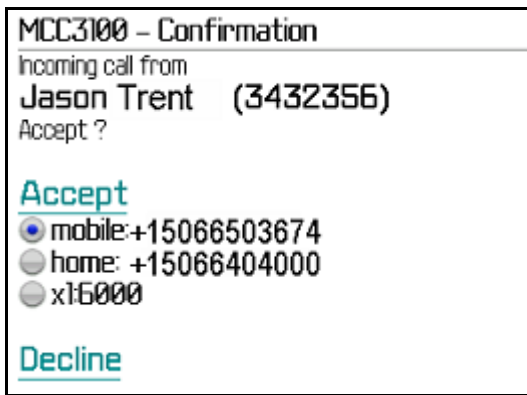
2. To accept the call, scroll to choose the contact location where you want to receive the call. Press the trackwheel or trackball to select a contact location. The call is forwarded to the contact location you specified where you can answer it.

3. To decline the call, select **Decline** from the menu. The call terminates.

   Note: If you receive another call while you are talking, the Incoming Call dialog reappears. If you accept the new call, the current call is placed on hold. You can receive multiple calls in this manner, with each new call causing the current call to be placed on hold.

Groups

You can add and manage a group that contain multiple friends, and then initiate conference calls to the group.

Adding a group
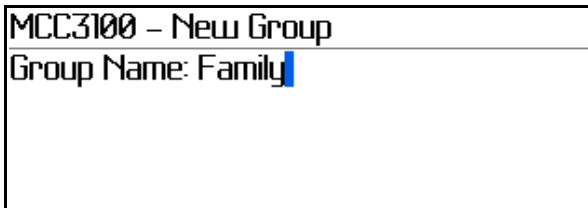
1. From the Main screen menu, select **Group Mgmt**.

   The Group Management screen appears.

2. From the menu, select **New Group**.

   The New Group screen appears. See "New group screen" on page 50.

Figure 17: New group screen

```
MCC3100 – New Group
Group Name: Family
```

3. Enter the name of the group in the **Group Name** box.

4. From the menu, select **Save**.

   The new group is added and appears on the Group Management screen. You must add friends before you can call the group.

Adding friends to a group

1. From the Friends screen or friend preview panel, select a friend.

2. From the menu, select **Add to Group**.

   The Add to Group screen appears. See "Add to group screen" on page 51.

Figure 18: Add to group screen

```
MCC3100 – Add To Group
Add 'John' To:
◯ Friends <0>
◉ Work <0>
```
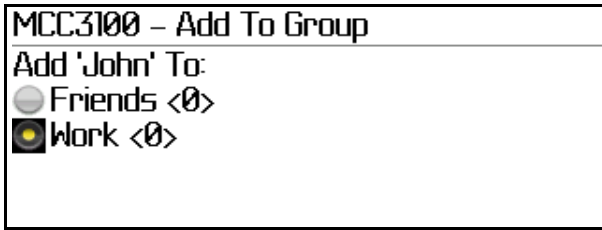
3. Select the group you wish to add the friend to.

4. From the menu, select **Add Now**.

   The friend is added to the group you selected.

5. Repeat steps 1 to 4 for all friends in the group.

You can select one or more friends in one group and add them to another group. For more information, see "Managing friends in a group" on page 51. You can also add friends to a group after you search in the Corporate Directory. See "Searching the corporate directory" on page 42.

Managing friends in a group

You can manage friends in a group. You can view friends, delete friends, and add friends to another group. You can also save your preferred selection settings for the friends of a group.

1. From the Main screen, select the **Groups** link: or, from the Main screen menu select **Group Mgmt**.

   The Group Management screen appears. See "Group management screen" on page 52.

Figure 19: Group management screen

```
MCC3100 – Group Mgmt
Group List:
 Friends <1>
 Work <2>
```
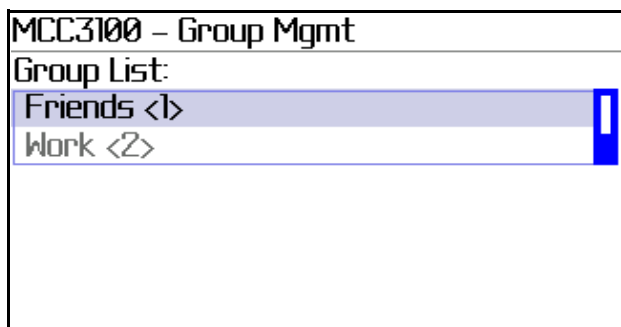
2. From the **Group List**, select a group.

3. From the menu, select **Group Details**.

   The Group Details screen appears. See "Group details screen" on page 52.

Figure 20: Group details screen

```
MCC3100 – Work

☑ Carol [8405]
☑ Cory [8403]
☑ John [8402]
```
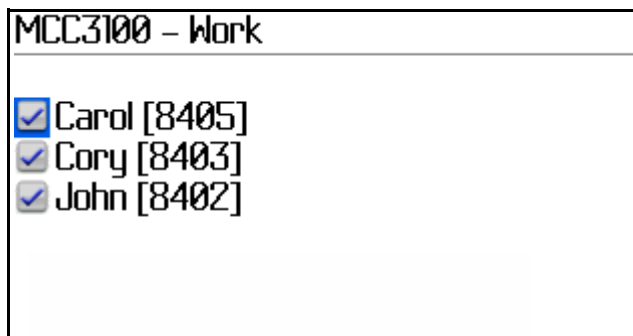
4. Select the friends to manage.

5. From the menu, select one of the following options:

   — **Call** to initiate a group call to the friends.

   — **Edit** to view or edit the selected friend on the Edit Friend screen. Only one friend at a time can be edited.

   — **Add to Another Group** to add the selected friends to another group.

   — **Select All** to select all friends in a group.

— **Clear All** to remove all selected friends in a group.

— **Delete Selected Users** to delete the selected friends from the group.

— **Save Selections** to save the current friend selections. The next time you enter the Group Details screen, the same friends are selected.

Managing a group

You can manage groups by deleting groups and changing group names.

1. From the Main screen, select the **Groups** link: or, from the Main screen menu, select **Group Mgmt**.

    The Group Management screen appears. See "Group management screen" on page 52.

2. Select a group on the list.

3. From the menu, select one of the following options:

    — **Delete Group** to delete the Group

    — **Change Group Name** to go to the Edit Group screen and change the group name

Placing and managing group calls

This section describes how to place and manage group calls.

When you start a regular group call, the system first calls you at your mobile contact location and prompts you to record a greeting message. The system then calls the friends in the group and provides the option to join the call, decline the call, or join the call later.

Before you initiate a group call, program your default contact locations for all friends in the group (including yourself). To program your own default contact location, see "Personal preferences" on page 19. To program the default contact locations of friends, see "Friends" on page 35.

Initiating a group call

With a group call, you can select a nonmobile contact location for yourself. You can set up the call on your BlackBerry and then engage in the conversation on another device, such as your desktop telephone.

1. From the Main screen, select the **Groups** link: or, from the Main screen menu, select **Group Mgmt**.

   The Group Management screen appears. See "Group management screen" on page 52.

2. Select a group on the list.

3. From the menu, select **Group Details**.

   The Group Details screen appears. See "Group details screen" on page 52.

4. Select the friends to call. Each friend's default contact location appears in brackets next to the friend's name.

5. From the menu, select **Call**.

   The Group-Call screen appears. See "Group-Call screen" on page 54.

Figure 21: Group-Call screen


```
MCC3100 – Group–Call
Participants:
 Carol
 Cory
 John
Using
 mobile – call me first:8401          ▼
Using Prefix:
 Local Prefix:9                        ▼
```

6. In the **Using** list, select your contact location for the group call, or accept the default.

7. In the **Using Prefix** list, select your call prefix for the group call, or accept the default.

8. From the menu, select **Call**.

    The Group-Call Session screen appears.

9. The enterprise telephony system calls you at the contact location you specified.

10. Accept the call, and then follow the prompts. As the group call initiator, you perform the following steps:

    a. Record the conference greeting, and then press pound (**#**) on your telephone dialpad.

    b. Press **1** to review the greeting, press **2** to rerecord the greeting, or press any other key to accept the greeting and start the conference.

11. The enterprise telephony system calls the friends you selected at their default contact locations. They are prompted to select one of the following options on the MCC 3100.

    — **Join Now** to join the group call immediately.

    — **Join Later** to be prompted to join the group all at a later time. To set your reminder notification interval, see .

    — **Decline** to reject the group call.

    Friends can also join a group call by pressing # on their telephone dialpad. A tone is heard each time someone joins the group call.

Managing group calls

During a group call, the following commands manage group calls:

*   press ****** to hear help
*   press ***1** to end the conference
*   press ***3** to dial another friend, then press #
*   press ***5** to mute or unmute the conference
*   press ***6** to mute or unmute your own voice
*   press ***7** to lock or unlock the conference
*   press ***8** to hear a list of participants

• press ***9** to stop the help

Joining a group call that is in progress

You can join a group call that is in progress if you selected Join Later when you were initially invited to participate.

If you are the group call initiator, you cannot join a group call that is already in progress. Group call participants can join a group call that is in progress.

1. Go to the Logs screen. See "Logging Events" on page 58.

2. Select the group call entry that you want to join.

3. Select **Log Details** from the menu.

   The Group Call Session screen appears and lists the group call participants.

4. To join the group call, select **Join Now** from the menu.

5. Press **#** when you are prompted.

   If the group call is in progress, you join it. If the group call ended, you receive an error message.

If you selected Join Later when the group call started, you receive periodic reminders to participate in the call. You can select Join Now, Join Later, or Decline in response to these reminders. To configure the reminder notification interval, see "Call settings" on page 22.

Leaving or ending a group call

To leave a group call, hang up the handset or end the call.

A tone is heard each time someone leaves the group call.

A call automatically ends when all friends leave a group call.

Notification profiles

Notification profiles alert you of incoming calls, messages, and other events. Five preset notification profiles (Default, Quiet, Loud, Vibrate, and Phone Only), are available that you can edit. You can also create custom notification profiles.

By default, the BlackBerry can vibrate (but not ring) when it receives an application-based call, an instant message, or a presence notification. You can update the default behavior for the individual events. For example, you can configure the BlackBerry to ring and vibrate when it receives an application-based call, to vibrate when it receives an instant message, and to ring when it receives a presence notification.

Updating your notification profile

1. On the BlackBerry main screen, click the **Profiles** icon.

    The profiles list appears.

2. Select the profile you wish to use (typically the **Default** or **Normal** profile).

3. Click **Edit**.

4. Select **Call - MCC3100**.

5. Click **Edit**.

6. Set how you want to be notified for MCC 3100 Calls.

7. Click **Save.**

8. Click **Close**.

9. From the menu, select **Enable** to activate the modified profile.

The Call - MCC3100 option is only available when the MCC 3100 application is running. As an alternative to updating the Default or Normal notification profile, you can create a custom notification profile, or you can enable the Loud notification profile (which causes the handheld to ring and vibrate for all application-based events). For complete programming instructions, refer to your BlackBerry Wireless Handheld User Guide.

Logging Events

The MCC 3100 retains a record of your recent communication sessions. The following events are logged:

- Incoming calls (answered, missed)
- Outgoing calls (successful, unsuccessful, in progress)
- System event notifications

You can view an abbreviated list of log events on the Main screen. For a complete list and for details concerning individual events, you must access the Logs screen.

If for any reason you lose your network connection, the system retains a record of your missed calls, voice mail notifications, and system event notifications. When you reconnect to the network, these events are downloaded for you to view on the Logs screen.

Viewing entries on the main screen

The Recent preview panel on the Main screen displays a list of the friends you recently communicated with, along with icons that represent their calls and voice mail messages.

To change the number of friends that appear in the Recent preview panel (three by default), update the system settings. For more information, see "System settings" on page 17.

1. From the Main screen, select the **Recent** preview panel.

Figure 22: Recent preview panel
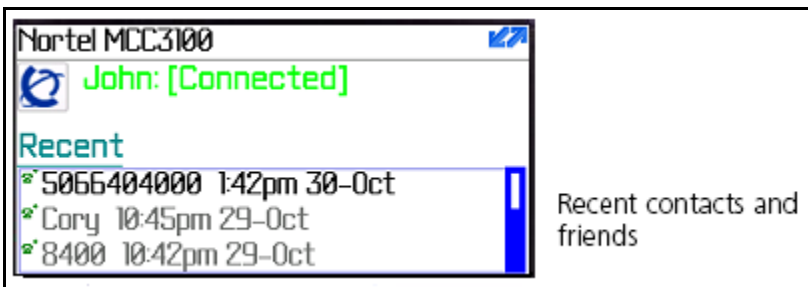
The Recent preview panel displays up to 10 friends that you recently communicated with.

2. Optionally, select an entry and select a menu command such as **Call**.

Viewing entries on the Logs screen

The Logs screen provides a history of your most recent incoming and outgoing calls, voice mail messages, and system event notifications. The Logs screen can contain a maximum of 50 entries.

By default, the entries are organized by time and date, but you can reorganized them by name. You can delete all of the entries. You can also select an individual entry in order to view details, to place a call, or to delete the entry.

1. From the Main screen, select the **Recent** link: or, from the Main or Friends screen menu, select **Logs**.

   The Logs screen appears. See "Logs screen" on page 59.

Figure 23: Logs screen
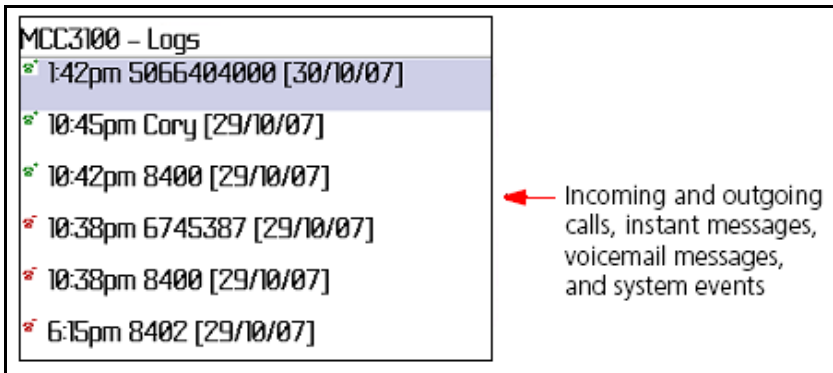
For call icon explanations, see "Call icons" on page 60.

Figure 24: Call icons

- Incoming call accepted
- Incoming call declined
- Incoming call missed
- Outgoing call made successfully
- Outgoing call failed
- Outgoing call received no response
- Outgoing call status unknown

For group call icon explanations, see "Group call icons" on page 60.

Figure 25: Group call icons

- Group call: In progress
- Group call: Made successfully
- Group call: Joined successfully
- Group call: You selected "Join Later" when invited to join
- Group call: You selected "Decline" when invited to join
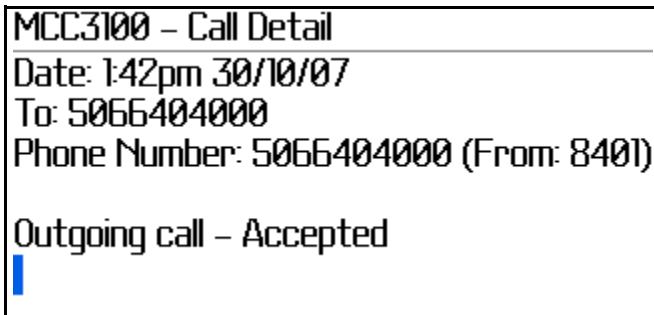- Group call: You missed the invitation to join

For system notification icon explanations, see "System notification icons" on page 60.

Figure 26: System notification icons

- System notification received
- System notification read

2. To view the details concerning an individual entry, select the entry, and select **Log Details** from the menu.

   The Details screen appears. See "Logs details screen" on page 61.

Figure 27: Logs details screen

```
MCC3100 – Call Detail
Date: 1:42pm 30/10/07
To: 5066404000
Phone Number: 5066404000 (From: 8401)

Outgoing call – Accepted
|
```

Sorting entries on the Logs screen

You can sort items in the Logs screen by the name of the individual associated with the log or by the time and date. You can also re-sort the list to only display missed calls or voice mail notifications.

1. Go to the Logs screen.

2. From the menu, select **Sort by Name** or **Sort by Time**.

   The entries are sorted according to your selection.

3. From the menu, select **All Logs (default)** or **Missed Call Logs.**

   The entries are displayed according to your view preference.

Deleting entries in the Logs screen

You can delete individual entries in the Logs screen, or you can delete all entries.

To delete one entry

1. Go to the Logs screen.

2. Highlight the entry you want to delete.

3. From the menu, select **Delete Selected**.

   The entry is deleted.

To delete all entries

1.   Go to the Logs screen.

2.   From the menu, select **Delete All**.

3.   Select **Yes** or **Cancel** in response to the prompt.

     If you selected Yes, all entries are deleted.

Managing voice mail

In addition to checking whether you have any messages, you can quickly and easily call the voice mail system to access your mailbox.

Voice mail message waiting indication

When you receive a new voice mail message, the voice mail indicator (VM) appears on the Main screen.

   Note: Before using this feature, you must configure the Voicemail DN/SIP Address number on the System Settings screen. For more information, see "System settings" on page 17.

Calling voice mail system

The Main screen contains the message waiting indicator and provides a quick and easy way to access the voice mail system.

1.   Go to the Main screen.

2.   From the menu, select **Call VM**.

     The MCG 3100 calls the voice mail server:

     —   If an Outgoing Call Service DN is programmed, the MCG 3100 initiates a direct call from your BlackBerry to the voice mail server.

     —   If an Outgoing Call Service DN is not programmed, the MCG 3100 calls you at the last number that you used to place a call. After you answer, the MCG 3100 calls the voice mail server.

3.   When you are prompted, enter your voice mail mailbox number and password using the BlackBerry telephone application.

4.   The MCG 3100 calls the voice mail server.

Note: You must use the BlackBerry telephone application to generate DTMF tones.

You can also call voice mail from the Recent preview panel by selecting the voice mail entry, and choose Call from the menu. The Recent preview panel can contain up to 10 voice mail and call entries.

Software installation

This section contains the following:

This section describes how to install, upgrade, and uninstall the Nortel Multimedia Communication Client 3100 (MCC 3100) for BlackBerry on a supported BlackBerry device.

Before you install the MCC 3100 for BlackBerry software, ensure that your BlackBerry and your PC are connected using a Universal Serial Bus (USB) cable. You must have BlackBerry Desktop Manager 4.2.2.14 or greater software installed on your PC to allow the installation of MCC 3100 for BlackBerry.

Use the following procedures to install, upgrade, and uninstall the MCC 3100 for BlackBerry software using the BlackBerry Desktop Manager.

Installing the MCC 3100 for BlackBerry software

Prior to installation, obtain the MCC 3100 for BlackBerry software from your system administrator.

1. Extract the MCC 3100 files to any folder on your computer.

2. Locate the folder where you extracted the MCC 3100 files. You require the following files to install the application:

   — MCC3100-BB.alx

   — MCC3100-BB.cod

   — MCC3100_extension_interface.cod

   — MCC3100_extension_impl.cod

Optionally, to automatically start MCC 3100 on your BlackBerry, you need to install the following files:

— MCC3100Starter-BB.alx

— MCC3100Starter-BB.cod

If you install the MCC3100Starter-BB.alx, the MCC 3100 application will start automatically when you power on your BlackBerry. The MCC 3100 application will also restart automatically if closed.

Note: When installing files into the BlackBerry Application Loader, only add the *.alx files.

3. Launch the BlackBerry Desktop Manager on your PC by selecting **Start > Programs > BlackBerry > Desktop Manager**.
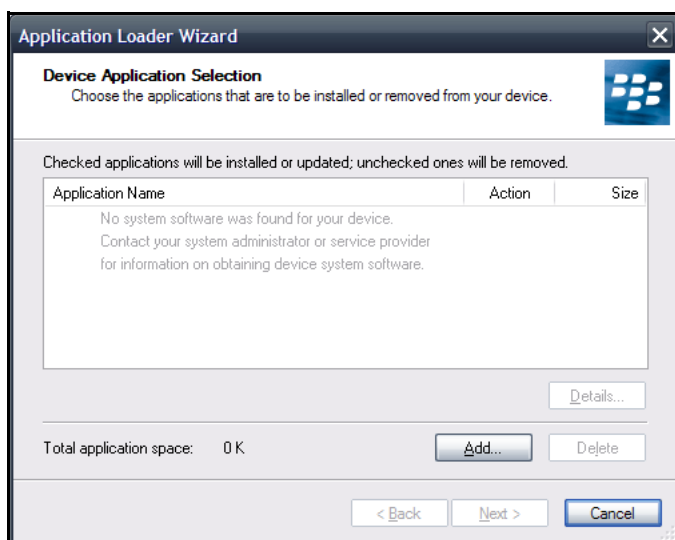
4. Click **Application Loader**.

The Application Loader Wizard appears.

5. Click **Next**.

If the Desktop Manager detects the communication port, the Device Application Selection dialog box appears and you can skip to step 7. Otherwise, the Communication Port Selection panel appears.

6. Select the appropriate communication port (typically USB) and click **Next**.

The Device Application Selection dialog box appears. See .

Figure 28: Application loader wizard file selection

7.   Click **Add**.

8.   Browse to the folder with the extracted MCC 3100 files.

9.   Select MCC3100-BB.alx (and MCC3100Starter-BB.alx if needed), and click **Open**.

The applications appears in the Device Application Selection dialog box. See "Application loader wizard add applications" on page 68.

Figure 29: Application loader wizard add applications
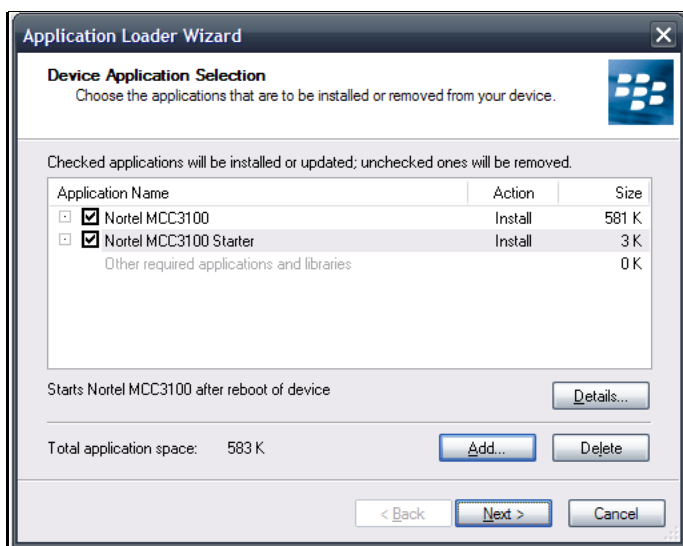
10. Confirm that the applications are checked.

11. Click **Next**.

12. Click **Finish** to install the MCC 3100.

13. After the Application Loader Wizard installs the MCC 3100, click **Close**.

Upgrading the MCC 3100 for BlackBerry software

This section describes how to upgrade the MCC 3100 for BlackBerry. When you upgrade the software, your data is retained for the new version.

1. To upgrade the MCC 3100 software on a BlackBerry, extract the upgrade MCC 3100 files into the same folder on your computer you used during the first installation. This will overwrite the original install files. You require the following files to install the application:

   — MCC3100-BB.alx

— MCC3100-BB.cod

— MCC3100_extension_interface.cod

— MCC3100_extension_impl.cod

Optionally, to automatically start MCC 3100 on your BlackBerry install the following files:

— MCC3100Starter-BB.alx

— MCC3100Starter-BB.cod

2. Exit the MCC 3100 if it is running. See "Starting and exiting the MCC 3100 application" on page 25.

3. Launch the BlackBerry Desktop Manager by selecting **Start > Programs > BlackBerry > Desktop Manager**.

4. Click **Application Loader**.

   The Application Loader Wizard appears.

5. Click **Next**.

   If the Desktop Manager detects the communication port, the Device Application Selection dialog box appears and you can skip to step 7. Otherwise, the Communication Port Selection dialog box appears.

6. Select a communication port (typically USB), and click **Next**.

   The Device Application Selection panel appears. See "Application loader wizard file selection" on page 67.

7. The MCC 3100 applications are listed in the Device Application Selection dialog box. Verify that the Action column indicates Upgrade.

8. Confirm that the applications you want to upgrade are selected with a check mark.

9. Click **Next**.

10. Click **Finish** to install the MCC 3100.

11. After the Application Loader Wizard has finished installing the MCC 3100, click **Close**.

12. Click **Yes** to restart the BlackBerry and upgrade the software.

   Note: The above upgrade procedure keeps application data. To remove the data associated with the previous version of the

application, clear the database the first time you run the upgraded application. For details, see "Uninstalling the database" on page 70.

Uninstalling the MCC 3100 for BlackBerry software

This section describes how to remove the MCC 3100 for BlackBerry from your handheld. You can use the Desktop Manager to remove the software, or you can remove it directly using the BlackBerry main menu.

Uninstalling the database

Uninstalling the application may not erase the application data as expected. To ensure that the application data is erased, Nortel recommends that you clear the MCC 3100 database before you uninstall the MCC 3100 application.

1. Start the MCC 3100 application and log off the network.

   See "Starting and exiting the MCC 3100 application" on page 25 and "Logging on and logging off" on page 26.

2. Go to the MCC 3100 main screen.

3. From the menu, select **System Settings**.

4. From the menu, Select **Clear Database**.

5. Select **Yes** at the prompt, "Clear database and quit?".

6. From the menu, choose **Select**.

7. Uninstall the MCC 3100 application using the "Uninstalling the MCC 3100 application using the Desktop Manager" on page 70 or "Uninstalling the MCC 3100 application using the BlackBerry" on page 72.

Uninstalling the MCC 3100 application using the Desktop Manager

Note: Before you remove the MCC 3100 application, ensure that the BlackBerry Desktop Manager is installed and that the USB cable is connected to both your computer and handheld.

1. Exit the MCC 3100 application if it is running.

   See "Starting and exiting the MCC 3100 application" on page 25.

2. Launch the BlackBerry Desktop Manager by selecting **Start > Programs > BlackBerry > Desktop Manager**.

3. Click **Application Loader**.
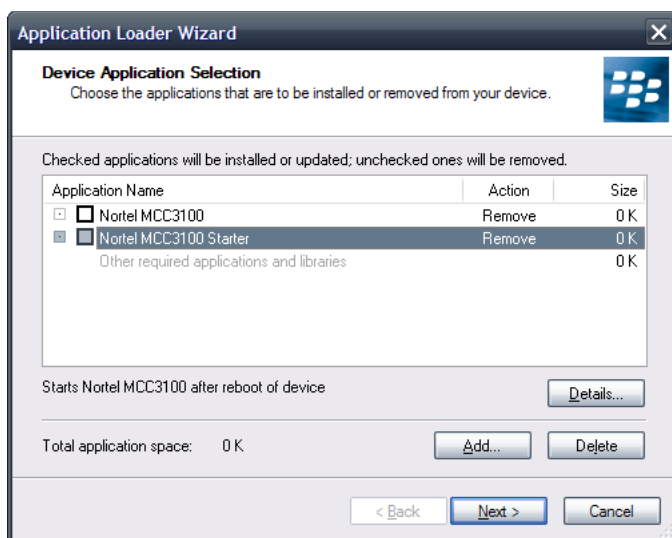
   The Application Loader Wizard appears.

4. Click **Next**.

   If the Desktop Manager detects the communication port, the Device Application Selection dialog box appears and skip to step 6. Otherwise, the Communication Port Selection dialog box appears.

5. Select a communication port, and click **Next**.

   The Device Application Selection dialog box appears. See "Application loader wizard remove applications" on page 71.

Figure 30: Application loader wizard remove applications

6. **Click** the box to remove the check mark beside the MCC 3100 applications. The action column now indicates this application will be removed.

7. Click **Next**.

8. Click **Finish** to remove the MCC 3100 applications.

9. After the Application Loader Wizard removes the MCC 3100 applications from the handheld, click **Close**.

Uninstalling the MCC 3100 application using the BlackBerry

1. Exit the MCC 3100 application if it is running.

   See "Starting and exiting the MCC 3100 application" on page 25.

2. From the BlackBerry main menu, select **Options**.

   Note: On some BlackBerrys, Options appears under Settings.

   The Options screen appears.

3. Select **Applications**.

   Note: On some Blackberrys, Applications appears under Advanced Options.

   The Application screen appears.

4. Select **Nortel MCC 3100**.

5. From the menu, select **Delete**.

   The following prompt appears: "Deletion will occur when handheld is restarted. Restart now?".

6. Click **Yes** to restart the BlackBerry and remove the MCC 3100 application.

7. Repeat this procedure to remove the MCC3100Starter-BB application (if it is installed).

Acronyms

Table 7 lists the acronyms used in this guide.

Table 7: Acronyms

Acronym	Full Name
BES	Blackberry Enterprise Server
CDMA 1xRTT	Code Division Multiple Access Single Carrier (1x) Radio Transmission Technology
COTS	Commercial off the Shelf
CS 1000	Communication Server 1000
DND	Do Not Disturb
DTMF	Dual Tone Multi Frequency
EDGE	Enhanced Data rates for Global Evolution
EVDO	Evolution Data Only
FQDN	Fully Qualified Domain Name
GSM	Global System for Mobile Communications
LAN	Local Area Network
MCC 3100	Mobile Communication Client 3100
MCG 3100	Mobile Communication Gateway 3100
RAM	Random Access Memory
RIM	Research in Motion
ROM	Read Only Memory
SIP	Session Initiation Protocol
PBX	Private Branch Exchange
PSTN	Public System Telephone Network

Table 7: Acronyms

Acronym	Full Name
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
USB	Universal Serial Bus
VM	Voice Mail
VPN	Virtual Private Network
WiFi	Wireless Fidelity

Nortel Mobile Communication 3100 Series Portfolio

Mobile Communication Client 3100 for BlackBerry
User Guide

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