

Avaya one-X™ Mobile
User Guide for RIM BlackBerry

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Installing the Application on Your Mobile Device

This chapter provides the procedures to install the Avaya one-X™ Mobile application on your BlackBerry device by either downloading it Over the Air (OTA) or using your PC and the BlackBerry Desktop Manager. Also provided is the procedure to set up your account which must be performed before you can use the Avaya one-X Mobile application.

Pre-installation requirements

Before you begin the installation:

- You must know your mobile carrier, mobile device manufacturer, model name, and model number.
- You must set up your Avaya one-X Mobile account. See Set up your account on page 8. After you set up your account on the Avaya one-X Mobile Web site, an SMS message is sent to your mobile device. The message provides instructions that include a download URL for the Avaya one-X Mobile client that corresponds to your carrier and phone model.
- Your mobile phone service must be enabled for data service. The Avaya one-X Mobile client uses the carrier's data channel to communicate information to and from the BlackBerry device. To protect yourself from unexpected data charges, ensure that your data service plan provides for unlimited data usage at a fixed rate. Also, when you are traveling, familiarize yourself with the data roaming charges imposed by other mobile carriers.
- You must know the type of internet connection your enterprise uses. See Identify the BlackBerry Connection Type on page 10 for more information.
- Determine the installation method you want to use to install the Avaya one-X Mobile application on your BlackBerry device. You can download the application Over the Air (OTA) or install it from your PC. See Download the application Over the Air (OTA) to your BlackBerry device on page 10 and Install the application from your PC (via USB) on page 11 for more information.
- You should know how to:
  - Navigate your device's menus
  - Input upper and lower case text, numbers, symbols, and any special characters included in your password

- Find, Launch, and use your device's internet browser to go to a specific URL
- Install downloaded applications to your device

Note:
On newer BlackBerry devices, the button used to select and highlight information is referred to as a *trackball*. On past BlackBerry devices, the button used to select and highlight information is referred to as a *trackwheel*. The procedures in this document use the term *trackball*.

Set up your account

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

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

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

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

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

1. Open the Web browser on your PC.

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

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

3. In the **Username** field, enter your corporate computer username.
4. In the **Password** field, enter your corporate computer password.
5. Click the **Log In** button.
6. Enter the Modular Messaging password or Cisco PIN.

   The End User License Agreement appears.

   Note:
   The Modular Messaging password or Cisco PIN prompt does not appear if the Avaya one-X Mobile Web account is configured without voicemail. See No Voicemail Configuration on page 17 for more information.

7. Read the license agreement, and then click the **Accept** button.
8. Perform one or more of the following steps:

   - If you have a shared phone extension, you are prompted to identify your desk phone. Select the option that exactly matches the message on the screen of your desk phone, and then click the **OK** button.
   - If your corporate voicemail system uses Unity Connection, you are prompted for the Unity Connection username and password. Enter the Unity Connection username and password, and then click the **OK** button.

   The Avaya one-X Mobile Setup page appears.

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

    Note:
    Be sure to turn your mobile device off.

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

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

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

16. See Identify the BlackBerry Connection Type on page 10.

Identify the BlackBerry Connection Type

Your BlackBerry Enterprise Server (BES) administrator will have chosen an internet security configuration that is appropriate for your enterprise. The BES can be configured to allow one of the following types of internet connections:

- Direct TCP
- Mobile Data System (MDS)

Before proceeding with the BlackBerry installation, you must determine which type of internet connection is appropriate for your enterprise. After you determine this, continue with Download the application Over the Air (OTA) to your BlackBerry device on page 10.

Download the application Over the Air (OTA) to your BlackBerry device

Use this procedure to install the Avaya one-X Mobile application on your BlackBerry device Over the Air (OTA).

1. Open the Web browser on your BlackBerry device.
2. Enter the URL for Avaya one-X Mobile that is appropriate for your mobile device. There are three ways to identify this URL as follows:
   - Use the download URL that was provided in the SMS message you received on your mobile device after you set up your Avaya one-X Mobile account.
   - At any time you can use your account on Avaya one-X Mobile Web to send yourself an SMS message with the download URL that is appropriate for your carrier and mobile device as follows:
     a. Log in to your Avaya one-X Mobile Web account on your PC.
     b. Navigate to **Manage Mobile**.
     c. Click on the **Update one-X Mobile** button. This will send an SMS message to your BlackBerry device containing the Avaya one-X Mobile installation URL.
   - Use the Web browser on your BlackBerry device to install the URL as follows:

a. Go to the *getapp* page on your Avaya one-X Mobile server, www.<your one-X Mobile server>/getapp

b. Follow the page navigation, selecting the language, carrier, manufacturer, and device model that is appropriate for your BlackBerry device.

c. On the Download page, select the appropriate version.

3. Select the TCP or MDS connection type that is appropriate for your enterprise. See Identify the BlackBerry Connection Type on page 10 for more information.
4. Click on the **.jad** file.

   The Download screen appears.
5. Click the checkbox to set the application permissions.
6. Click **Download**.

   The Permissions screen appears.
7. Set the Connection, Interaction, and User Data permissions to **Allow**.
8. Press the BlackBerry Menu key, and then select **Save**.

   The download progress bar appears. After the download is complete, the message, **The application was successfully installed** appears.
9. Click **OK**.
10. Exit the browser.
11. See Set up a WAP Access Point Name on page 12.

Install the application from your PC (via USB)

Use this procedure to install the Avaya one-X Mobile application on your BlackBerry device using your PC and the BlackBerry Desktop Manager. This procedure includes the steps to download the Avaya one-X Mobile installation file to your PC and then use the BlackBerry Desktop Manager to install the application on your BlackBerry device.

Note:
Before proceeding with this procedure, ensure that the BlackBerry Desktop Manager is installed on your PC.

1. Open the Web browser on your PC.
2. Go to the *getapp* page on your Avaya one-X Mobile server, www.<your one-X Mobile server>/getapp.
3. Follow the page navigation, selecting the carrier, manufacturer, and device model that is appropriate for your BlackBerry device.

4. On the Download page, under **Category: Public**, select the appropriate version and connection type (TCP or MDS).
5. Download the **.zip** file to your PC.
6. Unzip the **.zip** file into a temporary folder. You should see two files—a **.alx** file and a **.cod** file.
7. Connect your BlackBerry device to your computer via a USB cable.
8. Launch your BlackBerry Desktop Manager.
9. Click on the Application loader.
10. Follow the installation instructions to install the **.alx** and **.cod** files you downloaded to the temporary folder on your PC.
11. See Set up a WAP Access Point Name on page 12.

Set up a WAP Access Point Name

The BlackBerry Access Point Name (APN) settings define how your BlackBerry connects to the wireless internet. APN settings vary by wireless carrier. Sample APN setup instructions are provided in this section. However, before you make any APN changes, be sure to verify the settings with your BlackBerry administrator.

APN settings for Cingular

To set up an APN for Cingular carrier:

1. On the main page of your BlackBerry mobile device, select **Settings > Options > Advanced Options > TCP**.
2. For **Cingular APN**, type in lower-case letters **wap.cingular**.
3. For **Username for APN**, type in all upper-case letters **WAP@CINGULARGPRS.COM**.

Note:
For upper-case letters, hold the **CAP** key. For the @ symbol, hold the **ALT** key and press @.

4. For **Password for APN**, type in all upper-case letters **CINGULAR1**.

Note:
For **1**, hold the **ALT** key and press **1**.

5. Select **Save**.
6. Go to the Main menu.

7. Turn wireless off.
8. Turn power off on the device.
9. Pull the battery out, wait for 30 to 60 seconds, and then put the battery back in.
10. Turn the power on.
11. Turn wireless on.
12. See Log in for first-time use on page 13.

APN settings for T-Mobile

To set up an APN for T-Mobile carrier:

1. On the main page of your BlackBerry mobile device, select **Settings > Options > Advanced Options > TCP**.
2. For **T-Mobile APN**, type in lower-case letters **wap.voicestream.com**.
3. For **Username for APN,** leave blank.
4. For **Password for APN**, leave blank.
5. Select **Save**.
6. Go to the Main menu.
7. Turn wireless off.
8. Turn power off on the device.
9. Pull the battery out, wait for 30 to 60 seconds, and then put the battery back in.
10. Turn the power on.
11. Turn wireless on.
12. See Log in for first-time use on page 13.

Log in for first-time use

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

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

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

To log in for the first time:

1. On the BlackBerry main screen, highlight **Avaya one-X Mobile** and click the trackball.

   Note:
   On some BlackBerry devices, the Avaya one-X Mobile application is located in the applications folder.

   A dialog box may appear requesting confirmation that you want to allow Avaya one-X Mobile to access different device resources, such as phone logs.

2. If the dialog box to confirm access to different features of your BlackBerry device appears, click the checkbox for **Don't ask this again**, and then click **Yes**.

   The Avaya one-X Mobile server protocol dialog box appears.

3. Highlight the protocol (http or https) that is appropriate for your Avaya one-X Mobile server configuration, and click the trackball.

   The URL or IP address dialog box appears.

4. Enter the URL or IP address of the Avaya one-X Mobile server.

5. Highlight **OK**, and click the trackball.

   The corporate computer username dialog box appears.

6. Enter your corporate computer username. This entry is case sensitive.

7. Highlight **OK**, and click the trackball.

   The corporate computer password dialog box appears.

8. Enter your corporate computer password. This entry is case sensitive.

9. Highlight **OK**, and click the trackball.

   A dialog box may appear regarding the application trying to connect to the server.

10. If the dialog box requesting confirmation to connect to the server appears, click the checkbox for **Don't ask this again for all http connections**, and then click **Allow this connection**.

    A dialog box appears stating **Logging in. Please wait**. Once the login is complete, the Avaya one-X Mobile Home screen appears. See Start the Application on page 18 for a picture of the Avaya one-X Mobile Home screen.

Getting Started

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

Avaya one-X Mobile includes Avaya one-X Mobile Web, a site hosted by your company's network that provides additional features to help you manage your work calls, availability, and voicemail messages. This user guide describes how to use Avaya one-X Mobile. For more information about Avaya one-X Mobile Web, see About Avaya one-X Mobile Web on page 17 and the *Avaya one-X™ Mobile Web User Guide*, document number 18-602150.

Key Features

Avaya one-X Mobile provides the following key features:

- **Visual Voicemail** —Visual Voicemail provides many of the best features of email to the review and management of your office voicemail. Both the new and saved voicemail inboxes show the current state of the messages left in your office voicemail account. You can review in any order, listen to, save, or delete voicemail messages in the Avaya one-X Mobile application. The voicemail in the Avaya one-X Mobile application is a reflection of the voicemail on your office phone. Any change made to the office voicemail is reflected in both the Avaya one-X Mobile application and in your office voicemail. See Listening to Voicemail on page 41 for more information.

  Note:
  If voicemail has not been configured for your mobile device, the new and saved voicemail inboxes do not appear. See No Voicemail Configuration on page 17 for more information.

- **Find Contacts, Corporate Directory, Phonebook, and Block** — For Avaya one-X Mobile for BlackBerry devices, your primary source for contact information is the RIM Addresses application. You can find contacts in the RIM Addresses application or search your Corporate Directory from your BlackBerry device. You can add contacts from your Corporate Directory directly to the RIM Addresses application. Use the Phonebook feature in the Avaya one-X Mobile Web application to designate key contacts—co-workers, clients, friends, or family members—as VIPs. When Block on the Avaya one-X Mobile

Home screen is set to block non-VIP callers, VIPs ring through while all other callers are sent directly to your office voicemail. See Using the Contacts Feature on page 51 and Using the Corporate Directory on page 53 for more information. See the *Avaya one-X™ Mobile Web User Guide*, document number 18-602150, for more information about designating VIPs in the Phonebook.

- **Send Calls** — The Send Calls feature routes all calls coming into your work number out to one or more phones of your choice. With this feature, you need only one work phone number—rather than a home number, office number, and hotel number while on business trips—to receive all your personal and business calls. When you're particularly busy, you can choose to send all work calls directly to your office voicemail system. Voicemail messages are left on your office voicemail system, not on the voicemail system of your mobile device. The Send Calls feature can also route call to different phones automatically according to a schedule you define in Avaya one-X Mobile Web. See Managing Incoming Calls Using the Send Calls Feature on page 33 for more information.
- **Call Log** — The Call Log shows detailed information about calls to and from your work phone number, information that's especially useful if you bill directly for your time. From the Call Log, you can also add contact information directly to your Phonebook for use with the VIP and Block features, or directly initiate an Avaya one-X Mobile call to any caller or number you called. See Using the Call Log on page 45 for more information.
- **Call** — The Avaya one-X Mobile Call feature allows you to place a call from any phone through your office phone system. This feature works by instructing your office phone system to first call the phone that you want to use, such as your mobile, home, or hotel room phone. Once you answer, the office phone system then calls the number you want to reach. Once the destination answers, the office phone system connects you to the destination.

  The Avaya one-X Mobile Call feature provides the following advantages:

  – Your caller ID is always your work phone number, regardless of the phone you are calling from—such as your mobile, home, hotel room, or client's conference room phones.
  – All calls placed using the Avaya one-X Mobile Call feature appear in your Call Log, making tracking and billing easier.
  – You can use any phone and still benefit from special rate plans for calls made from your office phone system.

Note:

To route a call through your office phone system, you must make the call from the Avaya one-X Mobile application, not from your device's native dialer or native operating system call screen, except where described in Using Avaya one-X Mobile options in RIM applications on page 57.

See Making Calls Using the Call Feature on page 21 for more information.

No Voicemail Configuration

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

About Avaya one-X Mobile Web

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

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

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

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

About this Guide

The procedures provided in this guide assume you are familiar with your mobile device user interface and operation. You should be able to scroll, highlight, enter text, and select items in a list and onscreen buttons. For more information about how to perform these tasks, see the user guide that came with your mobile device.

Note:

On newer BlackBerry devices, the button used to select and highlight information is referred to as a *trackball*. On older BlackBerry devices, the button used to select and highlight information is referred to as a *trackwheel*. The procedures in this document use the term *trackball*.

Start the Application

To start the Avaya one-X Mobile application:

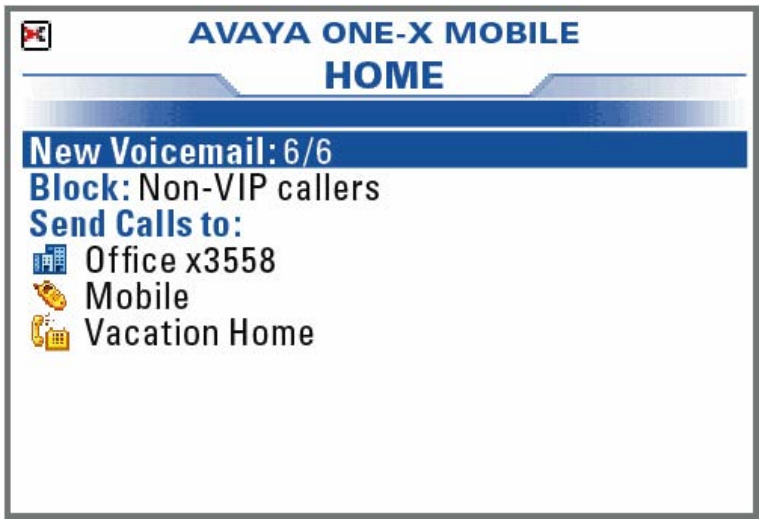
1. Turn on your mobile device.

   The Avaya one-X Mobile icon appears on the main screen.

   Note:
   On some BlackBerry devices, the Avaya one-X Mobile application is located in the applications folder.

2. Navigate to the Avaya one-X Mobile icon and launch the application.

   The Avaya one-X Mobile Home screen appears.



Avaya one-X Mobile Home screen

The Avaya one-X Mobile Home screen shows:

- **Status icons** — indicate communication status between your mobile device and the Avaya one-X Mobile server. The Status icons appear at the top of the Home screen, the New and Saved Voicemail inbox screens, and the Call Log screen. The color of the Status icon indicates the following:
  - Green  — indicates the last action you performed or the last background polling event was successful and your mobile device is operating normally and the data is fresh.
  - Yellow  — indicates some communication errors in the recent past and the data should be considered old.
  - Red  — indicates there have been too many communication errors and the data should be considered inaccurate. A time value indicating how long it has been since your mobile device successfully communicated with the server also appears.
- **Send Calls to** — lists the phones currently designated to ring when a call comes in to your office phone. If you chose to send all calls to voicemail, **Voicemail** appears and all calls, including those from VIPs, are sent directly to voicemail. Your device will not ring.
- **New Voicemail** —shows the number of new voicemail messages. If you have more messages than can be downloaded to your mobile device, the New Voicemail status shows a ratio. The first number is the number of your most recent messages currently stored on your mobile device. The second number is the total number of new voicemail messages in your voicemail account. More messages are downloaded as you delete the messages on your mobile device.

  Note:
  If voicemail has not been configured for your mobile device, **New Voicemail** does not appear. Instead, **Voicemail** appears and provides the option to call your corporate voicemail system directly. See No Voicemail Configuration on page 17 for more information.
- **Block** — shows the current setting of the Block feature. When set to **Off**, no calls are blocked. All calls, including non-VIPs, ring through. When set to **Non-VIPs**, only calls from people you have designated as VIPs in your Phonebook ring through. All other callers are sent to your office voicemail.

Avaya one-X Mobile Home menu

Click the trackball to open the Avaya one-X Mobile Home menu. The menu options available depend on the item currently highlighted on the Home screen. Some options always appear on the Avaya one-X Mobile Home menu, including:

- Call
- Call Log
- Corporate Directory
- Saved Voicemail

Note:
If voicemail has not been configured for your mobile device, the Saved Voicemail option does not appear. See No Voicemail Configuration on page 17 for more information.

- RIM Addresses
- Settings
- Refresh

Making Calls Using the Call Feature

When you make a call from your BlackBerry device using the Avaya one-X Mobile application, instead of placing the call through the mobile carrier, you use the Avaya one-X Mobile Call feature. The Call feature uses your office phone system (or PBX) as a bridge between the phone you want to use and the number you want to call. Although the phone you most frequently use will probably be your mobile device, you can use any of the phones defined in your list of Send Calls destinations. See Managing Incoming Calls Using the Send Calls Feature on page 33 for more information about the Send Calls feature. In addition, the Call feature also provides Quick Entry which is a feature that allows you to place a call from a phone that you want to use immediately, but are unlikely to use frequently in the future—for example, a direct dial hotel room phone or a phone in a client's meeting room.

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

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

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

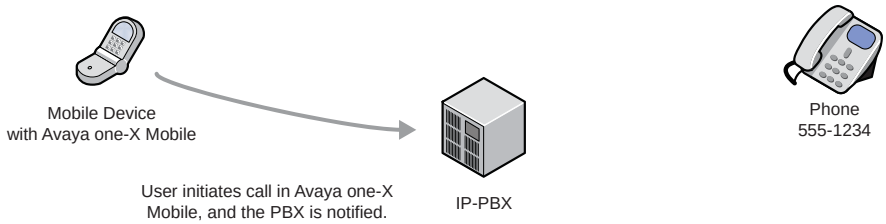
Note:
If voicemail has not been configured for your mobile device, the New Voicemail and Saved Voicemail inboxes are not available. See No Voicemail Configuration on page 17 for more information.

- RIM Addresses (in the RIM Phone application)
- Call Log
- Corporate Directory search results

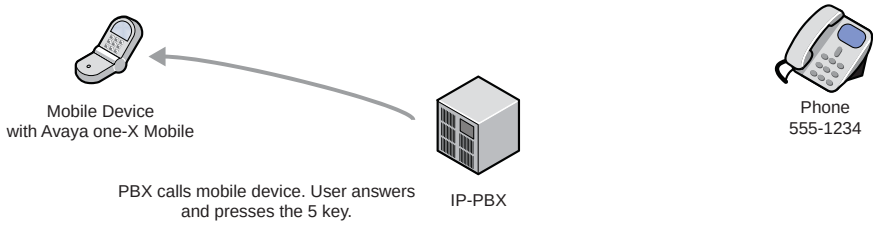
You begin a call by selecting the **Call** command. On the Avaya one-X Mobile Home screen, the **Call** command allows you to make an ad hoc call back by entering the number you wish to call. From other locations when the **Call** command is selected, the number to be called is associated with the Voicemail, Call Log, or contact entry that was highlighted when you selected **Call**. Once you have initiated the call, you are prompted to select the phone you want to use for this call. Although this will usually be your BlackBerry device, it can be any phone. The selected phone rings. You answer the phone and press the **5** key, and then the call is connected. See Overview of the Avaya one-X Mobile Call Feature on page 22 for a further description of the Avaya one-X Mobile Call feature.

Overview of the Avaya one-X Mobile Call Feature

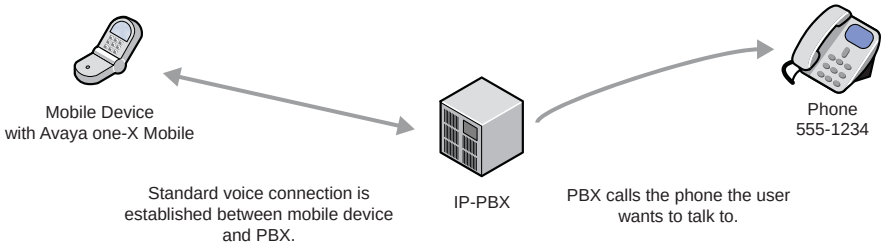
Step 1: Enter or select the number you want to call, and then select **Call**. This tells your corporate telephone system (or PBX) to initiate the call. (You can select **Call** from multiple locations within the Avaya one-X Mobile application. See the locations listed on the previous page.) After you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



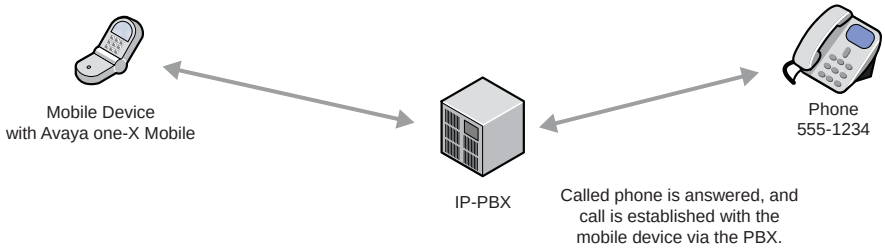
Step 2: Your corporate telephone system calls the phone you selected to use. You answer the call and press the **5** key. The phone you answer the call on will usually be your mobile device, but it could be any phone defined in your list of Send Calls destinations, such as your home phone or a hotel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



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



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



Make a call from the Home screen

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

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

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

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Call**.
3. Click the trackball.
4. Enter the number you want to call.

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

   - Enter the International Direct Dialing (IDD) prefix of your office phone system followed by the number you are calling. See your system administrator for the appropriate IDD prefix.
   - Enter **+** followed by the country code and the number you are calling.
5. Click **OK**.
6. Highlight the phone you want to use to make the call.
7. Click the trackball.

   The call is initiated and the instructions screen appears.
8. Do one of the following:

   - If the phone you chose to use is not your BlackBerry device, click **OK**.
   - If the phone you chose to use is your BlackBerry device, an **OK** button does not appear on the instruction screen. Wait for the phone to ring and then go to Step 9.

   The instructions screen closes, and the phone you chose to use rings. This is your office phone system calling to establish the first leg of the call connection between your selected phone and the number you want to call.
9. Answer your phone.

10. Press the **5** key.

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

    Note:
    If the Confirmed Answer feature is turned **off** in your office phone system, you do not have to select the **5** key. Rather, you answer the call, wait a moment, and your office phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

11. Wait a moment. Your office phone system will connect you to the number you called.

Make a call from your Voicemail inbox

To make a call from your new or saved voicemail inbox to someone who left you a message:

1. On the Avaya one-X Mobile Home screen, highlight **New Voicemail**.
2. Click the trackball.
3. Do one of the following:
   - To make a call from your New Voicemail inbox, click **Open New Voicemail**.

     The New Voicemail inbox appears.
   - To make a call from your Saved Voicemail Inbox, click **Open Saved Voicemail**.

     The Saved Voicemail Inbox appears.
4. Highlight the appropriate voicemail message.
5. Click the trackball.
6. Highlight **Call Back <*name* or *number*>** where name or number is that which you selected from the voicemail inbox.
7. Click the trackball.
8. Click **OK**.
9. Highlight the phone you want to use to make the call.
10. Click the trackball.

    The call is initiated and the instructions screen appears.
11. Do one of the following:
    - If the phone you chose to use is not your BlackBerry device, click **OK**.

- If the phone you chose to use is your BlackBerry device, an **OK** button does not appear on the instruction screen. Wait for the phone to ring and then go to Step 12.

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

12. Answer your phone.
13. Press the **5** key.

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

Note:
If the Confirmed Answer feature is turned **off** in your office phone system, you do not have to select the **5** key. Rather, you answer the call, wait a moment, and your office phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

14. Wait a moment. Your office phone system will connect you to the number you called.

Make a call from the Call Log

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

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Call Log**.
3. Click the trackball.

   The Call Log appears.
4. Highlight the number or person you want to call.
5. Click the trackball.
6. Depending on the type of call selected, do one of the following:
   - Highlight **Call <*name* or *number*>** where name or number is that which you selected from the Call Log.
   - Highlight **Call Back <*name* or *number*>** where name or number is that which you selected from the Call Log.
7. Click the trackball.

   A summary screen appears.
8. Click **OK**.
9. Highlight the phone you want to use to make the call.

10. Click the trackball.

    The call is initiated and the instructions screen appears.

11. Do one of the following:

    - If the phone you chose to use is not your BlackBerry device, click **OK**.
    - If the phone you chose to use is your BlackBerry device, an **OK** button does not appear on the instruction screen. Wait for the phone to ring and then go to Step 12.

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

12. Answer your phone.

13. Press the **5** key.

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

    Note:

    If the Confirmed Answer feature is turned **off** in your office phone system, you do not have to select the **5** key. Rather, you answer the call, wait a moment, and your office phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

14. Wait a moment. Your office phone system will connect you to the number you called.

Make a call from your list of contacts in RIM Addresses

For BlackBerry devices, the primary source for contact information is the RIM Addresses application.

To make a call to a contact in your RIM Addresses:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **RIM Addresses**.
3. Click the trackball.
4. Highlight the contact you want to call.
5. Press the BlackBerry Menu key.
6. Highlight **Call with one-X Mobile**.

   A summary screen appears.

Note:
If the contact has more than one phone number, a screen appears from which you can select the appropriate number.

7. Click **OK**.
8. Highlight the phone you want to use to make the call.
9. Click the trackball.

   The call is initiated and the instructions screen appears.
10. Do one of the following:
    - If the phone you chose to use is not your BlackBerry device, click **OK**.
    - If the phone you chose to use is your BlackBerry device, an **OK** button does not appear on the instruction screen. Wait for the phone to ring and then go to Step 11.

    The instructions screen closes, and the phone you chose to use rings. This is your office phone system calling to establish the first leg of the call connection between your selected phone and the number you want to call.
11. Answer your phone.
12. Press the **5** key.

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

Note:
If the Confirmed Answer feature is turned **off** in your office phone system, you do not have to select the **5** key. Rather, you answer the call, wait a moment, and your office phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

13. Wait a moment. Your office phone system will connect you to the number you called.

Make a call from the Corporate Directory

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

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Corporate Directory**.
3. Click the trackball.

   The Corporate Directory search screen appears.

4. Search for the contact you want to call. See Search Corporate Directory for contact on page 53 for more information.

   The Directory screen appears with the search results.

5. Highlight the contact you want to call.
6. Click the trackball.
7. Highlight **Call Back <name>** where name is name of the Corporate Directory contact you selected.
8. Click the trackball.

   A summary screen appears.

9. Click **OK**.
10. Highlight the phone you want to use to make the call.
11. Click the trackball.

    The call is initiated and the instructions screen appears.

12. Do one of the following:

    - If the phone you chose to use is not your BlackBerry device, click **OK**.
    - If the phone you chose to use is your BlackBerry device, an **OK** button does not appear on the instruction screen. Wait for the phone to ring and then go to Step 13.

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

13. Answer your phone.
14. Press the **5** key.

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

    Note:

    If the Confirmed Answer feature is turned **off** in your office phone system, you do not have to select the **5** key. Rather, you answer the call, wait a moment, and your office phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

15. Wait a moment. Your office phone system will connect you to the number you called.

Make a call from a Quick Entry number

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

Note:
The procedure provided below describes how to make a Quick Entry Call Back from the Home screen. However, you can make a Quick Entry Call Back from any screen that supports the **Call** command, for example the Call Log or Voicemail inbox screens.

To make a call from the Home screen using a temporary phone:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Call**.
3. Click the trackball.
4. Enter the number you want to call.

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

   - Enter the International Direct Dialing (IDD) prefix of your office phone system followed by the number you are calling. See your system administrator for the appropriate IDD prefix.
   - Enter **+** followed by the country code and the number you are calling.
5. Click **OK**.
6. Highlight **Quick Entry**.
7. Click the trackball.

   Note:
   The most recently entered number appears in the edit field. If you want to use a different number, repeatedly press the **Del** key to clear the number.
8. Enter the Quick Entry phone number.
9. Click **OK**.

   The call is initiated and the instructions screen appears.
10. Do one of the following:

    - If the phone you chose to use is not your BlackBerry device, click **OK**.

- If the phone you chose to use is your BlackBerry device, an **OK** button does not appear on the instruction screen. Wait for the phone to ring and then go to Step 11.

The instructions screen closes, and the phone you chose to use rings. This is your office phone system calling to establish the first leg of the call connection between your Quick Entry phone number and the number you want to call.

11. Answer your phone.
12. Press the **5** key.

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

Note:
If the Confirmed Answer feature is turned **off** in your office phone system, you do not have to select the **5** key. Rather, you answer the call, wait a moment, and your office phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

13. Wait a moment. Your office phone system will connect you to the number you called.

Switch from your mobile device to your office phone

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

Note:
Extension to Cellular works wherever your mobile device currently works. You may lose mobile device 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 device 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 device.

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

1. Pick up the office phone handset or turn the speaker on.

2. Press the lighted Call Appearance (line indicator) button on your office phone that shows the line that is currently in use.

   You are now conferenced onto the existing call.

3. Disconnect your mobile device 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 device

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

Note:

Extension to Cellular works wherever your mobile device currently works. You may lose mobile device 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 device while you are on your office phone with an Avaya one-X Mobile call:

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

   You are now conferenced onto the existing call.
3. Hang up your office phone.
4. Continue speaking using your mobile device.

Managing Incoming Calls Using the Send Calls Feature

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

About Send Calls Destinations

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

- **Office and Mobile Destinations**—are automatically created when you sign up for the Avaya one-X Mobile service. Select the Office destination if you want your office phone to ring when someone calls your work number. Select the Mobile destination if you want your mobile device to ring when someone calls your work number. Select both if you want both phones to ring.
- **Custom Destinations**—can be created and edited through the Avaya one-X Mobile application on your BlackBerry device. *Home* is an example of a custom destination you will probably want to create. If you are working at home, you can have all your office calls routed to your home number. You can create any number of custom destinations.
- **Quick Entry**—is a feature that allows you to add one phone number to which you can temporarily receive calls. This is typically a phone that you want to use immediately, but are unlikely to use frequently in the future—for example, a direct dial hotel room phone or a phone in a client's meeting room. You are prompted for a phone number every time you use Quick Entry. Quick Entry remembers the last phone number you entered, but you can easily delete it and enter a new number.
- **Automatic by Schedule**—manages your Send Calls destinations according to a schedule you define through the Avaya one-X Mobile Web application. For example, work calls can be sent automatically to your mobile device during your morning commute, to your office and mobile device during the work day, to voicemail during lunch, and back to your mobile device during your drive home. No other Send Calls destinations can be selected when Automatic by Schedule is in effect. See the *Avaya one-X Mobile Web User Guide*, document number 18-602150, for more information.

- **Automatic by Location**—available on some mobile devices, this feature routes your incoming calls to Send Calls destinations based on your location. To use this feature, you must first define a GPS location on your mobile device using the devices's built-in GPS feature. You can define multiple GPS locations. Then, using the Avaya one-X Mobile Web application, you select the Send Calls destination(s) that you want activated when you are at a particular location. For example, you may want all calls to go to Voicemail when you are at the factory because of the noise level. You would first create a GPS location while at the factory. Then from the Avaya one-X Mobile Web application, you would choose Voicemail as the Send Calls destination for the factory location. For information on how to define Automatic by Location, see the *Avaya one-X Mobile Web User Guide,* document number 18-602150.
- **Voicemail**—sends all calls directly to your office voicemail. No phones will ring. The Voicemail destination, when selected, overrides but does not change the Block setting and all callers, even VIPs, will be sent directly to voicemail.

Select the phones to which calls are routed

You can select up to 5 phones (unless limited by your system administrator) to ring simultaneously when a call comes in to your office number.

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

Also use this procedure to turn simultaneous ring off. For example, if your office phone and mobile phone are both currently set to ring when a call comes in to your office phone, to turn ringing off on your mobile phone, deselect **Mobile** as described in Step 5.

To select the phones to which office calls are routed:

1. On the Avaya one-X Mobile Home screen, highlight **Send Calls to**.
2. Click the trackball.
3. Click **Change Destinations**.

   A list of the phones on which you can receive office calls appears. **Voicemail**, **Automatic by Schedule**, and **Automatic by Location** (if available) are also listed.
4. Highlight the appropriate phone.

Note:
Depending on your communication system, the **Office** phone must be a destination and cannot be deselected. In this case, the check mark appears light gray.

5. Click the trackball to select or deselect the phone. When a call comes in to your office phone, the selected phones will ring, and the phones that are not selected will not ring.

   A confirmation pop-up menu appears.
6. Click the trackball to confirm your selection.
7. Repeat Steps 4 through 6 to select or deselect another phone.

Add a phone to which calls are routed

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

To add a phone to which office calls are routed:

1. On the Avaya one-X Mobile Home screen, highlight **Send Calls to**.
2. Click the trackball.
3. Highlight **New Destinations**.
4. Click the trackball.
5. Enter a name for your new Send Calls destination.
6. Click **Ok**.
7. Enter the number for your new Send Calls destination.
8. Click **Ok**.

   A summary screen appears.
9. Click the trackball.
10. Click **Close**.

    A confirmation screen appears.
11. Click **Save**.

    The new destination is added to your list of destinations.

Delete a phone to which calls are routed

To delete a phone to which office calls are routed:

1. On the Avaya one-X Mobile Home screen, highlight **Send Calls to**.
2. Click the trackball.

3. Highlight **Edit Destinations**.
4. Click the trackball.
5. Highlight the destination you want to delete.
6. Click the trackball.
7. Click **Delete <*name*>**.

   A confirmation screen appears.
8. Click **Delete**.

   The destination is deleted from your list of destinations.

Edit a phone number to which calls are routed

To edit the phone number of a Send Calls destination:

1. On the Avaya one-X Mobile Home screen, highlight **Send Calls to**.
2. Click the trackball.
3. Highlight **Edit Destination**.
4. Click the trackball.
5. Highlight the destination you want to edit.
6. Click the trackball.
7. Click **Edit <*name*>**.

   The edit phone number screen appears.
8. Edit the phone number as appropriate.
9. Click **Ok**.

   A summary screen appears.
10. Click the trackball.
11. Click **Close**.

    A confirmation screen appears.
12. Click **Save**.

Set a Quick Entry number to which calls are routed

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

To add a temporary phone to which office calls are routed:

1. On the Avaya one-X Mobile Home screen, highlight **Send Calls to**.
2. Click the trackball.
3. Click **Change Destinations**.

   A list of the phones on which you can receive office calls appears. **Voicemail**, **Automatic by Schedule**, and **Automatic by Location** (if available) are also listed.
4. Highlight **Quick Entry**.
5. Click the trackball.
6. Click **Select Quick Entry**.

   The Edit phone number screen appears. The last Quick Entry number you used appears.
7. If necessary, repeatedly press **Del** to delete the Quick Entry number.
8. Enter the new Quick Entry number.
9. Click **OK**.

Send all calls to voicemail

From your BlackBerry device, you can choose to send all incoming calls to your office number directly to your office voicemail—no phones will ring. No other destinations can be selected when you send all calls to Voicemail. In addition, the voicemail destination overrides your Block setting so that all callers, including VIP callers, are sent to your office voicemail.

To send all calls to your office voicemail:

1. On the Avaya one-X Mobile Home screen, highlight **Send Calls to**.
2. Click the trackball.
3. Click **Change Destinations**.

   A list of the phones on which you can receive office calls appears. **Voicemail**, **Automatic by Schedule**, and **Automatic by Location** (if available) are also listed.
4. Highlight **Voicemail**.
5. Click the trackball.

6. Click **Select Voicemail**.

Route calls as defined by Automatic by Schedule

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

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

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

1. On the Avaya one-X Mobile Home screen, highlight **Send Calls to**.
2. Click the trackball.
3. Click **Change Destinations**.

   A list of the phones on which you can receive office calls appears. **Voicemail**, **Automatic by Schedule**, and **Automatic by Location** (if available) are also listed.
4. Highlight **Automatic by Schedule**.
5. Click the trackball.
6. Click **Select Automatic by Schedule**.

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

Route calls as defined by Automatic by Location

Automatic by Location manages your incoming calls according to how you define this feature in the Avaya one-X Mobile Web application. For information on how to define Automatic by Location, see the *Avaya one-X Mobile Web User Guide,* document number 18-602150.

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

To manage your incoming calls according to Automatic by Location:

1. On the Avaya one-X Mobile Home screen, highlight **Send Calls to**.
2. Click the trackball.
3. Click **Change Destinations**.

   A list of the phones on which you can receive office calls appears. **Voicemail**, **Automatic by Schedule**, and **Automatic by Location** (if available) are also listed.
4. Highlight **Automatic by Location**.
5. Click the trackball.
6. Click **Select Automatic by Location**.

   The Send Calls destinations screen appears. A check mark appears next to Automatic by Location. On the Avaya one-X Mobile Home screen, By Schedule appears as your current Send Calls destination. The name of the current location and the associated phone numbers are also shown.

Answer a call to your work number on your Blackberry

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

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

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

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

Listening to Voicemail

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

Note:

If voicemail has not been configured for your mobile device, the New and Saved Voicemail inboxes are not available. To listen to your corporate voicemail messages, call your corporate voicemail system directly. See No Voicemail Configuration on page 17 for more information.

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

New and Saved Voicemail Inbox Icons

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

You can control message playback by pressing the keys on your BlackBerry keyboard, as shown in the following table.

Voicemail Playback Screen Controls

Key	Description
A	Saves the voicemail
Space	Stops playback and leaves the Playback screen open. Press the Space key again to replay the message from the beginning.
Del	Stops playback, deletes the message, and opens the updated voicemail inbox.

Listen to a voicemail message

To listen to a voicemail message:

1. On the Avaya one-X Mobile Home screen, highlight **New Voicemail**.
2. Click the trackball.
3. Highlight **Open New Voicemail** or **Open Saved Voicemail**.
4. Click the trackball.

   The New Voicemail or Saved Voicemail inbox appears. Each voicemail entry shows the time or date of the call, the duration of the message, and the caller's name or number. See New and Saved Voicemail Inbox Icons on page 41 for a description of the icons that appear next to each voicemail entry.
5. Highlight the voicemail you want to hear.
6. Click the trackball.
7. Click **Play**.

   The playback screen appears and the message begins to play.

   Note:
   If your BlackBerry device cannot download and play voicemail messages, **Play** is replaced by **View**. Dial your office voicemail system directly to listen to the message.
8. Do one of the following:
   - Press **A** to save the voicemail.
   - Press **Space** to stop playback. Press **Space** again to resume playback.
   - Press **Del** to delete the voicemail.
9. When finished, click the trackball.
10. Click **Close**.

To make a call to the party that left you voicemail, see Make a call from your Voicemail inbox on page 24.

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

Save a voicemail message

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

To save a voicemail message without listening to it:

1. On the Avaya one-X Mobile Home screen, highlight **New Voicemail**.
2. Click the trackball.
3. Highlight **Open New Voicemail**.
4. Click the trackball.

   The New Voicemail inbox appears. Each voicemail entry shows the time or date of the call, the duration of the message, and the caller's name or number. See New and Saved Voicemail Inbox Icons on page 41 for a description of the icons that appear next to each voicemail entry.
5. Highlight the voicemail you want to save.
6. Click the trackball.
7. Click **Save Voicemail**.

   The voicemail appears in your Saved Voicemail inbox.

Delete a voicemail message

To delete a voicemail message without listening to it:

1. On the Avaya one-X Mobile Home screen, highlight **New Voicemail**.
2. Click the trackball.
3. Highlight **Open New Voicemail** or **Open Saved Voicemail**.
4. Click the trackball.

   The New Voicemail or Saved Voicemail inbox appears. Each voicemail entry shows the time or date of the call, the duration of the message, and the caller's name or number. See New and Saved Voicemail Inbox Icons on page 41 for a description of the icons that appear next to each voicemail entry.
5. Highlight the voicemail you want to delete.

6. Click the trackball.
7. Click **Delete Voicemail**.

   A confirmation screen appears.
8. Click **Delete**.

Using the Call Log

The Avaya one-X Mobile Call Log shows detailed information about calls to and from your work phone number. Icons indicate whether the call was an outgoing or incoming call, a failed Avaya one-X Mobile call, or whether the call has an associated voicemail message.

Note:
If voicemail has not been configured for your mobile device, the call log record does not show whether the call has associated voicemail. If the call does have associated voicemail, the call log icon indicates an incoming call. See No Voicemail Configuration on page 17 for more information.

From the Call Log, you can add contact information to the RIM Addresses application on your BlackBerry device, or directly initiate an Avaya one-X Mobile Call to any caller or number you called. You can also manage voicemail messages from your Call Log.

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

Call Log Icons

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

View the Call Log

To open the Call Log and view call details:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Call Log**.

3. Click the trackball.

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

To make a call from your Call Log, see Make a call from the Call Log on page 25.

Delete a call

To delete a call from the Call Log:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Call Log**.
3. Click the trackball.

   The Call Log appears.
4. Highlight the call you want to delete.
5. Click the trackball.
6. Click **Delete Call**.

   The call is deleted and you return to the Call Log screen.

Add the contact to your RIM Addresses

To add contact information from the Call Log to the RIM Addresses application:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Call Log**.
3. Click the trackball.

   The Call Log appears.
4. Highlight the name or number you want to add to the RIM Addresses application.
5. Click the trackball.
6. Click **Add to RIM Addresses**.

   The New Address screen appears. The name and phone number of the contact you selected appears in the corresponding fields.
7. Complete additional fields, as appropriate.
8. When finished, click the trackball.

9. Click **Save**.

   The new contact is saved in the RIM Addresses application.

Add the contact to your Phonebook as a VIP

You must use the Avaya one-X Mobile Web application to designate key contacts—co-workers, clients, friends, or family members—as VIPs. You cannot designate a contact as a VIP from the Avaya one-X Mobile application on your BlackBerry device. For instructions on how to designate VIPs, see the *Avaya one-X Mobile Web User Guide*, document number 18-602150.

You designate contacts as VIPs so that when the Avaya one-X Mobile Block feature is set to block non-VIP callers, the contacts you designated as VIPs ring through while all other callers are sent directly to your office voicemail. For information on how to change the block setting, see Change the block setting on page 54.

Managing voicemail from the Call Log

If voicemail is associated with a call in the Call Log, you can listen to, save, or delete the voicemail associated with the call. A voicemail icon next to the call indicates the call has voicemail associated with it.

Note:

If voicemail has not been configured for your mobile device, you cannot manage voicemail from the Call Log. See No Voicemail Configuration on page 17 for more information.

Listen to a voicemail message from the Call Log

To listen to a voicemail message from the Call Log:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Call Log**.
3. Click the trackball.
4. Highlight the call with the voicemail you want to hear.
5. Click the trackball.

6. Click **Play** or **Replay**, depending on whether the message has already been heard.

   The playback screen appears and the message begins to play.
7. Do one of the following:
   - Press **A** to save the voicemail.
   - Press **Space** to stop playback. Press **Space** again to resume playback.
   - Press **Del** to delete the voicemail.
8. When finished, click the trackball.
9. Click **Close** to close the Call Log.

Save a voicemail message from the Call Log

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

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Call Log**.
3. Click the trackball.
4. Highlight the call with the voicemail you want to save.
5. Click the trackball.
6. Highlight **Save Voicemail**.
7. Click the trackball.
8. Click the trackball.
9. Click **Close** to close the Call Log.

Delete a voicemail message from the Call Log

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

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

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Call Log**.
3. Click the trackball.
4. Highlight the call with the voicemail you want to delete.
5. Click the trackball.

6. Do one of the following:
   - To delete the voicemail but keep the call record, click **Delete Voicemail**.
   - To delete both the voicemail and call record, click **Delete Call**.
7. Click the trackball.
8. Click **Close** to close the Call Log.

Using the Contacts Feature

For BlackBerry devices, the primary source for contact information is the RIM Addresses application. You can initiate a call to anyone listed in the RIM Address screen, or use the Avaya one-X Mobile Web application to import them into the Avaya one-X Mobile Web Phonebook as a VIP. For more information about designating VIPs in the Web Phonebook, see the *Avaya one-X Mobile Web User Guide*, document number 18-602150.

Find contacts in RIM Addresses

To find a contact in the RIM Addresses application:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **RIM Addresses**.
3. Click the trackball.
4. To find a specific contact, enter the first letter or two of the contact's name in the **Find** field.
5. Highlight the contact.
6. Click the trackball to view contact details.

   You are now in the RIM Addresses application.

To make a call to a contact, see Make a call from your list of contacts in RIM Addresses on page 26.

Add a contact

You can open the RIM Addresses application from Avaya one-X Mobile to add a contact to the RIM Addresses application.

To add a contact to the RIM Addresses application:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **RIM Addresses**.
3. Click the trackball.

4. Follow the standard RIM procedure to add a contact. See the user guide that came with your BlackBerry device.

Edit a contact

You can open the RIM Addresses application from Avaya one-X Mobile to edit a contact in the RIM Addresses application.

To edit a contact in the RIM Addresses application:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **RIM Addresses**.
3. Click the trackball.
4. Follow the standard RIM procedure to edit a contact. See the user guide that came with your BlackBerry device.

Using the Corporate Directory

The Avaya one-X Mobile Corporate Directory feature lets you search your company's Corporate Directory from your mobile device for contact information for anyone in your group, department, or company. The search results are displayed on your mobile device where you can add the contact to the list of RIM Addresses stored on your mobile device or place an Avaya one-X Mobile Call to the contact.

Using the Avaya one-X Mobile Web application, you can add the Corporate Directory contact as a VIP in the Avaya one-X Mobile Web Phonebook. For more information about designating VIPs in the Web Phonebook, see the *Avaya one-X Mobile Web User Guide*, document number 18-602150.

Search Corporate Directory for contact

To search the Corporate Directory for a contact:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Corporate Directory**.
3. Click the trackball.

   A search criteria screen appears.
4. In the **First Name** field, enter the first few letter of the first name.
5. Enter search criteria in the **Last Name** and **Department** fields to use additional criteria in your search.

   Note:
   You do not need to populate all search criteria fields.
6. Click the trackball.
7. Click **Search**.

   When the search is completed, the Directory search results screen appears.
8. Highlight the contact.
9. To view contact details, click the trackball.
10. Click **View <*name*>**.

    The complete contact record is provided.

To make a call to a contact in your Corporate Directory, see Make a call from the Corporate Directory on page 27.

Add Corporate Directory contact to RIM Addresses

To add a Corporate Directory contact to the RIM Addresses application on your BlackBerry device:

1. Follow steps 1 through 7 in the procedure to Search Corporate Directory for contact on page 53.

   The Directory search results screen appears.
2. Highlight the contact you want to add to the RIM Addresses application.
3. Click the trackball.
4. Click **Add to RIM Addresses**.

Change the block setting

The Block feature, when set to Non-VIPs, allows VIP callers to ring through. All other callers are sent directly to your office voicemail. You designate contacts as VIPs in the Avaya one-X Mobile Web Phonebook. See the *Avaya one-X Mobile Web User Guide*, document number 18-602150, for more information.

Note:
Avaya one-X Mobile Web is not available on your mobile device.

To change the block setting:

1. On the Avaya one-X Mobile Home screen, highlight **Block**.
2. Click the trackball.
3. Click **Change Block**.

   A screen appears showing the current block setting.
4. Click the trackball.

Note:
On past BlackBerry devices, **Change Option** appears in a pop-up menu. Click **Change Option**, and then click **Off** or **Non-VIPs** to change the block setting.

5. Do one of the following:

- Click **Off**.

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

- Click **Non-VIPs**.

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

6. Press the BlackBerry Back key.
7. Click **Save**.

Using Avaya one-X Mobile options in RIM applications

There are several Avaya one-X Mobile features that are available from the RIM native applications. You are able to use these Avaya one-X Mobile features without opening the Avaya one-X Mobile application on your mobile device.

Note:
Avaya one-X Mobile must be run at least once since the last power down for these options to be available.

Within the RIM Addresses application, the following Avaya one-X Mobile options are available:

- **Call with one-X Mobile**—you can make a call with Avaya one-X Mobile directly from the RIM Addresses application.
- **Corporate Directory**—you can access the Corporate Directory directly from the RIM Addresses application.

Within the RIM Messages application, the following Avaya one-X Mobile options are available:

- **Call with one-X Mobile**—you can make a call with Avaya one-X Mobile directly from the RIM Messages application.
- **one-X Mobile Voicemail**—you can review, listen to, save, or delete voicemail messages directly from the RIM Messages application.
- **one-X Mobile Call Log**—you can view the Avaya one-X Mobile Call Log directly from the RIM Messages application.

Note:
These options are also available within the RIM Phone application.

Make a call with Avaya one-X Mobile from the RIM Addresses application

To make a call with Avaya one-X Mobile from the RIM Addresses application:

1. Turn on your mobile device.

   The BlackBerry main screen appears.

2. Navigate to the RIM Addresses icon and launch the application.

   The RIM Address book opens.

3. To find a specific contact, enter the first letter or two of the contact's name in the **Find** field.
4. Highlight the contact.
5. Press the BlackBerry Menu key.
6. Highlight **Call with one-X Mobile**.
7. Click the trackball.
8. Click **OK**.
9. Scroll to the phone you want to use to make the call.
10. Click the trackball.

    The call is initiated and the instructions screen appears.
11. Do one of the following:
    - If the phone you chose to use is not your mobile phone, click **OK**.
    - If the phone you chose to use is your mobile phone, an **OK** button does not appear on the instruction screen. Wait for the phone to ring and then go to step 12.

    The instructions screen closes, and the phone you chose to use rings. This is your office phone system calling to establish the first leg of the call connection between your selected phone and the number you want to call.
12. Answer your phone and then press the **5** key.
13. Wait a moment. Your office phone system will connect you to the number you called.

Search Corporate Directory from the RIM Addresses application

To search the Corporate Directory from the RIM Addresses application:

1. Turn on your mobile device.

   The BlackBerry main screen appears.
2. Navigate to the RIM Addresses icon and launch the application.

   The RIM Address book opens.
3. Press the BlackBerry Menu key.
4. Click **Corporate Directory**.

   A search criteria screen appears.
5. Go to step 4 in Search Corporate Directory for contact on page 53.

Make a call with Avaya one-X Mobile from the RIM Messages application

To make a call with Avaya one-X Mobile from the RIM Messages application:

1. Turn on your mobile device.

   The BlackBerry main screen appears.
2. Navigate to the RIM Messages icon and launch the application.

   The RIM Messages appear.
3. Highlight the message from the contact you want to call.
4. Press the BlackBerry Menu key.
5. Highlight **Call with one-X Mobile**.
6. Click the trackball.
7. Click **OK**.
8. Go to step 6 in Make a call from the Home screen on page 23.

Listen to Avaya one-X Mobile Voicemail from the RIM Messages application

To access Avaya one-X Mobile voicemail from the RIM Messages application:

1. Turn on your mobile device.

   The BlackBerry main screen appears.
2. Navigate to the RIM Messages icon and launch the application.
3. Press the BlackBerry Menu key.
4. Highlight **one-X Mobile Voicemail**.
5. Click the trackball.

   The Avaya one-X Mobile New Voicemail inbox appears. Each voicemail entry shows the time or date of the call, the duration of the message, and the caller's name or number.
6. Go to step 5 in Listen to a voicemail message on page 42.

See Listening to Voicemail on page 41 for other tasks you can perform from the Avaya one-X Mobile New Voicemail inbox.

View the Avaya one-X Mobile Call Log from the RIM Messages application

To access the Avaya one-X Mobile Call Log from the RIM Messages application:

1. Turn on your mobile device.

   The BlackBerry main screen appears.
2. Navigate to the RIM Messages icon and launch the application.
3. Press the BlackBerry Menu key.
4. Highlight **one-X Mobile Call Log**.
5. Click the trackball.

   The Avaya one-X Mobile Call Log appears.
6. To make a call from the Call Log, see Make a call from the Call Log on page 25.

See Using the Call Log on page 45 for other tasks you can perform from the Avaya one-X Mobile Call Log.

Changing the Mobile Device Settings

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

Change the voicemail notification preference

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

Note:
This feature is not available if your mobile device is configured without voicemail. See No Voicemail Configuration on page 17 for more information.

To change your voicemail notification preference:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Settings**.
3. Click the trackball.

   The Avaya one-X Mobile Settings screen appears.
4. Highlight **Notification**.
5. Click the trackball.
6. Highlight one of the following:
   - **On**—you receive notification of all voicemail.
   - **Urgent only**—you receive notification only of voicemail marked urgent.
   - **Off**—you do not receive voicemail notification.
7. Click the trackball.

Change search sort order

You can base the results of a Corporate Directory search on either the first name or last name of the person you are searching for.

To change the search sort order:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Settings**.
3. Click the trackball.

   The Avaya one-X Mobile Settings screen appears.
4. Highlight **Search Sort Order**.
5. Click the trackball.
6. Highlight one of the following:
   - **By First Name**
   - **By Last Name**
7. Click the trackball.

   The change to the sort results will be applied to your next set of search results.

Change the corporate voicemail extension

Avaya one-X Mobile provides a visual voicemail user interface to facilitate easy review and management of your office voicemail. However, under some circumstances such as space limitations on your BlackBerry device, the Avaya one-X Mobile client will not be able to download voicemail to your BlackBerry device. For these conditions, the corporate voicemail extension option is provided to call the corporate voicemail system directly. When you select a voicemail message in the New or Saved Voicemail inbox or in the Call Log inbox, instead of the voicemail playing, a screen appears that allows you to call Corporate Voicemail.

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

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Settings**.
3. Click the trackball.

   The Avaya one-X Mobile Settings screen appears.
4. Highlight **Corporate Voicemail**.

5. Click the trackball.
6. Click **Change Corporate Voicemail**.
7. Click the trackball.
8. Enter the Corporate Voicemail extension
9. Click **OK**.

Change the Call Back preference

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

To change the Call Back preference:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Settings**.
3. Click the trackball.

   The Avaya one-X Mobile Settings screen appears.
4. Highlight **Call Back Preferences**.
5. Click the trackball.
6. Highlight one of the following:
   - **Call via PBX**—your office telephone system will initiate a conference call between a Send Calls destination and the number you are calling. This is the most economical way to make a call (since your mobile device only receives call).
   - **Call via Mobile Carrier**—calls are placed through your mobile carrier.
7. Click the trackball.

Change the Call Back delay

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

To change the Call Back delay:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Settings**.
3. Click the trackball.

   The Avaya one-X Mobile Settings screen appears.
4. Highlight **Call Back Delay**.
5. Click the trackball.
6. Click **Change Call Back Delay**.
7. Click the trackball.
8. Enter the number of seconds for the Call Back delay.
9. Click **OK**.

Exit and lock the application

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

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

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Settings**.
3. Click the trackball.

   The Avaya one-X Mobile Settings screen appears.
4. Highlight **Application Lock**.
5. Click the trackball.
6. Click **Change Application Lock**.
7. Click the trackball.

8. Click **OK**.

   The Avaya one-X Mobile application closes. The next time you open the application, you will be required to enter your corporate computer password.

Change account

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

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

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Settings**.
3. Click the trackball.

   The Avaya one-X Mobile Settings screen appears.
4. Highlight **Account**.
5. Click the trackball.
6. Click **Change Account**.
7. Click **OK**.
8. Enter your corporate computer username.
9. Click **OK**.
10. Enter your corporate computer password.
11. Click **OK**.

    The login progress dialog appears. When login is successful, a dialog appears stating your mobile phone will now work only with the new extension.
12. Click **OK**.

Change the Avaya one-X Mobile server protocol and URL

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

To change the Avaya one-X Mobile server protocol and URL:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Settings**.
3. Click the trackball.

   The Avaya one-X Mobile Settings screen appears.
4. Highlight **Server**.
5. Click the trackball.
6. Click **Change Server URL**.

   The server protocol screen appears.
7. To change the server protocol, highlight **http** or **https**.
8. Click the trackball.

   The URL/IP address screen appears.
9. To change the Avaya one-X Mobile server URL, enter the new URL or IP address of the server.
10. Click **OK**.

Change the Avaya one-X Mobile language

The Avaya one-X Mobile application supports multiple languages.

To change the application language:

1. On the Avaya one-X Mobile Home screen, click the trackball.
2. Highlight **Settings**.
3. Click the trackball.

   The Avaya one-X Mobile Settings screen appears.
4. Highlight **Language**.
5. Select the appropriate language.

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