

Volume

2

MOBILE VOICECONTROL, LLC.

Application Setup for BES 4.0 with Handheld Configuration Tool

BES Configuration Guide for V4.0

APPLICATION SETUP FOR BES 4.0 HANDHELD CONFIGURATION TOOL

BES Configuration Guide V4.0

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Why Do BES Users Require Changes?

Blackberry Enterprise Server is an excellent tool for increasing security in your network. Utilizing a BES with VoiceControl is real power and better productivity for your enterprise users

This document will show you the proper configuration for VoiceControl running on Blackberry Enterprise Server Version 4.0 and higher. The user of this manual will need to have a good understanding of the BES and how to configure it. They will need to have administrative rights to the BES server where users connect to receive application updates, emails and must have network permissions. If you do not have these permissions, we suggest you contact your network administrator to discuss the use of VoiceControl within your network and how it can provide user advantages, safety and greater productivity for your entire company.

It is suggested the user of this guide also read the *Blackberry Handheld Management Guide* which is available at the Blackberry Support website. The document will give you detailed information on the purpose of the Blackberry Handheld Management tool and how you can use it to manage third party application usage on corporate employee devices.

What Changes Are Made For VoiceControl?

MobileVoiceControl is an application that allows users to speak naturally into their Blackberry device and through the use of speech recognition the action will occur on the device. For example, if you want to call a name in your devices contact list, you can simply say: **“Call Bobby Smith on Mobile Phone”** and the engine will find the name and access the phone API on the device and dial the contact’s phone number.

This is the main reason why this document and procedure exist. Research In Motion (RIM) has configured the default settings for all Blackberry devices to “Disallow” the use of the phone API by third party applications. This is a security measure to prevent

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non-trusted third party applications from improperly accessing the phone and making improper phone calls.

For MobileVoiceControl to access this function there are a series of steps that must be performed by the Blackberry Enterprise Server Administrator so the application can be loaded and used properly.

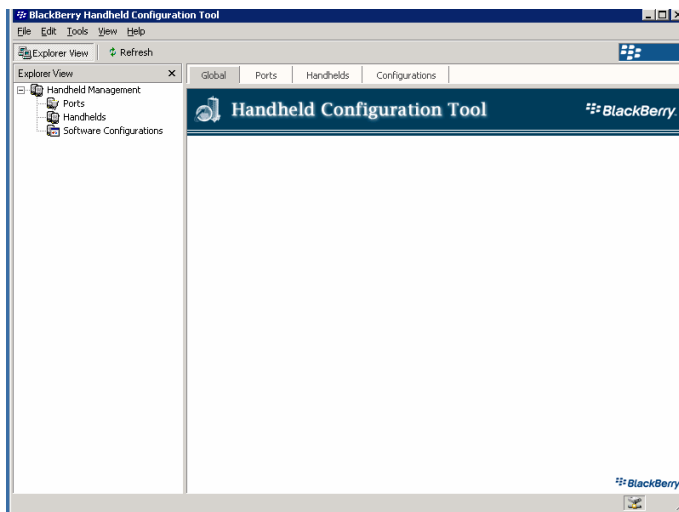
Blackberry Handheld Management Tool

Deploy VoiceControl without Difficulty While Maintaining Your Security Preferences inside Your Blackberry Enterprise Server

The process is currently a manual process of steps that an administrator can follow easily to setup their BES. The first thing to note, is that you will need to know what users are going to be configured to use the VoiceControl application. The second step is to know how to configure a network share on your Windows 2000 or Windows 2003 Server. Once you know how to do this and have your list of users, the rest of the process is simple step-by-step instructions.

Create Your VoiceControl Configuration

The first step is to go to your Start Menu on the Server and launch the *Blackberry Handheld Configuration Tool*.



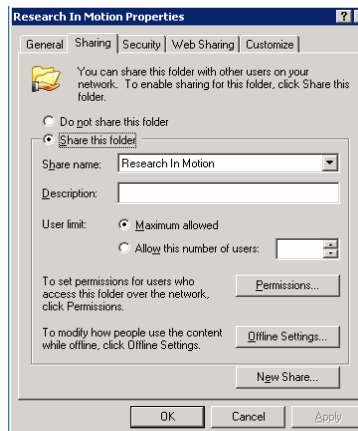
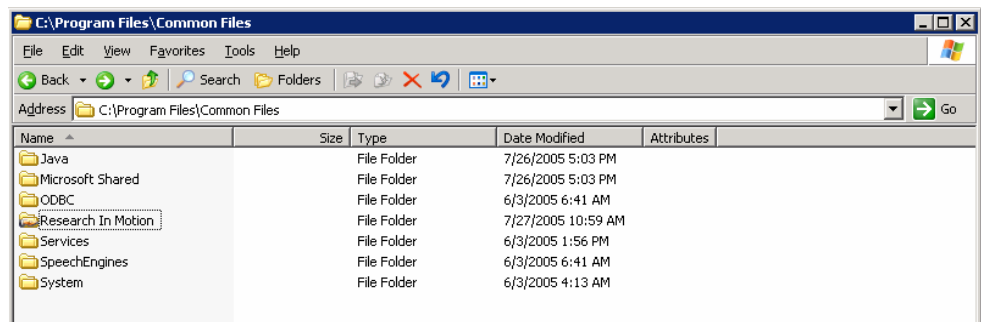
This tool is where you will be performing most of your activities. You will:

- Create a New Configuration
- Create a New Application Control Policy
- Assign a Software Configuration To A Specific Handheld User

Create a Share

Before you can do anything, you must create a valid share where all domain users can access The VoiceControl application files to download from the desktop manager. The next time a user connects to their desktop, they will be able to download the application and application settings. They can later update their application by following the VoiceControl instructions on how to upgrade, but initially if they want to connect through the BES, they must connect to the Desktop Manager to retrieve these settings.

To create the share, go to the server's <DriveLetter>:\Program Files\Common Files folder and right mouse click on the **Research In Motion** folder. Set Sharing for this folder to have **Read** access for Domain Users.



Software Installation in Folder

Before the software can be setup in the configuration tool, it must be loaded and indexed by the BES Server. Follow the below steps, however, to get a better understanding of all steps following this section, it would be prudent to review Page 34 and beyond in the *Handheld Management Guide* from Research In Motion.

Go to the Share created above. Then change directories to **Shared\Loader Files** under the Research In Motion Folder. Unload the four files that come with VoiceControl for BES installation. The files are:

- Modules.cod
- VoiceControl.alx
- VoiceControl.cod
- VoiceControlConfig.cod

You will now need to go to a command prompt to the **<DriveLetter>:\Program Files\Common Files\Research In Motion\Apploder** folder.

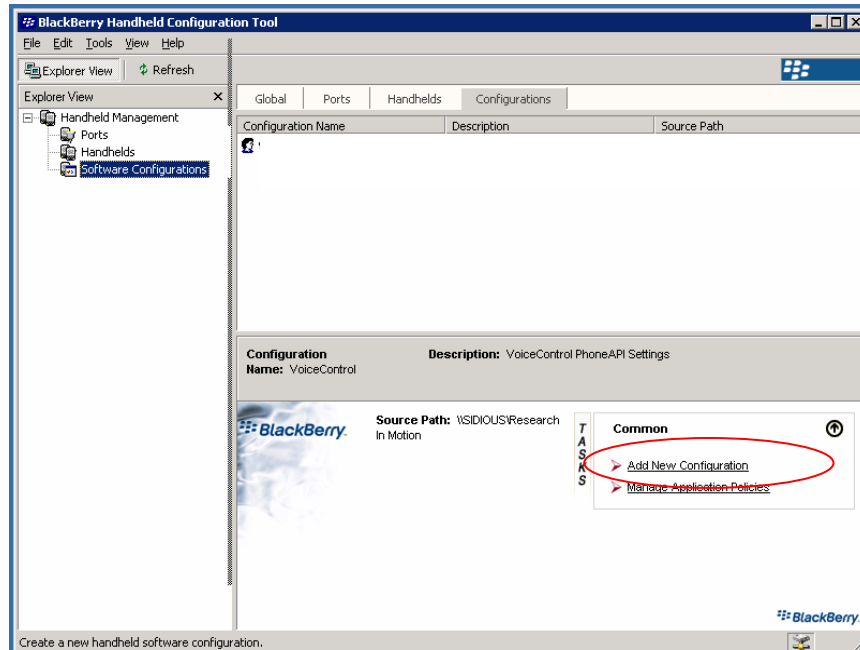
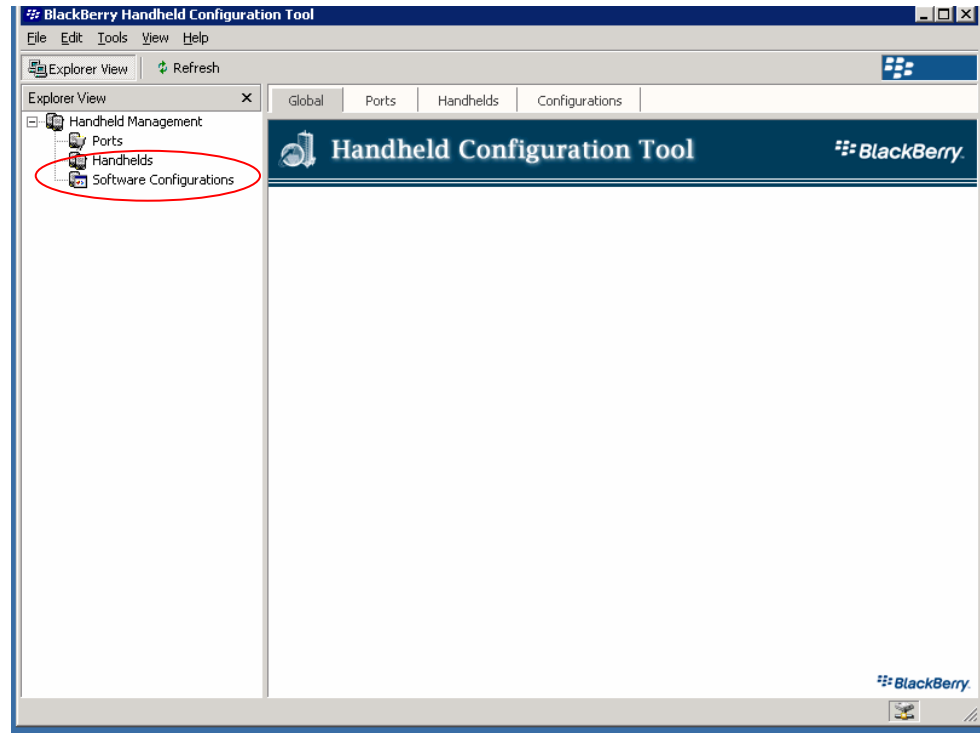
Type **loader.exe/index** and an index and directory structure will be created.

Software Configuration Setup

Next you will need to create a software configuration for the VoiceControl application. This includes pointing to the share you have just created. To begin, go to the **Blackberry Handheld Configuration Tool**.

In the Explorer tree view at the left, select **Software Configuration**.

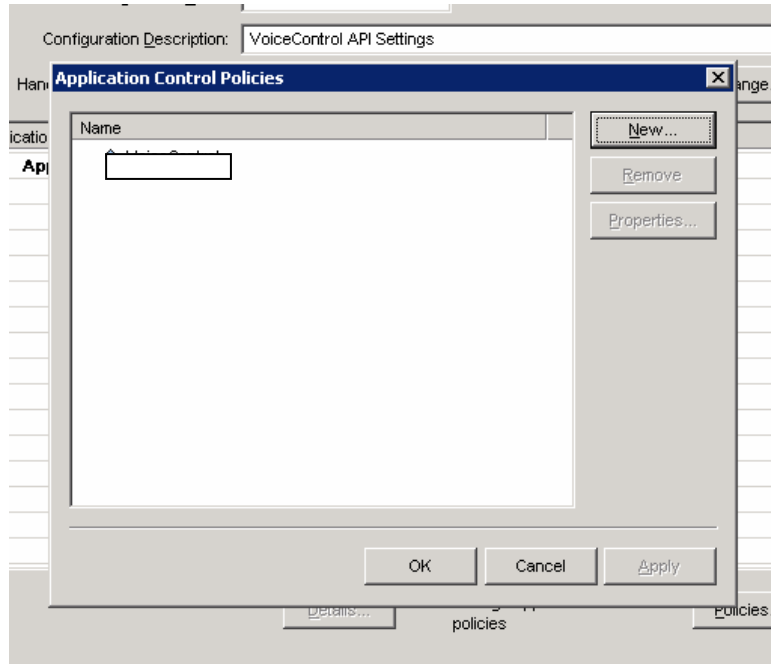
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Select **Add New Configuration** from the Common task list in the bottom window.

Once you have selected Add New Configuration, the Handheld Software Configuration Window appears. You will need to propagate this window with the following values:

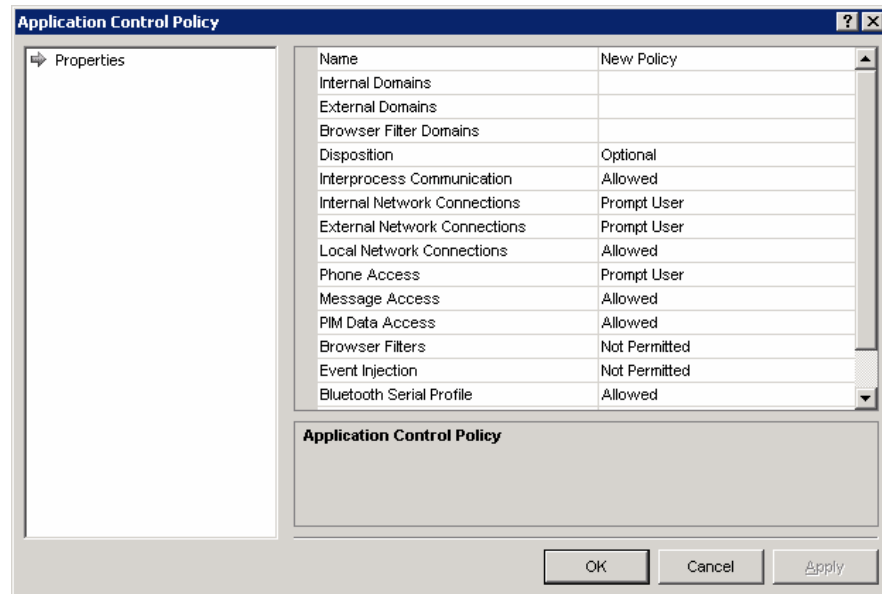
users can access features that are commonly not available. These features will ONLY be available inside of the VoiceControl application. This does not allow for the access of these features in other applications.



Create the new policy by Selecting the **New** button from the dialog. Enter The following values into the window:

- Name: **VoiceControl**
- Phone Access: **Allowed**
- Internal Network Connections: **Allowed**
- External Network Connections: **Allowed**

These features will only be enabled when using VoiceControl, so you don't have to worry about other applications gaining improper access to the device.

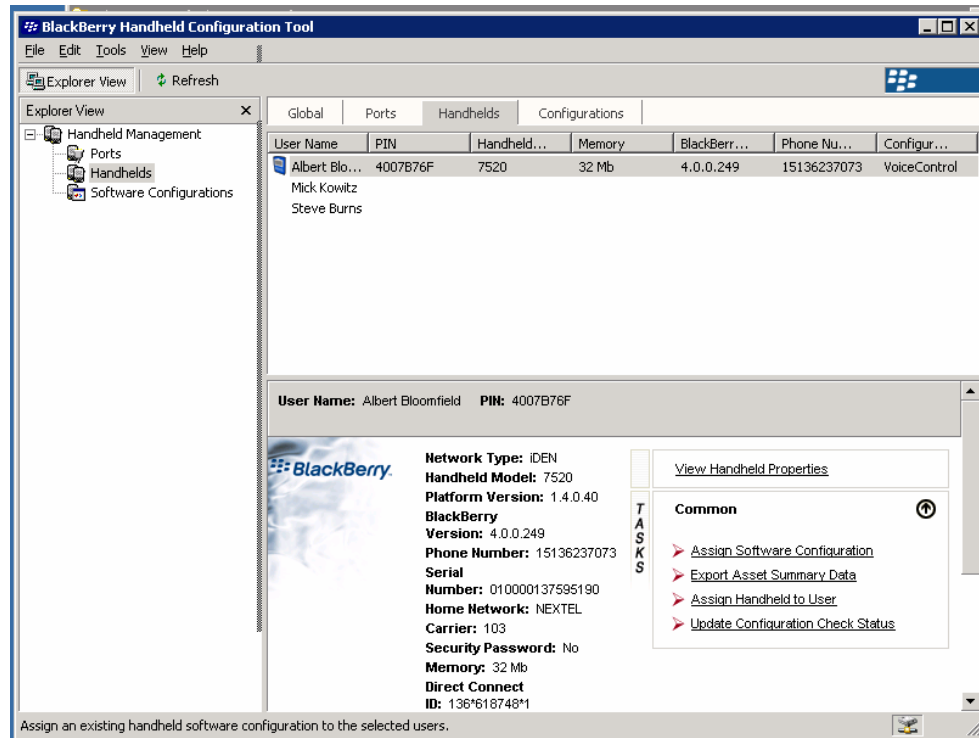


Assigning Handhelds to the Software Configuration for VoiceControl

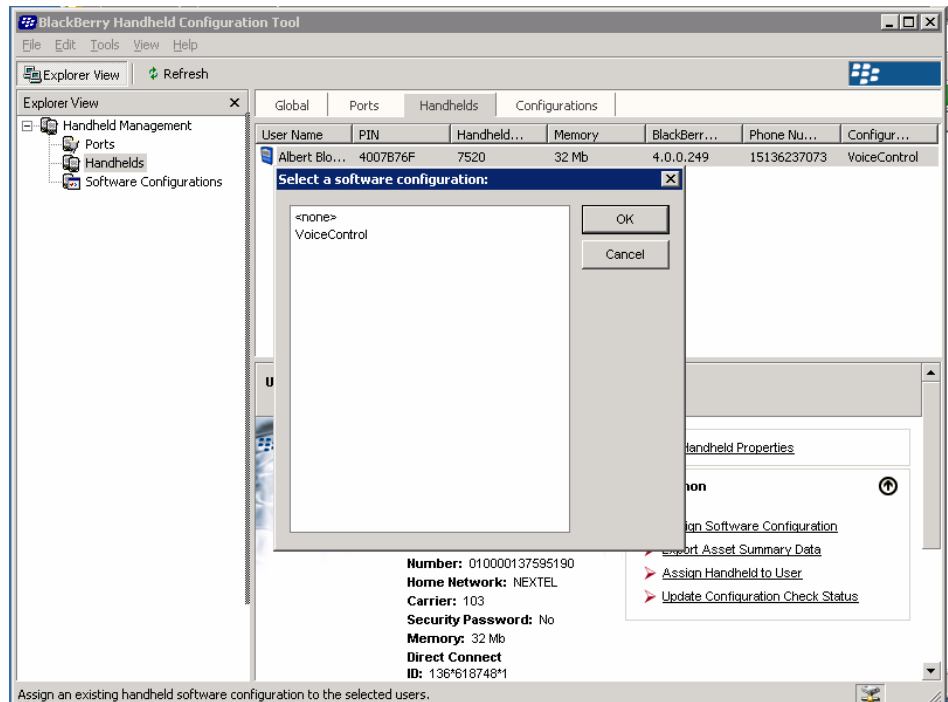
Now that the configuration has been created, select **OK** through the process to save all windows. You will now need to go and assign users the right to use the application.

This process is simple. Identify and highlight the user in the **Handhelds** window from the **Explorer View** and then select **Assign Software Configuration** to the highlighted users.

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A list of Software Configurations will appear. Select **VoiceControl** from the list.



Inform Users of Next Steps

The next part of the process is to let users know they need to connect their device to the **Blackberry Desktop Manager** software and synchronize their device. This will move the properties for the application down to the device and they will be able to use the application without seeing any Phone API security windows.