



# Using Avaya Flare<sup>®</sup> Experience for Windows

Release 1.1  
18-604158  
Issue 2  
February 2013

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# Chapter 1: Overview

Avaya Flare® Experience for Windows enables you to log into your company's server and make and receive telephone calls (voice calls and video calls) from your telephone extension via your PC. Using the Avaya Flare client, you can also send email messages and instant messages, access your call history, access your Avaya Aura® contacts and Microsoft Outlook contacts, perform an enterprise search, and manage your presence status. Avaya Flare® Experience for Windows provides enterprise users with simple access to all the communication tools in a single interface.

Avaya Flare® Experience for Windows provides automatic integration with Avaya Aura® Conferencing 7.0. When you log in to a MeetMe conference on Avaya Aura® Conferencing 7.0 with Avaya Flare® Experience for Windows, you can:

- access the Web Collaboration features by clicking the **Collaboration** button in the main window. If you are the moderator or have presenter privileges, you can host the web collaboration session and share documents, presentations, pictures, a whiteboard, your entire screen, a portion of your screen, or an application window.
- view a graphical representation of the conference and its participants.
- manage the conference using the built-in moderator controls (when you are logged in as the moderator).

If you have Avaya Aura® Conferencing 7.0, you can start Adhoc conferences with Avaya Flare® Experience for Windows.

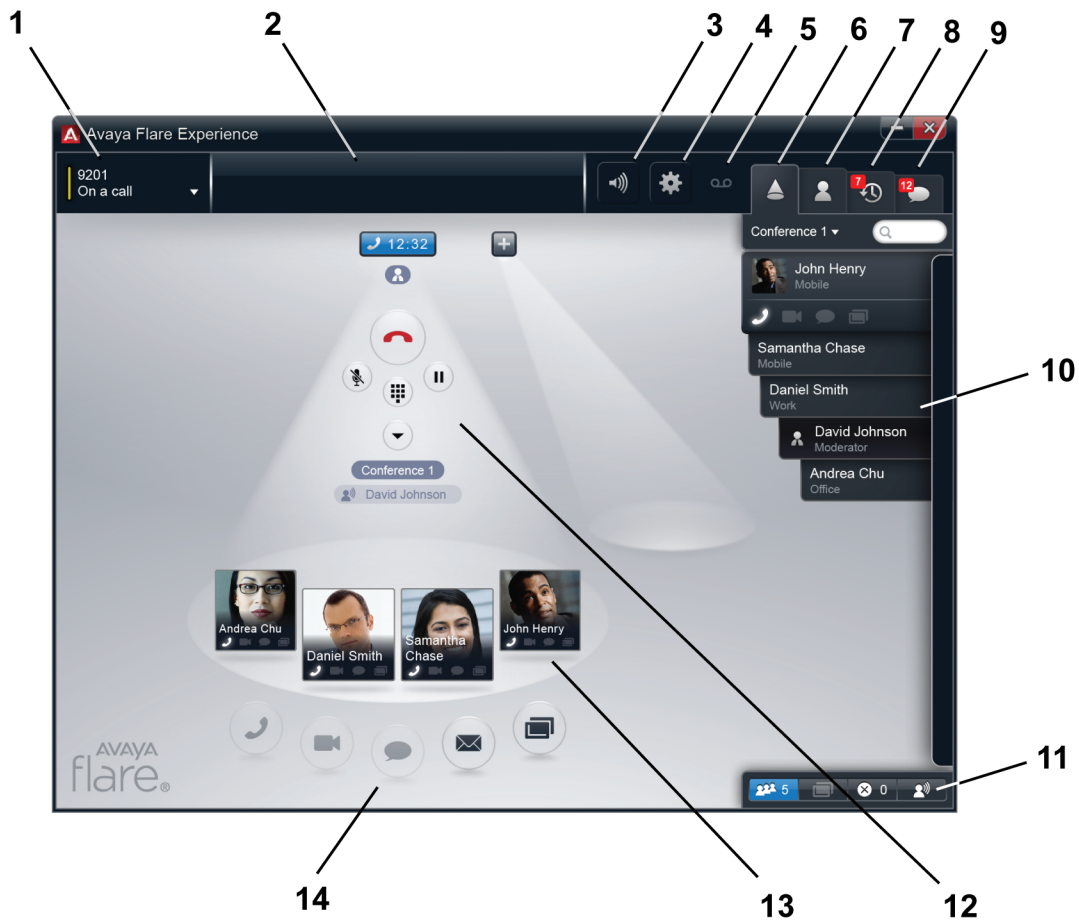
You must have access to your company's network to use Avaya Flare® Experience for Windows.

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## Main window

The following figure shows the components of the main window of Avaya Flare® Experience for Windows. In this figure, there is an active MeetMe conference call.

Overview



No.	Name	Description
1	Presence area	Displays your extension number and presence status. From this dropdown, you can: <ul style="list-style-type: none"> <li>• set your presence status or enter a custom presence status message</li> <li>• log into and out of the server</li> </ul>
2	Top bar	Displays the Presence area and the tabs that allow you to switch between the Conference, Contacts, History, and Instant Messaging fans.
3	<b>Volume</b> button	Enables you to adjust the volume of the audio device you are using with the Avaya Flare client.
4	<b>Settings</b> button	Displays the Settings dialog box where you configure your servers, dialing rules, enterprise directory search settings, contacts search settings, audio settings, video settings, and conference settings. The Settings dialog box also displays the software release information and support information.
5	<b>Voice Mail</b> indicator	Indicates when you have a new voice mail message.

No.	Name	Description
6	<b>Conference tab</b>	<p>Displays the Conference fan and the Conference tab buttons. The Conference fan displays the contact cards for the participants in the conference. The Conference tab buttons enable you to filter the conference participants in the Conference fan. Using the Conference tab buttons, you can view:</p> <ul style="list-style-type: none"> <li>• all participants in the conference</li> <li>• all participants who are viewing the web collaboration session</li> <li>• all participants who dropped from the call</li> <li>• the participant who is currently speaking (the Active Talker)</li> </ul> <p>You can sort the cards in the Conference fan by most recent conference entry or alphabetically (that is, from A to Z).</p>
7	<b>Contacts tab</b>	<p>Displays the Contacts fan. The Contacts fan displays cards for all of your Avaya Aura® contacts and Microsoft Outlook contacts (if Microsoft Outlook is running). If you have configured the enterprise search settings, you can also search for enterprise contacts from the Contacts tab.</p> <p> <b>Note:</b></p> <p>You must be logged into the server to view your Avaya Aura® contacts and Microsoft Outlook contacts. Microsoft Outlook must be running for you to view your Microsoft Outlook contacts.</p>
8	<b>History tab</b>	<p>Displays the History fan and the History tab buttons. The History fan displays the associated contact cards for all the calls you made and received using the Avaya Flare client. The History tab buttons enable you to filter the history cards in the History fan. Using the History tab buttons, you can view:</p> <ul style="list-style-type: none"> <li>• all calls you received using the Avaya Flare client</li> <li>• all calls you missed while you were using the Avaya Flare client</li> <li>• all calls you answered using the Avaya Flare client</li> <li>• all calls you made using the Avaya Flare client</li> </ul> <p>A red number appears on the History tab to indicate the number of calls you missed since the last time you viewed the History fan.</p> <p> <b>Note:</b></p> <p>History records are not generated for conference calls.</p>

No.	Name	Description
9	<b>IM</b> tab	Displays the Instant Messaging fan. The Instant Messaging fan displays the contact card for each active messaging session or “chat.”
10	Fan	The fan changes to the Conference fan, Contacts fan, History fan, or Instant Messaging fan depending on the tab you select on the top bar. For example, when you click the Contacts tab on the top bar, the cards for your contacts appear in the Contacts fan. You can use the mouse scroll wheel to quickly move through the cards displayed in the fan.
11	Tab buttons	Enable you to “filter” the cards displayed in the corresponding fan. Tab buttons appear when you click the Conference tab and the History tab.
12	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, hang up a call, and access the More controls panel.
13	Spotlight	Provides a graphical representation of the selected call. A spotlight appears for each call you start or join. In the spotlight, a contact card is displayed for each participant on your call. You can have a maximum of three spotlights at one time. You can use the mouse scroll wheel to quickly rotate the cards displayed in the center spotlight.
14	Channel buttons	Enable you to specify the type of communication session you want to initiate. Your choices are voice call, video call, instant message, email, and web collaboration.









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










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



## Button descriptions

Button	Name	Description
	<b>Call</b> button	Enables you to make a voice call.
	<b>Video</b> button	Enables you to make a video call.
	<b>Instant Message</b> button	Enables you to send an instant message.
	<b>Email</b> button	Enables you to send an email.
	<b>Collaboration</b> button	Enables you to start or join a Web Collaboration session.
	<b>Settings</b> button	Opens the Settings dialog box where you configure your servers, dialing rules, enterprise directory search settings, contacts search settings, audio settings, video settings, and conference settings. The Settings dialog box also displays the software release information and support information.
	<b>Volume</b> button	Opens the Volume control panel, which enables you to modify the speaker volume.
	<b>End</b> button	Hangs up a voice or video call.

Button	Name	Description
	<b>Answer</b> button	If there is an active call (bridged, EC500, or Ignored) that has not been answered by the Avaya Flare client, the call appears in a spotlight where you can answer or join the call by clicking this button.
	<b>Cancel</b> button	Removes all cards from the spotlight.
	<b>Mute</b> button	Mutes or unmutes the audio for the selected spotlight. When the call is muted, the button is blue.
	<b>Keypad</b> button	Opens the keypad. You can enter touch-tone digits during a call from the keypad.
	<b>Hold</b> button	Places the current call on hold or resumes a call on hold for the selected spotlight. When the call is on hold, the button is blue.
	<b>More</b> button	Opens the More controls panel, which contains the Moderator controls tab and the Spotlight controls tab. The Moderator controls tab is only available to the moderator for the selected spotlight. The Spotlight controls tab is available to the moderator and participants for the selected spotlight.
	<b>Add Participant</b> button	Opens the dialpad, which enables you to dial the telephone number of each participant you want to add to the conference.





# Chapter 2: Logging into and out of the server

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## Starting the application

### Procedure

To start Avaya Flare® Experience for Windows, perform one of the following steps:

- Double-click the **Avaya Flare® Experience** icon on your desktop.
  - Select **Start > All Programs > Avaya > Avaya Flare® Experience**.
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## Logging into the server

### About this task

You must be logged into the Avaya Session Manager server to make and receive calls or send and receive instant messages from the Avaya Flare client. See your system administrator for your login credentials (extension and password).

#### **Note:**

You must log into your corporate network before you log in to the Avaya Session Manager server. You do not need to be logged into the server to send email from the Avaya Flare client.

### Procedure

1. Click the Presence area on the top bar.  
The Log in panel appears.
  2. In the **Extension** box, enter your extension.
  3. In the **Password** box, enter your password.
  4. Click the **Login** button.
-

## Logging out of the server

### About this task

Use this procedure to log out of the Avaya Session Manager server. After you log out, you will be unable to make and receive calls or send and receive instant messages from the Avaya Flare client.

**\* Note:**

You are able to send email messages from the Avaya Flare client when you are logged out.

### Procedure

1. Click the Presence area on the top bar.  
The Presence panel appears.
  2. Click the **Log out** button.
-

# Chapter 3: Making calls

Using the Avaya Flare client, you can make voice or video calls from:

- the dialpad
- a contact card
- a contact card from an enterprise search result
- a history record
- an instant message

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## Voice calls

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### Making a voice call using the dialpad

#### Procedure

1. Click the **Call** button under the center spotlight or press the **CONTROL + D** keys on your keyboard to select 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. The top of the spotlight displays the call timer.
  4. When finished, click the **Close** button at the top of the dialpad or press the **ESC** key on your keyboard to close the dialpad.
- 

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### Making a voice call from a contact card

#### About this task

After you log in, the Contacts fan displays your Avaya Aura<sup>®</sup> contacts and your Microsoft Outlook contacts if Microsoft Outlook is running and the Use Microsoft<sup>®</sup> Outlook option is

selected on the Contacts page in the Settings dialog box. Your Avaya Aura<sup>®</sup> contacts are the contacts on your SIP server. If you want the Avaya Flare client to display your Microsoft Outlook contacts, Microsoft Outlook must be running before you log into the server with Avaya Flare client. When you log out, your Avaya Aura<sup>®</sup> contacts are no longer displayed.

**\* Note:**

If the contact information does not include a telephone number, the **Call** button on the contact's card is disabled.

### Procedure

1. Click the **Contacts** tab on the top bar.
2. From the Contacts fan, select the appropriate contact card.
3. Perform one of the following steps:
  - On the contact card, click the **Call** button to dial the primary telephone number for this contact.
  - Drag the contact card onto an empty spotlight, release it, and click the **Call** button under the spotlight to dial the primary telephone number for this contact.
  - Drag the contact card onto an empty 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 under the spotlight.
  - On the contact card, right-click on the **Call** button to display the contact's telephone numbers, and then click the 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. The top of the spotlight displays the call timer.

If you were active on a call when you clicked the **Call** button, your existing call is automatically placed on hold and moved off center stage.

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## Making a voice call from an enterprise search

### About this task

Use this procedure to make a voice call to an enterprise user. You can make a call to an enterprise user even if you have not added the user as a contact.

### Procedure

1. Locate the enterprise user who you want to call. See [Performing an enterprise search](#) on page 92.

2. Perform one of the following steps:
  - On the enterprise user's expanded contact card, click the **Call** button to dial the primary telephone number for this user.
  - Drag the enterprise user's contact card onto an empty spotlight, release it, and click the **Call** button under the spotlight to dial the primary telephone number for this user.
  - Drag the enterprise user's contact card onto an empty 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 under the spotlight.
  - On the enterprise user's card, right-click on the **Call** button to display the user's telephone numbers, and then click the 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. The top of the spotlight displays the call timer.

If you were active on a call when you clicked the **Call** button, your existing call is automatically placed on hold and moved off center stage.

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## Making a voice call from a history record

### Procedure

1. Click the **History** tab on the top bar.
2. From the History fan, select the appropriate history card of the person you want to call.
3. Perform one of the following steps:
  - On the selected history card, click the **Call** button to dial the previously dialed telephone number for this contact.
  - Drag the history card onto an empty spotlight, release it, and click the **Call** button under the spotlight to dial the previously dialed telephone number for this contact.
  - Drag the history card onto an empty spotlight, release it, right-click on the card and select **Call** to display the contact's telephone numbers, including the previously dialed telephone number, click the telephone number you want to dial, and then click the **Call** button under the spotlight.

- On the history card, right-click on the **Call** button to display the contact's telephone numbers, including the previously dialed telephone number, and then click the 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. The top of the spotlight displays the call timer.

If you were active on a call when you clicked the **Call** button, your existing call is automatically placed on hold and moved off center stage.

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## 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 to dial the primary telephone number for this contact.
- On the appropriate instant messaging card in the Instant Messaging fan, click the **Call** button to dial the primary telephone number for this contact.
- Drag the appropriate instant messaging card onto an empty spotlight, release it, and then click the **Call** button under the spotlight to dial the primary telephone number for this contact.
- Drag the appropriate instant messaging card onto an empty 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 under the spotlight.
- 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. The top of the spotlight displays the call timer.

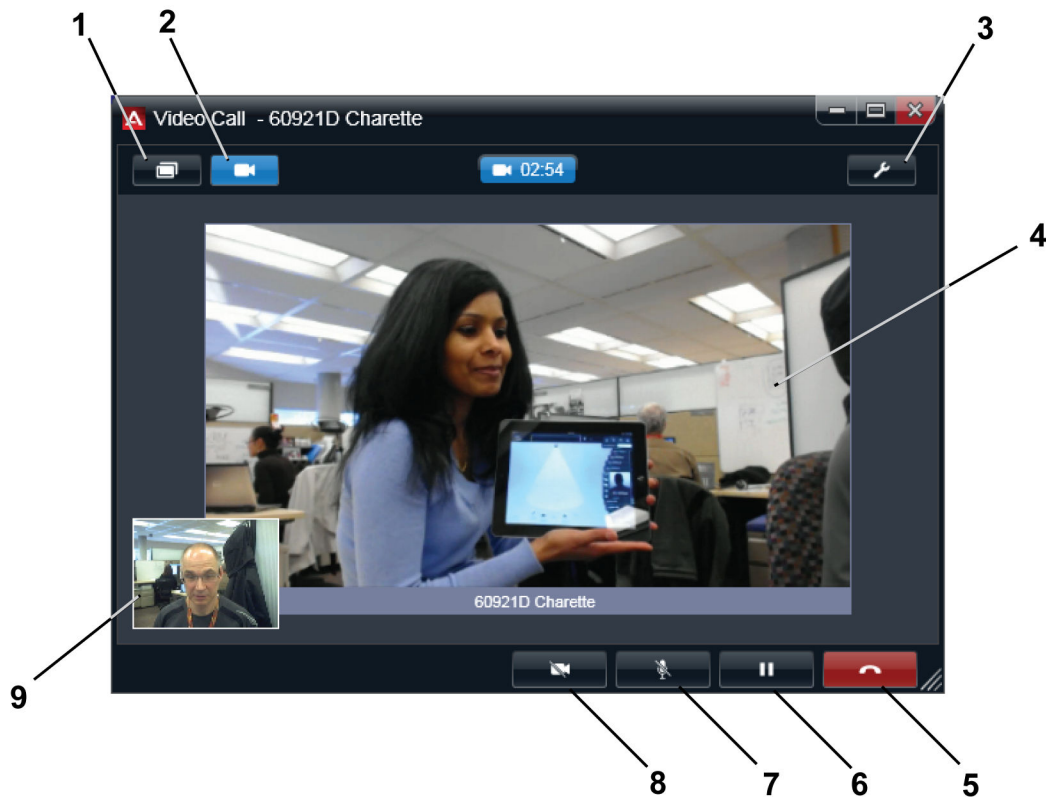
If you were active on a call when you clicked the **Call** button, your existing call is automatically placed on hold and moved off center stage.

---

## Video calls

### Video Call window

The following figure shows the components of the Video Call window of Avaya Flare® Experience for Windows. In this figure, there is an active video call.



No.	Name	Description
1	<b>Collaboration</b> button	Enables you to start or join a Web Collaboration session.
2	<b>Stop Video</b> button	Stops transmitting video during the call. When you click this button, the Video Call window closes, and the call becomes an audio-only call.
3	<b>Video Settings</b> button	Enables you to view:

No.	Name	Description
		<ul style="list-style-type: none"> <li>• the Self View window, which displays the video you are transmitting.</li> <li>• information about the incoming video.</li> </ul>
4	Incoming video window	Displays incoming video from the other party.
5	<b>End</b> button	Hangs up the video call.
6	<b>Hold</b> button	Places the current video call on hold or resumes a call on hold. When the call is on hold, the button is blue, and the Avaya Flare client stops transmitting and receiving audio and video.
7	<b>Mute</b> button	Mutes or unmutes the audio. When the call is muted, the button is blue.
8	<b>Pause Video</b> button	<p>Pauses or unpauses the transmission of your video to the other party. When video is paused, the button is blue.</p> <p><b>* Note:</b> When you pause a video call, the other party can still hear audio from you.</p>
9	Self View video window	Displays the video that the Avaya Flare client is transmitting.

---

## Making a video call using the dialpad

### About this task

You can only make video calls to enterprise numbers that are enabled for video.

### Procedure

1. Click the **Video** button under the center spotlight to select the dialpad.
2. Using the dialpad, enter the telephone number.
3. Click the green **Video** button on the dialpad.  
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. The top of the spotlight displays the call timer.

The Video Call window also appears. When the party answers, the Video Call window displays video from that party if that party is transmitting video.

---



---

## Making a video call from a contact card

### About this task

After you log in, the Contacts fan displays your Avaya Aura® contacts and your Microsoft Outlook contacts if Microsoft Outlook is running and the Use Microsoft® Outlook option is selected on the Contacts page in the Settings dialog box. Your Avaya Aura® contacts are the contacts on your SIP server. If you want the Avaya Flare client to display your Microsoft Outlook contacts, Microsoft Outlook must be running before you log into the server with the Avaya Flare client. When you log out, your Avaya Aura® contacts are no longer displayed.

**\* Note:**

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

You can only make video calls to enterprise numbers that are enabled for video.

### Procedure

1. Click the **Contacts** tab on the top bar.
2. From the Contacts fan, select the appropriate contact card.
3. Perform one of the following steps:
  - On the contact card, click the **Video** button to dial the primary telephone number for this contact.
  - Drag the contact card onto an empty spotlight, release it, and click the **Video** button under the spotlight to dial the primary telephone number for this contact.
  - Drag the contact card onto an empty 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 **Video** button under the spotlight.
  - On the contact card, right-click on the **Video** button to display the contact's telephone numbers, and then click the 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. The top of the spotlight displays the call timer.

The Video Call window also appears. When the party answers, the Video Call window displays video from that party if that party is transmitting video.

If you were active on a call when you clicked the **Video** button, your existing call is automatically placed on hold and moved off center stage.

---

## Making a video call from an enterprise search

### About this task

Use this procedure to make a video call to an enterprise user. You can make a video call to an enterprise user even if you have not added the user as a contact.

You can only make video calls to enterprise numbers that are enabled for video.

### Procedure

1. Locate the enterprise user who you want to call. See [Performing an enterprise search](#) on page 92.
2. Perform one of the following steps:
  - On the enterprise user's expanded contact card, click the **Video** button to dial the primary telephone number for this user.
  - Drag the enterprise user's contact card onto an empty spotlight, release it, and click the **Video** button under the spotlight to dial the primary telephone number for this user.
  - Drag the enterprise user's contact card onto an empty spotlight, release it, right-click on the card and select **Call** to display the user's telephone numbers, click the telephone number you want to dial, and then click the **Video** button under the spotlight.
  - On the enterprise user's card, right-click on the **Video** button to display the user's telephone numbers, and then click the 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. The top of the spotlight displays the call timer.

The Video Call window also appears. When the party answers, the Video Call window displays video from that party if that party is transmitting video.

If you were active on a call when you clicked the **Video** button, your existing call is automatically placed on hold and moved off center stage.

---

## Making a video call from a history record

### About this task

You can only make video calls to enterprise numbers that are enabled for video.

## Procedure

1. Click the **History** tab on the top bar.
2. From the History fan, select the appropriate history card of the person you want to call.
3. Perform one of the following steps:
  - On the selected history card, click the **Video** button to dial the previously dialed telephone number for this contact.
  - Drag the history card onto an empty spotlight, release it, and click the **Video** button under the spotlight to dial the previously dialed telephone number for this contact.
  - Drag the history card onto an empty spotlight, release it, right-click on the card and select **Call** to display the contact's telephone numbers, including the previously dialed telephone number, click the telephone number you want to dial, and then click the **Video** button under the spotlight.
  - On the history card, right-click on the **Video** button to display the contact's telephone numbers, including the previously dialed telephone number, and then click the 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. The top of the spotlight displays the call timer.

The Video Call window also appears. When the party answers, the Video window displays video from that party if that party is transmitting video.

If you were active on a call when you clicked the **Video** button, your existing call is automatically placed on hold and moved off center stage.

---

## Making a video call from an instant message

### About this task

You can only make video calls to enterprise numbers that are enabled for video.

### Procedure

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

- On the appropriate instant messaging card in the Instant Messaging fan, click the **Video** button to dial the primary telephone number for this contact.

- Drag the appropriate instant messaging card onto an empty spotlight, release it, and then click the **Video** button under the spotlight to dial the primary telephone number for this contact.
- Drag the appropriate instant messaging card onto an empty 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 **Video** button under the spotlight.
- Right-click on the **Video** 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. The top of the spotlight displays the call timer.

The Video Call window also appears. When the party answers, the Video Call window displays video from that party if that party is transmitting video.

If you were active on a call when you clicked the **Video** button, your existing call was placed on hold and moved off center stage.

---

---

## Viewing your transmitted video

### About this task

Use this procedure to view the video that the Avaya Flare client is transmitting. The Self View feature enables you to see the video that the other party sees. When the Self View feature is enabled, you can view both the video you are transmitting and the video of the other party in the Video Call window.

### Procedure

1. To view the video that the Avaya Flare client is transmitting, click the **Video Settings** button in the Video Call window, and then click **SelfView**. A check mark appears next to **SelfView**, and a small window displaying your transmitted video appears in the Video Call window.
  2. To stop viewing the video that the Avaya Flare client is transmitting, click the **Video Settings** button in the Video Call window, and then click **SelfView**.
-

# Chapter 4: Handling calls

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## Answering a call

### About this task

When you receive a call, the incoming call panel appears, displaying the **Answer** and **Ignore** buttons. 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:**

An incoming “toast” alert also appears at the bottom, right-corner of your screen when you receive an incoming call. You can answer a call from here.

**\* Note:**

If there is an active call (for example, a bridged, EC500, or Ignored 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 14 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.

**\* Note:**

When you answer a video call, the Video window appears, and your video is paused (that is, the Avaya Flare client is not transmitting video). Click the blue **Pause** button at the bottom of the Video Call window to transmit video to the other party.

---

---

## 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.

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---

## Placing a call on hold

### Procedure

To place a call on hold, click the **Hold** button in the spotlight or the Video Call window for the call.  
The **Hold** button turns blue.

---

---

## Resuming a call on hold

### Procedure

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

---

---

## Hanging up a call

### Procedure

To hang up a call, click the **End** button in the spotlight or the Video Call window for the call.

---

---

## Entering digits during a call

### Procedure

1. Click the **Keypad** button in the spotlight or press the **CONTROL + K** keys on your keyboard to select the keypad.

**\* Note:**

When a call is on hold, the keypad is disabled.

2. Click the digits you want to enter.
  3. When finished, click the **Close** button at the top of the keypad or press the **ESC** key on your keyboard to close the keypad.
- 

---

## Muting a call

### Procedure

To mute a call, click the **Mute** button in the spotlight or the Video Call window for the call.  
The **Mute** button turns blue.

---

---

## Unmuting a call

### Procedure

To unmute a call, click the blue **Mute** button in the spotlight or Video Call window for the call.

---

---

## Changing a voice call to a video call

### About this task

Use this procedure to change an existing voice call to a video call.

### Procedure

Click the **Video** button under the center spotlight.  
The Video Call window appears.

---

---

## Pausing a video call

### About this task

When you pause a video call, the Avaya Flare client stops transmitting your video to the other party.

#### \* Note:

When a video call is paused, the other party can still hear audio from you.

### Procedure

To pause a video call, click the **Pause** button at the bottom of the Video Call window.  
The **Pause** button turns blue.

---

---

## Resuming a paused video call

### Procedure

To resume transmitting video for a paused video call, click the blue **Pause** button at the bottom of the Video Call window.

---



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## Stopping video during a call

### About this task

Use this procedure to stop transmitting video to the other party during a call. When you stop the video during a call, the call becomes audio-only. You can restart video for the call by clicking the **Video** button under the center spotlight.

Stopping video during a call does not disconnect the call.

### Procedure

To stop transmitting video during a call, click the **Stop Video** button at the top of the Video Call window.

The Video Call window closes.

---

---

## Viewing your transmitted video

### About this task

Use this procedure to view the video that the Avaya Flare client is transmitting. The Self View feature enables you to see the video that the other party sees. When the Self View feature is enabled, you can view both the video you are transmitting and the video of the other party in the Video Call window.

### Procedure

1. To view the video that the Avaya Flare client is transmitting, click the **Video Settings** button in the Video Call window, and then click **SelfView**.  
A check mark appears next to **SelfView**, and a small window displaying your transmitted video appears in the Video Call window.
  2. To stop viewing the video that the Avaya Flare client is transmitting, click the **Video Settings** button in the Video Call window, and then click **SelfView**.
-

---

## 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.

**\* Note:**

You can also adjust the volume from your PC. However, when you adjust the volume from your PC, the volume change is not reflected accurately on the volume slider in 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 **X** button on the slider.
- 

---

## 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. If you receive a call while you are active on a call, and ringing is turned off, the incoming call will ring once.

### 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 5: Conferencing

Depending on your company's communications system and how Avaya Flare® Experience for Windows is configured, you may start and manage the following types of audio and video conference calls:

- MeetMe conference
- Adhoc conference

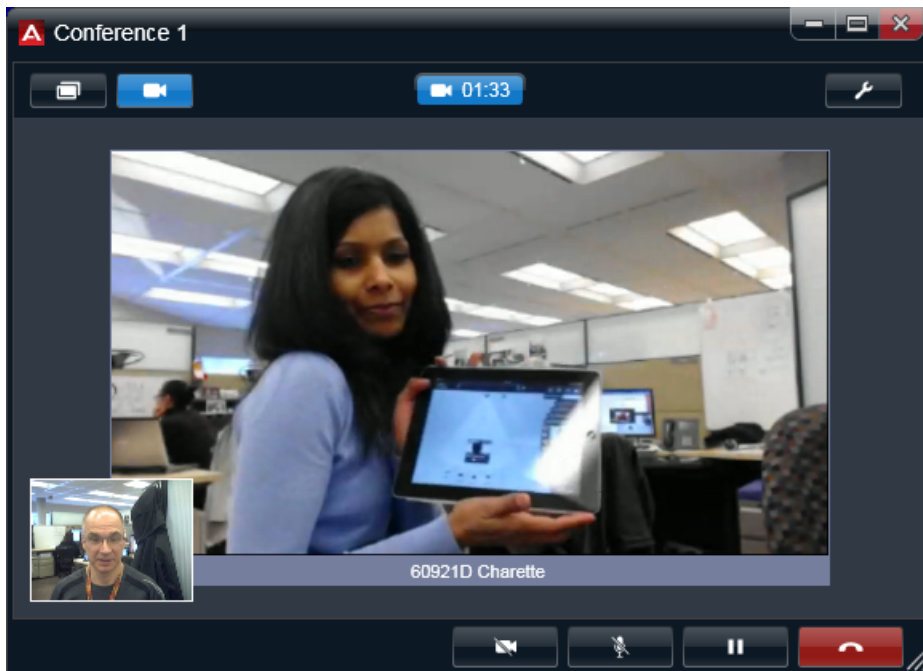
**\* Note:**

To start and manage a MeetMe conference or Adhoc conference, you must have an account on an Avaya Aura® Conferencing 7.0 system. Contact your system administrator for more information.

**\* Note:**

You can use Avaya Flare® Experience for Windows to call into an Event conference.

The following figure shows the conference window for an Avaya Flare client with a video conference.



Use the Conference tab and Conference fan in the main window to manage the conference. See [Conference tab](#) on page 36 for more information.

**! Important:**

You can log into a conference with either Avaya Flare® Experience for Windows or Avaya Collaboration Agent. Avaya Aura® Conferencing does not support logging into a conference with both Avaya Flare® Experience for Windows and Avaya Collaboration Agent.

## Conference tab

The following figure shows the components of the Conference tab of Avaya Flare® Experience for Windows. In this figure, there is an active MeetMe conference call.



No.	Name	Description
1	<b>Conference tab</b>	Displays the Conference fan and the Conference tab buttons. The Conference fan displays the contact cards for the participants in the conference. The Conference tab buttons enable you to “filter” the conference participants in

No.	Name	Description
		<p>the Conference fan. Using the Conference tab buttons, you can view:</p> <ul style="list-style-type: none"> <li>• all participants in the conference</li> <li>• all participants who are viewing the web collaboration session</li> <li>• all participants who dropped from the call</li> <li>• the participant who is currently speaking (the Active Talker)</li> </ul>
2	Conference Fan	<p>The Conference fan displays the contact cards of users participating in the current conference. The information displayed in the Conference fan depends on the tab button you select at the bottom of the fan. The following tab buttons enable you to filter the cards displayed in the Conference fan:</p> <ul style="list-style-type: none"> <li>• <b>Active Talker</b> button</li> <li>• <b>Disconnected Participants</b> button</li> <li>• <b>Web Collaboration Participants</b> button</li> <li>• <b>All Participants</b> button</li> </ul> <p>You can sort the cards in the Conference fan by most recent conference entry or alphabetically (that is, from A to Z).</p>
3	<b>Active Talker</b> button	<p>Displays the card of the participant who is currently speaking or who has spoken most recently during the conference. The card of the participant who has spoken most recently will be displayed until someone else speaks and that participant's card is displayed.</p>
4	<b>Disconnected Participants</b> button	<p>Displays the cards of the participants who have dropped from the conference.</p>
5	<b>Web Collaboration Participants</b> button	<p>Displays the cards of the participants who have accessed the Web Collaboration window.</p>
6	<b>All Participants</b> button	<p>Displays the cards of all the participants in the conference.</p>

---

## Merging two existing calls into a conference

### Before you begin

The service URI to access an Adhoc conference must be configured. See [Modifying the conference setting](#) on page 100.

## Procedure

1. Make sure the two calls you want to merge are in the Avaya Flare client.
  2. Drag the card of the active call from the center stage and drop it on the spotlight of the call on hold. (You can also drag the card of the call on hold and drop it on the spotlight of the active call.)
  3. Click the **Merge** button.
- 

---

## Starting an Adhoc conference

### Before you begin

The Conference Factory URI must be set properly for the Avaya Flare client. See [Modifying the conference setting](#) on page 100.

### Procedure

1. Click the **Contacts** tab on the top bar.
2. From the Contacts fan, History fan, or Instant Messaging fan, drag the card of the contact you want to include in the conference and drop it onto the spotlight.
3. Repeat Step 2 for each contact you want to include in the conference.
4. If you want to use the dialpad to dial the telephone number of a participant you want to include in the conference, perform the following steps:
  - a. Click the **Add** button at the top of the spotlight.
  - b. Using the dialpad, enter the telephone number, and then click the **Add** button on the dialpad.
  - c. Repeat Step B to dial the telephone numbers of any other participants you want to include in the conference.
  - d. When finished, close the dialpad.
5. Perform one of the following steps:
  - If you want to start an audio conference, click the **Call** button under the spotlight.
  - If you want to start video conference, click the **Video** button under the spotlight.

Calls are placed to the selected participants. When the participants answer, they are invited to the conference. A card appears in the spotlight for each participant who accepts the invitation.

If this is a video conference, the Conference window appears.

---

---

## Starting a MeetMe conference

### Before you begin

You must have an account and moderator code on an Avaya Aura<sup>®</sup> Conferencing 7.0 system.

### About this task

Use this procedure to start a MeetMe conference.

To save time accessing MeetMe conferences, you should:

- create a contact in Microsoft Outlook for your MeetMe conference. Make sure this contact includes the telephone number for accessing your conferencing system and your moderator code. For example, if the telephone number you must dial to access your conferencing system is 1-613-555-1212, and you must enter 123456# for your moderator code, the telephone number you would enter for this Microsoft Outlook contact would be 16135551212, ,123456#. Once you create this Microsoft Outlook contact, you can access your MeetMe conference from the Contacts fan in the Avaya Flare client.
- create a contact in Microsoft Outlook for your MeetMe conference without your moderator code so that you can easily join other people's conferences. Make sure this contact includes only the telephone number for accessing your conferencing system. Once you access the conferencing system, use the keypad in the Avaya Flare client to enter the appropriate participant code for the conference.

#### Tip:

For contacts who host conferences that you join regularly, you can create an entry in Outlook for that contact with the number of the conference and that contact's participant code.

### Procedure

1. Perform one of the following steps:
  - If you want to start an audio conference, dial the access number for the MeetMe conference using the **Call** button.
  - If you want to start a video conference, dial the access number for the MeetMe conference using the **Video** button.
2. Click the **Keypad** button or press the **CONTROL + K** keys on your keyboard to select the keypad.
3. In the Keypad window, enter the digits for your moderator code and then enter **#**.

The participants who have called in are displayed. If you want to add participants, see [Adding a participant to a conference](#) on page 40.

If this is a video conference, the Conference window appears.

---

---

## Adding a participant to a conference

### Procedure

Perform one of the following steps:

- If you want to add one of your contacts to the conference:
    - i. Click the **Contacts** tab on the top bar.
    - ii. From the Contacts fan, drag the card of the contact to want to include in the conference and drop it onto the spotlight of the conference.
  - If you want to dial the number of the party you want to add to the conference:
    - i. Click the **More** button for this call to access the Moderator Controls tab.
    - ii. On the Moderator Controls tab, click the **Add** button.
    - iii. Using the dialpad, enter the telephone number.
    - iv. Click the **Call** button on the dialpad.
  - If you want to add a participant from a history card to the conference:
    - i. Click the **History** tab on the top bar.
    - ii. From the History fan, drag the history card of the person you to want to include in the conference and drop it onto the spotlight of the conference.
  - If you want to add a participant from an instant messaging card to the conference:
    - i. Click the **IM** tab on the top bar.
    - ii. From the IM fan, drag the instant messaging card of the person to want to include in the conference and drop it onto the spotlight of the conference.
-



---

## Adding an existing call to a conference

### Procedure

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

---

## Dropping a participant from a conference

### About this task

You cannot drop a participant who has yet to join the conference (that is, the participant's call into the conference is in progress).

### Procedure

1. In the spotlight of the conference, click the card of the participant you want to drop.
  2. Perform one of the following steps:
    - Press the **DELETE** button on your keyboard.
    - Right-click on the card, and select **Drop from call**.
    - Click the **More** button to access the Moderator controls tab, and then click the **Drop** button.
    - On the Conference fan, right-click the card of the participant you want to drop, and select **Drop**.
- 

---

## Calling a participant who dropped from the conference

### About this task

Use this procedure to call a participant who dropped from the conference or never connected to the conference.

## Procedure

1. Click the **Conference** tab on the top bar.
  2. At the bottom of the Conference fan, click the **Disconnected Participants** button.  
The Conference fan displays a card for each participant who dropped from the conference or never connected to the conference.
  3. On the Conference fan, right-click the card of the participant you want to call, click **Call** from the menu, and select the telephone number you want to dial.  
The Avaya Aura<sup>®</sup> Conferencing system calls the selected participant and invites that person to join the conference.
- 

---

## Ending a conference

### About this task

If you are the moderator of a conference and you end a conference using the **End** button in the spotlight or the Video Conference window, the conference does not end immediately. If the Conference Continuation feature is disabled (the default setting), the conference ends after a specified amount of time after the moderator drops. (All participants are dropped automatically.) If the Conference Continuation feature is enabled, the conference will continue indefinitely after the moderator drops. (The conference will not end until all participants drop from the call.) For more information about the Conference Continuation feature, see [Turning the Conference Continuation feature on off](#) on page 48.

### \* Note:

If you are the moderator of a conference and you end a conference using the **End Conf.** button in the Moderator controls panel, the conference ends immediately.

### Procedure

Perform one of the following steps:

- Click the **End** button for the call.
  - Perform the following steps:
    - i. Click the **More** button for this call to access the Moderator controls panel.
    - ii. On the Moderator Controls tab, click the **End conf.** button.
    - iii. Click the **OK** button.
-

---

## Muting/unmuting a participant in a conference

### Before you begin

If this is a MeetMe or Adhoc conference, you must be the moderator.

### About this task

Use this procedure to mute/unmute the audio for a participant in a conference.

### Procedure

Perform one of the following steps:

- On the Conference fan, right-click the card of the participant you want to mute/unmute, and select **Silence**. A check indicates that the audio is muted for this participant. The mute icon also appears on the participant's card in both the spotlight for the conference and the Conference fan to indicate that the audio is muted for this participant.
- In the spotlight for the conference, right-click the card of the participant you want to mute/unmute, and select **Silence**. A check indicates that the audio is muted for this participant. The mute icon also appears on the participant's card in both the spotlight for the conference and the Conference fan to indicate that the audio is muted for this participant.
- Perform the following steps:
  - i. In the spotlight for the conference, click the card of each participant you want to mute.
  - ii. In the spotlight for the conference, click the **More** button.
  - iii. On the Moderator Controls tab, click the **Silence** button. When mute is enabled, the **Silence** button turns blue, and the mute icon appears on the participant's card in both the spotlight for the conference and the Conference fan to indicate that the audio is muted for this participant.

---

## Muting/unmuting all participants in a conference

### Before you begin

If this is a MeetMe or Adhoc conference, you must be the moderator. When all participants are muted, they can only listen to the moderator, and they are unable to unmute themselves.

### About this task

Use this procedure to mute/unmute the audio for all participants in a conference.

### Procedure

1. In the spotlight for the conference, click the **More** button.  
The Moderator Controls tab appears.
  2. Perform one of the following steps:
    - To mute the audio for the conference, click the **Silence All** button. The **Silence** button turns blue, and the mute icon appears on the card of each participant in the Conference fan.
    - To unmute the audio for the conference, click the **Unsilence All** button.
- 

---

## Viewing the participants in a web collaboration

### About this task

Use this procedure to view the list of conference participants who are currently accessing the web collaboration window. The web collaboration icon is enabled on the card of each participant who is currently accessing the web collaboration window.

### Procedure

1. Click the **Conference** tab on the top bar.
  2. At the bottom of the Conference fan, click the **Web Collaboration Participants** button.  
The Conference fan displays a card for each participant accessing the web collaboration window.
- 

---

## Viewing the participants who dropped from the conference

### About this task

Use this procedure to view the list of participants who dropped from the conference or never connected to the conference.

## Procedure

1. Click the **Conference** tab on the top bar.
  2. At the bottom of the Conference fan, click the **Disconnected Participants** button.  
The Conference fan displays a card for each participant who dropped from the conference or never connected to the conference.
- 

---

# Viewing the participant who is currently speaking in the conference

## About this task

Use this procedure to enable or disable the Active Talker feature, which enables you to view the participant who is currently speaking in the conference. When the Active Talker feature is enabled, the name of the participant who is actively speaking in the conference appears above the cards in the spotlight. By default, the Active Talker feature is enabled.

## Procedure

1. To view the card of the participant who is currently speaking in the conference, click the **Conference** tab on the top bar, and then click the **Active Talkers** button at the bottom of the Conference fan.  
The Conference fan displays the card of the participant who is actively speaking in the conference.
  2. To set Avaya Flare client to display the name of the participant who is actively speaking above the cards in the spotlight, perform the following steps:
    - a. In spotlight for the conference, click the **More** button.
    - b. Click the **Spotlight controls** tab.
    - c. Click the **Active Talker** button.
    - d. Click the **Close** button.
- 

---

# Promoting a participant to moderator in a conference

### Before you begin

You must be the moderator of the conference.

### About this task

Use this procedure to promote a participant to moderator in a conference. There can only be one moderator in a conference. When you promote a participant to moderator, you lose your moderator privileges.

### Procedure

Perform one of the following steps:

- On the Conference fan, right-click the card of the participant you want to promote to moderator, select **Moderator**, and click the **OK** button.
- In the spotlight for the conference, right-click the card of the participant you want to promote to moderator, select **Moderator**, and click the **OK** button.
- Perform the following steps:
  - i. In the spotlight for the conference, click the card of the participant you want to promote.
  - ii. In the spotlight for the conference, click the **More** button.
  - iii. On the Moderator Controls tab, click the **Promote** button.
  - iv. Click the **OK** button.

The moderator icon appears on the card of the participant you selected.

---

---

## Promoting a participant to a presenter

### Before you begin

- You must be the moderator of the conference.
- A web collaboration session must be active.
- The participant you want to promote to presenter must be in the web collaboration session.

### About this task

Use this procedure to select a participant to share documents, applications, or a whiteboard in a web collaboration session.

## Procedure

Perform one of the following steps:

- On the Conference fan, right-click the card of the participant you want to share information, and select **Presenter**.
- In the spotlight for the conference, right-click the card of the participant you want to share information, and select **Presenter**.
- Perform the following steps:
  - i. In the spotlight for the conference, click the card of the participant you want to share information.
  - ii. In the spotlight for the conference, click the **More** button.
  - iii. On the Moderator controls tab, click the **Presenter** button.

The presenter icon appears on the card of the participant you selected.

**\* Note:**

Repeating this procedure removes presenter privileges from the participant.

---



---

## Locking/unlocking a conference

### Before you begin

- You must be the moderator of the conference.
- You must be in a MeetMe conference.

### About this task

If you are the moderator of a conference, you can lock the conference to prevent new participants from joining the call.

When a conference is locked, the moderator can continue to add participants to the conference.

**\* Note:**

If you are planning to lock the conference, make sure all participants in the conference have accessed the web collaboration session before you lock the conference. After a conference is locked, participants will be unable access the web collaboration session.

### Procedure

1. In the spotlight for the conference, click the **More** button.

The Moderator Controls tab appears. When the **Lock Call** button is blue, the Lock feature is enabled.

2. Click the **Lock Call** button to lock/unlock the conference.  
When the conference is locked, the Locked icon appears at the top of the spotlight.
- 

---

## Turning the Lecture mode feature on/off

### Before you begin

You must be the moderator of the conference.

### About this task

When the Lecture mode feature is enabled, all participants in the conference are muted. The participants can only listen to the moderator, and they are unable to unmute themselves.

#### **Note:**

The Lecture mode feature is automatically enabled when an Event conference starts. Presenters are not muted

- The Lecture mode feature is automatically enabled when an Event conference starts.
- Presenters in the conference are not muted when the Lecture mode feature is enabled. However, you can still mute presenters. See [Muting unmuting a participant in a conference](#) on page 43.

### Procedure

1. In the spotlight for the conference, click the **More** button.  
The Moderator controls tab appears. When the **Lecture** button is blue, Lecture mode is enabled.
  2. Click the **Lecture** button to toggle Lecture mode on and off.  
When Lecture mode is enabled, the Lecture icon appears at the top of the spotlight.
- 

---

## Turning the Conference Continuation feature on/off



### Before you begin

You must be the moderator of the conference.

### About this task

Use this procedure to determine what happens to the current conference when you are the moderator of the conference and you drop from the conference. When the Conference Continuation feature is enabled, the conference will remain active after the moderator drops. When the Conference Continuation feature is disabled, the conference ends automatically two minutes after the moderator drops. (The system warns the participants that the conference will end in two minutes.)

### Procedure

1. In the spotlight for the conference, click the **More** button.  
The Moderator controls tab appears. When the **Continuation** button is blue, the Conference Continuation feature is enabled.
  2. Click the **Continuation** button to toggle the Conference Continuation feature on and off.  
When the Conference Continuation feature is enabled, the Conference Continuation icon appears at the top of the spotlight.
- 

---

## Turning the Entry and Exit Tones feature on/off

### Before you begin

You must be the moderator of the conference.

### About this task

If you enable the Entry and Exit Tones feature, a tone is generated when a participant joins or leaves the conference.

### Procedure

1. In the spotlight for the conference, click the **More** button.  
The Moderator controls tab appears. When the **Entry Tone** button is blue, the Entry and Exit Tones feature is enabled.
  2. Click the **Entry Tone** button to toggle this feature on and off.
-



# Chapter 6: Sharing information

---

## Introduction to Web Collaboration

During a conference, moderators and presenters can share information with participants and guests. Participants can also annotate the virtual whiteboards.

**\* Note:**

Moderators and presenters can share the following content and information:

- Documents (from “My Library”)
- Virtual whiteboards
- All or part of the desktop
- Applications

**Related topics:**

[The Library](#) on page 51

[Web Collaboration components](#) on page 52

[Navigating shared content](#) on page 54

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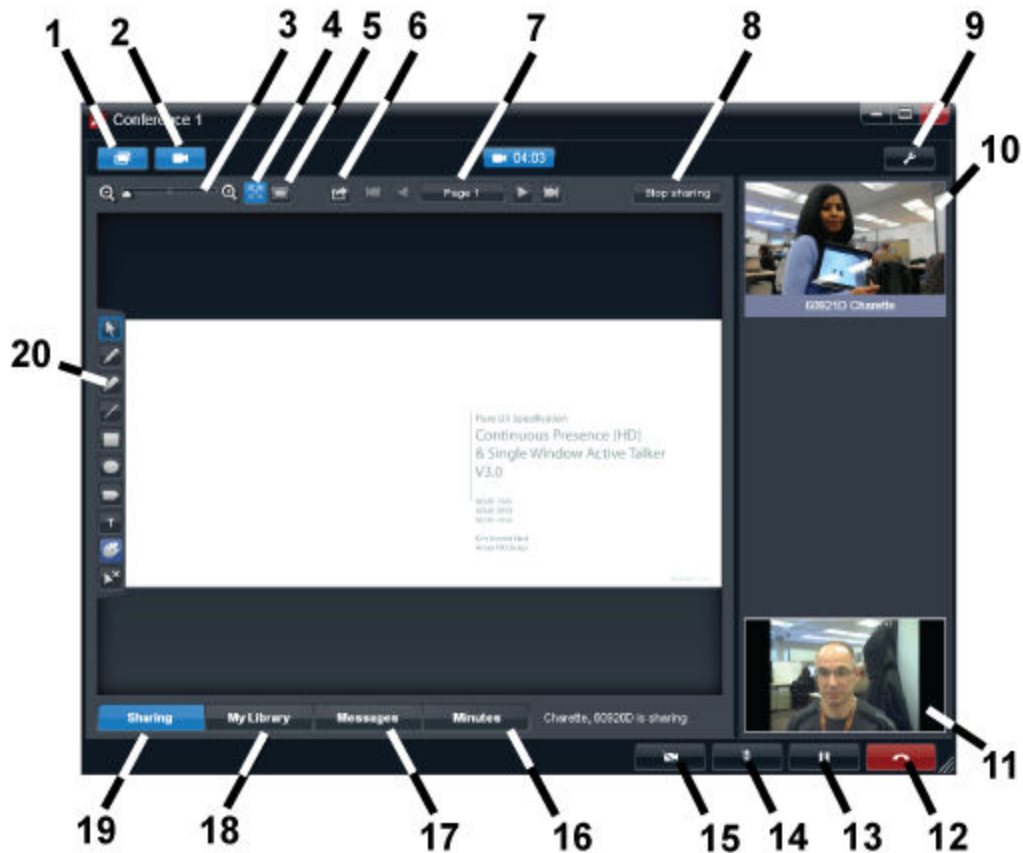
## The Library

Your account on the Avaya Aura<sup>®</sup> Conferencing system provides a “library” in which you can upload documents, presentations and pictures that you can quickly share during a web collaboration session. You can upload the following file formats in the Library:


- Adobe<sup>®</sup> Acrobat<sup>®</sup> (.pdf)
- JPEG (.jpg and .jpeg)
- Microsoft<sup>®</sup> PowerPoint<sup>®</sup> (.ppt and .pptx)
- Microsoft Word<sup>®</sup> (.doc and .docx)
- plain text (.txt)
- portable network graphics (.png)

## Web Collaboration components

The following figure show the components of the Web Collaboration window. In this example, the moderator is sharing a Microsoft PowerPoint presentation.



No.	Name	Description
1	<b>Collaboration</b> button	Enables you to access or close a Web Collaboration session.
2	Stop Video button	Stops transmitting video during the call. When you click this button, the call becomes an audio-only call.
3	Zoom tools	Changes the size of the screen content. See <a href="#">Navigating shared content</a> on page 54.
4	Auto fit	Fits the Web Collaboration interface to the window size.
5	Screenshot	Sends a shot of the current screen to all participants as a JPG file that participants can download.





No.	Name	Description
6	Browse	Opens a separate window with the presentation that the Presenter is sharing. You can browse the presentation at your own pace, independently of the Presenter.
7	Navigation tools	Navigate the shared content. The buttons change according to the content being shared. See <a href="#">Navigating shared content</a> on page 54.
8	Stop Sharing	Stop sharing current content.
9	<b>Video Settings</b> button	Enables you to view: <ul style="list-style-type: none"> <li>• the Self View window, which displays the video you are transmitting.</li> <li>• information about the incoming video.</li> </ul>
10	Incoming video window	Displays incoming video from the other party.
11	Self View video window	Displays the video that the Avaya Flare client is transmitting.
12	<b>End</b> button	Enables you to: <ul style="list-style-type: none"> <li>• End the Web Collaboration. If you are the conference owner, the web collaboration session ends for all participants.</li> <li>• End the Web Collaboration session and the conference (conference owner only)</li> </ul>
13	<b>Hold</b> button	Places the current call on hold or resumes a call on hold. When the call is on hold, the button is blue, and the Avaya Flare client stops transmitting and receiving audio and video.
14	<b>Mute</b> button	Mutes or unmutes your audio for the call. When the call is muted, the button is blue.
15	<b>Pause Video</b> button	Pauses or unpauses the transmission of your video to the other party. When the video is paused, the button is blue. <p> <b>Note:</b> When you pause a video call, the other party can still hear audio from you.</p>
16	Minutes	Enables you to record and edit meeting minutes which are available for later review. See <a href="#">Meeting minutes</a> on page 69.
17	Messages	Enables you to: <ul style="list-style-type: none"> <li>• send messages to all participants during the call</li> <li>• view all the messages sent by the participants during the call</li> </ul>







No.	Name	Description
		When participants send messages during a web collaboration session, the Messages button displays an alert badge with the number of unread messages. See <a href="#">The Messages window</a> on page 68.
18	My Library	Displays the presentations, documents, and pictures that you have uploaded previously to your Avaya Aura <sup>®</sup> Conferencing account for sharing. You can share any of the files in your library.
19	Sharing	Enables you to: <ul style="list-style-type: none"> <li>• share a document from your library</li> <li>• share a whiteboard</li> <li>• share the previous document (if you shared a document during the current web collaboration session)</li> <li>• stop sharing your desktop (if you were sharing your desktop during the current web collaboration session)</li> </ul>
20	Annotation tools	Annotate the whiteboard or shared document. See <a href="#">Annotation controls</a> on page 64

## Navigating shared content

Use the navigation keys to browse shared documents. If you want to browse a document in your workspace without changing the display of the shared document, see [Browsing a presentation as a participant](#) on page 63.

The navigation keys are at the top of the screen, above the shared document.

Icon	Name	Description
	Auto fit	Fits the Web Collaboration interface to the window size.
	Zoom out	Decreases size of screen content.
	Zoom in	Increases size of screen content.
	Magnification slider	Changes the size of the screen content. This slider operates independently of the auto fit feature.

Icon	Name	Description
	First slide or page	Goes to the first page of the shared document.
	Previous slide or page	Goes to the previous page of the shared document.
	Next, slide or page	Goes to the next page of the shared document.
	Last slide or page	Goes to the last page of the shared document.
	Browse shared content in pop-up window.	Opens a separate window with the presentation that the Presenter is sharing. You can browse the presentation at your own pace, independently of the Presenter.
	Thumbnail view	Shows the current document page number. Opens a thumbnail gallery of document pages for easy navigation. Click on the thumbnail to open the page. To close the gallery without changing the current page, click on another part of the screen.

## Advantages of sharing documents instead of the desktop

Presenters may share documents and presentation materials directly from their desktops, so why use the library? There are several reasons:

- Presenters can share from anywhere. Simply log in to access your library and its contents from anywhere.
- Speed and quality. When you share from your library, participants experience more responsive and higher resolution sessions than when sharing from your desktop.
- Participant flexibility. When you share from your desktop, participants must follow what appears on your screen. When you instead share a presentation from your library, participants can page forward and backward. This results in fewer requests to roll back

and repeat. Note that participants automatically page along with you as you present unless the participants explicitly attempt to view the presentation pages directly.

---

## Starting a web collaboration session

### About this task

Use this procedure to start a web collaboration session or join an existing web collaboration session. If you are the moderator for the conference or you are on a call that is not a conference, you can start a web collaboration session. If you are a participant in the conference, you can join the existing web collaboration session (if available).

### ! Important:

You can log into a conference with either Avaya Flare® Experience for Windows or Avaya Collaboration Agent. Avaya Aura® Conferencing does not support logging into a conference with both Avaya Flare® Experience for Windows and Avaya Collaboration Agent.

### Procedure

Click the **Collaboration** button under the spotlight or in the Video Call window.

---

## Managing your library

---

### Uploading files into your library

#### Before you begin

You must be logged into the conference to upload files into your library.

Close the file before you upload it. You cannot upload a file that is open on your computer.

#### About this task

If you want to share a file from the library, you need to upload it.

#### Procedure

1. Click **Collaboration**.
2. In the Web Collaboration window, click **My Library**.
3. Click **Upload**.



4. In the Select file to upload dialog box, select the file you want to upload to your library.
  5. Click **Open**.
- 

---

## Previewing a file in your library

### Before you begin

You must be logged into a conference to preview a file in your library.

### About this task

Use this procedure to view the content of a file in your library before you share the file.

### Procedure

1. Click **Collaboration**.
  2. In the Web Collaboration window, click **My Library**.
  3. Select the file you want to view.
  4. Click **Preview**.  
A slide appears for each page of the document.
- 

---

## Renaming a file in your library

### Before you begin

You must be logged into a conference to rename a file in your library.

### About this task

Use this procedure to change the name of a file in your library.

### Procedure

1. Click **Collaboration**.
  2. In the Web Collaboration window, click **My Library**.
  3. Select the file you want to rename.
  4. Click **Rename**.
  5. In the Change file name to dialog box, enter the new name for the file.
  6. Click **Save**.
-

---

## Deleting a file from your library

### Before you begin

You must be logged into a conference to delete a file from your library.

### About this task

Use this procedure to delete a file from your library.

### Procedure


1. Click **Collaboration**.
  2. In the Web Collaboration window, click **My Library**.
  3. Select the file you want to delete.
  4. Click **Delete**.
  5. In the Confirmation dialog box, click **Ok**
- 

---

## Viewing documents in the library


### Viewing documents as thumbnails

#### Procedure

1. Click **Start Web Collaboration**.
  2. Click **My Library**.
  3. Click .  
The documents appear as a series of thumbnails. The number of pages or slides in the document or presentation appears.
- 

### Viewing documents as a list

#### Procedure

1. Click **Start Web Collaboration**.
2. Click **My Library**.
3. Click .

The documents appear as a list.

---

---

## Promoting a participant to a presenter

### Before you begin

- You must be the moderator of the conference.
- A web collaboration session must be active.
- The participant you want to promote to presenter must be in the web collaboration session.

### About this task

Use this procedure to select a participant to share documents, applications, or a whiteboard in a web collaboration session.

### Procedure

Perform one of the following steps:

- On the Conference fan, right-click the card of the participant you want to share information, and select **Presenter**.
- In the spotlight for the conference, right-click the card of the participant you want to share information, and select **Presenter**.
- Perform the following steps:
  - i. In the spotlight for the conference, click the card of the participant you want to share information.
  - ii. In the spotlight for the conference, click the **More** button.
  - iii. On the Moderator controls tab, click the **Presenter** button.

The presenter icon appears on the card of the participant you selected.

**\* Note:**

Repeating this procedure removes presenter privileges from the participant.

---

---

## Sharing a document

### Before you begin

If you want to share documents from the library, you must upload the documents into “My Library” *before* you can share them.

### Procedure

1. Click **Start Web Collaboration**.
2. Click **Begin Sharing**, or **Sharing**.
3. Select **Document from library**.  
The My Library window opens.
4. Choose the document type by clicking one of the tabs:
  - Presentations.
  - Documents.
  - Pictures.
5. Select the document.  
If you want to share the document from a specific page or slide, click **Preview** and navigate to the page or slide.
6. Click **Share**.

---

### Result

The document sharing workspace opens.

---

## Sharing a whiteboard

Use a virtual whiteboard to share text or drawings with other participants. When the moderator or presenter has opened the whiteboard, other participants may use it.

### + Tip:

When you hover over the annotation, a pop-up window shows the name of the participant who added the annotation.

### Procedure

1. Click **Start Web Collaboration**.

2. Click **Begin Sharing**, or **Sharing**.
3. Select **Whiteboard**.

---

## Result

A virtual whiteboard opens. There is a variety of tools you can use to create, delete and annotate white boards.

See [Annotation controls](#) on page 64 for information on the tools.

---

# Sharing your entire screen

## About this task

Use this procedure to share your entire screen.

## Procedure

1. Click **Start Web Collaboration**.
2. Click **Begin Sharing**, or **Sharing**.
3. Click **Entire screen**.

A red line appears along the perimeter of your screen. Everything within the red rectangle is being shared. The sharing controls appear at the top of the red rectangle.

---



## Related topics:






[Sharing application and desktop controls](#) on page 61

---

# Sharing application and desktop controls

While sharing an application or the desktop, you can annotate the screen and pause and resume sharing.

Icon	Name
	Change sharing type (desktop sharing, portion of screen sharing, application sharing)
	Pen tool

Icon	Name
	Color picker tool
	Stamp tool
	Pause sharing
	Resume sharing
	Exit sharing

---

## Sharing a portion of your screen

### About this task

Use this procedure if you only want to show a part of your screen instead of your entire screen.

### Procedure

1. Click **Start Web Collaboration**.
2. Click **Begin Sharing**, or **Sharing**.
3. Click **Portion of screen**.  
A red rectangle appears indicating the area of your screen that is being shared. Everything within the red rectangle is being shared. The sharing controls appear at the top of the red rectangle.
4. Drag the red rectangle to the portion of your screen that you want to share.
5. To resize the red rectangle, click and drag a corner of the rectangle.

---

## Sharing applications

Use this procedure to share an application window.

## Procedure

1. Click **Start Web Collaboration**.
  2. Click **Begin Sharing**, or **Sharing**.
  3. Click **Application window**.
  4. From the Select application sharing mode dialog box, perform one of the following steps:
    - If you want to share the selected application window and any dialog boxes or windows that overlap the shared area, click **Share region of the application window**.
    - If you want to share only the selected application window, click **Share only the application window**.
  5. Click **Continue**.
  6. From the Choose application dialog box, select the application you want to share.
  7. Click **Share**.
- 

---


## Browsing a presentation as a participant

Use this feature to browse a shared document independently of the moderator or presenter.

### About this task

Participants normally follow the presentation at the presenter's pace. However, if you wish to follow at your own pace, for example if you want to return to a previous slide, you can open the presentation in a separate window on your computer.

### Procedure

1. Click **Browse** at the top of the Web Collaboration window.  
The browsing window opens.  
  
You may now page forward or backward through the document.
  2. While the document is open:
    - Click  to toggle between full screen and normal-sized views of the document.
    - Navigate the document using the arrow keys.
  3. To close the window, click **Close**.  
The presentation resumes at the current page, and continues with the presenter.
-

## Annotating content

### Annotating





Web Collaboration provides a range of tools for annotating shared content, applications and screens, and drawing on a virtual whiteboard. You can add text, lines and stamps to clarify or expand the content.

A presenter and moderator can annotate in all shared content. A participant can annotate only on a virtual whiteboard.








The available tools depend on the content you are sharing; however, the icons are the same.


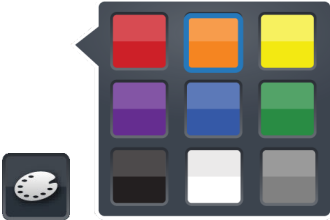





### Annotation controls

The annotation keys are at left of the screen, next to the shared content.

Icon	Name	Description
	Select tool	Selects an annotation. When the arrow changes to a finger cursor, you can move the annotation with the mouse.
	Pen tool	Draws a freehand line.
	Marker tool	Highlights text or graphics. <b>+ Tip:</b> Use the color selection tool to choose the highlighting color.
	Line tool	Draws a straight line in the currently selected color. <b>+ Tip:</b> You can choose one of three line widths in the fly-out.



Icon	Name	Description
	Line tool fly-out	Chooses the line thickness.
	Rectangle tool	<p>Draws a filled rectangle or rectangular outline in the currently selected color. You can choose a filled rectangle or outline in the fly-out.</p> <p><b>+ Tip:</b> The button shows the rectangle type.</p>
	Rectangle tool fly-out.	Chooses rectangle type: filled or outline.
	Ellipse tool	<p>Draws a filled ellipse or elliptical outline in the currently selected color. You can choose a filled ellipse or outline in the fly-out.</p> <p><b>+ Tip:</b> The button shows the ellipse type.</p>
	Ellipse tool fly-out.	Chooses ellipse type: filled or outline.
	Stamp tool	<p>Inserts a stamp in the currently selected color. Use this tool to call attention to items you are sharing.</p> <p><b>+ Tip:</b> Use the color selection tool to choose the stamp color.</p>
	Text tool	<p>Adds text annotation in the currently selected color. You can choose one of three text sizes in the fly-out.</p>

Icon	Name	Description
		<p><b>+ Tip:</b> The button shows the text size.</p>
	Text fly-out.	Selects the text size: small, medium or large.
	Color picker tool.	<p>Selects a color for annotation. Choose the color in the fly-out.</p> <p><b>+ Tip:</b> The current color is shown on the button.</p> <p><b>+ Tip:</b> You cannot edit existing text. You must delete the text and type the new text.</p>
	Delete tool	
	Delete flyout	
	Delete selection tool	Deletes the selected annotation.
	Delete all tool	Deletes all drawings.
	Screenshot	Sends a shot of the current screen to all participants as a JPG file that participants can download.

---


## Sending a screenshot

You can send a screenshot of the current screen to all participants as a message.

### Before you begin

You must be a moderator or presenter to send a screenshot. You must begin sharing before you can send a screenshot.

### Procedure

1. Click **Start Web Collaboration**.
2. Click **Begin Sharing**, or **Sharing**.
3. Click .  
A confirmation window opens.
4. Click **Yes** to send the screenshot.

---

### Result

All the participants receive the screenshot as a JPEG file attachment to message.

---

## Ending application and screen sharing

### Procedure

Click:

- **Stop Sharing**, or
- The **Exit Sharing** button, or
- **Stop Desktop Sharing** in the Sharing menu.

---

### Result

The shared application or screen closes.

The “Sharing is not active” message appears.

The **Begin Sharing** button appears in the Web Collaboration window.

---

## Ending document sharing

### Procedure

Click **Stop sharing**.

---

### Result

The document closes.

The “Sharing is not active” message appears.

The **Begin Sharing** button appears in the Web Collaboration window.

---

## Sending messages during a conference

---

### The Messages window

The Messages window contains a list of messages sent by the moderator and participants during the conference. There is also a field for entering text for messages. The maximum number of characters you can enter in this field is 1024. You can also paste a text message in the field.

The messages are shown with the sender's name and the time the message was sent. The most recent message is at the end of the list.

You can send a message to all the participants.

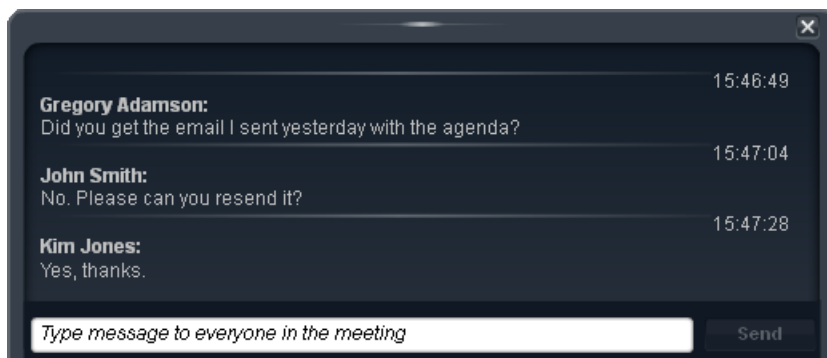


Figure 1: The Messages Window

---

## Opening the Messages window

### Procedure

1. Click **Start Web Collaboration**.
  2. Click **Messages**.  
The Messages window opens.
- 

---

## Sending a message

### Procedure

1. Click **Start Web Collaboration**.
  2. Open the Message window.
  3. Enter the message in the space at the bottom of the Messages window.
  4. Click **Send**.
    - The message pops up briefly. Participants can click on the pop-up to open the message or open the Messages window.
    - The message appears in the list with your name and the time you sent the message. Other participants in the conference see an updated number of unread messages.
- 

---

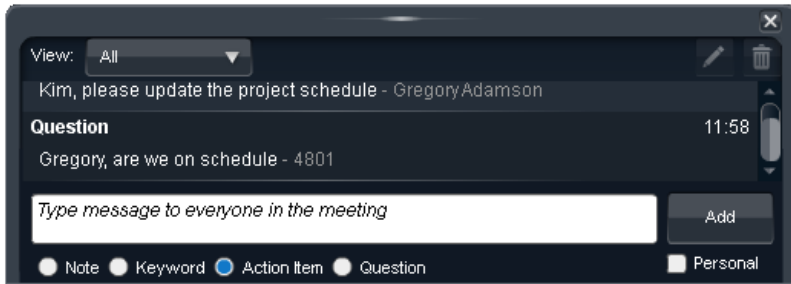
## Managing meeting minutes

---

### Meeting minutes

All users may record and edit meeting minutes which are available for later review. The moderator may also create a report, suitable for mailing to attendees, containing any or all elements of the meeting minutes. You can organize your meeting minutes into the following categories:

- notes
- keywords
- action items
- questions



**Figure 2: Minutes Window**

**\* Note:**

After the conference ends, the meeting minutes are stored automatically in a meeting report. To view the meeting report, you must log into your Avaya Aura® Conferencing account with Collaboration Agent. For information on viewing and managing meeting reports, see *Using Avaya Aura® Conferencing Collaboration Agent*. You can download this document from <http://support.avaya.com>.

**Related topics:**

[Minutes interface](#) on page 70



## Minutes interface

Name	Description
Enter text here	The text you want to appear in the note.

Button	Description
View	Open the View menu to filter the notes by type.
Add	Makes notes you can later refer to or include in a meeting report.
Note	Tag the record as a meeting note.
Keyword	Annotates the meeting with tags you can search for later.
Action item	Assign work items to participants.

Button	Description
<b>Question</b>	Record questions as part of the meeting records.
<b>Personal</b>	Hide the note from other participants in the conference.

Icon	Name	Description
	Edit	Edits the selected note.
	Delete	Deletes the selected note.

---

## Adding minutes

### Procedure

1. Click **Start Web Collaboration**.
2. Open the Minutes window by clicking **Minutes**.
3. Enter the text you wish to add.
4. Select the Minute type.
5. To make the note invisible to other conference participants, check the **Personal** box.  
Personal minutes, except from the moderator, do not appear in meeting reports.
6. Click **Add**.  
Web Collaboration adds the minute with the type, your name and a time stamp.  
Other participants in the conference see the number of unread minutes .

---


## Editing minutes

### Before you begin

You can only edit minutes that you added.

### Procedure

1. Click **Start Web Collaboration**.
2. Open the Minutes window by clicking **Minutes**.
3. Select the note you wish to edit.

4. Click .  
The Edit window opens.
  5. Edit the text and change the item type and sensitivity.
  6. Click **Save** to save the changes.
- 


---

## Deleting minutes

### Before you begin

You can only delete notes that you added.

### Procedure

1. Click **Start Web Collaboration**.
  2. Open the Minutes window by clicking **Minutes**.
  3. Select the note you wish to delete.
  4. Click .  
The Confirmation window opens.
  5. Click **OK** to delete the note.
-



# Chapter 7: Using instant messaging

You are able to send instant messages to and receive instant messages from your Avaya Aura<sup>®</sup> contacts using the Avaya Flare client. Avaya Aura<sup>®</sup> contacts are contacts on your SIP server and include any enterprise users you have added to your Contacts fan. You cannot send an instant message to your local contacts. For more information about contacts, see [Managing contacts](#) on page 79

**\* Note:**

You must have an account configured on the an Avaya Aura<sup>®</sup> Presence server to use the instant messaging feature. Contact your system administrator for more information.

---

## Viewing an instant message

### About this task

When you receive an instant message from an Avaya Aura<sup>®</sup> 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 Messaging fan.

**\* Note:**

If you receive an instant message from an enterprise user who has added you to their Contacts fan, but you have not added them to your Contacts fan, the user's instant message endpoint address (for example, 9095@yourcompanyname.com) is displayed in the Instant Messaging window instead of the contact's name.

### 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.

---

## Sending an instant message

### About this task

You are able to send instant messages to your Avaya Aura® contacts from the Avaya Flare client. 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 in to a server with an application that supports instant messaging (for example, an Avaya Flare client).

### Procedure

1. Perform one of the following steps:
    - Drag the contact's card onto an empty spotlight, release it, and click the **IM** button under the spotlight.
    - On the contact's card, click the **IM** button.
    - On the contact's card, right-click the **IM** button to display the contact's IM addresses, and then click the IM address you want to use.
    - To resume an existing instant messaging session, perform one of the following steps:
      - Click the **IM** tab and then click the appropriate instant messaging card.
      - Click the **Contacts** tab and then click the **IM** button on the appropriate contact card.
      - Click the **History** tab and then click the **IM** button on the appropriate contact card.
  2. In the Instant Messaging window, enter your message.
  3. When finished entering your message, click the **Send** button.
  4. To close the Instant Messaging window, click the **X** button.

The Instant Messaging window is compressed into an instant message card that appears under the **IM** tab. The instant messaging card shows the last instant message you sent to that contact. Note that this does not end the instant messaging session with that contact.
  5. To end an instant messaging session, click the **IM** tab, and then click the **End this Chat** button on the appropriate instant messaging card.
-

---

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

### About this task

If the information you have for a participant includes an instant messaging address, you are able to send an instant message to the participant from the Avaya Flare client.

**\* Note:**

If the contact information does not include an instant messaging address, the **IM** button on the contact's card is disabled.

### Procedure

1. Perform one of the following steps:
    - On the Conference fan, right-click the card of the participant to whom you want to send an instant message, click **IM** on the menu, and click the IM address you want to use.
    - In the spotlight of the conference, right-click the card of the participant to whom you want to send an instant message, click **IM** on the menu, and click the IM address you want to use.
  2. In the Instant Messaging window, enter your message.
  3. When finished entering your message, click the **Send** button.
-



# Chapter 8: Managing your presence status

From the Avaya Flare client, you can:

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

**\* Note:**

You must have an account configured on an Avaya Aura® Presence server to use the presence feature. Contact your system administrator for more information.

---

## Changing your availability

### About this task

Use this procedure to set your presence status (that is, availability). Your presence status 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. Click the setting you want to use. If you want your presence status to be automatically updated (for example, automatically display “On a call” when you are on a call or display “Available” when you are not on a call), click **Automatic**. If you specify a custom presence status message and set your presence to be automatically updated, the custom presence status message will be displayed.
  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 specify a custom presence status message and set your presence to be automatically updated, the custom presence status message will be displayed.

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 keyboard.  
The Presence panel closes.
-

# Chapter 9: Managing contacts

The Avaya Flare client supports the following types of contacts:

- **Local contacts**

Local contacts are contacts from Microsoft Outlook on your PC. If Microsoft Outlook is running, these contacts automatically appear in your Contacts fan after you start the Avaya Flare client. You can add local contacts to your Contacts fan through Microsoft Outlook. The Avaya Flare client uses the pictures associated with your Microsoft Outlook contacts.

- **Note:**

Any changes you make to contacts in Microsoft Outlook (for example, add a new contact or modify an existing contact) while the Avaya Flare client is running are not updated in the Contacts fan of the Avaya Flare client. To view these changes, you must log out and then log back in with the Avaya Flare client.

- **Avaya Aura<sup>®</sup> contacts**

Avaya Aura<sup>®</sup> contacts are contacts on your SIP server. A system administrator has administered these contacts as your Avaya Aura<sup>®</sup> contacts. These contacts appear in your Contacts fan after you start the Avaya Flare client and log in to the Avaya Session Manager server. The Avaya Flare client supports a maximum of 250 Avaya Aura<sup>®</sup> contacts.

- **Enterprise contacts**


Enterprise contacts are contacts in the Enterprise directory that you have configured the Avaya Flare client to search. You can perform an Enterprise search from the Avaya Flare client and then add an Enterprise contact to your Contacts fan. After you add an Enterprise contact to your Contacts fan, that contact becomes one of your Avaya Aura<sup>®</sup> contacts. If that contact has an account on your company's Presence server, you may be able to view that contact's presence and send instant messages to that contact.

## Consolidated Contacts

If you have the same contact present in your local contacts and your Avaya Aura<sup>®</sup> contacts, you can have the Avaya Flare client display one card for this contact. (This is a “consolidated” contact.) To have the Avaya Flare client display a consolidated contact, make sure the work email address is identical in both cards for the contact.

---

## Helpful hints

- To save time accessing MeetMe conferences, you should:
  - create a contact in Microsoft Outlook for your MeetMe conference. Make sure this contact includes the telephone number for accessing your conferencing system and your moderator code. For example, if the telephone number you must dial to access your conferencing system is 1-555-555-1212, and you must enter 123456# for your moderator code, the telephone number you would enter for this Microsoft Outlook contact would be 15555551212 , , 123456#. Once you create this Microsoft Outlook contact, you can access your MeetMe conference from the Contacts fan in the Avaya Flare client.
  - create a contact in Microsoft Outlook for your MeetMe conference without your moderator code so that you can easily join other people's conferences. Make sure this contact includes only the telephone number for accessing your conferencing system. Once you access the conferencing system, use the keypad in the Avaya Flare client to enter the appropriate participant code for the conference.
  -  **Tip:**  
For contacts who host conferences that you join regularly, you can create an entry in Outlook for that contact with the number of the conference and that contact's participant code.
- To save time accessing your voice mail, you should create a contact in Microsoft Outlook for your voice mail access number. Make sure this contact includes the telephone number for accessing your voice mail system and your extension number and password (to log into the voice mail system). For example, if the telephone number you must dial to access your voice mail system is 613-555-7777, and you must enter 5558761# for your extension number and 123456# for your password to log into the voice mail system, the telephone number you would enter for this Microsoft Outlook contact would be 6135557777 , , 5558761# , , 123456#. Once you create this Microsoft Outlook contact, you can access your voice mail from the Contacts fan in the Avaya Flare client.

---

## Adding an enterprise contact to your Contacts fan

### About this task

You are able to perform an enterprise search and add enterprise contacts to your Contacts fan. Once you add an enterprise contact to your Contacts fan, that contact becomes one of your Avaya Aura<sup>®</sup> contacts. If that contact has an account on your company's SIP server, you may be able to view that contact's presence and send instant messages to that contact.



## Procedure

1. Locate the Enterprise contact who you want to add to your Contacts fan. See [Performing an enterprise search](#) on page 92.
2. On the contact card, click the **+** button.  
The **Add to My Contacts** dialog box appears.
3. Click the **OK** button.  
The enterprise contact is added to your Contacts fan with Presence enabled. The **i** button replaces the **+** button on the card.

**\* Note:**

Even though Presence is enabled, you may be unable to view this contact's presence. You can only view the presence of contacts that have accounts on your company's SIP server.

## 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 Avaya Aura® contacts.

### Procedure

1. Click the **Contacts** tab on the top bar.  
Either **My Contacts** or **Enterprise Search** appears below the **Contacts** tab.
2. If **Enterprise Search** is displayed, click on **Enterprise Search**, and then click **My Contacts**.  
When the Contacts fan is displayed, you can also use the **F3** key on your keyboard to quickly access the search text box. (The **ESC** key enables you to exit search mode.)
3. In the Search text box, enter the first or last name of the contact you want to find.  
As you enter each letter in the Search box, the contact card(s) that contain matching information are displayed.

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

---

## Deleting a contact from your Contacts fan

### About this task

Use this procedure to delete an Avaya Aura<sup>®</sup> contact from your Contacts fan.

### Procedure

1. Locate the contact you want to delete from your Contacts fan. See [Searching for a contact](#) on page 81.
2. On the contact card, click the **X** button. The **X** button is enabled for an Avaya Aura<sup>®</sup> contact only.
3. Click the **Remove** button.

**\* Note:**

If the contact was a consolidated contact, the card for the local contact (that is, the Microsoft Outlook contact) is displayed. (Note that the card for the local contact does not contain the **X** button.) To delete a local contact, delete the local contact from Microsoft Outlook. The local contacts will be updated the next time you log in.

---

# Chapter 10: Managing history records

A maximum of 100 history records can be stored in the call history log. Once 100 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 client.

**\* Note:**

History records are not generated for conference calls.

A number appears on the **History** tab on the top bar to indicate the number of missed calls since you last opened the History fan. The number of missed calls no longer appears after you open the History fan and then access another fan (for example, the Contacts fan).

---

## Viewing history records

### Procedure

1. Click the **History** tab on the top bar.  
The Call History fan appears and displays the history records for all of your voice and video calls. The history records are listed in chronological order showing the most current record first. Each history record displays the name or number of the party, date and time, duration of the call, and whether the call was a missed call (indicated by an **x**), an incoming call (indicated by a down arrow), or an outgoing call (indicated by an up arrow). The label below the **History** tab identifies the history records that are currently displayed in the History fan (that is, All Calls, Missed Calls, Incoming Calls, and Outgoing Calls).
2. Perform one of the following steps:
  - If you want to view the history records for all calls, click the **All Calls** button below the History fan.
  - If you want to view the history records for missed calls, click the **Missed Calls** button below the History fan.
  - If you want to view the history records for incoming calls, click the **Incoming Calls** button below the History fan.
  - If you want to view the history records for outgoing calls, click the **Outgoing Calls** button below the History fan.

3. From the History fan, click the card you want to view.



# Chapter 11: Composing email messages

You are able to send instant messages to and receive instant messages from your Avaya Aura® contacts using the Avaya Flare client. Avaya Aura® contacts are contacts on your SIP server and include any enterprise users you have added to your Contacts fan. You cannot send an instant message to your local contacts. For more information about contacts, see [Managing contacts](#) on page 79

## \* Note:

You must have an account configured on the an Avaya Aura® Presence server to use the instant messaging feature. Contact your system administrator for more information.

---

## 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 the Avaya Flare client.

## \* Note:

If the contact card does not contain an email address, see [Composing an email message to a contact without a configured email address](#) on page 87.

### Procedure

1. Click the **Contacts** tab on the Top bar.
2. From the Contacts fan, click the appropriate contact card.
3. Perform one of the following steps:
  - On the contact's card, click the **Email** button to use the default 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 spotlight and then click the **Email** button under the spotlight to use the primary email address for this contact.

If you want to send the email to multiple contacts, drag and drop the card for each contact onto the spotlight, and then click the **Email** button under the spotlight.

- Drag and drop the contact's card onto the spotlight, right-click the card, click **Email** on the menu, click the email address you want to use, and then click the **Email** button under the spotlight.

A new email window appears.

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. Click the **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, 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 under the spotlight to use the primary email address for this contact.
  - Drag and drop the contact's card onto the spotlight, right-click the card, click **Email** on the menu, click the email address you want to use, and then click the **Email** button under the spotlight.

A new email window appears.

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

---

## Composing an email message from an instant message

### Procedure

1. Click the **IM** tab on the top bar.
  2. From the Instant Messaging fan, select the appropriate instant messaging card.
  3. Perform one of the following steps:
    - On the instant messaging card, click the **Email** button to use the primary email address for this contact.
    - Drag and drop the instant messaging card onto the spotlight, and then click the **Email** button under the spotlight to use the primary email address for this contact.
    - On the instant messaging card, right-click on the **Email** button to display the associated email addresses, and then select the email address you want to use.
    - Drag and drop the instant messaging card onto the spotlight, right-click the card, click **Email** on the menu, click the email address you want to use, and then click the **Email** button under the spotlight.
  4. Compose and send your email as you normally would from your email application.
- 

---

## Composing an email message to a contact without a configured email address

### Procedure

1. Click the **Contacts** tab on the top bar.
2. From the Contacts fan, click the appropriate contact card.
3. Drag and drop the contact card onto the spotlight, and then click the **Email** button.
4. Click the **Continue** button.
5. Enter the contact's address.

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

---

## Composing an email message to someone who is not in your Contacts fan

### Procedure

1. On the Avaya Flare client main window, click the **Email** button under the spotlight.  
A new email window appears.
  2. Compose and send your email as you normally would from your email application.
- 

---

## Composing an email message to a participant on a call

### About this task

If the information you have for a participant includes an email address, you are able to send an email message to the participant from the Avaya Flare client.

 **Note:**

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

### Procedure

1. Perform one of the following steps:
  - On the Conference fan, right-click the card of the participant to whom you want to send an email message, click **Email** on the menu, and click the email address you want to use.
  - In the spotlight of the conference, right-click the card of the participant to whom you want to send an email message, click **Email** on the menu, and click the email address you want to use.

A new email window appears.



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

---



# Chapter 12: Searching for an enterprise user or a contact

From the Avaya Flare client, you can search for contacts or enterprise users. For more information about contacts and enterprise users, see [Managing contacts](#) on page 79.

---

## 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 Avaya Aura® contacts.

### Procedure

1. Click the **Contacts** tab on the top bar.  
Either **My Contacts** or **Enterprise Search** appears below the **Contacts** tab.
2. If **Enterprise Search** is displayed, click on **Enterprise Search**, and then click **My Contacts**.  
When the Contacts fan is displayed, you can also use the **F3** key on your keyboard to quickly access the search text box. (The **ESC** key enables you to exit search mode.)
3. In the Search text box, enter the first or last name of the contact you want to find.  
As you enter each letter in the Search box, the contact card(s) that contain matching information are displayed.

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

---

---

## Performing an enterprise search

### About this task

An enterprise search performs a search of the Enterprise directory you specified. For information about configuring the Avaya Flare client to search an enterprise directory, see [Modifying the enterprise search settings](#) on page 96.

### Procedure

1. Click the **Contacts** tab on the top bar.  
Either **My Contacts** or **Enterprise Search** appears below the **Contacts** tab.
2. If **My Contacts** is displayed, click on **My Contacts**, and then click **Enterprise Search**.  
When the Contacts fan is displayed, you can also use the **CONTROL + F3** keys on your keyboard to quickly access the enterprise search text box. (The **ESC** key enables you to exit search mode.)
3. In the Search text box, enter the first or last name of the person you want to find. As you enter each letter in the search box, the names that contain matching information are displayed. The matching users are displayed in the Contacts fan in compressed mode.

**\* Note:**

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

4. Click the appropriate contact card.  
The contact card expands. To add this enterprise user to your Contacts fan, see [Adding an enterprise contact to your Contacts fan](#) on page 80.
-

# Chapter 13: Modifying the Avaya Flare client settings

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## Modifying the server settings

### Before you begin

You must be logged out of the server to modify the server settings.

### About this task

Use this procedure to configure the Avaya Session Manager server and the Presence server. Before you are able to log into Avaya Session Manager to make and receive calls or send and receive instant messages, you must configure the Avaya Session Manager server settings. To use the Presence feature, you must also configure the Presence server.

### Procedure

1. Log out of the server.
2. Click the **Settings** button on the top bar of the Avaya Flare client window.
3. In the left navigation pane of the Settings dialog box, click **Server**.
4. On the Server page, make your changes. See [Server page field descriptions](#) on page 93 for more information.
5. When finished, click the **OK** button.

---

### Related topics:

[Server page field descriptions](#) on page 93

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## Server page field descriptions

Name	Description
Server address	The host name or IP address of the Avaya Session Manager server.

Name	Description
Server port	The port number of the server. If you do not enter the port number, the Avaya Flare client uses the default setting for the transport type you select (that is, 5061 for TLS and 5060 for TCP).
Transport type	The transport method used for connection to the Avaya Session Manager server.
Domain	The domain of your Avaya Session Manager.
Presence server address	The host name or IP address of your Presence server.

---

## Configuring the dialing rules

### About this task

You may need to configure dialing rules to route your outgoing calls correctly. Dialing rules are automatically applied when you make a call from a contact card, history record, or instant message.

### 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 **Dialing Rules**.
3. In the Dialing Rules dialog box, complete the fields as appropriate. See [Dialing Rules page field descriptions](#) on page 95 for more information.
4. When finished, click the **OK** button.

---

### Related topics:

[Dialing Rules page field descriptions](#) on page 95

## Dialing Rules page field descriptions

Field Name	Description
<b>Apply Dialing Rules</b>	The Avaya Flare client applies the specified dialing rules to outgoing calls when this check box is selected.
<b>Number to dial to access an outside line</b>	Digits to dial to access an outside line.
<b>Your country code</b>	Your country code.
<b>Your area/city code</b>	Area code or the city code where your telephone server is located.
<b>PBX main prefix</b>	Main prefix of your PBX (telephone server).
<b>Number to dial for long distance calls</b>	Digits to dial to make a long distance call.
<b>Number to dial for international calls</b>	International country code for dialing an international telephone number.
<b>Length of internal extensions</b>	Number of digits that comprise an internal extension.
<b>Length of national phone numbers (including area/city code)</b>	It is either: <ul style="list-style-type: none"> <li>• number of digits to dial (including area/city code) for a call within your country.</li> <li>• supported telephone number lengths separated by a comma for countries with multiple telephone number lengths.</li> </ul>
<b>Remove area/city code when making a local call</b>	When this check box is selected, if the number you want to dial has the same area/city code specified in your dialing rules, the area/city code is not dialed. For example, if the number you want to call is 613-555-1234, the Avaya Flare client dials 555-1234. When this check box is not selected, 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, the Avaya Flare client dials 613-555-1234. This field is disabled when the <b>Your area/city code</b> field is empty.

---

## 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](#) on page 96 for more information.
4. When finished, click the **OK** button.

---

### Related topics:

[Enterprise Search page field descriptions](#) on page 96

---

## Enterprise Search page field descriptions

Name	Description
<b>Directory type</b>	Type of enterprise directory. Choices are: <ul style="list-style-type: none"><li>• <b>Active Directory</b></li><li>• <b>Domino</b></li><li>• <b>Novell</b></li></ul>
<b>Directory name</b>	Name of the enterprise directory.
<b>Server address</b>	The server address of the enterprise directory.
<b>User name</b>	Your user name.
<b>Password</b>	Your password.
<b>Search root</b>	The search root for the enterprise directory. An example is <b>ou=people,o=company</b> .
<b>Server port</b>	The port number. The default value is 389.



Name	Description
	<p><b>* Note:</b></p> <p>The Avaya Flare client supports both LDAP and secure LDAP (LDAPS). To enable secure LDAP, change the port number to 636.</p>
<b>Timeout</b>	The search time out interval (in seconds). The default value is 100 seconds.
<b>Max entries</b>	The maximum number of matching entries to display. The default value is 50.
<b>Active Directory GSS bind</b>	Indicates whether Avaya Flare client uses the login and password of the current user to bind with the Active Directory LDAP server. When this check box is selected, you do not need to complete the User name and Password fields.

---

## Modifying the contacts settings

### Before you begin

You must be logged out of the server to modify the contacts settings.

### About this task

Use this procedure to specify:

- how you want the names of your contacts to be displayed in Avaya Flare<sup>®</sup> Experience for Windows (that is, first name, last name or last name, first name).
- whether you want Avaya Flare<sup>®</sup> Experience for Windows to display your contacts from Microsoft Outlook<sup>®</sup>. Microsoft Outlook must be installed and running on your computer.

### 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 **Contacts**.
3. On the Contacts page, complete the fields as appropriate. See [Contacts page field descriptions](#) on page 98 for more information.
4. When finished, click the **OK** button.
5. Log out of the server.

6. Log in to the server.

---

**Related topics:**

[Contacts page field descriptions](#) on page 98

---

## Contacts page field descriptions

Name	Description
<b>Display name</b>	Specifies how Avaya Flare displays the names of your contacts (that is, first name, last name or last name, first name).
<b>Use Microsoft® Outlook® contacts</b>	Avaya Flare displays your contacts from Microsoft Outlook. Microsoft Outlook must be installed and running on your computer.

---

## 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 99 for more information.
  4. When finished, click the **OK** button.
-

**Related topics:**

[Audio page field descriptions](#) on page 99

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## Audio page field descriptions

Name	Description
<b>Microphone</b>	Microphone to be used for a call.
<b>Speaker</b>	Speaker to be used for ringing and calls.
<b>Ring on incoming calls</b>	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.
<b>Ring additional device</b>	Additional device to be used for ringing.

---

## Modifying the video settings

**Before you begin**

You must be logged out of the server to modify the video settings.

**About this task**

Use this procedure to specify whether you want to make and handle video calls.

**Procedure**

1. Log out of the server.
2. Click the **Settings** button on the top bar of the Avaya Flare client window.
3. In the left navigation pane of the Settings dialog box, click **Video**.
4. On the Video Settings page, complete the fields as appropriate. See [Video Settings page field descriptions](#) on page 100 for more information.
5. When finished, click the **OK** button.

**Related topics:**

[Video Settings page field descriptions](#) on page 100

---

## Video Settings page field descriptions

Name	Description
Enable video	Must be checked if you want to make and handle video calls.
Available camera	Camera to be used for video calls.

---

## Modifying the conference setting

### About this task

Use this procedure to specify the service URI for the Adhoc conference factory.

### Procedure

1. Click the **Settings** button on the top bar of the Avaya Flare client window.
  2. In the left navigation pane of the Setting dialog box, click **Conference**.
  3. On the Conference page, enter the service URI for the Adhoc conference factory in the Server address box.
  4. Click the **OK** button.
- 

---

## Viewing the release number of the Avaya Flare client

### 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 **About**.  
The About page displays the name, release number, and build number of the Avaya Flare client software.
-

# Chapter 14: Troubleshooting

---

## When you start the Avaya Flare client, Microsoft Outlook displays a security notification message that a program is trying to access e-mail address information stored in Outlook

This security notification message appears if one of the following conditions exists:

- Microsoft Outlook does not detect a valid antivirus program.
- Microsoft Outlook detects that the virus definitions are out of date.
- Microsoft Outlook is set to always warn about programs accessing e-mail address information.

If this message appears, perform the following steps to continue launching the Avaya Flare client:

1. In the Microsoft Outlook dialog box, click the **Allow access for** check box.
2. From the corresponding drop-down list box, select **1 minute**.
3. Click the **Allow** button.

To prevent this message from appearing again, ensure that your antivirus program is active and up to date.

---

## The Web Collaboration window shows the document you are sharing on another conference

This condition may occur if the following conditions exist:

- You are the moderator on a MeetMe conference and you start a web collaboration.
- While the MeetmMe conference and web collaboration are active, you start an Adhoc conference and then start a second web collaboration for that call.

This is a known issue.

---

## **You are unable to access the web collaboration session for the conference. The Web Collaboration window shows the following message: “Meeting is currently locked and not accepting new users.”**

This condition occurs if the moderator locks the conference before you click the **Web Collaboration** button. The moderator must unlock the conference for you to access the web collaboration session.

---

## **During a video call, your microphone stops working, and a “USB Controller Bandwidth Exceeded” message appears**

This condition may occur if both your audio device (that is, microphone) and video camera are connected to:

- the same USB hub
- the same USB keyboard hub
- the USB ports on the front of your PC

Connect the audio device and video camera to other USB ports on the back of your PC.

# Appendix A: Using dialpad commands during a conference

The following dialpad commands are available to the moderator and participants

Name	Description	Keys
List available keys		**
Dial out to operator		*0
Toggle both audio and video	Applies to you only.	*6
Toggle audio	Applies to you only.	*61
Toggle media	Applies to you only.	*62
Count participants	Counts the number of active participants in the audio conference.	*#

The following dialpad commands are only available to the moderator.

Name	Description	Keys
Dial out to add user to the conference	Dial out to a participant via telephone.	*1
Toggle entry/exit tones	<ul style="list-style-type: none"> <li>• Entry tones off: The moderator and participants do not hear a tone when someone joins or leaves the conference</li> <li>• Entry tones on: The moderator and participants hear a tone when someone joins or leaves the conference.</li> </ul>	*4
Toggle lecture mode	In Lecture Mode, audio is muted for all the participants except the moderator.	*5
Toggle lock conference	<ul style="list-style-type: none"> <li>• Conference locked: When the conference is locked, participants cannot join</li> </ul>	*7

Using dialpad commands during a conference

Name	Description	Keys
	<p>the audio conference or log in to Collaboration Agent.</p> <ul style="list-style-type: none"> <li>• Conference unlocked: When the conference is unlocked, participants can join the audio conference and log in to Collaboration Agent.</li> </ul>	
Toggle audio mute all	Silences or unsilences all participants on the call.	*81
Toggle media mute all	Turns video for all participants on or off	*82
Toggle mute all	Silences all participants on the call (both audio and video). Participants can unmute themselves.	*96
Allow conference to continue after moderator leaves.	<ul style="list-style-type: none"> <li>• Continuation off: The conference ends within a predetermined time after the last moderator leaves.</li> <li>• Continuation On: The conference does not end when the last moderator leaves.</li> </ul>	*98
End conference	After you press ##, you hear a prompt: "Press 1 to confirm that you want the conference to end immediately".If you press 1, the conference ends.	##

The following dialpad commands are only available to participants.

Name	Description	Keys
Raise hand		*41
Lower hand		*42
Set Moderator	To set a moderator when none is present. The participant enters the moderator code and then the # sign to become the moderator.	*51



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