



Avaya one-X® Mobile Telephony for Windows Mobile Professional

Release 2.0

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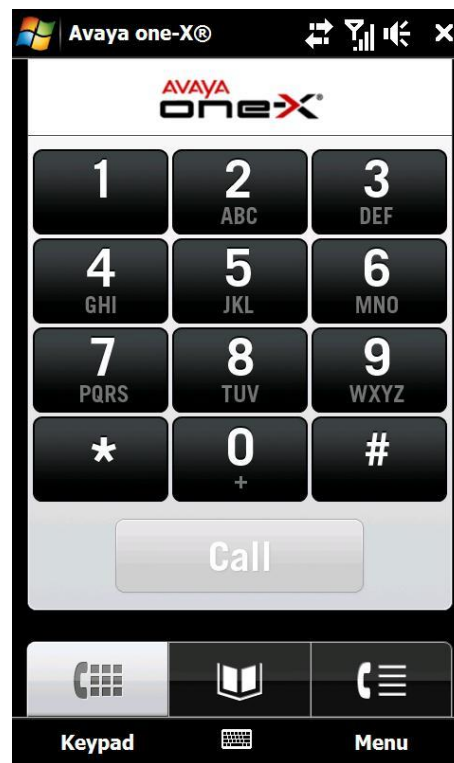
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Introduction

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

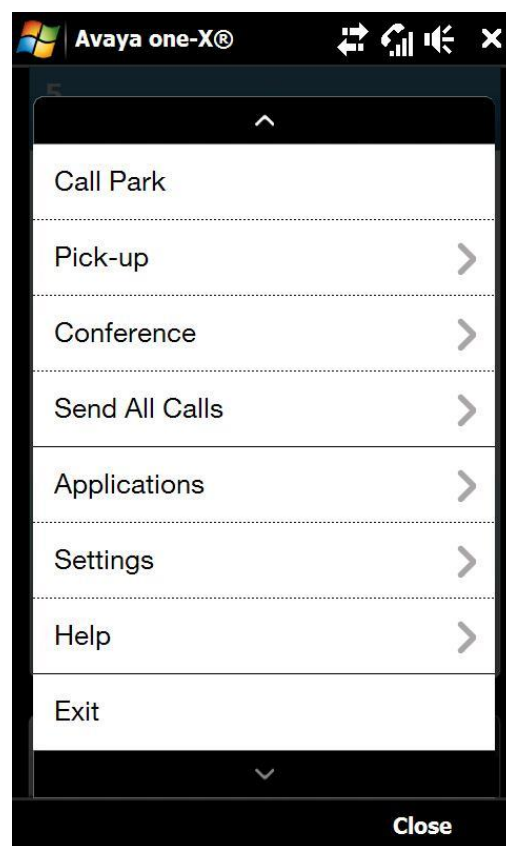


Avaya one-X® Mobile provides a dedicated graphical user interface for wireless users of Extension to Cellular services by anchoring graphical menus to Feature Name Extensions (FNEs) that previously had to be memorized or placed manually in speed dial lists. In addition, the application integrates with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

What's New in This Release

Avaya one-X® Mobile for Windows Mobile Professional, Version 2.0, introduces the following enhancements:

- **New User Interface and improved User Experience** – In this release, Avaya one-X® Mobile is installed as a separate application vs. replacing the Microsoft native dialer. This also provides new user interface and much improved User Experience that will provide better functionality for Bluetooth headsets and other connectivity issues as it is handled by the native dialer.
- **Targeted feature set based on most-used features** – In this release, the Avaya one-X Mobile application provides user interface for popular telephony features. Some of the features will not be supported in this release such as Call Forwarding, Call Pickup, Transfer to Voicemail, Held Appearance Select, Show/Hide Caller-ID and Automatic Call Back.
- **Support for HTC Touch Pro 2 and HTC Touch Diamond 2** – This release provides support for two new HTC devices. Note: This was certified for Windows Mobile 6.1 release only and only on these two devices. No other devices and software versions are supported. Please follow the latest Device Compatibility List on the Avaya Support Site.





Supported Languages

Avaya one-X® Mobile supports the following languages:

English (U.S.) - Certified

English (U.K.) – Not Certified

French – Not Certified

German – Not Certified

Spanish – Not Certified

Italian – Not Certified

Russian (Cyrillic) – Not Certified

Note:

The regional firmware and localized keypads may be required for some languages to work properly. Only English (U.S.) has been certified by Avaya.

Support for Multiple Location Profiles

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

Note:

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



Installing the Software

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

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

Contact your system administrator for this information.

Note:

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

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

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

Note:

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

4. After the software is installed, reboot your mobile phone.
5. Download the Avaya one-X Mobile configuration settings file to your mobile phone. This file has been configured by your system administrator and enables Avaya one-X Mobile to function properly with your desktop telephone and corporate voice system.
6. Go to Customizing and Downloading the Configuration File on Page 6.



Customizing and Downloading the Configuration File

The following FNEs are required for the solution to work:

- Idle Appearance Select
- Off-PBX Enable (Extension to Cellular Enable)
- Off-PBX Disable (Extension to Cellular Disable)
- Transfer on Hang-up (for Transfer to 3rd Party Feature)
- Conference on Answer (for Conference Feature)

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

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

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

Note:

The file **example.ini** is included in the Avaya one-X Mobile installation package you downloaded in Installing the Software on Page 5.

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

Note:

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

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

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

Feature Name Extension	Tag Name
Active Call Appearance Select	ACTIVE_APPEARANCE_SELECT
Automatic Call-Back	Not Available
Automatic Call-Back Cancel	Not Available
Call Forward All	Not Available
Call Forward Busy/No Answer	Not Available

Feature Name Extension	Tag Name
Call Forward Cancel	<i>Not Available</i>
Call Park	CALL_PARK
Call Park Answer Back	CALL_UNPARK
Call Pick-Up	<i>Not Available</i>
Conference on Answer	CONFERENCE_ON_ANSWER
Calling Number Block	<i>Not Available</i>
Calling Number Unblock	<i>Not Available</i>
Directed Call Pick-Up	<i>Not Available</i>
Drop Last Added Party	DROP_LAST_ADDED_PARTY
Exclusion (Toggle On/Off)	EXCLUSION
Extended Group Call Pickup	CALL_PICKUP_GROUP_EXTENDED
Held Appearance Select	<i>Not Available</i>
Idle Appearance Select	IDLE_APPEARANCE_SELECT
Last Number Dialed	<i>Not Available</i>
Malicious Call Trace	<i>Not Available</i>
Malicious Call Trace Cancel	<i>Not Available</i>
Off-PBX Call Enable	OFF_PBX_ENABLE
Off-PBX Call Disable	OFF_PBX_DISABLE
Priority Call	<i>Not Available</i>
Send All Calls	SEND_ALL_CALLS_ENABLE
Send All Calls Cancel	SEND_ALL_CALLS_DISABLE
Transfer On Hang-Up	TRANSFER_ON_HANGUP
Transfer to Voice Mail	<i>Not Available</i>
Whisper Page Activation	<i>Not Available</i>

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

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

Note:

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

- LOCATION_NAME = Colorado;
(You can customize LOCATION_NAME as needed. The string that you define in the LOCATION_NAME tag is what will be displayed in the Avaya one-X® Mobile menu on the mobile phone. Each location must have a unique LOCATION_NAME value.)
 - PRE_IMS = DIAL;
(DIAL is the default value.)
 - DID_PREFIX = +1303444;
(NPANXX of the DID utilized for FNEs; i.e., +1303444 if the DIDs for FNEs is +1303444XXXX)
 - INTERNATIONAL_DIRECT_DIAL_PREFIX = 011;
 - NATIONAL_DIRECT_DIAL_PREFIX = 1;
 - HOME_COUNTRY_DIAL_CODE = +1;
(For all countries, include a plus sign (+) prior to the dial code.)
 - ARS_CODE = *9;
 - EXTENSION_LENGTH = 4;
 - NATIONAL_NUMBER_LENGTH = 10;
(This number should not include the National Direct Dial Prefix. Also note that the NATIONAL_NUMBER_LENGTH field accepts multiple numbers. A country might have variable phone number lengths or a different mobile number length and landline length. For example, a country that has variable phone number lengths of 8, 9, and 10 would set their National Number Length to 8, 9, 10.)
 - USERS_EMERGENCY_NUMBERS = 911, 112, 08, 999;
 - SETTINGS_PIN = 1234;
(The PIN code is limited to only 4-digit numbers.)
4. When you are finished making your changes, save and exit the file. Be sure the file is saved with the extension **.ini** – for example, **settings.ini**
 5. Go to Installing a Configuration File on Page 9.

Installing a Configuration File

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

To install the configuration file for the first time:

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

Note:

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

5. Disconnect the mobile phone from the PC.
6. Access the Avaya one-X® Mobile client on your mobile phone.
7. Select **Menu > Settings > Options**.
8. Select the **Admin** tab.
9. If prompted, enter your PIN and select the **Enter** soft key.
10. Select **Install Configuration File**.
11. Select the **Select** soft key.
12. Select the **settings.ini** file.
The file installs and configures the Avaya one-X Mobile client.
13. Select the **Done** soft key.
14. If this installation supports multiple locations, repeat this procedure for the settings file for each location.

Note:

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

Deleting a Configuration File

To delete a configuration file:

1. Access the Avaya one-X Mobile client on your mobile phone. If it is not in the foreground, press the **Send** button.
2. Select **Menu > Settings > Options**.
3. Select the **Admin** tab.
4. If prompted, enter your PIN, and then press the **Enter** soft key.
5. Select **Delete Configuration File**, and then press the **Select** soft key.
The Select Location screen appears.
6. Select the location that you want to delete.
7. Select the **Select** soft key.

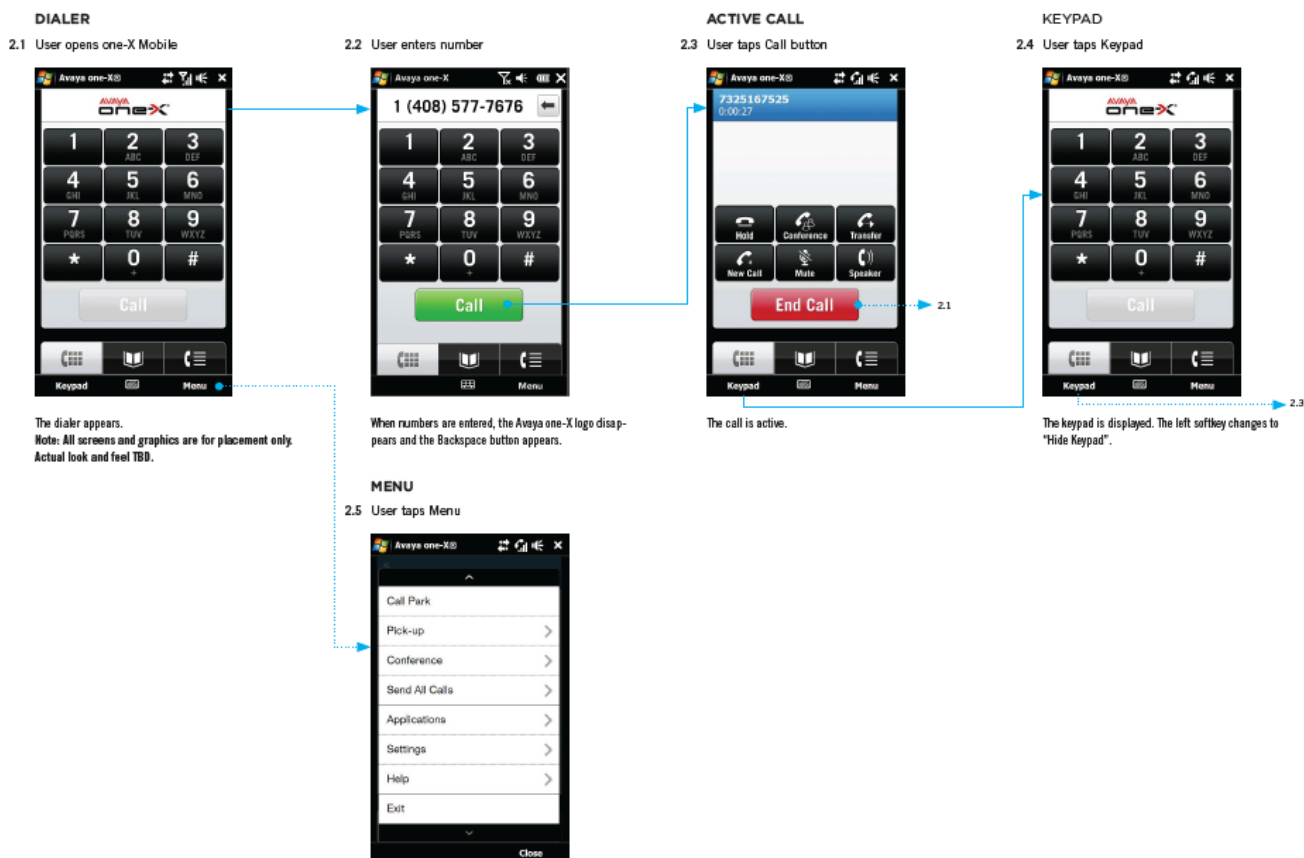
8. Select the **Done** soft key.
The Admin screen appears.
9. Select the **Done** soft key.

Note:

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

Features and Usage

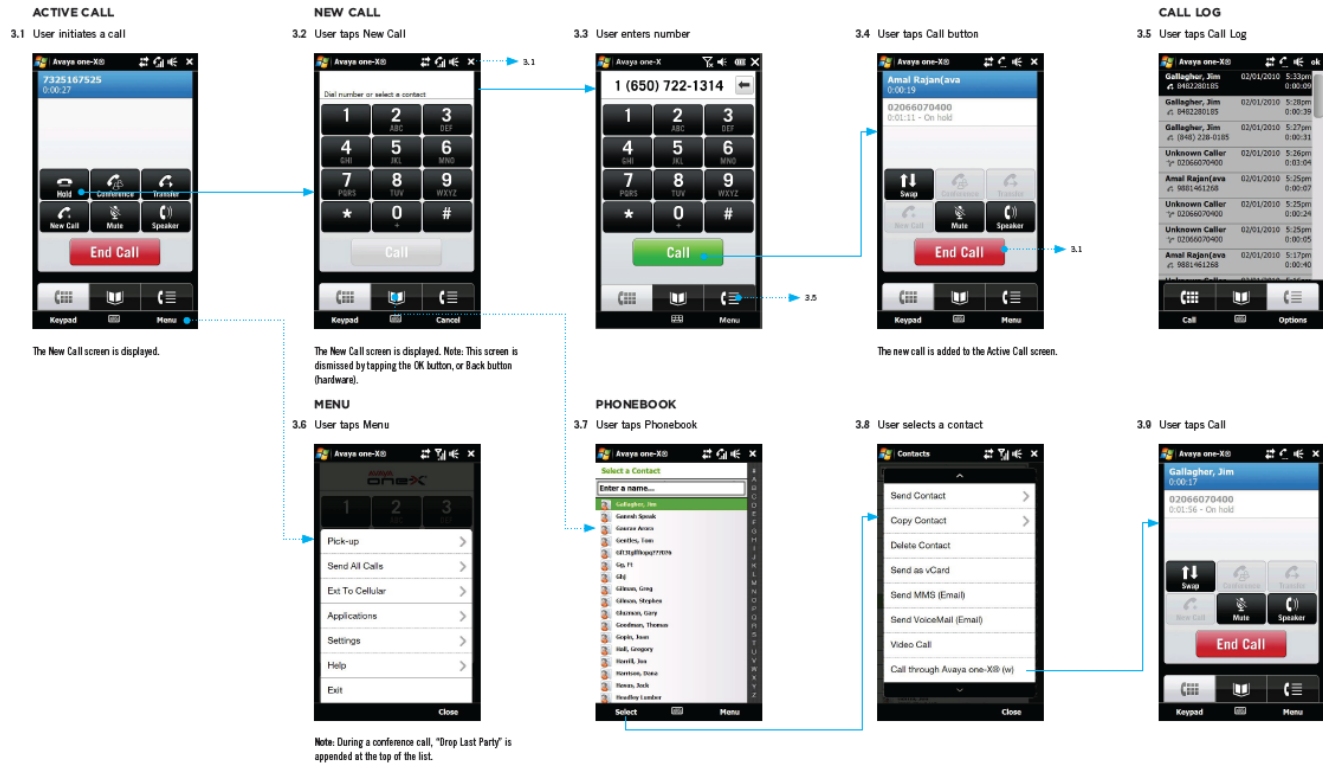
Dialer



NOTE:

For a New Call (second call via PBX) from Phonebook, user has to select "Call through Avaya one-X" option when dialing out of Phonebook. The SEND/TALK button integration is not supported.

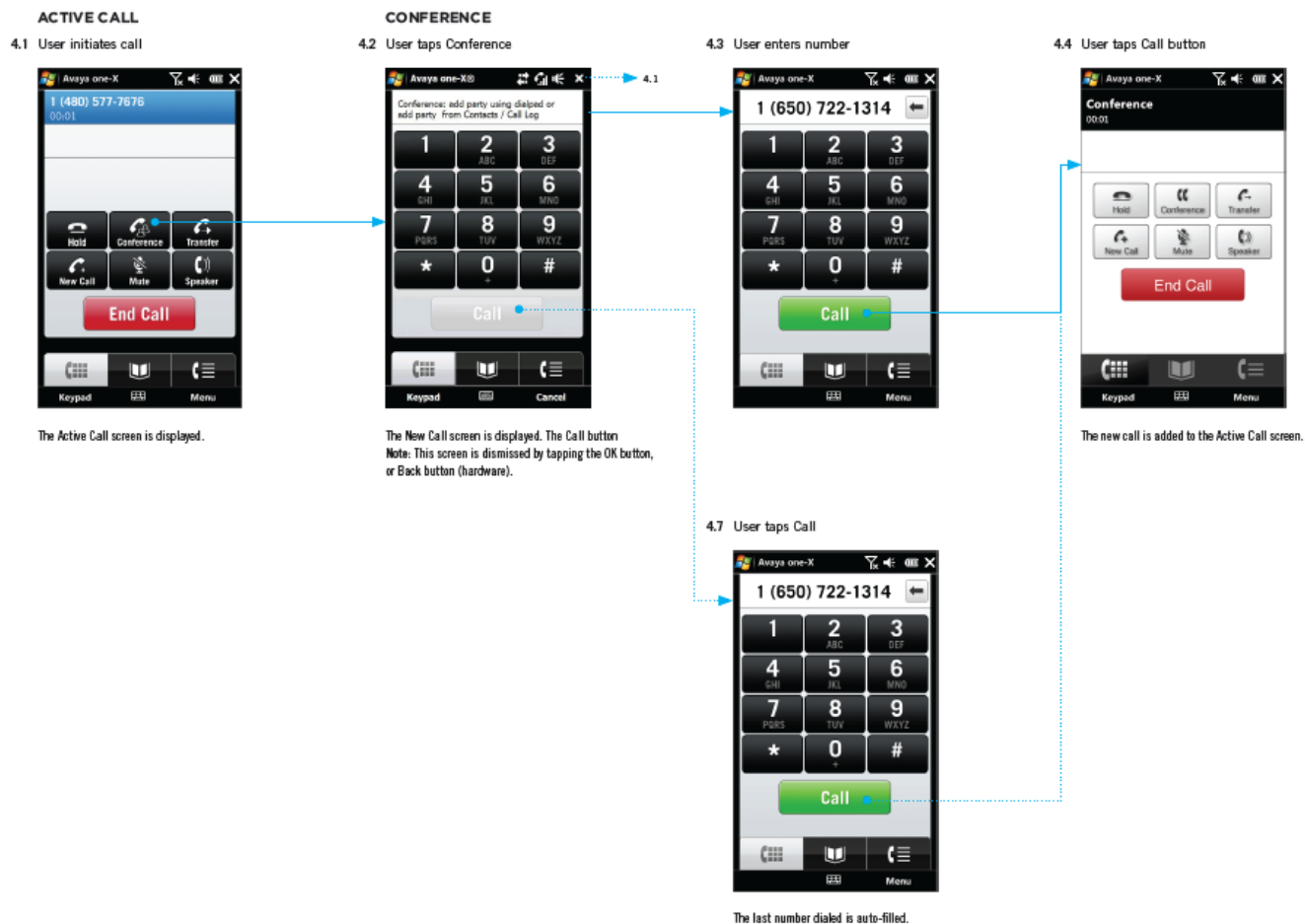
Active Call



NOTE:

For a New Call (second call via PBX) from Phonebook, user has to select "Call through Avaya one-X" option when dialing out of Phonebook. The SEND/TALK button integration is not supported.

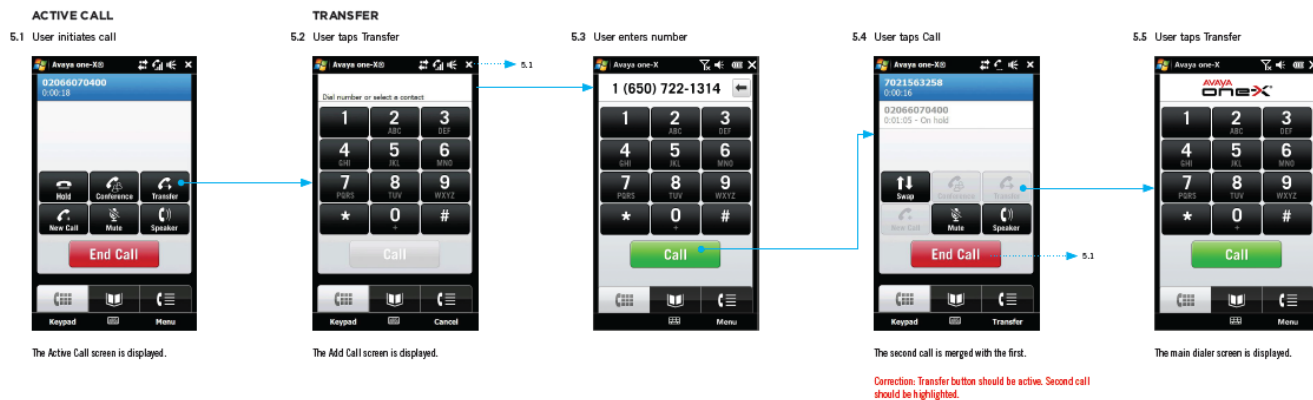
Conference



NOTE:

For a New Call (second call via PBX) from Phonebook, user has to select “Call through Avaya one-X” option when dialing out of Phonebook. The SEND/TALK button integration is not supported.

Transfer



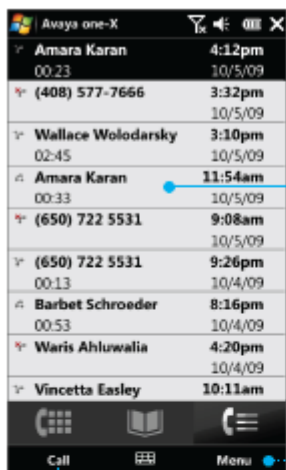
NOTE:

For a New Call (second call via PBX) from Phonebook, user has to select “Call through Avaya one-X” option when dialing out of Phonebook. The SEND/TALK button integration is not supported.

Call Log

CALL LOG

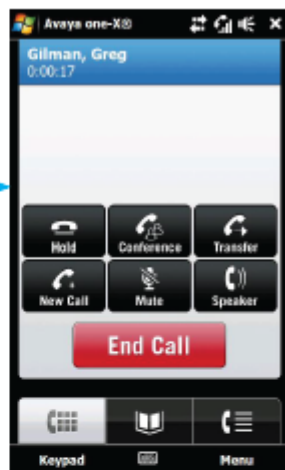
6.1 User taps Call Log



The Call Log is displayed.

ACTIVE CALL

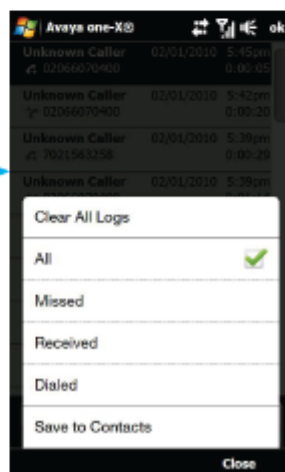
6.2 User initiates call



The Active Call screen is displayed as the call is connected.

MENU

6.3 User taps Menu



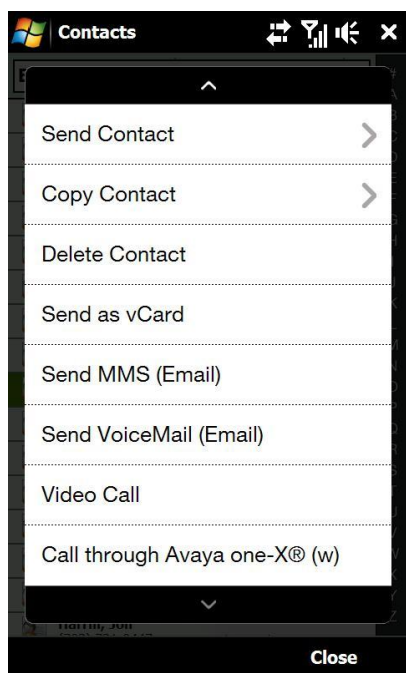
NOTE:

For a New Call (second call via PBX) from Phonebook, user has to select “Call through Avaya one-X” option when dialing out of Phonebook. The SEND/TALK button integration is not supported.

Phonebook

There are several changes in terms of Phonebook dialing and usage.

Following are the changes:



Dialing from a Phonebook during Idle (no Active calls):

- Tap the Contact button
- Select a contact to dial
- Tap and hold the contact or select the right soft-key menu
- Scroll to the bottom of the menu and select "Call through Avaya one-X"

Dialing from a Phonebook during an ongoing call (Active calls):

- Tap the Contact button
- Select the Contact
- Select the number to dial
- Tap Select again
- Second call is dialed



Other Telephony Features

1. Call Park/UnPark, Answer Back

Call Park and UnPark are used to park a held call and retrieve it later from any other telephone within the system. For example, a user can answer a call at one extension, put the call on hold, and then retrieve the call at another extension. Or the user can answer a call at any telephone after an attendant or another user pages the user. You can park the call using the “call-park” feature from the menu. Calls are un-parked using the Pickup -> Parked Call feature from the menu.

2. Exclusion

Exclusion or “manual” exclusion allows a user of a handset to keep others with bridged line appearances of the same extension from bridging onto an existing call. The user presses the exclusion button either before the user places the call or when the user is active on the call to keep others from bridging onto the call. If the user presses the exclusion button while others are bridged onto the call, CM will drop the other users from the call.

3. Send All Calls

Send All Calls allows users to temporarily divert all incoming calls to coverage regardless of the assigned call coverage redirection criteria. The feature also allows covering users to temporarily remove their voice terminals from the coverage path. The feature button on the desk phone will light when the Send All Calls feature is active.



Accessing Other Applications

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

Use Speech Access

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

To access this feature:

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

Use Native Instant Messaging

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

Note:

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

To access this feature:

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



Troubleshooting

Uninstalling Avaya one-X® Mobile application

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

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

Known Issues

For a New Call (second call via PBX) from Phonebook, user has to select “Call through Avaya one-X” option when dialing out of Phonebook. The SEND/TALK button integration is not supported.