AVAYA

Configuring Avaya one-X® Mobile Lite

End User Guide

Overview

The Avaya one-X® Mobile Lite client joins Avaya's suite of Unified Communications clients that enable powerful mobility options for all types of business environments and numerous devices. For more information, see the **Fact Sheet** or **Video**.

The Avaya one-X® Mobile Lite for iPhone client is designed exclusively for Apple iPhone (original, 3G, & 3Gs mobiles). This "Lite" client offers simultaneous deskphone and mobile device ringing, one-button "Send All Calls", easy mobile switcher, iPhone Address Book integration, and deskphone ID for outbound calls

Getting the Application

Avaya one-X® Mobile Lite is available from Apple's App Store. You can search on "Avaya" or simply click this link:
http://itunes.apple.com/us/app/avaya-one-x-r-mobile-lite/id341559337?mt=8

Requirements

For questions, contact your company's IT Department.

- Apple iPhone (original, 3G, & 3Gs mobile)
- Avaya Communication Manager (Release 2.0 or greater)
- Avaya Extension to Cellular (EC500) enabled on your iPhone
- Enter each of the required Feature Named Extensions (FNEs) and codes. Use the "Configuration Data Worksheet" at right.

> **Please Note:**
>
> Apple iPhone does not accept the # or * to be entered in a dial string, which in turn places this limitation on Avaya one-X Mobile Lite. If your company has assigned an ARS access code with a * or # (per the Configuration Data Worksheet at right), your IT Department will need to change this ARS code to have Avaya one-X Mobile Lite function with Apple iPhone.

Configuration Data Worksheet

Contact your IT Department for these codes.

Feature Named Extensions (Fnes)

Active Appearance Select (_____)_____-_____

Idle Appearance Select   (_____)_____-_____

Off-PBX Call Enable   (_____)_____-_____

Off-PBX Call Disable   (_____)_____-_____

Send All Calls   (_____)_____-_____

Send All Calls Cancel   (_____)_____-_____

Addition Information

Outside Line (ARS code)   (_____)_____-_____

Local Numbers - # of digits (_____)_____-_____

Local Country Code   (_____)_____-_____

Long Distance Code   (_____)_____-_____

International Code   (_____)_____-_____

Min # Digits Extensions   (_____)_____-_____

Example: *(2 1 2) 5 5 5 – 1 2 3 4*

Initial Setup of Avaya one-X® Mobile

Entering Feature Named Extensions (FNEs) and Codes

Before you can use Avaya one-X® Mobile Lite, you must enter the FNEs and codes from the worksheet on page 1.

- Install the Avaya one-X® Mobile Lite application onto your iPhone via iTunes.

- Once the application is successfully loaded you will have a new Avaya one-X entry on the Settings screen.

- You should only have to visit this configuration menu once (unless your FNEs change).

Emergency Number: Must be enabled and the telephone number for emergency services must be entered. In the United States the emergency number is 911.

Outside Line (ARS Code): The digit(s) dialed to make an outside call. The most common ARS access code in North America & Western Europe is 9 and 0 in Germany & Eastern Europe.

Local Numbers - # of digits: The number of digits to call local business and homes. For example in North America it would be 7.

Local Country Code: 1 for USA & Canada (or 44 for UK, 49 for Germany, 55 for Brazil, etc.). A complete list of country codes can be found at the ITU's web site: **http://www.itu.int/itudoc/itu-t/ob-lists/icc/e164_763.html**

Long Distance Code: 1 for USA & Canada (the prefix code used when placing long distance calls).

International Code: 011 for USA & Canada (the prefix code used when placing international calls).

The **Off-PBX Call FNE, Call Appearance FNE and Send All Calls FNEs** are unique to each company. These are the FNEs collected with the "Configuration Data Worksheet" on page 1.

Use country code when dialing Extension to Cellular: Should be ON for North America. The "OFF" status is used for countries such as Brazil where the +<COUNTRY CODE> cannot be used for local calls.

General Tab: User preference. This is the default Avaya one-X® Mobile Lite tab that is displayed when application is launched.

Direct Dial: "ON" is recommended. It means the user does not need to dial the ARS CODE to make a call. Example: user can dial "303 538 0000" or "+55 11 5185 6690" instead of ("**9 1** 303 538 000" or "**9 011** 55 11 5185 6690").

Min # Digits Extensions: The number of digits of internal extensions (typically 4 or 5).

Testing the Application

To confirm your application is operating properly, you should complete the following tests.

Station Call

From the Avaya one-X® Mobile Lite keypad, enter a colleague's extension and click on the green "Call" button.

At the top of the display you will see the full dial string of the +[Country Code] [Idle Call Appearance FNE], [Extension you dialed]

Example: +1-212-555-1237, 2468

You will hear the entire string of digits dialed, the extension number ringing and your colleague answer. The colleague will see your deskphone caller ID.

Long Distance and International Calls

Conduct the above test for Long Distance and International calls, just as you tested the Station Call. You should see similar dialing strings.

Examples:

Long Distance call: +1-212-555-1237, 912125551212

International call: +1-212-555-1237, 901144871...

The person receiving your call will see your office telephone number.

Simultaneous Ring

 The Simultaneous Ring feature is accessed from the feature screen.

Enable
Press the Enable button to generate a call to the Off-PBX Call Enable FNE telephone number. Remain on the call until it automatically disconnects. Next call your deskphone from another phone and it will ring simultaneously on the desk and mobile phones.

Disable
Press the Disable button to generate a call to the Off-PBX Call Disable FNE telephone number. Remain on the call until it automatically disconnects. Next call your deskphone from another phone and it will only ring the deskphone.

Send All Calls

 The Send All Calls feature is accessed from the feature button.

Enable
Press the Enable button to generate a call to the Send Calls FNE telephone number. Remain on the call until it automatically disconnects. Call your deskphone from another phone and you will hear a half ring and the call will go immediately to your next answering point (usually voice mail or an assistant).

Disable
Pressing the Disable button will generate a call to the Off-PBX Call Disable FNE telephone number. Remain on the call until it automatically disconnects. Call your deskphone from another phone and you will hear a full set of rings (usually 3 rings) before the call goes to your next answering point (usually voice mail or an assistant).

For users seeking Unified Communications capabilities beyond those offered by Avaya one-X® Mobile Lite:

Avaya also offers the more robust Avaya one-X® Mobile client that provides enterprise users with a simple and intuitive access to their everyday communications tools from a range of different mobile devices. UC capabilities include visual voicemail, user-defined call handling/routing, web-based user management portal, deskphone call logs, corporate contact directory search and more. The client is available for major mobile operating systems (iPhone, Java, Palm, RIM, Symbian, and Windows Mobile 6) and devices ranging from high-end smart phones such as the Apple iPhone to low-end feature phones with a data plan. This solution is compatible with most enterprise mobility environments, independent of the devices deployed or wireless networks used.

Glossary

Active Appearance Select – When this number is called from your mobile phone you are conferenced on with the active call. This feature (also called Extend Call) is used to join an active call so you can step away from your deskphone while maintaining the call.

Extension to Cellular (EC500) – The powerful Extension to Cellular feature of Avaya Aura™ Communication Manager can connect callers to employees wherever they are with just one call. Avaya Extension to Cellular delivers one-number access by enabling calls bound for an employee's business number to ring simultaneously on both his or her office phone and up to four mobile (or wireline) phones. While on a call, users can access advanced features such as transfer and conference. Extension to Cellular also offers significant cost savings on international calls as well as cost tracking information.

Idle Appearance Select – When this number is called from your mobile phone you receive Avaya Aura Communication Manager dial tone and are able to dial any extension, long distance call, etc., as you would from your deskphone.

Off-PBX Call Enable – When this number is called from your mobile phone the simultaneous ringing of your deskphone and mobile phone is enabled.

Off-PBX Call Disable – When this number is called from your mobile phone the simultaneous ringing of your deskphone and mobile phone is disabled.

Send All Calls – When this number is called from your mobile phone the Send All Calls feature is activated. When Send All Calls is active, your deskphone receives a half ring on incoming calls, then calls move to your next point in coverage (usually voice mail) minimizing the wait for callers when you are unavailable.

Send All Calls Cancel – When this number is called from your mobile phone the Send All Calls feature is deactivated.

About Avaya

Avaya is a global leader in enterprise communications systems. The company provides unified communications, contact centers, and related services directly and through its channel partners to leading businesses and organizations around the world. Enterprises of all sizes depend on Avaya for state-of-the-art communications that improve efficiency, collaboration, customer service and competitiveness. For more information please visit www.avaya.com.

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