



# Using Avaya Flare<sup>®</sup> Experience for iPad Devices

Release 9.0  
Issue 0.1  
September 2013

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# Chapter 1: About Flare Experience

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## Avaya Flare<sup>®</sup> Experience for iPad Devices Overview

Avaya Flare<sup>®</sup> Experience for iPad Devices enables you to log into your company server and make and receive telephone calls from your telephone extension through your iPad device. From the application on your iPad device, you can also send email messages and instant messages, access your call history, access your local contacts, perform an Enterprise search, view other users presence status, and manage your presence status. Avaya Flare<sup>®</sup> Experience for iPad Devices for IP Office integrates voice, video, presence, and IM over a single interface for IP Office customers.



You must have access to your company's network through the Wi-Fi, 3G or Virtual Private Network (VPN) connection to use Avaya Flare<sup>®</sup> Experience for iPad Devices. In addition to the contacts stored locally on your iPad, you can also access your personal and system contacts stored in your company server.

## Main screen



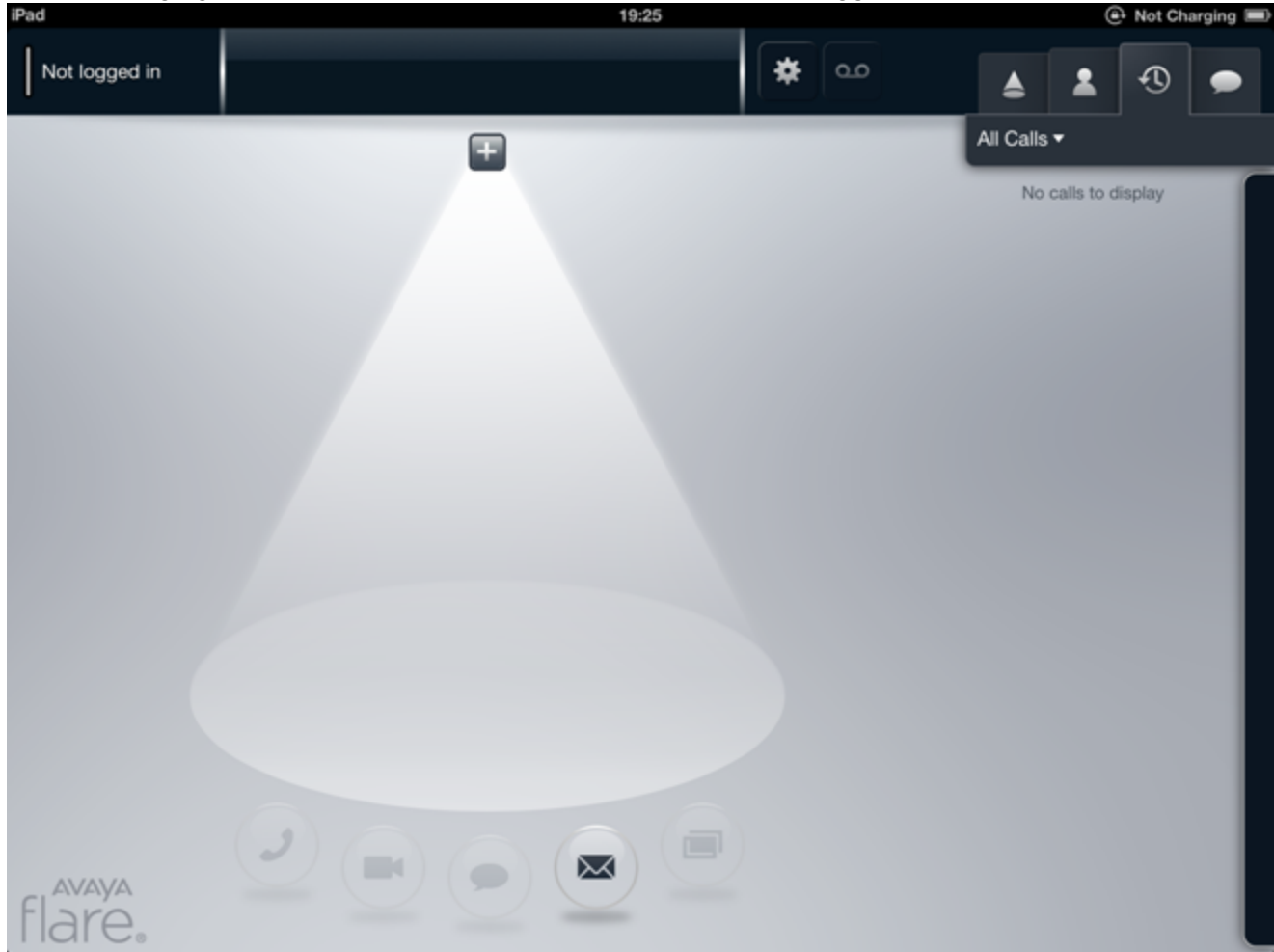
No.	Name	Description
1	Presence area	Displays your presence setting. Tap to change the presence, status message, log in, and log out from the server.
2	Top bar	Displays the Presence area, notification of incoming instant messages, and the tabs that allow you to switch between the Contacts, Call History, and Instant Messaging fans.
3	Settings	Displays the Settings dialog box where you configure your servers, Enterprise directory search settings, dialing rules, and contact preferences. This button also contains logging and support information.



No.	Name	Description
4	Message Waiting Indicator	<p>Displays the number of unread voicemails when you have new voicemails in a badge over the Message Waiting Indicator. You can tap the Message Waiting Indicator to listen to the voicemail messages.</p> <p> <b>Note:</b></p> <p>When you have more than 99 messages in your voicemail the system displays the number of unread messages as 99+.</p>
5	Conference	<p>Displays the Conference fan and the conference tab buttons. The conference fan displays cards for the participants in the conference. The conference tab buttons enable you to sort 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>• the participants who are viewing the web collaboration session</li> <li>• the participants who dropped from the call</li> <li>• the participants who are currently speaking</li> </ul> <p>You can sort the cards in the Conference fan by most recent or alphabetically (that is, from A to Z).</p> <p> <b>Note:</b></p> <p>IP Office 8.1 version does not support conference.</p>
6	Contacts tab	<p>Your contacts appear in the Contacts fan when you tap the <b>Contacts</b> tab.</p>
7	Call History tab	<p>Your call history appears in the Call History fan when you tap the Call History tab. A number appears on the tab to indicate the number of missed calls since you last opened the application.</p>
8	IM tab	<p>Your current instant messaging sessions appear in the Instant Message fan when you tap the IM tab. A number appears on the tab to indicate the number of missed instant messages.</p>
9	Contacts fan	<p>Displays either System, Personal or Enterprise contacts based on the selection you make. To view the contacts, tap the <b>Contacts</b> tab in the Top bar.</p> <p>The fan changes to the Call History fan or Instant Message fan depending on the tab you select in the Top bar. When you tap the Call History tab in the Top bar, your call history records appear in the Call History fan. When you tap the IM</p>

No.	Name	Description
		tab in the Top bar, your active instant messaging sessions appear in the IM fan.
10	Call control buttons	Enables you to put a call on hold, resume a call that is on hold, tap the keypad so you can enter touch-tone digits during a call, mute or un-mute a call, hang up a call and answer an ignored call.
11	Spotlight	Provides a graphical representation of your call. A spotlight appears for each call you start or join. A maximum of two spotlights can be displayed. If you have two active spotlights, you cannot create another call or receive another incoming call.
12	Channel buttons	Enables you to specify the type of communication session you want to initiate. You can initiate a voice call, instant message, email, or a video call.




The following figure shows the application open but the user not logged in.













The following figure shows the application open and the Log In window prompting the user to log in.



## Button descriptions

Button	Name	Description
	<b>Call</b> button	Enables you to make a voice call.
	<b>End</b> button	Hangs up a voice call.
	<b>Answer</b> button	If there is an active call that you have not answered in Avaya Flare® Experience for

Button	Name	Description
		iPad Devices, that call appears in a spotlight. You can answer or join this call by tapping the <b>Answer</b> button in the spotlight.
	<b>Instant Message</b> button	Enables you to send an instant message.
	<b>Email</b> button	Enables you to send an email.
	<b>Hold</b> button	Places the current call on hold or resumes a call on hold. When the call is on hold, the button is blue.
	<b>Mute</b> button	Mutes or un-mutes the audio. When the call is muted, the button is blue.
	<b>Settings</b> button	Opens a dialog box where you can configure application settings such as server settings, Enterprise directory search settings, and dialing rules.
	<b>Keypad</b> button	Opens the keypad.
	<b>More</b> 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 moderator and participants for the selected spotlight.
	<b>Video</b> button	Enables you to initiate a video call.

Button	Name	Description
	<b>Add Participant</b> button	<p>Opens the dialpad, which enables you to dial the telephone number of each participant you want to add to the conference.</p>
	<b>Message Waiting Indicator</b> button	<p>Displays the number of unread voicemails when you have new voicemails in a badge over the Message Waiting Indicator. You can tap the Message Waiting Indicator to listen to the voicemail messages.</p> <p><b>* Note:</b></p> <p>When you have more than 99 messages in your voicemail the system displays the number of unread messages as 99+.</p>



# Chapter 2: Getting Started

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## System requirements

Avaya Flare® Experience for iPad Devices is supported on Apple iPad 2, iPad 3 and iPad 4 with the operating system iOS 5.0 or later.

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## Logging into the server

### About this task

You must log into the Avaya IP Office system to use Avaya Flare® Experience for iPad Devices. See your system administrator for your login credentials.

 **Note:**

You don't have to log into the server to send e-mails from Avaya Flare® Experience for iPad Devices.

### Procedure

1. Tap the Presence area on the Top bar.  
The iPad displays the Log In panel.
  2. In the **Extension** field, enter your extension.
  3. In the **Password** field, enter your password.
  4. Do one of the following:
    - Tap the **Log In** button.
    - Tap the **Go** button on the keyboard
- 

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## Logging out of the server

### About this task

Use this procedure to log out of the IP Office system. After you log out, you cannot make and receive calls, or send and receive instant messages from Avaya Flare® Experience for iPad

Devices. You can send e-mail messages from Avaya Flare® Experience for iPad Devices when you are logged out.

### Procedure

1. Tap the Presence area on the Top bar.  
The iPad displays the Presence panel.
  2. Tap the **Log Out** button.
- 

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## About upgrade

You can use Flare Experience Release 1.1 Service Pack 4 even if you are configured as a user on IP Office Release 8.1 or IP Office 8.1 Feature Pack 1. However, to use the latest features and capabilities of Flare Experience Release 1.1 Service Pack 4 you should upgrade IP Office Release 8.1 or IP Office 8.1 Feature Pack 1 to IP Office Release 9.0.



# Chapter 3: Making calls

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## Voice calls

This section provides information about making voice calls using the Flare Experience client.

### Related topics:

[Making a voice call from a contact card](#) on page 17

[Making a voice call from a history record](#) on page 18

[Making a voice call to a contact from an instant messaging session](#) on page 19

[Making a voice call using the keypad](#) on page 19

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## Making a voice call from a contact card

### Procedure

1. Tap the **Contacts** tab on the top bar.
2. Tap the down arrow icon beside the search option and select System, Personal, or Enterprise to view the corresponding list of contacts.
3. From the **Contacts** fan menu, tap the contact card.
4. Perform one of the following steps:
  - On the contact card, tap **Call** to dial the primary telephone number for this contact.
  - Drag the contact card onto the spotlight, release it, and tap **Call** under the spotlight. The iPad dials the primary telephone number for this contact.
  - On the contact card, tap and hold **Call** to display the telephone numbers of the contact, and then tap the telephone number you want to dial.

The iPad displays the call in the center spotlight. The iPad also displays the contact card that displays the name or telephone number and picture (if available) of the contact in the spotlight. When the call is answered, the iPad displays the call timer and the state of the call at the top of the spotlight.

For an active call, the iPad displays the End button with the red handset icon and the timer counting that displays how long the call has been connected. For a call that is on hold, the iPad displays the Hold button with the gray double-vertical lines icon and the timer counting that displays how long the call has been connected. If

the call is swiveled away from the spotlight, the call timer disappears. However, when the call is swiveled back to the spotlight, the call timer appears again.

**\* Note:**

Avaya Flare® Experience for iPad Devices supports only two calls through spotlights. For example, if **Call Waiting** is **On** and you are active on a call, you can accept another call from a different contact. The iPad places the existing call on hold and moves the call off center stage.

If you have calls in both the spotlights, you cannot place or receive another call until you end one of the existing calls.

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## Making a voice call from a history record

### Procedure

1. Tap the **Call History** tab on the Top bar.
2. From the **History** fan menu, tap the history card of the contact you want to call.
3. Perform one of the following steps:
  - On the selected history card, tap **Call** to dial the telephone number for this contact.
  - Drag the history card onto the spotlight, release it, and tap **Call** under the spotlight. The iPad dials the telephone number for this contact.
  - On the history card, tap and hold **Call** to display the telephone numbers, and then tap the number you want to dial.

The iPad displays the call in the center spotlight. The iPad also displays a card with the name or telephone number and picture (if available) of the contact under the spotlight. When the call is answered, the top of the spotlight displays the call timer.

If you were active on a call when you tapped **Call** on the history card, the iPad places the existing call on hold and moves the call off center stage.

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## Making a voice call to a contact from an instant messaging session

### Procedure

1. Tap the **IM** tab on the Top bar.  
The iPad displays the Instant Message fan and the instant messaging cards.
2. From the Instant Message fan, tap the card you want to call.
3. Do one of the following:
  - On the instant messaging panel, tap the **Call** button.
  - On the instant messaging card under the **IM** tab, tap **Call**.
  - From the **IM** tab, drag the instant messaging card onto the spotlight and release it. Tap **Call** under the spotlight.
  - On the instant messaging card under the **IM** tab, tap and hold **Call** to display the associated telephone numbers. Tap the telephone number you want to dial.

The iPad displays the call in the center spotlight. The iPad also displays a card with the name or telephone number and picture (if available) of the contact under the spotlight. When the call is answered, the top of the spotlight displays the call timer.

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## Making a voice call using the keypad

### Procedure

1. Tap **Call** under the center spotlight to tap the keypad.
2. Using the keypad, enter the telephone number.
3. Tap **Call** on the keypad.  
The iPad displays the call in the center spotlight. The iPad also displays a card with the name or telephone number and picture (if available) of the contact under the spotlight. When the call is answered, the top of the spotlight displays the call timer.

**\* Note:**

Whenever you dial an extension from Avaya Flare® Experience for iPad Devices, a second spotlight appears on the caller.

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## Video calls

This section provides information about making video calls using the Flare Experience client.

**Related topics:**

[Making a video call from a contact card](#) on page 20

[Making a video call from a history record](#) on page 21

[Making a video call from an instant message](#) on page 21

[Making a video call from the dialpad](#) on page 22

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## Making a video call from a contact card

Use this procedure to initiate a video call from a contact card.

**About this task**

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

**Procedure**

1. Tap the **Contacts** tab on the Top bar.
2. In the Contacts fan, select the appropriate contact card.
3. Perform one of the following steps:
  - In the contact card, tap the **Video** button to dial the primary telephone number of the contact.
  - Drag the contact card to the spotlight, release it, and tap the **Video** button. The system dials the primary contact number of the contact.

The iPad displays the call in the center spotlight. The system displays a card that contains the name or telephone number of the contact and a picture of the contact in the spotlight. The system displays the call timer at the top of the spotlight.

The system also displays a Video window. When the contact answers, the system displays the video from that contact only if that contact is transmitting video.

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## Making a video call from a history record

### About this task

You can only make video calls to any contact in the history record.

### Procedure

1. Tap the **Call History** on the Top bar.
2. From the History fan, select the history card of the contact 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 the spotlight, release it, and tap the **Video** button under the spotlight to dial the previously dialed telephone number for this contact.

The iPad displays the call in the center spotlight. The system displays a card that contains the name or telephone number of the contact and a picture of the contact (if available) in the spotlight. The system displays the call timer at the top of the spotlight.

The system also displays a Video window. When the contact answers, the system displays the video from that contact (if that contact is transmitting video).

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## Making a video call from an instant message

### About this task

You can make a video call to any contact from an instant message session.

To make a video call from an existing instant messaging session:

### Procedure

1. Tap the **IM** tab on the Top bar.
2. In the IM fan, select the appropriate contact card.

3. Perform one of the following steps:

- Tap the **Video** button to dial the primary telephone number of the contact.
- Drag the appropriate instant messaging card onto the spotlight, release it, and then tap the **Video** button under the spotlight to dial the primary telephone number for this contact.

The iPad displays the call in the center spotlight. The system displays a card that contains the name or telephone number of the contact and a picture of the contact (if available) in the spotlight. The system displays the call timer at the top of the spotlight.

The system also displays a Video window. When the contact answers, the system displays the video from that contact (if that contact is transmitting video).

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## Making a video call from the dialpad

### About this task

You can make video calls to any contact.

### Procedure

1. Using the dialpad, enter the telephone number.
2. Tap the green **Video** button on the dialpad.  
The iPad displays the call in the center spotlight. The system displays a card that contains the name or telephone number of the contact and a picture of the contact (if available) in the spotlight. The system displays the call timer at the top of the spotlight.

The system also displays a Video window. When the contact answers, the system displays the video from that contact (if that contact is transmitting video).

---

---

## Avaya Flare<sup>®</sup> Experience for iPad Devices for IP Office Connectivity

Avaya Flare<sup>®</sup> Experience for iPad Devices for IP Office connects to your company server using the Wi-Fi and 3G cellular networks. If you are connecting to your company server using the

internet, you must secure your communication using a VPN connection. For more information, contact your system administrator.

When the wireless signal weakens during an active call, Avaya Flare® Experience for iPad Devices for IP Office displays the signal quality indicator above the spotlight. If the signal continues to weaken, the active call ends and the application begins to log in again automatically. When the network coverage is restored, the application logs in automatically and you can make and receive calls.

Making calls



# Chapter 4: Managing calls

---

## Answering a call

### Procedure

To answer a call, tap **Answer**.

The iPad displays the call in the center spotlight. The iPad also displays the card with the name or telephone number and picture (if available) of the contact in the spotlight. The top of the spotlight displays the call timer.

To end the call, tap **End**.

---

## Entering digits during a call

### Procedure

1. Tap **Keypad** 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 **Close** at the top of the keypad.

---

## Muting a call

### Procedure

To mute a call, tap **Mute** for the call.

The **Mute** button turns blue.

---

---

## Unmuting a call

### Procedure

To unmute a call, tap **Mute** for the call.  
After you unmute the call the **Mute** button does not remain blue.

---

---

## Placing a call on hold

### Procedure

To place a call on hold, tap **Hold** for the call.  
The **Hold** button turns blue.

**\* Note:**

The Flare Experience client disables the **Video**, **Voice**, **End**, **Mute**, and dialpad buttons when you place a call on hold. To enable these buttons, resume the call.

Flare Experience does not support the call hold timeout feature.

---

---

## Resuming a call on hold

### Procedure

1. To resume a call on hold, tap **Hold** for the call.
  2. If the call you want to resume is not in the center spotlight, tap the spotlight for that call and then tap **Hold**.  
The call becomes active and takes center stage.
-

---

## Ignoring an incoming call

### Procedure

1. To ignore an incoming call, tap **Ignore**.  
The iPad stops the ringing for this call, and displays the call in the center spotlight.
  2. To answer an ignored call, tap **Answer** in the spotlight.  
The iPad displays the call timer on top of the spotlight.
- 

---

## Transferring a voice call

You can transfer a voice call to another contact after consulting the contact.

### Before you begin

To transfer a voice call to another contact you must place the active call on hold.

### About this task

When you receive or make a voice call to a contact and if you want to transfer the call to a different contact:

### Procedure

1. Call the contact to whom you want to transfer the call.
2. Tap the contact card of the active call and hold the contact card until the contact card is enlarged.
3. Drag the contact card to the spotlight of the contact that you placed on hold.  
You can also drag the contact card of the contact that you placed on hold to the active call spotlight.

#### **Note:**

You cannot transfer a call when both the contacts participating in the transfer are placed on hold.

The system displays **Merge the calls or Transfer?** dialog box.

4. Click **Transfer** to transfer the call.
  - Click **Cancel** to close the dialog box.

The system transfers the call and clears both spotlights.

---

# Chapter 5: Conferencing

You can initiate the following types of audio conference call:

- Meet Me conference
- Adhoc conference

To initiate a Meet Me conference you need a Meet Me conference short code.

To initiate an Adhoc conference you need to establish two calls.

---

## Conference tab

The following figure shows the components of the Conference tab of Avaya Flare® Experience for iPad Devices.



No		
1	<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</li> <li>• all participants who dropped from the call</li> <li>• the participant who is currently speaking (the Active Talker)</li> </ul>
2	<b>Conference Fan</b>	<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"> <li>• <b>Active Talker</b> button</li> <li>• <b>Disconnected Participants</b> button</li> <li>• <b>All Participants</b> button</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>
3	<b>Active Talker</b>	Is available in a conference call, but the function of this button is not enabled.
4	<b>Disconnected Participants</b>	Displays the cards of the participants who have dropped from the conference or never connected to the conference.
5	<b>Web Collaboration</b>	Displays the cards of the participants who have accessed the Web Collaboration window. However, the function of this button is not enabled.

6	<b>All Participants</b>	Displays the cards of the participants who are active in the conference.
---	-------------------------	--

**Related topics:**

[Starting an Adhoc conference](#) on page 31

---

## Starting an Adhoc conference

**Procedure**

1. Make a call to a contact.
2. Place the call on hold.
3. Make a call to another contact.
4. Drag the contact card of the contact that you placed on hold to the active call spotlight.  
You can also drag the contact card of the active call to the spotlight of the contact that you placed on hold.  
The system displays the **Merge the calls or transfer?** dialog box.
5. Tap **Merge**.

**Result**

The system merges the calls into an adhoc conference.

---

## Starting a Meet Me conference

You can initiate or join a specific conference by using a conference ID number.

 **Note:**

The extension number of the user is the Conference ID number in a Meet Me conference.

**Before you begin**

You need to have a Meet Me conference short code. Contact your system administrator to get the short code that is configured on your communication system. For example, if the short code is \*66\*N# , where N is the extension number of the user.

## Procedure

Do one of the following:

- Click the **Call** button and dial the short code for the Meet Me conference.
- Do the following:
  - i. Click the **Keypad** button.
  - ii. In the Keypad window, tap the digits of your extension and then tap #.

---

## Result

The system displays the participants who have called into the conference in the conference spotlight.

---

# Adding an existing call to an Adhoc conference

## Procedure

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

---

## Result

The system adds the participants of the existing call in the conference.

---

# Adding a participant to a conference

## Before you begin

Start a Meet Me conference.

## Procedure

Perform one of the following steps:

- 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 add in the conference and drop the card into the spotlight of the conference.
- To dial the number of the person 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. Use the dialpad to enter the telephone number.
    - iv. Tap the **Call** button on the dialpad.
  - 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 add to the conference and drop the card into the spotlight of the conference.
  - 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 you want to add to the conference and drop the card into the spotlight of the conference.

---

## Result

The system adds the person to the conference and displays the contact card of the person you added in the conference spotlight.

---

# Dropping a participant from a conference

## About this task

You cannot drop a participant who is yet to join the conference. You can drop a participant from a conference only if the participant has already joined the conference or the call of the participant 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:

- 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**

---

### Result

The system drops the participant from the conference and does not display the contact card in the spotlight of the conference.

---

## 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 of the conference, the conference does not end immediately for all participants. If you disable the Conference Continuation feature (the default setting), the system drops all participants automatically after a specified amount of time after the moderator drops from the conference. If you enable Conference Continuation feature, the conference continues indefinitely after the moderator drops. The system does not end the conference until all participants drop from the call. For more information about the Conference Continuation feature, see [Turning the Conference Continuation feature on/off](#) on page 38.

#### \* 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.

### Procedure

Perform one of the following:

- To end the conference, tap the **End** button for the call.
- To end the conference immediately, perform the following:
  - i. Tap the **More** button for the conference call to access the Moderator Controls panel.
  - ii. On the Moderator Controls tab, tap the **End Conf.** button.
  - iii. Tap the **OK** button.

---

## Muting a participant in a conference

### Before you begin

You can mute a participant in a conference only if are the moderator of the conference.

### About this task

 **Note:**

Even if the moderator mutes a participant in a conference, the participants can unmute themselves. Participants using a DS, SIP, H323 phone or Softphone cannot 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, and tap **Silence**.
- In the spotlight for the conference, long press and release the card of the participant you want to mute, and tap **Silence**.
- Perform the following steps:
  - i. In spotlight for the conference, tap the card of each participant you want to mute.
  - ii. In spotlight for the conference, tap the **More** button.
  - iii. On the Moderator Controls tab, tap the Silence button. When mute is enabled, the **Silence** button turns blue.

To unmute a participant, tap the **Unsilence** button.

---

### Result

The system displays a check to indicate that the audio is muted for a participant. The system also displays the mute icon on the card of the participant in both the spotlight for the conference and the Conference fan to indicate that the audio is muted for this participant.

---

## Muting all participants in a conference call

### Before you begin

You must be the moderator of the conference.

**\* Note:**

If a moderator of the conference mutes all participants, 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. The participants cannot unmute themselves.

### Procedure

1. In spotlight for the conference, tap the **More** button.  
The system displays Moderator Controls tab.
2. To mute the audio for the conference, tap the **Silence All** button.  
To unmute the audio for the conference, tap the **Unsilence All** button.

---

### Result

The **Silence** button turns blue, and the mute icon appears on the card of each participant in the Conference fan.

---

## 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.

---

### Result

The system displays all the participants in the spotlight of the conference.

---

## Viewing the participants who dropped from a 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.

**Result**

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.

---

## Locking a conference call

**Before you begin**

You must be the moderator of the conference.

You must be in a Meet Me 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.

**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 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 cannot unmute themselves.

 **Note:**

The Lecture mode feature is not enabled by default.

### 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 displays a warning message two minutes before the system ends conference.

### 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, the system plays a tone 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 6: Accessing voicemail

---

## Accessing voicemail using short code

The system displays the number of unread voicemails when you have new voicemails in a badge over the Message Waiting Indicator. Use this procedure to collect voicemail messages by dialing a short code from the Flare Experience client dialpad.

### Before you begin

This feature is available only if the system administrator has configured a short code on the IP Office system to enable this feature. Check with your system administrator to see if this feature is available. If so, your system administrator can provide the short code that you need.

### Procedure

1. On the dialpad, enter the short code (for example, \*17) to connect to IP Office voicemail system.
2. Follow the prompts to hear your voicemail messages.

---

### Related topics:

[Entering digits during a call](#) on page 25

---

## Accessing voicemail using Message Waiting Indicator

The system displays the number of unread voicemails when you have new voicemails in a badge over the Message Waiting Indicator. Use this procedure to listen to your voicemail messages.

### About this task

To listen to your unread voicemail messages:

### Procedure

1. Tap the **Message Waiting Indicator** .

The system initiates a voice call. If both the spotlights are occupied, then the system prompts you to free a spotlight to place a call to the voicemail messages.

2. Follow the prompts to listen to your voicemail messages.

---

**Related topics:**

[Entering digits during a call](#) on page 25

# Chapter 7: Viewing the Call History records

---

## Viewing the Call History records

### Procedure

Tap the **Call History** tab on the top bar of Avaya Flare® Experience for iPad Devices main screen.

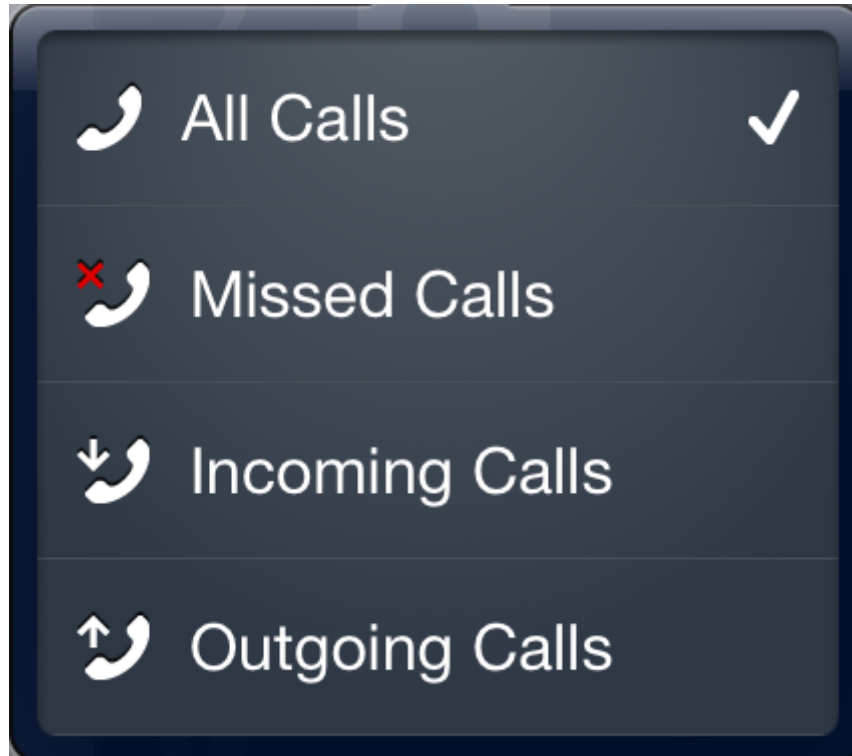
The iPad displays the **Call History** fan that lists all your calls in a chronological order showing the most current record first.

Each history record displays:

- the avatar image of the contact
- the name or number of the party
- the date and time
- the duration of the call
- whether the call was received, dialed, or missed

The label below the Call History tab indicates the history records that currently appear in the Call History fan:

- all calls
- missed calls (indicated by an x)
- incoming calls (indicated by a down arrow)
- outgoing calls (indicated by an up arrow)



**\* Note:**

The system does not display the duration of the calls for Missed Calls.

**\* Note:**

When you log out from Avaya Flare® Experience for iPad Devices, the Call History fan is not displayed.

---

## Viewing the history records for all calls

### Procedure

1. Tap the label below the **Call History** tab
2. Tap **All Calls**.  
The iPad stores and lists the recent 100 calls in the Call History fan. Once the maximum numbers of history records are stored, the oldest history record is deleted to store a new history record.

**\* Note:**

You cannot access the Call History fan and the Contacts fan from the Call History tab when you log out.

---

---

## Viewing the history records for missed calls

### Procedure

1. Tap the label below the **Call History** tab
2. Tap **Missed Calls**.

**\* Note:**

The missed calls badge stays on the Avaya Flare® Experience for iPad Devices icon even after reinstalling the application and gets cleared only after you open the application.

---

---

## Viewing the history records for incoming calls

### Procedure

1. Tap the label below the **Call History** tab
  2. Tap **Incoming Calls**.
- 

---

## Viewing the history records for outgoing calls

### Procedure

1. Tap the label below the **Call History** tab
  2. Tap **Outgoing Calls**.  
You can also tap the card you want to view from the History fan.
-

Viewing the Call History records

# Chapter 8: Using instant messaging

---

## About instant messages

You can send instant messages to your IP Office contacts from Avaya Flare® Experience for iPad Devices application. 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 into Avaya one-X® Portal for IP Office server or when the user logs into an application that supports instant messaging such as Avaya Flare® Experience for iPad Devices.

Even after you logout and login again into the iPad retains your missed instant messages. While you are logged out from Avaya Flare® Experience for iPad Devices, the system does not display Instant Message fan.

---

## Viewing an incoming instant message

### About this task

#### 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 Message fan appears and displays the instant messaging cards.

2. From the Instant Message 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 Message 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.
- 

---

## Starting a new instant messaging session

### Procedure

1. Perform one of the following steps:
    - Drag the contact card onto an empty spotlight, release it, and tap **IM** under the spotlight.
    - On the contact card, tap the **IM** button.The iPad displays the instant messaging window.
  2. In the Instant Messaging window, enter your message.
  3. After entering your message, tap **Send**.
- 

---

## Resuming an Instant Messaging session

### Before you begin

Open the Avaya Flare® Experience for iPad Devices client.

### Procedure

1. Perform one of the following steps:
  - Tap the **IM** tab and then tap the instant messaging card of the contact.
  - Tap the **Contacts** tab and then tap **IM** on the contact card.
  - Tap the **Call History** tab and then tap **IM** on the history card of the contact.



2. In the instant messaging panel, enter your message.
3. After entering your message, tap **Send** on the keyboard.
4. To close the instant messaging panel, tap **Close** on the panel.

The iPad compresses the instant messaging panel into an instant messaging card that appears under the IM tab. The instant messaging card displays the last instant message you sent to that contact.

**\* Note:**

This step does not end the instant messaging session with that contact.

---

---

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

### Procedure

1. Tap **IM** under the spotlight.  
The system displays the instant messaging panel.
  2. In the instant messaging panel, enter your message.
  3. Tap **Send** on the keyboard.
- 

---

## Ending an Instant Messaging session

### Before you begin

Open the Avaya Flare® Experience for iPad Devices client.

### Procedure

1. Tap the **IM** tab on the top bar.
2. Perform one of the following steps:
  - To end a single instant messaging session:
    - i. Tap **X** on the instant messaging card of the contact.
    - ii. Tap **End Chat**.

**\* Note:**

The application removes the Instant Messaging card for the contact from the IM fan.

- To end all instant messaging sessions:
  - i. Tap **All Chats**.
  - ii. Tap **End All Chats**.

**\* Note:**

The application removes all the Instant Messaging cards for all the contacts from the IM fan. When you log out from Avaya Flare® Experience for iPad Devices, the IM fan is not displayed.

---

# Chapter 9: Managing presence

---

## Managing the presence status

Using Avaya Flare® Experience for iPad Devices, you can:

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

 **Note:**

You must have an account configured on Avaya one-X® Portal for IP Office Presence server to use the presence feature. Contact your system administrator for more information.

---

## Changing your presence status

### About this task

Use this procedure to set your presence status (that is, availability) for the system contacts. The iPad displays the presence status to other users who track the system contact presence. By default, the presence status for a local iPad contact is set as Unknown. You cannot change the presence status for a local iPad contact.

 **Note:**

If you close the Avaya Flare® Experience application before you log out, the system automatically displays your presence status as offline to others who track your presence. The next time you log in, you can change your availability or status message accordingly.

If you lose connectivity, that is, if your Wi-Fi connection drops your presence status set at that time will continue to be displayed to others only for 90 seconds. After 90 seconds your presence status is Offline. Once the Wi-Fi connectivity resumes, you can change your availability or status message accordingly.

### Procedure

1. Tap your extension number on the **Top** bar.  
The iPad displays the Presence panel.

2. Tap the presence status that you want. You can set the presence status for the system contact as Available, Busy, Unavailable, or Offline.
- 

---

## 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`.

### Procedure

1. Tap your extension number on the Top bar.  
The iPad displays the Presence panel.
  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. Tap **Done** on the keyboard, or tap anywhere outside of the Presence panel.  
The iPad closes the Presence panel and keyboard.
- 

---





## Managing presence states

When a user logs into Avaya Flare<sup>®</sup> Experience for iPad Devices and on successful authentication to Avaya one-X<sup>®</sup> Portal, both the Personal and System contacts are transferred from Avaya one-X<sup>®</sup> Portal and gets updated under the System tab and the Personal tab along with local iPad contacts in the Contacts fan respectively.

After the transfer of all contacts, the IM presence, the User presence and the Telephony presence are available based on the user presence status.

### Telephony presence state

The Telephony presence state shows whether a user's voice channel is Busy or Not Busy. By default, the Telephony presence state is Not Busy. The Telephony presence state is shown only for the contacts that also have the XMPP presence. For the contacts that do not have the XMPP presence, the Telephony presence state is Offline. When Avaya one-X<sup>®</sup> Portal is not available, the Telephony presence state is Offline. When the user selects the Do Not Disturb option in the telephone, the Telephony presence state appears Busy.

Icon	Description
	Available
	Offline
	Busy
	Unknown





### IM presence state

IM Presence is the availability of a user for chat. The IM button indicates the availability of the IM channel for the contact using XMPP, either through Google Talk Federation or through Avaya one-X<sup>®</sup> Portal Instant Messaging Service.

The contact card uses the following icons to indicate the instant messaging status of the selected contact. The icons show a federated presence status from XMPP and Google Talk clients. Avaya Flare<sup>®</sup> Experience for iPad Devices updates the status shown on the contact card whenever there are status changes in the XMPP and Google Talk client. The length of time it takes for the updated status to display on Avaya Flare<sup>®</sup> Experience for iPad Devices depends on the client that you use. Status changes can take from 3 seconds to 60 seconds to display.

If a System contact is added to the Personal contact list and a valid Gmail ID is added for the contact, and then when the newly added contact logs into Google Talk and accepts the received invitation, the presence of the new contact is visible in Avaya one-X<sup>®</sup> Portal, but not in Avaya Flare<sup>®</sup> Experience for iPad Devices because multiple IM addresses are not supported in this release.

The XMPP Presence states are:

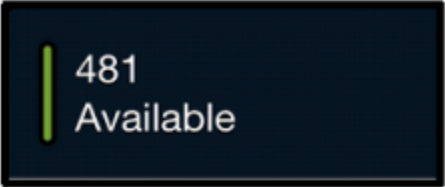
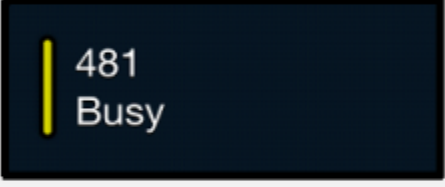
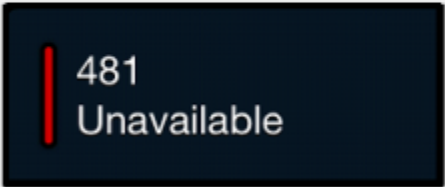
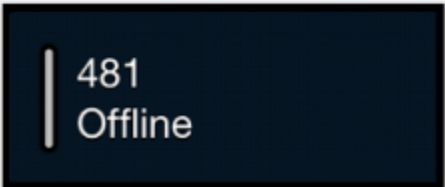
Icon	Description
	Available
	Offline
	Away
	Do Not Disturb

Using Avaya one-X<sup>®</sup> Portal, when you add a System contact to the Personal contact list and also add a valid Gmail ID for the contact, and then you log into Avaya Flare<sup>®</sup> Experience for iPad Devices and tap and hold the Chat icon from the Contact card, only the XMPP presence of the contact is displayed, but not the Gmail presence. This is because multiple IM addresses are not supported in this release.

**User presence state**

Avaya Flare<sup>®</sup> Experience for iPad Devices supports the following User Presence States: Available, Busy, Unavailable, and Offline. You can also set custom status messages in Avaya Flare<sup>®</sup> Experience for iPad Devices.

The online presence states such as Available, Busy, and Unavailable and the status message of a user is shared across Avaya one-X<sup>®</sup> Portal clients. The clients include Avaya one-X<sup>®</sup> Portal web client, one-X Mobile Preferred for Android, one-X Mobile Preferred for iPhone, Avaya Flare<sup>®</sup> Experience for Windows, and Avaya Flare<sup>®</sup> Experience for iPad Devices. For example, if you log into Avaya one-X<sup>®</sup> Portal and set your presence state as **Do Not Disturb**, and the status message as ***I am busy***, then across all Avaya one-X<sup>®</sup> Portal clients the system reflects your presence state as **Busy** and the status message as ***I am busy***.

Icon	Description
	Available
	Busy
	Unavailable
	Offline

If the XMPP presence server (Avaya one-X® Portal) is unavailable all the presence (Telephony Presence, XMPP Presence, and User Presence) for the contacts are disabled. If you send an IM sent to a particular user, and the user is logged off, then the IM is presented to the user during his subsequent login.

When Avaya one-X® Portal is down while the user is using Avaya Flare® Experience for iPad Devices, the iPad displays the message, *Server unavailable: Unable to connect to one-X Portal server. Personal and System contacts, Presence and IM will be unavailable, and the presence state for the user changes to No Presence.*





# Chapter 10: Managing Contacts

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## Contact types in Avaya Flare<sup>®</sup> Experience for iPad Devices

Avaya Flare<sup>®</sup> Experience for iPad Devices for IP Office uses the contacts from Avaya one-X<sup>®</sup> Portal for IP Office server.

You can view the contacts using the **Contacts** tab that displays a header label describing the current view of contacts. If you tap this header the iPad displays a set of contact check boxes that let you select a view of your contacts shown in the Fan.

When you select the **Contacts** tab, the iPad displays vertical control labels for each alphabetic character activated to the right of the fan. This vertical control acts as a rolodex where you can tap each alphabetic character to quickly take you to the first contact whose last name begins with the character you selected.

Avaya Flare<sup>®</sup> Experience for iPad Devices supports the following types of contacts:

### System contacts

System contacts in Avaya Flare<sup>®</sup> Experience for iPad Devices are the contacts stored in the system directory of Avaya one-X<sup>®</sup> Portal for IP Office. Hunt Group entries are not included in the System contacts. Only an administrator can configure, add, or edit system contacts. After the system contacts are configured, they appear in your contacts fan only after you start Avaya Flare<sup>®</sup> Experience for iPad Devices again. You cannot edit, modify, or delete the contacts in the system directory. However, you can copy a contact from the system directory to your personal directory using Avaya one-X<sup>®</sup> Portal for IP Office.

The **Contacts Fan** supports the following contact attributes: Picture, Name, email icon, IM icon, phone icon, video icon, add to personal contacts icon, presence, and information icon (grayed out and appears only on local iPad contacts).

### Personal contacts

Personal contacts in Avaya Flare<sup>®</sup> Experience for iPad Devices are the contacts from the personal directory of Avaya one-X<sup>®</sup> Portal for IP Office aggregated with the local iPad contacts. This is your own directory of names and numbers. You cannot edit or modify Personal contacts from the Contacts fan in the Flare Experience client. However, you can delete a personal contact. When you add, delete, or edit personal directory contacts using Avaya one-X<sup>®</sup> Portal for IP Office, it will automatically be updated in the Contacts Fan.

## Enterprise contacts

Enterprise contacts are the contacts in the Enterprise directory that you configured in the Flare Experience client. You can perform the Enterprise search using the Avaya Flare® Experience for iPad Devices client. However, you cannot add an Enterprise contact as a System contact. You can add an Enterprise contact as a Personal contact.

### **Note:**

When you log out from Avaya Flare® Experience for iPad Devices, the contents of the Contacts fan change. The System and Personal contacts stored in the system and personal directory of Avaya Flare® Experience for iPad Devices are removed from the fan and only the local iPad contacts are displayed.

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## Aggregated contacts with personal and local iPad contacts

Avaya Flare® Experience for iPad Devices supports the following types of contacts:

- Local contacts from the Address Book application on the iPad.
- Contacts stored in the Avaya one-X® Portal Personal Directory of the user.

The **Contact Fan** is updated when:

- You add a local contact to the Address Book application on iPad.
- You delete a local contact from the Address Book application on iPad.
- You modify a local contact in the Address Book application on iPad.
- You add a contact to the Personal directory of a user in Avaya one-X® Portal.
- You delete a contact from the Personal directory of a user in Avaya one-X® Portal.
- You modify a contact in the Personal directory of a user in Avaya one-X® Portal.

### **Note:**

When another user logs in to the application, the contact list is reinitialized.

You cannot modify the contacts from Avaya Flare® Experience for iPad Devices. However, you can add or delete a contact from Avaya Flare® Experience for iPad Devices.

### **Related topics:**

[Common contact card for aggregated contacts](#) on page 59

## Common contact card for aggregated contacts

The system merges the contact details for the contacts common in both the local contacts of address book application and Personal Directory of Avaya one-X® Portal for IP Office. When a user logs in to IP Office, the system retrieves the primary contacts from the Personal contacts directory of Avaya one-X® Portal for IP Office. The system aggregates the secondary contacts from mail applications such as Outlook or Gmail in the local Address Book application. The system matches the Work, Personal, and other email address of a contact that is common in both the primary contacts and secondary contacts and processes such contacts as common aggregated contacts.

**\* Note:**

If the user deletes a primary contact from the Personal directory of Avaya one-X® Portal for IP Office, then the system displays only the secondary contact details.

If the user adds a primary contact in the Personal directory of Avaya one-X® Portal for IP Office who has an email address that matches with a secondary contact, then the system creates a common contact card.

### Common contact card details examples

Example	Primary contact details	Secondary contact details	Common card details	Notes
1	<ul style="list-style-type: none"> <li>• Name = Brad Black</li> <li>• email = blackb@avaya.com</li> <li>• Work number = 9898</li> <li>• Photo = not available</li> </ul>	<ul style="list-style-type: none"> <li>• Name = B Black</li> <li>• email = blackb@avaya.com</li> <li>• Work number = 8140</li> <li>• Photo = available</li> </ul>	<ul style="list-style-type: none"> <li>• Name = Brad Black</li> <li>• email = bblack@avaya.com</li> <li>• Work 1 = 8140</li> <li>• Work 2 = 9898</li> <li>• Photo = available (secondary contact)</li> </ul>	
2	<p>Card 1</p> <ul style="list-style-type: none"> <li>• Name = B Black</li> <li>• email = blackb@avaya.com</li> </ul>	<ul style="list-style-type: none"> <li>• Name = Brad Black</li> <li>• email = blackb@avaya.com</li> </ul>	<p>The system creates two merged cards Card 1</p>	

Managing Contacts

	<ul style="list-style-type: none"> <li>• Work number = 9890</li> <li>• Mobile number = 6135551212</li> <li>• Photo = available</li> </ul> <p>Card 2</p> <ul style="list-style-type: none"> <li>• Name = Bradley Black</li> <li>• email = blackb@avaya.com</li> <li>• Work number = 9898</li> <li>• Photo = not available</li> </ul>	<ul style="list-style-type: none"> <li>• Work number = 8140</li> <li>• Photo = available</li> </ul>	<ul style="list-style-type: none"> <li>• Name = B Black</li> <li>• email = blackb@avaya.com</li> <li>• Work 1= 8140</li> <li>• Work 2 = 9890</li> <li>• Mobile number = 613551212</li> <li>• Photo = available (primary contact)</li> </ul> <p>Card 2</p> <ul style="list-style-type: none"> <li>• Name = Bradely Black</li> <li>• email = blackb@avaya.com</li> <li>• Work 1= 8140</li> <li>• Work 2 = 9890</li> <li>• Photo = available (secondary contact)</li> </ul>	
3	<ul style="list-style-type: none"> <li>• Name = Brad Black</li> <li>• email = blackb@avaya.com</li> <li>• Work number = 8140</li> <li>• Photo = not available</li> </ul>	<ul style="list-style-type: none"> <li>• Name = B Black</li> <li>• email = blackb@avaya.com</li> <li>• Work number = 8140</li> <li>• Photo = available</li> </ul>	<ul style="list-style-type: none"> <li>• Name = Brad Black</li> <li>• email = blackb@avaya.com</li> <li>• Work number = 8140</li> <li>• Photo = available (secondary contact)</li> </ul>	

<p>4</p>	<ul style="list-style-type: none"> <li>• Name = Bradley Black</li> <li>• email = blackb@avaya.com</li> <li>• Work number = 9889</li> <li>• Photo = available</li> </ul>	<p>Card 1</p> <ul style="list-style-type: none"> <li>• Name = Brad Black</li> <li>• email = blackb@avaya.com</li> <li>• Work number = 8140</li> <li>• Photo = available</li> </ul> <p>Card 2</p> <ul style="list-style-type: none"> <li>• Name = B Black</li> <li>• email = blackb@avaya.com</li> <li>• Work number = 9890</li> <li>• Mobile = 6135551212</li> <li>• Photo = available</li> </ul>	<ul style="list-style-type: none"> <li>• Name = Bradley Black</li> <li>• email = blackb@avaya.com</li> <li>• Work 1= 8140</li> <li>• Work 2 = 9890</li> <li>• Work 3 = 9898</li> <li>• Mobile number = 6135551212</li> <li>• Photo = available (primary contact)</li> </ul>	
<p>5</p>	<p>Card 1</p> <ul style="list-style-type: none"> <li>• Name = B Black</li> <li>• email = blackb@avaya.com</li> <li>• Work number = 9880</li> <li>• Mobile number = 6135551212</li> <li>• Photo = available</li> </ul> <p>Card 2</p> <ul style="list-style-type: none"> <li>• Name = Bradley Black</li> <li>• email = blackb@avaya.com</li> </ul>	<ul style="list-style-type: none"> <li>• Name = Brad Black</li> <li>• email = blackb@avaya.com</li> <li>• Work number = 8140</li> <li>• Photo = available</li> </ul>	<p>The system creates two merged cards</p> <p>Card 1</p> <ul style="list-style-type: none"> <li>• Name = B Black</li> <li>• email = blackb@avaya.com</li> <li>• Work 1= 8140</li> <li>• Work 2 = 9880</li> <li>• Mobile number = 6135551212</li> <li>• Photo = available (secondary contact)</li> </ul> <p>Card 2</p>	

	<ul style="list-style-type: none"> <li>• Work number = 9889</li> <li>• Photo = not available</li> </ul>		<ul style="list-style-type: none"> <li>• Name = Bradely Black</li> <li>• email = blackb@avaya.com</li> <li>• Work 1= 8140</li> <li>• Work 2 = 9880</li> <li>• Photo = available (primary contact)</li> </ul>	
6	<ul style="list-style-type: none"> <li>• Name = Brad Black</li> <li>• email = blackb@avaya.com</li> <li>• IM id = testlab4@svs.ucd.avaya.com</li> <li>• Work numb = 9898</li> <li>• Photo = not available</li> </ul>	<ul style="list-style-type: none"> <li>• Name = B Black</li> <li>• email = blackb@avaya.com</li> <li>• IM id = xyz@gmail.com</li> <li>• Work number = 8140</li> <li>• Photo = available</li> </ul>	<ul style="list-style-type: none"> <li>• Name = Brad Black</li> <li>• email = blackb@avaya.com</li> <li>• IM id = testlab@svs.ucd.avaya.com</li> <li>• Work 1= 8140</li> <li>• Work 2 = 9898</li> <li>• Photo = available (secondary contact)</li> </ul> <p><b>* Note:</b> The system does not merge the IM id field from secondary contact.</p>	Whenever there is more than one secondary contacts with different photos. For example, if the photo of a contact in Address book application is different from the photo in the Outlook Contact and there is not photo in the primary contact, then the system displays photo from the contact that was first created or imported secondary contact.
7	<ul style="list-style-type: none"> <li>• Label = B</li> <li>• Name = Brad B</li> <li>• Work number = 9898</li> </ul>	<ul style="list-style-type: none"> <li>• Label = C</li> <li>• Name = Brad C</li> <li>• Work number = 9898</li> </ul>	None	The system retains only the primary contact details.




8	<p>Card 1</p> <ul style="list-style-type: none"> <li>• Name = B Black</li> <li>• email =blackb@avaya.com</li> <li>• Work number = 9897</li> </ul> <p>Card 2</p> <ul style="list-style-type: none"> <li>• Name = Bradely Black</li> <li>• email =vbajaj@avaya.com</li> <li>• Work number = 9898</li> </ul>	<ul style="list-style-type: none"> <li>• Name = Brad Black</li> <li>• email =blackb@avaya.com</li> <li>• email = vbajaj@avaya.com</li> <li>• Work number = 8140</li> <li>• Photo = available</li> </ul>	<p>The system creates two merged contacts.</p> <p>Card 1</p> <ul style="list-style-type: none"> <li>• Name = B Black</li> <li>• email =blackb@avaya.com</li> <li>• Work 1= 8140</li> <li>• Work 2 = 9897</li> <li>• Photo = available (secondary contact)</li> </ul> <p>Card 2</p> <ul style="list-style-type: none"> <li>• Name = Bradely Black</li> <li>• email =vbajaj@avaya.com</li> <li>• Work 1= 8140</li> <li>• Work 2 = 9898</li> <li>• Photo = available (secondary contact)</li> </ul>	
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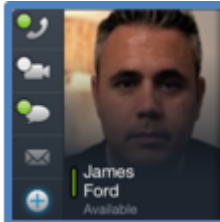
## About contact cards

You have an option to search contacts in the contact header. Based on the search criteria, the Contact fan displays the contact card. You can drag the contact card to the spotlight to initiate an audio call, video call, start a chat conversation, and send an email to the contact.

The following table lists the information that the system displays on a contact card.

Icon	Description
	<p>Use this icon to initiate a voice call to the contact. A color-coded dot indicates the telephony status of the user:</p> <ul style="list-style-type: none"> <li>• Green – available</li> <li>• Yellow – busy</li> <li>• Grey – offline</li> </ul> <p>When you tap the icon, Flare Experience dials the primary number for the contact; the primary number is the work number configured in Avaya one-X® Portal for IP Office. To change the primary number, you can change the <b>Contact preferences &gt; Voice or Video</b> option present in the <b>Settings</b> tab on the iPad.</p>
	<p>Use this icon to initiate a chat session with the contact. A color-coded dot indicates the presence of the user:</p> <ul style="list-style-type: none"> <li>• Green – available</li> <li>• Yellow – busy</li> <li>• Grey – offline</li> </ul> <p>This icon indicates the XMPP presence status of the user in the directory with respect to Instant Messaging. The IM presence is either the presence status from XMPP (an internal IP Office contact) or Google Talk (a personal contact configured in the Avaya one-X® Portal for IP Office application for an external contact with a valid Gmail address) for chat conversation.</p> <p><b>* Note:</b></p> <p>Only one of XMPP ID or Google Talk ID can be assigned per contact. If you have contact information of someone who has an internal IP Office ID and a Google Talk ID, and you want to view the presence information for the contact at both locations, then you must have both the contacts configured in Avaya one-X® Portal for IP Office as follows: 1) A personal directory contact configured with the Gmail ID 2) A system contact copied to your personal directory without the Gmail ID configured.</p>
	<p>Use this icon to compose an email message to the contact. To change the primary email, change the <b>Contact preferences &gt; Email</b> option present in the <b>Settings</b> tab on Flare Experience.</p>



Icon	Description
	<p>Use this icon to initiate a video call with the contact.</p>
	<p>Use this icon to add a System and Enterprise contact to your Personal contacts. The button is disabled after you add the contact to your personal contacts.</p>
	<p>Use this icon to remove a contact from Personal contacts.</p>
	<p>This button is disabled and appears only in your local iPad contact cards.</p>
	<p>The iPad displays the photograph or avatar of a local contact on iPad but in the absence of a photograph it displays a default image. The iPad displays a default avatar for Personal and System contacts stored in Avaya one-X<sup>®</sup> Portal for IP Office and Enterprise contacts. For more information about how to setup an avatar in Avaya one-X<sup>®</sup> Portal for IP Office see, <i>Using one-X Portal for IP Office</i> document. You can also setup an avatar in one-X Mobile Preferred for IP Office. For more information see, <i>one-X Mobile Preferred for IP Office user Guide</i>. Contacts using a variety of instant messaging clients, such as Google Talk, can see the photo or avatar that you upload. The area below the photograph or avatar of the contact displays the name of the contact, the login status of the contact, and a status message of the contact.</p>

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## Integrating email addresses with a contact

### Procedure

1. Tap the **Contacts** tab on the top bar.
2. Do one of the following:
  - From the **Contact Fan** menu, tap the appropriate contact card. The **Email** button is enabled if you configure an email address to the contact card. Now tap the **Email** button.
  - Tap and hold on the E-mail icon to see the associated email address. When you configure multiple email addressed to the record, individual email is selected in the list that appears after you tap and hold the **Email** button.
  - Drag and drop the record to the spotlight. Tap the **Email** button below the spotlight.

The iPad displays an email message window with the email address of the contact in the **To:** box. The **Email** button is available in the contact card, Call History record, and Chat history record.

- The **To address** is empty if you do not configure any email address to the record.
- The **To address** is configured with the email address with selected contact preferences under **Settings > Contact Preferences > Email**.
- The **To address** has the first address in the sorted list if you do not specify the **Work Email** and **Home Email**.

---

## 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.

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 Flare Experience client main screen.
- 

---

# Setting the primary telephone number of 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.

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** or **Video**.
  3. Tap the appropriate option.  
A check mark appears for the option you selected. The first telephone number in the option you select 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 client main screen.
-

---

## 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 IP Office contacts.

### Procedure

1. Tap the **Contacts** tab on the Top bar.
  2. Select **System**, **Personal**, or **Enterprise** contacts.
  3. Tap the search box to bring up the keyboard.
  4. Enter the first or last name of the contact you want to find.  
As you enter each letter in the search box, the iPad displays the contact card(s) that contain the matching information.
  5. To cancel the search, tap **X**.  
You can also search a contact by name from the A-Z index to the right of Avaya Flare® Experience for iPad Devices main screen.
- 

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## Performing an enterprise search

### Procedure

1. Tap the **Contacts** tab on the Top bar.
2. Tap the **Contacts** header.
3. Tap **Enterprise Search** to bring up the keyboard.
4. Enter the first or last name of the person you want to find.  
As you enter each letter in the search box, the iPad displays the names that contain the matching information. The iPad displays the matching users in the Contacts fan in the compressed mode.
5. Tap the appropriate contact card.

 **Note:**

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

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# Chapter 11: Composing email messages

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## 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 Avaya Flare® Experience for iPad Devices.

 **Note:**

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

You must have an email account configured on your iPad device in order to send an email message.

### 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.

The iPad displays a new email window.
  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 **Call 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.

The iPad displays a new email window.

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

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## Composing an email message from an instant message

### About this task

You can send an email message using an instant messaging card if the instant message is from someone who is in your contacts and the contact information includes an email address.

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

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## Composing an email message to participant on a call

### About this task

You can send an email message to a call participant using Avaya Flare® Experience for iPad Devices if the email address of the participant is available.

 **Note:**

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

You must have an email account configured on your iPad device in order to send an email message.

### Procedure

1. In the spotlight of an active call, tap the Email button present below the spotlight. The iPad displays a new email window. The **To** address field is configured with the email address using the selected contact preferences under Settings > Contact Preferences > Email.

 **Note:**

If the call participant's contact information does not include an email address, the iPad prompts you to choose Cancel or Continue sending the email. If you want to continue, enter the participant's email address in the To: box of the email window that is displayed.

2. Compose and send the email message.
- 

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## Composing an email message to someone who is not in your contacts list

### Procedure

1. On the main screen of Avaya Flare® Experience for iPad Devices, tap the **Email** button under the center spotlight. The iPad displays a new email window.

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





# Chapter 12: Configuring settings


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## Configuring the server settings

### About this task

To use the Avaya Flare® Experience for iPad Devices client, you have to connect to the IP Office server. You can provide the credentials of IP Office to log into Avaya Flare® Experience for iPad Devices.

### Procedure

1. Tap the **Settings**  icon in the Flare Experience client. The iPad displays the **Settings** dialog box.
2. In the left pane of **Settings**, tap **Server**.
3. In **Server IP Address**, enter the IP address of the IP Office system. You can also enter a fully-qualified domain name (FQDN) of the IP Office server.
4. In **Server Port**, enter the port number of the server. If you do not specify a port number, the system uses the default port number.
5. In **Domain**, enter the IP address of the IP Office system. This is the domain of your company's Avaya IP Office network. For example, if your extension is *9989@yourcompanyname.com*, you would enter *yourcompanyname.com*.
6. In **TLS** tap **Off**. TLS is supported between Avaya Session Border Controller for Enterprise (ASBCE) and Flare Experience client with the following limitations:
  - When you enable TLS on Flare Experience client, the SIP signalling between ASBCE and Flare Experience client is encrypted.
  - In IP Office Release 9.0, when you enable TLS on Flare Experience client, the Flare Experience client does not authenticate the certificate that ASBCE provides.
7. Tap **Done**. The system displays, **Attention** dialog box.
8. Perform one of the following steps:

- If you want to apply your changes now, which will cause you to be logged out immediately, tap **Apply now** in the Attention dialog box.
- If you want to apply your changes later, which will allow you to stay logged in and have the changes applied the next time you log in, tap **Apply later** in the Attention dialog box.

---

## Configuring dialing rules

### About this task

To configure dialing rules to route your outgoing calls, perform the following:

### Procedure

1. Tap **Dialing Rules**.
2. In the **Dialing Rules** dialog box, enter the dialing rules information. For more information, contact your system administrator.  
The iPad applies the dialing rules automatically when you make a call.
3. When finished, tap **Settings** at the top of the **Dialing Rules** dialog box.
4. Tap **Done**.

 **Warning:**

If you do not configure the dialing rules properly, your outgoing calls may be misdirected. Contact your system administrator for the dialing rules for your area.

---

## Dialing rules descriptions

Field name	Description
<b>Apply Dialing Rules</b>	Avaya Flare® Experience for iPad Devices applies the specified dialing rules to outgoing calls when set to ON.
<b>Number to dial to access an outside line</b>	Digits to access an outside line.
<b>Your country code</b>	Your country code.

Field name	Description
<b>Your area/city code</b>	Area code or the city code where your phone server is located. You can enter multiple codes and separate them with commas. For example, if you enter code as 406 or 208, Avaya Flare <sup>®</sup> Experience for iPad Devices treats every call made to a region matching with either 406 or 208 as a local call.
<b>PBX main prefix</b>	This field does not apply when Flare Experience connects to an IP Office system. Leave this field blank.
<b>Number to dial for long distance calls</b>	Digits to make a long distance call.
<b>Number to dial for international calls</b>	International country code for dialing an international phone number.
<b>Length of internal extensions</b>	Number of digits that comprise an internal extension.
<b>Length of national phone numbers</b>	It is either: <ul style="list-style-type: none"> <li>• number of digits to dial (including area/city code) for a call within your country.</li> <li>• supported phone number lengths separated by a comma for countries with multiple phone number lengths.</li> </ul>
<b>Remove area/city code for local calls</b>	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, Avaya Flare <sup>®</sup> Experience for iPad Devices 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, Avaya Flare <sup>®</sup> Experience for iPad Devices dials 613-555-1234.



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