



Avaya one-X™ Mobile for Windows Mobile 6 Professional

Pocket PC Edition

Installation, Administration, and
User Guide

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Chapter 1: Getting Started

Overview

Avaya one-X™ Mobile for Windows Mobile 6 lets you put your office phone in your pocket. The application equips mobile phones with access to Avaya's flagship Avaya Communication Manager software, enabling you to be accessible via one business number and use a single voice mail system whether you are in the office or mobile. Regardless of your work location, you have access to the same enterprise communication capabilities found in the office such as call pickup, conferencing, and transfer—all leveraging the corporate IP network. In addition, if your company has offices in different countries, your mobile phone can be configured to work in each location, allowing you access to the same enterprise communication capabilities you have in your home country. See [Support for Multiple Locations](#) on page 11 for more information.

Avaya one-X Mobile also allows you to switch between your Business profile and Personal profile to keep your personal and business calls separate. Among other conveniences, this avoids your having to manually separate calls for billing purposes. For more information about Business and Personal profiles, see [Business and Personal Profiles](#) on page 10.

Avaya one-X Mobile provides a dedicated graphical user interface for wireless users of Extension to Cellular services by anchoring graphical menus to Feature Name Extensions (FNEs) that previously had to be memorized or placed manually in speed dial lists. In addition, the application integrates with your Microsoft Outlook Contacts and your local Personal Information Manager (PIM) call log database and allows you to dial a contact or call log entry.

What's New in This Release

Avaya one-X Mobile for Windows Mobile 6, Version 5, introduces the following enhancements:

- **Support for multiple locations** — access to your enterprise communication capabilities that you have in your home country are available when you travel to different corporate locations around the world.
- **Add call log entries to local contacts database** — you are able to add an entry in your call log to your list of contacts.












Supported Mobile Phones

You can install and use Avaya one-X Mobile for Windows Mobile 6 on the following mobile phones:

- Sprint Mogul
- HTC TyTN II
- HTC Touch
















Icons

Avaya one-X Mobile uses the following icons to portray the state of the current call.

Icon	Description
	Extension to Cellular feature is enabled. When this icon is not present, the feature is disabled.
	Avaya logo indicates the phone is in Business mode. When this icon is not present, the phone is in Personal mode.
	Call is active
	Call is on hold
	Incoming call is ringing
	Incoming (answered) call
	Outgoing (dialed) call
	Missed call
	Call Transfer is in progress
	Conference is active
	Mute is active

Soft Buttons

Avaya one-X Mobile uses the following soft buttons to provide a convenient way to use frequently used calling features such as hold and transfer. The soft buttons that appear in the phone display depend on whether you are active on a call.

Soft Button	Description
	Hold
	Conference
	Transfer
	Drop Last Party (from Conference)
	Backspace
	Contacts
	Call Log
	Calls View/Dial Pad
	Mute
	Audio is on handset
	Audio is on loudspeaker
	Audio is on wireless headset
	Extension to Cellular
	Send/Talk
	End

Supported Languages

Avaya one-X Mobile supports the following languages:

- English (U.S.)
- English (U.K.)
- French
- German
- Spanish
- Italian
- Russian (Cyrillic)

Note:

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

Business and Personal Profiles

Avaya one-X Mobile allows you to have your Personal profile separate from your Business profile. Avaya one-X Mobile for Windows Mobile 6 is considered to be your Business profile. Calls that you place within your Business profile in the application use your company's Enterprise gateway (voice system). Alternatively, calls that you place within your Personal profile use the cellular network. This gives you the flexibility to separate your personal calls from your business calls.

Note:

There is a charge for making local outgoing calls.

The Business profile allows you to use key office phone features such as multi-party conferencing, transfer, block caller ID, forward calls to a number or to coverage, and park and pick-up a parked call. These features are not available from your Personal profile.

Avaya one-X Mobile also integrates with the native contacts and call log applications of the mobile phone. You are able to call numbers that are stored in your Microsoft Outlook Contacts list and your call log.

For the procedure to switch from one profile to the other, see [Switching Between Business and Personal Profiles](#) on page 23.

Support for Multiple Locations

Avaya one-X Mobile for Windows Mobile 6 supports multiple locations. If your company has corporate offices in different countries around the world, you can have access to the enterprise communication capabilities that you have in your home country when you travel to different corporate locations. A unique configuration file that defines feature name extensions and other parameters such as dialing rules is created for each location. When you arrive at a new location, you can select that location on your mobile phone and Avaya one-X Mobile will use the configuration file that has been defined for that country.

Note:

To support multiple locations, your company's communication system must be Avaya Communication Manager Release 5.x or higher.

Chapter 2: Installing and Configuring the Software

Overview

This chapter describes how to acquire, install, and configure Avaya one-X Mobile.

Installing the Software

You can install Avaya one-X Mobile using a universal serial bus (USB), Infra-red, or Bluetooth connection. Before performing the procedure in this section, make sure you know the location of the following files:

- Avaya one-X Mobile installation package
- Avaya one-X Mobile configuration settings file

Contact your system administrator for this information.

Note:

Up to 20 MB free memory is required to install the Avaya one-X Mobile application. Before installing the application, stop all programs, such as Push Email applications, that are actively running on your mobile phone.

To install the software using a USB, infra-red, or Bluetooth connection:

1. Download the Avaya one-X Mobile installation package to your PC.
2. Connect your mobile phone to your PC using Microsoft ActiveSync v4.5 or higher.
3. Run the Avaya one-X Mobile installer and follow the prompts provided by the Microsoft ActiveSync software. Refer to the manual or user guide that came with your mobile phone for help using desktop software, USB, Infra-red, or Bluetooth connectivity options to install Avaya one-X Mobile.

Note:

You must install the Avaya one-X Mobile application on the phone memory (C:) drive. You cannot install the application on the memory card (Flash) drives.

4. After the software is installed, reboot your mobile phone.

5. Download the Avaya one-X Mobile configuration settings file to your mobile phone. This file has been configured by your system administrator and enables Avaya one-X Mobile to function properly with your desktop telephone and corporate voice system.
6. Go to [Customizing and Downloading the Configuration File](#) on page 14.

Customizing and Downloading the Configuration File

The following FNEs are required for the solution to work:

- Idle Appearance Select
- Off-pbx Enable (Extension to Cellular Enable)
- Off-pbx Disable (Extension to Cellular Disable)
- Transfer on Hangup (for Transfer to 3rd Party feature)
- Conference on Answer (for Conference feature)

The following procedure explains how to customize the configuration file for your mobile phone for one location. In order to use the Avaya one-X Mobile application in multiple locations, you must create and customize a configuration file for each location. To do this, you will perform the following procedure for each location.

To customize and download the configuration file for Avaya one-X Mobile:

1. Using a text-editor such as Notepad or Wordpad, open the file **example.ini**.

Note:

The file **example.ini** is included in the Avaya one-X Mobile installation package you downloaded in [Installing the Software](#) on page 13.

2. From the File menu, select **Save as**, and name this file **settings.ini**.

Note:

If you will be creating multiple configuration files to support multiple locations, name the **settings.ini** file specific to the location as in **<Location_Name_Settings>.ini**.

This file contains the values for the feature name extensions you want to program to the phone. Each line in this file contains a tag name and a tag value. Each tag name corresponds to a feature name extension in the off-pbx-telephone feature-name-extensions administration screen in Avaya Communication Manager.

The tag names do not match the feature name extensions in Avaya Communication Manager exactly. Use the following table to correlate the tag names and feature name extensions.

Feature Name Extension	Tag Name
Active Call Appearance Select	ACTIVE_APPEARANCE_SELECT
Automatic Call-Back	AUTO_CALL_BACK_TOGGLE
Automatic Call-Back Cancel	DISABLE_AUTO_CALL_BACK_TOGGLE
Call Forward All	CALL_FORWARDING_ALL_ACTIVATION
Call Forward Busy/No Answer	CALL_FORWARDING_BUSY_NO_ANSWER_ACTIVATION
Call Forward Cancel	CALL_FORWARDING_DISABLE
Call Park	CALL_PARK
Call Park Answer Back	CALL_UNPARK
Call Pick-Up	CALL_PICKUP_GROUP
Conference on Answer	CONFERENCE_ON_ANSWER
Calling Number Block	CALLING_PARTY_NUMBER_BLOCK
Calling Number Unblock	CALLING_PARTY_NUMBER_UNBLOCK
Directed Call Pick-Up	CALL_PICKUP_DIRECTED
Drop Last Added Party	DROP_LAST_ADDED_PARTY
Exclusion (Toggle On/Off)	EXCLUSION
Extended Group Call Pickup	CALL_PICKUP_GROUP_EXTENDED
Held Appearance Select	HELD_APPEARANCE_SELECT
Idle Appearance Select	IDLE_APPEARANCE_SELECT
Last Number Dialed	Not Available
Malicious Call Trace	Not Available
Malicious Call Trace Cancel	Not Available
Off-PBX Call Enable	OFF_PBX_ENABLE
1 of 2	

Feature Name Extension	Tag Name
Off-PBX Call Disable	OFF_PBX_DISABLE
Priority Call	Not Available
Send All Calls	SEND_ALL_CALLS_ENABLE
Send All Calls Cancel	SEND_ALL_CALLS_DISABLE
Transfer On Hang-Up	TRANSFER_ON_HANGUP
Transfer to Voice Mail	TRANSFER_TO_COVERAGE
Whisper Page Activation	Not Available
2 of 2	

3. Fill in the values for the tags you want to use. Keep in mind the following information:

- Do not modify the tag name or equal sign (=) for a tag.
- Do not remove the terminating semi-colon (;) for a tag.
- Do not remove any tag rows. If tag values are unavailable or not provided, leave the value position blank (for example, **CALL_PICKUP_DIRECTED =** ;)
- Enter all tag values between the equal sign (=) and the semi-colon (;)
(for example, **CALL_PICKUP_GROUP_EXTENDED = 5512;**)
- You **must** enter values for the following tags:

Note:

The values you enter for these tags depend on your country and the settings of your Avaya Communication Manager system. Examples of values for the United States are provided in the tags listed below.

- LOCATION_NAME = Lincroft;
(You can customize LOCATION_NAME as needed. The string that you define in the LOCATION_NAME tag is what will be displayed in the Avaya one-X Mobile menu on the mobile phone. Each location must have a unique LOCATION_NAME value.)
- PRE_IMS = DIAL;
(DIAL is the default value.)
- DID_PREFIX = +1303444;
(NPANXX of the DID utilized for FNEs; i.e., +1303444 if the DID was +1303444XXX)
- INTERNATIONAL_DIRECT_DIAL_PREFIX = 011;
- NATIONAL_DIRECT_DIAL_PREFIX = 1;

- HOME_COUNTRY_DIAL_CODE = +1;
(For all countries, include a plus sign (+) prior to the dial code.)
 - ARS_CODE = 9;
 - EXTENSION_LENGTH = 4;
 - NATIONAL_NUMBER_LENGTH = 10;
(This number should not include the National Direct Dial Prefix. Also note that the NATIONAL_NUMBER_LENGTH field accepts multiple numbers. A country might have variable phone number lengths or a different mobile number length and landline length. For example, a country that has variable phone number lengths of 8, 9, and 10 would set their National Number Length to 8, 9, 10.)
 - USERS_EMERGENCY_NUMBERS = 123,999,911;
 - SETTINGS_PIN = 1234;
(The PIN code is limited to only 4-digit numbers.)
4. When you are finished making your changes, save and exit the file. Be sure the file is saved with the extension **.ini** — for example, **settings.ini**.
 5. Go to [Installing a Configuration File](#) on page 17.

Installing a Configuration File

If you created multiple settings files to support multiple locations, you must perform this procedure for each settings file.

To install the configuration file for the first time:

1. Using a Bluetooth or USB cable connection, connect your mobile phone to your PC using Microsoft ActiveSync v4.5 or higher.
2. Open the Microsoft ActiveSync application.
3. Click **Explore**.
4. Copy the settings file from the location where you previously modified it, and paste it into the Mobile Device folder.

Note:

This file must be copied to the **My Documents** root folder. No other folders are supported.

5. Disconnect the mobile phone from the PC.
6. Access the Avaya one-X Mobile client on your mobile phone. If it is not in the foreground, press the **Send** button.

7. Select **Menu > Settings > Options**.
8. Select the **Admin** tab.
9. If prompted, enter your PIN and select the **Enter** soft key.
10. Select **Install Configuration File**.
11. Select the **Select** soft key.
12. Select the **settings.ini** file.

The file installs and configures the Avaya one-X Mobile client.
13. Select the **Done** soft key.
14. If this installation supports multiple locations, repeat this procedure for the settings file for each location.

Note:

If you do not download the configuration file into Avaya one-X Mobile, you can enter the FNEs manually by selecting **Menu > Settings > Options > Admin tab > Manage Configuration File > Home**. All FNEs are loaded as blank and all Admin tab items (dialing rules) are loaded as blank, providing the ability to manually configure these features. The Admin tab items must be configured before the FNEs. *This method is not recommended.*

Deleting a Configuration File

To delete a configuration file:

1. Access the Avaya one-X Mobile client on your mobile phone. If it is not in the foreground, press the **Send** button.
2. Select **Menu > Settings > Options**.
3. Select the **Admin** tab.
4. If prompted, enter your PIN, and then press the **Enter** soft key.
5. Select **Delete Configuration File**, and then press the **Select** soft key.

The Select Location screen appears.
6. Select the location that you want to delete.
7. Select the **Select** soft key.
8. Select the **Done** soft key.

The Admin screen appears.
9. Select the **Done** soft key.

Note:

If you delete the configuration file for the location that is currently active, a new location is automatically chosen as the active location. The new active location will be the location whose configuration file was installed first, or if not available, the next alphabetical location.

Chapter 3: Basic Call Handling

Overview

This chapter explains how to:

- start the application
- switch between Business and Personal profiles
- change locations
- use Easy Mobile Switcher to switch between an office phone and mobile phone
- access Instant Messaging and Speech Access applications
- make and handle calls
- use speed dials
- make conference calls
- retrieve messages left in your voice mailbox.

Note:


The procedures in this chapter are performed using Avaya one-X Mobile for Windows Mobile 6, also referred to as your Business profile. For the procedure to switch to your Business profile, see [Switching Between Business and Personal Profiles](#) on page 23.

Starting the Application

Avaya one-X Mobile starts automatically when you turn on your mobile phone. To access the application, press the **Send/Talk** button. The Avaya one-X Mobile Dial Pad screen appears.

Dial Pad Screen



There are two main screens—the Dial Pad screen and the Calls View screen. The Dial Pad screen provides a more convenient way to enter digits, rather than using the Pocket PC keyboard. The Calls View screen shows the phone number and call timer for your active calls. Select  (the Dial Pad/Calls View soft button) to toggle between the two screens.

Calls View Screen



Note:

The colors of the Avaya one-X Mobile window depend on the device on which the application is installed.

Key features in the Avaya one-X Mobile Dial Pad and Calls View screens include the:

- **Call Options** soft key — select the **Call Options** soft key to see the advanced telephone features that have been administered for your phone. See [Chapter 4: Using Advanced Telephone Features](#) on page 37 for more information.
- **Menu** soft key — select the **Menu** soft key to make a call from your contacts list, the call log, or your speed dial list. See [Making Calls](#) on page 28 for more information. The **Menu** soft key also provides the option to switch between your business and personal profiles, change locations, access other applications, and use the loudspeaker and headset. For more information, see:
 - [Switching Between Business and Personal Profiles](#) on page 23
 - [Changing Locations](#) on page 24
 - [Accessing Other Applications](#) on page 27
- **Soft Buttons** — see [Soft Buttons](#) on page 9 for a description of all soft buttons provided in the Avaya one-X Mobile application.
- **Icons** — see [Icons](#) on page 8 for a description of the icons provided to portray the state of the current call.

Switching Between Business and Personal Profiles

Avaya one-X Mobile is considered to be your Business profile. When you place a call from Avaya one-X Mobile, the call goes through your Enterprise gateway (corporate voice system) so that you can use your mobile phone as your office phone. When you place a call from your Personal profile, the call uses the cellular network so that you can use your mobile phone as your personal mobile phone.

Note:

There is a charge for making local outgoing calls.

To switch between your Business and Personal profiles:

1. Select the **Menu** soft key.
2. Select **Profile**.
3. Do one of the following:
 - Select **Business**.

The enterprise telephony features such as transfer, conference, and call pick-up are available. The Avaya logo appears in the upper right-hand corner of the screen and indicates the phone is in the Business profile.

- Select **Personal**.

The enterprise telephone features are not available. The Avaya logo does not appear in the upper right-hand corner of the screen which indicates the phone is in your Personal profile.

Note:

When your mobile phone is in your Personal profile, you can still receive calls to your office phone number if Extension to Cellular is enabled.

Changing Locations

If your mobile phone is configured to work in other countries, use this procedure to change locations when you arrive at your destination. See [Support for Multiple Locations](#) on page 11 for more information.

To change locations:

1. Select the **Menu** soft key.
2. Select **Location**.

Note:

If your mobile phone is not configured for multiple locations, the **Location** option does not appear in the menu.

3. Select **Change Location**.

The Change Location screen appears.

4. Select the appropriate location.
5. Select the **Select** soft key.

The configuration file for the new location will be used the next time you place an outgoing call.

Note:

To verify the current location setting, select **Menu > Location**. The current location setting appears with a check mark.

Using Easy Mobile Switcher

Easy Mobile Switcher is the capability to switch between your office phone and your mobile phone during an on-going Extension to Cellular call. Easy Mobile Switcher relies on the Extension to Cellular feature which extends office calls to your mobile device. For more information about the Extension to Cellular feature, see the *Avaya Extension to Cellular User Guide*, document number 210-100-700.

Switch from your Mobile Phone to your Office Phone

Because Extension to Cellular allows your mobile phone to function as an extension of your office phone, you can switch between the two phones when you are in the office. For example, you enable Extension to Cellular on your mobile phone before leaving for work and receive a call on the way. 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 bridged 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

You can also switch between the two phones when you leave the office. For example, you enable Extension to Cellular on your mobile phone and 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.
 - Launch the Avaya one-X Mobile application on your mobile phone. Then do the following:
 - Select the **Call Options** soft key.
 - Select **Pick-Up > Active Appearance**.

(See [Appearance Select](#) on page 37 for more information.)

You are now bridged onto the existing call.

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

Accessing Other Applications

For added convenience, you can access two other applications—Speech Access and Instant Messaging—from the main menu of the Avaya one-X Mobile application.

Use Speech Access

The Speech Access capability allows you to dial a predefined number to the Avaya Unified Communication Center (UCC) Speech Access server.

To access this feature:

1. Select the **Menu** soft key.
2. Select **Applications > Speech Access**.

Note:

To change the Speech Access setting, see [Changing the Prefixes and Codes](#) on page 44.

Use Instant Messaging

The Instant Messaging (IM) capability utilizes the mobile phone's Instant Messaging application for sending IM/SMS (Short Message Service) messages.

Note:

This is not an Enterprise messaging application. Your cellular service provider may charge you for this service.

To access this feature:

1. Select the **Menu** soft key.
2. Select **Applications > Messaging**.

Making Calls

This section describes how to make calls from your dial pad, Microsoft Outlook, the call log, and speed dial.

Make a Call from the Dial Pad

To make a call from the dial pad:

1. Enter the phone number you want to call. You can enter a complete telephone number or any extension you can dial from your desk phone. The phone number appears in the top right area of the call display.
2. Press the **Send/Talk** button.

Once the call is successfully completed, the number and call timer appear in the call display.

Make a Call from Your Contacts List

Avaya one-X Mobile allows you to dial phone numbers from Microsoft Outlook.

To make a call from a contact in Microsoft Outlook:

1. Select the **Menu** soft key.
2. Select **Contacts**.
Your list of contacts appears.
3. Select the contact you want to call. If there is more than one phone number, select the appropriate number.
4. Do one of the following:
 - Select the **Call** soft key.
 - Press the **Send/Talk** button.
 - Select the contact number.

Make a Call from the Call Log

Avaya one-X Mobile uses the call log list from the local call log database to allow you to select an entry to dial.

To make a call from the call log:

1. Select the **Menu** soft key.
2. Select **Call Log**.

The Avaya Call Log appears.

3. Select the appropriate call log entry.
4. Select the **Call** soft key or the **Send/Talk** button.
5. Do one of the following:
 - Select **Call** to make the call.
 - Select **Call with +** to make the call to an international number. The plus sign (+) is added as a prefix.

Make a Call from Speed Dial

If you know the speed dial number of the party you want to call, press the speed dial number for about 2 seconds to make the call. To make a call using a 2-digit speed dial number, press the first number and then press the second number for about 2 seconds.

To make a call from your list of speed dials:

1. Select the **Menu** soft key.
2. Select **Settings**.
3. Select **Speed Dial Setup**.

The Speed Dial Setup screen appears.

4. Select the speed dial you want to call.
5. Select the **Call** soft key or the **Send/Talk** button.

See [Using Speed Dials](#) on page 32 for the procedure to add, change, and delete a speed dial.

Handling Calls

This section describes how to answer a call, transfer a call, place a call on hold, and mute a call.

Answer a Call

To answer a call, press the **Send/Talk** button.

To answer a call while you are on another call, press the **Send/Talk** button, or select the call appearance of the incoming call. The current call is placed on hold, and the ringing call becomes active.

Hang up a Call

To hang up an active call, press the **End** button.


Ignore Incoming Call While on Established Call

To ignore an incoming call while on an established call, do one of the following:

- Press the **End** button.
- Select **Ignore** on the appearance of the incoming call.

Place a Call on Hold

To place a call on hold, do one of the following:

- Select .
- Select **Call Options > Hold**.
- Press the **Send/Talk** button.

The Hold icon () and call timer appear in the call display.

To retrieve the held call, do one of the following:

- Select the call appearance.
- Select **Call Options > Resume**.
- Press the **Send/Talk** button.

Mute a Call

To mute a call, do one of the following:

- Select .
- Select **Call Options > Mute**.

The Mute soft button turns green.

To unmute a call, do one of the following:

- Select .
- Select **Call Options > Unmute**.

The Mute soft button turns white.

Transfer a Call

To transfer an active call:

1. Do one of the following:

- Select .
- Select **Call Options > Transfer To > 3rd Party**.

You are prompted to dial the number, select a contact, or select a call log entry.

2. Do one of the following:

- Enter the destination phone number and press the **Send/Talk** button.
- Select a contact from your contacts list and press the **Send/Talk** button.
- Select an entry from the call log and press the **Send/Talk** button.

The **Transfer On Hang-Up** message appears briefly until the call begins to ring.

3. When you are finished talking to the party, press the **End** button to transfer the call.

Using Speed Dials

You can associate a speed dial number from 2 to 99 to your contacts in Microsoft Outlook. Speed dials provide a convenient way to quickly dial contacts that you frequently call. This section describes how to add, edit, and delete speed dials.

Note:

You cannot assign numbers 0 or 1 to a contact. Number 1 is reserved for dialing voice mail.

Add a Speed Dial

To add a speed dial:

1. Select the **Menu** soft key.
2. Select **Settings > Speed Dial Setup**.

The Speed Dial Setup screen lists the speed dials currently assigned.

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

The Speed Dial menu appears.

4. Select **Create New Entry**.

Your list of contacts appears.

5. Select the contact.

The contact's name, number, and the next available speed dial number appear.

6. In the **Display Name** box, revise the label for this speed dial, if necessary.

7. In the **Phone Number** box, if there is more than one number, select the number you want this speed dial to call.

8. In the **Speed Dial** box, select the number for this speed dial.

9. Select the **OK** button.

Edit a Speed Dial

To edit a speed dial:

1. Select the **Menu** soft key.
2. Select **Settings**.

3. Select **Speed Dial Setup**.

The Speed Dial Setup screen lists the speed dials currently assigned.

4. Select the speed dial you want to edit.
5. Select the **Menu** soft key.
6. Select **Edit**.
7. Make your changes.
8. Select the **OK** button.

Delete a Speed Dial

To delete a speed dial:

1. Select the **Menu** soft key.
2. Select **Settings**.
3. Select **Speed Dial Setup**.

The Speed Dial Setup screen lists the speed dials currently assigned.

4. Select the speed dial you want to delete.
5. Select the **Menu** soft key.
6. Select **Delete**.


Making Conference Calls

This section explains how to start a conference call, add a party to a conference call, and drop the last party added to the conference call.

Start a Conference

Before you start a conference you must be active on a call.

To add a third party to your call:

1. Do one of the following:
 - Select .

- Select **Call Options > Conference**.

You are prompted to dial the number, select a contact, or select a call log entry.

2. Do one of the following:

- Enter the destination phone number and press the **Send/Talk** button.
- Select a contact from your contacts list and press the **Send/Talk** button.
- Select an entry from the call log and press the **Send/Talk** button.

When the called party answers, the calls are conferenced together.

Add a Party to a Conference

To add another party to a conference call:

1. Do one of the following:

- Select .
- Select **Call Options > Conference**.

You are prompted to dial the number, select a contact, or select a call log entry.

2. Do one of the following:

- Enter the destination phone number and press the **Send/Talk** button.
- Select a contact from your contacts list and press the **Send/Talk** button.
- Select an entry from the call log and press the **Send/Talk** button.

When the called party answers, the calls are conferenced together.


Drop Last Party from a Conference

To drop the last party that was added to a conference call, do one of the following:

- Select .
- Select **Call Options > Conference > Drop Last Added Party**.

Only the last party can be dropped from a conference call. Selecting the **Drop** soft button or the **Drop Last Added Party** option again will not drop another party from the same conference call.

Note:

If you select  or **Drop Last Added Party** while on a regular two-party call, you will hear a dial tone because the call is dropped at the PBX.

Using the Call Log

This section describes how to view the calls in the call log, designate the type of calls you want to appear in the call log (missed, received, dialed, or all), clear the call log, and add a call log entry to your list of contacts.

View the Call Log

To view the call log:

1. Do one of the following:

- Select .
- Select **Menu > Call Log**.

The Avaya Call Log appears. The icon next to the number indicates whether the call was dialed, answered, or missed. See [Icons](#) on page 8 for more information.

2. Select **OK** to close the Avaya Call Log.

Filter the Call Log Entries

You can set the call log to display:

- all calls
- the calls you missed
- the calls you answered
- the calls you dialed

To specify the call log entries you want to view:

1. Do one of the following:

- Select .
- Select **Menu > Call Log**.

The Avaya Call Log appears.

2. Select the **Options** soft key.

The call log menu appears.


3. Do one of the following:

- Select **All** (the default setting) if you want to view all calls.

- Select **Missed** if you want to view only missed calls.
 - Select **Received** if you want to view only received calls.
 - Select **Dialed** if you want to view only dialed calls.
4. Select **OK** to close the Avaya Call Log.

Clear the Call Log


To clear the call log:

1. Do one of the following:
 - Select .
 - Select **Menu > Call Log**.

The Avaya Call Log appears.
 2. Select the **Options** soft key.
 3. Select **Clear All Logs**.
- A prompt appears asking if you are sure you want to clear all logs.
4. Select **Yes** to clear the Avaya Call Log.

Add a Call Log Entry to your List of Contacts

To add a call log entry to your list of contacts:

1. Do one of the following:
 - Select .
 - Select **Menu > Call Log**.

The Avaya Call Log appears.
 2. Select the call log entry you want to add to your contacts list.
 3. Select the **Options** soft key.
 4. Select **Save to Contacts**.
- Your list of contacts appears.
5. Select **New Contact**.
 6. Select **OK**.

Chapter 4: Using Advanced Telephone Features

Overview

Avaya one-X Mobile for Windows Mobile 6 enables you to access advanced telephone features available from Avaya Communication Manager. This chapter explains how to access and use these features.

Note:

The advanced telephone features—also referred to as Feature Name Extensions (FNEs)—that are available on your phone depend on how your extension on the Avaya Communication Manager system is administered. If the feature was not administered for your extension, it will not be available on your mobile phone and the feature will not appear in the **Call Options** menu. Also note that the features that are displayed in the **Call Options** menu depend on whether you are active on a call.

Appearance Select

The Appearance Select feature allows you to bridge onto calls on your desktop phone. You can bridge onto an active call or a held call.

To pick up the held call on your desktop phone:

1. Select the **Call Options** soft key.
2. Select **Pick-Up > Held Appearance**.

To bridge onto the active call on your desktop phone:

1. Select the **Call Options** soft key.
2. Select **Pick-Up > Active Appearance**.

Automatic Call-Back

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

To activate Automatic Call-Back:

1. Select the **Call Options** soft key.
2. Select **Adv. Call Control > Enable Automatic Call-Back**.

Note:

You must hang up from the busy call before Automatic Call-Back is enabled.

To cancel Automatic Call-Back:

1. Select the **Call Options** soft key.
2. Select **Adv. Call Control > Disable Automatic Call-Back**.

Call Forward

To redirect all calls to an extension or outside number:

1. Select the **Call Options** soft key.
2. Select **Forwarding Options > Call Forward All**.
3. Do one of the following:
 - Enter the destination phone number and press the **Send/Talk** button.
 - Select a contact from your contacts list and press the **Send/Talk** button.
 - Select a call from the call log and press the **Send/Talk** button.

To redirect calls to an extension or outside number when your phone is busy or unanswered:

1. Select the **Call Options** soft key.
2. Select **Forwarding Options > Call Forward Busy/No Answer**.
3. Do one of the following:
 - Enter the destination phone number and press the **Send/Talk** button.
 - Select a contact from your contacts list and press the **Send/Talk** button.
 - Select a call from the call log and press the **Send/Talk** button.

To cancel call forwarding:

1. Select the **Call Options** soft key.
2. Select **Forwarding Options > Call Forward Cancel**.

Call Park

The Call Park feature enables you to place the current call in the call park state so the call can be retrieved from another telephone.

To park a call at your extension (for retrieval at any extension):

1. Select the **Call Options** soft key.
2. Select **Call Park**.

Call Park Answer Back

The Call Park Answer Back feature enables you to retrieve a parked call.

To retrieve a parked call:

1. Select the **Call Options** soft key.
2. Select **Pick-up > Parked Call**.
3. Do one of the following:
 - Enter the appropriate extension and press the **Send/Talk** button.
 - Select the appropriate contact from your contacts list and press the **Send/Talk** button.
 - Select a call from the call log and press the **Send/Talk** button.

Call Pick-Up

The Call Pick-Up feature enables you to answer a call that is ringing at another extension, in your pick-up group, or in your extended pick-up group.

To pick up a call ringing at another extension:

1. Select the **Call Options** soft key.

2. Select **Pick-up > From Extension**.

3. Do one of the following:

- Enter the extension and press the **Send/Talk** button.
- Select the appropriate contact from your contacts list and press the **Send/Talk** button.
- Select a call from the call log and press the **Send/Talk** button.

To pick up a call ringing in your pick-up group:

1. Select the **Call Options** soft key.
2. Select **Pick-up > From Group**.

To pick up a call ringing in your extended call pick-up group:

1. Select the **Call Options** soft key.
2. Select **Pick-up > From Extended Group**.
3. Do one of the following:
 - Enter the group number of the destination phone number and press the **Send/Talk** button.
 - Select the appropriate contact from your contacts list and press the **Send/Talk** button.
 - Select a call from the call log and press the **Send/Talk** button.

Calling Number Block

The Calling Number Block feature allows you to prevent your caller ID from appearing on the called party's display.

To block your caller ID:

1. Select the **Call Options** soft key.
2. Select **Adv. Call Control > Hide Caller ID**.
3. Do one of the following:
 - Enter the destination phone number and press the **Send/Talk** button.
 - Select a contact from your contacts list and press the **Send/Talk** button.
 - Select a call from the call log and press the **Send/Talk** button.

To provide your caller ID:

1. Select the **Call Options** soft key.
2. Select **Adv. Call Control > Show Caller ID**.
3. Do one of the following:

- Enter the destination phone number and press the **Send/Talk** button.
- Select a contact from your contacts list and press the **Send/Talk** button.
- Select a call from the call log and press the **Send/Talk** button.

Exclusion

The Exclusion feature allows you to prevent others from listening on the principle station while you are active on a call.

To exclude others from listening on the primary line:

1. Select the **Call Options** soft key.
2. Select **Exclude Desk Set** (toggle On/Off).

To cancel Exclusion:

1. Select the **Call Options** soft key.
2. Select **Exclude Desk Set** (toggle On/Off).

Extension to Cellular (EC500)

The Extension to Cellular feature allows you to have incoming calls ring at both your desktop phone and your mobile phone.

To have incoming calls ring at both your desktop phone and your mobile phone:

1. Select the **Call Options** soft key.
2. Select **Ext to Cellular > Enable**.

The Extension to Cellular icon (➡) appears.

To cancel Extension to Cellular:

1. Select the **Call Options** soft key.
2. Select **Ext to Cellular > Disable**.

The Extension to Cellular icon does not appear.

Using Advanced Telephone Features

On Pocket PCs, the **EC500** soft key is provided.

To enable or disable Extension to Cellular (EC500) on Pocket PCs:

1. Select the **EC500** soft key.
2. Select **Enable** or **Disable**.

When EC500 is enabled, the Extension to Cellular icon appears.

Send All Calls

The Send All Calls feature enables you to direct all your incoming calls to coverage. Priority calls and automatic call-backs are not redirected by the Send All Calls feature.

To send all calls except priority calls and automatic callbacks immediately to coverage:

1. Select the **Call Options** soft key.
2. Select **Forwarding Options > Send All Calls**.

To cancel Send All Calls:

1. Select the **Call Options** soft key.
2. Select **Forwarding Options > Send All Calls Cancel**.

Chapter 5: Changing the Settings

Overview

This chapter describes how to change the configuration settings for Avaya one-X Mobile.

Changing Emergency Numbers

Emergency numbers are routed directly to the cellular network. They are not routed through the Enterprise PBX (Business) network. European Union and GSM networks use 112 as a standard emergency access number world-wide. When dialing an emergency number, this software by default will pass emergency numbers directly to the mobile network operator for routing and handling. If there are different regional emergency numbers (e.g. 999 or 911) that *must* go directly to a mobile operator, you may add, delete, or modify any emergency or special service number in the settings screen except the number 112.

Note:

Verifying the accuracy of the emergency number list is the sole responsibility of the end user.

To change the emergency numbers:

1. Select the **Menu** soft key.
2. Select **Settings > Options**.
The Emergency Services screen appears.
3. Select the **Continue** soft key.
The emergency numbers are displayed.
4. Select the **Menu** soft key.
The Emergency Numbers menu appears.
5. Do one of the following:
 - To add an emergency number:
 - a. Select **Add**.
 - b. Enter the emergency number.
 - c. Select the **Done** soft key.

Changing the Settings

- To edit an existing emergency number:
 - a. Select the number you want to change.
 - b. Select the **Menu** soft key.
 - c. Select **Edit**.
 - d. Make your changes.
 - e. Select the **Done** soft key
- To delete an emergency number:
 - a. Select the number you want to delete.
 - b. Select the **Menu** soft key.
 - c. Select **Delete**.

Changing the Prefixes and Codes

Use this procedure to change the following settings:

- Speech Access
- Default DID Prefix
- International Direct Dial
- National Direct Dial
- Home Country Code
- ARS code
- Internal Extension Length
- National Number Length
- PIN

To change the prefixes and codes:

1. Select the **Menu** soft key.
2. Select **Settings > Options**.
3. Select the **Admin** tab.
4. If prompted for a PIN, enter your PIN and then select the **Enter** soft key.
The Avaya one-X Options screen appears.
5. Select **Manage Configuration File**, and then select the **Select** soft key.
The Select Location screen appears.

6. Select the appropriate location, and then select the **Select** soft key.
7. Select **Prefixes and Codes**, and then select the **Select** soft key.
The Prefixes and Codes screen appears.
8. Select the setting you want to change, and then select the **Edit** soft key.
9. Make your changes.
10. When finished, select **Update**.

Changing the FNEs

To change the FNEs:

1. Select the **Menu** soft key.
2. Select **Settings > Options**.
3. Select the **Admin** tab.
4. If prompted for a PIN, enter your PIN and then select the **Enter** soft key.
The Avaya one-X Options screen appears.
5. Select **Manage Configuration File**, and then select the **Select** soft key.
The Select Location screen appears.
6. Select the appropriate location, and then select the **Select** soft key.
7. Select **Feature Name Extensions**, and then select the **Select** soft key.
The FNEs screen appears.
8. Select the FNE you want to change, and then select the **Edit** soft key.
9. Make your changes.
10. When finished, select **Update**.

Changing Enterprise Numbers

To change the Enterprise numbers:

1. Select the **Menu** soft key.
2. Select **Settings > Options**.
3. Select the **Admin** tab.

Changing the Settings

4. If prompted for a PIN, enter your PIN and then select the **Enter** soft key.
The Avaya one-X Options screen appears.
5. Select **Manage Configuration File**, and then select the **Select** soft key.
The Select Location screen appears.
6. Select the appropriate location, and then select the **Select** soft key.
7. Select **Enterprise Settings**, and then select the **Select** soft key.
The Enterprise Numbers screen appears.
8. Select the number you want to change, and then select the **Edit** soft key.
9. Make your changes.
10. When finished, select **Update**.

Assigning Navigational Keys

You can assign a feature to the left, right, up, down, and select navigation keys on your mobile phone to provide a short cut to that feature. You can assign one of the following features to a navigation key:

- Retrieving Call Logs
- Speech Access
- Send All Calls (enables the Send All Calls feature)
- Call Pick-Up (allows you to answer an incoming call and is not related to the Call Pick-Up Group feature)
- Extension to Cellular (toggles the Extension to Cellular feature)

Note:

The feature must be administered before it can be assigned to a navigational key.
See your system administrator for more information.

To assign one of these features to a navigation key:

1. Select the **Menu** soft key.
2. Select **Settings > Options**.
3. Select **Assign Navigational Keys**.

The Assign Navigational Keys screen appears.

4. Scroll to the key to which you want to assign a feature.
5. Select the feature you want to assign to this key.
6. When finished, select the **Done** soft key.

Chapter 6: Troubleshooting


Uninstalling Avaya one-X Mobile Software

To uninstall Avaya one-X Mobile for Windows Mobile 6:

1. Select the Windows Mobile **Start** menu.
2. Select **Settings**.
3. Select the **System** tab.
4. Select **Remove Programs > Avaya one-X Mobile > Remove**.

Troubleshooting

Situation/Problem	Possible cause(s)	Suggested action/ Resolution
Cannot make a conference call	Principal station does not have a no-hld-cnf button.	Have your system administrator add a no-hld-cnf button to the principal station.
	Dialed an invalid extension or phone number	Dial a valid extension or phone number
Cannot add a 7 th party to the conference	Only 6 parties, including the originator, are allowed to be on a conference call.	Normal operation as designed
Cannot drop last party from a conference	You do not have more than 3-party conference. Drop last added party only works one time on the last party.	N/A
Exclusion feature doesn't work	Principal station does not have an Exclusion button	Have your system administrator add an Exclusion button to the principal station.
1 of 6		

Situation/Problem	Possible cause(s)	Suggested action/Resolution
Dialing the Exclusion FNE disables exclusion when expecting to enable the exclusion	Your Class of Service automatically enables Exclusion by default	Have your system administrator make sure Auto Exclusion by Class of Service is set to yes in Communication Manager. Note: Consecutive dialing of Exclusion makes the Exclusion feature enable and disable respectively.
Cannot invoke one of the Communication Manager features	No extension administered in the Communication Manager	Have your system administrator verify the feature is administered in Communication Manager.
	Incorrect or missing the number in the settings	Have your system administrator verify the Avaya one-X Mobile application settings.
Calling number was not hidden when calling another station on the same call server	Working as designed	N/A
Cannot enable or disable Mobile Extension	Mobile phone number is not administered	Have your system administrator add your mobile phone number as your mobile extension.
Calls were not extended to the one-X Mobile phone although one-X Mobile shows the Extension to Cellular icon ()	Extension to Cellular is disabled but wasn't disabled using the one-X Mobile application	Re-enable the Mobile extension by using one-X Mobile application. See Extension to Cellular (EC500) on page 41. Note: one-X Mobile application is unaware of any state changes outside of the Avaya one-X Mobile application
Redial doesn't work	Previously dialed number was invalid or missing	Dial the number normally as designed
Cannot connect to an active call	There's no active or ringing call	Normal operation as designed
Cannot connect to an held call	There's no held call	Normal operation as designed
2 of 6		

Situation/Problem	Possible cause(s)	Suggested action/Resolution
The phone receives an intercept tone while dialing the Idle Appearance FNE.	Incorrect or missing the number in the settings	Have your system administrator verify the Avaya one-X Mobile application settings.
Cannot pickup a parked call	Call is not successfully parked	Call back the original number
	Dialing incorrect extension	Dial the extension correctly
	Incorrect or missing the number in the settings	Have your system administrator verify the one-X Mobile application settings.
	You do not have permissions to pick up the parked call.	Contact your system administrator to allow you to use the Call Park Answer Back feature.
Get error tone (fast busy or intercept tone) when trying to pick up a parked call	Invoked an incorrect extension	Redial using correct extension where the original destination was parked.
Cannot pick up a call ringing at another extension	You do not have permissions to pick up a call ringing at another extension	Contact your system administrator to allow you to use the Directed Call Pick-Up feature.
Cannot pick up a call in a pick-up group	You are not part of a pick-up group	Contact your system administrator to allow you to use the Call Pick-Up feature.
	Incorrect or missing the number in the settings	Have your system administrator verify the Avaya one-X Mobile application settings.
3 of 6		

Situation/Problem	Possible cause(s)	Suggested action/Resolution
Cannot pick up a call in the extended call pick-up group	You are not part of the extended call pick-up group	Contact your system administrator to allow you to use the Extended Call Pick-Up feature.
	Dialed an incorrect extension	Dial the extension correctly
	Incorrect or missing the number in the settings	Have your system administrator verify the Avaya one-X Mobile application settings.
Cannot transfer a call	Invalid number dialed	Dial the extension correctly
	Disconnect Supervision for Outbound Calls is set to N on the PBX	Contact your System administrator to set the Disconnect Supervision flag on the PBX for Outbound calls to Y on all outgoing trunks to PSTN.
Cannot forward the calls	Invalid number dialed	Dial the extension correctly.
	Trying to forward a call to an off-PBX number and do not have permissions to do so.	Contact your system administrator to allow you to transfer a call to an off-PBX number.
Cannot dial a destination off-PBX from the Avaya one-X Mobile application	No ARS Code administered in the General Options	Have your system administrator verify the Avaya one-X Mobile application settings.
FNEs do not work	DID prefix is not administered correctly	Have your system administrator verify the one-X Mobile application settings.
Cannot dial emergency number	Not administered	Have your system administrator verify the one-X Mobile application settings.
4 of 6		

Situation/Problem	Possible cause(s)	Suggested action/Resolution
LCR not working	Not administered correctly	Have your system administrator verify the one-X Mobile application settings.
	The option is disabled	Have your system administrator verify the one-X Mobile application settings.
Speech Access does not work	Not administered	Have your system administrator verify the one-X Mobile application settings.
	Invalid login error	Have your system administrator provision a speech access account.
Menu items missing	The <i>settings.ini</i> file is not correctly administered, or the feature is not available	Have your system administrator verify the one-X Mobile application settings.
Cannot dial speed dial entry	The speed dial is not administered	See Add a Speed Dial on page 32.
Cannot assign or dial button 0 or 1 for 1-touch dialing	Feature not available	Button 1 is reserved for cellular service provider's voicemail number and cannot be dialed via the Avaya one-X Mobile application.
5 of 6		

Situation/Problem	Possible cause(s)	Suggested action/Resolution
Configuration file issues	Tag names are not in upper case	Ensure that all the tag/feature names are in the proper upper-case format (for example: OFF_PBX_ENABLE = 2251551234;)
	Tag names have been modified	Ensure that the tag/feature names have their default tag names. Refer to example-settings.ini file for the default names.
	Configuration Aborted, Invalid Tag: xxxx	Consult your system administrator to ensure that the reported tag 'xxxx' is in the proper upper-case format and is not misspelled.
I can not close the Avaya one-X Mobile application on my phone.	Working as designed	N/A
The FNEs are not installed despite installing the configuration file.	The wrong location was selected.	Select Menu > Locations , and then select the appropriate location.
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