



Avaya one-X™ Mobile User Guide for Windows Mobile

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Contents

Installing the Application on Your Mobile Device

This chapter provides the procedure to set up your Avaya one-X Mobile account and install the Avaya one-X™ Mobile application on your mobile device. After you set up your account, you will use the built-in Web browser on your mobile device and download the application directly from www.<your enterprise server name>/getapp.com.

Pre-installation requirements

Before you begin the installation:

- You must know your mobile carrier, mobile device manufacturer, model name, model number, and operating system.
- You must set up your Avaya one-X Mobile account. See [Set up your account](#) on page 8. After you set up your account on the Avaya one-X Mobile Web site, an SMS message is sent to your mobile device. The message provides instructions that include the URL to the page on app.avaya.com that corresponds to your carrier and phone model.
- Your mobile phone service must be enabled for data service. The Avaya one-X Mobile client uses the carrier's data channel to communicate information to and from the mobile device. To protect yourself from unexpected data charges, ensure that your data service plan provides for unlimited data usage at a fixed rate. Also, when you are traveling, familiarize yourself with the data roaming charges imposed by other mobile carriers.
- You should know how to:
 - Navigate your phone's menus
 - Input upper and lower case text, numbers, symbols, and any special characters included in your password
 - Find, Launch, and use your phone's internet browser to go to a specific URL
 - Install downloaded applications to your phone

Set up your account

Before you begin using 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:

- your corporation's Avaya one-X Mobile Web site address or URL
- your corporate computer username and password
- unique ID for your desk phone (required only for shared extensions; appears on your desk phone screen)
- your Unity Connections username and password (required only if your corporate voicemail system uses Unity Connections)
- your 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)
- Mobile phone operating system

To log in to the Avaya one-X Mobile Web site for the first time and set up your account:

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 License Agreement appears.

Note:

The Modular Messaging password or Cisco PIN prompt does not appear if the Avaya one-X Mobile Web account is configured without voicemail. See [No Voicemail Configuration](#) on page 15 for more information.

7. Read the license 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. Enter your 10-digit mobile phone number, and then click the **Next** button.
10. Select your mobile carrier from the drop-down menu, and then click the **Next** button.
11. Select your mobile manufacturer from the drop-down menu, and then click the **Next** button.
12. Select your mobile model from the drop-down menu, and then click the **Next** button.
13. Select your operating system from the drop-down menu, and then click the **Next** button.
14. Turn off your mobile phone.

Note:

Be sure to turn your mobile phone off.

15. 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 device. The message contains instructions and a link to download the Avaya one-X Mobile application.

16. See [Download the Avaya one-X Mobile client](#) on page 10.

Download the Avaya one-X Mobile client

Use this procedure to download the Avaya one-X Mobile application to your mobile device.

1. Open the Web browser on your mobile device.
2. Enter the URL for the Avaya one-X Mobile client that is appropriate for your carrier and mobile device. There are three ways to identify this URL:
 - Use the download URL that was provided in the SMS message you received on your mobile device after you set up your Avaya one-X Mobile account.
 - At any time you can use your account on Avaya one-X Mobile Web to send yourself an SMS message with the download URL that is appropriate for your carrier and mobile device as follows:
 - a. Log in to your Avaya one-X Mobile Web account on your PC.
 - b. Navigate to **Manage Mobile**.
 - c. Click on the **Update one-X Mobile** button. This will send an SMS message to your mobile device containing the Avaya one-X Mobile download URL.
 - Use the Web browser on your mobile device to identify the URL as follows:
 - a. Go to the *getapp* page on your Avaya one-X Mobile server, www.<your one-X Mobile server>/getapp.
 - b. Follow the page navigation, selecting the language, carrier, manufacturer, and device model that is appropriate for your mobile device.
3. On the download page, select the appropriate version.

A download confirmation message appears.
4. Select **Yes**.
5. After the download is complete, select **ok**.
6. Close the Web browser on your mobile device.

The Login screen appears.
7. See [Log in for first-time use](#) on page 11.

Log in for first-time use

The first time you use the Avaya one-X Mobile application on your mobile device, you must log in with your corporate computer username and password.

See your system administrator for the URL for the Avaya one-X Mobile server and the protocol (http or https) you should use when logging in for this first time.

Note:

Before you can log in to the Avaya one-X Mobile application on your mobile device, you must set up your account on Avaya one-X Mobile Web. See [Set up your account](#) on page 8.

To log in for the first time:

1. Select **Start > one-X Mobile**.
The Login screen appears.
2. Enter the URL or IP address of the Avaya one-X Mobile server.
3. In the **Server Protocol** drop-down menu, select the appropriate protocol.
4. In the **Username** field, enter your corporate computer username. This entry is case sensitive.
5. In the **Password** field, enter your corporate computer password. This entry is case sensitive.
6. Select **Login**.

The Avaya one-X Mobile Home screen appears as shown on page 16.

Installing the Application on Your Mobile Device

Getting Started

Avaya one-X Mobile for Windows Mobile equips your Pocket PC or Smartphone 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 provides additional features to help you manage your work calls, availability, and voicemail messages. This user guide describes how to use Avaya one-X Mobile. For more information about Avaya one-X Mobile Web, see [About Avaya one-X Mobile Web](#) on page 15 and the *Avaya one-X™ Mobile Web User Guide*, document number 18-602150.

Key Features

Avaya one-X Mobile provides the following key features:

- **Visual Voicemail** — Visual Voicemail provides many of the best features of email 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 application. The voicemail in the Avaya one-X Mobile application is a reflection of the voicemail on your office phone. 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 39 for more information.

Note:

If voicemail has not been configured for your mobile device, the new and saved voicemail inboxes do not appear. See [No Voicemail Configuration](#) on page 15 for more information.

- **Contacts, Corporate Directory, VIP Phonebook, and Block** — You can search for contacts in the device's native Contacts application as well as wirelessly search your Corporate Directory from your mobile device and then add contacts from either source to your VIP Phonebook. In your VIP Phonebook, you can designate key contacts — co-workers, 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 VIP Phonebook](#) on page 55 and [Using the Corporate Directory](#) on page 61 for more information.

- **Send Calls** — The Send Calls feature routes all calls coming into your work number out 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're 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 your mobile device. The Send Calls feature can also route calls to different phones automatically according to a schedule you define in Avaya one-X Mobile Web. See [Managing Incoming Calls Using the Send Calls Feature](#) on page 33 for more information.
- **Call Log** — The Call Log shows detailed information about calls to and from your work phone number, information that's 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 Call to any caller or number you called. See [Using the Call Log](#) on page 45 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 works by instructing your office phone system to first call the phone that you want to use, such as your mobile, home, or hotel room phone. Once you answer, the office phone system then calls the number you want to reach. Once the destination answers, the office phone system connects you to the destination.

The Avaya one-X Mobile Call Back 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 Call Back feature appear in your corporate and Avaya one-X Mobile Call Logs, 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.

Note:

To route a call through your office phone system, you must make the call from the Avaya one-X Mobile application, not from your device's native dialer or native operating system call screen.

See [Making Calls Using the Call Back Feature](#) on page 21 for more information.

No Voicemail Configuration

Avaya one-X Mobile supports a mobile client configuration that does not require integration with a voicemail system. In the No Voicemail configuration, the Avaya one-X Mobile application provides all key features described above, except voicemail. Mobile clients configured without voicemail do not have a New Voicemail inbox, Saved Voicemail inbox, or voicemail associated with call history records in the Call Log. Users whose mobile device is configured without voicemail are able to call their corporate voicemail system directly to listen to their corporate voicemail messages.

About Avaya one-X Mobile Web

Avaya one-X Mobile Web extends the features of Avaya one-X Mobile by taking advantage of the larger computer screens and faster network connections available with laptop computers and desktop computers. Changes you make to settings, voicemail messages, calls, and contact information on Avaya one-X Web will appear on Avaya one-X Mobile, and vice versa. You have already used Avaya one-X Web to sign up for the Avaya one-X Mobile service.

Avaya one-X Mobile Web also provides additional features not available in Avaya one-X Mobile. They are the ability to:

- Reply to and forward voicemail messages via email
- Create and edit settings in Automatic by Schedule—a feature that manages your incoming calls according to a schedule you define

For more information about Avaya one-X Mobile Web, see the *Avaya one-X™ Mobile Web User Guide*, document number 18-602150.

About this Guide

The procedures in this guide are written for Pocket PCs and Smartphones. It is assumed you are familiar with your mobile device user interface and operation. You should be able to use the hardware keyboard, the onscreen keyboard, scroll, highlight, enter text, and select items in a list and onscreen buttons. For more information about how to perform these tasks, see the user guide that came with your mobile device.

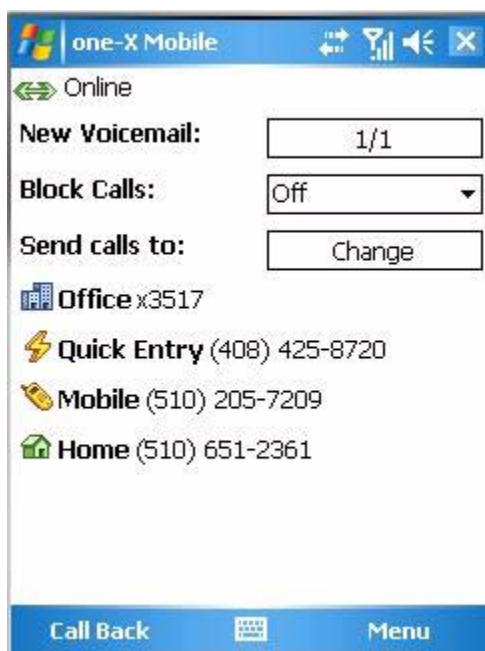
Start the Application

To start the Avaya one-X Mobile application:

1. Turn on your mobile device.
2. Select **Start > one-X Mobile**.

The Avaya one-X Mobile Home screen appears.

Avaya one-X Mobile Home screen on a Pocket PC






Avaya one-X Mobile Home screen on a Smartphone



Avaya one-X Mobile Home screen

The Home screen provides:

- **Status icons** — indicate communication status between your mobile device and the Avaya one-X Mobile server. The Status icons appear at the top of the Home screen, the New and Saved Voicemail inbox screens, and the Call Log screen. The color of the Status icon indicates the following:
 - Green  — indicates the last action you performed or the last background polling event was successful and your mobile device is operating normally and the data is fresh.
 - Yellow  — indicates some communication errors in the recent past and the data should be considered old.
 - Red  — indicates there have been too many communication errors and the data should be considered inaccurate. A time value indicating how long it has been since your mobile device successfully communicated with the server also appears.

Note:

On Pocket PCs, you can tap the status icon to display the Connection Status screen which provides additional status information.

- **New Voicemail** — shows the number of new voicemail messages. If you have more messages than can be downloaded to your mobile phone, the New Voicemail status shows a ratio. The first number is the number of your most recent messages currently stored on your mobile phone. The second number is the total number of new voicemail messages in your voicemail account. More messages are downloaded as you delete the messages on your mobile phone. When you select **New Voicemail**, the New Voicemail inbox appears.

Note:

If voicemail has not been configured for your mobile device, **New Voicemail** does not appear. Instead, **Voicemail** appears and provides the option to call your corporate voicemail system directly. See [No Voicemail Configuration](#) on page 15 for more information.

- **Block Calls** — shows the current setting of the Block feature. The Block feature provides two options. When set to **Off**, no calls are blocked. All calls, including non-VIPs, ring through. When set to **Non-VIPs**, only calls from people you have designated as VIPs in your Phonebook ring through. All other callers are sent to your office voicemail.
- **Send Calls to** — lists the phones currently designated to ring when a call comes in to your office phone. If you chose to send all calls to voicemail, **Voicemail** appears. If you chose to send calls according to the settings in Automatic by Schedule, **Automatic by Schedule** appears.
- **Change** — allows you to change the Send Calls destinations.

- **Call Back** soft key — opens an Avaya one-X Mobile Call Back screen from which you can make a call.
- **Menu** soft key — provides access to the following Avaya one-X Mobile features:
 - Contacts — opens the VIP Phonebook screen.
 - Find Contacts — opens the Find Contacts search screen.
 - Call Log — opens the Call Log inbox.
 - Saved Voicemail — opens the Saved Voicemail inbox.

Note:

If voicemail has not been configured for your mobile device, the Saved Voicemail option does not appear. See [No Voicemail Configuration](#) on page 15 for more information.

- Setup — provides the Setup menu which includes the following options:
 - Preferences
 - Lock Application
 - Change Account
 - About
- Refresh all — updates all application data.
- Exit — closes the Avaya one-X Mobile application.

Making Calls Using the Call Back Feature

When you make a call from your mobile device using the Avaya one-X Mobile application, instead of placing the call through the mobile carrier, you use the Avaya one-X Mobile 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 defined in your list of Send Calls destinations. See [Managing Incoming Calls Using the Send Calls Feature](#) on page 33 for more information about the Send Calls feature. In addition, the Call Back feature also provides Quick Entry which is 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.



Important:

To dial a regional emergency number, such as 911, use your device's native dialer so that the call is routed through the cellular network and not through your enterprise PBX.

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

- Avaya one-X Mobile Home screen
- New Voicemail inbox
- Saved Voicemail inbox

Note:

If voicemail has not been configured for your mobile device, the New Voicemail and Saved Voicemail inboxes are not available. See [No Voicemail Configuration](#) on page 15 for more information.

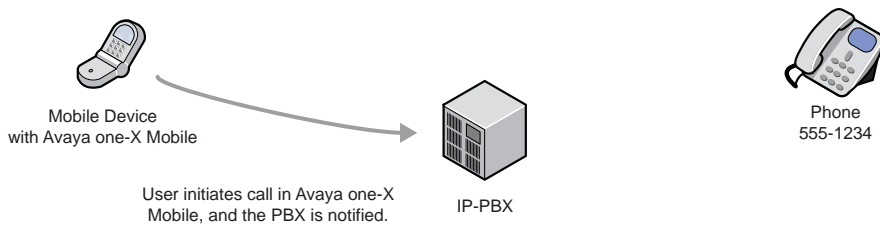
- Call Log
- VIP Phonebook
- Corporate Contacts
- Device Contacts

Making Calls Using the Call Back Feature

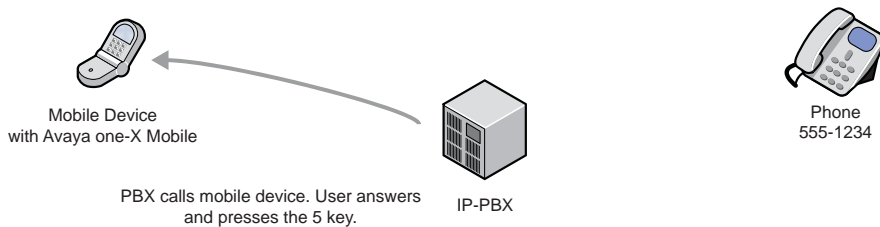
You begin a call by selecting the **Call Back** command. On the Avaya one-X Mobile Home screen, the **Call Back** command allows you to make an ad hoc call back by entering the number you wish to call. From other locations when the **Call Back** command is selected, the number to be called is associated with the Voicemail, Call Log, or contact entry that was highlighted when you selected **Call Back**. Once you have initiated the call, you are prompted to select the phone you want to use for this call. 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. See [Overview of the Avaya one-X Mobile Call Back Feature](#) on page 23 for a further description of the Avaya one-X Mobile Call Back feature.

Overview of the Avaya one-X Mobile Call Back Feature

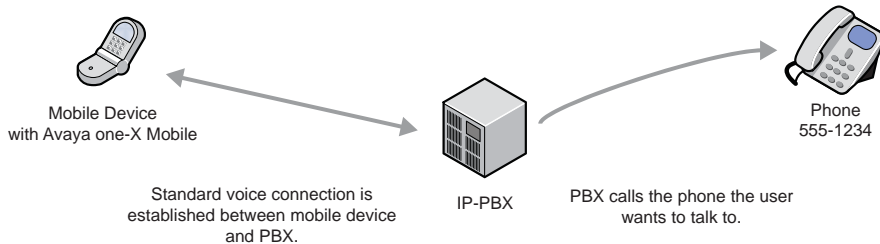
Step 1: Enter or select the number you want to call, and then select **Call Back**. This tells your corporate telephone system (or PBX) to initiate the call. (You can select **Call Back** from multiple locations within the Avaya one-X Mobile application. See the locations listed on the previous page.) After you select **Call Back**, you then select the phone you want to use. This will usually, but not always, be your mobile device.



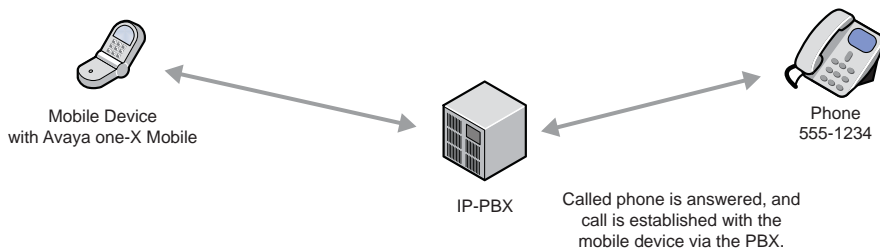
Step 2: Your corporate telephone system calls the phone you selected to use. You answer the call and press the **5** key. The phone you answer the call on will usually be your mobile device, but it could be any phone defined in your list of Send Calls destinations, such as your home phone or a hotel room phone. The following illustration shows your mobile device.



Step 3: While you wait, your corporate telephone system calls the person you want to talk to.



Step 4: You can begin talking after the other phone is answered by a person or voicemail system.



Make a call from the Avaya one-X Mobile Home screen

When you make a call from the Avaya one-X Mobile Home screen, you enter the number you want to call. This is in contrast to making a call from your Call Log, Contacts, Corporate Directory, or Voicemail where the number you are calling is selected from a particular screen. Making a call from the Home screen allows you to use the Call Back feature with a number that is not in your Call Log, Contacts, Corporate Directory, or Voicemail.

Note:

When you make a call from the Avaya one-X Mobile Home screen, you use the Avaya one-X Mobile Call Back feature and thereby route the call through your office phone system.

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

1. On the Avaya one-X Mobile Home screen, select **Call Back**.
The Call Back screen appears.
2. For Pocket PCs, select the onscreen keyboard icon to bring up the keyboard.
3. In the **Connect** box, enter the number you want to call.

Note:

To make an international call, do one of the following:

- Enter the International Direct Dialing (IDD) prefix of your office phone system followed by the number you are calling. See your system administrator for the appropriate IDD prefix.
 - Enter **+** followed by the country code and the number you are calling.
4. Do one of the following:
 - To use an ad hoc number, select the box under **with the following phone** and enter the number of the phone you want to use to make the call.
 - To use one of the phones defined in your Send Calls destinations, under **select from the following**, select the radio button for the phone you want to use to make the call.
 5. Select **Connect**.

The call is initiated and the instruction screen appears. The phone you chose to use rings. This is your office phone system calling to establish the first leg of the call connection between your selected phone and the number you want to call.

6. Answer your phone, and then press the **5** key.

This accepts the first leg of the call and signals your office phone system to connect you to the number you want to call.

Note:

You do not have to press a number key if your mobile device does not have DTMF (touch-tone) capability. Instructions to press a number key will not appear in the instruction screen.

Note:

If the Confirmed Answer feature is turned **off** in your office phone system, you do not have to press a number key. Rather, you answer the call, wait a moment, and your office phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

7. Wait a moment. Your office phone system will connect you to the number you called.
8. Select **ok** to close the instruction screen.

Make a call from your New Voicemail inbox

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

1. On the Avaya one-X Mobile Home screen, select the box next to **New Voicemail**.

The New Voicemail inbox appears. Each voicemail entry shows the caller's name or number, the duration of the message, and the time and date of the call.

2. Select the appropriate voicemail message.

The voicemail message is highlighted.

3. Select the **Menu** soft key.

4. Select **Call Back**.

The Call Back screen appears. The number you are calling appears in the **Connect** box.

5. Do one of the following:

- To use an ad hoc number:

a. For Pocket PCs, select the onscreen keyboard icon to bring up the keyboard.

b. In the box under **with the following phone**, enter the number of the phone you want to use to make the call.

- To use one of the phones defined in your Send Calls destinations, under **select from the following**, select the radio button for the phone you want to use to make the call.

6. Select **Connect**.

The call is initiated and the instruction screen appears. The phone you chose to use rings. This is your office phone system calling to establish the first leg of the call connection between your selected phone and the number you want to call.

Making Calls Using the Call Back Feature

7. Answer your phone, and then press the **5** key.

This accepts the first leg of the call and signals your office phone system to connect you to the number you want to call.

Note:

You do not have to press a number key if your mobile device does not have DTMF (touch-tone) capability. Instructions to press a number key will not appear in the instruction screen.

Note:

If the Confirmed Answer feature is turned **off** in your office phone system, you do not have to press a number key. Rather, you answer the call, wait a moment, and your office phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

8. Wait a moment. Your office phone system will connect you to the number you called.
9. Select **ok** to close the instruction screen.

Make a call from the Call Log

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

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Call Log**.

The Call Log appears.

3. Select the appropriate Call Log entry.
4. Select **Call Back**.

The Call Back screen appears. The number you are calling appears in the **Connect** box.

5. Do one of the following:

- To use an ad hoc number:

- a. For Pocket PCs, select the onscreen keyboard icon to bring up the keyboard.
- b. In the box under **with the following phone**, enter the number of the phone you want to use to make the call.

- To use one of the phones defined in your Send Calls destinations, under **select from the following**, select the radio button for the phone you want to use to make the call.

6. Select **Connect**.

The call is initiated and the instruction screen appears. The phone you chose to use rings. This is your office phone system calling to establish the first leg of the call connection between your selected phone and the number you want to call.

7. Answer your phone, and then press the **5** key.

This accepts the first leg of the call and signals your office phone system to connect you to the number you want to call.

Note:

You do not have to press a number key if your mobile device does not have DTMF (touch-tone) capability. Instructions to press a number key will not appear in the instruction screen.

Note:

If the Confirmed Answer feature is turned **off** in your office phone system, you do not have to press a number key. Rather, you answer the call, wait a moment, and your office phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

8. Wait a moment. Your office phone system will connect you to the number you called.
9. Select **ok** to close the instruction screen.

Make a call from your VIP Phonebook

To make a call to a contact in your VIP Phonebook:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Contacts**.
The list of contacts in your VIP Phonebook appears.
3. Select the contact you want to call.
4. Select the **Menu** soft key.
5. Select **Call Work**, **Call Mobile**, or **Call Home**.

Note:

The call options available in the menu depend on the phone numbers that have been added to the VIP Phonebook contact record. If the contact record does not include a Work, Mobile, and/or Home number, those options appear gray and cannot be selected.

The Call Back screen appears. The number you are calling appears in the **Connect** box.

6. Do one of the following:
 - To use an ad hoc number:
 - a. For Pocket PCs, select the onscreen keyboard icon to bring up the keyboard.
 - b. In the box under **with the following phone**, enter the number of the phone you want to use to make the call.

Making Calls Using the Call Back Feature

- To use one of the phones defined in your Send Calls destinations, under **select from the following**, select the radio button for the phone you want to use to make the call.
7. Select **Connect**.

The call is initiated and the instruction screen appears. The phone you chose to use rings. This is your office phone system calling to establish the first leg of the call connection between your selected phone and the number you want to call.
 8. Answer your phone, and then press the **5** key.

This accepts the first leg of the call and signals your office phone system to connect you to the number you want to call.

Note:
You do not have to press a number key if your mobile device does not have DTMF (touch-tone) capability. Instructions to press a number key will not appear in the instruction screen.

Note:
If the Confirmed Answer feature is turned **off** in your office phone system, you do not have to press a number key. Rather, you answer the call, wait a moment, and your office phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.
 9. Wait a moment. Your office phone system will connect you to the number you called.
 10. Select **ok** to close the instruction screen.

Make a call from the Corporate Directory

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

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Find Contacts**.

The Find Contacts screen appears.
3. Select the Search drop-down box.
4. Select **Search Corporate Directory**.
5. For Pocket PCs, select the onscreen keyboard icon to bring up the keyboard.
6. Enter one or more letters in the **First Name**, **Last name**, or **Department** boxes to find the corporate contact you want to call.
7. Select **Find**.

The Corporate Contacts screen appears with the search results.
8. Select the contact you want to call.

9. Select the **Menu** soft key.
10. Select **Call Work**, **Call Mobile**, or **Call Home**.

Note:

The call options available in the menu depend on the phone numbers in the corporate contact record. If the contact record does not include a Work, Mobile, and/or Home number, those options appear gray and cannot be selected.

The Call Back screen appears. The number you are calling appears in the **Connect** box.

11. Do one of the following:
 - To use an ad hoc number, in the box under **with the following phone**, enter the number of the phone you want to use to make the call.
 - To use one of the phones defined in your Send Calls destinations, under **select from the following**, select the radio button for the phone you want to use to make the call.
12. Select **Connect**.

The call is initiated and the instruction screen appears. The phone you chose to use rings. This is your office phone system calling to establish the first leg of the call connection between your selected phone and the number you want to call.

13. Answer your phone, and then press the **5** key.

This accepts the first leg of the call and signals your office phone system to connect you to the number you want to call.

Note:

You do not have to press a number key if your mobile device does not have DTMF (touch-tone) capability. Instructions to press a number key will not appear in the instruction screen.

Note:

If the Confirmed Answer feature is turned **off** in your office phone system, you do not have to press a number key. Rather, you answer the call, wait a moment, and your office phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

14. Wait a moment. Your office phone system will connect you to the number you called.
15. Select **ok** to close the instruction screen.

Make a call from the Device Contacts

To make a call to one of your contacts in the native contacts application on your mobile device:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.

Making Calls Using the Call Back Feature

2. Select **Find Contacts**.

The Find Contacts screen appears.

3. In the Search drop-down box, select **Search Device Contacts**.
4. For Pocket PCs, select the onscreen keyboard icon to bring up the keyboard.
5. Enter one or more letters in the **First Name**, **Last name**, or **Department** boxes to find the device contact you want to call.
6. Select **Find**.
The Device Contacts screen appears with the search results.
7. Select the contact you want to call.
8. Select the **Menu** soft key.
9. Select **Call Work**, **Call Mobile**, or **Call Home**.

Note:

The call options available in the menu depend on the phone numbers in the contact record. If the contact record does not include a work, mobile, and/or home number, those options appear gray and cannot be selected.

The Call Back screen appears. The number you are calling appears in the **Connect** box.

10. Do one of the following:
 - To use an ad hoc number, in the box under **with the following phone**, enter the number of the phone you want to use to make the call.
 - To use one of the phones defined in your Send Calls destinations, under **select from the following**, select the radio button for the phone you want to use to make the call.
11. Select **Connect**.
The call is initiated and the instruction screen appears. The phone you chose to use rings. This is your office phone system calling to establish the first leg of the call connection between your selected phone and the number you want to call.
12. Answer your phone, and then press the **5** key.

This accepts the first leg of the call and signals your office phone system to connect you to the number you want to call.

Note:

You do not have to press a number key if your mobile device does not have DTMF (touch-tone) capability. Instructions to press a number key will not appear in the instruction screen.

Note:

If the Confirmed Answer feature is turned **off** in your office phone system, you do not have to press a number key. Rather, you answer the call, wait a moment, and your office phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

13. Wait a moment. Your office phone system will connect you to the number you called.
14. Select **ok** to close the instruction screen.

Switch from your mobile phone to your office phone

Avaya one-X Mobile uses Extension to Cellular, a feature which allows your mobile phone to function as an extension of your office phone. Extension to Cellular provides the capability to switch between your mobile phone and your office phone during an on-going Extension to Cellular call. For example, you receive a call on your mobile phone on your way into work. The call continues as you arrive at your office and proceed to your desk. At that point, you would like to use your office phone to continue the call (this saves additional cell phone charges).

Note:

Extension to Cellular works wherever your mobile phone currently works. You may lose mobile phone calls while in your building because of poor reception. Optional installation of a distributed antenna system (DAS) in buildings with poor cell reception has proven to be an effective solution. Ask your system administrator to contact Avaya for details.

Note:

This procedure applies to incoming calls picked up on your mobile phone when Avaya one-X Mobile is used. This procedure also applies to outgoing calls if you have placed an Avaya one-X Mobile call from the mobile phone.

To switch to the office phone while on your mobile phone with an Avaya one-X Mobile call:

1. Pick up the office phone handset or turn the speaker on.
2. Press the lighted Call Appearance (line indicator) button on your office phone that shows the line that is currently in use.
You are now conferenced onto the existing call.
3. Disconnect your mobile phone from the call by pressing the appropriate End Call button on your mobile phone.
4. Continue speaking using your office phone handset or speaker.

Switch from your office phone to your mobile phone

Avaya one-X Mobile uses Extension to Cellular, a feature which allows your mobile phone to function as an extension of your office phone. Extension to Cellular provides the capability to switch between your office phone and your mobile phone during an on-going Extension to Cellular call. For example, you receive a call on your office phone before leaving work. The call continues as you want to leave your office. At that point, you would like to use your mobile phone to continue the call.

Note:

Extension to Cellular works wherever your mobile phone currently works. You may lose mobile phone calls while in your building because of poor reception. Optional installation of a distributed antenna system (DAS) in buildings with poor cell reception has proven to be an effective solution. Ask your system administrator to contact Avaya for details.

Be sure to notify the person with whom you are speaking that you will be changing phones.

To switch to your mobile phone while you are on your office phone with an Avaya one-X Mobile call:

1. Turn on your mobile phone.
2. Extend the call to your mobile phone in one of the following two ways:
 - Press the administered **Extend Call** button on your office phone (if your office phone supports administered feature buttons). The **Extend Call** button extends the call to any Extended Access phones mapped to your office phone. For more information on this button, contact your system administrator.
 - From your mobile phone, dial the Active Appearance Select feature name extension (FNE) to extend the call to your mobile phone. For a list of the feature name extensions for your system, contact your system administrator.

You are now conferenced onto the existing call.

3. Hang up your office phone.
4. Continue speaking using your mobile phone.

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** — can be created for any number of destinations. *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.
- **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. See the *Avaya one-X Mobile Web User Guide*, document number 18-602150, for more information.

Managing Incoming Calls Using the Send Calls Feature

- **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. No other Send Calls destinations can be selected when the Voicemail destination is in effect.

Select the phones to which calls are routed

You can select up to 5 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.

Also use this procedure to turn simultaneous ring off. For example, if your office phone and mobile phone are both currently set to ring when a call comes in to your office phone, to turn ringing off on your mobile phone, deselect **Mobile** as described in Step 2.

To select the phones to which office calls are routed:

1. On the Avaya one-X Mobile Home screen, select **Change**.

A list of the phones on which you can receive office calls appears. **Automatic by schedule** and **Voicemail** are also listed.

2. Select or deselect the phones as appropriate.

A check mark appears in the checkbox when the phone is selected. When a call comes in to your office phone, the selected phones will ring, and the phones that are not selected will not ring.

Note:

Depending on your communication system, the Office phone must be a destination and cannot be deselected.

3. Select **Done**.

The Avaya one-X Mobile Home screen appears and the phone(s) you selected appear under **Send Calls to**.

Add a phone to which calls are routed

To add a new phone number to which office calls are routed:

1. On the Avaya one-X Mobile Home screen, select **Change**.

A list of the phones on which you can receive office calls appears. **Automatic by schedule** and **Voicemail** are also listed.

2. Select the **Menu** soft key.
3. Select **New**.

The New Send Calls Destination screen appears.

4. For Pocket PCs, select the onscreen keyboard icon to bring up the keyboard.
5. In the **Name** box, enter a name for your new Send Calls destination.
6. In the **Send Calls to** box, enter the phone number for this new Send Calls destination.
7. Select the **Ok** soft key.

The new destination is added to your list of Send Calls destinations.

Delete a phone to which calls are routed

To delete a phone to which office calls are routed:

1. On the Avaya one-X Mobile Home screen, select **Change**.

A list of the phones on which you can receive office calls appears. **Automatic by schedule** and **Voicemail** are also listed.

2. Select the Send Calls destination you want to delete.

Note:

You cannot delete the Office, Quick Entry, or Mobile destinations.

3. Select the **Menu** soft key.
4. Select **Delete**.

A confirmation screen appears.

5. Select **Yes**.

The destination is deleted from your list of Send Calls destinations.

Edit a phone number to which calls are routed

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

1. On the Avaya one-X Mobile Home screen, select **Change**.

A list of the phones on which you can receive office calls appears. **Automatic by schedule** and **Voicemail** are also listed.

2. Select the Send Calls destination you want to edit.

Note:

You cannot edit the Office or Mobile destinations.

3. Select the **Menu** soft key.

4. Select **Edit**.

The Edit Send Calls Destinations screen appears.

5. For Pocket PCs, select the onscreen keyboard icon to bring up the keyboard.
6. Edit the appropriate field.
7. Select the **Ok** soft key.

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 one time:

1. On the Avaya one-X Mobile Home screen, select **Change**.

A list of the phones on which you can receive office calls appears. **Automatic by schedule** and **Voicemail** are also listed.

2. Select **Quick Entry**.

3. Select the **Menu** soft key.

4. Select **Edit**.

The Edit Send Calls Destinations screen appears. The last Quick Entry number you used appears in the Send Calls to box.

5. For Pocket PCs, select the onscreen keyboard icon to bring up the keyboard.
6. If necessary, delete the Quick Entry number.
7. Enter the new Quick Entry number.

8. Select the **Ok** soft key.

Send all calls to voicemail

From your mobile device, you can choose to send all incoming calls to your office number directly to your office voicemail—no phones will ring. No other destinations can be selected when you send all calls to Voicemail. In addition, the voicemail destination 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 screen, select **Change**.

A list of the phones on which you can receive office calls appears. **Automatic by schedule** and **Voicemail** are also listed.

2. Select **Voicemail**.

A black dot appears in the radio button when Voicemail is selected. All other destinations are automatically deselected.

3. Select **Done**.

The Avaya one-X Mobile Home screen appears and **Voicemail** appears as the Send Calls destination.

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.

To change the block setting:

1. On the Avaya one-X Mobile Home screen, select the box next to **Block Calls**.

2. Do one of the following:

- Select **Off**.

No calls are blocked. All calls, including non-VIPs, ring through.

- Select **Non-VIP**.

Only calls from people you have designated as VIPs ring through. All other callers are sent to your office voicemail.

Route calls as defined by Automatic by Schedule

Automatic by Schedule manages your incoming calls according to a schedule you define through the Avaya one-X Mobile Web application. No other destinations can be selected when Automatic by Schedule is selected. For information on how to create an automatic schedule, see the *Avaya one-X Mobile Web User Guide*, document number 18-602150.

To manage your incoming calls according to the schedule defined in Automatic by Schedule:

1. On the Avaya one-X Mobile Home screen, select **Change**.

A list of the phones on which you can receive office calls appears. **Automatic by schedule** and **Voicemail** are also listed.

2. Select **Automatic by schedule**.

A black dot appears in the radio button when Automatic by schedule is selected. All other destinations are automatically deselected.

3. Select **Done**.

The Avaya one-X Mobile Home screen appears and **Automatic by schedule** appears under **Send Calls to**. The current time period and the call destinations selected for the current time period are also shown.

Answer a call to your work number on your mobile phone

When **Mobile** is selected as one of your Send Calls destinations, your mobile phone rings when someone calls your work number. How you answer the call depends on how the Confirmed Answer feature is administered on your office phone system. If the Confirmed Answer feature is **off**, simply answer the call as usual. If the Confirmed Answer feature is **on**, you must answer the call, listen for dialtone, and then select the **5** key on your mobile phone in order to be connected to the call.

Note:

See your system administrator for more information about the Confirmed Answer feature and whether this feature is administered for your office phone system.

To answer a call to your work number from your mobile phone, answer the call. Then do one of the following:

- If you do not hear a dialtone, you are connected to the call.
- If you hear a dialtone, select the **5** key on your mobile phone. You are connected to the call.

Listening to Voicemail






Avaya one-X Mobile Visual Voicemail provides many of the best features of email to the review and management of your office voicemail. The New Voicemail and Saved Voicemail inboxes display your messages similar to email. 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.

Note:

If voicemail has not been configured for your mobile device, the New and Saved Voicemail inboxes are not available. To listen to your corporate voicemail messages, call your corporate voicemail system directly. See [No Voicemail Configuration](#) on page 15 for more information.

The New Voicemail inbox and Saved Voicemail inbox display the icons shown in the following table.

New and Saved Voicemail Inbox Icons

Icon	Description
	Voicemail downloading
	Unheard voicemail, downloaded
	Unheard voicemail, not downloaded
	Heard voicemail, downloaded
	Heard voicemail, not downloaded

Listen to a new voicemail message

To listen to a new voicemail message:

1. On the Avaya one-X Mobile Home screen, select the box next to **New Voicemail**.

The New Voicemail inbox appears. Each voicemail entry shows the time or date of the call, the duration of the message, and the caller's name or number. See [New and Saved Voicemail Inbox Icons](#) on page 39 for a description of the icons that appear next to each voicemail entry.

2. Select the voicemail message you want to hear.

The voicemail message is highlighted.

Listening to Voicemail

3. Select **Play**.

The playback screen opens and the message begins to play.

4. Do one of the following:

- To replay the message, press **2** or press *up* on the navigation control.
- To stop the message playback, press **6** or press *right* on the navigation control.
- To delete the message, press **8** or press *down* on the navigation control.
- To save the message, press **4** or press *left* on the navigation control.

5. Select **Done** when finished.

To make a call to the party that left you voicemail, see [Make a call from your New Voicemail inbox](#) on page 25.

Note:

A caller may leave a message that exceeds your phone's memory and can not be played in Avaya one-X Mobile. If that occurs, you will see a text alert when you attempt to play the message. You will be prompted to call your office voicemail system directly.

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. On the Avaya one-X Mobile Home screen, select the box next to **New Voicemail**.

The New Voicemail inbox appears. Each voicemail entry shows the time or date of the call, the duration of the message, and the caller's name or number. See [New and Saved Voicemail Inbox Icons](#) on page 39 for a description of the icons that appear next to each voicemail entry.

2. Select the voicemail message you want to save.

The voicemail message is highlighted.

3. Select the **Menu** soft key.

4. Select **Save Voicemail**.

A confirmation message appears.

5. Select **Yes**.

The voicemail message is saved and moved to the Saved Voicemail inbox. The unheard voicemail icon appears next to the voicemail message you saved but did not listen to.

Delete a voicemail message

To delete a voicemail message from the Saved Voicemail inbox without listening to it:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Saved Voicemail**.

The Saved Voicemail inbox appears. The 15 most recently saved messages are shown.
3. Select the voicemail message you want to delete.

The voicemail message is highlighted.
4. Select the **Menu** soft key.
5. Select **Delete Voicemail**.

A confirmation message appears.
6. Select **Yes**.

The voicemail message no longer appears in the Saved Voicemail inbox. Note that the voicemail call information (who called and when) remains in the Call Log.

Selecting multiple voicemail messages

You can listen to, save, or delete more than one voicemail message at a time.

Listen to multiple voicemail messages

To listen to multiple new voicemail messages:

1. On the Avaya one-X Mobile Home screen, select the box next to **New Voicemail**.

The New Voicemail inbox appears. Each voicemail entry shows the time or date of the call, the duration of the message, and the caller's name or number. See [New and Saved Voicemail Inbox Icons](#) on page 39 for a description of the icons that appear next to each voicemail entry.
2. Do the following to select the voicemail messages you want to hear:
 - For Pocket PCs, tap the checkbox for each message.
 - For Smartphones, highlight and then select each message.

A check mark appears in the checkbox for each message you selected.

Listening to Voicemail

Note:

To listen to all new voicemail messages, select the **Menu** soft key and then select **Select All**.

3. Select **Play**.

The first message plays.

4. Do one of the following:

- To replay the message, press **2** or press *up* on the navigation control.
- To stop the message playback, press **6** or press *right* on the navigation control.
- To delete the message, press **8** or press *down* on the navigation control.
- To save the message, press **4** or press *left* on the navigation control.

5. Select **Next** to play the next message.
6. Repeat Steps 4 and 5 for each message.
7. Select **Done** when finished.

Save multiple voicemail messages

You can save multiple new voicemail messages without listening to them. The messages are moved to the Saved Voicemail inbox.

To save multiple new voicemail messages:

1. On the Avaya one-X Mobile Home screen, select the box next to **New Voicemail**.

The New Voicemail inbox appears. Each voicemail entry shows the time or date of the call, the duration of the message, and the caller's name or number. See [New and Saved Voicemail Inbox Icons](#) on page 39 for a description of the icons that appear next to each voicemail entry.

2. Do the following to select the voicemail messages you want to save:
 - For Pocket PCs, tap the checkbox for each message.
 - For Smartphones, highlight and then select each message.

A check mark appears in the checkbox for each message you selected.

Note:

To save all new voicemail messages, select the **Menu** soft key and then select **Select All**.

3. Select the **Menu** soft key.
4. Select **Save Voicemail**.

A confirmation screen appears.

5. Select **Yes**.

The voicemail messages are saved and moved to the Saved Voicemail inbox. The unheard voicemail icon appears next to each voicemail message you saved but did not listen to.

Delete multiple voicemail messages

You can delete multiple voicemail messages without listening to them. The voicemail call information (who called and when) remains in the Call Log.

To delete multiple voicemail messages from the Saved Voicemail inbox:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Saved Voicemail**.

The Saved Voicemail inbox appears.

3. Do the following to select the voicemail messages you want to delete:

- For Pocket PCs, tap the checkbox for each message.
- For Smartphones, highlight and then select each message.

A check mark appears in the checkbox for each message you selected.

Note:

To delete all saved voicemail messages, select the **Menu** soft key and then select **Select All**.

4. Select the **Menu** soft key.
5. Select **Delete Voicemail**.

A confirmation screen appears.

6. Select **Yes**.

The voicemail messages no longer appear in the Saved Voicemail inbox.

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 call, or whether the call has an associated voicemail message.








Note:

If voicemail has not been configured for your mobile device, the call log record does not show whether the call has associated voicemail. If the call does have associated voicemail, the call log icon indicates an incoming call. See [No Voicemail Configuration](#) on page 15 for more information.

From the Call Log, you can add contact information directly to your VIP Phonebook for use with the VIP and Block features, or directly initiate an Avaya one-X Mobile call to any caller or number you called. The Call Log provides a filter feature that allows you to view all calls or only incoming calls, outgoing calls, or those with voicemail attached. Also provided is a View feature that allows you to change the order of the Call Log entries from old to new or new to old. You can also manage voicemail messages from your Call Log.

The Call Log displays the icons shown in the following table.

Call Log Icons

Icon	Description
	Incoming call
	Outgoing call
	Unheard voicemail, downloaded
	Unheard voicemail, not downloaded
	Heard voicemail, downloaded
	Heard voicemail, not downloaded
	Failed call

View the Call Log

To open the Call Log and view call details:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.

Using the Call Log

2. Select **Call Log**.

The Call Log appears. See [Call Log Icons](#) on page 45 for a description of the icons that appear next to each entry in the Call Log.

Note:

The Call Log shows calls to and from your office phone number. Calls to and from your mobile device that are not made through your corporate PBX do not appear in this Call Log.

3. Do one of the following:
 - For Pocket PCs, select **ok** to close the Call Log and return to the Home screen.
 - For Smartphones, select the **Menu** soft key and then select **Home** to close the Call Log and return to the Home screen.

To make a call from the Call Log, see [Make a call from the Call Log](#) on page 26.

Change the Call Log view

You can view Call Log entries in new to old order, or old to new order.

To change the Call Log view:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Call Log**.

The Call Log appears.
3. Select the **Menu** soft key.
4. Select **View By**.
5. Do one of the following:
 - Select **New to Old**
 - Select **Old to New**

The Call Log shows calls in the order you selected.

6. Do one of the following:
 - For Pocket PCs, select **ok** to close the Call Log and return to the Home screen.
 - For Smartphones, select the **Menu** soft key and then select **Home** to close the Call Log and return to the Home screen.

Change the Call Log filter

You can change the call log filter to show all calls, or only incoming calls, only outgoing calls, or only calls with voicemail.

To change the Call Log filter:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Call Log**.

The Call Log appears.

3. Select the **Menu** soft key.
4. Select **Filter**.
5. Do one of the following:
 - Select **All** to see all calls.
 - Select **Voicemail** to see only calls with voicemail attached.
 - Select **Incoming Calls** to see only incoming calls.
 - Select **Outgoing Calls** to see only outgoing calls.

The Call Log shows calls of the type you selected.

6. Do one of the following:
 - For Pocket PCs, select **ok** to close the Call Log and return to the Home screen.
 - For Smartphones, select the **Menu** soft key and then select **Home** to close the Call Log and return to the Home screen.

Delete a call

To delete a call from the Call Log:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Call Log**.

The Call Log appears.

3. Select the call you want to delete.
4. Select the **Menu** soft key.
5. Select **Delete Call**.

A confirmation screen appears.

Using the Call Log

6. Select **Yes**.

The call is deleted from the Call Log.

7. Do one of the following:

- For Pocket PCs, select **ok** to close the Call Log and return to the Home screen.
- For Smartphones, select the **Menu** soft key and then select **Home** to close the Call Log and return to the Home screen.

Delete multiple calls

To delete multiple calls at one time from the Call Log:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Call Log**.

The Call Log appears.

3. Do the following to select the calls you want to delete:

- For Pocket PCs, tap the checkbox for each call.
- For Smartphones, highlight and then select each call.

A check mark appears in the checkbox for each call you selected.

Note:

To delete all Call Log entries, select the **Menu** soft key and then select **Select All**.

4. Select the **Menu** soft key.
5. Select **Delete Call**.

A confirmation screen appears.

6. Select **Yes**.

The calls are deleted from the Call Log.

7. Do one of the following:

- For Pocket PCs, select **ok** to close the Call Log and return to the Home screen.
- For Smartphones, select the **Menu** soft key and then select **Home** to close the Call Log and return to the Home screen.

Add the contact to the VIP Phonebook

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

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Call Log**.

The Call Log appears.

3. Select the call for the contact information you want to save.
4. Select the **Menu** soft key.
5. Select **Save Contact**.

The contact information is saved in your VIP Phonebook.

6. Do one of the following:

- For Pocket PCs, select **ok** to close the Call Log and return to the Home screen.
- For Smartphones, select the **Menu** soft key and then select **Home** to close the Call Log and return to the Home screen.

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. A voicemail icon next to the call indicates the call has voicemail associated with it.

Note:

If voicemail has not been configured for your mobile device, you cannot manage voicemail from the Call Log. See [No Voicemail Configuration](#) on page 15 for more information.

Listen to a voicemail message from the Call Log

To listen to a voicemail message from the Call Log:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Call Log**.

The Call Log appears.

3. Select the call with the voicemail you want to hear.

Using the Call Log

4. Select the **Menu** soft key.
5. Select **Play Voicemail**.
The playback screen opens and the message begins to play.
6. Do one of the following:
 - To replay the message, press **2** or press *up* on the navigation control.
 - To stop the message playback, press **6** or press *right* on the navigation control.
 - To delete the message, press **8** or press *down* on the navigation control.
 - To save the message, press **4** or press *left* on the navigation control.
7. Select **Done** when finished.
8. Do one of the following:
 - For Pocket PCs, select **ok** to close the Call Log and return to the Home screen.
 - For Smartphones, select the **Menu** soft key and then select **Home** to close the Call Log and return to the Home screen.

Save a voicemail message from the Call Log

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

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Call Log**.
The Call Log appears.
3. Select the call with the voicemail you want to save.
4. Select the **Menu** soft key.
5. Select **Save Voicemail**.
A confirmation screen appears.
6. Select **Yes**.
The voicemail is moved to the Saved Voicemail inbox. The call record and voicemail remain in the Call Log.
7. Do one of the following:
 - For Pocket PCs, select **ok** to close the Call Log and return to the Home screen.
 - For Smartphones, select the **Menu** soft key and then select **Home** to close the Call Log and return to the Home screen.

Delete a voicemail message from the Call Log

You can delete the voicemail message only, leaving the call record in the Call Log, or you can delete both the voicemail message and the call record from the Call Log. You should delete voicemail sound files regularly to free mobile phone memory.

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

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Call Log**.
The Call Log appears.
3. Select the call with the voicemail you want to delete.
4. Select the **Menu** soft key.
5. Do one of the following:
 - To delete the voicemail but keep the call record, select **Delete Voicemail**.
 - To delete both the voicemail and call record, select **Delete Call**.

A confirmation screen appears.

6. Select **Yes**.
The Call Log is updated according to your selection.
7. Do one of the following:
 - For Pocket PCs, select **ok** to close the Call Log and return to the Home screen.
 - For Smartphones, select the **Menu** soft key and then select **Home** to close the Call Log and return to the Home screen.

Selecting multiple voicemail messages from the Call Log

You can listen to, save, or delete more than one voicemail message at a time from the Call Log.

Listen to multiple voicemail messages from the Call Log

To listen to multiple voicemail messages from the Call Log:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Call Log**.
The Call Log appears.
3. Do the following to select the calls with the voicemail you want to hear:
 - For Pocket PCs, tap the checkbox for each call.

Using the Call Log

- For Smartphones, highlight and then select each call.
A check mark appears in the checkbox for each call you selected.
- 4. Select the **Menu** soft key.
- 5. Select **Play Voicemail**.
The first message plays.
- 6. Do one of the following:
 - To replay the message, press **2** or press *up* on the navigation control.
 - To stop the message playback, press **6** or press *right* on the navigation control.
 - To delete the message, press **8** or press *down* on the navigation control.
 - To save the message, press **4** or press *left* on the navigation control.
- 7. Select **Next** to play the next message.
- 8. Repeat Step 7 for each message.
- 9. Select **Done** when finished.
- 10. Do one of the following:
 - For Pocket PCs, select **ok** to close the Call Log and return to the Home screen.
 - For Smartphones, select the **Menu** soft key and then select **Home** to close the Call Log and return to the Home screen.

Save multiple voicemail messages from the Call Log

To save multiple voicemail messages from the Call Log:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Call Log**.
The Call Log appears.
3. Do the following to select the calls with the voicemail you want to save:
 - For Pocket PCs, tap the checkbox for each call.
 - For Smartphones, highlight and then select each call.A check mark appears in the checkbox for each call you selected.
4. Select the **Menu** soft key.
5. Select **Save Voicemail**.
A confirmation screen appears.
6. Select **Yes**.

The voicemail messages are moved to the Saved Voicemail inbox. The call records and voicemail messages remain in the Call Log.

7. Do one of the following:
 - For Pocket PCs, select **ok** to close the Call Log and return to the Home screen.
 - For Smartphones, select the **Menu** soft key and then select **Home** to close the Call Log and return to the Home screen.

Delete multiple voicemail messages from the Call Log

You can delete multiple voicemail messages, leaving the call records in the Call Log, or you can delete both the voicemail messages and the call records from the Call Log. You should delete voicemail sound files regularly to free mobile phone memory.

To delete multiple voicemail messages from the Call Log:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Call Log**.
The Call Log appears.
3. Do the following to select the calls with the voicemail you want to delete:
 - For Pocket PCs, tap the checkbox for each call.
 - For Smartphones, highlight and then select each call.

A check mark appears in the checkbox for each call you selected.
4. Select the **Menu** soft key.
5. Do one of the following:
 - To delete the voicemail but keep the call records, select **Delete Voicemail**.
 - To delete both the voicemail and call records, select **Delete Call**.

A confirmation screen appears.
6. Select **Yes**.
The Call Log is updated according to your selections.
7. Do one of the following:
 - For Pocket PCs, select **ok** to close the Call Log and return to the Home screen.
 - For Smartphones, select the **Menu** soft key and then select **Home** to close the Call Log and return to the Home screen.

Using the VIP Phonebook

The Avaya one-X Mobile Contacts feature provides access to your VIP Phonebook. The VIP Phonebook provides two important features to help you manage your work calls. First, you can add contacts from your Device Contacts or your company's Corporate Directory into your VIP Phonebook (you can also manually enter contact information for friends and family). Second, you can designate specific VIP 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 37 for more information.

Note:

Information stored in the Avaya one-X Mobile VIP Phonebook is not available from the mobile phone's native dialer.

View the VIP Phonebook contacts

To view the contacts in your VIP Phonebook:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Contacts**.

The VIP Phonebook contacts appear. The first contact is highlighted.

3. Scroll through the list to view your VIP Phonebook contacts.
4. To view contact details:

- For Pocket PCs, double-tap the contact.
- For Smartphones, highlight and then select the contact.

The Contact Details screen appears.

5. Select **Done** when finished.
6. Do one of the following:
 - For Pocket PCs, select **ok** to close the contacts screen and return to the Home screen.
 - For Smartphones, select the **Menu** soft key and then select **Home** to close the contacts screen and return to the Home screen.

To make a call to a contact in your Phonebook, see [Make a call from your VIP Phonebook](#) on page 27.

Search the VIP Phonebook for a contact

To search your VIP Phonebook for a contact:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Find Contacts**.
The Find Contacts screen appears.
3. In the Search All drop-down box, select **Search VIP Phonebook**.
4. For Pocket PCs, select the onscreen keyboard icon to bring up the keyboard.
5. Enter one or more letters in the **First Name**, **Last name**, or **Department** boxes.
6. Select **Find**.

The VIP Phonebook Contacts screen appears with the search results. Only those contacts that match the search criteria are shown. Matches are based on the first character in the contact's first or last name. See [Sort contacts by first or last name](#) on page 58 for more information.

7. Select **Done** when finished.
8. Select **Cancel** to close the Find Contacts screen and return to the Home screen.

To make a call to a contact in your Phonebook, see [Make a call from your VIP Phonebook](#) on page 27.

Add a new contact to the VIP Phonebook

To add a new contact to your VIP Phonebook:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Contacts**.
The VIP Phonebook contacts appear. The first contact is highlighted.
3. Select **New**.
A New Contact screen appears.
4. For Pocket PCs, select the onscreen keyboard icon to bring up the keyboard.
5. Enter the contact's first name in the **First** box.
6. Select the next box and enter the contact's last name.
7. Select the **VIP** drop-down box and select **Yes** or **No**.

Note:

Be sure to set the VIP to **Yes** if you want this contact to be able to ring through when the Block feature is set to block non-VIPs.

8. Complete the remaining fields as appropriate.
9. Select **Done** when finished.
The contact is added to the VIP Phonebook.
10. Do one of the following:
 - For Pocket PCs, select **ok** to close the contacts screen and return to the Home screen.
 - For Smartphones, select the **Menu** soft key and then select **Home** to close the contacts screen and return to the Home screen.

Delete a VIP Phonebook contact

To delete a contact from your VIP Phonebook:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Contacts**.
The VIP Phonebook contacts appear. The first contact is highlighted.
3. Select the contact you want to delete.
4. Select the **Menu** soft key.
5. Select **Delete**.
A confirmation screen appears.
6. Select **Yes**.
The contact is deleted from the VIP Phonebook.
7. Do one of the following:
 - For Pocket PCs, select **ok** to close the contacts screen and return to the Home screen.
 - For Smartphones, select the **Menu** soft key and then select **Home** to close the contacts screen and return to the Home screen.

Edit a VIP Phonebook contact

To edit a contact in your VIP Phonebook:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Contacts**.
The VIP Phonebook contacts appear. The first contact is highlighted.
3. Select the contact you want to edit.
The Contact Details screen appears.
4. Select **Edit**.
The Edit Contact screen appears.
5. For Pocket PCs, select the onscreen keyboard icon to bring up the keyboard.
6. Select the box containing the information you want to edit.
7. Make the appropriate changes.
8. Repeat Steps 6 and 7 for each information box you want to edit.
9. Select **Done** when finished.
The contact's information is updated.
10. Do one of the following:
 - For Pocket PCs, select **ok** to close the contacts screen and return to the Home screen.
 - For Smartphones, select the **Menu** soft key and then select **Home** to close the contacts screen and return to the Home screen.

Sort contacts by first or last name

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

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Contacts**.
The VIP Phonebook contacts appear.
3. Select the **Menu** soft key.
4. Select **Sort By**.
5. Select **First Name** or **Last Name**.
The contacts are sorted according to your selection.

6. Do one of the following:
 - For Pocket PCs, select **ok** to close the contacts screen and return to the Home screen.
 - For Smartphones, select the **Menu** soft key and then select **Home** to close the contacts screen and return to the Home screen.

Change VIP status of a VIP Phonebook contact

Designate contacts in your VIP Phonebook 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 37 for more information.

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

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Contacts**.

The VIP Phonebook contacts appear. The first contact is highlighted.
3. Highlight the contact whose information you want to edit.
4. Select the **Menu** soft key.
5. Select **Edit**.

The Edit Contact screen appears.
6. In the VIP drop-down box, select **Yes** or **No** as appropriate.

Note:

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

7. Select **Done** when finished.

The contact's VIP status is updated.
8. Do one of the following:
 - For Pocket PCs, select **ok** to close the contacts screen and return to the Home screen.
 - For Smartphones, select the **Menu** soft key and then select **Home** to close the contacts screen and return to the Home screen.

Using the Corporate Directory

The Avaya one-X Mobile Corporate Directory feature lets you wirelessly search your company's Corporate Directory from your mobile device for contact information for anyone in your group, department, or company. The search results are displayed on your mobile device where you can make a call to the contact or add the contact to your VIP Phonebook 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 37 for more information.

Note:

You cannot use the VIP feature in conjunction with the Corporate Directory.

Search the Corporate Directory for a contact

To search the Corporate Directory for a contact:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Find Contacts**.
The Find Contacts screen appears.
3. In the Search drop-down box, select **Search Corporate Directory**.
4. For Pocket PCs, select the onscreen keyboard icon to bring up the keyboard.
5. Enter one or more letters in the **First Name**, **Last name**, or **Department** boxes.
6. Select **Find**.

The Corporate Contacts screen appears with the search results. Only those contacts that match the search criteria are shown. Matches are based on the first character in the contact's first or last name.

7. Select **Done** to return to the Find Contacts screen.

To make a call to a contact in your Corporate Directory, see [Make a call from the Corporate Directory](#) on page 28.

Add a Corporate Directory contact to the VIP Phonebook

To add a Corporate Directory contact to the VIP Phonebook:

1. Follow Steps 1 through 6 in the procedure to [Search the Corporate Directory for a contact](#) on page 61.

The Corporate Contacts screen appears with the search results.

2. Select the contact you want to add to your VIP Phonebook.
3. Select the **Menu** soft key.
4. Select **Save to Contacts**.

The contact is added to the VIP Phonebook. To mark this contact as a VIP, see [Change VIP status of a VIP Phonebook contact](#) on page 59.

5. Select **Done** to return to the Find Contacts screen.

Using the Find Contacts Feature

The Avaya one-X Mobile Find Contacts feature allows you to search for a contact in three contact directories — the Corporate Directory, the VIP Phonebook, and Device Contacts. You can choose to search for a contact in one of these directories or in all three directories at one time. From the search results, you can make an Avaya one-X Mobile call to the contact or save the contact to your VIP Phonebook (if not already there) 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 37 for more information.

Search all contact directories for a contact

To search for a contact in the contact directories:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Find Contacts**.

The Find Contacts screen appears.

3. In the Search drop-down box, select one of the following:

- **Search All**
- **Search Corporate Directory**
- **Search VIP Phonebook**
- **Search Device Contacts**

4. For Pocket PCs, select the onscreen keyboard icon to bring up the keyboard.
5. Enter one or more letters in the **First Name**, **Last name**, or **Department** boxes.
6. Select **Find**.

The search results for each contact directory appears.

7. Press *right* on the navigation control to view the search results for Corporate Contacts, VIP Phonebook Contacts, and Device Contacts.
8. Select **Done** to return to the Find Contacts screen.

Using the Find Contacts Feature

To make a call to a contact in one of the search results screens, see:

- [Make a call from your VIP Phonebook](#) on page 27
- [Make a call from the Corporate Directory](#) on page 28
- [Make a call from the Device Contacts](#) on page 29

To add a contact to the VIP Phonebook from the Corporate Contacts or Device Contacts search results screen, see:

- [Add a Corporate Directory contact to the VIP Phonebook](#) on page 62
- [Add a Device Contact to the VIP Phonebook](#) on page 64

Add a Device Contact to the VIP Phonebook

To add a Device Contact to your VIP Phonebook:

1. Follow Steps 1 through 6 in the procedure to [Search all contact directories for a contact](#) on page 63.
2. Press *right* on the navigation control to view the search results for Device Contacts.
3. Select the contact you want to add to the VIP Phonebook.
4. Select the **Menu** soft key.
5. Select **Save to Contacts**.
The contact is added to the VIP Phonebook. To mark this contact as a VIP, see [Change VIP status of a VIP Phonebook contact](#) on page 59.
6. Select **Done** to return to the Find Contacts screen.

Changing the Mobile Phone Settings

This chapter provides procedures for adjusting settings that affect the behavior of your Avaya one-X Mobile service. For example, you can enable voicemail notification so that you receive an SMS on your mobile device when new voicemail arrives in your corporate voicemail inbox, or you can lock the Avaya one-X Mobile application so that the data is not accessible to another person using your mobile device.

Change the Call Back preference

Avaya one-X Mobile provides Call Back functionality that allows you to place calls through your office phone system. However, under some circumstances such as lack of a stable data connection with your phone carrier, it may be more affective to make a call directly using your mobile carrier. The Call Back setting on the Applications Setting screen allows you to switch the default Call Back behavior between **via PBX** and **via Mobile Carrier**, as required.

To change the Call Back preference:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Setup > Preferences > Application Settings**.
The Application Settings screen appears.
3. In the **Call Back** drop-down box, select one of the following:
 - **via PBX**—your office telephone system will initiate a conference call between a Send Calls destination and the number you are calling. This is the most economical way to make a call.
 - **via Mobile Carrier**—calls are placed through your mobile carrier.
4. Select **Done**.

Change the Call Back delay

You may need to increase the Call Back delay if your mobile device does not ring during a Call Back.

To change the Call Back delay:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.

Changing the Mobile Phone Settings

2. Select **Setup > Preferences > Application Settings**.

The Application Settings screen appears.

3. In the **Call Back Delay** drop-down box, select the number of seconds for the Call Back delay.
4. Select **Done**.

Change the voicemail notification preference

The voicemail notification feature allows you to obtain SMS notification on your mobile device when new voicemail arrives in your corporate voicemail inbox. If you have multiple mobile devices, the SMS is sent to the mobile device that is defined as your mobile device in your Avaya one-X Mobile Web account. You can change the voicemail notification preference to On, Urgent Only, or Off. Voicemail will appear in your Voicemail inbox and Call Log inbox no matter which voicemail notification preference you choose for your mobile device.

Note:

This feature is not available if your mobile device is configured without voicemail. See [No Voicemail Configuration](#) on page 15 for more information.

To change the voicemail notification preference:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Setup > Preferences > Application Settings**.
The Application Settings screen appears.
3. In the **Voicemail Notification** drop-down box, select one of the following:
 - **On** — you receive notification of all voicemail.
 - **Urgent only** — you receive notification only of voicemail marked urgent.
 - **Off** — you do not receive voicemail notification.
4. Select **Done**.

Change the data refresh time interval

You can change the frequency with which new application data is reflected on your mobile device. The default setting is 90 seconds. You can increase this interval or change to manual refresh only.

To change the data refresh time interval:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Setup > Preferences > Application Settings**.
The Application Settings screen appears.
3. In the **Data Refresh** drop-down box, select the appropriate time interval.
4. Select **Done**.

Change the Avaya one-X Mobile language

The Avaya one-X Mobile application supports multiple languages.

To change the application language:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Setup > Preferences > Application Settings**.
The Application Settings screen appears.
3. In the **Language** drop-down box, select the appropriate language.
4. Select **Done**.

Change the corporate voicemail number

Avaya one-X Mobile provides a visual voicemail user interface to facilitate easy review and management of your office voicemail. However, under some circumstances such as space limitations on your mobile device, the Avaya one-X Mobile client will not be able to download voicemail to your mobile device. For these conditions, the corporate voicemail number option is provided to call the corporate voicemail system directly.

To enter or edit a corporate voicemail call-in number that is appropriate for your office voicemail account:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Setup > Preferences > Application Settings**.
The Application Settings screen appears.
3. In the **Voicemail Number** text box, enter the appropriate number.
4. Select **Done**.

Hide update messages

You can hide the update message screens for call handling updates, contact updates, or device delivery updates.

To hide update messages:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Setup > Preferences > UI Settings**.
The UI Settings screen appears.
3. Select the appropriate choice(s) as following:
 - Select **Update Call Handling** to hide the update message screen that appears when call handling is updated.
 - Select **Add, Update and Delete Contacts** to hide the update message screen that appears when you update your contacts.
 - Select **Add, Update and Delete Delivery Devices** to hide the update message screen that appears when you update the delivery devices. Delivery devices are the Send Calls destinations (phones designated to ring when calls come in to your office phone) and the phones used to make a call using the Call Back feature.A check mark appears in the checkbox when the option is selected.
4. Select **Done**.

Exit and lock the application

Avaya one-X Mobile provides access to your corporate voicemail and corporate contacts. Before you let another person use your mobile device, you may want to exit and lock the Avaya one-X Mobile application to protect corporate information. Once you have locked the Avaya one-X Mobile application, you must enter your corporate computer password to regain access.

To exit and lock the Avaya one-X Mobile application:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Setup > Lock Application**.
A confirmation screen appears.
3. Select **Yes**.

Change account

Under some circumstances you may find it useful to change the account associated with the Avaya one-X Mobile client. For example, you may have multiple Avaya one-X Mobile accounts and want to use a different one, or you may be an administrator who needs to debug an issue on another user's account.

To change the account associated with your Avaya one-X Mobile client:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Setup > Change Account**.
The Change Account screen appears.
3. In the **Username** box, enter the appropriate corporate computer username.
4. In the **Password** box, enter the appropriate corporate computer password.
5. Select **Login**.

The login progress dialog appears. When login is successful, the Avaya one-X Mobile Home screen for the newly selected account appears.

Change the Avaya one-X Mobile server URL and protocol

There may be circumstances where your system administrator has changed the server protocol (http or https) used by the Avaya one-X Mobile clients or the URL address of your Avaya one-X Mobile server. If either of these conditions occur, use this procedure to change to the new server protocol or URL address.

To change the server protocol or server URL used by the Avaya one-X Mobile client:

1. On the Avaya one-X Mobile Home screen, select the **Menu** soft key.
2. Select **Setup > Change Account**.
The Change Account screen appears.
3. In the **Server URL or IP Address** text box, enter the appropriate URL or IP address.
4. In the **Server Protocol** drop-down box, select the appropriate protocol.
5. Select **Login**.

The login progress dialog appears. When login is successful, the Avaya one-X Mobile Home screen appears.

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