



Using Avaya Flare[®] Experience for iPad Devices

February 2013

Notice

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

Documentation disclaimer

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

Link disclaimer

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

Warranty

Avaya provides a limited warranty on its Hardware and Software ("Product(s)"). Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this Product while under warranty is available to Avaya customers and other parties through the Avaya Support Web site: <http://support.avaya.com>. Please note that if you acquired the Product(s) from an authorized Avaya reseller outside of the United States and Canada, the warranty is provided to you by said Avaya reseller and not by Avaya.

Licenses

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

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a

different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone Products or pre-installed on Hardware. "Hardware" means the standard hardware originally sold by Avaya and ultimately utilized by End User.

License types

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

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software. Units may be linked to a specific, identified Server.

Database License (DL). End User may install and use each copy of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicate with no more than a single instance of the same database.

CPU License (CP). End User may install and use each copy of the Software on a number of Servers up to the number indicated by Avaya provided that the performance capacity of the Server(s) does not exceed the performance capacity specified for the Software. End User may not re-install or operate the Software on Server(s) with a larger performance capacity without Avaya's prior consent and payment of an upgrade fee.

Named User License (NU). End User may: (i) install and use the Software on a single Designated Processor or Server per authorized Named User (defined below); or (ii) install and use the Software on a Server so long as only authorized Named Users access and use the Software. "Named User", means a user or device that has been expressly authorized by Avaya to access and use the Software. At Avaya's sole discretion, a "Named User" may be, without limitation, designated by name, corporate function (e.g., webmaster or helpdesk), an e-mail or voice mail account in the name of a person or corporate function, or a directory entry in the administrative database utilized by the Software that permits one user to interface with the Software.

Shrinkwrap License (SR). Customer may install and use the Software in accordance with the terms and conditions of the applicable license agreements, such as "shrinkwrap" or "clickthrough" license accompanying or applicable to the Software ("Shrinkwrap License"). (see "Third-party Components" for more information).

Copyright

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

the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third-party components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: <http://support.avaya.com/Copyright>.

Preventing Toll Fraud

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

Avaya Toll Fraud Intervention

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

Trademarks

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

Avaya is a registered trademark of Avaya Inc.

All non-Avaya trademarks are the property of their respective owners, and "Linux" is a registered trademark of Linus Torvalds.

Downloading Documentation

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

Contact Avaya Support

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

Contents

Chapter 1: About Flare Experience	7
Avaya Flare® Experience for iPad Devices Overview.....	7
Main screen.....	8
Button descriptions.....	11
Chapter 2: Getting Started	13
System requirements.....	13
Logging into the server.....	13
Logging out of the server.....	13
About upgrade.....	14
Chapter 3: Making calls	15
Voice calls.....	15
Making a voice call from a contact card.....	15
Making a voice call from a history record.....	16
Making a voice call to a contact from an instant messaging session.....	17
Making a voice call using the keypad.....	17
Video calls.....	18
Making a video call from a contact card.....	18
Making a video call from a history record.....	19
Making a video call from an instant message.....	19
Making a video call from the dialpad.....	20
Avaya Flare® Experience for iPad Devices for IP Office Connectivity.....	20
Chapter 4: Managing calls	23
Answering a call.....	23
Entering digits during a call.....	23
Muting a call.....	23
Unmuting a call.....	24
Placing a call on hold.....	24
Resuming a call on hold.....	24
Ignoring an incoming call.....	25
Transferring a voice call.....	25
Chapter 5: Accessing voicemail	27
Accessing voicemail using short code.....	27
Accessing voicemail using Message Waiting Indicator.....	27
Chapter 6: Viewing the Call History records	29
Viewing the Call History records.....	29
Viewing the history records for all calls.....	30
Viewing the history records for missed calls.....	30
Viewing the history records for incoming calls.....	31
Viewing the history records for outgoing calls.....	31
Chapter 7: Using instant messaging	33
About instant messages.....	33
Viewing an incoming instant message.....	33
Viewing missed instant messages.....	33
Starting a new instant messaging session.....	34

Resuming an Instant Messaging session.....	34
Sending an instant message to a contact on a call.....	35
Ending an Instant Messaging session.....	35
Chapter 8: Managing presence.....	37
Managing the presence status.....	37
Changing your presence status.....	37
Changing your status message.....	38
Managing presence states.....	38
Chapter 9: Managing Contacts.....	41
Contact types in Avaya Flare® Experience for iPad Devices.....	41
Aggregated contacts with personal and local iPad contacts.....	42
About contact cards.....	42
Integrating email addresses with a contact.....	44
Setting the primary email address for your contacts.....	45
Setting the primary telephone number of your contacts.....	45
Searching for a contact.....	46
Performing an enterprise search.....	46
Chapter 10: Composing email messages.....	49
Composing an email message to a contact.....	49
Composing an email message from a history record.....	49
Composing an email message from an instant message.....	50
Composing an email message to participant on a call.....	51
Composing an email message to someone who is not in your contacts list.....	51
Chapter 11: Configuring settings.....	53
Configuring the server settings.....	53
Configuring dialing rules.....	53
Dialing rules descriptions.....	54
Index.....	57

Chapter 1: About Flare Experience

Avaya Flare[®] Experience for iPad Devices Overview

Avaya Flare[®] 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[®] 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[®] 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

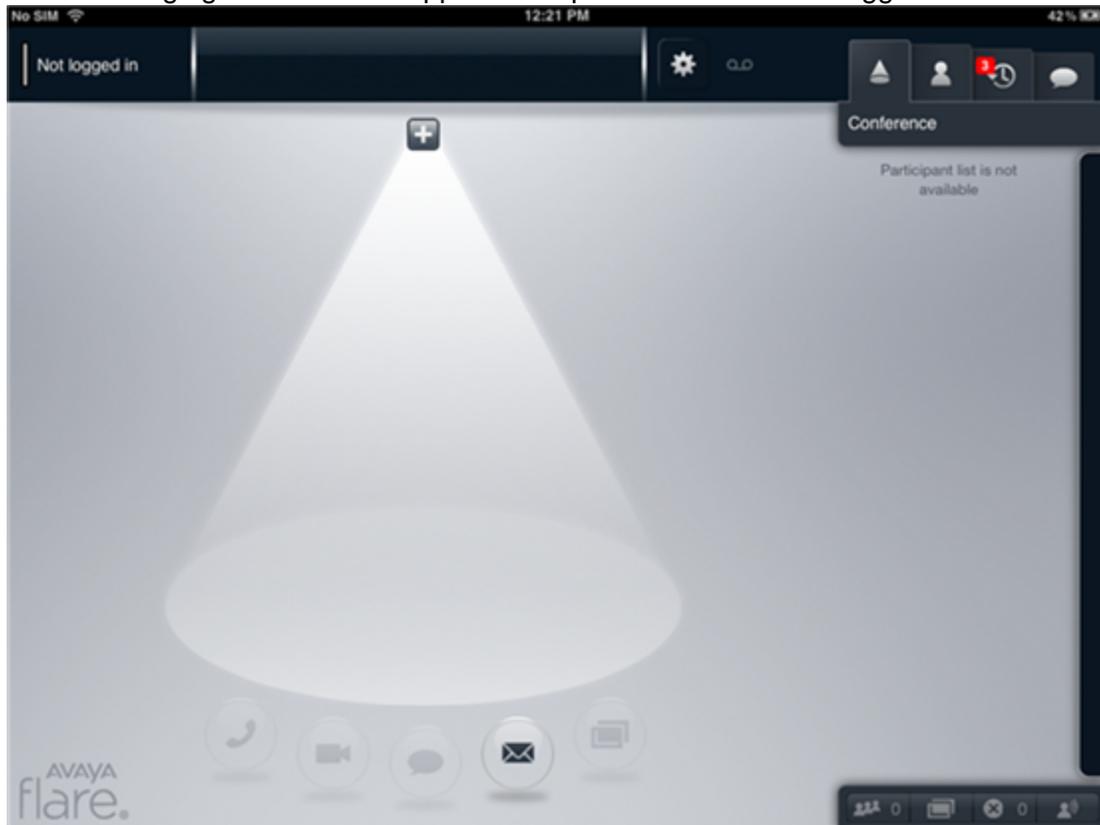


No.	Name	Description
1	Presence area	Displays your presence setting. Tap to change the presence, status message, log in, and log out from the server.
2	Top bar	Displays the Presence area, notification of incoming instant messages, and the tabs that allow you to switch between the Contacts, Call History,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

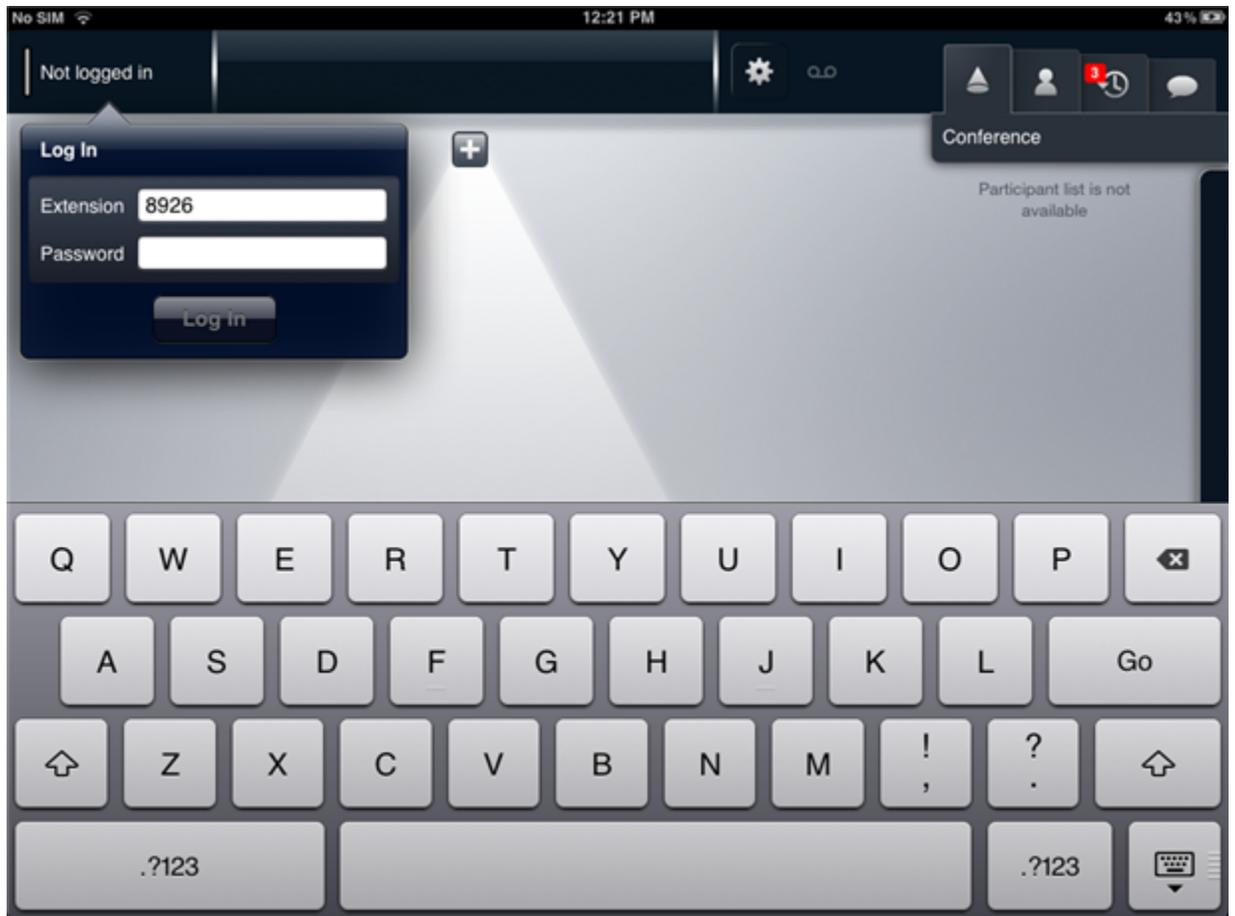
No.	Name	Description
		and contact preferences. This button also contains logging and support information.
4	Message Waiting Indicator	<p>Displays the number of unread voicemails when you have new voicemails in a badge over the Message Waiting Indicator. You can tap the Message Waiting Indicator to listen to the voicemail messages.</p> <p> Note:</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"> • all participants in the conference • the participants who are viewing the web collaboration session • the participants who dropped from the call • the participants who are currently speaking <p>You can sort the cards in the Conference fan by most recent or alphabetically (that is, from A to Z).</p> <p> Note:</p> <p>IP Office 8.1 version does not support conference.</p>
6	Contacts tab	Your contacts appear in the Contacts fan when you tap the Contacts tab.
7	Call History tab	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.
8	IM tab	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.
9	Contacts fan	<p>Displays either System, Personal or Enterprise contacts based on the selection you make. To view the contacts, tap the Contacts 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</p>

No.	Name	Description
		records appear in the Call History fan. When you tap the IM 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
	Call button	Enables you to make a voice call.
	End button	Hangs up a voice call.
	Answer button	If there is an active call that you have not answered in Avaya Flare® Experience for iPad Devices, that call appears in a spotlight. You can answer or join this call by

Button	Name	Description
		tapping the Answer button in the spotlight.
	Video button	Enables you to initiate a video call.
	Instant Message button	Enables you to send an instant message.
	Email button	Enables you to send an email.
	Hold button	Places the current call on hold or resumes a call on hold. When the call is on hold, the button is blue.
	Mute button	Mutes or un-mutes the audio. When the call is muted, the button is blue.
	Settings button	Opens a dialog box where you can configure application settings such as server settings, Enterprise directory search settings, and dialing rules.
	Keypad button	Opens the keypad.

Chapter 2: Getting Started

System requirements

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

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

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.
-

About upgrade

If you are configured as a user on IP Office Release 8.1 and if you want to use Flare Experience Release 1.1 you must upgrade to IP Office Release 8.1 4Q12 Service Pack or IP Office 8.1 Feature Pack 1 or later. To use the latest features and capabilities of Flare Experience Release 1.1 Avaya recommends you to upgrade IP Office 8.1 to IP Office 8.1 Feature Pack 1

You cannot migrate the settings from Flare Communicator Release 1.0.3 to Flare Experience Release 1.1. You must install Flare Experience Release 1.1 as a new installation and manually configure all the settings in Flare Experience Release 1.1.

* Note:

Although you can install both Flare Communicator Release 1.0 and Flare Experience Release 1.1 on the same system, Avaya recommends that you uninstall Flare Communicator Release 1.0.3 and install only Flare Experience Release 1.1 because Flare Experience provides all the functions and features of Flare Communicator.

Chapter 3: Making calls

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 15

[Making a voice call from a history record](#) on page 16

[Making a voice call to a contact from an instant messaging session](#) on page 17

[Making a voice call using the keypad](#) on page 17

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.

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.

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.

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.

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 18

[Making a video call from a history record](#) on page 19

[Making a video call from an instant message](#) on page 19

[Making a video call from the dialpad](#) on page 20

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 system displays the call appears 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.

If you tap the **Video** button when you are active on a call, the system places your existing call on hold and moves it off the center stage.

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 system displays the call appears 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).

If you tap the **Video** button when you are active on a call, the system places your existing call on hold and moves it off the center stage.

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 system displays the call appears 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).

If you tap the **Video** button when you are active on a call, the system places your existing call on hold and moves it off the center stage.

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 system displays the call appears 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).

If you tap the **Video** button when you are active on a call, the system places your existing call on hold and moves it off the center stage.
-

Avaya Flare[®] Experience for iPad Devices for IP Office Connectivity

Avaya Flare[®] 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.

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 **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 **Transfer the call?** dialog box.

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

The system transfers the call and does not display the contact cards in the spotlight.

Chapter 5: 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 23

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 23

Chapter 6: 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 History fan displays:

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



The label below the Call History tab identifies the history records that currently appear in the Call History fan (that is, All Calls, Missed Calls, Incoming Calls, and Outgoing Calls).

*** 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 7: 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 8: 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, your presence status set at that time will continue to be displayed to others who track your presence. The next time you log in, you 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® Experience for iPad Devices and on successful authentication to Avaya one-X® Portal, both the Personal and System contacts are transferred from Avaya one-X® 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® 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[®] 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[®] 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[®] 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[®] Portal, but not in Avaya Flare[®] Experience for iPad Devices because multiple IM addresses are not supported in this release.

The XMPP Presence states are:

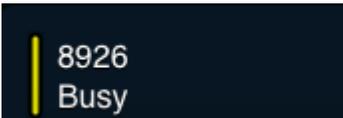
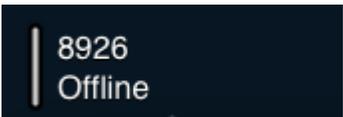
Icon	Description
	Available
	Offline
	Away
	Do Not Disturb

Using Avaya one-X[®] 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[®] 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® 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® 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® Portal clients. The clients include Avaya one-X® Portal web client, one-X Mobile Preferred for Android, one-X Mobile Preferred for iPhone, Avaya Flare® Experience for Windows, and Avaya Flare® Experience for iPad Devices. For example, if you log into Avaya one-X® Portal and set your presence state as **Do Not Disturb**, and the status message as ***I am busy***, then across all Avaya one-X® 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 9: Managing Contacts

Contact types in Avaya Flare[®] Experience for iPad Devices

Avaya Flare[®] Experience for iPad Devices for IP Office uses the contacts from Avaya one-X[®] 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[®] Experience for iPad Devices supports the following types of contacts:

System contacts

System contacts in Avaya Flare[®] Experience for iPad Devices are the contacts stored in the system directory of Avaya one-X[®] 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[®] 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[®] Portal for IP Office.

The **Contacts Fan** supports the following contact attributes: Picture, Name, email icon, IM icon, phone icon, video icon (grayed out), information icon (grayed out), and presence.

Personal contacts

Personal contacts in Avaya Flare[®] Experience for iPad Devices are the contacts from the personal directory of Avaya one-X[®] Portal for IP Office aggregated with the local iPad contacts. This is your own directory of names and numbers. You cannot edit, modify and delete the Personal contacts from the Contacts fan in the Flare Experience client. When you add, delete, or edit personal directory contacts using Avaya one-X[®] 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 Personal or a System 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.

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.

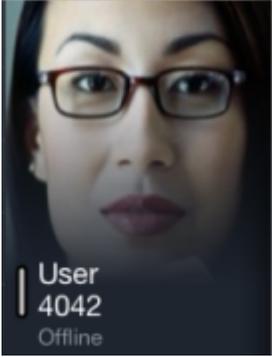
You cannot add, modify, and delete the contacts from Avaya Flare® Experience for iPad Devices.

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"> • Green – available • Yellow – busy • Grey – offline <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 Contact preferences > Voice or Video option present in the Settings 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"> • Green – available • Yellow – busy • Grey – offline <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>* Note:</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 Contact preferences > Email option present in the Settings tab on Flare Experience.</p>

Icon	Description
	<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® Portal for IP Office and Enterprise contacts. For more information about how to setup an avatar in Avaya one-X® 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.</p> <p>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>

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.
-

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**.

Chapter 10: Composing email messages

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.
-

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.
-

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.
-

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 11: Configuring settings

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.
 4. In **Domain**, enter the IP address of the IP Office system.
 5. In **TLS** tap **Off**.
 6. Tap **OK**.
-

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
Apply Dialing Rules	Avaya Flare® Experience for iPad Devices applies the specified dialing rules to outgoing calls when set to ON.
Number to dial to access an outside line	Digits to access an outside line.
Your country code	Your country code.
Your area/city code	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® Experience for iPad Devices treats every call made to a region matching with either 406 or 208 as a local call.
PBX main prefix	This field does not apply when Flare Experience connects to an IP Office system. Leave this field blank.
Number to dial for long distance calls	Digits to make a long distance call.
Number to dial for international calls	International country code for dialing an international phone number.
Length of internal extensions	Number of digits that comprise an internal extension.
Length of national phone numbers	It is either: <ul style="list-style-type: none"> • number of digits to dial (including area/city code) for a call within your country. • supported phone number lengths separated by a comma for countries with multiple phone number lengths.

Field name	Description
Remove area/city code for local calls	When set to ON, if the number you want to dial has the same area/city code specified in your dialing rules, the area/city code is not dialed. For example, if the number you want to call is 613-555-1234, Avaya Flare [®] 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 [®] Experience for iPad Devices dials 613-555-1234.

Index

Numerics

3G connectivity [20](#)

A

about contact cards [42](#)
aggregated contacts [42](#)
aggregated contacts with personal and local contacts [42](#)
Answering a call [23](#)
Avaya Flare® Experience for iPad [20](#)
Avaya Flare® Experience for iPad connectivity [20](#)

B

button descriptions [11](#)

C

call [23](#), [24](#)
call history records [29](#)
call on hold [24](#)
calls [20](#), [23](#)
 video call using the dialpad [20](#)
change [37](#), [38](#)
changing your presence status [37](#)
changing your status message [38](#)
composing an email message [49](#), [51](#)
configuring [45](#)
 primary email address for your contacts [45](#)
 primary phone number for your contacts [45](#)
Configuring the server settings [53](#)
contact card [15](#)
contact cards [18](#), [42](#)
 making video calls from [18](#)
contacts [46](#)
contacts on a call [35](#)

D

data types [41](#)
 Flare Experience [41](#)
Dialing rules descriptions [54](#)

E

email address and contacts [44](#)

end [35](#)
 an Instant Messaging session [35](#)
entering digits [23](#)
entering digits during a call [23](#)
entering digits during calls [23](#)
enterprise search [46](#)

F

from history record [16](#)

H

history record [16](#), [49](#)
 composing an email message [49](#)
history records for all calls [30](#)
history records for outgoing calls [31](#)

I

Ignoring an incoming call [25](#)
IM presence [38](#)
incoming calls [31](#)
instant messages [33](#)
instant messaging [50](#)
 composing an email message [50](#)
instant messaging session [17](#)
Instant Messaging session [34](#), [35](#)
 end [35](#)
 resume [34](#)
integrate [44](#)
integrating email address with contact [44](#)
ipad contacts [42](#)

K

keypad [17](#)

L

log out [13](#)
logging in [13](#)
logging into the server [13](#)
logging out [13](#)
logging out of the server [13](#)

login	13	searching contacts	46
<hr/>			
M			
main screen	8	searching for a contacts	46
making a voice call using keypad	17	sending instant message	35
making voice calls	15–17	sending instant message to contacts on a call	35
making voice calls from a contact card	15	server	13
making voice calls from history records	16	shortcode	27
making voice calls from instant messaging sessions ..	17	Start instant messaging	34
making voice calls to contacts	17	status message	38
making voice calls to contacts from an instant messaging session	17	system requirements	13
Manage presence status	37	<hr/>	
managing presence states	38	T	
managing presence status	37	telephony presence state	38
missed calls	30	transfer	25
mute	23	<hr/>	
muting a call	23	U	
muting calls	23	unmute	24
<hr/>			
O			
operating systems	13	unmuting a call	24
outgoing calls	31	unmuting calls	24
overview	7	upgrade	14
<hr/>			
P			
performing an enterprise search	46	user presence	38
personal contacts	42	<hr/>	
placing a call on hold	24	V	
presence status	37	video	18
<hr/>			
R			
resume	24, 34	video call	20
an Instant Messaging session	34	using the dialpad	20
resuming a call on hold	24	video calls	18, 19
<hr/>			
S			
search	46	from a contact card	18
<hr/>			
W			
		making a video call from a history record	19
		making a video call from an instant message	19
		view	29, 30
		viewing an incoming instant message	33
		viewing history records	30, 31
		viewing missed instant message	33
		viewing the call history records	29
		viewing the history records for all calls	30
		viewing the history records for incoming calls	31
		viewing the history records for missed calls	30
		viewing the history records for outgoing calls	31
		voice call using keypad	17
		voice calls	15
		voicemail messages	27
<hr/>			
		Wi-fi connectivity	20