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

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Chapter 1: About Avaya one-X® Mobile

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 features include:

- Password change capability from your mobile phone.
- Secure Real-time Transport Protocol (SRTP) support.
- Transport Layer Security (TLS) support with third party certificate validation.
- Automatic Fallback mechanism from Voice Over Internet Protocol (VoIP) to Mobile call-back facility.
- External ringer to ring inspite of a headset jack plugged into the device
- Mechanism to move calls from one call-facility to the other.
- VoIP active call details.
- Search system users and add them to groups.
- Ability to copy paste the number from external application into the dial pad.
- Call recording control option with recordings being visible in Events Tab.
- Track geo-presence for a XMPP group.
- Ability to support voice chat through Siri.
- Support for call out for an incoming call.
- Support for call summary features.

Supported platforms

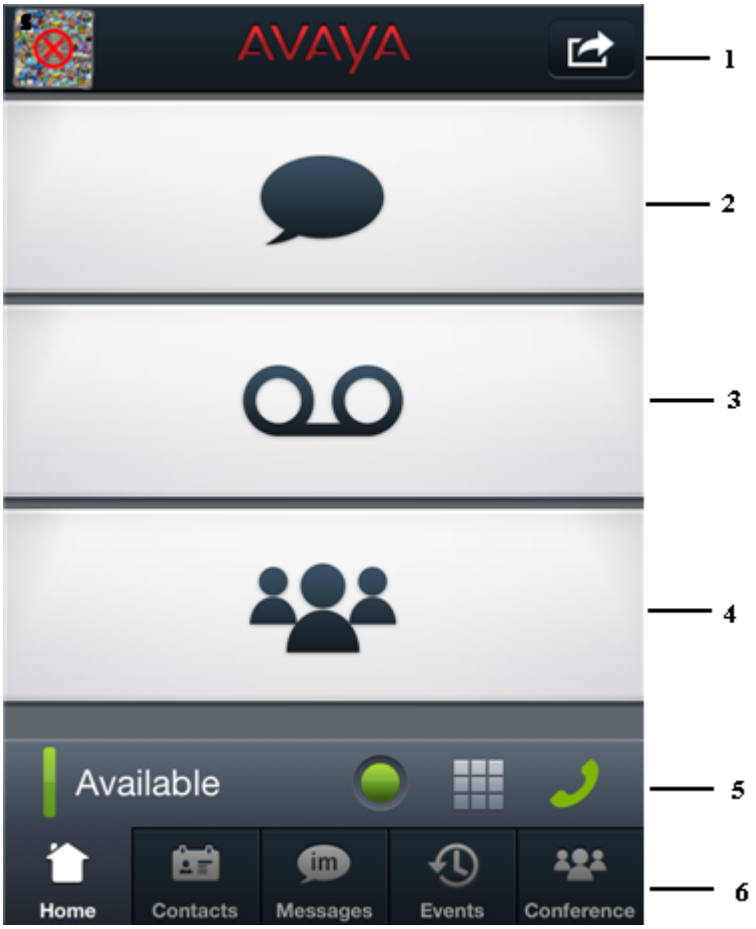
The one-X Mobile Preferred application is supported on Apple mobile phones with iOS 7.0+.

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** button. Press to reveal **Settings** and **Reconnect** options.
2	Instant message status.
3	Events.
4	Conference status.
5	Status bar.
6	Navigation bar.

The Status bar:

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

The status bar has two segments. The Avataar image appears at the top of the user interface while the rest of the sections appear below. For more information, see the following table.

No.	Description
1	**Personalized avatar of user** Press the avatar image to view the following options: From left to right, these options are: • **Take Picture** • **Pick from Gallery** • **Import from Facebook** Long-press the avatar image and it wobbles. A red cross also appears over the image to indicate that you selected it for deletion. Press the wobbling avatar to delete the picture. Press anywhere else on the screen and the avatar returns to normal.

No.	Description
1	Presence Status: The icon changes automatically depending on your presence.
2	Presence Status in text: Press the status text area to enter your own text, or use a pre-defined status. For more information about setting presence, see Managing status information on page 35.
3	Connection Status

Table continues…

No.	Description
	The **Connection Status** icon indicates the status of your connection to IP Office: • **Green:** Fully connected. • **Yellow:** Partially connected. • **Red:** Disconnected. Press the **Connection Status** icon to view connection status information.
4	**Dialpad** For information about using the dialpad, see Using the integrated dialer on page 41.
5	**Call Facility** The **Call Facility** icon represents the current location where calls can reach you. For more information, see Setting your location on page 39.

The Navigation bar:

The Navigation bar indicates status and event information on the Avaya one-X® Mobile interface. The Navigation bar icons provide access to each of the feature screens as well as the home screen. All screens in the Avaya one-X® Mobile interface contain the Navigation bar.

A red indicator on top of the icon notifies you of new events, such as missed calls or new instant messages. The indicator also provides the number of new events. The following image is an example of a notification indicating a missed call or a new voicemail:

Menu options and controls

Use the following standard methods to navigate the menu options in the Avaya one-X® Mobile application on an Apple device:

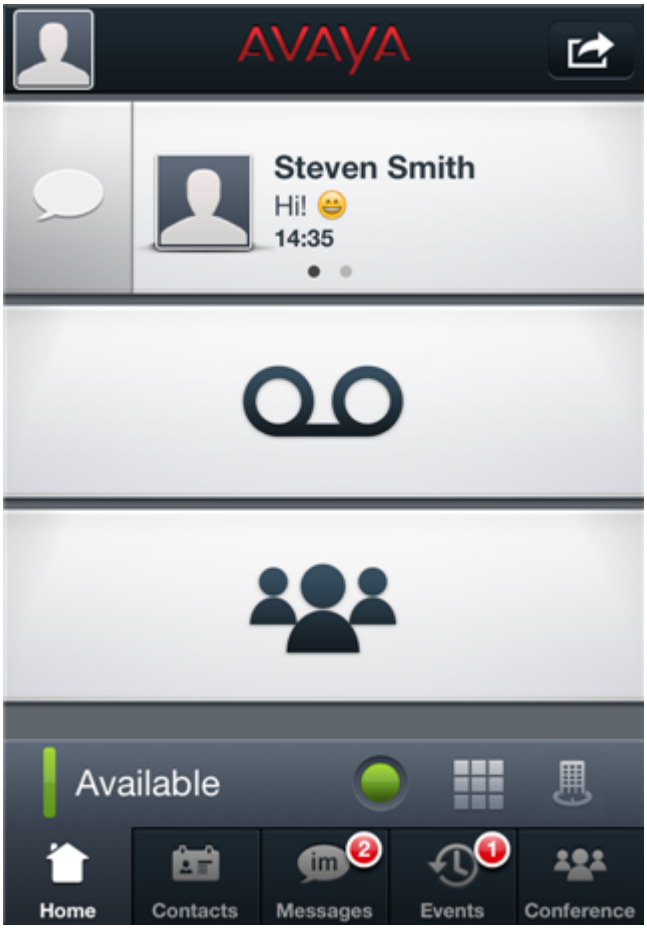
- **Press:** Press an item to select it.
- **Tap:** Similar to Press.
- **Swipe:** Swipe to show options for the current screen.

The Home screen

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

The Home screen contains icons for each type of communication: instant messages, events, and conference calls. The icons update regularly to display information about new messages or events.

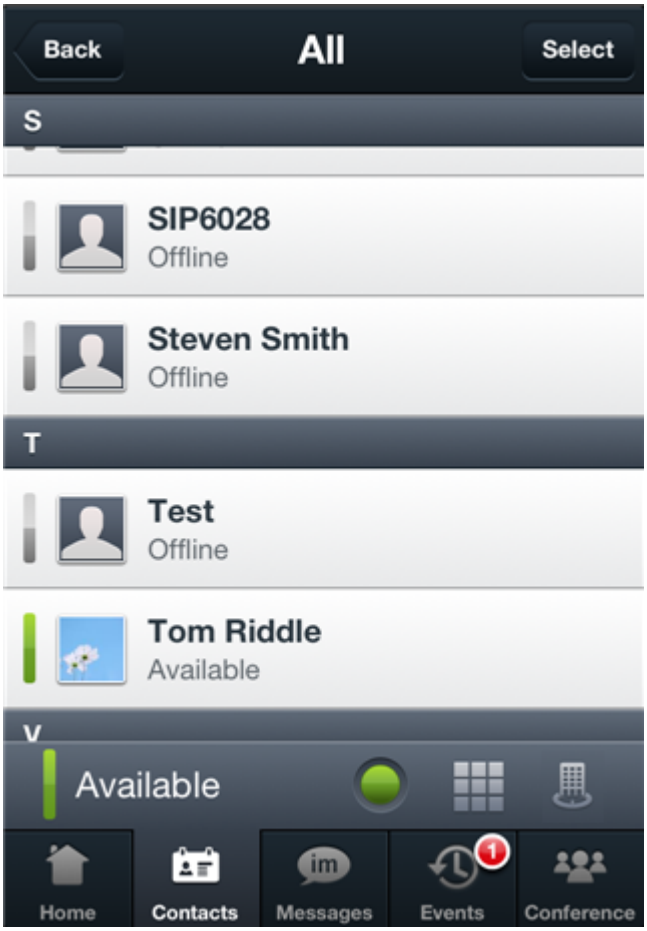
When you receive a new instant message it is shown on the Home screen as in the following image. The number of dots below the message indicates additional messages that you can swipe through left and right. Tap the message and the Instant Message screen appears.



The Home screen displays active incoming voicemails at the middle of the screen in place of the voicemail icon and provides you the option to **Listen** and **Pick Up** a voicemail. You can tap the voicemail icon to view the recent calls and the voicemail messages when there is no active incoming voicemail.

The Contacts screen

The Contacts screen lists the contacts that are configured by your administrator on the IP Office call server. You do not need to populate the list of contacts.



You can customize how you want to view your contacts by selecting from the options available on the Contacts screen.

The available options are:

- **All:** Press to display all of the contacts in the IP Office system.
- **Available:** Press to display only those contacts who are online.
- **iPhone:** Press to display contacts in the iPhone directory.
- **Broadcast Groups:** This group contains a user named Everyone. When you send a message to Everyone, a broadcast message is sent to all users in the IP Office system. External users do not receive broadcast messages.
- **Corporate:** Press to display all contacts in the IP Office system.
- **Personal:** Press to display the contacts you have added to your personal groups through Avaya one-X® Portal.
- **Team:** Press to add contacts to roster.

On the contact list, the color-coded bar to the left of a contact's name indicates the presence status of that contact. If the contact enters status text, the status message is shown below the contact's name. A black placemarker next to a contact's name indicates that the contact is

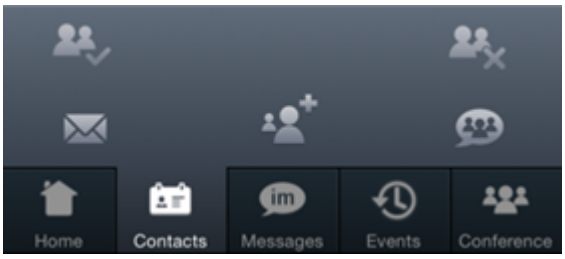
publishing GPS information. The placemarker appears grey if geo-presence information is unavailable.

You can send e-mails to a contact or more than one contact from the Contacts screen. To send an e-mail, tap the **Select** button that appears at the top right corner of the screen, select a contact from the list, and tap the **E-mail** icon. To send e-mails to multiple contacts at the same time, tap the **Select** button, select the contacts, and then press the **E-mail** icon at the bottom of the screen:

You can tap a contact name in the contact list to view the following options:

- Call
- IM
- Add to conference
- View geo-presence
- See information
- Add to roster

Avaya one-X® Mobile displays the following palette when you tap **Select** from the Contacts screen. You can use this palette to:



- Select all contacts
- Clear the selected contacts
- Start a group chat with the selected contacts
- Add the selected contact to a conference
- Send emails to the selected contacts

You can long-press a contact name to view the status of that contact. A list of resources for the selected contact is also shown. If no resources are available, then offline status is shown. The list of possible resources includes the following:

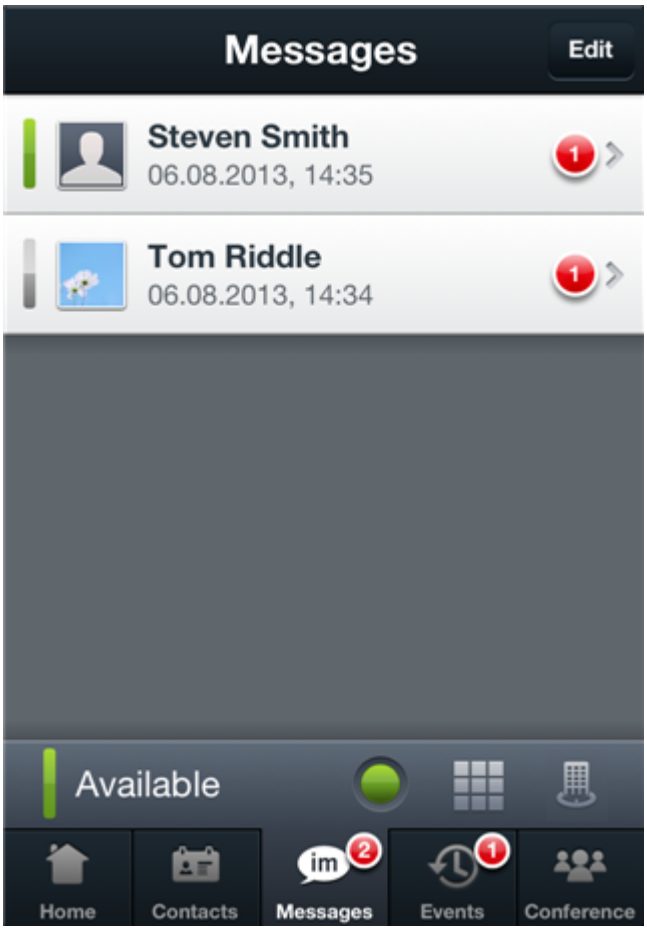
- one-X Portal
- Android Mobile client
- iPhone Mobile client
- Avaya Communicator for Windows

- Avaya Communicator for iPad
- Avaya Softphone
- Pidgin

For more information, see Making calls on page 39.

The Instant Message screen

The Instant Message screen lists all of the instant messages (IMs) that you have received, but haven't deleted.



You can press the **Edit** button at the top of the screen to view the **Clear All** option. Press **Clear All** to delete IMs that you have read. You can select individual IMs and delete them by pressing the **Delete** button.

The Avaya one-X® Mobile application stores up to one megabyte of IMs. The number of IMs that you can store depends on the number of characters that each message contains. Depending on the length of the IMs, the one megabyte limit allows you to store approximately 10,000 messages. When the application reaches the storage limit, Avaya one-X® Mobile automatically deletes the oldest IMs. To manually delete IMs, you can swipe an IM to reveal the **Delete** option.

When you open an IM, you can press the forward arrow at the top of the screen to view options for the contact who sent the message. The options are:

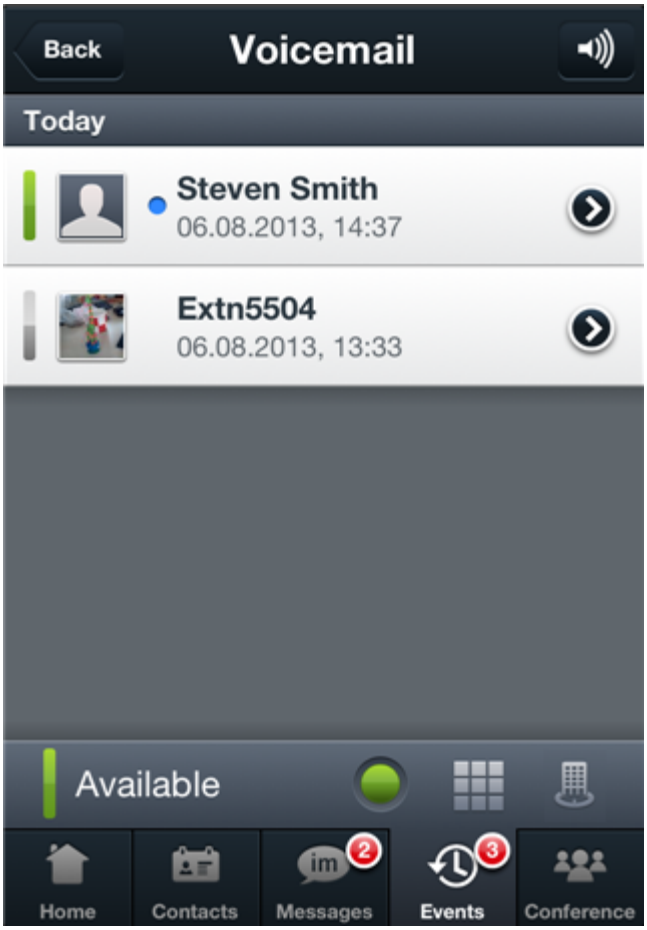
- **Call:** Press to call the selected contact.
- **Add to conference:** Press to add the selected contact to your conference bridge.

You can also include emoticons in your IM by pressing the following button:

For more information, see Sending an instant message on page 59.

The Voicemail screen

The Voicemail screen provides visual access to voicemail messages.



The speaker icon at the top of the screen toggles the phone's speaker on and off.

A blue message icon displays next to the name of the caller to indicate that the message is waiting unheard. The message envelope shows the timestamp and the length of the message. The

envelope also shows a color-coded icon on the left that indicates the real-time presence of the caller. A telephone pole icon indicates an external caller.

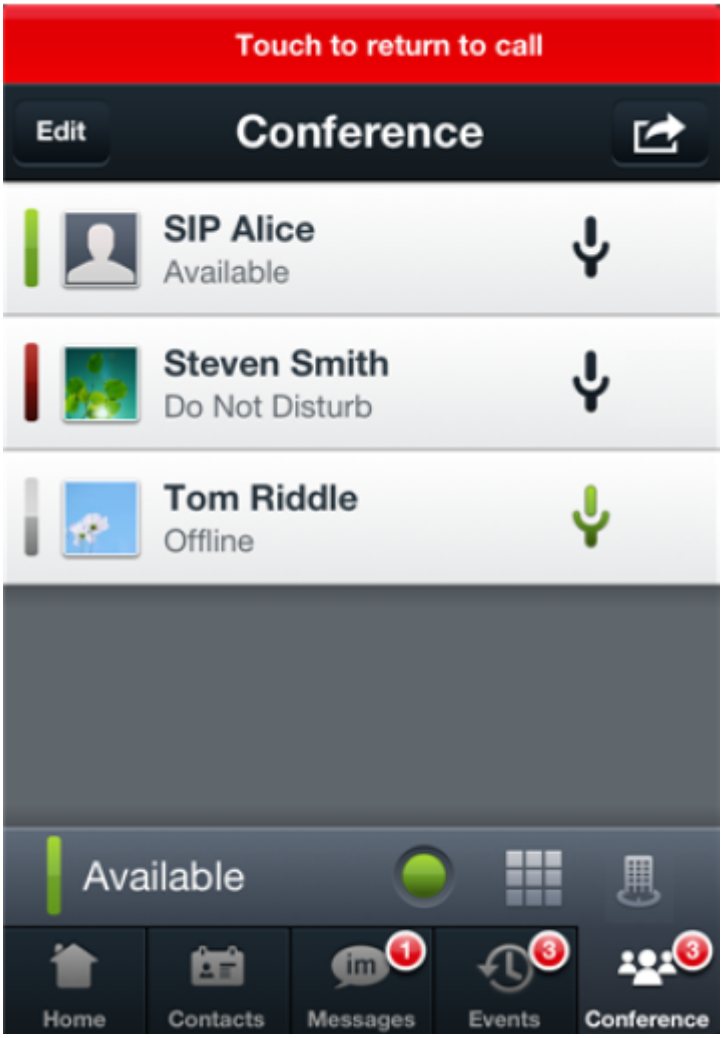
When you open a voicemail message, the message begins to play automatically and provides you with the following controls:

- **Play**
- **Pause**
- **Slider for playback control**
- **Call back**
- **Delete**
- **Mail** (to email recipients)

For more information, see Managing voicemail on page 65.

The Conference screen

The Conference screen lists all the participants of your conference bridge.



Each entry shows the phone number or alias of a participant. A color-coded bar indicates the participant's presence on the network. If the bar is grey, the participant does not have presence on the network.

The conference screen shows avatars for participants that are in your contacts list. A trunk icon in place of an avatar indicates an external participant.

During an ongoing conference, you can tap any participant and perform the following actions:

- Send an IM
- Add the participant to roster
- View the details of the participant

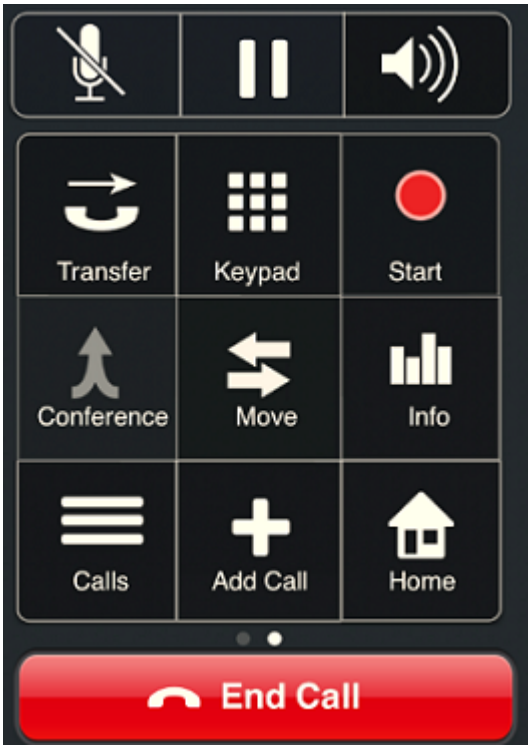
- Disconnect the participant from the conference

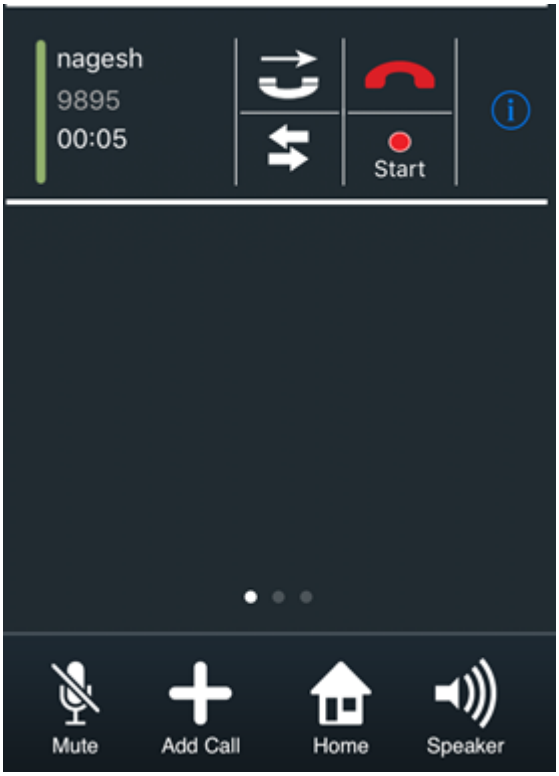
If you have concerns about conference capacities or other features, note that IP Office hosts the conference bridge and not the mobile device.

For more information, see Managing your conference bridge on page 47.

The Mid-Call Control screen

The following mid-call control screens are visible only during an active call.





The mid-call control screen consists of the following options:

Button	Description
	Mute button Mute the current call.
	Hold button Place the current call on hold.
	Speaker button Enable the speakerphone.
	Transfer button Perform a supervised or unsupervised transfer. For more information, see Transferring calls on page 43.

Table continues…

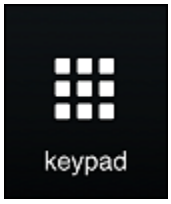
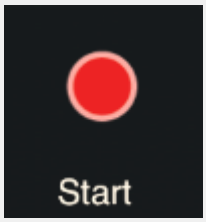
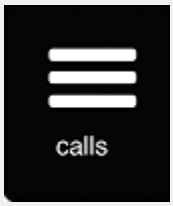
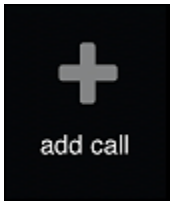
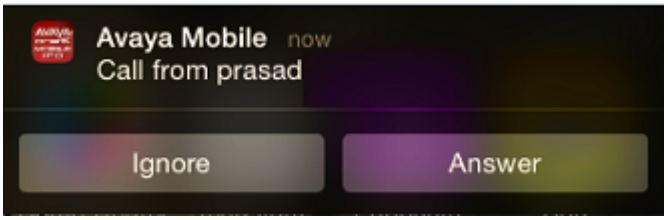
Button	Description
	**Keypad** Open the numerical keypad used for dialing purposes.
	Start and stop recording of call.
	Conference button Start a conference call.
	Move button Move calls to a different call facility.
	Info button View information about the ongoing call.
	**calls button** View all active calls.

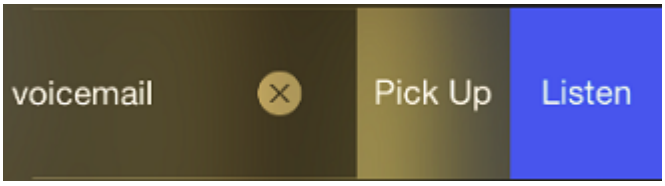
Table continues…

Button	Description
	**add call button** Add a new call.
	Home button Return to the Home screen.

Interactive notifications

Avaya one-X® Mobile provides you interactive notifications when you have an incoming call, a message, or a voicemail. The feature is available for devices using operating system iOS 8 and higher. This feature provides you access to key functions when the application is in the background. You can perform the following actions using this feature:





- Accept or ignore a call when the phone screen is locked.
- Reply to a missed call by sending message or calling back the number when the phone screen is locked.
- Use the slider to listen to a voicemail when the phone screen is locked.
- Respond to a voicemail by tapping Listen or Pickup.
- Delete a voicemail.

Chapter 2: Getting started

Application installation

The one-X Mobile Preferred for IP Office is available for Apple mobile devices running iOS 7.0+.

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 Apple device

Use the following procedure to install the one-X Mobile Preferred for IP Office on an Apple device. The Avaya one-X® Mobile is only supported on devices running iOS 7.0+.

Procedure

1. Open the App Store on your iPhone.
2. Search for **Avaya one-X Mobile Preferred for IP Office** and select it.

   Note:

   When you search for the application, you will see several options for the Avaya one-X® Mobile family of products. Verify that you select the correct application prior to installation.
3. Press the **Free** button and then select **Install**.
4. Enter your Apple ID and password and press **OK**.

   The Avaya one-X® Mobile icon appears on the device and shows the status of the installation.

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

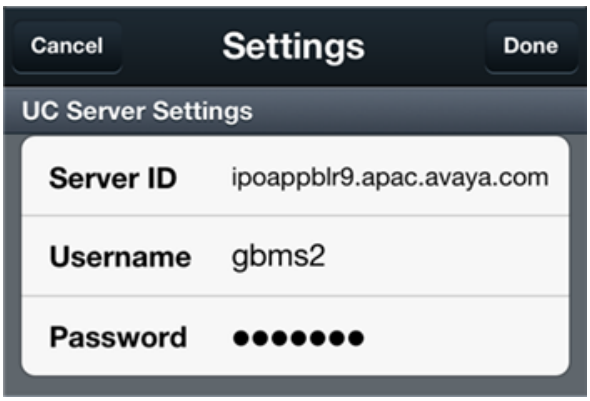
1. The first time that you launch the Avaya one-X® Mobile application, the Settings menu displays automatically. Configure the following settings:
   - Press **Server ID** and enter the host name or IP address of the Avaya one-X® Portal server. Press **OK**.
   - Press **Username** and enter your user 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. To connect manually, navigate to the **Home** screen, press the **Connection** button, and select either **Reconnect** or **Settings**.

If you select **Settings**, configure the **Server ID**, **Username**, and **Password** required to connect to IP Office and press **Done**.



Configure call control

With IP Office Release 9.1 and higher releases, 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** > **VoIP 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.
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 a dial plan

You can configure a dial plan so that the Avaya one-X® Mobile application routes 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:

- For the dial plan function to work, Avaya one-X® Mobile must be connected.
- 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. Navigate to Avaya one-X® Mobile Home screen and press the menu key.
2. Tap **Settings**.
3. Tap **Dial Plan**.
4. Tap **Add** to add a new plan.
5. 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.
6. To return to the Dial Plan screen, press the back button on the mobile phone.

   The screen displays that Rule 1 is now active.
7. To add another rule, press the menu key on the mobile phone and tap **Add**.

   You can also edit, delete, reorder, and modify the 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.

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**.

3. Tap the Avaya one-X® Mobile icon.
4. For configuring an alert type, move the slider corresponding to the type of alert. The options available are:
   - Vibrate
   - Play Sound
5. Tap **Notifications**.
6. Move the slider corresponding to the options for which you want to receive notifications. The options are:
   - **IM Messages**
   - **Voicemails**
   - **Joined Conference**
   - **Server Disconnect**
   - **User Starts Tracking Me**
   - **Missed Call Notify**
   - **Call Summary**

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 device **Settings** menu and enable **Location Services**.

About this task

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. To view the list of available locations in the application, navigate to **Settings** > **Location Precesion**.

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.

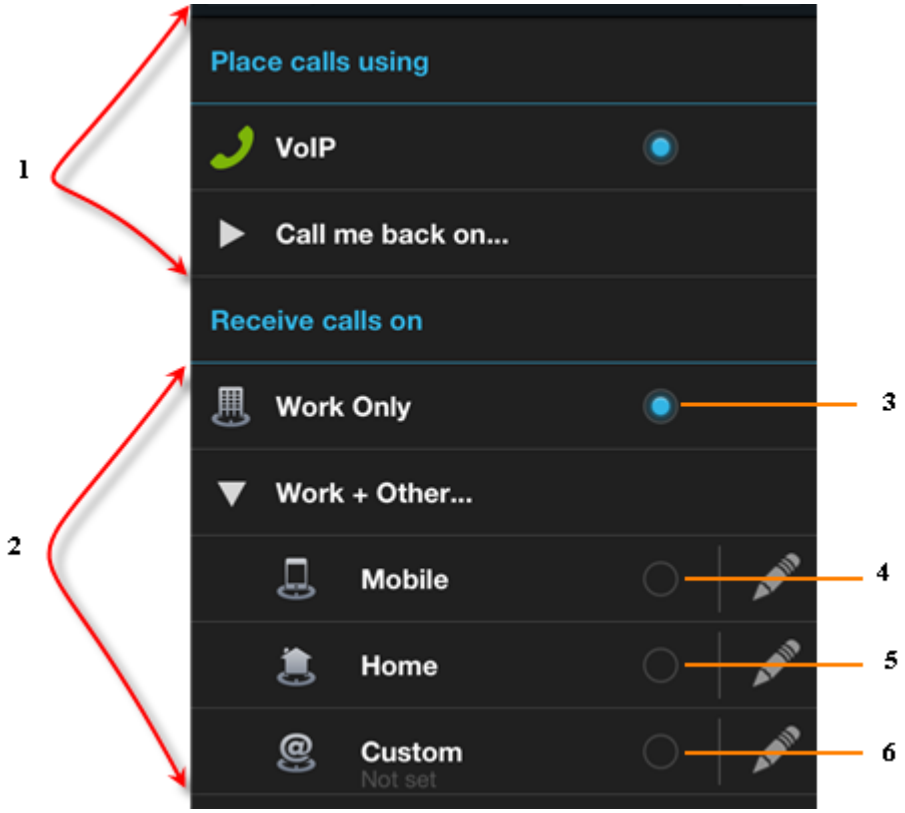
Procedure

1. In the Avaya one-X® Mobile application, navigate to **Settings** > **Location Precesion**.
2. Tap **Clear Locations**.

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.
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. You can activate the DND feature on your deskphone or your Avaya one-X® Mobile VoIP mobility client. If you activate the DND feature on either of these two, the feature is automatically activated on the other.

About this task

Use the following procedure to enable the DND feature:

Procedure

1. On the Avaya one-X® Mobile application, select **Menu** > **Settings**.
2. Move the **Do Not Disturb** slider so that ON button appears in blue.
3. Tap **Done**.

   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 application and move the **Do Not Disturb** to OFF status.

Changing the ringtone

About this task

Use this procedure to change the default ringtone for incoming calls.

Procedure

1. In the Avaya one-X® Mobile application, go to **Settings**.
2. In the Ringtones Selection area, tap **Ringtones**.

   The application displays the Ringtones screen.
3. Tap the ringtone that you want to set as your ringtone for incoming calls

   The application displays a tick mark corresponding to the selected ringtone.

Viewing support information

Configuring the quality improvement option

About this task

Use this procedure to configure the quality improvement option so that Avaya can collect quality related product data.

Note:

Avaya collects data for quality improvement purposes only. No personally identifiable information is tracked.

Procedure

1. In the Avaya one-X® Mobile application, go to the Settings screen.
2. On the Settings screen, move the **Help improve the app** slider to the left to disable the feature and to the right to re-enable the feature.

   Note:

   By default **Help improve the app** is enabled.

Viewing emergency calls disclaimer

About this task

The Avaya one-X® Mobile application displays the end user license agreement (EULA) and emergency calls disclaimer as soon as you finish installing or reinstalling the application.

Important:

Avaya strongly advises to not use the Avaya one-X® Mobile application to make an emergency call.

Procedure

In the Avaya one-X® Mobile application, navigate to **menu** > **Settings** > **Emergency Calls.**

The Emergency Calls screen displays the following text: `Do not use this application to make an emergency call.`

Changing the password

You can change the password when Avaya one-X® Mobile is connected to the primary server only. If you change the password when Avaya one-X® Mobile is connected to the secondary server during a failover scenario, the new password is not retained. This results in failed login attempts when Avaya one-X® Mobile is connected back to the primary server.

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**.

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

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

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 36.

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 36

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 presence status of the contact changes from **Do Not Disturb** to **Available**. An icon showing footsteps displays next to the name of the contact to indicate that the feature is enabled.

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.

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 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 follow feature

If someone in your contacts list is unavailable, you can use the **follow** option to monitor the availability of that contact When you set the **follow** 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.

   A toolbar displays additional status information for the contact.
2. Tap the *footstep* icon to start following the contact.

   The *footstep* icon is highlighted.
3. (Optional) To stop getting notifications, tap the *footstep* icon.

Next steps

You can configure the settings to auto unfollow. To configure:

1. On the mobile Home screen, tap **Settings**.
2. Select the Avaya one-X® Mobile icon.
3. Move the slider corresponding to **Auto Unfollow** to change the status to **ON**.

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:

- To open a communication screen for a contact, on the Contacts screen, tap the forward arrow corresponding to the contact.

  Note:

  If the contact is on the phone, then the application displays a highlighted phone icon on the communication screen.

- On the Contacts screen, view the entry for a contact. If the contact is on the phone, the application displays a phone icon in red color next to the name of the contact.

Chapter 4: 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 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.

An error message informs you when the call facility is not set. The error message also appears if you choose a call facility that is not set.

About this task

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

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

  Users must configure the **Mobile** number when they choose the **Mobile** for the first time.

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 mobile phone number is set in the Avaya one-X® Mobile client or in Avaya one-X® Portal.
   - **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 is the phone number or extension of the device from which you have logged in to Avaya one-X® Mobile client. This phone number is the same as the extension configured by your system administrator.
   - **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.

   If you select a call facility that has not been set, the application requires you to set one.
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 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 the phone icon .
2. (Optional) To add the contact to a conference, tap the add to conference icon .
3. (Optional) To view the details of a contact, tap the information 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.

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.
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. You can send an e-mail to multiple contacts at the same time.

To send a voicemail through e-mail, see E-mailing voicemail messages on page 67.

Procedure

1. Press the name of a contact in the Contacts list. To select multiple contacts, press the **Select** button at the top of the screen and tap the remaining contacts to add them to the e-mail group.
2. After you have selected the contacts, press the **Email** button:

   The Mail Composer screen opens. At this point, you might receive an error message if an e-mail address is not present for any of the contacts selected in step 1.
3. Enter the subject of the e-mail in the **Subject** line using the integrated keypad. Likewise, enter the text of the e-mail in the area below the **Subject** line, in the blank space above the “Sent from my iPhone” text.
4. When you are satisfied with your e-mail message, press the **Send** button:

   Note:

   In order to verify whether the e-mail has been sent, you must dismiss the Mail Composer screen and launch the native iPhone e-mail application.

Using Avaya one-X® Mobile to call any number on your phone

Before you begin

About this task

Use Avaya one-X® Mobile to call any phone number from your smart phone. You can call a number listed in native contacts, in the calendar, on an web page, in a message, or an email, and so on.

Procedure

1. Tap a number on any of the applications on you phone.

   Your smart phone prompts you to select an application to complete the call.
2. Select Avaya one-X® Mobile.

Configuring the setting for reading out the name of the caller

About this task

Use this procedure if you want the application to read out the name of the person who is calling you. By default, the application disables this setting.

Procedure

1. On the Avaya one-X® Mobile application screen, navigate to **Menu** > **Settings**.
2. In the Voice Announcements area, move the **Speak Caller Name** slider to the right.
3. Tap **Done**.

Transferring calls

About this task

You can transfer calls on one-X Mobile using one of two methods:

- **Unsupervised transfer:** Transferring a call to the desired recipient without notifying about the incoming call.
- **Supervised transfer:** Transferring a call to the desired recipient after notifying about the incoming call. This is typically done by putting the caller on hold and dialing the desired recipient. The desired recipient is then notified and if they choose to accept the call, the call is transferred to the recipient.

During an active call, the **transfer** button is located on the mid-call control screen.

Procedure

1. While a call is active, press the **transfer** button on the mid-call control screen.

The current call is put on hold.

Note:

You can place your current call on hold before initiating a transfer by pressing the **Hold** button.

2. Press the **keypad** button to open the numerical key pad and dial the extension to which you want to transfer the held call.

Alternatively, you can select an extension from the Contacts list.

3. To transfer a call:
   - **For an unsupervised transfer:** Dial the extension. When you hear a ring tone, hang up. The held call is automatically connected to the transfer recipient.
   - **For a supervised transfer:** Dial the extension, wait for the recipient to answer the call, and then confirm with the recipient that the transfer is acceptable. At this point, connect the transfer recipient and the held call by clicking the **transfer** button

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 red bar at the top of the Avaya one-X® Mobile screen.

   The application displays the Call List screen.

2. To transfer the call, tap the **Transfer** button.
3. Use either of these options:
   - Select the destination number from your Contacts.
   - Use the dialpad to dial the destination number.

Moving a call to other phones

Procedure

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

   The mobile phone displays the Active call list screen.

2. On the Active call list screen, tap the **Move calls** icon.

   The mobile phone displays a Move Calls to dialog box.

3. In the Move Calls to dialog box, select from the following options:
   - **VoIP**: This is the phone number or extension of the device from which you have logged in to Avaya one-X® Mobile client. This phone number is the same as the extension configured by your system administrator.
   - Mobile: The mobile phone number is set in the Avaya one-X® Mobile client or in Avaya one-X® Portal.
   - Home: The home phone number is set in the Avaya one-X® Mobile client or in Avaya one-X® Portal.
   - Work: The work phone is set by your system administrator and is not configurable.
   - Custom: The custom phone number can be set only in the Avaya one-X® Mobile client.
4. Tap **OK**.

Related links

Setting your call facility on page 39

Placing a call on hold

When you place a call on hold you can proceed to use the application as normal. You can also perform supervised and unsupervised transfers to a held call.

Procedure

1. You can place your current call on hold by pressing the **Hold** button on the mid-call control screen.

2. Press the button again to resume the call.

Muting a call

Procedure

You can mute and unmute an active call using the **Mute** button on the mid-call control screen.

Chapter 5: 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 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.

For an ongoing conference, by tapping on a participant listed on the conference screen, you can view options such as IM with the participant, add or remove participant from roster, view participant information, and disconnect the participant from conference.

Adding conference participants

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

Procedure

1. From the Contacts screen, press **Select**.
2. Tap contact names in the list to add them to a selected group. Press **Select All** to add all contacts to the selected group.

   A green radial button indicates a selected contact.

3. Press the following **Add to Conference** button when you are satisfied with your selection:

   The selected contacts become participants on your conference bridge. The contacts appear on the Conference screen as soon as they answer the conference call.

   Note that if you do not have a conference extension configured on Avaya one-X® Portal, you receive the message **"You don't have a conference configured on the server"** and you will not be able to set up a conference. If this occurs, contact your system administrator for assistance.

4. From the Conference screen, press the following **Add to Conference** button to add yourself to your conference bridge:

Locking and unlocking a conference

Avaya one-X® Mobile provides you with the option to lock a conference call that is in progress. You can use the lock when you want to prevent new participants from joining the conference.

Procedure

1. Press the **Menu** key on the mobile device to view options for the conference page.
2. Select **Lock** from the menu.

   When you lock a conference, the conference screen shows a lock icon to confirm that the call is successfully locked.

3. To unlock the conference, press the **Menu** key on the device and select **Unlock**.

   The lock icon disappears from the conference page.

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, on the conference screen, tap **Edit**, select a participant and tap **Mute**.

   Perform the same steps to unmute the participant.

b. To mute all participants, on the Conference screen, press the More Menu button and tap **Mute**.

   The application mutes the conference owner.

   Perform the same steps to unmute all participants.

Disconnecting participants

Use the following procedure to disconnect participants from your conference bridge.

Procedure

1. On the Conference screen, determine the participants you want to disconnect from the conference.
2. Press the **Edit** button and select the participants that you want to disconnect.

   A green radial button indicates a selected participant.
3. Press the **Disconnect** button to remove the selected participants from your conference bridge.

Starting an adhoc conference

Before you begin

Ensure that:

- There is more than one in-progress call.
- Calls are either in Active or Hold state.
- All calls are not in Hold state.

About this task

Use this procedure to start an adhoc conference while on an active call. To avoid issues with adhoc conference calls, Avaya recommends that there is:

- No ongoing meet-me conference call
- Only one adhoc conference call

Note:

You cannot merge two or more VoIP adhoc conferences.

Procedure

While on the active call, tap **Merge**.

The application adds the participants of the in-progress calls to the conference.

Chapter 6: Viewing the call history

Viewing the call history

The one-X Mobile Preferred for IP Office application displays history of missed calls, incoming calls, outgoing calls, and voicemail folders on the Events screen. You can use the call history to view the time of the calls and view the phone numbers. You can swipe the displayed phone number to:

- Make a call to the number
- Send an instant message
- Make a conference call

Avaya one-X® Mobile notifies the number of missed calls and voicemails even when the application is in the background.

Procedure

1. Tap the **Events** tab on the navigation bar of the one-X Mobile Preferred for IP Office application.

   System displays the Events screen that lists the following:

   - All Calls
   - Missed Calls
   - Incoming Calls
   - Outgoing Calls
   - Voicemail Folders

2. Tap the type of event you want to use.

3. Tap the contact name to view the details of the event and the actions you can perform.

Event type	Actions you can perform
Voicemail	• **Call** • **Play** • **Send via Email** • **Delete**
Call history for Contacts	• **Call** • **Send IM** • **Add to conference** • **Information**

Viewing the history for all calls

Procedure

1. Tap the **Events** tab on the navigation bar of the one-X Mobile Preferred for IP Office application.
2. Tap **All Calls**.

Viewing the history for missed calls

Procedure

1. Tap the **Events** tab on the navigation bar of the one-X Mobile Preferred for IP Office application.
2. Tap **Missed Calls**.

Viewing the history for incoming calls

Procedure

1. Tap the **Events** tab on the navigation bar of the one-X Mobile Preferred for IP Office application.
2. Tap **Incoming Calls**.

Viewing the history for outgoing calls

Procedure

1. Tap the **Events** tab on the navigation bar of the one-X Mobile Preferred for IP Office application.
2. Tap **Outgoing Calls**.

Chapter 7: Managing VoIP calls

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, Flare, 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.

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 .

Make and receive VoIP calls

When Avaya one-X® Mobile is registered with IP Office , you can make and receive calls using the application. The calls are placed through VoIP if VoIP is selected as the Call facility.

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

Receiving VoIP calls

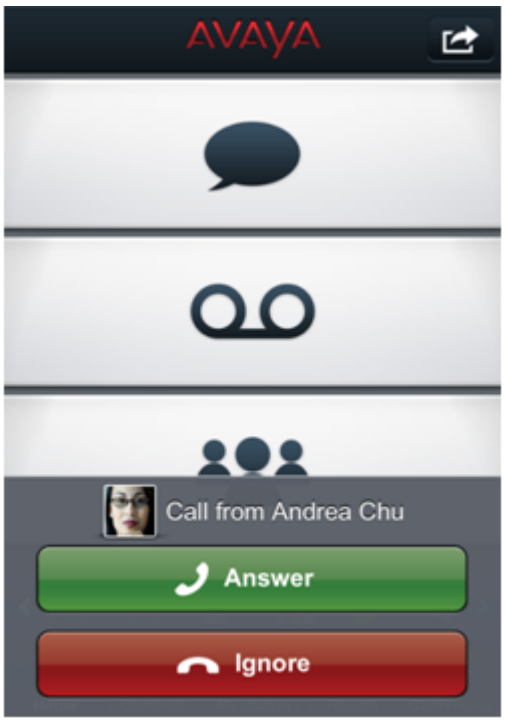
Before you begin

To answer any VoIP call, you should first unlock the iOS device lock screen. None of the Avaya products can bypass the lock screen security in an iOS device.

About this task

When the VoIP client is registered with IP Office and a call is made to your extension, the VoIP client displays an incoming call screen. If the mobile device is in sleep mode, it gets activated and the mobile device rings. The incoming call screen can show multiple incoming calls if the call waiting feature is enabled for your mobile device from IP Office Manager.

The **Active Call** tab displays active voice calls.



Procedure

Perform one of the following:

- To receive the call, tap **Answer**
- To ignore the call, tap **Ignore**.

Configuring bluetooth for VoIP calls

You can configure your iPhone to 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 **Settings** > **Bluetooth**.
2. Move the Bluetooth slider to switch it on.
3. Select the bluetooth device you want to pair with your Apple iPhone.

Enabling the external ringer for VoIP calls

About this task

The External Ringer feature provides call alerts through the speaker even when a headphone jack is plugged in.

Procedure

1. On the Avaya one-X® Mobile application screen, navigate to **Menu** > **Settings**.
2. Move the **External Ringer** slider to the right.
3. Tap **Done**.

Recording VoIP calls

About this task

This task explains the procedure to record a VoIP call. You can record only an ongoing call.

Procedure

1. In an ongoing call, tap **Start**.

   The application provides an audio confirmation that the call is being recorded.
2. Tap **Stop** or end the call to stop recording.

   The recorded call is sent to the voice mail folder.

Changing call summary settings for VoIP calls

Procedure

1. On the device settings menu, tap **Mobile**.
2. Tap **Notifications**.

3. Move the **Call Summary** slider to the left to disable the feature and to the right to re-enable the feature

   Note:

   By default **Call Summary** is enabled.

Viewing the metrics of a VoIP call

Procedure

Tap **i** above **End Call**.

The screen displays the following call metrics:

- **Perceived Delay**: The delay in communication.
- **Jitter**: The time taken for communication to traverse between the sender and receiver.
- **Packet Loss Sent**: The maximum number of packets or frames lost between endpoints while sending.
- **Packet Loss Received**: The maximum number of packets or frames lost between endpoints while receiving.
- **Codec Received**: The codec used to compress or decompress media.

Chapter 8: 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.

You can also include emoticons in your instant messages. Emoticons appear on the Home screen and on the Instant Message screen.

Avaya one-X® Mobile supports the following emoticons:

Emotion	Emoticon	Code
Angry		`:@`
Confused		`:S`
Crying		`:'(`
Blushing		`:$`
Grin		`:D`
Kiss		`:-*`

Emotion	Emoticon	Code
Sad		`:(`
Shocked		`:-o`
Smile		`:)`
Tongue Out		`:P`
Wink		`;)`

Procedure

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

   Note:

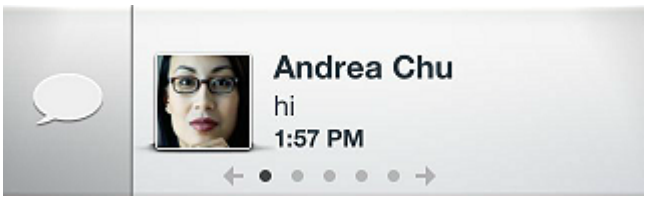
   If you sending an instant message to the Broadcast Group *everyone*, only users that can receive IMs can view your message.

2. Tap **Send IM**.
3. Choose one of the following options:
   - 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.

Configuring the setting for reading out received messages

About this task

Use this procedure if you want the application to read out instant messages that you receive. By default, the application disables this setting.

Procedure

1. On the Avaya one-X® Mobile application screen, navigate to **Menu** > **Settings**.
2. In the Voice Announcements area, move the **Speak Messages** slider to the right.
3. Tap **Done**.

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**.

Sending text messages using voice commands

Before you begin

- Ensure that the Apple device supports Siri.
- Activate Siri.

About this task

In the IM screen, you can send text messages through voice commands using the speech-to-text feature

Procedure

1. On the Avaya one-X® Mobile applications screen, tap a contact to view a list of actions.
2. Tap the im icon .
3. On the keyboard, tap the microphone icon .
4. Speak the words, and tap **Done**.

   The application converts voice input to text and enters in the text field.
5. Tap **Send**.

Initiating a group chat

Initiating a group chat from Contacts screen

About this task

Use this task to initiate a group chat from the Contacts screen.

Note:

Only the moderator of the chat group can add contacts, delete contacts, or delete the chat group.

Only those applications that support the Group Chat functionality can participate in the group chat.

After all participants leave, the chat room ceases to exist.

Procedure

1. On the Contacts screen where the contacts are listed, tap **Select**.

   The application displays the group chat option.

2. Select the contacts with whom you want to initiate group chat. If you want to initiate a group chat with all the contacts in the list, tap the select all icon.
3. Tap the group chat icon.
4. On the New Chat Room screen, type a name for your chat room.

   The application does not support special characters such as “\”, “&”, “@”, and so on in the chat room name.

5. Tap **OK**.

   The application displays the messages screen where you can start chatting with your contacts.

6. To add more contacts to the chat screen, tap the add contacts icon.
7. Select the contacts from the contacts screen and tap **Done**.
8. To view information about the group, tap the group information icon.

   The application displays the following options:

   - **Created by**: Displays the name of the person who created the group.
   - **Created date**: Displays the date and time when the group was created.
   - **Add**: Tap this icon to add more participants.
   - **Edit**: Tap this icon to remove participants from the group chat.
   - **Delete group**: Tap to delete the group.

Initiating a group chat from the Messages screen

About this task

Use this task to initiate a group chat from the Messages screen.

Note:

Only the moderator of the chat group can add contacts, delete contacts, or delete the chat group.

Only those applications that support the Group Chat functionality can participate in the group chat.

After all participants leave, the chat room ceases to exist.

Procedure

1. On the Messages screen, tap the group chat icon.
2. On the New Chat Room screen, type a name for your chat room.

   The application does not support special characters such as “\”, “&”, “@”, and so on in the chat room name.
3. Tap **OK**.

   The application displays the messages screen where you can start chatting with your contacts.
4. To add more contacts to the chat screen, tap the add contacts icon.
5. Select the contacts from the contacts screen and tap **Done**.
6. To view information about the group, tap the group information icon.

   The application displays the following options:

   - **Created by**: Displays the name of the person who created the group.
   - **Created date**: Displays the date and time when the group was created.
   - **Add**: Tap this icon to add more participants.
   - **Edit**: Tap this icon to remove participants from the group chat.
   - **Delete group**: Tap to delete the group.

Deleting or exiting group chat conversations

About this task

Use this task to delete or exit group chats.

Note:

Only participants can exit from a group chat. Only participants can see the **Leave group** button.

Procedure

1. On the group information screen, delete or exit the group.

   The application changes the **Delete group** button to **Delete conversation**

2. Tap **Delete conversation** to delete the conversation. Alternatively, to delete a conversation, on the list of conversations, swipe the conversation to the left side.

Chapter 9: Managing voice mails

Managing voicemail

The Voicemail screen on the Avaya one-X® Mobile provides visual access to your voicemail messages. The voicemail screen supplies information about messages and provides controls that allow you to play messages and organize them.

The Voicemail screen also lets the user send voicemail messages to an email address. For more information, see Sending voicemail messages through e-mail on page 67.

Note that if you change user settings, such as the server configuration or the username and password, Avaya one-X® Mobile will drop all the downloaded messages and clear the voicemail list.

Note also that three seconds pass between downloads because downloaded messages require processing time to enter the cache.

Voicemail priority:

Avaya one-X® Mobile provides special notification for urgent voicemail. When you receive an urgent voicemail, the voicemail tab flashes a notification icon. If the notification icon is not flashing then you do not have any urgent voicemail.

On the Voicemail screen, a red exclamation mark indicates that a voicemail is prioritized as urgent, while a blue dot indicates that a voicemail is unheard. As you listen to each message, the blue dot disappears and the notification icon lowers in number. For urgent voicemail, the red exclamation mark remains in order to identify the voicemail priority in the future.

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

Press the voicemail message to open the message. The message begins to play automatically in the application's default player.

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**.
5. Alternatively, you can return a call directly from the voicemail playback screen by pressing the phone icon.

Deleting voice mail messages

Procedure

1. On the Voicemail screen, locate the message that you want to delete.
2. Tap the voice mail message.
3. Tap the delete icon

Sending a voicemail message through e-mail

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

Procedure

1. Open the voicemail you want to send and tap the **Mail** button.

   The e-mail client screen appears with the voicemail attached as a .wav file. The subject line is pre-filled and the email message is blank.
2. Press the **Add** button in the **To** field to view and select local iPhone contacts. Alternatively, tap inside the **To** field to reveal the keypad, which you can use to manually enter an e-mail address.

   Note that you can add multiple recipients.
3. When you select at least one recipient, the **Send** button becomes active. Tap the **Send** button to send the e-mail from the default outbound mail server.

   If successful, a popup reads “The mail has been sent successfully.”

Chapter 10: Managing roster contacts

Adding contacts to roster

About this task

Use this task to add contacts to roster using your mobile phone

Procedure

1. To add contacts to roster perform one of the following:
   - Navigate to **Contacts** > **All Contacts** screen.
   - Navigate to **Contacts** > **Corporate** screen.
   - Navigate to the call logs such as missed calls and incoming calls in the **Events** screen.
2. Tap the contact row of the desired user.

   The application displays a drop down list.
3. In the drop down list, tap the **add contact** icon.

   The application displays the success notification.

   Note:

   The application displays a forward arrow next to the user name and the antenna avatar of the user changes to the default avatar.

Deleting contacts from roster

About this task

Use this task to delete contacts from roster using your mobile phone

Procedure

1. Navigate and tap the contact row of the user that you want to remove from the roster.

   The application displays a drop down list.
2. In the drop down list, tap **contact delete**.

   The application displays the success notification.

Note:

On the All Contacts screen the application removes the forward arrow besides the user name.

Chapter 11: Managing 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 certificate in an Apple device

Before you begin

Get the trusted root certificate from your administrator.

Procedure

1. To install the certificate, in your Apple device, open the certificate email sent to you by your administrator.

   Note:

   You can also install the certificate in your Apple device through iPhone Configuration Utility though it is not recommended.

2. Tap the certificate.

   Your Apple device displays the Install Profile screen.

3. On the Install Profile screen, tap **Install**.

   Your Apple device displays a Warning screen.

4. On the Warning screen, tap **Install**.

   Note:

   Some Apple devices prompt to type the password in the **Enter Password** screen. This is the password that is used to unlock the Apple device.

5. **(Optional)** To view the installed certificate, navigate to the device settings, and tap **General** > **Profiles**.

TLS and Certificate Validation

Transport Layer Security (TLS) secures the communication channel for applications such as 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. Server certificate validation enhances the security by authenticating the server. Certificate validation requires a valid certificate signed by a Certificate Authority at the server.

Changing TLS settings

Procedure

1. On the Avaya one-X® Mobile application screen, navigate to **Menu** > **Settings**.
2. Tap **Advanced VoIP**.
3. In the Advanced VoIP screen, move the **Secure Connection** slider to the left to deactivate the feature and to the right to reactivate the feature.

   Note:

   By default **Secure Connection** is active.

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 12: Managing Geo-Presence Information

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 28.

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 the geo-presence of an XMPP group

Procedure

1. To view the geo-presence of an XMPP group, tap the **Contacts** tab.

   The application displays Available contacts/groups screen.

2. Tap **Available contacts/groups**.

   The application expands the screen to show options such as Call, IM, and Geo location place marker for an XMPP group.

3. Tap **Details**.

   Note:

   The contact row shows a drop down having options such as Call, IM, and Geo location place marker for an XMPP group.

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 28.

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 13: Sharing the application feedback

Sharing the application feedback

You can share the application feedback through Facebook, Twitter, Mail, and through Message.

Sharing feedback through Facebook

Before you begin

- Configure Facebook on your Apple device.
- In your device settings, enable location services for Facebook.

Procedure

1. On the Avaya one-X® Mobile application screen, navigate to **Menu** > **Settings**.
2. On the Settings screen, tap **Share**.
3. On the Share screen, tap **Facebook**.

   The application displays a Facebook dialog box.
4. On the Facebook dialog box, you can perform the following actions:
   a. In the message text box, either edit the default feedback message or type a new feedback message.
   b. Tap **Location.**.

      The application displays the Location dialog box.
   c. Type the name of the location in the search bar and select the location, or select a nearby location from the list.
   d. Tap **Facebook**.

      The application displays the Facebook dialog box.
   e. Tap **Audience**.

      The application displays theAudience dialog box.

f. Select the audience with whom you want to share the feedback.

You can choose from the following audiences:

Public	Selecting this will share the feedback with everyone in Facebook.
Your friends	Selecting this will share the feedback with people who are added in your friend's list.
Only Me	Selecting this will post the feedback only to your Facebook wall.

g. Tap **Facebook**.

The application displays the Facebook dialog box.

h. Tap **Post**.

Sharing feedback through Twitter

Before you begin

- Configure Twitter on your Apple device.
- In your device settings, enable location services for Twitter.

Procedure

1. On the Avaya one-X® Mobile application screen, navigate to **Menu** > **Settings**.
2. On the Settings screen, tap **Share**.
3. On theShare screen, tap **Twitter**.

   The application displays a Twitter dialog box.
4. On the Twitter dialog box, you can perform the following action:
   a. In the message text box, either edit the default feedback message or type a new feedback message.
   b. Tap **Location.**.

      The application displays the Location dialog box.
   c. Tap a location or **None** and tap **Twitter**.

      The application displays the Twitter dialog box.
   d. Tap **Post**.

Sharing feedback through Mail

Before you begin

- Configure the device Mail.

Procedure

1. On the Avaya one-X® Mobile application screen, navigate to **Menu** > **Settings**.
2. On the Settings screen, tap **Share**.
3. On the Share screen, tap **Mail**.

   The application opens an Email with a default subject and a default feedback content. You can edit either the subject or content or both.
4. In the **To** and **Cc/Bcc** field select or type the email address of the intended recipient.
5. Tap **Send**.

Sharing feedback through Message

Procedure

1. On the Avaya one-X® Mobile application screen, navigate to **Menu** > **Settings**.
2. On the Settings screen, tap **Share**.
3. On the Share screen, tap **Message**.

   The application opens a new message with default feedback content. You can edit the content.
4. In the **To** field, select the name of the intended recipient. You can also type the name or number of the intended recipient.
5. Tap **Send**.

Chapter 14: Troubleshooting

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. Tap **Menu** > **Settings** > **System Messages**.
2. Enter the description of the problem.
3. Tap **Send**.

Certificate error

Certificate validation fails as the server offers self signed certificate

Server uses a self-signed certificate instead of using the certificate signed by a Certificate Authority.

Solution

To solve this issue perform one of the following:

- Inform your administrator about the self-signed certificate at the server.
- Disable server certificate validation.

Note:

Even if certificate validation is disabled, the communication channel to server will be encrypted but Avaya recommends not to disable server certificate validation.

Certificate validation fails as CA certificate not installed in the client

The CA certificate that is used to sign the server certificate is not installed on the device of the user

Solution

To solve this issue perform one of the following:

- Contact your administrator to get the CA certificate
- Disable server certificate validation.

Note:

Avaya recommends not to disable server certificate validation.

Server certificate validation error due to invalid certificate

Actual hostname or IP address of the server may not be matching the Subject Name or Subject Alternative Names field

Solution

To solve this issue perform one of the following:

- Contact your administrator.
- Disable server certificate validation.

Note:

Avaya recommends not to disable server certificate validation.

Application is partially connected

Server certificate not installed on IPO 500V2 servers.

Solution

To solve this issue perform one of the following:

- Contact administrator to check the installed certificate on the IPO 500 v2 server.
- Disable server certificate validation.

Note:

Avaya recommends not to disable server certificate validation. Disabling server certificate validation disables validation for XMPP communication channel.

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