



# Avaya Flare® Experience for iPad Devices Quick Reference

## Making voice calls

### Making a voice call using the dialpad

#### Procedure

1. Tap the **Call** button under the center spotlight to select the dialpad.
2. Using the dialpad, enter the telephone number.
3. Tap the green **Call** button on the dialpad.
4. When finished, tap the **Close** button at the top of the dialpad to close the dialpad.

### Making a voice call from a contact card

#### Procedure

1. Tap the **Contacts** tab on the top bar.
2. From the Contacts fan, select the appropriate contact card.
3. Perform one of the following steps:
  - On the contact card, tap the **Call** button to dial the primary telephone number for this contact.
  - Drag the contact card onto an empty spotlight, release it, and tap the **Call** button under the spotlight to dial the primary telephone number for this contact.
  - Drag the contact card onto an empty spotlight, release it, long press and release the card, tap **Call** on the menu, tap the telephone number you want to dial, and then tap the **Call** button under the spotlight.
  - On the contact card, tap and hold the **Call** button to display the contact's telephone numbers, and then tap the telephone number you want to dial.

### Making a voice call from a history record

#### Procedure

1. Tap the **History** tab on the top bar.
2. From the History fan, select the appropriate history card of the person you want to call.
3. Perform one of the following steps:
  - On the selected history card, tap the **Call** button to dial the previously dialed telephone number for this contact.
  - Drag the history card onto an empty spotlight, release it, and tap the **Call** button under the spotlight to dial the previously dialed telephone number for this contact.
  - Drag the history card onto an empty spotlight, release it, long press and release the card, tap **Call** on the menu, tap the telephone number you want to dial, and then tap the **Call** button under the spotlight.

- On the history card, tap and hold the **Call** button to display the contact's telephone numbers, including the previously dialed telephone number, and then tap the telephone number you want to dial.

### Making a voice call from an enterprise search

#### Procedure

1. Locate the enterprise user you want to call.
2. Perform one of the following steps:
  - On the enterprise user's expanded contact card, tap the **Call** button to dial the primary telephone number for this user.
  - Drag the enterprise user's contact card onto an empty spotlight, release it, and tap the **Call** button under the spotlight to dial the primary telephone number for this user.
  - Drag the enterprise user's contact card onto the spotlight, release it, long press and release the card, tap **Call** on the menu, tap the telephone number you want to dial, and then tap the **Call** button under the spotlight.
  - On the enterprise user's contact card, tap and hold the **Call** button to display the enterprise user's telephone numbers, including the previously dialed telephone number, and then tap the number you want to dial.

### Making a voice call from an instant message

#### Procedure

To make a voice call from an existing instant messaging session, perform one of the following steps:

- On the instant messaging panel, tap the **Call** button to dial the primary telephone number for this contact.
- On the appropriate instant messaging card under the **IM** tab, tap the **Call** button to dial the primary telephone number for this contact.
- From the **IM** tab, drag the appropriate instant messaging card onto an empty spotlight, release it, and tap the **Call** button under the spotlight to dial the primary telephone number for this contact.
- From the **IM** tab, drag the appropriate instant messaging card onto an empty spotlight, release it, long press and release the card, tap **Call** on the menu, tap the number you want to dial, and then tap the **Call** button under the spotlight.
- On the appropriate instant messaging card under the **IM** tab, tap and hold the **Call** button to display the associated telephone numbers, and then tap the telephone number you want to dial.

## Making video calls

### Making a video call using the dialpad

#### Procedure

1. Tap the **Video** button under the center spotlight to select the dialpad.
2. Using the dialpad, enter the telephone number.
3. Tap the green **Video** button on the dialpad. The call appears in the center spotlight. A card displaying the party's name or telephone number and picture (if available) appears under the spotlight. The top of the spotlight displays the call timer.

The Video Call window also appears. When the party answers, the Video Call window displays video from that party if that party is transmitting video.

### Making a video call from a contact card

#### Procedure

1. Tap the **Contacts** tab on the top bar.
2. From the Contacts fan, select the appropriate contact card.
3. Perform one of the following steps:
  - On the contact card, tap the **Video** button to dial the primary telephone number for this contact.
  - Drag the contact card onto an empty spotlight, release it, and tap the **Video** button under the spotlight to dial the primary telephone number for this contact.
  - Drag the contact card onto an empty spotlight, release it, long press and release the card, tap **Call** on the menu, tap the number you want to dial, and then tap the **Video** button under the spotlight.
  - On the contact card, tap and hold the **Video** button to display the contact's telephone numbers, and then tap the telephone number you want to dial.

### Making a video call from a history record

#### Procedure

1. Tap the **History** tab on the top bar.
2. From the History fan, select the appropriate history card of the person you want to call.
3. Perform one of the following steps:
  - On the selected history card, tap the **Video** button to dial the previously dialed telephone number for this contact.
  - Drag the history card onto an empty spotlight, release it, and tap the **Video** button under the spotlight to dial the previously dialed telephone number for this contact.
  - Drag the history card onto an empty spotlight, release it, long press and release the card, tap **Call** on the menu, tap the telephone number you want to dial, and then tap the **Video** button under the spotlight.
  - On the history card, tap and hold the **Video** button to display the contact's telephone numbers, including the previously dialed telephone number, and then tap the number you want to dial.

### Making a video call from an enterprise search

#### Procedure

1. Locate the enterprise user who you want to call.
2. Perform one of the following steps:
  - On the enterprise user's expanded contact card, tap the **Video** button to dial the primary telephone number for this user.
  - Drag the enterprise user's contact card onto an empty spotlight, release it, and tap the **Video** button under the spotlight to dial the primary telephone number for this user.
  - Drag the enterprise user's contact card onto an empty spotlight, release it, long press and release the card, tap **Call** on the menu, tap the telephone number you want to dial, and then tap the **Video** button under the spotlight.
  - On the enterprise user's contact card, tap and hold the **Video** button to display the enterprise user's telephone numbers, and then tap the number you want to dial.

## Making a video call from an instant message

### Procedure

To make a video call from an existing instant messaging session, perform one of the following steps:

- On the appropriate instant messaging card under the **IM** tab, tap the **Video** button to dial the primary telephone number for this contact.
- From the **IM** tab, drag the appropriate instant messaging card onto an empty spotlight, release it, and tap the **Video** button under the spotlight to dial the primary telephone number for this contact.
- From the **IM** tab, drag the appropriate instant messaging card onto an empty spotlight, release it, long press and release the card, tap **Call** on the menu, tap the telephone number you want to dial, and then tap the **Video** button under the spotlight.
- On the appropriate instant messaging card under the **IM** tab, tap and hold the **Video** button to display the associated telephone numbers, and then tap the telephone number you want to dial.

## Handling calls

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### Answering a call

#### Procedure

To answer a call, tap the **Answer** button for the call.

The call appears in the center spotlight. A card displaying the caller's name or telephone number and picture (if available) appears under the spotlight. The top of the spotlight displays the call timer.

#### \* Note:

When you answer a video call, the Video Call window appears, and your video is paused (that is, the Avaya Flare client is not transmitting video.) Tap the blue **Pause** button at the bottom of the Video Call window to transmit video to the other party.

### Ignoring an incoming call

#### Procedure

To ignore an incoming call, tap the **Ignore** button for the call.

### Placing a call on hold

#### Procedure

To place a call on hold, tap the **Hold** button in the spotlight or the Video Call window for the call.

### Resuming a call on hold

#### Procedure

To resume a call on hold, tap the **Hold** button for the call.

### Hanging up a call

#### Procedure

To hang up a call, tap the **End** button in the spotlight or the Video Call window for the call.

### Entering digits during a call

#### Procedure

1. Tap the **Keypad** button to select the keypad.
2. Tap the digits you want to enter.
3. When finished, tap the **Close** button at the top of the keypad.

### Muting a call

#### Procedure

To mute a call, tap the **Mute** button in the spotlight or the Video Call window for the call.

### Unmuting a call

#### Procedure

To unmute a call, tap the blue **Mute** button in the spotlight or Video Call window for the call.

### Pausing a video call

When you pause a video call, the Avaya Flare client stops transmitting your video to the other party.

#### \* Note:

When a video call is paused, your audio is still transmitted. (The other party can still hear audio from you.)

#### Procedure

To pause a video call, tap the **Pause** button at the bottom of the Video Call window.

### Resuming a paused video call

#### Procedure

To resume transmitting video for a paused video call, tap the blue **Pause** button at the bottom of the Video Call window.

### Stopping video during a call

#### Procedure

To stop transmitting video during a call, tap the **Video** button at the top of the Video Call window.

### Changing a voice call to a video call

#### Procedure

Tap the **Video** button under the center spotlight. The Video Call window appears.

## Conferencing

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### Merging two existing calls into a conference

#### Procedure

1. Make sure the two calls you want to merge are in the Avaya Flare client.
2. Drag the card of the active call from the center stage and drop it on the spotlight of the call on hold. (You can also drag the card of the call on hold and drop it on the spotlight of the active call.)
3. Tap the **Merge** button.

### Starting an Adhoc conference

#### Procedure

1. Tap the **Contacts** tab on the top bar.
2. From the Contacts fan, History fan, or Instant Messaging fan, drag the card of the contact you want to include in the conference and drop it onto the spotlight.

3. Repeat Step 2 for each contact you want to include in the conference.
4. If you want to use the dialpad to dial the telephone number of a participant you want to include in the conference, perform the following steps:
  - a) Tap the **Add** button at the top of the spotlight.
  - b) Using the dialpad, enter the telephone number, and then tap the **Add** button on the dialpad.
  - c) Repeat Step B to dial the telephone numbers of any other participants you want to include in the conference.
  - d) When finished, close the dialpad.
5. Perform one of the following steps:
  - If you want to start an audio conference, tap the **Call** button under the spotlight.
  - If you want to start a video conference, tap the **Video** button under the spotlight.

### Starting a MeetMe conference

#### Procedure

1. Perform one of the following steps:
  - If you want to start an audio conference, tap the **Call** button and dial the access number for the MeetMe conference.
  - If you want to start a video conference, tap the **Video** button and dial the access number for the MeetMe conference.
2. Tap the **Keypad** button.
3. In the Keypad window, tap the digits for your moderator code and then tap #.

### Adding a participant to a conference

#### Procedure

Perform one of the following steps:

- If you want to add one of your contacts to the conference:
  - i. Tap the **Contacts** tab on the top bar.
  - ii. From the Contacts fan, drag the card of the contact to want to include in the conference and drop it onto the spotlight of the conference.
- If you want to dial the number of the party you want to add to the conference:
  - i. Tap the **More** button for this call to access the Moderator Controls tab.
  - ii. On the Moderator Controls tab, tap the **Add** button.
  - iii. Using the dialpad, enter the telephone number.
  - iv. Tap the **Call** button on the dialpad.
- If you want to add a participant from a history card to the conference:
  - i. Tap the **History** tab on the top bar.
  - ii. From the History fan, drag the history card of the person you want to include in the conference and drop it onto the spotlight of the conference.
- If you want to add a participant from an instant messaging card to the conference:
  - i. Tap the **IM** tab on the top bar.
  - ii. From the IM fan, drag the instant messaging card of the person to want to include in the conference and drop it onto the spotlight of the conference.

### Adding an existing call to a conference

### Procedure

1. Drag the card of the call you want to add to the conference and drop it on the spotlight of the conference.
2. Tap the **Merge** button.

## Dropping a participant from a conference

### Procedure

1. In the spotlight of the conference, tap the card of the participant you want to drop.
2. Perform one of the following steps:
  - Tap the **More** button to access the Moderator Controls tab, and then tap the **Drop** button.
  - On the Conference fan, tap and hold the card of the participant you want to drop, and tap **Drop from call**.
  - In the spotlight of the conference, long press and release the card of the participant you want to drop, and tap **Drop from call**.

## Ending a conference

### Procedure

Perform one of the following steps:

- Tap the **End** button for the call.
- Perform the following steps:
  - i. Tap the **More** button for this call to access the Moderator Controls panel.
  - ii. On the Moderator Controls tab, tap the **End Conf.** button.
  - iii. Tap the **OK** button.

## Muting/unmuting a participant in a conference

### Procedure

Perform one of the following steps:

- On the Conference fan, tap and hold the card of the participant you want to mute/unmute, and tap **Silence**. A check indicates that the audio is muted for this participant. The mute icon also appears on the participant's card in both the spotlight for the conference and the Conference fan to indicate that the audio is muted for this participant.
- In the spotlight for the conference, long press and release the card of the participant you want to mute, and tap **Silence**. A check indicates that the audio is muted for this participant. The mute icon also appears on the participant's card in both the spotlight for the conference and the Conference fan to indicate that the audio is muted for this participant.
- Perform the following steps:
  - i. In spotlight for the conference, tap the card of each participant you want to mute.
  - ii. In spotlight for the conference, tap the **More** button.
  - iii. On the Moderator Controls tab, tap the **Silence** button. When mute is enabled, the **Silence** button turns blue, and the mute icon appears on the participant's card in both the spotlight for the conference and the Conference fan to indicate that the audio is muted for this participant.

## Muting/unmuting all participants in a conference

### Procedure

1. In spotlight for the conference, tap the **More** button. The Moderator Controls tab appears.
2. Perform one of the following steps:
  - To mute the audio for the conference, tap the **Silence All** button. The **Silence** button turns blue, and the mute icon appears on the card of each participant in the Conference fan.
  - To unmute the audio for the conference, tap the **Unsilence All** button.

## Using instant messaging

### Viewing an incoming instant message

#### Procedure

To view an incoming instant message, tap the **View** button for the message on the top bar.

### Viewing missed instant messages

#### Procedure

1. Tap the **IM** tab on the top bar.
2. From the Instant Messaging fan, tap the card you want to view.
3. Tap the expanded card to open the instant messaging panel where you can scroll through to read all messages from this contact.
4. To type a reply, tap the text field to bring up the keyboard.

### Sending an instant message

#### Procedure

1. Perform one of the following steps:
  - On the contact's card, tap the **IM** button to use the primary IM address for this contact.
  - On the contact's card, tap and hold the **IM** button to display the contact's IM addresses, and then tap the IM address you want to use.
  - Drag the contact's card onto an empty spotlight, release it, and tap the **IM** button under the spotlight. The primary IM address is used for this contact.
  - Drag the contact's card onto an empty spotlight, release it, long press and release the **IM** button on the card, tap **IM** on the menu, tap the IM address you want to use, and then tap the **IM** button under the spotlight.
  - To resume an existing instant messaging session, tap the **IM** tab and then tap the appropriate instant messaging card.
  - To resume an existing instant messaging session, perform one of the following steps:
    - Tap the **IM** tab and then tap the appropriate instant messaging card.
    - Tap the **Contacts** tab and then tap **IM** button on the appropriate contact card.
    - Tap the **Call History** tab and then tap **IM** button on the appropriate history card.
2. In the instant messaging panel, enter your message.
3. When finished entering your message, tap the **Send** button on the keyboard.
4. To close the instant messaging panel, tap the **Close** button on the panel.

5. To end an instant messaging session, tap the **IM** tab on the top bar, and perform one of the following steps:
  - To end a single instant messaging session, tap the **X** button on the appropriate instant messaging card, and then tap the **End Chat** button.
  - To end all instant messaging sessions, tap **All Chats** and then tap **End All Chats**.

## Sending an instant message to a participant on a call

### Procedure

1. Perform one of the following steps:
  - On the Conference fan, tap and hold the card of the participant to whom you want to send an instant message, tap **IM** on the menu, and tap the IM address you want to use.
  - In the spotlight of the conference, long press and release the card of the participant to whom you want to send an instant message, tap **IM** on the menu, and tap the IM address you want to use.
2. In the instant messaging panel, enter your message.
3. When finished entering your message, tap the **Send** button on the keyboard.

## Managing your presence status

### Changing your availability

#### Procedure

1. Tap your extension number on the top bar.
2. Tap the setting you want to use.
3. Tap anywhere outside of the Presence panel to set your presence status and close the panel.

### Changing your status message

#### Procedure

1. Tap your extension number on the top bar.
2. Tap the Status Message box to bring up the keyboard.
3. To clear the contents of the Status Message box, tap **X**.
4. Enter your new message in the Status Message box.
5. When finished, tap the **Done** button on the keyboard, or tap anywhere outside of the Presence panel.

## Composing email messages

### Composing an email message to a contact

#### Procedure

1. Tap the **Contacts** tab on the top bar.
2. From the Contacts fan, tap the appropriate contact card.
3. Perform one of the following steps:
  - On the contact's card, tap the **Email** button to use the primary email address for this contact.
  - On the contact's card, tap and hold the **Email** button to display the contact's email addresses, and then tap the email address you want to use.
  - Drag and drop the contact card onto the center spotlight and then tap the **Email** button under the spotlight to use the primary email address for this contact.
  - Drag and drop the contact's card onto the center spotlight, long press and release the **Email** button on the card, tap

- Email** on the menu, tap the email address you want to use, and then tap the **Email** button under the spotlight.
- Compose and send your email as you normally would from your email application.

## Composing an email message from a history record

### Procedure

- Tap the **History** tab on the top bar.
- From the History fan, select the appropriate history card of the person to whom you want to send an email message.
- Perform one of the following steps:
  - On the contact's card, tap the **Email** button to use the primary email address for this contact.
  - On the contact's card, tap and hold the **Email** button to display the contact's email addresses, and then tap the email address you want to use.
  - Drag and drop the contact card onto the center spotlight and then tap the **Email** button under the spotlight to use the primary email address for this contact.
  - Drag and drop the contact's card onto the center spotlight, long press and release the **Email** button on the card, tap **Email** on the menu, tap the email address you want to use, and then tap the **Email** button under the spotlight.
- Compose and send your email as you normally would from your email application.

## Composing an email message from an instant message

### Procedure

- Perform one of the following steps:
  - On the instant messaging card under the **IM** tab, tap the **Email** button to use the primary email address for this contact.
  - On the instant messaging card under the **IM** tab, tap and hold the **Email** button to display the contact's email addresses, and then tap the email address you want to use.
  - On the instant messaging card under the **IM** tab, drag and drop the card onto the center spotlight and then tap the **Email** button under the spotlight to use the primary email address for this contact.
  - On the instant messaging card under the **IM** tab, drag and drop the card onto the center spotlight, long press and release the **Email** button on the card, tap **Email** on the menu, tap the email address you want to use, and then tap the **Email** button under the spotlight.
- Compose and send your email as you normally would from your email application.

## Viewing history records

### Procedure

- Tap the **History** tab on the top bar.
- Perform one of the following steps:
  - If you want to view the history records for all calls, tap the label below the **History** tab, and then tap **All Calls**.
  - If you want to view the history records for missed calls, tap the label below the **History** tab, and then tap **Missed Calls**.

- If you want to view history records for incoming calls, tap the label below the **History** tab, and then tap **Incoming Calls**.
  - If you want to view the history records for outgoing calls, tap the label below the **History** tab, and then tap **Outgoing Calls**.
- From the History fan, tap the card you want to view.

## Searching for an Enterprise user or a contact

### Searching for a contact

#### Procedure

- Tap the **Contacts** tab on the top bar.
- Tap the **All Contacts** search box to bring up the keyboard.
- Enter the first or last name of the contact you want to find.

### Performing an enterprise search

#### Procedure

- Tap the **Contacts** tab on the top bar.
- Tap **All Contacts**.
- Tap **Enterprise Search**.
- Tap the **Enterprise Search** box to bring up the keyboard.
- Enter the first or last name of the person you want to find.
- Tap the appropriate contact card.

## Adding an enterprise contact to your Contacts fan

### Procedure

- Locate the enterprise contact who you want to add to your Contacts fan.
- On the contact card, tap the **+** button.
- Tap the **Add to Contacts** button.

## Sharing information

### Starting a web collaboration session

#### Procedure

Tap the **Collaboration** button under the spotlight or in the Video Call window or the Video Conference window.

### Promoting a participant to a presenter

#### Procedure

Perform one of the following steps:

- On the Conference fan, tap and hold the card of the participant you want to share information, and select **Presenter**.
- In the spotlight for the conference, long press and release the card of the participant you want to promote to moderator, select **Presenter**.
- Perform the following steps:
  - In the spotlight for the conference, tap the card of the participant you want to share information.
  - In the spotlight for the conference, tap the **More** button.
  - On the Moderator Controls tab, tap the **Presenter** button.

## Previewing a file in your library

### Procedure

- Tap **Collaboration**.
- In the Web Collaboration window, tap **Library**.
- Tap the file you want to view.  
The first slide appears for the selected file.
- Navigate the file using the arrow keys.
- When finished, tap **Back**.

## Sharing a document

If you want to share documents from the library, you must upload the documents into "Library" before you can share them.

### Procedure

- Tap **Collaboration**.
- Tap **Begin Sharing**, or **Sharing**.
- Select **Document from library**.  
The **My Library** window opens.
- Choose the document type by tapping one of the tabs:
  - Presentations
  - Documents
  - Pictures
- Select the document.

If you want to share the document from a specific page or slide, navigate to the page or slide.

- Tap **Share**.

The document sharing workspace opens.

## Sharing a whiteboard

### Procedure

- Tap **Collaboration**.
- Tap **Begin Sharing**, or **Sharing**.
- Select **Whiteboard**.

A virtual whiteboard opens.

## Browsing a presentation as a participant

### Procedure

- Tap on the document you are viewing.  
The Browse button appears on the top right corner of the document.
- Tap **Browse**.

The browsing window opens.

You may now page forward or backward through the document.

- Navigate the document using the arrow keys. To view the arrow keys, tap the document.
- To close the window, tap outside the window.  
The presentation resumes at the current page, and continues with the presenter.

## Ending document sharing

### Procedure

- Tap the document or whiteboard you are sharing.
- Tap **X** at the top of the window.  
The document closes.