



# **Avaya one-X<sup>®</sup> Mobile SIP for iOS**

## **User guide**

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# Overview of Avaya one-X Mobile SIP for iOS

Using Avaya one-X<sup>®</sup> Mobile SIP for iOS, you can manage your telephonic communication tasks and the features of a desk phone in a simple softphone. Avaya one-X Mobile SIP for iOS adds the capability of Voice over Wi-Fi on a corporate wireless-enabled, Avaya Aura<sup>®</sup> SIP environment.

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## Intended audience

This document is intended for those who use Avaya one-X Mobile SIP for the iOS softphone with the iOS 4.3 and later operating system. For example:

- iPhone users
- iPod touch users
- iPad users

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## Basic features

Avaya one-X Mobile SIP for iOS offers the following basic features:

- Dial plan integration
- Call persistence
- Call control
- Transfer call
- Conference call
- Message waiting indicator
- Favorites list
- Call history
- Call management
- Voice over Wi-Fi
- Bridged call appearance
- Extend call
- Licensing
- Avaya Session Manager Failover

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## Usage mode

Avaya one-X Mobile SIP for iOS supports the Voice over IP (VoIP) mode.

In the VoIP mode, you can make and receive calls through the Avaya one-X Mobile SIP for iOS interface on your iOS client. You can use a headset or the microphone and speaker of the device to communicate.

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## Features

Avaya one-X Mobile SIP for iOS has the following features:

**Note:**

You can see only those features that your system administrator configures for your extension.

Feature	Description
Automatic Call Back	To request Avaya Communication Manager to call you back if the extension you called is busy.
Call Forwarding All Calls	To forward all calls to specified extensions.
Call Forwarding Busy/Don't Answer	To forward calls to any extension when your extension is busy or if you do not answer.
Call Park	To place the current call in a call parked state. You can retrieve the call from any extension within the system.
Call Unpark	To free the call from the call parked status. The Call Unpark feature is available on Communication Manager 5.x and not on Communication Manager 6.x. You can activate the Call Unpark feature in the Communication Manager 6.x, by dialing a feature access code.
EC 500 (extension to cellular)	To turn on and off the extending of office calls to your mobile phone. The associated mobile phone rings when the office telephone receives an incoming call.

Feature	Description
Extend call	<p>To extend the current call to an associated other number which is usually a cell phone. The associated mobile number rings and is in conference with the active call.</p> <p>Ensure that you take care while using Extend Call when the <i>other number</i> is the cell phone number of the same client that is in use for one-X Mobile SIP for iOS. The iOS device brings the cell phone application to the foreground and gives audio priority to the cellular device. The SIP client loses control of microphone and speaker.</p>
One-Step Recording	To activate and deactivate the recording of active calls to AUDIX.
Call Pickup	To allow the user to answer a call received on a call pickup group. All members of a group can answer a call that rings at any telephone in the group. If more than one telephone rings, the system selects the call that rings the longest.
Whisper page	<p>To talk privately to a party in an existing call. The specific party receives your call without disrupting the existing conversation. Other parties to that call cannot hear the Whisper Page tone or your conversation.</p> <p>The Whisper page feature is accessible through the dial pad and Calls screen. You can tap the Whisper page and give the extension, and Communication Manager establishes the call. No dialing rules apply.</p>

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## Headset and speakerphone modes

The iPhone device has two speakers. According to the Apple terminology, the inner speaker is called as *Speaker* and the outer speaker is called as *Loud speaker*. The iPod and iPad devices do not have two speakers, do not have vibration, but have varied bluetooth support.

### **iPhone with no headset plugged in and no bluetooth device connected:**

- In silent mode, the iPhone vibrates.
- In ringing mode, the iPhone rings through the loud speaker.
- When in a call, the audio source is audible through the speaker.
- When you select *Speaker*, the system directs the audio to the loud speaker.

### **iPhone with headset plugged in:**

- In silent or ringing mode, the iPhone rings through the headset.
- When in a call, the audio source is audible through the headset.
- When you select *Speaker*, the system directs the audio to the loud speaker.

### **iPhone with bluetooth connected (not fully supported):**

- In silent or ringing mode, the iPhone rings through the bluetooth device.
- When in a call, the audio source is audible through the bluetooth device.
- When you select *Speaker*, the system directs the audio to the loud speaker.



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## Bridged call appearance

The primary number of a telephone is the extension assigned to the user when the account is created. The primary number is commonly displayed in the Extension field on the Station screen. On a telephone that displays multiple lines, the system continues to display the primary number. Bridged Call Appearance is a feature that makes this primary number also available from one or more other telephones. In most ways, Bridged Call Appearance acts like the primary number appearance.

For example, when someone calls the primary number, you can answer that number at the primary telephone or at any bridged appearance of that number. When you receive a call, the system alerts the primary number and all the bridged appearances of the primary number with audible ringing.

Similarly, a call that you place from a telephone with a bridged call appearance feature carries the display information and the Class of Restriction (COR) of the primary number. You can use a bridged call appearance like a primary call appearance for most of the features. For example, features such as Conference, Transfer, Hold, and Drop function from a bridged appearance just as they function from a primary call appearance.

If you have multiple line profiles, the system does not always display the primary extension as you can select another line. For example, if you have one or more Bridged Line Appearance (BLA) on your profile, you can select to place outbound calls on that BLA rather than from a line associated with your own extension.

Scenarios explaining the BLA feature:

- Tap the extension number on the iOS client status line, the system displays a menu selector with choices for outbound extension information.
- The menu selector lists extension with line information for primary and BLA extensions.
- If a line is in use, the associated entry in the menu selector displays an **in use** indicator. The **in use** indicator includes *in call* and *on hold* calls.
- When an extension has more than one line appearance, each line appearance is displayed in its own row of the menu selector without any submenus.
- If you select an idle extension or line, then the iOS client uses that extension or line for outbound calls, until you make another selection or until the Avaya one-X Mobile SIP for iOS application exits. If the selected extension or line is in use, the system selects the next available line appearance for outbound calls.
- Selecting a line that is in use will automatically *bridge* or *conference* you in to that call, unless exclusion has been invoked, automatically or manually.
- If the selected line is your primary line and you have automatic exclusion turned on, you will join the call with the end party and others participating on bridged appearances will be forced off.

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# Installation of Avaya one-X Mobile SIP for iOS

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## Prerequisites

### Hardware:

- iPod touch 4th generation
- iPhone 3GS or iPhone 4 or 4S
- iPad 1 or iPad 2

### Software:

- iOS 4.3 or later

### Information that you must obtain from the administrator:

- Your call server address, port number, and TLS setting.
- Your account name, password, and domain.
- The dialing rules that apply to your location.
- Instructions for connecting to the Wi-Fi network of your company in the iOS Settings > Wi-Fi.
- To connect using VPN, the specific server addresses, configuration, and set up for the VPN your company deploys.
- To use Contacts from Microsoft Exchange, LDAP, or any other corporate repository, the information required to set up the connection in the iOS Settings > Mail, Contacts, and Calendars configuration screens.
- The configuration URL address for licensing.

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## Installing Avaya one-X Mobile SIP for iOS

To install Avaya one-X Mobile SIP for iOS:

1. From the iTunes App Store, download and install the Avaya one-X Mobile SIP for iOS application.
2. To find the Avaya one-X Mobile SIP for iOS application, search for the keyword **Avaya one-X Mobile SIP**.

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## Configuring Avaya one-X Mobile SIP for iOS

Using the topics in this section, you can configure Avaya one-X Mobile SIP for iOS on your iOS device and set different settings for your iOS client.

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### Running Avaya one-X Mobile SIP for iOS for the first time

1. On the iOS client screen, tap the application icon for **Avaya one-X Mobile SIP for iOS**.
2. On the **End User License Agreement** screen, tap **Accept**.
3. Tap **Set-up Account**.  
The system displays the **SIP Server** screen.
4. Enter the following primary server details:
  - **Server**: The IP address of the Avaya Aura<sup>®</sup> Session Manager server to which the iOS client connects.
  - **Port**: For Transmission Control Protocol (TCP), enter port 5060. For Transport Layer Security (TLS), enter port 5061.
  - **TLS**: For TCP, tap **Off**. For TLS, tap **On**.

**Note:**

TLS mode is not supported in the SES 5.2 release. TCP mode is supported in the SES 5.2 release.

5. Tap **Next**.  
The system displays the **User Details** screen.
6. Enter the following user details:
  - **Extension**: The extension number of the iOS client.
  - **Password**: The password of the extension number.
  - **Domain**: The domain of the iOS client.
7. Tap **Next**.  
The system displays the **Configuration** screen.
8. Enter the configuration URL address.  
The URL consists a file for user authentication having details such as, name of the customer and the expiry date of the license.
9. Tap **get started**.  
The system starts the iOS client with **Verifying Configuration** status.

10. If the user is successfully authenticated, the system displays the **Dialpad** screen. Else, the system displays an error message.

**Note:**

You can modify these configurations later from the **Account** screen under the **Settings** tab. Avaya one-X Mobile SIP for iOS must be in the disconnected mode to edit any server or user details field.

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## Configuring your settings

**Note:**

To make changes from the **Settings** tab, ensure that Avaya one-X Mobile SIP for iOS is in the disconnected mode.

## Configuring the dialing rules

1. Tap the **Settings** tab.
2. Tap **Dialing Rules**.  
The system displays the **Dialing Rules** screen.
3. Enter the following information in the respective fields:
  - **Outside line dial code:** The number that you must dial before dialing a local outside phone number.
  - **Country code:** Your country code.
  - **Area/city code:** Your area code.
  - **Long distance call code:** The number that you must dial before dialing a long distance number.
  - **International call code:** The number that you must dial before dialing an international phone number.
  - **Internal extension length:** The length of the extension numbers in your organization.
  - **National phone numbers length:** The length of the national phone numbers including the area code. You can also use a comma (,) to separate multiple national number lengths in a list. For example, 10,11,12.
4. To include the area code while dialing a local telephone number, tap **Include area/city code when making a local call**.
5. Tap **Apply**.

## Configuring failover

**Note:**

When the SM connection is down, the iOS client takes approximately a minute to detect the connection failure with SM, and still the iOS client appears online. Once all the SMs connection with the iOS client is broken, the iOS client appears offline.

1. Tap the **Settings** tab.

2. Tap **Account**.

The system displays the **Account Details** screen.

3. Enter the following user details:

- **Extension:** The extension number of the iOS client.
- **Password:** The password of the extension number.
- **Domain:** The domain of the iOS client.
- **SM Selection:** Tap **ON**. The system automatically obtains the secondary server details from the Personal Profile Manager (PPM) server.

Tap **OFF** and enter the secondary server details.

**Note:**

When you tap **On** for **SM Selection**, then the system downloads the secondary server details directly from the PPM server. If you tap **OFF** for **SM Selection**, then you must add the secondary server details or leave the secondary server details empty.

4. Enter the following primary server details:

- **Server:** The primary IP address of the Avaya Aura<sup>®</sup> Session Manager server to which the iOS client connects.
- **Port:** For Transmission Control Protocol (TCP), enter port 5060. For Transport Layer Security (TLS), enter port 5061.
- **TLS:** For TCP, tap **Off**. For TLS, tap **On**.

5. Enter the following secondary server details, if the SM Selection is **OFF**:

- **Server:** The secondary IP address of the Avaya Aura<sup>®</sup> Session Manager server to which the iOS client connects.
- **Port:** For Transmission Control Protocol (TCP), enter port 5060. For Transport Layer Security (TLS), enter port 5061.
- **TLS:** For TCP, tap **Off**. For TLS, tap **On**.

**Note:**

The server details are persisted across the Avaya one-X Mobile SIP for iOS application sessions even if the **SM Selection** is toggled between **ON** and **OFF**.

## Configuring licensing

1. Tap the **Settings** tab.
2. Tap **Configuration**.

The system displays the **Configuration** screen.

3. Enter the URL address of the *.plist* license file on the Web server that is hosting the license file. For example, <http://47.20.246.90/config.plist>.  
For details, refer to the **Configuring the license file for Avaya one-X Mobile SIP for iOS** section in the **Avaya one-X for Apple SIP Clients r1.0.2 Administration guide**.

## Configuring the emergency number

1. Tap the **Settings** tab.
2. Tap **Emergency Number**.  
The system displays the **Emergency Number** screen.
3. Enter the emergency number in the **Emergency Number** field.

**Note:**

Consult your system administrator before you set an emergency number. To prevent mishandled calls, ensure that you configure the emergency call handling feature appropriately.

4. Tap **Apply**.

## Configuring notifications

**Note:**

The **Configuring notifications** section is applicable when you are using iOS 5.

To configure the notifications:








1. Tap the **Settings** tab.
2. Tap **Notifications**.
3. Tap the **Avaya one-X Mobile SIP for iOS** application icon.  
The system displays the **Notifications** screen.
4. Tap **ON** for **Notification Center**.
5. Select **Banners** or **Alerts**.
6. To get notifications for an incoming call, tap **ON** for the following parameters:
  - Badge App Icon
  - Sounds
  - View in Lock Screen










## Avaya one-X Mobile SIP for iOS user interface

The Avaya one-X Mobile SIP for iOS has the following user interface tabs:


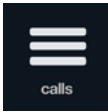






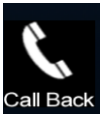
- Favorites
- Recents
- Contacts
- Dialpad
- Settings




The following table describes the icons of Avaya one-X Mobile SIP for iOS and the user interface elements the icons represent.

Icon	Icon name	Icon description
	Call button	To dial a number.
	Call answer button	To answer an incoming call.
	End call button	To end an ongoing call and reject an incoming call.
	Ignore button	To direct the incoming call to voice mail, if the voice mail settings are configured. If not configured, then the system drops the incoming call.
	Transfer call icon	To forward an ongoing call to another phone number.
	Call hold icon	To place the current call on hold.
	Call resume icon	To resume the on-hold call.

Icon	Icon name	Icon description
	Merge icon	To add participants to a conference call.
	Mute icon	To mute the iOS client.
	Unmute icon	To unmute the iOS client.
	Speakerphone icon	To change to the speakerphone mode from the headset mode or in-built speaker mode.
	Recents tab	To display the Recents screen.
	Contacts tab	To display the Contacts screen.
	Dialpad tab	To display the dial pad.
	Favorites tab	To display the Favorites screen.
	Settings tab	To display the Settings screen.



Icon	Icon name	Icon description
	Features icon	To open a pop-up window that displays the features configured in Communication Manager for the extension.  When you tap on the feature button on the Dial pad, in call and call screen pop-up is displayed from which you can select the feature you want to invoke.
	Calls icon	To display the list of ongoing calls at that instance.
	Add call icon	To place the current call on hold and dial another number.
	Keypad icon	To open the keypad to enter any DTMF inputs during a call.
	Connect button	To connect the iOS client to the server.
	Disconnect button	To disconnect the iOS client from the server.
	Hide keypad button	To hide the DTMF keypad.
	Arrow icon	To display the details screen of the current call.
	Automatic callback icon	To request the Avaya Communications Manager system to call you back if you call an extension that is busy.

Icon	Icon name	Icon description
	Voice mail icon	To indicate the presence of new voice mail messages.
	End call icon	To end an ongoing call and reject an incoming call. This icon appears only in the Calls screen.
	Outbound-line selector icon	Displays that the selected line is used for making outbound call in BLA.

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# Using Avaya one-X Mobile SIP for iOS

**Note:**

Session Manager only supports one registered device per profile at a time. If you have logged in to your extension with an iOS client and you try to log in on the same extension with any other SIP client, then the system logs out the iOS client.

---

## Making a call

**Note:**

When the iOS client starts, by default the system uses the primary extension for outgoing calls.

Communication Manager determines which incoming line must be used. The iOS client can only select the outgoing line.

### Making a call by entering a number

1. Tap the **Dialpad** tab.
2. Enter the number.
3. Tap the **Call** button.

### Making a call from the Contacts tab

1. Tap the **Contacts** tab.  
The system displays a list of contacts.
2. Tap the contact you want to call.  
The system displays the **Info** screen of the selected contact.
3. Tap the phone number that you want to call.

**Tip:**

You can search an existing contact using the search bar.

### Making a call from the Recents tab

1. Tap the **Recents** tab.  
The system displays the **Recents** screen. Each entry on the screen displays the time, date, and type of the call.
2. Tap a call entry.

## Making a call from the Favorites tab

1. Tap the **Favorites** tab.  
The system displays the **Favorites** screen.
2. Tap the number you want to call.

For more information, see the [Managing the Favorites list](#).

## Making a call from the corporate directory

1. Tap the **Contacts** tab.  
The system displays a list of contacts.
2. Tap the **Groups** button.  
The system displays the **Groups** screen.
3. Tap **<global directory name>** under the LDAP account configured.  
The system displays the **Search** screen.
4. Search the required contact.
5. Tap the contact whom you want to call.  
The system displays the **Info** screen of the selected contact.
6. Tap the phone number that you want to call.

## Making a call using a primary extension

Your system administrator can set up bridged extensions associated with your profile. With the bridged extension feature, you can use another extension to make a call from your iOS client. At the receiving end, the call appears to have originated from the other extension.

Avaya one-X Mobile SIP for iOS displays primary extension line along with bridged extension lines if any in the menu selector.

To make a call:

**Note:**

By default, the first primary extension line is selected for outbound call.

- On the menu selector, tap the appropriate primary extension line for outbound line.  
The system displays the **outbound-line selector** icon next to the primary extension line.  
The iOS client status line is updated to display the primary extension you selected.

## Making a call using a bridged extension

- On the menu selector, tap the bridged extension line that you want to use for making the call.

The system displays the **outbound-line selector** icon next to the bridged extension line. The iOS client status line is updated to display the bridged line you selected.

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## Ending a call

To end an ongoing call:

- Tap the **End call** button.

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## Handling an incoming call

To answer an incoming call:

- Tap the **Call answer** button.

**Note:**

If the music player is active and you answer a call on one-X Mobile SIP for iOS, the system pauses the music player. At the end of the call, the system does resume the music player automatically. If you wish to resume playing, you must navigate to the music player and select *play*.

To reject an incoming call:

- Tap the **Ignore** button.  
The system displays a missed call notification on the Recents tab and on the Avaya one-X Mobile SIP for iOS application icon.

**Note:**

On an incoming call when the iOS device is locked, the Avaya one-X Mobile SIP for iOS application rings. The system displays a message, **slide to answer call**. You have to answer the call as switching the iOS device to silent does not stop the audible ringing.

If there is a password lock on the device, then you need to enter your lock-screen password before you are able to answer this incoming call. This is different from what you experience with reception of cellular phone calls on iPhone devices.

When the Avaya one-X Mobile SIP for iOS application is in the background and the iOS device is not locked, then the system displays a pop-up window with options: **Answer/Ignore**. If you tap **Ignore**, the ringing stops on the iOS device. The far end continues to hear ringing, but will get normal *no answer* treatment eventually.

---

## Muting and unmuting your iOS client

While on an active call, tap the **Mute** icon to mute your microphone.

To unmute, tap the **Unmute** icon.

---

## Placing and resuming a call from hold

**Note:**

Calls should be manually placed on hold before placing a call on the cellular network.

**From the Incalls details screen:**

- To place an ongoing call on hold, tap the **Call hold** icon.
- To resume an on-hold call, tap the **Call resume** icon.
- Use the same procedure to place a conference call on hold and to resume an on-hold conference call.

**From the Calls screen:**

To place an active call on hold:

- Tap the call appearance from the list of calls.

To resume an on-hold call:

- Tap the call appearance again.

---

## Navigating between multiple calls

1. Tap the **Calls** icon.  
The system displays the list of currently active calls.  
A green vertical bar specifies that the call is active, and a red vertical bar specifies that the call is on hold.
2. Tap an on-hold call.  
The system resumes the on-hold call.
3. Tap an active call.  
The system places the active call on hold.
4. Tap the **Arrow** icon.  
The system displays the **Info** screen of the selected contact.

---

## Navigating between multiple screens

To navigate between the Incalls details screen and the Calls screen, swipe horizontally on the iOS client screen.

---

## Connecting and disconnecting the iOS client

To connect the iOS client to the server, navigate to the **Settings > Account** panel and tap the **Connect** button.

To disconnect the iOS client from the server, navigate to the **Settings > Account** panel and tap the **Disconnect** button.

---

## Transferring a call

### Direct transfer

1. When you have more than one call, for example, one active call and other calls on-hold, tap the **Transfer** icon on the active call.
2. Enter the number to forward the call.
3. Tap the **Transfer** icon.  
The system transfers the call to the number you entered and removes your call from the Calls screen.

**Note:**

If you transfer your active call to an invalid extension, then the call transfer fails. In this scenario your voice path with the call is lost. However, you have an option to either transfer the call again or end the call.

**Consultative transfer**

1. When you have more than one call, for example, one active call and other calls on-hold, tap the **Transfer** icon on the active call.  
The system displays the **Transfer to** pop-up window with the option to transfer to **<List of existing calls on-hold>** or **New call**.
2. Tap the name you want to call from the list of existing calls on hold.  
The system transfers the call to the selected name and call entry from the list after the transfer is complete.
3. To perform direct transfer in a consultative transfer, tap the **New Call** option.  
The system displays the dial pad with the Transfer icon.
4. Perform Steps 2 and 3 as in the **Direct transfer** section.

---

## Using the headset and speakerphone modes

To activate the headset mode:

- Plug in the headset in the iOS device.

To activate the speakerphone mode:

- Tap the **Speakerphone** icon.

For more information, see the [Headset and speakerphone modes](#) section.

---

## Making and managing a conference call

### Making a conference call

1. When you have more than one call, for example, one active call and other calls on-hold, tap the **Merge** icon on the active call.  
The system displays the **Conference with** on a pop-up window with the list of calls on hold.
2. Tap the calls you wish to conference together.
3. Tap the **Conference** button.  
The system displays **Conference** details screen with all the participants in a single-list format.



**Note:**

A conference call can have up to a maximum of six participants, including the conference host.

If a conference call is active while merging and you add more than six participants to the conference call, then the system drops the conference call.

## Ending a conference

To end an ongoing conference, tap the **End call** button.

---

## Using the keypad

Tap the **Keypad** icon that appears on the active Calls screen.

You can use the keypad to enter any DTMF inputs during a call. For example, to interact with a conference bridge or an Interactive Voice Response (IVR) system.

---

## Accessing your voice mail

If you have new voice mail, the system displays the **Voice mail** icon on the Avaya one-X Mobile SIP for iOS interface screen.

To access your voice mails:

1. Tap the **Dialpad** tab.
2. Enter the voice mail hunt number.
3. Enter your voice mail password.

---

## Accessing the features

You can gain access to the features from the following screens:

- Dialpad screen: Displays all the phone specific features configured on the extension of the iOS client.
- Incalls screen: Displays all the features specific to the current call at that instance.
- Calls screen: Displays all the features configured on the extension of iOS client, that is, specific to the phone and current call.

---

## Managing the Favorites list

### To add a contact from the All Contacts screen to the Favorites list:

1. Tap the **Plus (+)** icon in the right corner of the Favorites screen.  
The system displays the **All Contacts** screen.
2. Tap the contact whom you want to add.  
The system displays the **Info** screen of the selected contact.
3. Tap the phone number that you want to add to the favorites list.  
The system adds the contact and phone number to the Favorites list.

### To add a contact from Groups to the Favorites list

1. Tap the **+** icon in the right corner of the Favorites screen.  
The system displays the **All Contacts** screen.
2. Tap **Groups**.  
The system displays the **Groups** screen.
3. Tap **<global directory name>** under the LDAP account configured.  
The system displays the **Search** screen.
4. Use the **Search** field to search the required contact.
5. Tap the contact whom you want to add.  
The system displays the **Info** screen of the selected contact.
6. Tap the phone number that you want to add to the favorites list.  
The system adds the contact and phone number to the Favorites list.

### To add a contact from the Recents screen to the Favorites list

1. Tap the **Recents** tab.  
The system displays the list of recent calls.
2. Tap the **Arrow** icon for the contact you want to add to the favorites list.  
The system displays the **Info** screen of the selected contact.
3. Tap the phone numbers of the selected contact you want to add to the favorites list.
4. Tap the **Add to Favorites** button.  
The system adds the contact and phone number to the Favorites list.

---

## Managing the Recents list

1. Tap the **Recents** tab.  
The system displays the **Recents** screen.
2. On the Recents screen, tap the following type of calls:
  - **All**: To view a list of all the calls made to or from your iOS client.
  - **Incoming**: To view a list of all the calls received on your iOS client.
  - **Outgoing**: To view a list of all the calls made using your iOS client.
  - **Missed**: To view a list of all the missed calls.

To delete a record from the Recents tab, tap the following type of calls and tap **Clear**:

- All
- Incoming
- Outgoing
- Missed

### Adding a new contact from the Recents list

1. Tap the **Recents** tab.  
The system displays the **Recents** screen.
2. Tap the **Arrow** icon for the call you want to add to the contacts list.  
The system displays the **Info** screen of the selected call.
3. Tap the **Create New Contact** button.  
The system displays the **New Contact** screen.
4. Enter the details of the new contact, such as the first name, last name, company name, and mobile number.
5. Tap **Done**.

### Adding to an existing contact from the Recents list

1. Tap the **Recents** tab.  
The system displays the **Recents** screen.
2. Tap the **Arrow** icon for the call you want to add to the contacts list.  
The system displays the **Info** screen of the selected call.
3. Tap the **Add to Existing Contact** button.  
The system displays the list of existing contacts.

4. Tap the contact to which you want to add the call.  
The system adds the phone number to the selected contact.

---

## Interactions with other iOS applications and functions

When a call is in the background, the system displays a red bar reading **Avaya one-X** across the top of the Springboard.

When an on hold call is put in the background, then the red bar which indicates an active audio call does not appear on the SpringBoard.

When using an iPad or iPad2 device, the red bar indicating a call is in the background reads **Avaya One-X (Recording)**. The **(Recording)** indication is specific to the iPad, and is added by Apple's iOS to indicate the microphone is in use. It does not indicate any recording is taking place.

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