



*Visual Voicemail Plus for Blackberry*

*User Guide*



## **Notice**

[Nuance eVVM Blackberry (Fido Branding,v1.0 2012-02)]

[User Guide]

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With Visual Voicemail Plus for BlackBerry you can listen to and READ messages without dialing into your voicemail service. Now when someone leaves you a voicemail the audio file and text transcription of the message will be automatically delivered to your phone and managed via the Visual Voicemail Plus for BlackBerry application.

The application will also 2-way synchronize your voicemail messages between your device and traditional voicemail mailbox service (i.e. if you delete or view a message in the application, it will be deleted or marked as saved in your voicemail mailbox service).

#### Key Features/Benefits:

- Includes Enhanced Voicemail. Receive up to 35, five-minute messages and save each one for up to 10 days. Record a personalized greeting up to 3 minutes long
- Get your voicemail messages automatically pushed to your phone as an audio file and as transcribed text
- No need to dial in to check voicemail messages or to enter a password
- Listen to or read your voicemail messages in any order you want  
Stuck in a meeting or in class? Read your voicemails discretely
- Enjoy one-click call back or response via SMS/Email
- Keep a record of those important voicemails forever
- Have messages on your device synch with messages in your voicemail mailbox

#### **Supported Blackberry Devices**

Go to [fido.ca/vvmplus](http://fido.ca/vvmplus) for an updated list of supported devices

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## 1 Getting Started

This chapter contains all the necessary information for the initial subscription and setup of the Visual Voicemail Plus application and the configuration of the application.

Contact Fido to subscribe to the Visual Voicemail Plus for BlackBerry service.

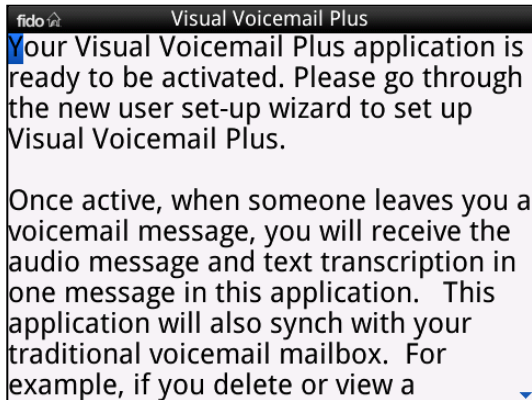
After subscribing to the service you will receive an SMS on your phone which will provide a link to where you can download the Visual Voicemail Plus for BlackBerry application.

Once the application is downloaded to your device, click on the application to open it.

Before you can use your Visual Voicemail Plus application, a setup screen appears to guide you through the initial steps to set up your service including creating a password and greeting.

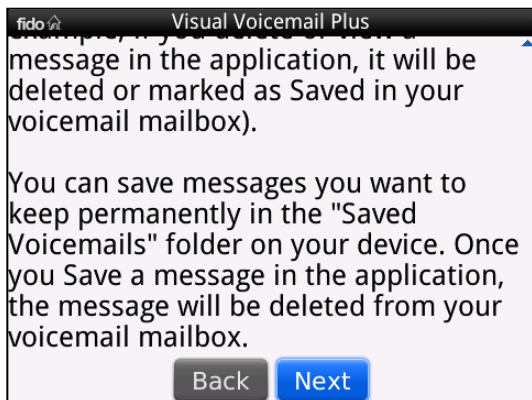
To setup your Visual Voicemail Plus for BlackBerry application, please follow these steps.

### Welcome Screen



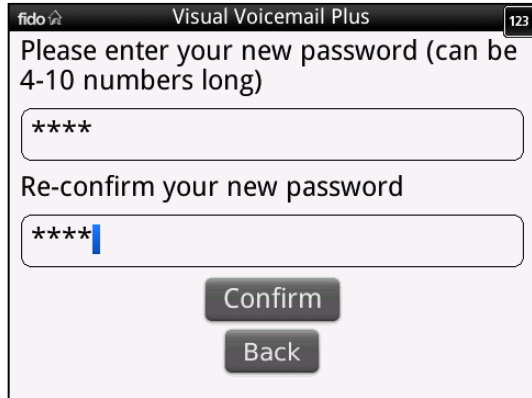
The screen shown only appears the first time you start the application. This screen provides an overview of the service.

### Welcome Screen



Continue by tapping the "Next" button.

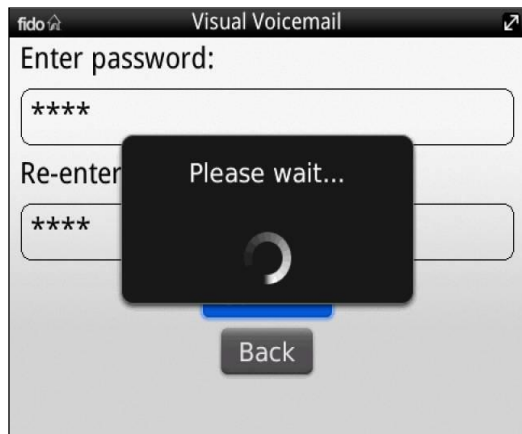
**Set password**



Setting your new password is required.

Before entering your password only the “Back” button is apparent. Please enter your password twice and confirm it by tapping the “Confirm” button. Your password must be 4-10 numbers long. If you would like to go back to the previous step select the “Back” button.

**Password activation pending**



While the application is communicating with the server to set the new password you will see the password activation pending notification.

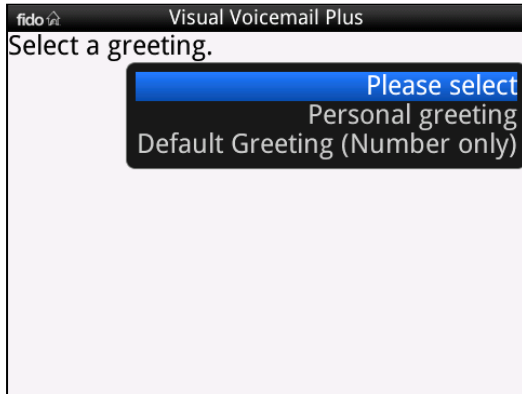
**Password activation confirmation**



This confirmation appears when the new password has been activated on the server side. Press the "Ok" button

If the new password and the confirmed password do not match or the password entered does not match the password requirements an appropriate error message will pop up (see chapter 4.2).

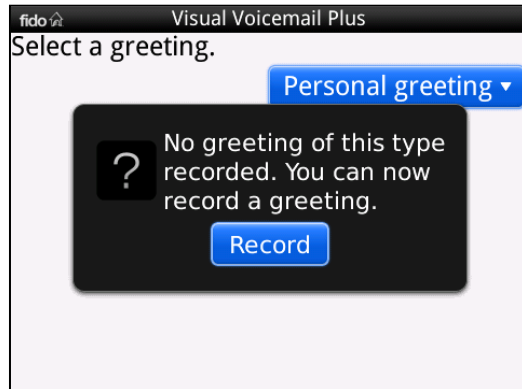
**Greeting settings**



This screen allows you to select a type of greeting. You have the choice between a personal greeting and a greeting with your own number (default greeting). If you select “personal greeting” you will be forwarded to the greeting recording screen. If you select Default Greeting, your greeting will automatically be set to state your phone number only.

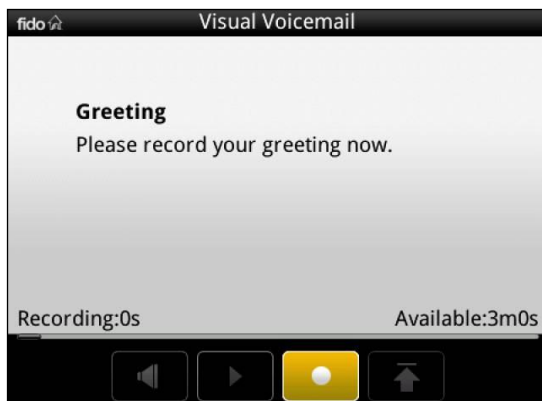
If you would like to go back to the previous step, press the “Back” button.

**Greeting Settings if personal greeting does not exist**



If you would like to proceed with the recording process of your personal greeting, select the “Record” button.

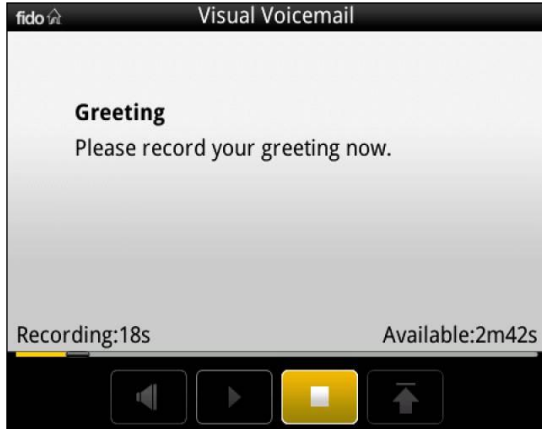
**Greeting Recording Screen if personal greeting does not exist**



To start the recording process select the recording icon once.

Before the device starts recording, an audible beep is played to let you know that recording is starting.

**Greeting Recording Screen if personal greeting does not exist**



The recording icon will be replaced by a stop icon.

During recording you can see the elapsed and remaining time on a progress bar.

In addition the timers above the progress bar indicate how many of the 180 seconds available have already been used and how much time is left.

When you finish recording your personal greeting, please tap the stop button once to stop the recording process immediately or wait until the application stops the recording process automatically.

**Greeting Playback Screen**



You can listen to a recorded greeting before activating it.

To listen to your recorded greeting please select the “Play” button.

**Listen to Personal Greeting**



If you do so the “Play” button will be replaced by a “Pause” button that allows you to pause the playback at any point.

During playback you can see the elapsed and remaining time on a progress bar.

You can drag the progress bar handle to adjust the playback position in the voicemail.

To activate or deactivate the loudspeaker of your phone please tap the loudspeaker icon on the right-hand side of your display.

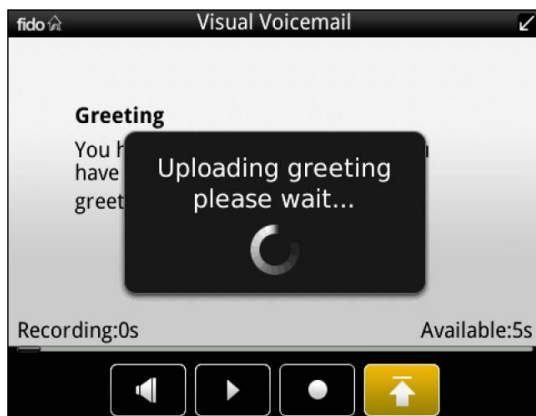


**Re-Record Personal Greeting**



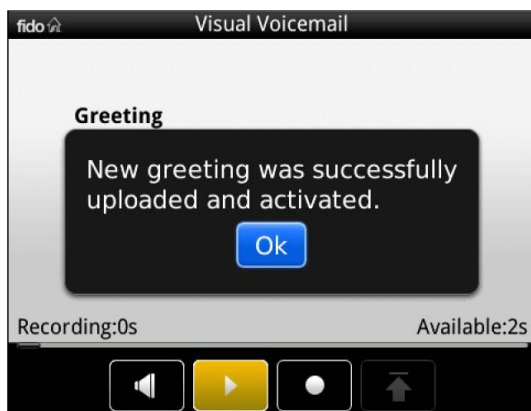
You may repeat the recording process as often as you like by tapping the “Re-Record” icon until you are satisfied with your personal greeting.

**Activate personal greeting**



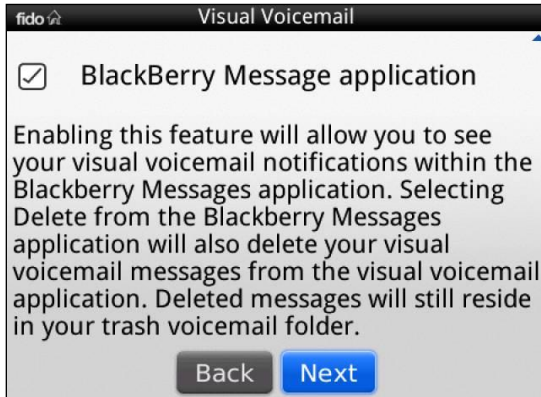
Select the activation icon to confirm your recorded personal greeting.

**Activate personal greeting**



Your personal greeting has now been successfully uploaded and activated. Tap the “Ok” button to confirm your recorded personal greeting

**Blackberry Message application**

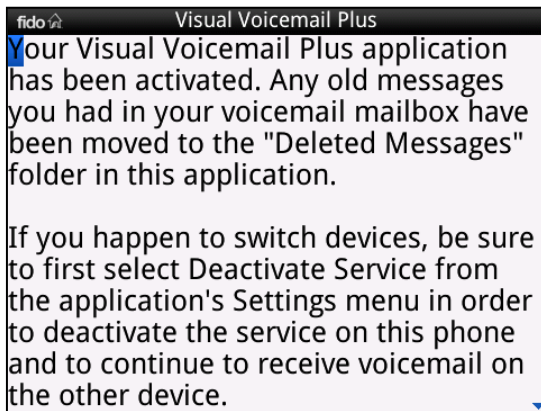


Enabling this feature will allow you to see your Visual Voicemail Plus for BlackBerry notifications within the BlackBerry Messages application. If you do not wish to enable this feature, just uncheck the box.

Continue by tapping the “Next” button.

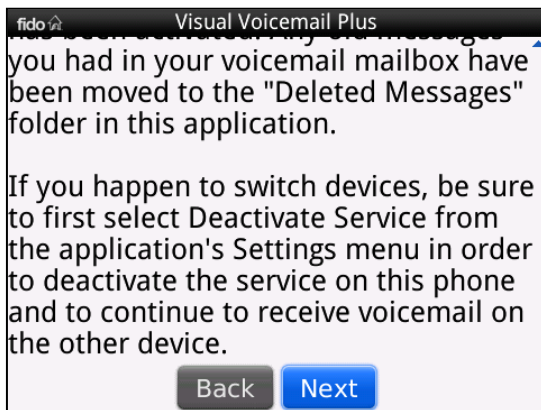
If you would like to go back to the previous step, press the “Back” button.

**Final Screen**



If this screen appears, you successfully completed the New User Set-up Wizard and are ready to use your Visual Voicemail Plus for BlackBerry.

**Final Screen**



By tapping the “Next” button you will be directed to your inbox

If you would like to go back to the previous step, press the “Back” button.

## 2 Home Screen Application Icon

The Visual Voicemail Plus for BlackBerry application supports a home screen icon, which will displays the number of new voicemails without launching the actual application. The home screen icon is periodically updated automatically and you are able to add/remove it from your home screen at will.

### ***New Messages***



If new voicemails are available the home screen icon will display the number of new voicemails.

By clicking on it, you will be directed to your voicemail Inbox.

### ***No New Messages***



If there are no new voicemail messages the home screen icon will appear as in the screenshot.

The icon will remain on your home screen and will function as a shortcut to your inbox even if there are no new messages available.

### 3 Inbox

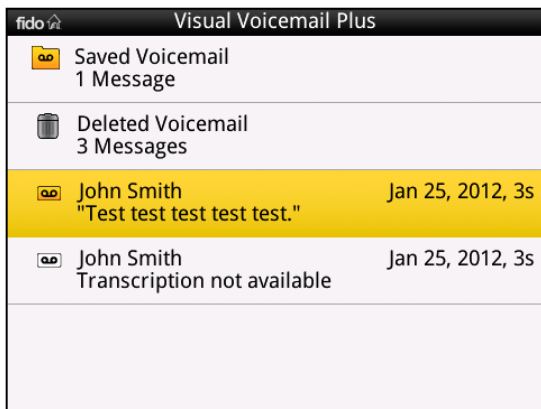
This chapter shows you how to make changes to and organize the inboxes.

The inbox is the main screen of the Visual Voicemail Plus for BlackBerry application. The inbox screen displays all voicemails, including saved and deleted voicemails, and provides access to all relevant application menu entries. In order to distinguish between them, saved and deleted voicemails are stored in separate folders. The “Inbox” view includes all voicemails that are not saved and not deleted, the “Saved” folder displays all saved voicemails and the “Deleted” folder all deleted voicemails.

To use the inbox and to receive, listen, save or delete voicemails, please follow these steps.

#### 3.1 Inboxes – Inbox, Saved, Deleted

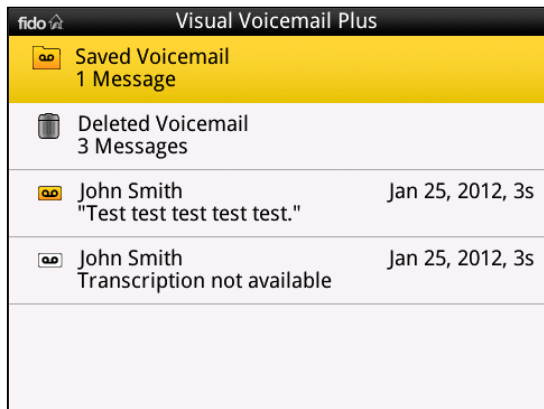
##### **Inbox**



This screen contains all new and read voicemails including a short preview of the text transcription if available. Selecting any message in this inbox opens a playback screen.

Once a message has been played, it is considered “read” but remains in this inbox until it has been saved or deleted and the icon will appear as white instead of yellow.




##### **Saved Voicemail**



You can access the Saved Voicemail – folder via your inbox by selecting the respective folder as shown on the left and open it.

The Save Voicemail folder will only appear once you have saved at least one message.





**Saved Voicemail**

fido Visual Voicemail Plus - Saved		
	Mark Smith "Test test test test."	Dec 09, 2011, 7s
	Mark Smith "Test test test test."	Dec 09, 2011, 7s
	John Smith Transcription not available	Nov 21, 2011, 4s

This screen contains all saved voicemails including text transcription if available.

Selecting any message in this folder opens a playback screen.




**Deleted Voicemail**

fido Visual Voicemail Plus		
	Saved Voicemail 1 Message	
	Deleted Voicemail 3 Messages	
	John Smith "Test test test test test."	Jan 25, 2012, 3s
	John Smith Transcription not available	Jan 25, 2012, 3s

You can access the Deleted Voicemail – folder via your inbox by selecting the respective folder as shown on the left and open it.

The Deleted Voicemail folder will only appear once you have saved at least one message.

**Deleted Voicemail**

fido Visual Voicemail Plus - Delete		
	Mark Smith Transcription not available	Dec 09, 2011, 7s
	Mark Smith "Test test test test."	Dec 09, 2011, 7s
	Mark Smith "Test test test test."	Dec 09, 2011, 7s

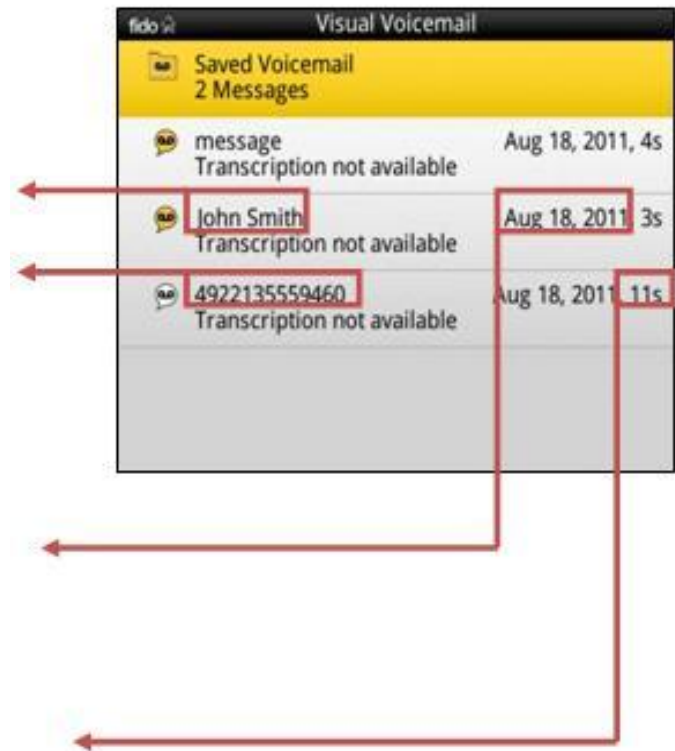
This screen contains all deleted voicemails.

Selecting any message in this folder by pressing the hard key main button of your device opens a playback screen.

**Voicemail status indicators**

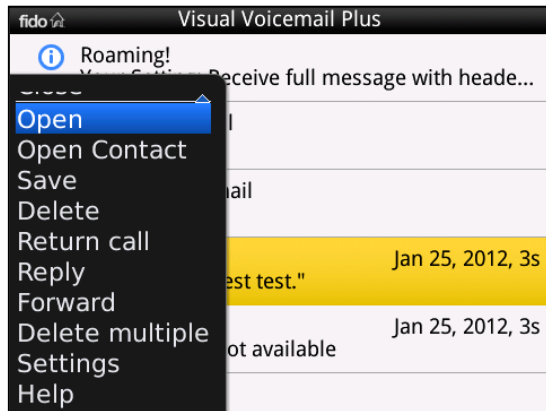
For each voicemail (irrespective of which folder contains the voicemail), the client displays:

- Name of caller if the caller is in your address book, otherwise the callers phone number or 'Unknown' is displayed.
  
- Date/Time when call was received (the format of the timestamp depends on when the message was received)
  - Today: '10:30PM'
  - Yesterday: 'Yesterday, 10:30PM'
  - Older: 'May 06, 2011'
  
- Length of the call
  - Messages longer than one minute:  
Dec 23, 2010 10:30PM, 1m40s
  - Messages shorter than one minute:  
Dec 23, 2010 10:35PM, 27s



## 3.2 Inbox

### Context Menu Inbox

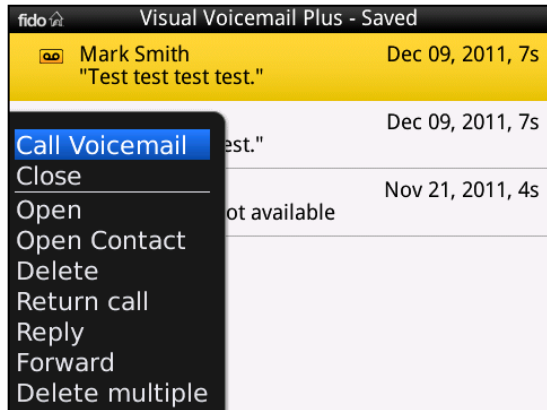


This context menu can be accessed by selecting a voicemail using the navigation button and then pressing the hard key menu button of your device. Select the desired option using the navigation button.

- If you would like to call the person that left you a message select “Return call”.
- If “Delete” is selected the message is moved to the “Deleted” folder.
- If “Save” is selected the message is moved to the “Saved” folder.
- If you want to add the contact to your phone’s address book, select “Create Contact”. If the contact already exists, the “Add contact to address book” entry is replaced by “Open contact”.
- Select “Open” if you would like to access the playback screen in order to listen to the message.
- If you would like to respond via e-mail or SMS select “Reply”.
- If “Forward” is selected, you can choose to forward as SMS (text only) or by email (text + audio).
- If you would like to delete multiple messages at the same time select “Delete multiple”.
- If you would like to access the settings of your Visual Voicemail Plus application select “Settings”.
- By selecting “Help” you will be provided with information on the software version number and all the necessary legal information

### 3.3 Saved Folder

#### Context Menu Saved Folder



This context menu can be accessed while in the Saved folder by selecting a voicemail using the navigation button and then pressing the hard key menu button of your device. Select the desired option using the navigation button.

- Select "Open" if you would like to access the playback screen in order to listen to the message.
- If you want to add the contact to your phone's address book, select "Create Contact". If the contact already exists, the "Add contact to address book" entry is replaced by "Open contact".
- If "Delete" is selected the message is moved to the "Deleted" folder.
- If you would like to call the person that left you a message select "Return call".
- If you would like to respond via e-mail or SMS select "Reply".
- If "Forward" is selected, you can choose to forward as SMS (text only) or by email (text + audio).
- If you would like to move multiple messages to the deleted folder select "Delete multiple".

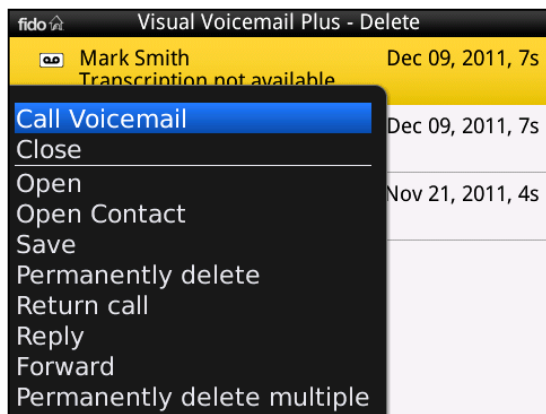


### 3.4 Deleted Folder

The messages contained in the “Deleted” folder can be opened like all other messages, Saved (or undeleted) and permanently deleted (physically removed from the device).

You can move a message that has already been deleted to the save folder. When you Save a deleted message in the application the message is not saved to your voicemail mailbox service (i.e. when you hold 1 on your phone to call in to check your voicemail messages).

#### Context Menu Deleted Folder

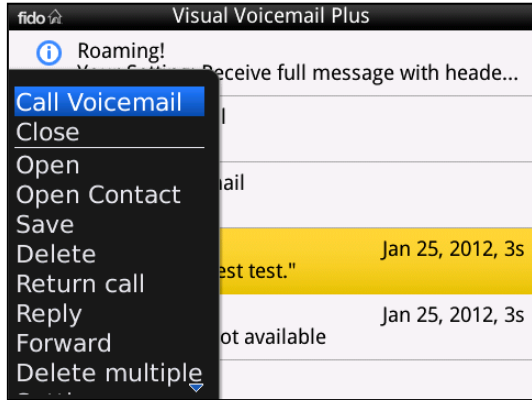


This context menu can be accessed while in the Deleted folder by selecting a voicemail using the navigation button and then pressing the hard key menu button of your device. Select the desired option using the navigation button.

- Select “Open” if you would like to access the playback screen in order to listen to the message.
- If you want to add the contact to your phone’s address book, select “Create Contact”. If the contact already exists, the “Add contact to address book” entry is replaced by “Open contact”.
- If “Save” is selected the message is moved to the “Saved” folder.
- If “Permanently delete” is selected, the voicemail is erased irrevocably.
- If you would like to call the person that left you a message select “Return call”.
- If you would like to respond via e-mail or SMS select “Reply”.
- If “Forward” is selected, you can choose to forward as SMS (text only) or by email (text + audio).
- If you would like to permanently delete multiple messages select “Permanently delete multiple”.

### 3.5 Delete multiple messages

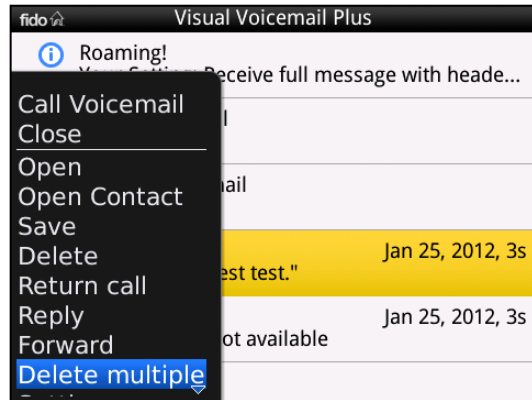
#### Main Menu



To delete multiple messages push the hard key menu button of your device.

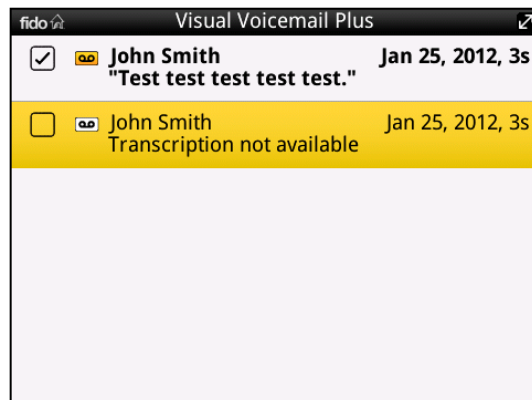
The inbox main menu will pop up at the bottom of the screen as you can see on the screenshot.

#### Main Menu "Delete multiple"



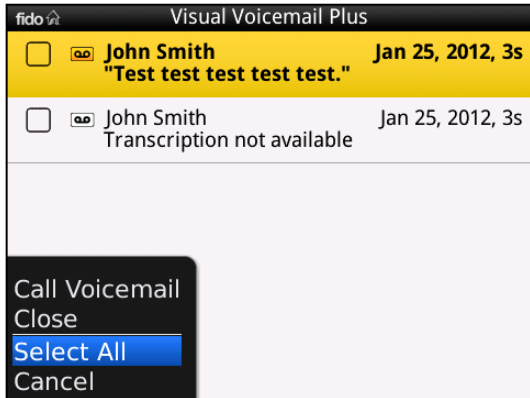
Please select "Delete multiple" as shown. The following screen will be displayed on your device.

#### Message Selection



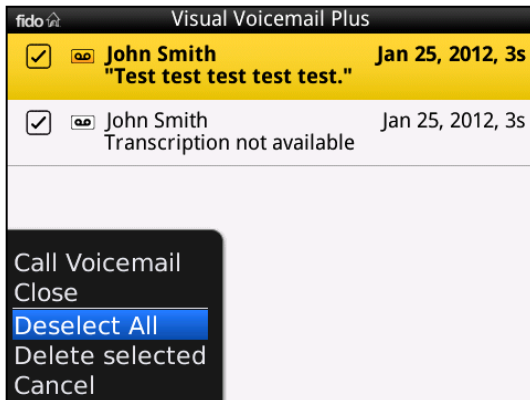
Select the messages you would like to delete by scrolling through the messages using the navigation button and select the currently highlighted message. Deselect an unintentionally selected message by pressing the trackpad button.

**Select all Messages**



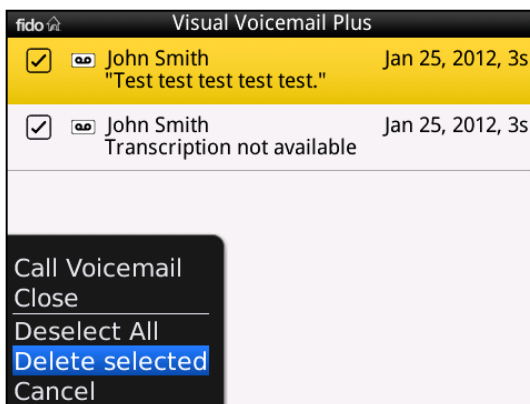
If you would like to delete all messages press the hard key menu button of your device and tap the “Select All” button.

**Deselect all messages**

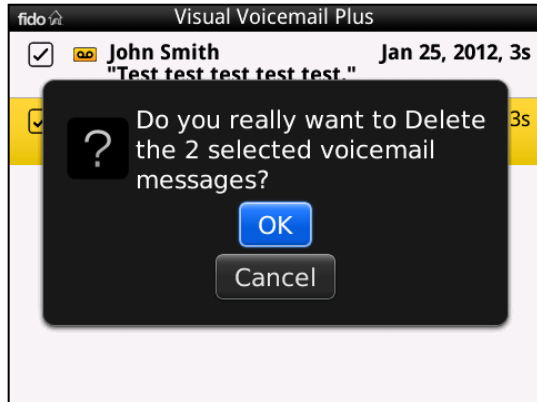


If you would like to undo the previous step press the hard key menu button of your device once more and tap the “Deselect All” button.

**Delete Selected**



After selecting the messages you want to delete press the hard key main button and select “Delete selected” to proceed with the deletion or press cancel if you want to cancel the process.

**Deletion confirmation**

After selecting “Delete selected” a confirmation dialog appears, allowing you to either confirm or cancel the deletion.

If you confirm the deletion, the messages are moved to the “Deleted” folder. If the deletion was successfully executed the deleted messages should no longer be displayed in the currently accessed folder.

If you tap on “Cancel” you will return to the previous screen.

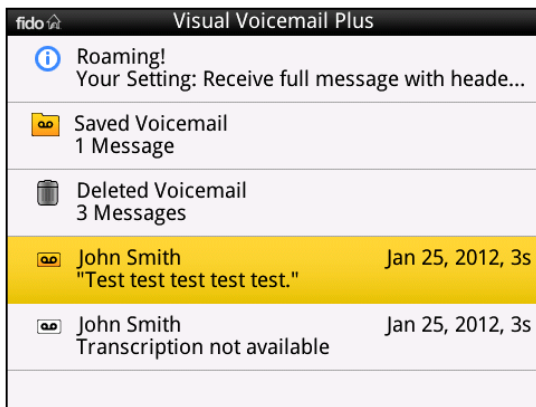
## 4 Playback Screen

This chapter provides you with information on playing back your voicemail messages. The playback screen allows you to play back and pause the voice message, rewind the voice message to the beginning and toggle between loudspeaker and earphone.

The playback screen displays the following information:

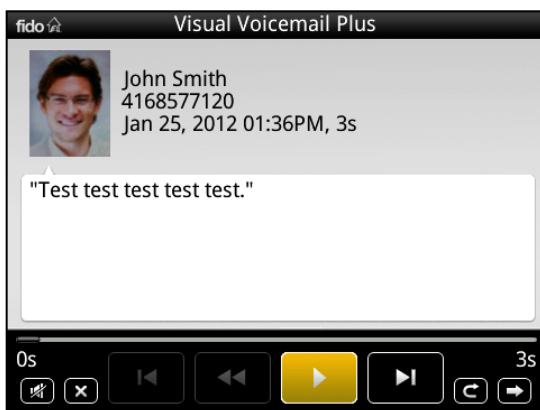
- Name of the caller and the contact's picture (if available in your address book)
- Time and date when the message was left
- Duration of the voice message
- Size of the audio file in Kbytes, if it has not yet been downloaded.

### Inbox



Selecting any message in the inbox opens the following playback screen.

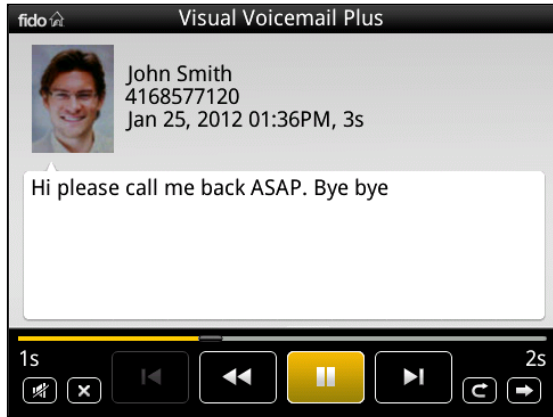
### Playback Screen



This screen allows you to play back the voice message. The play button turns into a pause button if activated and vice versa. In addition you can rewind the voice message to the beginning and toggle between loudspeaker and earphone playback.

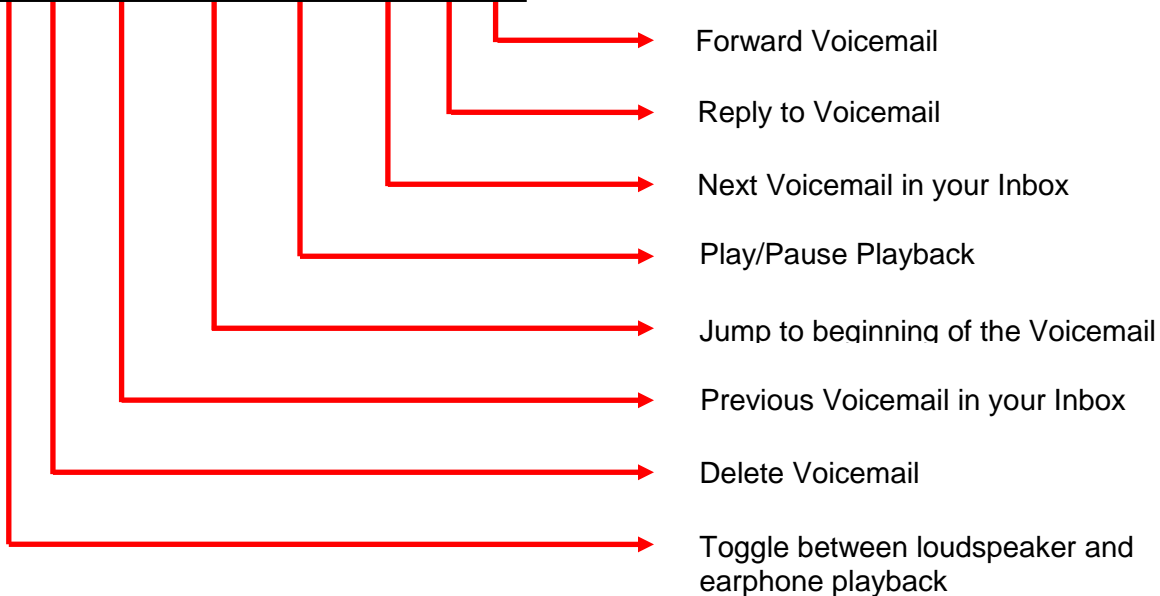
You can control the volume level by using the device's volume control mechanisms.

**Playback Screen during playback**



During playback you can see the elapsed and remaining time displayed on a progress bar.

You can use the navigation button of your device to move the progress bar handle to change the playback position in the voicemail.



## Playback Screen – Context Menu

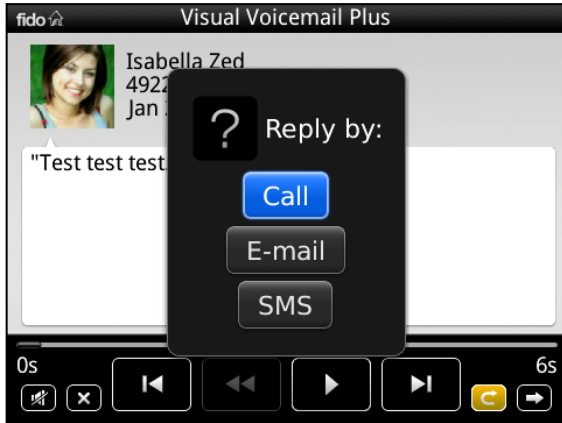


To access the context menu while in the playback screen press the hard key menu of your device. Select the desired option using the trackpad button.

It is possible to initiate a callback, open the contact, send an email or SMS if the caller's number is available in your address book. In addition you can forward the voicemail or delete it in order to move it to the deleted folder.

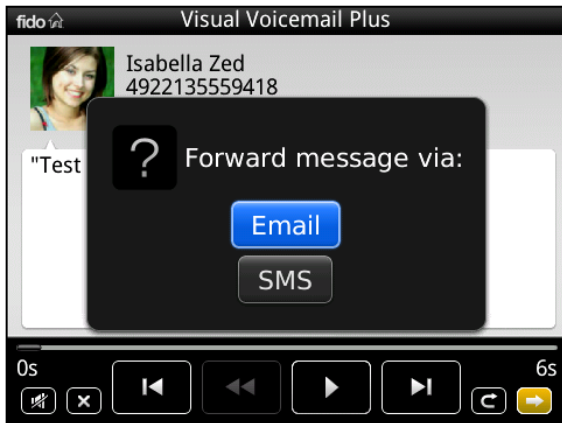
- If "Save" is selected the message is moved to the "Saved" folder.
- If you want to add the contact to your phone's address book, select "Create Contact". If the contact already exists, the "Add contact to address book" entry is replaced by "Open Contact".
- If you would like to call the person that left you a message select "Return call".
- If "Forward Voicemail" is selected, you can choose to forward as SMS (text only) or by email (text + audio).
- If you would like to delete the message select "Delete".
- If you would like to respond via e-mail or SMS select "Reply".

**Playback Screen – Context Menu “Reply”**



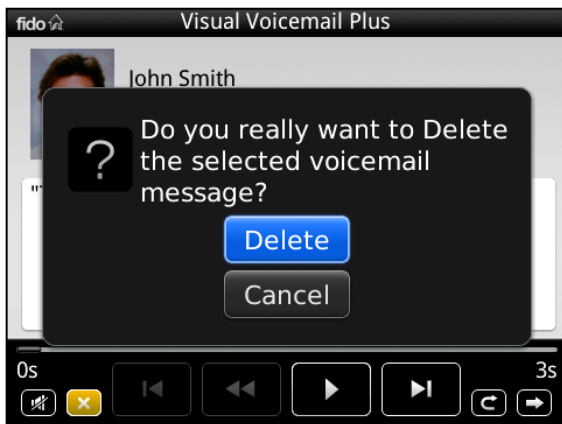
If the caller’s number is available you can respond to the Voicemail by call or by sending a message via e-mail or SMS.

**Playback Screen – Context Menu “Forward Voicemail”**



If you select “Forward Voicemail” you can choose to forward the voicemail as SMS (text only) or by email (text + audio).

**Playback Screen – Context Menu “Delete”**



You can delete a voicemail via the playback screen by selecting “Delete” from the Context Menu.

After selecting “Delete”, a confirmation dialog appears, allowing you to confirm or cancel the deletion.

If you confirm the deletion, the message is moved to the Deleted folder.

If you select “Cancel” you will return to the playback screen.

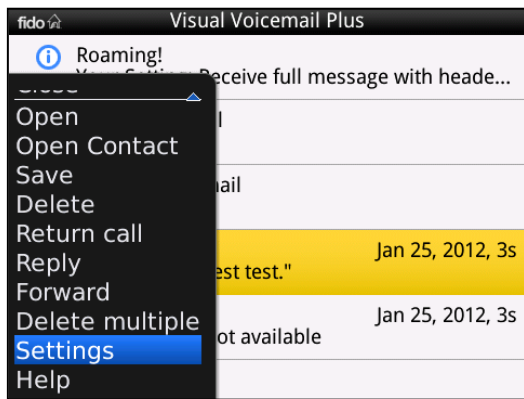


## 5 Settings

To configure the settings of your visual voicemail client you need to carry out the following easy steps:

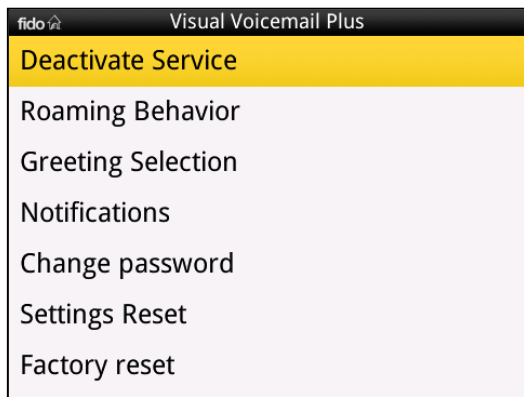
Access your inbox and press the hard key menu button of your Blackberry device. The following screen should now be displayed on your device.

### ***Inbox – Main Menu***



Access the settings by selecting the corresponding menu entry as shown on the screenshot.

### ***Settings Main Screen***

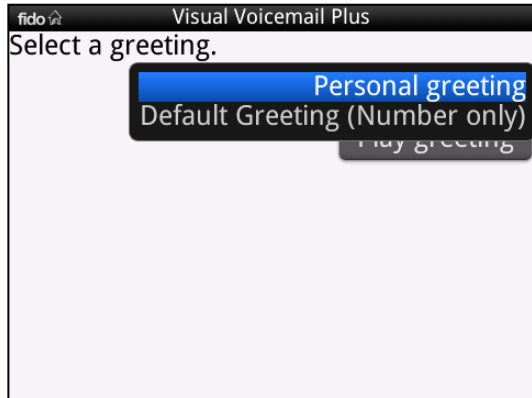


This screen offers you access to all the features you can configure for your visual voicemail plus application.

## 5.1 Greeting

Setup a greeting callers will hear when they reach your voice mail.

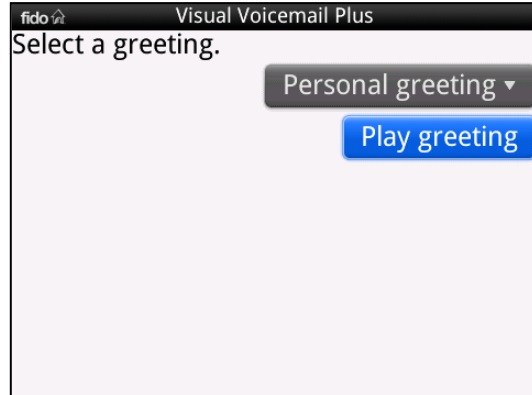
### Greeting Settings



This screen allows you to select a type of greeting. You have the choice between a personal greeting and a greeting with your own number (default greeting). If you decide to have a personal greeting, you will have to record a personal greeting or activate an existing one.

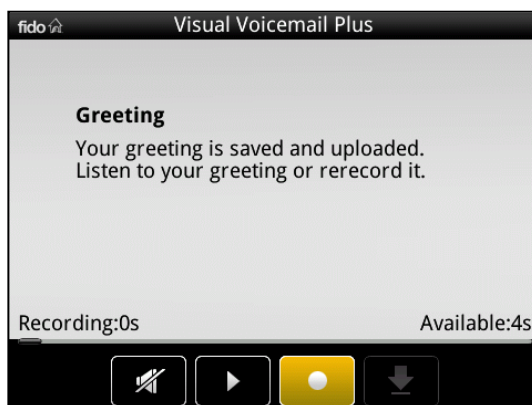
If you would like to go back to the previous step, press the “Back” button. If you want to set your greeting later you can press the “Next” button.

### Personal Greeting Recording



If you already have a greeting recorded, you can listen to your current greeting by selecting “Play Greeting”. The following screen will appear.

### Personal Greeting Playback Screen



To listen to your recorded greeting, please press the “Play” button once. If you do so, the “Play” button will be replaced by a “Pause” button that allows you to pause the playback at any point. To activate or deactivate the loudspeaker of your phone, please use the loudspeaker icon on the right-hand side of your display. Activate the current personal greeting by tapping the Activate button or record a new personal greeting by tapping the Record button.

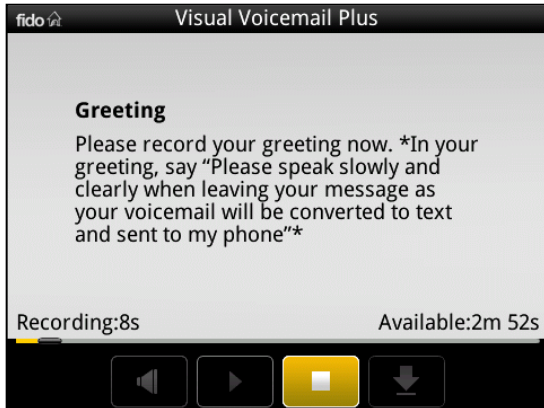
**Personal Greeting Recording Screen**



To record your personal greeting, please activate the recording button once.

Before the device starts recording, an audible beep is played to let you know that recording is starting.

**Personal Greeting Recording Screen**



The recording icon will be replaced by a stop icon. During recording you can see the elapsed and remaining time displayed on a progress bar. In addition the timers above the progress bar indicate how many of the 180 seconds available have already been used and how much time is left. When you finish recording your personal greeting activate the stop button to stop the recording process. The following screen will appear on your phone's display.

**Greeting Playback Screen**

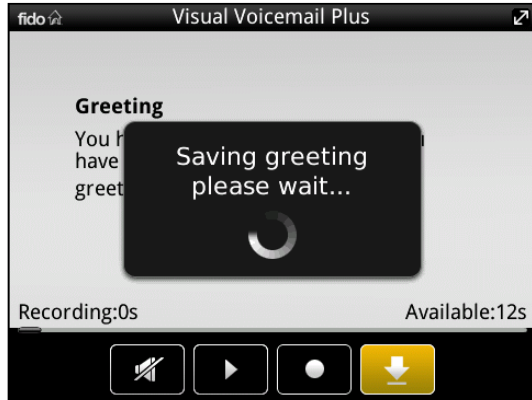


You can listen to a recorded greeting before activating it.

To listen to your recorded greeting please press the "Play" button once.

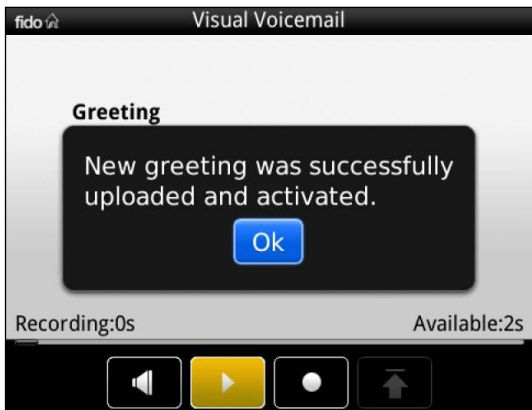
You may repeat the recording process as often as you like by pressing the "Re-Record" button until you are satisfied with your personal greeting.

**Activate personal greeting**



Select the “Activation” button to confirm your recorded personal greeting.

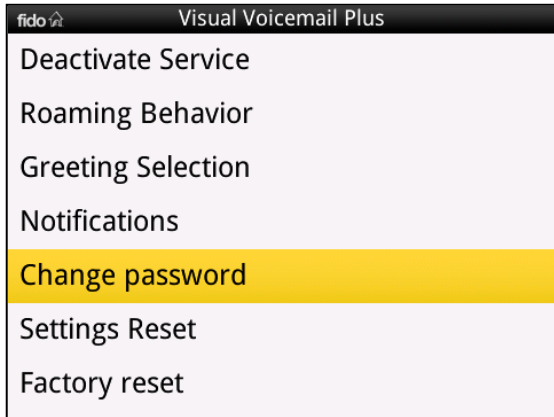
**Activate personal greeting**



Your personal greeting has now been successfully uploaded and activated. Press the “Ok” button to complete the personal greeting recording process.

## 5.2 Change Password

### Settings Main Screen



To change or create a personal password, press the hard key menu button of your device and select the corresponding menu entry as shown on the screenshot.

The following screen should now be displayed on your device.

### Change Password

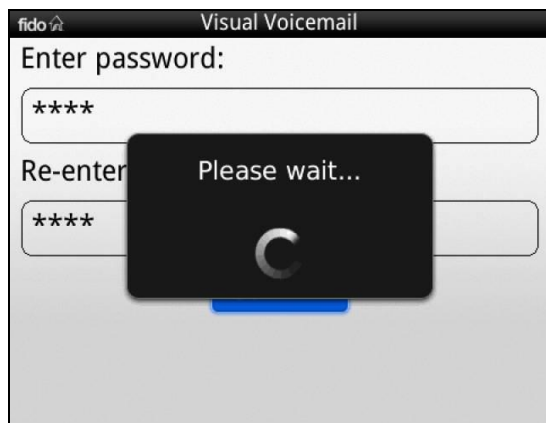


Use the keyboard to enter your new personal password into the first input box. Please confirm your new password by typing it once again into the second input box.

The password must contain from 4 - 10 numbers.

Tap the "Confirm" button to save your new password.

### Password Activation Pending



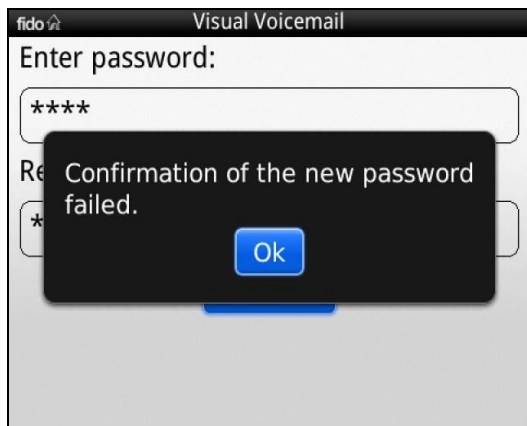
While the application is communicating with the server to set the new password you will see this password activation pending notification.

**Password Activation Confirmation**



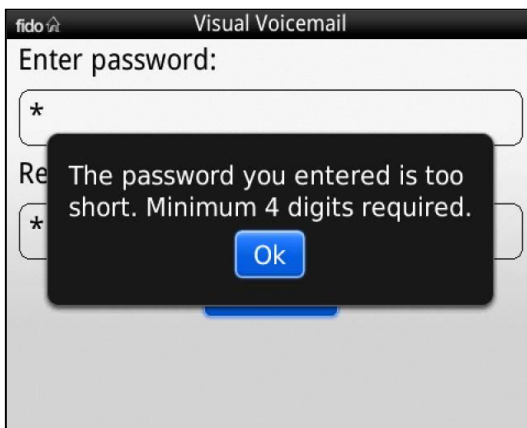
This confirmation appears when the new password has been activated on the server side.

**Password Confirmation Failed**

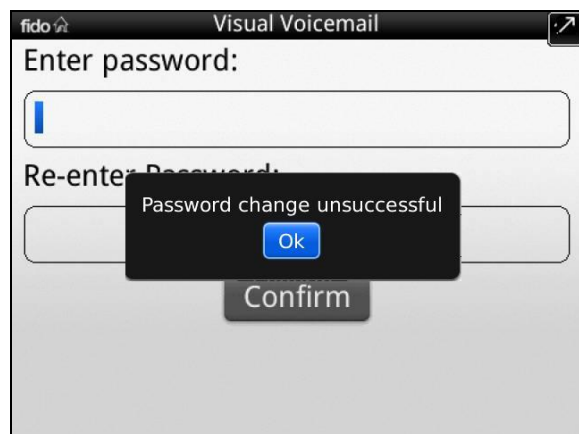


If the new password and the confirmation input box content do not match, an appropriate error message will pop up.

**Password Too Short**



If the new password and the confirmation input box content are too short, an appropriate error message will pop up.

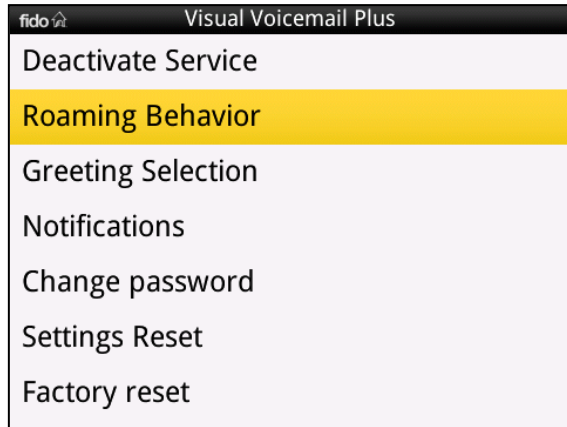
**Changing Password Error**

If your password could not be changed due to a connection error, this screen will be displayed on your device.

Please check your connection settings or try again later.

### 5.3 Roaming Behavior

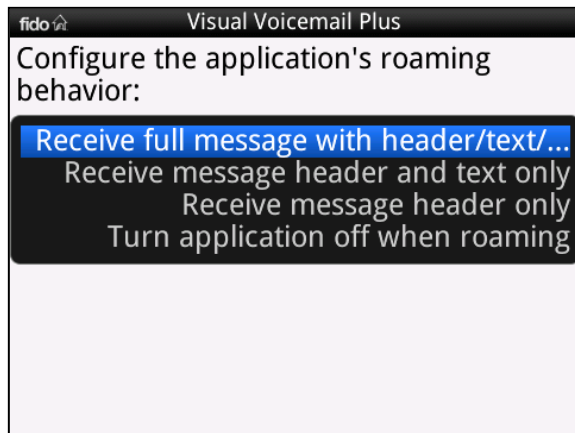
#### Settings Main Screen



With the Visual Voicemail Plus application you can control your data usage when you roam off the Fido network. To define your setting while roaming press the hard key menu button of your device and select the corresponding menu entry as shown on the screenshot.

The following screen should now be displayed on your device.

#### Roaming Menu

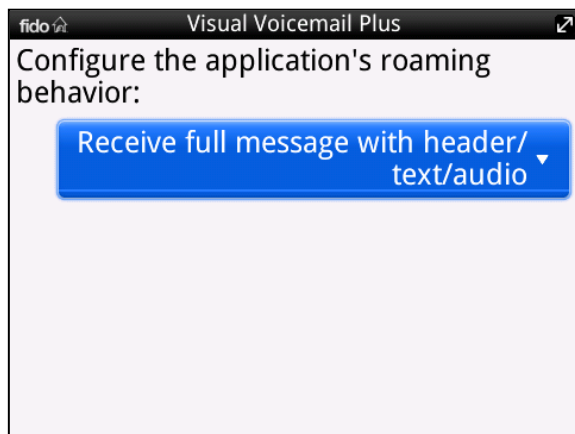


You have the choice between the following options:

- Receive full message with header/text/audio
- Receive message header and text only
- Receive message header only
- Turn application off when roaming

Use the back button to return to the Settings main screen.

#### Receive full message with header/text/audio



This is the default setting. The application works as it would in the home network.

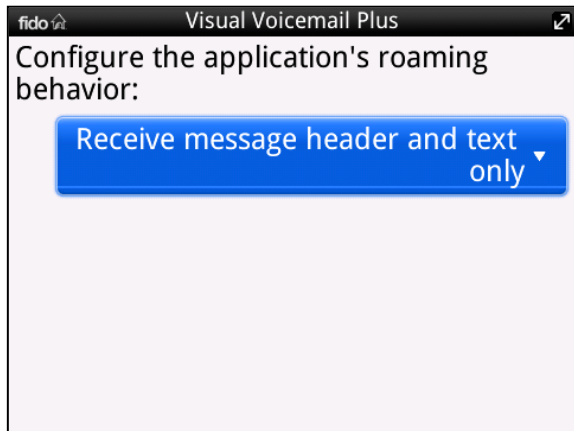


**Non intrusive notification if “Receive full message with header/text/audio” is selected**



A non intrusive notification will keep you aware of roaming and additional charges.

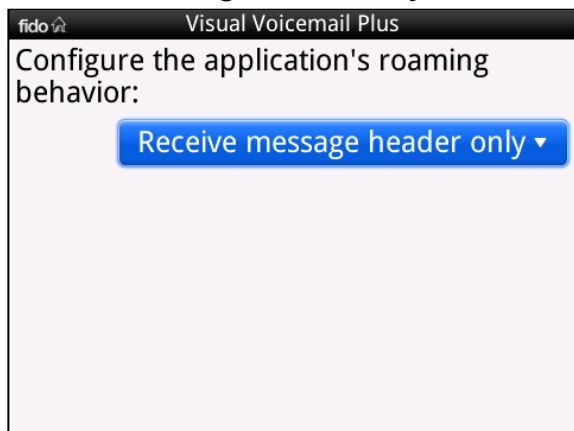
**Receive message header and text only**



In this mode, only the message header and text transcription are downloaded (the audio file is not). You can still play back the audio part of the message on the playback screen.

On returning to the home network, the audio message will be downloaded automatically. The application will automatically deactivate your roaming settings and work as it normally would on the Fido network.

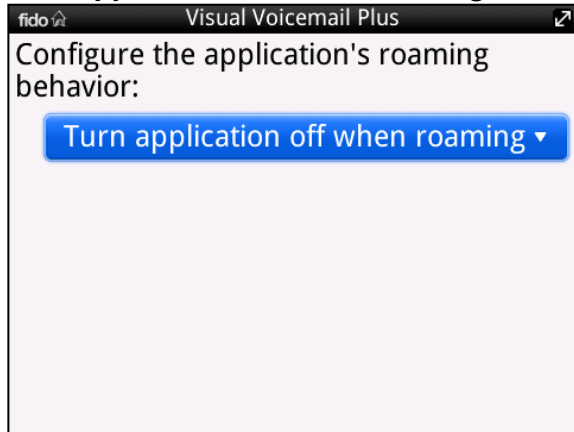
**Receive message header only**



Only the message header will be downloaded automatically, containing information about the voicemail sender, length, and time stamp.

The text transcription and the audio file remain on the server as long as the device is roaming unless you request the download manually.

When the device returns to the home network after roaming, many message parts missed will be downloaded automatically and the application will automatically deactivate your roaming settings and work as it normally would on the Fido network.

**Turn application off when roaming**

The application will not download any messages. A non intrusive notification is displayed to remind you and give you the opportunity to easily call your voicemail.

When the application detects that roaming has ended, it performs a full synchronization.

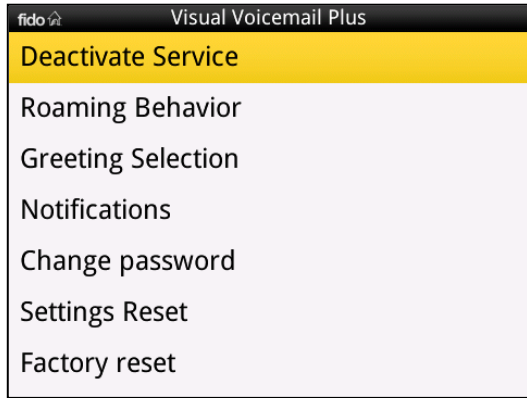
## *5.4 Service deactivation*

Deactivating your service will stop your application from working until you Activate Service again. You'll need to deactivate your service if you are switching your wireless service to another phone or you will not be notified of new voicemail messages on the other phone.

If you deactivate you will only turn the application off and you will not be unsubscribed from the service (i.e. you will still be charged for the service subscription). If you wish to unsubscribe from the service please call Fido. When you deactivate your service you will start to receive the new

voicemail notifications on your device home screen instead of in the application and you will need to press and hold 1 to check your voicemail messages.

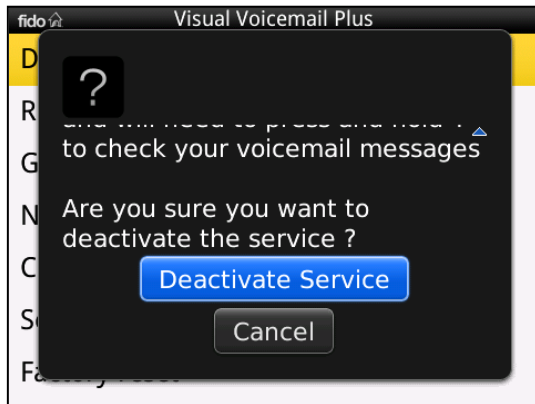
**Settings Main Screen**



To deactivate the service you have to press the hard key menu button of your device and select the corresponding menu entry as shown on the screenshot.

The following screen should now be displayed on your device.

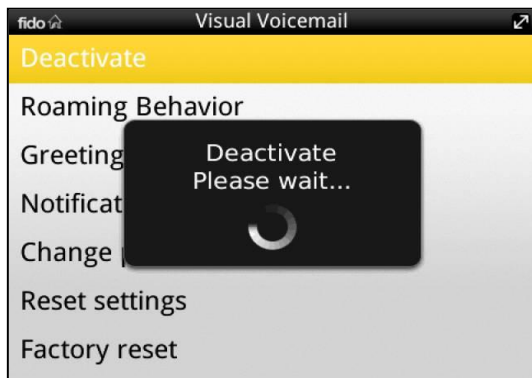
**Confirmation Request**



If you are sure that you want to deactivate the service select "Yes" to proceed with the service deactivation.

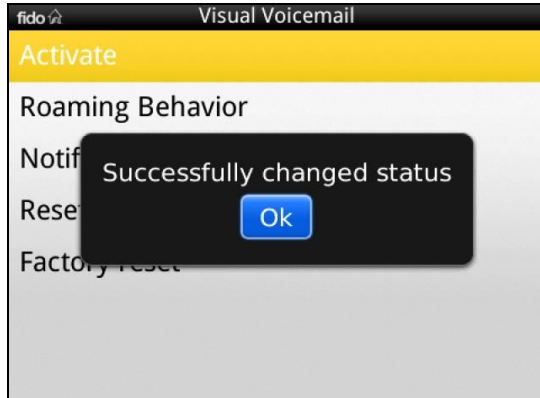
If you select "Deactivate" you will return to the Settings main screen.

**Service Deactivation Pending**



While the application connects with the server you will see this "service deactivation pending" notification.

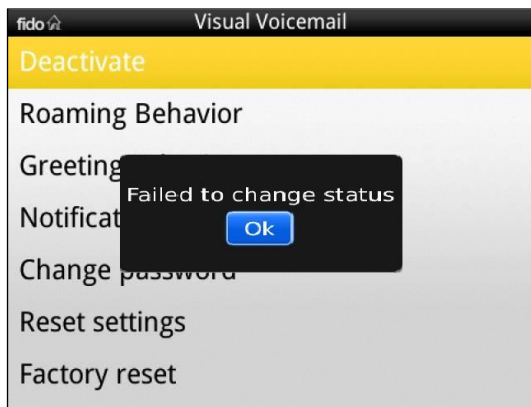
**Confirmation**



This confirmation message appears if the service was successfully deactivated.

Press "OK" to return to the Settings main screen.

**Service Deactivation Error**



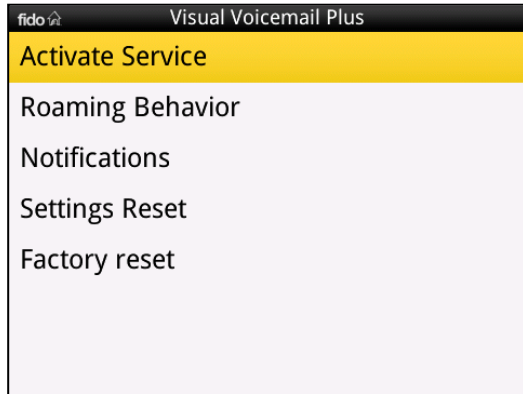
If the service deactivation was not successful, this error message will appear

**Inbox After Deactivation**



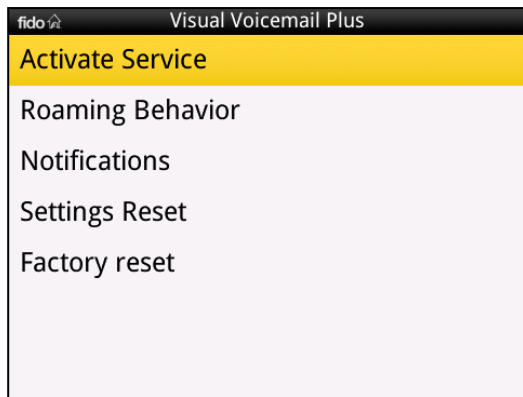
After the service deactivation, a status message will appear while browsing your inbox until the service has been reactivated.

## Settings after Deactivation



After the service is deactivated, some of the settings items (Greetings, Set/Change Password) will disappear until the service is reactivated. Only the settings items Service activation, Roaming Behavior, Factory Reset and Settings Reset will remain available.

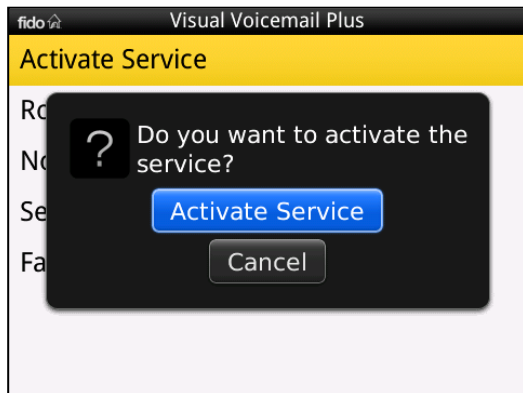
## Service Activation



If you want to activate your service, press the hard key menu button of your device and select the corresponding menu entry as shown on the screenshot.

The following screen should now be displayed on your device.

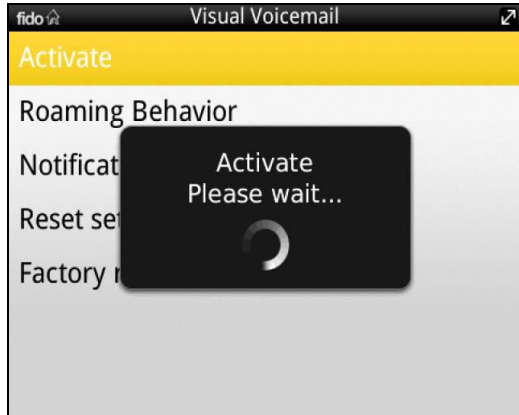
## Confirmation Request



If you are sure that you want to activate the service, select “Activate” to proceed with the service activation.

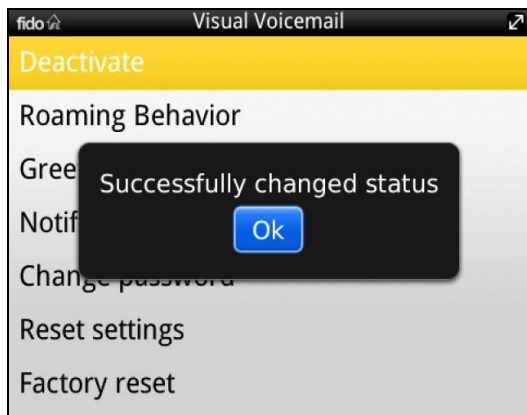
Select “Cancel” if you want to return to the Settings main screen.

**Service Activation Pending**



While the application is communicating with the server to activate the service, you will see this service activation pending notification.

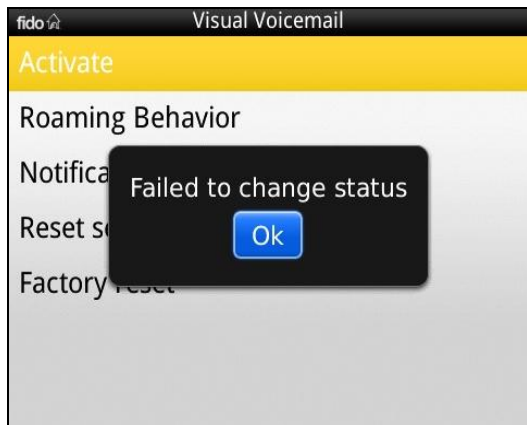
**Confirmation**



This confirmation message appears if the service was successfully deactivated.

Press “OK” to return to the Settings main screen.

**Service activation error**



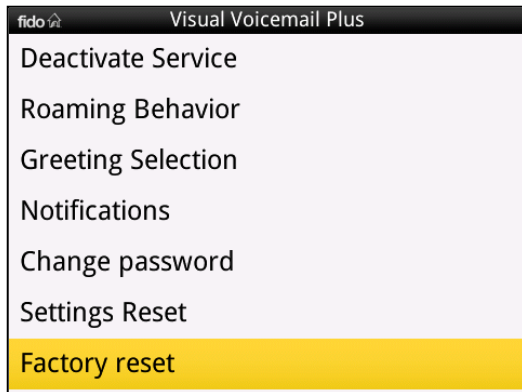
If the service activation was not successful, this error message will appear.

## 5.5 Factory Reset

A Factory Reset will reset all application settings and also permanently delete all deleted and saved voicemails from your application and device (inbox messages will be kept and reloaded into the application once reset).

You will need to perform a Factory Reset if you plan to permanently give your device to another user, or if you are instructed to do so by Fido Customer Care.

### Settings Main Screen



To reset all application parameters and delete all voicemails press the hard key menu button of your device and select the corresponding menu entry as shown on the screenshot.

The following screen should now be displayed on your device.

### First confirmation request



If you are sure that you want to perform a factory reset proceed by selecting “Factory Reset”.

Select “Cancel” to return to the Settings main screen.

### Second confirmation request

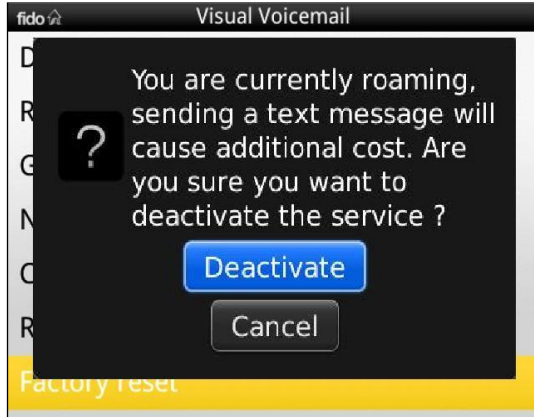


To make sure that you didn't select Factory Reset unintentionally, you are asked once again to confirm the Factory Reset.

Selecting “Factory Reset” resets all application parameters and deletes all voicemails.

Select “Cancel” to return to the Settings main screen.

**Roaming Warning**



A notification is displayed to keep you aware of the roaming situation and additional costs.

Select “Deactivate” to proceed with the Factory Reset or “Cancel” to return to the Settings main screen.

**Confirmation Factory Reset**



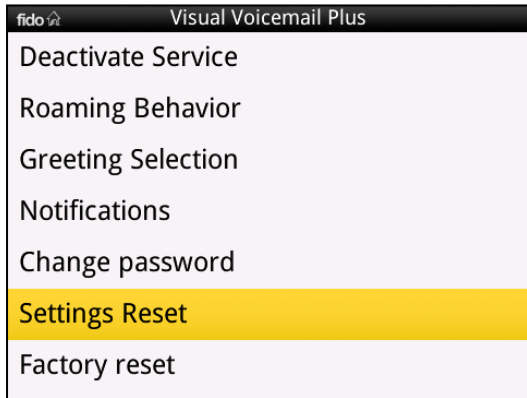
If you choose to proceed with the Factory Reset this confirmation message will appear.

You have to choose whether you wish to close the application to switch SIM cards or re-initialize the application with the SIM card currently inserted.



## 5.6 Settings Reset

### Settings Main Screen



A Settings Reset will reset all the application settings to the factory default. Performing a Settings Reset will not impact any of your messages. To reset all application parameters press the hard key menu button on your device and select the corresponding menu entry as shown on the screenshot.

The following screen should now be displayed on your device.

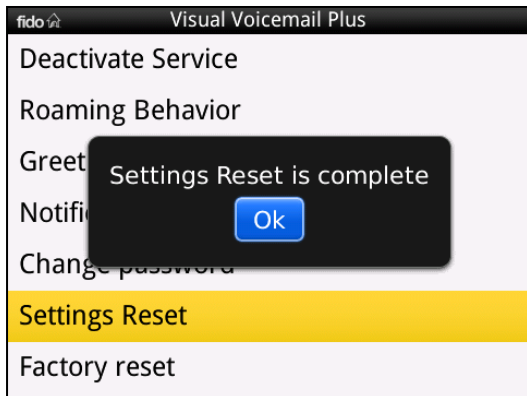
### Confirmation Request



If you are sure that you want to reset all settings to factory default, select the “Reset” button to proceed.

Select “Cancel” to return to the Settings main screen.

### Settings Reset Confirmation



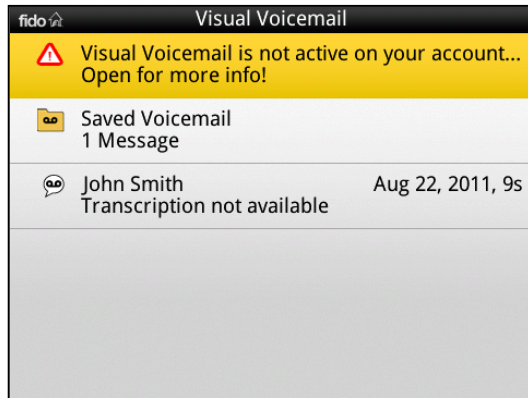
This confirmation message appears if the setting reset was successfully executed.

Select “OK” to return to the Settings main screen.

## 6 Error Notifications

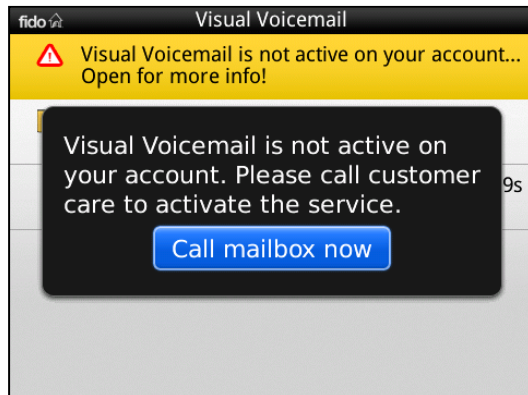
The Visual Voicemail Client displays notifications, ongoing synchronization and errors/warnings in the status bar.

### **Error Notification**



If an error occurs the Visual Voicemail Client will display an error notification message in your inbox. In order to get further information you need to select the notification and press the trackpad button on your device. The following screen will come up.

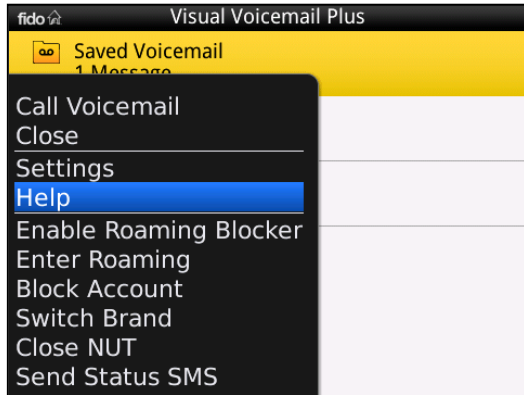
### **Detailed Error Information**



This screen provides you with further information regarding the reason for the error and giving you advice how to solve the problem.

## 7 Help

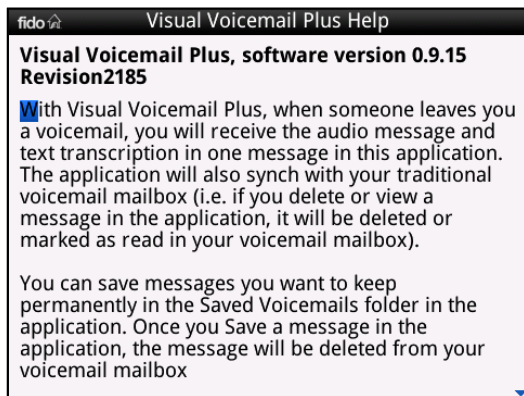
### Inbox Main Menu



To access the Help screen press the hard key menu button of your device and select the corresponding menu entry as shown on the screenshot.

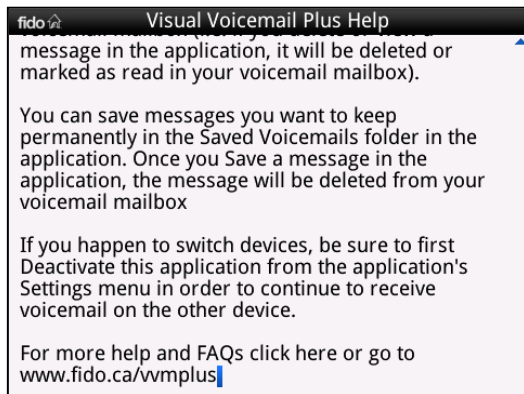
The following screen will be displayed on your device.

### Help Screen



The Help screen contains information about how Visual Voicemail Plus works as well as tips on how to use the service.

### Help Screen



For more support information go to [www.fido.ca/vmplus](http://www.fido.ca/vmplus).