AVAYA

Using Avaya Communicator for iPad on IP Office

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Contents

Chapter 1: About Avaya Communicator

Avaya Communicator for iOS Overview

Avaya Communicator for iOS enables you to log into your company server and make and receive telephone calls from your telephone extension through your iPad device. From the application on your iPad device, you can also send email messages and instant messages, access your call history, access your local contacts, perform an Enterprise search, view other users presence status, and manage your presence status. Avaya Communicator for iOS for IP Office integrates voice, video, presence, and IM over a single interface for IP Office customers.

You must have access to your company's network through the Wi-Fi, 3G or Virtual Private Network (VPN) connection to use Avaya Communicator for iOS. In addition to the contacts stored locally on your iPad, you can also access your personal and system contacts stored in your company server.

Note that the application is limited to 3 simultaneous calls, for example one current call and two held calls.

Main screen
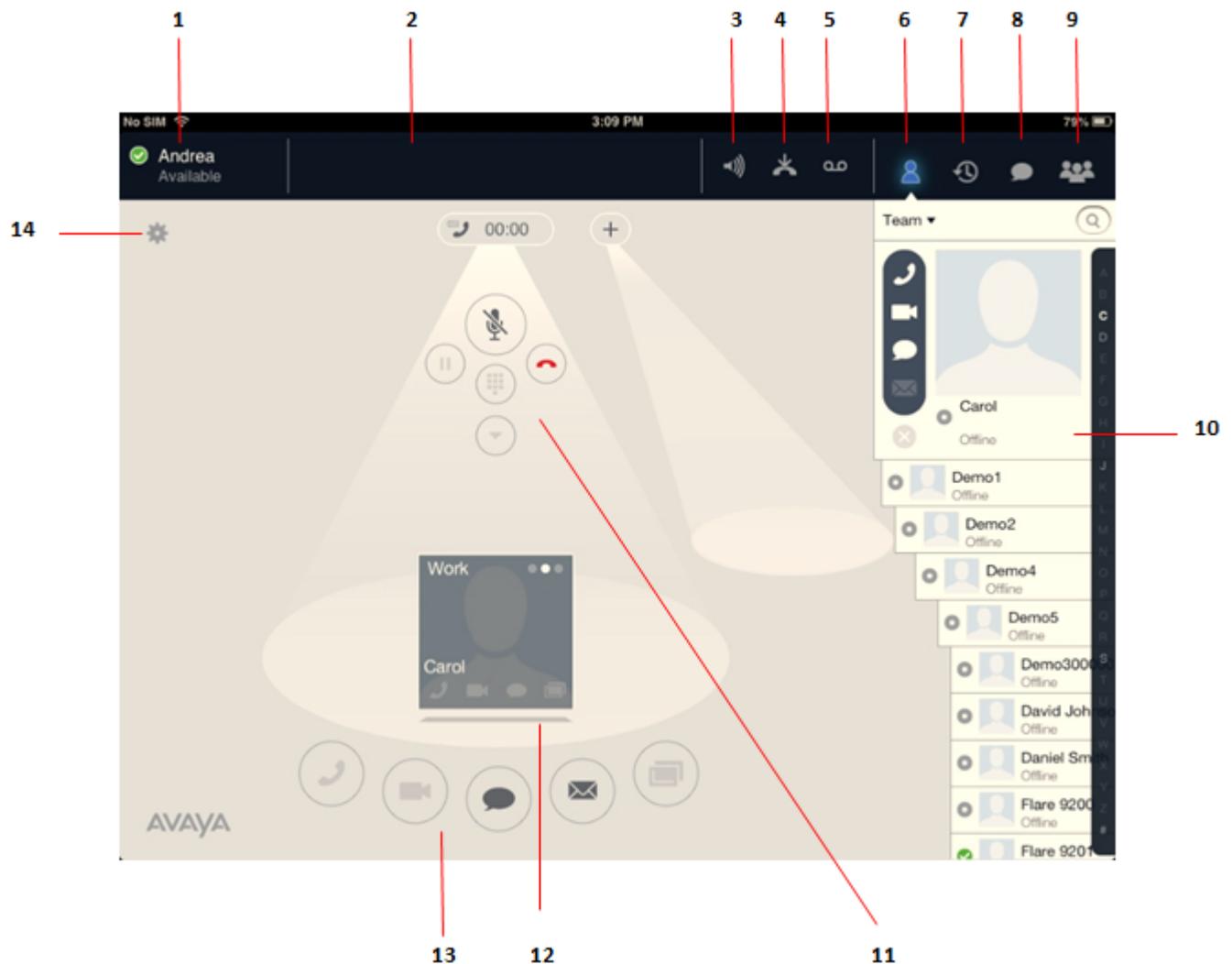
No.	Name	Description
1	Presence area	Displays your presence setting. Tap to change the presence, status message, log in, and log out from the server.
2	Top bar	Displays the Presence area, notification of incoming instant messages, and the tabs that allow you to switch between the Contacts, Call History, and Instant Messaging fans.
3	Speakerphone	Displays the options for audio device selection.
4	Auto—answer	Displays the option to enable the auto-answer feature.

Table continues…

No.	Name	Description
5	Message Waiting Indicator	Displays the number of unread voicemails when you have new voicemails in a badge over the Message Waiting Indicator. You can tap the Message Waiting Indicator to listen to the voicemail messages. ✳ **Note:** When you have more than 99 messages in your voicemail the system displays the number of unread messages as *99+*.
6	Contacts tab	Your contacts appear in the Contacts fan when you tap the **Contacts** tab.
7	Call History tab	Your call history appears in the Call History fan when you tap the Call History tab. A number appears on the tab to indicate the number of missed calls since you last opened the application.
8	IM tab	Your current instant messaging sessions appear in the Instant Message fan when you tap the IM tab. A number appears on the tab to indicate the number of missed instant messages.
9	Conference	Displays the Conference fan and the conference tab buttons. The conference fan displays cards for the participants in the conference. The conference tab buttons enable you to sort the conference participants in the Conference fan. Using the conference tab buttons, you can view: • all participants in the conference • the participants who are viewing the web collaboration session • the participants who dropped from the call • the participants who are currently speaking You can sort the cards in the Conference fan by most recent or alphabetically (that is, from A to Z). ✳ **Note:** IP Office 8.1 version does not support conference.
10	Contacts fan	Displays either System, Personal or Enterprise contacts based on the selection you make. To view the contacts, tap the **Contacts** tab in the Top bar. The fan changes to the Call History fan or Instant Message fan depending on the tab you select in the Top bar. When you tap the Call History tab in the Top bar, your call history records appear in the Call History fan. When you tap the IM tab in the Top bar, your active instant messaging sessions appear in the IM fan.
11	Call control buttons	Enables you to put a call on hold, resume a call that is on hold, tap the keypad so you can enter touch-tone digits during a call, mute or un-mute a call, hang up a call and answer an ignored call.

Table continues…

No.	Name	Description
12	Spotlight	Provides a graphical representation of your call. A spotlight appears for each call you start or join. A maximum of two spotlights can be displayed. If you have two active spotlights, you cannot create another call or receive another incoming call.
13	Channel buttons	Enables you to specify the type of communication session you want to initiate. You can initiate a voice call, instant message, email, or a video call.
14	Settings	Displays the Settings dialog box where you configure your servers, Enterprise directory search settings, dialing rules, and contact preferences. This button also contains logging and support information.

The following figure shows the application open but the user not logged in.
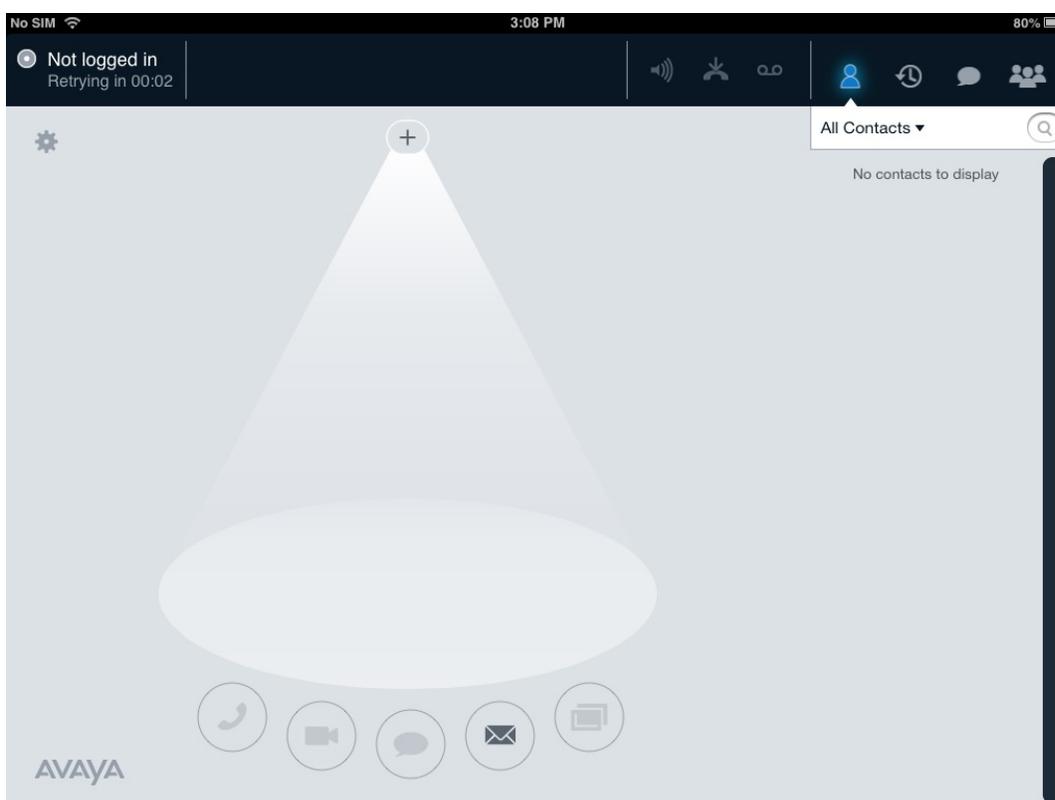
Button descriptions

Button	Name	Description
	Call button	Enables you to make a voice call.
	End button	Hangs up a voice call.
	Answer button	If there is an active call that you have not answered in Avaya Communicator for iOS, that call appears in a spotlight. You can answer or join this call by tapping the **Answer** button in the spotlight.
	Instant Message button	Enables you to send an instant message.
	Email button	Enables you to send an email.
	Hold button	Places the current call on hold or resumes a call on hold. When the call is on hold, the button is blue.
	Mute button	Mutes or un-mutes the audio. When the call is muted, the button is blue.
	Settings button	Opens a dialog box where you can configure application settings such as server settings, Enterprise directory search settings, and dialing rules.
	Keypad button	Opens the keypad.
	More 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

Table continues…

Comments on this document? infodev@avaya.com

Button	Name	Description
		tab is available to the moderator and participants for the selected spotlight.
	Video button	Enables you to initiate a video call.
	Add Participant button	Opens the dialpad, which enables you to dial the telephone number of each participant you want to add to the conference.
	Message Waiting Indicator button	Displays the number of unread voicemails when you have new voicemails in a badge over the Message Waiting Indicator. You can tap the Message Waiting Indicator to listen to the voicemail messages. ✱ **Note:** When you have more than 99 messages in your voicemail the system displays the number of unread messages as *99+*.

Chapter 2: Getting Started

System requirements

Avaya Communicator for iOS is supported on Apple iPad 2, iPad 3, iPad 4, iPad Mini (with and without retina display) , iPad Air – both Wi-Fi and 3G models with the operating system iOS 6.1 or later.

Installing certificates

If your administrator decides to use a customized trusted root certificate, you must install the certificate using your browser. Request your administrator to share the trusted root certificate with you.

Installing a certificate in an Apple device

Before you begin

Get the trusted root certificate from your administrator.

Procedure

1. To install the certificate, in your Apple device, open the certificate email sent to you by your administrator.

   ✳ Note:

   You can also install the certificate in your Apple device through iPhone Configuration Utility though it is not recommended.

2. Tap the certificate.

   Your Apple device displays the Install Profile screen.

3. On the Install Profile screen, tap **Install**.

   Your Apple device displays a Warning screen.

4. On the Warning screen, tap **Install**.

> ⊛ **Note:**
>
> Some Apple devices prompt to type the password in the **Enter Password** screen. This is the password that is used to unlock the Apple device.

5. **(Optional)** To view the installed certificate, navigate to the device settings, and tap **General** > **Profiles**.

Starting the application for the first time

Before you begin

Information required with automatic configuration:

Automatic configuration detects and configures your client settings for you, allowing you to start using the Avaya Communicator client as soon as it is installed. To use automatic configuration, you must have the following information:

- if your enterprises uses automatic configuration via an email address, make sure you use the appropriate corporate email address.
- if your enterprise uses automatic configuration via a web address, make sure you know the link for the automatic configuration web address.

Procedure

1. Tap the **Communicator** icon on your iPad device.

2. Read the **End User License Agreement** and tap the **Accept** button.

3. Choose how you want to configure the client settings.

   You can choose one of the following options:

   - Use my email address
   - Use a web address
   - I will manually configure my services

   The first two options are for automatic configuration.

4. For automatic configuration, enter the appropriate email address or URL and then follow the instructions on your device to configure the client settings.

Result

Avaya Communicator for iOS is now configured.

Logging into the server

About this task

You must log into the IP Office system to use Avaya Communicator for iOS. See your system administrator for your login credentials.

> ✱ **Note:**
>
> You don't have to log into the server to send e-mails from Avaya Communicator for iOS.

Procedure

1. Tap the Presence area on the Top bar.

   The iPad displays the Log In panel.

2. In the **Extension** field, enter your extension.

3. In the **Password** field, enter your password.

4. Do one of the following:

   - Tap the **Log In** button.
   - Tap the **Go** button on the keyboard

Logging out of the server

About this task

Use this procedure to log out of the IP Office system. After you log out, you cannot make and receive calls, or send and receive instant messages from Avaya Communicator for iOS. You can send e-mail messages from Avaya Communicator for iOS when you are logged out.

Procedure

1. Tap the Presence area on the Top bar.

   The iPad displays the Presence panel.

2. Tap the **Log Out** button.

Changing the password

You can change the password for Avaya Communicator.

About this task

Do the following to change the password:

Procedure

1. Log into Avaya Communicator.

2. Tap **Settings**.

3. Tap **Accounts and Services** > **Phone Service**.

   Avaya Communicator displays the password change screen.

4. In the **Current Password** field enter the current password.

5. In the **New Password** field, enter the new password.

6. In the **Confirm Password** field, enter the new password to confirm.

7. Tap **Confirm**.

   If the password is changed successfully, then Avaya Communicator displays the message:

   ```
   Your password is changed successfully. Please login again with the
   new password.
   ```

About upgrade

To use the latest features and capabilities of Avaya Communicator for iOS R2.0.2, upgrade IP Office to Release 9.1

Chapter 3: Making calls

Voice calls

This section provides information about making voice calls using the Avaya Communicator for iOS client.

Related links

Making a voice call from a contact card

Procedure

1. Tap the **Contacts** tab on the top bar.

2. To view a list of contacts, tap the down arrow icon beside the search option and select one of the following:

   - All Contacts

   - Team

   - Personal

   - System Search directory

   - Enterprise Search directory

3. From the **Contacts** fan menu, tap the contact card.

4. Perform one of the following steps:

   - On the contact card, tap **Call** to dial the primary telephone number for this contact.

   - Drag the contact card onto the spotlight, release it, and tap **Call** under the spotlight. The iPad dials the primary telephone number for this contact.

   - On the contact card, tap and hold **Call** to display the telephone numbers of the contact, and then tap the telephone number you want to dial.

   The iPad displays the call in the center spotlight. The iPad also displays the contact card that displays the name or telephone number and picture (if available) of the contact in the

spotlight. When the call is answered, the iPad displays the call timer and the state of the call at the top of the spotlight.

For an active call, the iPad displays the End button with the red handset icon and the timer counting that displays how long the call has been connected. For a call that is on hold, the iPad displays the Hold button with the gray double-vertical lines icon and the timer counting that displays how long the call has been connected. If the call is swiveled away from the spotlight, the call timer disappears. However, when the call is swiveled back to the spotlight, the call timer appears again.

> ✳️ **Note:**
>
> Avaya Communicator for iOS supports three calls through spotlights. For example, if **Call Waiting** is **On** and you are active on a call, you can accept two other calls from two different contacts. The iPad places the existing call on hold and moves the call off center stage.
>
> If you have calls in all three spotlights, you cannot place or receive another call until you end one of the existing calls.

Related links

[Voice calls](#) on page 18

Making a voice call from a history record

Procedure

1. Tap the **Call History** tab on the Top bar.

2. From the **History** fan menu, tap the history card of the contact you want to call.

3. Perform one of the following steps:

   • On the selected history card, tap **Call** to dial the telephone number for this contact.

   • Drag the history card onto the spotlight, release it, and tap **Call** under the spotlight. The iPad dials the telephone number for this contact.

   • On the history card, tap and hold **Call** to display the telephone numbers, and then tap the number you want to dial.

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

If you were active on a call when you tapped **Call** on the history card, the iPad places the existing call on hold and moves the call off center stage.

Related links

[Voice calls](#) on page 18

Making a voice call to a contact from an instant messaging session

Procedure

1. Tap the **IM** tab on the Top bar.

   The iPad displays the Instant Message fan and the instant messaging cards.

2. From the Instant Message fan, tap the card you want to call.

3. Tap the IM.

4. On the top left corner of the IM, tap **Call**.

5. Tap **Audio** to make an audio call.

   The iPad displays the call in the center spotlight. The iPad also displays a card with the name or telephone number and picture (if available) of the contact under the spotlight.

   When the call is answered, the top of the spotlight displays the call timer.

   ⊛ **Note:**

   The IM window has a participant list that shows the 2 participants in the chat.

   It also has an option to Add Participant.

   This feature is not supported for IP Office as IP Office does not support Multiparty chat.

Related links

Voice calls on page 18

Making a voice call using the keypad

Procedure

1. Tap **Call** under the center spotlight to tap the keypad.

2. Using the keypad, enter the telephone number.

3. Tap **Call** on the keypad.

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

   ⊛ **Note:**

   Whenever you dial an extension from Avaya Communicator for iOS, a second spotlight appears on the caller.

Related links

Voice calls on page 18

Video calls

This section provides information about making video calls using the Avaya Communicator for iOSclient.

Related links

Video Call window

The following figure shows the components of the Video Call window of Avaya Communicator for iOS. In this figure, there is an active video conference call.

No.	Name	Description
1	**Stop Video** button	Stops transmitting video during the call. When you tap this button, the Video Call window closes, and the call becomes an audio-only call.
2	**Dialpad** button	Enables you to enter digits during the video call.
3	**Video Settings** button	Enables you to specify whether you want to display the Self View window, which shows the video you are transmitting.
4	**Close** button	Closes the Video Call window. ⊛ **Note:** When the Video Call window is closed, video still continues being transmitted.
5	**Full screen** button	Toggles full screen mode on or off in the Video Call window.
6	**End** button	Hangs up the video call.
7	**Hold** 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 Communicator client stops transmitting and receiving audio and video.
8	**Mute** button	Mutes or unmutes your outgoing audio. When the call is muted, the button is blue.
9	**Pause Video** button	Pauses or unpauses the transmission of your video to the other party. When you pause video, you can still receive video from the other party. This button also does not stop your audio from being transmitted to the other party. When video is paused, the button is blue. The Self View video window also indicates when the video call is paused.
10	Self View video window	Displays the local video that the Avaya Communicator client is transmitting. ⊛ **Note:** Use the **Switch Camera** button (⟳) on the Self View window to toggle your camera view between front and back facing camera. By default, the camera is set to front view.
11	Incoming video window	Displays incoming video from the other party.

Related links

Making a video call from a contact card

Use this procedure to initiate a video call from a contact card.

About this task

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

Procedure

1. Tap the **Contacts** tab on the Top bar.

2. In the Contacts fan, select the appropriate contact card.

3. Perform one of the following steps:

   • In the contact card, tap the **Video** button to dial the primary telephone number of the contact.

   • Drag the contact card to the spotlight, release it, and tap the **Video** button. The system dials the primary contact number of the contact.

   The iPad displays the call in the center spotlight. The system displays a card that contains the name or telephone number of the contact and a picture of the contact in the spotlight. The system displays the call timer at the top of the spotlight.

   The system also displays a Video window. When the contact answers, the system displays the video from that contact only if that contact is transmitting video.

Related links

Making a video call from a history record

About this task

You can only make video calls to any contact in the history record.

Procedure

1. Tap the **Call History** on the Top bar.

2. From the History fan, select the history card of the contact you want to call.

3. Perform one of the following steps:

   • On the selected history card, tap the **Video** button to dial the previously dialed telephone number for this contact.

   • Drag the history card onto the spotlight, release it, and tap the **Video** button under the spotlight to dial the previously dialed telephone number for this contact.

   The iPad displays the call in the center spotlight. The system displays a card that contains the name or telephone number of the contact and a picture of the contact (if available) in the spotlight. The system displays the call timer at the top of the spotlight.

   The system also displays a Video window. When the contact answers, the system displays the video from that contact (if that contact is transmitting video).

Related links

[Video calls](#) on page 21

Making a video call from an instant message

About this task

You can make a video call to any contact from an instant message session.

To make a video call from an existing instant messaging session:

Procedure

1. Tap the **IM** tab on the Top bar.

2. In the IM fan, select the appropriate IM conversation.

3. Tap the IM

4. On the top left corner of the IM, tap **Call**.

5. Tap **Video** to make a video call.

Related links

[Video calls](#) on page 21

Making a video call from the dialpad

About this task

You can make video calls to any contact.

Procedure

1. Using the dialpad, enter the telephone number.

2. Tap the green **Video** button on the dialpad.

   The iPad displays the call in the center spotlight. The system displays a card that contains the name or telephone number of the contact and a picture of the contact (if available) in the spotlight. The system displays the call timer at the top of the spotlight.

   The system also displays a Video window. When the contact answers, the system displays the video from that contact (if that contact is transmitting video).

Related links

[Video calls](#) on page 21

Avaya Communicator for iOS for IP Office Connectivity

Avaya Communicator for iOS for IP Office connects to your company server using the Wi-Fi and 3G cellular networks. If you are connecting to your company server using the internet, you must secure your communication using a VPN connection. For more information, contact your system administrator.

When the wireless signal weakens during an active call, Avaya Communicator for iOS for IP Office displays the signal quality indicator above the spotlight. If the signal continues to weaken, the active call ends and the application begins to log in again automatically. When the network coverage is restored, the application logs in automatically and you can make and receive calls.

Chapter 4: Managing calls

Answering a call

Procedure

To answer a call, tap **Answer**.

The iPad displays the call in the center spotlight. The iPad also displays the card with the name or telephone number and picture (if available) of the contact in the spotlight. The top of the spotlight displays the call timer.

To end the call, tap **End**.

Entering digits during a call

Procedure

1. Tap **Keypad** to select the keypad.

   ⊛ **Note:**

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

2. Tap the digits you want to enter.
3. When finished, tap **Close** at the top of the keypad.

Muting a call

Procedure

To mute a call, tap **Mute** for the call.

The **Mute** button turns blue.

Unmuting a call

Procedure

To unmute a call, tap **Mute** for the call.

After you unmute the call the **Mute** button does not remain blue.

Placing a call on hold

Procedure

To place a call on hold, tap **Hold** for the call.

The **Hold** button turns blue.

 Note:

The Avaya Communicator for iOS client disables the **Video**, **Voice**, **End**, **Mute**, and dialpad buttons when you place a call on hold. To enable these buttons, resume the call.Avaya Communicator for iOS does not support the call hold timeout feature.

Resuming a call on hold

Procedure

1. To resume a call on hold, tap **Hold** for the call.

2. If the call you want to resume is not in the center spotlight, tap the spotlight for that call and then tap **Hold**.

   The call becomes active and takes center stage.

Enabling the auto-answer feature

Avaya Communicator for iOS supports auto-answer feature. You can enable or disable this feature using the **Features** icon.

Before you begin

About this task

Use the following procedure to enable the auto-answer feature.

Procedure

1. On the Avaya Communicator for iOS top bar, tap the **Feature** button.

2. In the **Features** call out, tap **Auto-answer**

Avaya Communicator for iOS displays a notification:

Auto-answer is ON, which disappears in 10 seconds.

⊛ **Note:**

- In the **Features** call out, tap **Auto-answer** to disable the auto-answer feature.
- If the **Auto-Answer** toggle button is enabled then all the incoming calls will be auto-answered. If the **Auto-Answer** toggle button is disabled , then the user is prompted to answer or ignore the calls.

  There is an exception in this case when Auto-answer is server driven.
- The choice made by the user does not persist if the user logs out and then logs in again.

Ignoring an incoming call

Procedure

1. To ignore an incoming call, tap **Ignore**.

   The iPad stops the ringing for this call, and displays the call in the center spotlight.

2. To answer an ignored call, tap **Answer** in the spotlight.

   The iPad displays the call timer on top of the spotlight.

Making a consultative transfer for a voice call

You can transfer a voice call to another contact after consulting the contact.

Before you begin

To transfer a voice call to another contact you must place the active call on hold.

About this task

When you receive or make a voice call to a contact and if you want to transfer the call to a different contact:

Procedure

1. Call the contact to whom you want to transfer the call.

2. Tap the contact card of the active call and hold the contact card until the contact card is enlarged.

3. Drag the contact card to the spotlight of the contact that you placed on hold.

You can also drag the contact card of the contact that you placed on hold to the active call spotlight.

> ✳ **Note:**
>
> You cannot transfer a call when both the contacts participating in the transfer are placed on hold.

The system displays **Merge the calls or Transfer?** dialog box.

4. Click **Transfer** to transfer the call.

   • Click **Cancel** to close the dialog box.

The system transfers the call and clears both spotlights.

Making a Blind Transfer for a voice call from the contact fan

You can transfer a voice call to another contact without consulting a contact.

Before you begin

To transfer a voice call to another contact you must place the active call on hold.

About this task

When you receive or make a voice call to a contact and if you want to transfer the call to a different

contact:

Procedure

1. Drag the contact card under the spotlight.

   Avaya Communicator for iOS displays the option to transfer the call or cancel the transfer.

2. Tap **Transfer**.

   Avaya Communicator for iOS transfers the call and displays the following confirmation notification:

   ```
   Transfer request is complete.
   ```

Making a blind transfer for a non contact voice call

You can transfer a call to a contact that exists in your contact list or a number that does not exist in your contact list.

Before you begin

To transfer a voice call to another contact you must place the active call.

About this task

Do the following to carry out a blind transfer of a call to a non-contact.

Procedure

1. Under the active call spotlight, tap **more**.

2. On the mid-call panel, tab **Transfer**.

3. In the dial pad, enter the number to which you want to transfer the call

4. Tap the **Transfer** icon.

   Avaya Communicator for iOS transfers the call and displays the following confirmation notification:

   ```
   Transfer request is complete.
   ```

Selecting an audio device

Avaya Communicator for iOS gives the option to select an audio device. You can switch between a speaker / in-built mic or a blue-tooth headset as the audio device in the middle of a call.

Before you begin

You must have the blue-tooth device paired with iPad device using the iPad Settings.

About this task

Use the following procedure to switch from one audio device to another when the user in on a call.

Procedure

1. On the Avaya Communicator for iOS window, tap **Speakerphone** icon.

2. From the drop-down menu , tap the icon for the blue-tooth device that you want to select.

   ✳ **Note:**

   - The audio-device selection button is enabled only during an ongoing call.
   - Avaya Communicator for iOS supports volume control for the paired blue-tooth device. It does not support call control for the paired blue-tooth device.

   Avaya Communicator for iOS displays the icon for the active audio device.

3. **(Optional)** Tap the active audio device icon, the drop down displays a check mark against the audio device that you selected.

Chapter 5: Conferencing

You can initiate the following types of audio conference call:

- Meet Me conference
- Adhoc conference

To initiate a Meet Me conference you need a Meet Me conference short code.

To initiate an Adhoc conference you need to establish two calls.

Related links

Conference tab

The following figure shows the components of the Conference tab of Avaya Communicator for iOS.

No		
1	**Conference tab**	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: • all participants in the conference • all participants who are viewing the web collaboration • all participants who dropped from the call

Table continues…

		• the participant who is currently speaking (the Active Talker)
2	**Conference Fan**	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: • **Active Talker** button • **Disconnected Participants** button • **All Participants** button You can sort the cards in the Conference fan by most recent conference entry or alphabetically (that is, from A to Z).
3	**Active Talker**	Is available in a conference call, but the function of this button is not enabled as this functionality is not supported.
4	**Disconnected Participants**	Displays the cards of the participants who have dropped from the conference or never connected to the conference.
5	**Web Collaboration**	Displays the cards of the participants who have accessed the Web Collaboration window.
6	**All Participants**	Displays the cards of the participants who are active in the conference.

Related links

[Conferencing](#) on page 31
[Starting an Adhoc conference](#) on page 33

Starting an Adhoc conference

Procedure

1. Make a call to a contact.

2. Place the call on hold.

3. Make a call to another contact.

4. Drag the contact card of the contact that you placed on hold to the active call spotlight.

   You can also drag the contact card of the active call to the spotlight of the contact that you placed on hold.

   The system displays the **Merge the calls or transfer?** dialog box.

5. Tap **Merge**.

Result

The system merges the calls into an adhoc conference.

Related links

Starting a Meet Me conference

You can initiate or join a specific conference by using a conference ID number.

⊛ **Note:**

The extension number of the user is the Conference ID number in a Meet Me conference.

Before you begin

You need to have a Meet Me conference short code. Contact your system administrator to get the short code that is configured on your communication system. For example, if the short code is *66*N# , where N is the extension number of the user.

Procedure

Do one of the following:

• Click the **Call** button and dial the short code for the Meet Me conference.

• Do the following:

   a. Click the **Keypad** button.

   b. In the Keypad window, tap the digits of your extension and then tap #.

Result

The system displays the participants who have called into the conference in the conference spotlight.

Related links

Adding an existing call to an Adhoc conference

Procedure

1. Drag the card of the call you want to add to the conference and drop it in the spotlight of the conference.

2. Tap the **Merge** button.

Result

The system adds the participants of the existing call in the conference.

Related links

Adding a participant to a conference

Before you begin

Start a Meet Me conference.

Procedure

Perform one of the following steps:

- To add one of your contacts to the conference:

    a. Tap the **Contacts** tab on the top bar.

    b. From the Contacts fan, drag the card of the contact to want to add in the conference and drop the card into the spotlight of the conference.

- To dial the number of the person you want to add to the conference:

    a. Tap the **More** button for this call to access the Moderator Controls tab.

    b. On the Moderator Controls tab, tap the **Add** button.

    c. Use the dialpad to enter the telephone number.

    d. Tap the **Call** button on the dialpad.

- To add a participant from a history card to the conference:

    a. Tap the **History** tab on the top bar.

    b. From the History fan, drag the history card of the person you want to add to the conference and drop the card into the spotlight of the conference.

- To add a participant from an instant messaging card to the conference:

    a. Tap the **IM** tab on the top bar.

    b. From the IM fan, drag the instant messaging card of the person you want to add to the conference and drop the card into the spotlight of the conference.

Result

The system adds the person to the conference and displays the contact card of the person you added in the conference spotlight.

Related links

Dropping a participant from a conference

About this task

You cannot drop a participant who is yet to join the conference. You can drop a participant from a conference only if the participant has already joined the conference or the call of the participant into the conference is in progress.

Procedure

1. In the spotlight of the conference, tap the card of the participant you want to drop.

2. Perform one of the following:

   • Tap the **More** button to access the Moderator Controls tab, and then tap the **Drop** button.

   • On the Conference fan, tap and hold the card of the participant you want to drop, and tap **Drop from call**

Result

The system drops the participant from the conference and does not display the contact card in the spotlight of the conference.

Related links

[Conferencing](#) on page 31

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 of the conference, the conference does not end immediately for all participants. If you disable the Conference Continuation feature (the default setting), the system drops all participants automatically after a specified amount of time after the moderator drops from the conference. If you enable Conference Continuation feature, the conference continues indefinitely after the moderator drops. The system does not end the conference 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 40.

> ✳ **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:

• To end the conference, tap the **End** button for the call.

- To end the conference immediately, perform the following:

    a. Tap the **More** button for the conference call to access the Moderator Controls panel.

    b. On the Moderator Controls tab, tap the **End Conf.** button.

    c. Tap the **OK** button.

Related links

[Conferencing](#) on page 31

Muting a participant in a conference

Before you begin

You can mute a participant in a conference only if are the moderator of the conference.

About this task

⊛ **Note:**

Even if the moderator mutes a participant in a conference, the participants can unmute themselves. Participants using a DS, SIP, H323 phone or Softphone cannot unmute themselves.

Procedure

Perform one of the following steps:

- On the Conference fan, tap and hold the card of the participant you want to mute, and tap **Mute**.

- In the spotlight for the conference, long press and release the card of the participant you want to mute, and tap **Mute**.

- Perform the following steps:

    a. In spotlight for the conference, tap the card of each participant you want to mute.

    b. In spotlight for the conference, tap the **More** button.

    c. On the Moderator Controls tab, tap the Silence button. When mute is enabled, the **Mute** button turns blue.

To unmute a participant, tap the **Unmute** button.

Result

The system displays a check to indicate that the audio is muted for a participant. The system also displays the mute icon on the card of the participant in both the spotlight for the conference and the Conference fan to indicate that the audio is muted for this participant.

Related links

[Conferencing](#) on page 31

Muting all participants in a conference call

Before you begin

You must be the moderator of the conference.

⊛ **Note:**

> If a moderator of the conference mutes all participants, participants can unmute themselves.

⊛ **Note:**

> If the conference is in lecture mode and all participants are muted, the participants can only listen to the moderator. The participants cannot unmute themselves.

Procedure

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

   The system displays Moderator Controls tab.

2. To mute the audio for the conference, tap the **Mute All** button.

   To unmute the audio for the conference, tap the **Unmute All** button.

Result

The **Mute** button turns blue, and the mute icon appears on the card of each participant in the Conference fan.

Related links

[Conferencing](#) on page 31

Viewing the participants in a conference

Procedure

1. Tap the **Conference** tab on the top bar.

2. At the bottom of the Conference fan, tap the **All Participants** button.

Result

The system displays all the participants in the spotlight of the conference.

Related links

[Conferencing](#) on page 31

Viewing the participants who dropped from a conference

About this task

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

Procedure

1. Tap the **Conference** tab on the top bar.

2. At the bottom of the Conference fan, tap the **Disconnected Participants** button.

Result

The Conference fan displays a card for each participant who dropped from the conference, never connected to the conference, or failed to join the conference.

Related links

Conferencing on page 31

Locking a conference call

Before you begin

You must be the moderator of the conference.

You must be in a Meet Me 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.

Procedure

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

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

2. Tap the **Lock Call** button to lock/unlock the conference.

   When the conference is locked, the Locked icon appears at the top of the spotlight.

Related links

Conferencing on page 31

Turning the lecture mode 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 cannot unmute themselves.

> ✱ **Note:**
>
> The Lecture mode feature is not enabled by default.

Procedure

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

   The Moderator controls tab appears. When the Lecture button is blue, Lecture mode is enabled.

2. Tap 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.

Related links

Conferencing on page 31

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 displays a warning message two minutes before the system ends conference.

Procedure

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

   The Moderator controls tab appears. When the **Continuation** button is blue, the Conference Continuation feature is enabled.

2. Tap the **Continuation** button to toggle the Conference Continuation feature on and off.

When the Conference Continuation features is enabled, the Conference Continuation icon appears at the top of the spotlight.

Related links

[Conferencing](#) on page 31

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, the system plays a tone when a participant joins or leaves the conference.

Procedure

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

   The Moderator controls tab appears. When the **Entry Tone** button is blue, the Entry and Exit Tones feature is enabled.

2. Tap the **Entry Tone** button to toggle this feature on and off.

Related links

[Conferencing](#) on page 31

Accessing Web Collaboration through Avaya Communicator for iOS

Before you begin

- Your administrator must enable Web Collaboration for you.
- To view the Web Collaboration icon, you should first dial into the meet-me conference using the meet-me short code. The default shortcode is *66*NNNN#, where NNNN is the extension number of the moderator.

Procedure

To start Web Collaboration session as the conference owner or a participant, in the Avaya Communicator window, click the Web Collaboration icon.

The Web Collaboration session starts in a separate window.

Related links

Chapter 6: Accessing voicemail

Accessing voicemail using short code

The system displays the number of unread voicemails when you have new voicemails in a badge over the Message Waiting Indicator. Use this procedure to collect voicemail messages by dialing a short code from the Avaya Communicator for iOS client dialpad.

Before you begin

This feature is available only if the system administrator has configured a short code on the IP Office system to enable this feature. Check with your system administrator to see if this feature is available. If so, your system administrator can provide the short code that you need.

Procedure

1. On the dialpad, enter the short code (for example, `*17`) to connect to IP Office voicemail system.

2. Follow the prompts to hear your voicemail messages.

Related links

Accessing voicemail using Message Waiting Indicator

The system displays the number of unread voicemails when you have new voicemails in a badge over the Message Waiting Indicator. Use this procedure to listen to your voicemail messages.

About this task

To listen to your unread voicemail messages:

Procedure

1. Tap the **Message Waiting Indicator** .

   The system initiates a voice call. If both the spotlights are occupied, then the system prompts you to free a spotlight to place a call to the voicemail messages.

2. Follow the prompts to listen to your voicemail messages.

Accessing voicemail

Related links

[Entering digits during a call](#) on page 26

Comments on this document? infodev@avaya.com

Chapter 7: Viewing the Call History records

Viewing the Call History records

Procedure

Tap the **Call History** tab on the top bar of Avaya Communicator for iOS main screen.

The iPad displays the **Call History** fan that lists all your calls in a chronological order showing the most current record first.

Each history record displays:

- the avatar image of the contact
- the name of the party
- the date and time
- the duration of the call
- whether the call was received, dialed, or missed

The label below the Call History tab indicates the history records that currently appear in the Call History fan:

- All Calls
- Voice Calls
- Video Calls

⊛ **Note:**

The system does not display the duration of the calls for Missed Calls.

⊛ **Note:**

When you log out from Avaya Communicator for iOS, the Call History fan is not displayed.

Viewing the history records for all calls

Procedure

1. Tap the label below the **Call History** tab

2. Tap **All Calls**.

   The iPad stores and lists the recent 100 calls in the Call History fan. Once the maximum numbers of history records are stored, the oldest history record is deleted to store a new history record.

   ✳ **Note:**

   You cannot access the Call History fan and the Contacts fan from the Call History tab when you log out.

Viewing the history records for missed calls

Procedure

1. Tap the label below the **Call History** tab

2. Tap the **Missed Calls**. icon.

   ✳ **Note:**

   The missed calls badge stays on the Avaya Communicator for iOS icon even after reinstalling the application and gets cleared only after you open the application.

   The History Fan displays the records for the missed calls.

Viewing the history records for incoming calls

Procedure

1. Tap the label below the **Call History** tab

2. Tap the **Incoming Calls**. icon.

   The History Fan displays the records for the incoming calls.

Viewing the history records for outgoing calls

Procedure

1. Tap the label below the **Call History** tab

2. Tap the **Outgoing Calls**. icon.

   You can also tap the card you want to view from the History fan.

   The History fan displays the records for the outgoing calls.

Chapter 8: Using instant messaging

About instant messages

You can send instant messages to your IP Office contacts from Avaya Communicator for iOS application. If you send an instant message to a user who is offline, the user will receive the instant message the next time the user logs into Avaya one-X® Portal for IP OfficeAvaya one-X® Portal for Avaya Office server or when the user logs into an application that supports instant messaging such as Avaya Communicator for iOS.

Even after you logout and login again into the iPad retains your missed instant messages. While you are logged out from Avaya Communicator for iOS, the system does not display Instant Message fan.

Viewing an incoming instant message

About this task

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

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

Procedure

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

The instant message appears in the instant messaging panel.

Viewing missed instant messages

About this task

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

Procedure

1. Tap the **IM** tab on the Top bar.

   The Instant Message fan appears and displays the instant messaging conversations.

2. From the Instant Message fan, tap the conversation you want to view.

   The instant messaging conversation expands. The total number of missed instant messages from this contact appears on the contact's card in the Instant Message fan.

3. Tap the expanded conversation to open the instant messaging panel where you can scroll through to read all messages from this contact.

   The number on the conversation is cleared, and the total number of missed instant messages indicated on the **IM** tab on the Top bar is decreased accordingly.

4. To type a reply, tap the text field to bring up the keyboard.

Starting a new instant messaging session

Procedure

1. Perform one of the following steps:

   • Drag the contact card onto an empty spotlight, release it, and tap **IM** under the spotlight.

   • On the contact card, tap the **IM** button.

   The iPad displays the instant messaging window.

2. In the Instant Messaging window, enter your message.

3. After entering your message, tap **Send**.

Resuming an Instant Messaging session

Before you begin

Open the Avaya Communicator for iOS client.

Procedure

1. Perform one of the following steps:

   • Tap the **IM** tab and then tap the instant messaging card of the contact.

   • Tap the **Contacts** tab and then tap **IM** on the contact card.

- Tap the **Call History** tab and then tap **IM** on the history card of the contact.

2. In the instant messaging panel, enter your message.

3. After entering your message, tap **Send** on the keyboard.

4. To close the instant messaging panel, tap **Close** on the panel.

   The iPad compresses the instant messaging panel into an instant messaging card that appears under the IM tab. The instant messaging card displays the last instant message you sent to that contact.

   ⊛ **Note:**

   This step does not end the instant messaging session with that contact.

Sending an instant message to a contact on a call
Procedure

1. Tap **IM** under the spotlight.

   The system displays the instant messaging panel.

2. In the instant messaging panel, enter your message.

3. Tap **Send** on the keyboard.

Ending an Instant Messaging session

Before you begin

Open the Avaya Communicator for iOS client.

Procedure

1. Tap the **IM** tab on the top bar.

2. Perform one of the following steps:

   - To end a single instant messaging session:

     a. Tap **X** on the instant messaging card of the contact.

        Avaya Communicator for iOS displays the following notification :

        ```
        Do you want to leave the conversation?
        ```

     b. Tap **Ok**.

   ⊛ **Note:**

   The application removes the Instant Messaging card for the contact from the IM fan.

- To end all instant messaging sessions:

    a. Tap **All Chats**.

    Avaya Communicator for iOS displays the following notification :

    ```
    Do you want to leave the conversations?
    ```

    b. Tap **Ok**.

    ✳ **Note:**

    When you log out from Avaya Communicator for iOS, the IM fan is not displayed.

Chapter 9: Managing presence

Managing the presence status

Using Avaya Communicator for iOS, you can:

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

✱ Note:

You must have an account configured on Avaya one-X® Portal for IP OfficeAvaya one-X® Portal for Avaya Office Presence server to use the presence feature. Contact your system administrator for more information.

Changing your presence status

About this task

Use this procedure to set your presence status (that is, availability) for the contacts. The iPad displays the presence status to other users who track the contact presence. By default, the presence status for a local iPad contact is set as Unknown. You cannot change the presence status for a local iPad contact.

✱ Note:

If you close the Avaya Communicator application before you log out, the system automatically displays your presence status as offline to others who track your presence. The next time you log in, you can change your availability or status message accordingly.

If you lose connectivity, that is, if your Wi-Fi connection drops your presence status set at that time will continue to be displayed to others only for 90 seconds. After 90 seconds your presence status is Offline. Once the Wi-Fi connectivity resumes, you can change your availability or status message accordingly.

Procedure

1. Tap your extension number on the **Top** bar.

   The iPad displays the Presence panel.

2. Tap the presence status that you want. You can set the presence status for the system contact as Available, Do Not Disturb, Away, or Offline.

Changing your status message

About this task

Use this procedure to specify a custom presence status message. For example, if you are busy until 2 PM and do not want to be disturbed, you can enter the custom presence status message `Busy until 2 PM`.

Procedure

1. Tap your extension number on the Top bar.

   The iPad displays the Presence panel.

2. Tap the Status Message box to bring up the keyboard.

3. To clear the contents of the Status Message box, tap **X**.

4. Enter your new message in the Status Message box.

5. Tap **Done** on the keyboard, or tap anywhere outside of the Presence panel.

   The iPad closes the Presence panel and keyboard.

Managing presence states

When a user logs into Avaya Communicator for iOS and on successful authentication to Avaya one-X® Portal, both the Team (Group) and Personal & System contacts are transferred from Avaya one-X® Portal and gets updated under the Team (Group) tab and the Personal & System tab along with local iPad contacts in the Contacts fan respectively.

After the transfer of all contacts, the IM presence, the Team , Personal & Search System Directory tabs are available based on the user presence status.

IM presence state

IM Presence is the availability of a user for chat. The IM button indicates the availability of the IM channel for the contact using XMPP through Avaya one-X® Portal Instant Messaging Service.

The contact card uses the following icons to indicate the instant messaging status of the selected contact. The icons show a federated presence status from XMPP clients. Avaya Communicator for iOS updates the status shown on the contact card whenever there are status changes in the XMPP client. The length of time it takes for the updated status to display on Avaya Communicator for iOS depends on the client that you use. Status changes can take from 3 seconds to 60 seconds to display.

If a user is on call, the telephony presence of the user changes to **On the phone** and the

presence icon changes to **Do not disturb** (🚫).

The XMPP Presence states are:

Presence icon	State
	Available
	Busy
	Unavailable When users of other instant messaging systems, such as Pidgin, set their presence to Away, Avaya Communicator displays this icon with the status of Unavailable.
	Offline

User presence state

Avaya Communicator for iOS supports the following User Presence States: Available, Do Not Disturb, Away, and Offline. You can also set custom status messages in Avaya Communicator for iOS.

The online presence states such as Available, Do Not Disturb, Away, and Offline and the status message of a user is shared across Avaya one-X® Portal clients. The clients include Avaya one-X® Portal web client, one-X Mobile Preferred for Android, one-X Mobile Preferred for iPhone, Avaya Communicator for Windows, and Avaya Communicator for iOS.

Icon	Description
	Available
	Do not disturb
	Away The away status is displayed if you do not use the communicator application for a specified time-interval. You can configure the time-interval using **Settings** > **Accounts and Services** > **Presence Service** > **Automatically Set to Away**.
	Offline

When Avaya one-X® Portal is down while the user is using Avaya Communicator for iOS, the iPad displays the message, `Server unavailable: Unable to connect to one-X Portal server. Personal and System contacts, Presence and IM will be unavailable`, and the presence state for the user changes to No Presence.

Chapter 10: Managing Contacts

Contact types in Avaya Communicator for iOS

Avaya Communicator for iOS for IP Office uses the contacts from Avaya one-X® Portal for IP Office server.

You can view the contacts using the **Contacts** tab that displays a header label describing the current view of contacts. If you tap this header the iPad displays a set of contact check boxes that let you select a view of your contacts shown in the Fan.

When you select the **Contacts** tab, the iPad displays vertical control labels for each alphabetic character activated to the right of the fan. This vertical control acts as a rolodex where you can tap each alphabetic character to quickly take you to the first contact whose last name begins with the character you selected.

Avaya Communicator for iOS supports the following types of contacts:

Team contacts

Team contacts in Avaya Communicator for iOS is the XMPP group of contacts configured on IP Office Manager. Users can add a contact from the Corporate directory to the list of Team contacts if the contact is not added already. Users can also delete a contact from the list of contacts from the Team.

> ✳ **Note:**
>
> If a contact is added by the administrator to the Team contacts, then the user cannot delete the contact.

Personal contacts

Personal contacts in Avaya Communicator for iOS are the contacts from the personal directory of Avaya one-X® Portal for IP OfficeAvaya one-X® Portal for Avaya Office aggregated with the local iPad contacts. This is your own directory of names and numbers. You cannot edit or modify Personal contacts from the Contacts fan in the Avaya Communicator for iOS. However, you can delete a personal contact. When you add, delete, or edit personal directory contacts using Avaya one-X® Portal for IP Office, it will automatically be updated in the Contacts Fan.

System contacts

System contacts in Avaya Communicator for iOS are the contacts stored in the system directory of Avaya one-X® Portal for IP OfficeAvaya one-X® Portal for Avaya Office. Hunt Group entries are not included in the System contacts. Only an administrator can configure, add, or edit system contacts. After the system contacts are configured, they appear in your contacts fan only after you start Avaya Communicator for iOS again. You cannot edit, modify, or delete the contacts in the

system directory. However, you can add a contact from the System Contact to Personal or Team (Group) contacts.

The **Contacts Fan** supports the following contact attributes: Picture, Name, IM icon, phone icon, video icon, add to personal contacts icon, presence, and information icon (grayed out and appears only on local iPad contacts).

> **Note:**
>
> System contacts are available only as a search option. System contacts will not display the entire list of system contacts.

Enterprise contacts

Enterprise contacts are the contacts in the Enterprise directory that you configured in the Avaya Communicator for iOS client. You can perform the Enterprise search using the Avaya Communicator for iOS client. However, you cannot add an Enterprise contact as a System contact. You can add an Enterprise contact as a Personal contact.

> **Note:**
>
> When you log out from Avaya Communicator for iOS, the contents of the Contacts fan change. The Team and Personal contacts stored in the system and personal directory of Avaya Communicator for iOS are removed from the fan and only the local iPad contacts are displayed.

Aggregated contacts with personal and local iPad contacts

Avaya Communicator for iOS supports the following types of contacts:

- Local contacts from the Address Book application on the iPad.
- Contacts stored in the Avaya one-X® Portal Personal Directory of the user.

The **Contact Fan** is updated when:

- You add a local contact to the Address Book application on iPad.
- You delete a local contact from the Address Book application on iPad.
- You modify a local contact in the Address Book application on iPad.
- You add a contact to the Personal directory of a user in Avaya one-X® Portal.
- You delete a contact from the Personal directory of a user in Avaya one-X® Portal.
- You modify a contact in the Personal directory of a user in Avaya one-X® Portal.

> **Note:**
>
> When another user logs in to the application, the contact list is reinitialized.

You cannot modify the contacts from Avaya Communicator for iOS. However, you can add or delete a contact from Avaya Communicator for iOS.

Related links

[Common contact card for aggregated contacts](#) on page 56

Common contact card for aggregated contacts

The system merges the contact details for the contacts common in both the local contacts of address book application and Personal Directory of Avaya one-X® Portal for IP OfficeAvaya one-X® Portal for Avaya Office. When a user logs in to IP Office , the system retrieves the primary contacts from the Personal contacts directory of Avaya one-X® Portal for IP OfficeAvaya one-X® Portal for Avaya Office. The system aggregates the secondary contacts from mail applications such as Outlook or Gmail in the local Address Book application. The system matches the Work, Personal, and other email address of a contact that is common in both the primary contacts and secondary contacts and processes such contacts as common aggregated contacts.

Note:

If the user deletes a primary contact from the Personal directory of Avaya one-X® Portal for IP OfficeAvaya one-X® Portal for Avaya Office, then the system displays only the secondary contact details.

If the user adds a primary contact in the Personal directory of Avaya one-X® Portal for IP OfficeAvaya one-X® Portal for Avaya Office who has an email address that matches with a secondary contact, then the system creates a common contact card.

Common contact card details examples

Example	Primary contact details	Secondary contact details	Common card details	Notes
1	• Name = Brad Black • email = blackb@avaya.com • Work number = 9898 • Photo = not available	• Name = B Black • email = blackb@avaya.com • Work number = 8140 • Photo = available	• Name = Brad Black • email = bblack@avaya.com • Work 1 = 8140 • Work 2 = 9898 • Photo = available (secondary contact)	
2	Card 1 • Name = B Black	• Name = Brad Black	The system creates two merged cards	

Table continues…

	• email = blackb@avaya.com • Work number = 9890 • Mobile number = 6135551212 • Photo = available Card 2 • Name = Bradley Black • email = blackb@avaya.com • Work number = 9898 • Photo = not available	• email = blackb@avaya.com • Work number = 8140 • Photo = available	Card 1 • Name = B Black • email = blackb@avaya.com • Work 1= 8140 • Work 2 = 9890 • Mobile number = 613551212 • Photo = available (primary contact) Card 2 • Name = Bradely Black • email = blackb@avaya.com • Work 1= 8140 • Work 2 = 9890 • Photo = available (secondary contact)	
3	• Name = Brad Black • email = blackb@avaya.com • Work number = 8140 • Photo = not available	• Name = B Black • email = blackb@avaya.com • Work number = 8140 • Photo = available	• Name = Brad Black • email = blackb@avaya.com • Work number = 8140 • Photo = available (secondary contact)	
4	• Name = Bradley Black • email = blackb@avaya.com • Work number = 9889 • Photo = available	Card 1 • Name = Brad Black • email = blackb@avaya.com • Work number = 8140	• Name = Bradley Black • email = blackb@avaya.com • Work 1= 8140 • Work 2 = 9890 • Work 3 = 9898	

Table continues…

		• Photo = available Card 2 • Name = B Black • email = blackb@avaya.com • Work number = 9890 • Mobile = 6135551212 • Photo = available	• Mobile number = 6135551212 • Photo = available (primary contact)	
5	Card 1 • Name = B Black • email = blackb@avaya.com • Work number = 9880 • Mobile number = 6135551212 • Photo = available Card 2 • Name = Bradley Black • email = blackb@avaya.com • Work number = 9889 • Photo = not available	• Name = Brad Black • email = blackb@avaya.com • Work number = 8140 • Photo = available	The system creates two merged cards Card 1 • Name = B Black • email = blackb@avaya.com • Work 1= 8140 • Work 2 = 9880 • Mobile number = 61355551212 • Photo = available (secondary contact) Card 2 • Name = Bradely Black • email = blackb@avaya.com • Work 1= 8140 • Work 2 = 9880 • Photo = available (primary contact)	
6	• Name = Brad Black	• Name = B Black • email = blackb@avaya.com	• Name = Brad Black	Whenever there is more than one secondary contacts with different

Table continues…

	• email = blackb@avaya.com • IM id = testlab4@svsucd.avaya.com • Work numb = 9898 • Photo = not available	• IM id = xyz@gmail.com • Work number = 8140 • Photo = available	• email = blackb@avaya.com • IM id = testlab@svsucd.avaya.com • Work 1= 8140 • Work 2 = 9898 • Photo = available (secondary contact) ⬦ **Note:** The system does not merge the IM id field from secondary contact.	photos. For example, if the photo of a contact in Address book application is different from the photo in the Outlook Contact and there is not photo in the primary contact, then the system displays photo from the contact that was first created or imported secondary contact.
7	• Label = B • Name = Brad B • Work number = 9898	• Label = C • Name = Brad C • Work number = 9898	None	The system retains only the primary contact details.
8	Card 1 • Name = B Black • email =blackb@avaya.com • Work number = 9897 Card 2 • Name = Bradely Black • email =vbajaj@avaya.com • Work number = 9898	• Name = Brad Black • email =blackb@avaya.com • email = vbajaj@avaya.com • Work number = 8140 • Photo = available	The system creates two merged contacts. Card 1 • Name = B Black • email =blackb@avaya.com • Work 1= 8140 • Work 2 = 9897 • Photo = available (secondary contact) Card 2 • Name = Bradely Black • email =vbajaj@avaya.com	

Table continues…

			• Work 1= 8140	
			• Work 2 = 9898	
			• Photo = available (secondary contact)	

Related links

About contact cards

You have an option to search contacts in the contact header. Based on the search criteria, the Contact fan displays the contact card. You can drag the contact card to the spotlight to initiate an audio call, video call, start a chat conversation, and send an email to the contact.

The following table lists the information that the system displays on a contact card.

Icon	Description
📞	Use this icon to initiate a voice call to the contact.
	When you tap the icon, Avaya Communicator for iOS dials the primary number for the contact; the primary number is the work number configured in Avaya one-X® Portal for IP OfficeAvaya one-X® Portal for Avaya Office. To change the primary number, you can change the **Contact preferences** > **Voice or Video** option present in the **Settings** tab on the iPad.
💬	Use this icon to initiate a chat session with the contact.
	The IM presence is the presence status from XMPP (an internal IP Office contact) .
✉	Use this icon to compose an email message to the contact. To change the primary email, change the **Contact preferences** > **Email** option present in the **Settings** tab on Avaya Communicator for iOS.
📹	Use this icon to initiate a video call with the contact.
⊕	Use this icon to add a System and Enterprise contact to your Personal or Team contacts. The button is disabled after you add the contact to your personal contacts. When you tap **Add**, it displays the option Add to Team / Add to Personal
⊗	Use this icon to remove a contact from Personal or Team (added by the user) contacts.
⊙	This button is disabled and appears only in your local iPad contact cards.

Table continues…

Icon	Description
	The iPad displays the photograph or avatar of a local contact on iPad but in the absence of a photograph it displays a default image. The iPad displays a default avatar for Personal and Team contacts stored in Avaya one-X® Portal for IP Office and Enterprise contacts. For more information about how to setup an avatar in Avaya one-X® Portal for IP Office see, *Using one-X Portal for IP Office* document. You can also setup an avatar in one-X Mobile Preferred for IP Office . For more information see, *one-X Mobile Preferred for IP Office user Guide*. Contacts using an instant messaging clients, can see the photo or avatar that you upload.
	The area below the photograph or avatar of the contact displays the name of the contact, the login status of the contact, and a status message of the contact.

Integrating email addresses with a contact

Procedure

1. Tap the **Contacts** tab on the top bar.

2. Do one of the following:

   - From the **Contact Fan** menu, tap the appropriate contact card. The **Email** button is enabled if you configure an email address to the contact card. Now tap the **Email** button.

   - Tap and hold on the E-mail icon to see the associated email address. When you configure multiple email addressed to the record, individual email is selected in the list that appears after you tap and hold the **Email** button.

   - Drag and drop the record to the spotlight. Tap the **Email** button below the spotlight.

   The iPad displays an email message window with the email address of the contact in the **To:** box. The **Email** button is available in the contact card, Call History record, and Chat history record.

   - The **To address** is empty if you do not configure any email address to the record.

   - The **To address** is configured with the email address with selected contact preferences under **Settings** > **Contact Preferences** > **Email**.

   - The **To address** has the first address in the sorted list if you do not specify the **Work Email** and **Home Email**.

Setting the primary email address for your contacts

About this task

Use this procedure to set the primary email address for your contacts who have multiple email addresses. You are able to select a different order for work and home email addresses. The first address in the order you select is considered the primary email address. For example, if the order you select is **Work, Home**, the primary email address is Work. If you do not have a Work email address for a contact, then the Home address is considered the primary email address.

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

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

Procedure

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

2. In the **Contact preferences** section, tap **Email**.

3. Tap the appropriate option.

   A check mark appears for the option you selected. The first email address in the option you select is considered the primary email address.

4. When finished, tap the **Settings** button to return to the Settings dialog box.

5. Tap the **Done** button to return to the Avaya Communicator for iOS client main screen.

Setting the primary telephone number of your contacts

About this task

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

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

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

Procedure

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

2. In the **Contact preferences** section, tap **Voice** or **Video**.

3. Tap the appropriate option.

   A check mark appears for the option you selected. The first telephone number in the option you select is considered the primary telephone number.

4. When finished, tap the **Settings** button to return to the Settings dialog box.

5. Tap the **Done** button to return to the Avaya Communicator client main screen.

Searching for a contact

About this task

Use this procedure to search for a contact in your Contacts fan. The contacts in your Contacts fan are local contacts or IP Office contacts.

Procedure

1. Tap the **Contacts** tab on the Top bar.

2. Select **Team**, **System**, **Personal**, or **Enterprise** contacts.

3. Tap the search box to bring up the keyboard.

4. Enter the first or last name of the contact you want to find.

   As you enter each letter in the search box, the iPad displays the contact card(s) that contain the matching information.

5. To cancel the search, tap **X**.

   You can also search a contact by name from the A-Z index to the right of Avaya Communicator for iOS main screen.

Performing an enterprise search

Procedure

1. Tap the **Contacts** tab on the Top bar.

2. Tap the **Contacts** header.

3. Tap **Enterprise Search** to bring up the keyboard.

4. Enter the first or last name of the person you want to find.

   As you enter each letter in the search box, the iPad displays the names that contain the matching information. The iPad displays the matching users in the Contacts fan in the compressed mode.

5. Tap the appropriate contact card.

✱ Note:

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

Chapter 11: Composing email messages

Composing an email message to a contact

About this task

If the information you have for a contact includes an email address, you are able to send an email message to the contact from Avaya Communicator for iOS.

> ✳ **Note:**
>
> If the contact information does not include an email address, the email button on the contact's card is disabled.
>
> You must have an email account configured on your iPad device in order to send an email message.

Procedure

1. Tap the **Contacts** tab on the Top bar.

2. From the Contacts fan, tap the appropriate contact card.

3. Perform one of the following steps:

   - On the contact's card, tap the **Email** button to use the primary email address for this contact.

   - On the contact's card, tap and hold the **Email** button to display the contact's email addresses, and then tap the email address you want to use.

   The iPad displays a new email window.

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

Composing an email message from a history record

About this task

You can send an email message from a history record if the call is from someone who is in your contacts and the contact information includes an email address.

Procedure

1. Tap the **Call History** tab on the Top bar.

2. From the History fan, select the appropriate history card of the person to whom you want to send an email message.

3. Perform one of the following steps:

   - On the contact's card, tap the **Email** button to use the primary email address for this contact.

   - On the contact's card, tap and hold the **Email** button to display the contact's email addresses, and then tap the email address you want to use.

   The iPad displays a new email window.

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

Composing an email message to a participant on a call

About this task

You can send an email message to a call participant using Avaya Communicator for iOS if the email address of the participant is available.

★ **Note:**

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

You must have an email account configured on your iPad device in order to send an email message.

Procedure

1. In the spotlight of an active call, tap the Email button present below the spotlight.

   The iPad displays a new email window. The **To** address field is configured with the email address using the selected contact preferences under Settings > Contact Preferences > Email.

   ★ **Note:**

   If the call participant's contact information does not include an email address, the iPad prompts you to choose Cancel or Continue sending the email. If you want to continue, enter the participant's email address in the To: box of the email window that is displayed.

2. Compose and send the email message.

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

Procedure

1. On the main screen of Avaya Communicator for iOS, tap the **Email** button under the center spotlight.

   The iPad displays a new email window.

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

Chapter 12: Configuring settings

Configuring the server settings

About this task

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

Procedure

1. Tap the **Settings** ⚙ icon in the Avaya Communicator for iOS client.

   The iPad displays the **Settings** dialog box.

2. Tap **Accounts and Services**.

3. Tap **Auto-configure** and use one of the following options if you want to set automatic configuration to populate the Avaya Communicator for iOS client and access all services with the same user name and password:

   • Use my email address

   • Use a web address

4. Tap **Phone Services** and do the following:

   a. In **Phone Server Address**, enter your server address for making and receiving phone calls on the Avaya Communicator client.

   b. In **Phone Server Port**, enter your port number.

   c. In **Phone Service Domain**, enter your enterprise's SIP domain (for example, a domain could be example.com).

   d. Slide the **TLS** option to **On** or **Off**.

5. Tap **Enterprise Directory** and do the following:

   a. Set **Enterprise Directory** to **On**.

   b. In the **Directory Server Address** box, enter the address of the enterprise directory server. If your Avaya Communicator client is communicating with the Avaya SBC for Enterprise, enter the address of the SBC.

   c. In the **Use SSL** box, slide to **On** or **Off** to enable or disable SSL.

   d. In the **Search Root** box, enter the search root. An example is `ou=people, o=example.com.`

6. Tap **Done**.

You must log out for the settings changes to take effect.

Configuring dialing rules

About this task

To configure dialing rules to route your outgoing calls, perform the following:

Procedure

1. Tap **Dialing Rules**.

2. Set **Dialing Rules** to on, and then complete the fields as appropriate. See <u>Dialing Rules dialog box field descriptions</u> on page 69.

Dialing Rules dialog box field descriptions

Field Name	Description
Dialing Rules	The Avaya Communicator client applies the specified dialing rules to outgoing calls when set to **ON**.
Number to dial to access an outside line	Digits to dial to access an outside line.
Your country code	Your country code.
Your area/city code	Area code or the city code where your telephone server is located. You can enter multiple codes and separate them with commas. For example, if you enter code as 406 or 208, the Avaya Communicator client treats every call made to a region matching with either 406 or 208 as a local call.
PBX main prefix	Main prefix of your PBX.
Number to dial for long distance calls	Digits to dial to make a long distance call.
Number to dial for international calls	International country code for dialing an international telephone number.
Length of internal extensions	Number of digits that comprise an internal extension.

Table continues…

Field Name	Description
Length of national phone numbers	It is either: • number of digits to dial (including area/city code) for a call within your country. • supported telephone number lengths separated by a comma for countries with multiple telephone number lengths.
Remove area/city code for local calls	When set to **ON**, if the number you want to dial has the same area/city code specified in your dialing rules, the area/city code is not dialed. For example, if the number you want to call is 613-555-1234, the Avaya Communicator client dials 555-1234. When set to **OFF**, if the number you want to dial has the same area/city code specified in your dialing rules, the area/city code is dialed. For example, if the number you want to call is 613-555-1234, Avaya Communicator dials 613-555-1234.

Reporting a problem

Procedure

1. Tap

   The iPad displays the Settings dialog box.

2. Tap **Support**.

3. Tap **Report a Problem**.

   The system opens your default email client with the log report attached to it.

4. Add more description, if required.

5. Click **Send**.

Chapter 13: Enterprise Search debugging

Enterprise Contact Search can return errors. Note the description of these errors in the following table to rectify these errors.

Error message	Description
`Service is disabled. Verify Enterprise Directory settings.`	This is an LDAP error message. The service to the enterprise directory is disabled or not configured. Verify the Enterprise Directory settings or contact your system administrator.
`Search Error – Cannot connect to server`	This is an LDAP error message. Avaya Communicator is unable to connect to the LDAP server. Check the server settings or contact your administrator.
`Search Error – An error occurred, please try again later.`	This is an LDAP search error. Check the Enterprise Directory settings or contact your administrator.
`Search Error – Invalid Enterprise Directory username or password.`	This is an LDAP error that occurs if you enter an invalid user name or password. Enter a valid user name and password. If the error persists, contact your administrator.
`Search Error – Please check your search string`	This is an LDAP search error. The error occurs if the user enters a string that Avaya Communicator does not recognize.
`Search Error – Too many results, please refine your search`	This is an LDAP search error. The error occurs if the user enters a string that is not specific and generates more than 50 search results. Enter a more specific search string.
`LDAP search "unknown" text – No search result`	You enter a string that is unknown to the enterprise directory. The LDAP search gives no result. Enter a suitable string.

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Comments on this document? infodev@avaya.com