



Using Avaya Flare[®] Experience for iPad Devices

Release 1.2
18-603943
Issue 02.01
January 2014

Notice

While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer

"Documentation" means information published by Avaya in varying mediums which may include product information, operating instructions and performance specifications that Avaya generally makes available to users of its products. Documentation does not include marketing materials. Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of documentation unless such modifications, additions, or deletions were performed by Avaya. End User agrees to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer

Avaya is not responsible for the contents or reliability of any linked websites referenced within this site or documentation provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty

Avaya provides a limited warranty on its hardware and Software ("Product(s)"). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this Product while under warranty is available to Avaya customers and other parties through the Avaya Support website: <http://support.avaya.com>. Please note that if you acquired the Product(s) from an authorized Avaya Channel Partner outside of the United States and Canada, the warranty is provided to you by said Avaya Channel Partner and not by Avaya. "Software" means computer programs in object code, provided by Avaya or an Avaya Channel Partner, whether as stand-alone products or pre-installed on hardware products, and any upgrades, updates, bug fixes, or modified versions.

Licenses

THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, [HTTP://SUPPORT.AVAYA.COM/LICENSEINFO](http://support.avaya.com/licenseinfo) ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA CHANNEL PARTNER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA CHANNEL PARTNER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED AVAYA CHANNEL PARTNER; AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A

BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Avaya grants you a license within the scope of the license types described below, for which the scope of the license is detailed below. Where the order documentation does not expressly identify a license type, the applicable license will be a Designated System License. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the documentation or other materials available to you. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users.

License types

Designated System(s) License (DS). End User may install and use each copy of the Software only on a number of Designated Processors up to the number indicated in the order. Avaya may require the Designated Processor(s) to be identified in the order by type, serial number, feature key, location or other specific designation, or to be provided by End User to Avaya through electronic means established by Avaya specifically for this purpose.

Shrinkwrap License (SR). You may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License").

Copyright

Except where expressly stated otherwise, no use should be made of materials on this site, the Documentation, Software, or hardware provided by Avaya. All content on this site, the documentation and the Product provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software unless expressly authorized by Avaya. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components

"Third Party Components" mean certain software programs or portions thereof included in the Software that may contain software (including open source software) distributed under third party agreements ("Third Party Components"), which contain terms regarding the rights to use certain portions of the Software ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed Linux OS source code) and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available in the Documentation or on Avaya's website at: <http://support.avaya.com/Copyright>. You agree to the Third Party Terms for any such Third Party Components.

Preventing Toll Fraud

"Toll Fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention

If you suspect that you are being victimized by Toll Fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: <http://support.avaya.com>. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

Trademarks

The trademarks, logos and service marks (“Marks”) displayed in this site, the Documentation and Product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the Documentation and Product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party.

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners. Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Downloading Documentation

For the most current versions of Documentation, see the Avaya Support website: <http://support.avaya.com>.

Contact Avaya Support

See the Avaya Support website: <http://support.avaya.com> for product notices and articles, or to report a problem with your Avaya product. For a list of support telephone numbers and contact addresses, go to the Avaya Support website: <http://support.avaya.com>, scroll to the bottom of the page, and select Contact Avaya Support.

Federal Communications Commission (FCC) Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Contents

Chapter 1: Introduction	9
New in this release	9
Product documentation	10
Avaya Mentor videos	10
Support	11
Chapter 2: Overview	13
Main screen	13
Button descriptions	18
Support for Multiple Device Access	20
MDA limitations	20
Chapter 3: Implementing Avaya Flare Experience® for iPad devices	23
Before you begin	23
iPad device hardware and software requirements	24
Installing the application	24
Starting the application for the first time	24
Chapter 4: Logging into and out of the server	27
Starting the application	27
Logging into the server	27
Logging out of the server	28
Putting the Avaya Flare® Experience for iPad Devices application in the background	28
Chapter 5: Managing Avaya Flare Experience® for iPad devices	31
Upgrading the application	31
Deleting the application	31
Chapter 6: Making calls	33
Voice calls	33
Making a voice call using the dialpad	33
Making a voice call from a contact card	33
Making a voice call from an enterprise search	34
Making a voice call from a history record	35
Making a voice call from an instant message	36
Video calls	36
Video Call window	36
Making a video call using the dialpad	38
Making a video call from a contact card	38
Making a video call from an enterprise search	39
Making a video call from a history record	40
Making a video call from an instant message	41
Viewing your transmitted video	42
Chapter 7: Handling calls	43
Answering a call	43
Answering a call when the application is in the background	43
Answering a call when the iPad is “locked”	44
Ignoring an incoming call	45
Ignoring an incoming call when the application is in the background	45

Placing a call on hold.....	45
Resuming a call on hold.....	46
Hanging up a call.....	46
Entering digits during a call.....	47
Muting a call.....	47
Unmuting a call.....	47
Changing a voice call to a video call.....	47
Pausing a video call.....	48
Resuming a paused video call.....	48
Stopping video during a call.....	48
Viewing your transmitted video.....	49
Viewing the statistics for a call.....	49
Chapter 8: Transferring existing calls.....	51
Chapter 9: Conferencing.....	53
Conference tab.....	54
Merging two existing calls into a conference.....	56
Starting an Adhoc conference.....	57
Starting a MeetMe conference.....	58
Adding a participant to a conference.....	59
Adding an existing call to a conference.....	60
Dropping a participant from a conference.....	60
Ending a conference.....	61
Muting/unmuting a participant in a conference.....	61
Muting/unmuting all participants in a conference.....	62
Viewing the participants in a conference.....	63
Viewing the participants in a web collaboration.....	63
Viewing the participants who dropped from the conference.....	64
Viewing the participant who is currently speaking in the conference.....	64
Promoting a participant to moderator in a conference.....	65
Promoting a participant to a presenter.....	66
Locking/unlocking a conference.....	66
Turning the Lecture mode feature on/off.....	67
Turning the Conference Continuation feature on/off.....	68
Turning the Entry and Exit Tones feature on/off.....	69
Chapter 10: Sharing information.....	71
Introduction to Web Collaboration.....	71
Web Collaboration components.....	71
The Library.....	74
Navigating documents.....	74
Starting a web collaboration session.....	75
Promoting a participant to a presenter.....	76
Previewing a file in your library.....	77
Viewing documents in the library.....	77
Viewing documents as thumbnails.....	77
Viewing documents as a list.....	78
Sharing a document.....	78
Sharing a whiteboard.....	79

Browsing a presentation as a participant.....	79
Ending document sharing.....	80
Sending messages during a conference.....	80
The Messages window.....	80
Opening the Messages window.....	81
Sending a message.....	81
Ending a collaboration session.....	82
Chapter 11: Using instant messaging.....	83
Viewing an incoming instant message.....	83
Viewing missed instant messages.....	83
Sending an instant message.....	84
Sending an instant message to a participant on a call.....	85
Chapter 12: Managing your presence status.....	87
Changing your availability.....	87
Changing your status message.....	88
Chapter 13: Managing contacts.....	89
Helpful hints.....	90
Adding an enterprise contact to your Contacts fan.....	90
Searching for a contact.....	91
Setting the primary telephone number for your contacts.....	92
Setting the primary email address for your contacts.....	92
Deleting a contact from your Contacts fan.....	93
Chapter 14: Managing history records.....	95
Viewing history records.....	95
Chapter 15: Composing email messages.....	97
Composing an email message to a contact.....	97
Composing an email message from a history record.....	98
Composing an email message from an instant message.....	99
Composing an email message to a contact without a configured email address.....	99
Composing an email message to someone who is not in your Contacts fan.....	100
Composing an email message to participant on a call.....	100
Chapter 16: Searching for an enterprise user or a contact.....	103
Searching for a contact.....	103
Performing an enterprise search.....	103
Chapter 17: Modifying the Avaya Flare client settings.....	105
Modifying client settings.....	105
Modifying Accounts and Services.....	105
Modifying the dialing rules.....	107
Modifying the contact preferences.....	108
Working with support options and viewing application release information.....	109
Configuring notification settings.....	110
Chapter 18: Troubleshooting.....	111
The Avaya Flare client terminates unexpectedly.....	111
Poor audio/video quality and/or slow response time.....	111
The message “Network problem: Call quality may be affected” appears on the Timer during a call.....	111
Audio is lost for a few seconds during an active call.....	112
Cannot end a call on a bridged extension that is on hold.....	112

When you add a participant to an audio conference (MeetMe or Adhoc), that participant enters as a video participant.....	112
Your presence status does not update properly after the Presence Server restarts.....	112
Appendix A: Using dialpad commands during a conference.....	113
Appendix B: Network diagnostics and system configuration.....	117
Glossary.....	119
Index.....	121

Chapter 1: Introduction

This document describes how to set up and use Avaya Flare[®] Experience for iPad Devices. You must complete server administration before using this document. For information about server administration, see *Administering Avaya Flare[®] Experience* (18–604079).

New in this release

The following sections outline what's new in *Using Avaya Flare[®] Experience for iPad Devices* (18–603943) for Release 1.2.

Transferring calls

You can now use your Avaya Flare[®] Experience client to transfer audio calls. Transfer of video calls is not currently supported.

Voice mail access through Message Waiting Indicator

You can now click the **Message Waiting Indicator** button at any time to dial in to your voice mail box.

Support for MDA and dual registration

Avaya Flare[®] Experience for iPad Devices supports Multiple Device Access (MDA). You can log in to multiple devices with the same extension, as well as answer and join point-to-point calls from multiple devices.

With dual registration, while you are logged in to your Avaya Flare[®] Experience client, you can also log in to the same extension with an H.323 device (such as a desk phone).

Support for automatic service discovery

You can configure the Avaya Flare[®] Experience client Settings automatically using a web address or an email address with your enterprise's domain name. Work with your system administrator to see if your enterprise uses automatic service discovery.

Support for multi-party chat

Avaya Flare[®] Experience now allows you to chat with multiple contacts at once in a single instant messaging conversation.

Support for white board annotations

When sharing a white board in a collaboration session, you can now use drawing and annotation tools.

Support for full screen video and collaboration

You can now maximize your video and collaboration window to full screen without any icons or menu bars in the way.

Support for Unified Log-in

You can now use Unified Log-in to connect to Avaya Flare® Experience services using a single enterprise username and password, rather than having to enter an extension number and password for access to Avaya Flare® Experience telephony services, and a separate username and password for enterprise contact (LDAP) search.

Product documentation

The following documents are available for Avaya Flare® Experience:

- *Administering Avaya Flare® Experience*, document number 18-604079 (for administrators). This document contains server administration information for Avaya Flare® Experience for iPad Devices. Windows administration information will be added in future releases.
- *Using Avaya Flare® Experience for iPad Devices*, document number 18-603943 (for end users). This document contains overview, installation, and feature usage information.
- *Using Avaya Flare® Experience for Windows*, document number 18-604158 (for end users). This document contains overview, installation, and feature usage information.

Avaya Mentor videos

Avaya Mentor videos are available to provide technical content on how to install, configure, and troubleshoot Avaya products.

Videos are available on the Avaya support site, listed under the video document type, and on the Avaya-run channel on YouTube.

To find videos on the Avaya support site, select the product name, and check the *videos* checkbox to see a list of available videos.

 **Note:**

Videos are not available for all products.

To find the Avaya Mentor videos on YouTube, go to <http://www.youtube.com/AvayaMentor> and perform one of the following actions:

- Enter a key word or key words in the Search Channel to search for a specific product or topic.
- Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the site.

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: Overview

Avaya Flare® Experience for iPad Devices enables you to log into your company's Avaya Aura® server to make and receive audio or video calls from your telephone extension via your iPad device. Using the Avaya Flare client, you can also send email messages and instant messages, access your call history, access your Avaya Aura® and local contacts, perform an enterprise search, and manage your presence status. Avaya Flare® Experience for iPad Devices provides enterprise users with simple access to all the communication tools in a single interface.

Avaya Flare® Experience for iPad Devices provides automatic integration with Avaya Aura® Conferencing 7.0. When you log in to a MeetMe conference on Avaya Aura® Conferencing 7.0 with Avaya Flare® Experience for iPad Devices, you can:

- start and participate in video conferences
- access the Web Collaboration features by tapping the **Collaboration** button in the main window or Video Call window. (If you are the moderator or have presenter privileges, you can host the web collaboration session.)
- view a graphical representation of the conference and its participants
- manage the conference using the built-in moderator controls (when you are logged in as the moderator)

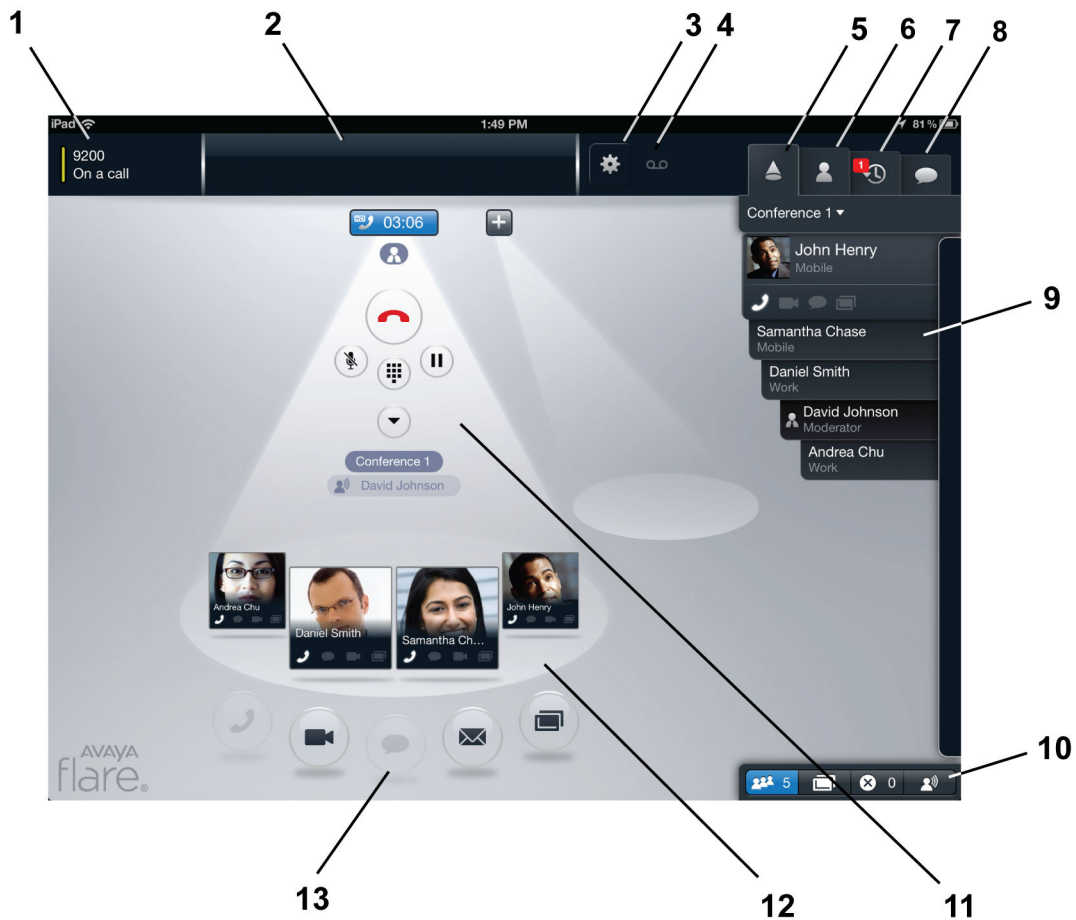
If you have Avaya Aura® Conferencing 7.0, you can also start Adhoc conferences with Avaya Flare® Experience for iPad Devices.

You must have wireless access to your company's network to use Avaya Flare® Experience for iPad Devices. For video calls, Avaya Flare® Experience for iPad Devices supports a maximum resolution and frame rate of 352 x 288 pixels @ 30 fps.


Main screen

The following figure shows the components of the main screen of Avaya Flare® Experience for iPad Devices. In this figure, there is an active MeetMe conference call.

Overview



No.	Name	Description
1	Presence area	Displays your extension number and presence status. From this drop down, you can: <ul style="list-style-type: none"> • set your presence status or enter a custom presence status message • log into and out of the server
2	Top bar	Displays the Presence area and the tabs that allow you to switch between the Conference, Contacts, History, and Instant Messaging fans.
3	Settings button	Displays the Settings dialog box where you configure your servers, enterprise directory search settings, dialing rules, contact preferences, video settings, and conference settings.
4	Message Waiting Indicator	Lights up to indicate when you have a new voice mail message. You can tap this button at any time to dial in to your voice mail.

No.	Name	Description
5	Conference tab	<p>Displays the Conference fan and the Conference tab buttons. The Conference fan displays the contact cards for the participants in the conference. The Conference tab buttons enable you to filter the conference participants in the Conference fan. Using the Conference tab buttons, you can view:</p> <ul style="list-style-type: none"> • all participants in the conference • all participants who are viewing the web collaboration session • all participants who dropped from the call • the participant who is currently speaking (the Active Talker) <p>You can sort the cards in the Conference fan by most recent conference entry or alphabetically (that is, from A to Z).</p>
6	Contacts tab	<p>Displays the Contacts fan. The Contacts fan displays cards for all of your Avaya Aura[®] contacts and local contacts. If you have configured the enterprise search settings, you can also search for enterprise contacts from the Contacts tab.</p> <p> Note: You must be logged into the server to view your Avaya Aura[®] contacts.</p>
7	History tab	<p>Displays the History fan and the History tab buttons. The History fan displays the associated contact cards for all the audio calls, video calls, and conference calls you made and received using the Avaya Flare[®] Experience client. The History tab buttons enable you to filter the history cards in the History fan. Using the History tab buttons, you can view:</p> <ul style="list-style-type: none"> • all calls you received using the Avaya Flare[®] Experience client • all calls you missed while you were using the Avaya Flare[®] Experience client • all calls you answered using the Avaya Flare[®] Experience client • all calls you made using the Avaya Flare[®] Experience client <p>A red badge appears on the History tab to indicate the number of calls you missed since the last time you viewed the History fan.</p>
8	Conversations tab	<p>Displays the Instant Messaging fan. The Instant Messaging fan displays the contact card for each active messaging</p>

No.	Name	Description
		session or “chat.” A red badge appears on the IM tab to indicate the number of instant messages you missed since the last time you viewed the Instant Messaging fan.
9	Fan	The fan changes to the Conference fan, Contacts fan, History fan, or Instant Messaging fan depending on the tab you select on the top bar. For example, when you tap the Contacts tab on the top bar, the cards for your contacts appear in the Contacts fan.
10	Conference tab buttons	Enable you to “filter” the cards displayed in a conference. These buttons appear when you tap the Conference tab.
11	Call control buttons	Enable you to put a call on hold, resume a call that is on hold, select the keypad so you can enter touch-tone digits during a call, mute/unmute a call, hang up a call, and access the More controls panel.
12	Spotlight	Provides a graphical representation of the selected call. A spotlight appears for each call you start or join. In the spotlight, a contact card is displayed for each participant on your call. You can have a maximum of three spotlights at one time.
13	Channel buttons	Enable you to specify the type of communication session you want to initiate. Your choices are voice call, video call, instant message, email, and web collaboration.






The following figure shows the Avaya Flare® Experience client with an incoming call.












The following figure shows the Avaya Flare® Experience client with an instant messaging session.



Button descriptions

Button	Name	Description
	Call button	Enables you to make a voice call.
	Video button	Enables you to make a video call.
	Conversations button	Enables you to send an instant message.
	Email button	Enables you to send an email.
	Collaboration button	Enables you to start or join a Web Collaboration session.

Button	Name	Description
	Settings button	Opens a dialog box where you can configure application settings such as server settings, enterprise directory search settings, dialing rules, video settings, and conference settings. The dialog box also displays the software release information and support information.
	End button	Hangs up a voice or video call.
	Answer button	If there is an active call (bridged, EC500, or Ignored) that has not been answered by the Avaya Flare client, the call appears in a spotlight where you can answer or join the call by tapping this button.
	Cancel button	Removes all cards from the spotlight.
	Mute button	Mutes or unmutes the audio for the selected spotlight. When the call is muted, the button is blue.
	Keypad button	Opens the keypad. You can enter touch-tone digits during a call from the keypad.
	Hold button	Places the current call on hold or resumes a call on hold for the selected spotlight. When the call is on hold, the button is blue.
	More button	Opens the More controls panel, which contains the Moderator controls tab and the Spotlight controls tab. The Moderator controls tab is only available to the moderator for the selected spotlight. The Spotlight controls tab is available to the

Button	Name	Description
		moderator and participants for the selected spotlight.
	Add Participant button	Opens the dialpad, which enables you to dial the telephone number of each participant you want to add to the conference.

Support for Multiple Device Access

Avaya Flare® Experience for iPad Devices supports Multiple Device Access (MDA). This feature enables the following capabilities:

- Ability to log on to the same extension from multiple devices, including mobile EC500 devices
- Ability to answer a call from multiple devices
- Ability to join an existing call from other logged in devices
- All logged in devices ring simultaneously when an incoming call is made to the extension

The configuration on your Avaya Aura® network determines how many devices you can log in with at the same time, and whether the first or last logged in device will be denied login access when you reach the maximum simultaneous device limit.

Related topics:

[MDA limitations](#) on page 20

MDA limitations

The following sections describe the limitations for MDA.

Support on other devices

- Some devices, such as Avaya Flare® Experience for Windows, do not support MDA. Even though you may be able to log in to these devices with the same extension that you are

logged in with on your iPad client, other MDA functionality, such as the ability to answer a new incoming call or join an existing call, may not work properly.

Video escalation

- When more than one device is on a call, the call cannot be escalated to video. If additional devices drop from the call and only one device remains on the call, that device can escalate to a video call as normal.
- When a second device joins a video call, the video screen becomes black.
- An EC500 mobile device cannot escalate to a video call at any time. Even if the mobile device is the only device on the call, only audio calls are supported.

Joining calls

- If one of the devices on a call is on hold, another device cannot join the call.

Avaya Aura® conferencing

- When a second device joins an existing Avaya Aura® conference, the user of the second device can hear audio on the call but cannot access conferencing features or view shared applications. The second device must dial in to the conference separately to access conferencing features.

Chapter 3: Implementing Avaya Flare Experience[®] for iPad devices

Before you begin

Make sure that your iPad meets all of the hardware, software, and connectivity requirements described in this chapter.

Check with your system administrator to see if your enterprise supports automatic service discovery via an email address or web address. If your enterprise does not support automatic service discovery, you must configure the Avaya Flare[®] Experience client Settings manually.

- if your enterprise uses automatic service discovery via an email address, make sure you use the appropriate corporate email address.
- if your enterprise uses automatic service discovery via a web address, make sure you know the link for the service discovery web address.

Gather the following information from the system administrator if you are not using automatic service discovery.

- if you are not using Unified Log-in, your phone extension and password. Unified Log-in allows you to log in to Avaya Flare[®] Experience and access client services with a single username and password.
- if you are using Unified Log-in, the web address (URL) to your enterprise identity server.
- the IP address or fully-qualified domain name (FQDN) of your company's Avaya Aura[®] Session Manager (SIP server).
- your company's SIP domain. This is the SIP domain of your company's Avaya Aura[®] network.
- the IP address or FQDN of your company's Presence server.
- the dialing rules settings required in your country or location.
- the conference server address to access an Adhoc conference.
- the server address, enterprise user name and password, and search root for your company's enterprise LDAP directory so you can search for enterprise contacts.

*** Note:**

Your company may allow remote access to its communications network. Check with your system administrator for information on configuring your iPad device to access the communications network remotely.

iPad device hardware and software requirements

Avaya Flare® Experience for iPad Devices is supported on iPad 2, iPad 3, iPad 4, and iPad Mini, Wi-Fi and 3G models running iOS Release 6.0 or higher. Avaya Flare® Experience for iPad Devices does not support iPad 1.

Only wired iPad device headphones are supported. Avaya recommends that only headphones or headsets that include Acoustic Shock Protection should be used with Avaya Flare® Experience for iPad Devices.

Installing the application

Procedure

1. Tap on **App Store** on your iPad device.
 2. In the **Search** box, enter *Avaya*.
 3. Tap **Avaya Flare® Experience**.
 4. Download the application to your iPad device.
-

Starting the application for the first time

Before you begin

Information required with service discovery:

Service discovery automatically detects and configures your client settings for you, allowing you to start using the Avaya Flare® Experience client as soon as it is installed. To use automatic service discovery, you must have the following information:

- if your enterprise uses automatic service discovery via an email address, make sure you use the appropriate corporate email address.
- if your enterprise uses automatic service discovery via a web address, make sure you know the link for the service discovery web address.

Information required without service discovery:

If you are not using automatic service discovery, you must have the following information to configure your client settings manually:

- the IP address or fully-qualified domain name (FQDN) of the Avaya Aura® Session Manager server (SIP server).
- your company's SIP domain. This is the domain of your company's Avaya Aura® network.
- conference server address to access an Adhoc conference.
- the IP address or FQDN of your company's Presence server so you can use the Presence feature, and send and receive instant messages.
- enterprise search so you can search for contacts in an Enterprise LDAP directory and add those contacts to your Contacts fan.
- dialing rules to route your outgoing calls correctly.

Procedure

1. Tap the **Experience** icon on your iPad device.
2. Read the **End User License Agreement** and tap the **Accept** button.
3. Choose how you want to configure the client settings.

You can choose one of the following options:

- Use my email address
- Use a web address
- I will manually configure my services

The first two options are only available if an administrator has set up automatic service discovery for the enterprise.

4. If you need to manually configure or edit your settings, see [Modifying client settings](#) on page 105.

Result

Avaya Flare® Experience for iPad Devices is now configured.

Chapter 4: Logging into and out of the server

Starting the application

Procedure

To start the Avaya Flare® Experience for iPad Devices, tap the **Experience** icon on your iPad device.

Logging into the server

About this task

You must be logged into the Avaya Aura® Session Manager server to make and receive calls or send and receive instant messages from the Avaya Flare® Experience client. See your system administrator for your login credentials (extension/username and password).

 **Note:**

If your administrator has not enabled remote access through Avaya Session Border Controller for Enterprise, you must log into your corporate network before you log in to the Avaya Aura® Session Manager server. You do not need to be logged into the server to send emails from the Avaya Flare® Experience client. However, you must have an email configured on your iPad device to send emails from the Avaya Flare® Experience client.

Procedure

1. Tap the Presence area on the top bar.
The Log In panel appears.
2. In the **Extension** box, enter your extension.
If you are using Unified Log-in, this box is called **Username** rather than **Extension**. You must enter your enterprise username here instead of an extension number.
3. In the **Password** box, enter your password.

4. Tap the **Log In** button or the **Go** button on the keyboard.
-

Logging out of the server

About this task

Use this procedure to log out of the Avaya Session Manager server. After you log out, you will be unable to make and receive calls or send and receive instant messages from the Avaya Flare client.

 **Note:**

You are able to send email messages to local contacts from the Avaya Flare client when you are logged out.

Procedure

1. Tap the Presence area on the top bar.
The Presence panel appears.
 2. Tap the **Log Out** button.
-

Putting the Avaya Flare[®] Experience for iPad Devices application in the background

Before you begin

- Configure notification settings. For more information about configuring the Notification feature, see [Configuring notification settings](#) on page 110.

About this task

If you are logged in and the application is in the background, you can still receive calls and instant messages. When you receive a call or instant message, a visual notification and an audible notification about the call or instant message are provided.

Ensure the Notification feature is configured for you to receive visual and audible notification of incoming calls and instant messages when the application is in the background. When you receive an audible notification of an incoming call and you adjust the volume on the iPad device or on the iPad device headset, the audible notification stops.

If you are on a call when you put the application in the background, a red **Experience (Recording)** bar appears across the top of the screen on the iPad device. This bar indicates that the Avaya Flare[®] Experience for iPad Devices application is using the microphone and is

not an indication that the call is being recorded. This bar appears if the call is muted but not if the call is on hold. You can tap the bar to return to the Avaya Flare® Experience for iPad Devices application.

Procedure

To put the Avaya Flare® Experience for iPad Devices application in the background, press the **Home** button on the iPad device.

Logging into and out of the server

Chapter 5: Managing Avaya Flare Experience[®] for iPad devices

Upgrading the application

About this task

If you have Avaya Flare[®] Experience for iPad Devices installed, you should receive a notification from the App Store when a new version of the application is available. When you upgrade, all of your settings are saved and the **Enable Video Calling** setting is enabled automatically in the Settings dialog box. The **Enable Video Calling** setting must be enabled to make and handle video calls.

Procedure

1. Tap on **App Store** on your iPad device.
 2. Tap **Updates**.
 3. Tap **UPDATE** for Avaya Flare[®] Experience.
 4. After the application is installed on your iPad device, tap **OPEN** to start the application.
-

Deleting the application

Procedure

1. Tap and hold the **Experience** icon on the Home screen of your iPad device until the icons start to jiggle.

 **Note:**

To cancel, press the **Home** button.

2. Tap the **x** in the corner of the **Experience** icon.
3. Tap **Delete**.

4. Press the **Home** button.



Chapter 6: Making calls

Using the Avaya Flare client, you can make voice or video calls from:

- the dialpad
- a contact card
- a contact card from an enterprise search result
- a history record
- an instant message

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.
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.
 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

About this task

The Contacts fan displays your Aura contacts and your local contacts. Your Aura contacts are the contacts on your SIP server. Your local contacts are those in the contact application on your iPad device. When you start the Avaya Flare client, your local contacts appear in the

Contacts fan. After you log in to the Avaya Session Manager server, your Aura contacts also appear. When you log out, only your local contacts appear in the Contacts fan.

*** Note:**

If the contact information does not include a phone number, the **Call** button on the contact's card is disabled.

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.

*** Note:**

For information on how to set a contact's primary telephone number, see [Setting the primary telephone number for your contacts](#) on page 92.

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.

If you were active on a call when you tapped the **Call** button, your existing call is automatically placed on hold and moved off center stage.

Making a voice call from an enterprise search

About this task

Use this procedure to make a voice call to an enterprise user. You can make a call to an enterprise user even if you have not added the user as a contact.

Procedure

1. Locate the enterprise user you want to call. See [Performing an enterprise search](#) on page 103.
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.

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.

If you were active on a call when you tapped the **Call** button, your existing call is automatically placed on hold and moved off to a side spotlight.

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.

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.

If you were active on a call when you tapped the **Call** button, your existing call is automatically placed on hold and moved off center stage.

Making a voice call from an instant message

Procedure

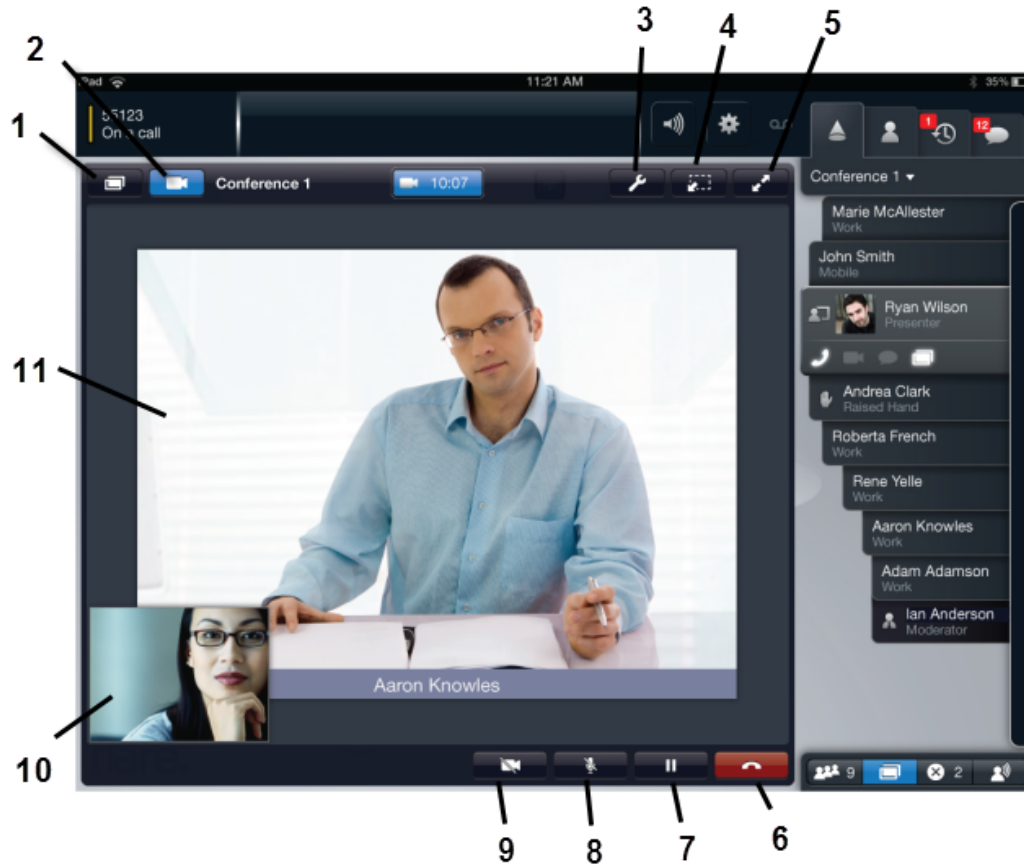
To make a voice call from an existing instant messaging (IM) session, tap the **Voice Call** button under the  icon drop-down menu in the IM conversation window. The call appears in the center spotlight. A card displaying the party's name or telephone number and picture (if available) appears under the spotlight. The top of the spotlight displays the call timer.

If you were active on a call when you tapped the **Call** button, your existing call is automatically placed on hold and moved off center stage.

Video calls

Video Call window

The following figure shows the components of the Video Call window of Avaya Flare[®] Experience for iPad Devices. In this figure, there is an active video conference call.



No.	Name	Description
1	Collaboration button	Enables you to start or join a web collaboration session.
2	Stop Video button	Stops transmitting video during the call. When you tap this button, the Video Call window closes, and the call becomes an audio-only call.
3	Video Settings button	Enables you to: <ul style="list-style-type: none"> • specify whether you want to display the Self View window, which displays the video you are transmitting. • view information about the incoming video.
4	Close button	Closes the Video Call window.
5	Full screen button	Toggles full screen mode on or off in the Video Call window.
6	End button	Hangs up the video call.
7	Hold button	Places the current video call on hold or resumes a call on hold. When the call is on hold, the button is blue, and the

No.	Name	Description
		Avaya Flare client stops transmitting and receiving audio and video.
8	Mute button	Mutes or unmutes your outgoing audio. When the call is muted, the button is blue.
9	Pause Video button	Pauses or unpauses the transmission of your video to the other party. When you pause video, you can still receive video from the other party. This button also does not stop your audio from being transmitted to the other party. When video is paused, the button is blue. The Self View video window also indicates when the video call is paused.
10	Self View video window	Displays the local video that the Avaya Flare client is transmitting.
11	Incoming video window	Displays incoming video from the other party.

Making a video call using the dialpad

About this task

You can only make video calls to enterprise numbers that are enabled for video.

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

About this task

The Contacts fan displays your Aura contacts and your local contacts. Your Aura contacts are the contacts on your SIP server. Your local contacts are those in the contact application on

your iPad device. When you start the Avaya Flare client, your local contacts appear in the Contacts fan. After you log in to the Avaya Session Manager server, your Aura contacts also appear. When you log out, only your local contacts appear in the Contacts fan.

*** Note:**

If the contact information does not include a phone number, the **Video** button on the contact's card is disabled.

You can only make video calls to enterprise numbers that are enabled for video.

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.

*** Note:**

For information on how to set a contact's primary telephone number, see [Setting the primary telephone number for your contacts](#) on page 92.

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.

If you were active on a call when you tapped the **Video** button, your existing call is automatically placed on hold and moved off center stage.

Making a video call from an enterprise search

About this task

Use this procedure to make a video call to an enterprise user. You can make a video call to an enterprise user even if you have not added the user as a contact.

You can only make video calls to enterprise numbers that are enabled for video.

Procedure

1. Locate the enterprise user who you want to call. See [Performing an enterprise search](#) on page 103.
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.

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.

If you were active on a call when you tapped the **Video** button, your existing call is automatically placed on hold and moved off center stage.

Making a video call from a history record

About this task

You can only make video calls to enterprise numbers that are enabled for video.

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.

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.


If you were active on a call when you tapped the **Video** button, your existing call is automatically placed on hold and moved off center stage.

Making a video call from an instant message

About this task

You can only make video calls to enterprise numbers that are enabled for video.

Procedure

To make a video call from an existing instant messaging (IM) session, tap the **Video Call** button under the  icon drop-down menu in the IM conversation window.

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.

If you were active on a call when you tapped the **Video Call** button, your existing call is automatically placed on hold and moved off center stage.

Viewing your transmitted video

About this task

Use this procedure to view the video that the Avaya Flare client is transmitting. The Self View feature enables you to see the video that the other party sees. When the Self View feature is enabled, you can view both the video you are transmitting and the video of the other party in the Video Call window.

Procedure

1. To view the video that the Avaya Flare client is transmitting:
 - a. Tap the **Tools** button in the upper, right-hand corner of the Video Call window.
 - b. On the menu, tap **SelfView**.
A small window displaying your transmitted video appears in the lower, left-hand corner of the Video Call window.
 2. To stop viewing the video that the Avaya Flare client is transmitting:
 - a. Tap the **Tools** button in the upper, right-hand corner of the Video Call window.
 - b. On the menu, tap **SelfView**.
-

Chapter 7: Handling calls

Answering a call

About this task

When you receive a voice call, the incoming call panel appears, displaying the **Answer** and **Ignore** buttons. If you are already active on a call, and you answer an incoming call, the current call is put on hold, and the spotlights rotate to move the held call off center stage. The call that you just answered appears in the center spotlight.

*** Note:**

You are unable to receive incoming calls while you are making a call and the call is ringing. The caller will hear a busy tone or be prompted to leave a voice mail message.

*** Note:**

If there is an active call (for example, a bridged, EC500, or Ignored call) that you have not answered in the Avaya Flare client, that call appears in a spotlight. You can answer or join this call by tapping the **Answer** button in the spotlight. See [Button descriptions](#) on page 18 for more information.

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.

Answering a call when the application is in the background

Before you begin

- Configure notification settings. For more information about configuring the Notification feature, see [Configuring notification settings](#) on page 110.

About this task

When the Avaya Flare client is in the background and you receive a voice call, the incoming call panel appears, displaying the **Answer** and **Close** buttons. You are unable to receive incoming calls while you are making a call and the call is ringing. The caller will hear a busy tone or be prompted to leave a voice mail message.

Important:

Depending on how the Notification feature is configured, the incoming call panel may not appear. If the incoming call panel does not appear when you hear an incoming call, you must first open the Avaya Flare client to answer the call.

Procedure

To answer a call when the application is in the background, tap the **Answer** button. The Avaya Flare client opens and 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.

If the iPad device is locked when you receive a voice call, you hear the call ring, and an incoming call message appears. To answer the call and open the application, unlock the iPad device.

Answering a call when the iPad is “locked”

About this task

When the iPad is “locked,” and you receive a call, the Avaya Flare client displays the caller's name or telephone number (if available). To answer the call, you must enter the password for your iPad.

Note:

When you enter your password to unlock your iPad, you are automatically connected to the call.

Procedure

To answer a call when the iPad is locked, enter your password in the Enter Passcode panel.

The Avaya Flare client appears, and 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.

Ignoring an incoming call

About this task

Use this procedure to disable ringing for an incoming call.

Procedure

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

Ignoring an incoming call when the application is in the background

About this task

Use this procedure to disable ringing for an incoming call when the Avaya Flare client is in the background.

Procedure

To ignore a call when the application is in the background, tap the **Close** button. Ringing stops for this call. The incoming call panel closes and the Avaya Flare client remains in the background.

Placing a call on hold

About this task

You can have one active call and up to two held calls at a time. Use this procedure to place an active 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.

The **Hold** button turns blue. When you put a video call on hold, the Video Call window is hidden. The Video Call window reappears when you resume the call.

Resuming a call on hold

Procedure

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

If the call you want to resume is not in the center spotlight, tap the spotlight for that call, and then tap the **Hold** button.

The call becomes active and takes center stage. If the call is a video call, the Video Call window appears.

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.

*** Note:**

If a bridged or EC500 call is on hold on the iPad device, and the call is also active from the bridged extension or EC500 station, you cannot hang up the call from the iPad device. To hang up this call, perform the following steps:

- a. From the bridged extension or EC500 station, drop the call.
 - b. From the Avaya Flare client, resume the call.
 - c. From the Avaya Flare client, hang up the call.
-

Entering digits during a call

Procedure

1. Tap the **Keypad** button to select the keypad.

 **Note:**

When a call is on hold, the keypad is disabled.

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.

The **Mute** button turns blue.

Unmuting a call

Procedure

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

Changing a voice call to a video call

About this task

Use this procedure to change an existing voice call to a video call.

Procedure

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

Pausing a video call

About this task

When you pause a video call, the Avaya Flare client stops transmitting your video to the other party. When a video call is paused, you can still receive video from the other party and your audio is still transmitted to the other party.

Procedure

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

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

About this task

Use this procedure to stop transmitting video to the other party during a call. When you stop the video during a call, the call becomes audio-only. You can restart video for the call by tapping the **Video** button under the center spotlight.

Stopping video during a call does not disconnect the call.

Procedure

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

The Video Call window closes.

Viewing your transmitted video

About this task

Use this procedure to view the video that the Avaya Flare client is transmitting. The Self View feature enables you to see the video that the other party sees. When the Self View feature is enabled, you can view both the video you are transmitting and the video of the other party in the Video Call window.

Procedure

1. To view the video that the Avaya Flare client is transmitting:
 - a. Tap the **Tools** button in the upper, right-hand corner of the Video Call window.
 - b. On the menu, tap **SelfView**.
A small window displaying your transmitted video appears in the lower, left-hand corner of the Video Call window.
 2. To stop viewing the video that the Avaya Flare client is transmitting:
 - a. Tap the **Tools** button in the upper, right-hand corner of the Video Call window.
 - b. On the menu, tap **SelfView**.
-

Viewing the statistics for a call

Before you begin

The call must be active. You cannot view the statistics for a call that is on hold.

About this task

Use this procedure to view the audio and video statistics for an active call.

The Avaya Flare client provides the following audio statistics for an active call:

- quality
- perceived delay
- jitter
- codec sent/received
- traffic
- packet loss sent/received
- encryption
- authentication

The Avaya Flare client provides the following video statistics for an active call:

- perceived delay
- jitter
- codec sent/received
- traffic
- packet loss sent/received
- frame rate sent/received
- resolution sent/received
- bit rate sent/received

Procedure

1. To view the statistics for a call, tap and hold the **Call Timer** for the active call. The Statistics panel appears for the call.

 **Note:**

If you want to email the logs, tap the **Send Logs** button in the Statistics panel.

2. To view the audio statistics for the call, tap the **Audio Stats** tab.
 3. To view the video statistics for the call, tap the **Video Stats** tab.
-

Chapter 8: Transferring existing calls

Before you begin

- You must have two existing audio calls. One of the calls must be an active call.

About this task

Use the Transfer feature to transfer one user to another user. You must be on an audio call with both users to perform a call transfer. Video transfer is not currently supported on the Avaya Flare for iPad client. You cannot perform call transfers if you are using an auto-answer extension.

Procedure

1. Make sure the calls you want to transfer are audio calls. Both calls must be visible on the Avaya Flare client.
 2. Drag the contact card for the active call into the side spotlight with the held call. You can also drag the contact card for the held call into the spotlight with the active call.
 3. Tap the **Transfer** button.
A message on your toolbar informs you when the transfer is successful and the call is automatically terminated on your end. The transferred call may be a video call or an audio call depending on the endpoints that the users are using.
-

Transferring existing calls

Chapter 9: Conferencing

Depending on your company's communications system and how Avaya Flare® Experience for iPad Devices is configured, you may start and manage the following types of conference calls:

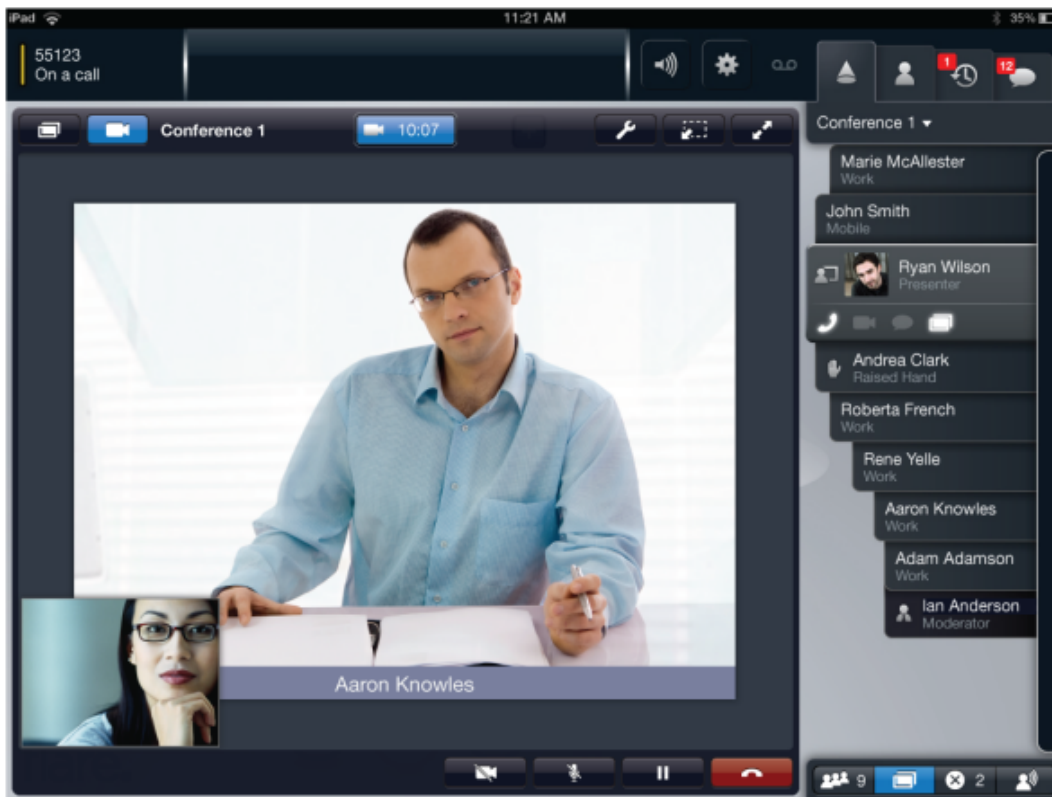
- MeetMe conference
- Adhoc conference

You can also use Avaya Flare® Experience for iPad Devices to call into an Event conference.

 **Important:**

To start and manage a MeetMe or Adhoc conference, you must have an account on an Avaya Aura® Conferencing system. Contact your system administrator for more information.

The following figure shows the conference window for an Avaya Flare client with a video conference.



Use the Conference tab and Conference fan in the main window to manage the conference. See [Conference tab](#) on page 54 for more information.

! Important:

You can log into a conference with either Avaya Flare® Experience for iPad Devices or Avaya Collaboration Agent. Avaya Aura® Conferencing does not support logging into a conference with both Avaya Flare® Experience for iPad Devices and Avaya Collaboration Agent.

Conference tab

The following figure shows the components of the Conference tab of Avaya Flare® Experience for iPad Devices. In this figure, there is an active MeetMe conference call.



No.	Name	Description
1	Conference tab	<p>Displays the Conference fan and the Conference tab buttons. The Conference fan displays the contact cards for the participants in the conference. The Conference tab buttons enable you to “filter” the conference participants in the Conference fan. Using the Conference tab buttons, you can view:</p> <ul style="list-style-type: none"> • all participants in the conference • all participants who are viewing the web collaboration session • all participants who dropped from the call • the participant who is currently speaking (the Active Talker)

No.	Name	Description
2	Conference Fan	<p>The Conference fan displays the contact cards of users participating in the current conference. The information displayed in the Conference fan depends on the tab button you select at the bottom of the fan. The following tab buttons enable you to filter the cards displayed in the Conference fan:</p> <ul style="list-style-type: none"> • Active Talker button • Disconnected Participants button • Web Collaboration Participants button • All Participants button <p>You can sort the cards in the Conference fan by most recent conference entry or alphabetically (that is, from A to Z).</p>
3	Active Talker button	Displays the card of the participant who is currently speaking or who has spoken most recently during the conference. The card of the participant who has spoken most recently will be displayed until someone else speaks and that participant's card is displayed.
4	Disconnected Participants button	Displays the cards of the participants who have dropped from the conference or never connected to the conference.
5	Web Collaboration Participants button	Displays the cards of the participants who have accessed the Web Collaboration window.
6	All Participants button	Displays the cards all of the participants in the conference.

Merging two existing calls into a conference

Before you begin

The service URI to access an Adhoc conference must be configured for the Avaya Flare[®] Experience client. See [Conference Hosting](#) on page 106.

About this task

Use this procedure to merge two existing calls into a conference. You can merge both audio and video calls into a conference call.

 **Note:**

You cannot merge two held calls. One call must be active.

Procedure

1. Make sure the two calls you want to merge are visible 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

Before you begin

The service URI to access an Adhoc conference must be configured for the Avaya Flare[®] Experience client. See [Conference Hosting](#) on page 106.

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.

Calls are placed to the selected participants. When the participants answer, they are invited to the conference. A card appears in the spotlight for each participant who accepts the invitation.

If this is a video conference, the Video Conference window appears.

Starting a MeetMe conference

Before you begin

You must have an account and moderator code on an Avaya Aura® Conferencing system.

About this task

Use this procedure to start an Avaya Aura® MeetMe conference.

To save time accessing conferences, you should:

- create a local contact (iOS contact) for your conference. Make sure this contact includes the telephone number for accessing your conferencing system and your moderator code. For example, if the telephone number you must dial to access your conferencing system is 1-613-555-1212, and you must enter 123456# for your moderator code, the telephone number you would enter for this local contact would be 16135551212, , 123456#. Once you create this local contact, you can access your conference from the Contacts fan in the Avaya Flare® Experience client.

Warning:

Some enterprises have policies that do not allow you to store moderator codes for automatic entry into a conference. Before saving your moderator code in Avaya Flare® Experience, make sure your enterprise does not have a policy against this.

- create a local contact (iOS contact) for your conference without your moderator code so that you can easily join other people's conferences. Make sure this contact includes only the telephone number for accessing your conferencing system. Once you access the conferencing system, use the keypad in the Avaya Flare® Experience client to enter the appropriate participant code for the conference.

Tip:

For contacts who host conferences that you join regularly, you can create an entry in your local contacts for that contact with the number of the conference and that contact's participant code.

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 conference.

- If you want to start a video conference, tap the **Video** button and dial the access number for the conference.
2. Tap the **Keypad** button.
 3. In the Keypad window, tap the digits for your moderator code and then tap #.
The participants who have called into the conference are displayed. If you want to add participants, see [Adding a participant to a conference](#) on page 59.
- If this is a video conference, the Video Conference window appears.
-

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

About this task

You cannot drop a participant who has yet to join the conference (that is, the participant's call into the conference is in progress).

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

About this task

If you are the moderator of a conference and you end a conference using the **End** button in the spotlight or the Video Conference window, the conference does not end immediately for all participants. If the Conference Continuation feature is disabled (the default setting), the conference ends for all participants shortly after the moderator drops. If the Conference Continuation feature is enabled, when you end a conference as the moderator, you receive an alert asking whether you just want to end the conference for yourself or for all participants.

For more information about the Conference Continuation feature, see [Turning the Conference Continuation feature on/off](#) on page 68.

* Note:

If you are the moderator of a conference and you end a conference using the **End Conf.** button in the Moderator Controls panel, the conference ends immediately for all participants regardless of whether the conference continuation feature is on or off.

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

Before you begin

- If this is a MeetMe conference, you must be the moderator.
- If this is an Adhoc conference, you must be the participant who started the conference.

About this task

Use this procedure to mute/unmute the audio for participants in a conference. If you mute participants, the participants can unmute themselves.

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 the spotlight for the conference, tap the card of each participant you want to mute.
 - ii. In the 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

Before you begin

If this is a MeetMe or Adhoc conference, you must be the moderator. When all participants are muted, participants can unmute themselves.

 **Note:**

If the conference is in lecture mode and all participants are muted, the participants can only listen to the moderator. They are unable to unmute themselves.

About this task

Use this procedure to mute/unmute the audio for 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.

Related topics:

[Turning the Lecture mode feature on/off](#) on page 67

Viewing the participants in a conference

Procedure

1. Tap the **Conference** tab on the top bar.
 2. At the bottom of the Conference fan, tap the **All Participants** button.
-

Viewing the participants in a web collaboration

About this task

Use this procedure to view the list of conference participants who are currently accessing the web collaboration window. The web collaboration icon is enabled on the card of each participant who is currently accessing the web collaboration window.

Procedure

1. Tap the **Conference** tab on the top bar.
2. At the bottom of the Conference fan, tap the **Web Collaboration Participants** button.

The Conference fan displays a card for each participant accessing the web collaboration window.

Viewing the participants who dropped from the conference

About this task

Use this procedure to view the list of participants who dropped from the conference, never connected to the conference, or failed to join the conference.

Procedure

1. Tap the **Conference** tab on the top bar.
 2. At the bottom of the Conference fan, tap the **Disconnected Participants** button. The Conference fan displays a card for each participant who dropped from the conference, never connected to the conference, or failed to join the conference.
-

Viewing the participant who is currently speaking in the conference

About this task

Use this procedure to enable or disable the Active Talker feature, which enables you to view the participant who is currently speaking in the conference. When the Active Talker feature is enabled, the name of the participant who is actively speaking in the conference appears above the cards in the spotlight. By default, the Active Talker feature is enabled.

During a video conference, the video stream for the video participant who is currently speaking or spoke most recently is displayed. You will not see your video stream.

Procedure

1. To view the card of the participant who is currently speaking in the conference, tap the **Conference** tab on the top bar, and then tap the **Active Talkers** button at the bottom of the Conference fan. The Conference fan displays the card of the participant who is actively speaking in the conference.

2. To set the Avaya Flare client to display the name of the participant who is actively speaking above the cards in the spotlight, perform the following steps:
 - a. In spotlight for the conference, tap the **More** button.
 - b. Tap the **Spotlight Controls** tab.
 - c. Tap the **Active Talker** button.
 - d. Tap the **Close** button.
-

Promoting a participant to moderator in a conference

Before you begin

You must be the moderator of the conference.

About this task

Use this procedure to promote a participant to moderator in a conference. There can only be one moderator in a conference. When you promote a participant to moderator, you lose your moderator privileges.

Procedure

Perform one of the following steps:

- On the Conference fan, tap and hold the card of the participant you want to promote to moderator, select **Moderator**, and tap the **OK** button.
- In the spotlight for the conference, long press and release the card of the participant you want to promote to moderator, select **Moderator**, and tap the **OK** button.
- Perform the following steps:
 - i. In spotlight for the conference, tap the card of the participant you want to promote.
 - ii. In spotlight for the conference, tap the **More** button.
 - iii. On the Moderator controls tab, tap the **Moderator** button.
 - iv. Tap the **OK** button.

The moderator icon appears on the card of the participant you selected.

Promoting a participant to a presenter

Before you begin

- You must be the moderator of the conference.
- A web collaboration session must be active.
- The participant you want to promote to presenter must be in the web collaboration session.

About this task

Use this procedure to select a participant to share documents or a whiteboard in a web collaboration session.

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:
 - i. In the spotlight for the conference, tap the card of the participant you want to share information.
 - ii. In the spotlight for the conference, tap the **More** button.
 - iii. On the Moderator Controls tab, tap the **Presenter** button.

The presenter icon appears on the card of the participant you selected.

 **Note:**

Repeating this procedure removes presenter privileges from the participant.

Locking/unlocking a conference

Before you begin

- You must be the moderator of the conference.
- You must be in a MeetMe conference.

About this task

If you are the moderator of a conference, you can lock the conference to prevent new participants from joining the call.

When a conference is locked, the moderator can continue to add participants to the conference.

Note:

If you are planning to lock the conference, make sure all participants in the conference have accessed the web collaboration session before you lock the conference. After a conference is locked, participants will be unable to access the web collaboration session.

Procedure

1. In the spotlight for the conference, tap the **More** button.
The Moderator controls tab appears. When the **Lock Call** button is blue, the Lock feature is enabled.
 2. Tap the **Lock Call** button to lock/unlock the conference.
When the conference is locked, the Locked icon appears at the top of the spotlight.
-

Turning the Lecture mode feature on/off

Before you begin

You must be the moderator of the conference.

About this task

When the Lecture mode feature is enabled, all participants in the conference are muted. The participants can only listen to the moderator, and they are unable to unmute themselves. If there is video for the conference, the following conditions occur:

- The outgoing video for each participant is paused.
- The moderator does not receive video from any of the participants.
- All participants are unable to unpauses their outgoing video.

*** Note:**

Keep in mind the following information:

- The Lecture mode feature is automatically enabled when an Event conference starts.
- Presenters in the conference are not muted when the Lecture mode feature is enabled. However, you can still mute presenters. See [Muting/unmuting a participant in a conference](#) on page 61.

Procedure

1. In the spotlight for the conference, tap the **More** button.
The Moderator controls tab appears. When the **Lecture** button is blue, Lecture mode is enabled.
 2. Tap the **Lecture** button to toggle Lecture mode on and off.
When Lecture mode is enabled, the Lecture icon appears at the top of the spotlight.
-

Turning the Conference Continuation feature on/off

Before you begin

You must be the moderator of the conference.

About this task

Use this procedure to determine what happens to the current conference when you are the moderator of the conference and you drop from the conference. When the Conference Continuation feature is enabled, the conference will remain active after the moderator drops. When the Conference Continuation feature is disabled, the conference ends automatically two minutes after the moderator drops. (The system warns the participants that the conference will end in two minutes.)

Procedure

1. In spotlight for the conference, tap the **More** button.
The Moderator controls tab appears. When the **Continuation** button is blue, the Conference Continuation feature is enabled.
 2. Tap the **Continuation** button to toggle the Conference Continuation feature on and off.
When the Conference Continuation features is enabled, the Conference Continuation icon appears at the top of the spotlight.
-

Turning the Entry and Exit Tones feature on/off

Before you begin

You must be the moderator of the conference.

About this task

If you enable the Entry and Exit Tones feature, a tone is generated when a participant joins or leaves the conference.

Procedure

1. In the spotlight for the conference, tap the **More** button.
The Moderator controls tab appears. When the **Entry Tone** button is blue, the Entry and Exit Tones feature is enabled.
 2. Tap the **Entry Tone** button to toggle this feature on and off.
-

Chapter 10: Sharing information

Introduction to Web Collaboration

Moderators and presenters can share the following content and information:

- Documents (from “Library”)
- Virtual whiteboards

Related topics:

[Web Collaboration components](#) on page 71

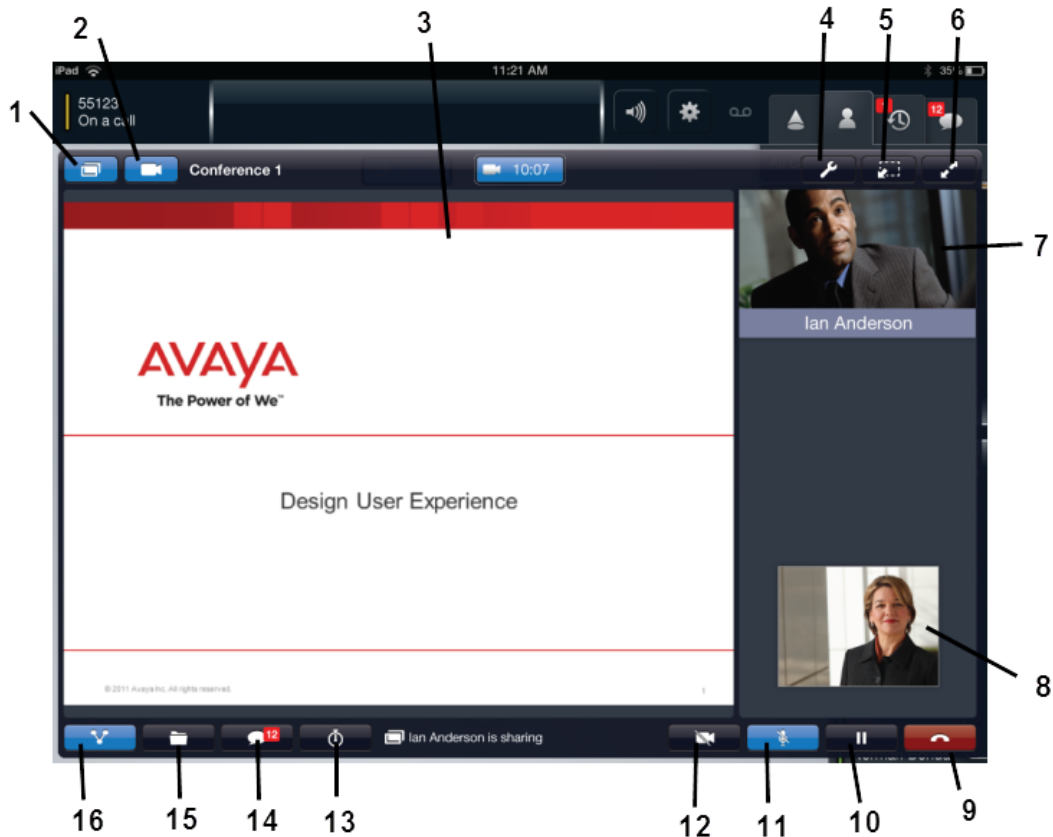
[The Library](#) on page 74

[Navigating documents](#) on page 74


Web Collaboration components

The following figure show the components of the Web Collaboration window. In this example, the moderator is sharing a presentation.

Sharing information



No.	Name	Description
1	Collaboration button	Enables you to access or close a web collaboration session.
2	Stop Video button	Stops transmitting video during a video call. When you tap this button, the call becomes an audio-only call. During a Collaboration-only session, this button starts video transmission.
3	Display area	Displays the information being shared by the moderator or presenter.
4	Video Settings button	Enables you to view: <ul style="list-style-type: none"> the Self View window, which displays the video you are transmitting information about the incoming video
5	Hide button	“Hides” the Web Collaboration window. Tapping the Hide button does not end the web collaboration session. To view the Web Collaboration window after it is hidden, tap the Web Collaboration button under the spotlight.

No.	Name	Description
6	Full screen button	Toggles full screen mode on or off in the Web Collaboration window. When you tap Full screen , the Web Collaboration window covers the Conference, Contacts, History, and IM tabs in the Avaya Flare [®] Experience main screen.
7	Incoming video window	Displays video from the video participant who is currently speaking or spoke most recently.
8	Self View window	Displays the video that the Avaya Flare client is transmitting.
9	End button	Enables you to: <ul style="list-style-type: none"> • End the web collaboration session. If you are the conference moderator, the web collaboration session ends for all participants. • End the web collaboration session and the conference (conference moderator only)
10	Hold button	Places the current call on hold or resumes a call on hold. When the call is on hold, the button is blue, and the Avaya Flare client stops transmitting and receiving audio and video.
11	Mute button	Mutes/unmutes your audio for the call. When the call is muted, the button is blue.
12	Pause Video button	Pauses or unpauses the transmission of your video to the other parties. When the video is paused, the button is blue. When you pause a video call, the other parties can still hear audio from you and you can still receive video from the other parties.
13	Minutes	Enables you to add and edit meeting minutes which are available for later review.  Note: After the conference ends, the meeting minutes are stored automatically in a meeting report. To view the meeting report, you must log into your Avaya Aura [®] Conferencing account with Collaboration Agent. For information on viewing and managing meeting reports, see <i>Using Avaya Aura[®] Conferencing Collaboration Agent</i> . You can download this document from http://support.avaya.com .
14	Messages	Enables you to: <ul style="list-style-type: none"> • send messages to all participants during the call • view all the messages sent by the participants during the call

No.	Name	Description
		When participants send messages during a web collaboration session, the Messages button displays an alert badge with the number of unread messages. See The Messages window on page 80.
15	Library	Displays the presentations, documents, and pictures that you have uploaded previously to your Avaya Aura [®] Conferencing account for sharing. You can share any of the files in your library.
16	Sharing	Enables you to: <ul style="list-style-type: none"> • share a document from your library • share a whiteboard • share the previous document (if you shared a document during the current web collaboration session)

The Library

Your account on the Avaya Aura[®] Conferencing system provides a “library” in which you can upload documents, presentations and pictures that you can quickly share during a web collaboration session. You can upload the following file formats in the Library:







- Adobe[®] Acrobat[®] (.pdf)
- JPEG (.jpg and .jpeg)
- Microsoft[®] PowerPoint[®] (.ppt and .pptx)
- Microsoft Word[®] (.doc and .docx)
- plain text (.txt)
- portable network graphics (.png)

To upload a file into your library, you must log into your Avaya Aura[®] Conferencing account with Collaboration Agent. For information on uploading files into your library, see *Using Avaya Aura[®] Conferencing Collaboration Agent*. You can download this document from <http://support.avaya.com>.

Navigating documents

Use the navigation keys to browse shared documents. If you want to browse a document in your workspace without changing the display of the shared document, see [Browsing a presentation as a participant](#) on page 79

The navigation keys are at the top of the screen, above the shared document. To view the navigation keys, tap the document.

Icon	Name	Description
	First slide or page	Goes to the first page of the shared document.
	Previous slide or page	Goes to the previous page of the shared document.
	Next slide or page	Goes to the next page of the shared document.
	Last slide or page	Goes to the last page of the shared document.
	Browse shared content in pop-up window.	Opens a separate window with the presentation that the Presenter is sharing. You can browse the presentation at your own pace, independently of the Presenter.
	Thumbnail view	Opens a thumbnail gallery of document pages for easy navigation. Tap the thumbnail to open the page. To access the thumbnail view, tap on the presentation, and then tap on Slide # at the top of the window. To close the gallery without changing the current page, tap on another part of the screen.

Starting a web collaboration session

About this task

Use this procedure to start a web collaboration session or join an existing web collaboration session. If you are the moderator for the conference or you are on a call that is not a conference, you can start a web collaboration session. If you are a participant in the conference, you can join the existing web collaboration session (if available).

! **Important:**

You can log into a conference with either Avaya Flare® Experience for iPad Devices or Avaya Collaboration Agent. Avaya Aura® Conferencing does not support logging into a conference with both Avaya Flare® Experience for iPad Devices and Avaya Collaboration Agent.

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

Before you begin

- You must be the moderator of the conference.
- A web collaboration session must be active.
- The participant you want to promote to presenter must be in the web collaboration session.

About this task

Use this procedure to select a participant to share documents or a whiteboard in a web collaboration session.

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:
 - i. In the spotlight for the conference, tap the card of the participant you want to share information.
 - ii. In the spotlight for the conference, tap the **More** button.
 - iii. On the Moderator Controls tab, tap the **Presenter** button.

The presenter icon appears on the card of the participant you selected.

*** Note:**

Repeating this procedure removes presenter privileges from the participant.

Previewing a file in your library

Before you begin

You must be logged into a conference to preview a file in your library.

About this task

Use this procedure to view the content of a file in your library before you share the file.

Procedure

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

Viewing documents in the library

Viewing documents as thumbnails

Procedure

1. Tap **Collaboration**.
2. Tap **Library**.
3. Tap **Document Thumbnail**.

The documents appear as a series of thumbnails. The number of pages or slides in the document or presentation appears.

Viewing documents as a list

Procedure

1. Tap **Collaboration**.
 2. Tap **Library**.
 3. Tap **Document List**.
The documents appear as a list.
-

Sharing a document

Before you begin

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

For more information, see [The Library](#) on page 74.

Procedure

1. Tap **Collaboration**.
 2. Tap **Begin Sharing**, or **Sharing**.
 3. Select **Document from library**.
The My Library window opens.
 4. Choose the document type by tapping one of the tabs:
 - Presentations
 - Documents
 - Pictures
 5. Select the document.
If you want to share the document from a specific page or slide, navigate to the page or slide.
 6. Tap **Share**.
-

Result

The document sharing workspace opens.

Sharing a whiteboard

Use a virtual whiteboard to share text or drawings with other participants. When the moderator or presenter has opened the whiteboard, other participants may use it.

+ Tip:

When you hover over the annotation, a pop-up window shows the name of the participant who added the annotation.

Procedure

1. Tap **Collaboration**.
2. Tap **Begin Sharing**, or **Sharing**.
3. Select **Whiteboard**.

Result

A virtual whiteboard opens.

Browsing a presentation as a participant

Use this feature to browse a shared document independently of the moderator or presenter.

About this task

Participants normally follow the presentation at the presenter's pace. However, if you wish to follow at your own pace, for example if you want to return to a previous slide, you can open the presentation in a separate window on your device.

Procedure

1. Tap on the document you are viewing.
The Browse button appears on the top right corner of the document.
2. Tap **Browse**.
The browsing window opens.

You may now page forward or backward through the document.

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

Ending document sharing

Procedure

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

Result

The document closes.

Sending messages during a conference

The Messages window

The Messages window contains a list of messages sent by the moderator and participants during the conference. There is also a field for entering text for messages. The maximum number of characters you can enter in this field is 1024. You can also paste a text message in the field.

The messages are shown with the sender's name and the time the message was sent. The most recent message is at the end of the list.

You can send a message to all the participants.

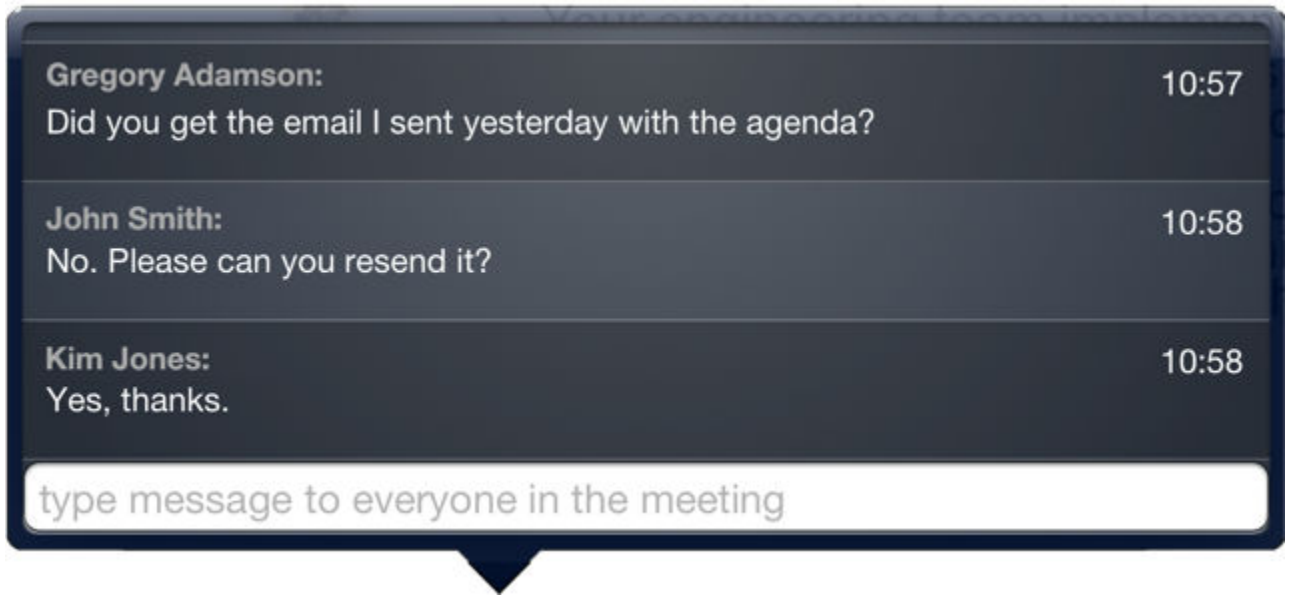


Figure 1: The Messages Window

Opening the Messages window

Procedure

1. Tap **Collaboration**.
2. Tap **Messages**.
The Messages window opens.

Sending a message

Procedure

1. Tap **Collaboration**.
2. Open the Message window.
3. Enter the message in the space at the bottom of the Messages window.
4. Tap **Send**.
 - The message pops up briefly. Participants can tap on the pop-up to open the message or open the Messages window.

- The message appears in the list with your name and the time you sent the message. Other participants in the conference see an updated number of unread messages.
-

Ending a collaboration session

Procedure

1. Make sure the collaboration window is open on your Flare for iPad client.
 2. Press the **Collaboration** button at the top left-hand corner of the window.
-

Result

If you are the moderator of the collaboration session, you receive a message asking whether you want to end the collaboration session just for yourself or for all participants. If you are not the moderator, you do not receive this message and the collaboration session ends for you, but remains active for all other participants.

Chapter 11: Using instant messaging

You are able to send instant messages to and receive instant messages from your Aura contacts using the Avaya Flare client. Aura® contacts are contacts on your SIP server and include any enterprise users you have added to your Contacts fan. You cannot send an instant message to your local contacts. For more information about contacts, see [Managing contacts](#) on page 89.

* Note:

You must have an account configured on an Avaya Aura® Presence server to use the instant messaging feature. Contact your system administrator for more information.

Viewing an incoming instant message

About this task

When you receive an instant message from an Avaya Aura® contact, the contact's name, the message, and the **View** button are displayed on the top bar. An instant messaging card for this contact is also added to the Instant Messaging fan. A number appears on the card to indicate the number of missed instant messages you have from this contact.

* Note:

If you receive an instant message from an enterprise user who has added you to their Contacts fan, but you have not added them to your Contacts fan, the user's instant message endpoint address (for example, 9095@presence.aceaura.avaya.com) is displayed in the top bar, instead of the contact's name.

Procedure

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

The instant message appears in the instant messaging panel.

Viewing missed instant messages

About this task

The total number of missed instant messages from all contacts appears on the **IM** tab on the top bar.

Procedure

1. Tap the **IM** tab on the top bar.
The Instant Messaging fan appears and displays the instant messaging cards.
 2. From the Instant Messaging fan, tap the card you want to view.
The instant messaging card expands. The total number of missed instant messages from this contact appears on the contact's card in the Instant Messaging fan.
 3. Tap the expanded card to open the instant messaging panel where you can scroll through to read all messages from this contact.
The number on the card is cleared, and the total number of missed instant messages indicated on the **IM** tab on the top bar is decreased accordingly.
 4. To type a reply, tap the text field to bring up the keyboard.
-

Sending an instant message

About this task

You are able to send instant messages to your Aura[®] contacts from the Avaya Flare client. If you send an instant message to a user who is offline, the user will receive the instant message the next time the user logs in to a server with an application that supports instant messaging (for example, the Avaya Flare client).

Procedure

1. Initiate a new IM conversation or resume an existing conversation.
 - To initiate an IM conversation with one contact, 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 initiate an IM conversation with multiple contacts, perform one of the following steps:
 - If you have an existing IM session in progress and want to add new contacts, drag the new contact cards onto the existing IM conversation window.
 - If you want to start a new IM session, drag the contact cards onto an empty spotlight and tap the **IM** button under the spotlight.
 - 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. The instant messaging panel is compressed into an instant messaging card that appears under the **IM** tab. The instant messaging card shows the last instant message you sent to that contact. Note that this does not end the instant messaging session with that contact.
 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

About this task

If the information you have for a participant includes an instant messaging address, you are able to send an instant message to the participant from the Avaya Flare client.

 **Note:**

If the contact information does not include an instant messaging address, the **IM** button on the contact's card is disabled.

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.

The instant messaging panel appears.

2. In the instant messaging panel, enter your message.

3. When finished entering your message, tap the **Send** button on the keyboard.

Chapter 12: Managing your presence status

From the Avaya Flare client, you can:

- change your presence status (that is, availability)
- change your custom presence status message

 **Note:**

You must have an account configured on an Avaya Aura® Presence server to use the presence feature. Contact your system administrator for more information.

Changing your availability

About this task

Use this procedure to set your presence status (that is, availability). Your presence status is displayed to other users who track your presence.

 **Note:**

If you close the Avaya Flare client before you log out, or if you lose connectivity, your presence status set at that time will continue to be displayed to others who track your presence for up to an hour. After this period or the next time you log in, you are able to change your availability or status message manually.

Procedure

1. Tap your extension number on the top bar.
The Presence panel appears.
2. Tap the setting you want to use. If you want your presence status to be automatically updated (for example, automatically display “On a call” when you are on a call or display “Available” when you are not on a call), tap **Automatic**. If you specify a custom presence status message and set your presence to be automatically updated, the custom presence status message will be displayed.
3. Tap anywhere outside of the Presence panel to set your presence status and close the panel.

Changing your status message

About this task

Use this procedure to specify a custom presence status message. For example, if you are busy until 2 pm and do not want to be disturbed, you can enter the custom presence status message `Busy until 2 pm`. If you specify a custom presence status message and set your presence to be automatically updated, the custom presence status message will be displayed.

Your presence status message is displayed to other users who track your presence.

* Note:

If you close the Avaya Flare client before you log out, or if you lose connectivity (that is, your Wi-Fi connection is dropped), your presence status set at that time will continue to be displayed to others who track your presence. The next time you log in, you are able to change your availability or status message accordingly.

Procedure

1. Tap your extension number on the top bar.
The Presence panel appears.
 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.
The Presence panel and keyboard close.
-

Chapter 13: Managing contacts

The Avaya Flare client supports the following types of contacts:

- **Local contacts**

Local contacts are contacts from the Contacts application (iOS) on your iPad device. When you first log in to the Flare client, you receive a prompt asking if the Flare client is allowed to access your local contacts. If you allow the Flare client to access your contacts, the local contacts automatically appear in your Contacts fan after you start the Avaya Flare client in the future. You do not need to be logged in to the Avaya Session Manager server to view your local contacts in the Contacts fan. You can add local users to your Contacts fan through the Contacts application on your iPad. The Avaya Flare client uses the pictures associated with your local contacts.

- **Avaya Aura® contacts**

Avaya Aura® contacts are contacts on your SIP server. A system administrator has administered these contacts as your Aura contacts. They appear in your Contacts fan after you start the Avaya Flare client and log in to the Avaya Session Manager server. The Avaya Flare client supports a maximum of 250 Avaya Aura® contacts.

- **Enterprise contacts**

Enterprise contacts are contacts in the enterprise LDAP directory that you have configured the Avaya Flare client to search. You can perform an enterprise search from the Avaya Flare client and then add an enterprise contact to your Contacts fan. After you add an enterprise contact to your Contacts fan, that contact becomes one of your Avaya Aura® contacts. If that contact has an account on your company's Presence server, you may be able to view that contact's presence and send instant messages to that contact.

 **Note:**

Your contacts are displayed and sorted according to the **Sort Order** and **Display Order** defined in **Settings** on your iPad device. You can sort and display your contacts by first name or last name. See your iPad device user documentation for more information.

Consolidated Contacts

If you have the same contact present in your local contacts and your Avaya Aura® contacts, you can have the Avaya Flare client display one card for this contact. (This is a “consolidated” contact.) To have the Avaya Flare client display a consolidated contact, make sure the work email address is identical in both cards for the contact.

Helpful hints

- To save time accessing MeetMe conferences, you should:
 - create a local contact (iOS contact) for your MeetMe conference. Make sure this contact includes the telephone number for accessing your conferencing system and your moderator code. For example, if the telephone number you must dial to access your conferencing system is 1-613-555-1212, and you must enter 123456# for your moderator code, the telephone number you would enter for this local contact would be 16135551212,123456#. Once you create this local contact, you can access your MeetMe conference from the Contacts fan in the Avaya Flare client.

 **Warning:**

Some enterprises have policies that do not allow you to store moderator codes for automatic entry into a conference. Before saving your moderator code in Avaya Flare[®] Experience, make sure your enterprise does not have a policy against this.

- create a local contact (iOS contact) for your MeetMe conference without your moderator code so that you can easily join other people's conferences. Make sure this contact includes only the telephone number for accessing your conferencing system. Once you access the conferencing system, use the keypad in the Avaya Flare client to enter the appropriate participant code for the conference.

 **Tip:**

For contacts who host conferences that you join regularly, you can create an entry in your local contacts for that contact with the number of the conference and that contact's participant code.

- To save time accessing your voice mail, you can create a local contact (iOS contact) for your voice mail access number. Make sure this contact includes the telephone number for accessing your voice mail system and your extension number and password (to log into the voice mail system). For example, if the telephone number you must dial to access your voice mail system is 613-555-7777, and you must enter 5558761# for your extension number and 123456# for your password to log into the voice mail system, the telephone number you would enter for this local contact would be 6135557777,5558761#,123456#. Once you create this local contact, you can access your voice mail from the Contacts fan in the Avaya Flare client.

You can also click the **Message Waiting Indicator** button to dial in to your voice mail at any time.

Adding an enterprise contact to your Contacts fan

About this task

You are able to perform an enterprise search and add enterprise contacts to your Contacts fan. Once you add an enterprise contact to your Contacts fan, that contact becomes one of your Avaya Aura contacts. If that contact has an account on your company's Presence server, you may be able to view that contact's presence and send instant messages to that contact.

Procedure

1. Locate the enterprise contact who you want to add to your Contacts fan. See [Performing an enterprise search](#) on page 103.
2. On the contact card, tap the **+** button.
The **Add to Contacts** button appears.
3. Tap the **Add to Contacts** button.
The enterprise contact is added to your Contacts fan with Presence enabled. The **+** button changes to an **information** button. If the enterprise contact is already in your Contacts fan with presence enabled, the **information** button appears on the contact card instead of the **+** button.

* Note:

Even though Presence is enabled, you may be unable to view this contact's presence. You can only view the presence of contacts that have accounts on your company's Presence server.

Searching for a contact

About this task

Use this procedure to search for a contact in your Contacts fan. The contacts in your Contacts fan are local contacts or Avaya Aura® contacts.

Procedure

1. Tap the **Contacts** tab on the top bar.
By default, **All Contacts** is displayed.
2. Tap the **All Contacts** search box to bring up the keyboard.
3. Enter the first or last name of the contact you want to find.
As you enter each letter in the search box, the contact card(s) that contain matching information are displayed.

To cancel the search, tap **X**.

Setting the primary telephone number for your contacts

About this task

Use this procedure to set the primary telephone number for your contacts who have multiple telephone numbers. You are able to select a different order for work, mobile, and home numbers. The first number in the order you select is considered the primary telephone number. For example, if the order you select is **Mobile, Work, Home**, the primary telephone number is Mobile. If you do not have a number for the first location in the order you select, then the second number is considered the primary telephone number. So, in this example, if you do not have a Mobile telephone number for a contact, then the Work number is considered the contact's primary telephone number.

The primary telephone number is the number that is called when you select the **Call** button on the contact's card or drag the contact's card into the center spotlight and select the **Call** button. This setting also sets the order in which the telephone numbers are listed when you select and hold the **Call** button on a contact card.

This setting applies globally to all of your contacts. The default setting is **Work, Mobile, Home**.

Procedure

1. Tap the **Settings** button on the top bar.
 2. In the **Contact preferences** section, tap **Voice**.
 3. Tap the option you want to move and drag it to the appropriate location.
The telephone number for the first option is considered the primary telephone number.
 4. When finished, tap the **Settings** button to return to the Settings dialog box.
 5. Tap the **Done** button to return to the Avaya Flare® Experience client main screen.
-

Setting the primary email address for your contacts

About this task

Use this procedure to set the primary email address for your contacts who have multiple email addresses. You are able to select a different order for work and home email addresses. The first address in the order you select is considered the primary email address. For example, if the order you select is **Work, Home**, the primary email address is Work. If you do not have a Work email address for a contact, then the Home address is considered the primary email address.

The primary email address is the address that is used when you select the **Email** button on the contact's card or drag the contact's card into the center spotlight and select the **Email**

button. This setting also sets the order in which the email addresses are listed when you select and hold the **Email** button on a contact card.

This setting applies globally to all of your contacts. The default setting is **Work, Home**.

Procedure

1. Tap the **Settings** button on the top bar.
 2. In the **Contact preferences** section, tap **Email**.
 3. Tap the appropriate option.
A check mark appears for the option you selected. The first email address in the option you select is considered the primary email address.
 4. When finished, tap the **Settings** button to return to the Settings dialog box.
 5. Tap the **Done** button to return to the Avaya Flare client main screen.
-

Deleting a contact from your Contacts fan

About this task

Use this procedure to delete an Avaya Aura[®] contact from your Contacts fan.

Procedure

1. Locate the contact you want to delete from your Contacts fan. See [Searching for a contact](#) on page 91.
2. On the contact card, tap the **X** button. The **X** button is enabled for an Avaya Aura[®] contact only.
3. Tap the **Continue** button.

 **Note:**

If the contact was a consolidated contact, the card for the local contact (that is, the iOS contact) is displayed. (Note that the card for the local contact does not contain the **X** button.) To delete a local contact, you must delete the local contact from the iOS contacts.

Chapter 14: Managing history records

A maximum number of 100 history records are stored in the history log. Once 100 history records are stored, the oldest history record is deleted to store a new history record. A history record is generated each time an audio call, video call, or conference call is made, received, or missed while you are logged into the server with the Avaya Flare client.

A number appears on the **History** tab on the top bar on the main screen to indicate the number of missed calls since you last opened the History fan. This number also appears on the **Experience** icon on the iPad Home screen. The number of missed calls no longer appears after you open the History fan and then:

- tap anywhere outside of the History fan
- switch to another fan (for example, the Contacts fan)

Viewing history records

Procedure

1. Tap the **History** tab on the top bar.
The History fan appears and displays the history records for all of your voice and video calls. The history records are listed in chronological order, showing the most current record first. Each history record displays the name or number, date and time, duration of the call, and whether the call was a missed call (indicated by an **x**), an incoming call (indicated by a down arrow), or an outgoing call (indicated by an up arrow). The label below the **History** tab identifies the history records that are currently displayed in the History fan (that is, All Calls, Missed Calls, Incoming Calls, and Outgoing Calls.)
2. 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**.

3. From the History fan, tap the card you want to view.



Chapter 15: Composing email messages

If you have an email account configured on your iPad device, you are able to send email messages from the Avaya Flare client.

Composing an email message to a contact

About this task

If the information you have for a contact includes an email address, you are able to send an email message to the contact from the Avaya Flare client.

 **Note:**

If the contact information does not include an email address, see [Composing an email message to a contact without a configured email address](#) on page 99.

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.

If you want to send the email to multiple contacts, drag and drop the card for each contact onto the center spotlight and then tap the **Email** button under the spotlight.

 **Note:**

For information on how to set a contact's primary email address, see [Setting the primary email address for your contacts](#) on page 92.

- 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.

A new email window appears.

4. Compose and send your email as you normally would from your email application.
-

Composing an email message from a history record

About this task

You can send an email message from a history record if the call is from someone who is in your contacts and the contact information includes an email address.

Procedure

1. Tap the **History** tab on the top bar.
2. From the History fan, select the appropriate history card of the person to whom you want to send an email message.
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.

Note:

For information on how to set a contact's primary email address, see [Setting the primary email address for your contacts](#) on page 92.

A new email window appears.

4. Compose and send your email as you normally would from your email application.
-

Composing an email message from an instant message

Procedure

1. 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.

 **Note:**

For information on how to set a contact's primary email address, see [Setting the primary email address for your contacts](#) on page 92.

2. Compose and send your email as you normally would from your email application.
-

Composing an email message to a contact without a configured email address

Procedure

1. Click the **Contacts** tab on the top bar.
2. From the Contacts fan, click the appropriate contact card.
3. Drag and drop the contact card onto the spotlight, and then click the **Email** button.
4. Click the **Continue** button.

5. Enter the contact's address.
 6. Compose and send your email as you normally would from your email application.
-

Composing an email message to someone who is not in your Contacts fan

Procedure

1. On the Avaya Flare client main screen, tap the **Email** button under the center spotlight.
A new email window appears.
 2. Compose and send your email as you normally would from your email application.
-

Composing an email message to participant on a call

About this task

If the information you have for a participant includes an email address, you are able to send an email message to the participant from the Avaya Flare client.

 **Note:**

If the contact information does not include an email address, the email button on the contact's card is disabled.

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 email message, tap **Email** on the menu, and tap the email 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 email message, tap **Email** on the menu, and tap the email address you want to use.

A new email window appears.

2. Compose and send your email as you normally would from your email application.



Chapter 16: Searching for an enterprise user or a contact

From the Avaya Flare client, you can search for contacts or enterprise users. For more information about contacts and enterprise users, see [Managing contacts](#) on page 89.

Searching for a contact

About this task

Use this procedure to search for a contact in your Contacts fan. The contacts in your Contacts fan are local contacts or Avaya Aura® contacts.

Procedure

1. Tap the **Contacts** tab on the top bar.
By default, **All Contacts** is displayed.
2. Tap the **All Contacts** search box to bring up the keyboard.
3. Enter the first or last name of the contact you want to find.
As you enter each letter in the search box, the contact card(s) that contain matching information are displayed.

To cancel the search, tap **X**.

Performing an enterprise search

About this task

An enterprise search performs a search of the enterprise LDAP directory you specified. For information about configuring the Avaya Flare® Experience client to search an enterprise directory, see [Enterprise Directory](#) on page 106.

Procedure

1. Tap the **Contacts** tab on the top bar.
By default, **All Contacts** is displayed.

2. Tap **All Contacts**.
The **Contacts** panel appears.
3. Tap **Enterprise Search**.
4. Tap the **Enterprise Search** box to bring up the keyboard.
5. Enter the first or last name of the person you want to find.
As you enter each letter in the search box, the names that contain matching information are displayed. The matching users are displayed in the Contacts fan in compressed mode.

 **Note:**

To cancel the search, tap **X**.

6. Tap the appropriate contact card.
The contact card expands. To add this enterprise user to your Contacts fan, see [Adding an enterprise contact to your Contacts fan](#) on page 90.
-

Chapter 17: Modifying the Avaya Flare client settings

Modifying client settings

About this task

Use this procedure to update Avaya Flare® Experience client settings.

If you want to clear all existing settings information, see [Clearing client settings and installed certificates](#) on page 109.

Procedure

1. Tap the **Settings** button at the top of the Avaya Flare® Experience for iPad Devices client
 2. Select one of the following options:
 - Accounts and Services
 - Contact Preferences
 - Dialing Rules
 - Support
 3. When you are finished with your changes, tap **Done**.
You must log out for the settings changes to take effect.
-

Modifying Accounts and Services

Procedure

1. Slide **Enable Unified Log In** to **On** or **Off**.
When turned on, Unified Log In allows you to log in to the Avaya Flare® Experience client and access all services with the same username and password.
If you turn this option on, enter the following information:

- Identity Server
- Username
- Password

*** Note:**

The username and password are optional here. If you do not enter your username and password on this screen, you will be prompted to enter them when you log in to the client.

2. Tap **Phone Service** and do the following.
 - a. In **Phone Server Address**, enter your server address for making and receiving phone calls on the Avaya Flare® Experience client.
 - b. In **Phone Server Port**, enter your port number.
 - c. In **Phone Service Domain**, enter your enterprise's domain (for example, a domain could be `example.com`).
 - d. Slide the **TLS** option to **On** or **Off**.
 - e. Make sure **Use Unified Log In** is set to the appropriate option (on or off)
If **Use Unified Log In** is set to off, you must enter your Avaya Flare® Experience extension and password here or when logging in to the client.
3. Tap **Conference Hosting** and do the following.
 - a. Set **Conference Hosting** to **On** to host conferences.
 - b. If conference hosting is turned on, In **Conference Server Address**, enter the service URL for an Adhoc conference.
4. Tap **Enterprise Directory** and do the following.
 - a. Set **Enterprise Directory** to **On** and then follow the remaining substeps below.
 - b. In the **Directory Server Address** box, enter the address of the enterprise directory server. If your Avaya Flare® Experience client is communicating with the Avaya SBC for Enterprise, enter the address of the SBC.
 - c. In the **Use SSL** box, slide to **On** or **Off** to enable or disable SSL.
 - d. In the **Search Root** box, enter the search root. An example is `ou=people, o=example.com`.
 - e. Make sure **Use Unified Log In** is set to the appropriate option (on or off).
If **Use Unified Log In** is set to off, you must enter a username and password for your enterprise search server.

*** Note:**

Unified Log In for Enterprise Directory is currently only supported on Microsoft Active Directory.

5. Tap **Presence Service** and do the following.

- a. Set **Presence Service** to **On** and then follow the remaining substeps below.
- b. In **Presence Server Address**, enter the IP address or fully-qualified domain name (FQDN) of the Presence server. If your Flare client is communicating with the Avaya SBC for Enterprise, enter the address of the SBC.

 **Note:**

See your system administrator to determine if a Presence server FQDN is supported.

6. Tap **Video Calling** and set the option to on to use video calling services.
7. Tap **Discover Services** if you want to set automatic service discovery to populate the Avaya Flare® Experience client settings, and then select one of the following options:
 - Use my email address
 - Use a web address

Modifying the dialing rules

Procedure

1. Tap **Dialing Rules**.
2. Set **Dialing Rules** to on, and then complete the fields as appropriate. See [Dialing Rules dialog box field descriptions](#) on page 107 for more information.

Dialing Rules dialog box field descriptions

Field Name	Description
Dialing Rules	The Avaya Flare client applies the specified dialing rules to outgoing calls when set to ON .
Number to dial to access an outside line	Digits to dial to access an outside line.
Your country code	Your country code.
Your area/city code	Area code or the city code where your telephone server is located. You can enter multiple codes and separate them with commas. For example, if you enter code as 406 or 208, the Avaya Flare client

Field Name	Description
	treats every call made to a region matching with either 406 or 208 as a local call.
PBX main prefix	Main prefix of your PBX.
Number to dial for long distance calls	Digits to dial to make a long distance call.
Number to dial for international calls	International country code for dialing an international telephone number.
Length of internal extensions	Number of digits that comprise an internal extension.
Length of national phone numbers	It is either: <ul style="list-style-type: none"> • number of digits to dial (including area/city code) for a call within your country. • supported telephone number lengths separated by a comma for countries with multiple telephone number lengths.
Remove area/city code for local calls	When set to ON , if the number you want to dial has the same area/city code specified in your dialing rules, the area/city code is not dialed. For example, if the number you want to call is 613-555-1234, the Avaya Flare client dials 555-1234. When set to OFF , if the number you want to dial has the same area/city code specified in your dialing rules, the area/city code is dialed. For example, if the number you want to call is 613-555-1234, the Avaya Flare client dials 613-555-1234.

Modifying the contact preferences

About this task

Use this procedure to specify:

- the primary telephone number for all your contacts who have multiple telephone numbers (for example, **Work, Mobile, Home**) and the order in which you want the telephone numbers displayed for your contacts (for example, **Work, Mobile, Home** or **Mobile, Work, Home**).
- the primary email address for all your contacts who have multiple email addresses (for example, **Work, Home**) and the order in which you want the email addresses displayed for your contacts (for example, **Work, Home** or **Home, Work**).

Procedure

1. To modify the telephone numbers setting, perform the following steps:
 - a. In the **Contact Preferences** section, tap **Voice or Video**.
 - b. In the Voice or Video dialog box, drag the options to the appropriate location to set the primary telephone number for contacts with multiple telephone numbers available (for example, Work, Mobile, Home). The default setting is **Work, Mobile, Home**. If you are using the default setting and the primary telephone number field (Work) is empty for a contact, the secondary telephone number field (Mobile) will be used as the primary number.
2. To modify the email setting, perform the following steps:
 - a. In the **Contact Preferences** section, tap **Email**.
 - b. In the Email dialog box, drag the options to the appropriate location to set the primary email address for contacts with multiple email addresses available (for example, Work, Home). The default setting is **Work, Home**. If you are using the default setting and the primary email field (Work) is empty for a contact, the secondary email field (Home) will be used as the primary email address.

Working with support options and viewing application release information

Procedure

Tap **Support**.

The Support screen provides the following information:

- Displays the name and release number for the Avaya Flare[®] Experience client.
- Provides support option buttons described in the following section.

Related topics:

[Clearing client settings and installed certificates](#) on page 109

Clearing client settings and installed certificates

About this task

This procedure describes how to use the support option buttons available on the Support screen.

Procedure

On the Support screen, you can access the following options:

- a. To remove all installed certificates, tap **Remove Certificates**.
 - b. If you need to reset client settings, tap **Reset Settings**.
This button clears all call history, IM history, and **Settings** data, restoring the default factory settings of the client.
-

Configuring notification settings

About this task

You must ensure the Notification feature is properly configured for you to receive visual and audible notification of incoming calls and instant messages when the Avaya Flare® Experience for iPad Devices application is running in the background.

Procedure

1. Open the Settings application on your iPad device.
 2. In the left pane, tap **Notifications**.
 3. In the right pane, in the **In Notification Center** section, tap **Experience**.
 4. In the **Notification Center** box, tap the toggle button to turn the feature **ON**.
 5. In the **Alert Style** section, tap **Alerts**.
 6. In the **Badge App Icon** box, tap the toggle button to turn the feature **ON**.
 7. In the **Sounds** box, tap the toggle button to turn the feature **ON**.
 8. In the **View in Lock Screen** box, tap the toggle button to turn the feature **ON**.
 9. When finished, tap the **Notifications** button.
-

Chapter 18: Troubleshooting

The Avaya Flare client terminates unexpectedly

The iOS for your iPad can terminate applications running in the background if an active application requires more memory. This can occur when you are running memory intensive applications or if a large number of contacts are being synchronized over the network. After the Flare client terminates, re-start the client.

Poor audio/video quality and/or slow response time

The performance of the Avaya Flare client, including audio quality, video quality, and response time for presence indication, contact searches, and instant messaging depends on the wireless network being used. You may experience impairments to audio quality, video quality, and/or slower response time depending on the quality of the network connection. The Avaya Flare client actively monitors audio quality and video quality and provides feedback if audio quality and video quality are impaired. You can achieve best results on a properly engineered private network. Connections using VPN over the Internet, 3G cellular data, or weak wifi signals may impair the performance of the Avaya Flare client.

To view the audio quality and video quality of the active call, see [Viewing the statistics for a call](#) on page 49.

The message “Network problem: Call quality may be affected” appears on the Timer during a call

This message appears if the Avaya Flare client detects a problem with the audio quality or video quality. The Avaya Flare client actively monitors audio quality and video quality and provides feedback if audio quality or video quality is impaired. Connections using VPN over the Internet, 3G cellular data, or weak wifi signals may impair the performance of the Avaya Flare client.

To view the audio quality and video quality of the active call, see [Viewing the statistics for a call](#) on page 49.

Audio is lost for a few seconds during an active call

Audio may be lost for a few seconds during an active call when opening and closing other applications on your iPad.

Cannot end a call on a bridged extension that is on hold

If you are on a bridged extension and you have put the call on hold on the iPad device, and the call is also active from the bridged extension or EC500 station, you cannot hang up the call from the iPad device. To hang up this call, perform the following steps:

1. From the bridged extension or EC500 station, drop the call.
2. From the Avaya Flare client, tap the **Hold** button for the call to resume the call.
3. To end the call, tap the **End** button for the call.

When you add a participant to an audio conference (MeetMe or Adhoc), that participant enters as a video participant.

When you add a participant to an audio conference, Avaya Aura® Conferencing determines the capabilities of that participant's client and negotiates the best connection possible. If that participant's client is video capable, the conferencing system will provide video for that participant for the conference.

If you want to have an audio-only conference (and prevent the system from providing video for all participants), you must disable the video feature for your Avaya Aura® Conferencing account before starting the conference. To disable the video feature for your Avaya Aura® Conferencing account, you must log into Collaboration Agent. See "Configuring video" in *Using Avaya Aura® Conferencing Collaboration Agent*.

Your presence status does not update properly after the Presence Server restarts

If the Presence Server restarts while you are on a call, you will see the message "Presence Server is not available." If you are still on the same call after the Presence Server restart is complete, your presence status may not update properly.

Appendix A: Using dialpad commands during a conference

The following dialpad commands are available to the moderator and participants

Name	Description	Keys
List available keys		**
Dial out to operator		*0
Toggle both audio and video		*6
Toggle audio		*61
Toggle media		*62
Count participants	Counts the number of active participants in the audio conference.	*#

The following dialpad commands are only available to the moderator.

Name	Description	Keys
Dial out to add user to the conference	Dial out to a participant via telephone.	*1
Toggle recording	Turns recording on or off. Following a brief audio message, moderators must confirm their intention by pressing 1 on their dialpad. Alternatively, they can press any other key to cancel the command.	*2
Toggle entry/exit tones	<ul style="list-style-type: none">• Entry tones off: The moderator and participants do not hear a tone when someone joins or leaves the conference• Entry tones on: The moderator and participants hear a tone when someone joins or leaves the conference.	*4

Using dialpad commands during a conference

Name	Description	Keys
Toggle lecture mode	In Lecture Mode, audio is muted for all the participants except the moderator.	*5
Toggle lock conference	<ul style="list-style-type: none"> • Conference locked: When the conference is locked, participants cannot join the audio conference or log in to Collaboration Agent. • Conference unlocked: When the conference is unlocked, participants can join the audio conference and log in to Collaboration Agent. 	*7
Disable video	Turns off video for the remainder of the conference. New participants join without video functionality.	*71
Toggle audio mute all	Silences or unsilences all participants on the call.	*81
Toggle media mute all	Turns video for all participants on or off	*82
Toggle mute all	Silences all participants on the call (both audio and video). Participants can unmute themselves.	*96
Allow conference to continue after moderator leaves.	<ul style="list-style-type: none"> • Continuation off: The conference ends within a predetermined time after the last moderator leaves. • Continuation On: The conference does not end when the last moderator leaves. 	*98
End conference	After you press ##, you hear a prompt: "Press 1 to confirm that you want the conference to end immediately". If you press 1, the conference ends.	##

The following dialpad commands are only available to participants.

Name	Description	Keys
Raise hand		*41
Lower hand		*42
Set Moderator	To set a moderator when none is present. The participant enters the moderator code and then the # sign to become the moderator.	*51

Appendix B: Network diagnostics and system configuration

Network diagnostics

Avaya Flare® Experience for iPad Devices provides a call quality indicator to help you diagnose some of the issues that arise in wireless networks. By tapping and holding the Call Timer box for an active call in Avaya Flare® Experience for iPad Devices, you can view the audio and video statistics for the current session. You can use these statistics to determine the network conditions that may be affecting this session.

Packet loss

As you approach 1% packet loss, you may start to see visual artifacts (for example, see broken images) or hear audible artifacts. As you approach 2 to 3% packet loss, there will be consistent visual artifacts and audible artifacts.

Note:

Packet loss characteristics influence the occurrence of visual and audible artifacts. For example, a burst of lost packets will affect the media quality differently than an even distribution of lost packets.

Jitter

Jitter is caused when the packets that make up a media stream are not delivered at regular intervals to the endpoint. The effects of jitter are cancelled by buffering for the most part, but buffering causes delay. Delay, or latency, has a noticeable effect on lip synchronization between the audio and video feed for the user. Lip synchronization issues will occur when the delay exceeds 100 ms.

Generally speaking, the statistics described above are strongly influenced by network and network engineering issues. If you find the values of the impairments exceeding the limits listed above, you may need to contact your network administrator for more diagnostic information to solve any network implementation issues.

Avaya Aura® Configuration

The Avaya Aura® solution enables the administrator to configure the maximum bandwidth permitted on a per-user basis. The Avaya Flare® Experience client video encoders will adjust to fit within the bandwidth “envelope” provided by the network, but the resulting video quality is influenced heavily by the amount of bandwidth available. If there is more bandwidth available, the resulting video quality for the user will be better. Network engineers should also confirm that the appropriate classes of service for the network have been defined and that the correct DSCP mark is set for media in the Avaya Aura® configuration.

For Avaya Aura® Conferencing 7.0 Service Pack 2 or later, each user is assigned a specific profile for video, which enables different classes of resolution. These profiles can be provisioned to be 180p or 360p, but the profiles can be provisioned only at the conferencing server – not at the client device.

If you have good quality video, but you are dissatisfied with the resolution, you should check the provisioning at your endpoint to confirm that adequate bandwidth and the correct profile have been assigned to your endpoint. To determine the resolution you are receiving on the Avaya Flare® Experience client, check the call statistics for the resolution as well as the frames per second provided.

Virtual Private Networks (VPNs)

Virtual private networks provide a significant challenge to high-quality video because as a security measure the VPN assigns video packets the same priority it does all other packets. This method prevents malicious users from differentiating certain classes of traffic that could lead to targeted attacks on clients. VPNs effectively negate network engineering for differentiated service and also introduce additional delay, which can be problematic for media packets that depend on timely receipt of all video packets for subjectively good quality.

To ensure a better overall experience, the Avaya Flare® Experience client will drop to a lower frame rate of 15 frames per second (fps) from 30 fps when a VPN is detected, enabling the video encoder to create a more robust bit stream and making calls over the VPN more reliable. This reduction of the frame rate allows users to remotely connect through the network and maintain a quality media experience. Note that this detection and optimization does not apply when connecting through a network element like a Session Border Controller (SBC).

Troubleshooting Logs

When troubleshooting issues, it may become necessary to report logs to your support organization. Logging for the Avaya Flare® Experience client includes media quality statistics that record information about network performance for analysis by support teams. To enable these logs, you must enable the **Verbose Logging** option in the Settings dialog box. These logs can assist support teams in diagnosing media issues due to network performance.

To send log files, under **Settings**, select **Support Information > Send Logs**.

Glossary

LDAP	Enterprise contact search.
MDA	Multiple Device Access. This feature allows you to log on to the same extension from multiple devices as well as answer and join calls with more than one device.
Service discovery	With service discovery, you can automatically configure the Avaya Flare® Experience client Settings using a web address or a corporate email address.
Unified Log-in	Unified Log-in allows you to log in to Avaya Flare® Experience and access client services with a single username and password.

Index

A

active talker	64
viewing	64
adhoc conferences	63
starting	63
Adhoc conferences	56 , 57
starting	56 , 57
answering a call	43
answering a call when the application is in the background	44
answering a call when the iPad is locked	44
application release number	109
audio loss	112

B

bridged extension	112
hang up a call that was put on hold	112
Browsing	75
button descriptions	18

C

call transfer	51
calls	33
changing your availability	87
presence	87
changing your status message	88
collaboration	63
viewing participants	63
composing an email message	97 , 99 , 100
composing email messages	97
conference	65 , 66 , 76
promoting a participant to a presenter	66 , 76
promoting a participant to moderator	65
conference continuation feature	68
conference Entry and Exit Tones feature	69
conference lock feature	67
Conference tab	54
conferences	56–61 , 63 , 64
adding a participant	59
adding an existing call	60
dropping a participant	60
ending	61
starting	56–58 , 63

viewing dropped participants	64
viewing the active talker	64
viewing web collaboration participants	63
conferencing	53
configuring	92
primary email address for your contacts	92
primary phone number for your contacts	92
configuring notification settings	110
contacts	89–91 , 93
adding from an enterprise search result	91
Aura contact	89
deleting	93
enterprise contacts	89
helpful hints	90
local contact	89
continuation feature	68

D

deleting the application	31
Dialing Rules dialog box field descriptions	107
disconnecting a call	46
Document sharing	80
ending	80
documentation	10
Documents	77 , 78
list view	78
sharing	78
thumbnail view	77

E

email messages	97
ending a call	46
entering digits during a call	47
Entry and Exit Tones feature	69

F

Feature Keys	113
summary	113
files	77
previewing	77

H		N	
hanging up a call	46	muting a call	47
hardware and software requirements	24	O	
history	95	Opening the Messages window	81
history record	98	overview	13
composing an email message	98	P	
history records	95	pausing a video call	48
viewing	95	performing an enterprise search	103
I		placing a call on hold	45
ignoring a call when the application is in the		prerequisites	23
background	45	presence	87
ignoring an incoming call	45	previewing files	77
IMs	83	promoting a participant to a presenter	66, 76
installing the application	24	promoting a participant to moderator	65
instant messaging	83, 99	putting application in the background	28
composing an email message	99	R	
Introduction to sharing	71	resetting	109
L		resuming a call on hold	46
lecture mode	67	resuming a paused video call	48
legal notices	2	S	
Library	74	searching for a contact	91, 103
lock feature	67	Sending a message	81
log out	28	sending an instant message	84
login	27	sending an instant message to a participant on a call	85
M		Shared content	79
main screen	13	browsing	79
managing history records	95	Sharing	71, 78
managing your presence status	87	documents	78
MDA	20	introduction	71
media quality	117	silence all feature	62
MeetMe conferences	58	starting the application	27
starting	58	starting the application for the first time	24
Message	81	support	11
sending	81	contact	11
Messages window	80, 81	support options	109
introduction	80		
opening	81		
modifying	105, 107, 108		
Accounts and Services	105		
contact preferences	108		
dialing rules	107		
modifying settings	105		
Multiple Device Access	20		
mute	61		

T

Touch-tone commands	113
dialpad commands	113
summary	113
summary	113
touch-tone digits	47
transferring	51
troubleshooting	111 , 112

U

unmuting a call	47
upgrading the application	31
using instant messaging	83

V

video	47 , 48
Video Call window	36
video calls	33 , 38 , 40–42 , 49
making a video call from a contact	38
making a video call from a history record	40

making a video call from an enterprise search	40
making a video call from an instant message	41
making a video call using the dialpad	38
videos	11
viewing an incoming instant message	83
viewing missed instant message	84
viewing the statistics for a call	49
voice calls	33–36
making a voice call from a contact	33
making a voice call from a history record	35
making a voice call from an enterprise search	34
making a voice call from an instant message	36
making a voice call using the dialpad	33

W

web collaboration	63 , 75
starting	75
viewing participants	63
Web Collaboration components	71
Whiteboard	79
sharing	79

