



Administering Avaya Flare[®] Experience for iPad Devices and Windows

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Chapter 1: Introduction

Intended audience

This guide is for system administrators to understand the deployment options and licensing requirements for Flare Experience in IP Office system. In addition, this guide provides information about how to use with Flare Experience.

The information in this guide also applies to the users of Avaya Flare[®] Experience for Windows and iPad.

Related documentation

The following documents are also about Flare Experience for IP Office:

- *Using Avaya Flare Experience for iPad Devices*
- *Using Avaya Flare Experience for Windows*

You can download these documents from the Avaya website at <http://www.avaya.com/support>.

Chapter 2: Getting started

About Flare Experience

Avaya Flare Experience for IP Office is an application that works with the IP Office suite. Using this product, you can access enterprise communications using the iPad tablet, and a laptop or desktop running Windows.

Using Flare Experience you can make and receive voice and video calls using an iPad tablet, and a laptop or desktop running Windows, through the extension number of the deskphone. Using Flare Experience you can also access the following communications tools through a single interface:

- Email messages
- Instant messages
- Call history
- Contact lists (system and personal contacts)
- Enterprise contacts search
- Presence and on-call status.

Related topics:

[Supported platforms and devices](#) on page 9

[Deployment options](#) on page 10

[Server requirements](#) on page 13

Supported platforms and devices

Supported IP Office platforms

Flare Experience is supported on the following IP Office systems:

- IP Office Essential Edition systems (IP500v2 only)
- IP Office Server Edition systems

Supported devices and operating systems

The following operating systems on devices running Windows (32-bit and 64-bit) support Flare Experience :

- Microsoft® Windows® 7 Enterprise Edition
- Microsoft Windows 7 Ultimate Edition
- Microsoft Windows 7 Professional Edition
- Microsoft Windows XP Professional Edition with Service Pack 3 or later

Flare Experience is supported on iPad 2,3 and 4 devices running iOS 5.0 or later..

Supported video clients

Flare Experience supports the following video clients:

- IP Office Video Softphone
- Radvision XT 5000
- Radvision XT 4200
- Radvision Elite MCU
- Radvision XT 1000 (optional)
- Polycom VVX 1500
- Grandstream GXV3140 (optional)

Deployment options

Flare Experience for IP Office is available in two modes:

- Flare Experience
- Flare Experience with telephony-only features

The feature set available in each mode depends on your network configuration and the licensing options that you choose. The following sections describe the network requirements for each mode and the features that they support.

Flare Experience

When you deploy IP Office and Avaya one-X® Portal in your network, you can use Flare Experience. In this configuration, Flare Experience uses the features of both IP Office and Avaya one-X® Portal to extend enterprise communications to the device of the user. For example, Flare Experience can reach the telephony features of IP Office and obtain the presence information, call history logs, and instant messaging functions of Avaya one-X® Portal. This deployment also provides access to the list of personal contacts and the ability to search contacts.


Flare Experience with telephony-only features

You can use Flare Experience with telephony-only features when Avaya one-X® Portal is not part of your network or when you do not have Power User or Office Worker licenses. In this

configuration, you can use Flare Experience with telephony-only to gain access to the features of IP Office only. You can access the system contacts from IP Office, and can access local call logs only.

Features

The following table lists the features available in each mode of Flare Experience:

Feature	Flare Experience for Windows	Flare Experience for Windows with telephony-only features	Flare Experience for iPad	Flare Experience for iPad with telephony-only features
Make and receive voice calls	✓	✓	✓	✓
Make and receive video calls	✓	—	✓	—
Mute and Unmute	✓	✓	✓	✓
DTMF	✓	✓	✓	✓
MWI	✓	✓	✓	✓
System contacts	✓	✓	✓	<p> Note: When you upgrade from Flare Experience for iPad with telephony-only features to Flare Experience for iPad, the system does not display the System contacts dynamically. The users have to log out and</p>

Feature	Flare Experience for Windows	Flare Experience for Windows with telephony-only features	Flare Experience for iPad	Flare Experience for iPad with telephony-only features
				login again to view the system contacts.
Personal Contacts	✓	—	✓	— * Note: Personal contacts are the local contacts on the iPad. The local Outlook® contacts are also deemed as personal contacts. Personal contacts from the Avaya one-X® Portal server are not available.
Enterprise contact search	✓	✓	✓	✓
Call history logs	✓ * Note: Stored on the Avaya one-X® Portal server.	✓ * Note: Stored locally.	✓ * Note: Stored locally.	✓
Dialing rules	✓	✓	✓	✓

Feature	Flare Experience for Windows	Flare Experience for Windows with telephony-only features	Flare Experience for iPad	Flare Experience for iPad with telephony-only features
Instant messaging	✓	—	✓	—
Presence	✓	—	✓	—
Simultaneous mode	✓	—	✓	—
Email	✓	✓	✓	✓

Licensing

The following table lists the licensing requirements for each version of Flare Experience:

Edition	Add-on license	Mode
IP Office Essential Edition	Avaya Softphone License	Flare Experience with telephony-only features
IP Office Preferred or Advanced Edition (without user packages)	Avaya Softphone License	Flare Experience with telephony-only features
IP Office Preferred or Advanced Edition (without user packages)	Power User or Office Worker	Flare Experience
IP Office Server Edition	Power User or Office Worker	Flare Experience

Server requirements

Ports

AvayaFlare Experience establishes voice and instant messaging sessions using Transmission Control Protocol (TCP) to provide a communication channel. The following table lists the ports that each protocol uses to support a connection between the Flare Experience client and the IP Office system.

Protocol	Port	Description
TCP	5060	Flare Experience uses this port on IP Office server for call control functions.

Protocol	Port	Description
TCP	8069	Flare Experience uses a WebSocket mechanism to provide a communication channel over a TCP connection. Using this channel Flare Experience receives contact information, call logs, and presence information from Avaya one-X [®] Portal. You must open port 8069 on the Avaya one-X [®] Portal server for use by WebSocket.
TCP	5222	Flare Experience uses this port on the Avaya one-X [®] Portal server for XMPP functions. Using this port Flare Experience receives instant messages, presence, and contact information that uses XMPP.
TCP	5269	Flare Experience uses this port on Avaya one-X [®] Portal server for XMPP server-to-server federation.
RTP	Dynamic	Flare Experience uses this port on the IP Office server. The RTP port number is dynamic. IP Office generates these ports during a call.


 **Note:**

In the Settings menu, the system displays an option for Transport Layer Security (TLS), but IP Office does not support this option. You must use TCP with IP Office.

Codecs

Avaya Flare[®] Experience supports the following audio and video codecs:

Codecs	Windows	iPad
Audio		
G.711 A-law (PCM-A)	✓	✓
G.711 U-law (PCM-U)	✓	✓
G.722	✓	✓
G.729a	✓	✓
Video		
H.263 (SQCIF, QCIF, CIF, and 4CIF resolutions)	✓	—

Codecs	Windows	iPad
Audio		
H.264 (AVC, and SVC)  Note: The system uses the H.264 (SVC) for video conferences only and not for the point to point video calls.	✓	✓

For information about the bandwidth requirement for different codecs, see *Avaya IP Voice Quality Network Requirements* on the Avaya website at <http://www.avaya.com/support>.

Chapter 3: Configuration

Configuring users

Use the procedures in this section to configure users for Flare Experience or Flare Experience with telephony-only features.

On Windows platforms, Flare Experience and Flare Experience with telephony-only features provide a message waiting indicator to alert users to new voicemail messages. You can configure a short code so that users can dial from within Flare Experience to collect new voicemail messages.

Related topics:

[Enabling the SIP registrar](#) on page 17

[Configuring users for Flare Experience](#) on page 18

[Configuring users for Flare Experience with telephony-only features](#) on page 19

[Configuring short codes](#) on page 20

Enabling the SIP registrar

You must ensure that the SIP registrar is enabled before you configure users for Flare Experience.

Procedure

1. In the IP Office Manager navigation list, select **System**.
2. Select the LAN that is used to connect with Flare Experience:
 - **LAN1**
 - **LAN2**
3. Click the **VoIP** tab.
4. Select **SIP Registrar Enable**, and click **OK**.
5. Click the **SIP Registrar** tab.
6. Verify the **Domain Name** field:

- The **Domain Name** field is blank by default. If you leave this field blank, SIP endpoints register with the LAN IP address.
 - If you enter a name in the **Domain Name** field, ensure that a DNS server can resolve the name, and the system can route the name to the IP Office system for Flare Experience users to connect with IP Office.
7. In the **Layer 4 Protocol** list, select **Both TCP & UDP** or **TCP only**.
 8. Click **Save**.
-

Configuring users for Flare Experience

Before you begin

You must enable the SIP registrar before you configure users for Flare Experience. For more information, see [Enabling the SIP registrar](#) on page 17.

Procedure

1. In the IP Office Manager navigation list, select **User** .
2. Enter the following user information:
 - **Name**
 - **Password**
 - **Confirm Password**
 - **Extension**

 **Note:**

If the user is already configured to use a deskphone, the user cannot use the deskphone login code for Flare Experience. Configure the extension that the user must enter to log into Flare Experience.

3. (Optional) You can configure the following settings or use the default values:
 - **Full name**
 - **Locale**
 - **Priority**
 - **System phone rights**
4. From the **Profile** list, select **Office Worker** or **Power User**.
5. Select **Enable Flare**.
6. Click **OK**.

The system displays a dialog box and prompts you to add a new VoIP extension.

7. Select **SIP** as the extension type and click **OK**.
 8. In the navigation pane, select **Extension** and choose the user from the list.
If you configure a user in a standalone mode , when the user logs out, Flare Experience does not log out the user for approximately 5 minutes.
 9. Ensure that **Force Authorization** is selected.
 10. Click **Save** .
-

Configuring users for Flare Experience with telephony-only features

For information about Flare Experience with telephony-only features, see [Deployment options](#) on page 10.

Before you begin

You must enable the SIP registrar before you configure users. For more information, see [Enabling the SIP registrar](#) on page 17.

Procedure

1. In the IP Office Manager navigation list, select **User**.
2. Enter the following user information:
 - **Name**
 - **Password**
 - **Confirm Password**
 - **Extension**

Note:

If the user is already configured to use a deskphone, the login code configured for the deskphone cannot be used for Flare Experience. You must configure the extension for the user to enter when logging into Flare Experience.

3. The following settings are optional. You can configure these settings, or use the default values:
 - **Full name**
 - **Locale**
 - **Priority**

• **System phone rights**

4. From the **Profile** list, select **Basic User**, **Mobile User**, or **Teleworker**.
 5. Select **Enable Flare**.
 6. Click **OK**.
The system displays a dialog box and prompts you to add a new VoIP extension.
 7. Select **SIP** as the extension type and click **OK**.
 8. In the navigation pane, select **Extension** and choose the user from the list.
 9. Ensure that **Force Authorization** is selected.
 10. Click **Save** .
-

Configuring short codes

In the IP Office system, you can configure short codes. These short codes trigger a specific action when a user dials the short code on Flare Experience or a deskphone that is connected to the IP Office system.

Use the information in this section to configure short codes for Flare Experience users to collect voicemail and make external calls.

Related topics:

[Configuring voicemail collection](#) on page 20

[Configuring external dialing](#) on page 21

Configuring voicemail collection

Flare Experience and Flare Experience with telephony-only features on Windows and iPad platforms, provide a message waiting indicator. The message waiting indicator alerts the users about the new voicemail messages. You can configure a short code that users can dial to collect their voicemail messages.

For more information about configuring short codes, see the *IP Office Manager* documentation on the Avaya website at <http://www.avaya.com/support>.

Procedure

1. In the IP Office Manager navigation list, select **Short Code**.
2. Right-click and select **New**.
The system displays the Short Code tab.
3. In the **Code** field, enter *17.

4. In the **Feature** list, select **Voicemail Collect**.
 5. In the **Telephone Number** field, enter the extension number in the format "Extn xxx", where xxx is the extension number of the user.
 6. Click **OK**.
 7. Click **Save**.
-

Configuring external dialing

As an administrator, you can configure a short code to allow users of Flare Experience to make external calls from the Flare Experience client. Use this procedure to configure a short code for external dialing.

For more information about configuring short codes, refer to the *IP Office Manager* documentation on the Avaya website at <http://www.avaya.com/support>.

Procedure

1. In the IP Office Manager navigation list, select **Short Code**.
 2. From the list of short codes, select **9N**.
The short code **9N** is the default setting for external dialing. If you accept the default, users must dial **9** to access an external line.
 3. To configure a short code other than 9 for external dialing, replace the default value. In the **Code** field, enter *<number>N*, where *<number>* is the digit that the user must dial to access an external line. Do not enter # after *<number>N* in the **Code** field. If you enter any additional characters, such as #, the call will fail.
 4. In the **Feature** list, ensure that **Dial** is selected.
 5. In the **Telephone Number** field, enter N, where N represents any external phone number.
 6. Click **OK**.
 7. Click **Save**.
-

Chapter 4: Troubleshooting

Accessing log files

You can use log files to help troubleshoot issues with Flare Experience.

Windows devices

For Windows XP 32-bit, you can reach the log files in `C:\Documents and Settings\<user name>\Application Data\Avaya\Avaya Flare Experience`

For Windows 7, the log files are kept in `C:\Users\<user name>\AppData\Roaming\Avaya\Avaya Flare Experience`

iPad devices

To obtain log files for iPad, the user must navigate to **Settings** and click **Send logs**. You can also enter your own email address to receive a copy of the log file that you can include as part of a file set for support purposes.

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