

# Administering Avaya one-X<sup>®</sup> Mobile Lite for Avaya Communication Server 1000

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# Chapter 1: Understanding Avaya one-X<sup>®</sup> Mobile Lite

# Avaya one-X<sup>®</sup> Mobile Lite overview

In the current economic climate, businesses rely more and more on their sales teams, executives, consultants, and other workers to be on the job while on the go. The increasing use of cell phones and mobile devices can drive up monthly usage costs. Enterprises want to make employees more effective while balancing functionality and productivity with the associated costs.

With Avaya one-X<sup>®</sup> Mobile Lite, customers can reach sales people, mobile workers, and executives with a single contact number across the enterprise. A single enterprise contact number can lead to both increased productivity and customer satisfaction.

Avaya one-X<sup>®</sup> Mobile Lite Release 6.1.2 offers a client application that extends many features of the office desk phone to the mobile device of the user. Employees with the Mobile Extension feature enabled on the Avaya Communication Server 1000 can take advantage of the Avaya one-X<sup>®</sup> Mobile Lite client application.

### Audience and purpose of the guide

This document is intended for administrators. The end-users of Avaya one-X<sup>®</sup> Mobile client application are referred as users in this guide.

This document contains the following topics that administrators who want to create a settings file for the supported mobile devices will find useful:

- Relevant concepts
- Hardware and software requirements
- A template of the settings file
- An explanation of the telephony settings and the flexible feature codes (FFCs) in the settings file
- The procedure to import the settings file to a mobile device

# **Overview of the Mobile Extension feature**

With the Avaya CS 1000 Mobile Extension feature, calls made from a mobile phone connected to an Avaya CS 1000 system appear calls made from the office deskphone of the user.

Incoming calls to the office deskphone ring on the mobile phone of the user simultaneously. A user making a call from a mobile phone can use the enterprise dial plan as if the call is made from an office deskphone.

Employees can make and receive business calls using the mobile phone and take advantage of the many features of the deskphone. Users can also take advantage of the special call rates available to the deskphone when making or receiving business calls on the mobile phone.

For more information about the Mobile Extension feature, see *Features and Services Fundamentals Book 4 of 6 (I to M) Avaya Communication Server 1000.* 

# Supported mobile devices and operating systems

Mobile device manufacturer	Operating system	Model
BlackBerry (RIM)	RIM OS 5	Bold-9000
	RIM OS 6	Bold-9650
	RIM OS 7	Bold-99xx
	RIM OS 5/6/7	Bold-97xx
	RIM OS 5	Storm-9550
	RIM OS 5	Curve-8520
	RIM OS 5	Curve-8530
	RIM OS 5	Curve-8900
	RIM OS 6	Curve-9300
	RIM OS 6	Torch-9800
Motorola	Android OS 2.2/2.3	Droid 2
	Android OS 2.2/2.3	A953
	Android OS 2.2/2.3	Atrix 4G
HTC	Android OS 2.2/2.3	MyTouch 4G
	Android OS 2.2/2.3	Desire HD
	Android OS 2.2/2.3	Desire S
	Android OS 2.2/2.3	EVO 4G
Samsung	Android OS 4	Nexus
	Android OS 2.2/2.3	Galaxy

Avaya one-X<sup>®</sup> Mobile Lite supports the following mobile devices and operating systems:

Mobile device manufacturer	Operating system	Model
	Android OS 2.2/2.3	Galaxy S
	Android OS 2.2/2.3/4.0	Galaxy S II
Dell	Android OS 2.2/2.3	Streak
	Android OS 2.2/2.3	Venue
LG	Revolution	Andorid OS 2.3
	Optimus 3D	Andorid OS 2.3

Users can download the BlackBerry client application from the BlackBerry App World and the Android client application from the Google Play website.

For more information about the supported devices and operating systems, see the <u>Avaya</u> <u>Support Web site</u>.

# Hardware and software requirements

Hardware and software required	Supported version	
Avaya Communication Server 1000	Release 7.5	
Mobile Extension license on Avaya Communication Server 1000 and configured FFCs.		

# **Related documents**

- Using Avaya one-X<sup>®</sup> Mobile Lite for Avaya Communication Server 1000 on Android
- Using Avaya one-X<sup>®</sup> Mobile Lite for Avaya Communication Server 1000 on BlackBerry (touch-screen model)
- Using Avaya one-X<sup>®</sup> Mobile Lite for Avaya Communication Server 1000 on BlackBerry (nontouch-screen model)
- Chapter 68, "Mobile Extensions," in *Features and Services Fundamentals Book 4 of 6 (I to M) Avaya Communication Server 1000*

You can download the latest copies of these documents from the Avaya Support Web site.

Understanding Avaya one-X® Mobile Lite

# **Chapter 2: Administration tasks**

# Administration overview

As an administrator, you must ensure that the following conditions are met before the user can configure the Avaya one-X<sup>®</sup> Mobile Lite client application:

- The Mobility Extension feature on Avaya Communication Server 1000 is enabled.
- The flexible feature codes (FFCs) is configured on CS 1000.
- The settings file that contains the telephony settings and the required FFCs to configure the client application is available with the user.

### 😵 Note:

This chapter has a template that you can use as an example to create the settings file.

# Settings file

Create an EC500 settings file and share this file with users. User can either use this file to configure the client application or user can configure the telephony settings and FFC codes manually. However, if the user uses the settings file that you create, it simplifies the telephony settings configuration process and minimizes the chance of error when users enter settings manually.

The following table lists the key points to remember when you create or update a settings file.

The settings file must be an XML file.

The file extension must be .onexcslk.txt. For example, sample.onexcslk.txt.

The file structure must have two levels: the root element, that is mobileXSettings, and an inner element for each setting.

For more information, see the Avaya Communication Server 1000 settings file template.

The FFCs must contain only the following characters: numbers from 0 to 9, the star sign (\*), and the number sign (#).

Some settings are mandatory to use the client application. For such settings, you must provide a value in the settings file.

For more information on which settings are mandatory and which are optional, see <u>Telephony settings</u>, FFCs, and MPOs in the settings file on page 13.

Do not delete any XML tag from the settings file. If you do not know the value for any XML tag, leave the value blank. For example, <callForwardingEnableCode></ callForwardingEnableCode>

Currently, only the BlackBerry mobile phone supports mid-call features such as transfer and conference. For a client application installed on a BlackBerry mobile phone, you must enter the values in the mid-call feature settings in the settings file.

To activate the mid-call features, use the simplified UI in Avaya Communication Server 1000.

You can enable or disable the simplified UI on a per-customer basis. Therefore, all Mobile X users of that customer must use the simplified UI for mid-call features.

To enable the simplified UI, go to Overlay 15, FFC\_DATA section, and set the MXSI prompt to YES.

For more information on enabling the Simplified UI on Avaya Communication Server 1000, see "LD tables" in Chapter 68, "Mobile Extensions," in *Features and Services Fundamentals* Book 4 of 6 (I to M) Avaya Communication Server 1000.

### **Related topics:**

<u>Avaya Communication Server 1000 settings file template</u> on page 12 <u>Telephony settings, FFCs, and MPOs in the settings file</u> on page 13 Importing settings on the mobile device on page 17

### Avaya Communication Server 1000 settings file template

You can use the following template to create a settings file for users using the Avaya one-X<sup>®</sup> Mobile Lite client application either on a BlackBerry or an Android mobile phone.

Note that the file extension must be .onexcs1k.txt. For example, sample.onexcs1k.txt.

In the following template, replace xxxx by your value.

### CommunicationServer1000SettingsTemplate.onexcs1k

```
<?xml version="1.0" encoding="UTF-8"?>
<!-- Required Root Element -->
<mobileXSettings>
<!-- Emergency Number -->
<emergencyNumber>xxxx</emergencyNumber>
<!-- Custom Emergency Number -->
<customEmergencyNumber></customEmergencyNumber>
<!-- Outside line code -->
<outsideLineCode>xxxx</outsideLineCode>
<!-- Number of digits for local numbers -->
```

```
<localNumber>xxxx</localNumber>
```

<!-- Number of digits for extensions --> <extensionDigits>xxxx</extensionDigits> <!-- Mobile Feature Activation Code --> <MFAC>xxxx</MFAC> <!-- End of Sequence Code --> <EOS>xxxx</EOS> <!-- Home Country Code --> <localCountryCode>xxxx</localCountryCode> <!-- Prefix required for long distance calls --> <longDistanceCode>xxxx</longDistanceCode> <!-- Prefix required for international calls --> <internationalCode>xxxx</internationalCode> <!-- PBX CS1000 Server number --> <serviceNumber>xxxx</serviceNumber> <!-- PCA FFC (Simultaneous Ring) Enable Code --> <pcaFfcEnableCode>xxxx</pcaFfcEnableCode> <!-- PCA FFC (Simultaneous Ring) Disable Code --> <pcaFfcDisableCode>xxxx</pcaFfcDisableCode> <!-- Code for enabling call forwarding --> <callForwardingEnableCode>xxxx</callForwardingEnableCode> <!-- Code for disabling call forwarding --> <callForwardingDisableCode>xxxx</callForwardingDisableCode> <!-- Code for accessing the Voice mail --> <voicemail>xxxx</voicemail> <!-- BEGINNING OF SETTINGS FOR MID-CALL FEATURES --> <!-- CNFD - Conference Digit --> <conferenceDigit>xxxx</conferenceDigit> <!-- TGLD - Toggle Digit --> <toggleDigit>xxxx</toggleDigit> <!-- DISD - Disconnect Digit --> <disconnectDigit>xxxx</disconnectDigit> <!-- END OF SETTINGS FOR MID-CALL FEATURES --> </mobileXSettings>

# Telephony settings, FFCs, and MPOs in the settings file

You must configure telephony settings, FFCs, and Multi-Party Operations codes (MPOs) in the settings file that you provide to the user. User uses this file to configure the Avaya one-X<sup>®</sup> Mobile Lite client application.

Telephony settings consist of all settings that are required for the dial plan to complete a call.

Telephony setting	XML tag in the settings file	Description	Setting is: Mandatory or Optional
Service Number (MSA DN)	serviceNumber	The number that the client application first dials to access the Avaya Communication Server 1000 service interface for making calls or obtaining any Avaya one-X <sup>®</sup> Mobile Lite client application feature.	Mandatory
Emergency number	emergencyNumbe r	The emergency number that is specific to a country.	Optional
Custom emergency number	customEmergency Number	Another emergency number that the user can configure from the client application. Leave the <b>CustomEmergencyNumber</b> XML tag blank in the settings file.	Optional
National number length	localNumber	Standard length of a phone number in the country where Avaya Communication Server 1000 is located. This does not include Country Code or National Direct Dial Prefix. For example, in the United States, the standard National Number Length is 10 digits. For example, if a local number is 356-2070 (7 digits) and area code is 732 (3 digits), the national number length is 732-356-2070 (10 digits).	Optional
Outside line code	outsideLineCode	Prefix to dial a number outside the corporate network.	Optional
Long distance code or National direct dial number	longDistanceCode	The National Direct Dial prefix code is used to make long distance calls with the same country. This prefix is used to dial out numbers that are greater than or equal to the National Number Length.	Mandatory
		S Note:	
		Do not enter any value for National Direct Dial if the country does not have a National Direct Dial number. For example, Singapore.	

Telephony setting	XML tag in the settings file	Description	Setting is: Mandatory or Optional
International code or International direct dial access number	internationalCode	Prefix to dial an international number.	Mandatory
Home country code	localCountryCode	With this prefix, the client application determines whether the dialed number belongs to the same country. If yes, the client application truncates the home country code from the dialed number before dialing out to the PBX.	Mandatory
Extension number of digits.	extensionDigits	Length of extensions configured in Avaya Communication Server 1000.	Optional

An FFC is a phone extension that the user must dial the FFC from the mobile phone to access the Avaya Communication Server 1000 feature associated with the user extension.

For example, to activate the Send All Calls feature on the extension of the user from the mobile phone, user must dial the SendAllCalls FFC from the mobile phone.

FFCs in the settings file	XML tag in the settings file	Description	FFC is: Mandatory or Optional
Sim Ring Enable Code (PCAA)	pcaFfcEnableCod e	To enable simultaneous ringing of the desk phone and the mobile phone when there is an incoming call on the desk phone number. The client application dials the MSA DN + PCAA FFC. PCAA is enabled by default.	Mandatory
Sim Ring Disable Code (PCAD)	pcaFfcDisableCo de	To disable simultaneous ringing of the desk phone and the mobile phone when there is an incoming call on the desk phone number. The client application dials the MSA DN + PCAD FFC.	Mandatory
Call Forwarding Enable Code (CFWA)	callForwardingEn ableCode	To enable call forwarding for all calls to the numbers the user configures on the client application. The client application dials the MSA DN + CFWA FFC + Call Forwarding Number to forward a call.	Optional

FFCs in the settings file	XML tag in the settings file	Description	FFC is: Mandatory or Optional
Call Forwarding Disable Code (CFWD)	callForwardingDis ableCode	To disable call forwarding for all calls. The client application dials the MSA DN + CFWD FFC.	Optional
Voice mail	voicemail	To reach the voice mails stored on the Messaging system by using a voice mail number.	Optional
		Note: Leave the Voicemail XML tag blank in the settings file if the user does not have a voice mail number.	
MFAC	MFAC	To activate the mid-call features from the mobile phone by using a DTMF signal after an active call is established with another user. The user can dial the MFAC to signal the Avaya Communication Server 1000 system to initiate a mid-call feature. After the user presses the MFAC, the system plays an ordinary dial tone and automatically places the first call on hold. At this time, user can make a second call. After the user is on the second call and decides to use the mid-call features, the user must dial the MFAC and the MPO control codes to conference, toggle, or cancel the second call.	Mandatory The BlackBerry mobile phone supports this feature. Therefore, you do not need this setting on an Android mobile phone.

For more information on configuring an FFC in Avaya Communication Server 1000, see "Flexible Feature Codes" in Chapter 68, "Mobile Extensions," in *Features and Services Fundamentals Book 4 of 6 (I to M) Avaya Communication Server 1000.* 

MPO control codes in the settings file	XML tag in the settings file	Description	MOP control code is: Mandatory or Optional
Conference Digit (CNFD)	conferenceDigit	After the second call is established, the MDAC+CNFD code moves the first call and the second call into a conference. The client application dials MFAC+CNFD to	Mandatory The BlackBerry mobile phone supports this feature. Therefore, you do not need this setting on an Android mobile phone.

MPO control codes in the settings file	XML tag in the settings file	Description	MOP control code is: Mandatory or Optional
		move two calls into a conference.	
Toggle Digit (TGLD)	toggleDigit	Dialing the MFAC and the toggle code switches the call between the active party and the held party. For example, when user A makes a call to user B and then makes a call to user C, user B is put on hold automatically. Now to put user C on hold and resume the call with user B, user A must dial the MFAC and then the toggle digit.	Mandatory The BlackBerry mobile phone supports this feature. Therefore, you do not need this setting on an Android mobile phone.
Disconnect Digit (DISD)	disconnectDigit	DISD disconnects the current active call. The system automatically restores the previous call which is on hold.	Mandatory The BlackBerry mobile phone supports this feature. Therefore, you do not need this setting on an Android mobile phone.

For more information on configuring the mid-call features in Avaya Communication Server 1000, see "Mid-Call features with simplified UI" in Chapter 68, "Mobile Extensions," in *Features and Services Fundamentals Book 4 of 6 (I to M) Avaya Communication Server 1000*.

# Importing settings on the mobile device

### Before you begin

You must share the .onexcslk.txt settings file with the user. Attach the file in an e-mail, or send an SMS with the link to the settings file.

The user can configure the telephony settings manually or by using the settings file.

### Procedure

1. User must first save the settings file on the mobile device.

2. To reach the Import Settings feature from the Telephony Settings screen, user must select **Import Settings**.

### 😮 Note:

When the user starts the client application for the first time, user can reach the Import Settings feature from the Settings not Configured screen.

3. The client application searches for all files with the extension .onexcslk.txt on the device, and displays the list of results.

The new settings file that you provide to the user must have a different name from the old file, so that the user can easily select the right file to import settings.

4. User can select the new settings file to import the configuration settings from the file.

The system populates all settings in the client application with the values specified in the settings file.

For more information on setting up Avaya one- $X^{\otimes}$  Mobile Lite on a mobile device, see the user guides.

### **Related topics:**

Related documents on page 9

# **Dial plan process**

This dial plan flowchart shows the dial plan rules that the client application follows when a user dials a number while logged in the Avaya one-X<sup>®</sup> Mobile Lite client application.

The dial plan flowchart explains the logic and flow of the treatment to a number dialed by the user before the number is sent to the PBX for dialing.

For example, when a user dials a number, the client application first checks if the number is an emergency number. If the number dialed is an emergency number, the number is dialed as is.

If the dialed number has a plus sign or an IDD prefix, different treatment is given to the number before the number is sent to the PBX. The dialed number length is also checked because it helps the client application to determine if the dialed number is a national number or an enterprise-specific extension number.



Important points to note:

- The application treats a number as an international number only if the number begins with a plus (+) sign or the International Direct Dial (IDD) prefix.
- National Number length (NNL) refers to the minimum value of the national number length. Any dialed number whose length is greater than the NNL and is not an international number, the client application prefixes the National Direct Dial (NDD) prefix and sends the number to the PBX for dialing. The client application prefixes the NDD only when there is a value entered in the NDD field in the client application. For some countries, like Singapore, NDD is not required.

Administration tasks

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