



Using Avaya Flare[®] Communicator for Windows

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Chapter 1: About Flare Communicator

About Flare Communicator

Avaya Flare® Communicator for Windows provides enterprise users with simple access to all the communication channels in a single interface.

Flare Communicator enables you to log into your company IP Office server and make and receive voice calls from your deskphone extension using your PC. You can also:

- send email messages
- send instant messages
- view the presence status of other users
- access your call history
- access your system and enterprise contacts, as well as your personal contacts and Microsoft® Office® contacts
- manage your presence status

You must have access to your company network to use Flare Communicator.

Flare Communicator for IP Office is available in two modes:

- Flare Communicator
- Flare Communicator with telephony-only features

You can confirm which mode you are using by contacting your system administrator.

Related topics:

[Main window](#) on page 7

[Button descriptions](#) on page 11

Main window

This section provides information about the layout of the Avaya Flare® Communicator for Windows interface and its controls.

The following figure shows the components of the main window of Avaya Flare® Communicator for Windows.

About Flare Communicator



No.	Name	Description
1	Presence area	Displays your presence setting and enables you to log into and out of the server.
2	Top bar	Displays the Presence area and the tabs that allow you to switch between the Contacts, Call History, and Instant Messaging fans.
3	Volume button	Enables you to adjust the volume of the audio device you are using with the Avaya Flare Communicator client.
4	Settings button	Displays the Settings dialog box where you configure your servers, dialing rules, Enterprise directory search settings, contacts search settings, and audio settings. You can also see information about the version of the software and report a problem with Flare Communicator to support personnel.

No.	Name	Description
5	Message Waiting Indicator	Turns red to indicate that you have received a new voicemail message. You can dial a short code to retrieve voicemail messages.
6	Contacts tab	<p>Displays the Contacts fan. The Contacts fan provides three options: Personal contacts, System contacts, or Enterprise search. The Contacts fan displays the contacts for the option that you select. The Contacts fan can also display cards for your Microsoft® Outlook® contacts in your Personal contacts list. To use this feature, you must enable Microsoft Outlook contacts in the Settings > Contacts panel. For more information about including Microsoft Outlook contacts in your Contacts fan, see Contact types on page 25.</p> <p>* Note:</p> <p>You must be logged into the server to view your IP Office contacts.</p>
7	Call History tab	<p>Displays the Call History fan and the call history tab buttons. The Call History fan displays cards for the calls you made and received using the Avaya Flare Communicator client. The call history tab buttons enable you to sort the call history cards in the Call History fan. Using the call history tab buttons, you can view:</p> <ul style="list-style-type: none"> • all calls you made and received using the Avaya Flare Communicator client • calls you missed while you were using the Avaya Flare Communicator client • calls you answered using the Avaya Flare Communicator client • call you made using the Avaya Flare Communicator client <p>A number appears on the Call History tab to indicate the number of calls you missed since the last time you viewed the Call History fan.</p>
8	IM tab	Displays the Instant Messaging fan. The Instant Messaging fan displays cards for all of your instant messaging sessions (or “chats”). A number appears on the IM tab to indicate the number of instant messages you missed since the last time you viewed the Instant Messaging fan.
9	Fan	The fan changes to the Contacts fan, Call History fan, or Instant Messaging fan depending on the tab you select in the Top bar. For example, when you click the Contacts tab in the Top bar, the cards for your contacts appear in the Contacts fan.
10	Call control buttons	Enable you to put a call on hold, resume a call that is on hold, select the keypad so you can enter touch-tone digits during a call, mute/unmute a call, and hang up a call.

No.	Name	Description
11	Spotlight	Provides a graphical representation of your call. A spotlight appears for each call you start or join. You can have a maximum of three spotlights at one time.
12	Channel buttons	Enable you to specify the type of communication session you want to initiate. Your choices are voice call, instant message, and email. Web collaboration and video call features are not supported in this release.

Flare Communicator uses spotlights to manage calls. Three spotlights are available:

- center spotlight — this spotlight is for the current call
- left spotlight and right spotlight — these spotlights are for calls on hold

The following figure shows Flare Communicator with the user logged in and no calls present.



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



Button descriptions

The following table describes the icons and buttons on the Flare Communicator client interface.

Button	Name	Description
	Call button	Enables you to make a voice call.
	Video button	This button is not supported in this release.

Button	Name	Description
	Instant Message button	Enables you to send an instant message.
	Email button	Enables you to send an email.
	Collaboration button	This button is not supported in this release.
	Settings button	Opens a dialog box where you can configure application settings such as server settings, Enterprise search settings, and dialing rules.
	Volume button	Opens the Volume control panel, which enables you to modify the speaker volume.
	End button	Hangs up a voice call.
	Answer button	If there is an active call that has not been answered by the Avaya Flare Communicator client, the call appears in a spotlight where you can answer or join the call by clicking this button.
	Mute button	Mutes or unmutes the audio. When the call is muted, the button is blue.
	Keypad button	Opens the keypad. You can enter touch-tone digits during a call from the keypad.
	Hold button	Places the current call on hold or resumes a call on hold. When the call is on hold, the button is blue.

When you receive a voice call, the incoming call panel appears, displaying the **Answer** and **Ignore** buttons. The panel shows the extension number of the caller, along with an image of the caller, if one is available.



Chapter 2: Getting started

Getting started

Use the information in this section to verify that your computer system meets the minimum requirements, and to install the application.

Related topics:

[System requirements](#) on page 15

[Installing the application](#) on page 18

[Logging into the server](#) on page 19

[Configuring the application](#) on page 20

System requirements

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

Related topics:

[Computer hardware requirements](#) on page 15

[Computer operating system requirements](#) on page 16

[Computer software requirements](#) on page 16

[Headset requirements for computer and USB](#) on page 16

[Webcam requirements](#) on page 17

Computer hardware requirements

Use the information in this chapter to ensure that your computer meets the requirements for Avaya Flare® Communicator for Windows.

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

- Dual-core 2.4 GHz processor
- 2 GB of RAM

- 1.5 GB of free hard disk space
- Keyboard
- Mouse or other compatible pointing device
- Network interface card
- USB camera

Computer operating system requirements

*** Note:**

A virtual machine environment does not support Flare Communicator.

The computer must have one of the following 32-bit or 64-bit operating system:

- Microsoft® Windows 7 Enterprise Edition
- Microsoft® Windows 7 Ultimate Edition
- Microsoft® Windows 7 Professional Edition
- Microsoft® Windows XP Professional Edition (32-bit version only) with Service Pack 3 or higher

Computer software requirements

The computer must have the following software installed:

- Microsoft .NET Framework 4 Extended
- Microsoft .NET Framework 4 Client Profile

If your system does not have the requirements listed above, an error message prompts you to install them when you begin the installation.

To use the email features of Avaya Flare® Communicator for Windows, you must install Microsoft Outlook.

Headset requirements for computer and USB

The headsets you use for the computer and USB must meet the following requirements:

- 700438534 Global, non EMEA ABT 35 USB HEADSET
- 700438559 EMEA ABT 35 USB HEADSET EURO
- 700373335 Global, non EMEA HDST AWH-55 USB WIRELESS HEADSET

- 700413834 EMEA AWH-65 USB WRLS HEADSET EURO RHS
- 700414139 Global HEADSET QD-USB ADAPTER RHS
- AW450N with DA-55 Adapter
- AWH-55 Plantronics headset
- ABT 35 Plantronics Bluetooth headset

Webcam requirements

Creative Live!®

Camera name	Software/Driver Version
Creative Live!® Cam Socialize HD	1.2.1.0
Creative Live!® Cam Optia Pro	-
Creative Live!® Cam Optia AF	-
Creative Live!® Cam Notebook Ultra	-
Creative Live!® Cam Notebook Pro	1.2.6.627

Microsoft®

Camera name	Software/Driver Version
Microsoft® Lifecam Cinema	3.20.240.0
Microsoft® Lifecam Show	-
Microsoft® Lifecam MX-6000	3.20.240.0

Logitech®

Camera name	Software/Driver Version
Logitech® Webcam C905	13.0.1788.0
Logitech® Webcam Pro 9000	12.10.11113.0000
Logitech® Webcam C600	-
Logitech® QuickCam Orbit AF	-
Logitech® Webcam Pro 5000	12.0.1278.0
Logitech® Quickcam Messenger	12.0.1278.0

Installing the application

Use this procedure to install Flare Communicator on a Windows tablet.

Before you begin

Ensure that the Microsoft .NET Framework 4 Extended is installed on your computer. If the application is not already installed on your computer, you must install them before you install the Flare Communicator client. These applications are included with Flare Communicator and are located in the Prerequisites folder.

About this task

The Flare Communicator client is available from the Avaya support web site at <http://www.avaya.com/support>.

Procedure

1. Using Windows Explorer, go to the folder to which you saved the Avaya Windows Flare Installer, and double-click on the installer.
 2. In the Welcome to the Flare Setup Wizard dialog box, select the language you want to use from the Select language box.
 3. Click the **Next** button.
 4. In the End-User License Agreement dialog box, read the license agreement.
 5. Click the **I accept the terms in the License Agreement** check box to accept the license agreement.
 6. Click the **Next** button.
 7. In the Destination Folder dialog box, click the **Change** button if you want to change the folder to which the software will be installed. By default, the software will be installed in C:\Program Files (x86)\Avaya\Avaya Flare R1\.
 8. Click the **Next** button.
 9. In the Ready to install Flare dialog box, click the **Install** button.
The Installing Flare message box appears, showing the status of the install. When the install is complete, the Flare Communicator Setup Wizard dialog box appears.
 10. In the Completed the Flare Setup Wizard dialog box, make sure the **Launch Avaya Flare when setup exits** check box is selected.
 11. Click the **Finish** button.
Avaya Flare Communicator starts and displays the General Settings dialog box.
 12. Enter the server settings described in the table below.
 13. Click the **OK** button.
-

Related topics:

[Server settings](#) on page 19

Server settings

Use the information in the following table to configure the server settings for Flare Communicator.

Name	Description
Server IP Address	The IP address of the IP Office system.
Server Port	The port number of the IP Office system. The Flare Communicator client uses port 5060 as the default setting for TCP.
Transport Type	The transport method used for connection to the IP Office system. Select TCP. TLS is not supported.
Domain	The IP address of your IP Office system.
Presence Server IP Address	This field does not apply when Flare Communicator connects to an IP Office system. Leave this field blank.

*** Note:**

If you change the Server Port and the Transport Type settings, you must restart Flare Communicator.

Logging into the server

Use this procedure to log in to the Flare Communicator client.

When you log into the Flare Communicator client, you can be logged into other Avaya applications that use the same extension number as the Flare Communicator client, such as a SoftPhone. Although you can log into multiple applications at the same time, doing so affects the availability of voice devices.

Before you begin

You must log into the Avaya IP Office system to use the Avaya Flare Communicator client using the following credentials:

- your extension number
- your password

Note:

Your password is assigned by your system administrator for use with Flare Communicator and is not the same as the login code that you use to access your deskphone.

Contact your system administrator for your login credentials.

Procedure

1. Launch the Flare Communicator client.
The login dialog box displays.
 2. In the **Extension** field, enter your extension number.
 3. In the **Password** field, enter your password.
 4. Click **Log in**.
-

Configuring the application

Use the information in this section to configure the settings for the Flare Communicator.

Related topics:

[Modifying the dialing rules](#) on page 20

[Modifying the Enterprise search settings](#) on page 22

[Modifying the Contacts settings](#) on page 23

[Modifying the audio settings](#) on page 23

Modifying the dialing rules

Procedure

1. Click the **Settings** icon in the lower-left corner of the Avaya Flare[®] Communicator for Windows main screen.
 2. In the left pane of the General Settings dialog box, click **Dialing Rules**.
 3. In the Dialing Rules dialog box, complete the fields as appropriate. See [Dialing Rules dialog box field descriptions](#) for more information.
 4. When finished, click the **OK** button.
-

Related topics:

[Dialing Rules field descriptions](#) on page 21

Dialing Rules field descriptions

Use the information in the table below to configure the dialing rules.

Field Name	Description
Use dialing rules for outgoing calls	The Avaya Flare Communicator client applies the specified dialing rules to outgoing calls when this check box is selected.
Number to dial to access an outside line	Digits to dial to access an outside line.
Your country code	Your country code.
Your area/city code	Area code or the city code where your telephone server is located.
Include area/city code when making a local call	Select this check box if you are required to dial the area or city code when you make a local call. For example, in some areas in the U.S., entering an area code is mandatory. Therefore, you would select this check box. In other areas in the U.S., entering an area code is not mandatory. Therefore, you would not select this check box. This field is disabled when Your area/city code field is empty.
PBX main prefix	This field does not apply when Flare Communicator connects to an IP Office system. Leave this field blank.
Number to dial for long distance calls	Digits to dial to make a long distance call.
Number to dial for international calls	International prefix for dialing an international telephone number. For example, in Canada and the United States, the international prefix for dialing international telephone numbers is 011.
Extension length for internal extension calls	Number of digits that comprise an internal extension.
Length of national phone numbers (including area/city code)	It is either: <ul style="list-style-type: none"> • number of digits to dial (including area/city code) for a call within your country. • supported telephone number lengths separated by a comma for countries with multiple telephone number lengths.

Modifying the Enterprise search settings

About this task

Use this procedure to configure the Avaya Flare client to search an Enterprise directory.

Procedure

1. Click the **Settings** button on the Top bar of the Avaya Flare client window.
2. In the left navigation pane of the Settings dialog box, click **Enterprise Search**.
3. On the Enterprise Search page, enter the appropriate information to configure the Avaya Flare client to search an enterprise directory. See [Enterprise Search page field descriptions](#) for more information.
4. When finished, click the **OK** button.

Related topics:

[Enterprise search settings](#) on page 22

Enterprise search settings

Use the information in the table below to configure Enterprise search settings for Flare Communicator.

Name	Description
Directory type	Type of enterprise directory. IP Office supports the following option: <ul style="list-style-type: none"> • Active Directory
Directory name	Name of the enterprise directory.
Server address	The server address of the enterprise directory.
User name	Your user name.
Password	Your password.
Search root	The search root for the enterprise directory. An example is ou=people, o=company .
Server port	The port number. The default value is 389.
Timeout	The search time out interval (in seconds). The default value is 100 seconds.
Max entries	The maximum number of matching entries to display. The default value is 50.

Name	Description
Active directory GSS bind	Indicates whether Avaya Flare client uses the login and password of the current user to bind with the Active Directory LDAP server.

Modifying the Contacts settings

Use this procedure to include your Microsoft Outlook contacts in your Personal contacts fan.

Procedure

1. Click the **Settings** button on the Top bar of the Flare Communicator window.
 2. In the left navigation pane of the **Settings** dialog box, click **Contacts**.
 3. On the **Contacts** page, select **Use Microsoft® Outlook® contacts** to display your Microsoft Outlook contacts in your Personal contacts fan.
 4. Click the **OK** button.
-

Modifying the audio settings

About this task

Use this procedure to specify the following settings:

- the microphone the Avaya Flare client uses.
- the speaker the Avaya Flare client uses.
- whether the Avaya Flare client provides ringing on the selected speaker when you receive an incoming call.
- whether the Avaya Flare client provides ringing on an additional device.

Procedure

1. Click the **Settings** button on the Top bar of the Avaya Flare client window.
 2. In the left navigation pane of the Settings dialog box, click **Audio**.
 3. On the Audio page, complete the fields as appropriate. See [Audio page field descriptions](#) on page 24 for more information.
 4. When finished, click the **OK** button.
-

Related topics:

[Audio page field descriptions](#) on page 24

Audio page field descriptions

Name	Description
Microphone	Microphone to be used for a call.
Speaker	Speaker to be used for ringing and calls.
Ring on incoming calls	Must be checked to enable ringing on incoming calls. When an incoming call arrives, the device you selected in the Speaker drop-down list box rings.
Ring additional device	Additional device to be used for ringing.

Chapter 3: Managing contacts

Contact types

Flare Communicator for IP Office uses the contacts from the Avaya one-X[®] Portal for IP Office server. It supports the following types of contacts:

System contacts

System contacts in Flare Communicator for IP Office are the contacts stored in the system directory of Avaya one-X[®] Portal for IP Office. These contacts are configured by your system administrator and they appear in your contacts fan after you log in to Flare Communicator. 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.

If a connection to Avaya one-X[®] Portal for IP Office is not available, the System contacts list contains only the names and extensions of IP Office users. Personal contact, presence information, and instant messaging are not available.

Personal contacts

Personal contacts in Flare Communicator for IP Office are the contacts stored in the personal directory. This is your own directory of names and numbers. You can add a Personal contact from the System contacts list, and you can delete Personal contacts from the Contacts fan in Flare Communicator. You can edit or modify your Personal contacts from the Avaya one-X[®] Portal for IP Office application.

You can also display your Microsoft Outlook contacts in your Personal contacts list. Microsoft Outlook contacts are listed on their own cards in the Personal contacts fan. If you have the same person listed in both your Microsoft Outlook contact list and your personal directory on the Avaya one-X[®] Portal server, there will be one card for each entry. For example, if you have the home address of a person in your Microsoft Outlook contacts, and the work address of the same person on the Avaya one-X[®] Portal server, Flare Communicator will display two cards for that person. To use this feature, you must enable Microsoft Outlook contacts in the **Settings > Contacts** panel.

If you are using Flare Communicator in telephony-only mode, personal contacts will list only the Microsoft Outlook contacts if it is enabled.

Enterprise contacts

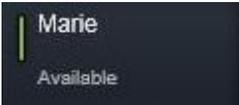
Enterprise contacts are the contacts in the Enterprise directory that you configured in the Flare Communicator. You can perform an Enterprise search from the Flare Communicator and then add an Enterprise contact to your Personal contact list by clicking the + button on the contact card.

About contact cards

The contact card allows you to communicate easily with a selected contact. You can drag the contact card to an available spotlight to initiate an audio call, start a chat conversation, and send an email to the contact.

The following table lists the information that is displayed 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 click the icon, Flare Communicator dials the primary number for the contact; the primary number is the work number configured in Avaya one-X[®] Portal. Right-click on the phone icon to see the telephone numbers for the contact. If the contact has multiple phone numbers, you can select which one you want to call.</p>
	<p>Video call feature is not supported in this release.</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 • Red – away • Grey – offline <p>Right-click on the chat icon in order to see the instant messaging address for the contact. If the contact uses multiple instant messaging clients, a list of address displays and you can select which one you want to use.</p>
	<p>Use this icon to compose an email message to the contact. This icon is available only if the contact has an email address configured in Avaya one-X[®] Portal. When you click the icon, your email client opens with the To field populated with the contact's email address. Right-click on the icon to see the email address of the contact. If the contact has multiple email addresses, you can select which one you want to use.</p>

Icon	Description
	This icon is available for System contacts. Use this icon to add the contact to your Personal contact list. After you add the contact to your Personal list, this icon is disabled.
	This icon is available for Personal contacts. Use this icon to remove the contact from your Personal list.
	You can upload a photograph from the Avaya one-X® Portal for IP Office. If you do not upload a photograph, the system displays a default image. Contacts using a variety of instant messaging clients, such as Google Talk, can see the photo that you upload.
	The area below the contact's photograph shows the name of the contact, the login status of the contact, and a status message entered by the contact.

Selecting contacts from the Contact fan

You can select system, personal, or enterprise contacts from the Contact fan.

Procedure

1. On the contacts header drop-down menu, click **System**, **Personal**, or **Enterprise**.
An alphabetical index displays on the right side of the screen.
2. Select a letter from the index to display a list of contacts.

Related topics:

[About contact cards](#) on page 26

Locating Enterprise contacts

Before you begin

You must configure the search settings for enterprise contacts. See [Configuring the application](#) on page 20 for more information.

Procedure

1. Click the Contacts tab drop-down menu.
 2. Click **Enterprise Search**.
The system displays an empty contact fan with a text box.
 3. To start the search, in the text box, enter the name of the contact.
Flare Communicator searches the enterprise database for the surname, common name, and given name of the contact. The contact card displays the surname and given name of the contact.
-

Chapter 4: Managing status information

Managing status information

The Flare Communicator client allows you to set information about your own availability and view information about the availability of your contacts.

Status indicators

The following tables list the status icons displayed in the Flare Communicator client.

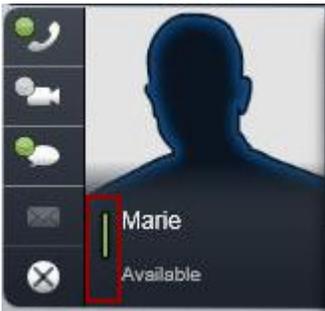
Phone status:

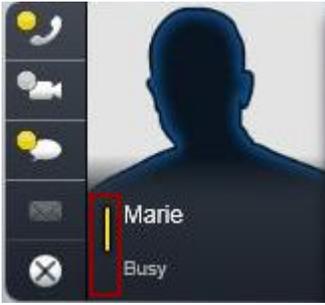
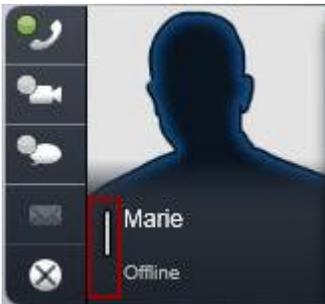
The contact card uses the following icons to indicate the on-call status of the selected contact.

Presence icon	Status
	User is available on the phone.
	User is busy on the phone.
	User is offline.

Contact status:

When your contacts log in to the your corporate network, they can set their status and enter a status message. The contact card displays the following icons to indicate the availability of the contact, and whether the contact is offline.

Presence icon	Status
	Available

Presence icon	Status
	<p>Busy</p>
	<p>Unavailable</p>
	<p>Offline</p>
	<p>Unknown</p>

Instant messaging status:

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 other instant messaging systems, such as Google Talk or Pidgin. Flare Communicator updates the status shown on the contact card whenever there are status changes in these clients. The length of time it takes for the updated status to display on Flare Communicator depends on the client that you use,

and the speed of the network connection. Status changes can take from 3 seconds to 60 seconds to display.

Presence icon	State
	Online or Available
	Offline
	Away When users of other instant messaging systems, such as Pidgin, set their presence to Away, Flare Communicator displays this icon with the status of Unavailable.
	Do Not Disturb
	Unknown

Related topics:

[Setting your availability](#) on page 31

[Changing your status message](#) on page 32

Setting your availability

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

About this task

When you set your presence to Offline, you do not receive updated instant messaging and XMPP presence status updates from your contacts. To receive these updates, you must set your presence to Available, Busy, or Unavailable.

Procedure

1. Click your extension number on the Top bar.
The Presence panel appears.
2. Click the setting you want to use:
 - **Available**
 - **Busy** — When you select Busy, your phone is automatically set to Do Not Disturb (DND).
 - **Unavailable** — This status corresponds to the Away status in other Avaya clients, such as Avaya one-X[®] Portal.

- **Offline.**

3. Click your extension number on the Top bar to set your presence status and close the panel.

Changing your status message

About this task

Use this procedure to specify a custom presence status message. For example, if you are busy until 2 pm and do not want to be disturbed, you can enter the custom presence status message `Busy until 2 pm`. If you make a call while you have a status message displayed, message is prefaced with “On a call.” So in this example, your status message would appear as `On a call – busy until 2 pm`.

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

Note:

If you close the Avaya Flare client before you log out, your presence status set at that time will continue to be displayed to others who track your presence. The next time you log in, you are able to change your availability or status message accordingly.

Procedure

1. Click your extension number on the Top bar.
The Presence panel appears.
2. To clear the contents of the Status Message box, click **X**.
3. Enter your new message in the Status Message box.
4. When finished, press the **ENTER** key on your PC keyboard.
The Presence panel closes.

Chapter 5: Making calls

Voice calls

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

Related topics:

[Making a voice call using the dialpad](#) on page 33

[Making a call from a contact card](#) on page 33

[Making a call from a call history record](#) on page 34

[Making a voice call from an instant message](#) on page 34

Making a voice call using the dialpad

Procedure

1. Click the **Call** button under the center spotlight to open the dialpad.
 2. Using the dialpad, enter the telephone number.
 3. Click the green **Call** button on the dialpad.
The call appears in the center spotlight. A card displaying the caller's name or telephone number and picture (if available) appears under the spotlight. When the call is answered, the top of the spotlight displays the call timer.
-

Making a call from a contact card

Before you begin

Open the Avaya Flare® Communicator for Windows client.

Procedure

1. On the top bar, click the **Contacts** tab.

2. From the Contacts fan, select the contact card.
3. Drag the contact card and drop onto the spotlight.
4. Click **Call**.
The system dials the primary number for this contact.

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

Making a call from a call history record

Before you begin

Open the Avaya Flare® Communicator for Windows client.

Procedure

1. On the top bar, click the **Call History** tab.
 2. From the **Call History** fan, select the history card of the contact that you want to call.
 3. Drag the history card and drop onto the spotlight.
 4. Click **Call**.
The system dials the previously dialed telephone number for this contact.
-

Making a voice call from an instant message

Procedure

To make a voice call from an existing instant messaging session, perform one of the following steps:

- On the instant messaging panel, click the **Call** button.
- Click the **IM** tab on the Top bar, and then click the **Call** button on the appropriate instant messaging card.
- Click the **IM** tab on the Top bar, drag the appropriate instant messaging card onto the spotlight, release it, and then click the **Call** button under the spotlight.
- Click the **IM** tab on the Top bar, drag the appropriate instant messaging card onto the spotlight, release it, right-click on the card and select **Call** to display the

contact's telephone numbers, click the telephone number you want to dial, and then click the **Call** button.

- Click the **IM** tab on the Top bar, right-click on the **Call** button on the appropriate instant messaging card to display the associated telephone numbers, and then select telephone number you want to dial.

The call appears in the center spotlight. A card displaying the party's name or telephone number and picture (if available) appears under the spotlight. When the call is answered, the top of the spotlight displays the call timer.

Chapter 6: Handling calls

About handling calls

This section provides information about the call controls available in Flare Communicator. Use the procedures in this section to handle active voice calls.

When you log into Flare Communicator, you can be logged into other Avaya applications that use the same extension number as the Flare Communicator client, such as a softphone or Avaya one-X[®] Portal. If you are logged into Avaya one-X[®] Portal while you are logged into Flare Communicator from the same extension number, the status of an active call may not be shown in both applications. For example, if you use Flare Communicator to answer a call and then place the call on hold, Avaya one-X[®] Portal may not indicate that the current call is on hold.

Related topics:

[Answering a call](#) on page 37

[Ignoring an incoming call](#) on page 38

[Placing a call on hold](#) on page 38

[Resuming a call that is on hold](#) on page 39

[Muting a call](#) on page 39

[Unmuting a call](#) on page 39

[Entering digits during a call](#) on page 39

[Hanging up a call](#) on page 40

[Adjusting the volume](#) on page 40

[Turning off ringing for all incoming calls](#) on page 40

Answering a call

About this task

When you receive a voice call, the incoming call panel appears, displaying the **Answer** and **Ignore** buttons. The panel shows the extension number of the caller, along with an image of the caller, if one is available.

If you are already active on a call, and you answer an incoming call, the current call is put on hold, and the spotlights rotate to move the held call off center stage. The call that you just answered appears in the center spotlight.

*** Note:**

If there is an active call that you have not answered in the Avaya Flare client, that call appears in a spotlight. You can answer or join the call by clicking the **Answer** button in the spotlight. See [Button descriptions](#) on page 11 for more information.

Procedure

To answer a call, click the **Answer** button for the call.
The call appears in the center spotlight. A card displaying the caller's name or telephone number and picture (if available) appears under the spotlight. The top of the spotlight displays the call timer.

Ignoring an incoming call

About this task

Use this procedure to disable ringing for an incoming call.

Procedure

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

Placing a call on hold

Procedure

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

*** Note:**

The Flare Communicator client disables the **End** button when you put a call on hold, as well as the **Mute** button and the dialpad. To enable these buttons, resume the call.

Flare Communicator does not support the call hold reminder feature.

Resuming a call that is on hold

Procedure

To resume a call that is on hold, perform one of the following steps:

- If the call you want to resume is already in the center spotlight, click **Hold** for the call.
 - If the call you want to resume is not in the center spotlight, click the spotlight for that call. The spotlight for the selected call moves to the center. Click **Hold**.
-

Muting a call

Procedure

To mute a call, click **Mute** for the call.
The **Mute** button turns blue.

Unmuting a call

Procedure

The **Mute** button works as a toggle. To unmute a call that is on mute, click the **Mute** button.

Entering digits during a call

Procedure

1. To select the keypad, click **Keypad**.

*** Note:**

When a call is on hold, the system disables the keypad.

2. Click the digits you require to enter.
 3. When finished, click **Close** at the top of the keypad.
-

Hanging up a call

Procedure

To hang up a call, click the **End** button for the call.

Adjusting the volume

About this task

Use this procedure to adjust the volume of the audio device you are using with the Avaya Flare client.

Procedure

1. Click the **Volume** button on the Top bar.
The Audio Device Volume panel appears.
 2. Perform one of the following steps:
 - Move the slider to the right to increase the volume.
 - Move the slider to the left to decrease the volume.
 3. When finished, click the **Volume** button.
-

Turning off ringing for all incoming calls

About this task

If you turn off ringing, the Avaya Flare client will not provide an audible “ringing” alert when you receive calls.

Procedure

1. Click the **Settings** button on the Top bar.

2. In the left pane of the General Settings dialog box, click **Audio**.
 3. Click the **Ring on incoming calls** check box to mute ringing on all incoming calls. By default, this check box is enabled (that is, checked) so that the Avaya Flare client provides an audible “ringing” alert when you receive calls.
 4. When finished, click the **OK** button.
-

Chapter 7: Voicemail

Accessing voicemail

A message waiting indicator displays when you have new voicemail. Use this procedure to collect voicemail messages by dialing a short code from the Flare 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 the IP Office voicemail system.
 2. Follow the prompts to hear your voicemail messages.
-

Voicemail

Chapter 8: Using instant messaging

Starting a new Instant Messaging session

Before you begin

Open the Avaya Flare® Communicator for Windows client.

Procedure

1. Perform one of the following steps:
 - Drag the contact card and drop the card onto an empty spotlight, and click **IM** under the spotlight.
 - On the contact card, click **IM**.
 - On the contact card, right-click **IM** to display the IM addresses of the contact, and then click the IM address you require to use.
2. In the Instant Messaging window, enter your message.
3. Click **Send**.
4. Close the Instant Messaging window.

The Instant Messaging window compresses to 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:**

The system does not end the instant messaging session with that contact.

Resuming an Instant Messaging session

Before you begin

Open the Avaya Flare® Communicator for Windows client.

Procedure

Perform one of the following steps:

- Click the **IM** tab and then click the instant messaging card of the contact.
 - Click the **Contacts** tab, select the contact, and then click **IM** on the contact card.
 - Click the **Call History** tab, select the contact, and then click **IM** on the contact card.
-

Ending an Instant Messaging session

Procedure

To end an instant messaging session, click the **IM** tab and on the instant messaging card of that contact, click **End This Chat**.

Sending an instant message to a contact on a call

Procedure

1. In the spotlight, click **IM**.
The system displays the instant messaging panel.
 2. In the Instant Messaging window, enter your message.
 3. Click **Send**.
-

Viewing an instant message

About this task

When you receive an instant message from an IP Office contact, an Instant Messaging window appears and displays the contact's name and message. An instant messaging card for this contact is also added to the Instant Message fan.

*** Note:**

If you receive an instant message from an Enterprise contact who has added you to their contact fan, but you have not added them to your contact fan, the name of the contact does not display in the Instant Message window. The Instant Message window displays one of the following:

- the instant message address of the contact
- the Gtalk ID if the contact has a Gtalk address

Procedure

1. To view an instant message, click the **IM** tab on the Top bar, and then click on the appropriate instant messaging card.
The instant messaging card displays the last message sent or received during this instant messaging session.
 2. To view all of the messages in this instant messaging session, double-click on the instant messaging card.
The Instant Message window appears and displays all of the messages in the selected instant messaging session.
 3. To end this instant messaging session, click the **X** button on the instant messaging card, and then click the **OK** button.
-

Chapter 9: Composing email messages

About email messages

You can use Flare Communicator to send email to your contacts, as well as to people who are not listed in your contact lists. Flare Communicator works with Microsoft Outlook to provide email functionality. Microsoft Outlook Express is not supported.

The email addresses shown on the contact cards in Flare Communicator are provided by the Avaya one-X[®] Portal for IP Office. The one-X Portal allows users to configure three email addresses: work, personal, and other email address. The work email address listed for a contact in the one-X Portal is the primary email address of the contact in the Flare Communicator client. If the work email address is empty, then the personal email address becomes the primary email address of the contact in the Flare Communicator client. If neither a work or a personal email address is provided, then the other email address becomes the primary email address used by the Flare client.

Related topics:

[Sending an email from a contact card](#) on page 49

[Sending an email message from a history record](#) on page 50

[Sending an email message from an instant message](#) on page 51

[Sending an email message to someone who is not in your contacts list](#) on page 51

Sending an email from a contact card

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

If the contact information does not include an email address, the **E-mail** button on the contact card is greyed out.

Before you begin

Flare Communicator uses Microsoft Outlook to send email messages. You must open Microsoft Outlook before you can send email messages from the Flare client.

Procedure

1. On the top bar, click the **Contacts** tab.

2. In the **Contacts** menu, click the contact card.
3. Perform one of the following steps:
 - On the contact card, click **Email** to use the default e-mail address for this contact.
 - On the contact card, right-click **Email** and select the e-mail address you require from the list of e-mail addresses of the contact.
 - Drag and drop the contact card onto the center spotlight and then click **Email**. The system uses the primary e-mail address for this contact.
 - To send the e-mail to multiple contacts, drag and drop the contact card for each contact onto the center spotlight and then click **Email**.

The system displays a new e-mail window.

4. From your default e-mail application, compose and send the e-mail.
-

Sending an email message from a history record

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.

Before you begin

Flare Communicator uses Microsoft Outlook to send email messages. You must open Microsoft Outlook before you can send email messages from the Flare client.

Procedure

1. Click the **Call History** tab on the Top bar.
2. From the Call 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, click the **Email** button to use the primary email address for this contact.
 - On the contact's card, right-click the **Email** button to display the contact's email addresses, and then select the email address you want to use.
 - Drag and drop the contact card onto the center spotlight and then click the **Email** button. This will use the primary email address for this contact.

A new email window appears.

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

Sending an email message from an instant message

Use this procedure to send an email message from within an instant message session.

Before you begin

Flare Communicator uses Microsoft Outlook to send email messages. You must open Microsoft Outlook before you can send email messages from the Flare client.

Procedure

1. Perform one of the following steps:
 - Click the **IM** tab on the Top bar, and then click the **Email** button on the appropriate instant messaging card to use the primary email address for this contact.
 - Click the **IM** tab on the Top bar, drag the appropriate instant messaging card onto the spotlight, release it, and then click the **Email** button under the spotlight to use the primary email address for this contact.
 - Click the **IM** tab on the Top bar, right-click on the **Email** button on the appropriate instant messaging card to display the associated email addresses, and then select the email address you want to use.
 2. Compose and send your email as you normally would from your email application.
-

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

Before you begin

Flare Communicator uses Microsoft Outlook to send email messages. You must open Microsoft Outlook before you can send email messages from the Flare client.

Procedure

1. On the Avaya Flare client main screen, click the **Email** button under the center spotlight.

A new email window appears.

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

Chapter 10: Managing history records

About history records

Avaya Flare® Communicator for Windows displays history records for calls and instant messaging sessions.

Call history records

A maximum number of 30 history records for each call type can be stored in the call history log. For example, the call history stores 30 missed calls, 30 incoming calls, and 30 outgoing calls.

Once the maximum number of history records are stored, the oldest history record is deleted to store a new history record. A history record is generated each time a call is made, received, or missed while you are logged into the server with the Avaya Flare Communicator client. A number appears on the Call History tab to indicate the number of missed calls since you last opened the Call History fan. When you switch to another fan, the number of missed calls is reset.

Each history record displays the following:

- an image of the contact
- the name or number of the party
- the date and time
- the duration of the call
- missed calls, indicated by an x
- incoming calls, indicated by a down arrow
- outgoing calls, indicated by an up arrow

Call history records do not support the following functions:

- adding the contact from the Call History to the Personal directory
- deleting Call History records

Instant messaging history records

Flare Communicator maintains a history of your instant messaging sessions while you are logged in. When you log out of Flare Communicator, your instant messaging history is cleared. You can delete the history of individual sessions.

Each history record displays the following:

- an image of the contact
- the name of the contact
- the time of the last message

Icons in history records

The history records provide buttons that allow you to communicate with the selected contact. The table below lists the functions available.

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 click the icon, Flare Communicator dials the primary number for the contact; the primary number is the work number configured in the Avaya one-X® Portal.</p> <p>Right-click on the phone icon to see the telephone numbers for the contact. If the contact has multiple phone numbers, you can select which one you want to call.</p>
	<p>Video call feature is not supported in this release.</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 • Red – away • Grey – offline <p>Right-click on the chat icon in order to see the instant messaging address for the contact. If the contact uses multiple instant messaging clients, a list of address displays and you can select which one you want to use.</p>
	<p>Use this icon to compose an email message to the contact. This icon is available only if the contact has an email address configured in Avaya one-X® Portal. When you click the icon, your email client opens with the To field populated with the contact's email address.</p> <p>Right-click on the icon to see the email address of the contact. If the contact has multiple email addresses, you can select which one you want to use.</p>

Related topics:

[Viewing call history records](#) on page 55

[Viewing instant message history](#) on page 55

Viewing call history records

You can use Flare Communicator to view call history records. When you use Flare Communicator, it accesses the call history records from Avaya one-X[®] Portal. If you are using Flare Communicator with telephony-only features, application-level call logs are available.

Procedure

1. On the top bar, click the **Call History** tab.
The system displays the Call History fan and the history records of all your calls in a chronological order showing the most current record first.
The label below the **Call History** tab identifies the history records that currently appear in the Call History fan. The history records can be All Calls, Missed Calls, Incoming Calls or Outgoing Calls.
 2. Drag and drop the Call History entry in to the spotlight to call back or send an email to the contact.
-

Viewing instant message history

When you are logged in to Flare Communicator, it maintains a history of your instant messaging sessions. Use this procedure to view your instant messaging history.

Procedure

1. On the top bar, click the **Instant Message** tab.
The system displays the Instant Message fan and the history of all your chat sessions in a chronological order showing the most current record first.
2. Choose one of the following options:
 - Drag and drop the history entry in to the spotlight to resume the session.
 - Click the X button to delete the selected history.

*** Note:**

When you log out of Flare Communicator, history records for all instant messages are cleared.

Chapter 11: Troubleshooting

Connectivity issues

The table below lists the error messages that display on the Flare Communicator interface.

Error message	Description
Presence and IM will be unavailable.	Presence and instant messaging are not available due to an error connecting to the Avaya one-X [®] Portal server. Click OK to continue using Flare Communicator.
Unable to connect to Avaya one-X [®] Portal server. Personal contacts, presence, and IM will be unavailable.	A network or server error is preventing Flare Communicator from connecting with the Avaya one-X [®] Portal server. Personal contacts, presence, and instant messaging are not available. Click OK to continue using Flare Communicator.
Connectivity to Avaya one-X [®] Portal server has been restored. Personal contacts, presence, and IM are available.	Connectivity to the Avaya one-X [®] Portal server has been restored.
Connectivity to Avaya one-X [®] Portal server has been lost. Personal contacts, presence, and IM are unavailable.	Flare Communicator has lost its connection with the Avaya one-X [®] Portal server. Personal contacts, presence, and instant messaging are not available. Click OK to continue using Flare Communicator.
Unable to add contact, phone number is missing.	If an Enterprise contact does not have a phone number, you cannot add that contact to your Personal contacts list.
Login error (licensing); contact Admin.	Please contact your system administrator. The correct licence to use for Flare Communicator is not configured
Loading Contacts . . .	Flare Communicator is attempting to load contacts.

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