Avaya Flare® Communicator for Windows Release 1.0.1

Release Notes

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Document Overview

This release letter is intended to inform all the end users of Windows Flare® Communicator about features available in R 1.0.1, caveats and known issues.

About Avaya Flare® Communicator for Windows Release 1.0.1

Avaya Flare® Communicator is easy to install application on Windows machine and gain integrated access to communications modes—move among drag-and-drop voice, IM, email, call history, and more. Use the spotlight feature to keep primary collaboration tools front and center. Easily manage preferences and filters. Set up and use personal and enterprise contacts fanned across the screen. Presence capabilities make complete collaboration accessible from the office or home.

Avaya Flare® Communicator for Windows Release 1.0.1 – What's New

Avaya Flare® Communicator for Windows Release 1.0.1 focuses on supporting Localization. So, the only new content for Release 1.0.1 is Localization Support.

Avaya Flare® Communicator for Windows Release 1.0.1 – Supported Features

The Avaya Flare® Communicator on Windows provides following features:

- ▶ Configuration
    - – Service configuration
    - – Dialing rule
    - – Contact preference
- ▶ Login/logout
- ▶ Contact fan
    - – Local Outlook contacts
    - – Aura contacts
    - – Contact aggregation
    - – Index, scrolling
    - – Live contact filtering
- ▶ Make call/spotlight/drag and drop (Audio calls)
    - – Make call from contact card: primary/select a number
    - – Make call from spotlight channel button after drag and drop contact into spotlight
    - – Receive call
    - – Dial pad
    - – Make call from History and IM card

- ▸ Mid call control
    - – Mute/Unmute
    - – Hold/Resume
    - – DTMF
- ▸ Email/spotlight/drag and drop/carousel
    - – Drag drop/carousel animation
    - – Email from contact card/History card/IM card
    - – Email from channel button for one or more contacts
- ▸ Multiple Call sessions
    - – Allows concurrent multiple sessions (up to 3) through multiple spotlights
- ▸ Local call history
- ▸ Basic Call History Filtering based on Call types (Incoming, Outgoing, Missed and All)
- ▸ IM and Presence
- ▸ LDAP Search
    - – Flare user can now configure LDAP settings and search users listed in LDAP. For this to work, user should know the LDAP type, IP address of LDAP, LDAP user name and password, Search Root details

Getting Started

Review these notes prior to start installation of Avaya Flare® Communicator for Windows Release 1.0.1 software.

Software Distribution and Installation

The Avaya Flare® Communicator R 1.0.1 will be available through the Product Licensing and Delivery System (PLDS) of Avaya. Please download the setup file and follow the instructions specified in Implementation guide of Avaya Flare® Communicator for Windows Release 1.0.1.

Avaya Flare® Communicator for Windows Release 1.0.1 – Non Supported Features / Caveats / Known issues

Not Supported Features

Below mentioned functionalities are not supported in Avaya Flare® Communicator for Windows Release 1.0.1

1. Multi-SM configuration not supported in R 1.0.1.
2. SM Failover is not supported in R 1.0.1 (Flare will not crash on SM failover, but Presence will not be updated for PPM Contacts. Workaround is to Logoff Flare, Login again and reinitiate the call)
3. Release 1.0.1 does not support SRTP
4. Call Transfer is not supported in R 1.0.1
5. Video Calling is not supported in R 1.0.1

Caveats:

Sr. No.	Key	Summary	Workaround / Notes
1	NGUE-7093	Soft flare still CAN load contact list from MS Outlook, although User does not allow this action	Close your outlook and restart Flare. Once Flare is running, open outlook.
2	NGUE-8060	Mute/Unmute from headset is not reflected at Flare client.	This is not supported in R 1.0.1
3	NGUE-8119	Shared document of existing conference (conference1) is shared automatically on collaboration window of conference2 after open it	None
4	NGUE-6505	Once Moderator locks conference, the participants though already in this conference would not be able to join collaboration session	None

Interoperability issues:

Sr. No.	Key	Summary	Workaround / Notes
1	NGUE-10559	[one-XM Flare Inter-op] Call Logs at Flare and one-XM client for outgoing call made from one-XM iPhone client are not in sync	None
2	NGUE-10560	[one-XM Flare Inter-op]: For a particular station; if some other number/station is configured as "Also Ring" in 1XM, call answered at that "Also Ring" destination is logged into "Missed" calls list at Flare Client whereas, it is listed into Incoming call log at one-XM iPhone client	None
3	ONEXCES SERVER-7707 / ONEXMOBILE-334	[one-XM Flare Inter-op] Contact added in Flare client does not get added as a favorite in the one-XM client app on iPhone. The PPM Contacts will not be "in-sync" between Flare and one-XM	None
4	NGUE-8070 / NGUE-8781 / NGUE-11689	Telephony Presence and IM Presence is not displayed in Flare client for the PPM contact logged into Avaya Desktop Video Device. Also the Presence note/Status Message set by the user in Avaya Desktop Video Device is not published in Flare Client.	None

Known Issues:

Sr. No.	Key	Summary	Workaround / Notes
1	NGUE-8545	In the setup environments where you have Microsoft Office Communicator (MOC) and Flare integration, if user changes the presence status at Microsoft Office Communicator (MOC) as "Away" OR "Be Right Back", the same is not reflected correctly in Flare clients	This is third party (Microsoft) known issue for Flare. No workaround is available for this issue
2	NGUE-11375	IM channel presence of IM capable 96x1 phone is not displayed in Flare Clients; it is always displayed as offline	None
3	NGUE-11874	While user is on call/in conference and selects Sleep option at his Windows 7 machine, audio is available while Windows 7 machine is in sleep mode, but when user makes Windows 7 machine to wake up by selecting keys at keyboard and login; warning message as "Network connection unavailable" is displayed to the user	None
4	NGUE-11935	When user calls from Flare client to some number (H323 type) that is configured to forward incoming calls to different number, Call log entry for that call shows correct number of called contact but, incorrect contact name. Name of contact to whom call got forwarded is getting displayed.	None
5	NGUE-8568	After adding new user from LDAP search in Flare client, if user clicks IM icon on expanded contact card for newly added user in contacts fan, incorrect IM window opens up. The window opened has incorrect name displayed of some other user	None

6	NGUE-10625	With Presence details configured using Fully Qualified DNS Name; presence feature did not work (intermittent issue)	Specify IP address for presence server in Flare
7	NGUE-10493	When Silence Suppression option is set to ON on Communication Manager, whenever far end user who answered the call places it in Hold, user at Flare client using Avaya Headset DA55 hears Noise.	This is known Issue with Avaya Headset DA55
8	NGUE-10403	While Flare client and H323 Hard phone are on call and if user sends some DTMF from Flare client; the same cannot be heard at H323 hard phone	None
9	NGUE-9406	If user has some incorrect data mentioned in Settings > Enterprise Search configuration window and he attempts to perform enterprise search; there is no error message indicating user that the Enterprise Search configurations are incorrect	Verify LDAP IP address for correctness when Search results are not displayed. Check the "Active Directory GSS Bind" checkbox and try running search again
10	NGUE-8021	If a contact has Organization details configured in the LDAP it is not seen during the contact search from LDAP contacts	Remove Organization details configured for contacts in LDAP
11	NGUE-6968 / NGUE-6912	Flare crashes immediately after login or while user tries to restore minimized Flare client window from task bar	Install latest drivers for the installed / connected hardware and run Microsoft Update on windows machine to update all of windows components.
12	NGUE-9042	Volume on the flare and the volume on the system are not synced. (Visually)	None

Technical Support

Support for Avaya Flare® Communicator for Windows Release 1.0.1 is available through the normal Avaya escalation process. If you encounter trouble with Avaya Flare® Communicator:

1. Retry the action. Follow the instructions in written or online documentation carefully.
2. Check the documentation that came with your hardware for maintenance or hardware-related problems.
3. Note the sequence of events that led to the problem and the exact messages displayed. Have the Avaya documentation available.
4. If you continue to have a problem, submit a trouble ticket to Avaya using the Settings -> Support -> Report a problem option in Flare.

When you request technical support, provide the following information:

- Configuration settings
- Usage scenario, including all steps required to reproduce the issue
- Screenshots for the issue
- Copies of all logs related to the issue
- All other information that you gathered when you attempted to resolve the issue

License Information

Software Licenses document for Avaya Flare® Communicator on Windows - Release 1.0.1 is available in install directory of Avaya Flare® Communicator (File Name: SoftwareLicenses.pdf). User can refer to this document to understand Third Party terms for Avaya Flare® for Windows®.

Appendix A: SIP Endpoint Provisioning

Avaya Flare® Communicator supports a SIP endpoint only. H.323 endpoint is not supported. The extension shall be provisioned as SIP soft client.

Please refer to Administration Guide for Avaya Flare® Communicator for Windows for more details. Quick reference for the same is as below…

Admin shall ensure:

On SMGR:

- SMGR Template is provided (for example, DEFAULT_9640SIP_CM_6_0)
- 3PCC Enabled
- IP Softphone is enabled
- CM-ES is in the originating and terminating application sequence
- Set Type is set to SIP (for example, 9640SIP)
- Bridge Call Alerting should be set to "Y"
- Presence Buddy is turned on for PPM (required when presence feature is available)
- For the endpoint, conferencing profile should be configured on SMGR. This is required for using experience features

On CM:
- For the Communication Manager signaling group associated with Avaya Session Manager, set Initial IP-IP Direct Media to "Y"
- Set the value of "Trunk group to SM" in field "Proxy Set Rte Pat"; available in Locations on CM
- "Override ip-codec-set for SIP direct-media connections?" field on "change system-parameters ip-options" in CM should be set to "Y"
- "SIP Endpoint Managed Transfer?" field on "change system-parameters features" in CM should be set to "Y"

User should also make sure that latest drivers are installed for the connected hardware / graphics and run Microsoft Update on windows machine to update all of windows components.

Appendix B: Acronyms

1XC   Avaya One-X™ Communicator Client

1XM   Avaya One-X™ Mobile client

CM   Avaya Aura® Communication Manager

SM   Avaya Aura® Session Manager

SMGR   Avaya Aura® System Manager

PS   Avaya Aura® Presence Services

AAC   Avaya Aura® Conferencing

ADVD   Avaya Desktop Video Device