



# Using Avaya one-X<sup>®</sup> Mobile SIP for iOS

Release 6.2.3  
Issue 2  
December 2014

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# Contents

<b>Chapter 1: Introduction</b> .....	7
Avaya one-X <sup>®</sup> Mobile SIP for iOS overview.....	7
Intended audience.....	7
New features in this release.....	8
Avaya one-X <sup>®</sup> Mobile SIP for iOS in the SIP mode.....	10
Avaya one-X <sup>®</sup> Mobile SIP for iOS in the Lite mode.....	11
Call Handoff scenarios.....	12
EC500 Call Suppression.....	13
Headset and speakerphone modes.....	14
Support for Multi-Device Access.....	15
Bridged line appearance.....	15
Support.....	16
<b>Chapter 2: Installing and configuring Avaya one-X<sup>®</sup> Mobile SIP for iOS</b> .....	17
Downloading Avaya one-X <sup>®</sup> Mobile SIP for iOS.....	17
Configuration data worksheet.....	17
Configuring the settings automatically.....	19
Configuring the settings manually.....	20
Avaya one-X <sup>®</sup> Mobile SIP for iOS icon descriptions.....	22
SIP mode and Lite mode field descriptions.....	24
Feature configuration.....	27
Configuring the features in the SIP mode.....	28
Configuring the features in the Lite mode.....	29
Configuring Avaya one-X <sup>®</sup> Mobile SIP for iOS settings.....	29
Configuring dialing rules.....	29
Configuring the emergency number in the Lite mode.....	30
Configuring the SIP over cellular feature.....	30
Configuring the disconnect alarm feature.....	30
Configuring station security in Lite mode.....	31
Turning on verbose logging.....	32
Viewing legal information.....	32
Viewing product information.....	33
Switching between the Lite mode and the SIP mode.....	33
Configuring notifications.....	34
<b>Chapter 3: Using Avaya one-X<sup>®</sup> Mobile SIP for iOS</b> .....	35
Logging in to the client application.....	35
Using the keypad.....	35
Managing calls.....	36
Call management overview.....	36
Making a call from the Dialpad.....	36

Making a call from Contacts.....	36
Making a call from the corporate directory.....	37
Making a call from the Favorites tab.....	37
Making a call from Recents.....	37
Making a call using the primary extension.....	38
Making a call using a bridged extension.....	38
Making a conference call.....	39
Handling an incoming call.....	39
Joining an active call on a bridged appearance.....	39
Putting and resuming a call from hold.....	40
Handing off a SIP call to the cellular network.....	40
Handing off a cellular call to SIP.....	41
Handing off a SIP call or cellular call to the deskphone.....	42
Handing off calls on deskphone to mobile (SIP mode).....	43
Handing off calls on deskphone to mobile (cellular voice).....	43
Forwarding calls in Lite mode.....	43
Navigating between multiple calls.....	44
Adding a call.....	45
Transferring a call.....	45
Ending a call.....	46
Managing contacts.....	46
Viewing contact information.....	46
Viewing contacts from groups.....	46
Managing Favorites.....	47
Adding a contact from the All Contacts screen to Favorites.....	47
Adding a contact from Groups to Favorites.....	47
Adding a contact from the Recents screen to Favorites.....	48
Editing a favorite contact.....	48
Deleting a favorite contact.....	48
Managing the Recents list of calls.....	49
Viewing the Recents list of calls.....	49
Adding a new contact from the Recents call list.....	49
Adding to an existing contact from the Recents call list.....	49
Deleting records from the Recents call list.....	50
Muting and unmuting the client application.....	50
Accessing your voice mail.....	50
Using the headset and speakerphone modes.....	51
Connecting remotely using the VPN client.....	51
Connecting remotely using Session Border Controller.....	51
Sending logs.....	52
<b>Chapter 4: Interoperability.....</b>	<b>54</b>
Product compatibility.....	54
Provisioning users with both CES and SIP functionality.....	54

<b>Chapter 5: Troubleshooting Avaya one-X® Mobile SIP for iOS</b> .....	57
Users receive both a cellular call and a SIP call, for each incoming call.....	57
Users receive both a cellular call and a SIP call, for each incoming call (after a Communication Manager restart).....	58
No incoming call notifications when the application is in the background.....	58
<b>Appendix A: Dial plan diagram</b> .....	60
<b>Appendix B: Interactions with other iOS applications and functions</b> .....	62

# Chapter 1: Introduction

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## Avaya one-X<sup>®</sup> Mobile SIP for iOS overview

Avaya one-X<sup>®</sup> Mobile SIP for iOS is a client application designed for users of Apple devices such as the iPhone, iPod touch, and iPad.

With Avaya one-X<sup>®</sup> Mobile SIP for iOS, customers can reach sales and support personnel using a single contact number, thus increasing productivity and customer satisfaction.

With Avaya one-X<sup>®</sup> Mobile SIP for iOS Release 6.2, you can:

- Take advantage of the Avaya Aura<sup>®</sup> SIP environment and use VoIP connectivity from the mobile device.
- Use the EC500 feature of Avaya Aura<sup>®</sup> Communication Manager in the Lite mode using the cellular network.

Avaya one-X<sup>®</sup> Mobile SIP for iOS functions as a SIP endpoint in the Avaya Aura<sup>®</sup> environment. In the absence of data connectivity, you can use the client application in the Lite mode with the GSM connectivity. In the Lite mode, you can use the following features of the deskphone on the mobile device:

- Enable and disable EC500
- Enable and disable the Send All Calls feature
- Join an existing call on the bridge
- Forward calls to external numbers

### Related Links

[Avaya one-X Mobile SIP for iOS in the SIP mode](#) on page 10

[Avaya one-X Mobile SIP for iOS in the Lite mode](#) on page 11

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## Intended audience

This document is intended for users of the Avaya one-X<sup>®</sup> Mobile SIP for iOS client application with iOS 6.1 and iOS 7.0 on the following mobile devices:

- iPhone: 4, 4s, 5, 5c, and 5s
- iPod touch: 4th and 5th generation

- iPad: 2, 3, and 4 (in compatibility mode)
- iPad mini (in compatibility mode)

For more information on the latest device versions supported, see the Support site interoperability matrix at <https://support.avaya.com/CompatibilityMatrix/Index.aspx>.

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## New features in this release

### Multi-Device Access

Using Avaya one-X<sup>®</sup> Mobile SIP for iOS Release 6.2 you can register more than one SIP device on a single extension. In other words, you can have a deskphone and a mobile device configured on the same extension. An incoming call on that extension alerts all devices and you can answer the call from any one of the devices.

With Multi-Device Access (MDA) compatibility, you can enable or disable features configured for an extension from any of the MDA endpoints. For example, if you enable the Send-All-Calls feature, it is enabled on all other MDA devices.

### Station security

Administered as a **Station Security Code** (SSC), this feature offers an additional authentication layer for EC500 access. SSC ensures that only authorized users can gain access to the EC500 feature in the Lite mode. Station Security secures the enterprise telecommunication system from misrepresentation, and protects enterprise lines from toll fraud and other external intervention.

### Call forward in Lite mode

Avaya one-X<sup>®</sup> Mobile SIP for iOS supports call forwarding in the Lite mode. Use this feature to forward all incoming calls to a user-defined extension or number. Call forwarding is useful when you are unavailable to attend calls on a specified extension and want to route calls to another number.

### Web collaboration

Users with the Avaya Aura<sup>®</sup> Conferencing Collaboration Agent installed can now join an AAC-hosted web conference from the SIP interface. While on an active SIP call, tap the **Web Collab** icon on the active call window to launch Collaboration Agent.

#### **Note:**

When you are invited to a web-collaboration session, the credentials to join the conference are auto-generated establishing the connection with the AAC server.

### Session Manager Failover Support

Session Manager Failover Support provides a mechanism for user endpoints to register on to an alternate server when the primary Session Manager server is unavailable. In this release, the design approach used to implement this feature is referred to as *alternate registration*. Upon detecting that the primary Session Manager is unavailable, the user endpoint attempts to register with the secondary Session Manager in sequence. Session Manager Failover Support enhances the reliability of enterprise mobile communication and ensures continued server access across the enterprise during scheduled maintenance periods and unplanned server outages.



## Dual mode

You can use the application either in the SIP mode or in the Lite mode. In the SIP mode, you can connect to the enterprise network either through Wi-Fi, which does not involve additional costs, or use the cellular data connectivity. In the Lite mode, calls are placed via FNEs using the Idle Call Appearance extension number.

## Call Handoff

You can hand off calls in the SIP mode to the cellular network. For example, use the Handoff to Cellular Network feature when you move out of a Wi-Fi zone, but do not want to disconnect the call.

You can also hand off a cellular call to the SIP mode over Wi-Fi. For example, you can hand off a call to SIP mode when moving into a Wi-Fi zone. In this scenario, the server must be configured on Avaya Aura® Release 6.2 FP2.

In addition, use the Extend Call feature to hand off calls from the deskphone or from the mobile device to the EC500 number configured for the user.

## Auto configuration

You can configure the application settings either manually or by using the configuration file that your administrator provides. Configuring the application using a configuration file minimizes error and is quick and easy.

## Call quality information

In the SIP mode, network quality plays an important role in determining the call quality. While on an active call, a yellow bubble indicates that the call quality is poor based on the data packet loss. One of the reasons for poor call quality is a weak Wi-Fi network. When the application displays a yellow bubble, you can either move to a stronger Wi-Fi network or use the Handoff to Cellular Network feature.

## Auto wipe

After four incorrect login attempts, the client application wipes all local data stored on the device. This feature is useful if the mobile device is stolen or an unauthorized user tries to log in to the client application.

## Bluetooth support

You can use a Bluetooth device for call control features such as adjusting the headset volume or putting a call on mute.

However, due to iOS API limitations, the client application does not support certain features either using a Bluetooth device or a wired headset. This includes answering an incoming call and hanging up a call.

## Emergency call handling

In the SIP mode, the administrator configures the emergency numbers through System Manager.

In the Lite mode, users can configure an emergency number. The client application dials the emergency number using the cellular network without applying any dialing rules.

## Disconnect alarm

When you enable the disconnect alarm feature in the SIP mode, the client application triggers an audio alert when the server connectivity fails owing to data connectivity issues. The disconnect alarm indicates that you cannot receive incoming calls if the application is in the SIP mode.

## SBC support

When connecting to the enterprise network from unsecured networks, such as from the airport or from hotel rooms, use the Session Border Controller (SBC) as an alternative to VPN. The client application connects to Session Manager through SBC, thus ensuring that the communication is secure.

## Enhanced security of calls

When Transport Layer Security (TLS) is enabled in the SIP mode, the client application attempts to negotiate a Secure Real-time Transport Protocol (SRTP). SRTP is successfully negotiated depending on the system configuration and the capability of the devices involved in a call.

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# Avaya one-X<sup>®</sup> Mobile SIP for iOS in the SIP mode

You can use Avaya one-X<sup>®</sup> Mobile SIP for iOS either in the SIP mode or in the Lite mode. In the SIP mode, the client application provides the capability of voice over Wi-Fi or cellular data. You can use the SIP mode only on SIP extensions in a wireless-enabled Avaya Aura<sup>®</sup> SIP environment.

## Features

- Economically viable. Used to make free calls using the enterprise Wi-Fi network.  
However, if you move out of the Wi-Fi zone and use either GPRS or cellular data, you might have to pay a fee depending on the data usage plan.
- Security. All communication and data flow is more secure because of the use of TLS.
- Remote connectivity. Use the VPN client or SBC to connect from unsecured networks, such as a hotel or an airport.
- Call Forwarding. You can forward calls to specified extensions.
- Call Pickup. You can answer a call received in a call pickup group. All members of a group can answer a call that rings on any of the phones in the group.
- Call Park. You can put the current call in a call parked state. You can retrieve the call from any extension within the system.
- Call Unpark. You can retrieve the call from the call parked status.
- Auto Callback. Use this feature to send a request to the server to call you back if the extension that you called is busy.
- Web Collaboration. You can join a web-collaboration session right from your active SIP call window. The **Web Collab** icon is enabled on an active SIP call only if the device has the Avaya Aura<sup>®</sup> Conferencing Collaboration Agent application installed.

### Note:

- You can use only those features in the SIP mode that the system administrator configures for your extension.
- Avaya one-X<sup>®</sup> Mobile SIP for iOS is active even when you move the client application to the background to receive incoming calls.

- If you are on a SIP call over the Wi-Fi network and you receive a cellular call, the SIP call is put on hold.

If you are on a SIP call over the cellular network and you receive a cellular call:

- The SIP call is released if the iPhone does not support simultaneous voice and data. This situation occurs with some CDMA versions of the iPhone.
- The SIP call is put on hold if the iPhone supports simultaneous voice and data.

## Related Links

[Configuring the features in the SIP mode](#) on page 28

[Avaya one-X Mobile SIP for iOS in the Lite mode](#) on page 11

[Avaya one-X Mobile SIP for iOS overview](#) on page 7

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# Avaya one-X® Mobile SIP for iOS in the Lite mode

You can use Avaya one-X® Mobile SIP for iOS in the Lite mode without data connectivity. Call support in the Lite mode uses the cellular voice network and is therefore only available on the iPhone. You can use the Lite mode only when your administrator configures the Extension to Cellular feature and registers your extension in Communication Manager. The features available in the Lite mode depend on the feature name extensions (FNEs) that the administrator configures in Communication Manager.

## Features

- No data connectivity. You can use the Lite mode outside your enterprise network.
- Send All Calls. Enable the Send All Calls feature to forward all calls to an alternative number predefined on Communication Manager. This number is usually the voice mail number of the user. You can enable this feature when you do not want to attend calls or you are unavailable and you do not want to miss these calls.

The deskphone must have the **Send All Calls** feature button for the **Send All Calls** FNE to work.

- Simultaneous Ring. You can enable or disable simultaneous ringing on the phone number configured for the EC500 feature.

Enable this feature when you are away from your deskphone, but you want to attend to all business calls. If you enable Simultaneous Ring, an incoming call to your deskphone alerts both your deskphone and your mobile phone simultaneously.

The deskphone must have the **EC500** feature button for the **Off-PBX Call Enable** FNE and **Off-PBX Call Disable** FNE to work.

- Call Forwarding. You can enable or disable forwarding of calls to user-specified numbers.

Enable this feature when you are unavailable on your extension and want to forward calls to another number.

- Station Security. Use the Station Security Code to safeguard your extension from unauthorized access. Your administrator assigns each station with a **Security Code**, and you need this code to enable features set for that station.

- Join Call. You can transfer an active call on the deskphone to the client application.

### Related Links

[Configuring the features in the Lite mode](#) on page 29

[Avaya one-X Mobile SIP for iOS in the SIP mode](#) on page 10

[Avaya one-X Mobile SIP for iOS overview](#) on page 7

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## Call Handoff scenarios

Avaya one-X® Mobile SIP for iOS Release 6.2 introduces support for Call Handoff. Call Handoff allows users to move calls between networks on the same device and also between different devices. The following table describes the handoff scenarios that are supported in this release and the expected behavior in each scenario.

### \* Note:

- There currently is no support for maintaining a SIP call over a network change. For example, an active call is lost if the mobile device connects to a different Wi-Fi network or moves from Wi-Fi to cellular data.
- You can use the Call Park feature to resume calls over a network change. You must first park the call prior to changing networks. Once you switch to the new network, either over cellular data or Wi-Fi, use Call Unpark to retrieve the call.

Handoff Scenario	Description
SIP Mode to Cellular Voice	<p>You can hand off an active call on SIP mode to the cellular voice network when you move out of the Wi-Fi network or when the call quality is poor.</p> <ul style="list-style-type: none"> <li>• While you are on a call in SIP mode, tap the <b>Handoff to Cellular Network</b> button on the active call screen.</li> <li>• The application automatically disconnects the SIP call and connects the call over the cellular network.</li> </ul> <p><b>* Note:</b></p> <p>The <b>Handoff to Cellular Network</b> button is only enabled on your active call interface when a SIP call is in progress.</p>
Cellular Voice to SIP Mode	<p>To move an EC500 cellular voice call on the iPhone to SIP mode:</p> <ul style="list-style-type: none"> <li>• Launch the application or bring it to the foreground.</li> <li>• Select SIP mode, if not currently active.</li> <li>• Choose the active line appearance.</li> </ul> <p>This causes the EC500 call to become active in SIP mode, and releases the cellular call on the same device to complete the handoff.</p>

Handoff Scenario	Description
	<p> <b>Note:</b></p> <ul style="list-style-type: none"> <li>• Only EC500 cellular voice calls on the same mobile device can be moved to the SIP mode. If the cellular voice call active on the mobile device is not an EC500 call, the active line indicator will not be visible in the SIP mode for that cellular voice call.</li> <li>• Handoff from cellular voice to SIP is supported only when the server is configured on Avaya Aura® Release 6.2 FP2.</li> </ul>
Mobile (SIP or Cellular Voice) to Deskphone	<p>To hand off a call from the mobile device to the deskphone:</p> <ul style="list-style-type: none"> <li>• Press the <b>active appearance</b> button on your deskphone to bridge on to the call.</li> <li>• Release the call from your mobile device. The handoff is now complete.</li> </ul>
Deskphone to Mobile (Cellular Voice)	<p>During an active call on the deskphone:</p> <ul style="list-style-type: none"> <li>• Press the <b>Extend Call</b> button on the deskphone to hand off the call to the cellular network on the mobile device.</li> <li>• Release the call from the deskphone. The handoff is now complete.</li> </ul>
Deskphone to Mobile (SIP Mode)	<p>During an active call on the deskphone, the SIP client application monitors for calls on a bridged appearance and displays a notification on the mobile. You can then choose to bridge on to the call from your mobile device:</p> <ul style="list-style-type: none"> <li>• On the SIP client application, tap the line appearance next to your extension and choose the active call line.</li> <li>• Release the call from the deskphone. The handoff to SIP mode is now complete.</li> </ul>

### Related Links

[Switching between the Lite mode and the SIP mode](#) on page 33

[Handing off a SIP call to the cellular network](#) on page 40

[Handing off a cellular call to SIP](#) on page 41

## EC500 Call Suppression

EC500 Call Suppression, previously known as EC500 Delayed Send, is a feature added to Communication Manager to support the deployment of dual-mode endpoints on Avaya Aura®. With this feature, users of dual-mode client applications, such as Avaya one-X® Mobile SIP for iOS, receive only a single incoming call on the mobile device for a particular extension. EC500 Call Suppression ensures that you receive either a SIP call or a cellular call, but never both.

The following scenarios demonstrate the real-time advantages of EC500 Call Suppression:

- You are travelling, and you are logged in to the client application in the Lite mode. All incoming calls to your office extension are redirected to your cellular voice network, using the EC500 feature.

- Your mobile device registers onto a Wi-Fi network at home or in the office, and you log in to the client application in the SIP mode. The server redirects all incoming calls on your office extension to your mobile device using SIP. In this case, the server verifies that the client application is in the SIP mode and suppresses the EC500 cellular calls to your mobile device.
- You move outside the range of the Wi-Fi network, and the device switches to the cellular data network, for example, 4G or LTE. The server continues to redirect all incoming calls on your office extension using SIP. As in the previous scenario, the server recognizes that the client application is in the SIP mode and suppresses the EC500 cellular calls to your mobile device.

If the client application switches from the SIP mode to the Lite mode because of Wi-Fi or data network issues, the calls are still redirected to your cellular network over EC500.

**\* Note:**

EC500 Call Suppression applies only to EC500 calls routed to mobile devices on the Avaya Aura® network. If you configure the **My Phones** settings to use the client application with Client Enablement Services (CES), then calls routed to your mobile device through CES are not supported by EC500 Call Suppression.

### Related Links

[Users receive both a cellular call and a SIP call, for each incoming call](#) on page 57

## Headset and speakerphone modes

The iPhone device has two speakers. The iPod and iPad devices have only one speaker.

	Mobile device without headset and Bluetooth	Mobile device headset	Mobile device with Bluetooth
Silent mode	iPhone vibrates based on the device setting.	iPhone rings through the headset.	iPhone rings through the Bluetooth device.
Ringing mode	iPhone rings through the speaker.	iPhone rings through the headset.	iPhone rings through the Bluetooth device.
During a call	Audio source is audible through the receiver in iPhone.	Audio source is audible through the headset.	Audio source is audible through the Bluetooth device.
Audio device available on tapping the <b>Speaker</b> icon during a call	<ul style="list-style-type: none"> <li>• On iPhone, the options are <b>iPhone Speaker</b> and <b>iPhone</b>.</li> <li>• On iPod touch, the audio device available is <b>iPod Touch</b>.</li> <li>• On iPad, the audio device available is <b>iPad</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• On iPhone, the options are <b>iPhone Speaker</b> and <b>Headphone</b>.</li> <li>• On iPod touch, the options are <b>iPod Touch</b> and <b>Headphone</b>.</li> <li>• On iPad, the audio device available is <b>HeadPhones</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• On iPhone, the options are <b>iPhone Speaker</b>, <b>Bluetooth</b>, and <b>Headphone</b>.</li> <li>• On iPod touch, the options are <b>iPod Touch</b>, <b>Bluetooth</b>, and <b>Headphone</b>.</li> <li>• On iPad, the options are <b>iPad</b>, <b>Name of the Bluetooth device</b>, and <b>HeadPhones</b>.</li> </ul>

	Mobile device without headset and Bluetooth	Mobile device headset	Mobile device with Bluetooth
			The <b>Headphone</b> option is available only if the headset is also plugged in.

Due to iOS API limitations, the client application does not support the following features in this release using Bluetooth or wired headsets:

- answer an incoming call
- hang up an active call

#### Related Links

[Using the headset and speakerphone modes](#) on page 51

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## Support for Multi-Device Access

Avaya one-X<sup>®</sup> Mobile SIP for iOS supports Multi-Device Access (MDA). This feature provides the following capabilities:

- Log on to the same extension from multiple devices.
- Answer a call from multiple devices.
- Join an existing call from other logged in devices.
- Simultaneous ringing on all logged in devices when a specific extension receives a call.

The number of devices that can remain simultaneously logged in depends on the Avaya Aura<sup>®</sup> configuration for your extension. The server configuration also determines whether the first or the last logged in device is denied access when you reach the maximum simultaneous devices supported.

#### Note:

If your administrator configures MDA for your extension, the bridged line appearance displays bridged calls on all logged in devices. You can join an active call on the bridge from any of the logged in devices.

#### Related Links

[New features in this release](#) on page 8

[Joining an active call on a bridged appearance](#) on page 39

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## Bridged line appearance

The primary number of a telephone is the extension the administrator assigns to the user while creating the user account on Communication Manager. Communication Manager displays the

primary number in the **Extension** field on the Station screen. On a telephone that displays multiple lines, the system continues to display the primary number. The bridged line appearance feature makes this primary number available on one or more other telephones as a bridged appearance. In most cases, the bridged line appearance functions as the primary number appearance.

For example, when someone calls the primary number, you can answer the call either from your deskphone or at any bridged appearance of the primary number on any device. When you receive a call, the system alerts the primary number and all the bridged appearances of the primary number by triggering a ringing sound.

You can make a call from a telephone that is the bridged line appearance of the primary number. For example, Conference, Transfer, Hold, and Drop function features work the same from a bridged appearance and from a primary call appearance.

If you have multiple line profiles, the system does not always display the primary extension because you can select another line. For example, if you have one or more bridged line appearances on your profile, you can select to place outbound calls on that bridged line appearance rather than from a line associated with your own extension.

### Related Links

[Making a call using a bridged extension](#) on page 38

[Joining an active call on a bridged appearance](#) on page 39

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## Support

Visit the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.



# Chapter 2: Installing and configuring Avaya one-X<sup>®</sup> Mobile SIP for iOS

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## Downloading Avaya one-X<sup>®</sup> Mobile SIP for iOS

### Procedure

1. Log on to iTunes App Store.
2. Search for the keyword Avaya one-X Mobile SIP.
3. Download the Avaya one-X<sup>®</sup> Mobile SIP for iOS application.

---

## Configuration data worksheet

Gather the following information only if you plan to set up the application manually. For more details, contact your administrator.

### User details

Extension	
Password	
Enterprise domain	

### Login and Session Manager details

Session Manager server IP address or host name	
Session Manager port	
TLS setting (On/Off)	

### Dialing rules

Outside Line Dial Code	
Country Code	
Area/City Code	
PBX Main Prefix	
Long Distance Prefix	

International Call Prefix	
Internal Extension Length	
National Number Length	
Emergency Number	
You can configure the emergency number only in the Lite mode.	

### FNEs for the Lite mode

Simultaneous Ring Enable	
Simultaneous Ring Disable	
Call Appearance Active	
Call Appearance Idle	
Send All Calls Enable	
Send All Calls Disable	
Call Forward Enable	
Call Forward Disable	
Security Code	

**\* Note:**

The FNE values must include only numbers and must be in the E.164 international format. For example, +<country code><national number>, +1613xxxxyyyy, +41123456789.

The client application does not apply any dialing rules translation to these numbers. Using the E.164 international format also ensures that you can dial the number regardless of the physical location or network that the mobile device currently uses.

### Other details

Contact your administrator for information about:

- Connecting to your enterprise Wi-Fi network. To configure your Wi-Fi settings, navigate to **iOS Settings > Wi-Fi**.
- Connecting remotely using VPN. You will need information on VPN set up, configuration, and the server address.
- Connecting to the SBC server. You will need to obtain the server details.
- Configuring **iOS Settings** to synchronize Calendars and connections in Mail and Contacts.

### Related Links

[Configuring the settings manually](#) on page 20

[Configuring dialing rules](#) on page 29

## Configuring the settings automatically

You can either configure the settings manually or use a preconfigured settings file that your administrator provides.

### Before you begin

Request your system administrator for the link to the settings file. For example, `avaya-onex-config://xyzcompany.com:8080/oneXSIPconfig/settings.txt` or `avaya-onex-config://xyzcompany.com:8080/oneXSIPconfig/settings.xml`. You will receive this information in an email.

### About this task

Use this procedure to configure Avaya one-X<sup>®</sup> Mobile SIP for iOS with preset settings.

If you click the link to the settings file after you have started using the client application, the client displays the following message:

```
Request to update configuration - proceed (YES/NO)?
```

If you click **Yes**, the client application downloads the file and updates the configured settings with the new settings.

#### \* Note:

The auto configuration file contains information on enabling or disabling Station Security for a particular user station. If enabled, you must manually enter your security passcode in the **Station Security** field within **Settings > Lite Settings**.

### Procedure

1. Open the welcome email sent by the administrator, and click the link to the server where the settings file is present.

The client application downloads the file and automatically configures the settings for both the SIP mode and the Lite mode. The client application displays the End User License Agreement screen.

If the validation of the file fails or any mandatory setting is not present in the settings file, the configuration fails. The client application displays the following error message.

```
Problem encountered during auto-configuration - please contact your administrator.
```

2. On the End User License Agreement screen, tap **Accept**.

The client application displays the Login/Logout screen.

3. Enter your **Extension** and **Password**, and tap **Login**.

The client application is ready to use.

If the server is down or the server details are incorrect, the application displays the following connection failure message:

Could not register extension. Please check network connectivity and Account settings.

If the Wi-Fi connection is unavailable, the application displays the following connection failure message:

Failed to connect. Check network connection.

### Related Links

[SIP mode and Lite mode field descriptions](#) on page 24

---

## Configuring the settings manually

### Before you begin

Gather all information mentioned in the configuration data worksheet before proceeding with the manual configuration.

### Procedure

1. On your mobile device, tap the application icon for Avaya one-X® Mobile SIP for iOS.
2. On the End User License Agreement screen, tap **Accept**.

The Welcome screen displays the following options:

- **Enter SIP Setup**. Tap to configure the SIP mode settings.
- **Skip to Lite setup**. Tap to configure the Lite mode settings.

 **Note:**

The **Skip to Lite setup** option is unavailable if you are using the Avaya one-X® Mobile SIP for iOS client application on the iPad or the iPod touch. You can use the Lite mode only on the iPhone.

- **Learn More**. Tap to log on to the Avaya Support site.
3. Perform the following procedure to configure the settings for the SIP mode.
    - a. On the User Details screen, enter the extension and password, and tap **Next**.
    - b. On the Session Manager screen, enter information in the **Domain**, **Server**, and **Port** fields and set the **TLS** field to **ON** or **OFF**. Tap **Next**.

 **Note:**

If you are using FQDNs and have configured multiple DNS servers, the FQDN of Session Manager must be resolvable by the DNS server. For a list of servers configured for your phone navigate to **Wi-Fi settings > IP Address > DHCP > DNS**. If the Session Manager FQDN is not resolvable by the first DNS server in the list, the client is unable to connect to Session Manager.

- c. On the Dialing Rules screen, enter the values in the dialing rules fields.

You can set the **Apply Dialing Rules** field to **OFF** if you do not want the client application to apply dialing rules to the dialed numbers.

- d. Tap **Next**. The application displays two options:
  - **Lite Configuration**. Tap to configure the Lite mode. See *Step 4*.
  - **Finish Setup**. Tap to review the SIP mode settings.
- e. On the Settings Review screen, review or edit the settings, as required, and tap **Login**. The application verifies the settings and displays the dialpad if the login is successful. The application displays the following error message if the settings are incorrect:

Login to Avaya Aura failed. Return to setup?

- f. Click **OK**. The application displays the Welcome screen.
4. Perform the following procedure to configure the settings for the Lite mode.
    - a. On the Lite Settings screen, enter the FNEs for **Simultaneous Ring**, **Call Appearance**, and **Send All Calls**, and tap **Next**.

 **Note:**

The FNE values must include only numbers and must be in the E.164 international format. For example, +<country code><national number>, +1613xxxxxxx, +41123456789.

The client application does not apply any dialing rules translation to these numbers. Using the E.164 international format also ensures that you can dial the number regardless of the physical location or network the mobile device is using.

If you did not configure the SIP settings, the application displays the Dialing Rules screen.

If you missed any mandatory setting, the application displays the following error message:

Required settings have not been configured! Please enter the following settings <lists the missing settings>.

- b. On the Call Forward Settings screen, enter the FNEs for call forward in the **Enable** and **Disable** fields, and enter the number to forward calls to in the **Forward To** field.
- c. On the Station Security settings screen, set the **Enable** field to **ON**, and enter the passcode for Station Security in the **Security Code** field.
- d. On the Emergency Number screen, tap the **Emergency call handling** field to **ON**, enter the **Emergency number**, and tap **Done**.
 

To disable the emergency call handling feature, tap the **Emergency call handling** field to **OFF**.
- e. On the Settings Review screen, review or edit the settings, as required, and tap **Next**. The application verifies the settings and displays the dialpad if the login is successful.

### Next steps

Log in to the client application and use the SIP mode or the Lite mode for using the various features of the Avaya one-X® Mobile SIP for iOS client application.

### Related Links









[Configuration data worksheet](#) on page 17














[Configuring dialing rules](#) on page 29




[SIP mode and Lite mode field descriptions](#) on page 24

[SIP mode and Lite mode field descriptions](#) on page 24

## Avaya one-X® Mobile SIP for iOS icon descriptions

Icon	Icon name	Icon description
	Call icon	To dial a number.
	Answer	To answer an incoming call.
	End call icon	To end an ongoing call and cancel an outgoing call that is not yet answered by the called number.
	Ignore	To direct the incoming call to voice mail, if the voice mail settings are configured. If voice mail is not configured, then the application drops the incoming call.
	Transfer icon	To transfer an ongoing call to another phone number.
	Hold icon	To place the current call on hold.
	Call resume icon	To resume the call that was on hold.
	Merge icon	To add participants to a conference call.

Icon	Icon name	Icon description
	Mute icon	To mute the client application.
	Unmute icon	To unmute the client application.
	Speakerphone icon	To change to the speakerphone mode from the headset mode or in-built speaker mode.
	Add call icon	To initiate another outgoing call.
	Disconnect icon	To disconnect an active call.
	Features icon	To display the features available.
	Keypad icon	To display the keypad during an active call.
	Web Collaboration icon	To launch Collaboration Agent to join an AAC-hosted web conference.
	Incoming call icon	To indicate that the call in the Recents list is an incoming call.
	Outgoing call icon	To indicate that the call in the Recents list is an outgoing call.
	Missed call icon	To indicate that the call in the Recents list is a missed call.
	Recents tab	To display the Recents screen.
	Contacts tab	To display the Contacts screen.

Icon	Icon name	Icon description
	Dialpad tab	To display the dialpad.
	Favorites tab	To display the Favorites screen.
	Settings tab	To display the Settings screen.

## SIP mode and Lite mode field descriptions

SIP mode field descriptions.


Field name	Description
<b>Extension</b>	<p>The deskphone extension number of the user.</p> <p><b>* Note:</b></p> <ul style="list-style-type: none"> <li>• With Multi-Device Access configured for your extension, you can register more than one device simultaneously. Depending on the configuration on Session Manager, the client application might log you out if you exceed the maximum number of simultaneous devices supported.</li> <li>• If MDA is not configured for your user extension, you will be logged out if you register using any other SIP endpoint. However, this does not apply if your deskphone is an H.323 extension.</li> </ul>
<b>Password</b>	The password of the extension number.
<b>Domain</b>	The SIP domain of the enterprise to which the Avaya one-X® Mobile SIP for iOS client application connects.
<b>Server</b>	<p>The IP address or the FQDN of the Avaya Aura® Session Manager server to which the Avaya one-X® Mobile SIP for iOS client application connects.</p> <p>When you are in the enterprise network, the client application uses this FQDN to connect to Session Manager. When you are not in the enterprise</p>



Field name	Description
	network, the client application uses this FQDN to connect to the Session Border Controller.
<b>Port</b>	For Transmission Control Protocol (TCP), enter the port number provided by your administrator. The default TCP port value is 5060.  For Transport Layer Security (TLS), enter the port number provided by your administrator. The default TLS port value is 5061.
<b>TLS</b>	For TCP, tap <b>OFF</b> .  For TLS, tap <b>ON</b> .

Lite mode field descriptions.

Field Name	Description
<b>Simultaneous Ring Enable</b>	To enable simultaneous ringing on the phone number configured for the EC500 feature.  The user deskphone must have the <b>EC500</b> feature button for the <b>Simultaneous Ring Enable</b> FNE to work.
<b>Simultaneous Ring Disable</b>	To disable simultaneous ringing on the phone number configured for the EC500 feature.  The user deskphone must have the <b>EC500</b> feature button for the <b>Simultaneous Ring Disable</b> FNE to work.
<b>Call Appearance Active</b>	To enable the off-pbx phone to pick up an incoming call or active call on another SIP device. Enable this feature to bridge on to an active call on the deskphone from your mobile device before the call goes to the voice mail.
<b>Call Appearance Idle</b>	To make a call using the call appearance on the user extension on Communication Manager.  When you make a call using this FNE, the destination party sees the user extension and name as the caller ID, not the mobile number.
<b>Send All Calls Enable</b>	To enable forwarding all calls to a predefined number on the server. This number is usually the voice mail number of the user.  The user deskphone must have the <b>send-calls</b> feature button for the <b>Send All Calls</b> FNE to work.  For send all calls feature, the administrator must administer coverage on Communication Manager for your extension.

Field Name	Description
<b>Send All Calls Disable</b>	To disable forwarding all calls to a predefined number on the server. This number is usually the voice mail number of the user.
<b>Call Forward Enable</b>	To enable forwarding of calls to a user-defined number.  The Call Forward feature must be configured by your administrator for the <b>Call Forward Enable</b> FNE to be functional.
<b>Call Forward Disable</b>	To disable forwarding of calls to a user-defined number.  The Call Forward feature must be configured by your administrator for the <b>Call Forward Disable</b> FNE to be functional.
<b>Forward To</b>	The phone number to forward calls to.  The Call Forward feature must be configured by your administrator before you can forward calls to user-defined numbers.
<b>Station Security Enable</b>	To enable Station Security, set the <b>Enable</b> field to <b>ON</b> .   <b>Note:</b> Consult your administrator before modifying Station Security settings.
<b>Security Code</b>	The security passcode defined for that station in System Manager.
<b>Emergency Call Handling Enable</b>	To enable Emergency Call Handling, tap the <b>Enable</b> field to <b>ON</b> .
<b>Emergency number</b>	The emergency number that is specific to the user location.

You have to configure dialing rules fields for both the modes.

Dialing rules fields	Description
<b>Outside Line Dial Code</b>	The number that you must dial before calling a number outside the enterprise network. The default here is usually 9.
<b>Country Code</b>	Your country code.
<b>Area/City Code</b>	Your area code.
<b>PBX Main Prefix</b>	The prefix of the PBX.  When you dial a local extension, the client application verifies whether the PBX prefix code is a part of the dialed number. If the PBX prefix code is a part of the dialed number, the client application dials

Dialing rules fields	Description
	only the local extension number and strips the other digits.
<b>Long Distance Prefix</b>	The number that you must dial before dialing a long distance number.
<b>International Call Prefix</b>	The number that you must dial before dialing an international phone number.
<b>Internal Extension Length</b>	The length of the extension numbers in your organization.  You can enter multiple values for this field. Use the <b>pause</b> button on the keypad to enter comma-separated values.
<b>National Number Length</b>	The length of the national phone numbers including the area code.  You can enter multiple values for this field. Use the <b>pause</b> button on the keypad to enter comma-separated values.
<b>Remove Area/City Code</b>	Tap to remove the area code while dialing a local telephone number.
<b>Apply Dialing Rules</b>	Tap to set the apply dialing rules setting to <b>ON</b> or <b>OFF</b> .  If the setting is <b>ON</b> , the client application applies dialing rules to all calls whether in the SIP mode or in the Lite mode.  If the setting is <b>OFF</b> , the client application does not apply dialing rules to any calls in any mode.

### Related Links

[Configuring the settings automatically](#) on page 19

[Configuring dialing rules](#) on page 29

[Configuring the settings manually](#) on page 20

[Configuring station security in Lite mode](#) on page 31

[Configuring the settings manually](#) on page 20

---

## Feature configuration

The client application displays only those features that the administrator configures for your extension. You can enable or disable a feature before you make a call or receive a call.

### SIP mode features

- Call Forwarding All Calls
- Call Forwarding Busy or Do not Answer

- Call Pickup
- Call Park
- Call Unpark
- EC500 Enable or Disable
- Automatic Callback
- Audix Record

You can record only one call at a time.

### **Lite mode features**

- Simultaneous Ring Enable
- Simultaneous Ring Disable
- Send All Calls Enable
- Send All Calls Disable
- Call Forward Enable
- Call Forward Disable

You can gain access to these features from any of the following screens:

- The Dialpad screen: displays all features that the administrator has configured for your extension.
- The active call screen: displays all features specific to the active call and the mid-call features specific to the SIP mode.

### **Related Links**

[Configuring the features in the SIP mode](#) on page 28

[Configuring the features in the Lite mode](#) on page 29

---

## **Configuring the features in the SIP mode**

### **About this task**

Before you make a call or receive a call, you can enable or disable the features.

### **Procedure**

1. On the Dialpad screen, tap the **Features** icon.

The application displays the Select a Feature window that lists the features configured for your extension.

2. Tap the feature that you want to enable or disable.

The application displays a green dot icon next to the feature that you enable.

The application activates the feature such as Call Forwarding All Calls, Call Forwarding Busy/Do not Answer, Call Park, EC500, Automatic callback, Call Unpark, and Audix Record.

The application activates the Call Pickup feature when you tap the feature.

3. Tap **Close**.

#### Related Links

[Feature configuration](#) on page 27

[Avaya one-X Mobile SIP for iOS in the SIP mode](#) on page 10

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## Configuring the features in the Lite mode

### About this task

Before you make a call or receive a call, you can enable or disable the features.

### Procedure

1. On the Dialpad screen, tap the **Features** icon.

The application displays the Select a Feature window that lists the features configured for your extension.

2. Tap the feature that you want to use.

The application activates the feature.

#### Related Links

[Feature configuration](#) on page 27

[Avaya one-X Mobile SIP for iOS in the Lite mode](#) on page 11

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## Configuring Avaya one-X® Mobile SIP for iOS settings

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### Configuring dialing rules

#### Before you begin

Gather the dialing rules information from the system administrator.

#### **Note:**

You can also set the **Apply Dialing Rules** setting to **OFF** if you do not want the client application to apply dialing rules to the dialed numbers.

### Procedure

1. Tap the **Settings** tab.
2. On the Settings screen, tap **Dialing Rules**.
3. On the Dialing Rules screen, enter the value in the dialing rule fields.

#### Related Links

[Configuration data worksheet](#) on page 17

[Call management overview](#) on page 36

[Dial plan diagram](#) on page 60

[Configuring the settings manually](#) on page 20

[SIP mode and Lite mode field descriptions](#) on page 24

---

## Configuring the emergency number in the Lite mode

### Before you begin

Before you configure an emergency number, consult your system administrator to ensure that you configure the emergency call handling feature correctly.

### Procedure

1. Tap the **Settings** tab.
2. On the Settings screen, tap **Lite Settings**.
3. Tap the **Enable** field of the emergency call handling feature to **ON**.
4. Tap the **Emergency Number** field, and enter the emergency number.

---

## Configuring the SIP over cellular feature

### About this task

You can either enable or disable the SIP over cellular feature. If access to cellular data is limited or expensive, disable SIP over cellular.

If you try to log in to the client application when only the cellular network is available and the SIP over cellular feature is disabled, the client application displays the following error message:

```
Login Failed - SIP support over the cellular network is disabled.
```

### Procedure

1. On the client application, tap **Settings**.
2. On the Settings screen, tap **SIP Settings**.
3. On the SIP Settings screen, set the **SIP over cellular** field to **ON** or **OFF**.
4. Tap **Settings** to go back to the Settings screen.

---

## Configuring the disconnect alarm feature

### About this task

Enable the disconnect alarm feature so that you get an audio alert when the client application loses connectivity with the server in SIP mode because of network error. The alarm rings if the client

application cannot reestablish a connection with the server within 30 seconds. The alarm rings after every 30 seconds for the first 10 minutes and once every 10 minutes afterwards. The alarm stops when the client application reestablishes a connection with the server.

To silence the alarm, turn off the ringer while the client application is attempting to establish a connection with the server. The device then vibrates instead of sounding the alarm.

When you move out of a Wi-Fi zone, you can stop the alarm by:

- Disabling the feature from the SIP Settings page.
- Switching to Lite mode if configured.
- Logging out of the client application.

The disconnect alarm alerts the user about the lost connection in the following cases:

- When you manually turn off the Wi-Fi adapter from the Settings page of the mobile device.
- When you enable the airplane mode from the Settings page of the mobile device.
- When you lose connectivity with Session Manager, when either Wi-Fi or cellular data is lost.
- When Session Manager is down.

Each time the application plays the disconnect alarm, the application also makes an entry in the logs. Your administrator might need this log to troubleshoot an issue.

### Procedure

1. On the client application, tap **Settings**.
2. On the Settings screen, tap **SIP Settings**.
3. On the SIP Settings screen, tap the **Disconnect Alarm** field to **ON** or **OFF**.

By default, the feature is set to **OFF**.

If you are using the auto configuration file to configure your client application, the disconnect alarm feature might be **ON** or **OFF** depending on the configuration file setting.

4. Tap **Settings** to go back to the Settings screen.

---

## Configuring station security in Lite mode

### Before you begin

- You can enable **Station Security** only if the administrator configures Station Security for your extension.
- If Station Security is configured for your extension, you will need to enter your **Security Code** to enable any other feature in Lite mode.
- Consult your administrator before modifying **Station Security** settings.

### Procedure

1. Tap the **Settings** tab.
2. On the Settings screen, tap **Lite Settings**.

3. On the Lite Settings screen, tap **Security Code**.
4. On the Station Security screen, set the **Enable** field to **ON**.

**\* Note:**

Consult your administrator before disabling Station Security.

5. Enter the security code defined for your station in the **Security Code** field. The **Security Code** is authenticated against the code defined by your administrator.

### Related Links

[SIP mode and Lite mode field descriptions](#) on page 24

---

## Turning on verbose logging

### About this task

The application collects detailed logs when you turn on the verbose logging setting. Enabling verbose logging might impact the performance of the application.

- Set this feature to **ON** if you want to send logs for a reproducible problem. This feature results in the creation of large log files.
- Set this feature to **OFF** if the problem is intermittent.

### Procedure

1. On the Settings screen, tap **Support Info**.
2. On the Support Info screen, tap the **Verbose logging** field to **ON**.
3. Log out of the client application and log in again.
4. Repeat the steps in the application to regenerate the problem.

The application collects logs of the problem.

5. Send the logs to the support personnel.

### Related Links

[Sending logs](#) on page 52

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## Viewing legal information

### About this task

The legal information screen displays trademarks and the copyright information of the application.

### Procedure

1. On the client application, tap the **Settings** tab.
2. On the Settings screen, tap **Legal**.



3. On the Legal screen, review the legal information.
4. Tap **Settings** to return to the settings screen.

---

## Viewing product information

### About this task

Use this procedure to view the client application version and build information on your mobile device. You need this information when you report an error to the support personnel or when you use the autoconfiguration file to configure the settings.

### Procedure

1. On the client application, tap the **Settings** tab.
2. On the Settings screen, tap **Support Info**.
3. On the Support Info screen, review the version, build, and date of the client application.

 **Note:**

Avaya might collect usage data for Analytics and reporting, as a way to continually improve product quality. To disable data analytics, set the **Allow Avaya to collect data to improve the quality of this product** field to **OFF**.

4. Tap **Settings** to return to the settings screen.

### Related Links

[Sending logs](#) on page 52

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## Switching between the Lite mode and the SIP mode

### Before you begin

You must configure the SIP mode and the Lite mode settings.

### About this task

The SIP mode is useful for making VoIP calls when you are connected to your enterprise network, but if the voice quality is poor or you are moving out of your Wi-Fi network zone, you can switch to the Lite mode.

 **Note:**

You cannot switch modes during an active call.

### Procedure

On the top-right of the dialpad screen, click the drop-down arrow next to the **SIP** button, and select **LITE**.

Use the same drop-down arrow to select the **SIP** mode.

## Related Links

[Handing off a SIP call to the cellular network](#) on page 40

[Call Handoff scenarios](#) on page 12

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## Configuring notifications

### Procedure

1. Tap the **Settings** tab.
2. Tap **Notifications**.
3. Tap the Avaya one-X® Mobile SIP for iOS application icon.  
The application displays the Notifications screen.
4. Tap **ON** for **Notification Center**.
5. Select **Banners** or **Alerts**.
6. To get notifications for an incoming call, tap **ON** for the following parameters:
  - **Badge App Icon**
  - **Sounds**
  - **View in Lock Screen**

## Related Links

[No incoming call notifications when the application is in the background](#) on page 58

# Chapter 3: Using Avaya one-X<sup>®</sup> Mobile SIP for iOS

---

## Logging in to the client application

### Procedure

1. Tap the **Settings** tab.
2. On the Settings screen, tap **Login/Logout** and enter your user extension and password.
3. Tap **Login**.

The client application verifies your extension and password. If the verification is successful, you are logged in to the client application. The **Login** button toggles to **Logout**.

If you enter incorrect login details more than four times, the client application removes all data and displays the following error message:

```
Maximum Number of incorrect Login Attempts. All local data has been removed.
```

### Related Links

[Connecting remotely using Session Border Controller](#) on page 51

---

## Using the keypad

### About this task

You can use the keypad to enter any DTMF inputs during a call. Use this procedure, for example, to bridge on to a conference or to respond to an Interactive Voice Response (IVR) system.

### Procedure

Tap the **Dialpad** icon.

The client application displays the keypad.

---

## Managing calls

---

### Call management overview

You can make a call from the following screens of the Avaya one-X® Mobile SIP for iOS application:

- Dialpad
- Favorites
- Recents
- Contacts, including the local contacts and the corporate directory

By default, the application uses the primary extension for outgoing calls. Communication Manager determines the extension to use for incoming calls. You can change the primary extension only for outgoing calls .

 **Note:**

Session Manager supports only one registered device for each user profile at a time. If you log in to an iOS client application using your extension, you cannot log in to any other SIP client application with the same extension. If you try to log in to another application, the application logs you out of the iOS client application.

#### Related Links

[Configuring dialing rules](#) on page 29

[Dial plan diagram](#) on page 60

---

## Making a call from the Dialpad

### About this task

Use this procedure to make a call from the Dialpad screen of Avaya one-X® Mobile SIP for iOS.

### Procedure

1. On the bottom tab of your Avaya one-X® Mobile SIP for iOS screen, tap **Dialpad**.
2. Enter the number.
3. Tap **Call**.

---

## Making a call from Contacts

### Procedure

1. On the bottom tab of your Avaya one-X® Mobile SIP for iOS screen, tap **Contacts**.  
The application displays the All Contacts screen.
2. From the list of contacts, tap the contact that you want to call.

The application displays the Info screen of the selected contact.

3. Tap the phone number that you want to call.

---

## Making a call from the corporate directory

### Before you begin

The application displays the Groups icon if ActiveSync or an LDAP contacts source is available. You can perform the configuration of ActiveSync or an LDAP contact using the settings on the iOS device. For more information, refer to the iOS documentation on the follow topics:

- Configuring LDAP: See [iPhone User Guide](#).
- Configuring ActiveSync: See [iPhone Support](#). For iOS4, see [iPhone User Guide](#).

### Procedure

1. On the bottom tab of your Avaya one-X<sup>®</sup> Mobile SIP for iOS screen, tap **Contacts**.  
The application displays the All Contacts screen.
2. Tap **Groups**.  
The application displays the Groups screen.
3. Tap *<global directory name>* under the LDAP account configured.  
The application displays the Search screen.
4. Tap the contact that you want to call.  
The application displays the Info screen of the selected contact.
5. Tap the number that you want to call.

---

## Making a call from the Favorites tab

### Procedure

1. Tap **Favorites** on the bottom tab of your Avaya one-X<sup>®</sup> Mobile SIP for iOS screen.  
The application displays the Favorites screen.
2. Tap the number you want to call.

---

## Making a call from Recents

### Procedure

1. Tap **Recents** on the bottom tab of your Avaya one-X<sup>®</sup> Mobile SIP for iOS screen.  
The application displays the Recents screen with the list of incoming, outgoing, and missed calls . Each call entry also displays the time, date, and type of the call.

2. Tap a call.

**\* Note:**

The application dials the number using the current mode, and not the mode that the application was in when you made or received the call.

---

## Making a call using the primary extension

### About this task

The primary extension is the default for making calls. Avaya one-X® Mobile SIP for iOS displays the primary extension line and the bridged extension lines, if any, in the menu.

### Procedure

1. On the Dialpad screen, tap your extension number.
2. On the **Select a Line** drop-down list, tap the line that you want to make the primary extension.

The client application updates the primary extension with a check mark.

3. Enter the number that you want to call, and then tap **Call**.

---

## Making a call using a bridged extension

### About this task

Your system administrator can set up bridged extensions for your profile. With the bridged extension feature, you can use another extension to make a call from the client application. At the far-end, the call appears to have originated from the other extension.

### Procedure

1. On the Dialpad screen, tap your extension number.
2. On the **Select a Line** drop-down list, tap the bridged extension line that you want to use to make the call.

The application updates the bridged extension with a check mark.

3. Enter the number that you want to call, and then tap **Call**.

### Related Links

[Bridged line appearance](#) on page 15

---

## Making a conference call

### Procedure

1. When you have more than one call, for example, one active call and other calls on-hold, tap the **merge** icon on the active call.

The application displays the **Conference with** on a new window with the list of calls on hold.

2. Tap the calls you want to conference, and tap **Conference**.

The application merges all the call screens into a single conference call screen.

 **Note:**

A conference call can have maximum six participants, including the host. If you add more than six participants, the application drops the conference call.

3. To end a conference, tap **End call**.

---

## Handling an incoming call

### Procedure

1. To answer an incoming call, tap **Answer**.
  - If you are already on a call, the client application puts the current call on hold.
  - If the music player is on when you answer a call, the application puts the music on hold. When the call ends, the application resumes the music.

2. To reject an incoming call, tap **Ignore**.

The application displays a missed call notification on the **Recents** tab and on the Avaya one-X<sup>®</sup> Mobile SIP for iOS application icon.

 **Note:**

- A red line indicates a call on hold, and a green line indicates an active call.
- To navigate to another call, swipe right or use the page selector. Swipe left to return to the calls screen.

---

## Joining an active call on a bridged appearance

### About this task

Perform the following procedure only when the handset icon next to the extension you are using turns green on the dialpad screen. A green handset icon indicates that there is a call on the bridge.

### Procedure

1. On the dialpad screen, tap the line appearance arrow next to the extension you are using.

The Select a Line dialog box displays all the lines bridged to your extension, the active line, and the line that has an active call waiting.

2. Tap the call line with the text **Active** beside the line.

When you tap on the active call line, the application displays the call screen and you get connected to the call.

### Related Links

[Support for Multi-Device Access](#) on page 15

[Bridged line appearance](#) on page 15

[Handing off a cellular call to SIP](#) on page 41

---

## Putting and resuming a call from hold

### Procedure

1. Perform the following procedure to put a call on hold from the Call Details screen:
  - a. To put a call on hold, tap the hold icon.
  - b. To resume an on-hold call, tap the call resume icon.

Use the same procedure to put a conference call on hold and to resume an on-hold conference call.

 **Note:**

An active call is put on hold when a voice-recognition application such as Siri is activated. Close the application and tap the resume icon to resume the call on hold.

2. Perform the following procedure to put a call on hold from the active Call Details screen:
  - a. To put an active call on hold, tap the call appearance from the list of calls.
  - b. To resume an on-hold call, tap the call appearance again.

---

## Handing off a SIP call to the cellular network

### Before you begin

You can use the Handoff to Cellular Network feature only under the following conditions:

- The administrator has configured the Extend Call feature for your extension.
- The administrator has configured the EC500 mobile number on Communication Manager.
- The administrator has not enabled the Automatic Exclusion feature for your extension.
- You did not manually enable the Exclusion feature on your deskphone.



## About this task

Use this procedure to hand off an active call in the SIP mode to the cellular network when you are moving out of the Wi-Fi zone. You can also hand off a call when the call quality is poor. In this scenario, the call quality indicator displays the following message:

```
Network problem. Call quality may be affected.
```

## Procedure

On the call screen, tap **Handoff to Cellular Network**.

The client application puts the SIP call on hold, and you receive a call on the cellular network. The application initiates the cellular call to the mobile device that the administrator configured as the EC500 number for your extension.

- If you answer the call, the client application disconnects the SIP call and connects to the call over the cellular network. The handoff to cellular network occurs in a few seconds without disconnecting the call.
- If you ignore the incoming cellular call, the SIP call remains on hold. You can resume the SIP call from the on-hold state and continue talking.

If the handoff to cellular network fails, the application displays the following error message:

```
An error occurred while invoking feature (1).
```

If you connect to the network using a VPN client and the network fails, the application displays the following error message:

```
Your call has been dropped due to a failed network connection.
```

### \* Note:

In the following scenarios, the handoff to cellular network might be disrupted. The client application then redirects the incoming cellular call to the voice mail number configured for your extension.

- You receive another call before the handoff is complete.
- The cellular service network is unavailable.

In these cases, end the call manually and establish a new call session.

## Related Links

[Switching between the Lite mode and the SIP mode](#) on page 33

[Call Handoff scenarios](#) on page 12

## Handing off a cellular call to SIP

### About this task

When an active call is in progress in the Lite mode, you can connect to the call in the SIP mode. The client application then disconnects the cellular call. Use this feature when moving to a Wi-Fi zone or to save costs on cellular minutes.

When you navigate to the SIP mode and select an active line that is a cellular call, the application drops the cellular call and establishes a SIP call.

However, when you navigate to the SIP mode and select an active line that is not a cellular call, the application creates a three-party conference call.

### Procedure

1. On the upper-right of the dialpad screen, click the drop-down arrow next to the **LITE** button, and select **SIP**. The client application connects over the SIP mode.

2. Tap the line appearance next to your extension.

The Select a Line dialog box displays all lines bridged to your extension. Bridged lines include the active call line and the line that has a call waiting.

3. Tap the call line with the text **Active** beside the line.

The client application displays the call screen, and you are connected to the call. The handoff is now complete.

### Related Links

[Call Handoff scenarios](#) on page 12

[Joining an active call on a bridged appearance](#) on page 39

---

## Handing off a SIP call or cellular call to the deskphone

### Before you begin

You can hand off calls to the deskphone only under the following conditions:

- The administrator configured the Extend Call feature for your extension.
- The administrator has not enabled the Automatic Exclusion feature for your extension.
- You did not manually enable the Exclusion feature on your deskphone.
- The deskphone is a SIP extension.

### About this task

To hand off a call from the mobile device to the deskphone, use the **active appearance** key to bridge on to the call.

### Procedure

1. Press the **active appearance** button on your deskphone to bridge onto the call.
2. Release the call from your mobile device to complete the handoff.

### Related Links

[Call Handoff scenarios](#) on page 12

---

## Handing off calls on deskphone to mobile (SIP mode)

### About this task

During an active call on the deskphone, the SIP client application monitors for calls on a bridged appearance and displays a notification on the mobile. You can then choose to bridge onto the call from your mobile device.

### Procedure

1. On the SIP client application, tap the line appearance next to your extension and select an active line from the Select a line drop-down list to bridge on to the call.
2. Release the call from the deskphone. The handoff to SIP mode is now complete.

### Related Links

[Call Handoff scenarios](#) on page 12

---

## Handing off calls on deskphone to mobile (cellular voice)

### Before you begin

You can hand off calls from the deskphone to the cellular network only under the following conditions:

- The administrator has configured the Extend Call feature for your extension.
- The administrator has not enabled the Automatic Exclusion feature for your extension.
- You have not manually enabled the Exclusion feature on your deskphone.
- The deskphone is a SIP extension.

### About this task

To hand off an active call on your deskphone to your cellular network, use the **Extend Call** button on the deskphone.

### Procedure

1. Press the **Extend Call** button on the deskphone to hand off the call to the cellular network on the mobile device.
2. Release the call from the deskphone. The handoff is now complete.

### Related Links

[Call Handoff scenarios](#) on page 12

---

## Forwarding calls in Lite mode

### Before you begin

Ensure that **Call Forward** is configured on the Lite Settings screen.

**\* Note:**

You can enable **Call Forward** only if the administrator configures the Call Forward feature for your extension.

**About this task**

Avaya one-X® Mobile SIP for iOS supports call forwarding in the Lite mode. Use this feature to forward calls to another number. To forward calls to the predefined voice mail number, use the Send All Calls feature instead.

**Procedure**

1. Ensure that the client application is in the Lite mode.
2. Tap the **Features** icon to view the list of FNEs configured for your extension.
3. Select **Call Forward – Enable** from the Select a Feature drop-down list.  
The client application displays the number that is preconfigured on the Call Forward Settings screen.
4. To forward calls to a different number, enter the new number in the **Forward all calls to** text box.
5. Tap **Continue**.

---

## Navigating between multiple calls

**About this task**

You can navigate between multiple calls, for example, between an active call and a call on hold.

**Procedure**

1. On the active call screen, swipe left to view the list of currently active calls.  
A green line indicates the active call, and a red line indicates that the call is on hold.
2. Tap an active call.  
The client application puts the active call on hold.
3. Tap a call on hold.  
The client application resumes the call.
4. Tap the blue arrow icon.  
The application displays the Info screen of the selected contact.

---

## Adding a call

### About this task

While you are on an active call, and you want to make another call, use the **Add call** icon.

Adding a call is different from merging two or more calls. To merge calls, the calls must be either active or on hold. Merging is used for conferencing the calls.

### Procedure

1. While on an active call, tap the **Add call** icon.
2. Tap the **Dialpad** icon to dial the number, or tap the **Contacts** icon to call a contact.
3. Tap the **Call** icon.

The application connects the new call to the active call.

---

## Transferring a call

### About this task

You can transfer a call after attending the call, also known as attended transfer, or you can transfer a call as soon as you receive the call, also known as unattended transfer.

### Procedure

1. When you receive a call, tap the **Transfer** icon, and perform one of the following:
  - To transfer the call to a number in your contacts list, select a contact from the All Contacts screen.
  - To transfer the call to a number not in your contacts, tap the **Dialpad** icon, and enter the number.
2. Tap the **Transfer** icon to complete the transfer.

The application transfers the call to the number you entered and removes your call from the calls screen.

If you transfer an active call to an invalid extension, the call transfer fails and the voice path with the call is lost. The application displays a Transfer Failed message and puts the call on hold.

However, you have an option to either transfer the call again or end the call.

3. Tap **Cancel** to cancel the call transfer.

## Ending a call

### Procedure

To end an ongoing call, tap the **End call** icon.

---

## Managing contacts

---

### Viewing contact information

#### Procedure

1. On the client application, tap **Contacts**.  
The application displays the All Contacts screen.
  2. Tap on a contact to view the details of the contact.  
The application displays the Info screen of the contact.
- 

### Viewing contacts from groups

#### About this task

You can set up groups for one or more contact directories from the directories you want to retrieve contact search results, and call a contact.

#### Before you begin

The application displays the Groups icon if ActiveSync or an LDAP contacts source is available. You can perform the configuration of ActiveSync or an LDAP contact using the settings on the iOS device. For more information, refer to the iOS documentation on the follow topics:

- Configuring LDAP: See [iPhone User Guide](#).
- Configuring ActiveSync: See [iPhone Support](#). For iOS4, see [iPhone User Guide](#).

#### Procedure

1. On the client application, tap **Contacts**.  
The application displays the All Contacts screen.
2. Tap **Groups**.  
On the Groups screen, the application displays following groups:
  - **All On My iPhone**. Tap to display all contacts on the iPhone.
  - **LDAP name**. Tap to display all contacts from the LDAP configured in your iPhone.

---

# Managing Favorites

---

## Adding a contact from the All Contacts screen to Favorites

### Procedure

1. Tap the plus (+) icon in the upper right corner of the Favorites screen.

The application displays the All Contacts screen.

2. Tap the contact you want to add.

The application displays the Info screen of the selected contact.

3. Tap the phone number that you want to add to the Favorites list.

The application adds the contact and phone number to the Favorites list.

---

## Adding a contact from Groups to Favorites

### Before you begin

The application displays the Groups icon if ActiveSync or an LDAP contacts source is available. You can perform the configuration of ActiveSync or an LDAP contact using the settings on the iOS device. For more information, refer to the iOS documentation on the follow topics:

- Configuring LDAP: See [iPhone User Guide](#).
- Configuring ActiveSync: See [iPhone Support](#). For iOS4, see [iPhone User Guide](#).

### Procedure

1. Tap the plus (+) icon in the upper right corner of the Favorites screen.

The application displays the All Contacts screen.

2. Tap **Groups**.

The application displays the Groups screen.

3. Tap <global directory name> under the LDAP account configured.

The application displays the Search screen.

4. Use the **Search** field to search the required contact.

5. Tap the contact you want to add.

The application displays the Info screen of the selected contact.

6. Tap the phone number that you want to add to the favorites list.

The application adds the contact and phone number to the favorites list.

---

## Adding a contact from the Recents screen to Favorites

### Procedure

1. Tap the **Recents** tab.

The application displays the list of recent calls.

2. Tap the arrow icon for the contact you want to add to the favorites list.

The application displays the Info screen of the selected contact.

3. Tap **Add to Favorites**.

The application adds the contact and phone number to the favorites list and displays a blue star next to the phone number added to favorites.

---

## Editing a favorite contact

### Procedure

1. Tap the **Favorites** tab.

The application displays the list of favorite contacts.

2. Tap **Edit**.

3. Select an entry to move the entry by pressing on the list icon and dragging the selection to the new position.

4. Tap **Done**.

---

## Deleting a favorite contact

### Procedure

1. Tap the **Favorites** tab.

The application displays the list of favorite contacts.

2. Tap **Edit**.

3. Tap the **Delete** button to delete a contact entry.

4. Tap **Done**.



---

## Managing the Recents list of calls

---

### Viewing the Recents list of calls

#### Procedure

1. Tap the **Recents** tab.

The application displays a list of all recent calls.

2. On this screen, you can perform the following actions:
  - **All**. To view a list of all the calls made to or from your iOS client.
  - **Incoming**. To view a list of all the calls received on your iOS client.
  - **Outgoing**. To view a list of all the calls made using your iOS client.

In the Lite mode, the call logs in the Recent calls screen are only of the outgoing calls made in the Lite mode. The incoming calls in the Lite mode are cellular calls.

- **Missed**. To view a list of all missed calls.

To view more details about any call, tap the blue arrow icon to view the Info screen.

---

### Adding a new contact from the Recents call list

#### Procedure

1. Tap the **Recents** tab.

The application displays a list of all recent calls.

2. Tap the arrow icon for the call you want to add to the contacts list.

The application displays the Info screen of the selected call.

3. Tap **Create New Contact**.

The application displays the New Contact screen.

4. Enter the details of the new contact, such as the first name, last name, company name, and mobile number.

5. Tap **Done**.

---

### Adding to an existing contact from the Recents call list

#### Procedure

1. Tap the **Recents** tab.

The application displays a list of all recent calls.

2. Tap the arrow icon for the call you want to add to the contacts list.  
The application displays the Info screen of the selected call.
3. Tap the **Add to Existing Contact** button.  
The application displays the list of existing contacts.
4. Tap the contact to which you want to add the call.  
The application adds the phone number to the selected contact.

---

## Deleting records from the Recents call list

### Procedure

1. Tap the **Recents** tab.  
The application displays the Recent screen with the list of incoming, outgoing, and missed calls.
2. Tap **Clear** to clear all records on that tab.

 **Note:**

The application clears only the entries under the selected tab. For example, if you are viewing only the missed calls and you tap **Clear**, the application deletes only the missed calls.

---

## Muting and unmuting the client application

### Procedure

1. While on an active call, tap the mute icon to mute your microphone.
2. To unmute, tap the unmute icon.

---

## Accessing your voice mail

### About this task

If you have a new voice mail, the application displays a voice mail icon on the Avaya one-X® Mobile SIP for iOS interface screen next to the mode button.

### Procedure

1. Tap the **Dialpad** tab.
2. Enter the voice mail hunt number.

3. Enter your voice mail password.

---

## Using the headset and speakerphone modes

### Procedure

1. To activate the headset mode, plug the headset into the iOS device.
2. To activate the speakerphone mode, tap the speakerphone icon.

### Related Links

[Headset and speakerphone modes](#) on page 14

---

## Connecting remotely using the VPN client

### Before you begin

Download, install, and configure the latest version of Junos Pulse for iOS from the Apple iTunes website.

### About this task

Junos Pulse for iOS enables secure connectivity over SSL VPN. To connect to your enterprise network when you are at home or travelling, you can use the Junos VPN client application.

### Procedure

1. Open the Junos Pulse for iOS VPN client.
2. Enter your enterprise network details.

The mobile device connects to the enterprise network.

### Related Links

[Connecting remotely using Session Border Controller](#) on page 51

---

## Connecting remotely using Session Border Controller

### About this task

When you are in office, the mobile device connects to the enterprise network. To connect to your enterprise network when you are at home or travelling, you can also use the SBC IP address or FQDN and Port to communicate to Avaya Aura<sup>®</sup> Session Manager.

### Procedure

1. In the client application, tap the **Settings** tab.

2. On the Settings screen, tap **SIP Settings**.
3. On the SIP Settings screen, enter the SBC IP address or FQDN and port details in the **Server** and **Port** fields.
4. Ensure the **TLS** slider is **ON**.  
If you set the TLS to **ON**, the communication is encrypted.
5. Tap the **Settings** button.
6. Log in the client application using the **Login / Logout** button.

### Related Links

[Connecting remotely using the VPN client](#) on page 51

[Logging in to the client application](#) on page 35

---

## Sending logs

### About this task

You can send an email to the support team with the logs for issues that you are unable to resolve, even after you restart the application.

The name of the log file is in the following format:

*<application build number>\_<date when reporting the problem>\_OneXMobileSIP\_logs.zip*

For example, *62330\_08192012\_OneXMobileSIP\_logs.zip*.

### Procedure

1. On the Settings screen, tap **Support Info**.
2. On the Support Info screen, tap **Send logs**.

The application opens the native email application on the mobile device. The template email is pre-populated with the relevant details in the **To**, **From**, and **Subject** fields. The email body also includes information about what you must provide to resolve the issue. You can include more details such as the steps to reproduce the problem, and the date and time, as appropriate. The client application automatically attaches the compressed log files in a .zip format to the email.

3. Tap **Send**

The application forwards the email to the support personnel.

### Next steps

If the support personnel contact you for more information, set the **Verbose Logging** field to **ON**, and then send the logs again.

### Related Links

[Turning on verbose logging](#) on page 32

[Viewing product information](#) on page 33

# Chapter 4: Interoperability

---

## Product compatibility

Avaya one-X® Mobile SIP for iOS supports the following products and devices:

- 9600 Series IP Deskphones
- Meeting Exchange 6.2 and Meeting Exchange Enterprise Edition 5.2
- Junos Pulse (VPN Client)
- Supported iOS devices: iPhone; iPod touch; iPad and iPad mini (in compatibility mode)

For more information on the latest device versions supported, see the Support site interoperability matrix at <https://support.avaya.com/CompatibilityMatrix/Index.aspx>.

### Related Links

[Intended audience](#) on page 7

---

## Provisioning users with both CES and SIP functionality

When both the Avaya one-X® Mobile SIP for iOS and Avaya one-X® CES client applications are installed on the same device, users might experience limitations with using each client application concurrently. This includes interoperability issues with certain features such as Call Forward and Call Handoff.

This section outlines the user provisioning and interoperability limitations when a single user, with the same extension on Communication Manager uses both the client applications on the same device.

### User Provisioning

- Avaya one-X® Mobile and Avaya one-X® Communicator:
  - The corporate user is provisioned on Avaya one-X® CES Release 6.2.
  - User logs in to the Avaya one-X® Mobile client application using the user credentials configured on Avaya one-X® CES Release 6.2.
- Avaya one-X® Mobile SIP for iOS:
  - The same corporate user is created on System Manager as a SIP deskphone.
  - The user logs in to the Avaya one-X® Mobile SIP for iOS application on the mobile device using the user credentials configured on System Manager.

## Interoperability Limitations and Support

The following table provides detailed descriptions of interoperability limitations as well as the recommended configuration for an optimal user experience:

	Interoperability and Support	Limitations
<b>Login</b>	You can login simultaneously on to both client applications.	
<b>Call origination</b>	<p>Incoming calls are supported when the user is logged in on both client applications.</p> <p><i>Recommended Client Configuration:</i></p> <p>To use both client applications simultaneously, use the following configuration for the Avaya one-X<sup>®</sup> Mobile client application:</p> <ul style="list-style-type: none"> <li>• Set the deskphone ringer to <b>ON</b>.</li> <li>• Disable the Simultaneous Ring feature.</li> </ul>	<p>EC500 Call Suppression is not supported.</p> <ul style="list-style-type: none"> <li>• If the Avaya one-X<sup>®</sup> Mobile client has an EC500 mobile number configured and set to ring, then you receive two different incoming calls: one over SIP and the other over the cellular voice network.</li> <li>• If the deskphone is set to silent, you do not receive incoming call alerts on the Avaya one-X<sup>®</sup> Mobile SIP for iOS client application.</li> </ul>
<b>Outgoing call support</b>	<p>Outgoing calls are supported on Avaya one-X<sup>®</sup> Mobile SIP for iOS when you log in simultaneously on both client applications.</p> <p>Callback calls are supported from numbers enabled as <b>Simultaneous Ring</b>.</p>	<p>Callback calls from the Avaya one-X<sup>®</sup> Mobile client application are not supported on deskphones.</p>
<b>AST features</b>	<p>You can use the following features:</p> <ul style="list-style-type: none"> <li>• Call Pick Up</li> <li>• Call Park and Call Un-park</li> <li>• Call Forward Busy</li> <li>• Automatic Call Back</li> </ul>	<p>Call Handoff is supported only partially:</p> <ul style="list-style-type: none"> <li>• <i>Extend Call and Handoff from Cellular Voice to SIP</i> work only when initiated to the primary mobile number.</li> <li>• Other numbers set to <b>Simultaneous Ring</b> are not alerted for each incoming call.</li> </ul> <p>The following features are not supported:</p> <ul style="list-style-type: none"> <li>• Call Forward.</li> <li>• <i>EC500 Enable/Disable</i>, if the Avaya one-X<sup>®</sup> Mobile client application is installed on the same mobile device as the EC500 number.</li> </ul>
<b>Mid-call support</b>	<p>The following mid-call features are supported:</p> <ul style="list-style-type: none"> <li>• Hold</li> <li>• Resume</li> <li>• Transfer</li> </ul>	

	Interoperability and Support	Limitations
	<ul style="list-style-type: none"> <li>• Conference</li> </ul>	
<b>Block All Calls</b>	The <b>Block All Calls</b> feature is supported on both client applications.	Enabling <b>Block All Calls</b> on Avaya one-X <sup>®</sup> Mobile will send the call to coverage.  When <b>Block All Calls</b> is active, the <b>Call Forward</b> and <b>Call Forward Busy</b> features are disabled.
<b>VIP Calling</b>	The VIP Calling feature is supported.	If the incoming call is from a non-VIP number, the <b>Call Forward</b> and <b>Call Forward Busy</b> features are disabled.
<b>Ring Also</b>	The <b>Ring Also</b> feature is supported.	
<b>History and Favorites</b>		The call <b>History</b> and <b>Favorites</b> user settings between the two client applications are out-of-sync.

**Related Links**

[Avaya one-X Mobile SIP for iOS in the Lite mode](#) on page 11

[Avaya one-X Mobile SIP for iOS in the SIP mode](#) on page 10



# Chapter 5: Troubleshooting Avaya one-X<sup>®</sup> Mobile SIP for iOS

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## Users receive both a cellular call and a SIP call, for each incoming call

This situation arises when the client application is not registered on Avaya Aura<sup>®</sup> Release 6.2 FP2, which introduces support for EC500 Call Suppression. If you are receiving two different call alerts for each incoming call, confirm that your server installation corresponds to the software versions delivered with Avaya Aura<sup>®</sup> 6.2 FP2.

### Related Links

[Proposed solution](#) on page 57

[EC500 Call Suppression](#) on page 13

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## Proposed solution

### Before you begin

Use this procedure only if your Avaya one-X<sup>®</sup> Mobile SIP for iOS client application is not registered to Avaya Aura<sup>®</sup> Release 6.2 FP2 or later. Contact your administrator for more information.

### Note:

You receive only a single incoming call when your client application is installed on Avaya Aura<sup>®</sup> Release 6.2 FP2 or later. In this scenario, the server automatically detects that the client application is connected in the SIP mode and suppresses EC500 cellular calls to your mobile device. When the SIP connection is lost, the server detects the loss of network connectivity and enables the EC500 feature automatically.

### Procedure

1. Disable the EC500 feature when you log in to the client application in the SIP mode, and you are within the Wi-Fi network.

However, you can still use the Handoff to Cellular Network feature when you move out of the Wi-Fi network.

2. Enable EC500 using the **Simultaneous Ring** feature, when you switch to the Lite mode, and you are connected over the cellular network. You can then receive incoming calls and make outgoing calls.

### Related Links

[Users receive both a cellular call and a SIP call, for each incoming call](#) on page 57

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## Users receive both a cellular call and a SIP call, for each incoming call (after a Communication Manager restart)

For a brief period of time after a Communication Manager system restart, users receive both a cellular call and a SIP call for every incoming call.

### Related Links

[Proposed solution](#) on page 58

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## Proposed solution

### Procedure

When you receive two incoming call notifications, you can answer one of the two calls.

- The problem persists until the synchronization process with Communication Manager is complete.
- Once the synchronization is complete, the client application displays a single incoming call notification.

### Related Links

[Users receive both a cellular call and a SIP call, for each incoming call \(after a Communication Manager restart\)](#) on page 58

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## No incoming call notifications when the application is in the background

When the client application is in the background, users report no visual or audio incoming call notifications even when logged in.

### Related Links

[Proposed solution](#) on page 59

## Proposed solution

### About this task

When you access the iOS Notification Center while you are logged in to Avaya one-X<sup>®</sup> Mobile SIP for iOS, the client application is placed in the background. In this scenario, you will receive no incoming call alerts on the client application. Instead, the device only vibrates.

Use this procedure to ensure that you receive both audio and visual notifications for calls, even when the application is in the background.

### Procedure

1. Tap the **Settings** tab.
2. Tap **Notifications**.
3. Tap the Avaya one-X<sup>®</sup> Mobile SIP for iOS application icon.  
The mobile device displays the Notifications screen.
4. Set **Notification Center** to **ON**.
5. To get notifications for an incoming call, set the following parameters to **ON**:
  - **Badge App Icon**
  - **Sounds**
  - **View in Lock Screen**

### Related Links

[No incoming call notifications when the application is in the background](#) on page 58

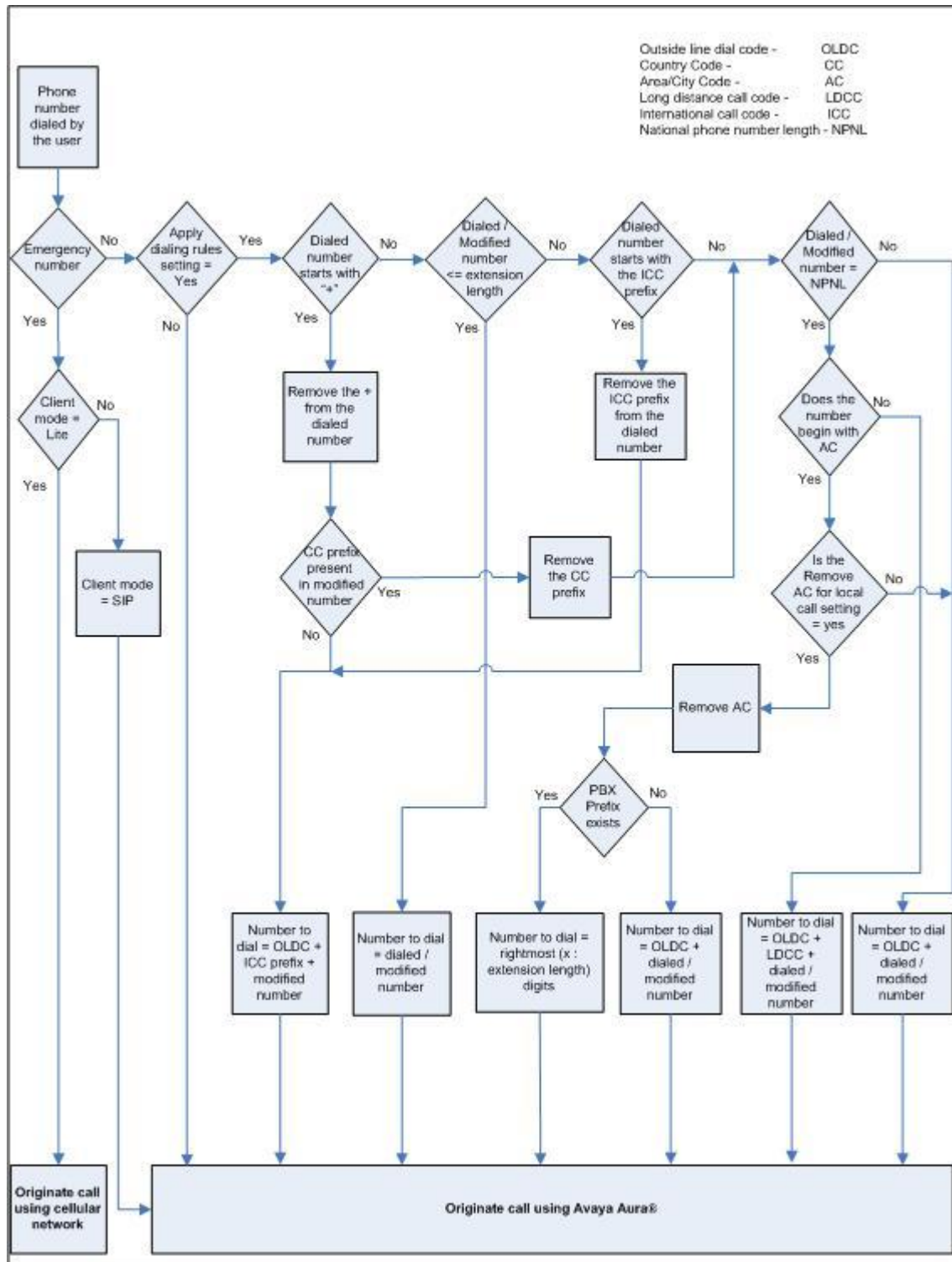
[Configuring notifications](#) on page 34

# Appendix A: Dial plan diagram

When a user dials a number and the **Apply Dialing Rules** feature is enabled, the application performs various checks on the dialed number before sending the modified number to the PBX.

 **Note:**

Dialing rules are not applied to the Lite FNE numbers, which are configured on the client application settings screen, and dialed on the cellular network. However, dialing rules are applied to the destination phone number for calls in the Lite mode that are placed using the **Idle Appearance Select** FNE (defined on Communication Manager).



## Related Links

[Configuring dialing rules](#) on page 29

[Call management overview](#) on page 36

# Appendix B: Interactions with other iOS applications and functions

When a call is in the background, the application displays a red bar reading **Avaya one-X** across the top of the springboard.

When you put an on-hold call in the background, the red bar that indicates an active audio call does not appear on the springboard.

When you use an iPad or iPad 2 device, the red bar indicating that a call is in the background reads **Avaya One-X (Recording)**. The word **(Recording)** is specific to the iPad and indicates that the microphone is in use, not that any recording is taking place.

# Index

## A

Alarm  
disconnect ..... [30](#)

## C

call  
corporate directory ..... [37](#)  
dialpad ..... [35](#)

## Call

add ..... [45](#)  
Aura FP2 ..... [57](#)  
bridge ..... [39](#)  
bridged extension ..... [38](#)  
conference ..... [39](#)  
contacts ..... [36](#)  
dialpad ..... [36](#)  
end ..... [46](#)  
extend call ..... [12](#)  
favorite ..... [37](#)  
handoff ..... [12, 40–43](#)  
hold ..... [40](#)  
incoming ..... [39](#)  
mute ..... [50](#)  
navigate ..... [44](#)  
overview ..... [36](#)  
primary extension ..... [38](#)  
recents ..... [37](#)  
transfer ..... [45](#)  
troubleshoot ..... [57, 58](#)  
unmute ..... [50](#)

configure  
manual ..... [17](#)

Configure  
alarm ..... [30](#)  
dialing rules ..... [29](#)

## Contact

existing ..... [49](#)  
group ..... [46](#)  
information ..... [46](#)  
new ..... [49](#)

## D

Deskphone  
handoff ..... [42, 43](#)

## Dial plan

dialing rules ..... [60](#)  
Lite mode ..... [60](#)  
SIP mode ..... [60](#)

## E

EC500  
Call Suppression ..... [13](#)

## F

Favorite  
delete ..... [48](#)  
edit ..... [48](#)

## Favorites

contacts ..... [47](#)  
groups ..... [47](#)  
recent ..... [48](#)

## Feature

bridged line appearance ..... [15](#)  
SIP over cellular ..... [30](#)

## Features

new ..... [8](#)  
overview ..... [27](#)

## H

## Handoff

cellular network ..... [40](#)  
deskphone ..... [42, 43](#)  
scenarios ..... [12](#)  
SIP mode ..... [41](#)

## Headset

speakerphone ..... [51](#)

## I

## Incoming call

alert ..... [58](#)

## L

legal notices .....

## Lite mode

call forward ..... [43](#)  
emergency ..... [30](#)  
features ..... [11, 29](#)  
fields ..... [24](#)  
station security ..... [31](#)  
switch ..... [33](#)

## Logging

verbose ..... [32](#)

## Logs

send ..... [52](#)

## Index

### M

Multi-Device Access	
bridged line appearance .....	<a href="#">15</a>
overview .....	<a href="#">15</a>

### N

notices, legal .....	
Notification	
configure .....	<a href="#">34</a>

### O

one-X® Mobile	
overview .....	<a href="#">7</a>
one-X Mobile	
audience .....	<a href="#">7</a>
build .....	<a href="#">33</a>
download .....	<a href="#">17</a>
icons .....	<a href="#">22</a>
interoperability .....	<a href="#">54</a>
iOS applications .....	<a href="#">62</a>
legal .....	<a href="#">32</a>
log in .....	<a href="#">35</a>
one-X CES .....	<a href="#">54</a>
remote .....	<a href="#">51</a>
supported devices .....	<a href="#">7</a>
supported products .....	<a href="#">54</a>

### R

Recents	
add contact .....	<a href="#">49</a>
delete .....	<a href="#">50</a>
view .....	<a href="#">49</a>
remote	
VPN .....	<a href="#">51</a>

### S

Settings	
auto configure .....	<a href="#">19</a>
manual configure .....	<a href="#">20</a>
SIP	
cellular .....	<a href="#">30</a>
SIP mode	
features .....	<a href="#">10</a> , <a href="#">28</a>
fields .....	<a href="#">24</a>
switch .....	<a href="#">33</a>
Speaker	
headset .....	<a href="#">14</a>
support	
contact .....	<a href="#">16</a>

### T

Troubleshoot	
calls .....	<a href="#">58</a>
server restart .....	<a href="#">58</a>

### V

Voice mail	
access .....	<a href="#">50</a>
VPN	
Junos .....	<a href="#">51</a>