Avaya one-X® Mobile Web User Guide

Contents

Contents

Getting Started

Avaya one-X Mobile equips your mobile phone with access to your company's phone system. Regardless of your work location, you can receive and make calls to and from your desk phone number, review voicemail messages by categories, look up information in your company's corporate directory, and even block calls from everyone but the people you want to hear from most.

Avaya one-X Mobile includes Avaya one-X Mobile Web, a site hosted by your company's network that extends the features of Avaya one-X Mobile by taking advantage of the larger computer screens and faster network connections available with laptop and desktop computers. Changes you make to settings, voicemail messages, calls, and contact information on Avaya one-X Mobile Web will appear on Avaya one-X Mobile, and changes you make on Avaya one-X Mobile will appear on Avaya one-X Mobile Web.

In addition to all of the features available on Avaya one-X Mobile, Avaya one-X Mobile Web provides the ability to:

- Reply to and forward voicemail messages via email
- Add and edit Send Calls destinations
- Create and edit settings in Automatic by Schedule—a feature that manages your incoming calls according to a schedule you define
- Edit settings in Automatic by Location—a feature that manages your incoming calls according to your location

This user guide describes how to use Avaya one-X Mobile Web. For more information about Avaya one-X Mobile for the mobile devices, see the following guides:

- *Avaya one-X® Mobile User Guide for J2ME*
- *Avaya one-X® Mobile User Guide for RIM BlackBerry*
- *Avaya one-X® Mobile User Guide for Palm Treo*
- *Avaya one-X® Mobile User Guide for iPhone*
- *Avaya one-X® Mobile User Guide for Windows Mobile*

Key Features

Avaya one-X Mobile provides the following key features:

- Support for Avaya Communication Manager 5.2.1.

- Support for Avaya Modular Messaging 5.0 and later.

- Support for iPhone Native, Windows Mobile, J2ME, Palm, and Blackberry mobile clients.

- Support for Microsoft Office Communicator (MOC) 2007.

- **Visual Voicemail** —Visual Voicemail provides many of the best features of email to the review and management of your office voicemail. Both the new and saved voicemail inboxes show the current state of the messages left in your office voicemail account. You can review by categories, listen to, save, or delete voicemail messages in the Avaya one-X Mobile Web application. The voicemail on your desk phone is reflected in the Avaya one-X Mobile Web application and in the Avaya one-X Mobile application running on your mobile device. Any change made to the office voicemail is reflected in both the Avaya one-X Mobile application and in your office voicemail. See Listening to Voicemail on page 31 for more information.

    Note:
    > If voicemail has not been configured for your Avaya one-X Mobile Web account, the new and saved voicemail inboxes do not appear. See No Voicemail Configuration on page 9 for more information.

- **Corporate Directory, Phonebook, and Block** — You can search your Corporate Directory from Avaya one-X Mobile Web and add corporate contact information to your Phonebook. In your Phonebook, you can designate key contacts—co-workers, clients, friends, or family members—as VIPs. When **Block** on the Avaya one-X Mobile Home screen is set to block non-VIP callers, VIPs ring through while all other callers are sent directly to your office voicemail. See Using the Corporate Directory on page 47 and Using the Phonebook on page 41 for more information.

- **Send Calls** — The Send Calls feature routes all calls coming into your work number out to one or more phones of your choice. With this feature, you need only one work phone number—rather than a home number, office number, and hotel number while on business trips—to receive all your personal and business calls. When you're particularly busy, you can choose to send all work calls directly to your office voicemail system. Voicemail messages are left on your office voicemail system, not on the voicemail system of the receiving phone. The Send Calls feature can also route calls to different phones automatically according to a schedule you define in Avaya one-X Mobile Web or according to GPS locations created on your mobile device. See Managing Incoming Calls Using the Send Calls Feature on page 23

- **Call Log** — The Call Log shows detailed information about calls to and from your work phone number. From the Call Log, you can also add contact information directly to your Phonebook for use with the VIP and Block features, or directly initiate an Avaya one-X Mobile Web call to any caller or number you called. See Using the Call Log on page 35 for more information.

- **Call Back** — The Call Back feature allows you to place a call from any phone through your desk phone system. This feature works by instructing your desk phone system to first call the phone that you want to use, such as your mobile, home, or hotel room phone. Once you answer, the desk phone system then calls the number you want to reach. Once the destination answers, the desk phone system connects you to the destination.

   The Avaya one-X Mobile Call Back feature provides the following advantages

   – Reliable two party call back.

   – Your caller ID is always your work phone number, regardless of the phone you are calling from—such as your mobile, home, hotel room, or client's conference room phones.

   – All calls placed using the Web Call Back feature appear in your Call Log

   – You can use any phone and still benefit from special rate plans for calls made from your desk phone system.

   See Making Calls Using the Call Back Feature on page 15 for more information.

No Voicemail Configuration

Avaya one-X Mobile supports an Avaya one-X Mobile Web account configuration that does not require integration with a voicemail system. In the No Voicemail configuration, the Avaya one-X Mobile Web application provides all key features described above, except voicemail. The Avaya one-X Mobile Web application configured without voicemail does not have a New Voicemail inbox, Saved Voicemail inbox, or voicemail associated with call history records in the Call Log. Users whose Avaya one-X Mobile Web application is configured without voicemail are able to call their corporate voicemail system directly to listen to their corporate voicemail messages.

Log in to Avaya one-X Mobile Web

To log in to Avaya one-X Mobile Web:

1. Open the Web browser on your PC.

2. Enter the URL or IP address of your Avaya one-X Mobile server.

   The Avaya one-X Login page appears.

3. In the **Username** field, enter your corporate computer username.

4. In the **Password** field, enter your corporate computer password.

5. To change the language:

   a. Click **Language**.

      The Language Preferences page appears.

   b. In the **Language** drop-down box, select the appropriate language.

   c. Click the **OK** button.

6. Click the **Log In** button.

   The Avaya one-X Mobile Web home page appears.

The Avaya one-X Mobile Web Home page has three main sections:

- **Left-hand navigation panel** — allows you to navigate to the major elements of the Avaya one-X Mobile Web application.

- **Gray box at the top of the page** — shows the incoming call management.

  – **Send Calls to:** shows either which phones will ring when calls come to your desk phone, or if calls are being routed directly to voicemail, according to the Automatic by Schedule setting, or according to the Automatic by Location setting.

  – **Edit** button allows you to change the Send Calls destinations.

  – **Block Calls:** shows if any calls are blocked. When set to **Non-VIPs**, non-VIPs calls are blocked and routed to Voicemail. When set to **Off**, no calls are blocked.

- **New Voicemail** — shows the New Voicemail inbox.

  Note:
      If voicemail has not been configured for your Avaya one-X Mobile Web account, the Avaya one-X Mobile Web Home page provides the:

    - **Call Log** inbox (instead of the **New Voicemail** inbox and associated **Save** and **Delete** buttons)

    - **Call Voicemail** button that allows you to call your corporate voicemail system directly

      See No Voicemail Configuration on page 9 for more information.

Setting Up Your Account

Before you begin using Avaya one-X® Mobile Web or Avaya one-X Mobile on your mobile device, you must log in to the Avaya one-X Mobile Web site and set up your account. The procedures to log in to the Avaya one-X Mobile Web site for the first time and set up your account are provided in this section.

> **Note:**
> It is recommended that you perform this procedure before downloading the application to your mobile device. After you set up your account, an SMS message is sent to your mobile device. The message contains instructions and a link to download the Avaya one-X Mobile application.

You can also download the one-X mobile software from http://app.avaya.com.

You will need to know the following information in order to successfully set up your account:

- Avaya one-X Mobile Web site address or URL
- corporate computer username and password
- unique ID for your desk phone (required only for shared extensions; appears on your desk phone screen)
- Avaya Modular Messaging mailbox password (required only if your corporate voicemail system uses Avaya Modular Messaging)
- phone number of the mobile phone you want to use with Avaya one-X Mobile
- Mobile phone carrier
- Mobile phone manufacturer (is often listed in the battery compartment of mobile phones)
- Mobile phone model (is often listed in the battery compartment of mobile phones)

> **Note:**
> The phone numbers might not be always 10 digit.

Log in to Avaya one-X Mobile Web

To log in to the Avaya one-X Mobile Web site for the first time:

1. Open the Web browser on your PC.

> **Note:**
> You can set up your user account only from the PC browser; you cannot set it up from the one-X Mobile browser.

2. Using http or https as advised by your system administrator, go to your corporate URL for the Avaya one-X Mobile Server.

   Note:
   > If you use a secure connection, you must have a one-X Mobile server certificate signed by a trusted authority. If the server certificate is not signed by a trusted authority, the system displays the Server Certificate Untrusted error message.

   The Avaya one-X Mobile Web site login page appears.

3. In the **Username** field, enter your corporate computer username.

4. In the **Password** field, enter your corporate computer password.

5. Click the **Log In** button.

6. Enter the Modular Messaging password.

   The End User License Agreement appears.

   Note:
   > The Modular Messaging password prompt does not appear if the Avaya one-X Mobile Web account is configured without voicemail. See No Voicemail Configuration on page 9 for more information.

7. Read the license agreement, and then click the **Accept** button.

8. Select the option that exactly matches the message on the screen of your desk phone, and then click the **OK** button.

   Note:
   > If you have a shared phone extension, you are prompted to identify your desk phone.

   The Avaya one-X Mobile Setup page appears.

9. Continue with Set up your account.

Set up your account

On the Avaya one-X Mobile Setup page, enter the following information:

1. Enter your 10-digit mobile phone number, and then click the **Next** button.

2. Select your mobile carrier from the drop-down menu, and then click the **Next** button.

3. Select your mobile manufacturer from the drop-down menu, and then click the **Next** button.

4. Select your mobile model from the drop-down menu, and then click the **Next** button.

5. Select your operating system from the drop-down menu, and then click the **Next** button.

6. Turn off your mobile phone.

   Note:
      Be sure to turn your mobile phone off.

7. Click **OK**.

   An SMS message is sent to your mobile phone. The message contains instructions and a link to download the Avaya one-X Mobile application.

   Note:
      Carriers are listed in the Mobile carrier field during initial mobile sign up. During mobile phone setup, if the regional carriers are not listed on the one-X Mobile web site, in Mobile carrier field, select other to complete the mobile setup.

To download the application on your mobile device, see one of the following user guides, depending on which device you have:

● *Avaya one-X® Mobile User Guide for RIM BlackBerry*

● *Avaya one-X® Mobile User Guide for Palm Treo*

● *Avaya one-X® Mobile User Guide for J2ME*

● *Avaya one-X® Mobile User Guide for iPhone*

● *Avaya one-X® Mobile User Guide for Windows Mobile*

Making Calls Using the Call Back Feature

You can make a call from the Avaya one-X Mobile Web application using the Call Back feature. The Call Back feature uses your desk phone system (or PBX) as a bridge between the phone you want to use and the number you want to call. Although the phone you most frequently use will probably be your mobile phone, you can use any of the phones defined in your list of Send Calls destinations. See Managing Incoming Calls Using the Send Calls Feature on page 23 for more information about the Send Calls feature. In addition, the Call Back feature also provides Quick Entry which is a feature that allows you to place a call from a phone that you want to use immediately, but are unlikely to use frequently in the future—for example, a direct dial hotel room phone or a phone in a client's meeting room.

You can make a call using the Call Back feature from the following locations within the Avaya one-X Mobile Web application:

- Avaya one-X Mobile Home page
- New Voicemail
- Saved Voicemail

> **Note:**
> If voicemail has not been configured for your Avaya one-X Mobile Web account, the New Voicemail and Saved Voicemail inboxes are not available. See No Voicemail Configuration on page 9 for more information.

- Call Log
- Corporate Directory search results

You begin the call by selecting the **Place Call** button or by pressing the call button on your device while inside the Avaya one-X Mobile application. On the Home page, you are prompted to enter the number. From the other locations, the number is the Voicemail, Call Log, or contact entry highlighted when you selected the **Place Call** button. You then select the phone you want to use. Although this will usually be your mobile phone, it can be any phone. The selected phone rings. You answer the phone and press the **5** key, and then the call is connected.

Make a call from the Avaya one-x Mobile Home page

When you make a call from the Avaya one-X Mobile Home page, you enter the number you want to call. This is in contrast to making a call from your Call Log, Phonebook, Corporate Directory, or Voicemail where the number you are calling is selected from a particular screen. Making a call from the Home page allows you to use the Call feature with a number that is not in your Call Log, Phonebook, Corporate Directory, or Voicemail.

> **Note:**
> When you make a call from the Avaya one-X Mobile Home page, you use the Avaya one-X Mobile Call Back feature and thereby route the call through your desk phone system.

To make a call from the Avaya one-X Mobile Home page:

1. On the Avaya one-X Mobile Home page, click the **Place Call** button.

   The Call Back page appears.

2. In the **Connect** field, enter the number you want to call.

   > **Note:**
   > To make an international call, do one of the following:
   >
   > - Enter the International Direct Dialing (IDD) prefix of your desk phone system followed by the number you are calling. See your system administrator for the appropriate IDD prefix.
   >
   > - Enter **+** followed by the country code and the number you are calling.

3. Click the phone you want to use to make the call. This is one of the phones defined in your Send Calls destinations.

4. Click the **Place Call** button.

   The call is initiated and your selected phone rings.

5. Answer and then press the **5** key on your selected phone.

   This accepts the first leg of the call and signals your desk phone system to connect you to the number you want to call.

   > **Note:**
   > If the Confirmed Answer feature is turned **off** in your desk phone system, you do not have to select the **5** key. Rather, you answer the call, wait a moment, and your desk phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

6. Wait a moment. You will be connected to the number you are calling.

7. Click the **OK** button on the Call Back page.

Make a call from your New Voicemail inbox

To make a call from your New Voicemail inbox to the person who left you a message:

1. From the **New Voicemail** inbox on the Home page, click the Call icon next to the caller's name.

   The Call Back page appears.

2. Click the phone you want to use to make the call. This is one of the phones defined in your Send Calls destinations.

3. Click the **Place Call** button.

   The call is initiated and your selected phone rings.

4. Answer and then press the **5** key on your selected phone.

   This accepts the first leg of the call and signals your desk phone system to connect you to the number you want to call.

   Note:
   > If the Confirmed Answer feature is turned **off** in your desk phone system, you do not have to select the **5** key. Rather, you answer the call, wait a moment, and your desk phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

5. Wait a moment. You will be connected to the number you are calling.

6. Click the **OK** button on the Call Back page.

To make a call from your Saved Voicemail inbox, click **Saved Voicemail** on the navigation panel on the left side of the page, then follow Steps 2 through 6 above.

Using Avaya one-X Speech

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

To access the Avaya one-X Speech feature:

1. On the Avaya one-X Mobile Home screen, press the **Menu** button on your device.

2. In the **one-X Speech Access Number** field, enter the predefined access number for your one-X Speech server, if you have Avaya one-X™ Speech.
    The system adds an additional **Speech Access** menu item under **Menu**. When you select **Speech Access** from **Menu**, the one-X Mobile client opens the **Callback** screen with the speech access phone number that you had already entered in the **Connect** field. To complete the callback to speech access, select the desired phone for the callback and click **Connect**.

Make a call from the Call Log

To make a call to a person or number in the Call Log:

1. Click **Call Log** on the navigation panel on the left side of the page.

    The one-X Mobile Call Log appears.

2. Click the Call icon next to the number or person you want to call.

    The Call Back page appears.

3. Click the phone you want to use to make the call. This is one of the phones defined in your Send Calls destinations.

4. Click the **Place Call** button.

    The call is initiated and your selected phone rings.

5. Answer and then press the **5** key on your selected phone.

    This accepts the first leg of the call and signals your desk phone system to connect you to the number you want to call.

    Note:
    If the Confirmed Answer feature is turned **off** in your desk phone system, you do not have to select the **5** key. Rather, you answer the call, wait a moment, and your desk phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

6. Wait a moment. You will be connected to the number you are calling.

7. Click the **OK** button on the Call Back page.

Make a call from your Phonebook

To make a call to a person or number in your Phonebook:

1. Click **Phonebook** on the navigation panel on the left side of the page.

   The one-X Mobile Phonebook page appears.

   - If there are less than 500 contacts in the Phonebook, all contacts appear. To find the contact:

     a. Select the page number from the page drop-down menu.

     b. Scroll to locate the contact.

   - If there are more than 500 contacts, you must enter search criteria to find the contact:

     a. Enter the contact's first name, last name, and/or department. You can enter any number of characters in any of the search fields.

     b. Click the **Find Contacts** button.

        The search results appear at the bottom of the page.

2. Click the Call icon for the number or person you want to call.

   The Call Back page appears.

3. Click the phone you want to use to make the call. This is one of the phones defined in your Send Calls destinations.

4. Click the **Place Call** button.

   The call is initiated and your selected phone rings.

5. Answer and then press the **5** key on your selected phone.

   This accepts the first leg of the call and signals your desk phone system to connect you to the number you want to call.

   Note:
   If the Confirmed Answer feature is turned **off** in your desk phone system, you do not have to select the **5** key. Rather, you answer the call, wait a moment, and your desk phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

6. Wait a moment. You will be connected to the number you are calling.

7. Click the **OK** button on the Call Back page.

Make a call from the Corporate Directory

To make a call to a person or number in your Corporate Directory:

1. Click **Corporate Directory** on the navigation panel on the left side of the page.

   The Corporate Directory page appears.

   ● If there are less than 500 contacts in the Corporate Directory, all contacts appear. To find the contact:

      a. Select the page number from the page drop-down menu.

      b. Scroll to locate the contact.

   ● If there are more than 500 contacts, you must enter search criteria to find the contact:

      a. Enter the contact's first name, last name, and/or department. You can enter any number of characters in any of the search fields.

      b. Click the **Find Contact** button.

         The search results appear at the bottom of the page.

2. Click the Call icon for the number or person you want to call.

   The Call Back page appears.

3. Click the phone you want to use to make the call. This is one of the phones defined in your Send Calls destinations.

4. Click the **Place Call** button.

   The call is initiated and your selected phone rings.

5. Answer and then press the **5** key on your selected phone.

   This accepts the first leg of the call and signals your desk phone system to connect you to the number you want to call.

   Note:
   If the Confirmed Answer feature is turned **off** in your desk phone system, you do not have to select the **5** key. Rather, you answer the call, wait a moment, and your desk phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

6. Wait a moment. You will be connected to the number you are calling.

7. Click the **OK** button on the Call Back page.

Make a call from a Quick Entry number

Use the Quick Entry feature to make a call from a phone that is not in your list of Send Calls destinations. For example, you may want to use a phone in a hotel conference room. The Quick Entry feature allows you to directly enter the number of the phone you want to use.

To make a call from a temporary phone:

1. On the Avaya one-X Mobile Home page, click the **Place Call** button.

   The Call Back page appears.

2. In the **Connect** field, enter the number you want to call.

   Note:
   To make an international call, do one of the following:

   - Enter the International Direct Dialing (IDD) prefix of your desk phone system followed by the number you are calling. See your system administrator for the appropriate IDD prefix.

   - Enter **+** followed by the country code and the number you are calling.

3. Click **Quick Entry**.

4. Enter the Quick Entry phone number.

5. Click the **Place Call** button.

   The call is initiated and your selected phone rings.

6. Answer and then press the **5** key on your selected phone.

   This accepts the first leg of the call and signals your desk phone system to connect you to the number you want to call.

   Note:
   If the Confirmed Answer feature is turned **off** in your desk phone system, you do not have to select the **5** key. Rather, you answer the call, wait a moment, and your desk phone system will connect the call. See your system administrator for more information about the Confirmed Answer feature.

7. Wait a moment. You will be connected to the number you are calling.

8. Click the **OK** button on the Call Back page.

Managing Incoming Calls Using the Send Calls Feature

The Avaya one-X Mobile Send Calls feature routes incoming calls to your office number out to one or more phones of your choice. If you are unable to answer a work call—regardless of where it is being sent—the call is automatically directed back to your office voicemail system. Work messages will not end up in your mobile phone, home, or hotel room voicemail.

About Send Calls Destinations

Your desk phone system routes calls to your work number to the Send Calls destinations you select. The Send Calls destinations are described below.

- **Office and Mobile Destinations**—are automatically created when you sign up for the Avaya one-X Mobile service. Select the Office destination if you want your desk phone to ring when someone calls your work number. Select the Mobile destination if you want your mobile phone to ring when someone calls your work number. Select both if you want both phones to ring.

- **Custom Destinations**—are created and edited through the Avaya one-X Mobile Web application. *Home* is an example of a custom destination you will probably want to create. If you are working at home, you can have all your office calls routed to your home number. You can create any number of custom destinations.

- **Quick Entry**—is a feature that allows you to add one phone number to which you can temporarily receive calls. This is typically a phone that you want to use immediately, but are unlikely to use frequently in the future—for example, a direct dial hotel room phone or a phone in a client's meeting room. You are prompted for a phone number every time you use Quick Entry. Quick Entry remembers the last phone number you entered, but you can easily delete it and enter a new number.

- **Automatic by Schedule**—manages your Send Calls destinations according to a schedule you define through the Avaya one-X Mobile Web application. For example, work calls can be sent automatically to your mobile phone during your morning commute, to your desk phone during the work day, to voicemail during lunch, and back to your mobile phone during your drive home. No other Send Calls destinations can be selected when Automatic by Schedule is in effect.

- **Automatic by Location**—available on some mobile devices, this feature routes your incoming calls to Send Calls destinations based on your location. To use this feature, you must first define a GPS location on your mobile device using the phone's built-in GPS feature. You can define multiple GPS locations. Then, using the Avaya one-X Mobile application, you select the Send Calls destination(s) that you want activated when you are at a particular location. For example, you may want all calls to go to Voicemail when you are at the factory because of the noise level. You would first create a GPS location using the Avaya one-X Mobile application on your mobile device while at the factory. Then from the Avaya one-X Mobile application, you would choose Voicemail as the Send Calls destination for the factory location.

- **Voicemail**—sends all calls directly to your office voicemail. No phones will ring. The Voicemail destination, when selected, overrides but does not change the Block setting and all callers, even VIPs, will be sent directly to voicemail.

Select the phones to which calls are routed

You can select up to 5 phones (unless limited by your system administrator) to ring simultaneously when a call comes in to your office number.

> **Note:**
> You must select at least one phone destination. All calls are sent to the Office destination by default if no destinations are selected.

Also use this procedure to turn simultaneous ring off. For example, if your desk phone and mobile phone are both currently set to ring when a call comes in to your desk phone, to turn ringing off on your mobile phone, deselect **Mobile** as described in Step 2.

To select the phones to which office calls are routed:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.

   A list of phones on which you can receive office calls appears. A check mark next to the phone indicates the phone is currently designated to ring when a call comes in to your desk phone. A selected radio button indicates calls to your desk phone are currently routed **Direct to Voicemail** or according to **Auto by Schedule** or **Auto by location**.

2. Do one of the following:

   - Click the phones to select or deselect them. A check mark appears next to the phone when it is selected.

   > **Note:**
   > Avaya one-X Web Mobile application supports Avaya PBX. The desk phone must be a destination and always selected. However, if you are sending calls to Voice Mail, and you uncheck the desk phone, then the desk phone will not ring. Instead, there will be a silent alert. To turn off the ringer of your desk phone, under **Send Calls to**, select **Off** on the Desk Phone.

● Click **Direct to Voicemail**, **Auto by Schedule**, or **Auto by Location**.

3. Click the **Done** button to save your changes.

Add a phone to which calls are routed

You can add multiple custom destinations to which office calls are routed, such as Home or Home Office.

To add a Send Calls destination:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.

   A list of phones on which you can receive office calls appears.

2. Click the **New** button.

   The New Send Calls Options page appears.

3. In the **Name** field, enter the name for this phone.

4. In the **Send Calls to:** field, enter the number of this phone.

5. Click the **OK** button.

Edit a phone to which calls are routed

To edit the name or number of a Send Calls destination:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.

   A list of phones on which you can receive office calls appears.

2. Click the **Edit** button for the phone you want to edit.

   The Edit Send Calls Options page appears.

3. Edit the name or number as appropriate.

4. Click the **OK** button.

Delete a phone to which calls are routed

To delete a Send Calls destination:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.

   A list of phones on which you can receive office calls appears.

2. Click the **Edit** button for the phone you want to delete.

   The Edit Send Calls Options page appears.

3. Click the **Delete** button.

Set a Quick Entry number to which calls are routed

The Quick Entry feature allows you to designate one phone on which you can receive calls on a temporary basis.

To add a temporary phone to which an office call is routed:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.

   A list of phones on which you can receive office calls appears.

2. Click **Quick Entry**.

3. In the **Send Calls to:** field, enter the number of the phone on which you want to temporarily receive a call.

   Note:
   Quick Entry remembers the last phone number you entered.

4. Select the **Done** button.

Send all calls to voicemail

You can choose to send all incoming calls to your office number directly to your office voicemail—no phones will ring. The voicemail destination, when selected, overrides your Block setting so that all callers, including VIP callers, are sent to your office voicemail.

To send all calls to your office voicemail:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.

   A list of phones on which you can receive office calls appears.

2. Click **Direct to Voicemail**.

   Note:
   All other destinations are automatically deselected.

3. Select the **Done** button.

Route calls as defined by Automatic by Schedule

Automatic by Schedule manages your incoming calls according to a defined schedule. When Automatic by Schedule is selected as a Send Calls destination, no other destinations can be selected. See Edit Automatic by Schedule settings on page 27 to edit the schedule time periods.

To manage your incoming calls according to the Automatic by Schedule settings:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.

2. Click **Auto by Schedule**.

3. Click the **Done** button.

   On the Avaya one-X Mobile Home page, Automatic by Schedule appears as your current Send Calls destination. The current time period and the call destinations selected for the current time period are also shown.

Edit Automatic by Schedule settings

There are five editable time periods in the Automatic by Schedule settings. They are: Free Time, Before Work, At Work, Lunch, and After Work. The default schedule is to send calls to your desk phone for all time periods. You can edit the start and stop times for each time period and designate the Send Calls destinations you want in effect.

You can also designate the schedule be a weekday or weekend schedule. There two ways to organize your auto by schedule calendar. You can designate a weekday schedule and a separate weekend schedule, or you can designate a single schedule for the entire 7-day week.

To edit the Automatic by Schedule settings:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.

2. Click the **Edit** button for **Auto by Schedule**.

   The Edit Automatic by Schedule page appears.

3. To edit a time period:

      a. Click **Weekdays** or **Weekends**.

      b. Click the **Edit** button for the time period you want to edit.

          The schedule for the selected time period appears.

      c. Edit the start and end time as appropriate.

      d. Click the phones you want to ring when a call comes into your office number during this time period, or click **Direct to Voicemail**.

      e. Click the **Done** button.

      f. Repeat Steps b through e for each time period you want to edit.

4. Click the **OK** button when finished.

Route calls as defined by Automatic by Location

You can configure Automatic by Location on the device. You must also define it on the device. Automatic by Location routes your incoming calls to Send Calls destinations based on a GPS location of your mobile device. This feature is available only on mobile devices that have a built-in GPS capability. To use this feature, you must first define a GPS location on your mobile phone using the phone's built-in GPS feature. You can define multiple GPS locations.

    Note:

        No other Send Calls destination can be selected when Automatic by Location is in effect.

To manage your incoming calls according to the Automatic by Location settings:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.

2. Click **Auto by Location**.

3. Click the **Done** button.

    On the Avaya one-X Mobile Home page, By Schedule appears as your current Send Calls destination. The name of the current location and the associated phone numbers are also shown.

Edit Automatic by Location settings

To change a Send Calls destination assigned to a location:

1. On the Avaya one-X Mobile Home page, click the **Edit** button.

    The Send Calls to page appears.

2. Click **Auto by Location**.

3. Click the **Edit** button.

   The Edit Automatic by Location page appears. Each GPS location name is listed and the Send Calls destinations assigned for each GPS location are shown.

4. Click the **Edit** button for the GPS location you want to edit.

   The Edit GPS Location page appears.

5. Check the Send Calls destinations to which you want to route office calls when you are at this location.

6. When finished, click the **Done** button.

Listening to Voicemail

Avaya one-X Mobile Web Visual Voicemail provides many of the best features of email to the review and management of your office voicemail. The New Voicemail and Saved Voicemail inboxes display your messages similar to email. You can see which messages are new and which have already been heard, as well as who left a message and when. This helps you review important messages first, and even save or delete messages without listening to them.

Note:
> If voicemail has not been configured for your Avaya one-X Mobile Web account, the New and Saved Voicemail inboxes are not available. To listen to your corporate voicemail messages, a **Call Voicemail** button is provided on the Avaya one-X Mobile Web Home page that allows you to call your corporate voicemail system directly. See for more information.

Listen to a voicemail message

To listen to a New or Saved Voicemail message:

1. From the Saved Voicemail or New Voicemail inbox, click the voicemail icon for the message you want to hear.

   The voicemail message is played by your computer's default media player.

2. Use the media player controls to stop or replay the message.

3. When finished listening to the message, close the media player window.

4. Do one of the following:

   ● To save the message (New Voicemail inbox only):

      a. Click the voicemail message check box.

      b. Click the **Save** button.

   ● To delete the message:

      a. Click the voicemail message check box.

      b. Click the **Delete** button.

To make a call to the party that left you voicemail, see .

Note:

You can also play voicemails using your mobile's speakers.

Save a voicemail message

The length of time you can keep saved voicemail messages is set by your office voicemail system. See your system administrator for more information.

To save a voicemail message without listening to it:

1. In the New Voicemail inbox on the Home page, click the check box for the new voicemail message you want to save.

2. Click the **Save** button.

   The voicemail message is moved to the Saved Voicemail inbox.

Delete a voicemail message

To delete a voicemail message without listening to it:

1. From the Saved Voicemail or New Voicemail inbox, click the check box for the voicemail message you want to delete.

2. Click the **Delete** button.

Respond to a voicemail message via email

To send an email to someone who left you a voicemail message:

1. From the Saved Voicemail or New Voicemail inbox, click the **Respond** button for the appropriate voicemail message.

   The Respond to Voicemail page appears.

2. Click the **Respond Via Email** button.

   The Respond via Email page appears. The **To** field is pre-populated with the caller's email address, if known.

3. In the **To** field, type the caller's email address.

4. In the **Subject** field, type the subject.

5. In the **Message** field, type your message.

6. Click the **Send** button.

Forward a voicemail message via email

When you forward a voicemail message via email, you send an email with the voicemail message attached as a sound file.

To forward a voicemail message to someone via email:

1. From the Saved Voicemail or New Voicemail inbox, click the **Respond** button for the appropriate voicemail message.

   The Respond to Voicemail page appears.

2. Click the **Forward Via Email** button.

   The Forward via Email page appears. The **To** field is pre-populated with the caller's email address, if known.

3. In the **To** field, type the email address of the person you are forwarding the message to.

4. In the **Subject** field, type the subject.

5. In the **Message** field, type your message.

6. Click the **Send** button.

Add contact to your Phonebook

To add the contact to your Phonebook.

1. From the Saved Voicemail or New Voicemail inbox, click the **Add** button for the appropriate call.

   The New Contact page appears.

2. Complete the appropriate fields.

   Note:
   Be sure to select **Yes** in the VIP field if you want this person to be able to ring through when the Block feature is set to block non-VIPs.

3. When finished, click the **Done** button.

Using the Call Log

The Call Log shows detailed information about calls to and from your work phone number. Icons indicate whether the call was an outgoing or incoming call, a failed Avaya one-X Mobile call, or whether the call has an associated voicemail message.

Note:
> If voicemail has not been configured for your Avaya one-X Mobile Web account, the call log record does not show whether the call has associated voicemail. If the call does have associated voicemail, the call log icon indicates an incoming call. See No Voicemail Configuration on page 9 for more information.

From the Call Log, you can add contact information directly to your Phonebook for use with the VIP and Block features, directly initiate an Avaya one-X Mobile call to any caller or number you called, or respond to the call via email. You can also manage voicemail messages from your Call Log.

View the Call Log

To open the Call Log, click **Call Log** on the navigation panel on the left side of the page.

Note:
> If voicemail has not been configured for your Avaya one-X Mobile Web account, the **Call Log** inbox appears on the Avaya one-X Mobile Home page. See No Voicemail Configuration on page 9 for more information about the No Voicemail configuration.

The Call Log shows the call type, call duration, name and number of the caller or of the person you called (if known), and the time and date of the call.

To make a call from your Call Log, see Make a call from the Call Log on page 18.

Delete a call

When you delete a call from the Call Log, you also delete associated voicemail from the Call Log and from the New or Saved Voicemail inboxes.

To delete a call from the Call Log:

1. Click **Call Log** on the navigation panel on the left side of the page.

   The Call Log appears.

   Note:
   > The **Call Log** inbox appears on the Avaya one-X Mobile Web Home page if your Avaya one-X Mobile Web account has been configured without voicemail.

2. Click the check box for the call you want to delete.

3. Click the **Delete** button.

   A confirmation page appears.

4. Click the **Yes** button.

Add a contact to your Phonebook

To add contact information from the Call Log to your Phonebook:

1. Click **Call Log** on the navigation panel on the left side of the page.

   The Call Log appears.

   Note:
   > The **Call Log** inbox appears on the Avaya one-X Mobile Web Home page if your Avaya one-X Mobile Web account has been configured without voicemail.

2. Click the **Add** button for the caller whose information you want to add to the Phonebook.

   The Add to one-X Mobile Phonebook page appears.

   Note:
   > If there is no **Add** button, the contact is already in your Phonebook.

3. Complete the appropriate fields. Some fields will be pre-populated.

   Note:
   > Be sure to select **Yes** in the VIP field if you want this person to be able to ring through when the Block feature is set to block non-VIPs.

4. When finished, click the **Done** button.

Managing voicemail from the Call Log

If voicemail is associated with a call in the Call Log, you can listen to, save, or delete the voicemail associated with the call. You can also respond to the message via email. When you delete or save a voicemail from the Call Log, the message is saved or deleted, but the call remains in the Call Log. A voicemail icon next to the call indicates the call has voicemail associated with it.

> **Note:**
> If voicemail has not been configured for your Avaya one-X Mobile Web account, you cannot manage voicemail from the Call Log. See No Voicemail Configuration on page 9 for more information.

Listen to a voicemail message from the Call Log

To listen to a voicemail message from the Call Log:

1. Click **Call Log** on the navigation panel on the left side of the page.

   The Call Log appears.

2. Click the voicemail icon for the appropriate call.

   The voicemail message is played by your computer's default media player.

3. Use the media player controls to stop or replay the message.

4. When finished listening to the message, close the media player window.

Save a voicemail message

To save a voicemail message from the Call Log without listening to it:

1. Click **Call Log** on the navigation panel on the left side of the page.

   The Call Log appears.

2. Click the check box for the appropriate call.

3. Click the **Save Voicemail** button.

   The voicemail message is saved. The call remains in the Call Log until you delete it.

Delete a voicemail message

When you delete a voicemail message from the Call Log, you delete both the message and the call record.

To delete the voicemail message and the call record from the Call Log:

1. Click **Call Log** on the navigation panel on the left side of the page.

    The Call Log appears.

2. Click the check box for the appropriate call.

3. Click the **Delete** button.

    A confirmation page appears.

4. Click the **Yes** button.

Respond to a voicemail message via email

To send an email from the Call Log to someone who left you a voicemail message:

1. Click **Call Log** on the navigation panel on the left side of the page.

    The Call Log appears.

2. Click the **Respond** button for the appropriate voicemail message.

    The Respond to Call page appears.

3. Click the **Respond Via Email** button.

    The Respond Via Email page appears. The **To** field is pre-populated with the caller's email address, if known.

4. In the **To** field, type the caller's email address.

5. In the **Subject** field, type the subject.

6. In the **Message** field, type your message.

7. Click the **Send** button.

Forward a voicemail message via email

When you forward a voicemail via email, you send an email with the voicemail message attached as a sound file.

To forward a voicemail message from the Call Log:

1. Click **Call Log** on the navigation panel on the left side of the page.

    The Call Log appears.

2. Click the **Respond** button for the appropriate voicemail message.

    The Respond to Call page appears.

3. Click the **Forward Via Email** button.

    The Forward via Email page appears. The **To** field is pre-populated with the caller's email address, if known.

4. In the **To** field, type the email address of the person you are forwarding the message to.

5. In the **Subject** field, type the subject.

6. In the **Message** field, type your message.

7. Click the **Send** button.

Using the Phonebook

The Avaya one-X Mobile Web Phonebook provides a convenient way to enter all your contact information using a computer keyboard, and not the numeric keypad on your mobile device. Contact information you enter in the Avaya one-X Mobile Web Phonebook is updated in the Avaya one-X Mobile Phonebook, and vice versa.

You can add contacts from your company's Corporate Directory directly into the Phonebook and designate specific Phonebook contacts as VIPs for use in conjunction with the Block feature. When the Block feature is set to block non-VIP callers, a VIP can ring through while all other callers are sent directly to your office voicemail. From the Avaya one-X Mobile Web Phonebook, you can also place a call or send an email to a Phonebook contact.

View your Phonebook contacts

To view the contacts in your Phonebook:

1. Click **Phonebook** on the navigation panel on the left side of the page.

   The one-X Mobile Phonebook page appears. If you have less than 500 contacts in your Phonebook, all contacts appear. If you have more than 500 contacts, you must enter search criteria to find a contact. See

2. To view contact details, click the **Details** button for the contact.

To make a call to a contact in your Phonebook, see

Search your Phonebook for a contact

To search your Phonebook for a contact:

1. Click **Phonebook** on the navigation panel on the left side of the page.

   The one-X Mobile Phonebook page appears.

   ● If there are less than 500 contacts in the Phonebook, all contacts appear. To find the contact:

     a. Select the page number from the page drop-down menu.

     b. Scroll to locate the contact.

- If there are more than 500 contacts, you must enter search criteria to find the contact:

  a. Enter the contact's first name, last name, and/or department. You can enter any number of characters in any of the search fields.

  b. Click the **Find Contact** button.

    The search results appear at the bottom of the page.

To make a call to a contact in your Phonebook, see Make a call from your Phonebook on page 19.

Send an email to a Phonebook contact

To send an email to a Phonebook contact:

1. Click **Phonebook** on the navigation panel on the left side of the page.

   The one-X Mobile Phonebook page appears.

   - If there are less than 500 contacts in the Phonebook, all contacts appear. To find the contact:

     a. Select the page number from the page drop-down menu.

     b. Scroll to locate the contact.

   - If there are more than 500 contacts, you must enter search criteria to find the contact:

     a. Enter the contact's first name, last name, and/or department. You can enter any number of characters in any of the search fields.

     b. Click the **Find Contact** button.

       The search results appear at the bottom of the page.

2. Click the email icon next to the number or person you want to email.

   The Contact via Email page appears.

3. In the **To** field, type the contact's email address.

   Note:
   The **To** field is pre-populated if the contact's email address is stored in your one-X Mobile Phonebook.

4. In the **Subject** field, type the subject.

5. In the **Message** field, type your message.

6. Click the **Send** button.

Add a Phonebook contact

To add a contact to your Phonebook:

1. Click **Phonebook** on the navigation panel on the left side of the page.

   The one-X Mobile Phonebook page appears.

2. Click the **New** button.

   The New Contact page appears.

3. Complete the appropriate fields.

   Note:
   In the **VIP** field, be sure to select **Yes** if you want this contact to be able to ring through when the Block feature is set to block non-VIPs.

4. Select the **Done** button.

Delete a Phonebook contact

To delete a contact from your Phonebook:

1. Click **Phonebook** on the navigation panel on the left side of the page.

   The one-X Mobile Phonebook page appears.

   ● If there are less than 500 contacts in the Phonebook, all contacts appear. To find the contact:

      a. Select the page number from the page drop-down menu.

      b. Scroll to locate the contact.

   ● If there are more than 500 contacts, you must enter search criteria to find the contact:

      a. Enter the contact's first name, last name, and/or department. You can enter any number of characters in any of the search fields.

      b. Click the **Find Contact** button.

         The search results appear at the bottom of the page.

2. Click the check box for the number or person you want to delete.

3. Click the **Delete** button.

Edit a Phonebook contact

To edit a contact in your Phonebook:

1. Click **Phonebook** on the navigation panel on the left side of the page.

   The one-X Mobile Phonebook page appears.

   - If there are less than 500 contacts in the Phonebook, all contacts appear. To find the contact:

     a. Select the page number from the page drop-down menu.

     b. Scroll to locate the contact.

   - If there are more than 500 contacts, you must enter search criteria to find the contact:

     a. Enter the contact's first name, last name, and/or department. You can enter any number of characters in any of the search fields.

     b. Click the **Find Contact** button.

        The search results appear at the bottom of the page.

2. Click the **Details** button for the number or person you want to edit.

   The Contact Details page appears.

3. Click the **Edit** button.

   The Edit Contact page appears.

4. Edit the appropriate fields.

5. Click the **Done** button when finished.

Sort contacts

To change how your contacts are listed in the Phonebook—by first name, last name, or category:

1. Click **Phonebook** on the navigation panel on the left side of the page.

   The one-X Mobile Phonebook page appears.

2. Do one of the following:

   - To sort your contacts by last name, click the arrow next to column heading **Last**.

   - To sort your contacts by first name, click the arrow next to column heading **First**.

   - To sort your contacts by category, click the arrow next to column heading **Category**.

Note:
The arrow facing up indicates the current sort order.

Change VIP status of Phonebook contact

Designate specific Phonebook contacts as VIPs for use in conjunction with the Block feature. When the Block feature is set to block non-VIP callers, a VIP can ring through while all other callers are sent directly to your office voicemail. See Change the block setting on page 46 for more information.

To change the VIP status of a contact in your Phonebook:

1. Click **Phonebook** on the navigation panel on the left side of the page.

   The one-X Mobile Phonebook page appears.

   - If there are less than 500 contacts in the Phonebook, all contacts appear. To find the contact:

     a. Select the page number from the page drop-down menu.

     b. Scroll to locate the contact.

   - If there are more than 500 contacts, you must enter search criteria to find the contact:

     a. Enter the contact's first name, last name, and/or department. You can enter any number of characters in any of the search fields.

     b. Click the **Find Contact** button.

        The search results appear at the bottom of the page.

2. Click the **Details** button for the number or person you want to edit.

   The Contact Details page appears.

3. Click the **Edit** button.

   The Edit Contact page appears.

4. In the **VIP** field, select **Yes** or **No** from the drop-down menu.

5. Click the **Done** button when finished.

Change the block setting

The Block feature, when set to Non-VIPs, allows VIP callers to ring through. All other callers are sent directly to your office voicemail. You designate contacts as VIPs in your Phonebook. See Change VIP status of Phonebook contact on page 45 for more information.

To change the block setting:

1. On the Avaya one-X Mobile Home page, click the **Block Calls** drop-down menu.

2. Do one of the following:

   - Select **Off**.

     No calls are blocked. All calls, including non-VIPs, ring through.

   - Select **Non-VIPs Callers**.

     Only calls from people you have designated as VIPs in your Phonebook ring through. All other callers are sent to your office voicemail.

Using the Corporate Directory

The Avaya one-X Mobile Corporate Directory feature lets you search your company's Corporate Directory for contact information for anyone in your group, department, or company. You can add the contact to your Phonebook, place a call to the contact, or send an email to the contact.

Search the Corporate Directory for a contact

To search the Corporate Directory for a contact:

1. Click **Corporate Directory** on the navigation panel on the left side of the page.

   The Corporate Directory page appears.

   - If there are less than 500 contacts in the Corporate Directory, all contacts appear. To find the contact:

     a. Select the page number from the page drop-down menu.

     b. Scroll to locate the contact.

   - If there are more than 500 contacts, you must enter search criteria to find the contact:

     a. Enter the contact's first name, last name, and/or department. You can enter any number of characters in any of the search fields.

     b. Click the **Find Contact** button.

        The search results appear at the bottom of the page.

2. To view contact details, click the **Details** button for the contact.

   The Contact Details page appears.

To make a call to a contact in your Corporate Directory, see Make a call from the Corporate Directory on page 20.

Add Corporate Directory contact to Phonebook

In order to add a Corporate Directory contact to your Phonebook, you must first search for the contact.

To add a Corporate Directory contact to your Phonebook:

1. Click **Corporate Directory** on the navigation panel on the left side of the page.

   The Corporate Directory page appears.

   - If there are less than 500 contacts in the Corporate Directory, all contacts appear. To find the contact:

     a. Select the page number from the page drop-down menu.

     b. Scroll to locate the contact.

   - If there are more than 500 contacts, you must enter search criteria to find the contact:

     a. Enter the contact's first name, last name, and/or department. You can enter any number of characters in any of the search fields.

     b. Click the **Find Contact** button.

        The search results appear at the bottom of the page.

2. Click the check box for the contact you want to add to your Phonebook.

3. Click the **Add to Phonebook** button.

Add Corporate Directory contact to Phonebook as VIP

In order to add a Corporate Directory contact to your Phonebook, you must first search for the contact.

To add a Corporate Directory contact to your Phonebook as a VIP:

1. Click **Corporate Directory** on the navigation panel on the left side of the page.

   The Corporate Directory page appears.

   - If there are less than 500 contacts in the Corporate Directory, all contacts appear. To find the contact:

     a. Select the page number from the page drop-down menu.

     b. Scroll to locate the contact.

   - If there are more than 500 contacts, you must enter search criteria to find the contact:

     a. Enter the contact's first name, last name, and/or department. You can enter any number of characters in any of the search fields.

     b. Click the **Find Contact** button.

        The search results appear at the bottom of the page.

2. Click the check box for the contact you want to add to your Phonebook as a VIP.

3. Click the **Add as VIP** button.

Send an email to a Corporate Directory contact

To send an email to a Corporate Directory contact:

1. Click **Corporate Directory** on the navigation panel on the left side of the page.

   The Corporate Directory page appears.

   - If there are less than 500 contacts in the Corporate Directory, all contacts appear. To find the contact:

     a. Select the page number from the page drop-down menu.

     b. Scroll to locate the contact.

     c. Go to Step 2.

   - If there are more than 500 contacts, you must enter search criteria to find the contact:

     a. Enter the contact's first name, last name, and/or department. You can enter any number of characters in any of the search fields.

     b. Click the **Find Contact** button.

         The search results appear at the bottom of the page.

2. Click the email icon next to the number or person you want to email.

   The Contact via Email page appears.

3. In the To field, type the contact's email address.

   Note:
       The **To** field is pre-populated if the contact's email address is stored in the Corporate Directory.

4. In the **Subject** field, type the subject.

5. In the **Message** field, type your message.

6. Click the **Send** button.

Updating Your Mobile Phone

Use the Manage Mobile page to reinstall the Avaya one-X Mobile application or update your mobile phone information and settings.

Reinstall the Avaya one-X Mobile application

You may need to reinstall the Avaya one-X Mobile application if your mobile phone is ever reset or if your system administrator requests that you download the latest version of the application.

To reinstall the application:

1. Click **Manage Mobile** on the navigation panel on the left side of the page.

   The Manage Mobile page appears.

2. Click **Update one-X Mobile** at the bottom of the page.

   The Update/Re-install one-X Mobile page appears.

3. Do one of the following:

   - Click the **OK** button to send an SMS message to your mobile phone. The message contains instructions and a download URL.

   - Click the **Update** button to start the setup wizard. See Set up your account on page 12.

For information on downloading the application on your mobile device, see one of the following user guides, depending on which device you have:

- *Avaya one-X® Mobile User Guide for RIM BlackBerry*
- *Avaya one-X® Mobile User Guide for Palm Treo*
- *Avaya one-X® Mobile User Guide for J2ME*
- *Avaya one-X® Mobile User Guide for iPhone*
- *Avaya one-X® Mobile User Guide for Windows Mobile*

Edit the SMS address

To edit the SMS address:

1. Click **Manage Mobile** on the navigation panel on the left side of the page.

   The Manage Mobile page appears.

2. Click **Edit SMS Address**.

   The Edit SMS Address page appears.

3. In the **SMS Address** field, edit the SMS address as appropriate.

4. Click the **OK** button.

Update mobile phone information

Update your mobile phone information if you have a new mobile phone, a new phone number, or a new carrier.

To update your mobile phone information:

1. Click **Manage Mobile** on the navigation panel on the left side of the page.

   The Manage Mobile page appears.

2. Click **Update Mobile Info**.

   The one-X Mobile Setup page appears.

3. In the **10-digit Mobile Phone Number** field, edit your phone number as appropriate.

4. Click the **Next** button.

5. In the **Carrier** field, select a different carrier from the drop-down menu as appropriate.

6. Click the **Next** button.

7. In the **Mobile Manufacturer** field, select a different manufacturer from the drop-down menu as appropriate.

8. Click the **Next** button.

9. In the **Mobile Model** field, select a different model from the drop-down menu as appropriate.

10. Turn off your mobile phone.

    Note:
    Be sure to turn your mobile phone off.

11. Click the **Office Voicemail Network Test** button.

    This test may take up to 10 seconds. This test confirms that your office voicemail can be successfully downloaded to your mobile phone.

Unregister the mobile phone

Unregister your mobile phone if it is lost, stolen, or no longer used.

To unregister your mobile phone:

1. Click **Manage Mobile** on the navigation panel on the left side of the page.

   The Manage Mobile page appears.

2. Click **Unregister Mobile**.

   The Unregister a Mobile Phone page appears. Instructions to unregister your mobile phone are provided.

3. Change your corporate computer password as instructed.

   Once you have changed your password, all Avaya one-X Mobile data on the mobile phone will be deleted the next time the Avaya one-X Mobile application is launched from the mobile phone.

   Changing your corporate computer password does not disable your Avaya one-X Mobile account. From the Avaya one-X Mobile Web site, you will still have access to your Call Log and Voicemail. However, you will need to use your new corporate computer password the next time you log in to this site.

4. Click the **Done** button.

Changing Advanced Settings

Use the Advanced Settings page to make configuration changes to the Avaya one-X Mobile application.

> **Note:**
> Make configuration changes only with the support of your system administrator. If you are having problems using the Avaya one-X Mobile application, contact your system administrator. Your system administrator may ask you to adjust some of the settings on the Advanced Settings page.

Edit the Dial-out Prefix

The dial-out prefix is the number or key you must press on your desk phone in order to place an outside call.

To edit the Dial-out Prefix:

1. Click **Advanced Settings** on the navigation panel on the left side of the page.

   The Advanced Settings page appears.

2. Under **Dial-out Prefix**, click the **Edit** button.

   The Edit Dial-out prefix page appears.

3. In the **Dial-out Prefix** field, change the prefix as appropriate.

4. Click the **Done** button.

Update the Voicemail Settings

Adjust voicemail settings only if messages left for unanswered office calls are ending up in your mobile phone voicemail system or if callers are sent to office voicemail so quickly the phone you want to use doesn't ring or doesn't ring long enough to let you answer the call.

To update the Voicemail Settings:

1. Click **Advanced Settings** on the navigation panel on the left side of the page.

   The Advanced Settings page appears.

Changing Advanced Settings

2. Under **Voicemail Settings Adjustments**, click the **Update** button.

   The Voicemail Settings Adjustment page appears.

3. Do one of the following:

   ● If office messages end up in your mobile phone voicemail system, you need to adjust the **Offset Network Maximum** setting automatically or manually as follows:

     a. To adjust the setting automatically, turn your mobile phone off. Then click the **Office Voicemail Network Test** button.

     b. To adjust the setting manually, enter a higher number in the **Offset Network Maximum** field. Then click the **Update** button.

   ● If callers are sent to office voicemail so quickly the phone you want to use doesn't ring or doesn't ring long enough to let you answer the call, you need to decrease the **Mobile Ring Seconds** as follows:

     a. From the **Mobile Ring Seconds** drop-down menu, select a lower number of seconds.

     b. Click the **Update** button.

Update the Extension Mobility Settings

Avaya one-X Mobile requires accurate information about your phone extension to work properly. You must update the Extension Mobility Settings if you have changed the phone that receives calls to your extension.

To update the Extension Mobility Settings:

1. Click **Advanced Settings** on the navigation panel on the left side of the page.

   The Advanced Settings page appears.

2. Under **Extension Mobility Settings**, click the **Update** button.

   The Extension Mobility Settings page appears.

3. Select the option that exactly matches the message on the screen of your desk phone.

4. Click the **OK** button.

Update the Shared Phone Extension Settings

You have a shared phone extension if your desk phone and another phone in your office ring when someone dials your extension. You must update the Shared Phone Extension Settings if you have changed the phone that receives calls to your shared extension.

To update the Shared Phone Extension Settings:

1. Click **Advanced Settings** on the navigation panel on the left side of the page.

   The Advanced Settings page appears.

2. Under **Shared Phone Extension Settings**, click the **Update** button.

   The Shared Phone Extension Settings page appears.

3. Select the option that exactly matches the message on the screen of your desk phone.

4. Click the **OK** button.

Change Language

To change the Avaya one-X Mobile language:

1. Click **Advanced Settings** on the navigation panel on the left side of the page.

   The Advanced Settings page appears.

2. Under **Language Preferences**, click the **Update** button.

   The Language Preferences page appears

3. In the Language drop-down menu, select the appropriate language.

4. Click the **Update** button.

Index

S

T

U

V