

Fusion Voicemail Plus™ User Guide For BlackBerry® Devices

Welcome to Fusion Voicemail Plus™!

Fusion Voicemail Plus (FVM+) is a replacement for the ordinary voicemail that you use with your cellular phone company. With FVM+ you receive your voicemail messages right on your mobile phone—within seconds of the caller leaving it.

To use Fusion Voicemail Plus, you simply change the voicemail call forwarding number for your mobile phone from your carrier's voicemail system to the PhoneFusion™ voicemail system. Instructions on how to make this change were provided to you at signup and via email.

Once you have enabled call forwarding, the PhoneFusion system will take your voicemail messages and send them to your mobile phone. You will know that a voicemail has arrived when you hear the PhoneFusion announcement tone and see the new message indicator.

To access FVM+, you can run the application from the icon on the application screen.

Installation and notes:

- 1) Fusion Voicemail Plus™ for BlackBerry® requires the RIM Operating System (OS) running on your mobile device to be version of 4.2 or better. To determine what level of the OS is running on your BlackBerry®, go to the Icon Screen on the device; select "Options," and then select "About."

Note that all BlackBerry® devices in the Pearl 8100 series, the 8800, the Curve 8300 series and later models will have a correct version of the OS out of the box. Earlier models, such as the 7130 and 8700 series, may run FVM+, but the user must first upgrade the Operating System on the device. For more information on available OS upgrades for your BlackBerry® and instructions on how to install them, please refer to the following link:

<http://www.blackberryforums.com/rim-software/58404-latest-operating-system-available-each-blackberry-device.html#post400926>

- 2) In order for FVM+ to function properly, you must have a BlackBerry® email address (in the form of you@carriercode.blackberry.net) set up on your device. This is the same email address you entered when you signed up for FVM+. Your device must also be able to connect to the Internet through either WiFi or the mobile network's wireless Internet. Please make sure that you have a BlackBerry® wireless data plan on your mobile phone.
- 3) To install Fusion Voicemail Plus™ on your BlackBerry®, open the Web browser on the device and go to http://www.phonefusion.com/downloads/fvmlplus_bb/.

Click on the “install” link. The BlackBerry® will display the download information. To proceed, click “Download,” and your BlackBerry® will load and install the application. If you already have a previous version of FVM+ installed, the BlackBerry® will prompt you for permission to overwrite it with the newer version.

After downloading the application, it may be necessary to reboot the device to complete the installation procedure. Your BlackBerry® will prompt you if a reboot is needed.

- 4) Remember to change your voicemail call forwarding number to the Fusion Voicemail Plus™ access number. These instructions were emailed to you when you signed up online. If you need assistance, please email support@phonefusion.com, and we'll be happy to help, or visit us online at <http://support.phonefusion.com>.
- 5) Once you've completed the installation, you can access Fusion Voicemail Plus™ at any time by clicking on the icon. You can move the FVM+ icon to any desired location on the BlackBerry® Icon Screen or Home Screen. If the device is idle, FVM+ will also open automatically upon receiving a new voicemail message.

A note to Blackberry® AT&T® users:

When downloading an incoming message you may get an error stating “Open Tunnel Failure.” This error usually indicates a problem with the device's ability to access the Internet. (You must have a BlackBerry® wireless data plan with your phone to use FVM+.)

If you are an AT&T® user, and you get an “Open Tunnel Failure” message with FVM+, yet you are able to successfully access the Internet using the Web browser on your mobile device, you should contact AT&T® and let them know that you are having problems using programs on your BlackBerry® that require WAP@CINGULAR APN. The AT&T® agent will make the necessary changes to your account to allow FVM+ to download your voicemail messages.

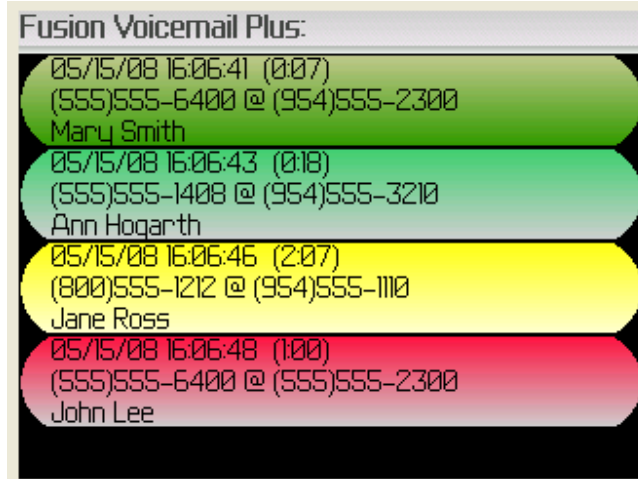
Using Fusion Voicemail Plus:

After the installation of FVM+, every time you get a new message, the application will start automatically.

New messages are announced by playing the PhoneFusion™ new message tone. If you have the “Auto Download” option set, FVM+ will automatically download new messages as they arrive. If you are on a call, the application will wait until after your call is complete to download the message.

Messages do not appear until after the application attempts to download them. They will appear in green if the download was successful or in yellow if the download failed. Note that if the download is unsuccessful (usually due to temporary Internet connectivity issues), you can simply click the message at any time to reattempt the download.

Your messages will display as follows:

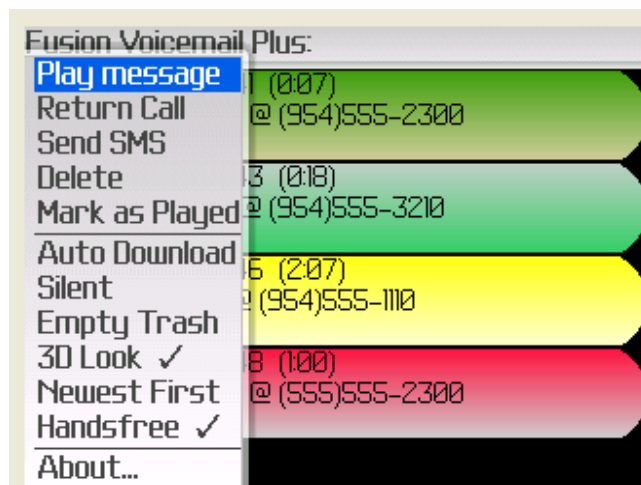


Messages are color-coded as follows:

Yellow	Message taken but not downloaded
Red	Marked for deletion (deleted when you empty trash). Note that if you don't empty your trash your mailbox may fill up.
Dark Green	New (not listened to)
Light green	Old (listened to)

Each message shows the date and time that the message was received (ET), the length of the message in minutes:seconds, the phone number that left the message, the phone number the message was left for and the Caller ID name (if available) of the caller. Note that the Caller ID name is taken from public sources and is subject to change.

Highlight the message you wish to listen to using the trackball or trackwheel, depending on your BlackBerry® model. The currently selected message will flash for ease in identifying.



Message Management Options:

The following functions are available via the message management menu, which is invoked by pressing the BlackBerry® menu key. The message management functions appear in the top part of the menu separated by a bar from the application management menu options (see below). The message management functionality applies to the current message selected from the message list.

Play: Select “Play” to listen to the current message. If the current message has not been downloaded, selecting “Play” will initiate a download.

Return Call: Select “Return Call” to place a call to the number that left you the voicemail.

Send SMS: Select “Send SMS” to send a text message to the number that left you the voicemail. Note that this feature only works with numbers that can receive SMS messages. The text is sent through your BlackBerry®’s calling plan, not through PhoneFusion™.

Delete/Undelete: Select “Delete” to mark the message for deletion. You can delete a message in any state (New, Old, Not Downloaded). If the current message has already been selected for deletion, this menu option will read “Undelete” and selecting it will unmark the message for deletion and return its color to green or yellow as appropriate.

Note: Messages are not permanently removed until you run the “Empty Trash” command.

Mark as Played/Unplayed: Select this option to mark the current message as played or unplayed as appropriate for the message. FVM+ will automatically mark messages as played when you listen to them.

Application Management Options:

The lower part of the menu does not apply to a particular message, but rather to the Fusion Voicemail Plus™ application as a whole. These menu options function as follows:

Auto Download: Select to have your incoming voicemails automatically downloaded for easy and immediate listening. Downloads only occur if you are not on a call.

Silent: Select “Silent” if you don’t want to hear incoming message tones.

Empty Trash: Once you have marked your messages to be deleted, select “Empty Trash” to purge your mailbox. This permanently deletes messages from your phone and your mailbox.

3D Look: Change the look of your messages by viewing in 3D or solid color.

Newest First: Choose to have your newer messages listed at the top of the message screen. The system by default lists the oldest message first.



Handsfree: Select this option if you want your FVM+ in speaker mode. If the option is not selected, your messages will play through the handset only.

Options: Here you can choose how FVM+ will alert you of a new message. Choose to sync the application to your OS profiles, play the FVM+ tone always or vibrate always.

About...: Displays the version of FVM+ installed on the mobile device.

Close: Exit Fusion Voicemail Plus. FVM+ will activate each time a new message is received.

Sync Fusion Voicemail Plus™ with your BlackBerry® Operating System: You can sync Fusion Voicemail Plus to operate with the same ring status as the rest of your Operating System (OS) on your BlackBerry® device. Start out by clicking on the menu button with the Fusion Voicemail Plus Application open.

Scroll down to “Options.” When a new voicemail arrives you can choose to have the application vibrate always, play the Fusion Voicemail Plus Tone always or sync it to your OS Profiles. If you choose to sync it to your OS Profile, you will then have to program your profiles as follows:

1. Exit the Fusion Voicemail Plus Application.
2. Go to your phone speaker settings and scroll down to “Advanced.”
3. Press the trackball/ trackwheel and scroll to the profile you want to set.
4. Click the menu key and select “Edit.”
5. Scroll down and select the Fusion Voicemail Plus option.

You can also program the Out of Holster and In Holster settings. This will affect how Fusion Voicemail Plus acts when the BlackBerry® device is put into that specific mode.

Note: When programming your profile for “Normal” mode, by default the Out of Holster setting is “None,” so please change it to “Tone.” The volume is set to “Mute” by default, so change it to “High,” “Med,” “Low,” or “Escalating.”

Note: If you choose the “Silent” (or “Vibrate”) option on the Fusion Voicemail Plus Application menu, this will override the OS profile selection.

Shortcuts:

In addition to the menu functionality, you can invoke commonly-used commands with the trackball, trackwheel or keyboard.

Supported BlackBerry® devices in the 7130 and the 8700 series will have a trackwheel. Newer BlackBerry® models will use a trackball instead.



In Message List Mode:

These shortcuts function when viewing the list of received voicemail messages.

Function	Trackball	Trackwheel	Key
Scroll UP through messages	UP	UP	
Scroll DOWN through messages	DOWN	DOWN	
Mark message for deletion	RIGHT		DEL
Undelete message	LEFT		
Play message	PRESS		ENTER

In Message Playback mode:

The following shortcuts are available during message playback.

Function	Trackball	Trackwheel	Key
Volume Up	UP	UP	Vol-UP
Volume Down	DOWN	DOWN	Vol-DN
Skip Forward	RIGHT	Alt-UP	DEL
Skip Backward	LEFT	Alt-DOWN	
Stop playback			ESC

4. Removing Fusion Voicemail Plus™ from your BlackBerry®:

To remove Fusion Voicemail Plus, go to Add/Remove programs. Find Fusion Voicemail Plus and select Remove. You may need to restart your BlackBerry® to completely remove the program.



FAQs

Q. I received the application and received the test voicemail but am not receiving the voicemail messages to my application. I can listen to them on the web. What's going on?

A. Please provide the BlackBerry email address that you used for sign up. You must provide a [yourname@\[service\].blackberry.net](mailto:yourname@[service].blackberry.net) address – the address of your device, not a gmail, yahoo, hotmail etc. address.

Q. I received voicemails to the application but they look like random numbers.

A. It seems that your application is not installed correctly.

Please try and reinstall and if it still does not work try rebooting your phone (remove the battery for 10 seconds) and then re-run the application. This should fix the issue you are having.

If the problem persists, then uninstall the application by going to Options--Advanced Options--Applications. Scroll to "Fusion Voicemail Plus." Hit the BB Menu key, and select Delete. Reboot the device (it may request to be rebooted anyway). Reinstall. Try again with a new VM.

Q. I have not received the download link.

A. Here is the download link for the Blackberry Application:
http://www.phonefusion.com/downloads/fvmpplus_bb/download.php?jadpath=VoicemailPlus.jad

Q. How do I set my Call Forwarding?

A. You may need to contact your carrier and ask them for instructions on setting conditional call forwarding for no answer/busy calls. The forwarding number is 813-200-0200.

Q. How do I change my Voicemail Greeting?

A. Please dial 813-200-0200 from your device and our system will ask you for your password. You can then follow the prompts for recording your greeting.

If you are prompted to enter your subscriber ID, please enter your 1011***** Account number.

You can use ANY phone with our service - just forward it to 813 200 0200 and then add it as a voicemail source.

Q. I am receiving an error message stating open tunnel failure.

A. Please be sure that your WAP settings are configured correctly.

AT&T Users : WAP.CINGULAR.COM (Need to contact carrier to change)

T-Mobile Users: WAP.VOICESTREAM.COM (changes can be made from your handset)



Q. Customer receives an error message when trying to play a message.

“net.rim.device.api.system.ControlledAccessException”

A. Certain BlackBerry models, notably Curve 8330 and Pearl 8110, 8120 and 8130, which are running v4.3 of the BlackBerry operating system, may give the following error when the user tries to play a VM message:

“Playback error: net.rim.device.api.system.ControlledAccessException”

To correct this issue, have the user do the following:

1. From the home/icon screen, go into “Options.”
2. Select “Advanced Options.”
3. Select “Applications.”
4. When the system returns an application list, scroll down to “Fusion Voicemail Plus.”
5. Press the BlackBerry Menu key. Select “Edit Permissions.”
6. Scroll to “Interactions.”
7. Press the BlackBerry Menu key. Select “Expand.”
8. Scroll to “Media Access.”
9. Press the trackball, and select “Allow” from the popup menu.
10. Press the BlackBerry Menu key. Select “Save.”
11. Exit out of Applications, Advanced Options and Options.

After following these steps, the user should be able to play his/her voicemail.

Q. Customer receives an error message when playing a message of:

Unable to download [RC:400]

A. Please confirm that the you are able to visit other web pages (Google, Yahoo!,etc.) via the browser on your BlackBerry. If the browser is working, please reboot by removing the battery for 10 seconds and then replacing it. Try to test again by leaving a totally new voicemail.

Q. I am running the BlackBerry Enterprise Server and am having problems with your application. Can you help?

A. In certain cases, you may have problems using Fusion Voicemail Plus application on some devices that are using the Blackberry Enterprise Server. Some of these issues are related to options on the server like blocking access to Fusion Voicemail Plus systems and file size limitations. These are not Fusion Voicemail Plus issues, but are BES issues. Contact your system administrator for additional assistance.

Q. I am getting messages on my phone, but they do not download – they seem to not exist. What is going on?

A. When your Inbox is full online, you receive Fusion Voicemail Plus messages on your mobile device, but they are not downloaded. You need to delete messages from your account to make room for new ones, or contact Customer Support to upgrade your service to get more space in your mailbox.



Improvement and Upgrades for Version 1.0:

- Sync Fusion Voicemail Plus with OS profile notifications (i.e. custom ringtones, quiet mode, etc.)
- Message playback available through headphones
- Delete multiple messages at once
- Empty trash function no longer deletes from the device if there is a network communication failure
- While deleting messages on trackwheel models, navigation and other menus are not accessible
- Multiple deletion messages when deleting multiple voicemails
- Duplicate voicemail messages from incoming notification
- Repaint glitch when switching between 2D and 3D mode
- Timing problem causing player to sometimes not display on download-to-immediate-play messages (get a time-out error)
- Launching application while an auto-download is in progress resulted in new voicemail not displaying until user exited and then relaunched the app.