



## IP Office Technical Tip

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### **one-X Mobile Preferred - Android – Accessing Menu Options**

This Technical Tip is to inform customers about a possible issue accessing the menu options in one-X Mobile Preferred for IP Office with Android devices.


Android device users of one-X Mobile Preferred may have difficulty accessing the application settings. This is due to some manufacturers removing the hardware menu button from some mobile devices.

The following workarounds have been tested with Android devices that do not support a hardware menu option.

#### **Devices with Soft Menu:**

Some android devices support the soft menu feature which is the replacement for hardware menu button as shown in the image below.



Click on the  icon at the bottom of the screen to access menu options.


This example applies to devices such as the Nexus 5 and Moto G

#### **Devices without Soft Menu:**


Some Android devices do not support the soft navigation menu feature as shown in the image below.



### **Workaround 1:**

Tap and hold (long press) on the device recent apps button  (next to home button) and the menu options (Settings, Reconnect, About and Exit for example) may be displayed. This applies to devices such as the Samsung Note Edge and Samsung S5.

### **Workaround 2:**

If the previous workaround is unsuccessful, Tap and hold (long press) on the device Back button , the menu options (Settings, Reconnect, About, Exit) may be displayed using this method. This applies to devices such as the Samsung S6 Edge+ and Samsung Note 5.

**Note:** Android device manufacturers have different customized behaviour for triggering the Menu options. This document does not extensively cover all the different hardware behaviour. Please refer to the specific Android device product documentation for further information.

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