



Administering Avaya one-X[®] Mobile

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Chapter 1: Understanding Avaya one-X[®] Mobile Lite

Avaya one-X[®] Mobile Lite overview

In the current economic climate, businesses rely more and more on their sales teams, executives, consultants, and other workers to be on the job while on the go. And the increasing use of cell phones and mobile devices can drive up monthly usage costs. Enterprises want to make employees more effective while balancing functionality and productivity with the associated costs.

With Avaya one-X[®] Mobile, customers can reach sales people, mobile workers, and executives with a single contact number across the enterprise. A single enterprise contact number can lead to both increased productivity and customer satisfaction.

Avaya one-X[®] Mobile modes: UC mode and Lite mode

In Avaya one-X[®] Mobile Release 6.1.2, users can choose to use the mobility features either in integration with the Client Enablement Services server also known as UC mode or a serverless integration also known as Lite mode.

With the Lite mode, the Avaya one-X[®] Mobile client can use many features of the deskphone on the mobile phone. Employees with the EC500 feature enabled on Communication Manager can take advantage of the Lite mode of the Avaya one-X[®] Mobile client application.

With the UC mode, clients can use all the features that were available in Client Enablement Services Release 6.1. In UC mode, users can also take advantage of the telephony features offered by the Lite mode, such as conference and transfer. As with the Lite mode, the client application uses the EC500 Feature Name Extensions (FNEs) of Communication Manager to provide this functionality to the user. For such users, you must configure the FNEs in Communication Manager and provide a settings file to the user.

Note:

Avaya one-X[®] Mobile Release 6.1.2 is compatible with Client Enablement Services Release 6.1 SP1.

Audience and purpose of the guide

This document is intended for administrators. The end-users of Avaya one-X[®] Mobile client application are referred as users in this guide.

This document contains the following topics that administrators who want to create a settings file for the supported mobile devices will find useful:

- Relevant concepts
- Hardware and software requirements
- A template of the settings file
- An explanation of the telephony settings and FNEs in the settings file
- The procedure to import the settings file to a mobile device

For more information about administering the mobility features of Client Enablement Services, see *Administering Avaya one-X® Client Enablement Services*.

Overview of the Extension to Cellular feature

The Extension to Cellular feature is ideal for a user who conducts business from multiple locations. With the Extension to Cellular feature enabled, incoming calls to the office deskphone ring on the mobile phone of the user simultaneously. This one number reachability means that the user can respond immediately to urgent business matters.

User can enable or disable the Extension to Cellular feature according to need. Regardless of whether Extension to Cellular is enabled, users continue to receive personal calls on the mobile phone, which are sent to the personal cellular number routed through the service provider.

Supported mobile devices and operating systems

Avaya one-X® Mobile Lite supports the following mobile devices and operating systems:

Mobile device manufacturer	Operating system	Model
BlackBerry (RIM)	RIM OS 5	Bold-9000
	RIM OS 6	Bold-9650
	RIM OS 7	Bold-99xx
	RIM OS 5/6/7	Bold-97xx
	RIM OS 5	Storm-9550
	RIM OS 5	Curve-8520
	RIM OS 5	Curve-8530
	RIM OS 5	Curve-8900

Mobile device manufacturer	Operating system	Model
	RIM OS 6	Curve-9300
	RIM OS 6	Torch-9800
Motorola	Android OS 2.2/2.3	Droid 2
	Android OS 2.2/2.3	A953
	Android OS 2.2/2.3	Atrix 4G
HTC	Android OS 2.2/2.3	MyTouch 4G
	Android OS 2.2/2.3	Desire HD
	Android OS 2.2/2.3	Desire S
	Android OS 2.2/2.3	EVO 4G
Samsung	Android OS 4	Nexus
	Android OS 2.2/2.3	Galaxy
	Android OS 2.2/2.3	Galaxy S
	Android OS 2.2/2.3/4.0	Galaxy S II
Dell	Android OS 2.2/2.3	Venue
LG	Revolution	Andorid OS 2.3
	Optimus 3D	Andorid OS 2.3

Users can download the BlackBerry client application from the BlackBerry App World and the Android client application from the Google Play website.

For more information about the supported devices and operating systems, see the [Avaya Support Web site](#).

Hardware and software requirements

This table lists the hardware and software requirements for using the Avaya one-X® Mobile Lite client application in the Lite mode.

Hardware and software required	Supported version
Communication Manager	Release 5.2.1, Release 6.0.1, and Release 6.2
EC500 must be enabled on Communication Manager. In Communication Manager, on the change system-parameters customer-options page, the Enhanced EC500? option should be set to y .	

Hardware and software required	Supported version
Client Enablement Services	Release 6.1 and Release 6.1 SP1 Client Enablement Services is required only for the UC mode.
EC500 license and PBFMC license	Adequate number of EC500 and PBMFC licenses should be available for users. In UC mode, one PBFMC and one EC500 license is consumed per user. However, for the Lite mode, users need only EC500 license.
Microsoft Exchange Server	2003 and 2007

Related documents

- *Administering Avaya one-X® Client Enablement Services*
- *Using Avaya one-X® Mobile on Android Release 6.1.2*
- *Using Avaya one-X® Mobile on BlackBerry (touch-screen model) Release 6.1.2*
- *Using Avaya one-X® Mobile on BlackBerry (nontouch-screen model) Release 6.1.2*
- *Avaya Extension to Cellular User Guide Avaya Aura® Communication Manager Release 6.2*
- Chapter 77, “Extension to Cellular,” in *Avaya Aura® Communication Manager Feature Description and Implementation*
- *Administering Avaya Aura® Communication Manager*

You can download the latest copies of these documents from the [Avaya Support Web site](#).

Chapter 2: Administration tasks

Administration overview

Ensure that you administer the settings file before the user configures the Avaya one-X® Mobile Lite client application.

Users can also configure the telephony settings manually or users can use the settings file that you provide. However, using a settings file provided by an administrator simplifies the process and minimizes the chances of errors in the telephony settings configuration process.

Using the Lite mode

If the user is using only the Lite mode, you must verify the following:

- On the off-pbx-telephone station-mapping screen on Communication Manager, the **Application** must be set to **EC500**.
- Set the mobile number of the user in the off-pbx-telephone station-mapping table on Communication Manager. Set the mobile number such that
 - Communication Manager can dial the mobile number when there is an incoming call on the user extension and the EC500 feature is enabled.
 - Communication Manager is able to also perform a reverse lookup when the application or the user dials any Feature Name Extension (FNE).

Communication Manager uses the reverse lookup to detect the extension of the user based on the mobile device caller ID that is passed to Communication Manager when the user makes any call from the mobile device. The caller ID is usually the same as the mobile number, but sometimes the caller ID is prefixed with country or local codes.

For the Lite mode users, ensure that the EC500 Feature Name Extensions (FNEs) are configured on Communication Manager. Create an EC500 settings file that the users can use to import the settings in the client application. Some of these FNEs are also used in the UC mode to provide mid-call handling features such as Conference, Transfer, and Exclusion.

Using the UC mode

If the user is using both the UC mode and the Lite mode, verify the following:

- The off-pbx-telephone station-mapping screen on Communication Manager must not have an EC500 mapping. If the mapping is set to EC500, remove the mapping.
- On the off-pbx-telephone station-mapping screen on Communication Manager, the **Application** is set to **ONE-X** when the user is provisioned in the Client Enablement Services administration application.

In Communication Manager the **Application** is also set to **ONE-X** when you administer the mobile number in the Client Enablement Services administration application for the user or the user follows the Mobile Setup Wizard and adds the mobile number the first time the user logs in to the client application in the UC mode.

Users with **ONE-X** mapping on Communication Manager can use the client application in both UC and Lite modes.

- When the user goes through the Mobile Setup Wizard of the client application, user must enter the mobile number in the format provided by the administrator. This mobile number must be routable through the ARS table on Communication Manager and support the reverse lookup as described earlier.

Switching to the UC mode from the Lite mode

About this task

If the user is already using the Lite mode but wants to use the UC mode, perform the following procedure.

Procedure

1. Manually remove the EC500 mapping from the off-pbx-telephone station-mapping screen on Communication Manager.
2. Perform the following on the Client Enablement Services server.
 - a. Provision the user on the Client Enablement Services server.
 - b. Assign a telephony resource to the user.
 - c. Assign a mobile telephony resource to the user.

For more information about provisioning and assigning resources to users, see *Administering Avaya one-X Client Enablement Services*.
3. Ensure that the user has the login details from the administrator.

4. Ensure that the user runs the mobile setup wizard on the client application and enters the mobile number in the format provided by the administrator.
5. To verify if the mapping on the off-pbx-telephone station-mapping screen on Communication Manager is set to **ONE-X**, run the command **display off-pbx-telephone station-mapping XXXX**, where XXXX is the extension assigned to the user.
Two **ONE-X** mappings gets populated in the off-pbx-telephone station-mapping screen on Communication Manager.

- The first entry with two zeros prefixed to the extension indicates that the extension is under the control of Client Enablement Services server.
- The second entry is for the mobile number of the user.

Next steps

For users who are using the UC mode and want to use the Lite mode, no change in the mappings is required on Communication Manager.

EC500 settings file overview

Create an EC500 settings file and share this file with users. User can either use this file to configure the client application or user can configure the telephony settings and FNE codes manually. However, if the user uses the settings file that you create, it simplifies the telephony settings configuration process and minimizes the chance of error when users enter settings manually.

The EC500 settings file has the telephony settings and FNE codes for various client application settings.

The following table lists the key points to remember when you create or update an EC500 settings file.

The settings file must be an XML file.
The file extension must be <code>.onexec500.txt</code> . For example, <code>sample.onxec500.txt</code> .
The XML file structure must have two levels: the root element, that is <code>oneXEC500Settings</code> , and an inner element for each setting. For more information, see Telephony settings and FNEs in the EC500 settings file for BlackBerry and Android mobile phones on page 15.
The FNE values must include only numbers.
Do not remove any tag rows. If you do not know the value for any parameter, leave the value blank. For example: <code><callForwardingEnableCode></callForwardingEnableCode></code>

Provide location-specific dial plan to users, if multiple locations are configured on Communication Manager. You can get the dial plan and FNE settings from Communication Manager specific to the location the user.

For configuring multiple sets of feature name extensions with extension to cellular, see *Avaya Aura® Communication Manager Feature Description and Implementation*.

Related topics:

[EC500 settings file template for BlackBerry and Android mobile phones](#) on page 14

[Telephony settings and FNEs in the EC500 settings file for BlackBerry and Android mobile phones](#) on page 15

[Importing settings on BlackBerry or Android mobile devices](#) on page 20

EC500 settings file template for BlackBerry and Android mobile phones

You can use the following template to create an EC500 settings file for the users using the Avaya one-X® Mobile Lite client application either on a BlackBerry mobile phone or an Android mobile phone.

Note that the file extension must be `.onexec500.txt`.

In the following template, replace `xxxx` by your value.

```
<?xml version="1.0" encoding="UTF-8"?>

<!-- Required Root Element -->
<oneXEC500Settings>
  <!-- Emergency Number can be one of these values: 911, 112, 999 or 08.
  EMERGENCY_NUMBER -->
  <EmergencyNumbers>xxxx</EmergencyNumbers>

  <!-- Custom Emergency Number -->
  <CustomEmergencyNumber></CustomEmergencyNumber>

  <!-- Outside line code -->
  <ARSCode>xxxx</ARSCode>

  <!-- DID_PREFIX -->
  <DefaultDIDPrefix>xxxx</DefaultDIDPrefix>

  <!-- Number of digits for extensions - EXTENSION_LENGTH-->
  <InternalExtLength>xxxx</InternalExtLength>

  <!-- Number of digits for national numbers - NATIONAL_NUMBER_LENGTH -->
  <NatNumberLength>xxxx</NatNumberLength>

  <!-- Home Country Code - HOME_COUNTRY_DIAL_CODE -->
  <HomeCountryCode>xxxx</HomeCountryCode>

  <!-- NATIONAL_DIRECT_DIAL_PREFIX -->
  <NatDirectDial>xxxx</NatDirectDial>

  <!-- Prefix required for international calls - INTERNATIONAL_DIRECT_DIAL_PREFIX
  -->
  <IntlDirectDial>xxxx</IntlDirectDial>
```

```

<!-- ACTIVE_APPEARANCE_SELECT -->
<ActiveAppearanceSelect>xxxx</ActiveAppearanceSelect>

<!-- CALL_FORWARDING_ALL_ACTIVATION -->
<CallForwardAll>xxxx</CallForwardAll>

<!-- CALL_FORWARDING_BUSY_NO_ANSWER_ACTIVATION -->
<CallForwardBusy>xxxx</CallForwardBusy>

<!-- CALL_FORWARDING_DISABLE -->
<CallForwardCancel>xxxx</CallForwardCancel>

<!-- CONFERENCE_ON_ANSWER -->
<ConferenceOnAnswer>xxxx</ConferenceOnAnswer>

<!-- DROP_LAST_ADDED_PARTY -->
<DropLastAddedParty>xxxx</DropLastAddedParty>

<!-- EXCLUSION -->
<Exclusion>xxxx</Exclusion>

<!-- IDLE_APPEARANCE_SELECT -->
<IdleAppearanceSelect>xxxx</IdleAppearanceSelect>

<!-- OFF_PBX_ENABLE -->
<OffPBXCallEnable>xxxx</OffPBXCallEnable>

<!-- OFF_PBX_DISABLE -->
<OffPBXCallDisable>xxxx</OffPBXCallDisable>

<!-- SEND_ALL_CALLS_ENABLE -->
<SendAllCalls>xxxx</SendAllCalls>

<!-- SEND_ALL_CALLS_DISABLE -->
<SendAllCallsCancel>xxxx</SendAllCallsCancel>

<!-- Code for accessing the Voice mail -->
<VoicemailAccess>xxxx</VoicemailAccess>

<!-- TRANSFER_ON_HANGUP -->
<TransferOnHangUp>xxxx</TransferOnHangUp>
</oneXEC500Settings>

```

Telephony settings and FNEs in the EC500 settings file for BlackBerry and Android mobile phones

You must configure telephony settings and FNEs in the settings file that you provide to the user. User uses this file to configure the Avaya one-X[®] Mobile Lite client application.

Telephony settings consist of all settings that are required for the dial plan to complete a call.

Telephony settings	XML key in the settings file	Description
Emergency Numbers	EmergencyNumbers	The emergency number that is specific to a country.

Telephony settings	XML key in the settings file	Description
Custom Emergency Number	CustomEmergencyNumber	Another emergency number that the user can configure from the client application. Leave the CustomEmergencyNumber XML tag blank in the settings file.
ARS Code	ARSCode	The prefix to dial a number outside the corporate network. You can get the ARS code from Communication Manager.
Default DID Prefix	DefaultDIDPrefix	The prefix to make calls to the FNE codes on Communication Manager from outside the corporate network such as from a mobile phone. FNE codes are generally DID numbers, so the prefix is appended to the FNE to make it a complete number that can be called from outside the corporate network and that terminates on Communication Manager. Generally, the FNE codes administered are of 3 digits to 5 digits with a common prefix or DID prefix. For example, if the FNE code is of 3 digits and the DID prefix is of 5 digits, the complete number will be an 8-digit number. If the OFF_PBX_ENABLE FNE is 630 and the DID_PREFIX is 66070, then to enable the simultaneous ring feature, the application dials out the complete number as 66070630.
Internal Extension Length	InternalExtLength	The length of station extensions on Communication Manager.
National Number Length	NatNumberLength	The standard length of a phone number in the country where Communication Manager is located. This does not include the country code or the national direct dial prefix. For example, in the United States, the standard National Number Length is 10 digits long and includes the area code and the local number. For example, if a local number is 356-2070 (7 digits) and area code is 732 (3 digits), the national number length is 732-356-2070 (10 digits).

Telephony settings	XML key in the settings file	Description
Home Country Code	HomeCountryCode	With this prefix, the client application determines whether the dialed number belongs to the same country. If yes, the client application truncates the home country code from the dialed number before dialing out to the PBX.
National Direct Dial	NatDirectDial	The National Direct Dial prefix code is used to make long distance calls with the same country. This prefix is used to dial out numbers that are greater than or equal to the National Number Length.  Note: Do not enter any value for National Direct Dial if the country does not have a National Direct Dial number. For example, Singapore.
International Direct Dial	IntlDirectDial	The prefix to dial an international number.

An FNE is a feature extension that the application or the user must dial from the mobile phone to access the Communication Manager feature associated with the user extension.

For example, to activate the Send All Calls feature on the extension of the user from the mobile phone, user must dial the SendAllCalls FNE from the mobile phone.

FNEs	XML key in the settings file	Description
Active Appearance Select	ActiveAppearanceSelect	To enable the user to use the off-pbx phone, for example, a cell phone, to pick up the active call or ringing call on the desk phone of the user prior to the call going to coverage.
Call Forward All	CallForwardAll	To enable call forwarding to the desired location only when there is no answer or the user is busy on an active call. call-fwd feature button is required on the user desk phone for the Call Forward All FNE to work.
Call Forward Busy/No Answer	CallForwardBusy	To enable Call forwarding only when there is no answer or the user is busy on an active call. cfwd-busyda feature button is required on the user desk phone for the Call Forward Busy/No Answer FNE to work.

FNEs	XML key in the settings file	Description
Call Forward Cancel	CallForwardCancel	To disable Call forwarding to the desired location.
Conference on Answer	ConferenceOnAnswer	To enable the user to add and conference other users on an active call on the mobile phone. The application uses the Conference on Answer FNE to call and conference other users on the active call. The client application does not support the conference feature if the user extension on Communication Manager is a SIP extension. no-hld-cnfr feature button is required on the user desk phone for the Conference on Answer FNE to work.
Drop Last Added Party	DropLastAddedParty	To drop the last added party on the conference call.
Exclusion	Exclusion	To activate the exclusion feature on the user desk phone for the active call on the mobile phone and restrict other users to bridge onto this call from the user desk phone. The exclusion feature ensures the privacy of the call. Users can activate the Exclusion feature by dialing the FNE from the mobile phone. Exclusion is a toggle FNE. Dialing this FNE again deactivates the exclusion feature. exclusion feature button is required on the user desk phone for the Exclusion FNE to work.
Idle Appearance Select	IdleAppearanceSelect	To make a call using the call appearance on the user extension on Communication Manager. The destination party sees the user extension and name as the caller ID and not the mobile number when a call is made using this FNE.
Off-PBX Call Enable	OffPBXCallEnable	To enable simultaneous ringing on the phone number configured for the EC500 feature. ec500 feature button is required on the user desk phone for the Off-PBX Call Enable FNE to work.

FNEs	XML key in the settings file	Description
		 Note: The Simultaneous Ring control on the Avaya one-X® Mobile client application in Lite mode is available only for users configured to use only the Lite mode. If a user is configured to use both UC Mode and Lite mode, Simultaneous Ring control is not available in Lite mode. A similar feature, Ring Phones, is available in UC mode to enable simultaneous ring destinations.
Off-PBX Call Disable	OffPBXCallDisable	To disable simultaneous ringing on the phone number configured for the EC500 feature. ec500 feature button is required on the user desk phone for the Off-PBX Call Disable FNE to work.  Note: The Simultaneous Ring control on the Avaya one-X® Mobile client application in Lite mode is available only for users configured to use only the Lite mode. If a user is configured to use both UC Mode and Lite mode, Simultaneous Ring control is not available in Lite mode. A similar feature, Ring Phones, is available in UC mode to enable simultaneous ring destinations.
Send All Calls	SendAllCalls	To enable forwarding all calls to a predefined number on the server. This number is usually the voice mail number of the user. send-calls feature button is required on the user desk phone for the Send All Calls FNE to work. For send all calls feature, coverage must be administered on Communication Manager for the user extension.
Send All Calls Cancel	SendAllCallsCancel	To disable forwarding all calls to a predefined number on the server. This number is usually the voice mail number of the user.
Voicemail Number	VoicemailAccess	To reach the voice mails stored on the Messaging system by using a voice mail number.

FNEs	XML key in the settings file	Description
		 Note: Leave the Voicemail XML tag blank in the settings file if the user does not have a voice mail number.
Transfer on Hang-up	TransferOnHangUp	To enable the user to transfer an active call on the mobile phone to any other extension on the Communication Manager.

All FNEs are available in the Lite mode. In the UC mode, following FNEs are available:

- Conference on Answer
- Drop Last Added Party
- Transfer on Hangup
- Exclusion
- Idle App Select

For more information about an FNE, see *Avaya Extension to Cellular User Guide Avaya Aura® Communication Manager Release 6.2*.

For more information about administering FNEs, see *Avaya Aura® Communication Manager Feature Description and Implementation Release 6.2*.

Importing settings on BlackBerry or Android mobile devices

Before you begin

You must send the user the EC500 settings file. Attach the file in an e-mail, or send an SMS with the link to the settings file.

About this task

The user must configure the telephony settings manually or by using the settings file.

A user can have multiple settings files for different locations provided by the administrator. The user can change the settings file when the user changes location.

Procedure

1. Save the settings file on the mobile device.
2. To reach the Import Settings feature from the Telephony Settings screen, select **Import Settings**.

*** Note:**

When the user starts the client application for the first time, the user can reach the Import Settings feature from the Settings not Configured screen.

The client application searches for all files with the extension `.onexec500.txt` on the mobile device, and displays the list of results.

The new settings file that you provide to the user must have a different name from the old file, so that the user can easily select the right file to import settings.

3. Select the new settings file to import the configuration settings from the file. The system populates all settings in the client application with the values specified in the settings file.

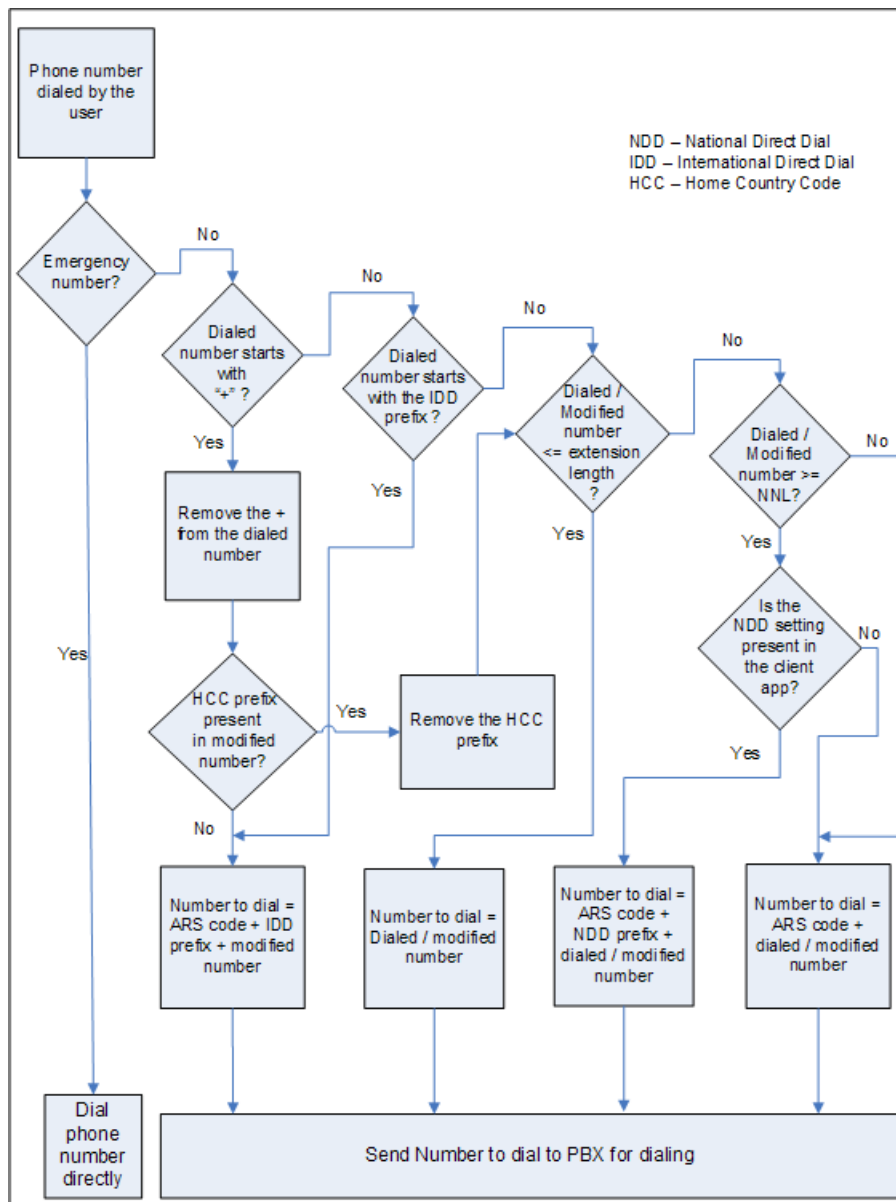
For more information on setting up Avaya one-X® Mobile Lite on a mobile device, see the user guides mentioned in Related documents.

Lite-mode dial plan process

The dial plan flowchart explains the logic and flow of the treatment to a number dialed by the user before the number is sent to the PBX for dialing.

For example, when a user dials a number, the client application first checks if the number is an emergency number. If the number dialed is an emergency number, the number is dialed as is.

If the dialed number has a plus sign or an IDD prefix, different treatment is given to the number before the number is sent to the PBX. The dialed number length is also checked because it helps the client application to determine if the dialed number is a national number or an enterprise-specific extension number.



Important points to note:

- The application treats a number as an international number only if the number begins with a plus (+) sign or the International Direct Dial (IDD) prefix.
- National Number length (NNL) refers to the minimum value of the national number length. Any dialed number whose length is greater than the NNL and is not an international number, the client application prefixes the National Direct Dial (NDD) prefix and sends the number to the PBX for dialing. The client application prefixes the NDD only when there is a value entered in the NDD field in the client application. For some countries, like Singapore, NDD is not required.

Chapter 3: Troubleshooting Avaya one-X[®] Mobile Lite

EC500 FNEs not getting activated

In the UC mode, the mobile number transformed by the Client Enablement Services dial plan includes country code as prefix. This gets added successfully in the off-pbx-telephone station-mapping screen in Communication Manager as an **ONE-X** mapping because Communication Manager could match this number in the existing ARS table.

In this case, the Avaya one-X[®] Mobile calls pass through but the EC500 FNEs dialed from the client application fails. This happens because the mobile CLID (without the Country Code) does not match with the **ONE-X** mapping number (with country code). Hence, EC500 FNE does not get activated.

Proposed solution

Procedure

Modify the dial plan in the Client Enablement Services administration application such that the country code and mobile number get transformed into separate fields in the off-pbx-telephone station-mapping screen in Communication Manager.

Example

Station Extension	Appl	CC	Phone Number	Config Set	Trunk Select	Mapping Mode	Calls Allowed
562-2956	ONE-X		16137938047	/	ars	both	all
562-2956	ONE-X		005622956	/	21	origination	all

Figure 1: Phone number with country code as prefix

After: 1xCES dial plan transformed the number correctly for one-X mapping

Station Extension	Appl	CC	Phone Number	Config Set	Trunk Select	Mapping Mode	Calls Allowed
562-2956	ONE-X	1	6137938047	/	ars	both	all
562-2956	ONE-X		005622956	/	21	origination	all

Figure 2: Phone number and country code is stored separately after the dial plan change

Calls failing after switch from the Lite mode to the UC mode

In the UC mode, mobile number entered by the user during the mobile setup wizard should get added to the off-pbx-telephone station-mapping screen on Communication Manager as **ONE-X Mapping** through the Client Enablement Services server.

However, if there is an existing **EC500** mapping for the same mobile number, Communication Manager block the Client Enablement Services server from adding the **ONE-X** mapping for this mobile number. Thus, all calls made from the Avaya one-X® Mobile application in the UC mode fails.

Proposed solution

About this task

You must inform the user that when switching from the Lite mode to the UC mode, users must contact the administrator.

Procedure

1. Manually remove the EC500 mapping from the off-pbx-telephone station-mapping screen on Communication Manager.
2. Perform the following on the Client Enablement Services server.
 - a. Provision the user on the Client Enablement Services server.
 - b. Assign a telephony resource to the user.
 - c. Assign a mobile telephony resource to the user.

For more information about provisioning and assigning resources to users, see *Administering Avaya one-X Client Enablement Services*.
3. Ensure that the user has the login details.
4. Ensure that the user ran the mobile setup wizard on the client application and entered the mobile number in the format provided by the administrator.
5. To verify if the mapping on the off-pbx-telephone station-mapping screen on Communication Manager is set to **ONE-X**, run the command **display off-pbx-**

telephone station-mapping XXXX, where XXXX is the extension assigned to the user.

Example

Station Extension	Appl	CC	Phone Number	Config Set	Trunk Select	Mapping Mode	Calls Allowed
8017	OPS		8017	1 /	aar	both	all
8017	EC500		9084003196	1 /	ars	both	all
8017	ONE-X		008017	/	21	origination	all

Figure 3: Application is set to EC500 when the user is using the Lite mode

Station Extension	Appl	CC	Phone Number	Config Set	Trunk Select	Mapping Mode	Calls Allowed
8017	OPS		8017	1 /	aar	both	all
8017	ONE-X		008017	/	21	origination	all
8017	ONE-X	1	9084003196	/	ars	both	all

Figure 4: Application must be set to ONE-X when the user wants to use the UC mode

Appendix A: Feature comparison between the UC mode and the Lite mode

This table lists the various features that are available in the UC mode or in the Lite mode for the supported mobile phones. For a complete list of features available in a mode on any supported mobile phone, see the user guide for that mobile device.

Features in UC Mode	Features in Lite Mode
Call modes: Business: Callback, Business: Direct Dial, Personal	Call modes: Business: Direct Dial and personal
Visual voice mail	Call voice mail
Ring phones: desk phones, mobile phone, and user-defined numbers	Simultaneous Ring
Corporate directory search The corporate directory search happens through the Client Enablement Services server from the Active Directory.	Corporate directory search In BlackBerry mobile phones, the request for corporate directory search goes through the BlackBerry Enterprise Server (BES). In Android mobile phones, the search is done using ActiveSync.
Marking enterprise contacts as Favorites	One touch dial and join Conference Bridge
Marking enterprise contacts as VIPs	Call Forward
Message notification as SMS	Bridge onto active call
Block All Calls or VIP Calling	Send All Calls
Presence of self and other enterprise contacts	
History in the UC mode shows calls of type - Incoming, outgoing, missed	History in the Lite mode shows history of only outgoing calls. However, when a user switches from the UC mode to the Lite mode, history of all calls is carried to the Lite mode but after the switch to the Lite mode, the application displays the history of only outgoing calls only for call made after the switch. New Incoming and Missed calls can be seen in the native call log of the phone.
To use the following Lite mode features in the UC mode, the user must change the Call Type to	

Feature comparison between the UC mode and the Lite mode

Features in UC Mode	Features in Lite Mode
Direct Dial or Call back and configure the Telephony settings using the settings file: • Conference • Transfer • Exclusion • Drop last added party	

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