Using one-X® Mobile Preferred for IP Office™ Platform on Android

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Contents

Chapter 1: About Avaya one-X® Mobile Preferred for IP Office ... 7
Overview ... 7
User interface ... 8
The Home screen ... 12
The Contacts screen ... 14
The Instant Messages screen ... 17
The Conference screen ... 19
The Call Log screen ... 21
Chapter 2: Getting started ... 24
Application installation ... 24
Installing the application on an Android device ... 24
Configure the application ... 25
Configuring the connection to IP Office ... 25
Configure call control ... 26
Configuring enterprise dialing ... 28
Configuring the notify me feature ... 29
Setting preferences for notifications ... 30
Configuring GPS information ... 30
Deleting GPS locations ... 31
Enabling or disabling mobile twinning ... 32
Configuring DND settings ... 34
Advanced field descriptions ... 34
Enable the widget ... 35
Self-administration on Avaya one-X® Portal ... 35
Chapter 3: Managing Status Information ... 37
Managing status information ... 37
Setting your status ... 39
Using the notify me feature ... 39
Viewing calendar information ... 40
Viewing the phone status ... 40
Chapter 4: Changing Password ... 41
Changing the password ... 41
Change Password screen field descriptions ... 41
Chapter 5: Installing certificates ... 42
Installing certificates ... 42
Installing a trusted root certificate in an Android device ... 42
Chapter 6: Activating TLS and Certificate Validation ... 43
TLS and Certificate Validation overview ... 43
Changing Server Certificate Validation settings ... 43

Chapter 7: Handling Calls ... 45
Making calls ... 45
Setting your call facility ... 45
Initiating a call from the Dialpad ... 47
Initiating a call from the contacts list ... 48
Initiating a call from an instant message ... 48
Initiating a call from the call log ... 48
Using the integrated dialer ... 48
Initiating an e-mail from the Contacts list ... 49
Making a selection ... 49
Transferring 3rd-party calls ... 50
Handling user call transfers ... 50
Chapter 8: Recording VoIP calls ... 52
Recording VoIP calls ... 52
Chapter 9: Transfering a call among different call facilities ... 53
Transferring a call among different call facilities ... 53
Chapter 10: Making conference calls ... 54
Managing your conference bridge ... 54
Adding conference participants ... 55
Starting a conference ... 56
Joining a conference in progress ... 58
Locking and unlocking a conference ... 58
Muting participants ... 58
Assigning aliases ... 59
Disconnecting participants ... 59
Chapter 11: Using the Events history ... 61
About Events history ... 61
Filtering the Events ... 62
Clearing the Events history ... 62
Configuring notification settings for missed calls ... 62
Chapter 12: Using VoIP ... 63
The VoIP feature ... 63
About the VoIP feature ... 63
Prerequisites and supported devices ... 63
Status indicators for VoIP ... 64
Error messages for VoIP ... 65
VoIP interaction with cellular calls ... 65
Receiving VoIP Calls ... 66
Making VoIP Calls ... 67
Interacting with VoIP Calls ... 67
Configuring Codec preferences ... 68
Enabling or disabling notification for VoIP registration ... 69

Configuring bluetooth headset support for VoIP calls..... 69
Chapter 13: Using instant messaging..... 70
Sending an instant message..... 70
Receiving instant messages..... 70
Selecting a view..... 71
Deleting instant messages..... 71
Chapter 14: Managing voice mails..... 72
Managing voicemail..... 72
Listening to voice mail messages..... 72
Listening to incoming messages..... 72
Returning a call..... 72
Marking voice mail messages as unheard..... 73
Moving voice mail messages..... 73
Deleting voice mail messages..... 74
Sending a voice mail message via email..... 74
Chapter 15: Managing geo-presence information..... 75
Viewing the geo-presence of a contact..... 75
Viewing requests for your geo-presence..... 76
Communications options..... 76
Chapter 16: Troubleshooting..... 77
Uploading logs..... 77
Submitting a problem..... 77

Chapter 1: About Avaya one-X® Mobile Preferred for IP Office

Overview

Avaya one-X® Mobile is an application that mobile phone users can use to connect to the IP Officecommunications server. Only IP Office release 8.0+ supports one-X Mobile Preferred.

Designed for a mobile workforce, the Avaya one-X® Mobile application provides rich unified communications (UC) capabilities that help users conduct business while on the move. Avaya one-X® Mobile release 9.0 features include:

- Support for Voice Over Internet Protocol (VoIP) calls through built-in VoIP client.
- Mobile twinning with option for the user to enable or disable twinning, and set the twinning number from the application.
- Facility for the user to monitor and transfer calls.
- Visual voicemail with the ability to play voice mail messages, pick-up incoming voice mail messages, view the current presence of the voice mail sender, return calls and forward voicemails through e-mail.
- Provision to swipe through unread messages from the home screen.
- Support for the IP Office call transfer feature for supervised and unsupervised transfers.
- Presence information for the user and for the enterprise contacts.
- Addition of an Events tab on the home screen for displaying details of voice calls and voicemails.
- Geo-location presence and tracking using the on-board GPS of the mobile phone.
- Instant messaging with contacts defined on the IP Office server, as well as with external contacts.
- Rich conference controls with click-to-conference for users, entry and exit notifications, and the ability to view and manage conference participants.
- Integration with Microsoft Outlook Calendar to provide information about the availability of users.
- Real-time notifications of communications arriving on the server, such as new voicemail or instant messages, changes in the availability of contacts, and conference participants dialing into the conference bridge of the user.

- Support for enterprise dialing and dial plans, which allow mobile users to place calls using the enterprise telephony system.
- Provision to change between the 3rd-party call control (3PCC) mode and the Voice over IP (VoIP) mode. See Configuring the call control on page 26.
- Facility to transfer calls when Avaya one-X® Mobile is used as 3rd-party call controller (3PCC).

Supported platforms

The one-X Mobile Preferred application is supported on Android mobile phones with OS 2.1 and later. However, VoIP feature is supported on Android 4.x.

User interface

The following sections describe the icons, menus, and controls available on the Avaya one-X® Mobile application.

Layout

The following graphic shows the layout of the Avaya one-X® Mobile interface with the Home screen selected.

No.	Description
1	Connection and event status. If this icon is not visible, ensure that you enable the **Show Notifications** checkbox in your Android device settings under **Settings > Applications > Avaya Mobility App**.
2	Status bar.
3	Navigation bar.
4	Instant Message status. Indicates the total number of Instant Message events.
5	Voicemail status. Indicates the total number of Voicemail events.
6	Conference status. Indicates the total number of Conference events.
7	User avatar. Tap the avatar to access the following options: • **Remove** • **Take picture** • **Pick from gallery** • **Import from Facebook**

The status bar:

The Status bar is available on all screens in the Avaya one-X® Mobile interface. It contains information about your availability, and provides controls for setting your location and enabling or disabling GPS location information. The Status bar also indicates the status of your connection to the IP Office server.

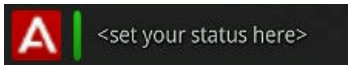
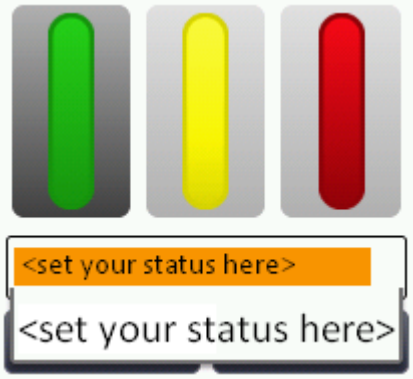
	**Status** message. Indicates your current status. Select from a list of defaults, or manually edit the status by tapping on the text element. The default text reads **<set your status here>**.

Table continues…

	 Select colors to represent your status: • Green: Available • Yellow: Away • Red: Busy or Do Not Disturb
	Location icon. Indicates the configuration for your current call facility. Press this icon to edit the configuration. For more information, see Setting your location on page 45.
	Location precision icon. Indicates your current 'precision' with respect to your geo-presence. The four precision levels are: • City • Neighborhood • Street • Maximum Long-press this icon to access delete options for **All devices** and **This device**.
	Connection error icon. If this icon appears on the status bar, you are not connected to the network. Press the **Connection error** icon to view details.

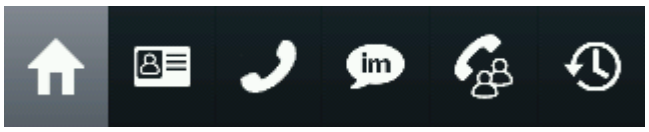
The status bar appears on all screens. However, when you long-press a contact on the Contacts screen, the status bar changes into a *selection* bar. The selection bar lets you easily add users to conferences and contact groups. You can also send the selected contacts a group email or instant message.

The following table explains the items on the selection bar:

	Conference icon. Press this button to invite all *selected* contacts to a conference.
	Options menu icon. Press this button to view the options available for the *selected* contacts. The options are: • Conference • Send IM • Email • Save to group • Locate

The navigation bar:

The navigation bar allows you to view each of the screens. A red circle over the menu icon on the navigation bar indicates the number of new events, such as new voicemail messages, new instant messages, or new participants in your conference room.

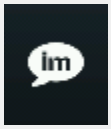
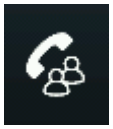
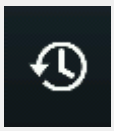


Icons:

The following icons are used on all of the screens to indicate status and event information on the Avaya one-X® Mobile interface and the mobile device.

	Home screen icon. Press this button to navigate to the Home screen.
	Contacts screen icon. Press this button to navigate to the Contacts screen.
	Active Calls screen icon. Press this button to navigate to the Active Calls screen.

Table continues…

	**Instant Message** icon. Press this button to navigate to the Instant Message screen.
	**Conference** icon. Press this button to navigate to the Conference screen.
	**Call Log** icon. Press this button to navigate to the Call Log screen.
	Notification icon. This icon appears above the navigation bar buttons to indicate new events for that feature.
The connection icon displays at the top of the screen, and is visible when the Avaya one-X® Mobile application is active on the device. If this icon is not visible, ensure that you enable the **Show Notifications** check box in your Android device settings under **Settings > Applications > Avaya Mobility App**.	
	A green triangle indicates that the application is connected to IP Office.
	A red dot in centre of the triangle indicates a new event.
	A yellow triangle indicates that the application is partially connected.
	A red triangle indicates that the application is disconnected.

Menu options and controls

On Android devices, use the following methods to access the menu options in the Avaya one-X® Mobile application:

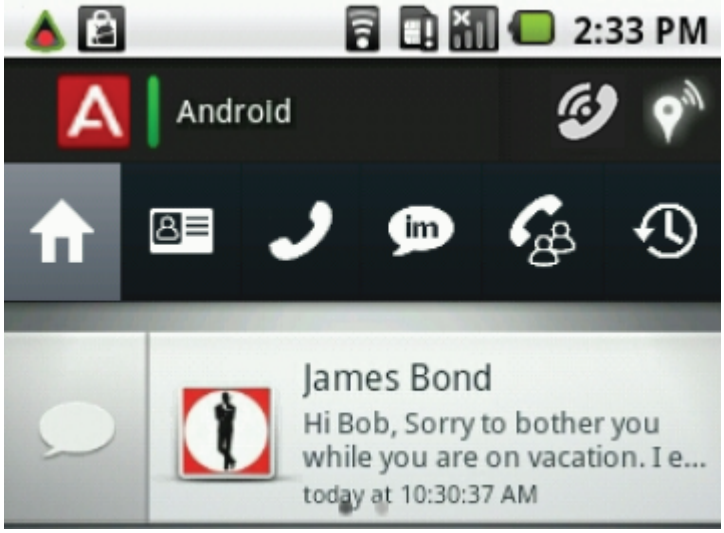
- **Press**: Press an item to select it.
- **Long-press** (press and hold): Long-pressing a contact name or item provides a menu specific to the selected item.
- **Menu key**: Pressing the **Menu** key on the mobile device will show options for the screen that you are currently viewing. The options apply to the screen, rather than to an individual contact or message on that screen.

The Home screen

Use the Home screen to view a snapshot of your communications.

In the area below the Status bar, the Home screen displays an icon for each type of communication: **Instant Messages**, **Voicemail**, and **Conference Call**. The application updates the icons regularly to display information about new messages or calls.

When you receive a new instant message, the Home screen displays a notification. If you receive more than one message from multiple contacts, the application displays small dots on the icon bar for that message type. These dots allow you to swipe through each message.



Notifications also occur on the Home screen for incoming voicemail messages. You can choose to listen to the message as the application records the message, or you can answer the call.

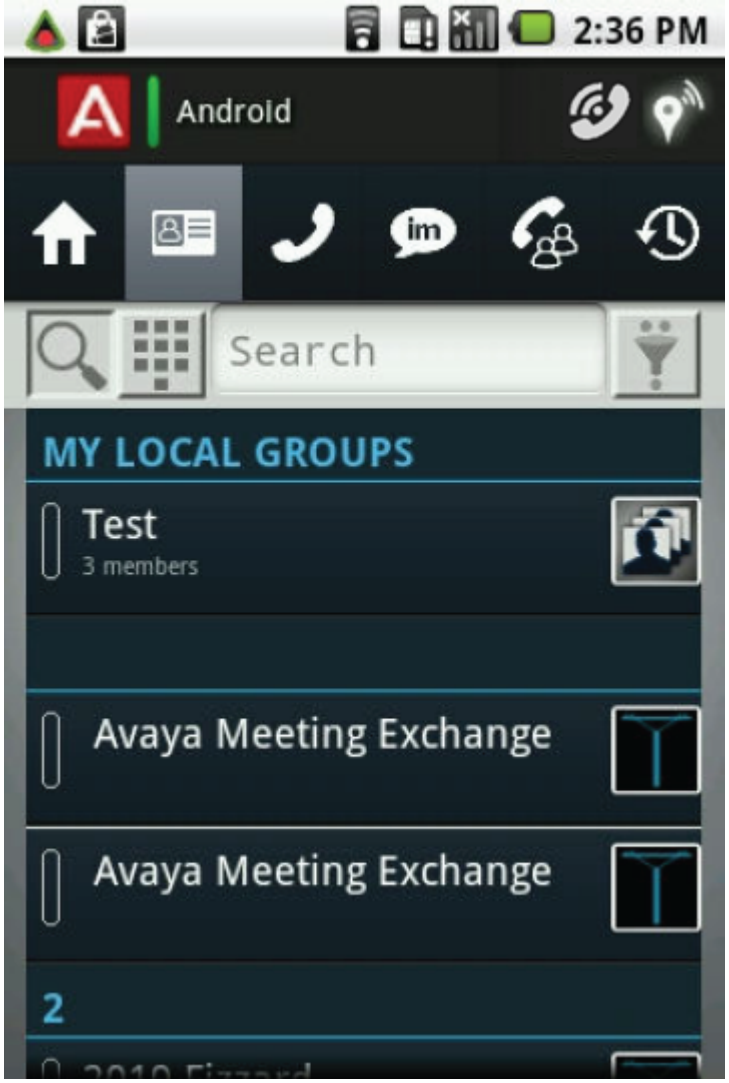
If you choose to answer the call, the call rings at the location that you have specified as your current location in the Avaya one-X® Mobile application.

If another user dials into your conference bridge, the Home screen displays a button so that you can join the conference with one click.

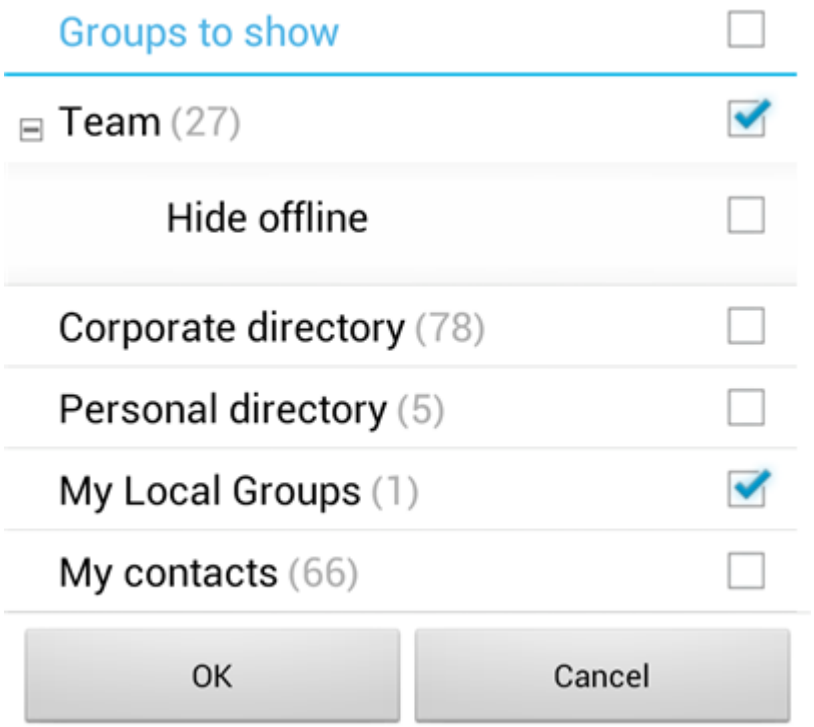
The Contacts screen

The Contacts screen lists the contacts that you configure using the **People** directory on the Android device, or that your administrator configures on the IP Office call server.

You can create custom local groups by long-pressing a contact from the contact list and then selecting **More > Save to Group**. In the following screenshot, a local group called “Test” has been created:



If you press the **Filter** button next to the **Search** field, you can perform a more advanced selection of contacts by filtering the following groups.



- **Team:** Includes roster contacts, including IP Office colleagues as well as gTalk users added in Avaya one-X® Portal.

  The Team group also has an expanded view to list all XMPP groups containing at least one user. Due to the fact that a given roster contact can belong to multiple groups, the contact counts for the XMPP groups may be greater than the contact count shown for the Team group.

  Note also that the Team group includes a **Hide Offline** option. Enabling this option hides Team contacts that are not offline so that the roster displays only online contacts.
- **Corporate directory:** Includes corporate directory contacts.
- **Personal Directory:** Includes contacts added to your Personal directory. The Personal Directory group appears only if you have added at least one contact to the Personal Directory using Avaya one-X® Portal.
- **My Local Groups:** Includes locally defined groups.
- **My contacts:** Includes personal directory contacts, such as gTalk users.

Note that some users may appear in more than one group (gTalk users, for example).

On the contact list, the color-coded bar to the left of the contact's name indicates the presence status of the contact. If the bar is grey, the contact is offline. If the contact has entered a status message, the message is shown below the contact's name. If the color-coded bar is hollow, it indicates that the contact is external to IP Office and the presence information is not available for that contact.

When you tap a contact, the following options become available for that contact:

- **Call Work**

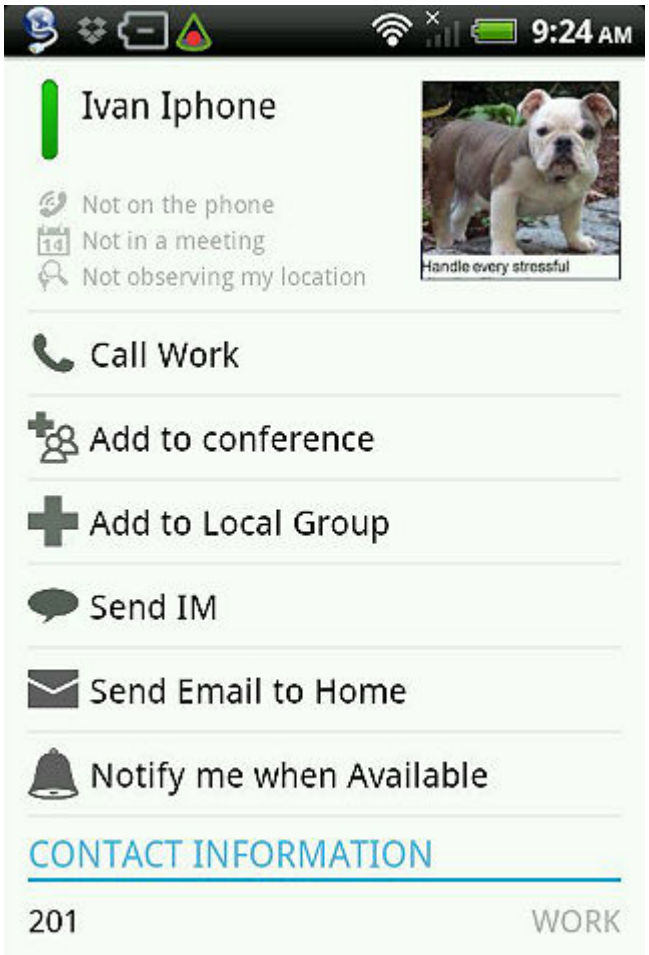
- **Select**
- **Send IM**
- **Notify Me**
- **Add to conference**
- **Details**

Note:

For contacts with a hollow bar, the Notify Me option is replaced by Email as the presence of these contacts are not available.

Long-pressing the names of contacts lets you select multiple contacts to add to a conference call using the **Options menu** icon. For more information, see Making a selection on page 49. You can also press the **Menu** key on the mobile device and choose either **Select All** or **Refresh Contacts**.

The following image shows the contact details screen that appears when you select **Details**. Depending on the contact's presence information you can choose to have IP Office alert you when the contact's presence changes.



It is also worth noting that the Details screen indicates whether GPS information is available for a contact. If a contact is publishing GPS information, you can view their geo-presence by clicking the **Observer Location** button.

For more information, see Making calls on page 45.

Icons:

	Dialpad button. Press the **Dialpad** button to launch the dialpad. For information about making calls using the dialpad, see Using the integrated dialer on page 48.
	Search button. Press the **Search** button to enter search mode. This mode includes the auto-complete feature.
	Filter button. Press the **Filter** button to perform a more advanced selection of contacts by group. Note that some users may appear in more than one group (gTalk users, for example).

The Instant Messages screen

The Instant Messages screen displays the IMs that you have received.

To view the options for the Instant Messages screen, press the menu key on the mobile phone:

- **Disable History:** By default, the application displays read and unread instant messages. Toggle the display to view new or unread messages.
- **Clear history:** Use this option to delete instant messages that you have read.

When you open an instant message, the application displays information about the sender.

The following table describes the icons that appear at the top of the screen. All options here relate to the user that sent the message:

No.	Description
1	**Observation** Tap to observe the presence of the user.
2	**Outlook Meeting** Tap to view the Outlook Meeting information of the user, if available.
3	**Location information** Tap to view the location information about the user.
4	**Notify Me** Tap to follow the user and determine when the user becomes available.
5	**On the Phone** This icon indicates whether the user is on a phone call.
6	**Add to Conference** Tap to add the user to a conference call.
7	**Call** Tap to call the user.

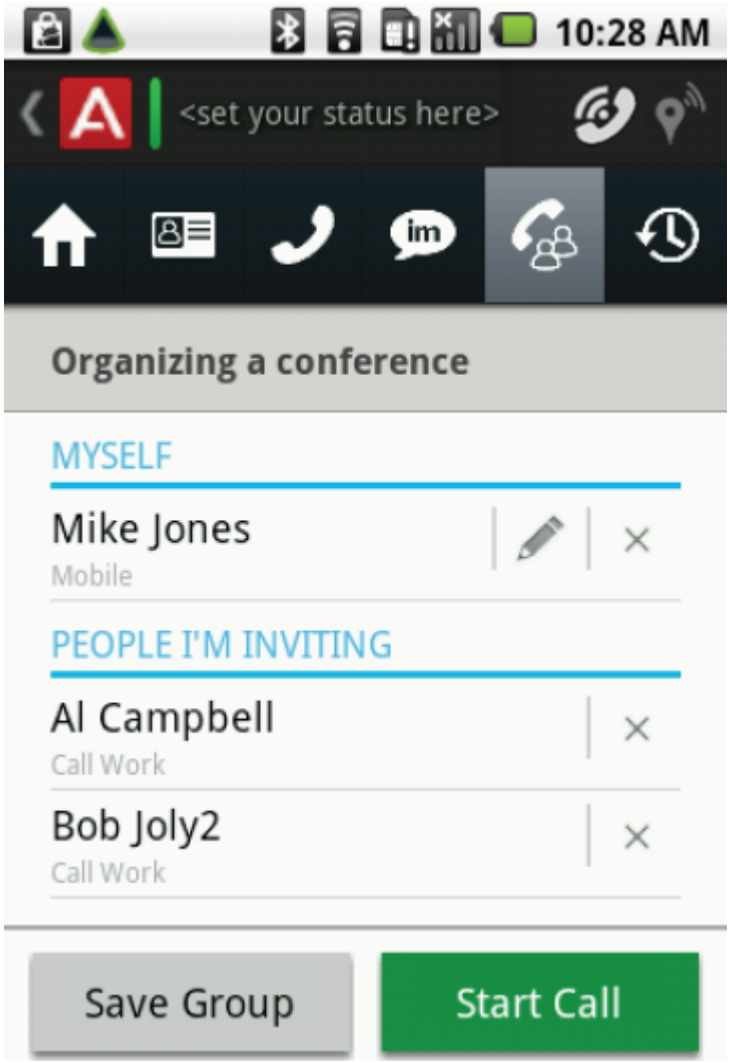
The Avaya one-X® Mobile application stores up to 1MB of instant messages. The number of instant messages that you can store depends on the number of characters that each message contains. Depending on the length of the message, you can store up to 10,000 messages or even more messages. When you reach the storage limit, the application automatically deletes the oldest messages.

For more information, see Sending an instant message on page 70.

The Conference screen

The Conference screen displays the participants of the conference, including you, invited participants, and those who have dialed into your conference bridge.

The application displays the phone number or the alias of each participant. You can save the conference participants to a group using the **Save Group** button.



To view the options for the Conference screen, press the menu key on the mobile phone. The available option is **Join Conference**.

To view options for a participant, press the name of a participant:

- **Disconnect**: Use this option to disconnect the participant.
- **Mute**: Use this option to mute the participant.
- **Assign alias**: Use this option to enter a name instead of the phone number, which the screen displays by default. The application retains the alias that you create for future conferences. You can toggle the display between the alias and the phone number of the participant. Only you can see the aliases that you assign.

Icons:

	Tap this option to select the call facility of the participant.
	Tap this option to remove the participant from the conference.
	Indicates the current speaker.
	Indicates that the participant is not speaking.
	Indicates that the participant is on mute.
	Indicates that the conference is locked. Tap this option to unlock the conference.
	Indicates that the conference is unlocked. Tap this option to lock the conference.

If you have concerns about conference capacities or other features, note that IP Office hosts the conference bridge and not the mobile phone.

For more information, see Managing your conference bridge on page 54.

The Call Log screen

The Call Log screen provides a list of all calls, including missed, incoming, and outgoing calls. You can clear the call logs if required. You can clear individual call logs or all call logs at once. From the Call Log screen you can also initiate calls, invite participants to your conference bridge, and add contacts to your directory.

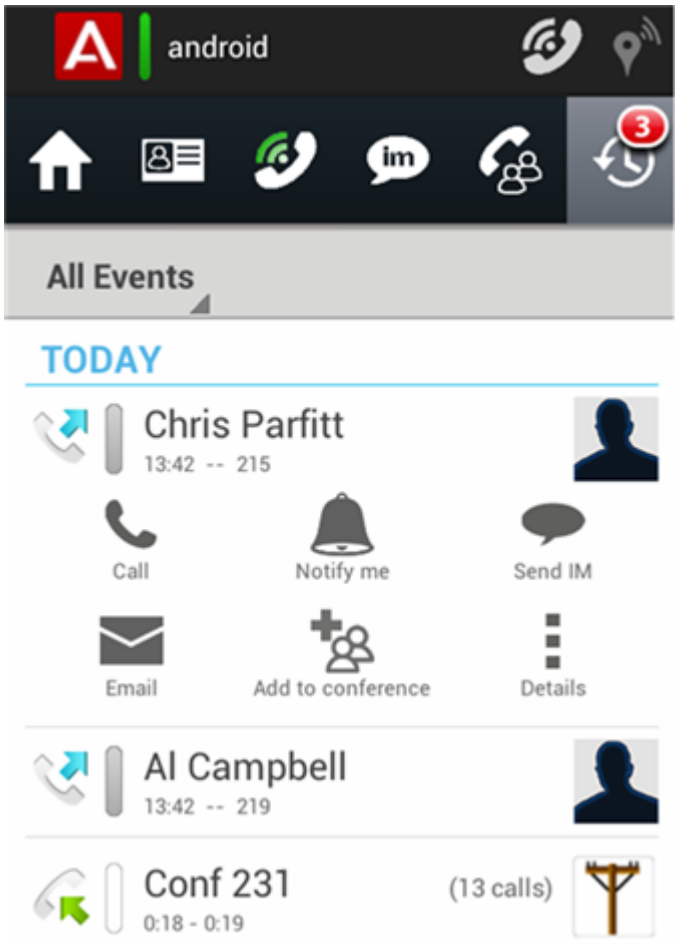
The application organizes the logs by date, with the most recent call log appearing first. You can filter the logs according to your preference. Each call log is saved for up to a week, unless manually cleared.

To view additional options for a contact, you can click on that name in the Call Log screen. The options differ for unknown contacts and known contacts.

Known contacts in the Call Log screen have an avatar. The following options are available for known contacts in the Call Log screen:

- Call
- Notify me
- Send IM
- Email
- Add to conference

- Details



The following options are available for unknown contacts in the Call Log screen:

- Call
- Add to conference
- Create contact
- Add to contact

Icons:

	Incoming call.
	Outgoing call.
	Missed call.

Table continues…

	Voicemail (heard).
	Voicemail (unheard).
	Avatar for external contacts.

Chapter 2: Getting started

Application installation

one-X Mobile Preferred for IP Office is available for Android mobile phones with OS 2.1 and later.

You can install the application by gaining access to the **Install** option in the application store. Alternatively, you can perform a provisioned installation, whereby you receive an email with the installation and the configuration links. To perform a provisioned installation, note the following:

- Provisioned installations configure most of the application settings.
- You *must* use the mobile phone to activate the email link.

Installing the application on an Android device

Use the following procedure to download and install Avaya one-X Mobile Preferred for IP Office on an Android device.

Note:

The Avaya one-X® Mobile application is supported on Android OS 2.1 and later. However, you can use the VoIP feature on your Avaya one-X® Mobile only if you have Android 4.x operating system on your mobile device. Avaya one-X® Mobile is not supported on devices running a custom ROM.

Procedure

1. On your mobile phone, open the Play Store application.
2. Search for **Avaya one-X Mobile Preferred for IP Office** and select the application.

   Note:

   When you search for the application, the system displays several options for the Avaya one-X® Mobile family of products. Verify that you select the correct application prior to the installation.
3. Tap **Install**.
4. To accept the permissions for the Avaya one-X® Mobile application, tap **Ok**.
5. Sign in to your Google Checkout account if this is the first time that you are downloading from Android Market.

6. In the Play Store application, select **My apps** and select the Avaya one-X® Mobile application.
7. Tap **Install**.

Configure the application

You must be familiar with the interface and the operations that you can perform on your mobile phone. You must be able to scroll, highlight, and type text using the on-screen keyboard. For more information on how to perform these tasks, see the user guide provided with your mobile phone.

The following sections describe the settings that you must configure before you use Avaya one-X® Mobile.

Configuring the connection to IP Office

Before you begin

To configure the connection between the Avaya one-X® Mobile application and the IP Office server, you must first obtain the following information from your system administrator:

- The name of the Avaya one-X® Portal server.
- Your username and password credentials, which are the same credentials used to access Avaya one-X® Portal.

Note:

You do not have to configure these settings when you perform a provisioned installation.

Procedure

1. The first time that you launch the Avaya one-X® Mobile application, the Settings menu displays automatically. Configure the following settings:
   - Press **Server ID** and enter the host name or IP address of the Avaya one-X® Portal server. Press **OK**.
   - Press **Username** and enter your user ID. Press **OK**.
   - Press **Password** and enter your password. Press **OK**.

     Note:

     If you need to edit these settings at a later time, you can return to this menu by navigating to the **Home** screen and pressing **Menu > Settings** on the mobile device.
2. Avaya one-X® Mobile connects to the IP Office server automatically.

   When the application successfully connects to IP Office, the triangular status icon changes from red to green.

Configure call control

With IP Office Release 9.0, you can use the one-X Mobile Preferred application to change between the two call control options: 3rd-party call control and Voice over IP.

By default, Avaya one-X® Mobile operates in the 3PCC mode.

3rd-party call control (3PCC)

The Avaya one-X® Mobile application operates, by default, in the 3PCC mode. When IP Office initiates a 3rd-party call from the mobility client, IP Office initiates a 3rd-party call to the mobile phone of the caller and then dials the destination.

In countries where incoming voice calls incur a toll charge, the 3PCC solution does not eliminate the fee for the mobile users, as they still have to pay the cellular charges for incoming calls. In order to reduce toll charges, the mobility client provides users the option to work in the VoIP mode.

Voice over IP (VoIP)

Configuring the Avaya one-X® Mobile application to work in the VoIP mode provides users the option to make calls over Wi-Fi or 3G or 4G data networks. These options eliminate cellular voice charges. Changing to the VoIP mode helps mobile users reduce costs, especially on international calls.

In the VoIP mode, the mobility client has its own extension and performs all call control functions including mid-call features. The mobile user can choose the callback mode when Wi-Fi access is unavailable or when the data connection is not providing adequate voice quality.

For information on enabling the VoIP mode, see Enabling VoIP on page 26.

Enabling VoIP

Use the following procedure to enable Voice over IP (VoIP) mode on one-X Mobile Preferred for IP Office . The application operates in the 3PCC mode by default.

Note:

The VoIP feature is available only to users having Power User license.

Procedure

1. Navigate to **Menu** > **Settings** > **Voice over IP** > **VoIP operation mode**.
2. Select one of the options:
   - **Wi-Fi Only**: Select this option to enable VoIP whenever your mobile device is connected over a Wi-Fi network.
   - **Always**: Select this option to enable VoIP for all data connection types that are active.
   - **Never**: - Select this option to disable VoIP mode.

- **Wi-Fi Only With Mobile Fallback**: - Select this option to enable auto-switching call facility from VoIP to Mobile when Wi-Fi connectivity is lost. The call facility switches back to VoIP when Wi-Fi connectivity is resumed.

  Note:

  With the **Wi-Fi Only With Mobile Fallback** mode selected, when the call facility is set to VoIP and Wi-Fi connection drops, the application automatically switches the call facility to Mobile. When the Wi-Fi connectivity resumes, the application switches the call facility back to VoIP. If you change the call facility manually to anything else, the auto-switching is stopped. You can resume the auto-switching by setting the call facility back to VoIP.

  For example, when John selects the **Wi-Fi Only with Mobile Fallback** option:

  - In a Wi-Fi zone: The application sets the call facility on the phone to VoIP.
  - In a non-Wi-Fi zone: The call facility switches automatically to the mobile option.

  Using the **Wi-Fi Only with Mobile Fallback** option, John saves on airtime minutes when he is in a Wi-Fi zone. In a non-Wi-Fi zone, John uses the mobile phone because the data plan might not be large enough or reliable enough to make a VoIP call.

3. Tap the **Call Facility** icon.
4. Select **VoIP**.
5. Select one of the call back options. This is the number where you receive a call back if a VoIP call cannot connect for any reason.
6. Tap **OK**.

   The Phone icon on the Home screen turns to green when the client is registered to IP Office.

Configuring user call monitoring

You can use one-X Mobile Preferred for IP Office on your Android phone to interact with all incoming and outgoing calls. Using the User call monitoring feature, you can interact with the following types of calls:

- Calls made or received through deskphone, softphone, or Avaya Communicator.
- Calls established using the one-X Mobile Preferred for IP Office application or Avaya one-X® Portal.
- Calls answered on mobile through mobile twinning.

Procedure

1. On your mobile device, tap **Menu** > **Settings** > **Call Monitoring Mode**.
2. Select one of the options:
   - **VoIP calls only**: Select this option to enable User call monitoring only for VoIP calls.
   - **All my calls**: Select this option to enable User call monitoring for all your calls.

   All my calls is selected by default.

Next steps

For more on Use call monitoring, see Handling user call transfers on page 50.

Configuring enterprise dialing

The enterprise dialing feature determines whether Avaya one-X® Mobile integrates with the native dialing application on the mobile phone. If you allow Avaya one-X® Mobile to integrate with the native dialing application on the mobile phone, Avaya one-X® Mobile intercepts and routes calls using the enterprise server rather than through the cellular network.

In addition, enterprise dialing hides the mobile identity of the caller, which allows you to protect your privacy if you are using your personal mobile phone for business purposes.

For added flexibility, you can also configure a dial plan so that the application routes enterprise calls according to the rules that you specify. Configure dial plan rules to manipulate called numbers before the application transfers them to the PBX.

Note:

- Avaya one-X® Mobile must be connected for the dial plan function to work.
- You can configure dial plans only within the application and not within the settings of the mobile phone.
- The contacts in the mobile phone are not merged with the contacts in the Avaya one-X® Mobile application.

Procedure

1. On the mobile phone, navigate to the Home screen and press the menu key.
2. Tap **Settings**.
3. Tap **Enterprise Dialing**, and tap **Mode**.
4. Tap one of the following options:
   - **Off:** No integration.
   - **On:** Use integration.
   - **Prompt:** Prompt to use which dialer each time.
   - **Dial Plan:** Use the enterprise dial plan.
5. To configure the rules for enterprise dialing, return to the **Settings** menu.
6. Tap **Dial Plan**.

   Avaya one-X® Mobile intercepts and routes only those calls that match the dial plan rules.
7. Press the menu key on the mobile phone and tap **Add new rule** to reveal an inactive rule.
8. Tap the inactive rule and configure the following options:
   - **Active:** Select the check box to enable the rule.

- **Prefix:** Tap and type the prefix for calls that you want Avaya one-X® Mobile to intercept and route.
- **Suffix length:** Tap and select the number of characters that follow the prefix.
- **Characters to absorb:** Tap and select the number of characters.
- **Characters to insert:** Tap and type the characters to insert before the prefix.
- **Dial plan mode intercept:** If you choose **Prompt** or **Dial Plan** as the enterprise dialing mode, the application enables this option automatically.

9. To return to the Dial Plan screen, press the back button on the mobile phone.

   The screen displays that Rule 1 is now active.

10. To add another rule, press the menu key on the mobile phone and tap **Add new rule**.

    You can also edit, delete, reorder, and reconfigure existing rules.

Example

You might like to manipulate all long-distance calls but not local calls before the application routes the call through the call server. If the area code is `613`, your dial plans would consist of the following:

1. `1613+ - prefix 1613, suffix 7, rule is not active.`
2. `1+ - prefix 1, suffix 10, rule is active.`

The above two rules will manipulate all "1+" calls except 1613+ calls.

Configuring the notify me feature

If someone in your contacts list is unavailable, you can use the **'Notify Me' feature** option to monitor the availability of that contact. When you set the **'Notify Me' feature** option for a contact, Avaya one-X® Mobile notifies you when the presence status of the contact changes.

For information on using the notify me feature for a contact, see Using the notify me feature on page 39.

About this task

Use the following procedure to configure the **'Notify Me' feature** option.

Procedure

1. On the mobile phone, navigate to the Home screen and press the menu key.
2. Tap **Settings**.
3. Tap **'Notify Me' feature**.
4. Tap **Mode** .
5. Select one of the following options:
   - **Continuous:** To receive notifications as the availability of the contact changes. You continue to receive updates until you disable the option for that contact.

- **One time:** To receive a notification as the availability of the contact changes. You do not receive updates after the first notification.

Setting preferences for notifications

The Avaya one-X® Mobile application notifies you according to your preferences. For example, the Avaya one-X® Mobile application notifies you when you receive new voice mails or instant messages, or when users join your conference. You can also receive notifications when your connection to IP Office changes.

About this task

Use the following procedure to configure your notification preferences.

Procedure

1. On the mobile phone, navigate to the Home screen and press the menu key.
2. Tap **Settings > Notifications**.
3. Tap **Notification Profile**, and choose your preferred method of notification. The options are:
   - **Vibration and Sound**
   - **Vibration only**
   - **Sound only**
   - **No Vibration or Sound**
4. From the **Notifications** menu, select the check box next to the options for which you want to receive a notification. The options are:
   - **Instant Message**
   - **Voicemail**
   - **Missed Calls**
   - **Conference Join**
   - **Conference Leave**
   - **Server Connection**
   - **Location Tracking**
   - **VoIP Registration**

Configuring GPS information

If you enable geo-presence, Avaya one-X® Mobile publishes your geographic location to other users when the users request for that particular information.

Before you begin

To use the geo-presence feature, you must first enable GPS on your mobile phone.

- Navigate to the Home screen and press the menu key, tap **Settings**, and select the **Publish Location** check box.

About this task

After you configure GPS on your mobile phone, you can enable or disable geo-presence from any screen in the Avaya one-X® Mobile application using the **Location Precision** icon.

Important:

If a user observes your geo-presence information, the GPS updates provided by your mobile phone are frequent, thereby shortening the battery life. The level of information that you choose to publish also affects the battery usage on your mobile phone. For example, when you choose **Maximum**, the battery usage on your mobile phone increases because the application updates the information frequently.

Use the following procedure to control the level of geo-presence you want to share with other users.

Procedure

1. On the mobile phone, to view a list of available locations, tap **Location Precision**.
2. Tap the appropriate location from the list. The options are:
   - **City:** Displays the city and the state or the province of your current location.
   - **Neighborhood:** Displays only the country, the city, and the state or the province of your current location.
   - **Street:** Displays the street address and the neighborhood information for your current location.
   - **Maximum:** Displays your current location in detail, including the nearest street.

Deleting GPS locations

If you have published your geo-presence location to other Avaya one-X® Mobile users, you can delete the information from the mobile phones that have received the data. For example, if you disable geo-presence, your last published location remains available to contacts who requested for that particular information. You can delete this information so that when a contact requests for the information, the mobile phone displays the `No information is available` message.

Procedure

1. On the mobile phone, navigate to the Home screen and press the menu key.

   Alternatively, long-press the **Location Precision** icon and proceed to step 3.
2. Tap **Settings**.
3. Tap **Delete Locations**.

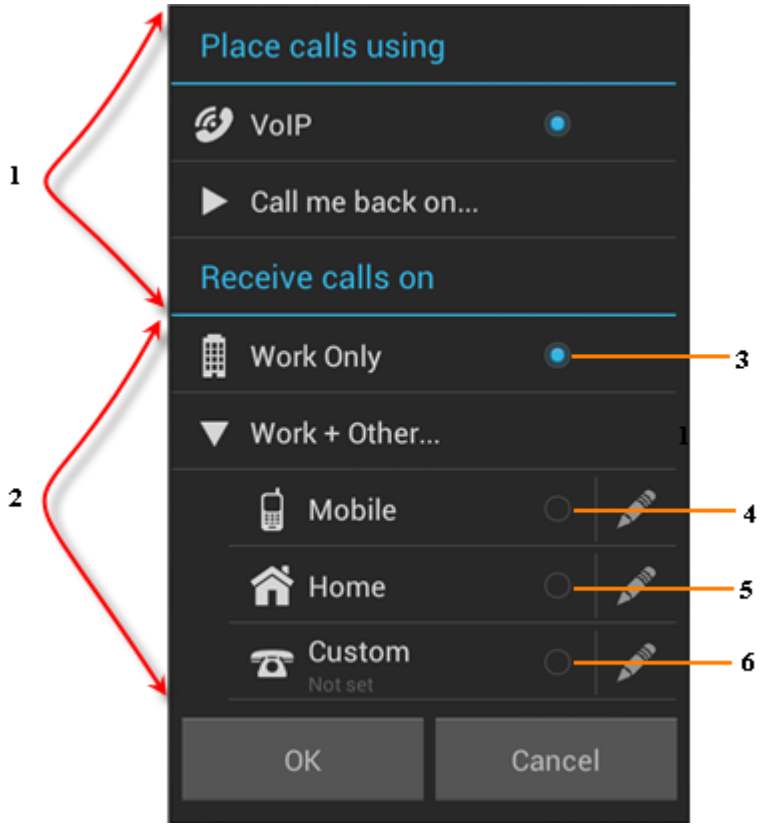
4. Tap one of the following options:
   - **All devices**
   - **This device**

   The application displays a pop-up message to confirm the deletion of the published information.

Enabling or disabling mobile twinning

The mobile twinning feature in Avaya one-X Mobile Preferred for IP Office lets you twin an external phone with an internal extension. When you receive a call on your extension, the twinned number also rings. You can receive the call either on the extension or the twinned number.

In previous versions, the Call Facility button was used to control how calls were placed. In this version, the Call Facility button also controls how the calls are received. When you tap the Call Facility button on the home screen, the following pop-up screen appears:



No.	Description
1	The fields located here control how the application places calls. This does not affect mobile twinning.

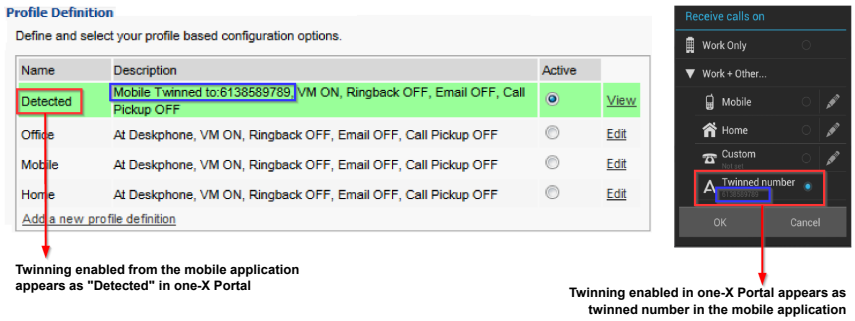
Table continues…

No.	Description
2	The fields located here control how incoming calls are received. This effectively controls mobile twinning.
3	Selecting this button disables Mobile Twinning.
4	Selecting this button twins incoming calls to mobile phone.
5	Selecting this button twins incoming calls to home phone.
6	Selecting this button twins incoming calls to any other number you specify.

Note:

The mobile twinning feature is not available for you by default. Your administrator must enable the feature for your extension before you can start using the feature. When VoIP is enabled on the application, it rings on all incoming calls irrespective of mobile twinning setting.

Mobile Twinning is synchronized between Avaya one-X® Mobile and Avaya one-X® Portal.



Note:

The mobile twinning feature when enabled, the application will present the gsm call and ignore the VoIP call if both come simultaneously.

About this task

Use the following procedure to enable or disable mobile twinning from Avaya one-X® Mobile:

Procedure

1. Tap the **Call Facility** button on the home screen.
2. Perform any one of the following, as required:
   - To enable mobile twinning, tap to select any of the following radio buttons that appear below **Receive calls on**:
     - **Mobile**
     - **Home**
     - **Custom**

- To disable mobile twinning, tap to select the **Work Only** radio button.

Configuring DND settings

You can configure the Do Not Disturb (DND) feature on your Avaya one-X® Mobile phone to stop your phone from ringing for incoming calls.

About this task

Use the following procedure to enable the DND feature:

Procedure

1. On the mobile phone, tap the menu key while Avaya one-X® Mobile application is open.
2. Tap **Settings**.
3. Select the **Do Not Disturb** check box.

   The DND icon appears on the Avaya one-X® Mobile home screen.

Next steps

To disable DND settings:

1. Tap the DND icon on the home screen.
2. Tap **OK** when the application prompts you with the message Do you want to disable the 'Do Not Disturb' feature.

   Alternatively, you can tap Settings on the mobile device and clear the **Do Not Disturb** check box.

Advanced field descriptions

The **Advanced** menu displays logging settings, file transfer options, and security settings that are useful for technical support purposes. Do not change these settings unless directed by technical support.

Field	Description
Submit Problem Report	The option to submit the problem report about the application to technical support.
Logging Settings	The **Logging Settings** menu provides access to logging information that technical support personnel can use. The options are: • **Logging level:** The option to select the level of logging. • **Log limit (MB):** The option to specify the size limit for the logs. The default is *16* MB. • **XMPP debugging:** The check box to enable or disable additional XMPP debugging.

Table continues…

Field	Description
File Transfer Options	The available file transfer options: • **Wi-Fi Only:** The check box to enable or disable Wi-Fi use for transfer of all files. • **Pending file transfers:** The option to view the number of pending file transfers and purge the transfers that are pending.
Security Settings	The **Server certificates** check box selection indicates that the application validates the server certificates when connecting to the server.

Enable the widget

On the Android OS, an Avaya one-X® Mobile widget is available to display on the home page of your mobile phone.

The widget uses notification icons to indicate the number of new communications you have received through the application. For more information about enabling a widget, refer to the user guide that came with your mobile phone.

Self-administration on Avaya one-X® Portal

Use Avaya one-X® Portal to specify the conference bridge number that the Avaya one-X® Mobile application must use for conference calls. You can also specify personal and mobile phone numbers, which propagate to the mobile phone and vice versa.

In addition, you can use Avaya one-X® Portal to enable the phone status and the calendar information for contacts who want to view your presence.

Configuring the conference bridge

To set your conference bridge number, log on to Avaya one-X® Portal and perform the following steps:

- Select **Configure > Telephony**.
- Enter your personal conference bridge number. Contact your system administrator to determine which conference bridge number to use.

Enabling phone status

You can select whether you want your current phone status to be available to other contacts when the contacts request for that information. When you enable your phone status, your contacts can

use the Avaya one-X® Mobile application to view whether you are currently on the phone. To set the availability of your phone status, log on to Avaya one-X® Portal and perform the following steps:

- Select **Configure > Telephony > IM/Presence**.
- Select **Advertise on call status**.

Enabling calendar information

You can select whether you want your calendar status to be available to other contacts when the contacts request for that information. When you enable your calendar status, your contacts can use the Avaya one-X® Mobile application to view your meetings scheduled for the current day, including the time at which the meetings occur.

- Select **Configure > Telephony > IM/Presence**.
- Select **Advertise calendar status**.

Chapter 3: Managing Status Information

Managing status information

The Avaya one-X Mobile Preferred for IP Office lets you set information about your own availability and view information about the availability of your contacts. The application is also capable of integrating with your Microsoft Office Outlook calendar, and is capable of providing status updates based on your scheduled appointments.

Presence and status

You can determine a user's availability on the network, also known as presence, in one of two ways:

- By an icon that changes color to reflect the current status of the user.

  or
- By a text message entered by the user.

The presence icons are green, yellow, and red to quickly identify your presence status by color. Each color-coded icon has a field where you can enter status text.

Your presence, which you can set on any screen, is available to your contacts. Avaya one-X® Mobile displays your presence information as well as the presence information of your contacts.

For information about viewing the presence of your contacts, see Monitoring the availability of your contacts on page 38.

Integration with your calendar

If you use Microsoft Office Outlook or Microsoft Office Outlook Web Access, Avaya one-X® Mobile can use data from your calendar to update your status information. The application uses the start and end times of meetings in your calendar to provide the following status information:

- When you have a meeting scheduled in your calendar, the Avaya one-X® Mobile sets your status to **Busy** five minutes prior to the meeting, and displays the message **Starting a meeting at <*time*>.**
- When the meeting begins, your status message is updated to **In a meeting until <*time*>**.
- After the meeting ends, your status changes to **Available**.
- When your calendar indicates that a meeting is scheduled for an entire day, your status message changes to **In an all-day meeting**.

If you have already entered a text status, calendar messages append to your text status. For example, if you enter a text status of **At work** and you are in a meeting until 3 p.m., Avaya one-X® Mobile updates your text status to **At work — in a meeting until 3 p.m.**

Avaya one-X® Mobile also provides calendar information for your contacts. For more information, see Monitoring the availability of your contacts on page 38

Calendar information is only available if your system administrator configures it to be available.

Monitoring the availability of your contacts

Avaya one-X® Mobile provides several options for viewing the availability of your contacts.

Presence information:

There are several places within the Avaya one-X® Mobile application where you can view the presence of your contacts:

- On the Contacts list, where presence information is displayed for internal contacts.
- On the Conference screen, where presence information is displayed for internal conference participants. Presence information is not available for external participants.
- On the Voicemail screen, where presence information is displayed for the sender of the voicemail message.

On each of these screens, a color-coded icon appears to the left of the contact's name. The text status entered by that contact is displays below his or her name.

Presence information is available for both system contacts and personal contacts, such as gmail contacts. However, note that personal contacts added to the “Personal” directory in Avaya one-X® Portal appear duplicated on your mobile phone if the name matches a contact that already exists in the “System” directory, and that this duplicated contact will not have presence information available. To avoid this kind of duplication, use the correct method for adding a system contact to the “Personal” directory in Avaya one-X® Portal. The correct method is to use the “System” directory's **Add to group** button. For more information, see the Avaya one-X® Portal documentation.

The Follow feature:

When you want to reach contacts whose presence status indicates that they are not available, you can use the Follow feature to automatically monitor their availability. When you set the Follow feature for a contact, the Avaya one-X® Mobile notifies you when the presence status of the contact shows an improvement in availability. For example, the Follow feature notifies you when the contact's presence changes from **Do Not Disturb** to **Busy**, or when it changes from **Busy** to **Available**. An icon showing footsteps displays next to the name of the contact to indicate that the feature is enabled. Note that you do not receive notification when a contact's presence changes from **Busy** to **Do Not Disturb** because the contact's availability did not improve.

There are two options for using the Follow feature:

- Automatically stop following a contact after you have been notified of a status change.
- Continue to receive notifications about status changes until you choose to stop following a contact.

For more information about configuring the Follow feature, see Configuring follow mode on page 29.

Calendar information:

You can view calendar information for your contacts. The Avaya one-X® Mobile displays the meetings and appointments scheduled for the current day.

Phone status:

You can view whether a contact is currently on the phone.

Setting your status

The Status bar provides an area where you can indicate your presence and set a status message. The Status bar is available on all screens in the Avaya one-X® Mobile application.

About this task

The status area includes color-coded icons to reflect your presence, as well as a text field for your status message. You can enter a new status message in the text field, or reuse a recent status message. Avaya one-X® Mobile retains your five most recently used status messages.

Procedure

1. In the Status bar, tap the status text area.

   The application displays a dialog box.

2. Tap a color-coded icon.
3. To change the status message, choose one of the following options:
   - To display the keyboard and enter a status, tap the text field. As you type letters, the application displays the recent status messages that match those letters. Tap a status message or enter a new status message.
   - To enter your status using voice recognition, tap the microphone button on the keyboard. After you finish speaking, click **OK** to confirm that the status is correct.
   - To display the **Edit** menu, long-press the text field. You can use the **Edit** menu to select, cut, copy, and paste text in your status message. You can also use the **Edit** menu to add words to your dictionary.

     Select an option from the **Edit** menu, and then tap the text field to reveal the keyboard and continue editing your status message.

Using the notify me feature

If someone in your contacts list is unavailable, you can use the **'Notify Me' feature** option to monitor the availability of that contact When you set the **'Notify Me' feature** option for a contact, Avaya one-X® Mobile notifies you when the presence status of the contact changes. For example, the application notifies you when the presence status of a contact changes from **Do Not Disturb** to **Busy** or from **Busy** to **Available**.

About this task

When the presence status of a contact that you are monitoring changes, you receive an update in the notification bar at the top of your screen and you receive an instant message.

Procedure

1. On the Contacts screen, tap the name of the contact whose availability you wish to monitor.
2. Tap **Notify me**.

The application displays a *footsteps* icon next to the name of the contact.

3. (Optional) To stop getting notifications, tap **Don't notify**.

Viewing calendar information

Use the Avaya one-X® Mobile application to view whether the selected contact is in a meeting at a given point of time.

Procedure

1. On the Contacts screen, tap the name of a contact to open a communication screen for that person.
2. Tap the **Details** icon.

   The Avaya one-X® Mobile application displays a message indicating whether the selected contact is in a meeting.

Viewing the phone status

You can view whether a contact is currently on the phone.

Procedure

Choose one of the following methods:

- On the Contacts screen, tap the name of a contact to open a communication screen for that person and tap the **Details** icon.

  Avaya one-X® Mobile displays a message indicating whether the selected contact is currently on the phone.
- On the Contacts screen, view the entry for a contact. If the contact is on the phone, the application displays a presence icon next to the name of the contact in red color and a phone icon.

Chapter 4: Changing Password

Changing the password

Procedure

1. On the Avaya one-X® Mobile application screen, navigate to **Menu** > **Settings**.
2. On the Settings screen, tap **Change Password**.
3. On the **Change Password** screen, type the password details.
4. Tap **Confirm**.

Related Links

Change Password screen field descriptions on page 41

Change Password screen field descriptions

Name	Description
Current Password	Type the current password
New Password	Type a new password
Confirm New Password	Re-type the new password

Chapter 5: Installing certificates

Installing certificates

If your administrator decides to use a customized trusted root certificate, you must install the certificate using your browser. Request your administrator to share the trusted root certificate with you.

Installing a trusted root certificate in an Android device

Before you begin

Get the trusted root certificate from your administrator.

Procedure

1. Upload the trusted root certificate to your mobile device using Google Drive or internal storage.
2. In the device settings, navigate to **Security** > **Install from device storage**.
3. Tap the certificate, and type a name for the certificate in the **Certificate name** field.
4. Tap **OK**.

   The application displays the certificate installation success notification.

   Note:

   Some Android devices prompt to type the password in the **Confirm Pin** field. This is the password that is used to unlock the Android device.
5. **(Optional)** To view the installed certificate, navigate to the device settings, and tap **Security** > **Trusted credentials** > **User**.

Chapter 6: Activating TLS and Certificate Validation

TLS and Certificate Validation overview

Transport Layer Security (TLS) provides a secure operating system for communicating on the Internet through email, Internet fax, and other methods of data transfer. When a server and client communicate, TLS ensures that no third party may eavesdrop or tamper with any message. Certificate Validation further enhances security.

Activating TLS and Certificate Validation

Before you begin

Your administrator must have configured IP Office to accept TLS connections.

Procedure

1. On the Avaya one-X® Mobile application screen, navigate to **Menu** > **Settings**.
2. Tap **Advanced**.
3. In the Advanced screen, tap **Advanced VoIP**.
4. Select the **Secure connection** check box.

   Note:

   When the VoIP call has TLS activated, the padlock (🔒) icon at the top right of the active call window.

Changing Server Certificate Validation settings

About this task

Use this procedure to deactivate or reactivate server certificate validation. Contact your administrator for a valid CA certificate.

Important:

Deactivating server certificate validation makes the application and server vulnerable to attacks.

Procedure

1. On the Avaya one-X® Mobile application screen, navigate to **Menu** > **Settings**.
2. On the Settings screen, move the **Validate Server Certificate** slider to the left to deactivate the feature and to the right to reactivate the feature.

   Note:

   By default, **Validate Server Certificate** is active.

Chapter 7: Handling Calls

Making calls

When you use Avaya one-X® Mobile to initiate a call, by default, the application instructs IP Office to dial the phone number for your current location. After you pick up the phone at your location, Avaya one-X® Mobile dials the number that you want to reach. This approach means that calls are routed through the Avaya IP Office PBX using 3rd-party call control (3PCC). If you select VoIP mode in lieu of 3PCC mode, the Avaya one-X® Mobile application handles the call instead of IP Office.

In either mode, you can:

- make, receive, and end calls
- access touch tone keys during active calls
- perform supervised and unsupervised transfers

Note:

While you are on a 3G call, you may not be able to access some call features or send instant messages. Some mobile devices, and some service providers, limit data signalling during a 3G call.

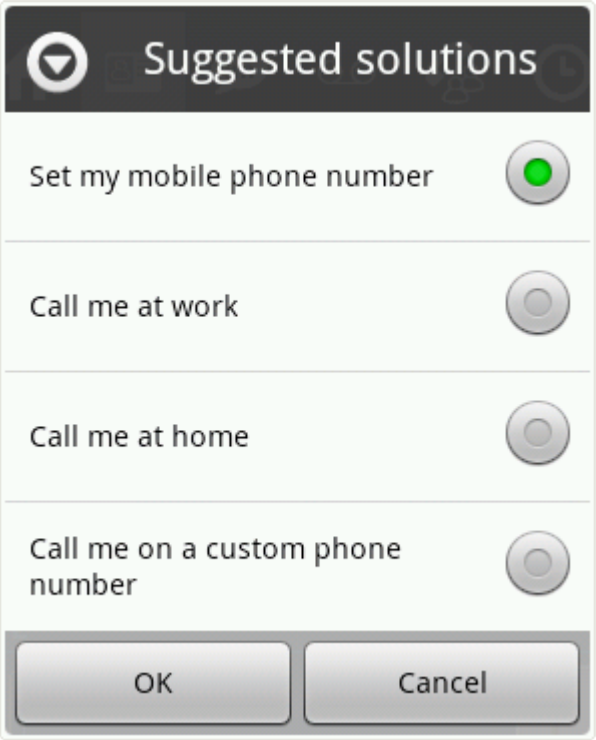
The following sections describe how to set your location information and how to initiate calls.

Setting your call facility

Before you can place a call, you must specify the phone number where the Avaya one-X® Mobile application can locate you. For example, if you normally place calls through your deskphone, you can choose to establish a call using a mobile phone or a phone located in a hotel room when you are travelling.

Typically, your call facility is the mobile device where you installed the Avaya one-X® Mobile, but you can set your call facility as required. You can specify the phone that you prefer to use for your calls and update the number as your call facility changes.

If you try to place a call but you have not set your call facility, a wizard guides you through the procedure:



About this task

Press the **Call Facility** icon in the Status bar to set your call facility:

- The default call facility is **Mobile**.

  The application automatically detects the **Mobile** number from the SIM card within the device.

Procedure

1. In the Status bar, press the **Call Facility** icon to open a menu.
2. Select one of the following call facilities from the menu:
   - **Mobile phone:** The default setting is the phone number of the mobile device on which the Avaya one-X® Mobile is installed.
   - **Work phone:** The work phone number is set by your system administrator and is not configurable.
   - **Home phone:** The home phone number is set in the Avaya one-X® Mobile client or in Avaya one-X® Portal.
   - **VoIP:** This option becomes available wherever a Wi-Fi connection is present. VoIP appears in the list of call facility options only when you activate 3PCC mode, which is active by default.
   - **Custom phone number:** The Custom phone number can be set only in the Avaya one-X® Mobile client. You cannot use internal extensions as your Custom phone number. Avaya one-X® Mobile displays an `Operation Failed` message if you set an internal extension as your Custom phone number.

After you select a call facility, the Status bar shows an icon specific to that call facility.

3. To change the phone number for the active call facility, tap the **Call Facility** icon in the Status bar and select **Set phone number** from the menu. Proceed to the next step.

   To clear the phone number for the active call facility, tap the **Call Facilty** icon in the Status bar and select **Clear phone number** from the menu. The application provides a confirmation message and returns to the home screen.

4. Input the new number in the text field. To include a prefix, enable the **Phone system requires a prefix** checkbox and enter the prefix number in the **Prefix** field.
5. When you are satisfied, press **OK** or **Save** depending on your device.

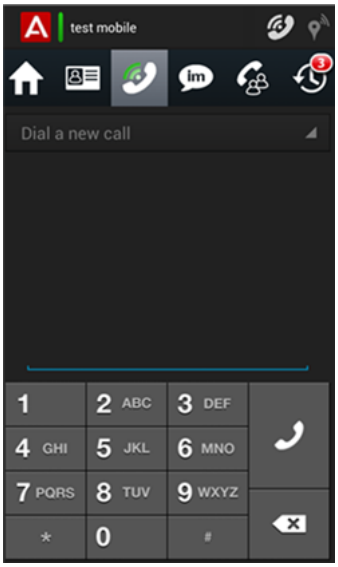
Initiating a call from the Dialpad

Use the following procedure to initiate a call from the Dialpad that appears on the status bar. Avaya one-X® Mobile places the call using the call facility you have selected.

Procedure

1. Press the Dialpad icon on the status bar.

   The Dialpad screen appears.



2. Tap the digits on the Dialpad to dial a phone number.
3. Tap the call icon.

   The call is placed using the selected call facility.

Initiating a call from the contacts list

Procedure

1. Use any of the following methods to initiate a call from the contacts list:
   - Dial the extension or the phone number using the integrated dialer.
   - Tap a name on the contacts list to view the options available for that contact and tap **Call Work**.
2. (Optional) To add the contact to a conference, tap **Add to conference**.
3. (Optional) To view the details of a contact, tap **Details**.
4. (Optional) To determine if the user has more than one phone number configured and to select one of those numbers to call, tap the **More options** icon.

Initiating a call from an instant message

Use the following procedure to reply to an IM by calling the sender.

Procedure

1. On the mobile phone, navigate to the Instant Message screen and tap the instant message.

   The application displays a communication screen.
2. To initiate a call, tap the phone icon.

Initiating a call from the call log

Use the following procedure to initiate a call from the Call Log screen.

Procedure

1. On the Call Log screen, tap the name of the contact that you want to call.

   The application displays a communication screen for that contact.
2. Tap the **Call** option.

Using the integrated dialer

Avaya one-X® Mobile provides an integrated dialer that you can use to place calls to contacts in your personal directory or in your corporate directory. You can also use the dialer to call external contacts.

Before you begin

Configure rules in **Settings** > **Dial Plan**. For more information, contact your system administrator.

Procedure

1. To start the dialer, navigate to the Contacts screen and tap the integrated dialer button.
2. Type the complete number or select the first suggested contact.

   When you start typing the number, the application displays recently contacted and matching phone numbers in a list below the number that you are typing.
3. To initiate a call, tap the **Phone** icon.

Initiating an e-mail from the Contacts list

Use the following procedure to initiate an e-mail from the Contacts list. If the contact has no e-mail address configured, a message appears to that effect. If the contact has a valid e-mail address configured, then you can choose a preferred e-mail application and use it to send that contact an e-mail.

Procedure

1. Press the name of the contact in the Contacts list.
2. Select the **Email** option.

   The preferred e-mail application of your mobile device opens.

Making a selection

If you tap a contact in the contacts list, you can view the **Select** icon. Use the **Select** icon to select the contact. Tap additional contacts to add them to the selection.

Alternatively, you can long-press a contact to select that contact. Tap additional contacts to add them to the selection.

The application displays the number of selected contacts at the top of the screen. For example, `1 selected`. If you leave the Contacts screen without performing an action, the contacts remain selected.

Procedure

1. On the Contacts screen, tap the contact that you want to select.
2. Tap **Select**.
3. To select multiple contacts, tap the contacts that you want to select.

   The application displays the number of selected contacts at the top of the screen.
4. (Optional) To set up a conference for all the selected contacts, tap **Conference**.

5. (Optional) To view the remaining options, tap the **Options menu** icon.

   The options available for the selected contacts are:

   - **Conference**
   - **Send IM**
   - **Email**
   - **Save to Local Group**
   - **Locate**

Transferring 3rd-party calls

You can use the 3rd-party call transfer feature to transfer the calls you receive when using Avaya one-X® Mobile as a 3rd-party call controller.

Procedure

1. When you have an active call, tap the **Transfer Call** button Avaya one-X® Mobile screen.
2. Use either of these options:
   - Select the destination number from your Contacts.
   - Use the dialpad to dial the destination number.
3. On the Transfer Call screen, tap the **Transfer** button.

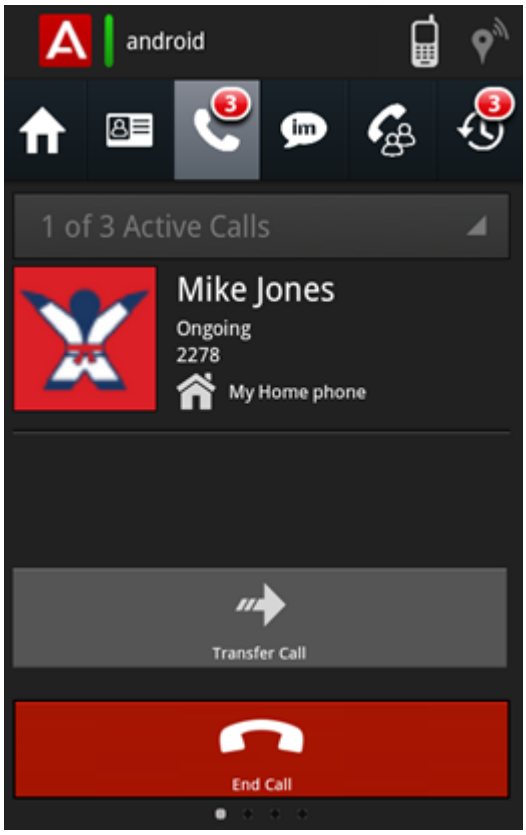
Handling user call transfers

Consider you are in your car and you need to make a sales call from your Avaya one-X® Mobile to a potential customer. You make your pitch and close the sale and would like to transfer the call to your administration to complete the transaction. To handle a situation like this, you need a feature that provides you the flexibility of handling all your calls, be it office or external, from one application. The User call monitoring feature can help you in carrying out all the activities without using any other device or application.

If you have set your Call monitoring mode to All my calls, all IP office calls involving you appear on the Active call tab. For information on configuring your application for User call monitoring, see Configuring user call monitoring on page 27. During an active call, you can tap the Active call tab to view the following details of ongoing calls:

- Display name and extension number of the far end phone
- Avatar of the far end phone
- Current state of the call

- Call timer
- Device used at the near end



Procedure

1. When you have an active call, tap the **Transfer Call** bar on your Avaya one-X® Mobile screen.

   The application displays the Contacts screen.

2. Select the Contact whom you want to transfer the call.

   Application displays a pop-up asking you to select the number you want to call.

3. Select the number you want to call.

   The call is transferred to the selected number of the contact. These transfers are unsupervised transfers.

Chapter 8: Recording VoIP calls

Recording VoIP calls

About this task

Use this procedure to record a VoIP call. You can record only an ongoing call.

Important:

If you put an ongoing VoIP call on hold, the application disables the call recording feature for the call.

Procedure

1. During an ongoing call, tap **More**.

   The application displays the **Start Recording** icon.

2. Tap **Start Recording**.

   The application provides an audio confirmation that the call is being recorded.

3. Tap **Stop** or end the call to stop recording.

   The application sends the recorded call to the voice mail folder.

Chapter 9: Transfering a call among different call facilities

Transferring a call among different call facilities

Before you begin

Configure the personal numbers such as My Mobile number and My Home numbers under the Telephony tab in Avaya one-X® Portal.

Note:

If you do not configure your personal numbers first, the application does not list the numbers on the Transfer to dialog box

About this task

Transferring a call to the call facilities such as mobile phone, work phone, or home phone ensures continuity of conversation. The user can transfer the same call to different phones without the need to disconnect the call and re-dial.

Procedure

1. To transfer a call, on the mid-call control screen, tap **Transfer**.

   The application displays the Transfer to dialog box.

2. On the Transfer to dialog box, tap one of the following:
   - **My Contacts**: Transfers the call to your personal directory contacts, such as gTalk users.
   - **Phone Number**: Displays a keypad. Use this keypad to dial any number.
   - **My Mobile phone**: Transfers the call to mobile device on which the Avaya one-X® Mobile is installed.
   - **My Work phones**: Transfers the call to the work phone number. The work phone number is set by your system administrator.
   - **My Home phone**: Transfers the call to your home phone number. This number is configured in the Avaya one-X® Mobile client or in the Avaya one-X® Portal.
   - **My Twinned number**: Transfers the call to your twinned number.
3. Tap **OK**.

Chapter 10: Making conference calls

Managing your conference bridge

You must have a conference extension configured in Avaya one-X® Portal in order to host and manage conference calls. Note that IP Office hosts the conference bridge and not the mobile device.

From the conference screen you can join your own conference bridge, mute or unmute participants, enter aliases for participants, and disconnect participants. You can manage your conference using the visual indicators on the Conference screen. The visual indicators let you see the following:

- Who is connected to your conference bridge.
- Which participant is speaking.
- Which participants are muted or unmuted.
- Whether the conference is locked or unlocked.
- Presence information for conference participants.
- Whether participants are internal or external contacts. An icon of a telephone pole indicates an external contact.

The phone number or alias of each participant is shown. If the participant is on your contacts list, his or her avatar will display. An icon of a telephone pole indicates an external caller.

It is possible to save the conference participants to a group using the **Save Group** option.

Icons:

The following icons appear on the Conference screen.

	Press this button to select the call facility of the participant.
	Press this button to remove the participant from the conference.
	Indicates the current speaker.
	Indicates that the participant is not speaking.

Table continues…

	Indicates that the participant is muted.
	Indicates that the conference is locked. Press this button to unlock the conference.
	Indicates that the conference is unlocked. Press this button to lock the conference.

Adding conference participants

Use your Contacts list to add participants to a conference call. You can add individual contacts to a conference call, you can add multiple contacts at once, or you can establish a conference for a particular group or groups.

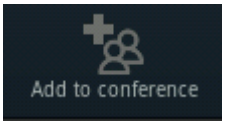
When you add participants to a conference, the participants appear on the Conference staging screen. Note that the list of participants includes yourself. To remove a participant from the conference list, see Disconnecting participants on page 59.

To start the conference, see Starting a conference on page 56.

Use the following procedures to add participants to both new and ongoing conferences.

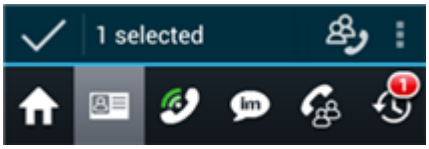
Procedure

1. To invite an individual from your Contacts list to a conference call, press the name of the contact to open a communications screen for that contact. Press the **Add to conference** icon:

2. To add multiple contacts to a conference call, long-press a contact.

   A selection bar appears at the top to indicate that the contact is selected while you press other contacts that you want to include in the selection.

   The application adds the selected contacts to a virtual group which you can add to the conference by pressing the **Conference** icon in the selection bar:

You can deselect contacts by pressing their entry a second time.

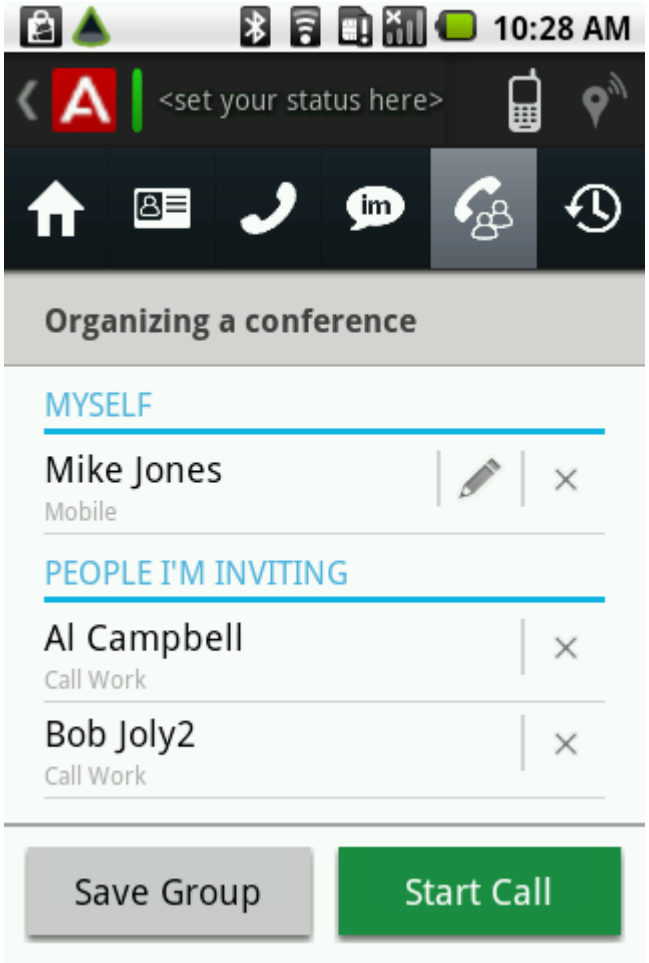
In addition, you can add local groups to your selection and thereby create a conference call for all members of that group, including any other selected contacts. You should create and use local groups if you meet with a team regularly, and when you want to save time setting up a conference.

3. To add external participants to a conference call, press the integrated dialer and perform the following steps:
   a. Enter a phone number in the **Dial number** field.
   b. Press the **+** icon on the keyboard to add the number to a **Dialed Numbers** list.
   c. Long-press the dialed number to add the contact to a selected group.

      Add any additional participants to the selected group as desired.
   d. Press the **Conference** icon on the selection bar.

Starting a conference

After adding contacts to the conference, the participants appear in the Conference staging screen. For more information, see Adding conference participants on page 55.



The staging screen contains a **Save Group** button. Pressing the **Save Group** button saves all the conference participants to a group. This group appears in the **My Local Groups** section of the Contacts list, which you can select in the future so that you do not have to manually add each participant again.

During the conference, the staging screen is divided by participants **On the call** and participants who have **Left the call**. You can press the names of participants on the call to view the following options:

- **Disconnect:** Disconnect the participant.
- **Mute:** Mute the participant.
- **Assign alias:** This option allows you to enter a name instead of the phone number that displays by default. The application retains the alias that you create for future conferences. You can toggle the display between the alias and the participant's phone number. Note that only you can see the aliases that you assign.

Procedure

1. To start the conference call, press the **Start Call** button.

2. After the conference begins, you can invite additional participants. See Adding conference participants on page 55.

Joining a conference in progress

You might want to rejoin a conference that you left in progress. Use the following procedure.

Procedure

1. Navigate to the Conference screen.
2. Press the **Menu** button on the device.
3. Select the **Join conference** option from the menu.

Locking and unlocking a conference

You can lock and unlock conference calls that are in progress. Use the lock option when you want to prevent new participants from joining the conference.

Procedure

1. To lock a conference, press the unlocked padlock icon:

   The icon turns red indicating that the conference is now locked. New participants cannot join the conference.
2. To unlock the conference, press the locked padlock icon:

   The icon turns grey indicating that the conference is now unlocked. New participants can join the conference.

Muting participants

As the conference host, you can mute individual participants or you can mute all participants.

About this task

When you mute and unmute conference participants, the microphone icon next to the participant's name indicates the microphone status. The icon next to a muted participant looks like a microphone with a line through it:

Procedure

Choose one of the following options:

a. To mute an individual participant, press the name of the participant on the Conference screen to view menu options. Select **Mute** from the menu.

   Toggle the same menu to **Unmute** a participant.

b. To mute all participants, from the Conference screen, press the **Option Menu** button on the mobile device to view the options. Select **Mute all** from the menu. Selecting **Mute all** does not mute the conference owner.

   Toggle the same menu to **Unmute all** participants.

Assigning aliases

When a participant joins a conference call, the Avaya one-X® Mobile reveals the default name of the participant as determined by the call server. For example, the default name can be a phone number or a caller ID. To make it easier to identify the participants in a conference call, you can assign an alias for each participant. Only you can see the aliases that you assign.

About this task

You assign the alias to a participant when a conference is in progress. Avaya one-X® Mobile retains the alias for subsequent conference calls.

Procedure

1. On the conference screen, long-press the name of a participant to reveal a menu.
2. Select **Assign alias** to reveal a text field.
3. Press the text field to reveal the device keyboard and enter the alias using one of the following methods:
   a. Type an alias and press **OK**.
   b. Press the microphone button to enter an alias using voice recognition and press **OK**.
4. To remove an alias, press the name of the participant and select **Clear alias** from the menu.

Disconnecting participants

Use the following procedure to disconnect participants from your conference bridge, either individually or altogether. Use the same procedure to remove yourself from the conference. When you remove a participant from a conference call, or when the participant leaves the call, the participant appears in the **Left the call** section.

Procedure

1. On the Conference screen, determine the participant you want to disconnect from the conference.

   The microphone icon of the present speaker appears blue.

2. Choose one of the following:

   - Long-press the name of the participant and select **Disconnect** from the menu.

     or

   - Press the **End call** button and confirm the request. Pressing the **End call** button ends the entire conference, which disconnects *all* participants.

Chapter 11: Using the Events history

About Events history

Avaya one-X Mobile Preferred for IP Office R 9.0 provides an Events tab on the main screen. You can tap the Events tab to view the Events screen. The Events screen by default displays all events. However, you can chose to view a specific type of event by filtering the events. For more information, see Filtering the Events on page 62. You can also tap an event to perform actions related to the selected event. The actions you can perform by selecting an event varies according to the type of event.

Event type	Actions you can perform
Voicemail	• **Call** • **Play** • **Send via Email** • **Mark as unheard** • **Delete**
Call history for Contacts	• **Call** • **Notify Me** • **Send IM** • **Send Email** • **Add to conference** • **Details**
Call history for Contacts not in your phone book	• **Call** • **Add to conference** • **Create contact** • **Add to contact**

Filtering the Events

Use the following procedure to filter the events. You can filter the events history to view the following:

- New Events
- Missed Calls
- Incoming Calls
- Outgoing Calls
- Voicemail Inbox

By default, the filter displays all events.

Procedure

1. On the Events screen, tap **All Events**.

   The application displays a drop-down menu listing the options.
2. Select the event you want to view.

   The Events screen displays all the events for the selected type of events.

Clearing the Events history

Use the following procedure to clear history for Missed Calls, Incoming Calls, and Outgoing Calls.

Procedure

1. Navigate to the Events screen, and select a type of event.
2. To clear the selected event history, tap **Clear**.

   The application displays a confirmation dialog.
3. To clear the events, tap **Yes**.

Configuring notification settings for missed calls

Procedure

1. Navigate to **Menu** > **Settings** > **Notifications**.
2. Tap **Missed Calls** and ensure that the corresponding check box is selected.

Chapter 12: Using VoIP

The VoIP feature

About the VoIP feature

The Avaya one-X Mobile Preferred for IP Office application supports Voice over Internet Protocol (VoIP) calls. VoIP is a set of technologies and transmission techniques that are used to deliver voice over IP networks, such as the Internet.

You can make and receive VoIP calls using the Avaya one-X® Mobile application. Configuring the Avaya one-X® Mobile client to work in VoIP mode gives you the option to make calls over Wi-Fi/3G/4G data networks, thus eliminating cellular voice charges. Switching to VoIP mode helps mobile users reduce costs, especially on international calls.

In VoIP mode, the mobility client registers the user extension on IP Office and performs all call control features including mid-call features. You can choose call-back mode when Wi-Fi access is unavailable or when the data connection is not providing adequate voice quality. By default, VoIP calling is disabled and needs to be enabled using the application. For information on enabling VoIP calling, see Enabling VoIP on page 26.

VoIP simultaneous registration

Avaya one-X Mobile Preferred for IP Office can simultaneously register on IP Office with other devices such as the Desk phone, Avaya Communicator, and Soft phone. However, either Avaya one-X® Mobile for iPhone or Avaya one-X® Mobile for Android can register on IP Office at the same time.

Prerequisites and supported devices

Prerequisites

The VoIP feature will be available on the Avaya one-X® Mobile application when:

- The mobile application is connected to IP Office 9.0 or later.
- The VoIP feature is enabled on the IP Office server/
- Users must have Power User license.

Supported devices

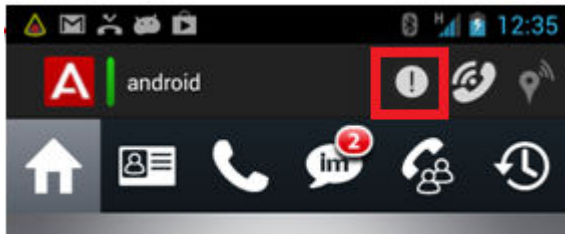
The VoIP feature is certified to work and provide acceptable acoustic performance for the following devices only:

- Samsung Galaxy S3 running Android version 4.0 or later
- Samsung Galaxy S4 running Android version 4.0 or later
- LG Optimus E975 running Android version 4.0 or later
- HTC One-S running Android version 4.0 or later

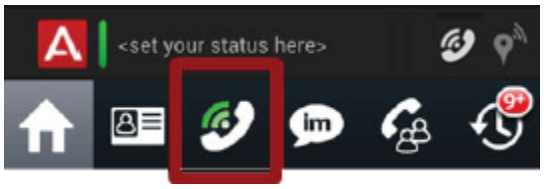
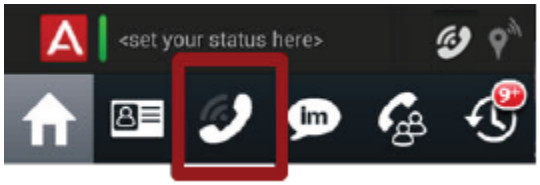
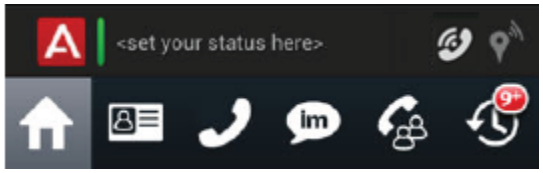
The VoIP feature may work on other devices but users may encounter performance degradation, lower voice quality, or other problems.

Status indicators for VoIP

When VoIP is enabled, but is having difficulty registering with the IP Office server, the mobile application's connection status icon in the notification bar turns yellow. At such times, the VoIP registration issue indicator provides more information about possible VoIP related issues.

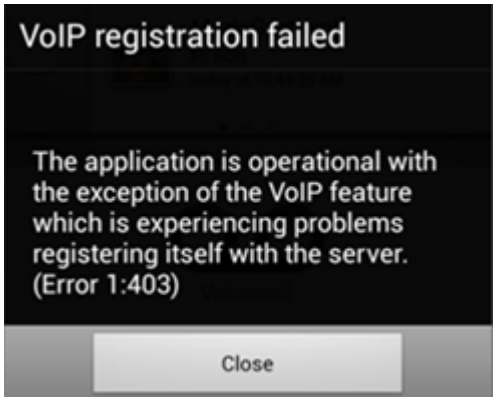


The Avaya one-X® Mobile application displays VoIP status information on the **Active Call** tab icon as follows:

Icon	Description
	VoIP is enabled and registered
	VoIP pre-requisites met but VoIP disabled
	VoIP pre-requisites not met

Error messages for VoIP

The VoIP registration issue indicator on the Avaya one-X® Mobile user interface provides more information about possible VoIP related issues. Tapping the indicator provides VoIP registration status as well as an Error code as shown here:



Following are a few Error codes that appear when you try connecting to IP office server:

Error Code	Description
403	Indicates that another mobile application is already registered on the IP office server with the same extension.
408	Indicates a time-out meaning that IP office server took a long time respond.

VoIP interaction with cellular calls

A mobile device cannot have an active cellular call and an active VoIP call at the same time. Cellular calls have precedence over VoIP calls.

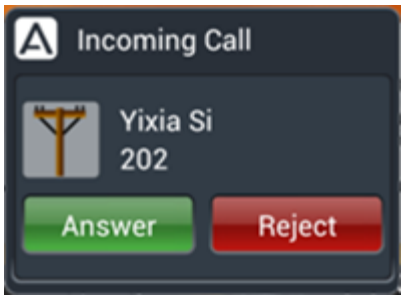
- When a cellular call is active or on hold, and you have an incoming VoIP call, the call continues to ring on any other phones that you have configured to ring simultaneously. If you do not receive the VoIP call on any of the configured devices, the call is displayed in the call history as a missed call.
- If you answer an incoming cellular call, while a VoIP call is active, the VoIP call is automatically put on hold. The only option available is to end the call. You can manually pick up the VoIP call that was on hold after you end the cell call.
- When a VoIP call is automatically put on hold because of a cell call, only the *End Call* VoIP in-call action is enabled. The others are disabled.
- If you are on an active mobility VoIP call during a transition from a cellular network to a Wi-Fi network or from a Wi-Fi network to a cellular network, the call is disconnected permanently. After the mobile device is connected to a new network, Avaya one-X® Mobile registers again with IP Office if the VoIP feature is configured for both the networks. You can start using Avaya

one-X® Mobile for making and receiving fresh calls after the application is registered with IP Office.

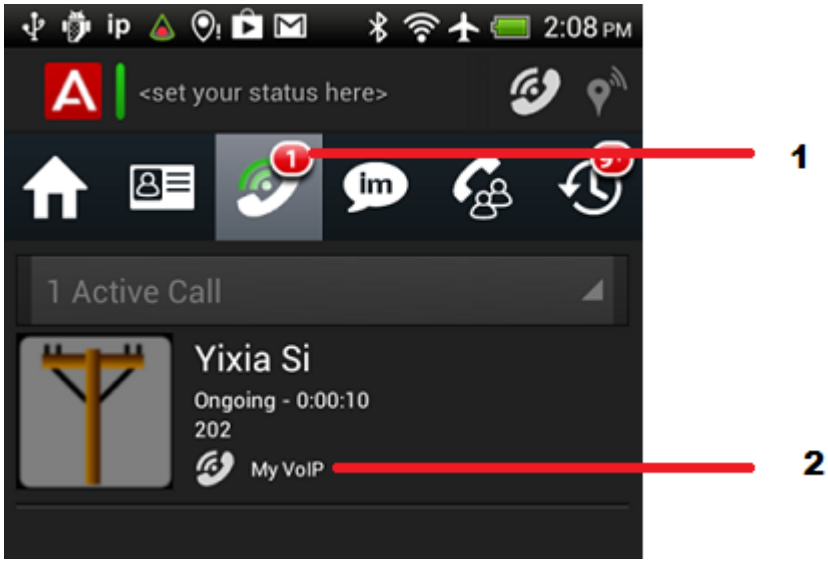
Receiving VoIP Calls

When your VoIP client is registered and active, and you have a call on your extension, the VoIP client displays an incoming call dialog box and the mobile device rings as per the sound settings in the device. However, you can configure the Ringtone using the application settings from *Menu>Settings>Voice Over IP>Ringtone*. If the mobile device is in sleep mode, it will be activated and the mobile device will ring. The incoming call dialog box can show multiple incoming calls if the call waiting feature is enabled for your mobile device from IP Office Manager.

The incoming call dialog box appears on the home screen of your mobile device when you receive a call:



After you tap the Answer button, the **Active Call** tab displays the active voice calls.



No.	Description
1	Indicates number of calls
2	Indicates a VoIP call

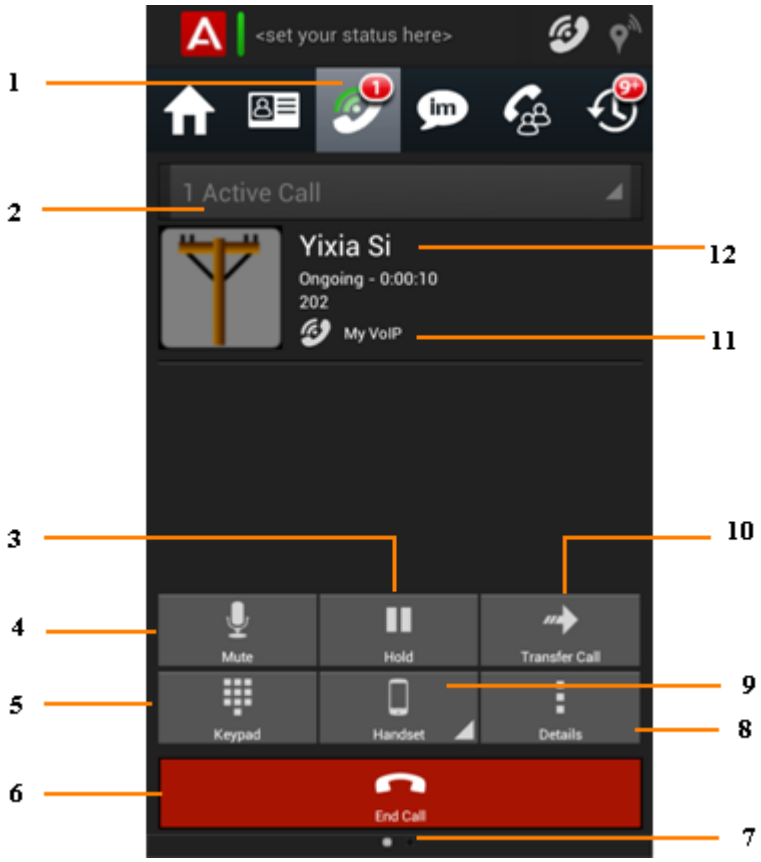
Making VoIP Calls

To make VoIP calls, you must designate VoIP as the facility for placing outgoing calls. Use the Call Facility button on your Home screen to configure VoIP as the facility for placing your outgoing calls. You can make VoIP calls from any of these:

- Contact screen
- IM conversation window
- Dialpad
- Call Log
- Voicemail
- Geo-location map
- Join Conference

Interacting with VoIP Calls

When you make or receive a VoIP call, the Active Call tab displays the number of calls on your application. The application displays call information and provides you options to handle the calls when the call is on. The following screenshot provides you a view of the call area during an active VoIP call and the description and use of different components:



No.	Description
1	Indicates number of active calls.
2	Use to switch between active calls and the Dialpad. You can also swipe screen left or right to switch between active calls and the Dialpad.
3	Use to hold or unhold a call.
4	Use to mute or unumte a call.
5	Use to display the keypad to input DTMF tones.
6	Use to end a call.
7	Indicates current page.
8	Use to view call statistics.
9	Use to toggle between handset, speaker, and bluetooth.
10	Use to initiate a blind or consultative call transfer.
11	Indicates a VoIP call.
12	Displays far-end avatar, display name, state of the call, caller Id, and call duration.

Configuring Codec preferences

You can configure the Avaya one-X® Mobile application to use codecs appropriate for your network. Selecting an appropriate codec for your network enhances the quality of audio during a call. Avaya one-X® Mobile provides you with the option of selecting codecs depending on the network you are using. You can enable, disable, or change the order of the codecs for Wi-Fi network and Mobile network.

Procedure

1. Navigate to **Menu** > **Settings** > **Voice Over IP** > **Codec Preferences**.
2. Perform any one of the following actions:
   - To configure codecs to use while connected to Wi-Fi, tap **Wi-Fi codec list**.
   - To configure codecs to use while connected to mobile network, tap **Mobile network codec list**.

   Depending on your selection, either Wi-Fi codec list or Mobile network codec list appears on your screen.
3. You can perform any of the following actions on the codecs:
   - To disable a codec, tap the codec and ensure that the corresponding check box is cleared.
   - To move a codec up the list, long-press the codec and tap **Move up** on the Audio Codec Configuration screen.

- To move a codec down the list, long-press the codec and tap **Move down** on the Audio Codec Configuration screen.

Enabling or disabling notification for VoIP registration

You can configure the Avaya one-X® Mobile application to notify you when your extension is registered to IP Office .

About this task

Use the following procedure to enable or disable notification settings for VoIP registration.

Procedure

1. Navigate to **Menu** > **Settings** > **Notifications**.
2. Perform any one of the following actions:
   - To enable notifications, tap **VoIP Registration** and ensure that the corresponding check box is selected.
   - To disable notifications, tap **VoIP Registration** and ensure that the corresponding check box is cleared.

Configuring bluetooth headset support for VoIP calls

You can configure the Avaya one-X® Mobile application to automatically use bluetooth headsets for VoIP calls. However, Avaya one-X® Mobile in VoIP mode integrates with bluetooth headsets only at audio level. You can use bluetooth headsets only for speaking, listening, and controlling the audio volume during a VoIP call. Avaya one-X® Mobile does not support the following bluetooth features during a VoIP call:

- Use of keys to make or release a VoIP call.
- Display of information about incoming or active VoIP calls on car kit.
- Interaction with the application through voice commands.
- Access to Contacts in the application through bluetooth device.

About this task

Use the following procedure to configure bluetooth headset support for VoIP calls.

Procedure

1. Navigate to **Menu** > **Settings** > **Voice over IP**.
2. Tap **Auto connect Bluetooth** and ensure that the corresponding check box is selected.

Chapter 13: Using instant messaging

Sending an instant message

Use the following procedure to send an instant message to a contact. You can send Instant Messages (IM) to multiple contacts using the **Select** icon.

As you type a message, the mobile phone sends an *is typing* notification to the intended client. Likewise, you can see when someone else *is typing* a message to you. After you are done typing, your mobile phone sends a *stopped typing* notification to the intended client. You can also see when someone else has '*stopped typing* a message to you.

Procedure

1. On the Contacts screen, to open a communication screen for a contact, tap the name of that contact.

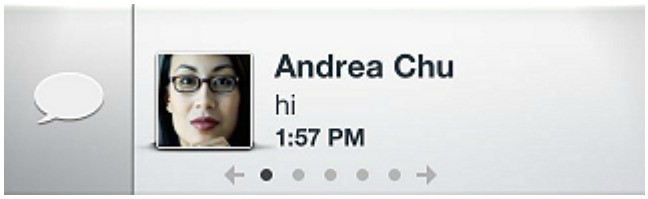
   Note:

   If you sending an instant message to the Broadcast Group *everyone*, only users that can receive IMs can view your message. Basic users and external contacts, such as contacts using Google Talk and Google Mail, do not receive the message.

2. Tap **Send IM**.
3. Choose one of the following options:
   - Tap the microphone icon to compose your message using speech-to-text.
   - Tap the text field to open a keypad and type your text message.
   - Tap the emoticon icon to view and use emoticons.
4. After you enter your message, tap **Send**.

Receiving instant messages

The home screen displays a message when you receive a new instant message. If you have instant messages from more than one contact, a series of dots appear below the text to indicate how many messages are available for viewing. You can swipe to view the messages. To continue an instant message conversation, you must select the message.



If you experience issues receiving instant messages in the Avaya one-X® Mobile application, verify whether you have logged in to multiple XMPP clients at the same time. When you log into multiple XMPP clients, IMs are sent to where the presence indicates the best availability. For example, if you are logged in to the Avaya one-X® Mobile application and have a presence of “Away,” and you are also logged in to the Avaya one-X® Portal with a presence of “Available,” the instant message is sent to the Avaya one-X® Portal.

Selecting a view

By default, the Instant Message screen displays both read and unread instant messages. You can toggle between this view and a view that lists only unread instant messages.

Procedure

1. On the mobile phone, navigate to the Instant Message screen and press the menu key.
2. If you do not want to view the previously read IMs, tap **Disable History**.

Deleting instant messages

Use the following procedure to delete IMs that you have read. The Avaya one-X® Mobile application stores up to one megabyte of IMs. If you reach the storage limit, the application automatically deletes the oldest messages.

Procedure

1. On the mobile phone, navigate to the Instant Message screen and press the menu key.
2. To delete the previously read IMs, tap **Clear History**.
3. To confirm the deletion, tap **Yes**.

Chapter 14: Managing voice mails

Managing voicemail

Listening to voice mail messages

You can play, pause, fast forward, and rewind voice mail messages. The message opens and plays in the default player installed on your mobile phone.

Procedure

To open a voice mail message, tap the red **Play** button on the voice mail message.

The message begins to play automatically in the default player installed on your mobile phone.

Listening to incoming messages

Use the Avaya one-X® Mobile application to listen to an incoming voice mail while the message is in progress, or intercept and answer a call while a message is in progress.

Procedure

For an incoming voice mail message, click on any of the following options on the Home screen:

a. To listen to the incoming voice mail message as the message is being recorded, tap **Listen**.

b. To pick up the incoming voice mail message, tap **Answer**.

   If you answer an incoming voice mail message, the call rings at the location that you specify as your current location in the Avaya one-X® Mobile application.

Returning a call

If you receive a voice mail message, you can initiate a return call directly from the voice mail message.

About this task

Before you return a call, you can check the availability of the contact by checking the presence status of the contact on the voice mail message.

Procedure

1. On the Voicemail screen, locate the message for which you want to return a call.
2. To open the message, tap the message.
3. Check the presence status of the caller.
4. Press the voicemail message, and tap **Call**.

Marking voice mail messages as unheard

When you receive a new voice mail message, the application displays a message-waiting icon in the top corner of the screen to indicate that the message is unheard. The icon disappears after you listen to the message. You can mark the message as unheard to restore the message-waiting icon.

Procedure

1. Press a voicemail message.
2. Tap **Mark as unheard**.

   The application restores the message-waiting icon in the top corner of the screen. Your deskphone also displays this message as unheard.

Moving voice mail messages

Use the **Move** message option to move the voice mail messages to the **Saved** folder to save the message. Alternatively, use the **Move** message option to move the voice message to the **Deleted** folder to delete the message. You can navigate to the folders by pressing the button for the current folder, such as **Inbox** or **Deleted**, which activates a drop-down menu with a list of folders.

Procedure

1. Press a voice mail message that you want to move.
2. Tap **Move**.

   The application displays a list of locations.
3. Select the folder location as **Saved** or **Deleted**.
4. (Optional) To move a message out of the **Saved** or **Deleted** folders:
   a. Long-press the message in that folder.

b. Tap **Move**.

c. Choose the new folder location.

Deleting voice mail messages

Procedure

1. To delete a voice mail message, long-press that message.
2. Tap **Delete**.

Sending a voice mail message via email

You can send a voice mail message to the e-mail address of a contact using the following procedure.

Procedure

1. Press a voice mail message.
2. Tap **Send via Email**.
3. Select the method of e-mail and proceed accordingly.

Chapter 15: Managing geo-presence information

Avaya one-X® Mobile uses the on-board GPS in a mobile phone to provide information about the geographical location of a user, known as geo-presence. Use the geo-presence feature to view the geo-presence of your contacts if the contacts agree to share this information. Similarly, if you decide to share your geo-presence, Avaya one-X® Mobile can publish your geographic location to other users.

If you publish your geographic location to other Avaya one-X® Mobile users, the application provides real time information. However, if real time information is unavailable, Avaya one-X® Mobile uses information stored on the server to provide your last published location. For example, you are in a location where a satellite signal is unavailable.

To use this feature, you must enable GPS on your mobile phone, and enable geo-presence in Avaya one-X® Mobile. For information on enabling geo-presence, and setting the level of information to publish, see Configuring GPS information on page 30.

When you view the geo-presence of other contacts, you can view the location of your contacts on a map and see specific location information. You can also place a call to that contact, send an instant message, or add the contact to a conference directly from the map view.

When you publish your own geo-presence, you can see whether a contact has requested for your geo-presence information.

Viewing the geo-presence of a contact

Procedure

1. On the Contacts screen, check whether the contact is sharing the geo-presence information.

   If the geo-presence information is available, the application displays a place marker icon next to the name of the contact.

2. To open a communication screen for that contact, tap the name of the contact.
3. Tap **Details**.

   If the geo-presence information is available for that contact, the application displays the information in the **Location Information** area.

4. To view the location on a map, tap the location name.

Viewing requests for your geo-presence

Use the following procedure to see whether a contact has requested your geo-presence information.

Procedure

1. On the Contacts screen, to open a communication screen for a contact, tap the name of that contact.
2. Tap **Details**.

   A dialog box indicates whether the contact has requested your geo-presence information.

Next steps

For information about setting the level of information to publish, see Configuring GPS information on page 30.

Communications options

In addition to viewing the current location of a contact on a map, you can place a call to that contact, send an instant message, or add the contact to a conference directly from the map view.

Procedure

From the map view, press the placemarker to open a menu and select one of the following options:

- Unpin from map
- Call
- Add to conference
- Send IM
- Show location information

Chapter 16: Troubleshooting

Uploading logs

Avaya one-X® Mobile collects logs continuously. You can upload these logs to the one-X server using the following procedure.

Procedure

1. On your mobile device, tap **Menu**.
2. Tap **Log Upload**.

Submitting a problem

If you come across any problem while using Avaya one-X® Mobile, you can report the problem using the following procedure:

Procedure

1. On your mobile device, select **Menu** > **Settings** > **Advanced**.
2. Tap **Submit Problem Report**.
3. Enter the description of the problem.
4. Tap **Submit**.

Index

Numerics

3PCC 26
3rd-party call control 26
3rd-party calls 50

A

avatar 8

B

bluetooth headset support 69

C

calendar
    enable publishing 35
    viewing 40
call 52
call control 26
call facility 45
calling
    from voicemail 72
Call Log 48
call move 53
call record 52
call status
    enable publishing 35
call transfer 50
certificate 42, 43
certificates
    certificates 42
    install 42
certificate validation 43
Certificate Validation 43
change password
    password change 41
clearing
    event history 62
codec preferences 68
conference
    join 58
    start 56
conference bridge
    configuring 35
conference calls: about 54
conference calls: adding participants 55
conference calls: aliases 59
conference calls: disconnecting 59
conference calls: locking 58
conference calls: muting participants 58
configuration
    bluetooth headset support 69
    codec preferences 68
    do not disturb 34
    enterprise dialing 28
    geo-presence 30
    notifications 30
    widget 35
configuration: connection to IP Office 25
configuring
    notification settings for missed calls 62

D

dial plan
    enterprise dialing 28
dnd 34
do not disturb 34
duplicate 37

E

email 74
e-mail 47, 49
enabling or disabling 32
enterprise dialing 28
event history
    clearing 62
events history
    filtering 62
Events history 61

F

feature
    Events history 61
    VoIP 63
filtering
    events history 62

G

geo-presence 30
    deleting 31
GPS information 30
    deleting 31

I

IM 70
install 42
installation 24

installation *(continued)*
Android devices 24
instant message
click-to-call 48
instant messages 70
instant messages: sending 70
interacting with VoIP calls 67
interface
Call Log 21
Conference screen 19
Home screen 12
Instant Message screen 17
interface: Android: about 8
interface: Android: Contacts screen 14
interface: Android: layout 8
interface: Android: menu key 12
interface: Android: navigation bar 11
interface: Android: status bar 9
interface: icons 11
IP Office: configuring the connection 25

J

join
conference 58

M

making
selection 49
making VoIP calls 67
missed call notification
configuring 62
mobile twinning 32
move call 53
moving a call 53

N

notifications 30
Notify Me feature
configuring 29

P

password 41
phone status
viewing 40
presence
following contacts 39
monitoring contacts 39
setting 39

R

receiving VoIP calls 66
record call 52
recording 52

S

start
conference 56
status
contacts 39
setting presence 39
status: user presence 37
submitting a problem 77

T

TLS 43
troubleshooting
logging information 34

U

upload logs 77
user call monitoring 27, 50
user call transfers 50

V

validating 43
validating certificate 43
voice mail 73, 74
deleting 74
intercept incoming 72
listening to messages in progress 72
marking a message as unheard 73
message waiting indicator 73
playing messages 72
returning a call 72
Voice over IP 26
VoIP 26
error messages 65
prerequisites 63
status indicators 64
supported devices 63
VoIP calls 66, 67
VoIP feature 63
VoIP interaction
cellular calls 65