

When setting up *prompt*[™] for use with smartphones running in a BlackBerry Enterprise Server (BES) environment, as a BES administrator you may first need to configure certain security settings. These settings help ensure full *prompt* connectivity and security within your BES environment as summarized below:

BES I.T. POLICIES: SECURITY SETTINGS

- Allow 3rd-party application downloads
3rd-party application downloads are required for over-the-air installation (and upgrades) of the *prompt Gateway* application on the smartphone. If necessary for compliance with your BES policies, 3rd-party downloads can be disabled after *prompt Gateway* is installed.
- Allow External Connection
External connections are required in order for the user to access and activate *prompt* content as well as set *prompt* personal preferences.
- Allow Internal Connections (optional)
Internal connections enable *prompt*'s network communications to route through the BES/MDS rather than directly to the carrier network.
- Allow Outgoing Call When Locked
prompt is intended for use when the BlackBerry is holstered, safely stored or otherwise inaccessible in a vehicle. Allowing outgoing calls when the BlackBerry is locked enables the driver to place a call without touching their smartphone.

BES I.T. POLICIES: BLUETOOTH® SETTINGS

- Allow Bluetooth communication
Bluetooth communication is required between the smartphone and *prompt*.
- Allow Bluetooth pairing
It must be possible to pair the BlackBerry to an additional Bluetooth device.
- Enable Bluetooth Serial Port Profile (SPP)
The Bluetooth SPP is used to exchange information between *prompt* and the BlackBerry.
- Enable Hands-free Profile (HFP)
The HFP is used to manage voice calls.

BES APPLICATION CONTROL SETTINGS

NOTE: BES I.T. policies (above) override all Application Control Settings.

- Allow Bluetooth Serial Profile
Bluetooth communication is required between the smartphone and *prompt*.
- Allow Phone Access
Phone access will read caller information as well as add entries to the smartphone's Diagnostic Log.
- Allow External Domains
prompt must access the *prompt* server(s) – my.prompt-mobile.com – for *prompt* authentication, activation, personalization and content.
- Allow/prompt Inter-process Communication
This setting enables information to be transferred between processes, such as between *prompt* and *JaveBBPro*.
- Allow/prompt External Network Connections
This enables *prompt* to access the *prompt* servers using the carrier network infrastructure.
- Allow/prompt Message Access
prompt requires access to email. Incoming email is transferred between the smartphone and *prompt*, and remains local within the vehicle.
- Allow/prompt PIM (Personal Information Manager) Data Access
prompt uses PIM details (such as Calendar and Contacts) to check upcoming events, place outbound calls, and respond to SMS (or email) with phone calls.

BES Settings, Cont'd

Configuring your BES environment for *prompt*™

END-USER SETTINGS

Depending on IT policies, certain additional user options may also be available on each smartphone. Ensure each smartphone can access the following:

- Bluetooth connectivity
- Phone Details
- User's corporate network
- Company's internet network infrastructure
- Email and PIM data (such as Address Book Contacts)

Also check that the application permissions for *prompt Gateway* and for the dispatch application *JavaBBPro* are properly set. In particular, *Interprocess Communication* (i.e., *Interactions*) must be enabled for both applications, otherwise they will not smoothly integrate with each other.



ALL SETTINGS AT-A-GLANCE

Typical BES screens with all required settings are shown below (NOTE: May not be exactly as shown):

SECURITY POLICIES (I.T.)

<input type="checkbox"/> True	<input checked="" type="checkbox"/> False	Disallow Third Party Application Downloads
<input checked="" type="checkbox"/> True	<input type="checkbox"/> False	Allow External Connections
<input checked="" type="checkbox"/> True	<input type="checkbox"/> False	Allow Internal connections
<input checked="" type="checkbox"/> True	<input type="checkbox"/> False	Allow Outgoing Call When Locked

BLUETOOTH POLICIES (I.T.)

<input type="checkbox"/> True	<input checked="" type="checkbox"/> False	Disable Bluetooth
<input type="checkbox"/> True	<input checked="" type="checkbox"/> False	Disable Pairing
<input type="checkbox"/> True	<input checked="" type="checkbox"/> False	Disable Serial Port
<input type="checkbox"/> True	<input checked="" type="checkbox"/> False	Disable Hands-Free Profile

APPLICATION CONTROL POLICIES: CONNECTIONS

<input checked="" type="checkbox"/> Allow	<input type="checkbox"/> Prompt	<input type="checkbox"/> Null	Bluetooth Serial Profile
<input checked="" type="checkbox"/> Allow	<input checked="" type="checkbox"/> Prompt	<input type="checkbox"/> Null	Phone Access
<input checked="" type="checkbox"/> Allow	<input checked="" type="checkbox"/> Prompt	<input type="checkbox"/> Null	External Domains
<input checked="" type="checkbox"/> Allow	<input checked="" type="checkbox"/> Prompt	<input type="checkbox"/> Null	Interprocess Communication
<input checked="" type="checkbox"/> Allow	<input checked="" type="checkbox"/> Prompt	<input type="checkbox"/> Null	External Network Connections
<input checked="" type="checkbox"/> Allow	<input checked="" type="checkbox"/> Prompt	<input type="checkbox"/> Null	Message Access
<input checked="" type="checkbox"/> Allow	<input checked="" type="checkbox"/> Prompt	<input type="checkbox"/> Null	PIM Data Access

END USER: CONNECTIONS

<input checked="" type="checkbox"/> Allow	<input checked="" type="checkbox"/> Prompt	<input type="checkbox"/> Null	Bluetooth
<input checked="" type="checkbox"/> Allow	<input checked="" type="checkbox"/> Prompt	<input type="checkbox"/> Null	Phone
<input checked="" type="checkbox"/> Allow	<input checked="" type="checkbox"/> Prompt	<input type="checkbox"/> Null	Company Network
<input checked="" type="checkbox"/> Allow	<input checked="" type="checkbox"/> Prompt	<input type="checkbox"/> Null	Carrier Network

END USER: INTERACTIONS

<input checked="" type="checkbox"/> Allow	<input checked="" type="checkbox"/> Prompt	<input type="checkbox"/> Null	Interprocess Communication
---	--	-------------------------------	----------------------------

END USER: USER DATA

<input checked="" type="checkbox"/> Allow	<input checked="" type="checkbox"/> Prompt	<input type="checkbox"/> Null	Email Messaging
<input checked="" type="checkbox"/> Allow	<input checked="" type="checkbox"/> Prompt	<input type="checkbox"/> Null	PIM

NEED HELP?

If you have any questions or other concerns, please do not hesitate to contact *prompt* Customer Care.

1-866-818-6637

support@prompt-mobile.com