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“Toll Fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company’s behalf). Be aware that there can be a risk of Toll Fraud associated with your system and that, if Toll Fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Toll Fraud intervention
If you suspect that You are being victimized by Toll Fraud and You need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. For additional support telephone numbers, see the Avaya Support website: http://support.avaya.com or such successor site as designated by Avaya. Suspected security vulnerabilities with Avaya products should be reported to Avaya by sending mail to: securityalerts@avaya.com.
U.S. Federal Communications Commission (FCC) Compliance Statement

The changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment. To comply with the FCC RF exposure compliance requirements, this device and its antenna must not be co-located or operating to conjunction with any other antenna or transmitter. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interferences that may cause undesired operation.

Note:
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designated to provide reasonable protection against harmful interferences in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interferences to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Radiation Exposure Statement
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 8 in or 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Industry Canada (IC) Warning
This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d’Industrie Canada applicables aux appareils radio exempts de licence. L’exploitation est autorisée aux deux conditions suivantes:

1. L’appareil ne doit pas produire de brouillage, et
2. L’utilisateur de l’appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d’en compromettre le fonctionnement.

Under Industry Canada regulations, this Radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotope rayonnée équivalente ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

México
La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

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Chapter 1: Introduction

Purpose
This document describes how to use product features and capabilities.

Intended audience
This document is intended for people who want to learn how to use product features and capabilities.
The Avaya E159 IP Media Station

The Avaya IP Media Stations are VoIP SIP deskphones with which you can use your smart device on your enterprise telephony system. The media stations provide:

- A standalone SIP deskphone on your enterprise system
- Two functional line appearances that provide options to hold calls, make or receive second calls, transfer calls, and set up a three-way conference call
- A charging station for your smart device
- A Bluetooth-enabled speakerphone
- The capability to make and receive calls through a SIP line or through the smart device cellular network
- Gigabit Ethernet connectivity with an internal switch for connecting a computer through the media station

Bring Your Own Device (BYOD)

The media station supports the most popular iOS and Android smart devices that enterprise workers use. The media station facilitates enterprise-grade integration with the following telephony servers and related products:

- Avaya Aura® Release 6.2 FP3 and later
The media station app can route calls over the enterprise SIP network of the telephony server or over the wireless network of the cellular carrier. Whether the calls route over SIP or the wireless network, the media station speakerphone or wired handset provides unmatched audio quality.

### Bluetooth

You can connect your smart device to the media station using Bluetooth to provide a high-quality speakerphone when making calls on your device. You can also use Bluetooth for playing audio streams from your device. As with all Bluetooth devices, audio quality can vary based on the quality of the Bluetooth signal from the smart device.

**Important:**

You can pair many smart devices with a media station, but only one can be active at a time.

### Power to charge your smart devices

The media station uses Power over Ethernet (PoE) and an optional AC power adapter. The power adapter has four snap-in connectors that are compatible with sockets used in several countries and regions. With this power arrangement, you can charge your smart devices when you connect your devices to the media station. Smart devices charge more quickly when using the media station AC adapter than when using only PoE.

**Note:**

Some smart devices require more charging power than the media station provides. Your smart device might charge slower than when connected to the native AC power adapter of the device. If the device does not charge well enough when connected to the media station, you must charge the device using the native AC power adapter.

### Core telephony features

- Two functional line appearances
- Hold and resume
- Attended transfer
- Three-way conference
- Switch between two active calls
- Message waiting indicator and voice mail dial access button
- Mute and unmute the microphone on the media station base and handset
- Volume control

### Using Avaya softphone apps with the media station

Avaya supports a growing number of softphone applications for both iOS and Android platforms. Avaya Flare® Communicator for iPad Devices and Avaya Communicator for Android are examples of Avaya softphone apps.
If you are already a user of such an app, you can use this app with the media station in the following way:

• Create a Bluetooth pairing between the app and the media station.
• Connect your smart device over Bluetooth or USB to use the media station as an audio device.

Interactions with other Avaya apps
Avaya recommends that you only use one Avaya app at a time because of interactions between the apps.

The media station operates as a Bluetooth speakerphone for Avaya Flare® Communicator for iPad Devices, Avaya one-X® Communicator, and other Avaya mobile apps. The media station does not support native call control of those apps.

When the media station detects another logged on app, the media station logs out as an active registered station and functions as a Bluetooth speakerphone. You must manually register the media station. See the following scenario for this interaction:

1. You have an iPhone with the Avaya Media Station and Avaya one-X® Mobile apps installed.
2. You connect the device to the media station with the Avaya Media Station app and you sign on with extension 1234.
3. The Avaya one-X® Mobile app attempts to register with the same extension.
4. The media station signs out from extension 1234 and the Avaya Media Station app opens on the smart device.
5. You sign in again to extension 1234 using the Avaya Media Station app.

When you have Avaya EC500 administered on a smartphone that you register with the media station, Avaya recommends that you disable Avaya EC500. If you do not disable Avaya EC500, the following might occur:

• You receive a SIP call on the media station at the same time you receive a cellular network call on your smartphone.
• If you try to answer the SIP call by pressing the Call/Volume button or picking up the handset, you connect to the cellular network call.
• This interaction occurs because the default smartphone app of iOS and Android devices put focus on the cellular call. This means that you cannot answer the SIP call when you also enable Avaya EC500 on the smartphone.

Sharing the same extension on softphone apps and the media station (Avaya Aura® only)
If you log on to the same extension on both your softphone app and the media station app, you will see the following behavior:

• When your smart device disconnects from the media station, the two endpoints operate independently and have a Multiple Device Access (MDA) relationship between them.
• When you connect your smart device to the media station with USB or Bluetooth, the media station automatically logs out, or unregisters, the registered extension. The message Prevent Dual App on both the handset and media station app.
• When you disconnect the smart device from the media station, the media station automatically logs on, or registers, with the previously provisioned extension.
Product compatibility

The media station operates on the most popular Avaya telephony servers and supports a wide array of smart devices.

⚠️ Important:

Avaya does not support any other combinations of operating systems and smart devices. Check the media station support site regularly for updates to the product compatibility with new operating systems and smart devices.

Telephony servers and related products

The media station operates with the following telephony servers and related products:

- Avaya Aura® Release 6.2 FP3 and later
- Avaya IP Office Release 9.0.3 and Release 9.1
- Avaya Aura® Session Border Controller Release 6.0.x and later
- Avaya Session Border Controller for Enterprise Release 6.3 and later

Operating systems and smart devices

The media station supports the following operating systems and smart devices:

<table>
<thead>
<tr>
<th>Operating systems</th>
<th>Smart devices</th>
</tr>
</thead>
<tbody>
<tr>
<td>iOS Version 6.x.x</td>
<td>• iPhone 5s</td>
</tr>
<tr>
<td>iOS Version 7.x.x</td>
<td>• iPhone 5c</td>
</tr>
<tr>
<td>iOS Version 8.x.x</td>
<td>• iPhone 5</td>
</tr>
<tr>
<td></td>
<td>• iPhone 4s</td>
</tr>
<tr>
<td></td>
<td>• iPhone 4</td>
</tr>
<tr>
<td></td>
<td>• iPad 2 or later with or without Retina Display</td>
</tr>
<tr>
<td></td>
<td>• iPad Air</td>
</tr>
<tr>
<td></td>
<td>• iPad Mini</td>
</tr>
<tr>
<td>Android Version 4.1.x–4.3.x, aka Jelly Bean</td>
<td>• Samsung S3</td>
</tr>
<tr>
<td>Android Version 4.4.x, aka Kit Kat</td>
<td>• Samsung S4</td>
</tr>
<tr>
<td></td>
<td>• Samsung Note 3</td>
</tr>
<tr>
<td></td>
<td>• Samsung Tab 3</td>
</tr>
</tbody>
</table>

Languages

Using the International (iOS) and Language (Android) options on your smart device, the media station user interface supports the following languages:

- Simplified Chinese
- English
- French
Related resources

Related documentation

See the following related documents at http://support.avaya.com.

<table>
<thead>
<tr>
<th>Title</th>
<th>Use this document to:</th>
<th>Audience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overview</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avaya E159 and E169 IP Media Station Overview and Specification</td>
<td>Get an understanding of the product and the features available to users.</td>
<td>Purchasers, implementers, users</td>
</tr>
<tr>
<td>Implementing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Installing and Maintaining the Avaya E159 and E169 IP Media Station</td>
<td>Learn how to install, administer, and maintain the product.</td>
<td>Implementers, system administrators</td>
</tr>
<tr>
<td>Administering Avaya 9601/9608/9608G/9611G/9621G/9641G IP Deskphones SIP</td>
<td>Learn how to administer 9600-series deskphones, which is similar to how you administer the media stations.</td>
<td>Implementers, system administrators</td>
</tr>
<tr>
<td>Using</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Using the Avaya E159 IP Media Station</td>
<td>Learn how to install, use, and maintain the product.</td>
<td>Users</td>
</tr>
<tr>
<td>Avaya E159 IP Media Station Quick Reference</td>
<td>Learn how to install, use, and maintain the product.</td>
<td>Users</td>
</tr>
</tbody>
</table>

Finding documents on the Avaya Support website

About this task

Use this procedure to find product documentation on the Avaya Support website.

Procedure

1. Use a browser to navigate to the Avaya Support website at http://support.avaya.com/.
2. At the top of the screen, enter your username and password and click Login.
3. Click **Documents**.

4. In the **Enter Your Product Here** search box, type the product name and then select the product from the drop-down list.

5. If there is more than one release, select the appropriate release number from the **Choose Release** drop-down list.

6. Use the **Content Type** filter on the left to select the type of document you are looking for, or click **Select All** to see a list of all available documents.
   
   For example, if you are looking for user guides, select **User Guides** in the **Content Type** filter. Only documents in the selected category will appear in the list of documents.

7. Click **Enter**.

---

**Viewing Avaya Mentor videos**

Avaya Mentor videos provide technical content on how to install, configure, and troubleshoot Avaya products.

**About this task**

Videos are available on the Avaya Support website, listed under the video document type, and on the Avaya-run channel on YouTube.

**Procedure**

- To find videos on the Avaya Support website, go to [http://support.avaya.com](http://support.avaya.com) and perform one of the following actions:
  - In **Search**, type **Avaya Mentor Videos** to see a list of the available videos.
  - In **Search**, type the product name. On the Search Results page, select **Video** in the **Content Type** column on the left.

- To find the Avaya Mentor videos on YouTube, go to [www.youtube.com/AvayaMentor](http://www.youtube.com/AvayaMentor) and perform one of the following actions:
  - Enter a key word or key words in the Search Channel to search for a specific product or topic.
  - Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the website.

**Note:**

Videos are not available for all products.

---

**Support**
Go to the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

Related Links
Using the Avaya InSite Knowledge Base on page 13

Using the Avaya InSite Knowledge Base

The Avaya InSite Knowledge Base is a Web-based search engine that provides:

- Up-to-date troubleshooting procedures and technical tips
- Information about service packs
- Access to customer and technical documentation
- Information about training and certification programs
- Links to other pertinent information

If you are an authorized Avaya Partner or a current Avaya customer with a support contract, you can access the Knowledge Base at no extra cost. You must have a login account and a valid Sold-To number.

Use the Avaya InSite Knowledge Base to look up potential solutions to problems.

2. Log on to the Avaya website with a valid Avaya User ID and password.
   The Support page appears.
3. Enter the product in The InSite Knowledge Base text box.
4. Click the red arrow to obtain the Search Results.
5. Select relevant articles.

Related Links
Support on page 12

Safety guidelines

⚠️ Danger:

The E159 handset uses internal magnets to control going off-hook and on-hook. These magnets can attract small pieces of metal that might cause personal injury if rubbed across your hand or face while using the handset. Ensure that you keep small pieces of metal away from the handset.
Warning:
Use the proper AC adapter for your media station. The E169 AC adapter is 12 V and the E159 AC adapter is 5 V. If you use the wrong AC adapter, you will damage the media station.

- Do not open the base, handset, or charger.
- Ensure that no liquid comes into contact with the product.
- Do not expose the device to excessive smoke, dust, mechanical vibration, or shock.
- Use only the cables, adapters, and batteries supplied.
- Put the media station near an accessible electrical outlet.
- Do not expose the device to excessive heat, for example, in direct sunlight or near heating equipment.
Chapter 2: Hardware setup

Preparing the media station for installation

Procedure

1. Remove the parts from the shipping box. Confirm that you have all parts shown in the following table.

<table>
<thead>
<tr>
<th>Media station base</th>
<th><img src="image1.png" alt="Image" /></th>
</tr>
</thead>
<tbody>
<tr>
<td>Handset</td>
<td><img src="image2.png" alt="Image" /></td>
</tr>
<tr>
<td>Handset cord</td>
<td><img src="image3.png" alt="Image" /></td>
</tr>
<tr>
<td>5 V AC adapter and adapter plugs:</td>
<td><img src="image4.png" alt="Image" /></td>
</tr>
<tr>
<td>• Type A — USA, Canada, Mexico, and Japan</td>
<td></td>
</tr>
<tr>
<td>• Type C — Europe, South America, and Asia</td>
<td></td>
</tr>
<tr>
<td>• Type G — United Kingdom, Ireland, Malta, Malaysia, and Singapore</td>
<td></td>
</tr>
<tr>
<td>• Type I — Australia, New Zealand, China, and Argentina</td>
<td></td>
</tr>
</tbody>
</table>

**Warning:**

Use the proper AC adapter for your media station. The E169 AC adapter is 12 V and the E159 AC adapter is 5 V. If you use the wrong AC adapter, you will damage the media station.
Apple Lightning, Apple 30-pin, and generic micro USB cables (packaged with the docking cradles)

**Note:**
The Apple 30-pin cable is incompatible with Android devices. You must provide your own Android 30-pin cable.

E159 cable sleeves for the Apple Lightning, Apple 30-pin, and generic micro USB cables (packaged with the USB cables)

**Note:**
Some Android 30-pin cables might not fit in the cable sleeve. In this case, connect your cable to the back of the media station. Route the USB cable through the slot in the media station and set your smart device in the cradle. You can also set your smart device on your desk instead of setting it in the cradle.

Ethernet cable

2. Remove any transparent protective film or packing materials from the parts.

### Media station rear panel connectors and controls

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌐</td>
<td>AC Power Input</td>
<td>The connector where you connect the AC power adapter.</td>
</tr>
<tr>
<td>🌐</td>
<td>USB Connector (2)</td>
<td>The connectors where you connect USB devices.</td>
</tr>
<tr>
<td>🌐</td>
<td>Computer Ethernet Port</td>
<td>The Ethernet connector where you connect a computer.</td>
</tr>
<tr>
<td>🌐</td>
<td>Ethernet Port</td>
<td>The connector where you connect the media station to the network.</td>
</tr>
<tr>
<td>🌐</td>
<td>Handset</td>
<td>The connector where you connect the E159 handset.</td>
</tr>
</tbody>
</table>
Positioning the media station

Procedure

Put the media station near the network socket and AC power socket, if you require the AC power adapter.

For the best sound quality and microphone performance, avoid putting any objects within 8 inches or 20 centimeters of the media station. Comply with this requirement on all sides of the media station, especially the front of the media station.

Connecting the USB cable

Before you begin

Determine the USB cable that your smart device requires:

- Apple Lightning
- Apple 30-pin
- Generic micro USB

Note:

If none of the USB cables provided with the media station fit your smart device, you must use the USB cable that came with your smart device. You might not be able to use the cable sleeve or the docking cradle when you use another USB cable.

Procedure

1. If using a smart device that you plan to dock on the media station, insert the cable for your smart device in the matching cable sleeve.

2. Adjust the depth of the cable in the cable sleeve to best fit your smart device.
3. Slide the rear part of cradle to widen the space for the cable sleeve. Route the USB end of the cable through the slot, inserting the cable sleeve into the slot.

4. Plug the USB cable into the USB port on the rear of the media station.
Connecting the handset

Procedure

1. Plug one end of the handset cord into the handset.

2. Plug one other end of the handset cord into the RJ11 port under the base.
3. Route the handset cord through the slot on the side of the base.

---

**Connecting to your network**

**Before you begin**

Get a CAT 5 Ethernet cable long enough to reach your Ethernet socket.

**Procedure**

1. Plug one end of an Ethernet cable into the LAN connector at the back of the media station. Plug the other end into the Ethernet network socket.

2. Optional. Plug one end of an Ethernet cable into the computer connector at the back of the media station. Plug the other end into the Ethernet connector on your PC. This connection provides a convenient way to connect your computer to your network.
You can view network connectivity status using the app under **Avaya Media Station > Network**.

---

**Connecting to AC power**

**About this task**

This task is optional if you install the media station on a PoE network switch.

**Procedure**

1. Install the proper AC adapter plug type onto the AC adapter.
2. Plug the AC power adapter into the AC input connector on the rear of the media station and into a wall mount socket.
Connecting a smart device

Procedure

1. Route the USB, network, and AC power cables under the media station.

2. Dock the smart device on the media station. Adjust the cradle to hold your smart device securely.

If the media station app is installed on the smart device, the app opens when you dock the smart device. Otherwise, the smart device starts charging.
Chapter 3: Smart device and media station activation

Downloading the media station app

You must download and install the media station app to fully support SIP line functionality on the media station. Other telephony applications can only use the media station as a Bluetooth speakerphone and cannot use the SIP capabilities of the Avaya telephony server.

To learn more about the app, go to the following websites:

- Apple App Store
- Google Play Store

Procedure

1. From your smart device, navigate to the Apple App Store or the Google Play Store.
2. Search for *avaya*.
3. Select the *Avaya Media Station* app.
4. Tap FREE.
   - The icon changes to INSTALL.
5. Tap INSTALL.
   - The media station app downloads and installs on your smart device.

Connecting smart devices with Bluetooth pairing

About this task

You must pair the smart device with the media station to create a logical connection with the media station app and the media station. If you do not make a logical pairing using Bluetooth, you must physically connect the smart device to the media station with a USB cable. See Connecting the media station to a smart device as a USB accessory on page 24 for more information.

Connecting a smart device to the media station with Bluetooth is a one-time procedure. After pairing the first time, future connections happen automatically until you permanently remove the connection.
When you enable Bluetooth on the smart device, a connection occurs when the smart device is within range of the media station.

⚠️ Important:

You can connect only one device at a time using Bluetooth.

Before you begin

Download and install the media station app as described in Downloading the media station app on page 23.

Procedure

1. For an iOS device, perform the following steps:
   a. Enable Bluetooth on your smart device.
   b. Connect your device to the media station using either the dock on top of the media station or a USB cable.

      The media station beeps, plays the message “Pairing mode: connecting your device,” and the media station app opens. You hear a beep and the Bluetooth icon on the smart device shows an active connection.

2. On an Android device, perform the following steps:
   a. Put the media station into pairing mode by pressing and holding the Call/Volume button on the media station until you hear a single click.

      After you release the button, the media station plays the message “Pairing mode: waiting for connection.”

   b. Enable Bluetooth on your smart device.

      The smart device starts searching for the media station.

   c. When the smart device detects and displays the media station, tap the media station displayed on the smart device to initiate the pairing.

      You hear a beep and the Bluetooth icon on the smart device shows an active connection.

Connecting the media station to a smart device as a USB accessory

About this task

Connecting the media station to a smart device as a USB accessory is a one-time procedure. On Android devices, you must administer options on the smart device to remember the media station. After connecting the first time, future connections happen automatically until you permanently remove the connection.
If you do not also pair the smart device using Bluetooth, you might lose the connection when you unplug the smart device from the media station.

⚠️ Important:
You can connect only one device at a time using USB.

Before you begin
Download and install the media station app as described in Downloading the media station app on page 23.

Procedure
1. On an iOS device, connect your device to the media station using either the dock on top of the media station or a USB cable.
   The media station app opens.
2. On an Android device, perform the following steps:
   a. Connect your device to the media station using either the dock on top of the media station or a USB cable.
      The smart device displays a dialog box asking if you want to remember the media station as a USB accessory.
   b. Tap the check box to remember the media station and tap OK.
      The smart device displays a dialog box asking if you want to open the media station app when connected to the media station.
   c. Tap the check box to always open the media station app and tap OK.
      The media station app opens.

Registering the media station app and signing in the first time
To make the app work with the media station, you must enter your credentials in the app to register with the media station. After you sign in the first time, subsequent use of the app only requires that you pair the device using Bluetooth. If you manually sign out from the app, you must manually sign in the next time you register the app with the media station.

Procedure
1. Open the media station app.
2. Tap Settings > Account Setup > Add SIP Account.
3. Enter the following user credentials as provided to you by your system administrator:
   • Username
   • Password
4. After entering the user credentials, tap **Sign In**.

   The smart device displays the Settings screen.

5. Tap the smart device **Home** button.

   If sign in is successful, the app displays a green check mark. On some devices, the app also displays your telephone number and the status message **Available**. For devices that only show a green check mark, you can tap the check mark to display the account telephone number.

   **Important:**

   Before you make calls using the media station, ensure that the media station app is registered with the telephony server. The green check mark indicates that the media station app is registered.

### Media station registration

When you sign in with the media station app, the media station remains logged on until one of the following happens:

- You sign out of the media station app and the media station unregistration timer expires, if administered.

   **Important:**

   Even if you sign out of the media station app, the media station continues to ring on incoming mobile cellular calls. The media station is also the default Bluetooth audio device for the smart device if the Bluetooth connection is active.

- Another Avaya app on the same smart device registers using the same extension.

- You turn off the media station.

When the system administrator does not administer automatic unregistration, the media station remains logged on even under the following conditions:

- The smart device is no longer docked with the media station.

- You turn off the smart device.

- The smart device is not within Bluetooth range of the media station.

When the system administrator does administer automatic unregistration, you can temporarily sign out and disconnect the app from your media station. The smart device saves your options and you can sign back in at anytime.
Important:
When you sign out of the app, you cannot dial any calls using the media station. To make a call to an emergency number such as 911, you must press the Call/Volume button on the media station. Pressing the button automatically dials the number administered with the PHNEMERGNUM option in the settings file. You can also make emergency calls using the cellular service on your smartphone.

Important:
Avaya IP Office does not support the PHNEMERGNUM option and the emergency calling feature.

Adding or changing the voice mail telephone number

About this task
The Voice Mail button on the media station only works when the media station is registered.

Before you begin
Ask your system administrator whether you must administer this option.

Procedure
1. From the media station app, tap Settings > Account Setup.
2. Tap the account name.
3. Turn on Advanced Parameters.
4. Tap Voice Mail.
5. Enter the telephone number of the voice mail system.
6. Tap Save.
Chapter 4: Navigation

Displays

Display panel operation

The media station display panel supports two lines of information. The information changes depending on the activity on the media station.

When idle, the display shows the following information:

- A count of missed incoming calls.
- The current time. The clock display shows a 12-hour clock or a 24-hour clock depending on the smart device region setting. The media station synchronizes the clock time from the connected smart device. If a smart device is not connected, the display defaults to a 12-hour clock.
- Bluetooth connection icon (if active).

When you press the Call/Volume button, the display shows your most recent call, including the number of the call, the time it occurred, and whether it was incoming or outgoing. You can then use the Call/Volume button to scroll through your most recent calls.

When you make or receive a call, the display shows:

- Whether the call is incoming or outgoing.
- The dialed or originating number of the call, if available. If the originating caller has calling party number blocking, the display shows Anonymous. If the dialed or originating number is internal to the telephony server, the display alternates between the person's name and number. If the name is too long for the display, the name may be truncated.
- A call timer.
When you are handling more than one call, the display shows:

- Incoming second calls.

- Call put on hold after making or answering a second call.

- Conference call.

**Note:**

The call timer is not visible on the display panel during a conference call. You can view the call timer on the media station app.

- Conference call with options to split the conference call.

- Function soft keys that are controlled by digits on the keypad.

After ending a call, the handset displays the media station telephone number.

---

**Caller ID support**

The media station app supports Caller ID in the following ways:

- Calls within the telephony server network display the name and the telephone number if administered within the server.
- Calls outside the telephony server network display the telephone number unless the caller has a private telephone number.
- Calls outside the telephony server network display the name and the telephone number only if the telephone number is a contact in the smart device.
Icons

Media station app control button descriptions

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🌟</td>
<td>Favorites</td>
<td>Displays your favorite contacts.</td>
</tr>
<tr>
<td>🏡</td>
<td>Home (iOS)</td>
<td>Displays your three most recent calls.</td>
</tr>
<tr>
<td></td>
<td>Recent calls (Android)</td>
<td></td>
</tr>
<tr>
<td>⌚️</td>
<td>Call history</td>
<td>Displays your full call history.</td>
</tr>
<tr>
<td>📚</td>
<td>Contacts</td>
<td>Displays your contacts.</td>
</tr>
<tr>
<td>🎮</td>
<td>Keypad</td>
<td>Displays the app keypad.</td>
</tr>
</tbody>
</table>

Media station control button descriptions

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mute</td>
<td>Mute and unmute the media station speakerphone or handset microphone. The icon lights when you mute the call. Erases the last digit of a dialed string before sending the digits. Silence the media station ringer on an incoming call</td>
</tr>
<tr>
<td>Call/Volume</td>
<td>Answer calls End calls Step through your 15 most recent calls Make calls from your recent calls list Adjust volume</td>
</tr>
<tr>
<td>Name</td>
<td>Description</td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
</tr>
<tr>
<td></td>
<td>Move the call audio to the media station speakerphone from the handset</td>
</tr>
<tr>
<td></td>
<td>Pair Bluetooth devices</td>
</tr>
</tbody>
</table>

**Voice Mail**

Dial the administered Avaya telephony system voice mail telephone number. The icon lights to indicate that you have new messages.

**Note:**
The LED turns off when you go off-hook.

The following keypad digits control feature menus you can use while on active calls or when calls are ringing at the media station. The feature menus are shown on the media station display after you press the **Voice Mail** button. When you open the menu, use the keypad digits shown to access many functions.

<table>
<thead>
<tr>
<th>Keypad Digit Corresponding to Soft Key on Display</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Access call list</td>
</tr>
<tr>
<td></td>
<td>Hold active call</td>
</tr>
<tr>
<td></td>
<td>Take held call off hold</td>
</tr>
<tr>
<td></td>
<td>Hold active call and accept second call</td>
</tr>
<tr>
<td></td>
<td>Swap calls</td>
</tr>
<tr>
<td></td>
<td>Silence the media station ringer on an incoming call</td>
</tr>
<tr>
<td>3</td>
<td>Cancel current operation</td>
</tr>
<tr>
<td></td>
<td>End active call</td>
</tr>
<tr>
<td></td>
<td>Decline incoming call</td>
</tr>
<tr>
<td></td>
<td>Merge calls</td>
</tr>
<tr>
<td>4</td>
<td>End current call and accept second call</td>
</tr>
<tr>
<td></td>
<td>End active call when on two active calls</td>
</tr>
<tr>
<td>6</td>
<td>End all calls</td>
</tr>
</tbody>
</table>
Chapter 5: Operation

Calls

Making a call

About this task

There are several ways to make a call. This section describes those variations on making a call.

**Note:**

You cannot use the octothorpe (#) character as part of the dial string using the dialpad or in a stored number. The octothorpe character does not signify the end of the dial string to initiate the call.

Procedure

1. Making a call — Variation One.
   a. In the media station app, enter a telephone number on the app dialpad.
   b. Tap **Call**.

      The media station makes the call over your SIP line in speakerphone mode. You can move the call to the handset by picking up the handset.

2. Making a call — Variation Two.
   a. In the media station app, enter a telephone number on the app dialpad.
   b. Press and hold **Call**.

      A dialog box displays where you can select **Call** or **Call using Cellular** to make the call. The **Call** option makes the call over your SIP line. The **Call using Cellular** option makes the call over your wireless carrier’s mobile service.

      **Note:**

      When using a smart device that does not have cellular service, the media station makes the call over your SIP line.

   c. Tap the call option that you want to use.

      The media station makes the call in speakerphone mode. You can move the call to the handset by picking up the handset.
   a. In the media station app, tap the **Recent Calls** icon and scroll to a number from the list of recent calls.
   b. Press and hold the number that you want to call.
      The system displays a dialog box where you can select **Call** or **Call using Cellular** to make the call. The **Call** option makes the call over your SIP line. The **Call using Cellular** option makes the call over your wireless carrier’s mobile service.
      
      ![Note]
      When using a smart device that does not have cellular service, the media station makes the call over your SIP line.
   c. Tap the call option that you want to use.
      The media station makes the call in speakerphone mode. You can move the call to the handset by picking up the handset.

4. Making a call — Variation Four.
   a. In the media station app, tap the **Contacts** icon and select a person from the contacts list.
   b. Tap the number that you want to call.
      The system displays a dialog box where you can select **Call** or **Call using Cellular** to make the call. The **Call** option makes the call over your SIP line. The **Call using Cellular** option makes the call over your wireless carrier’s mobile service.
      
      ![Note]
      When using **Contacts** on an iOS smartphone, if you tap the telephone icon instead of the number, the smartphone makes the call over your wireless carrier’s mobile service.
      
      ![Note]
      When using a smart device that does not have cellular service, the media station makes the call over your SIP line.
   c. Tap the call option that you want to use.
      The media station makes the call in speakerphone mode. You can move the call to the handset by picking up the handset.

5. Making a call — Variation Five.
   a. Lift up the handset.
   b. Dial the number that you want to call.
      The media station makes the call after 3 seconds in handset mode. To move a call from the handset to the speakerphone, you must press the **Call/Volume** button *before* you return the handset to the handset cradle.
   a. Dial the number on the keypad that you want to call.
   b. Press the Call/Volume button. If you do not press the Call/Volume button, the media station makes the call after 3 seconds.

   The media station makes the call in speakerphone mode. You can move the call to the handset by picking up the handset.

---

**Answering a call**

**Procedure**

To answer a call, perform one of the following actions:

- Press the answer button on your smartphone. You hear the call on the speakerphone.
- Tap Answer on the media station app. You hear the call on the speakerphone.
- Press the Call/Volume button on the media station. You hear the call on the speakerphone.
- Pick up the media station handset.

⚠️ Important:

The media station does not identify whether the call came from the Avaya telephony system or the smart device cellular network. Normal carrier charges apply when receiving a call from your cellular network.

---

**Ending a call**

**Procedure**

Perform one of the following actions:

- Press the hang up button on the smart device.
- In handset mode, replace the handset on the handset cradle.
- In speakerphone mode, press the Call/Volume button.
- Press the Voice Mail button followed by keypad digit 3.

---

**Making a second call**

**Procedure**

1. While on an active call, tap add call on the media station app.
2. Perform one of the following actions:

- Tap the dialpad icon to dial the number. After entering the number, tap Call.
- Tap Recent Calls to select the number that you want to call.
- Tap Contacts or Favorites to select the person whom you want to call.

☆ Note:
When using Contacts on an iOS smartphone, if you tap the telephone icon instead of the number, the smartphone makes the call over your wireless carrier’s mobile service.

☆ Note:
If you want to call the voice mail system, you cannot use the Voice Mail control button on the media station. You must manually dial the telephone number of the voice mail system.

☆ Note:
You cannot use the media station keypad to dial a second call. You must use the media station app to dial a second call.

☆ Note:
If you decide to not make the call, tap Touch to return to call or Cancel to return to the original call.

The app makes a call to the number you selected or dialed.

3. After connecting with the second caller, you can perform any of the following actions:

- From the media station app, tap swap to swap between your two calls. While switching between calls, you can drop the active call by tapping End.
- From the media station app, tap merge to create a conference call.
- From the media station base, do any of the following using the Voice Mail button and the keypad digits:

```
[1] [3] [4] [6]
```
- Press Voice Mail > 1 to swap between each call.
- Press Voice Mail > 3 to merge the calls.
- Press Voice Mail > 4 to end the active call.
- Press Voice Mail > 6 to end all calls.
Answering a second call

About this task
When answering an incoming call while already active on a call, you have three options:

• You can answer the new call and put the current call on hold.
• You can answer the new call and disconnect the current call.
• You can ignore the new call.

Procedure

1. When answering an incoming call while already active on a call, the following occurs:
   • If the media station app is open, you see three options:
     - Hold call + Answer
     - Ignore
     - End Call + Answer
   • The media station display shows the incoming second call.

2. Perform one of the following actions:
   • Press the Call/Volume button on the media station. You hear the new call on the speakerphone or handset. The current call is put on hold.
   • Tap Hold Call + Answer on the media station app. You hear the new call on the speakerphone or handset. The current call is put on hold.
   • Tap Ignore on the media station app. The call is declined and you remain on your active call.
   • Tap End Call + Answer on the media station app. You hear the new call on the speakerphone or handset. The current call is disconnected.
   • From the media station base, perform any of the following actions using the Voice Mail button and the keypad digits:

     - Press Voice Mail > 1 to hold the current call and answer the new call.
     - Press Voice Mail > 3 to end the current call and answer the new call.
     - Press Voice Mail > 6 to decline the new call.

3. When you finish with the second call, perform one of the following actions:
   • Tap End on the media station app to end the call.
     If you put the original call on hold, you are reconnected to the call.
Transferring a call

About this task
You cannot use the keypad to dial the second number for a conference call.

Procedure
1. While on an active call, tap transfer on the media station app.
   The app puts the active call on hold.
2. Perform one of the following actions:
   • Tap the dialpad icon to dial the number.
   • Tap Recent Calls to select the number that you want to call.
   • Tap Contacts or Favorites to select the person whom you want to call.

   ★ Note:
   When using Contacts on an iOS smartphone, if you tap the telephone icon instead of the number, the smartphone makes the call over your wireless carrier's mobile service.

   ★ Note:
   If you decide to not make the call, tap Touch to return to call or Cancel to return to the original call.
   The app makes a call to the number you selected or dialed.
3. When the called party answers, tap transfer a second time.
   The first call transfers to the called number and the app returns to the idle mode.

Creating a conference call

About this task
You can create a conference call between two SIP calls, but you cannot merge a SIP call with a mobile call.

You cannot use the keypad to dial the second number for a conference call.

When the user who initiated the conference call ends the call, the other two parties are dropped from the call.

Procedure
Perform one of the following procedures:
• While on an active call, tap add call on the media station app. Make a second call using the app dialpad, call history, or Contacts. While the second call is ringing, or after the person answers, tap merge on the media station app.
• While on two separate calls, tap **merge** on the media station app.
• While on two separate calls, tap **Voice Mail > 3** on the media station keypad.

The calls merge into a conference call.

**Note:**

The call timer is not visible on the display panel during a conference call. You can view the call timer on the media station app.

---

### Splitting a conference call

**Procedure**

1. While on a conference call on an iOS device, perform the following steps:
   a. Tap the blue arrow to the right of **Conference** in the menu.
      The app displays the two active calls.
   b. Tap **Private** on the active call that you want to break out of the conference.
      The app puts the other call on hold.
   c. You can tap **End** to disconnect from the call, **merge** to recreate the conference call, or **swap** to connect to the other party.

2. While on a conference call on an Android device, perform the following steps:
   a. Tap the active call that you want to break out of the conference.
      The app displays **Private** and **End**.
   b. Tap **Private** to connect to the call with whom you want to converse privately.
      The app puts the other call on hold.
   c. You can tap **End** to disconnect from the call, **merge** to recreate the conference call, or **swap** to connect to the other party.

3. While on a conference call using the media station keypad, perform the following actions:
   a. Press **Voice Mail > 1**.
The conference call splits and you are connected to one of the parties. The display flashes the **Pause** icon to show which party is on hold.

b. You can swap between the two calls by pressing **Voice Mail > 1**, or press **Voice Mail > 3** to recreate the conference call.

---

**Switching between two calls**

**Procedure**

To move between two calls, perform one of the following actions:

- Tap **swap** on the app.
- Press **Voice Mail > 1** on the media station keypad.

The active call is put on hold and you are connected to the other call.

**Important:**

You cannot swap between a SIP call and a cellular network call.

---

**Calling the voice mail system**

**About this task**

The **Voice Mail** button on the media station only works when the media station is registered.

The media station deactivates the **Voice Mail** button when you are active on a call or have a call on hold. Disabling the button is done to prevent accidental dialing of your voice mail system while on a call.

**Procedure**

Perform one of the following actions:

- Tap the **Voice Mail** control button on top of the media station.
- Manually dial the voice mail system telephone number from media station dialpad.

The media station calls the voice mail system.
Contacts

Displaying and calling a contact

Procedure

1. In the media station app, tap the **Contacts** icon.
2. Browse through the contacts to find the person that you want to call.
3. Tap the name of the person that you want to call.
   The app displays the profile of the contact.
4. Make the call by tapping the number that you want to call. One contact might have several numbers.

   **Note:**
   When using **Contacts** on an iOS smartphone, if you tap the telephone icon instead of the number, the smartphone makes the call over your wireless carrier’s mobile service.

Accessing contacts during a call

Procedure

1. While on an active call, tap **Menu** to display the call control screen.
2. Tap **Contacts**.
   The app displays your contacts.
3. To return to the Call Control screen, perform one of the following actions:
   • On an iOS device, tap **Touch to return to call**.
   • On an Android device, tap the Avaya media station logo.
   The app displays the Call Control screen.

Adding a contact to Favorites

About this task
This feature works only with iPad devices.

Procedure
1. Open the media station app.
2. Tap **Contacts**.
3. Drag a contact to the left.
   A blue star displays to the left of the Favorites icon.
4. Drag the contact up to the blue star.
5. If the contact has more than one telephone number, pick a number from the display.
   The app adds the contact to your favorites.

---

**Call history**

**Displaying recent calls**

**About this task**

All smart devices display a list of recent calls. On iOS devices, you can also move between all recent calls and missed calls. On Android devices, the list of recent calls include both SIP calls and cellular network calls.

Some smart devices also display a list of the three most recent calls. See the following description about which devices display the three most recent calls:

- Android devices: All Android devices display the three most recent calls in the Home menu of the media station app.
- iPhones: The Home menu of the media station app can display the three most recent calls on iPhones. You must enable the Recent Calls option in Settings > Application > Recent calls.
- iPads: You cannot administer an iPad to show the three most recent calls.

The media station also displays your 25 most recent calls.

**Procedure**

1. Open the media station app.
2. Perform one of the following actions:
   - Tap Home to display the three most recent calls.
   - Tap Recent calls to display the full list of recent calls.
3. On an iOS device, tap All or Missed to move between all recent calls and missed calls.
4. On the media station, press the Call/Volume button and turn the Call/Volume button to step through your most recent calls.

   The display shows your most recent call.
Making a call from the Recent Calls list

**Procedure**

1. Display the list of your recent calls as described in Displaying recent calls on page 41.
2. Perform one of the following actions:
   - On an iOS device, tap the recent call entry that you want to call.
   - On an Android device, from the most recent calls list, tap the recent call entry that you want to call.
   - On an Android device, from the list of recent calls, perform one of the following actions:
     - Tap the handset icon on the call entry that you want to call.
     - Press and hold the call entry that you want to call. Choose Call to make the call over your SIP network or choose Call using Cellular to make the call over the cellular network of the smartphone.
   - On the media station, when the display shows the number you want to call, press the Call/Volume button.

   The call is made to the displayed number.

Deleting call history

**About this task**

Deleting entries in your recent calls works differently on different smart devices. On some devices, you can delete all recent calls. On other devices, you can only delete recent calls one at a time.

**Procedure**

1. Display the list of recent calls on the media station or display a recent call using the Call/Volume button.
2. Perform one of the following actions:
   - Sweep the recent call to the left and tap Delete to delete the entry.
   - Tap the Delete icon that displays to the left of the Settings icon. Tap Delete to delete all your recent call entries.
   - Press the Voice Mail button followed by digit 3 on the keypad to delete the selected entry.
Changing the media station ring tone and other sounds

**Procedure**

1. From the media station app, select **Settings > Sounds**.
2. Set any of the following sound controls on the media station:
   - Ringtone
   - Ring volume
   - Alerts volume
   - Music volume
   - Hearing aid mode

Adjusting the volume while on a call

**Procedure**

When the media station is ringing or when you are on a call, turn the **Call/Volume** button to regulate the volume. The volume control icon shows the relative volume of the call. On an iOS device, the volume control also has a VU Meter function that represents speech activity levels on the call.

**Note:**

You cannot control the volume of a call using the volume control of your smart device.

Muting and unmuting the microphone

**About this task**

The mute function works only on active calls. If you have muted the microphone and you start a call transfer, the active call becomes unmuted during the transfer operation.

**Procedure**

1. To mute the microphone on an active call, perform one of the following actions:
   - Press **Mute** on the media station.
   - Tap **mute** on the Call Control screen.
     
     A blue LED lights up the **Mute** button.

2. To unmute the microphone on an active call, perform one of the following actions:
   - Press **Mute** on the media station.
• Tap mute on the Call Control screen.
  The blue LED turns off when the microphone is active.

### Listening to music from the smart device

**Procedure**

1. Tap the **Home** button on the smart device.
2. Select a music source from your device.

   A source can be a music player on the device or a streaming app. When you make a call or a call comes into the media station, the app mutes or pauses the music.

### Control of the audio stream

**Important:**

Audio streams for SIP calls only route through the media station, not the smartphone. Audio streams for mobile calls can route through the media station or the smartphone. The media station does not support any audio playback or audio streams from the smart device during an active call.

Review the following sections to understand how audio stream control works.

**SIP calls**

You can only hear the audio for calls made to or answered from the telephony server on the media station handset or speakerphone. If you make or answer a SIP call on a smartphone using the media station app, you cannot hear the audio on the smartphone. You can only hear the audio on the media station.

Scenario: You register your smartphone with the media station. You go to a conference room that is within Bluetooth range of the media station. You receive a call originating on the SIP telephony server. The media station app alerts you to the call on your smartphone. If you try to answer the call from the smartphone, you cannot converse with the caller because the media station connected to the telephony server controls the audio stream. You must return to your office to continue the call.

This scenario is also true when making a call using the media station app on a smartphone.

**Cellular calls**

You hear the audio for calls made to or answered from a cellular network on the smartphone or on the media station handset or speakerphone when you pair the smartphone with the media station. If you make or answer a mobile call on a smartphone, you can choose to hear the audio stream on the smartphone or the media station handset or speakerphone.

Scenario: You register your smartphone with the media station. You go to a conference room that is outside the Bluetooth range of the media station. You receive a call originating from the cellular network. If you answer the call from the smartphone, you can converse with other person because the cellular network controls the audio stream. You might need to manually change the audio source.
on your smart device to receive the call. You can also return to your office before you answer the call and receive the call on your media station handset or speakerphone.

**Important:**

When you make or answer a call on a cellular network, you cannot manually transfer the audio to the media station handset or speakerphone. However, if you are on a cellular call and you become within Bluetooth range of the media station, the audio automatically transfers from your smartphone to the media station.

---

### Transferring the audio output between the media station and a smart device

While listening to music, on a call, or watching a video, you can transfer audio from the media station to your smart device or from your smart device to the media station.

**Important:**

You cannot transfer the audio output of SIP calls.

**About this task**

You can transfer audio signals between an app running on a smart device to the media station when connected with a USB cable or when paired using a Bluetooth connection.

**Note:**

You cannot transfer audio control to the smart device while connected using the USB cable or when docked on the media station.

**Procedure**

1. To transfer audio from the media station speakers to your smart device, perform one of the following actions:
   - On an iOS device connected only by a USB cable, disconnect the cable.
   - On an iOS device connected only by Bluetooth, swipe up from the bottom of the screen to display Control Center. Tap the media station link for AirPlay and select the smart device. The AirPlay control sometimes displays on streaming audio or video apps, so you might need to control the transfer from the app.
   - On an Android device connected only by Bluetooth, open **Settings > Bluetooth**, and tap the **Settings** for the media station. Cancel the **Media audio** option selection and tap **OK**.
   - On an Android device connected by Bluetooth and a USB cable, open **Settings > Bluetooth**, and turn off Bluetooth.

   The audio transfers from the media station to the smart device.

**Note:**

Some audio and video apps pause the stream when you change the audio control output. If this happens, tap **Play** in the audio or video app.
2. To transfer audio from your smart device to the media station, perform one of the following actions:

- On an iOS device connected only by a USB cable, reconnect the cable.
- On an iOS device connected only by Bluetooth, swipe up from the bottom of the screen to display Control Center. Tap the media station link for AirPlay and select the media station. The AirPlay control sometimes displays on streaming audio or video apps, so you might need to control the transfer from the app.
- On an Android device connected only by Bluetooth, open Settings > Bluetooth, tap the Settings for the media station, select the Media audio option, and tap OK.
- On an Android device connected by Bluetooth and a USB cable, open Settings > Bluetooth, and turn on Bluetooth.

The audio transfers from your smart device to the media station.

**Note:**
Some audio and video apps pause the stream when you change the audio control output. If this happens, tap Play in the audio or video app.

---

**Signing in to the app**

**Procedure**

1. Open the media station app.
2. Tap Settings > Account Setup.
3. Do one of the following:
   - If the account already exists, tap the active account.
   - If an account does not exist, tap Add SIP Account and enter the Username and Password.
4. Tap Sign In.

   The app displays Available and the gray dot changes to a green check mark if the account information is correct.

---

**Signing out from the app**

**Procedure**

1. Open the media station app.
2. Tap Settings > Account Setup.
3. Tap the account telephone number.

   The app displays the basic parameters of the account.
4. Tap **Sign Out**.

   The app displays **Offline (Disconnected)** and the green check mark changes to a gray dot.
Chapter 6: Maintenance

Updating the media station app

Avaya releases regular updates to the media station app. Update the media station app when prompted by your smart device.

About this task

Depending on your smart device, some apps update automatically. Some smart devices require you to manually install the update. If your smart device automatically updates your apps, you do not need to perform any action. If you must manually update your apps, follow this procedure.

Procedure

1. From your smart device, navigate to the Apple App store or the Google Play store.
2. Search for **avaya**.
3. Select the **Avaya Media Station** app.
4. Tap **UPDATE**.
   - The icon changes to **INSTALL**.
5. Tap **INSTALL**.
   - The media station app downloads and installs on your smart device.

Removing and replacing a cable sleeve

Use this procedure to remove and replace a cable sleeve when you change the smartphone you are using.

Before you begin

Disconnect your smartphone from the media station, turn off the media station, and disconnect all cables from the media station.

Procedure

1. Turn the media station upsidedown.
2. Bend the cable sleeve latch to release the cable sleeve from the media station base.
3. Push the cable sleeve out of the media station base.
4. Replace the cable sleeve and USB cable.
Chapter 7: Troubleshooting

Frequently Asked Questions

In which direction must I put the cable sleeve in the slot?
To correctly attach your smartphone, you must insert the cable sleeve in the slot in the proper direction. Insert the cable sleeve with the cable sleeve latch facing the back of the media station.

How do I reverse a cable sleeve if I inserted the sleeve the wrong way?
From the bottom of the media station, bend the cable sleeve latch and push the cable sleeve out of the media station. You might need to use a tool such as needle-nose pliers to push the cable sleeve out of the media station. Guide the cable sleeve out of the media station from the top of the media station. When the cable sleeve is out of the media station, turn the sleeve around 180° and reinsert the cable sleeve the proper way.

What smart devices are compatible with the media station?
See Product compatibility on page 10.

Does the media station operate over a wireless Internet connection?
No, the media station does not support wireless Internet connections.

How can I find my SIP user name and password?
Contact your Avaya telephony server administrator.

How do I make a Bluetooth connection?
See Connecting smart devices with Bluetooth pairing on page 23.

I lost one of my cable sleeves. How can I get a replacement?
Contact your system administrator. Your system administrator can order a replacement accessory kit that includes the cable sleeves. Use order code 700508212.

Can I receive a SIP call on my smartphone as if it came from the cellular network?
No, this operation is not possible.

Can I use the # character in my dialing string?
Yes, you can use the octothorpe (#) character as part of the dial string using the dialpad or in a stored number. The octothorpe character does not signify the end of the dial string to initiate the call.

Can I transfer a SIP call on the media station to my mobile smartphone to continue the call?
No, this operation is not possible.
Can I hang up on a conference call and let the other two parties remain on the call?
No. When the user who initiated the conference call ends the call, the other two parties are dropped from the call.

Can I manually transfer a cellular call on my mobile smartphone to the media station to continue the call?
No, this operation is not possible. However, if you are on a cellular call and you become within Bluetooth range of the media station, the audio automatically transfers from your call to the media station.

Why do I hear a busy tone before hanging up on a call?
If the person on the other end of call hangs up before you hang up, the hang up signal causes the busy tone to sound for a brief moment. This is normal operation with the media station.

What can I do with the computer Ethernet port?
The computer Ethernet port provides a switched Ethernet connection for your computer.

Can I listen to music that is on my smart device over the media station speakerphone?
Yes. Use the audio streaming features of your smart device.

Can I connect the media station to the PC port on my 96x1 IP deskphone?
No, the PC port on a 96x1 IP deskphone does not provide a dedicated Ethernet connection. The media station requires a provisioned network connection using a physical Ethernet jack.

Can I pick up an active call on another Multiple Device Access (MDA) device from the media station?
No, this operation is not possible.

Will the media station app interfere with other Avaya telephone apps?
Remember the following product interactions when using the media station app with Avaya apps such as Avaya one-X® Mobile and Avaya Communicator:

• Avaya one-X® Mobile and Avaya Communicator do not have native support for managing the media station. The apps can use the media station as a Bluetooth speakerphone.
• In the speakerphone mode, the media station operates as any other Bluetooth speakerphone.
• The calls are not handled over the SIP line, but the wireless carrier of the smartphone.
• Got Audio quality might be poorer because the call is not routed over the SIP line.

Removing Bluetooth connections and subscriptions

About this task
You can remove a Bluetooth connection in either of the following ways:

• Using the media station app (iOS only)
• Using the media station Call/Volume button
You can remove a Bluetooth subscription in either of the following ways:

- Using the media station Call/Volume button
- Using the smart device Settings menu.

If you are having problems getting a smart device to connect with the media station, remove the connection before trying to connect again.

Depending on how you remove the Bluetooth connection, you might have to use your smart device Bluetooth menu to disconnect the media station.

**Procedure**

**Removing connections**

1. Using the media station app (iOS only), perform the following actions:
   a. Select Settings > Bluetooth.
   b. Confirm that the status shows paired.
   c. Tap Disconnect.

   The system removes the Bluetooth connection.

   ⚪ Note:

   If you remove the connection using the media station app menu, you must disconnect and reconnect the cable because the pairing does not happen automatically. You must go to Settings > Bluetooth and tap Start Pairing.

2. Using the media station Call/Volume button, press and hold the Call/Volume button until you hear two clicks.

   The media station plays the message “Disconnecting,” followed by a high-to-low tone sound.

**Removing subscriptions**

3. Using the media station Call/Volume button, press and hold the Call/Volume button until you hear three clicks.

   The media station plays the message “Clearing all subscriptions.”

4. Using the smart device, perform the following actions:
   a. Select Settings > Bluetooth.
   b. Tap the Info icon.
   c. Tap Forget this Device.

   The system removes the Bluetooth subscription.
Media station app freezes when docking and undocking a smart device

Condition
While on an active call, or when idle and displaying the media station app, the media station app display freezes when you dock or undock the smart device.

Solution
After finishing your active call, perform one of the following solutions:
• Stop and restart the media station app.
• Reboot the smart device and restart the media station app.

The media station app displays the Not Connected (Network) message

Error code
Not Connected (Network)

Problem description
The media station is disconnected from the network.

Related Links
Resolving a Not Connected (Network) message on page 53

Resolving a Not Connected (Network) message

Procedure
1. Restart your smart device.
2. Turn the media station power off and on.
3. If the condition persists, open the media station app.
4. Open Settings > Avaya Media Station > Network.
5. Confirm that the media station has an IP address. If the app does not display an IP address, you might have to reset the media station to factory defaults. Contact your system administrator for support.

Related Links
The media station app displays the Not Connected (Network) message on page 53
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