# Using Avaya one-X® Mobile on Android

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# Chapter 1: Introduction to Avaya one-X® Mobile

## Avaya one-X® Mobile overview

Avaya one-X® Mobile presents the combined features of Avaya one-X® Mobile Unified Communications (UC) and Avaya one-X® Mobile Lite.

Avaya one-X® Mobile Unified Communications (UC) connects to the Avaya one-X® Client Enablement Services server to give you access to multiple Avaya UC capabilities, such as:

- Telephony
- Messaging
- Mobility
- Presence Services

Use the Avaya one-X® Mobile UC mode to enable your mobile device to access the telephone system of your company. You can thus use your mobile device as your office telephone extension to make and receive calls, review voice mail messages, look up the corporate directory of your company, or even block selected calls irrespective of your location.

Avaya one-X® Mobile Lite connects to the Avaya Aura® Communication Manager. It provides the simultaneous ring feature for mobile users, and thus allows them to remain productive with a single telephone number and voice mail capabilities.

Use the Avaya one-X® Mobile Lite mode to enable your mobile device to ring when you receive a call on your office telephone system. You can also make outgoing calls from your mobile device while displaying your office telephone number as the calling ID. Your mobile number remains hidden in this case.

## Key features of Avaya one-X® Mobile UC mode

### Speech Access

Use the Speech Access feature to speed dial the Avaya one-X® Speech server. The Avaya one-X® Speech server has the voice recognition capability to convert speech to text.

### Status Message

Use the Status Message feature to add, edit, delete, or select a status message.

### Ring Phones

Use the Ring Phones feature to select telephone numbers that should ring when you receive an incoming call on your office telephone extension.

### Block

Use the Block feature to block calls, allow only VIP calls, or allow all incoming calls on your ring phone destination.

### Availability

Use the Availability feature to set your presence status.

### History

Use the History feature to view the list of incoming, outgoing, and missed calls to your office telephone.

### Contacts and Corporate Directory

Use the Contacts feature to search for a contact from the corporate directory of your company. You can also add corporate contacts to your local contact list.

### VIP

Use the VIP feature to designate key contacts from the corporate directory of your company as VIPs. You can then use the VIP feature in association with the Block feature to allow only VIP calls. The application directs all non VIP calls to voice mail.

### Favorite

Use the Favorite feature to designate key contacts from the corporate directory of your company as favorite, for example, when the contact is frequently called. You can then easily search for the favorite contacts from the **Favorites** tab on the Contacts screen.

### Call Back

Use the Call Back feature to route a call from your Avaya one-X® Mobile application to any telephone through your office telephone system. After you answer the first leg of the call, the office telephone system then calls the number you want to reach. The call is connected once the destination answers the second leg of the call. The Avaya one-X® Mobile Call Back feature provides the following advantages:

- The two-party Call Back feature offers improved reliability.
- Your office telephone number is your caller ID regardless of the device you use. You can use any device to make a call, such as your mobile phone, home telephone, or a hotel or conference room telephone.
- The application displays all calls on the History screen.
- You can use any telephone and still benefit from the special rate plans for calls made from your office telephone system.

### Messages

Use the Messages feature to play or delete voice mail messages. You can save the telephone number of the caller and mark it as VIP or favorite in your contacts list.

### Lost/stolen device

Use the Lost/stolen device feature to enable the Avaya one-X® Client Enablement Services server to notify the Avaya one-X® Mobile application to remove all locally stored data, such as downloaded voice mail, clear the account information, and force the user to relogin in order to gain access to Avaya one-X® Mobile. You are then unable to use Avaya one-X® Mobile on any mobile device until the administrator enables your account.

Contact your administrator to enable the Lost/stolen Device flag on the Avaya one-X® Client Enablement Services server.

## Key features of Avaya one-X® Mobile Lite mode

**One number**: Enables your mobile device to ring when you receive a call on your office telephone number, thus turning your mobile telephone device into your office telephone device. The Avaya one-X® Mobile Lite mode displays the caller ID on your mobile device.

**Note:**

In some cases, the actual caller ID might not be displayed on the mobile device due to restrictions from your service provider. In this case a common number would be displayed on the mobile device for calls to your office telephone number.

**One device**: Allows you to choose whether to use the Avaya one-X® Mobile Lite mode to make business calls or use the network of your service provider to make personal calls, thus eliminating the need to use multiple phones.

**Voicemail Access**: Allows you to gain access to your voice mail system in order to listen to your voice mails.

**Call forward**: Forwards all callers to a predefined number of your choice.

**Simultaneous ring**: Enables your deskphone number and mobile number to ring simultaneously when you receive a call on your office telephone number.

**Call conference bridge**: Allows you to call the conference bridge number and join the bridge in one touch.

**Corporate directory**: Allows you to search for a contact in the corporate directory of your company. You can call the contact and also save the contact to your local contact list.

**Mid-call features**: Presents you with options that you can use while you are in the middle of a call. The mid-call features are as follows:

- Conference on Answer
- Transfer on Hang-Up

- Drop Last Added Party
- Exclusion

# Chapter 2: Setting up Avaya one-X® Mobile

## Downloading Avaya one-X® Mobile

### Procedure

1. Download the Avaya one-X® Mobile application from https://play.google.com/store.
2. Search for **Avaya one-X**.
3. Tap **Avaya one-X Mobile**.

## End User License Agreement screen field descriptions

The application displays the End User License Agreement screen for the first time when the system launches the application and at subsequent times until you accept the agreement.

| Field name | Description |
|---|---|
| **Accept** | Records that you have agreed to the terms of the agreement and continues the log-on process. |
| **Decline** | Exits the application. |

## Avaya one-X® Mobile Welcome screen field descriptions

After you tap **Accept**, the application displays the Avaya one-X® Mobile Welcome screen showing the following buttons:

| Name | Description |
|---|---|
| **Avaya one-X® Mobile UC mode** | Tap this button to use the Avaya one-X® Mobile Unified Communications (UC) mode. |

| Name | Description |
|---|---|
| | This mode uses the Avaya one-X® CES server and gives you access to a host of features such as visual voicemail, call logs, Presence, VIP calling, multiple Ring phones, etc. |
| **Avaya one-X® Mobile Lite mode** | Tap this button to use the Avaya one-X® Mobile Lite mode. This mode uses the Communication Manager server with the EC500 feature. |

**Note:**

- After tapping Avaya one-X® Mobile UC mode, if you want to change the mode, tap **Use Lite Mode**. The application displays the Avaya one-X® Mobile Welcome screen.
- After tapping Avaya one-X® Mobile Lite mode, if you want to change the mode, tap **Use UC Mode**. The application displays the Avaya one-X® Mobile Welcome screen.

# Chapter 3: Avaya one-X® Mobile UC mode

## Avaya one-X® Mobile UC mode overview

Avaya one-X® Client Enablement Services is the first of a new series of next-generation applications that brings Unified Communications (UC) to your desktop and mobile handsets in a single tool. Client Enablement Services gives you access to multiple Avaya UC capabilities, including Telephony, Messaging, Mobility, Conferencing, and Presence Services. With Client Enablement Services, you do not need multiple applications to access the features provided by Avaya Aura®Communication Manager, Avaya Aura® Presence Services, Avaya Modular Messaging / Avaya Aura® Messaging, and Avaya Aura® Conferencing.

Use Avaya one-X® Mobile to enable your mobile device to access the telephone system of your company. Using Avaya one-X® Mobile, you can use your office telephone number to make and receive calls, review voice mail messages, look up your company corporate directory, and even block selected calls irrespective of your location.

## Setting up the Avaya one-X Mobile UC mode

### Account setup worksheet for Avaya one-X® Mobile UC mode

Before you set up your Avaya one-X® Mobile account, you must have the following information ready:

| Items | Values |
|---|---|
| Your corporate voice mail system password. This is required only if your corporate voice mail system uses AvayaModular Messaging or Avaya Aura® Messaging. | |
| Telephone number of the mobile device you want to use with Avaya one-X® Mobile | |
| Your user name and password. | |

| Items | Values |
|---|---|
| IP/FQDN of the Avaya one-X® Client Enablement Services server to which your mobile device connects to gain access to all the services. | |
| Port number | |
| Secure connection setting | |

# Requesting access to Avaya one-X Mobile UC mode

## Before you begin

- Ensure that your mobile telephone service is configured for data service.
- Familiarize yourself with the data service usage plans.
- When you travel, familiarize yourself with the roaming charges imposed by other mobile telephone operators for data download.
- Ensure that your data service plan provides unlimited data usage at a fixed rate so that you do not end up paying unexpected data charges.

## About this task

The Avaya one-X® Mobile UC mode uses the data channel of the carrier to communicate information to and from the mobile device.

## Procedure

To request access to the Avaya one-X® Mobile UC mode, contact your system administrator.

# Logging in to Avaya one-X® Mobile UC mode

## About this task

Use this 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 in UC mode on your mobile device.

The user provisioning should be done using only the Avaya one-X® Client Enablement Services administration application. Request your administrator to do this for you. You can then set up your mobile account and the voice mail PIN using the Avaya one-X® Mobile application in UC mode.

## Procedure

1. On the Avaya one-X® Mobile login screen, enter the following information:

- **User Name**
- **Password**
- **Server**
- **Port**

2. Tap the **Secure Connection** check box to select it.

**Note:**

The **Secure Connection** setting depends on the setting on the Avaya one-X® Client Enablement Services server. Contact your administrator for further details.

3. Tap **Login**.
The application displays a message indicating successful login and then displays the Mobile Account Setup screen. The application displays the Mobile Account Setup screen only for the first time when you log in to the application.

**Note:**

- If the login is unsuccessful, tap the problem button to report the problem and to send the error log to the server. For more details, see Reporting log-in problems on page 16.
- To exit from the Avaya one-X® Mobile UC mode and switch to the Avaya one-X® Mobile Lite mode, tap **Use Lite Mode**.

# Setting up your account

## About this task

The application displays the Mobile Account Setup screen only for the first time after you log in to the application using your account credentials. If your administrator has set the credentials for you, the application does not display this screen.

## Procedure

1. On the Mobile Account Setup screen, enter the following:
   - **Mobile number**
   - **Mobile label**
   - **SMS address**

**Note:**

Enter a complete SMS address. For example, xxx@abc.com.

**Note:**

To update the ring phone details on the Mobile Account Setup screen, see Modifying a ring phone on page 44

2. Tap **Save**.

   The application displays the Home screen as the default screen. The Home screen displays the application status, date, in mm/dd/yyyy format, and the time of the last refresh done.

   You can change the default screen. For more details, see Changing the default tab setting on page 75.

# Reporting log-in problems

### Before you begin

An email account must be set up for you to report log-in problems and send error logs.

### About this task

Use this procedure to report log-in problems and send error logs to the server.

### Procedure

1. On the Login Failed dialog box, tap **Send Logs**.
   An e-mail message window opens. The application prefills the address line with mobilesupport.avaya.com.
2. Type the address, then tap **Send**.

# Logging in as a different user

### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Account Information**.
   The Account Information screen displays your account details.
3. Tap **Clear Account** to clear the account details.
4. Tap **OK**.

5. Log in again using different credentials.

## Avaya one-X Mobile UC mode screen icon descriptions

The user interface elements are described in the following table:

| Icon | Name | Description |
|---|---|---|
|  | **Home** | Displays the Avaya one-X® Mobile screen.<br>The Avaya one-X® Mobile screen displays the current settings of the user, the date and time of the last refresh, and the application status. |
|  | **History** | Displays the History screen.<br>The History screen displays the list of missed, incoming, or outgoing calls, along with the date or time. |
|  | **Dialpad** | Displays the Dialpad screen.<br>The Dialpad screen displays the dial pad to dial a number. |
|  | **Contacts** | Displays the Contacts screen.<br>The Contacts screen displays the filter to display the list of local contacts, corporate directory contacts, VIPs, or favorites. |
|  | **Messages** | Displays the Messages screen. The icon also displays the number of new voice mail messages.<br>The Messages screen displays the list of voice mail messages. |

# Integrating Avaya one-X® Mobile with Android

### Before you begin

The Avaya one-X® Mobile application should be successfully installed on your mobile device.

### Procedure

1. Tap the phone icon on the home screen of your device.
2. Dial the number you wish to call.
3. Tap the call icon.

The application displays the Complete action using dialog box with the following options:

- **Avaya one-X® Mobile**: Tap this option to make the call using the Avaya one-X® Mobile application.
- **Dialer**: Tap this option to make the call using the network of your service provider.

**Note:**

Tap the **Use by default for this action** check box if you want the selected option to be used every time you dial a number to make a call. To clear the default settings, do the following:

a. Go to the applications screen of your mobile device.
b. Tap the settings icon.
c. Tap **Applications** > **Manage Applications** > **Avaya one-X® Mobile** > **Clear data**.
d. Tap **OK** to confirm the operation.

# Using Speech Access

## Before you begin

The administrator must set up the **Speech Access Number** on the Administration Web site. For more information, contact your administrator or see http://www.avaya.com/support.

## About this task

Use the Speech Access feature to speed dial the Avaya one-X® Speech server. The Avaya one-X® Speech server has the voice recognition capability to convert speech to text.

**Note:**

This feature is available only if the administrator has enabled Speech Access for your account.

## Procedure

Tap **Speech Access** on the Avaya one-X® Mobile screen of your device.

# Mid-call features

Mid-call features are displayed while you are on an active call. You need to set the respective codes to activate the mid-call features.

During an active call, press the menu button on the device to display the following mid-call features:

### Conference on Answer

This feature enables you to make a conference call.

The application displays the **Conference** feature while you are in the middle of an active call only if you have entered the **Conference on Answer** code on the Telephony Settings screen. To set the **Conference on Answer** code, see Setting the Conference on Answer code on page 67.

### Transfer on Hang-Up

This feature enables you to transfer a call only after you hang up from the active call.

The application displays the **Transfer** feature while you are in the middle of an active call only if you have entered the **Transfer on Hang-Up** code on the Telephony Settings screen. To set the **Transfer on Hang-Up** code, see Setting the Transfer On Hang-Up code on page 68.

### Drop Last Added Party

This feature enables you to drop the last added party from the active call.

The application displays the **Drop Last Party** feature while you are in the middle of an active call only if you have entered the **Drop Last Added Party** code on the Telephony Settings screen. To set the **Drop Last Added Party** code, see Setting the Drop Last Added Party code on page 68.

### Exclusion

This feature restricts another party from eavesdropping on an active call made from your deskphone or mobile device when activated.

The application displays the **Enable Exclusion** feature while you are in the middle of an active call only if you have entered the **Exclusion** code on the Telephony Settings screen. To set the **Exclusion** code, see Setting the Exclusion code on page 69.

# Using the Call Back feature

## Call Back feature overview

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

You may use your mobile device frequently for making call back calls, but you can still use any telephone number defined in your list of ring phone destinations as well.

The Call Back feature is used to make a call from the following screens within the Avaya one-X® Mobile application:

- Dialpad
- Messages
- History
- Contacts, includes My Contacts, Corporate Directory, VIPs, and Favorites

**Note:**

- To use the Call Back feature, you have to change the **Call Setting** to **Business: Callback**. For more information, see Changing the call settings on page 51.
- You cannot make another call while one call is still in progress trying to reach the call back number. The call back will time out after one minute of trying to reach the call back number.

## Making a call from Dialpad

### About this task

Use this procedure to make a call from the Avaya one-X® Mobile Dialpad screen by dialing the number you want to call. This is different from making a call from history, contacts, corporate directory, or messages, where you select the number you want to call from a particular screen. This process routes the call through your office telephone system.

Contact your administrator for details on the format to use when placing a call.

### Procedure

1. Tap **Dialpad** on the bottom tab of your Avaya one-X® Mobile screen.
2. Dial the telephone number to call.
3. Tap the call icon.
   The application displays a dialog box with the message:

   `Calling <Number>`

   `Answer your selected phone when it rings and your call will be connected.`
4. Tap **OK**.
5. Wait for the first leg of the call to ring on the preferred device for callback. Once the call rings, answer it. The second leg of the call would be then initiated to the destination number.

**Related topics:**

Avaya one-X Mobile screen icon descriptions

## Making a call from Messages

### About this task

Use this procedure to make a call from the Avaya one-X® Mobile Messages screen to a caller who left you a voice message.

### Procedure

1. Tap **Messages** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the Messages screen. Each message displays the time or date.
2. Tap the detail disclosure icon next to the contact you want to call.
3. Tap the call icon.
   The application displays a dialog box with the message:

   `Calling <Number>`

   `Answer your selected phone when it rings and your call will be connected.`
4. Tap **OK**.

5. Wait for the first leg of the call to ring on the preferred device for callback. Once the call rings, answer it. The second leg of the call would be then initiated to the destination number.

**Related topics:**

Listening to a voice message on page 25

# Making a call from History

### About this task

Use this procedure to make a call from the Avaya one-X® Mobile History screen to a caller from whom you received or missed, or to whom you had made a call earlier.

### Procedure

1. Tap **History** on the bottom tab of the Avaya one-X® Mobile screen.
   The application displays the **History** screen. Each entry shows the time or date of the call and the call type.
2. Tap the contact to call.
   The application displays a dialog box with the message:

   `Calling <Number>`

   `Answer your selected phone when it rings and your call will be connected`.
3. Tap **OK**.
4. Wait for the first leg of the call to ring on the preferred device for callback. Once the call rings, answer it. The second leg of the call would be then initiated to the destination number.

# Making a call from Contacts

### About this task

Use this procedure to make a call from the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the bottom tab of your Avaya one-X® Mobile screen.
2. Tap **My Contacts**.

3. Tap the contact you want to call.
4. On the Contact Details screen, tap the telephone number that you want to call.
   The application displays a dialog box with the message:

   `Calling <Number>`

   `Answer your selected phone when it rings and your call will be connected`.
5. Tap **OK**.
6. Wait for the first leg of the call to ring on the preferred device for callback. Once the call rings, answer it. The second leg of the call would be then initiated to the destination number.

# Making a call from Corporate Directory

### About this task

Use this procedure to make a call to a contact from the Avaya one-X® Mobile Corporate Directory screen.

### Procedure

1. Tap **Contacts** on the bottom tab of your Avaya one-X® Mobile screen.
2. Tap **Corporate Directory**.
   The application displays the Corporate Directory screen.
3. Enter the first few letters of the first or last name of the contact.
4. Tap the search icon.
   The application displays the search results.
5. Tap the name of the person you want to call.
   The application displays the Contact Details screen showing the complete contact record.
6. Tap the number you want to call.
   The application displays a dialog box with the message:

   `Calling <Number>`

   `Answer your selected phone when it rings and your call will be connected`.
7. Tap **OK**.

8. Wait for the first leg of the call to ring on the preferred device for callback. Once the call rings, answer it. The second leg of the call would be then initiated to the destination number.

## Emergency numbers

### About this task

When you dial an emergency number, the Avaya one-X® Mobile application displays the option to choose between using the network of your service provider or the Avaya one-X® Mobile application. Calls to emergency numbers are always placed using the network of your service provider and are never placed using the application.

**Related topics:**

Viewing emergency numbers

# Managing messages

## Messages feature overview

The Messages feature of the Avaya one-X® Mobile application provides several features similar to an email application.

Use this feature to:

- View all messages.
- View the name of the sender, date, and time of the messages.

The **Messages** tab displays the number of unread voice mail messages.

**Note:**

- You can view a list of 15 latest voice messages at a time on your mobile device. If there are more than 15 voice messages on the server, you have to delete one message to receive the next one. The messages are listed on a first in first out basis. Therefore, if a new voice message arrives, the application removes the oldest message from the list, irrespective of whether it is read or unread, to display the new one.

  For example, if there are 20 voice messages on the server, the application displays 15 with the latest time stamp. Now, to view the 16th voice message, you need to delete

one message among the 15. When the 21st message arrives on the server, the application removes the voice message with the oldest time stamp from the list and displays the 21st message in the list.

- You can download a voice message with a maximum length of approximately seven minutes. If the voice message is larger than seven minutes, you will receive an error message informing you that the message is too large to download.

**Related topics:**

Avaya one-X Mobile screen icon descriptions

Key features of Avaya one-X Mobile

# Listening to a voice message

## About this task

Avaya one-X® Mobile provides a visual voice mail user interface using which you can easily review and manage your office voice mail.

However, if your administrator has disabled the **Allow voice messages on mobile** setting for your profile, the Avaya one-X® Mobile application displays the voice mail messages, but you are unable to download the voice mail to your mobile device. The application then displays the **CALL CORPORATE VM** button to call the corporate voice mail system directly.

Use this procedure to listen to a voice message on the Avaya one-X® Mobile Messages screen.

## Procedure

1. Tap **Messages** on the bottom tab of the Avaya one-X® Mobile screen.
   The application displays the Messages screen. Unread messages are indicated by an icon. If a voice mail contains an attachment, the application displays an icon. When you select an unread voice mail, playback starts immediately.
2. Tap a voice message.
3. Tap **Speaker** to switch to speaker mode.
4. Tap the voice mail again to pause the playing of the message.
5. Tap the voice mail again to resume the play from the point the message was paused.

**Related topics:**

Unable to play voice mail on page 109

# Deleting a voice message

## About this task

Use this procedure to delete a voice message from the Avaya one-X® Mobile Messages screen.

## Procedure

1. Tap **Messages** on the bottom tab of the Avaya one-X® Mobile screen.
   The application displays the **Messages** screen.
2. Tap the voice message you want to delete.
3. Press the menu button on the device and tap **Delete**.
   The application prompts you to confirm the operation and displays two options: **Delete** and **Cancel**.
4. Tap **Delete**.
   The application deletes the voice message. The next voice message is highlighted and, if new, playback begins. The application also updates the new message count in the tab bar.

# Deleting all voice messages

## About this task

Use this procedure to delete all messages displayed on the Avaya one-X® Mobile Messages screen.

## Procedure

1. Tap **Messages** on the bottom tab of the Avaya one-X® Mobile screen.
   The application displays the **Messages** screen.
2. Press the menu button on the device, then tap **Edit**.
3. Tap **Select All**.
   The **Delete** button displays the number of messages to be deleted.
4. Tap **Delete**.

   The **Delete** button shows the number of voice mails to be deleted.

   The application prompts you to confirm the operation and displays two options: **Delete** and **Cancel**.
5. Tap **Delete**.

The application deletes all the selected messages.

## Marking a message as read or unread

### About this task

Use this procedure to mark a message you have read as unread or mark a message that is unread as read.

### Procedure

1. Tap **Messages** on the bottom tab of your Avaya one-X® Mobile screen.
2. On the Messages screen, tap the detail disclosure icon to view the details of the message.
3. On the Message Details screen, perform one of the following actions:
   - To mark the message as unread, tap **Mark as Unread**.
   - To mark the message as read, tap **Mark as Read**.

## Saving a new voice message contact to your contacts list

### About this task

Use this procedure to add callers, who left you a message in your voice messages inbox, to your list of contacts.

### Procedure

1. Tap **Messages** on the bottom tab of the Avaya one-X® Mobile screen.
   The application displays the **Messages** screen.
2. Tap the detail disclosure icon to view the details of the message.
3. On the Message Details screen, tap **Create New Contact**.
4. On the New contact screen, enter the details for the contact.
5. Tap **Done**.

**Note:**

Pressing the back button on the device also saves the contact. Tap **Revert** to exit from the New contact screen.

**Related topics:**

Changing the call block settings on page 39

# Adding a telephone number from Messages to an existing contact

## About this task

Use this procedure to update a contact with a telephone number displayed on the Messages screen.

## Procedure

1. Tap **Messages** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the list of voice messages on the Messages screen.
2. Tap the detail disclosure icon next to the contact whose details you wish to save.
3. On the Message Details screen, tap **Add to Existing Contact**.
4. On the My Contacts screen, tap the contact you wish to update.
   The application displays the contact in the edit mode.
5. Tap **Done** to return to the Message Details screen.
   The application adds the telephone number to the existing contact.

# Marking a voice message contact as VIP

## About this task

Use this feature to designate key contacts from the corporate directory of your company as VIPs. You can then use the VIP feature in association with the Block feature to allow only VIP calls.

**Note:**

You can mark only corporate contacts as VIP.

## Procedure

1. Tap **Messages** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the Messages screen.
2. Tap the detail disclosure icon next to a contact to view the details of the message.
3. Tap the **VIP Off** check box to toggle the status and mark the contact as VIP.

# Marking a voice message contact as favorite

### About this task

Use this feature to designate key contacts from the corporate directory of your company as favorite, for example, when the contact is frequently called. You can then easily search for the frequently called contact.

**Note:**

Only contacts from the corporate directory of your company can be marked as favorite.

### Procedure

1. Tap **Messages** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the Messages screen.
2. Tap the detail disclosure icon next to a contact to view the details of the message.
3. Tap the **Favorite Off** check box to toggle the status and mark the contact as favorite.

# Sending all calls to voice mail

### About this task

Use this procedure if you are unavailable to attend to calls and want to direct all callers to your voice mail.

### Procedure

1. Tap **Home** on the bottom tab of your Avaya one-X® Mobile screen.
2. Tap **Block** > **Block all calls**.
   The application directs all calls to voice mail.

   **Note:**

   If you enable **Send All Calls** on your desk phone, while **Block all calls** on your mobile device is disabled, the call might get simultaneously routed to your voice mail and your mobile device, thus registering a call entry. Hence, you should always use **Block all calls** on your mobile device to send all calls to voice mail.

## Messaging icons

| Icon | Name | Description |
|---|---|---|
|  | Messages | Displays the Messages screen.<br>The icon also displays the number of new voice messages. |
|  | Heard voice message | Indicates that you have already played this voice message. |
|  | Unheard voice message | Indicates that you have not played this voice message. |

# Managing history

## History feature overview

The History feature provides detailed information about incoming, outgoing, and missed calls on your telephone device.

**Note:**

The History screen displays the following call types:

- Outgoing calls made using the **Business: Callback** and **Business: Direct Dial** call setting. To see your call setting, see Changing the call settings on page 51.
- Incoming and missed calls made to your office telephone number.

Use the History feature to:

- View the call log.
- Add contact information to your contacts.
- Mark a contact as VIP for use with the Block feature.
- Initiate a call to any caller or number you called.

# Viewing history

### About this task

Use this procedure to view a list of missed, incoming, or outgoing calls on the Avaya one-X® Mobile History screen.

### Procedure

1. Tap **History** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the History screen. Each entry shows the time or date of the call and the call status indicators, such as incoming, outgoing, and missed.
2. Tap the detail disclosure icon next to a call entry.
   On the Call Details screen, the application displays the name, number of the caller or receiver, and the call status indicator.
3. Press the back button on the device to return to the History screen.

# Deleting a call entry

### About this task

Use this procedure to delete a call entry on the Avaya one-X® Mobile History screen.

### Procedure

1. Tap **History** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the History screen. Each entry shows the time or date of the call and the call status indicators such as, incoming, outgoing, and missed.
2. Press the menu button on the device, then tap **Edit**.
3. Tap the check box next to the call entry you want to delete.
   The application highlights and checks the selected entry. The **Delete** button shows the number of items to be deleted
4. Tap **Delete**.
   The application asks you to confirm the operation by displaying two buttons: **Delete** and **Cancel**.
5. Tap **Delete** to confirm the deletion.
   The application removes the selected entry from history.
6. Press the back button on the device to return to the History screen.

# Deleting the entire call history

## About this task

Use this procedure to delete all call entries on the Avaya one-X® Mobile History screen.

**Note:**

The application displays a certain number of call entries at a time on the History screen. Deleting all the displayed call entries displays the older call entries.

## Procedure

1. Tap **History** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the History screen. Each entry shows the time or date of the call and the call type.
2. Press the menu button on the device and tap **Delete All**.
   The application prompts you to confirm the operation and displays two options: **Delete** and **Cancel**.
3. Tap **Delete**.
   The application deletes all call entries.
4. Press the back button on the device to return to the History screen.

# Creating a new contact with details from History to your contact list

## About this task

Use this procedure to save the details of a caller from the Avaya one-X® Mobile History screen to the My Contacts screen.

## Procedure

1. Tap **History** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the History screen. Each entry shows the time or date of the call and the call status indicators such as, incoming, outgoing, or missed.
2. Scroll to highlight the number you want to add to your contacts list.
3. Tap the detail disclosure icon to view details of the contact.
4. On the Call Details screen, tap **Create New Contact**.
5. On the New contact screen, enter the details for the contact.
6. Tap **Done**.

**Note:**

Pressing the back button on the device also saves the contact. Tap **Revert** to return to the previous screen.

## Updating an existing contact with details from history

### About this task

Use this procedure to update a contact on the Avaya one-X® Mobile My Contacts screen with a telephone number on the History screen.

### Procedure

1. Tap **History** on the bottom tab of the Avaya one-X® Mobile screen.
   The application displays the **History** screen. Each entry shows the time or date of the call and the call status indicators (incoming, outgoing, missed)
2. Scroll to highlight the number you want to add to your contact list.
3. Tap the detail disclosure icon to view details of a contact.
4. On the Call Details screen, tap **Add to Existing Contact**.
5. On the My Contacts screen, tap to select an existing contact.
6. Press the back button on the device to return to the History screen.

## History icons

| Icon | Name | Description |
|---|---|---|
|  | History | Displays the History screen. |
|  | Incoming call | Indicates an incoming call. |
|  | Outgoing call | Indicates an outgoing call. |
|  | Missed call | Indicates a missed call. |

# Managing contacts

## Contacts feature overview

The Contacts feature of the Avaya one-X® Mobile application provides the following features that help you manage your work calls:

- You can add, edit, or delete a contact from your **My Contacts** list.

  **Note:**

  - The application displays all the contacts present locally in your mobile in the **My Contacts** list.
  - Adding, editing, or deleting a contact from **My Contacts** adds, edits, or deletes the contact from the local contact list of your mobile device.

- You can save contacts from the corporate directory of your company to the contacts list on your device. The application adds the contact to the Avaya one-X® Mobile **My Contacts** list. You can also manually update contact information.
- You can designate corporate directory contacts as favorites
- You can designate corporate directory contacts as VIPs for use with the Block feature.

**Related topics:**

Avaya one-X Mobile screen icon descriptions

Key features of Avaya one-X Mobile

## Viewing contacts

### About this task

Use this procedure to view the details of a contact on the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the Contacts screen, tap **My Contacts**.
3. On the My Contacts screen, tap a contact to view the details.
   The application displays the contact details on the Contact Details screen.

4. Press the back button on the device to navigate to the previous screens.

## Viewing the list of favorites

### About this task

Use this procedure to view the contacts marked as favorites on the Avaya one-X® Mobile Favorites screen.

### Procedure

1. Tap **Contacts** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the Contacts screen, tap **Favorites**.
   The application displays all contacts marked as favorites. It also displays the availability status for each of the contacts.
3. Press the back button on the device to return to the Contacts screen.

## Viewing the list of VIPs

### About this task

Use this procedure to view the contacts marked as VIP on the Avaya one-X® Mobile VIP screen.

### Procedure

1. Tap **Contacts** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the Contacts screen, tap **VIPs**.
   The application displays all contacts marked as VIPs. It also displays the availability status for each of the contacts.
3. Tap a contact to view the contact details.
4. Press the back button on the device to return to the VIPs screen.

## Searching your contact list

### About this task

Use this procedure to search for a contact on the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the **Contacts** screen, tap **My Contacts**.
3. Tap in the **Search** field, and then enter the first few letters of the first or the last name of the contact.
   The application displays the names from the contacts list that match the search criteria.

## Adding a contact

### About this task

Use this procedure to add a contact on the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the Contacts screen, tap **My Contacts**.
3. Press the menu button on the device, and then tap **Add New Contact**.
4. On the New contact screen, tap and enter the first and last name of the contact.
5. Tap the plus (**+**) sign to add additional details for the contact.
6. Tap **Done** after you finish adding the contact details to save the contact to your contact list.
   The application adds the new contact to your contacts list.
7. Tap **Revert** to return to the My Contacts screen without saving the changes.

## Deleting a contact

### About this task

Use this procedure to delete a contact from the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the bottom tab of your Avaya one-X® Mobile screen.
2. On the Contacts screen, tap **My Contacts**.
3. On the My Contacts screen, tap the **Search** field.

4. Enter the first few letters of the contact to be deleted.
5. In the list of displayed contacts, tap the contact to be deleted.
6. While on the Contact Details screen, press the menu button on the device, and then tap **Delete Contact**.
   The application asks you to confirm the operation and displays two buttons: **Delete** and **Cancel**.
7. Tap **Delete**.
   The application deletes the details of the contacts and navigates you back to the My Contacts screen.
8. Press the back button on the device to return to the Contacts screen.

## Editing a contact

### About this task

Use this procedure to edit the details of a contact on the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the Contacts screen, tap **My Contacts**.
3. On the My Contacts screen, tap the contact you want to edit.
4. Press the menu button on the device, and then tap **Edit Contact**.
   The application displays the details of the contact in editable mode on the Edit contact screen.
5. Edit the information as required.
6. Tap **Done**.
   The application displays the Contact Details screen.

## Sending a text message to a contact

### Before you begin

The application displays the **Text Message** button only if the contact has a mobile number listed.

### About this task

Use this procedure to send a text message to a contact. The application uses the data channel of your service provider to send the messages. Hence, the tariff plans of your service provider are applicable.

### Procedure

1. Tap **Contacts** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the Contacts screen, tap **My Contacts**.
3. On the My Contacts screen, tap the contact to whom you want to send the text message.
4. On the Contact Details screen, tap **Text Message**.

   **Note:**

   Press the menu button on the device to display more options to use while sending a text message.
5. Tap on the text box next to **Send** to display the keypad.
6. Type the text message and then tap **Send**.

## Adding a telephone number to an existing contact

### About this task

Use this procedure to update the details of an existing contact on the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the bottom tab of your Avaya one-X® Mobile screen.
2. Tap **My Contacts**.
   The application displays the list of contacts.
3. Tap an existing contact.
4. Press the menu button on the device, and then tap **Edit Contact**.
5. On the Edit contact screen, update the work telephone number and the mobile telephone number for the contact.
6. Tap **Done**.
   The application adds the work telephone number and mobile telephone number to an existing contact.

## Changing the call block settings

### About this task

Use this procedure to configure your telephone device to block incoming calls. You can use the options in this feature to block all incoming calls, allow only incoming calls from contacts marked as VIPs, or allow all calls.

### Procedure

1. Tap **Home** > **Block**.
2. On the Block screen, select one of the following:
   - **Do not block**: All calls can ring through.
   - **Allow VIP calls**: The application directs all callers not in the VIP calls list to your office voice mail.
   - **Block all calls**: The application blocks all calls and directs all callers to your office voice mail.
3. Tap **OK**.

# Managing the corporate directory

## Corporate Directory feature overview

Use the Avaya one-X® Mobile Corporate Directory feature to search for contact information from the corporate directory of your company.

You can save a contact from the corporate directory of your company to the local contacts on your device.

**Note:**

If you save a contact from the corporate directory and make any update to the phone numbers, the change is reflected in the corporate directory as well. But, the mobile device must be registered and the Microsoft Active Sync service must be enabled on the server.

**Related topics:**

Key features of Avaya one-X Mobile

Avaya one-X Mobile screen icon descriptions

Contacts feature overview on page 34

# Searching the corporate directory

### About this task

Use this procedure to search for a contact from the corporate directory of your company.

### Procedure

1. Tap **Contacts** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the Contacts screen, tap **Corporate Directory**.
3. On the Corporate Directory screen, in the search field, enter the first few letters of the first or last name of the contact.
4. Tap the search icon.
   The application displays a list of contacts based on your search criteria.
5. Tap the contact name to view details.
   The application displays the details of the contact. The contacts presence appears near the photo.

**Related topics:**

Making a call from Corporate Directory on page 23

# Marking a corporate directory contact as VIP

### About this task

Use this procedure to designate key contacts from the corporate directory of your company as VIPs. You can then use the VIP feature in association with the Block feature to allow only VIP calls.

**Note:**

You can mark only contacts from the corporate directory of your company as VIP.

### Procedure

1. Tap **Contacts** on the bottom tab of the Avaya one-X® Mobile screen.
2. Tap **Corporate Directory**.
3. On the Corporate Directory screen, enter the first few letters of the first or last name of the contact.
4. Tap the search icon.

The application displays a list of contacts that match the search criteria.

5. Tap a contact.
6. On the Contact Details screen, tap the **VIP Off** check box to toggle the status and mark the contact as VIP.

**Note:**

If the contact is already marked as VIP, the application displays the **VIP On** check box.

## Marking a corporate directory contact as favorite

### About this task

Use this procedure to designate key contacts from the corporate directory of your company as favorite, for example, when the contact is frequently called. You can then easily search for the frequently called contact.

**Note:**

Only contacts from the corporate directory of your company can be marked as favorite.

### Procedure

1. Tap **Contacts** on the bottom tab of the Avaya one-X® Mobile screen.
2. Tap **Corporate Directory**.
3. In the search field, enter the first few letters of the first or last name of the contact.
4. Tap the search icon.
5. Tap a contact from the list of returned contacts.
6. On the Contact Details screen, tap the **Favorite Off** check box to toggle the status and mark the contact as favorite.

**Note:**

If the contact is already marked as favorite, the application displays the **Favorite On** check box.

## Saving a corporate directory contact to your contacts list

### About this task

Use this procedure to save a contact from the corporate directory of your company to the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the Contacts screen, tap **Corporate Directory**.
3. On the **Corporate Directory** screen, in the search field, enter the first few letters of the first or last name of the contact.
4. Tap the search icon.
5. Tap the contact to view the complete contact details.
6. Tap **Add to Contacts**.
   The application adds the contact from the corporate directory to the list of your local phone contacts and displays the Corporate Directory screen.
7. Press the back button on the device to return to the Contacts screen.

# Managing ring phones

## Using the Ring Phones feature

### Ring Phones feature overview

Use the Avaya one-X® Mobile Ring Phones feature, to route incoming calls to your office number to one or more telephones of your choice. If you are unable to answer a work call, the application automatically directs the call to your office voice mail system.

#### Ring Phones destination

Your office telephone system routes calls from your work number to the destination numbers you choose from the ring phone destination list. You can create or delete ring phone destinations.

<**Deskphone**>: The application creates the <**Deskphone**> destination automatically when you sign up for the Avaya one-X® Mobile service. You can turn off the desk phone ringer if you do not want your office telephone to ring when someone calls your office telephone number.

**Mobile**: The application creates the **Mobile** destination automatically when you sign up for the Avaya one-X® Mobile service. You can turn off the mobile telephone ringer. The application

then allows only the **Desk Phone** and other selected ring phones to ring when someone calls your office telephone number.

You can add more ring phone destinations of your choice. You can also edit or modify the ring phones.

**Note:**

During adding, modifying, or deleting ring phones, you may experience a delay in the output depending on the network condition.

**Related topics:**

Key features of Avaya one-X Mobile

## Adding a ring phone

### About this task

Use this procedure to select telephone numbers that should ring when you receive an incoming call.

### Procedure

1. Tap **Home** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the current settings.
2. On the Home screen, tap **Ring Phones**.
3. In the Ring Phones dialog box, tap **Edit Ring Phones**.
4. On the Ring Phones screen, tap **New**.
5. In the **Name** field, enter a name for the new ring phone.
   You can enter a name with special characters.
6. In the **Number** field, enter a number for the ring phone.
   You can enter a telephone number with the International Direct Dialing (IDD) prefix. For example, if 011 is the IDD for countries like USA and Canada, enter 011, followed by the area code and the telephone number.
7. Tap **Save**.
   On the **Ring Phones** screen, the application displays the new ring phone at the end of the list.
8. Tap **Cancel** to return to the Ring Phones dialog box.
9. Tap **OK** to return to the Home screen.

## Modifying a ring phone

### Procedure

1. Tap **Home** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the current settings.
2. Tap **Ring Phones**.
3. In the Ring Phones dialog box, tap **Edit Ring Phones**.
4. Tap the detail disclosure icon next to the ring phone you want to modify.
5. Update the ring phone name or number, and then tap **Save**.
   The application saves the changes and navigates you back to the Ring Phones screen.
6. Press the back button to navigate to the previous screen.

## Deleting a ring phone

### Procedure

1. Tap **Home** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the current settings.
2. Tap **Ring Phones**.
3. In the Ring Phones dialog box, tap **Edit Ring Phones**.
4. Tap the check box next to the ring phone you want to delete.
   A check mark indicates the ring phone is selected. The application enables the **Delete** button.
5. Tap **Delete**.

# Managing incoming calls using the Ring Phones feature

## Selecting telephones to route calls

### About this task

Use this procedure to select telephones to route office calls and to turn off simultaneous ringing of telephones. For example, you can set your office telephone and mobile device to ring

simultaneously when you receive an incoming call on your office telephone system. Clear the **Mobile** option if you do not want calls to be routed to your mobile device.

**Note:**

You can add any number of ring phones to the Avaya one-X® Mobile application. However, you can select only five phones to ring simultaneously, including **Mobile** and **Deskphone**, when you receive an incoming call on your office telephone system. Even if you do not select **Mobile** and/or **Deskphone**, the Avaya one-X® Mobile application will allow only three other ring phones to ring simultaneously.

### Procedure

1. Tap **Home** on the bottom tab of your Avaya one-X® Mobile screen.
2. Tap **Ring Phones**.
   The application displays a list of telephones on which you can receive office calls.
3. In the Ring Phones dialog box, tap the check box to select the required telephones.
   When you receive an incoming call on your office telephone, only the selected telephones ring.
4. Tap **Ok** to return to the Home screen.
5. (Optional) To turn off the ringer of your office telephone, on the Home screen, tap **Ring Phones** > **Edit Ring Phones**. On the Ring Phones dialog box, clear the <**Desk Phone**> check box.

## Answering a call to your work number on your mobile device

### About this task

Use this procedure to answer a call from your office telephone number on your mobile device.

### Procedure

1. When your mobile device rings, tap **Answer** to answer the call.
2. Perform one of the following tasks as required:
   - If you do not hear a dial tone, you are connected to the call. Continue talking.
   - If you hear a dial tone, tap the keypad icon to display the telephone keypad and tap any numeric key.

     The application connects you to the call.

# Managing availability

## Viewing the availability

### About this task

Use this procedure to view your current availability status.

### Procedure

Tap **Home** on the bottom tab of your Avaya one-X® Mobile screen.
The **Availability** field displays the current presence status.

## Changing the availability

### About this task

Use this procedure to change your availability status.

### Procedure

1. Tap **Home** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the current settings.
2. Tap **Availability**.
   The application displays the Availability screen. The current status is marked with a green radio button.
3. On the Availability screen, tap the new presence status.
   The new status is marked with a green radio button.
4. Optionally, tap **Auto-Manage** to mark it as **ON**.
   The **Auto-Manage** feature sets your availability based on the availability status of your desk phone. For example, if your desk phone is busy, your availability is automatically set to **Busy**.
5. Tap **OK** to return to the Home screen.

# Managing status messages

## Adding a new status message

### About this task

Use this procedure to add a message to define your current status.

### Procedure

1. Tap **Home** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the current settings.
2. Tap **Status Message**.
   The application displays a list of status messages. The current status message is displayed with a check mark.
3. In the Status Message dialog box, tap **Edit Messages**.
4. On the Edit Messages screen, tap **New**.
5. On the New Message dialog box, enter a new status message. For example, I am away for lunch.

   **Note:**

   The application allows you to enter a status message with a maximum length of 50 characters.
6. Tap **Save**.
   The Edit Messages screen is displayed.
7. Tap **Cancel** to return to the Status Message dialog box.
8. Tap **OK** to return to the Home screen.

## Editing and saving a status message

### About this task

Use this procedure to edit and save a message that defines your status.

### Procedure

1. Tap **Home** on the bottom tab of your Avaya one-X® Mobile screen.

The application displays the current settings.

2. Tap **Status Message**.
3. In the Status Message dialog box, tap **Edit Messages**.
4. Tap the detail disclosure icon next to the status message you wan to edit.
5. Update the status message, then tap **Save**.
   The application navigates you back to the Edit Messages screen.
6. Tap **Cancel** to return to the Status Message dialog box.
7. Tap **OK** to return to the Home screen.

## Selecting a status message

### About this task

Use this procedure to select a message that defines your current status.

### Procedure

1. Tap **Home** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the current settings.
2. Tap **Status Message**.
3. On the Status Message dialog box, tap to select the status message.
   The radio button next to the status message turns green indicating the selection.
4. Tap **OK**.
   The new message is displayed on the Home screen.

## Deleting a status message

### Procedure

1. Tap **Home** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the current settings.
2. Tap **Status Message**.
3. On the Status Message dialog box, tap **Edit Messages**.
4. On the Edit Messages screen, tap to select the status message to be deleted.
   A check mark indicates the status message is selected.
5. Tap **Delete**.

The application confirms the operation by displaying two options: **Delete** and **Cancel**.

6. Tap **Delete**.
   The application deletes the status message and navigates you back to the Edit Messages screen.
7. Tap **Cancel** to return to the Status Message dialog box.
8. Tap **OK** to return to the Home screen.

# Viewing important information

## Viewing emergency numbers

### About this task

Avaya one-X® Mobile has preprogrammed worldwide emergency cellular numbers, such as 911, 112, 08, and 999. You can view these numbers in the **Emergency Numbers** field on the Settings screen. You cannot edit or modify these numbers because of security regulations.

### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, and then tap **Settings**.
2. Tap **Telephony Settings**.
3. Tap **Emergency Numbers**.
   The application displays the list of emergency numbers.
4. Tap **Cancel** to return to the Settings screen.

## Viewing the version information

### About this task

Use this procedure to view the Avaya one-X® Mobile version and build information on your mobile device.

### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, and then tap **Settings**.
2. Tap **About**.
   The application displays the version information.

## Viewing the account information

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Account Information**.
   The Account Information screen displays your **User Name**, **Password**, **Server**, **Port**, **SSL**, and **Voicemail PIN** details.

**Note:**

The password and PIN details are not displayed.

# Managing Avaya one-X Mobile settings

## Changing Avaya one-X® Mobile settings

You can adjust the settings of your Avaya one-X® Mobile to customize the application.

For example, you can configure the settings to receive the voice mail notification as an SMS on your mobile device when a new voice mail arrives in your corporate voice mail inbox.

**Related topics:**

Changing the call setting
Changing the call using setting
Changing the account information
Changing the directory sort order settings on page 52
Changing the voice mail setting on page 53
Changing the message notification setting on page 54

Setting the idle time on the device on page 55
Changing the default tab setting on page 75

# Changing the call settings

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Call Settings**.
3. On the Call Settings screen, tap **Network**.
4. In the Network dialog box, tap on one of the following radio buttons:
   - **Business: Callback**: Your office telephone system first initiates a call to your selected ring phone destination and then connects the call to the destination number you are calling. This is the most economical way to make a call.
   - **Business: Direct Dial**: Allows you to make a call using the Avaya one-X® Mobile Lite mode of operation. To select this option, you must first manually enter or import the telephony settings. For more information refer to Changing Avaya one-X Mobile Lite telephony settings on page 57.
   - **Personal**: Allows you to use the network of your service provider while making a call.

   The application changes the network settings, and then displays the Call Settings screen.

# Changing the call using setting

### Before you begin

You have to select the **Network** setting as **Business: Call Back**. For more information, see Changing the call settings on page 51.

### About this task

Use this procedure to change the call using settings to select the call back destination to use when making outgoing calls.

### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, and then tap **Settings**.
2. Tap **Call Settings**.

3. On the Call Settings screen, tap **Call using**.
4. In the displayed dialog box, tap the telephone number to use when making outgoing calls.
5. Press the back button on the device to navigate to the Settings screen.

## Changing the default tab setting

### About this task

Use this procedure to change the default screen that you see after you log in to the Avaya one-X® Mobile application.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Default Tab**.
3. Tap to select a tab to use as default when you log into the application.

**Note:**

Exit, and then relogin for the changes to take effect.

## Changing the directory sort order settings

### About this task

Use this procedure to arrange the order of the results of any Avaya one-X® Mobile search activity either by the first name or the last name of the person. This procedure also displays the contacts in your contacts list as per this setting.

### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, then tap **Settings**.
2. On the Settings screen, tap **Directory Sort Order**.
3. Select one of the following:
   - **First, Last**: The application sorts the contacts alphabetically by the first name.
   - **Last, First**: The application sorts the contacts alphabetically by the last name.

The application displays the new **Directory Sort Order** setting on the Settings screen.

## Changing the voice mail setting

### About this task

Use the following procedure to change your voice mail number. This configuration is needed if your administrator has disabled the **Allow voice messages on mobile** setting for your profile. This setting thus provides an option to access your voice mail directly.

### Procedure

1. Press the menu button on the device, and then tap **Settings** > **Telephony Settings** > **Voicemail Access**.
2. In the Voicemail Access dialog box, enter or edit your voice mail number.
3. Tap **OK** to return to the Settings screen.
   The application displays the new voice mail setting.

## Changing the client mode of operation

### About this task

Use this procedure to change the mode of operation of your client device to work in the standalone mode or connect to the Avaya one-X® Client Enablement Services server.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Client Mode**.
3. In the Client Mode dialog box, tap one of the following options:
   - **UC Mode**: Allows you to connect to the Avaya one-X® Client Enablement Services server.
   - **Lite Mode**: Allows you to work in the standalone mode by connecting directly to the Communication Manager server.

   The application sets the mode of operation and displays a dialog box asking you to confirm the operation.
4. Tap **Yes** to confirm the operation.

# Changing the message notification setting

## About this task

Use this procedure to receive an SMS on your mobile device when a new voice mail arrives in your corporate voice mail inbox.

**Note:**

This feature is unavailable if your mobile device is not configured for voice mail.

## Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Message Notification**.
3. Tap one of the following:
   - **On**: The mobile device receives a notification via SMS for all voice mails.
   - **Off**: The mobile device does not receive any notification when a voice mail arrives on the server.
   - **Urgent Only**: The mobile device receives a notification via SMS only for those voice mails marked as urgent.

# Changing the account information

## About this task

Use this procedure to change your account details. You can change only your password and voice mail PIN details.

**Note:**

You must use the administration portal to change your account details. Only then you can change the account details on your mobile phone.

## Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Account Information**.
   The Account Information screen displays your account details.
3. Tap **Password** to update your login password.
4. Tap **Voicemail PIN** to update the voice mail PIN.

**Note:**

The application does not send you any notification after your administrator changes your voice mail PIN. Wait for a period of 24 hours for the changes to take effect. Till then, you can continue to download voice mails using the old voice mail PIN.

5. Tap **Save** to save the details.

**Note:**

You will need to exit and reenter into the application or the changes to take effect

6. Tap **Clear Account** to clear the account details.

## Setting the idle time on the device

### About this task

Use this procedure to keep the server communication channel open for client applications to send data packets to the server on a regular basis, usually every 240 seconds. This prevents the server from closing the connection.

Change this setting only if your administrator requests you to do so.

### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Advanced Features**.
3. On the Advanced Features screen, tap **Client Idle Time**.
4. In the Client Idle Time dialog box, enter a value (in seconds) between `100` to `600`.

   The default value is 240 seconds.
5. Tap **OK** to save the setting.
6. Press the back button on the device to return to the Settings screen.

## Setting the Simultaneous Ring Control feature

### About this task

If you use both, the Avaya one-X® Mobile UC mode and the Avaya one-X® Mobile Lite mode, the **Simultaneous Ring** section is not displayed on the Home screen while in the Avaya one-X® Mobile Lite mode. Use the Simultaneous Ring Control feature to set the **Simultaneous Ring**

section to be displayed on the Home screen while in the Lite mode, inspite of being provisioned to operate in both modes.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Advanced Features**.
3. On the Advanced Features screen, tap **Simultaneous Ring Control**.
4. Tap one of the following options:
   - **Hide**: The **Simultaneous Ring** section is not displayed on the Home screen.
   - **Show**: The **Simultaneous Ring** section is displayed on the Home screen

# Sending diagnostic log files

## Sending diagnostic logs feature overview

Use this feature to set the logging level or to send error files through email to the Avaya support center. You can either send the logs or set the logging level of detail.

**Related topics:**

Changing the logging level on page 56
Sending diagnostic logs on page 57

## Changing the logging level

### About this task

The Logging Level feature controls the level of detail for the collected log entries. Set the logging level to **Errors**, unless required for troubleshooting.

### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, then tap **Settings**.
2. On the Settings screen, tap **Send Diagnostic Logs**.
3. On the Send Diagnostic Logs screen, tap **Logging Levels**.
4. In the Logging Level dialog box, tap one of the following:

- **Errors**: The application records critical errors in the logs. For example, invalid login, unexpected server response, invalid user name, application errors
- **Info**: The system records detailed Application logs. For example, startup time, login
- **Debug**: The application collects detailed log entries. This is useful for troubleshooting.

## Sending diagnostic logs

### About this task

Use this procedure to send error files though email to the Avaya support center.

### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Send Diagnostic Logs**.
3. On the Send Diagnostic Logs screen, tap **Send Logs**.
   The application displays the e-mail compose screen with the address line prefilled with mobilitysupport@avaya.com. The body of the e-mail contains the error logs.
4. Tap **Send** to send the log files.

# Managing Avaya one-X® Mobile Lite telephony settings

## Changing Avaya one-X® Mobile Lite telephony settings

The telephony settings are necessary when making a call or gaining access to the mid-call features, The telephony settings must be set when one of the following conditions apply:

- **Client Mode** on the Settings screen is set to **Lite**.
- **Network** on the Call Settings screen is set to **Business: Direct Dial**.

You can get to the Telephony Settings screen during the initial set up of the Avaya one-X® Mobile application by choosing the Avaya one-X® Mobile Lite mode option or by pressing the menu button on the device, and then tapping **Settings** > **Telephony Settings**.

You can adjust these settings to customize the Avaya one-X® Mobile Lite mode of operation. For example, you can configure the settings to enable simultaneous ringing of your desk phone and mobile devices.

**Note:**

The system displays the mandatory settings in red color. If the mandatory settings are incomplete, the application displays a warning message informing you to either complete the configuration or exit from the application. On completing the required settings, the application enables the **Finish Setup** button.

## Setting the emergency number

### About this task

The Emergency Numbers screen displays a list of predefined numbers that you can set as default to contact in case of an emergency.

Use this procedure to set the emergency number from a list of predefined numbers.

### Procedure

1. Press the menu button on the device and tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Emergency Numbers**.
4. In the Emergency Numbers dialog box, tap a number to select it as the default number to dial in case of an emergency.
   The application changes the color of the radio button to green and displays the Telephony Settings screen. The Telephony Settings screen now displays the selected entry in the **Emergency Numbers** field.

## Customizing the emergency number

### About this task

Use this procedure to customize the emergency number to a number not displayed in the predefined list of numbers.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Custom Emergency Number**.
4. In the Custom Emergency Number dialog box, enter a number to set it as the emergency number.
5. Tap **OK**.

The application displays the Telephony Settings screen. The Telephony Settings screen now displays the number in the **Custom Emergency Number** field.

## Setting the Default Direct Inward Dialing (DID) Prefix

The Direct Inward Dialing (DID) code is the first set of digits that are common to all FNEs. The application prefixes the default DID to the FNE when activating or deactivating a feature.

### About this task

Use this procedure to set the default DID prefix. The application prefixes the DID to an FNE when any feature is activated or deactivated by the user. For example, consider the default DID prefix to be 02066070 and the FNE to enable a feature is 681. When enabling the feature, the application dials 02066070681.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Default DID Prefix**.
4. In the Default DID Prefix dialog box, enter a number to set it as the DID code.
5. Tap **OK**.

## Setting the Idle Appearance Select code

### About this task

Use this procedure to set the Idle Appearance Select code. The Idle Appearance Select code identifies an idle line on your desk phone when you want to make a call.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Idle Appearance Select**.
4. In the Idle Appearance Select dialog box, enter the code to set the idle appearance for your telephone.
5. Tap **OK**.

## Setting the Internal Extension Length

Use the Avaya one-X® Mobile Lite mode to make a call to the extension number of an employee within the corporate directory of your company by dialing the short-string, private-extension number.

### About this task

The **Internal ext. Length** field determines if the called number is an extension number within your corporate and can be called directly. Use this procedure to set the number of digits in an extension number within your corporate. The default value is set to 4.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Internal ext. Length**.
4. In the Internal ext. Length dialog box, tap to select the number of digits from the displayed list.
   The application changes the color of the radio button to green and displays the Telephony Settings screen showing the setting in the **Internal ext. Length** field.

## Setting the National Number Length

### About this task

Use this procedure to set the length, in terms of the number of digits, in a national number. The **Nat. Number Length** field determines the number of digits in the telephone number of your home country. Exclude the country code when calculating the national number length.

### Procedure

1. Press the menu button on the device and tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Nat. Number Length**.
4. Tap one of the options in the Nat. Number Length dialog box.
   The color of the radio button changes to green and the application displays the Telephony Settings screen.

## Setting the Outside Line Code

### About this task

Use this procedure to set the outside line code or Alternate/Automatic Route Selection (ARS) code for the Avaya one-X® Mobile application in Lite mode to use when dialing an outside number. For example, the most common ARS access code for North America and Western Europe is 9, while for Germany and Eastern Europe it is 0.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Outside Line Code**.
3. In the Outside Line Code dialog box, enter the outside line code.
4. Tap **OK**.
   The application displays the Settings screen showing the code in the **Outside Line Code** field.

## Setting the Home Country Code

### About this task

Use this procedure to set the home country code. The complete list of country codes can be found at http://www.itu.int/itudoc/itu-t/ob-lists/icc/e164_763.html.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen tap **Home Country Code**.
4. In the Home Country Code dialog box, enter your home country code.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Home Country Code** field.

## Setting the National Direct Dial code

### About this task

Use this procedure to set the national direct dial code. Avaya one-X® Mobile modifies dialed numbers to be compatible with your office voice mail system. The **Nat. Direct Dial** code is used to make a direct-dial call within your home country.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap .
4. In the Nat. Direct Dial dialog box, enter the national direct dial code.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Nat. Direct Dial** field.

## Setting the International Direct Dial code

### About this task

Use this procedure to set the international direct dial code. Avaya one-X® Mobile modifies dialed numbers to be compatible with your office voice mail system. The **Intl. Direct Dial** code is used to make an international direct-dial call.

**Note:**

If the dialed number starts with + or has IDD prefixed, the number is an international number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Intl. Direct Dial**.
4. In the Intl. Direct Dial dialog box, enter the international direct dial code.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Intl. Direct Dial** field.

## Setting the Voicemail Access number

### About this task

Use the following procedure to set your voice mail access number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Voicemail Access**.
4. In the Voicemail Access dialog box, enter your voice mail number.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Voicemail Access** field.

## Setting the Off-PBX Call Enable code

The Off-PBX Enable feature is similar to the SimRing Enable feature. The SimRing Enable feature allows you to set a destination telephone number (usually your mobile telephone number) to ring when you receive a call on your office telephone number.

### About this task

Use this procedure to set the code to activate your mobile device to ring when you receive a call on your office telephone number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Off-PBX Call Enable**.
4. In the Off-PBX Call Enable dialog box, enter the code to enable the simultaneous ring feature.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Off-PBX Call Enable** field.

## Setting the Off-PBX Call Disable code

In this application, the Off-PBX Call Disable feature is similar to the SimRing Disable feature. The SimRing Disable feature disables your destination telephone number (usually your mobile telephone number) from ringing when you receive a call on your office telephone number.

### About this task

Use this procedure to set the code to disable your mobile device from ringing when you receive a call on your office telephone number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Off-PBX Call Disable**.
4. In the Off-PBX Call Disable dialog box, enter the code to disable the simultaneous ring feature.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Off-PBX Call Disable** field.

## Setting the Call Forward All code

### About this task

Use this procedure to set the code to activate call forwarding.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Call Forward All**.
4. In the Call Forward All dialog box, enter the code to activate call forwarding for all calls.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Call Forward All** field.

## Setting the Call Forward Busy/No Answer code

### About this task

Use this procedure to set the code to forward calls when the status of your telephone line is Busy or No Answer.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Call Forward Busy/No Answer**.
4. In the Call Forward Busy/No Answer dialog box, enter the code to enable call forwarding when the status of the telephone line is Busy or No Answer.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Call Forward Busy/No Answer** field.

## Setting the Call Forward Cancel code

### About this task

Use this procedure to set the code to cancel call forwarding.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Call Forward Cancel**.
4. In the Call Forward Cancel dialog box, enter the code to cancel call forwarding.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Call Forward Cancel** field.

## Setting the Active Appearance Select code

### About this task

Use this procedure to set the code to join an active call on your office deskphone via your mobile device.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Active Appearance Select**.
4. In the Active Appearance Select dialog box, enter the code to join a call.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Active Appearance Select** field.

## Setting the Held Appearance Select code

### About this task

Use this procedure to set the code to put a call on hold on the server.

**Note:**

This feature is not implemented for the current release.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Held Appearance Select**.
4. In the Held Appearance Select dialog box, enter the code to put a call on hold.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Held Appearance Select** field.

## Setting the Send All Calls code

### About this task

Use this procedure to set the code to send all calls to a predefined telephone number set by your administrator on the server. This number is usually your corporate voice mail number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.

3. On the Telephony Settings screen, tap **Send All Calls**.
4. In the Send All Calls dialog box, enter the code to send all calls to a predefined (usually voice mail) number set on the server.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Send All Calls** field.

## Setting the Send All Calls Cancel code

### About this task

Use this procedure to set the code to cancel sending all calls to the predefined number set by your administrator on the server.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Send All Calls Cancel**.
4. In the Send All Calls Cancel dialog box, enter the code to cancel sending all calls.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Send All Calls Cancel** field.

## Setting the Conference on Answer code

### About this task

Use this procedure to set the code to add a number to a conference call.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Conference on Answer**.
4. In the Conference on Answer dialog box, enter the code to add a number to a conference call.
5. Tap **OK**.

The application displays the Telephony Settings screen showing the code in the **Conference on Answer** field.

## Setting the Transfer On Hang-Up code

### About this task

Use this procedure to set the code to transfer a call to another telephone number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Transfer On Hang-Up**.
4. In the Transfer On Hang-Up dialog box, enter the code to transfer a call to another telephone number.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Transfer On Hang-Up** field.

## Setting the Drop Last Added Party code

### About this task

Use this procedure to set the code to drop the last call added to the conference.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Drop Last Added Party**.
4. In the Drop Last Added Party dialog box, enter the code to drop the last call added to the conference.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Drop Last Added Party** field.

## Setting the Exclusion code

The Exclusion feature restricts another party from eavesdropping on an active call made from your deskphone or mobile.

### About this task

Use the following procedure to set the exclusion code:

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Exclusion**.
4. In the Exclusion dialog box, enter the exclusion code.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Exclusion** field.

# Chapter 4: Avaya one-X® Mobile Lite mode

## Avaya one-X® Mobile Lite mode overview

The Avaya one-X® Mobile Lite mode provides the simultaneous ring feature for mobile users, and thus remain productive with a single telephone number and voice mail capabilities. You can also direct calls to any other telephone number or send all the callers to your corporate voice mail number, thus allowing you to be reached on which number you want to be reached and when you want to be reached.

The Avaya one-X® Mobile Lite mode turns your mobile device into your office telephone by delivering your business calls to your mobile device. The application does not affect the way in which you receive personal calls on your mobile device, because personal calls are received through your existing mobile number and service provider.

**Note:**

Your service provider tariff rates are applicable when making calls using the Avaya one-X® Mobile Lite mode.

## Setting up the Avaya one-X® Mobile Lite mode

### Configuration data worksheet

Gather the following information only if you plan to set up the application manually. Contact your administrator for more details.

**Note:**

The Telephony Settings screen displays the mandatory settings in red.

**REQUIRED INFORMATION**

| | |
|---|---|
| Emergency Number | |
| Custom Emergency Number | |
| Default DID Prefix | |

| | |
|---|---|
| Internal Extension Length | |
| National Number Length | |
| Outside Line Code | |
| Home Country Code | |
| National Direct Dial | |
| International Direct Dial | |
| Voicemail Access | |

### Feature Name Extensions (FNEs)

| | |
|---|---|
| Off-PBX Call Enable | |
| Off-PBX Call Disable | |
| Call Forward All | |
| Call Forward Busy/No Answer | |
| Call Forward Cancel | |
| Active Appearance Select | |
| Idle Appearance Select | |
| Held Appearance Select | |
| Send All Calls | |
| Send All Calls Cancel | |
| Conference on Answer | |
| Transfer On Hang-Up | |
| Drop Last Added Party | |
| Exclusion | |

## Setting up the Avaya one-X® Mobile Lite mode

### Before you begin

- Contact your administrator to enable Extension to Cellular (EC500) for your mobile device.
- Gather the required codes and Feature Name Extensions (FNEs) only if you plan to set up the application manually. For the list of codes refer to Configuration data worksheet
- Download the `.onexec500.txt` settings file if you want to set up the application automatically. Contact your administrator for more details.

### About this task

Use the following procedure to set up the Avaya one-X® Mobile Lite mode on your mobile device.

If you are logging into the Avaya one-X® Mobile application for the first time, you can choose the Lite mode from the Avaya one-X® Mobile Welcome screen. If you are in the UC mode, and want to switch to the Lite mode, tap **Settings** > **Client Mode** > **Avaya one-X Mobile Lite Mode**.

### Procedure

On the screen to configure the settings, tap:

- **Import Settings**: Tap this button if you want to use preset settings to configure the Avaya one-X® Mobile Lite mode. The application displays the Import Settings screen. Ask your administrator to provide you the settings file. You can download this file on your mobile device through e-mail, a shared link, or transfer the file using a USB or the Bluetooth connection of your computer or device.

  For more details, refer to Configuring the settings automatically on page 73.

- **Manually Set**: Tap this button if you want to configure the settings manually. Tap **Finish Setup** when you finish configuring the setup. You can choose to switch to the UC mode by tapping **Use UC Mode**.

  For more details, refer to Changing Avaya one-X Mobile Lite telephony settings on page 57.

- **Exit**: Tap this button to exit from the application.

## Configuring the settings automatically

### Before you begin

Your system administrator must provide you with the settings file. The settings file, `.onexec500.txt`, should be saved in a folder on your mobile device.

### About this task

Use this procedure to use preset settings to configure Avaya one-X® Mobile.

### Procedure

1. On the screen to configure the Avaya one-X® Mobile settings for Lite mode, tap **Import settings**.
   The application searches for the settings file and displays a list of settings files available on your mobile.
2. Tap a settings file to use the preset settings.

The application displays a dialog box to inform you that the settings are successfully loaded.

3. Tap **OK** to return to the Settings screen.

# Managing Avaya one-X® Mobile Lite Settings

## Changing Avaya one-X® Mobile Lite settings

You can get to the Settings screen by pressing the menu button on the device and then tapping **Settings**.

You can adjust the settings to customize the Avaya one-X® Mobile application working in the Lite mode.

## Changing the call setting

### About this task

Use this procedure to place calls through your office telephone system. However, under certain circumstances such as the lack of a stable data connection with your telephone carrier, it is effective to make a call directly using your mobile phone.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. Tap **Call Settings**, then tap **Network**, and then tap one of the following:
   - **Business: DirectDial**: Allows you to make a call using the Avaya one-X® Mobile Lite mode of operation. The system routes the call using the Avaya Aura® Communication Manager server. The Calling Line Identification Display (CLID) of the receiver displays your office telephone number and not your mobile number.
   - **Personal**: The application makes the calls through your mobile carrier.

     **Note:**

     The application does not update the call log for outgoing calls if the call setting is set to **Personal**.

   A highlighted radio button indicates your selection.


Comments? infodev@avaya.com

# Changing the default tab setting

### About this task

Use this procedure to change the default screen that you see after you log in to the Avaya one-X® Mobile application.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Default Tab**.
3. Tap to select a tab to use as default when you log into the application.
4. Press the back button on the device, and then tap **Save** to save the setting.

**Note:**

Re-enter the application for the changes to take effect.

# Changing the directory sort order settings

### About this task

Use this procedure to arrange the order of the results of any Avaya one-X® Mobile search activity either by the first name or the last name of the person. This procedure also displays the contacts in your contacts list as per this setting.

### Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, then tap **Settings**.
2. On the Settings screen, tap **Directory Sort Order**.
3. Select one of the following:
   - **First, Last**: The application sorts the contacts alphabetically by the first name.
   - **Last, First**: The application sorts the contacts alphabetically by the last name.

   The application displays the new **Directory Sort Order** setting on the Settings screen.

# Changing the client mode of operation

## About this task

Use this procedure to change the mode of operation of your client device to work in the standalone mode or connect to the Avaya one-X® Client Enablement Services server.

## Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Client Mode**.
3. In the Client Mode dialog box, tap one of the following options:
   - **UC Mode**: Allows you to connect to the Avaya one-X® Client Enablement Services server.
   - **Lite Mode**: Allows you to work in the standalone mode by connecting directly to the Communication Manager server.

   The application sets the mode of operation and displays a dialog box asking you to confirm the operation.
4. Tap **Yes** to confirm the operation.

# Viewing the version information

## About this task

Use this procedure to view the Avaya one-X® Mobile version and build information on your mobile device.

## Procedure

1. From any of the screens in the Avaya one-X® Mobile application, press the menu button on the device, and then tap **Settings**.
2. Tap **About**.
   The application displays the version information.

# Managing the corporate directory settings

## Changing the corporate directory settings

The corporate directory of your company behaves like a corporate phone book where you can search for the information of a contact from your company, such as phone number (desk phone or mobile or both) or e-mail address.

You must enter your user name, password, exchange server, secure connection, and SSL certificate information to gain access to the Avaya one-X® Mobile Lite Corporate Directory screen displaying the list of contacts. Contact your administrator to provide you with these details.

After you enter your credentials, you can gain access the corporate directory of your company by tapping **Contacts** on the bottom tab of theAvaya one-X® Mobile Lite screen, and then tapping **Corporate Directory**.

## Setting the user name

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Corporate Directory Settings**.
3. On the Corporate Directory Settings screen, tap **Username**.
4. In the Username dialog box, enter the user name of your corporate domain.
5. Tap **OK**.
   The application displays the Corporate Directory Settings screen showing the user name in the **Username** field.

## Setting the password

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Corporate Directory Settings**.
3. On the Corporate Directory Settings screen, tap **Password**.
4. In the Password dialog box, enter you corporate domain password.

5. Tap **OK**.
   The application displays the Corporate Directory Settings screen.

## Setting the exchange server

### About this task

**Exchange Server** setting allows you to enter the name of the exchange server you want the application to connect to.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Corporate Directory Settings**.
3. On the Corporate Directory Settings screen, tap **Exchange Server**.
4. In the Exchange Server dialog box, enter the name of your exchange server.
5. Tap **OK**.
   The application displays the Corporate Directory Settings screen showing the exchange server name in the **Exchange Server** field.

## Setting the secure connection

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Corporate Directory Settings**.
3. On the Corporate Directory Settings screen, tap **Use secure connection**.
   The application enables the secure connection feature by displaying a green check mark.

   **Note:**

   On enabling the secure connection feature, the application enables the **Accept all SSL certificates** field.
4. Tap **Accept all SSL certificates**.
   The application displays a green check mark indicating that all SSL certificates will be accepted.

## Setting the Simultaneous Ring Control feature

### About this task

If you use both, the Avaya one-X® Mobile UC mode and the Avaya one-X® Mobile Lite mode, the **Simultaneous Ring** section is not displayed on the Home screen while in the Avaya one-X® Mobile Lite mode. Use the Simultaneous Ring Control feature to set the **Simultaneous Ring** section to be displayed on the Home screen while in the Lite mode, inspite of being provisioned to operate in both modes.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Advanced Features**.
3. On the Advanced Features screen, tap **Simultaneous Ring Control**.
4. Tap one of the following options:
   - **Hide**: The **Simultaneous Ring** section is not displayed on the Home screen.
   - **Show**: The **Simultaneous Ring** section is displayed on the Home screen

# Managing Avaya one-X® Mobile Lite telephony settings

## Changing Avaya one-X® Mobile Lite telephony settings

The telephony settings are necessary when making a call or gaining access to the mid-call features, The telephony settings must be set when one of the following conditions apply:

- **Client Mode** on the Settings screen is set to **Lite**.
- **Network** on the Call Settings screen is set to **Business: Direct Dial**.

You can get to the Telephony Settings screen during the initial set up of the Avaya one-X® Mobile application by choosing the Avaya one-X® Mobile Lite mode option or by pressing the menu button on the device, and then tapping **Settings** > **Telephony Settings**.

You can adjust these settings to customize the Avaya one-X® Mobile Lite mode of operation. For example, you can configure the settings to enable simultaneous ringing of your desk phone and mobile devices.

**Note:**

The system displays the mandatory settings in red color. If the mandatory settings are incomplete, the application displays a warning message informing you to either complete the configuration or exit from the application. On completing the required settings, the application enables the **Finish Setup** button.

# Setting the emergency number

### About this task

The Emergency Numbers screen displays a list of predefined numbers that you can set as default to contact in case of an emergency.

Use this procedure to set the emergency number from a list of predefined numbers.

### Procedure

1. Press the menu button on the device and tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Emergency Numbers**.
4. In the Emergency Numbers dialog box, tap a number to select it as the default number to dial in case of an emergency.
   The application changes the color of the radio button to green and displays the Telephony Settings screen. The Telephony Settings screen now displays the selected entry in the **Emergency Numbers** field.

# Customizing the emergency number

### About this task

Use this procedure to customize the emergency number to a number not displayed in the predefined list of numbers.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Custom Emergency Number**.
4. In the Custom Emergency Number dialog box, enter a number to set it as the emergency number.
5. Tap **OK**.

The application displays the Telephony Settings screen. The Telephony Settings screen now displays the number in the **Custom Emergency Number** field.

## Setting the Default Direct Inward Dialing (DID) Prefix

The Direct Inward Dialing (DID) code is the first set of digits that are common to all FNEs. The application prefixes the default DID to the FNE when activating or deactivating a feature.

### About this task

Use this procedure to set the default DID prefix. The application prefixes the DID to an FNE when any feature is activated or deactivated by the user. For example, consider the default DID prefix to be 02066070 and the FNE to enable a feature is 681. When enabling the feature, the application dials 02066070681.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Default DID Prefix**.
4. In the Default DID Prefix dialog box, enter a number to set it as the DID code.
5. Tap **OK**.

## Setting the Idle Appearance Select code

### About this task

Use this procedure to set the Idle Appearance Select code. The Idle Appearance Select code identifies an idle line on your desk phone when you want to make a call.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Idle Appearance Select**.
4. In the Idle Appearance Select dialog box, enter the code to set the idle appearance for your telephone.
5. Tap **OK**.

# Setting the Internal Extension Length

Use the Avaya one-X® Mobile Lite mode to make a call to the extension number of an employee within the corporate directory of your company by dialing the short-string, private-extension number.

### About this task

The **Internal ext. Length** field determines if the called number is an extension number within your corporate and can be called directly. Use this procedure to set the number of digits in an extension number within your corporate. The default value is set to 4.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Internal ext. Length**.
4. In the Internal ext. Length dialog box, tap to select the number of digits from the displayed list.
   The application changes the color of the radio button to green and displays the Telephony Settings screen showing the setting in the **Internal ext. Length** field.

# Setting the National Number Length

### About this task

Use this procedure to set the length, in terms of the number of digits, in a national number. The **Nat. Number Length** field determines the number of digits in the telephone number of your home country. Exclude the country code when calculating the national number length.

### Procedure

1. Press the menu button on the device and tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Nat. Number Length**.
4. Tap one of the options in the Nat. Number Length dialog box.
   The color of the radio button changes to green and the application displays the Telephony Settings screen.

# Setting the Outside Line Code

## About this task

Use this procedure to set the outside line code or Alternate/Automatic Route Selection (ARS) code for the Avaya one-X® Mobile application in Lite mode to use when dialing an outside number. For example, the most common ARS access code for North America and Western Europe is 9, while for Germany and Eastern Europe it is 0.

## Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Outside Line Code**.
3. In the Outside Line Code dialog box, enter the outside line code.
4. Tap **OK**.
   The application displays the Settings screen showing the code in the **Outside Line Code** field.

# Setting the Home Country Code

## About this task

Use this procedure to set the home country code. The complete list of country codes can be found at http://www.itu.int/itudoc/itu-t/ob-lists/icc/e164_763.html.

## Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen tap **Home Country Code**.
4. In the Home Country Code dialog box, enter your home country code.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Home Country Code** field.

# Setting the National Direct Dial code

## About this task

Use this procedure to set the national direct dial code. Avaya one-X® Mobile modifies dialed numbers to be compatible with your office voice mail system. The **Nat. Direct Dial** code is used to make a direct-dial call within your home country.

## Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap .
4. In the Nat. Direct Dial dialog box, enter the national direct dial code.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Nat. Direct Dial** field.

# Setting the International Direct Dial code

## About this task

Use this procedure to set the international direct dial code. Avaya one-X® Mobile modifies dialed numbers to be compatible with your office voice mail system. The **Intl. Direct Dial** code is used to make an international direct-dial call.

**Note:**

If the dialed number starts with + or has IDD prefixed, the number is an international number.

## Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Intl. Direct Dial**.
4. In the Intl. Direct Dial dialog box, enter the international direct dial code.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Intl. Direct Dial** field.

## Setting the Voicemail Access number

### About this task

Use the following procedure to set your voice mail access number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Voicemail Access**.
4. In the Voicemail Access dialog box, enter your voice mail number.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Voicemail Access** field.

## Setting the Off-PBX Call Enable code

The Off-PBX Enable feature is similar to the SimRing Enable feature. The SimRing Enable feature allows you to set a destination telephone number (usually your mobile telephone number) to ring when you receive a call on your office telephone number.

### About this task

Use this procedure to set the code to activate your mobile device to ring when you receive a call on your office telephone number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Off-PBX Call Enable**.
4. In the Off-PBX Call Enable dialog box, enter the code to enable the simultaneous ring feature.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Off-PBX Call Enable** field.

# Setting the Off-PBX Call Disable code

In this application, the Off-PBX Call Disable feature is similar to the SimRing Disable feature. The SimRing Disable feature disables your destination telephone number (usually your mobile telephone number) from ringing when you receive a call on your office telephone number.

### About this task

Use this procedure to set the code to disable your mobile device from ringing when you receive a call on your office telephone number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Off-PBX Call Disable**.
4. In the Off-PBX Call Disable dialog box, enter the code to disable the simultaneous ring feature.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Off-PBX Call Disable** field.

# Setting the Call Forward All code

### About this task

Use this procedure to set the code to activate call forwarding.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Call Forward All**.
4. In the Call Forward All dialog box, enter the code to activate call forwarding for all calls.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Call Forward All** field.

# Setting the Call Forward Busy/No Answer code

### About this task

Use this procedure to set the code to forward calls when the status of your telephone line is Busy or No Answer.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Call Forward Busy/No Answer**.
4. In the Call Forward Busy/No Answer dialog box, enter the code to enable call forwarding when the status of the telephone line is Busy or No Answer.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Call Forward Busy/No Answer** field.

# Setting the Call Forward Cancel code

### About this task

Use this procedure to set the code to cancel call forwarding.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Call Forward Cancel**.
4. In the Call Forward Cancel dialog box, enter the code to cancel call forwarding.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Call Forward Cancel** field.

# Setting the Active Appearance Select code

## About this task

Use this procedure to set the code to join an active call on your office deskphone via your mobile device.

## Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Active Appearance Select**.
4. In the Active Appearance Select dialog box, enter the code to join a call.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Active Appearance Select** field.

# Setting the Held Appearance Select code

## About this task

Use this procedure to set the code to put a call on hold on the server.

**Note:**

This feature is not implemented for the current release.

## Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Held Appearance Select**.
4. In the Held Appearance Select dialog box, enter the code to put a call on hold.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Held Appearance Select** field.

# Setting the Send All Calls code

### About this task

Use this procedure to set the code to send all calls to a predefined telephone number set by your administrator on the server. This number is usually your corporate voice mail number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Send All Calls**.
4. In the Send All Calls dialog box, enter the code to send all calls to a predefined (usually voice mail) number set on the server.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Send All Calls** field.

# Setting the Send All Calls Cancel code

### About this task

Use this procedure to set the code to cancel sending all calls to the predefined number set by your administrator on the server.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Send All Calls Cancel**.
4. In the Send All Calls Cancel dialog box, enter the code to cancel sending all calls.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Send All Calls Cancel** field.

# Setting the Conference on Answer code

### About this task

Use this procedure to set the code to add a number to a conference call.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Conference on Answer**.
4. In the Conference on Answer dialog box, enter the code to add a number to a conference call.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Conference on Answer** field.

# Setting the Transfer On Hang-Up code

### About this task

Use this procedure to set the code to transfer a call to another telephone number.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Transfer On Hang-Up**.
4. In the Transfer On Hang-Up dialog box, enter the code to transfer a call to another telephone number.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Transfer On Hang-Up** field.

# Setting the Drop Last Added Party code

### About this task

Use this procedure to set the code to drop the last call added to the conference.

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Drop Last Added Party**.
4. In the Drop Last Added Party dialog box, enter the code to drop the last call added to the conference.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Drop Last Added Party** field.

# Setting the Exclusion code

The Exclusion feature restricts another party from eavesdropping on an active call made from your deskphone or mobile.

### About this task

Use the following procedure to set the exclusion code:

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Telephony Settings**.
3. On the Telephony Settings screen, tap **Exclusion**.
4. In the Exclusion dialog box, enter the exclusion code.
5. Tap **OK**.
   The application displays the Telephony Settings screen showing the code in the **Exclusion** field.

# Visual voice mail

### About this task

While in the Avaya one-X® Mobile Lite mode, you do not have access to a visual display of your messages. You will need to switch to the Avaya one-X® Mobile UC mode. However, you can call your office telephone number to access your voice mail.

Use the following procedure to call your corporate voice mail system:

### Procedure

1. Tap **Messages** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the Messages screen, tap **Call Voice Mail**.

# Mid-call features

Mid-call features are displayed while you are on an active call. You need to set the respective codes to activate the mid-call features.

During an active call, press the menu button on the device to display the following mid-call features:

### Conference on Answer

This feature enables you to make a conference call.

The application displays the **Conference** feature while you are in the middle of an active call only if you have entered the **Conference on Answer** code on the Telephony Settings screen. To set the **Conference on Answer** code, see Setting the Conference on Answer code on page 67.

### Transfer on Hang-Up

This feature enables you to transfer a call only after you hang up from the active call.

The application displays the **Transfer** feature while you are in the middle of an active call only if you have entered the **Transfer on Hang-Up** code on the Telephony Settings screen. To set the **Transfer on Hang-Up** code, see Setting the Transfer On Hang-Up code on page 68.

### Drop Last Added Party

This feature enables you to drop the last added party from the active call.

The application displays the **Drop Last Party** feature while you are in the middle of an active call only if you have entered the **Drop Last Added Party** code on the Telephony Settings

screen. To set the **Drop Last Added Party** code, see Setting the Drop Last Added Party code on page 68.

### Exclusion

This feature restricts another party from eavesdropping on an active call made from your deskphone or mobile device when activated.

The application displays the **Enable Exclusion** feature while you are in the middle of an active call only if you have entered the **Exclusion** code on the Telephony Settings screen. To set the **Exclusion** code, see Setting the Exclusion code on page 69.

# Making a call using the Avaya one-X® Mobile Lite mode

## Making a call from Dialpad

### About this task

Use this procedure to make a call using the Avaya one-X® Mobile Lite mode to the telephone number of a contact.

### Procedure

1. Tap **Dialpad** on the bottom tab of the screen.
2. Using the displayed dial pad, enter the telephone number of a contact.

   **Note:**

   Dial the number as if you were calling from your mobile device and not your office telephone device. For example, do not prefix 9 while dialing a number.
3. Tap the call icon.
   The application assembles the correct dial sequence and initiates a call using the native dialer in the following format: [DID Prefix][Idle Appearence Select][Telephone number you dialed].
4. While the call is in progress, press the menu button on the device for call options.
   The application displays the call options on the screen of your mobile device.

## Making an international call from Dialpad

### About this task

Use this procedure to make an international call using the Avaya one-X® Mobile Lite mode.

### Procedure

1. Tap **Dialpad** on the bottom tab of the Avaya one-X® Mobile screen.
2. Using the displayed dial pad, enter an international number you want to call.

   **Note:**

   Dial the number as if you were calling from your mobile device and not your office telephone device. For example, do not prefix 9 while dialing a number.
3. Tap the call icon.
   The application assembles the correct dial sequence and initiates a call using the native dialer in the following format: [DID Prefix][Idle Appearence Select][Outside Line Code][International Direct Dial][Telephone number you dialed].
4. While the call is in progress, press the menu button on the device for the call options.
   The application displays the call options on the screen of your mobile device.

## Making a call to an extension number

### About this task

Use this procedure to make a call using the Avaya one-X® Mobile Lite mode to the extension number of a contact from your corporate.

### Procedure

1. Tap **Dialpad** on the bottom tab of the screen.
2. Using the displayed dial pad, enter the extension number of a contact.
3. Tap the call icon.
   The application assembles the correct dial sequence and initiates a call using the native dialer in the following format:[DID Prefix][Idle Appearence Select][Telephone number you dialed].

## Making a national call

### About this task

Use this procedure to make a national call using the Avaya one-X® Mobile Lite mode.

### Procedure

1. Tap **Dialpad** on the bottom tab of the Avaya one-X® Mobile screen.

2. Using the displayed dial pad, enter a national number you want to call.

   **Note:**

   Dial the number as if you were calling from your mobile device and not your office telephone device. For example, do not prefix 9 while dialing a number.

3. Tap the call icon.
   The application assembles the correct dial sequence and initiates a call using the native dialer in the following format: [DID Prefix][Idle Appearence Select][Outside Line Code][National Direct Dial][Telephone number you dialed].

# Dialing the conference bridge

### Before you begin

You have to set the conference bridge number. To do this:

1. Tap **Home** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the **Home** screen, in the **Conference Bridge** section, tap in the **Number** field.
3. In the Conference Bridge Number dialog box, enter the conference bridge number.
4. Tap **OK**.
5. Tap in the **Pin Number** field.
6. In the Conference Bridge Pin Number dialog box, enter the PIN number.
7. Tap **OK**.

   The application enables the **Call Conference Bridge** button.

### About this task

Use this procedure to dial the conference bridge.

### Procedure

1. Tap **Home** on the bottom tab of the Avaya one-X® Mobile screen.
2. Tap the arrow button in the **Conference Bridge** section to dial to the conference bridge.
   The application assembles the correct dial sequence and initiates a call using the native dialer.

# Making a call from Contacts

### About this task

Use this procedure to make a call using the Avaya one-X® Mobile Lite mode.

### Procedure

1. Tap **Contacts** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the Contacts screen, tap **My Contacts**.
3. On the My Contacts screen, tap the contact you want to call.
   The application displays the Contact Details screen.
4. Tap the number you want to call.
5. While the call is in progress, press the menu button on the device for the call options.
   The application displays the call options on the screen of your mobile device.

# Making a call from Corporate Directory

### Before you begin

You must set the **Corporate Directory Settings** on the Settings screen. For more details, see Changing the corporate directory settings on page 77 under Managing the Corporate Directory.

### About this task

Use this procedure to make a call to a contact from the Avaya one-X® Mobile Corporate Directory screen.

### Procedure

1. Tap **Contacts** on the bottom tab of your Avaya one-X® Mobile screen.
2. Tap **Corporate Directory**.
   The application displays the Corporate Directory screen.
3. Enter the first few letters of the first or last name of the contact.
4. Tap the search icon.
   The application displays the search results.
5. Tap the name of the person you want to call.
   The application displays the Contact Details screen showing the complete contact record.

6. Tap the number you want to call.
7. Tap **Ok**.

## Making a call from History

### About this task

Use this procedure to make a call using the Avaya one-X® Mobile Lite mode.

### Procedure

1. Tap **History** on the bottom tab of the Avaya one-X® Mobile screen.
   The application displays the History screen. Each entry shows the time or date of the call.
2. Tap a call entry.
   The application displays the Contact Details screen.
3. Press the menu button on the device for the call options.
   The application displays the call options on the screen of your mobile device.

# Managing contacts

## Contacts feature overview

The Contacts feature of the application in the Avaya one-X® Mobile Lite mode helps you manage your work calls.

Using this feature, you can:

- Add, edit, or delete a contact.
- View the details of a contact.
- Make a call to a contact.
- Search for a contact from your list of contacts.
- Send a text message to a contact.

# Viewing contacts

## About this task

Use this procedure to view the list of contacts on the Avaya one-X® Mobile My Contacts screen.

## Procedure

1. Tap **Contacts** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the Contacts screen.
2. Tap **My Contacts**.
   The application displays the My Contacts screen showing the list of contacts. The application also displays the search field that you can use to search for a contact.

# Adding a contact

## About this task

Use this procedure to add a contact using the Avaya one-X® Mobile Lite mode on the Avaya one-X® Mobile My Contacts screen.

## Procedure

1. Tap **Contacts** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the Contacts screen.
2. Tap **My Contacts**.
   The application displays the My Contacts screen showing the list of contacts. The application also displays the search field that you can use to search for a contact.
3. Press the menu button on the device, and then tap **Add New Contact**.
4. On the New contact screen, enter the details for the contact.
5. Tap **Done** to save the details of the contact.

**Note:**

Pressing the back button on the device also saves the contact. Tap **Revert** to return to the My Contacts screen.

# Editing a contact

### About this task

Use this procedure to edit the details of a contact using the Avaya one-X® Mobile Lite mode on the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the Contacts screen.
2. Tap **My Contacts**.
   The application displays the My Contacts screen showing the list of contacts. The application also displays the search field that you can use to search for a contact.
3. Press the menu button on the device, and then tap **Edit Contact**.
4. On the Edit contact screen, edit the details of the contact.
5. Tap **Done** to save the details of the contact.

   **Note:**

   Pressing the back button on the device also saves the contact. Tap **Revert** to return to the My Contacts screen.

# Deleting a contact

### About this task

Use this procedure to delete a contact using the Avaya one-X® Mobile Lite mode from the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the Contacts screen.
2. Tap **My Contacts**.
   The application displays the My Contacts screen showing the list of contacts. The application also displays the search field that you can use to search for a contact.
3. Scroll to the contact, press the menu button on the device, and then tap **Delete Contact**.
   The application displays a dialog box with options **Delete** and **Cancel** to confirm the operation.
4. Tap **Delete** to delete the contact.

The application deletes the contact and displays the My Contacts screen.

## Searching your contact list

### About this task

Use this procedure to search for a contact using the Avaya one-X® Mobile Lite mode on the Avaya one-X® Mobile My Contacts screen.

### Procedure

1. Tap **Contacts** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the Contacts screen.
2. Tap **My Contacts**.
3. On the My Contacts screen, tap in the **Search** field, then enter the first few letters of the first name or the last name of the contact.
   As you type, the application displays the names of the contacts that match the search criteria.

## Sending a text message to a contact

### Before you begin

The application displays the **Text Message** button only if the contact has a mobile number listed in the **Mobile** field.

### About this task

Use this procedure to send a text message to a contact. The application uses the data channel of your service provider to send the messages. Hence, the tariff plans of your service provider are applicable.

### Procedure

1. Tap **Contacts** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the Contacts screen.
2. Tap **My Contacts**.
3. On the My Contacts screen, tap a contact.
4. On the Contact Details screen, tap **Text Message**.
5. In the **Type to compose** field, enter the message to be sent to the contact.
   The application enables the **Send** button.

6. Tap **Send**.

# Managing history

## History feature overview

The History feature provides detailed information about the outgoing calls from your telephone device.

Use the History feature to:

- View the call log.

  **Note:**

  - The application does not update the call log for outgoing calls if the call setting is set to **Personal**. To see your call setting, see Changing the call setting on page 74.
  - The History screen displays the names of only those corporate directory contacts that are saved in **My Contacts**. For all other corporate directory contacts, which are not saved in **My Contacts**, the History screen displays only the number of the contact.
  - The History screen displays the call log that is retrieved from the Avaya one-X® Client Enablement Services server when you switch from the Avaya one-X® Mobile Lite mode to the Avaya one-X® Mobile UC mode.

- Initiate a call to a number you had previously called.
- Add the number to an existing contact.
- Save a contact.

## Viewing history

### About this task

Use this procedure to view a list of outgoing calls using the Avaya one-X® Mobile Lite mode on the Avaya one-X® Mobile History screen.

### Procedure

1. Tap **History** on the bottom tab of the Avaya one-X® Mobile screen.

The application displays the History screen. Each entry shows the time or date of the call.

2. Press the back button on the device to return to the previous screen.

## Deleting a call entry

### About this task

Use this procedure to delete a call entry using the Avaya one-X® Mobile Lite mode on the Avaya one-X® Mobile History screen.

### Procedure

1. Tap **History** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the History screen. Each entry shows the time or date of the call.
2. Press the menu button on the device and then tap **Remove Entries**.
3. Tap the check boxes next to the entries you want to delete.
   The application marks the selected entries with a check mark and also enables the **Remove** button.
4. Tap **Remove**.
   The selected entries are removed from the History screen.

## Deleting the entire call history

### About this task

Use this procedure to delete all call entries using the Avaya one-X® Mobile Lite mode on the Avaya one-X® Mobile History screen.

### Procedure

1. Tap **History** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the History screen. Each entry shows the time or date of the call.
2. Press the menu button on the device, and then tap **Clear History**.
   The application displays a dialog box, with options **Delete** and **Cancel**, asking you to confirm the operation.
3. Tap **Delete**.

The application clears the History screen.

## Saving a new contact from history to your contact list

### About this task

Use this procedure to save the details of a caller using the Avaya one-X® Mobile Lite mode from the Avaya one-X® Mobile History screen to the My Contacts screen.

### Procedure

1. Tap **History** on the bottom tab of your Avaya one-X® Mobile screen.
   The application displays the History screen. Each entry shows the time or date of the call and the call status indicators such as, incoming, outgoing, or missed.
2. Scroll to select the contact you want to add to your contacts list.
3. Tap the detail disclosure icon to view details of the contact.
4. On the Call Details screen, tap **Create New Contact**.
5. On the New contact screen, enter the details for the contact.
6. Tap the text box of the next field that you want to edit.
7. Tap **Done** when you finish.

**Note:**

Pressing the back button on the device also saves the contact. Tap **Revert** to return to the previous screen.

## Updating an existing contact with details from history

### About this task

Use this procedure to update a contact on the Avaya one-X® Mobile My Contacts screen with a telephone number on the History screen.

### Procedure

1. Tap **History** on the bottom tab of the Avaya one-X® Mobile Lite screen.
2. Scroll to highlight the contact you want to add to your contact list.
3. Tap the detail disclosure icon to view details of a contact.
4. On the Call Details screen, tap **Add to Existing Contact**.

5. On the My Contacts screen, tap to select an existing contact.
6. Press the back button on the device to return to the History screen.

# Managing the Simultaneous Ring feature

## Simultaneous Ring feature overview

Use the Avaya one-X® Mobile Lite mode to set your office telephone and mobile device to ring simultaneously when you receive an incoming call on your office telephone system. Access the Simultaneous Ring feature on the Avaya one-X® Mobile Home screen.

**Note:**

- The application displays the **Simultaneous Ring** section on the Home screen if you are using only the Avaya one-X® Mobile Lite mode. If you are using both the Avaya one-X® Mobile UC mode and Avaya one-X® Mobile Lite mode, the **Simultaneous Ring** section is not visible on the Home screen when connected to the Avaya one-X® Mobile Lite mode.
- To display the **Simultaneous Ring** section on the Home screen, you have to change the **Simultaneous Ring Control** setting. For more information, see Setting the Simultaneous Ring Control feature on page 55.

**Related topics:**

Setting the Off-PBX Call Enable code on page 63
Setting the Off-PBX Call Disable code on page 64
Enabling the Simultaneous Ring feature on page 104
Disabling the Simultaneous Ring feature on page 105

## Enabling the Simultaneous Ring feature

### Before you begin

You must set the **Off-PBX Call Enable Code** on the Telephony Settings screen. For more details, refer to Setting the Off-PBX Call Enable code on page 63.

### About this task

Use this procedure to enable the simultaneous ringing of your desk phone and mobile device whenever you receive a call on your office telephone system.

### Procedure

1. Tap **Home** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the Home screen, under the **Simultaneous Ring** section, tap **Enable**. The application enables simultaneous ringing on your mobile device.

## Disabling the Simultaneous Ring feature

### Before you begin

You must set the **Off-PBX Call Disable Code** on the Telephony Settings screen. For more details refer to Setting the Off-PBX Call Disable code on page 64.

### About this task

Use this procedure to disable the simultaneous ringing of your desk phone and mobile devices. Now, only your desk phone device rings when you receive a call on your office telephone number.

### Procedure

1. Tap **Home** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the Home screen, under the **Simultaneous Ring** section, tap **Disable**. The application disables the simultaneous ringing of your mobile device.

# Managing the Send All Calls feature

## Send All Calls feature overview

Use the Send All Calls feature to enable you to send all callers to your office voice mail system when you are busy and unable to receive calls. Gain access to the Send All Calls feature from the Avaya one-X® Mobile Home screen.

## Enabling the Send All Calls feature

### Before you begin

You must set the following FNEs on the Telephony Settings screen:

- **Send All Calls**. See Setting the Send All Calls code on page 66 for more details.
- **Send All Calls Cancel**. See Setting the Send All Calls Cancel code on page 67 for more details.

### About this task

Use this procedure to send all callers to your corporate voice mail system.

### Procedure

1. On the Avaya one-X® MobileHome screen, tap **Send All Calls**.
2. Tap **Enable** to generate a call to the **Send All Calls** FNE telephone number.
   The application directs all callers to your corporate voice mail system.

## Disabling the Send All Calls feature

### Before you begin

You must set the following FNEs on the Telephony Settings screen:

- **Send All Calls**. See Setting the Send All Calls code on page 66 for more details.
- **Send All Calls Cancel**. See Setting the Send All Calls Cancel code on page 67 for more details.

### About this task

Use this procedure to disable the Send All Calls feature, thus allowing you to receive all calls on your mobile device.

### Procedure

1. On the Avaya one-X® MobileHome screen, tap **Send All Calls**.
2. Tap **Disable**.
   The application disables the Send All Calls feature, thus allowing you to receive all calls on your mobile device.

# Managing the Call Forwarding feature

## Call Forwarding feature overview

Use the Call Forwarding feature to enable you to forward callers to another telephone number. Gain access to the Call Forwarding feature on the Avaya one-X® Mobile Home screen.

**Related topics:**

Setting the Call Forward All code on page 64
Setting the Call Forward Busy/No Answer code on page 65
Setting the Call Forward Cancel code on page 65
Enabling the Call Forwarding feature on page 107
Disabling the Call Forwarding feature on page 108

## Enabling the Call Forwarding feature

### Before you begin

You must set the following FNEs on the Telephony Settings screen:

- **Call Forward All**. See Setting the Call Forward All code on page 64 for more details.
- **Call Forward Busy/No Answer**. See Setting the Call Forward Busy/No Answer code on page 65 for more details.
- **Call Forward Cancel**. See Setting the Call Forward Cancel code on page 65 for more details.

### About this task

Use this procedure to enable you to forward callers to another telephone number or mobile number of your choice.

### Procedure

1. Tap **Home** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the Home screen, in the **Call Forwarding** section, tap in the **Number** field.
3. In the Call Forwarding Number dialog box, enter a number to which you want to forward your calls.
4. Tap **OK**.
   The application displays the Home screen showing the call forwarding number in the **Number** field.

5. Tap the arrow icon in the **Call Forwarding** section.
6. Tap **Enable** or **Enable only if busy or no answer**.
   The application forwards all your calls to another telephone number or mobile number of your choice.

# Disabling the Call Forwarding feature

### Before you begin

You must set the following FNEs on the Telephony Settings screen:

- **Call Forward All**. See Setting the Call Forward All code on page 64 for more details.
- **Call Forward Busy/No Answer**. See Setting the Call Forward Busy/No Answer code on page 65 for more details.
- **Call Forward Cancel**. See Setting the Call Forward Cancel code on page 65 for more details.

### About this task

Use this procedure to disable the Call Forwarding feature.

### Procedure

1. Tap **Home** on the bottom tab of the Avaya one-X® Mobile screen.
2. On the Home screen, tap **Call Forwarding**.
3. Tap **Disable**.
   The application disables the Call Forwarding feature.

# Chapter 5: Troubleshooting Avaya one-X® Mobile

## Unable to play voice mail

On some android platform based mobile phones such as Atrix 4G, Motorola defy, HTC Evo 4G, the Avaya one-X® Mobile client application is unable to play voice mails. This problem happens when you are using the client application in the UC mode.

**Related topics:**

Listening to a voice message on page 25

## Proposed solution

### Procedure

1. Press the menu button on the device, and then tap **Settings**.
2. On the Settings screen, tap **Advanced Features**.
3. On the Advanced Features screen, tap **Voicemail Playback**.
   By default, this setting is disabled.
   - When the **Voicemail Playback** check box is selected, the **Speaker** check box and the **Speaker** menu option on the Messages screen become unavailable. Voice mails are always played through the earpiece.
   - When the **Voicemail Playback** check box is clear, the **Speaker** check box and the **Speaker** menu option on the Messages screen become available.
     - When you select either the **Speaker** check box or the **Speaker** menu option when playing a voice mail, the application switches the audio output from the earpiece to the speaker phone.
     - By default, voice mail is played using the earpiece.

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