



Avaya one-X™ Mobile Web User Guide

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Setting Up Your Account

Before you begin using Avaya one-X™ Mobile Web or Avaya one-X Mobile on your mobile device, you must log in to the Avaya one-X Mobile Web site and set up your account. The procedures to log in to the Avaya one-X Mobile Web site for the first time and set up your account are provided in this section.

Note:

It is recommended that you perform this procedure before downloading the application to your mobile device. After you set up your account, an SMS message is sent to your mobile device. The message contains instructions and a link to download the Avaya one-X Mobile application.

You will need to know the following information in order to successfully set up your account:

- Avaya one-X Mobile Web site address or URL
- corporate computer username and password
- unique ID for your desk phone (required only for shared extensions; appears on your desk phone screen)
- Unity Connections username and password (required only if your corporate voicemail system uses Unity Connections)
- Avaya Modular Messaging mailbox password (required only if your corporate voicemail system uses Avaya Modular Messaging)
- phone number of the mobile phone you want to use with Avaya one-X Mobile
- mobile phone carrier
- mobile phone manufacturer (is often listed in the battery compartment of mobile phones)
- mobile phone model (is often listed in the battery compartment of mobile phones)

Log in to Avaya one-X Mobile Web

To log in to the Avaya one-X Mobile Web site for the first time:

1. Open the Web browser on your PC.
2. Using http or https as advised by your system administrator, go to your corporate URL for the Avaya one-X Mobile Server.

The Avaya one-X Mobile Web site login page appears.

3. In the **Username** field, enter your corporate computer username.

4. In the **Password** field, enter your corporate computer password.
5. Click the **Log In** button.
6. Enter the Modular Messaging password or Cisco PIN.
The End User Licence Agreement appears.
7. Read the licence agreement, and then click the **Accept** button.
8. Perform one or more of the following steps:
 - If you have a shared phone extension, you are prompted to identify your desk phone. Select the option that exactly matches the message on the screen of your desk phone, and then click the **OK** button.
 - If your corporate voicemail system uses Unity Connection, you are prompted for the Unity Connection username and password. Enter the Unity Connection username and password, and then click the **OK** button.The Avaya one-X Mobile Setup page appears.
9. Continue with [Set up your account](#).

Set up your account

On the Avaya one-X Mobile Setup page, enter the following information:

1. Enter your 10-digit mobile phone number, and then click the **Next** button.
2. Select your mobile carrier from the drop-down menu, and then click the **Next** button.
3. Select your mobile manufacturer from the drop-down menu, and then click the **Next** button.
4. Select your mobile model from the drop-down menu, and then click the **Next** button.
5. Select your operating system from the drop-down menu, and then click the **Next** button.
6. Turn off your mobile phone.

Note:

Ensure you turn your mobile phone off.

7. Click the **Office Voicemail Network Test** button.

This test may take up to 10 seconds. This test adjusts voicemail delivery settings so that unanswered office calls are correctly delivered to your office voicemail system.

When the network test is successfully finished, an SMS message is sent to your mobile phone. The message contains instructions and a link to download the Avaya one-X Mobile application.

To download the application on your mobile device, see one of the following user guides, depending on which device you have:

- *Avaya one-X™ Mobile User Guide for RIM BlackBerry*, document number 18-602148EN-GB
- *Avaya one-X™ Mobile User Guide for Palm Treo*, document number 18-602149EN-GB
- *Avaya one-X™ Mobile User Guide for J2ME*, document number 18-602150EN-GB
- *Avaya one-X™ Mobile User Guide for iPhone*, document number 18-602788EN-GB
- *Avaya one-X™ Mobile User Guide for Windows Mobile*, document number 18-602848EN-GB

Getting Started

Avaya one-X Mobile equips your mobile phone with access to your company's phone system. Regardless of your work location, you can receive and make calls to and from your office phone number, review voicemail messages in any order, look up information in your company's corporate directory, and even block calls from everyone but the people you want to hear from most.

Avaya one-X Mobile includes Avaya one-X Mobile Web, a site hosted by your company's network that extends the features of Avaya one-X Mobile by taking advantage of the larger computer screens and faster network connections available with laptop and desktop computers. Changes you make to settings, voicemail messages, calls and contact information on Avaya one-X Mobile Web will appear on Avaya one-X Mobile, and changes you make on Avaya one-X Mobile will appear on Avaya one-X Mobile Web.

In addition to all of the features available on Avaya one-X Mobile, Avaya one-X Mobile Web provides the ability to:

- Reply to and forward voicemail messages via e-mail
- Add and edit Send Calls destinations
- Create and edit settings in Automatic by Schedule—a feature that manages your incoming calls according to a schedule you define
- Edit settings in Automatic by Location—a feature that manages your incoming calls according to your location

This user guide describes how to use Avaya one-X Mobile Web. For more information about Avaya one-X Mobile, see the following guides:

- *Avaya one-X™ Mobile User Guide for J2ME*, document number 18-602147EN-GB
- *Avaya one-X™ Mobile User Guide for RIM BlackBerry*, document number 18-602148EN-GB
- *Avaya one-X™ Mobile User Guide for Palm Treo*, document number 18-602149EN-GB
- *Avaya one-X™ Mobile User Guide for iPhone*, document number 18-602788EN-GB
- *Avaya one-X™ Mobile User Guide for Windows Mobile*, document number 18-602848EN-GB

Key Features

Avaya one-X Mobile Web provides the following key features:

- **Visual Voicemail** — Visual Voicemail provides many of the best features of e-mail to the review and management of your office voicemail. Both the new and saved voicemail inboxes show the current state of the messages left in your office voicemail account. You can review in any order, listen to, save or delete voicemail messages in the Avaya one-X Mobile Web application. The voicemail on your office phone is reflected in the Avaya one-X Mobile Web application and in the Avaya one-X Mobile application running on your mobile device. Any change made to the office voicemail is reflected in both the Avaya one-X Mobile application and in your office voicemail. See [Listening to Voicemail](#) on page 29 for more information.
- **Corporate Directory, Phonebook and Block** — You can search your Corporate Directory from Avaya one-X Mobile Web and add corporate contact information to your Phonebook. In your Phonebook, you can designate key contacts—colleagues, clients, friends or family members—as VIPs. When **Block** on the Avaya one-X Mobile Home screen is set to block non-VIP callers, VIPs ring through while all other callers are sent directly to your office voicemail. See [Using the Corporate Directory](#) on page 43 and [Using the Phonebook](#) on page 37 for more information.
- **Send Calls** — The Send Calls feature routes all calls coming into your work number to one or more phones of your choice. With this feature, you need only one work phone number—rather than a home number, office number and hotel number while on business trips—to receive all your personal and business calls. When you are particularly busy, you can choose to send all work calls directly to your office voicemail system. Voicemail messages are left on your office voicemail system, not on the voicemail system of the receiving phone. The Send Calls feature can also route calls to different phones automatically according to a schedule you define in Avaya one-X Mobile Web or according to GPS locations created on your mobile device. See [Managing Incoming Calls Using the Send Calls Feature](#) on page 21.
- **Call Log** — The Call Log shows detailed information about calls to and from your work phone number, information that is especially useful if you bill directly for your time. From the Call Log, you can also add contact information directly to your Phonebook for use with the VIP and Block features, or directly initiate an Avaya one-X Mobile Web call to any caller or number you have called. See [Using the Call Log](#) on page 33 for more information.
- **Call Back** — The Call Back feature allows you to place a call from any phone through your office phone system. This feature provides the following advantages:
 - Your caller ID is always your work phone number, regardless of the phone you are calling from—such as your mobile, home, hotel room or client’s conference room phones.
 - All calls placed using the Web Call Back feature appear in your Call Log, making tracking and billing easier.

- You can use any phone and still benefit from special rate plans for calls made from your office phone system.

See [Making Calls Using the Call Back Feature](#) on page 15 for more information.

Log in to Avaya one-X Mobile Web

To log in to Avaya one-X Mobile Web:

1. Open the Web browser on your PC.
2. Enter the URL or IP address of your Avaya one-X Mobile server.
The Avaya one-X Login page appears.
3. In the **Username** field, enter your corporate computer username.
4. In the **Password** field, enter your corporate computer password.
5. Click the **Log In** button.

The Avaya one-X Mobile Web home page appears as shown below.

AVAYA one-X™ qaedge 89020:89020 29 April 2008 10:51 LOGOUT

one-X Mobile web site PLACE CALL Search Go Show All

Send Calls to: Office x89020 EDIT

Block Calls: Off

New Voicemail SAVE DELETE

Show 15 | 30 | 100 entries per page

<input type="checkbox"/> VIP	Length	Call from	Date & Time		
<input type="checkbox"/>	00: 03	John Doe	Apr 29 - 10:16 AM	RESPOND	DETAILS
<input type="checkbox"/>	00: 02	510-824-3523	Apr 29 - 10:11 AM	RESPOND	ADD

The Avaya one-X Mobile Web Home page has three main sections:

- **Left-hand navigation panel** — allows you to navigate to the major elements of the Avaya one-X Mobile Web application.
- **Grey box at the top of the page** — shows the incoming call management.
 - **Send Calls to:** shows either which phones will ring when calls come to your office phone, or if calls are being routed directly to voicemail, according to the Automatic by Schedule setting, or according to the Automatic by Location setting.
 - **Edit** button allows you to change the Send Calls destinations.
 - **Block Calls:** shows if any calls are blocked. When set to **Non-VIPs**, calls from non-VIPs are blocked and routed to Voicemail. When set to **Off**, no calls are blocked.
- **New Voicemail** — shows the New Voicemail inbox.

Making Calls Using the Call Back Feature

You can make a call from the Avaya one-X Mobile Web application using the Call Back feature. The Call Back feature uses your office phone system (or PBX) as a bridge between the phone you want to use and the number you want to call. Although the phone you most frequently use will probably be your mobile phone, you can use any of the phones included in your list of Send Calls destinations. See [Managing Incoming Calls Using the Send Calls Feature](#) on page 21 for more information about the Send Calls feature. In addition, the Call Back feature also provides Quick Entry—a feature that allows you to place a call from a phone that you want to use immediately, but are unlikely to use frequently in the future—for example, a direct-dial hotel room phone or a phone in a client’s meeting room.

You can make a call using the Call Back feature from the following locations within the Avaya one-X Mobile Web application:

- Home page
- New Voicemail
- Saved Voicemail
- Call Log
- Corporate Directory search results

You begin the call by selecting the **Place Call** button. On the Home page, you are prompted to enter the number. From the other locations, the number is the Voicemail, Call Log or contact entry highlighted when you selected the **Place Call** button. You then select the phone you want to use. Although this will usually be your mobile phone, it can be any phone. The selected phone rings. You answer the phone and press the **5** key, and then the call is connected.

Make a call from the Home page

When you make a call from the Home page, you enter the number you want to call. This is different from making a call from your Call Log, Phonebook, Corporate Directory or Voicemail, where the number you are calling is selected from a particular screen. Making a call from the Home page allows you to use the Call feature with a number that is not in your Call Log, Phonebook, Corporate Directory or Voicemail.

To make a call from the Avaya one-X Mobile Home page:

1. On the Avaya one-X Mobile Home page, click the **Place Call** button.
The Call Back page appears.
2. In the **Connect** field, enter the number you want to call.

3. Click the phone you want to use to make the call. This is one of the phones included in your Send Calls destinations.
4. Click the **Place Call** button.
The call is initiated and your selected phone rings.
5. Answer and then press the **5** key on your selected phone.
6. Wait a moment. You will be connected to the number you are calling.
7. Click the **OK** button on the Call Back page.

Make a call from your New Voicemail inbox

To make a call from your New Voicemail inbox to the person who left you a message:

1. From the **New Voicemail** inbox on the Home page, click the Call icon next to the caller's name.
The Call Back page appears.
2. Click the phone you want to use to make the call. This is one of the phones included in your Send Calls destinations.
3. Click the **Place Call** button.
The call is initiated and your selected phone rings.
4. Answer and then press the **5** key on your selected phone.
5. Wait a moment. You will be connected to the number you are calling.
6. Click the **OK** button on the Call Back page.

To make a call from your Saved Voicemail inbox, click **Saved Voicemail** on the navigation panel on the left side of the page, then follow steps 2 to 6 above.

Make a call from the Call Log

To make a call to a person or number in the Call Log:

1. Click **Call Log** on the navigation panel on the left side of the page.
The one-X Mobile Call Log appears.
2. Click the Call icon next to the number or person you want to call.
The Call Back page appears.

3. Click the phone you want to use to make the call. This is one of the phones included in your Send Calls destinations.
4. Click the **Place Call** button.
The call is initiated and your selected phone rings.
5. Answer and then press the **5** key on your selected phone.
6. Wait a moment. You will be connected to the number you are calling.
7. Click the **OK** button on the Call Back page.

Make a call from your Phonebook

To make a call to a person or number in your Phonebook:

1. Click **Phonebook** on the navigation panel on the left side of the page.

The one-X Mobile Phonebook page appears.

- If there are fewer than 500 contacts in the Phonebook, all contacts appear. To find the contact:
 - a. Select the page number from the page drop-down menu.
 - b. Scroll to locate the contact.
- If there are more than 500 contacts, you must enter search criteria to find the contact:
 - a. Enter the contact's first name, last name and/or department. You can enter any number of characters in any of the search fields.
 - b. Click the **Find Contacts** button.

The search results appear at the bottom of the page.

2. Click the Call icon for the number or person you want to call.

The Call Back page appears.

3. Click the phone you want to use to make the call. This is one of the phones included in your Send Calls destinations.
4. Click the **Place Call** button.
The call is initiated and your selected phone rings.
5. Answer and then press the **5** key on your selected phone.
6. Wait a moment. You will be connected to the number you are calling.
7. Click the **OK** button on the Call Back page.

Make a call from the Corporate Directory

To make a call to a person or number in your Corporate Directory:

1. Click **Corporate Directory** on the navigation panel on the left side of the page.

The Corporate Directory page appears.

- If there are fewer than 500 contacts in the Corporate Directory, all contacts appear. To find the contact:
 - a. Select the page number from the page drop-down menu.
 - b. Scroll to locate the contact.
- If there are more than 500 contacts, you must enter search criteria to find the contact:
 - a. Enter the contact's first name, last name and/or department. You can enter any number of characters in any of the search fields.
 - b. Click the **Find Contact** button.

The search results appear at the bottom of the page.

2. Click the Call icon for the number or person you want to call.

The Call Back page appears.

3. Click the phone you want to use to make the call. This is one of the phones included in your Send Calls destinations.
4. Click the **Place Call** button.

The call is initiated and your selected phone rings.

5. Answer and then press the **5** key on your selected phone.
6. Wait a moment. You will be connected to the number you are calling.
7. Click the **OK** button on the Call Back page.

Make a call from a Quick Entry number

Use the Quick Entry feature to make a call from a phone that is not in your list of Send Calls destinations. For example, you may want to use a phone in a hotel conference room. The Quick Entry feature allows you to directly enter the number of the phone you want to use.

To make a call from a temporary phone:

1. On the Avaya one-X Mobile Home page, click the **Place Call** button.

The Call Back page appears.

2. In the **Connect** field, enter the number you want to call.
3. Click **Quick Entry**.
4. Enter the Quick Entry phone number.
5. Click the **Place Call** button.
The call is initiated and your selected phone rings.
6. Answer and then press the **5** key on your selected phone.
7. Wait a moment. You will be connected to the number you are calling.
8. Click the **OK** button on the Call Back page.

Managing Incoming Calls Using the Send Calls Feature

The Avaya one-X Mobile Send Calls feature routes incoming calls to your office number out to one or more phones of your choice. If you are unable to answer a work call—regardless of where it is being sent—the call is automatically directed back to your office voicemail system. Work messages will not end up in your mobile phone, home or hotel room voicemail.

About Send Calls Destinations

Your office phone system routes calls to your work number to the Send Calls destinations you select. The Send Calls destinations are described below.

- **Office and Mobile Destinations**—are automatically created when you sign up for the Avaya one-X Mobile service. Select the Office destination if you want your office phone to ring when someone calls your work number. Select the Mobile destination if you want your mobile phone to ring when someone calls your work number. Select both if you want both phones to ring.
- **Custom Destinations**—are created and edited through the Avaya one-X Mobile Web application. *Home* is an example of a custom destination you will probably want to create. If you are working at home, you can have all your office calls routed to your home number. You can create any number of custom destinations.
- **Quick Entry**—is a feature that allows you to add one phone number to which you can temporarily receive calls. This is typically a phone that you want to use immediately, but are unlikely to use frequently in the future—for example, a direct-dial hotel room phone or a phone in a client's meeting room. You are prompted for a phone number every time you use Quick Entry. Quick Entry remembers the last phone number you entered, but you can easily delete it and enter a new number.
- **Automatic by Schedule**—manages your Send Calls destinations according to a schedule you define through the Avaya one-X Mobile Web application. For example, work calls can be sent automatically to your mobile phone during your morning commute, to your office and mobile phone during the work day, to voicemail during lunch, and back to your mobile phone during your drive home. No other Send Calls destinations can be selected when Automatic by Schedule is in effect.

- **Automatic by Location**—available on some mobile devices, this feature routes your incoming calls to Send Calls destinations based on your location. To use this feature, you must first define a GPS location on your mobile device using the phone's built-in GPS feature. You can define multiple GPS locations. Then, using the Avaya one-X Mobile Web application, you select the Send Calls destination(s) that you want activated when you are at a particular location. For example, you may want all calls to go to Voicemail when you are at the factory because of the noise level. You would first create a GPS location using the Avaya one-X Mobile application on your mobile device while at the factory. Then from the Avaya one-X Mobile Web application, you would choose Voicemail as the Send Calls destination for the factory location.
- **Voicemail**—sends all calls directly to your office voicemail. No phones will ring. The Voicemail destination, when selected, overrides but does not change the Block setting and all callers, even VIPs, will be sent directly to voicemail.

Select the phones to which calls are routed

You can select up to five phones (unless limited by your system administrator) to ring simultaneously when a call comes in to your office number.

Note:

You must select at least one phone destination. All calls are sent to the Office destination by default if no destinations are selected.

To select the phones to which office calls are routed:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.

A list of phones on which you can receive office calls appears. A tick next to the phone indicates the phone is currently designated to ring when a call comes in to your office phone. A selected radio button indicates calls to your office phone are currently routed **Direct to Voicemail** or according to **Auto by Schedule** or **Auto by location**.

2. Do one of the following:

- Click the phones you want to ring when a call comes in to your office number. A tick appears next to the phone when it is selected.

Note:

Depending on your communication system, the Office phone must be a destination and cannot be de-selected. In this case, the tick appears light grey.

- Click **Direct to Voicemail**, **Auto by Schedule** or **Auto by Location**.

3. Click the **Done** button to save your changes.

Add a phone to which calls are routed

You can add multiple custom destinations to which office calls are routed, such as Home or Home Office.

To add a Send Calls destination:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.
A list of phones on which you can receive office calls appears.
2. Click the **New** button.
The New Send Calls Options page appears.
3. In the **Name** field, enter the name for this phone.
4. In the **Send Calls to:** field, enter the number of this phone.
5. Click the **OK** button.

Edit a phone to which calls are routed

To edit the name or number of a Send Calls destination:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.
A list of phones on which you can receive office calls appears.
2. Click the **Edit** button for the phone you want to edit.
The Edit Send Calls Options page appears.
3. Edit the name or number as appropriate.
4. Click the **OK** button.

Delete a phone to which calls are routed

To delete a Send Calls destination:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.
A list of phones on which you can receive office calls appears.

2. Click the **Edit** button for the phone you want to delete.
The Edit Send Calls Options page appears.
3. Click the **Delete** button.

Set a Quick Entry number to which calls are routed

The Quick Entry feature allows you to designate one phone on which you can receive calls on a temporary basis.

To add a temporary phone to which an office call is routed:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.
A list of phones on which you can receive office calls appears.
2. Click **Quick Entry**.
3. In the **Send Calls to:** field, enter the number of the phone on which you want to temporarily receive a call.

Note:

Quick Entry remembers the last phone number you entered.

4. Select the **Done** button.

Send all calls to voicemail

You can choose to send all incoming calls to your office number directly to your office voicemail—no phones will ring. The voicemail destination, when selected, overrides your Block setting so that all callers, including VIP callers, are sent to your office voicemail.

To send all calls to your office voicemail:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.
A list of phones on which you can receive office calls appears.
2. Click **Direct to Voicemail**.

Note:

All other destinations are automatically de-selected.

3. Select the **Done** button.

Route calls as defined by Automatic by Schedule

Automatic by Schedule manages your incoming calls according to a defined schedule. When Automatic by Schedule is selected as a Send Calls destination, no other destinations can be selected. See [Edit Automatic by Schedule settings](#) on page 25 to edit the schedule time periods.

Note:

No other Send Calls destination can be selected when Automatic by Schedule is in effect.

To manage your incoming calls according to the Automatic by Schedule settings:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.
2. Click **Auto by Schedule**.
3. Click the **Done** button.

On the Avaya one-X Mobile Home page, Automatic by Schedule appears as your current Send Calls destination. The current time period and the call destinations selected for the current time period are also shown.

Edit Automatic by Schedule settings

There are five time periods that can be edited in the Automatic by Schedule settings. They are: Free Time, Before Work, At Work, Lunch and After Work. The default schedule is to send calls to your office phone for all time periods. You can edit the start and stop times for each time period and designate the Send Calls destinations you want in effect.

You can also designate the schedule to be a weekday or weekend schedule. There are two ways to organise your Auto by Schedule calendar. You can designate a weekday schedule and a separate weekend schedule, or you can designate a single schedule for the entire 7-day week.

To edit the Automatic by Schedule settings:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.
2. Click the **Edit** button for **Auto by Schedule**.

The Edit Automatic by Schedule page appears.

3. To edit a time period:
 - a. Click **Weekdays** or **Weekends**.
 - b. Click the **Edit** button for the time period you want to edit.

The schedule for the selected time period appears.
 - c. Edit the start and end time as appropriate.
 - d. Click the phones you want to ring when a call comes into your office number during this time period, or click **Direct to Voicemail**.
 - e. Click the **Done** button.
 - f. Repeat steps b to e for each time period you want to edit.
4. Click the **OK** button when finished.

Route calls as defined by Automatic by Location

Automatic by Location routes your incoming calls to Send Calls destinations based on a GPS location of your mobile device. This feature is available only on mobile devices that have a built-in GPS capability. To use this feature, you must first define a GPS location on your mobile phone using the phone's built-in GPS feature. You can define multiple GPS locations.

Note:

No other Send Calls destination can be selected when Automatic by Location is in effect.

To manage your incoming calls according to the Automatic by Location settings:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.
2. Click **Auto by Location**.
3. Click the **Done** button.

On the Avaya one-X Mobile Home page, By Schedule appears as your current Send Calls destination. The name of the current location and the associated phone numbers are also shown.

Edit Automatic by Location settings

To change a Send Calls destination assigned to a location:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.

The Send Calls to page appears.

2. Click **Auto by Location**.

3. Click the **Edit** button.

The Edit Automatic by Location page appears. Each GPS location name is listed and the Send Calls destinations assigned for each GPS location are shown.

4. Click the **Edit** button for the GPS location you want to edit.

The Edit GPS Location page appears.

5. Tick the Send Calls destinations to which you want to route office calls when you are at this location.
6. When finished, click the **Done** button.

Listening to Voicemail

Avaya one-X Mobile Web Visual Voicemail provides many of the best features of e-mail to the review and management of your office voicemail. The New Voicemail and Saved Voicemail inboxes display your messages similar to e-mail. You can see which messages are new and which have already been heard, as well as who left a message and when. This helps you review important messages first, and even save or delete messages without listening to them.

Listen to a voicemail message

To listen to a New or Saved Voicemail message:

1. From the Saved Voicemail or New Voicemail inbox, click the voicemail icon for the message you want to hear.

The voicemail message is played by your computer's default media player.

2. Use the media player controls to stop or replay the message.
3. When you have finished listening to the message, close the media player window.
4. Do one of the following:
 - To save the message (New Voicemail inbox only):
 - a. Click the voicemail message tick box.
 - b. Click the **Save** button.
 - To delete the message:
 - a. Click the voicemail message tick box.
 - b. Click the **Delete** button.

To make a call to the party that left you voicemail, see [Make a call from your New Voicemail inbox](#) on page 16.

Save a voicemail message

The length of time you can keep saved voicemail messages is set by your office voicemail system. See your system administrator for more information.

To save a voicemail message without listening to it:

1. In the New Voicemail inbox on the Home page, click the tick box for the new voicemail message you want to save.
2. Click the **Save** button.

The voicemail message is moved to the Saved Voicemail inbox.

Delete a voicemail message

To delete a voicemail message without listening to it:

1. From the Saved Voicemail or New Voicemail inbox, click the tick box for the voicemail message you want to delete.
2. Click the **Delete** button.

Respond to a voicemail message via e-mail

To send an e-mail to someone who left you a voicemail message:

1. From the Saved Voicemail or New Voicemail inbox, click the **Respond** button for the appropriate voicemail message.

The Respond to Voicemail page appears.

2. Click the **Respond Via E-mail** button.

The Respond via E-mail page appears. The **To** field is pre-populated with the caller's e-mail address, if known.

3. In the **To** field, type the caller's e-mail address.
4. In the **Subject** field, type the subject.
5. In the **Message** field, type your message.
6. Click the **Send** button.

Forward a voicemail message via e-mail

When you forward a voicemail message via e-mail, you send an e-mail with the voicemail message attached as a sound file.

To forward a voicemail message to someone via e-mail:

1. From the Saved Voicemail or New Voicemail inbox, click the **Respond** button for the appropriate voicemail message.

The Respond to Voicemail page appears.

2. Click the **Forward Via E-mail** button.

The Forward via E-mail page appears. The **To** field is pre-populated with the caller's e-mail address, if known.

3. In the **To** field, type the e-mail address of the person you are forwarding the message to.
4. In the **Subject** field, type the subject.
5. In the **Message** field, type your message.
6. Click the **Send** button.

Add contact to your Phonebook

To add the contact to your Phonebook:

1. From the Saved Voicemail or New Voicemail inbox, click the **Add** button for the appropriate call.

The New Contact page appears.

2. Complete the appropriate fields.

Note:

Ensure you select **Yes** in the VIP field if you want this person to be able to ring through when the Block feature is set to block non-VIPs.

3. When finished, click the **Done** button.

Using the Call Log

The Call Log shows detailed information about calls to and from your work phone number. Icons indicate whether the call was an outgoing or incoming call, a failed Avaya one-X Mobile call, or whether the call has an associated voicemail message. From the Call Log, you can add contact information directly to your Phonebook for use with the VIP and Block features, directly initiate an Avaya one-X Mobile call to any caller or number you called, or respond to the call via e-mail. You can also manage voicemail messages from your Call Log.

View the Call Log

To open the Call Log, click **Call Log** on the navigation panel on the left side of the page.

The Call Log shows the call type, call duration, name and number of the caller or of the person you called (if known) and the time and date of the call.

To make a call from your Call Log, see [Make a call from the Call Log](#) on page 16.

Delete a call

When you delete a call from the Call Log, you also delete associated voicemail from the Call Log and from the New or Saved Voicemail inboxes.

To delete a call from the Call Log:

1. Click **Call Log** on the navigation panel on the left side of the page.

The Call Log appears.

2. Click the tick box for the call you want to delete.
3. Click the **Delete** button.

A confirmation page appears.

4. Click the **Yes** button.

Add the contact to your Phonebook

To add contact information from the Call Log to your Phonebook:

1. Click **Call Log** on the navigation panel on the left side of the page.
The Call Log appears.
2. Click the **Add** button for the caller whose information you want to add to the Phonebook.
The Add to one-X Mobile Phonebook page appears.

Note:

If there is no **Add** button, the contact is already in your Phonebook.

3. Complete the appropriate fields. Some fields will be pre-populated.

Note:

Ensure you select **Yes** in the VIP field if you want this person to be able to ring through when the Block feature is set to block non-VIPs.

4. When finished, click the **Done** button.

Managing voicemail from the Call Log

If voicemail is associated with a call in the Call Log, you can listen to, save or delete the voicemail associated with the call. You can also respond to the message via e-mail. When you delete or save a voicemail from the Call Log, the message is saved or deleted, but the call remains in the Call Log. A voicemail icon next to the call indicates the call has voicemail associated with it.

Listen to a voicemail message from the Call Log

To listen to a voicemail message from the Call Log:

1. Click **Call Log** on the navigation panel on the left side of the page.
The Call Log appears.
2. Click the voicemail icon for the appropriate call.
The voicemail message is played by your computer's default media player.
3. Use the media player controls to stop or replay the message.
4. When finished listening to the message, close the media player window.

Save a voicemail message

To save a voicemail message from the Call Log without listening to it:

1. Click **Call Log** on the navigation panel on the left side of the page.
The Call Log appears.
2. Click the tick box for the appropriate call.
3. Click the **Save Voicemail** button.

The voicemail message is saved. The call remains in the Call Log until you delete it.

Delete a voicemail message

When you delete a voicemail message from the Call Log, you delete both the message and the call record.

To delete the voicemail message and the call record from the Call Log:

1. Click **Call Log** on the navigation panel on the left side of the page.
The Call Log appears.
2. Click the tick box for the appropriate call.
3. Click the **Delete** button.
A confirmation page appears.
4. Click the **Yes** button.

Respond to a voicemail message via e-mail

To send an e-mail from the Call Log to someone who left you a voicemail message:

1. Click **Call Log** on the navigation panel on the left side of the page.
The Call Log appears.
2. Click the **Respond** button for the appropriate voicemail message.
The Respond to Call page appears.
3. Click the **Respond Via E-mail** button.
The Respond Via E-mail page appears. The **To** field is pre-populated with the caller's e-mail address, if known.
4. In the **To** field, type the caller's e-mail address.

5. In the **Subject** field, type the subject.
6. In the **Message** field, type your message.
7. Click the **Send** button.

Forward a voicemail message via e-mail

When you forward a voicemail via e-mail, you send an e-mail with the voicemail message attached as a sound file.

To forward a voicemail message from the Call Log:

1. Click **Call Log** on the navigation panel on the left side of the page.
The Call Log appears.
2. Click the **Respond** button for the appropriate voicemail message.
The Respond to Call page appears.
3. Click the **Forward Via E-mail** button.
The Forward via E-mail page appears. The **To** field is pre-populated with the caller's e-mail address, if known.
4. In the **To** field, type the e-mail address of the person you are forwarding the message to.
5. In the **Subject** field, type the subject.
6. In the **Message** field, type your message.
7. Click the **Send** button.

Using the Phonebook

The Avaya one-X Mobile Web Phonebook provides a convenient way to enter all your contact information using a computer keyboard, and not the numeric keypad on your mobile device. Contact information you enter in the Avaya one-X Mobile Web Phonebook is updated in the Avaya one-X Mobile Phonebook, and vice versa.

You can add contacts from your company's Corporate Directory directly into the Phonebook and designate specific Phonebook contacts as VIPs for use in conjunction with the Block feature. When the Block feature is set to block non-VIP callers, a VIP can ring through while all other callers are sent directly to your office voicemail. From the Avaya one-X Mobile Web Phonebook, you can also place a call or send an e-mail to a Phonebook contact.

View your Phonebook contacts

To view the contacts in your Phonebook:

1. Click **Phonebook** on the navigation panel on the left side of the page.

The one-X Mobile Phonebook page appears. If you have fewer than 500 contacts in your Phonebook, all contacts appear. If you have more than 500 contacts, you must enter search criteria to find a contact. See [Search your Phonebook for a contact](#) on page 37.

2. To view contact details, click the **Details** button for the contact.

To make a call to a contact in your Phonebook, see [Make a call from your Phonebook](#) on page 17.

Search your Phonebook for a contact

To search your Phonebook for a contact:

1. Click **Phonebook** on the navigation panel on the left side of the page.

The one-X Mobile Phonebook page appears.

- If there are fewer than 500 contacts in the Phonebook, all contacts appear. To find the contact:
 - a. Select the page number from the page drop-down menu.
 - b. Scroll to locate the contact.

- If there are more than 500 contacts, you must enter search criteria to find the contact:
 - a. Enter the contact's first name, last name and/or department. You can enter any number of characters in any of the search fields.
 - b. Click the **Find Contact** button.

The search results appear at the bottom of the page.

To make a call to a contact in your Phonebook, see [Make a call from your Phonebook](#) on page 17.

Send an e-mail to a Phonebook contact

To send an e-mail to a Phonebook contact:

1. Click **Phonebook** on the navigation panel on the left side of the page.

The one-X Mobile Phonebook page appears.

- If there are fewer than 500 contacts in the Phonebook, all contacts appear. To find the contact:
 - a. Select the page number from the page drop-down menu.
 - b. Scroll to locate the contact.
- If there are more than 500 contacts, you must enter search criteria to find the contact:
 - a. Enter the contact's first name, last name and/or department. You can enter any number of characters in any of the search fields.
 - b. Click the **Find Contact** button.

The search results appear at the bottom of the page.

2. Click the e-mail icon next to the number or person you want to e-mail.

The Contact via E-mail page appears.

3. In the **To** field, type the contact's e-mail address.

Note:

The **To** field is pre-populated if the contact's e-mail address is stored in your one-X Mobile Phonebook.

4. In the **Subject** field, type the subject.
5. In the **Message** field, type your message.
6. Click the **Send** button.

Add a Phonebook contact

To add a contact to your Phonebook:

1. Click **Phonebook** on the navigation panel on the left side of the page.
The one-X Mobile Phonebook page appears.
2. Click the **New** button.
The New Contact page appears.
3. Complete the appropriate fields.

Note:

In the **VIP** field, ensure you select **Yes** if you want this contact to be able to ring through when the Block feature is set to block non-VIPs.

4. Select the **Done** button.

Delete a Phonebook contact

To delete a contact from your Phonebook:

1. Click **Phonebook** on the navigation panel on the left side of the page.
The one-X Mobile Phonebook page appears.
 - If there are fewer than 500 contacts in the Phonebook, all contacts appear. To find the contact:
 - a. Select the page number from the page drop-down menu.
 - b. Scroll to locate the contact.
 - If there are more than 500 contacts, you must enter search criteria to find the contact:
 - a. Enter the contact's first name, last name and/or department. You can enter any number of characters in any of the search fields.
 - b. Click the **Find Contact** button.
The search results appear at the bottom of the page.
2. Click the tick box for the number or person you want to delete.
3. Click the **Delete** button.

Edit a Phonebook contact

To edit a contact in your Phonebook:

1. Click **Phonebook** on the navigation panel on the left side of the page.

The one-X Mobile Phonebook page appears.

- If there are fewer than 500 contacts in the Phonebook, all contacts appear. To find the contact:
 - a. Select the page number from the page drop-down menu.
 - b. Scroll to locate the contact.
- If there are more than 500 contacts, you must enter search criteria to find the contact:
 - a. Enter the contact's first name, last name and/or department. You can enter any number of characters in any of the search fields.
 - b. Click the **Find Contact** button.

The search results appear at the bottom of the page.

2. Click the **Details** button for the number or person you want to edit.

The Contact Details page appears.

3. Click the **Edit** button.

The Edit Contact page appears.

4. Edit the appropriate fields.
5. Click the **Done** button when finished.

Sort contacts

To change how your contacts are listed in the Phonebook—by first name, last name or category:

1. Click **Phonebook** on the navigation panel on the left side of the page.

The one-X Mobile Phonebook page appears.

2. Do one of the following:

- To sort your contacts by last name, click the arrow next to column heading **Last**.
- To sort your contacts by first name, click the arrow next to column heading **First**.
- To sort your contacts by category, click the arrow next to column heading **Category**.

Note:

The arrow pointing upwards indicates the current sort order.

Change VIP status of Phonebook contact

Designate specific Phonebook contacts as VIPs for use in conjunction with the Block feature. When the Block feature is set to block non-VIP callers, a VIP can ring through while all other callers are sent directly to your office voicemail. See [Change the block setting](#) on page 42 for more information.

To change the VIP status of a contact in your Phonebook:

1. Click **Phonebook** on the navigation panel on the left side of the page.

The one-X Mobile Phonebook page appears.

- If there are fewer than 500 contacts in the Phonebook, all contacts appear. To find the contact:
 - a. Select the page number from the page drop-down menu.
 - b. Scroll to locate the contact.
- If there are more than 500 contacts, you must enter search criteria to find the contact:
 - a. Enter the contact's first name, last name and/or department. You can enter any number of characters in any of the search fields.
 - b. Click the **Find Contact** button.

The search results appear at the bottom of the page.

2. Click the **Details** button for the number or person you want to edit.

The Contact Details page appears.

3. Click the **Edit** button.

The Edit Contact page appears.

4. In the **VIP** field, select **Yes** or **No** from the drop-down menu.
5. Click the **Done** button when finished.

Change the block setting

The Block feature, when set to Non-VIPs, allows VIP callers to ring through. All other callers are sent directly to your office voicemail. You designate contacts as VIPs in your Phonebook. See [Change VIP status of Phonebook contact](#) on page 41 for more information.

To change the block setting:

1. On the Avaya one-X Mobile Home page, click the **Block Calls** drop-down menu.
2. Do one of the following:
 - Select **Off**.
No calls are blocked. All calls, including those from non-VIPs, ring through.
 - Select **Non-VIPs Callers**.
Only calls from people you have designated as VIPs in your Phonebook ring through. All other callers are sent to your office voicemail.

Using the Corporate Directory

The Avaya one-X Mobile Corporate Directory feature lets you search your company's Corporate Directory for contact information for anyone in your group, department or company. You can add the contact to your Phonebook, place a call to the contact or send an e-mail to the contact.

Search the Corporate Directory for a contact

To search the Corporate Directory for a contact:

1. Click **Corporate Directory** on the navigation panel on the left side of the page.

The Corporate Directory page appears.

- If there are fewer than 500 contacts in the Corporate Directory, all contacts appear. To find the contact:
 - a. Select the page number from the page drop-down menu.
 - b. Scroll to locate the contact.
- If there are more than 500 contacts, you must enter search criteria to find the contact:
 - a. Enter the contact's first name, last name and/or department. You can enter any number of characters in any of the search fields.
 - b. Click the **Find Contact** button.

The search results appear at the bottom of the page.

2. To view contact details, click the **Details** button for the contact.

The Contact Details page appears.

To make a call to a contact in your Corporate Directory, see [Make a call from the Corporate Directory](#) on page 18.

Add Corporate Directory contact to Phonebook

In order to add a Corporate Directory contact to your Phonebook, you must first search for the contact.

To add a Corporate Directory contact to your Phonebook:

1. Click **Corporate Directory** on the navigation panel on the left side of the page.

The Corporate Directory page appears.

- If there are fewer than 500 contacts in the Corporate Directory, all contacts appear. To find the contact:
 - a. Select the page number from the page drop-down menu.
 - b. Scroll to locate the contact.
- If there are more than 500 contacts, you must enter search criteria to find the contact:
 - a. Enter the contact's first name, last name and/or department. You can enter any number of characters in any of the search fields.
 - b. Click the **Find Contact** button.

The search results appear at the bottom of the page.

2. Click the tick box for the contact you want to add to your Phonebook.
3. Click the **Add to Phonebook** button.

Add Corporate Directory contact to Phonebook as VIP

In order to add a Corporate Directory contact to your Phonebook, you must first search for the contact.

To add a Corporate Directory contact to your Phonebook as a VIP:

1. Click **Corporate Directory** on the navigation panel on the left side of the page.

The Corporate Directory page appears.

- If there are fewer than 500 contacts in the Corporate Directory, all contacts appear. To find the contact:
 - a. Select the page number from the page drop-down menu.
 - b. Scroll to locate the contact.

- If there are more than 500 contacts, you must enter search criteria to find the contact:
 - a. Enter the contact's first name, last name and/or department. You can enter any number of characters in any of the search fields.
 - b. Click the **Find Contact** button.

The search results appear at the bottom of the page.

2. Click the tick box for the contact you want to add to your Phonebook as a VIP.
3. Click the **Add as VIP** button.

Send an e-mail to a Corporate Directory contact

To send an e-mail to a Corporate Directory contact:

1. Click **Corporate Directory** on the navigation panel on the left side of the page.

The Corporate Directory page appears.

- If there are fewer than 500 contacts in the Corporate Directory, all contacts appear. To find the contact:
 - a. Select the page number from the page drop-down menu.
 - b. Scroll to locate the contact.
 - c. Go to step 2.
- If there are more than 500 contacts, you must enter search criteria to find the contact:
 - a. Enter the contact's first name, last name and/or department. You can enter any number of characters in any of the search fields.
 - b. Click the **Find Contact** button.

The search results appear at the bottom of the page.

2. Click the e-mail icon next to the number or person you want to e-mail.

The Contact via E-mail page appears.

3. In the To field, type the contact's e-mail address.

Note:

The **To** field is pre-populated if the contact's e-mail address is stored in the Corporate Directory.

4. In the **Subject** field, type the subject.
5. In the **Message** field, type your message.
6. Click the **Send** button.

Updating Your Mobile Phone

Use the Manage Mobile page to reinstall the Avaya one-X Mobile application or update your mobile phone information and settings.

Reinstall the Avaya one-X Mobile application

You may need to reinstall the Avaya one-X Mobile application if your mobile phone is ever reset or if your system administrator requests that you download the latest version of the application.

To reinstall the application:

1. Click **Manage Mobile** on the navigation panel on the left side of the page.
The Manage Mobile page appears.
2. Click **Update one-X Mobile** at the bottom of the page.
The Update/Re-install one-X Mobile page appears.
3. Do one of the following:
 - Click the **OK** button to send an SMS message to your mobile phone. The message contains instructions and a download URL.
 - Click the **Update** button to start the setup wizard. See [Set up your account](#) on page 8.

For information on downloading the application on your mobile device, see one of the following user guides, depending on which device you have:

- *Avaya one-X™ Mobile User Guide for RIM BlackBerry*, document number 18-602148EN-GB
- *Avaya one-X™ Mobile User Guide for Palm Treo*, document number 18-602149EN-GB
- *Avaya one-X™ Mobile User Guide for J2ME*, document number 18-602150EN-GB
- *Avaya one-X™ Mobile User Guide for iPhone*, document number 18-602788EN-GB
- *Avaya one-X™ Mobile User Guide for Windows Mobile*, document number 18-602848EN-GB

Edit the SMS address

To edit the SMS address:

1. Click **Manage Mobile** on the navigation panel on the left side of the page.
The Manage Mobile page appears.
2. Click **Edit SMS Address**.
The Edit SMS Address page appears.
3. In the **SMS Address** field, edit the SMS address as appropriate.
4. Click the **OK** button.

Update mobile phone information

Update your mobile phone information if you have a new mobile phone, a new phone number or a new carrier.

To update your mobile phone information:

1. Click **Manage Mobile** on the navigation panel on the left side of the page.
The Manage Mobile page appears.
2. Click **Update Mobile Info**.
The one-X Mobile Setup page appears.
3. In the **10-digit Mobile Phone Number** field, edit your phone number as appropriate.
4. Click the **Next** button.
5. In the **Carrier** field, select a different carrier from the drop-down menu as appropriate.
6. Click the **Next** button.
7. In the **Mobile Manufacturer** field, select a different manufacturer from the drop-down menu as appropriate.
8. Click the **Next** button.
9. In the **Mobile Model** field, select a different model from the drop-down menu as appropriate.
10. Turn off your mobile phone.

Note:

Ensure you turn your mobile phone off.

11. Click the **Office Voicemail Network Test** button.

This test may take up to 10 seconds. This test confirms that your office voicemail can be successfully downloaded to your mobile phone.

Unregister the mobile phone

Unregister your mobile phone if it is lost, stolen or no longer used.

To unregister your mobile phone:

1. Click **Manage Mobile** on the navigation panel on the left side of the page.

The Manage Mobile page appears.

2. Click **Unregister Mobile**.

The Unregister a Mobile Phone page appears. Instructions to unregister your mobile phone are provided.

3. Change your corporate computer password as instructed.

Once you have changed your password, all Avaya one-X Mobile data on the mobile phone will be deleted the next time the Avaya one-X Mobile application is launched from the mobile phone.

Changing your corporate computer password does not disable your Avaya one-X Mobile account. From the Avaya one-X Mobile Web site, you will still have access to your Call Log and Voicemail. However, you will need to use your new corporate computer password the next time you log in to this site.

4. Click the **Done** button.

Changing Advanced Settings

Use the Advanced Settings page to make configuration changes to the Avaya one-X Mobile application.

Note:

Make configuration changes only with the support of your system administrator. If you are having problems using the Avaya one-X Mobile application, contact your system administrator. Your system administrator may ask you to adjust some of the settings on the Advanced Settings page.

Edit the Dial-out Prefix

The dial-out prefix is the number or key you must press on your office phone in order to place an outside call.

To edit the Dial-out Prefix:

1. Click **Advanced Settings** on the navigation panel on the left side of the page.
The Advanced Settings page appears.
2. Under **Dial-out Prefix**, click the **Edit** button.
The Edit Dial-out prefix page appears.
3. In the **Dial-out Prefix** field, change the prefix as appropriate.
4. Click the **Done** button.

Update the Voicemail Settings

Adjust voicemail settings only if messages left for unanswered office calls are ending up in your mobile phone voicemail system or if callers are sent to office voicemail so quickly the phone you want to use does not ring or does not ring long enough to let you answer the call.

To update the Voicemail Settings:

1. Click **Advanced Settings** on the navigation panel on the left side of the page.
The Advanced Settings page appears.

2. Under **Voicemail Settings Adjustments**, click the **Update** button.
The Voicemail Settings Adjustment page appears.
3. Do one of the following:
 - If office messages end up in your mobile phone voicemail system, you need to adjust the **Offset Network Maximum** setting automatically or manually as follows:
 - a. To adjust the setting automatically, turn your mobile phone off. Then click the **Office Voicemail Network Test** button.
 - b. To adjust the setting manually, enter a higher number in the **Offset Network Maximum** field. Then click the **Update** button.
 - If callers are sent to office voicemail so quickly the phone you want to use does not ring or does not ring long enough to let you answer the call, you need to decrease the **Mobile Ring Seconds** as follows:
 - a. From the **Mobile Ring Seconds** drop-down menu, select a lower number of seconds.
 - b. Click the **Update** button.

Update the Extension Mobility Settings

Avaya one-X Mobile requires accurate information about your phone extension to work properly. You must update the Extension Mobility Settings if you have changed the phone that receives calls to your extension.

To update the Extension Mobility Settings:

1. Click **Advanced Settings** on the navigation panel on the left side of the page.
The Advanced Settings page appears.
2. Under **Extension Mobility Settings**, click the **Update** button.
The Extension Mobility Settings page appears.
3. Select the option that exactly matches the message on the screen of your desk phone.
4. Click the **OK** button.

Update the Shared Phone Extension Settings

You have a shared phone extension if your desk phone and another phone in your office ring when someone dials your extension. You must update the Shared Phone Extension Settings if you have changed the phone that receives calls to your shared extension.

To update the Shared Phone Extension Settings:

1. Click **Advanced Settings** on the navigation panel on the left side of the page.
The Advanced Settings page appears.
2. Under **Shared Phone Extension Settings**, click the **Update** button.
The Shared Phone Extension Settings page appears.
3. Select the option that exactly matches the message on the screen of your desk phone.
4. Click the **OK** button.

Update the Unity Connections Username and Password

Your corporate voicemail system uses Unity Connections which has its own username and password. You must update your Unity Connections username and/or password if they have changed.

To update your Unity Connections username and/or password:

1. Click **Advanced Settings** on the navigation panel on the left side of the page.
The Advanced Settings page appears.
2. Under **Unity Connections Username & Password**, click the **Update** button.
The Unity Connections Username and Password page appears.
3. In the **Unity Connections Username** and **Password** fields, update the information as appropriate.
4. Click the **Update** button.

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