



**Avaya one-X™ Mobile Edition for
S60 User Documentation**
Version 4.0

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Chapter 1: Getting Started

Avaya one-X™ Mobile Edition Products Overview

Avaya one-X Mobile Edition for Nokia S60 mobile phones lets workers put their office phone in their pocket. The solution equips Nokia S60 enterprise smart phones with access to Avaya's flagship Avaya Communication Manager Software, enabling users to be accessible via one business number and use a single voicemail system whether they are in the office or mobile. Irrespective of their work locations, users have access to the same enterprise communication capabilities found in the office such as call pickup, conferencing, and transfer, all leveraging the corporate IP network. The application also allows users to switch between personal and business calls, avoiding the need to manually separate the different calls for billing purposes.

Avaya one-X Mobile Edition is specifically designed to unify the user experience and access for Extension to Cellular by providing graphical interfaces on 'common' operating systems for mobile devices.

From a mobile/wireless telephony user perspective, the Avaya one-X Mobile Edition product line provides:

1. The traditional graphical user experience of the mobile platforms, initially Series60/Symbian.
2. Avaya-specified interface themes and metaphors to enhance the user's experience.
3. A dedicated graphical user interface for wireless users of Extension to Cellular services by anchoring graphical menus to Feature Name Extensions (FNE's) that previously had to be memorized or placed manually in speed dial lists.

The first Mobile OS platform generally available for this product line is S60 Symbian devices, through a partnership-alliance with Nokia.

Symbian & S60 version 2 Overview

Symbian Software Limited develops and licenses the Symbian OS, the global industry standard operating system for smart-phones, to the world's leading handset manufacturers. Through this partnership, Avaya develops Symbian applications that deliver advanced enterprise telephony and collaboration capabilities to millions of Symbian OS-based smart phones. This enables Avaya's mobile customers to use leading edge converged handset platforms, including phones from Nokia, Samsung, Panasonic, and others as part of their enterprise telephony solution.

S60 is a mobility platform developed by Nokia based on the Symbian operating system. Avaya enterprise mobility solutions help organizations extend Avaya's suite of IP enterprise applications over any network to workers on the move anywhere around the world. As part of

Getting Started

this, Avaya brings an integral mobility feature to the partnership via Avaya Communication Manager (ACM), the company's IP-based communications software extending full business telephony capabilities to mobile users. Avaya Communications Manager, part of the company's IP-based MultiVantage Communications Applications suite, greatly enhances the productivity and experience of S60-based smart phone users. The software enables the extension of popular office phone features, including call conferencing, transfer, and abbreviated dialing, directly to S60-based mobile devices, via an easy to use, integrated menu feature.

Acquiring Avaya one-X Mobile Edition Software

The enterprise IT ACM administrator can distribute the Avaya one-X Mobile Edition software, or an enterprise may choose to provide direct user access using Over-The-Air (OTA) download services at: <https://avaya.subscribenet.com>.

See [Chapter 2: Installing and Configuring Avaya one-X Mobile Edition](#) for more details on how to download and install Avaya one-X Mobile Edition software using OTA services.

Chapter 2: Installing and Configuring Avaya one-X Mobile Edition

Installing Avaya one-X Mobile Edition Software

Universal Serial Bus (USB), Infra-red (I/R), or Bluetooth

Please refer to the manual or User Guide that came with your S60 v2 mobile phone for help using desktop software, USB, Infrared, or Bluetooth connectivity options to install Avaya one-X Mobile Edition for S60 and applications. For Nokia device-specific software support, please visit the following website for more information: <http://www.nokiausa.com/support/software/>.

Installing Avaya one-X Mobile Edition software using Nokia's PC Suite

1. Download and install Nokia PC Suite software from the following Nokia website: <http://www.nokiausa.com/support/pcsuite/main.html>.
2. Check the phone compatibility matrix (See [Appendix A: Software compatibility matrix](#)) for information on the appropriate software binary (*.SIS) to install.
3. Install the Avaya one-X Mobile Edition software by using 'Install Applications' menu on the Nokia PC Suite software.
4. Exit Avaya one-X Mobile Edition application by pressing [Menu] -> [Exit] -> [Exit].
5. Install the configuration SIS file (highly recommended if available).
6. Launch Avaya one-X Mobile Edition application to load the new configuration settings.

Installing Avaya one-X Mobile Edition Over-the-Air (OTA)

Avaya one-X Mobile Edition for the S60 can now be over-the-air downloaded and configured directly on the mobile device.

Prerequisites: A S60 v2 device with working wireless data service connection on the mobile phone (e.g. General Packet Radio Service, GPRS) to the Internet. The phone should be in good cellular coverage at the time of attempting the download.

To install Avaya one-X Mobile Edition:

1. Obtain a Username & Password either via SMS or enterprise e-mail to log in to the Avaya OTA service. An authorized enterprise agent provisioned on the Avaya OTA mobile deployment service administers and controls this notification step. Avaya administrators can not deploy software for an enterprise user.
2. Remove any previous versions of Avaya one-X Mobile Edition.
3. Open the mobile device's web browser, connect to a mobile data service access point (e.g. GPRS), and https://avaya.subscribenet.com/control/avay_wap/index.
4. Log-in with the Username and Password, and download an application binary, for example: *Avaya one-X Mobile Edition v3.1..*
5. Avaya one-X Mobile Edition should automatically run. **Please switch tasks on the mobile device and exit Avaya one-X Mobile Edition prior to loading OTA configuration settings.**
6. Select 'Menu' and 'Exit.'
7. Select 'Exit' to close the application.

Installing the Configuration File

Now configure Avaya one-X Mobile Edition using the following steps:

1. Use the sample "example.1xme" file and open the file using a text-editor such as Notepad or Wordpad.
2. Fill in all the values such as ARS Code, International Prefix, FNEs, Location name, Voicemail, etc. (For Example: ARS_CODE = 9. Please do not change any names of the tags such as ARS_CODE to ARSCODE).
3. Save the file.
4. Connect the mobile phone to your PC using PC Suite via Bluetooth or USB cable connection.
5. Now open the Nokia PC Suite application.
6. Click on **File Manager**.
7. Click on **Phone Memory (C:)** drive.

8. Double-click on the **Data** folder.
9. Double-click on the **Others** folder
10. Copy the "*settings.1xme*" file from the location where it was previously modified and paste it into the **Others** folder.
11. Disconnect the mobile phone from the PC.
12. Open the Avaya one-X Mobile Edition application on the mobile phone.
13. Select **Menu** and **Settings**.
14. Select the **Download Config File** option.
15. Select **Menu** and the **Select file** option.
16. Scroll down to the **Data** folder and open it.
17. Scroll down to the **Other** folder and open it.
18. Select the **settings** file.

The application will now install and configure the Avaya one-X Mobile Edition client.

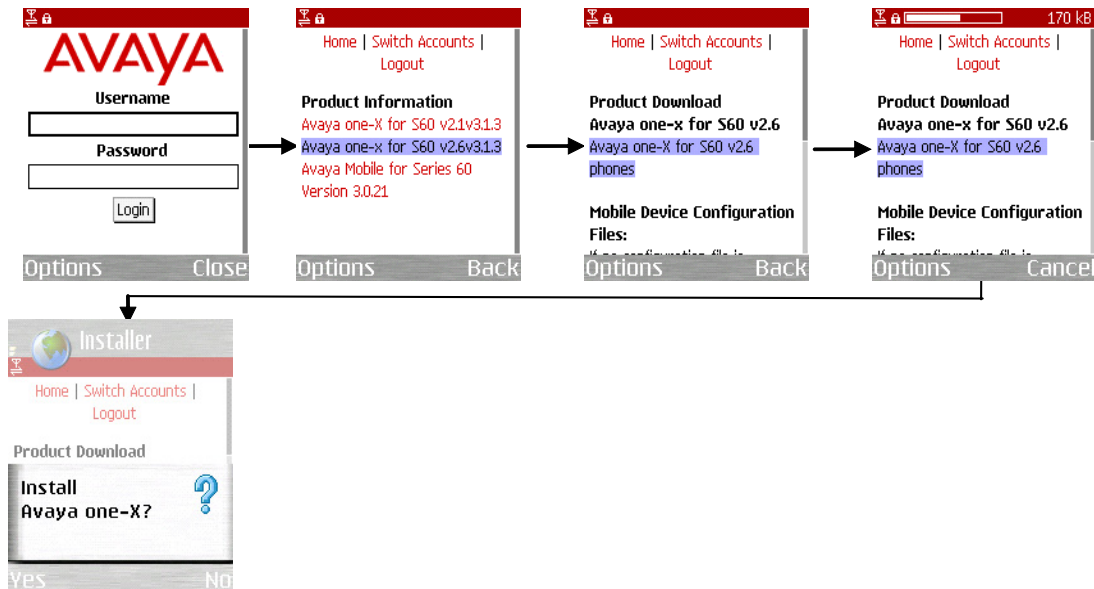
Note:

If Avaya one-X Mobile Edition is installed without a configuration file, you can enter the FNEs manually using the **Features** and **General** screens. All FNEs are loaded as blank and all **General** tab items (dialing rules) load as blank, giving you the ability to manually configure these features. This method is not recommended.

Installing and Configuring Avaya one-X Mobile Edition

Note:

If Here are some screenshots that depict an example log-in and application download to the mobile phone (steps 3 & 4):



Auto-startup

Avaya one-X Mobile Edition auto-starts whenever you reboot or start up your mobile phone. However, the proper configuration file must be installed before you first begin using Avaya one-X Mobile Edition software on your mobile phone. At minimum, the Idle Appearance Select FNE is required for successful installation. Once the configuration file is successfully installed and loaded, Avaya one-X Mobile Edition auto-starts whenever you reboot or start up your phone. You can disable or enable this auto-start functionality using the Settings/Options screen.

Auto-assignment of right soft-key

Once the configuration file is successfully installed on your phone, the right soft-key on the main Nokia (S60) telephony screen is automatically assigned to 'Avaya.' Additionally, you can use the Active Standby Apps to assign the 'Avaya one-X' application as a shortcut. For more information on assigning soft-keys, see . [Assigning Avaya one-X Mobile Edition to soft-keys](#) on page 16.

Configuring the programmable 5-way joystick

You can configure the joystick to launch a specific menu item when you press a pre-programmed navigation key. The following menu items can be assigned to the navigation keys:

- Contacts
- Call log - All
- Messaging (S60 Messaging client)
- Speech Access
- Send All Calls – Enable
- Mobile Extension – Enable
- Pick up – Active Appearance
- None

To configure joystick settings:

1. Select the **Menu** right soft key or simply press the joystick up or down.
2. Select **Settings**, and then **Idle Mode Setup**. The following options display:
 - Navigation key right
 - Navigation key left
 - Navigation key down (for GSM-only devices)
 - Navigation key up (for GSM-only devices)
 - Selection key (center button press, for GSM-only devices)
3. Press the key you want to program. A list of programmable features displays.
4. Select the feature you want to assign to the key.

Note:

These shortcuts are only allowed when the Avaya one-X Mobile Edition application is in the foreground. Additionally, these shortcuts do not override any user-assigned S60 shortcuts. The shortcuts are not active during any of the following conditions:

- When the Avaya one-X Mobile Edition application is in the background or hidden or,
- any other S60 screen is in the foreground or,
- when a call is active

The default key assignments are as follows:

Navigation key	GSM only
Left	Call Log
Right	Call Log
Up	Contacts
Down	Contacts
Select	Messaging

Chapter 3: Avaya one-X Mobile Edition Features

General Capabilities

Avaya one-X Mobile Edition for S60 loads on a S60 2nd edition mobile phone and provides an intuitive front-end to control Extension to Cellular enterprise telephony features. Extension to Cellular treats a mobile phone as if it were an extension of an office phone. Once enabled, Extension to Cellular and Avaya one-X Mobile Edition allows one to answer calls, make calls as if they were placed from their office number, enterprise transfer, enterprise conference, and many other ACM-based features.

Avaya one-X Mobile Edition Feature Descriptions


Overview of S60 Phones

The Avaya one-X Mobile Edition user interface (UI) is designed such that the user can quickly and easily utilize enterprise features without the need for special training. Here is a typical S60 mobile phone stand-by screen:



Camera Go to

The S60 phones are designed as an easy-to-use phone with PDA-like functionality where a user can sync their calendar, contacts, etc from their PC.

There's a 'Menu'  button available on all the S60 based mobile phones, which when accessed shows all the available functionality of a typical S60 mobile phone.

Profiles

Avaya Enterprise phone features are accessible as a menu option on a cellular mobile device.

Avaya one-X Mobile Edition gives users the ability to have their personal profile separate from their business profile. The Avaya one-X Mobile Edition application is considered to be the user's business profile. That is, the calls that are placed within the Avaya one-X Mobile Edition application use the Enterprise gateway (corporate PBX). Alternatively, all calls placed within the personal profile use the cellular network. This gives users the flexibility to separate personal calls from business calls.

Overview of Avaya one-X Mobile Edition Features and Integration

Avaya one-X Mobile Edition allows a mobile user to use a cell phone as a typical consumer mobile phone or as an Enterprise endpoint.



The enterprise profile allows a mobile user to use key office phone features such as multi-party conferencing, transferring to office extensions, and accessing the last number dialed on the office phone, and advanced call controls such as showing or hiding the office extension caller ID, forward calls to a number or to coverage, park and pick-up a parked call, and other widely-used office phone features.

Avaya one-X Mobile Edition also integrates more closely with the native Contacts and Call Log application of the mobile phone so that a business contact entry that is stored in the SIM or the phonebook can be accessed within Avaya one-X Mobile Edition to place a call.

What's new in Release 4.0?

Some of the new features and functionalities in Release 4.0 of Avaya one-X Mobile Edition include:

- Added support for Nokia E50, E60, E61, E70 S60 3rd Edition on Symbian O/S version 9.1
- Added scalable U/I enhancements to improve enterprise user experience for S60 3rd edition devices

- Added the ability for the client to either load configurations manually from the flash file system or a URL simplifying the administrators ability to support and reduce TCO for mobile solutions
- Continued improvements in the regional language integration and translations

Languages Supported

The following languages are supported in Release 4.0 of Avaya one-X Mobile Edition:

- Arabic
- Brazilian Portuguese
- Dutch
- English (U.S.)
- English (U.K.)
- Finnish
- French
- German
- Italian
- Japanese
- PRC Chinese (Simplified)
- Russian (Cyrillic)
- Spanish
- Taiwanese Chinese (Traditional)

Note:

The regional firmware and localized keypads may be required for some languages to work properly.

Starting Avaya one-X Mobile Edition


To start Avaya one-X Mobile Edition:

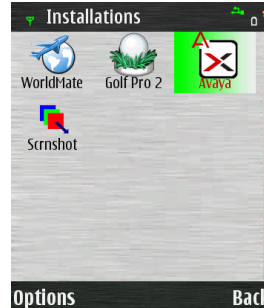
1. Avaya one-X Mobile Edition starts automatically when the phone is powered ON.

Note:

Before using Avaya one-X Mobile Edition for the first time, you must install the proper configuration file. Once the configuration file is successfully installed and loaded, Avaya one-X Mobile Edition auto-starts whenever you reboot or start up your mobile phone. For more information, see [Installing Avaya one-X Mobile Edition Software](#) on page 7.

Avaya one-X Mobile Edition Features

2. To access the Avaya one-X Mobile Edition application, you can hold the menu button  for about 2 seconds, and the phone will display all currently open applications.
3. Navigate to the Avaya one-X Mobile Edition Avaya one-X Mobile Edition icon by selecting the up or down navigation joy-stick and press the **'Select'** right soft key.




4. Once the message is accepted, the Avaya one-X Mobile Edition application is loaded and ready for use.



5. Many enterprise office phone features can now be accessed from the **'Menu'** soft key.

Assigning Avaya one-X Mobile Edition to soft-keys

You can assign the Avaya one-X Mobile Edition application as a shortcut on the Main phone screen to either the left or right soft-key as follows:

1. Press the menu button  on the phone.
2. Scroll down to the 'Tools' folder.
3. Scroll to 'Settings' and open.
4. Select 'Phone' to enter Phone settings.
5. Select 'Standby mode.'
6. Set either the left or right selection key to 'Avaya' by pressing the item and scrolling the list of applications to 'Avaya.'
7. With some of the newer Feature Pack 2 phones, you can also set 'Avaya' as one of the standby applications by configuring 'Active Standby apps.'

Icons

Avaya one-X Mobile Edition uses several icons to portray the state of the current call. Following are the icons used in Avaya one-X Mobile Edition:

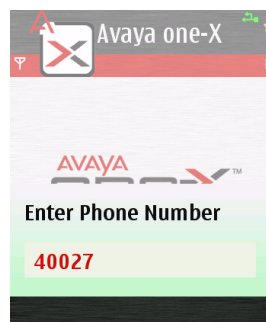
- ☎ - Extension to Cellular feature is in use. When this icon is not present, the feature is disabled.
- ☎ - Call is Active
- ☎ - Call is on Hold
- ☎ - Incoming call
- ☎ - Outgoing call
- ☎ - Missed calls
- ☎ - Call Forwarding feature is Active (all calls will be forwarded)
- ☎ - Call Transfer is in progress
- ☎ - Conference is active
- ☎ - Mute is active
- ☎ - Call is being routed to the coverage point (Send All Calls)

Note:

The state of the icons will not be preserved upon exiting and re-entering the Avaya one-X Mobile Edition application.

Making Calls with Avaya one-X Mobile Edition

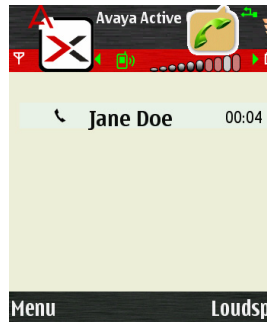
1. From the Avaya one-X Mobile Edition application, start entering the phone number you wish to call by pressing the numerical digits. A pop-up **'Enter Phone Number'** dialog appears as shown below.



2. Press the **'Call'** soft key or Send (☎) button to call the number.
3. The phone will now dial the appropriate Enterprise gateway number to make the call.

Avaya one-X Mobile Edition Features

4. Once the call is completed successfully, Avaya one-X Mobile Edition displays the number and the call timer of the call as shown below.



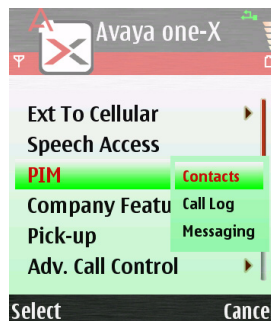
5. To end a call, press the End (.) button.

Making Calls using Contacts and Call Log Applications

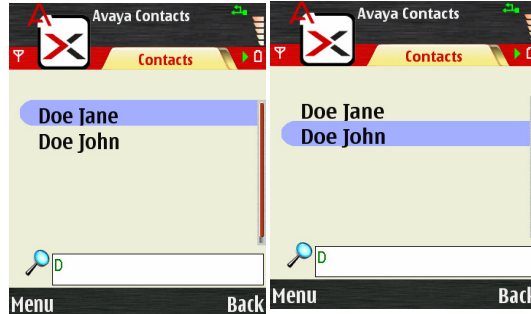
Contacts

Avaya one-X Mobile Edition inherits the contact list from the local PIM contacts database to allow the user to select a contact to dial. A user is not allowed to add/edit/remove the contact entries from within Avaya one-X Mobile Edition. A user can do so by accessing the Contacts application from the native user telephone interface.

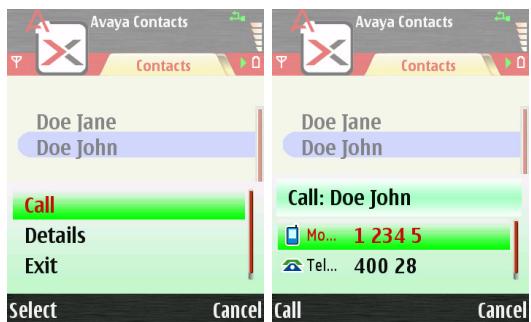
1. To access the '**Contacts**' menu from the Avaya one-X Mobile Edition application, select the '**Menu**' right soft key or simply press the joystick up or down.
2. Select the '**Contacts**' feature.



3. Now select the contact you want to call.



4. Select 'Call' to dial the contact.



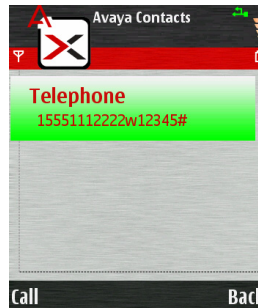
5. Select the desired phone number to place the call either by pressing the 'Call' softkey or Send () button.

A user can now use the pause 'p' and wait 'w' characters from a Contact entry as DTMF tone strings (for example, a password). This can be used in dialing calling cards, conference bridge participant codes, etc. The standard S60 behavior for every "p" is 2.5 seconds of pause and every "w" will wait for a user to confirm before sending the remaining tones.

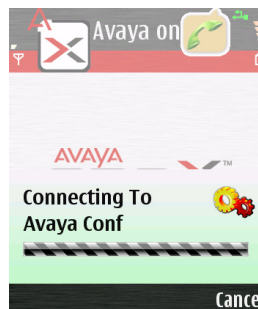
- **Pause:** This creates a pause when a number is dialed; the digits located to the right of the "p" are automatically sent as Touch Tones after a 2.5 second pause.
- **Wait:** This creates a wait when a number is dialed. The "w" makes the phone wait for a user to press the softkey under "SEND" or the Talk button. Then it sends the digits located to the right of the "w" as Touch Tones.

Avaya one-X Mobile Edition Features

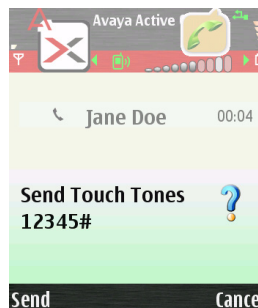
1. Select a contact with pause or wait tones such as below.



2. Press 'Call' to place the call.

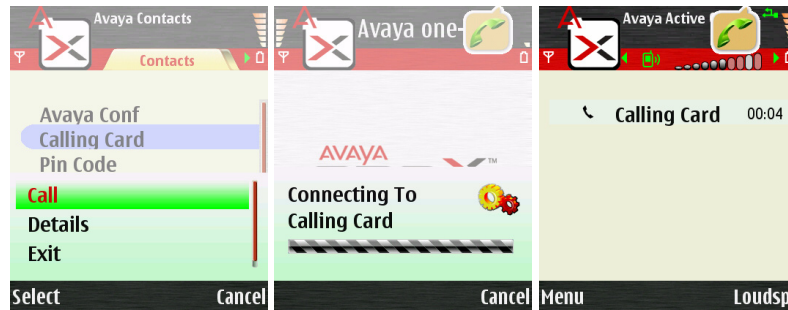


3. Avaya one-X Mobile Edition will connect the call and prompt the user to send the digits to the right of the 'w' as touch tones.

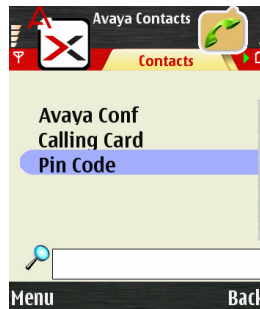


The Avaya one-X Mobile Edition Contacts menu also allows the user to send a contact entry as DTMF tones.

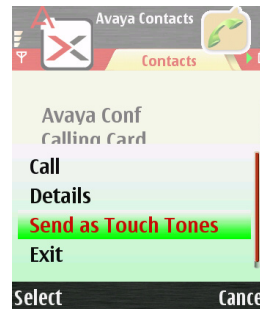
1. Dial a number to place the call.



2. Once the call is established, select a Contact entry with DTMF tones such as calling card pin code in this example.

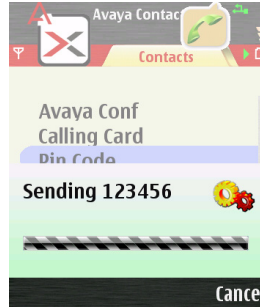


3. Press **Menu** and select 'Send as Touch Tones' to enter the digits.



Avaya one-X Mobile Edition Features

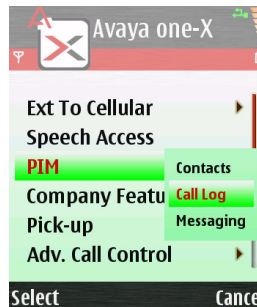
4. Avaya one-X Mobile Edition will now send the digits as touch tones.



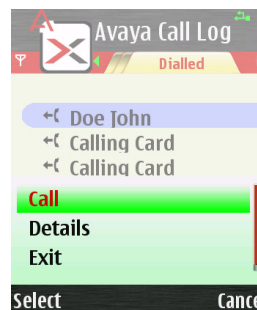
Call Log

Avaya one-X Mobile Edition inherits the Call Log list from the local PIM call log database to allow the user to select an entry to dial. A user is not allowed to add/edit/remove the call log entries from within Avaya one-X Mobile Edition. A user can do so by accessing the Call Log application from the native telephone interface.

1. To access the 'Call Log' menu from the Avaya one-X Mobile Edition application, select the 'Menu' soft key.
2. Select the 'Call Log' feature.



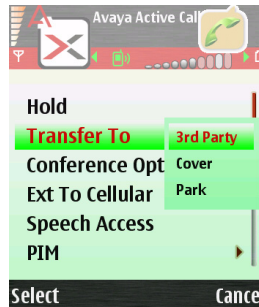
3. Now select the number that you want to dial and select 'Call' from the soft key to dial the contact.



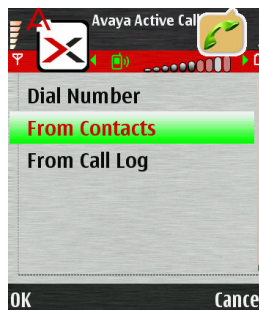
Alternatively, a user can access the call log by pressing the Send () button from the main Avaya one-X Mobile Edition screen.

Transferring a Call with Avaya one-X Mobile Edition

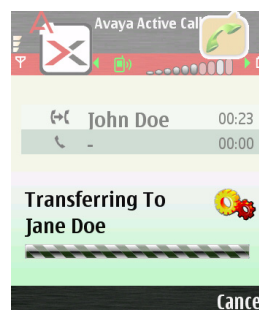
1. To Transfer an active call, select the **'Menu'** soft key, and select the **'Transfer To'** option.



2. The application prompts you to enter the transfer number by dialing a number, selecting a number from the Contacts, or selecting a number from the Call Log applications.



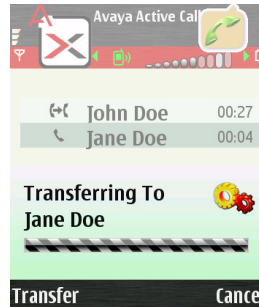
3. Once you have selected the phone number, press **'Call'** on the soft key or Send () button.
4. Avaya one-X Mobile Edition will put the 1st party on-hold and call the 2nd party.
5. When the call is placed successfully, Avaya one-X Mobile Edition transfers the call to the 2nd party. The transfer is indicated by the transfer in progress icon (↔).



6. The phone displays a **'Transfer'** soft key on the left side of the display and a **'Cancel'** soft key on the right side of the display.

Avaya one-X Mobile Edition Features

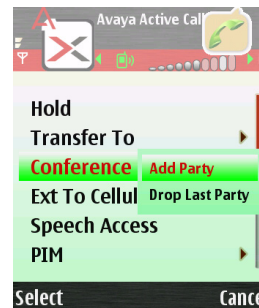
7. To complete the transfer, press the **'Transfer'** soft key or to cancel the transfer press the **'Cancel'** soft key.



8. Upon pressing the **'Transfer'** soft key, all calls will be dropped from the mobile phone and the call is transferred.

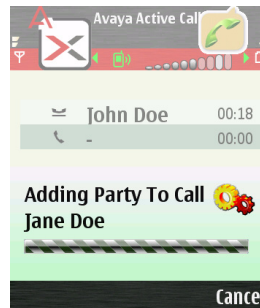
Making a Conference Call with Avaya one-X Mobile Edition

1. While on an active call, select the **'Menu'** soft key, and select the **'Conference Options'** feature. Avaya one-X Mobile Edition gives you the flexibility of either adding a party to the conference or dropping the last party added of an ongoing conference.

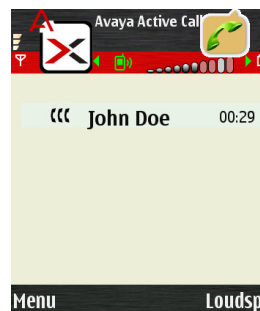


2. Select **'Add Party.'**
3. The application prompts you to enter the number by either Dialing a number, selecting a number from the Contacts, or selecting a number from the Call Log applications.
4. Once you enter the phone number, press the **'Call'** soft key or Send () button.

5. Once the call is connected, the phone will now add the called party to the conference.

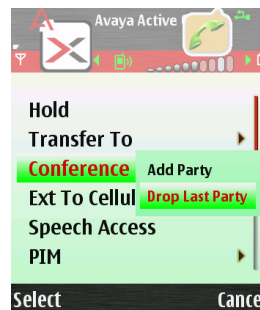


6. This is indicated by the Conference in progress icon ☰.



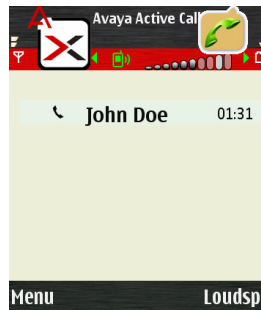
7. To drop the last party from the conference, press the 'Menu' soft key, and select the 'Conference Options' feature.

8. Select 'Drop Last Party.'



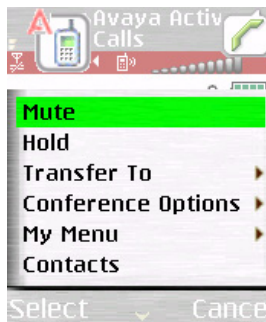
Avaya one-X Mobile Edition Features

9. Avaya one-X Mobile Edition will now drop the last party from the conference.



Muting a call with Avaya one-X Mobile Edition

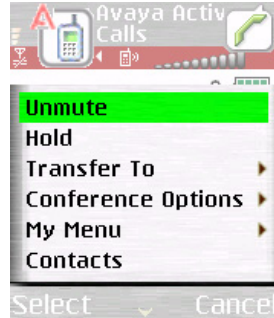
1. While on an active call, select the 'Menu' soft key, and select the 'Mute' feature.



2. The call is now Muted and is indicated by the mute icon (📴).



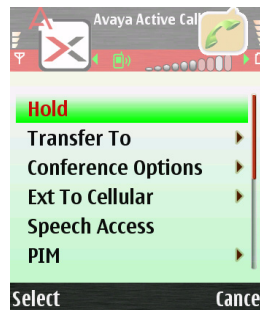
3. To unmute the call again, select the **'Menu'** soft key, and select the **'Unmute'** feature.



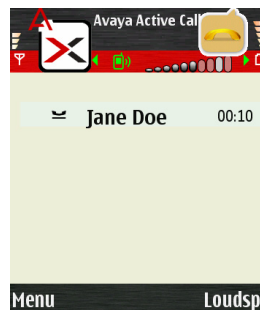
4. The call is now active and the icon changes to (📞).

Putting a call on Hold with Avaya one-X Mobile Edition

1. While on an active call, select the **'Menu'** soft key, and select the **'Hold'** feature.

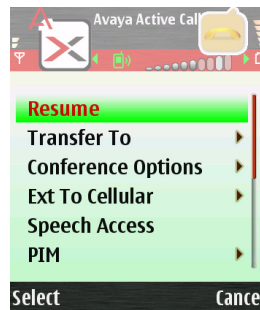


2. The call is now on hold and is indicated by the hold icon (☎).



Avaya one-X Mobile Edition Features

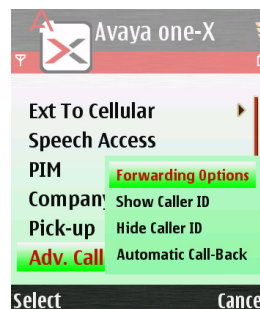
3. To resume the call, select the **'Menu'** soft key, and select the **'Resume'** feature.



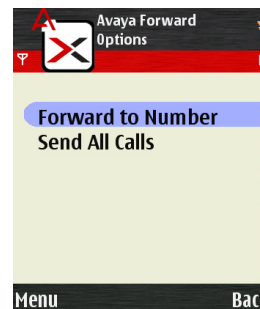
4. The call is now active and the icon changes from hold to call active (☑).

Forwarding Incoming Calls

1. From the Avaya one-X Mobile Edition application, select the **'Menu'** soft key.
2. Scroll down to **'Forwarding Options'** feature and select it.

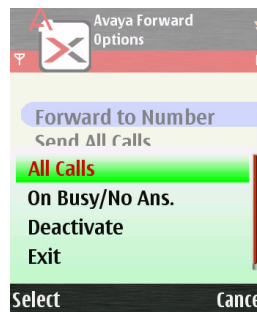


3. Select **'Forward to Number'** feature.

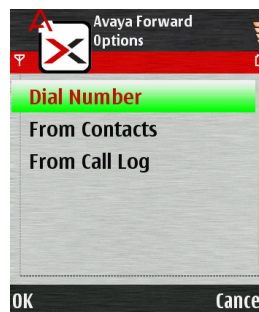


4. A sub-menu appears with call forwarding options.

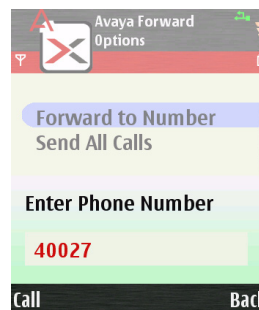
To Activate Call Forwarding for all incoming calls, select '**All Calls.**'



a. The application prompts you to enter the call forwarding number by either Dialing a number, or selecting a number from the Contacts or Call Log applications.

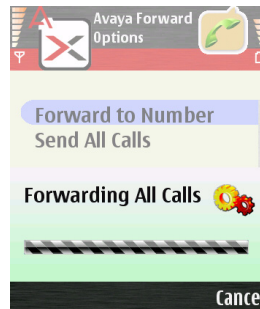


b. Once you enter the phone number, press the '**Call**' soft key or a Send () button.

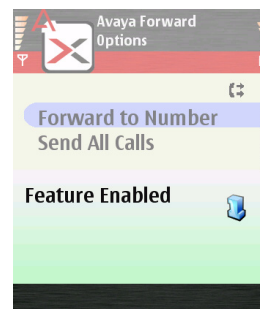


Avaya one-X Mobile Edition Features

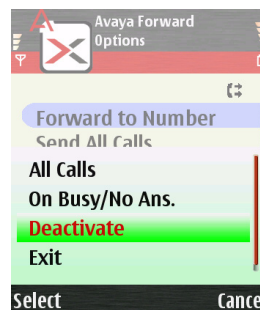
- c. Avaya one-X Mobile Edition now dials the appropriate Feature Name Extension and activates Call Forwarding.



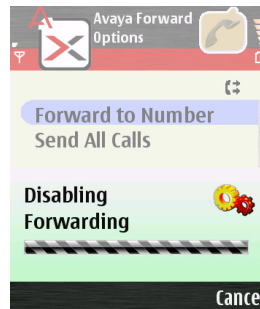
- d. A Call Forwarding notification icon ☞ is now displayed on the Avaya one-X Mobile Edition application.



To deactivate Call Forwarding, select **Deactivate.**



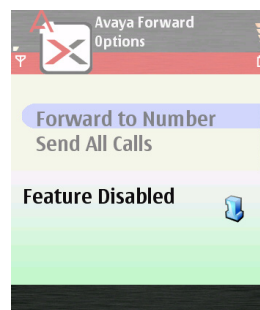
- a. The application now dials the appropriate Feature Name Extension number and deactivates Call Forwarding.



Note:

Although, a 'Cancel' option is displayed, pressing the 'Cancel' soft key will not stop the feature from being deactivating.

- b. The Call Forwarding notification icon will disappear.



The call flow for enabling and disabling Call Forwarding for '**On Busy/No Ans.**' is the same as '**All Calls.**' '**Send All Calls**' (also known as SAC) also follows the same call flow but will override any previous call routing rule and forward any incoming calls to coverage. The station must have call coverage configured on the call server or '**Send All Calls**' will fail.

Advance Call Controls

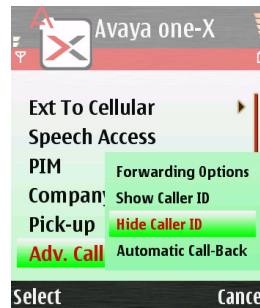
When the user calls a destination that is not within the enterprise, the user can either elect to display the enterprise caller ID or Hide their caller ID. Contact your telecommunications manager for additional set up information.

Hide/Show Caller ID

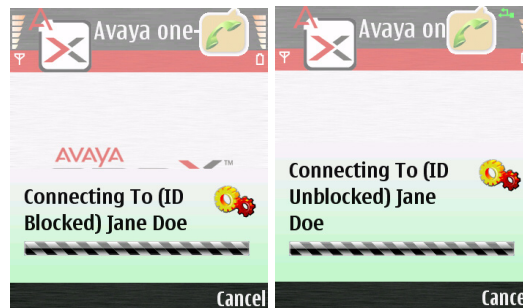
1. From the Avaya one-X Mobile Edition application, select the '**Menu**' soft key.
2. Scroll down to the '**Adv. Call Control**' feature and select it.
3. A sub-menu appears with Adv. Call Control options:

Avaya one-X Mobile Edition Features

4. To hide the enterprise caller ID, select '**Hide Caller ID**'.



5. The application prompts you to enter the number by either Dialing a number or selecting a number from the Contacts or Call Log applications.
6. Once you enter the phone number, press the '**Call**' soft key or the Send () button.
7. Avaya one-X Mobile Edition dials the appropriate Feature Name Extension and hides or displays your enterprise caller ID to the called party as appropriate.
8. An intermittent screen is displayed as below:



9. The call is now active.

Note:

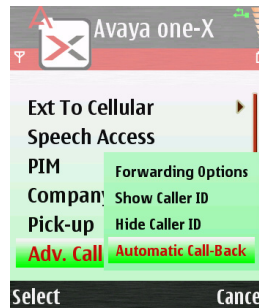
In order for the 'Hide/Show Caller ID' feature to work, the destination cannot reside on the same PBX or the Communication Manager. It must reside in the PSTN (Public Switched Telephone Network) for the feature to work.

Automatic Call-Back

The '**Automatic Call-Back**' feature can be used to enable an automatic call back when an originating call to a station is busy and the called station becomes available.

1. From the Avaya one-X Mobile Edition application, select the '**Menu**' soft key.
2. Scroll down to '**Adv. Call Control**' feature and select it.
3. A sub-menu appears with Adv. Call Control options:

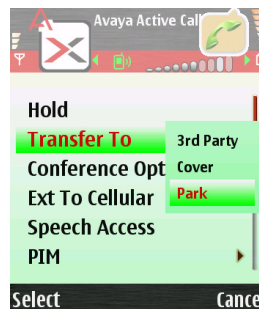
- To display the enterprise caller ID, select '**Automatic Call-Back.**'



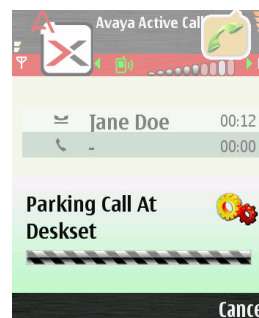
- The application prompts you to enter the number by dialing a number, selecting a number from the Contacts, or selecting a number from the Call Log applications.
- Once you enter the phone number, press the '**Call**' soft key or the Send () button.
- Avaya one-X Mobile Edition dials the appropriate Feature Name Extension and displays your enterprise caller ID to the far-end party.

Parking a call with Avaya one-X Mobile Edition (Call Park)

- While on an active call, select the '**Menu**' soft key, and select the '**Transfer to**' sub-menu.
- Select the '**Park**' feature.



- Avaya one-X Mobile Edition now dials the appropriate Feature Name Extension and parks the call at the deskset (your office phone).



Pick-up a Parked call

1. From the Avaya one-X Mobile Edition application, select the **'Menu'** soft key.
2. Scroll down to **'Pick-up'** feature and select it.
3. A sub-menu appears with various Call Pick-up options.
4. Select **'Parked Call'** from the list.

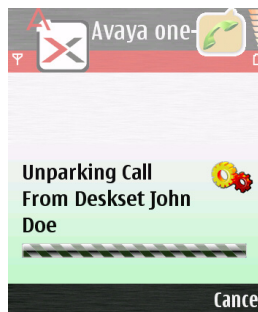


5. The application prompts you to enter the number by dialing a number, selecting a number from the Contacts, or selecting a number from the Call Log applications.

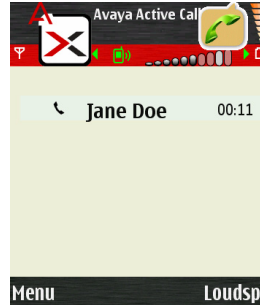
Note:

You can only pick-up a parked call from where it was originally parked.

6. Once you enter the phone number, press the **'Call'** soft key or the Send () button.
7. Avaya one-X Mobile Edition dials the appropriate Feature Name Extension and displays your enterprise caller ID to the far-end party.



8. An active call screen appears and the call is now connected.



Directed Call Pick-up

Directed Call Pickup allows you to answer a call ringing at another extension without having to be a member of a pickup group.

1. While you hear someone else's phone ringing, from the Avaya one-X Mobile Edition application, select the **'Menu'** soft key.
2. Scroll down to **'Pick-up'** feature and select it.
3. A sub-menu appears with various Call Pick-up options.
4. Select **'From Extension'** from the list.



5. The application prompts you to enter the number by dialing a number, selecting a number from the Contacts, or selecting a number from the Call Log applications.
6. Once you enter the phone number, press the **'Call'** soft key or the Send () button.
7. Avaya one-X Mobile Edition dials the appropriate Feature Name Extension and displays your enterprise caller ID to the far-end party.
8. An active call screen appears and the call is now connected.

Call Pick-up Group

Call pick-up group only allows you to answer a call that is ringing in your pick-up group.

1. While you hear someone else's phone ringing, from the Avaya one-X Mobile Edition application, select the **'Menu'** soft key.
2. Scroll down to **'Pick-up'** feature and select it.
3. A sub-menu appears with various Call Pick-up options.
4. Select **'From Group'** from the list.



5. The application prompts you to enter the number by dialing a number, selecting a number from the Contacts, or selecting a number from the Call Log applications.
6. Once you enter the phone number, press the **'Call'** soft key or the Send () button.
7. Avaya one-X Mobile Edition dials the appropriate Feature Name Extension and displays your enterprise caller ID to the far-end party.
8. An active call screen appears and the call is now connected.

Extended Call Pick-up Group

Extended Group Call Pick-up allows you to answer calls directly from another call pick-up group.

You must first be administered in a call pickup group to use this feature.

1. While you hear someone else's phone ringing, from the Avaya one-X Mobile Edition application, select the **'Menu'** soft key.
2. Scroll down to **'Pick-up'** feature and select it.
3. A sub-menu appears with various Call Pick-up options.

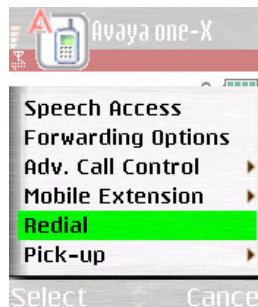
4. Select **'From Extended Group'** from the list..



5. The application prompts you to enter the number by dialing a number, selecting a number from the Contacts, or selecting a number from the Call Log applications.
6. Once you enter the phone number, press the **'Call'** soft key or the Send () button.
7. Avaya one-X Mobile Edition dials the appropriate Feature Name Extension and displays your enterprise caller ID to the far-end party.
8. You hear a dial tone.
9. Dial the pick-up number (not the Group pick-up number)
10. An active call screen appears and the call is now connected.

Redialing last number

1. From the Avaya one-X Mobile Edition application, select the **'Menu'** soft key.
2. Scroll down to **'Redial'** and select it.



3. The phone will call the last number dialed on your cell phone.

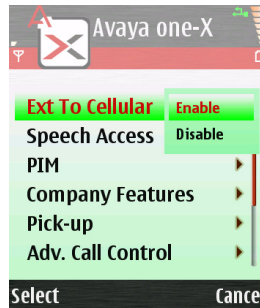
Alternatively, a user can press the Send () button to dial the last number. Holding the 'Send' button for more than 3 seconds results in dialing the last number.


Mobile Extension (Enabling/Disabling) with Avaya one-X Mobile Edition

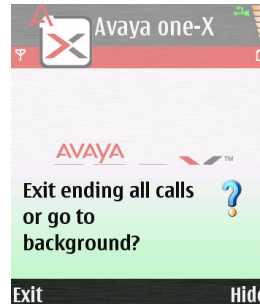
1. From the Avaya one-X Mobile Edition application, select the **'Menu'** soft key.
2. Scroll down to **'Mobile Extension'** feature and select it.

Avaya one-X Mobile Edition Features

3. A sub-menu appears with Enable/Disable options.
To enable Mobile Extension, select **Enable**.

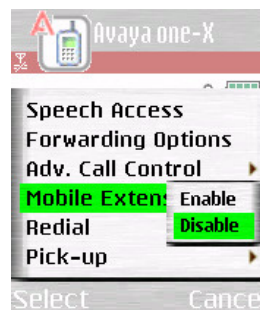


4. Avaya one-X Mobile Edition dials the appropriate Feature Name Extension number and enables Mobile Extension.
5. You get a confirmation message dialog screen "**Feature Enabled.**"
6. A Mobile Extension enable notification icon  is now displayed on the Avaya one-X Mobile Edition application.

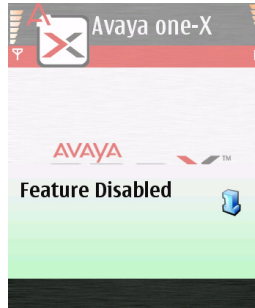



To disable Mobile Extension, select '**Disable.**'

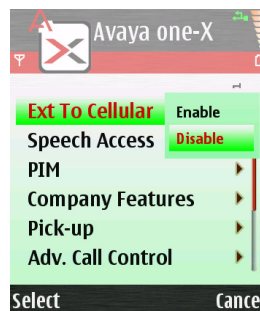
7. Avaya one-X Mobile Edition dials the appropriate Feature Name Extension and disables Mobile Extension.



8. You get a confirmation message dialog screen “**Feature Disabled.**”

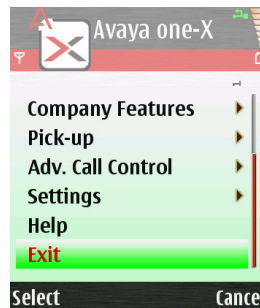


9. The Mobile Extension enable notification icon  disappears from the Avaya one-X Mobile Edition application.



Exiting the Avaya one-X Mobile Edition Application

1. To close or quit Avaya one-X Mobile Edition, select the ‘**Menu**’ soft key from the Avaya one-X Mobile Edition application.
2. Scroll down and select ‘**Exit**’ to exit the application.

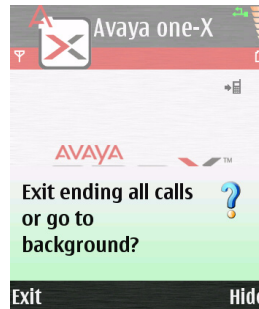


Note:

By selecting the Exit feature, all active calls will be terminated.

Avaya one-X Mobile Edition Features

3. The user has the option to **'Hide'** the Avaya one-X Mobile Edition application instead of Exiting.



Note:

The Extension to Cellular feature remains enabled even when you exit Avaya one-X Mobile Edition. Extension to Cellular is the feature where your business calls are extended out to your mobile phone. Please contact your system administrator for more information on the Extension to Cellular feature.

Speech Access

The speech access menu item allows users to dial a predefined number to Avaya's UCC Speech Access server. This number can be defined in the Options screen.



Customizing the Avaya one-X Mobile Edition Menu

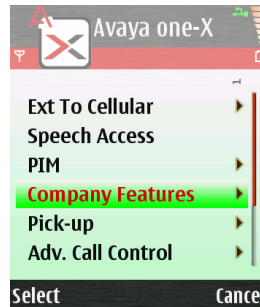
An enterprise can customize the Avaya one-X Mobile Edition application menu to tailor some of the call features and functionality to their users. For example, if the features such as Directed call-pickup and call pickup group are not available for a particular enterprise, then those features can be hidden from the menu. Additionally, if an enterprise has a certain set of telephone numbers such as Voicemail; they can also be personalized via the configuration file. A new sub-menu is now displayed with a custom name and number in the Avaya one-X Mobile Edition application.

Note:

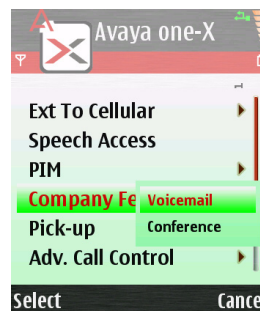
The menu can only be customized via the configuration file and is not user configurable from the menu.

Below is an example of a personalized menu:

1. A new sub-menu called 'Company Features' is created.

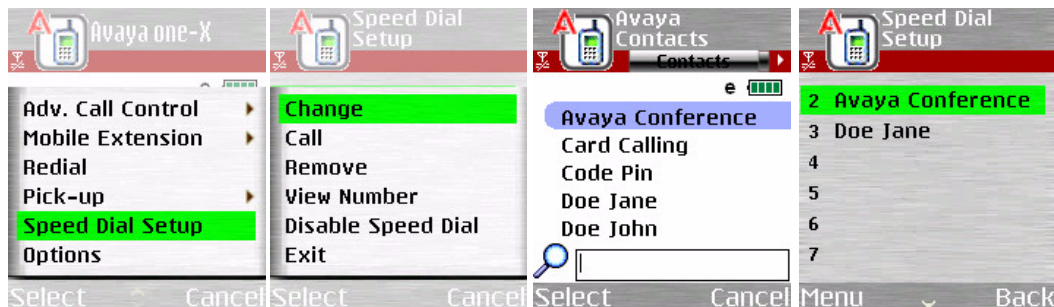


2. A sub-menu under 'Company Features' can have up to 6 personalized name and numbers.



Speed Dial List

The users can now assign enterprise numbers as speed dial buttons (2-9) providing a 1-touch dialing capability.



Avaya one-X Mobile Edition Features

Enterprise users can create and view the new and current assignments of the speed dial by either accessing the Avaya one-X Mobile Edition's Speed Dial Setup menu or Nokia's S60's native speed dial application.

Note:

Button '1' cannot be assigned as a speed dial due to manufacturer and cellular service provider restrictions.

Instant Messaging

Avaya one-X Mobile Edition offers users instant messaging capability utilizing the Nokia E-series Instant Messaging application called "Messaging" for sending IM/SMS messages.

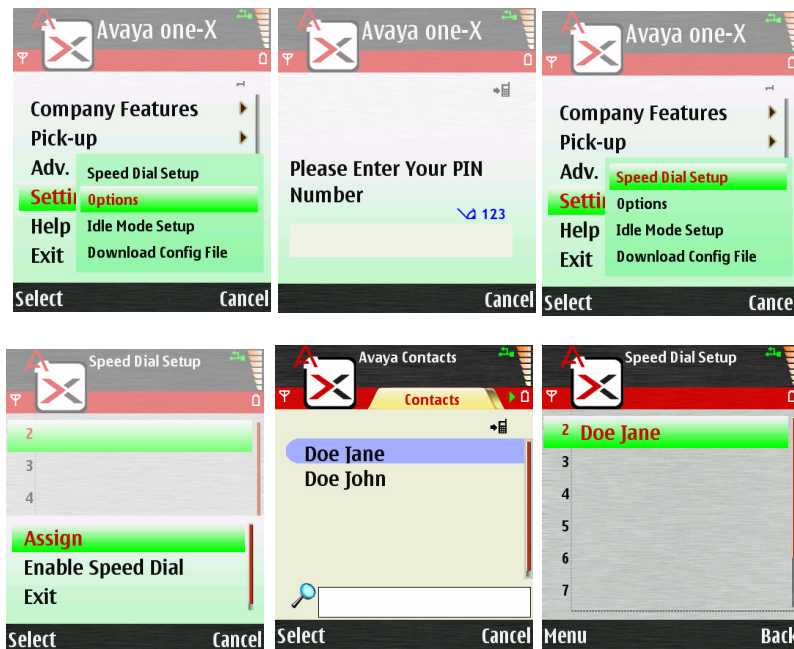
Avaya one-X Mobile Edition Settings Interface

The Avaya one-X Mobile Edition Settings interface can now be secured via an administrator configurable pin-code. This allows the administrator to lock the settings interface to prevent unauthorized access and manipulation of the feature name extensions.

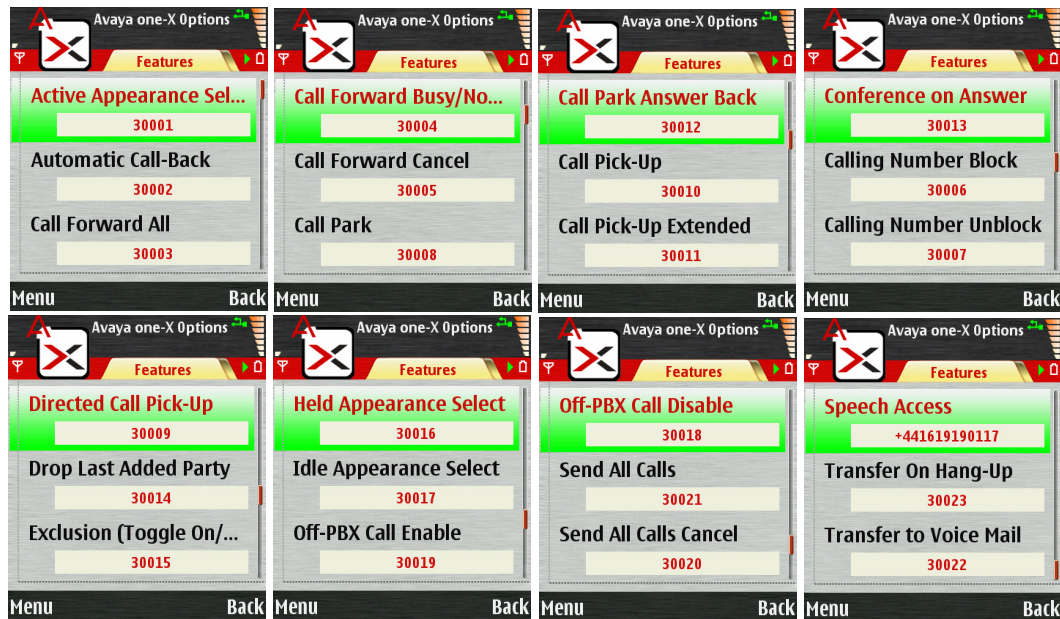
If a pin-code is administered and 'Options' is selected from the menu, the user is prompted to enter the pin-code to gain access to the Options screen. Only upon entering the correct pin-code is the user allowed to view and change the options menu content.

Note:

The left soft key will not display "OK" till the PIN code is correct.



The extension numbers associated with Feature Name Extensions are configured in the 'Options' Menu of the Avaya one-X Mobile Edition application, using the following screens.

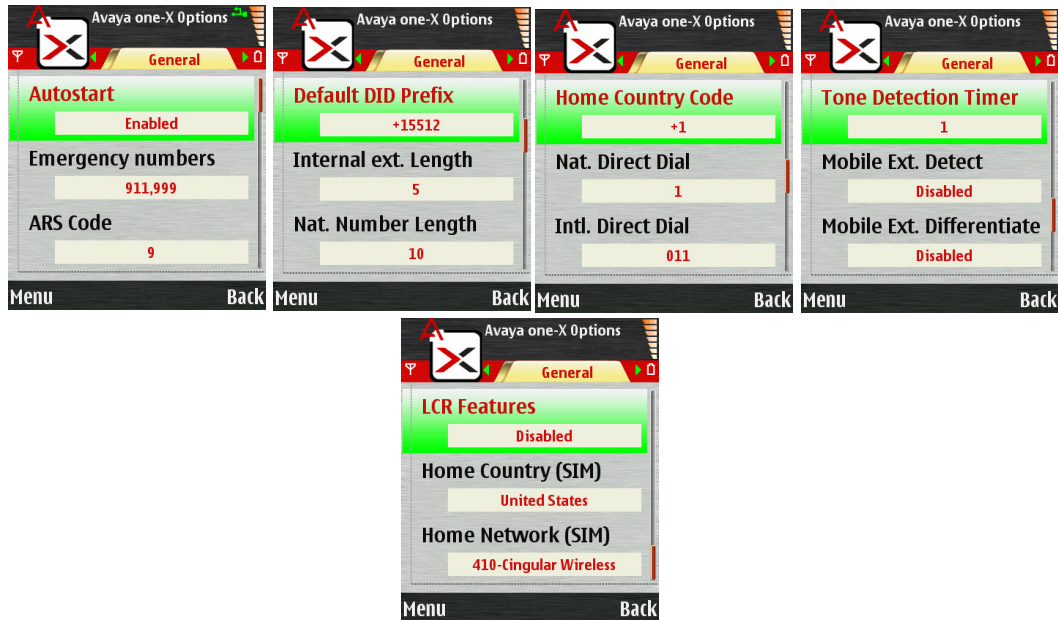


The 'General' tab settings are 'localized' to a specific ACM call server for the enterprise, regional, national and international dial plans and provides access to experimental features for automatic call differentiation and least cost routing:

Avaya one-X Mobile Edition Features

Note:

The new configuration items in release 3.1 are National Number Length and Internal extension Length.



Avaya one-X Mobile Edition Menu Structure

Idle Screen

1. Mobile Extension
 - a. Enable
 - b. Disable
2. Speech Access
3. PIM
 - a. Contacts
 - b. Call Log
 - c. Messaging
4. Custom Menu (Administrator Configurable)
5. Pick-up All calling features
 - a. Active Appearance available on 1st page
 - b. Held Appearance
 - c. Parked Call
 - d. From Extension
 - e. From Group
 - f. From Extended Group
6. Advanced Features
 - a. Forwarding Options
 - b. Show Caller ID
 - c. Hide Caller ID
 - d. Automatic Call-Back
7. Settings (Not secured)
 - a. Speed Dial Setup (Not secured)
 - b. Idle Mode Setup (Not secured)
 - c. Download Config File (Not Secured)
 - d. Options (Secured)
8. Help
 - a. About (Left soft-key) Moving Optional/ Settings
 - b. Back (Right soft-key) items on 2nd page
9. Exit
 - a. Exit (Left soft-key)
 - b. Hide (Right soft-key)

Forward to Number

1. All Calls
2. On Busy/No Ans.
3. Deactivate
4. Exit

Send All Calls

1. Enable
2. Disable
3. Exit

Call Log/Contacts Screen

1. Call
2. Details
3. Exit

Routing Options Screen

1. Edit Mobile Network
2. Edit Vector Number
3. Add new entry
4. Reset to defaults
5. Exit

Avaya one-X Mobile Edition Features

Active (Call Monitoring) Screen

1. Mute or Unmute
2. Hold or Resume
3. Swap Features that are useful
4. Transfer... while a(the) call(s) is(are) active
5. Conference...
6. Exclude Desk Set
7. Mobile Extension
 - a. Enable
 - b. Disable
8. Speech Options
9. PIM
 - a. Contacts
 - b. Call Log
 - c. Messaging
10. Custom Menu (Administrator Configurable)
11. Pick-up
 - a. Active Appearance
 - b. Held Appearance
 - c. Parked Call
 - d. From Extension
 - e. From Group
 - f. From Extended Group
12. Advanced Features
 - a. Forwarding Options
 - b. Show Caller ID
 - c. Hide Caller ID
 - d. Automatic Call-Back
13. Settings (Not secured)
 - a. Speed Dial Setup (Not secured)
 - b. Idle Mode Setup (Not secured)
 - c. Download Config File (Not Secured)
 - d. Options (Secured)
14. Help
 - a. About (Left soft-key) Moving Optional/ Settings
 - b. Back (Right soft-key) items on 2nd page
15. Exit
 - a. Exit (Left soft-key)
 - b. Hide (Right soft-key)

Feature/General Settings Screens

1. Change
2. Reset to Defaults
3. Exit

Forwarding Options (To cover)

1. Send All Calls
2. Enable
3. Disable
4. Exit

Avaya one-X Mobile Edition Menu Functional Description

Forwarding Options – There are two types of enterprise call forwarding options available in Avaya one-X Mobile Edition:

- **Forward to Number**– This type of forwarding is used to either forward all calls terminating to the principal station or only when either the phone is busy or no one answers. When this feature is accessed it presents the user a choice of whether they want to forward to a

number by dialing that number, choosing one 'From Contacts', or choosing one 'From Call Log' screen. The call forwarding choices are described further below:

- All Calls – This feature will forward all calls regardless of the present state of the phone.
- On Busy/No Ans. – This feature will forward all calls only when the phone is in the busy or no answer state.
- Deactivate – This feature will disable the Enterprise Call Forwarding feature.
- Send All Calls – This type of forwarding will send all calls to your coverage point as defined in the Enterprise call server. The user has the ability to enable or disable this feature. A more in depth explanation is below:
 - Enable – Enables the Send All Calls feature such that all calls to your office phone will be immediately sent to the coverage point (typically voice mail) as administered in the enterprise call server. Calls will not be extended to the cellular endpoint.
 - Disable – Disables the Send All Calls feature. The user will now receive calls at their cellular end point when cellular coverage is available.

Transfer To – This feature allows a user to transfer a call.

- 3rd Party – The call can be transferred to a 3rd party by either dialing a number, selecting from a Contacts, or Call Log application.
- Cover – The call can be transferred to your coverage point as defined in the Enterprise call server.
- Park – The call can be parked to the user's principal station.

Conference Options – This feature allows a user to host a conference call.

- Add Party – A party can be added to the conference.
- Drop Last Party – Drops the last party joined in the conference.

Speech Access – The speech access option allows a user to dial in to Avaya's UCC Speech Access server.

Adv. Call Control – There are additional enterprise call controlling options available to the Avaya one-X Mobile Edition user. When the user calls a destination that is not within the enterprise, the user can either elect to display the enterprise caller ID or Hide their caller ID. Contact your telecommunications manager for additional set up information.

Note:

The use of Show Caller ID or Hide Caller ID will not effect calls terminating within the enterprise.

Following is a brief description of the advance call controlling options:

- Show Caller ID – If the users station has Per Station CPN - Send Calling Number set to "n", when a call has been made using this feature, it allows the user to show their enterprise caller ID (for example: 732555-5555).
- Hide Caller ID – If the user's station has Per Station CPN defaulted to yes, when a call has been placed using this feature, it allows the user to hide their enterprise caller ID. When

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the call alerts at the destination, the user will receive a network message indicating no caller ID is available.

- **Automatic Call Back Enable** – This feature allows the user to let the enterprise gateway automatically call back the called party who's telephone is busy or has not been answered. The user can only enable the automatic call back feature from the Avaya one-X Mobile Edition application. Automatic call back can be disabled from the user's desk phone or by calling the feature access code for automatic call back deactivation.

Mobile Extension – The Mobile extension option allows a user to either enable or disable their Extension To Cellular feature via the Avaya one-X Mobile Edition application.

- **Enable** – This enables the Extension to cellular feature using the Avaya one-X Mobile Edition application so when a call is launched to the desk phone, the user's mobile phone will simultaneously ring along with the desk phone.
- **Disable** – This disables the Extension to Cellular feature using the Avaya one-X Mobile Edition application. So, all calls are only received at the user's telephone and calls will not be extended to the mobile phone.

Redial – This feature allows a user to dial the last number dialed on the user's mobile phone.

Pick-up – These are the set of enterprise calling features that users can use to either select the line appearance from their telephone, or pick-up a parked call or pick-up a call from the extended group.

- **Active Appearance** – This feature allows a user to pick up a call ringing at the desk phone or a call active on the desk phone.
- **Held Appearance** – This feature allows a user to pick up the call that has been placed on hold at their desk phone on their mobile phone. If more than one call is placed on hold, the first call on hold is chosen.
- **Parked Call** – This feature allows a user to retrieve a parked call.
- **From Extension** – This feature is called Directed Group Pick-up. It allows a user to answer a call ringing at another station without having to be a member of a pickup group. The use of this feature may require permission from your system administrator.
- **From Group** – This feature allows a user to answer a call that is ringing at a station in the user's call pickup group.
- **From Extended Group** – This feature allows a user to answer a call ringing at a station from another pickup group.

Speed Dial Setup – This feature allows a user to create new speed dial assignments, or view current speed dial assignments.

Idle Mode Setup – This feature allows a user to configure the 5-way navigational joystick to launch specific menu items. For more information, see [Configuring the programmable 5-way joystick](#) on page 11.

Download Config File – This feature allows a user to download and install a configuration file. For more information, see [Installing the Configuration File](#) on page 8.

Options – The Options menu allows an administrator or a user to set the Feature Name Extensions for all the enterprise calling features. Additionally it provides enhanced outgoing dialing support such as Country Code, etc.

Help – This is a brief help menu for the user to quickly refer to the on-device help screen. It gives the user a brief description of Avaya one-X Mobile Edition features.

Exit – This allows a user to terminate or exit the Avaya one-X Mobile Edition application in its entirety. By selecting the Exit feature, please note that all active calls will be terminated. User has the option to 'Hide' the Avaya one-X Mobile Edition application instead of Exiting.

Note:

Extension to Cellular remains enabled when you exit Avaya one-X Mobile Edition. Extension to Cellular is the feature where your business calls are extended out to your mobile phone. Please contact your system administrator for more information on the Extension to Cellular feature.

Chapter 4: Maintenance, Troubleshooting and FAQ

Uninstalling Avaya one-X Mobile Edition Software

Avaya one-X Mobile Edition can be removed by selecting [Tools] > [App Manager], and then **'one-X'** to uninstall the Avaya one-X Mobile Edition application. You need to uninstall the Avaya one-X Mobile Edition and the *Avaya one-X Config*, if you're upgrading to a newer Avaya one-X Mobile Edition version.

Troubleshooting

The following are the known limitations:

- Audio control does not work on the following phones Panasonic X700/X800, Nokia 3230, and Nokia 6260.
- Auto-launch does not work on the Nokia 6600.
- The phone displays the transfer icon after an unsuccessful transfer to cover (Nokia 6600 & EB-X800).

Situation/Problem	Possible cause(s)	Suggested action/Resolution
Can't make a conference call	Principal station does not have a 'No Hold Conf' button	Have your system administrator add a 'No Hold Conf' button to the principal station
	Dialed an invalid extension or phone number	Dial a valid extension or phone number
Can't add a 7 th party to the conference	Only 6 parties are allowed to be conference on a call	Normal operation as designed
Can't drop last party from a conference	No drop button	Have your telecom administrator add a 'Drop' button to the principal station
1 of 6		

Situation/Problem	Possible cause(s)	Suggested action/Resolution
Exclusion feature doesn't work	Principal station does not have an 'Exclusion' button	Have your system administrator add an ' Exclusion ' button to the principal station
Dialing the Exclusion FNE disables exclusion when expecting to enable the exclusion	Your Class of Service automatically enables Exclusion by default	Contact System administrator to make sure Exclusion is set to ' N ' in Class of service
Can't invoke one of the CM features	No extension administered in the CM	Have your system administrator verify the Avaya one-X Mobile Edition application Settings
	Incorrect or missing the number in the settings	Have your system administrator verify the Avaya one-X Mobile Edition application Settings
Can't add/modify/delete the Contacts and Call Log entries from the Avaya one-X Mobile Edition application	Avaya one-X Mobile Edition application doesn't allow you to modify the Contacts and Call Log screen	Select ' Back ' from the Avaya one-X Mobile Edition application. Launch local ' Contacts ' and ' Call Log ' screen
Calling number was not hidden when calling another station on the same call server	Working as designed	N/A
Can't enable or disable Mobile Extension	Mobile phone number is not administered	Have your system administrator add your mobile phone number as your Mobile Extension
Calls were not extended to the Avaya one-X Mobile Edition phone although Avaya one-X Mobile Edition shows '☎' icon	Extension to Cellular is disabled but wasn't disabled using the Avaya one-X Mobile Edition application	Re-enable the Mobile extension by using Avaya one-X Mobile Edition application Note: Avaya one-X Mobile Edition is unaware of any state changes outside of the one-X Mobile Edition application
Redial doesn't work	Previously dialed number was invalid or missing	Dial the number normally as designed
2 of 6		

Situation/Problem	Possible cause(s)	Suggested action/Resolution
Can't connect to an active call	There's no active or ringing call	Normal operation as designed
Can't connect to an held call	There's no held call	Normal operation as designed
The phone receives an intercept tone while dialing the idle appearance FNE	Incorrect or missing the number in the settings	Have your system administrator verify the Avaya one-X Mobile Edition application Settings
Can't pickup a parked call	Call is not successfully parked	Call back the original number
	Dialing incorrect extension	Dial the extension correctly
	Incorrect or missing the number in the settings	Have your system administrator verify the Avaya one-X Mobile Edition application Settings
Get error tone (fast busy or intercept tone)	Invoked an incorrect extension	Redial using correct extension where the original destination was parked
Can't pick up a call	You do not have permissions to pick-up the call	Contact your system administrator to allow you to use Directed call pick-up feature.
	Incorrect or missing the number in the settings	Have your system administrator verify the Avaya one-X Mobile Edition application Settings
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Maintenance, Troubleshooting and FAQ

Situation/Problem	Possible cause(s)	Suggested action/Resolution
Can't pick up a call from a pick-up group	Your not part of a pick-up group	Contact your system administrator to administer your telephone in the pick-up group.
	Incorrect or missing the number in the settings	Have your system administrator verify the Avaya one-X Mobile Edition application Settings
Can't pick up a call in the extended group	Your not part of the extended group or the destination group	Contact your system administrator for more assistance
	Dialed an incorrect extension	Dial the extension correctly
	Incorrect or missing the number in the settings	Have your system administrator verify the Avaya one-X Mobile Edition application Settings
Can't transfer a call	Invalid number dialed	Dial the extension correctly
	Disconnect Supervision for Outbound Calls is set to 'N' on the pbx	Contact your System administrator to set the ' Disconnect Supervision ' flag on the pbx for Outbound calls to 'Y' on all outgoing trunks to PSTN.
Can't forward the calls	Invalid number dialed	Dial the extension correctly
	Trying to forward a call to an off-pbx number and do not have permissions to do so.	Contact your system administrator to allow you to transfer a call to an off-pbx number.
When a call extended to the Avaya one-X Mobile Edition phone does not bring up the Avaya one-X Mobile Edition application	The application is not started when mobile phone was powered ON	Launch the application from the mobile phone Menu
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Situation/Problem	Possible cause(s)	Suggested action/ Resolution
Can't dial a destination off-pbx from the Avayaone-X Mobile Edition	No ARS Code administered in the General Options	Have your system administrator verify the Avaya one-X Mobile Edition application Settings
FNE do not work	DID prefix is not administered correctly	Have your system administrator verify the Avaya one-X Mobile Edition application Settings
Can't dial emergency number	Not administered	Have your system administrator verify the Avaya one-X Mobile Edition application Settings
LCR not working	Not administered correctly	Have your system administrator verify the Avaya one-X Mobile Edition application Settings
	The option is disabled	Have your system administrator verify the Avaya one-X Mobile Edition application Settings
Speech Access does not work	Not administered	Have your system administrator verify the Avaya one-X Mobile Edition application Settings
	Invalid login error	Have your system administrator provision a speech access account
Menu items missing	The <i>settings.ini</i> file is not correctly administered, or the feature is not available	Have your system administrator verify the Avaya one-X Mobile Edition application Settings
Cannot dial speed dial entry	1-touch dialing is disabled	Go to Menu -> Speed Dial Setup -> Menu -> Enable Speed Dial
Cannot assign or dial button '1' for 1-touch dialing	Feature not available	Button '1' is reserved for cellular service provider's voicemail number and cannot be dialed via Avaya one-X Mobile Edition application
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Situation/Problem	Possible cause(s)	Suggested action/Resolution
Configuration File issues	Tag names are not in upper case	Please ensure that all the tag/feature names are in the proper upper-case format (for example: OFF_PBX_ENABLE = 22515;)
	Tag names have been modified	Please ensure that the tag/feature names have their default tag names. Please refer to example-settings.ini file for the default names
	Configuration Aborted, Invalid Tag: xxxx	Please consult your IT administrator to ensure that the reported tag 'xxxx' is in the proper upper-case format and is not misspelled
White screen appears when dialing in to Speech Access Server or Voicemail	This is a known issue on Symbian OS on N-series devices such as N70	N/A
E70 volume control is not supported (as of Avaya one-X Mobile Edition for S60 3rd Edition, version 4.0.6)	Volume control APIs were not ready for the E70 platform	A new version of the Avaya one-X Mobile Edition for S60 3rd Edition will be released in the Fall of 2006 when the E70 volume control APIs are completed. A workaround exists, which is to use the Nokia consumer phone application for volume control on the E70
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Frequently Asked Questions

Q: Which versions of Nokia or S60 mobile phones work with Avaya one-X Mobile Edition?

A: S60 version 2, S60 version 2 Feature Pack 1, S60 Feature Pack 2, and S60 Feature Pack 3 phones as far as they have been system verified.

Q: What mobile phones are supported?

A: Please refer to [Appendix A: Software compatibility matrix](#) for list of supported S60 Version 2 phones.

Q: Do I need to buy a S60 mobile phone from Avaya for Avaya one-X Mobile Edition to work?

A: No. Avaya's goal is to provide as many choices and flexibility to enterprises and end users as possible. S60 version 2 mobile phones can be acquired directly from the carrier or through the manufacturer's normal distribution channels

Q: Can I use any mobile carrier?

A: Most GSM and 3G carriers will support some or all of the S60 version 2 phones that Avaya one-X Mobile Edition will operate over. Please consult with the mobile carrier's customer service. As of July 1, 2005, there are no S60 version 2 phones announced for CDMA networks.

Q: Where do I get Avaya one-X Mobile Edition software?

A: Please consult your system administrator for instructions on how to get Avaya one-X Mobile Edition software from the <http://avaya.subscribenet.com/> website.

Q: Where do I get Avaya one-X Mobile Edition documentation or training?

A: Please consult your system administrator for instructions on how to get Avaya one-X Mobile Edition documentation from the <http://support.avaya.com/> website. Extension to Cellular and Avaya one-X Mobile Edition Training can be arranged through Avaya Global Services.

Q: Where do I get support for configuration?

A: The first call should be to the IT group administering the Avaya Communication Manager image for which the principal station is assigned.

Q: Where do I get support for Avaya one-X Mobile Edition application trouble?

Maintenance, Troubleshooting and FAQ

A: Generally configuration/settings problems are to blame for features not working. The first call should be to the IT group administering the Avaya Communication Manager for which the principal station is assigned. Further support is available at support.avaya.com by the IT department.

Q: Where do I get support for mobile device trouble?

A: Contact your mobile carrier or in special cases from the supplier/manufacturer of the mobile phone.

Q: Where do I get support for wireless service trouble?

A: Contact the mobile carrier that you purchase service from.

Q: Why can't I use transfer and conference features on my Nokia 6630-Arabic language phone?

A: Please make sure that the Nokia 6630-Arabic phone has following Nokia FW version by pressing (*#0000#) key sequence on the Nokia S60 GUI:

V6.03.08

13-02-06

RM-1

Any version prior to the one noted above, does not allow you to put an existing call on hold and access the second line appearance to make another simultaneous call, which is required for using some of the Avaya one-X Mobile Edition features such as Transfer and Conference.

Appendix A: Software compatibility matrix

S60 Version 2 Phone Software compatibility matrix for one-X V3.0 release

Vendor	Series	Nokia phones	Symbian OS Ver.	Firmware releases	Avaya client	CM release
Nokia	S60	6600	2.0	v5.27.0 06-28-04 NHL-10 v3.42.1 16-10-03 NHL-10	Avaya Mobile	2.2
		6620		v3.21.2 16-9-04 NHL-12		
		3230	2.1	v3.0505.2 19-05-05 RM-51	one-X Mobile Edition for S60 v2.1	
		6670		v6.0515.1 18-04-05 RH-68		
		7610		v4.0437.4 9-15-04 RH-67 v4.0421.4 22-05-04 RH-51 v6.0522.0 02-06-05 RH-51 (Arabic)		
		6260		v3.0448.0 03-12-04 RM-25		
		X700				
X800	X800CA02020900 03-11-2005					
Nokia	S60	6630	2.6	v2.39.15 11-11-04 RM-1 v3.45.113 4/1/05 RM1 v2.39.148 29-11-04 RM-1 v2.39.152 03-12-04 RM-1 v5.03.32 20-10-05 RM-1 v3.04.11 14-04-05 RM-36	one-X Mobile Edition for S60 v2.6 one-X Mobile Edition for S80 v3.1	2.2
		6680		v4.04.28 03-12-05 v4.04.26 18-11-05 RM-36 v5.04.01 01-12-05 (Cyrillic)		
		6682		v4.62.0 28-10-05 RM-58		
		N70		v2.0536.0.2 12-09-05 RM-84		

Software compatibility matrix

Vendor	Series	Nokia phones	Symbian OS Ver.	Firmware releases	Avaya client	CM release
Nokia	S60	E50, E60, E61, E70	3.0	E50w/camera (FW is still not GA): V 06.10(0) E61 and E70: 2.0618.06.05	one-X Mobile Edition for S60 v4.0 single mode	
						2 of 2