



Avaya Communicator for iPad Release 2.0

Beta Release Notes

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Avaya Communicator for iPad Release 2.0

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Document Overview

This release letter is intended to inform all the end users and system administrators of Avaya Communicator for iPad about features, caveats, and known issues in Release 2.0

Avaya Communicator for iPad - Release 2.0 – Beta Update Build - What's New?

Below are the new contents in Avaya Communicator for iPad - Release 2.0 - Beta Update Build

- FI-4726 – IM Button returns user to existing AMM P2P conversation instead of creating new P2P conversation
- FI-4771 – Improvements in visual notifications for updated AMM conversations
- FI-4729 – Ability to save the media shared in AMM conversation
- FI-4744 – When AC-iPad user has set his presence status as DND, notifications for incoming AMM conversation are suppressed but messages are delivered to the user
- FI-4770 – Specifying subject is no more mandatory for AMM conversations
- FI-4727 – Improvements in “add users” behavior in IM conversations
- FI-4728 – Enhancements in call mute off/on controls when using IM windows
- FI-4708 – Enhancement in response time to download contact photos from LDAP

Avaya Communicator for iPad - Release 2.0 – What's New?

Below are the major new contents in Avaya Communicator for iPad - Release 2.0

- In Release 2.0, the Avaya Flare® Experience product has been rebranded as Avaya Communicator
- Support for EC500 enable/disable, Extend Call activation, Send All Calls enable/disable feature buttons
- Support for Avaya Multi-Media Messaging (AMM)
- Support for joining the Avaya Scopia® conference with conference roster display and moderator control
- Support for Conference call history
- Mute and End button user interface changes
- Access to switch camera functionality
- Support for Bluetooth Device and Select audio interface during a call and change between them
- AAC Controls and Indication for Recording
- Private chat on AAC Conference
- Contact Presence displayed with Enterprise Search Result
- IM a Contact from Enterprise Search Results
- Presence label updates (Away and DND Presence Support)
- Calendar Presence
- Support for displaying Pictures from LDAP
- Supports up to 720p/360p @30fps Video
- Supports TMMBR only for receive

- Support for 3rd Party Server Certificates (For successful connectivity with Aura and LDAP servers, user need to install respective certificates on his iPad device. Please contact system administrator to get the required certificates)

For additional setup information, see Using Avaya Communicator for iPad

Product documentation

The following customer documentation has been issued on Avaya support site for Avaya Communicator for iPad in Release 2.0.

- Using Avaya Communicator for iPad: This document is intended for end users. It contains overview, installation, and feature usage information
- Administering Avaya Communicator for Android, iPad and Windows: This document is intended for system administrators. It provides server administration information for Avaya Communicator for iPad

Avaya Communicator for iPad - Release 2.0 – Supported Features

Avaya Communicator for iPad - Release 2.0 provides the following features:

- Support for EC500 enable/disable, Extend Call activation, Send All Calls enable/disable feature buttons
- Support for Avaya Multi-Media Messaging (AMM)
- Support for joining the Avaya Scopia® conference with conference roster display and moderator control
- Support for Conference call history
- Mute and End button user interface changes
- Access to switch camera functionality
- Support for Bluetooth Device and Select audio interface during a call and change between them
- AAC Controls and Indication for Recording
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- Contact Presence displayed with Enterprise Search Result
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- Support for displaying Pictures from LDAP
- Supports up to 720p/360p @30fps Video
- Supports TMMBR only for receive
- Support for 3rd Party Server Certificates (For successful connectivity with Aura and LDAP servers, user need to install respective certificates on his iPad device. Please contact system administrator to get the required certificates)

Below mentioned features from previous releases are also inherited in Avaya Communicator for iPad Release 2.0:

- Configuration
 - Service configuration
 - Dialing rules
 - Contact preference
- Login/logout
- Contact fan
 - Local iPad contacts
 - Aura contacts
 - Aggregated Contact
 - Remove/Delete Contacts
 - Index, scrolling
 - Live contact filtering
- Make call/spotlight/drag and drop
 - Make call (Audio or Video) from contact card: primary/select a number
 - Make call (Audio or Video) from spotlight channel button after drag and drop contact into spotlight
 - Receive call (Audio or Video)
 - Dial pad
 - Make call (Audio or Video) from History and IM card
- Mid call control
 - Mute/Unmute
 - Pause/Unpause
 - Hold/Resume
 - DTMF
- Escalate / De-escalate Point to Point audio call to Point to Point video call
- 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
- Initiate Multiparty chat
- Initiate Point-to-Point / Conference calls from Multiparty chat window
- LDAP Search
 - AC-iPad user can now configure LDAP settings and search users listed in LDAP. For this to work, user should know the IP address of LDAP, LDAP user name and password, Search Root details
- Call Quality Indicator
 - AC-iPad user will see a Yellow Bubble icon on Spotlight timer, if the quality of Audio Session is not appropriate. User can see the message by tapping just below Call Timer. This is in particular displayed when there is Packet Loss or Jitter introduced in between the call session
- Conference (Audio + Video)

- Adhoc Conference / Call Merging
 - Meet-me Conference
 - Moderator controls
 - Active talker
 - Carousel and Roster fan
 - Escalate / De-escalate user's session in conference from voice to video
 - Mid call controls in audio/video conference
 - Create Ad hoc video conference by merging Point-to-Point video calls
- Collaboration
 - Document sharing
 - Whiteboard sharing
 - Share previous document
 - Non owners starting collaboration (Delegate Moderator)
 - Escalate Point to Point video call to conference via Collaboration button
 - Combined container for Collaboration and Video Conferencing
 - Whiteboard edit mode with AC-iPad
- Login into AC-iPad using Single-Sign-On
- Service discovery via email or Web URL
- Consultative Call Transfer
- Basic parallel forking (MDA) support
- SRTP support for audio, video calls and conferences
- Support for Avaya Aura® Session Manager Failover. AC-iPad supports Alternate registration. So, during failover ongoing call will be retained. But, after call is ended; user will logout. User then needs to change Phone Server address in AC-iPad settings to secondary SM and login back
- Point-to-Point audio/video calls, audio/video Conferencing while logged-in using Avaya Session Border Controller for Enterprise (If user intends to login into AC-iPad using Avaya Session Border Controller for Enterprise, he/she needs to configure the Avaya Session Border Controller for Enterprise address or domain name for the Phone Server Address, Directory Server Address and Presence Server Address in AC-iPad Settings. The same domain names can be used for these settings when AC-iPad is inside the enterprise network and outside of the enterprise through Session Border Controllers, if the DNS servers can resolve the correct IP addresses from the same domain name in these two networks)

Getting Started

Review these release notes prior to starting installation of Avaya Communicator for iPad - Release 2.0 software. For additional setup information, see Using Avaya Communicator for iPad.

Supported iPad Hardware and Software Versions

- iPad2, iPad3, iPad4, iPad Mini (with and without retina display), iPad Air - Wi-Fi and 3G models are all supported
- iOS version 6.1.X, 7.0.X and 7.1.X are supported (AC-iPad is NOT supported on iOS 6.0.X)

Note:

- The quality of video observed during Video calls/Video conferences on Avaya Communicator for iPad when login using 3G+VPN networks depends on quality and bandwidth received on 3G network
- Video encoding/decoding capability in AC-iPad varies as per the iPad device

Software Distribution and Installation

The software distribution and software update will be done through the “App Store” mechanism. Please refer to User guide of “Avaya Communicator for iPad” for more details.

Avaya Communicator for iPad - Release 2.0 – Unsupported Features / Caveats / Known issues

Unsupported Features

Below mentioned functionalities are not recommended due to issues observed and defects being opened for the same.

1. Support for Avaya Aura® Session Manager Failover when client is registered via Avaya SBCE (If SM fail over is required through single Avaya SBCE, a second set of IP addresses are required. (Please refer SBCE Multi SM documentation for details) Registering through two different SBCE's to multiple SM's is not currently supported)
2. Call Transfer feature is unsupported if Aura version is below 6.2 FP2
3. Video is unsupported on Avaya Communicator for iPad with default settings if Aura version is below 6.2 FP2. This is caveat and is due to implementation of Video SRTP
4. Secure Video is unsupported if Aura version is below 6.2 FP3
5. Secure Video Conferencing is unsupported if Avaya Aura Conference Server version is below 7.2.2
6. Point-to-Point Video on Bridged Line Appearance is unsupported
7. Video conferencing on Bridged Line Appearance is unsupported
8. Video on Aura Communication Manager based conference is unsupported
9. Point-to-Point Video and Video conferencing scenarios when a call is answered on EC500 number and then Avaya Communicator for iPad bridges into the call
10. Video interop with Scopia iView 8.3 connected to Aura SM 6.2 FP4 through TLS SIP trunk has some issues (Refer to the Interoperability issues table for more details)
11. Transferring Video calls
12. Support for Do Not Disturb presence status is not supported for AMM conversations, user will not get notifications, but messages will get delivered to him
13. AC iPad hosted on PS for messaging not supported when AMM in the solution
14. File transfer from One-XC to AMM messaging clients (AC-iPad) is unsupported
15. Messaging on 96X1 clients from AMM messaging clients (AC-iPad) is unsupported
16. Presence ACL functionality is unsupported in AC-iPad
17. Blind Call Transfer
18. Enterprise search for LDAPs other than Active directory when logged in via Single Sign-On / Unified login
19. The below mentioned Collaboration features are not available in R2.0
 - a. Entire screen, portion of screen and application window options not available for sharing after clicking on Begin Sharing button on the collaboration window
 - b. Preview, Rename, Delete and Upload New options are not available on the library window

Caveats

Sr. No.	Key	Summary	Workaround / Notes
1	FI-211	Video window is displayed at video enabled participant end when added to the audio conference. This issue is observed only when the conference is enabled for video via CA and that video enabled participant is added to the conference	None
2	FI-3339	Transfer call failed between FP2 and FP3 setup if FP2 and FP3 SMs are not managed by single system manager	This is known limitation. If customer has multiple SMs, for transfer to work between stations of different SMs, those SMs need to be configured under single SMGR
3	FI-3516	AC-iPad does not support enterprise search for non-AD LDAPs when logged-in via non-AD LDAP user using SSO	None
4	FI-4320	No error message pop up on AC iPad when user is not provisioned for recording and try to start conference recording	None
5	FI-4390	Presence displayed in Enterprise search is not updated when far end changes presence status	Execute Search again
6	FI-4400	UI does not show the list of all Bluetooth headsets that are connected on to the iPad	None
7	NGUE-15249	SRTP option is not display on AC-iPad setting page for enable and disable the SRTP encryption setting	None
8	NGUE-9541	After ending the call which was on spotlight at the center, another spotlight at side does not move toward center automatically	Manually click other spotlight to move it in center position
9	SCAE-2346	If SIP Firewall is enabled on SM, AC-iPad client logged out automatically, while trying to de-escalate video from moderator	Disable SIP Firewall on SM
10	FI-4709	Auto configuration (Service Discovery) using email address fails if SRV (Service Location) record on DNS has IP address value configured in "Host offering this service"	Configure FQDN for "Host offering this service" in SRV (Service Location) on DNS
11	NA	"Microsoft OCS SIP" id should be mapped for the user under Communication Address section in SMGR to have interop working between AC-iPad and Microsoft office communicator / Microsoft Lync server	None

Interoperability issues

Sr. No.	Key	Summary	Workaround / Notes
1	FI-253	Presence of video icon does not update on contact for 1XC SIP user after 1XC SIP user logged out	None
2	SCAE-4607	Call logs are not updated on AC-iPad when perform callback from 1XM by Mobile	None
3	FI-269	On AC-iPad, Video window display as letter box type in Point-to-Point video call with Polycom HDX7000	None
4	FI-203	Unable to escalate P2P call between SF and Radvision endpoint (XT5000/XT1000/VC240) from audio to video when AC-iPad is registered as TLS	None
5	SCAE-5266 / WEBRTCENG INE-2661	Scopia conference over SRTP: AC-iPad user fails to resume video after pausing and unpausing	Configure Scopia iView 8.3 to connect to Aura SM 6.2 FP4 via TCP trunk
6	SCAE-5336	Scopia Video IVR conference: AC-iPad user is not able to escalate from audio to video conference via Video IVR	Configure Scopia iView 8.3 to connect to Aura SM 6.2 FP4 via TCP trunk
7	SCAE-5365 / SCAE-5514 / SCAE-5516	Scopia conference over SRTP: Audio is lost when AC - iPad does hold/unhold	Configure Scopia iView 8.3 to connect to Aura SM 6.2 FP4 via TCP trunk
8	SCAE-4139	Unable to escalate P2P call between SF and Radvision endpoint (XT5000/XT1000/VC240) from audio to video when Flare is registered as TCP	None
9	FI-4688	Flare client video window doesn't show participants name properly during multiparty conference call using XT5000 internal embedded MCU or more than 4 parties Scopia elite MCU conference call	None

Major Known Issues

Sr. No.	Key	Summary	Workaround
1	FI-281	When user tries to escalate the audio call with H323 endpoint that is not Video enabled message should be displayed to user indicating that far end is not video enabled	None
2	FI-3351	In active video + collaboration, if moderator loss and recovered Wi-Fi network; not able to clear the bridge appearance	End the call and reinitiate new call
3	FI-3614	When user logoff and re-login again, Multi-chat session is not resumed if there are no offline messages received	None
4	FI-4016	When MDA device AC-iPad client Bridges in to an AAC meet-me conference, the moderator control do not shift to the AC-iPad client until the other MDA client bridges into call once again	None
5	FI-4092	AC-iPad on FP3 not able to transfer call between two stations one in same FP3 and other station on FP2 setup	None
6	FI-4272	AAC moderator controls are lost when the moderator extends the call to EC500 endpoint and then disconnects from the AC-iPad and bridges back in.	None
7	FI-4360	Switching between different Wi-Fi networks is not seamless in AC-iPad, auto-login does not happen in time and sometimes AC-iPad logs-in but cannot make or receive calls/IMs	None
8	FI-4824	AC iPad-Error history screen is shown while upgrading from 1.2 SP1 to 2.0 release	None
9	FI-4825	After adding contact from Enterprise search, buddy presence disappears for that user. When switched to communicator contacts tab, presence is not displayed for that user (logout relogin starts showing buddy presence for that user)	None
10	SCAE-5110	In adhoc conference with participants logged-in via SBC, when started lecture mode; conference moderator get dropped after 16 minutes	None
11	SCAE-5377	If incoming call is answered by EC500 extension, AC-iPad presence does not update to 'Busy' with 'On a Call' dynamic note (bridge appearance displays on AC-iPad)	None
12	SCAE-5808	AC-iPad client re-login (Log out followed by login) failed after Primary SM failover behind SBC	None
13	WEBRTCENG INE-2331	If near-end caller puts his AC-iPad to background before far-end answers the call, one way voice path is observed	None

Appendix A: SIP Endpoint Provisioning

Avaya Communicator for iPad Release 2.0 supports a SIP endpoint only. H.323 endpoint is not supported. The extension shall be provisioned as a SIP soft client. For more information, please refer to Admin Guide.

Admins should ensure:

On SMGR:

- SMGR Template is provided (for example, DEFAULT_9641SIP_CM_6_2)
- IP Softphone is enabled
- IP Video Softphone is enabled
- CM-ES is in the originating and terminating application sequence
- Set Type is set to SIP (for example, 9641SIP)
- Bridge Call Alerting should be set to "Y"
- 8 call appearance required for scenarios related to Point-to-Point call merging
- 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
- "SIP Endpoint Managed Transfer?" field in "system-parameters features" in CM should be set to "Y"
- "Enforce SIPS URI for SRTP?" field on "change signaling-group" in CM should be set to "Y"
- To support the secure calls, "Initial INVITE with SDP for secure calls?" field in "system-parameters features" and "Media Encryption Over IP?" field in "system-parameters customer-options" should be set to "Y"
- If version of AAC server is prior of AAC 7.2 SP2, "Override ip-codec-set for SIP direct-media connections?" field on "change system-parameters ip-options" in CM should be set to "Y"

On AAC:

- Video should be enabled for AAC conference user at AAC provisioning client
- Deselect Encrypt RTCP parameter in Security -> SRTP settings of AAC. This is required to maintain SRTP on a conference call. When this parameter is selected, the SRTP call becomes an RTP call when the moderator adds participants into the conference.

Note:

If the AC-iPad client is communicating with the Avaya SBCE, you should provision DNS entries for the Avaya Aura® Session Manager, Presence Server, and Enterprise Search (LDAP) server that resolve to the internal service IP addresses for internal DNS clients and resolve to the Avaya SBCE IP address for external DNS clients. By doing this, no configuration change is required for users that use the client both inside and outside the corporate network.

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
ASBCE	Avaya Session Border Controller for Enterprise
