Avaya one-X® Mobile Client for Android - Avaya one-X® Client
Enablement Services and Extension to Cellular (EC500) converged client

Release 6.1.4

Release Notes

Issue 1.0

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Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support Web site:

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Contact Avaya support

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About Avaya one-X® Mobile Client for Android

Avaya one-X® Mobile Release 6.1.4 is a converged client that consists of Avaya one-X® Mobile Unified Communications (UC) and Avaya one-X® Mobile Lite modes.

Avaya one-X® Mobile Unified Communications (UC) connects to the Avaya one-X® Client Enablement Services server to give you access to multiple Avaya UC capabilities, such as Telephony, Messaging, Mobility and Presence Services. With Client Enablement Services, you do not need multiple applications to access the features provided by Avaya Aura® Communication Manager, Avaya Aura® Presence Services, and Avaya Modular Messaging, or Avaya Aura® Messaging, or Avaya Aura® Communication Manager Messaging. Use the Avaya one-X® Mobile UC mode to enable your mobile phone to access the telephone system of your company. You can use features of your desk phone using your mobile phone, and use your office telephone number to make and receive calls, review voice mail messages, look up your company corporate directory, or block selected calls.

Avaya one-X® Mobile Lite connects to Avaya Aura® Communication Manager. It provides the simultaneous ring feature for mobile users, and thus users can remain productive with a single telephone number and voice mail capabilities. Use the Avaya one-X® Mobile Lite mode to enable your mobile phone to ring when you receive a call on your office telephone system. You can also forward calls to your voice mail when you want to.

Getting Started

Review these notes prior to installing the mobile client 6.1.4 software.

Installing the Avaya one-X® Mobile clients 6.1.4 application files on Android

Replacing the Avaya one-X® Mobile clients 6.1 / 6.1.2 with 6.1.4 application files on Android

Installing the Avaya one-X® Mobile client Release 6.1.4 application files on Android

You can download and install this release of Avaya one-X® Mobile client application for Android, build number 6.1.4.210, on your phone from Google Play Store.

Replacing the Avaya one-X® Mobile client 6.1 / 6.1.2 with 6.1.4 converged client application files on Android

If you have an older release of the Avaya one-X® Mobile client (6.1, 6.1.2 or 6.1.2 SP1) on your phone, you can replace this application with the 6.1.4 converged client release.

Follow the same procedure to download and install the Avaya one-X® Mobile client application on your phone from Google Play Store. This will replace the existing application with the new converged client release.

Interoperability

Following is the list of supported systems by Avaya one-X® Mobile Client release 6.1.4 for Android:

Components	Supported release
Avaya Aura® Communication Manager	5.2.1, 6.0.1, 6.2
Avaya one-X® Client Enablement Services	6.1, 6.1 SP1, 6.1 SP2, 6.1 SP3

Note – The interoperability intersections of Avaya one-X® Client Enablement Services are also supported by the Avaya one-X® Mobile client when used in UC mode.

3rd Party Components	Supported release
Microsoft Exchange Server	2003, 2007
Platform (OS)	Android 2.2, 2.3, 4.0
Android Devices	Motorola Droid 2, A953, Atrix 4G HTC MyTouch 4G, Desire HD, Desire S, EVO 4G Samsung Nexus, Galaxy, Galaxy S, Galaxy S II, Galaxy S III Dell Venue LG Revolution, Optimus 3D

Changes delivered to Avaya one-X® Mobile Client 6.1.4 Release

Avaya one-X® Mobile Client 6.1.4

The mobile client release 6.1.4 is an upgrade of the 6.1.2 SP1 release and includes high priority defect fixes.

New Features

Fixed Issues

Caveats

Open Issues

New Features

This release includes fixes delivered for high priority issues. It continues to support the following features delivered for the Avaya one-X® Mobile 6.1.2 SP1 release -

- Converged client support – operational in 2 modes –
  - UC mode – Connects to the Client Enablement Services over data connectivity for UC features such as –
    - ➢ Telephony (Callback, Direct Dial, Personal modes)
    - ➢ Mid-Call Features (Conference, Transfer, Exclusion)
    - ➢ Mobility (Ring Phones, Call Block, VIP Calling)
    - ➢ History (Consolidated call logs)
    - ➢ Messaging (Visual Voice Mails)
    - ➢ Presence (Availability status)
    - ➢ Contact (Corporate Directory access, VIP / Favorites)

  - Lite mode – GUI interface for Avaya Extension to Cellular (EC500) features such as –
    - ➢ Telephony (Direct Dial, Personal modes)
    - ➢ Mid-Call Features (Conference, Transfer, Exclusion)
    - ➢ Mobility (Simultaneous Ring, Send All Calls, Call Forward, Active call bridging)
    - ➢ Conference Bridge (One touch access to Conference bridge)
    - ➢ History (Outbound call logs)
    - ➢ Messaging (One touch access to Corporate Voicemail system)
    - ➢ Contact (Corporate Directory access)

Fixed Issues

Avaya one-X® Mobile Client 6.1.4 has fix for following issues -

Issue ID	Caveat	Workarounds / Notes
ONEXMOBILE-1649	Messaging – Can listen Voicemail although disabled "allow voicemail on Mobile" on System profiles	Call Voicemail button would be shown to call the Voicemail system to listen to the voice messages, if downloading of voicemails on mobile clients is disabled on 1XCES server.
ONEXMOBILE-1648	Call handling – DTMF detection for callback not working when this option is set on System Profile of 1XCES server.	DTMF detections works properly as per the setting on System Profile of 1XCES server.

Caveats

Avaya one-X® Mobile Client 6.1.4 has following caveats –

Issue ID	Caveat	Workarounds / Notes
NA	Messaging – VM of length up to 7 minutes supported and could be downloaded and played on mobile client	None.
NA	Messaging – Mobile users can have maximum of 15 voice messages available on their mobile application.	Delete displayed voice messages to see other VMs in the queue.
NA	Call Handling – DTMF Prompt on client sounds like a dial tone	When DTMF is enabled for an end user on the Client Enablement Services, the end user hears a dial tone. This is Communication Manager prompting the user to press a key for confirmed answer of inbound or callback calls.
NA	Call Handling – Extend Call button on the Desk Phone only works if the user has the mobile phone set to ring. Call will not be extended to other Ring Also phones.	Set Mobile Phone to ring for Extend Call feature to work from Desk Phone.
NA	Call Handling – Auto-answer set on the user's extension will not work if the extension is controlled by Client Enablement Services.	None.
NA	Call Handling – Send All Calls (SAC) feature on Desk Phone and Block All Calls (BAC) feature on Avaya one-X® client are not the same and not in sync.	It is recommended that user use Avaya one-X® client to activate / deactivate Block All Calls and not use SAC feature on Desk Phone for sending incoming calls to coverage.

Issue ID	Caveat	Workarounds / Notes
	Activating / deactivating SAC would not activate / deactivate BAC and vice-versa.	
NA	Ring Also / Callback – On-PBX extensions (internal destinations), except own extension, are not supported as Also Ring or Callback origination phones.	None.
NA	Ring Also – Client Enablement Services does not support configurations where two users add the same mobile number as their Ring Also destination.	All users should have unique mobile number as their Ring Also destination.
Wi00895841	Ring Also – No option for enable/disable ringing at Also Ring phones for calls on bridge-call-appr	None.
N/A	Presence Status Message – Status Message can be set on Avaya one-X® Mobile client and synchronized to other Avaya one-X® clients but no viewing status message of other users is supported on Avaya one-X® Mobile client.	

Open Issues

The 6.1.4 release has following known issues -

Issue ID	Problem	Workaround / Notes
Connectivity		
ONEXMOBILE-775	[Intermittent] Client Automatically Logs out and shows a Login Failed message at times.	No action is required, as the client initiates the re-connect sequence immediately.
Settings		
ONEXMOBILE-763	[Intermittent] Updated values for Corporate Voicemail, Message Notification not reflected immediately on the client.	Exit and re-launch the app to see the updated values in Settings.
ONEXMOBILE-517 / 988	The user is not asked to enter VM PIN during first login if the mobile number and VM pin are not configured prior to the login.	Set the VM PIN on the Settings > Accounts Information page and restart the app.
ONEXMOBILE-734	[Intermittent] Unchecked phones are shown as checked in the Ring Phones Edit list.	None.
ONEXMOBILE-851 / 800	[Intermittent] Ring Phones not updated on the Home page as per selection made in the Edit Rings Phones page.	Exit and re-launch the app to see the updated values on the Home page OR re-do the Ring Phones selection.

ONEXMOBILE-749	[Intermittent] Updated Mobile number does not reflect on the Ring Phones page.	Edit the number, exit and re-launch the app to see the updated number on the Ring Phones page.
Contacts		
ONEXMOBILE-1707	[Intermittent] FAV contact display name is not displayed for a while after adding the contact to VIP list.	Navigating between tabs resolves the issue.
Call Handling		
ONEXMOBILE-737	Transfer Complete / Cancel options are not shown if the app is restarted in between completing the steps.	Do not restart the app when transferring a call.
ONEXMOBILE-738	Conference is not initiated when tapped from Menu options	Tap on the call icon on the dial pad to initiate the conference.
ONEXMOBILE-739	No options to conference or transfer to from History entry of a local / unknown contact	Use dial pad to conference or transfer to such contact.
ONEXMOBILE-755	[Intermittent] Transfer not always succeeding on certain device	None.
Voice Messaging		
ONEXMOBILE-471	Samsung Galaxy: Have to tap twice on the received voicemail to play it.	None.
ONEXMOBILE-476	Unable download Voicemail immediately after setting Voicemail PIN	Exit and re-launch the app.
History		
ONEXMOBILE-778	Name resolution does not happen for an incoming call if the caller is part of local contact list.	View details screen to see the name of the caller.
User Interface		
ONEXMOBILE-841	Numbers starting with # are not called from dial pad.	None.
ONEXMOBILE-826 / 827	[Intermittent] Clicking "Back" button doesn't send the application into background mode or tapping on Exit does not close the application.	Try and close the application again using the same procedure after some time.
ONEXMOBILE-1710	"Corporate voicemail" is removed in menu settings	"Voicemail Access" in Telephony settings should be set instead so that "Call Voicemail" menu in Message tab works when calling voicemail system to listen to voice messages.

Technical Support

Support for the mobile client application is available through the normal Avaya escalation process. If you encounter trouble with the clients, perform the following actions:

1. Retry the action. Follow the instructions in the written or online documentation carefully.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed.
4. Have the Avaya documentation available. If you continue to have a problem, submit a trouble ticket to Avaya.

When you request technical support, provide the following information:

- Configuration settings.
- Usage scenario, including all steps required to reproduce the issue.
- Screenshots.
- Copies of all logs related to the issue.
- All other information that you gathered when you attempted to resolve the issue.

Appendix A: Acronyms

1XM   Avaya one-X® Mobile client

1XCES   Avaya one-X® Client Enablement Services

CM   Avaya Aura® Communication Manager

LDAP   Lightweight Directory Access Protocol

UC   Unified Communication

HSS   Handset Services

HS   Handset Server

SAC   Send All Calls

BAC   Block All Calls

DTMF   Dual Tone Multi Frequency