



Avaya E169 IP Media Station Quick Reference

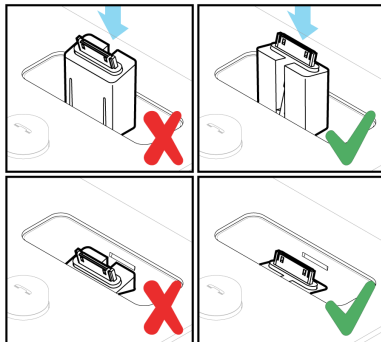
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Setup

Assembling the media station

For detailed procedures, see *Using the Avaya IP Deskphone SIP E169 Media Station*.

1. Remove the parts from the shipping box. Confirm that you have all required parts.
2. Remove any transparent protective film or packing materials from the parts.
3. If using a smartphone, perform the following steps:
 - a. Select the USB cable and cable sleeve that matches your device.
 - b. Assemble the USB cable and cable sleeve.
 - c. Insert the cable sleeve into the slot from the top of the media station. Use the following diagram to ensure you have the cable sleeve inserted correctly.



- d. Route the USB cable under the media station and through the cable channels.
- e. Plug the USB connector of the cable into the left USB port at the rear of the media station.

- f. Insert the docking cradle into the base that matches the USB cable that you are using. If your smartphone has a case that does not fit in the cradle, do not install the cradle.
4. If using a tablet, perform the following steps:
 - a. Install the tablet bracket.
 - b. Connect the USB cable to the tablet. You can route the cable through the tablet bracket.
 - c. Plug the USB cable into the left USB connector on the rear of the media station.
 5. Plug the handset cable into the right USB port on the rear of the media station. Route the cable through the channels under the media station.
 6. Put the handset cradle on the top of the media station and put the handset in the cradle.
 7. Connect the media station to your Ethernet network.
 8. Plug the AC power adapter into the AC connector on the rear of the media station and into a wall mount socket.

Supported smart devices

Smart devices

The media station is compatible with the following products:

- iOS devices using software Version 6.0 and later, such as:
 - iPhone 5c
 - iPhone 5
 - iPhone 4S
 - iPhone 4
 - iPad 2
 - iPad Air
 - iPad Mini
- Android devices using software Version 4.1–4.3 (aka Jelly Bean) and 4.4 (aka KitKat), such as:
 - Samsung S3
 - Samsung S4
 - Samsung Note 3
 - Samsung Tab 2
 - Samsung Tab 3

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

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

Download and install the media station app as described in [Downloading the media station app](#).

You must pair the smart device with the media station to create a logical connection with the media station app and the media station.

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.

Apple iOS devices pair automatically with the media station when you connect using USB.

Android devices do not pair automatically with the media station when you connect using USB.

! Important:

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

1. For an iOS device, perform the following actions:
 - 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 actions:
 - 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

Download and install the media station app as described in [Downloading the media station app](#).

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.

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 actions:
 - 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.

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**
 - **Domain**, if requested
4. After entering the user credentials, tap **Sign In**.
The smart device displays another **Sign In** option.
5. Tap **Sign In** again.
The smart device displays the Settings screen.
6. 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.

Icons

Media station control button descriptions

Icon	Name	Description
	Mute	Mute and unmute the media station speakerphone or handset microphone. The icon lights when you mute the call.

Icon	Name	Description
	Call/Volume	Answer calls, end calls, adjust volume, and pair Bluetooth devices.
	Voice Mail	Dial the administered Avaya telephony system voice mail telephone number. The icon lights to indicate that you have new messages.

Calls

Making a call

! Important:

To move a call on the handset to the speakerphone, you must press the **Call/Volume** button before you return the handset to the handset cradle.

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. You can move the call to the headset by pressing **Talk** on the headset.
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.
 - 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. You can move the call to the headset by pressing **Talk** on the headset.
3. Making a call — Variation Three.
 - 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.

- 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. You can move the call to the headset by pressing **Talk** on the headset.

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. 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.
- 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. You can move the call to the headset by pressing **Talk** on the headset.

5. Making a call — Variation Five.

- a. Lift up the handset.
- b. Dial the number that you want to call.
- c. Press the **Call** button on the handset. If you do not press the **Call** button, the media station makes the call after 3 seconds.

The media station makes the call in handset mode.

6. Making a call — Variation Six.

- a. Press **Talk** on the headset.
- b. From the media station app, dial the number that you want to call.
- c. Tap **Call**.

The media station makes the call in headset mode.

Answering a call

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.
- Press the headset **Talk** button.

! 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

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.
- In headset mode, press the **Talk** button or dock the headset on the headset base.

Making a second call

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

- Tap the dialpad icon to dial the number. After entering the number, tap **Call**.
- Tap **Last calls** to select the number that you want to 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:

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:

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 switch 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 handset, press one of the function keys to either switch between calls or create a conference call.

Answering a second call

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.

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**
- If you are using the handset, you hear a single 2-second beep and the second line of the handset displays the second call.

! Important:

The media station does not alert you to a second call. Alerts only occur on the media station app or on the handset.

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.
- If using the handset:
 - a. Press either of the function buttons on the handset.

The handset displays an **Answer** icon above the left function button.
 - b. Press the left function button on the handset. You hear the call on the handset. The current call is put on hold.

- From a headset, tap the **Talk** button.
- When you finish with the second call,
 - Tap **End** on the media station app to end the call.
 - From the handset, press the **Hang Up** button to end the call.
 - From a headset, tap the **Talk** button.

If you put the original call on hold, you are reconnected to the call.

Transferring a call

- While on an active call, tap **transfer** on the media station app.
- Perform one of the following actions:
 - Tap the dialpad icon to dial the number.
 - Tap **Last calls** to select the number that you want to 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:

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.

- 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

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

While on two separate calls, tap **merge**.
The calls merge into one call.

Splitting a conference call

- While on a conference call from the handset:
 - Press the left function key.
The handset displays the **Split** function
 - Press the function key again.
The conference call splits and you are connected to one of the parties. The other party is put on hold.
 - You can swap between the two calls using the function buttons or tap **merge** on the app to recreate the conference call.

- While on a conference call on an iOS device:
 - Tap the blue arrow to the right of **Conference** in the menu.
The app displays the two active calls.
 - Tap **Private** on the active call that you want to break out of the conference.
The app puts the other call on hold.
 - You can tap **End** to disconnect from the call, **merge** to recreate the conference call, or **swap** to connect to the other party.
- While on a conference call on an Android device:
 - Tap the active call that you want to break out of the conference.
The app displays **Private** and **End**.
 - Tap **Private** to connect to the call with whom you want to converse privately.
The app puts the other call on hold.
 - You can tap **End** to disconnect from the call, **merge** to recreate the conference call, or **swap** to connect to the other party.

Switching between two calls

To move between two calls, tap **swap**.
The app puts the other call on hold.

Calling the voice mail system

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

Perform one of the following actions:

- Tap the **Voice Mail** control button on top of the media station.
- Press and hold any keypad number or symbol on the handset.
- Manually dial the voice mail system telephone number from the handset or media station dialpad.

The media station calls the voice mail system.

Contacts

Displaying and calling a contact

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

Accessing contacts during a call

- While on an active call, tap **Menu** to display the call control screen.
- Tap **Contacts**.
The app displays your contacts.
- 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

This feature works only with iPad devices.

- Open the media station app.
- Tap **Contacts**.
- Drag a contact to the left.
A blue star displays to the left of the **Favorites** icon.
- Drag the contact up to the blue star.
- If the contact has more than one telephone number, pick a number from the display.
The contact is added to your favorites.

Call history

Displaying recent calls

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.

- Open the media station app.
- 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.

Making a call from the Recent Calls list

1. Open the media station app and view the recent calls list.
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 .

The app establishes a call with the contact.

Deleting call history

Deleting entries in your recent calls works differently between iOS and Android devices:

- You can delete recent calls one at a time on iOS devices.
 - You can delete all recent calls on some Android devices.
1. Display the list of recent calls.
 2. Perform one of the following actions:
 - On an iOS device, sweep the recent call to the left and tap **Delete** to delete the entry.
 - On an Android device, tap the **Delete** icon that displays to the left of the **Settings** icon. This operation deletes all recent call entries.

Miscellaneous features

Signing into the app

1. Open the media station app.
2. Tap the account telephone number.
The app displays the active account.
3. Tap the active account.
The app displays the basic parameters of the account.
4. Tap **Sign In**.
The app displays **Available** and the gray dot changes to a green check mark.

Signing out from the app

1. Tap the account telephone number.
The app displays the active account.
2. Tap the active account.
The app displays the basic parameters of the account.
3. Tap **Sign Out**.
The app displays **Offline (Disconnected)** and the green check mark changes to a gray dot.

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. Review the following sections to understand how this 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 a smartphone or on the media station handset or speakerphone. 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 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.

Updates

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.

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.

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.

Support

Visit 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.