

FastForward

User Guide

**Set it and Forget it Call Forwarding
For
Blackberry Handhelds**



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Collaborative Network Technologies

Oct 2005

Document History

Revision No.	Version Date	Comments
1.0	Oct. 24, 2005	Initial Draft of Document

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1. Introduction

FastForward enables you to schedule when calls to your BlackBerry should be forwarded to other numbers. Using FastForward's easy to use call forward rules editor, you set up your call forward rules according to your scheduling needs.

If you have ever missed important calls to your BlackBerry due to forgetting to disable a previously set up call forward, then you need FastForward.

1.1. *FastForward Features*

Key features of FastForward include:

- Automatically sets up and tears down call forwards based on your schedule.
- Intuitive call forwarding rules editor makes it easy to enter call forward definitions for your needs.
- Optional teardown of call forwards when headset is connected.
- Create call forward rules based on whether your device is connected to the cradle or USB charger.
- Fully configurable call setup and teardown settings for compatibility with most service providers.
- FastForward's scheduling operation can be enabled or disabled at any time.

1.2. *Getting Started With FastForward*

FastForward's main screen features three main components (illustrated in Figure 1-1):

- 1) Enable/Disable option
- 2) Call Forwarding Rules
- 3) Status view

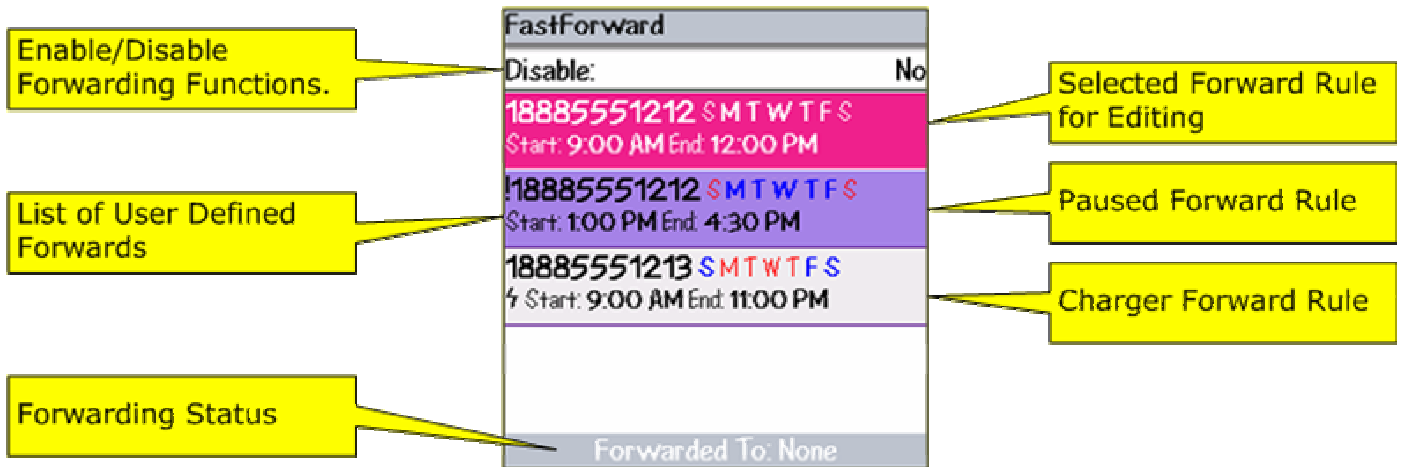


Figure 1-1: FastForward Quick Feature Summary

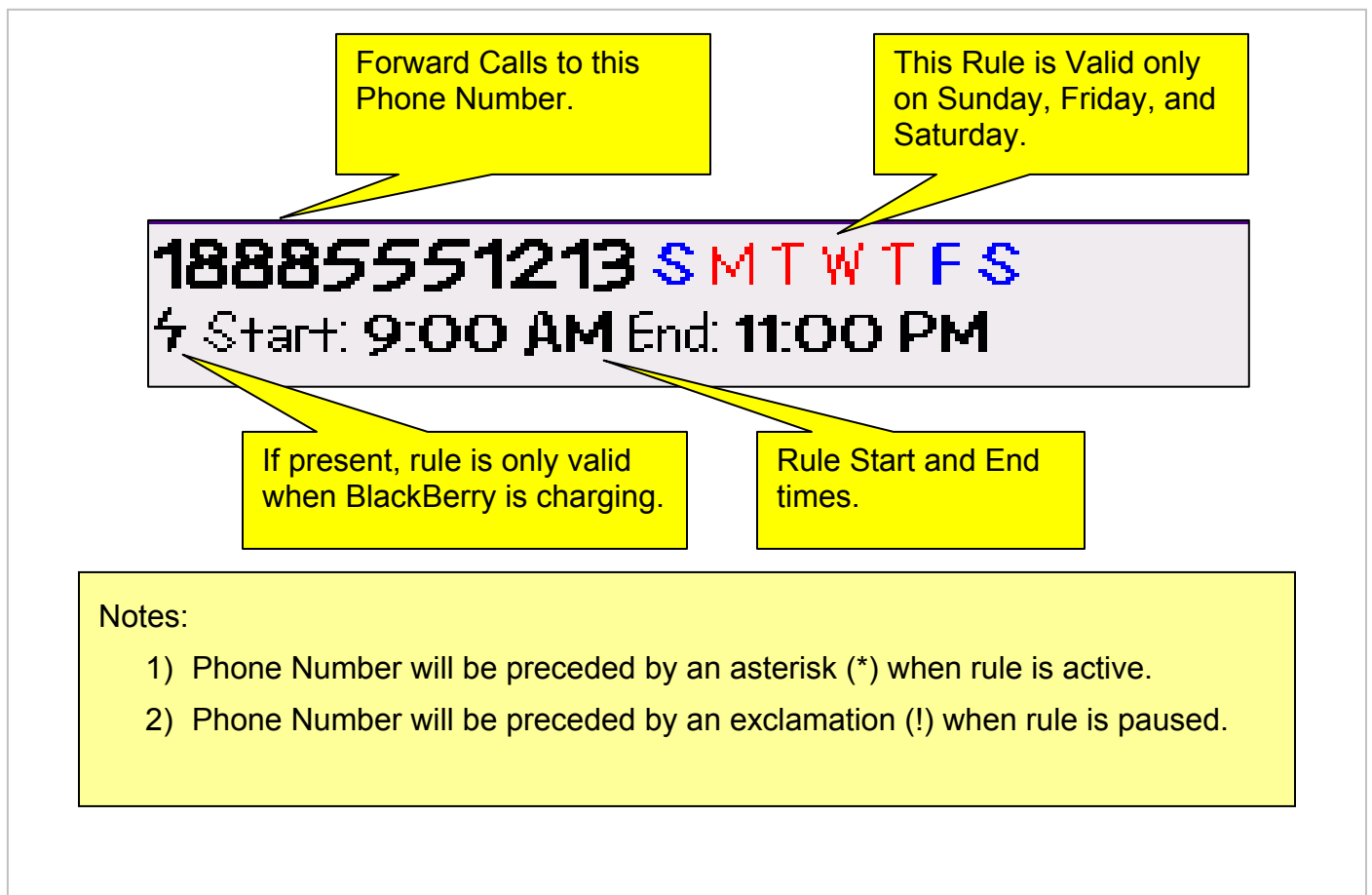


Figure 1-2: Call Forward List View Details

IMPORTANT NOTE

Users whose BlackBerry Handhelds are bound to a BlackBerry Enterprise Server (BES) may see prompts whenever a call is initiated by FastForward. Users who see these prompts when using FastForward should ask their BES Administrator to consult Section 3.2 for information on how to configure the BlackBerry Handheld IT Policy for FastForward.

2. Using FastForward

Once you have entered your forwarding rules, FastForward takes it from there. FastForward uses the rules you defined to setup and tear down call forwarding automatically. This makes sure that you never forget to turn off call forwarding after your meeting is over.

Any active forward may be disabled at any time. This forward would then be paused until the next valid scheduled time. This pause status may also be lifted at any time.

You may also create call forwards that are based on whether your device is connected to your cradle (i.e. charging). For example, on weekdays 9am-5pm you can set up a forward rule to forward calls to your office phone, but only when in the cradle or charging via USB. The same could be done at home for weekends.

FastForward's function may be disabled or enabled at any time. If you disable FastForward, any active rule will be deactivated and given pause status.

2.1. Enabling Disabling FastForward

To disable FastForward, navigate to the Disable field as shown in Figure 2-1 and click on the Trackwheel and choose "**Change Option**". You should then see a menu with Yes and No options. Choose "Yes" to disable FastForward. If any forwards are active when FastForward is disabled, these will be deactivated and the status field at the bottom of the FastForward screen will indicate that FastForward has been disabled.

Note: If a manual forward is in place, you will not be able to change FastForward's enabled/disabled state until that manual forward is cancelled.

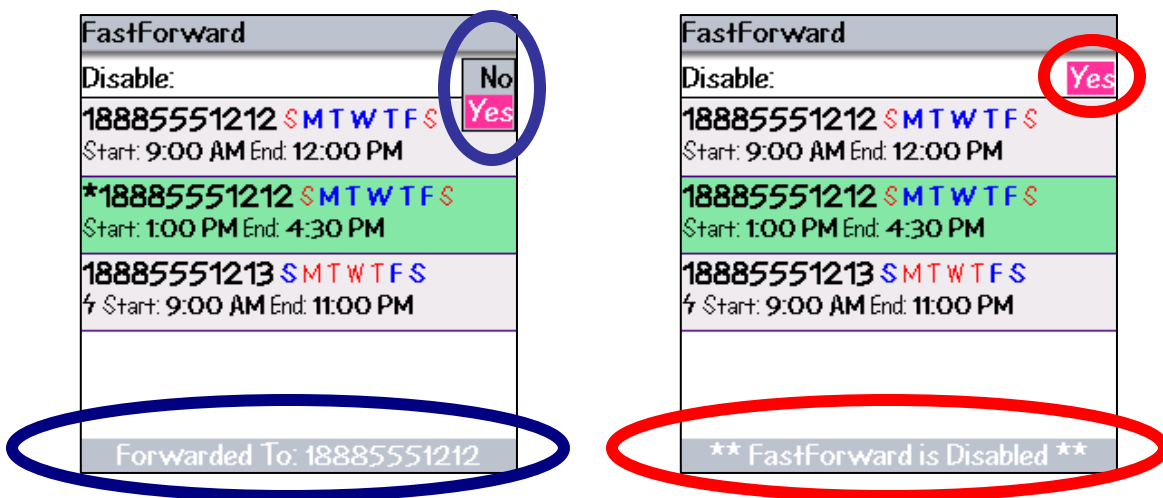


Figure 2-1: Disabling FastForward

2.2. Editing Call Forward Rules

You may edit call forward rules from the main screen by scrolling down to the forward rules field and either choosing from the Add/Edit/Remove options on the menu as shown in Figure 2-2. If no rules have yet been defined, the Edit and Remove options will not be available.

There is also a menu option for adding a "Charging Forward" rule. This creates a rule that behaves exactly like a normal forward except that it will only activate if your BlackBerry is charging (e.g. in the cradle).

To add a new forward, choose "**Add Forward**" from the available menu options. You will then be presented with the "Edit Call Forward" screen. Here you enter the phone number you wish to have calls to your BlackBerry forwarded to, the start and end times of the forward rule, and finally, any days for which this forward rule should not be available for activation. After completing the new forward definition, click on the Trackwheel and choose "**Save**". This will return you to the FastForward main screen and you should see your new forward rule shown in the rules list. Once the new rule has been added it will be immediately be activated if the rule definition is valid during the current time.

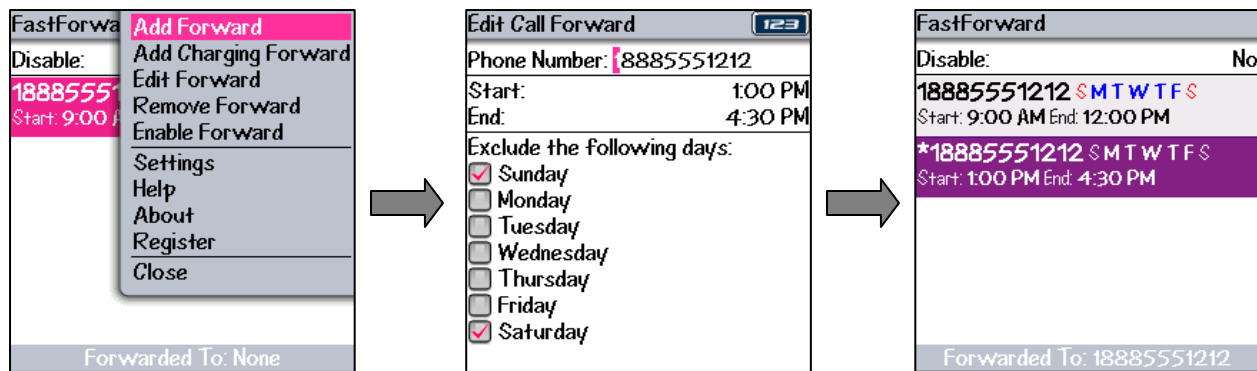


Figure 2-2: Adding a New Call Forwarding Rule

Some notes on overlapping rule definitions:

1. The last overlapping rule entered will always be the one activated.
2. Once a rule is activated, none of the other rules will have a chance to become considered for activation until the current rule finishes.

2.3. Manual Cancel/Activation of Call Forwarding Rule

The currently active rule may be cancelled manually at any time by selecting it from the rules list and then clicking on the Trackwheel and choosing "**Cancel Forward**" from the menu. After canceling an active rule, it will not be activated again until the next valid day (this is called "Paused"). You may remove the pause status from a cancelled rule at any time by clicking "**Unpause Forward**" from the FastForward menu. Note that this rule will still not be automatically activated until the current rule is finished.

Regardless of whether there is a currently active rule, any other rule may be activated manually at any time by choosing it from the list, clicking on the Trackwheel and choosing "**Enable Forward**" from the menu. This manual activation will cause FastForward to indicate "Manual Forward to: [Phone Number]" at the bottom of the screen (Figure 2-3).

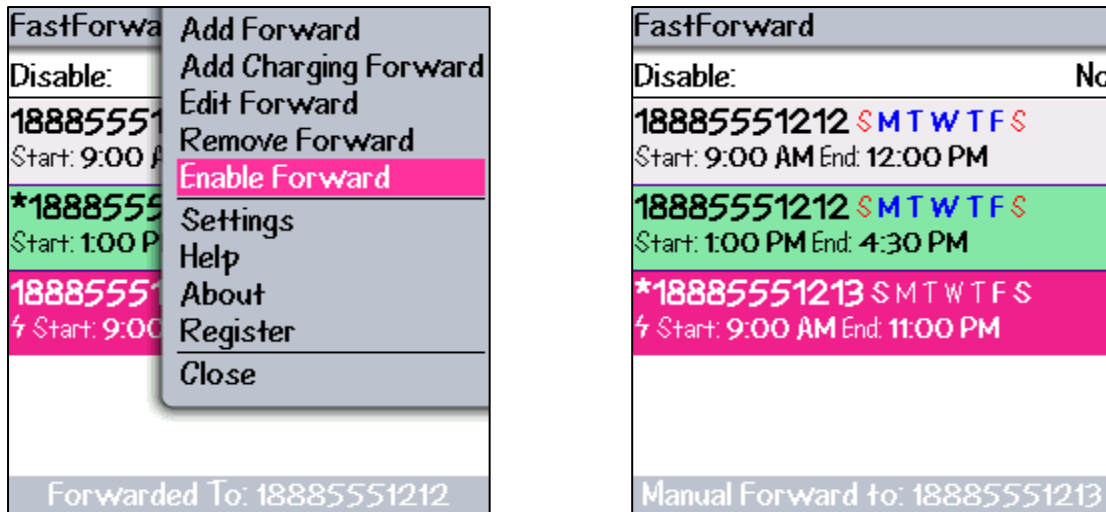


Figure 2-3: Enable Forward Manually

Note: If the current rule is manually activated, you will need to deactivate it manually before any other rule will be considered by FastForward.

2.4. Changing FastForward Settings

Due to the availability of many wireless service choices for BlackBerry users, the instructions on call forward setup and tear down vary. FastForward provides a Settings screen that enables you to configure FastForward to be compatible with your service provider's call forwarding instructions.

It is not recommended that you attempt to change these settings unless you talk to your service provider to get the explicit call forwarding instructions for your wireless service plan.

A summary of the available options in the FastForward Settings Screen is shown in Table 2-1.

FastForward Settings Screen	
Setting	Function
Wait for Phone (seconds):	To set up call forwarding, FastForward needs to place calls on your BlackBerry. This option sets how long FastForward waits for a forward call setup to complete before considering the call to fail. If this is too short, FastForward may declare that it cannot set up the forward. Default is 10.
Prompt When Forwarding	You may request that FastForward prompt you before setting up call forwarding. If this is true, you will be asked before the call forwarding will be set up. Default is false.
Include Number in Teardown	For some non-standard or advanced forwarding rule setups, the number that calls to your BlackBerry are forwarded to might need to be included in the call forwarding rule teardown. Default is false.
Cancel on Headset Connect	You can choose to have any active rule cancelled when you connect your headset. Default is true.
Enable Prefix/Enable Suffix	<p>In the case of most GSM networks, call forwarding setup usually looks like: *21*18885551212# where *21* is the enable prefix and # is the enable suffix and the 18885551212 is the number to have calls forwarded to.</p> <p>In the case of most CDMA networks, call forwarding setup looks like *7218885551212 where *72 is the enable prefix and the enable suffix is empty.</p>
Disable Prefix/Enable Suffix	<p>In the case of most GSM networks, call forwarding teardown usually looks like: ##21# where ##21 is the disable prefix and # is the disable suffix.</p> <p>In the case of most CDMA networks, call forwarding teardown looks like *73 where *73 is the disable prefix and the disable suffix is empty.</p>

Table 2-1: FastForward Settings

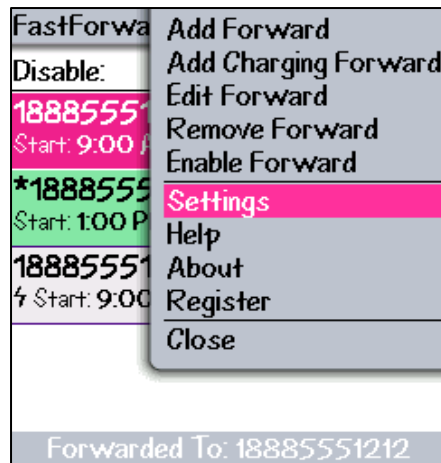
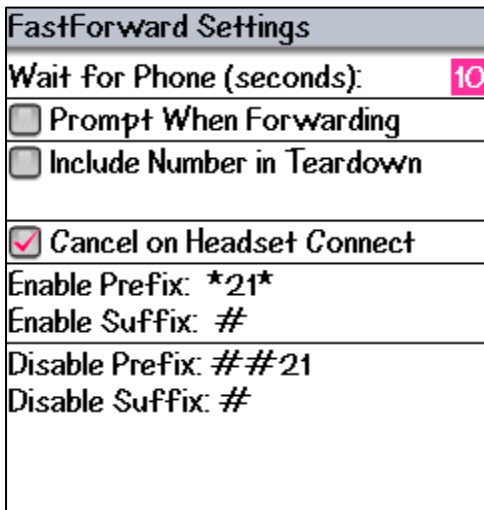


Figure 2-4: Navigating to FastForward Settings

GPRS/GSM
(Sample Settings)



1X/CDMA
(Sample Settings)

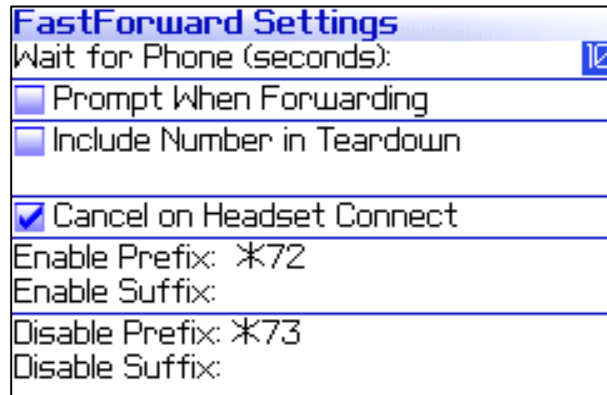


Figure 2-5: FastForward Settings Screen

3. Final Notes

3.1. Registering FastForward

Once the demo period has expired, you will be prompted to register or remove FastForward from your handheld. You can also register FastForward from the options menu at any time while the demo is still active (Figure 3-1).

Once a valid key is entered into the Registration Screen, a "REGISTER" Button will appear. Select and click on the "REGISTER" Button when it appears to complete the Registration.



Figure 3-1: Registering FastForward

3.2. Important Information for BlackBerry Handhelds on BES

Users whose BlackBerry Handhelds are bound to a BlackBerry Enterprise Server (**BES**) may need to ask their BES Administrator to associate an **application control policy** with **FastForward**. The following table outlines the required application control policy settings:

BES - Required Application Control Policy Settings for FastForward

Application Policy Property	Required Value	Default Value
Phone Access	Allowed	Prompt User

Table 3-1: BES Application Policy Properties for FastForward

More details can be found in the BES Handheld Management Guide found on <http://www.blackberry.com>.

3.3. *Have Questions or Comments?*

If you have any questions or comments regarding FastForward, be sure to send them to products@colabnet.com. Also, be sure to visit our website periodically for product news and/or support bulletins at <http://www.colabnet.com>.