



Using Avaya Flare[®] Communicator for iPad Devices

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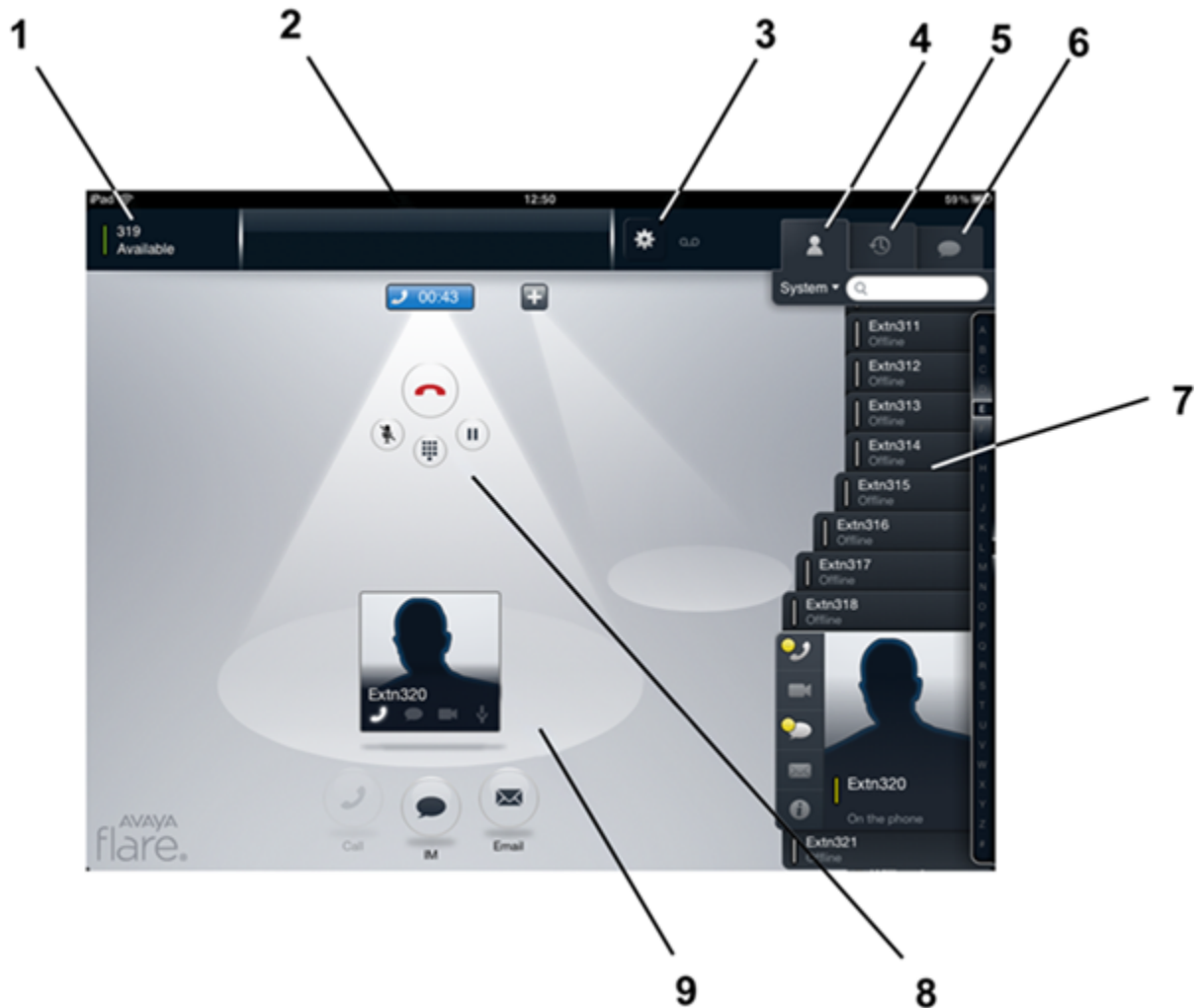
Chapter 1: About Flare Communicator

Avaya Flare[®] Communicator for iPad Devices Overview

Avaya Flare[®] Communicator 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, and manage your presence status. Avaya Flare[®] Communicator for iPad Devices for IP Office integrates voice, 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[®] Communicator 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.

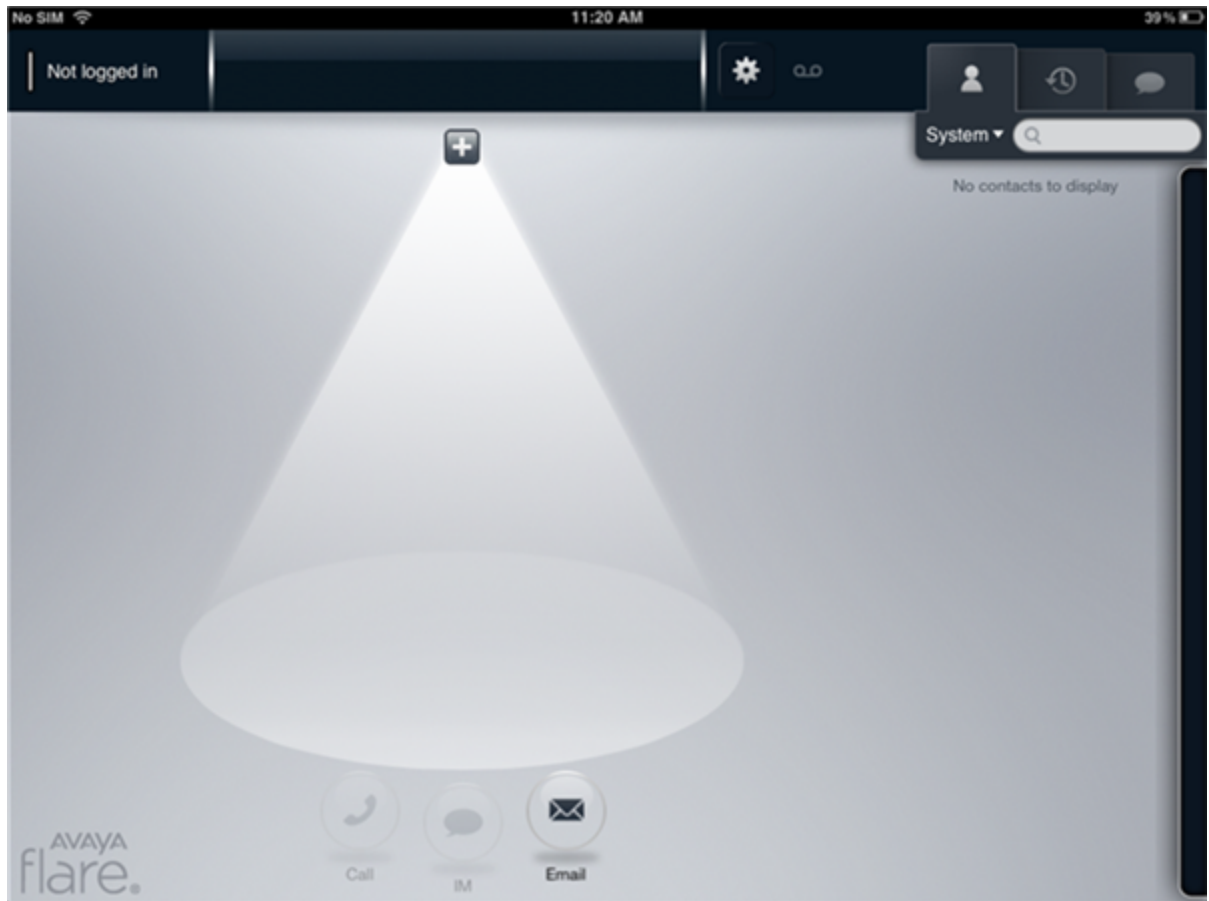
Main screen



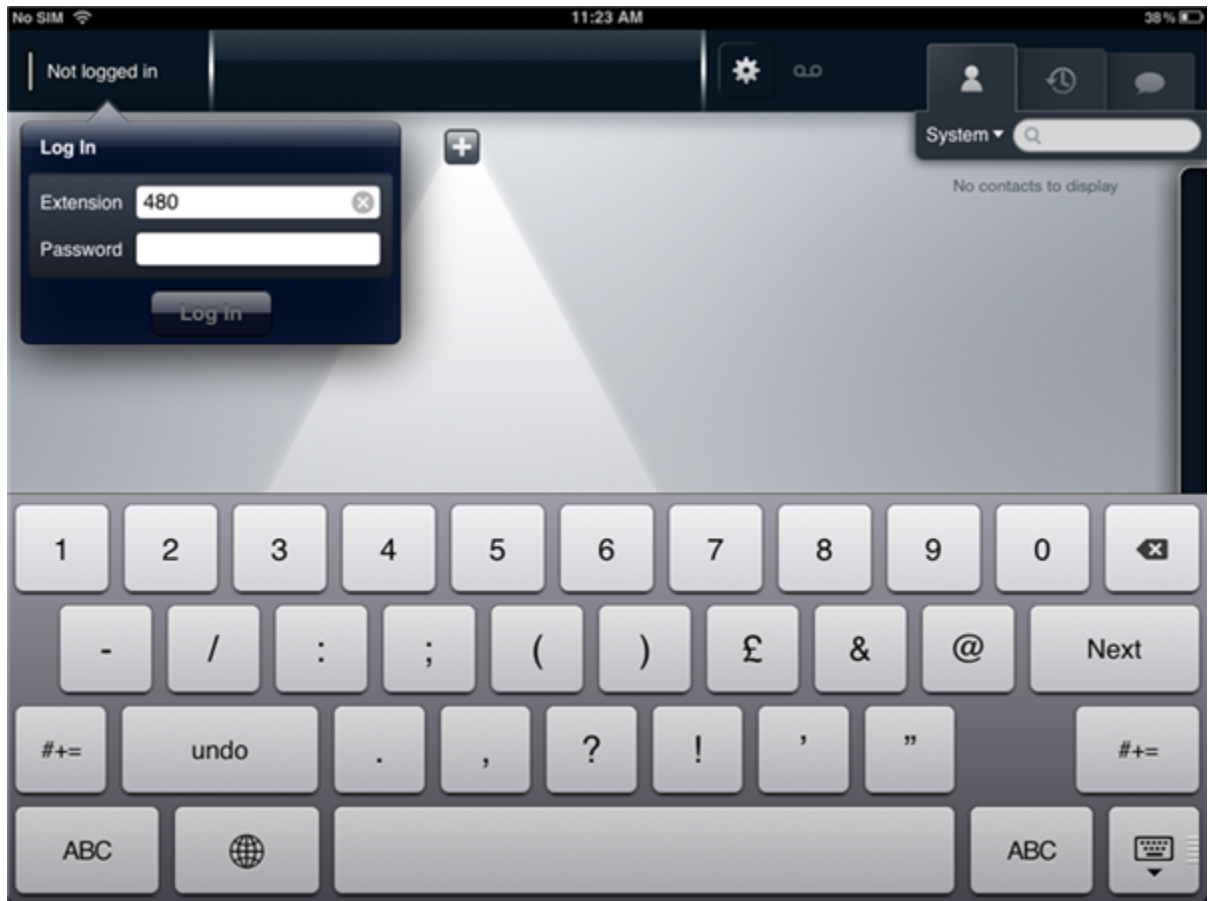
No.	Name	Description
1	Presence area	Displays your presence setting. Tap to change the presence, status message, log in, and log out from the server.
2	Top bar	Displays the Presence area, notification of incoming instant messages, and the tabs that allow you to switch between the Contacts, Call History, and Instant Messaging fans.
3	Settings button	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	Contacts tab	Your contacts appear in the Contacts fan when you tap the Contacts tab.
5	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.
6	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.
7	Contacts fan	Displays either System or Personal contacts based on the selection you make. To view the contacts, tap the Contacts tab in the Top bar. 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 tab in the Top bar, your active instant messaging sessions appear in the IM fan. You can view all your contacts or contacts from a specific source (for example, Microsoft® Outlook®).
8	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.
9	Spotlight	Provides a graphical representation of your voice 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.




The following figure shows the Avaya Flare® Communicator for iPad Devices application open but the user not logged in.









The following figure shows the Avaya Flare® Communicator for iPad Devices 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® Communicator 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.
	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® Communicator for iPad Devices is supported on Apple iPad 2 with the operating system iOS 5.0 or later.

Logging into the server

About this task

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

 **Note:**

You need not be logged into the server to send e-mails from the Avaya Flare® Communicator 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 Avaya IP Office system. After you log out, you cannot make and receive calls, or send and receive instant messages from Avaya Flare® Communicator for

iPad Devices. You can send e-mail messages from Avaya Flare® Communicator 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.
-

Chapter 3: Handling calls

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 or Personal 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:

The Avaya Flare® Communicator 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 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 the Avaya Flare[®] Communicator for iPad Devices, a second spotlight appears on the caller.

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.

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

Avaya Flare[®] Communicator 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[®] Communicator for iPad Devices for IP Office displays the signal quality indicator above the spotlight. If the signal

Handling calls

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.

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.

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.
-

Chapter 5: Viewing the Call History records

Viewing the Call History records

Procedure

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

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:**

When you log out from Avaya Flare® Communicator 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® Communicator 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 6: Using instant messaging

About instant messages

You can send instant messages to your IP Office contacts from the Avaya Flare® Communicator 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 the Avaya one-X® Portal for IP Office server or when the user logs into an application that supports instant messaging (for example, Avaya Flare® Communicator 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® Communicator for iPad Devices, the Instant Message fan is not displayed.

Viewing an incoming instant message

About this task

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

* Note:

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

Procedure

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

The instant message appears in the instant messaging panel.

Viewing missed instant messages

About this task

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

Procedure

1. Tap the **IM** tab on the Top bar.
The Instant 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® Communicator 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® Communicator 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® Communicator for iPad Devices, the IM fan is not displayed.

Chapter 7: Managing presence

Managing the presence status

Using Avaya Flare® Communicator 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 the 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® Communicator for iPad Devices 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 choose between Available, Busy, or Offline as the presence status for the system contact.

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® Communicator 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® Communicator 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® Communicator 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® Communicator 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® Communicator 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

The User Presence States are the presence states published by the Avaya one-X® Portal contacts. Avaya Flare® Communicator for iPad Devices supports the following User Presence States: Available, Offline, and Busy. Avaya Flare® Communicator for iPad Devices also supports a user’s custom status messages.

Icon	Description
	Available
	Offline
	Busy

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® Communicator 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.

Most Available presence state

If you log into Avaya one-X® Portal and Avaya Flare® Communicator for iPad Devices and try to change your user presence, Avaya one-X® Portal displays the new user presence only if the new user presence has a higher order of precedence than the current user presence. Avaya one-X® Portal uses the following order of precedence: Available, Busy, and Offline. For example, if your current user presence is Busy and you try to change the user presence to Offline using Avaya Flare® Communicator for iPad Devices, Avaya one-X® Portal does not change the user presence. If you try to change the user presence to Available through Avaya Flare® Communicator for iPad Devices, Avaya one-X® Portal changes the current user presence to Available.

Chapter 8: Managing Contacts

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

Avaya Flare[®] Communicator for iPad Devices for IP Office uses the contacts from the 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[®] Communicator for iPad Devices supports the following types of contacts:

System contacts

System contacts in Avaya Flare[®] Communicator for iPad Devices are the contacts stored in the system directory of Avaya one-X[®] Portal for IP Office. 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 the Avaya Flare[®] Communicator 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[®] Communicator 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 Communicator 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 Communicator client. You can perform the Enterprise search using the Avaya Flare® Communicator 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® Communicator 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® Communicator 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® Communicator 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® Communicator for iPad Devices.

About contact cards

The contact header has an option to search contacts. 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, start a chat conversation, and send an email to the contact.

The contact card displays the following information for a contact:

- **Photograph.** The iPad displays the photograph of a local iPad contact but in the absence of a photograph it displays an avatar. The iPad displays a default avatar for Personal and System contacts stored in the Avaya one-X® Portal for IP Office and Enterprise contacts.
- **Primary number.** The work number of the contact on Avaya one-X® Portal for IP Office is the primary number of the contact in the Flare Communicator client. To change the primary number, you can change the Contact preferences > Voice option present in the Settings tab on the iPad.
- **Primary email.** You can send an email to the contact from here. To change the primary email, change the Contact preferences > Email option present in the settings tab on the Flare Communicator.
- **Telephony presence.** Telephony presence indicates whether the user is active on a call or has enabled the Do Not Disturb option.
- **XMPP presence.** The XMPP presence indicates the status of the user in the directory with respect to IM.
- **IM presence.** 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.

*** Note:**

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.

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.

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

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

Procedure

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

Setting the primary telephone number for your contacts

About this task

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

The primary telephone phone number is the number that is called when you select the **Call** button on the contact's card or drag the contact's card into the center spotlight and select the **Call** button.

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

Procedure

1. Tap the **Settings** button on the Top bar.
 2. In the **Contact preferences** section, tap **Voice**.
 3. Tap the 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** or **Personal** 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 the Avaya Flare® Communicator for iPad Devices.

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 9: 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® Communicator 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® Communicator 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 Avaya Flare® Communicator for iPad Devices main screen, 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 10: Configuring settings

Configuring the server settings

About this task

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

Procedure

1. Tap the **Settings**  icon in the Flare Communicator 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 Office address.
 4. In **Domain**, enter the domain address of IP Office.
 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® Communicator for iPad Devices applies the specified dialing rules to outgoing calls when set to ON.
Outside line dial code	Digits to access an outside line.
Country code	Your country code.
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® Communicator for iPad Devices treats every call made to a region matching with either 406 or 208 as a local call.
Long distance call code	Digits to make a long distance call.
International call code	International country code for dialing an international phone number.
Internal extensions length	Number of digits that comprise an internal extension.
National phone number length	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.
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

Field name	Description
	to call is 613-555-1234, Avaya Flare [®] Communicator 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 [®] Communicator for iPad Devices dials 613-555-1234.

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