Avaya one-X® Mobile
User Guide for iPhone

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Initial Setup

From your iPhone, you use the App Store application to access the Avaya one-X® Mobile application. Before you can use the Avaya one-X Mobile application, you must set up your account. This chapter provides the procedure to set up your account and to log in to your corporate server the first time you open the Avaya one-X Mobile application on your iPhone.

Prerequisites

Before you set up your Avaya one-X Mobile account, you must:

- Ensure your mobile phone service is enabled for data service. The Avaya one-X Mobile client uses the carrier's data channel to communicate information to and from the iPhone. To protect yourself from unexpected data charges, also 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.

- Know your mobile carrier, mobile device manufacturer (Apple), and model name (iPhone).

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

- Be familiar with the basic operation of your iPhone including opening the Web browser and navigating to Web pages.

    Note:
    You can download the one-X Mobile client by navigating to the Apple iTunes App Store on the iPhone device.

Request Access to Avaya one-X Mobile

Contact the Avaya help desk either by phone or online and request for access to Avaya one-X Mobile. Set up your Avaya one-X Mobile account when you get the access to Avaya one-X Mobile.

Set up your account

Before you begin using Avaya one-X Mobile on your iPhone, you must log in to the Avaya one-X Mobile Web site from your PC and set up your account.

The procedure 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.

You require the following information to successfully set up your account:

- Your corporation's Avaya one-X Mobile Web site address or URL (for example, oneXMobile.yourcompanyname.com/iPhone)
- your corporate computer username and password
- unique ID for your office phone (required only for shared extensions; appears on your office phone screen)
- your Avaya Modular Messaging mailbox password (required only if your corporate voice mail 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 (Apple)
- Mobile phone model (iPhone)

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.

   Note:
   > You can set up your user account only from the PC browser; you cannot set it up from the one-X Mobile browser.

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

   Note:
   > If you use a secure connection, you must have a one-X Mobile server certificate signed by a trusted authority. If the server certificate is not signed by a trusted authority, the system displays the Server Certificate Untrusted error message.

   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 **Log In**.

   The Incorrect PIN page appears.

> **Note:**
> The Incorrect PIN page does not appear if the Avaya one-X Mobile Web account is configured without voice mail. See No voice mail Configuration on page 13 for more information.

6. On the Incorrect PIN page, enter your voice mail password or PIN.

7. Click **OK**.

   The End User License Agreement appears.

8. Read the license agreement, and then click **Accept**.

9. On the Avaya one-X Mobile Setup page, enter your mobile phone number.

10. Click **Next**.

11. In the **Mobile Carrier** field, click your mobile carrier.

12. Click **Next**.

13. In the **Manufacturer** field, click **Apple**.

14. Click **Next**.

15. In the **Mobile Model** field, click **iPhone**.

16. Click **Next**.

17. On the Avaya one-X Mobile Setup page, turn on your iPhone.

18. On the Avaya one-X Mobile Setup page, leave the **SMS Address** field blank.

19. Click **OK**.

    The initial PC setup is now complete.

    The Avaya one-X Mobile Web Home page appears. See the *Avaya one-X Mobile Web User Guide* for more information.

> **Note:**
> Carriers are listed in the Mobile carrier field during initial mobile sign up. During mobile phone setup, if the regional carriers are not listed on the one-X Mobile web site, in Mobile carrier field, select other to complete the mobile setup.

Install the Avaya one-X Mobile application on your iPhone

1. On your iPhone, open the App Store application.

2. On the Search tab, search for "Avaya".

   The iPhone displays the various Avaya applications.

3. Tap **Free App** under the **Avaya one-X Mobile** application to install the Avaya one-X Mobile application.

4. Tap **Accept** to accept the license agreement.

Note:
> Before you can log in to the Avaya one-X Mobile application on your iPhone, you must set up your account on Avaya one-X Mobile Web. If you have not done so already, see Set up your account on page 6.

5. Tap **I have Avaya one-X Account**.

The system adds one-X Mobile application as an application on your iPhone.

Log in for first-time use

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

To log in for the first time:

1. On your iPhone, open the one-X Mobile application.

2. Tap the **host.company.com** field at the top of the screen, and enter the URL or IP address of your corporation's Avaya one-X Mobile server.

Note:
> See your system administrator for the URL of the Avaya one-X Mobile server.

3. Tap the **Username** field, and enter your corporate computer username.

4. Tap the **Password** field, and enter your corporate computer password.

5. Tap **On** to turn secure connection off, if your company is not using a secure connection. Secure connection is turned on by default.

6. Tap **Done** to dismiss the keyboard.

7. Tap **LogIn**.

The Avaya one-X Mobile Home screen appears, as shown on page 15.

Update the Avaya one-X Mobile client password

Note:
> Change your network password before updating the Avaya one-X Mobile client password. You cannot change your network password using Avaya one-X Mobile client.

To update one-X Mobile client password:

1. Tap ••• **More** on the bottom of any one-X Mobile page.

   The More page appears.

2. Tap **Settings** to open the Settings page.

3. Tap **Account Information** to open the Account Information page.

4. In the **Password** field, enter a new password.

5. Tap **Setting** to return to the Settings page.

Getting Started

Avaya one-X Mobile equips your iPhone 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 voice mail messages by categories, look up information in your company's corporate directory, and even block calls from everyone but the people you want to hear.

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 voice mail 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 13 and the *Avaya one-X Mobile Web User Guide*.

Key Features

Avaya one-X Mobile provides the following key features:

- Support for Avaya Communication Manager 5.2.1.

- Support for Avaya Modular Messaging 5.0 and later.

- Support for iPhone Native, Windows Mobile, J2ME, Palm, and Blackberry mobile clients.

- Support for Microsoft Office Communicator (MOC) 2007.

- **Visual Voice mail** —Visual Voice mail provides many of the best features of e-mail that lets you review and manage your office voice mail. Both the new and saved voice mail inboxes show the current state of the messages left in your office voice mail account. You can listen to, save, or delete voice mail messages in the Avaya one-X Mobile application. You can save the caller's phone number and mark them as a VIP in your Contacts. You can also send an e-mail from the new or saved voice mail inbox to a contact who has left you a message. Avaya one-X Mobile system replicates all the voice mails from your office phone to the one-X Mobile application. The Avaya one-X Mobile application reflects all the changes you make to the office voice mail. See Listening to Voice mail on page 29 for more information.

  Note:
  > If voice mail has not been configured for your mobile device, the new and saved voice mail inboxes are not available. See No voice mail Configuration on page 13 for more information.

- **Corporate Directory, Contacts, and Block** — You can search your Corporate Directory from your iPhone and add corporate contact information to your Contacts. In your Contacts, you can designate key contacts—co-workers, clients, friends, or family members—as VIPs. When the Block feature on the Avaya one-X Mobile Home screen is set to OFF, no calls are blocked. When set to Non-VIP, calls from VIPs ring through while all other callers are sent directly to your office voice mail. All calls, including non-VIPs, ring through. See Using the Corporate Directory on page 41 and Using Contacts on page 37 for more information.

- **Send Calls** — The Send Calls feature routes all calls coming into your work number out to one or more phones of your choice. With this feature, you need only one work phone number—rather than a home number, office number, and hotel number while on business trips—to receive all your personal and business calls. When you are particularly busy, you can choose to send all work calls directly to your office voice mail system. Voice mail messages are left on your office voice mail system, not on the iPhone voice mail system. The Send Calls feature can also route calls to different phones automatically according to a schedule you define in Avaya one-X Mobile Web. See Managing Incoming Calls Using the Send Calls Feature on page 25 for more information.

- **Call Log** — The Call Log shows detailed information about calls to and from your work phone number. From the Call Log, you can also add contact information directly to your Contacts 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 33 for more information.

  Call Back — The Avaya one-X Mobile Call Back feature allows you to place a call from any phone using 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 two party call back reliability is improved. The Avaya one-X Mobile Call Back feature provides the following advantages:

  – Reliable two party call back.

  – 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 Back feature appear in your Call Log.

  – 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 and not from your device's native dialer or native operating system call screen.

  See Making Calls Using the Call Back Feature on page 17 for more information.

● **Microsoft Office Communicator (MOC) 2007 support** — With the MOC 2007 support, you can place a callback from the mobile device while you are logged on to MOC. You use the office phone system as a bridge between the mobile device and the number you want to call. You can also receive an inbound call while you are logged on to MOC and successfully answer the call on the mobile. Hence, you can use the MOC 2007 client in conjunction with the Avaya one-X Mobile server and have the inbound and outbound calling capabilities work with the MOC client.

No voice mail Configuration

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

About Avaya one-X Mobile Web

To set up your Avaya one-X Mobile service, you need to enter your credentials in 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 that you make to settings, voice mail messages, calls, and contact information on Avaya one-X Mobile Web appear on the Avaya one-X Mobile, and vice versa.

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

● Forward voice mail messages via e-mail

● 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*.

About this Guide

The procedures provided in this guide assume you are familiar with the basic operation of your iPhone including using the iPhone buttons and touchscreen, opening the Web browser, and navigating to Web pages. For information about how to perform these tasks, see the user guide that came with your iPhone.

Access the Application

To access the Avaya one-X Mobile application, use the App Store application.

About the Avaya one-X Mobile Home screen

The Avaya one-X Mobile Home screen displays the following fields and buttons:

- **Speech Access** — shows the speech access phone number already entered in the Connect field on the Call Back screen.
- **Call** — opens the Avaya one-X Mobile Call Back screen from which you can make a call using the Call Back feature.
- **Block** — shows the current Block setting.
- **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 voice mail, **Voicemail** appears and all calls, including those from VIPs, are sent directly to your voice mail. Your phone will not ring.
    - If you chose to manage your Send Calls destinations according to a schedule you define through the Avaya one-X Mobile Web application, **Auto By Schedule** appears.
- **one-X** — takes you to the Avaya one-X Mobile Home screen.
- **Voicemail** — shows the number of new voice mail messages in the New Voice mail inbox.

    Note:
    > If voice mail has not been configured for your mobile device, **Voicemail** does not appear. Instead, **Call Voicemail** appears where you can call your corporate voice mail system directly. See No voice mail Configuration on page 13 for more information.

- **Contacts** — opens the Avaya one-X Mobile Contacts.
- **Call Log** — opens the Avaya one-X Mobile Call Log.
- **More** — shows the Setup options which allow you to change settings on your iPhone such as your contact sort order or voice mail notification preference.

Making Calls Using the Call Back Feature

When you make a call from your iPhone using the Avaya one-X Mobile application, instead of placing the call through the mobile carrier, you use the Avaya one-X Mobile Call Back feature. The Call Back feature uses your office phone system (or PBX) as a bridge between the phone you want to use and the number you want to call.

Although the phone you most frequently use will probably be your iPhone, 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 25 for more information about the Send Calls feature. In addition, the Call Back feature also provides Quick Entry. Quick Entry 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.

> **Note:**
> You can make calls even when the Send All Calls to Voice mail is activated.

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

- Avaya one-X Mobile Home screen
- New Voice mail inbox
- Saved Voice mail inbox

> **Note:**
> If voice mail has not been configured for your mobile device, the New Voice mail and Saved Voice mail inboxes are not available. See No voice mail Configuration on page 13 for more information.

- Call Log
- Contacts
- Corporate Directory search results

You begin a call by tapping either the **Call Back** or the **Call** button, depending on from where you initiate the call. 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 Back** command is tapped, the number to be called is associated with the Voice mail, Call Log, or contact entry that was highlighted when you tapped **Call Back**. Once you have initiated the call, you are prompted to tap the phone you want to use for this call. Although this will usually be your iPhone, it can be any phone. The selected phone rings. You answer the phone. See Overview of the Avaya one-X Mobile Call Back Feature on page 18 for a further description of the Avaya one-X Mobile Call Back feature.

Overview of the Avaya one-X Mobile Call Back Feature

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

Step 2: Your corporate telephone system calls the phone you selected to use. You answer the call. The phone you answer the call on will usually be your iPhone, but it could be any phone defined in your list of Send Calls destinations such as your home phone or a hotel room phone.

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 voice mail system.

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

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

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

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

1. On the Avaya one-X Mobile Home screen, tap **Call**.

   The Call Back screen appears.

2. 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.

3. Tap the **Using** arrow if you want to change the default destination.

    The system displays the Phones screen.

4. Tap the phone you want to use to make the call. This is one of the phones defined in your Send Calls destinations.

    The system displays the selected phone in the using field on the Call Back screen.

5. Tap **Call**.

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

6. Tap **Answer** to answer the call.
    Wait a moment. Your office phone system will connect you to the number you called.

Make a call from your New Voice mail inbox

To make a call from your new voice mail inbox to someone who left you a message:

1. Tap **Voicemail** on the bottom tab of any one-X Mobile screen.

    The New Voice mail inbox appears. Each voice mail entry shows the time or date of the call.

2. To listen to the message before making the call, tap the voice mail icon for the message you want to hear.

    Note:
    To make a call without listening to the message, go to Step 3.

    The iphone starts playing the voicemail message, and the system displays the play icon beside the voice mail message. The voicemail icon reappears when the message has finished playing.

3. Tap **>**.

    Note:
    If you want to change the default destination, tap the **Using** arrow. Tap the phone you want to use to make the call. The system displays the selected phone in the using field on the Call Back screen.

4. Tap **Call**.

    The call is initiated. The phone you selected 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.

5. Tap **Answer** to answer the call.
    Wait a moment. Your office phone system will connect you to the number you called.

Using Avaya one-X Speech

The Avaya one-X Speech capability allows you to dial a predefined number to the Avaya one-X Speech server.

To access the Avaya one-X Speech feature:

1. On the Avaya one-X Mobile Home screen, press the **Menu** button on your device.

2. In the **one-X Speech Access Number** field, enter the predefined access number for your one-X Speech server, if you have Avaya one-X™ Speech.
   The system adds an additional **Speech Access** menu item under **Menu**. When you select **Speech Access** from **Menu**, the one-X Mobile client opens the **Callback** screen with the speech access phone number that you had already entered in the **Connect** field. To complete the callback to speech access, select the desired phone for the callback and click **Connect**.

Make a call from the Call Log

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

1. Tap 🕐 **Call Log** on the bottom tab of any one-X Mobile screen.
   The iPhone displays the Call Log screen.

2. For an incoming or outgoing call without a voicemail:

   a. Tap the arrow to the right of the entry to bring up the info screen.

   b. Tap the phone number to bring up the Call Back screen.

3. Tap the number you want to call.

   Note:
   > If you want to change the default destination, tap the **Using** arrow. Tap the phone you want to use to make the call. The system displays the selected phone in the using field on the Call Back screen.

4. Tap **Call**.

   The call is initiated. The phone you selected 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.

5. Tap **Answer** to answer the call.
   Wait a moment. Your office phone system will connect you to the number you called.

Make a call from your Contacts

To make a call to a contact in your Contacts:

1. Tap 👤 **Contacts** on the bottom tab of any one-X Mobile screen.

   The iPhone displays a list of contacts.

2. Tap the number you want to call.

   Note:
   > If you want to change the default destination, tap the **Using** arrow. Tap the phone you want to use to make the call. The system displays the selected phone in the using field on the Call Back screen.

3. Tap **Call**.

   The call is initiated. The phone you selected 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.

4. Tap **Answer** to answer the call.
   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. Tap 👤 **Contacts** on the bottom tab of any one-X Mobile screen.

   The iPhone displays a list of contacts.

2. Tap **Directory**.

   The iPhone displays the directory search screen and the keyboard.

3. Enter the first few letters of the contact's first or last name.

4. Tap **Search**.

   The iPhone displays the search results.

5. Tap the name of the person you want to call.

   The iPhone displays the Information screen showing the complete contact record.

6. Tap the number you want to call.

Note:
> If you want to change the default destination, tap the **Using** arrow. Tap the phone you want to use to make the call. The system displays the selected phone in the using field on the Call Back screen.

7. Tap **Call**.

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

8. Tap **Answer** to answer the call.
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 Avaya one-X Mobile Home screen. However, you can make a Quick Entry Call Back from any Avaya one-X Mobile screen that has the **Call Back** button, for example the Call Log or Voice mail inbox screens.

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

1. On the Avaya one-X Mobile Home screen, tap **Call**.

The iPhone displays the Call Back screen and the keyboard.

2. 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.

Note:
> If you want to change the default destination, tap the **Using** arrow. Tap the phone you want to use to make the call. The system displays the selected phone in the using field on the Call Back screen.

3. Tap **Quick Entry**.
The iPhone displays the keyboard.

4. Enter the Quick Entry number.

5. Tap **Done** to hide the keyboard and return to the Call Back screen.

6. Tap **Call**.

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

7. Tap **Answer** to answer the call.
   Wait a moment. Your office phone system will connect you to the number you called.

Switch from your iPhone to your office phone

Avaya one-X Mobile uses Extension to Cellular, a feature which allows your iPhone to function as an extension of your office phone. Extension to Cellular provides the capability to switch between your iPhone and your office phone during an ongoing call.

For example, you receive a call on your iPhone on your way to 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 to save additional cell phone charges.

> **Note:**
> Extension to Cellular works wherever your iPhone works. You might lose iPhone 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 iPhone 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 your iPhone. Be sure to notify the person with whom you are speaking that you will be changing phones.

To switch to the office phone while on your iPhone 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 iPhone from the call by pressing the End Call button on your iPhone.

4. Continue speaking using your office phone handset or speaker.

Switch from your office phone to your iPhone

Avaya one-X Mobile uses Extension to Cellular, a feature which allows your iPhone to function as an extension of your office phone. Extension to Cellular provides the capability to switch between your office phone and your iPhone during an ongoing 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 iPhone to continue the call.

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

1. Turn on your iPhone.

2. Extend the call to your iPhone 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 iPhone, dial the Active Appearance Select feature name extension (FNE) to extend the call to your iPhone. 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 on your iPhone.

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 voice mail system. Work messages will not end up in your iPhone, home, or hotel room voice mail.

About Send Calls Destinations

Your office phone system routes calls from your work number to the Send Calls destinations. 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. The office destination is selected by default. You can turn off the office phone ringer. Select the Mobile destination if you want your iPhone to ring when someone calls your work number.

- **Custom Destinations** — are created and edited through the Avaya one-X Mobile Web application. *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. See the *Avaya one-X Mobile Web User Guide* for more information.

- **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 restaurant phone, a direct dial hotel room phone, or a phone in a client's meeting room. Quick Entry allows you to send calls to an infrequently used number without having to create a custom destination through the Avaya one-X Mobile Web application. You are prompted for a phone number every time you use Quick Entry. Quick Entry remembers the last phone number you entered, but you can easily delete it and enter a new number.

- **Automatic By Schedule** — manages your Send Calls destinations according to a schedule you define through the Avaya one-X Mobile Web application. For example, work calls can be sent automatically to your mobile phone during your morning commute to your office, to your work phone during the work day, to voice mail during lunch, and back to your mobile phone during your evening commute to your 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* for more information.

- **Voicemail** — sends all calls directly to your office voice mail. No phones will ring. No other Send Calls destinations can be selected when the voice mail destination is in effect. The voice mail destination, when selected, overrides but does not change the Block setting and all callers, even VIPs, will be sent directly to voice mail.

Select the phones to which calls are routed

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

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

To select the phones to which office calls are routed:

1. On the Avaya one-X Mobile Home screen, tap **Send calls to**.

   The iPhone displays a list of the phones on which you can receive office calls. **Voicemail** and **Auto By Schedule** are also listed.

2. Tap the check box or the radio button to select or deselect the appropriate phones.

   When a call comes in to your office phone, the selected phones will ring, and the phones that are not selected will not ring.

   To turn off the ringer of your office phone, under **Send Calls to**, press **Off** on the office phone.

3. Tap **Done** to save your changes.

   The iPhone displays the Avaya one-X Mobile Home screen. The Send Calls destinations you selected appear on the Home screen.

To add another phone on which you can receive office calls, you must use the Avaya one-X Web application. See the *Avaya one-X Web User Guide* for more information.

Set a Quick Entry number to which calls are routed

Your Send Calls destinations are created and edited through the Avaya one-X Web application. However, the Quick Entry feature provided by the Avaya one-X Mobile application allows you to designate one phone on which you can receive calls on a temporary basis.

To add a temporary phone to which an office call is routed one time:

1. On the Avaya one-X Mobile Home screen, tap **Send calls to**.

   The iPhone displays a list of the phones on which you can receive office calls. **Voicemail** and **Auto By Schedule** are also listed.

2. Tap the check box on the left of **Quick Entry**.

   The iPhone displays the Quick Entry screen. Quick Entry remembers the last phone number you entered.

3. Do one of the following:

   - To use the current Quick Entry number, tap **Done**. The system displays the Send Calls screen.

   - To use a different Quick Entry number:
     a. Tap the phone number area of the Quick Entry field.
     b. Enter the new Quick Entry number.
     c. Tap **Done** to return to the Send Calls screen.

   The iPhone displays the Quick Entry number as a Send Calls destination.

Send all calls to voice mail

From your iPhone, you can choose to send all incoming calls to your office number directly to your office voice mail. No phones will ring. The voice mail destination, when selected, overrides your Block setting so that all callers, including VIP callers, are sent to your office voice mail.

> **Note:**
> No other Send Calls destinations can be selected when the voice mail destination is in effect.

To send all calls to your office voice mail:

1. On the Avaya one-X Mobile Home screen, tap **Send calls to**.

   The iPhone displays a list of the phones on which you can receive office calls appears. **Voicemail** and **Auto By Schedule** are also listed.

2. Tap the radio button beside **Voicemail**.

   The iPhone automatically deselects All other destinations.

3. Tap **Done**.

   The iPhone displays the Avaya one-X Mobile Home screen with **Voicemail** appearing as the Send Calls destination.

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. For information on how to create or edit an automatic schedule, see the *Avaya one-X Mobile Web User Guide*.

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

1. On the Avaya one-X Mobile Home screen, tap **Send calls to**.

   The iPhone displays a list of the phones on which you can receive office calls appears. **Voicemail** and **Auto by Schedule** are also listed.

2. Tap the radio button beside **Auto By Schedule**.

   All other destinations are automatically unchecked.

3. Tap **Done**.

   The iPhone displays the Avaya one-X Mobile Home with **Auto By Schedule** appearing as the Send Calls destination. The current time period and the call destinations selected for the current time period are also shown.

Answer a call to your work number on your iPhone

When **Mobile** is selected as one of your Send Calls destinations, your iPhone rings when someone calls your work number. To answer a call to your work number from your iPhone, tap **Answer** to answer the call. Then do one the following:

- If you do not hear a dial tone, you are connected to the call.

- If you hear a dial tone:

  - Tap the keypad icon to bring up the telephone keypad.

    You are connected to the call.

Listening to Voice mail

Avaya one-X Mobile Visual Voice mail provides many of the best e-mail features that lets you review and manage your office voice mail. The New Voice mail and Saved Voice mail inboxes display your messages similar to e-mail. 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. You are also able to send an e-mail to a caller who left you a voice mail message.

> **Note:**
> If voice mail has not been configured for your mobile device, the New and Saved voice mail inboxes are not available. To listen to your corporate voice mail messages, call your corporate voice mail system directly. See No voice mail Configuration on page 13 for more information.

Listen to a new voice mail message

To listen to a new voice mail message:

1. Tap [icon] **Voicemail** on the bottom tab row of any one-X Mobile screen.

    The New Voice mail inbox appears. Each voice mail entry shows the time or date of the call.

2. Tap [icon] for the message you want to listen.

    The iPhone starts playing the voice mail message, and the system displays the play icon beside the voice mail message.

> **Note:**
> The system displays the [icon] icon next to a message which has not been listened to through the one-X Mobile client. Messages in the New Voicemail Inbox or Saved Voicemail Inbox may or may not have the [icon] icon depending on whether the message has been played. If the message does not have the [icon] icon, tap on the message and click the play icon to listen to the message. Voicemails which are listened to are not automatically moved to the Saved Voicemail Inbox. Voicemails which have not been listened to can be moved to the Saved Voicemail Inbox.

3. Tap play icon to hear the voice mail message again.

To make a call to the party that left you voice mail, see Make a call from your New Voice mail inbox on page 19.

Note:
> A caller may leave a message that exceeds your phone's memory and cannot be played in the Avaya one-X Mobile application. If that occurs, the iPhone returns a text alert when you attempt to play the message. You will be prompted to dial your office voice mail system directly.

Note:
> You can also play voice mails using your mobile's speakers.

Listen to a saved voice mail message

To listen to a saved voice mail message:

1. Tap 🔘 **Voicemail** on the bottom tab row of any one-X Mobile screen.

   The iPhone displays the New Voice mail inbox.

2. Tap **Saved**.

   The iPhone displays the Saved Voice mail inbox. Each voice mail entry shows the time or date of the call.

3. Tap ● or tap the entry and tap the play icon for the message you want to hear.

   The iPhone starts playing the voice mail message, and the play icon appears beside the voice mail message. The ● icon reappears when the message has finished playing.

4. Tap the play icon to hear the voice mail message again.

Save a voice mail message

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

To save a voice mail message without listening to it:

1. Tap 🔘 **Voicemail** on the bottom tab row of any one-X Mobile screen.

   The iPhone displays the New Voice mail inbox. Each voice mail entry shows the time or date of the call.

2. Tap **Edit**.

   Radio buttons appear beside voice mail messages.

3. Tap the radio button beside the voice mail that you want to save.

4. Tap **Save**.

   The iPhone moves the voice mail message from the New Voice mail inbox to the Saved Voice mail inbox.

Delete a voice mail message

To delete a voice mail message:

1. Tap **Voicemail** on the bottom tab row of any one-X Mobile screen.

   The iPhone displays the New Voice mail inbox or Saved Voice mail inbox. Each voice mail entry shows the time or date of the call.

2. Tap **Edit**.

   Radio buttons appear beside voice mail messages.

3. Tap the radio button beside the voice mail that you want to delete.

4. Tap **Delete**.

   The iPhone deletes the voice mail message, and the system displays the New or Saved Voicemail Inbox. The voice mail call information (who called and when) remains in the Call Log.

Save a contact to your Contacts

From your voice mail inbox, you can add the caller who left you a message to your Contacts.

To add a contact from your new voice mail inbox to your Contacts:

1. Tap **Voicemail** on the bottom tab row of any one-X Mobile screen.

   The iPhone displays the New Voice mail inbox. Each voice mail entry shows the time or date of the call.

2. Tap for the appropriate contact.

   The iPhone displays the Information screen.

3. Tap **Create New Contact**.

   The system displays the New Contact screen.

4. Tap the **First Last** text box, and then enter the contact's first name and last name.

5. Tap **Save** to return to the New Contact Screen.

6. Tap the text box for the next field you want to edit.

7. Enter the information. The keyboard comes up automatically.

8. Tap **Save** to return to the New Contact Screen.

9. Repeats steps 6 through 8 for each field on the Edit screen you want to edit.

10. To mark this contact as a VIP, tap to turn on the VIP status.

   Note:
   > If marked as a VIP, this contact will be able to ring through when the Block feature is set to Non-VIP. See Change the Block setting on page 40 for more information.

11. Tap **Done** when finished.

   The iPhone adds the contact to your Contacts, and you return to the Information screen.

Using the Call Log

The Call Log shows detailed information about calls to and from your work phone number. The icons on the Call Log screen indicate whether the call was an outgoing or incoming call, a failed call, or whether the call has an associated voice mail message.

With the integrated Call Logs feature, you can view an integrated list of calls made from the one-X Mobile, one-X Communicator, and the one-X Portal.

> **Note:**
> If voice mail has not been configured for your mobile device, the call log record does not show whether the call has associated voice mail. If the call does have associated voice mail, the call log icon indicates an incoming call. See No voice mail Configuration on page 13 for more information.

From the Call Log, you can add contact information directly to your Contacts and also mark the contact as a VIP for use with the Block feature. When the Block feature is set to OFF, no calls are blocked. When set to Non-VIP, VIPs ring through while all other callers are sent directly to your office voice mail.

From the Call Log, you can directly initiate an Avaya one-X Mobile call to any caller or number you called and also manage your voice mail messages.

The Call Log displays the following icons.

Call Log Icons

Icon	Description
	Incoming call
	Outgoing call
	Unheard voice mail
	Heard voice mail
	Failed call

View the Call Log

To open the Call Log and view call information:

1. Tap 🕐 **Call Log** on the bottom tab of any one-X Mobile screen.

   The iPhone displays the Call Log screen. Each entry shows the time or date of the call and the call type. See Call Log Icons on page 33 for a description of the icons that appear next to each entry in the Call Log.

2. To view additional information about a call, scroll to the appropriate call entry.

3. Tap 🔵 next to the call entry.

   The iPhone displays the Call Details screen. This screen displays the name and number of the caller or of the person you called (if known).

To make a call from your Call Log, see Make a call from the Call Log on page 20.

Delete a call entry

To delete a call from the Call Log:

1. Tap 🕐 **Call Log** on the bottom tab of any one-X Mobile screen.

   The Call Log screen appears.

2. Tap **Edit**.

   Radio buttons appear beside the call entries.

3. Scroll to the call entry you want to delete.

4. Tap the radio button beside the call entry.

5. Tap **Delete**.

   The iPhone deletes the call entry from the Call Log, and you return to the Call Log screen.

Save a contact to your Contacts

To add a contact from the Call Log to your Contacts:

1. Tap 🕐 **Call Log** on the bottom tab of any one-X Mobile screen.

   The Call Log screen appears.

2. Scroll to the contact you want to add to your Contacts.

3. Tap ● next to the contact.

   The iPhone displays the Information screen.

4. Tap **Create New Contact**.

   The Edit screen appears.

5. Tap the **First Last** text box, and then enter the contact's first name and last name.

6. Tap **Done** to hide the keyboard.

7. Tap **Edit** to return to the Edit screen.

8. Tap the text box for the next field you want to edit.

9. Tap the text box to bring up the keyboard, and then enter the information.

10. Tap **Done** to hide the keyboard.

11. Tap **Edit** to return to the Edit screen.

12. Repeats steps 8 through 11 for each field on the Edit screen you want to edit.

13. To mark this contact as a VIP, tap ★ to turn on the VIP status.

   Note:
   If marked as a VIP, this contact will be able to ring through when the Block feature is set to Non-VIP. See Change the Block setting on page 40 for more information.

14. Tap **Save** to return to the New Contact Screen.

   The iPhone adds the contact to your Contacts, and you return to the Information screen.

Managing voice mail from the Call Log

If voice mail is associated with a call in the Call Log, you can listen to, save, or delete the voice mail associated with the call.

When you delete or save a voice mail from the Call Log, the message is saved or deleted, but the call remains in the Call Log. A voice mail icon next to the call indicates the call has voice mail associated with it.

Note:
If voice mail has not been configured for your mobile device, you cannot manage voice mail from the Call Log. See No voice mail Configuration on page 13 for more information.

Listen to a voice mail message from the Call Log

To listen to a voice mail message from the Call Log:

1. Tap 🕐 **Call Log** on the bottom row of any one-X Mobile screen.

   The iPhone displays the Call Log screen.

2. Scroll to the call entry that has an associated voice mail. A voice mail icon is visible beside such call entry.

3. Tap ● or ⊡ next to the call.

   The iPhone starts playing the voicemail if the icon is ● . If the icon was ⊡ , the system displays the play icon next to the message. Tap the play icon to listen to this message.

Delete a voice mail message from the Call Log

You can delete the voice mail message only, leaving the call record in the Call Log, or you can delete both the voice mail message and the call record from the Call Log.

To delete a voice mail message from the Call Log:

1. Tap 🕐 **Call Log** on the bottom row of any one-X Mobile screen.

   The system displays the Call Log screen.

2. Tap on the entry for the voicemail you would like to delete.
   The system displays the voicemail playback controls on the bottom of the screen.

3. Tap **Delete**.

Using Contacts

The Avaya one-X Mobile Contacts provides two important features to help you manage your work calls.

First, you can add contacts from your company's corporate Directory directly into the Contacts (you can also manually enter contact information for friends and family). Second, you can designate specific Contacts as VIPs for use in conjunction with the Block feature.

When the Block feature is set to block non-VIP callers, VIP callers ring through while all other callers are sent directly to your office voice mail.

The first time you use the Avaya one-X Mobile Contacts, you are able to import contacts from your iPhone's local phonebook. Information stored in the Avaya one-X Mobile Contacts is not available from the iPhone's native dialer.

> **Note:**
> You can add, edit, and delete Contacts with the Avaya one-X Mobile Web application. Rather than using a small keypad, it might be easier to perform these tasks from the Web application where you can use a PC keyboard.

View your Contacts

To view contacts saved in your Contacts:

1. Tap **Contacts** on the bottom tab of any one-X Mobile screen.

   The iPhone displays your Contacts.

2. Scroll through the list to view your contacts.

3. To view details of a contact, tap the contact.

   The iPhone displays the Information screen.

To make a call to a contact in your Contacts, see Make a call from your Contacts on page 21.

Search your Contact

To search your Contacts for a contact:

1. Tap 👤 **Contacts** on the bottom tab of any one-X Mobile screen.

   The iPhone displays your Contacts.

2. Tap the search field to bring up the keyboard.

3. Enter the first few letters of the contact's first or last name, depending on how the Sort Order is set. For information about the Sort Order setting, see Change the sort order setting on page 45.

4. Tap **Search**.

   The iPhone displays the contacts that match your search criteria.

To make a call to a contact in your Contacts, see Make a call from your Contacts on page 21.

Add a contact

To add a contact to your Contacts:

1. Tap 👤 **Contacts** on the bottom tab of any one-X Mobile screen.

   The system displays the Contacts.

2. Tap **+**.

   The Edit screen appears.

3. Tap the **First Last** text box, and then enter the contact's first name and last name.

4. Tap **Save** to return to the New Contact Screen.

5. Tap the text box for the next field you want to edit.

6. To mark this contact as a VIP, tap ⭐ to turn on the VIP status.

   Note:
   If marked as a VIP, this contact will be able to ring through when the Block feature is set to Non-VIP. See Change the Block setting on page 40 for more information.

7. Tap **Done** when finished.

   The iPhone adds the new contact to your Contacts.

Edit a Contact

To edit a contact in your Contacts:

1. Tap 👤 **Contacts** on the bottom tab of any one-X Mobile screen.

    The iPhone displays your Contacts.

2. Tap the contact you want to edit.

    The Information screen appears.

    Note:
    > To search for the contact, see Search your Contact on page 38.

3. Tap **Edit.**

    The iPhone displays the Edit screen.

4. Tap the box for the information you want to edit.

5. Edit the information as appropriate.

6. Tap **Save** to return to the information screen.

7. Tap **Done** when finished.

Change VIP status of a Contact

You can designate specific Contacts as VIPs for use in conjunction with the Block feature. When the Block feature is set to Non-VIP, a VIP can ring through while all other callers are sent directly to your office voice mail. See Change the Block setting on page 40 for more information.

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

1. Tap 👤 **Contacts** on the bottom tab of any one-X Mobile screen.

    The iPhone displays your Contacts.

2. Tap the contact you want to edit.

    The iPhone displays the Information screen.

    Note:
    > To search for the contact, see Search your Contact on page 38.

3. Tap ⭐ to turn on or off the VIP status.
    The iPhone changes the contact's VIP status, and you return to Contacts.

    Note:
    > If marked as a VIP, this contact will be able to ring through when the Block feature is set to Non-VIP. See Change the Block setting on page 40 for more information.

Send an e-mail to a contact

If an e-mail address is included in a Contact, you can send an e-mail to the Contact from the Avaya one-X Mobile Contacts feature.

Note:
    Your e-mail account on the iPhone must be set up in order for this feature to work.

To send an e-mail to a contact in your Contacts:

1. Tap 👤 **Contacts** on the bottom tab of any one-X Mobile screen.

    The iPhone displays your Contacts.

2. Tap the contact to whom you want to send an e-mail.

    The iPhone displays the Information screen.

    Note:
        To search for a contact, see Search your Contact on page 38.

3. Tap the contact's e-mail address.

    A new e-mail message appears with the address in the recipient field.

4. Complete the e-mail message as appropriate.

Change the Block setting

The Block feature allows you to receive calls only from contacts you have designated as VIPs. The Block feature can be set to **OFF** or **Non-VIP**. When the Block feature is set to OFF, all callers can ring through. When the Block feature is set to **Non-VIP**, only VIP callers can ring through while all other callers are sent directly to your office voice mail.

You can designate contacts as VIPs in your Contacts. See Change VIP status of a Contact on page 39.

To change the block setting, on the Avaya one-X Mobile Home screen, in the **Block** field, tap **ON/Non-VIP** to toggle between the two settings.

●   When set to **OFF**, no calls are blocked. All calls, including non-VIPs, ring through.

●   When set to **Non-VIP**, only calls from people you have designated as VIPs in your Contacts ring through. All other calls are sent to your office voice mail.

Using the Corporate Directory

The Avaya one-X Mobile Corporate Directory feature lets you search your company's Corporate Directory from your iPhone for contact information for anyone in your group, department, or company. You can add the searched contact to your Contacts or call the searched contact.

Search Corporate Directory for contact

To search the Corporate Directory for a contact:

1. Tap 👤 **Contacts** on the bottom tab of any one-X Mobile screen.

   The iPhone displays a list of contacts.

2. Tap **Directory**.

   The iPhone displays the directory search screen.

3. Enter the first few letters of the contact's first or last name.

4. Tap **Search**.

   The iPhone displays the search results.

5. Tap the contact to view the complete contact record.

To make a call to a contact in your Corporate Directory, see <u>Make a call from the corporate directory</u> on page 21.

Save a Directory contact to your Contacts

To add a Corporate Directory contact to your Contacts, you must first search for the contact.

To add a Corporate Directory contact to your Contacts:

1. Tap 👤 **Directory** on the bottom tab of any one-X Mobile screen.

   The iPhone displays a list of contacts.

2. Tap **Directory**.

   The iPhone displays the directory search screen.

3. Enter the first few letters of the contact's first or last name.

4. Tap **Search**.

   The iPhone displays the search results.

5. Tap the contact to view the complete contact record.

6. Tap **Add**.

   The iPhone displays the Edit screen and all known information about this contact is visible.

7. Tap the text box for the next field you want to edit.

8. Tap **Save** to return to the information screen.

9. Repeats steps 8 through 11 for each field on the Edit screen you want to edit.

10. To mark this contact as a VIP, tap ★ to turn on the VIP status.

   Note:
   > If marked as a VIP, this contact will be able to ring through when the Block feature is set to Non-VIP. See Change the Block setting on page 40 for more information.

11. Tap **Done** when finished.

   The iPhone adds the Corporate Directory contact to your Contacts.

Changing the Avaya one-X Mobile Settings

This chapter provides procedures for adjusting settings that affect the behavior of your Avaya one-X Mobile service. For example, you can enable voice mail notification to receive an SMS on your iPhone when new voice mail arrives in your corporate voice mail inbox.

Change the Corporate Voice mail extension

Avaya one-X Mobile provides a visual voice mail user interface to let you easily review and manage your office voice mail. However, under some circumstances, such as space limitations on your iPhone, the Avaya one-X Mobile client will not be able to download voice mail to your mobile device. For these conditions, the corporate voice mail extension option is provided to call the corporate voice mail system directly.

When you tap the voice mail icon in the New or Saved Voice mail inbox or in the Call Log inbox, instead of the voice mail playing, the iPhone displays a screen that allows you to call Corporate Voice mail.

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

1. Tap **More** on the bottom tab of any one-X Mobile screen.

   The iPhone displays the More page.

2. Tap **Settings**.

   The iPhone displays the current Corporate Voice mail extension on the Settings screen.

3. Tap **Corporate Voicemail**.

4. Edit or enter your corporate voice mail extension.

5. Tap **Settings** to return to the Settings screen.

   The iPhone displays the new corporate voice mail extension.

Change the Voice Mail Notification setting

The Voice Mail Notification feature allows you to receive an SMS on your iPhone when new voice mail arrives in your corporate voice mail 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 voice mail notification preference to Off, On, or Urgent Only. Voice mail will appear in your New Voice mail inbox and Call Log inbox no matter which voice mail notification preference you choose for your mobile device.

> **Note:**
> This feature is not available if your mobile device is configured without voice mail. See No voice mail Configuration on page 13 for more information.

To change your voice mail notification setting:

1. Tap ●●● **More** on the bottom tab of any one-X Mobile screen.

   The iPhone displays the More page.

2. Tap **Settings**.

   The iPhone displays the current VM Notification setting on the Settings screen.

3. Tap **VM Notification**.

4. Tap one of the following:

   - **Off**—you do not receive voice mail notification.

   - **On**—you receive notification of all voice mail.

   - **Urgent Only**—you receive notification only of voice mail marked urgent.

   A checkmark indicates your selection.

5. Tap **Settings** to return to the Settings screen.

   The iPhone displays the new Voice mail Notification setting.

Change the Call Back setting

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 effective to make a call directly using your mobile carrier. The **Call Back** setting allows you to switch the default Call Back behavior between **via PBX** and **via Mobile**, as required.

To change the Call Back setting:

1. Tap ●●● **More** on the bottom tab of any one-X Mobile screen.

   The iPhone displays the More page.

2. Tap **Settings**.

   The iPhone displays the current Call Back setting on the Settings screen.

3. Tap **Call Back Prefs**.

4. Tap one of the following:

   ● **via PBX** — your office telephone system will initiate a conference call between a Send Calls destination and the number you are calling. This is the most economical way to make a call.

   ● **via Mobile** — calls are placed through your mobile carrier.

   A checkmark indicates your selection.

5. Tap **Settings** to return to the Settings screen.

   The iPhone displays the new Call Back setting.

Change the sort order setting

You can order the results of any Avaya one-X Mobile search activity on either the first name or last name of the person you are searching for.

To change the sort order of the search activity results:

1. Tap ●●● **More** on the bottom tab of any one-X Mobile screen.

   The iPhone displays the More page.

2. Tap **Settings**.

   The iPhone displays the current sort order setting on the Settings screen.

3. Tap **Search Sort Order**.

4. Tap one of the following:

   ● **First** — search results will be sorted alphabetically by first name.

   ● **Last** — search results will be sorted alphabetically by last name.

5. Tap **Settings** to return to the Settings screen.

   The iPhone displays the new Sort Order setting.

Change the call back delay setting

You may need to increase the call back delay if your iPhone does not ring during a call back.

To change the call back delay:

1. Tap ⬤⬤⬤ **More** on the bottom tab of any one-X Mobile screen.

   The iPhone displays the More page.

2. Tap **Settings**.

   The iPhone displays the current Call Back Delay setting on the Settings screen.

3. Tap **Call Back Delay**.

4. Change the current setting as appropriate.

5. Tap **Settings** to return to the Settings screen.

   The iPhone displays the new Call Back Delay setting.

View Emergency Numbers

To view emergency numbers stored on your iPhone:

1. Tap ⬤⬤⬤ **More** on the bottom tab of any one-X Mobile screen.

   The iPhone displays the More page.

2. Tap **Settings**.

3. Tap **Emergency Numbers**.

   The iPhone displays a list of emergency numbers.

4. Tap **Settings** to return to the Settings screen.

one-X Mobile has preprogrammed worldwide emergency cellular numbers as: 911,112, 08, 999. You can view these numbers in the one-X Mobile client user settings screen. However, due to security regulations, one-X Mobile does not allow you to edit these numbers.

When you dial an emergency number within one-X Mobile client, one-X Mobile client redirects the emergency call to the desk phone and the emergency call is dialed through the desk phone. For some clients, who have third-party applications, the system displays a confirmation dialog box before dialing the emergency number.

View the Version Information

You may like to view information about the Avaya one-X Mobile version on your iPhone.

To view the version information:

1. Tap ⋯ **More** on the bottom tab of any one-X Mobile screen.

    The iPhone displays the More page.

2. Tap **Settings**.

3. Tap **About**.

    The iPhone displays the version information.

4. Tap **Settings** to return to the Settings screen.

Manage VIPs

You can view a list of all contacts who have been marked as VIPs. You can also delete a VIP contact.

To manage VIPs:

1. Tap ⋯ **More** on the bottom tab of any one-X Mobile screen.

    The iPhone displays the More page.

2. Tap **VIPs** to view a list of contacts marked as VIPs.

3. Tap **Edit**.

    Red icons appear beside VIPs.

4. Tap the VIP contact which you want to delete.

    The iPhone displays a button for deleting the VIP contact.

5. Tap **Delete** to delete the VIP contact.

6. Tap **VIPs** to return to the VIPs screen.

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