



# Avaya Flare<sup>®</sup> Overview and Planning

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# Chapter 1: Introduction

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## About this guide

This guide describes the following Avaya Flare® client offers:

- Avaya Flare® Experience for iPad Devices
- Avaya Flare® Experience for Windows

This guide is written for anyone who is considering purchasing or using any of these offers.

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## Avaya Flare client overview

The Avaya Flare client is a collaboration application that enables business users to quickly and easily manage their daily communications. The application provides users access from their iPad device or Windows PC to voice, video, presence, instant messaging, email, contacts, and call history. The intuitive, rich set of multi-mode capabilities is designed to redefine the communication experience in the business environment.

The Avaya Flare client features a central spotlight that highlights active or in-progress communications. Initiating a communication session is as easy as moving a contact from a directory into the spotlight. The Avaya Flare client provides users with:

- An intuitive, user interface from which users can communicate in any mode.
- Drag and drop voice calling with the ability to separate from a call for sidebar interactions via voice, video, email, or instant messaging and subsequently rejoin the call without interrupting the call in progress.
- A single, easy-to-use interface to view multiple contact directories, including personal and corporate contacts, a history log, and instant messaging sessions. Users can flip through to find the person with whom they want to collaborate, see their availability, select the preferred mode of communication and launch the connection.

The Avaya Flare client also provides automatic integration with Avaya Aura® Conferencing 7.0.

The following Avaya Flare client offers are available:

- Avaya Flare® Experience for iPad Devices
- Avaya Flare® Experience for Windows

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## Supported languages

- Chinese, Simplified
- Japanese
- Dutch
- Korean
- English
- French
- German
- Italian
- Russian
- English, UK
- Spanish, International
- Portuguese, Brazilian

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## Security

To provide a secure communication channel for voice and instant messaging sessions, you can set the Avaya Flare® clients to use Transport Layer Security (TLS).

**\* Note:**

In Release 1.1, only audio calls are supported with SRTP media encryption.

Network firewall port matrix	
Destination	Port
Avaya Aura® Session Manager	5060 (SIP/TCP) or 5061 (SIP/TLS)
Avaya Aura® Presence Services (XMPP/TLS)	5223
Avaya Aura® Session Manager (PPM traffic)	80 and 443 (HTTP/SOAP)



Network firewall port matrix	
Destination	Port
Media Gateway	RTP/UDP port range (depends on ip-network-region)
Directory Server	389 (LDAP) or 636 (LDAPS)

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## Security recommendations for administrators

Use the following methods to help maintain a secure environment for the Avaya Flare® clients:

- Use role assignments and assign security groups to appropriately restrict access to operations.
- Instruct users not to share their login ID and password. For accountability, each user must have a unique login ID.
- Periodically review and update the list of administered users, their roles, and their permissions.
- Review administration logs on a regular basis to ensure that the system is operating properly.
- Review audit logs on a regular basis to ensure that the system is operating properly.
- Review security logs and alarms on a regular basis to monitor possible security events.

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## Additional security information

Additional security information for all Avaya products, including the Avaya Flare® clients and the Avaya components that integrate with them, is available at the [Avaya Security Advisories Website](#). You can find information about the following:

- Avaya Product Security Vulnerability Response Policy
- Avaya Security Vulnerability Classification
- Security advisories for Avaya products
- Software patches for security issues
- Reporting a security vulnerability
- Automatic e-mail notifications of security advisories

For additional information about security practices, see the National Security Agency Security Configuration Guide Web site, [Security Configuration Guides Website](#).



# Chapter 2: Avaya Flare Experience for iPad Devices

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## Overview

Avaya Flare® Experience for iPad Devices enables you to log into your company's server and make and receive telephone calls (voice calls and 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)

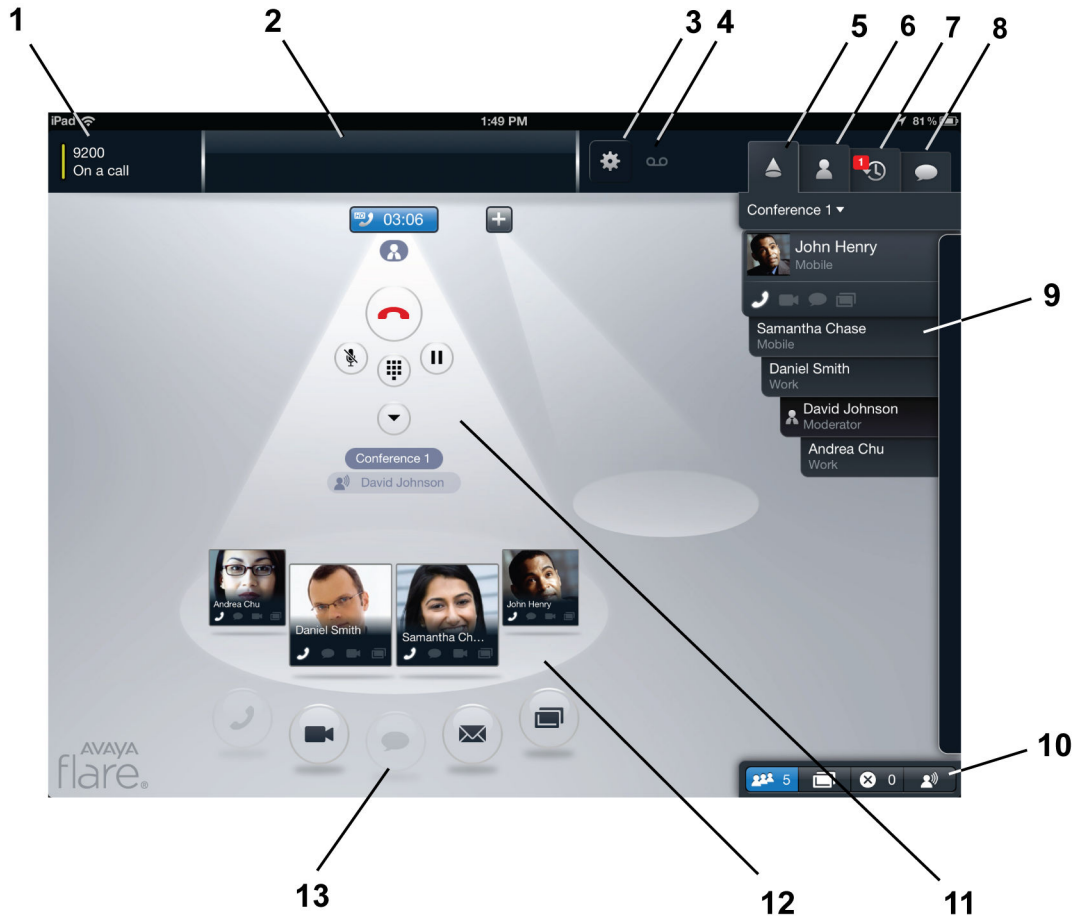
If you have Avaya Aura® Conferencing 7.0, you can also start Adhoc conferences with Avaya Flare® Experience for iPad Devices.

**\* Note:**


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.



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"> <li>• set your presence status or enter a custom presence status message</li> <li>• log into and out of the server</li> </ul>
2	Top bar	Displays the Presence area and the tabs that allow you to switch between the Conference, Contacts, History, and Instant Messaging fans.

No.	Name	Description
3	<b>Settings</b> 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	<b>Voice Mail</b> indicator	Indicates when you have a new voice mail message.
5	<b>Conference</b> 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"> <li>• all participants in the conference</li> <li>• all participants who are viewing the web collaboration session</li> <li>• all participants who dropped from the call</li> <li>• the participant who is currently speaking (the Active Talker)</li> </ul> <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	<b>Contacts</b> tab	<p>Displays the Contacts fan. The Contacts fan displays cards for all of your Avaya Aura<sup>®</sup> 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> <b>Note:</b></p> <p>You must be logged into the server to view your Avaya Aura<sup>®</sup> contacts.</p>
7	<b>History</b> tab	<p>Displays the History fan and the History tab buttons. The History fan displays the associated contact cards for all the calls you made and received using the Avaya Flare 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"> <li>• all calls you received using the Avaya Flare client</li> <li>• all calls you missed while you were using the Avaya Flare client</li> <li>• all calls you answered using the Avaya Flare client</li> <li>• all calls you made using the Avaya Flare client</li> </ul> <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>

No.	Name	Description
		<p><b>* Note:</b> History records are not generated for conference calls.</p>
8	IM tab	Displays the Instant Messaging fan. The Instant Messaging fan displays the contact card for each active messaging 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 client with an incoming call.



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



## Telephony

The following telephony features are available for audio and video calls with Avaya Flare® Experience for iPad Devices:

- Call answer
- Call hold (automatic and user selected)
- Call resume (user selected only)
- Call mute/unmute (user selected only)
- Outgoing calls from the dialpad, contact cards, history records, and instant messages
- Call history logs
- Conference (Adhoc and MeetMe conferences)

**\* Note:**

The Conference feature requires Avaya Aura® Conferencing 7.0.



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## Web Collaboration

Avaya Flare® Experience for iPad Devices provides the Web Collaboration feature, which enables you to share presentations, documents, applications, and your desktop with participants in a conference. You can support up to four Web Collaboration sessions at one time.

**\* Note:**

The Web Collaboration feature requires Avaya Aura® Conferencing 7.0.

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## 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. They automatically appear in your Contacts fan after you start the Avaya Flare client. 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.

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## Instant messaging

Using the Avaya Flare client, you are able to send instant messages to and receive instant messages from your Aura contacts that have an account on your company's SIP server. 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:

- Aura contacts that do not have an account on your company's SIP server
- local contacts

You do not need to track the presence of a contact to send an instant message to that contact.

 **Note:**

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

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## 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 a call is made, received, or missed while you are logged into the server with the Avaya Flare client.

 **Note:**

History records are not generated for conference calls.

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)

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# Requirements

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## 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 the following software versions:

- iOS Release 5.1.1
- iOS Release 6.0
- iOS Release 6.0.1

**\* Note:**

Avaya Flare® Experience for iPad Devices does not support iPad 1.

Only wired iPad device headphones are supported.

**\* Note:**

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

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## Server requirements

The Avaya Aura® server elements required to support Avaya Flare® Experience for iPad Devices are:

- Avaya Aura® Session Manager Release 6.2 or 6.3
- One of the following Avaya Aura® Communication Manager servers:
  - Avaya Aura® Communication Manager Evolution Server Release 6.2 or 6.3
  - Avaya Aura® Communication Manager Feature Server Release 6.2 or 6.3
- Avaya Aura® System Manager Release 6.2 or 6.3
- Avaya Aura® Conferencing Release 7.0 Service Pack 2 or later if you want to use the Conference (audio and video) and Web Collaboration features
- Avaya Aura® Presence Services Release 6.1 Service Pack 2 or later if you want to use the presence and instant messaging features

**\* Note:**

Avaya Flare® Experience for iPad Devices users can send and receive instant messages with:

- Microsoft® Office Communicator 2007 R2 users if Microsoft Office Communications Server 2007 R2 is installed and administered properly
- Microsoft® Lync users if Microsoft Lync Server 2010 is installed and administered properly

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## Supported codecs

Avaya Flare® Experience for iPad Devices supports the following audio codecs:

- G.711 A-law (PCM-A)
- G.711 U-law (PCM-U)
- G.722
- G.729a

Avaya Flare® Experience for iPad Devices supports the following video codecs:

- H.263 (SD)
- H.264

For information on bandwidth requirement for different codecs, see the section “Codec Selection” in *Avaya IP Voice Quality Network Requirements* on the Avaya Web site at <http://www.avaya.com/support>.

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## Administration

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### Configuring Avaya Communication Manager settings

Use the Avaya Aura® System Manager administration interface to modify the Avaya Communication Manager settings. For more information, see *Installing and Configuring Avaya Aura® Session Manager* on the Avaya Web site at <http://www.avaya.com/support>.

Perform the following steps:

- For the Communication Manager signaling group associated with Avaya Session Manager, set **Initial IP-IP Direct Media** to **y**.
- On page 19 of System Parameters – Features, set **SIP Endpoint Managed Transfer** to **y**.
- On page 4 of the IP-Options System Parameters, set **Override ip-codec-set for SIP direct-media connections** to **y**.

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## Configuring user accounts in Avaya System Manager

Use the Avaya Aura® System Manager administration interface to add or modify a user. For more information, see *Installing and Configuring Avaya Aura® Session Manager* on the Avaya Web site at <http://www.avaya.com/support>.

Avaya Flare® Experience for iPad Devices supports only SIP endpoints. H.323 endpoints are not supported. For each Avaya Flare® Experience for iPad Devices extension, set the following settings:

- On the User Profile page:
  - Set an **Avaya SIP** communication address. If you have E.164 numbers in your enterprise directory, you may also set an **Avaya E.164** communication address for the extension.
  - Set **Origination Application Sequence** to the Communication Manager server.
  - Set **Termination Application Sequence** to the Communication Manager server.
  - Set Template to any 96x1SIP template.
  - Enable **Conference Profile** and configure the settings for the user's Avaya Aura® Conferencing profile. For more information about configuring a user's Conferencing profile, see *Deploying Avaya Aura® Conferencing 7.0*.
- On the Endpoint page:
  - Enable **IP SoftPhone**.
  - Enable **IP Video SoftPhone**.
  - If a bridged line appearance is configured for the extension, enable **Bridged Call Alerting** to alert the Avaya Flare client when a call arrives at the main extension to which the Avaya Flare client is bridged.
  - Configure eight call appearances to provide support for merging active calls.

**\* Note:**

For video calls, Avaya Flare® Experience for iPad Devices supports a maximum resolution and frame rate of 352 x 288 pixels @ 30 fps.

## Product documentation

The following documents are available for Avaya Flare® Experience for iPad Devices:

- *Avaya Flare® Overview and Planning* document number 18-603948
- *Implementing Avaya Flare® Experience for iPad Devices* document number 18-604078 (for end users)
- *Administering Avaya Flare® Experience for iPad Devices* document number 18-604079 (for administrators)
- *Using Avaya Flare® Experience for iPad Devices* document number 18-603943 (for end users)
- *Avaya Flare® Experience for iPad Devices Quick Reference* document number 18-603944 (for end users)

You can access these documents and documents about other Avaya products mentioned in this guide from the Avaya Web site at <http://www.avaya.com/support>.

# Chapter 3: Avaya Flare Experience for Windows

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## Overview

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

Avaya Flare® Experience for Windows 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 Windows, you can:

- access the Web Collaboration features by clicking the **Collaboration** button in the main window. If you are the moderator or have presenter privileges, you can host the web collaboration session and share documents, presentations, pictures, a whiteboard, your entire screen, a portion of your screen, or an application window.
- 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 start Adhoc conferences with Avaya Flare® Experience for Windows.

You must have access to your company's network to use Avaya Flare® Experience for Windows.

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## Main window

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



No.	Name	Description
1	Presence area	Displays your extension number and presence status. From this dropdown, you can: <ul style="list-style-type: none"> <li>• set your presence status or enter a custom presence status message</li> <li>• log into and out of the server</li> </ul>
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	<b>Volume</b> button	Enables you to adjust the volume of the audio device you are using with the Avaya Flare client.
4	<b>Settings</b> button	Displays the Settings dialog box where you configure your servers, dialing rules, enterprise directory search settings, contacts search settings, audio settings, video settings, and conference settings. The Settings dialog box also displays the software release information and support information.
5	<b>Voice Mail</b> indicator	Indicates when you have a new voice mail message.



No.	Name	Description
6	<b>Conference tab</b>	<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"> <li>• all participants in the conference</li> <li>• all participants who are viewing the web collaboration session</li> <li>• all participants who dropped from the call</li> <li>• the participant who is currently speaking (the Active Talker)</li> </ul> <p>You can sort the cards in the Conference fan by most recent conference entry or alphabetically (that is, from A to Z).</p>
7	<b>Contacts tab</b>	<p>Displays the Contacts fan. The Contacts fan displays cards for all of your Avaya Aura<sup>®</sup> contacts and Microsoft Outlook contacts (if Microsoft Outlook is running). If you have configured the enterprise search settings, you can also search for enterprise contacts from the Contacts tab.</p> <p><b>* Note:</b></p> <p>You must be logged into the server to view your Avaya Aura<sup>®</sup> contacts and Microsoft Outlook contacts. Microsoft Outlook must be running for you to view your Microsoft Outlook contacts.</p>
8	<b>History tab</b>	<p>Displays the History fan and the History tab buttons. The History fan displays the associated contact cards for all the calls you made and received using the Avaya Flare 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"> <li>• all calls you received using the Avaya Flare client</li> <li>• all calls you missed while you were using the Avaya Flare client</li> <li>• all calls you answered using the Avaya Flare client</li> <li>• all calls you made using the Avaya Flare client</li> </ul> <p>A red number appears on the History tab to indicate the number of calls you missed since the last time you viewed the History fan.</p> <p><b>* Note:</b></p> <p>History records are not generated for conference calls.</p>

No.	Name	Description
9	<b>IM</b> tab	Displays the Instant Messaging fan. The Instant Messaging fan displays the contact card for each active messaging session or “chat.”
10	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 click the Contacts tab on the top bar, the cards for your contacts appear in the Contacts fan. You can use the mouse scroll wheel to quickly move through the cards displayed in the fan.
11	Tab buttons	Enable you to “filter” the cards displayed in the corresponding fan. Tab buttons appear when you click the Conference tab and the History tab.
12	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.
13	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. You can use the mouse scroll wheel to quickly rotate the cards displayed in the center spotlight.
14	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 client with the user logged in and no calls present.



The following figure shows the Avaya Flare client with two calls.



## Telephony

The following telephony features are available for audio and video calls with Avaya Flare® Experience for Windows:

- Call answer
- Call hold (automatic and user selected)
- Call resume (user selected only)
- Call mute/unmute (user selected only)
- Outgoing calls from the dialpad, contact cards, history records, and instant messages
- Call history logs
- Conference (Adhoc and Meetme conferences)

**\* Note:**

The Conference feature requires Avaya Aura® Conferencing 7.0.

---

## Web Collaboration

Avaya Flare® Experience for Windows provides the Web Collaboration feature, which enables you to share presentations, documents, applications, and your desktop with participants in a conference. You can support up to four Web Collaboration sessions at one time.

**\* Note:**

The Web Collaboration feature requires Avaya Aura® Conferencing 7.0.

---

## Managing contacts

The Avaya Flare client supports the following types of contacts:

- **Local contacts**

Local contacts are contacts from Microsoft Outlook on your PC. If Microsoft Outlook is running, these contacts automatically appear in your Contacts fan after you start the Avaya Flare client. You can add local contacts to your Contacts fan through Microsoft Outlook. The Avaya Flare client uses the pictures associated with your Microsoft Outlook contacts.

**\* Note:**

Any changes you make to contacts in Microsoft Outlook (for example, add a new contact or modify an existing contact) while the Avaya Flare client is running are not updated in the Contacts fan of the Avaya Flare client. To view these changes, you must log out and then log back in with the Avaya Flare client.

• **Avaya Aura® contacts**

Avaya Aura® contacts are contacts on your SIP server. A system administrator has administered these contacts as your Avaya Aura® contacts. These contacts 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 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.

**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.

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## Instant messaging

Using the Avaya Flare client, you are able to send instant messages to and receive instant messages from your Aura contacts that have an account on your company's SIP server. 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:

- Aura contacts that do not have an account on your company's SIP server
- local contacts

You do not need to track the presence of a contact to send an instant message to that contact.

**\* Note:**

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

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## Managing history records

A maximum of 100 history records can be stored in the call 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 a call is made, received, or missed while you are logged into the server with the Avaya Flare client.

 **Note:**

History records are not generated for conference calls.

A number appears on the **History** tab on the top bar to indicate the number of missed calls since you last opened the History fan. The number of missed calls no longer appears after you open the History fan and then access another fan (for example, the Contacts fan).

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## Requirements

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### Computer hardware requirements

The computer must have network connectivity and meet the following minimum hardware requirements:

- Dual-core 2.4 GHz processor
- 2 GB of RAM
- 256 MB dedicated video RAM
- 1.5 GB free hard disk space
- keyboard
- mouse or other compatible pointing device
- video adapter and monitor with 1024 x 768 or higher resolution
- monitor color setting of 32 bit or higher
- network interface card
- USB headset
- USB or integrated camera (if you want to make and receive video calls)

**\* Note:**

Be sure to use the most recent drivers from the camera manufacturer. Using generic USB drivers for the camera may cause instability issues.

---

## Computer software requirements

The computer must have the following software installed:

- Microsoft .NET Framework 4 Extended. This software is provided in the zipped file that contains the Avaya Flare<sup>®</sup> Experience for Windows software.
- Microsoft .NET Framework 4 Client Profile. This software is provided in the zipped file that contains the Avaya Flare<sup>®</sup> Experience for Windows software.
- Adobe Flash version 10.2.0 or later (for web collaboration)
- Java 6 update 18 (1.6.0\_18) or later (for web collaboration)
- one of the following operating systems:
  - Microsoft<sup>®</sup> Windows<sup>®</sup> 7 Enterprise Edition (32 bit or 64 bit)
  - Microsoft Windows 7 Ultimate Edition (32 bit or 64 bit)
  - Microsoft Windows 7 Professional Edition (32 bit or 64 bit)
  - Microsoft Windows XP Home Edition (32 bit) with Service Pack 3 or higher
  - Microsoft Windows XP Professional Edition (32 bit) with Service Pack 3 or higher

**\* Note:**

The Avaya Flare application is a 32-bit application.

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## Server requirements

The Avaya Aura<sup>®</sup> server elements required to support Avaya Flare<sup>®</sup> Experience for Windows are:

- Avaya Aura<sup>®</sup> Session Manager Release 6.2
- One of the following Avaya Aura<sup>®</sup> Communication Manager servers:
  - Avaya Aura<sup>®</sup> Communication Manager Evolution Server Release 6.2
  - Avaya Aura<sup>®</sup> Communication Manager Feature Server Release 6.2
- Avaya Aura<sup>®</sup> System Manager Release 6.2

- Avaya Aura® Conferencing Release 7.0 Service Pack 2 if you want to use the Conference (audio and video) and Web Collaboration features
- Avaya Aura® Presence Services Release 6.1 Service Pack 2 if you want to use the presence and instant messaging features

**\* Note:**

Avaya Flare® Experience for Windows users can send and receive instant messages with:

- Microsoft® Office Communicator 2007 R2 users if Microsoft Office Communications Server 2007 R2 is installed and administered properly
- Microsoft® Lync users if Microsoft Lync Server 2010 is installed and administered properly

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## Supported codecs

Avaya Flare® Experience for Windows supports the following audio codecs:

- G.711 A-law (PCM-A)
- G.711 U-law (PCM-U)
- G.722
- G.729a

Avaya Flare® Experience for Windows supports the following video codecs:

- H.263 (SD)
- H.264

For information on bandwidth requirement for different codecs, see the section “Codec Selection” in *Avaya IP Voice Quality Network Requirements* on the Avaya Web site at <http://www.avaya.com/support>.

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## Administration

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### Configuring Avaya Communication Manager settings

Use the Avaya Aura® System Manager administration interface to modify the Avaya Communication Manager settings. For more information, see *Installing and Configuring Avaya Aura® Session Manager* on the Avaya Web site at <http://www.avaya.com/support>.



Perform the following steps:

- For the Communication Manager signaling group associated with Avaya Session Manager, set **Initial IP-IP Direct Media** to **y**.
- On page 19 of System Parameters – Features, set **SIP Endpoint Managed Transfer** to **y**.
- On page 4 of the IP-Options System Parameters, set **Override ip-codec-set for SIP direct-media connections** to **y**.

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## Configuring user accounts in Avaya System Manager

Use the Avaya Aura® System Manager administration interface to add or modify a user. For more information, see *Installing and Configuring Avaya Aura® Session Manager* on the Avaya Web site at <http://www.avaya.com/support>.

Avaya Flare® Experience for Windows supports only SIP endpoints. H.323 endpoints are not supported. For each Avaya Flare® Experience for Windows extension, set the following settings:

- On the User Profile page:
  - Set an **Avaya SIP** communication address. If you have E.164 numbers in your enterprise directory, you may also set an **Avaya E.164** communication address for the extension.
  - Set **Origination Application Sequence** to the Communication Manager server.
  - Set **Termination Application Sequence** to the Communication Manager server.
  - Set Template to any 96x1SIP template.
  - Enable **Conference Profile** and configure the settings for the user's Avaya Aura® Conferencing profile. For more information about configuring a user's Conferencing profile, see *Deploying Avaya Aura® Conferencing 7.0*.
- On the Endpoint page:
  - Enable **IP SoftPhone**.
  - Enable **IP Video SoftPhone**.
  - If a bridged line appearance is configured for the extension, enable **Bridged Call Alerting** to alert the Avaya Flare client when a call arrives at the main extension to which the Avaya Flare client is bridged.
  - Configure eight call appearances to provide support for merging active calls.

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## Product documentation

The following documents are available for Avaya Flare® Experience for Windows:

- *Avaya Flare® Overview and Planning* document number 18-603948
- *Implementing Avaya Flare® Experience for Windows* document number 18-604153 (for end users)
- *Administering Avaya Flare® Experience for Windows* document number 18-604156 (for administrators)
- *Using Avaya Flare® Experience for Windows* document number 18-604158 (for end users)
- *Avaya Flare® Experience for Windows Quick Reference* document number 18-604164 (for end users)

You can access these documents and documents about other Avaya products mentioned in this guide from the Avaya Web site at <http://www.avaya.com/support>.

# Chapter 4: Deployment planning

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## Planning for implementation

Use these steps as a guide for your planning activities.

### Procedure

1. Ensure that all product licenses are in place.
  2. Ensure that the end user and enterprise environments can support the Avaya Flare client application. Consider the following:
    - Is the required hardware in place?
    - Have all related Avaya software products been installed and configured correctly?
    - Have all related third-party software products (for example, virtual private network access software if needed for remote access to your company's communications network) been installed and configured correctly?
-



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