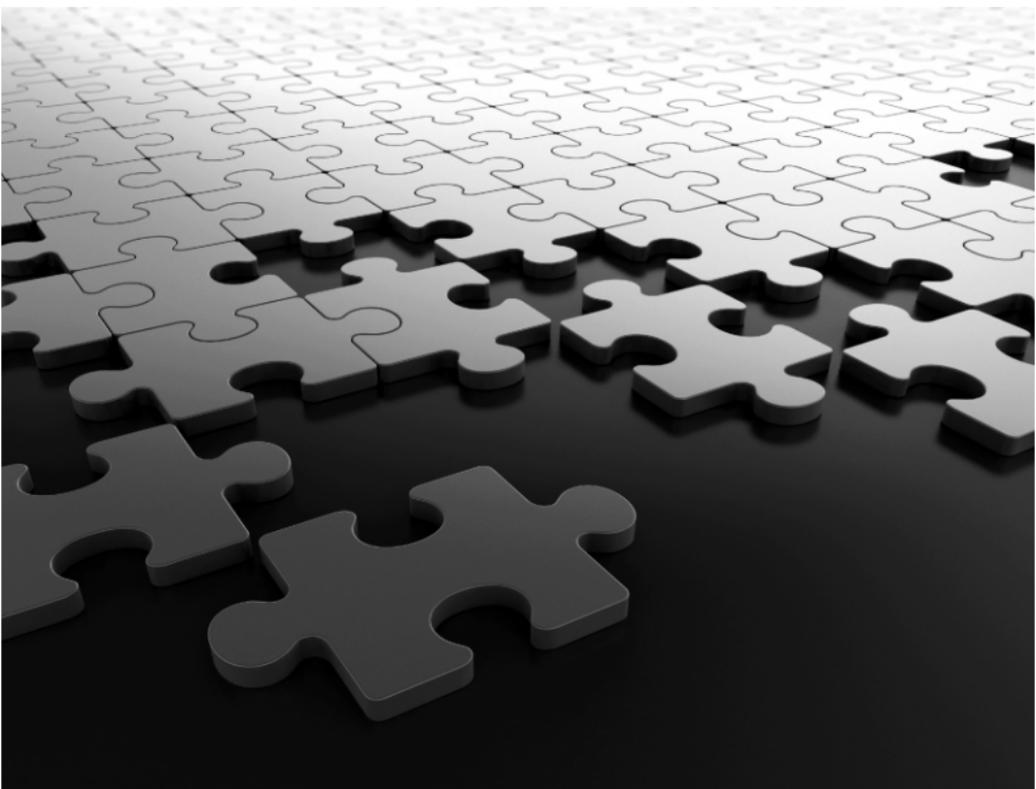
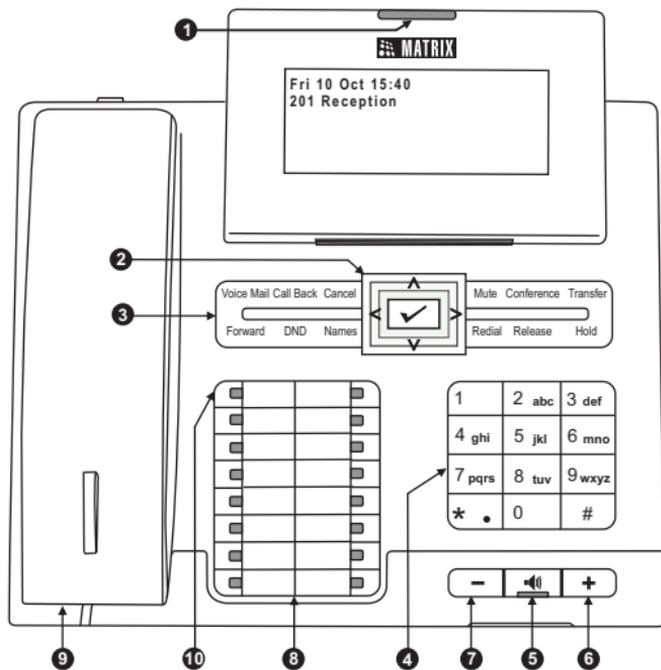


EON48/310 and SPARSH VP248/VP310

User Guide for ETERNITY, SARVAM UCS and PRASAR UCS



Know Your EON48/SPARSH VP248



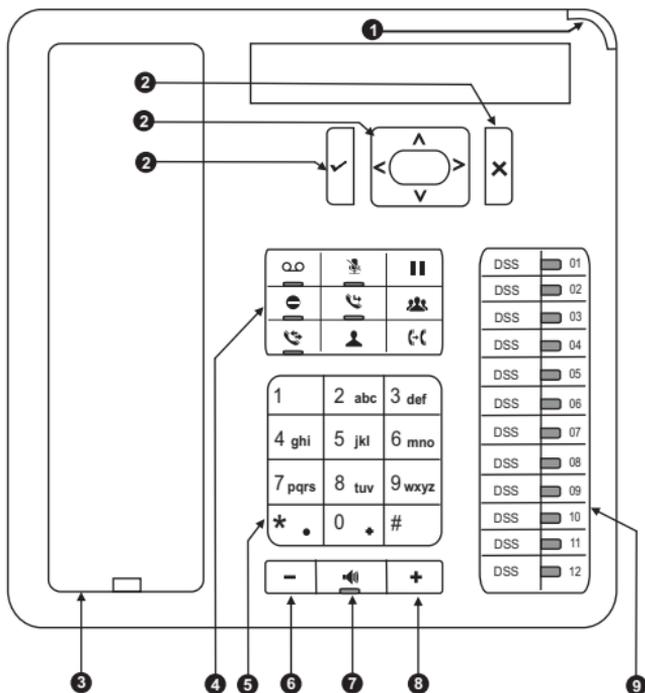
- 1 Ringer LED
- 2 Navigation keys
- 3 Feature keys
- 4 Dial Pad
- 5 Speaker key with LED
- 6 Volume increase key
- 7 Volume decrease key
- 8 DSS keys
- 9 Handset
- 10 Local Menu on SPARSH VP248

This is an illustration of EON48P/SPARSH VP248P with LCD display capacity of 6 lines x 24 characters. The EON48S/SPARSH VP248S model has a display capacity of 2 lines x 24 characters. To view other lines of text on the display, scroll with Up/Down navigation key. You may tilt the LCD display to an angle convenient to you.

IMPORTANT!

PRASAR UCS does not support EON48 and EON310 (Digital Key Phones).

Know Your EON310/SPARSH VP310



1 Ringer LED

2 Navigation keys

3 Handset

4 Feature keys

5 Dial Pad

6 Volume decrease key

7 Speaker key with LED

8 Volume increase key

9 DSS keys

Feature Keys

Voice Mail

Mute

Hold

Do Not Disturb

Forward

Conference

Logs

Contacts

Transfer

Navigation Keys

✓	The Enter Key; To enter the Menu. To make a selection in the Menu or to complete an action.
^	The Up Key; To scroll upwards when navigating the Menu/sub-menu. To access Phone Settings and set Ringtone/Play Key Tone (VP310).
v	The Down Key; To scroll downwards when navigating the Menu/sub-menu.
>	The Forward Key; To move forward while dialing a number.
<	The Back Key; To move backwards while dialing a number. To go back one level in the Menu.
×	The Cancel Key (EON/VP310); To abort a function or process. To exit a Menu.

Volume Keys

While talking,

Press **[+]** to increase and press **[-]** to decrease Speech volume.

When the phone rings,

Press **[+]** to increase and press **[-]** to decrease Ringer volume.

Operating EON/SPARSH

This Guide is for ETERNITY, SARVAM UCS and PRASAR UCS. These are referred to as System in the Guide. For detailed description refer to the respective System Manual. The documentation can be found at <http://www.matrixtelesol.com/product-manuals.html>

To go **Off-Hook**: Lift Handset/turn on Speaker/turn on Headset/ press CA Key.

To go **On-Hook**: Replace Handset/turn off Speaker/turn off Headset.

Trunk Access Code (TAC) to dial external numbers:

Users Worldwide: Dial 0 / 5 / 61 / 62 / 63 / 64.

Users in USA: Dial 9 / 5 / 81 / 82 / 83 / 84.

Operating EON/SPARSH (Cont.)

To access any feature/facility:

Press the DSS Key assigned to the feature/facility, e.g.:

- Press DSS Key assigned to an Extension to call that Extension.
- Press DSS Key assigned to a Trunk to grab that Trunk.
- Press DSS Key assigned to 'Redial' to dial the last number again.
- Press DSS Key assigned to a Call Appearance to answer an incoming call on it.

Dial the Access Code of the feature/facility.

E.g.: Dial '7' for Last Number Redial, '17' for Auto Redial.

Use Menu.

Press ✓ Key to enter the Menu. Scroll with ▲ / ▼ navigation key to reach the desired feature option, press ✓ Key to select the option.

IMPORTANT!

This User Guide instructs you on how to access various features using the default settings (Region: India). The Date and Time formats will vary by Region.

The default User Password, 1111 will not be accepted for:

- | | | | |
|------------------|----------------|-----------------------|----------------------------|
| 1 Call Follow Me | 2 Dynamic Lock | 3 DISA | 4 Walk-In Class of Service |
| 5 Presence | 6 Hot Desk | 7 User Absent/Present | |

Please change the User Password before you use these features. For detailed instructions see *User Password*.

Following features are not supported in SARVAM UCS.

- | | | |
|-----------------------|--------------------|--------------|
| 1 Digital Output Port | 2 Door Lock Opener | 3 Door Phone |
|-----------------------|--------------------|--------------|

Following features are not supported in ETERNITY NE.

- | | | |
|------------------------|-----------------------------|------------------------|
| 1 Authority Code | 2 Background Music | 3 Digital Output Port |
| 4 Forced Release Order | 5 Manual Priority Intrusion | 6 Hospitality Features |

Following features are not supported in PRASAR UCS.

- | | | |
|----------------------|------------------------|-----------------------------|
| 1 Background Music | 2 Digital Output Port | 3 Door Phone |
| 4 Door Lock Opener | 5 Forced Release Order | 6 Hospitality Features |
| 7 Hot Desking | 8 Live Call Screening | 9 Manual Priority Intrusion |
| 10 Trunk Reservation | 11 Voice Help | |

In ETERNITY NE Time Zones are referred to as Day (Working Hours) and Night/Break (Non-Working Hours).

Making Calls

- Lift Receiver/press Speaker Key/press Headset Key.
- Dial Number.
- Talk.
- Replace Receiver/press Speaker Key/press Headset Key to disconnect.

To call an Extension:

- Press DSS Key assigned to the Extension.
- Or
- Dial the Extension Number.

To call a Department Group:

- Press DSS Key assigned to the Department Group.
- Or
- Dial the Department Group Number.

To call Operator:

- Press DSS Key assigned to the Operator.
- Or
- Dial 9
 - Dial 0 (users in USA).

To call an External Number:

- Press DSS Key assigned to the Trunk.
 - Dial the Number.
- Or
- Dial a Trunk Access Code:
0/5
9/5 (users in USA)
 - Dial the Number.

Abbreviated Dialing

Using Personal Directory:

- Press DSS Key assigned to Personal Directory Dialing.
 - The number is out dialed.
- Or
- Dial 8-Personal Directory Index (001 - 025)-Number is out dialed.
 - Dial 6-Personal Directory Index (001-025) (users in USA)- Number is out dialed.

To program Personal Directory:

- Press DSS Key assigned to Personal Directory Programming.
 - Enter Personal Directory Index (001-025).
 - Enter Number. Press ✓ Key.
 - Enter Name. Press ✓ Key.
 - Enter Trunk Access Code. Press ✓ Key. Confirmation Tone. Go On-Hook.
- Or
- Dial 1071-Personal Directory Index(001-025)-Number-Name of Contact-Trunk Access Code-Confirmation Tone. Go On-Hook.

Abbreviated Dialing (Cont.)

You can use #* to indicate end of dialing for the Name and Number.

In PRASAR UCS, SARVAM UCS ENT, ETERNITY LE you need to enter Personal Directory Index as 0001 to 0025.

Using Global Directory:

- Press DSS Key assigned to Global Directory Dialing.
 - The number is out dialed.
- Or
- Dial 8-Global Directory Index (100-999)-Number is out dialed.
 - Dial 6-Global Directory Index (100-999) (users in USA)-Number is out dialed.

4 digit Index Number for ETERNITY LE, SARVAM UCS ENT, PRASAR UCS (0100 to 2999).

3 digit Index Number for the other variants (100 to 999).

Dial by Name

- Press 'Names' Key.
- Enter the initial letter(s) of the Contact's name.
- Scroll to select the Contact from the matching entries.
- Press ✓ Key.
- The number out dialed.

Last Number Redial

To make a call to the last number:

- Press 'Redial' Key.
 - The list of external numbers dialed appear on the LCD.
 - Scroll to select the desired number.
 - Press ✓ Key.
- Or
- Dial 7
 - The list of external numbers dialed appear on the LCD.
 - Scroll to select the desired number.
 - Press ✓ Key.

Last Caller Recall

To make a call to the last Extension number:

- Press the DSS Key assigned to Last Caller Recall.
 - The last internal number is dialed.
- Or
- Dial 1092
 - The last internal number is out dialed.

Auto Redial

When the external number you are trying is busy, to set Auto Redial:

- On Busy Tone, press DSS Key assigned to 'Auto Redial'. Confirmation Tone.
 - Go On-Hook.
- Or
- Go On-Hook on Busy Tone.
 - Dial 17
 - Confirmation Tone. Go On-Hook.

To cancel Auto Redial:

- Press DSS Key assigned to Cancel Auto Redial. Confirmation Tone.
 - Go On-Hook.
- Or
- Dial 1070
 - Confirmation Tone. Go On-Hook.

Receiving Calls

When your phone rings,

- Lift Handset/press Speaker Key/press Headset Key/CA Key.
- Talk.
- Replace Handset/press Speaker Key/press Headset Key to disconnect.

Auto Answer

To set Auto Answer:

- Press ✓ Key.
- Scroll down to select 'Phone Settings'; press ✓ Key.
- Enter Your User Password.
- Scroll down to select 'Call Answer Type'; press ✓ Key.
- Select Auto Answer and press ✓ Key.
- Now select the Timer for Auto Answer from any of the options:
 - Answer After 1 second (default)
 - Answer After 2 seconds
 - :
 - Answer After 9 seconds
- Press ✓ Key.

To cancel Auto Answer:

- Repeat the first four steps as above.
- Select 'Manual Answer' as the Call Answer Type.
- Press ✓ Key.

Call Pick Up - Group

To answer a call ringing on an extension within the Group:

- Press DSS Key assigned to Call Pick Up-Group.
 - Talk.
- Or
- Dial 4
 - Talk.

Call Pick Up - Selective

To answer any ringing extension:

- Press DSS Key assigned to Call Pick Up - Selective.
 - Dial the number of the Extension you want to pick up.
- Or
- Dial 12-Extension Number (you want to pick up).

DSS Call Pick Up-Station

To answer the call ringing on another extension:

- When the DSS Key assigned to the extension blinks fast in Blue color, press the DSS Key.
- Speech with calling party.
- Talk.

DSS Call Pick Up-Trunk

To answer the call ringing on the trunk:

- When the DSS Key assigned to the trunk blinks fast in Violet color, press the DSS Key.
- Speech with calling party.
- Talk.

Do Not Disturb (DND)

To set DND:

- Press DSS Key assigned for 'DND'.
- Scroll to select the type of call to set DND:

All Calls
Internal Calls
External Calls

Or

- Dial 18-1
- Dial 18-2
- Dial 18-3

Do Not Disturb (DND) Cont.

- Confirmation Tone. Go On-Hook.

Or

- Confirmation Tone. Go On-Hook.

To cancel DND:

- Press 'DND' Key again.
- The following options appear on the phone LCD:
 - All Calls
 - Internal Calls
 - External Calls
 - Cancel DND
- Select Cancel DND and press ✓ Key.

Or

- Confirmation Tone. Go On-Hook.

Do Not Disturb-Override

- If dialed Extension has set DND, the LCD displays one of the following message:
 - Do Not Disturb
 - Unavailable
 - In Meeting
 - In Conference
 - Try on Mobile
 - On Vacation
 - On Business Trip
 - Out of Office
 - With a Guest

To override DND

- Dial 4 during Feature (beep) Tone.
- Dialed extension rings. Talk.

Managing Calls

Call Hold

Exclusive Hold:

To put a call on Exclusive Hold:

- Speech with party on trunk/with an extension.
- Press 'Hold' Key, go idle.
- Call with party on trunk/extension is put on 'Exclusive Hold'.

Call Hold (Cont.)

To put a call on Exclusive Hold, when Global Hold is enabled:

- Speech with party on trunk/with an extension.
- Press 'Hold' Key twice within 1 second.
- Go idle.
- Call with party on trunk/extension is put on 'Exclusive Hold'.

To retrieve the call:

- Press Call Appearance Key assigned to that trunk/extension on your phone (LED of the key is blinking slowly in Blue color).
Or
- Press 'Hold' Key again.
Or
- Press DSS Key assigned to the trunk/extension put on Exclusive Hold.
Or
- Answer when the phone rings on expiry of Exclusive Hold Retrieval Timer.

Global Hold:

To put a call on Global Hold:

- Speech with party on trunk/with an extension.
- Press 'Hold' Key. Go idle.

To put a call on Global Hold, when Exclusive Hold is enabled:

- Speech with party on trunk/with an extension.
- Press 'Hold' Key twice within 1 second.
- Go idle.
- Call with party on trunk/extension is put on 'Global Hold'.

To retrieve a call on Global Hold:

- From any phone, press the DSS Key assigned to the trunk/extension put on Global Hold (LED of the key is blinking slowly in Blue color).
Or
- Answer when the phone rings on expiry of Global Hold Retrieval Timer.

In case of SIP Trunks only a specific CA call can be retrieved.

Making a Second Call

From Extension/External Number to Extension:

- Speech with extension/external number.
- Press 'Transfer' Key.
- Dial desired extension number.
- Talk.

Making a Second Call (Cont.)

From Extension/External Number to External Number:

- Speech with extension/external number.
- Press 'Transfer' Key.
- Dial TAC-desired external number-Talk.

Call Toggle

To toggle between two calls:

- Speech with party 1.
- Party 2 on Consultation Hold.
- To talk with party 2, press DSS Key assigned to Call Toggle.
- Speech with party 2.
- Press DSS Key assigned to Call Toggle again.
- Speech with party 1.

To toggle between two calls using CA Key/DSS Key:

- Speech with party 1.
- Party 2 on Consultation Hold.
- Press the CA Key/DSS Key assigned to party 2.
- Speech with party 2.
- Press the CA Key/DSS Key assigned to party 1.
- Speech with party 1.

Call Transfer

Extension/External Call to Extension:

- Speech with Extension.
- Press 'Transfer' Key.
- Dial Extension number (transfer target).
- Speech with Extension.
- Press 'Transfer' Key again or Go On-Hook.

Extension/External Call to External Call:

- Speech on trunk.
- Press 'Transfer' Key-TAC-External Number (transfer target)
- Speech with External Number.
- Press 'Transfer' Key again or Go On-Hook.

Conference (3-Party)

If third party to be included is an extension,

- Speech with party 1.
- Press 'Conference' Key.
- Dial number of party 2.
- Speech with party 2.
- Press 'Conference' Key.
- 3-way speech established.

If third party to be included is an external number,

- Speech with party 1.
- Press 'Conference' Key.
- Dial TAC-Number of party 2.
- Speech with party 2.
- Press 'Conference' Key.
- 3-way speech established.

Conference - Multiparty

To establish a Multiparty Conference:

- Dial number of party 1. Speech with party 1.
- Press 'Conference' Key.
- Dial number of party 2. Speech with party 2.
- Press 'Conference' Key.
- Dial number of party 3. Speech with party 3.
- Press 'Conference' Key.
- Multiparty Conference menu appears on the LCD
- Select the Include option to add party 4.
- Repeat the steps to include the desired number of parties.
- Multiparty speech is established.

To temporarily leave from Conference:

- While in Conference, press DSS Key assigned to Temporarily Leave/Rejoin Conference.

Or

- While in Conference, press 'Conference' Key.
- Multiparty Conference menu appears on the LCD.
- Select the Temporarily Leave option. Press ✓ Key.
- Confirmation Tone. Go On-Hook.

To rejoin Conference:

- Press DSS Key assigned to Temporarily Leave/Rejoin Conference.

Or

- Press 'Conference' Key.

Conference - Multiparty (Cont.)

To remove a Party from Conference:

- While in Conference, press 'Conference' Key.
- Multiparty Conference menu appears on the LCD.
- Select the Remove option. Press ✓ Key.
- Select the number of the party you want to remove and press ✓ Key.

To terminate Conference:

- While in Conference, press DSS Key assigned to Terminate Conference.

Or

- While in Conference, press 'Conference' Key.
- Multiparty Conference menu appears on the LCD.
- Select the Terminate option. Press ✓ Key.
- Confirmation Tone. Go On-Hook.

To permanently leave the Conference:

- Go On-Hook.

Conference Dial-In

To schedule a Conference:

- Dial *19. The Schedule Conference menu appears on the LCD.
- Select the option to Schedule a Conference.
- Enter the Conference Number and Conference Password.
- Confirmation Tone. Go On-Hook.

To initiate / join the Conference:

- Dial *19. The Schedule Conference menu appears on the LCD.
- Select the option to Include party in the conference.
- Enter the Conference Number and Conference Password.

To cancel the Conference:

- Dial *19. The Schedule Conference menu appears on the LCD.
- Select the option to Cancel (Terminate) the conference.
- Enter the Conference Number and Conference Password.
- Confirmation Tone. Go On-Hook.

After the Dial-In Conference has been initiated, it functions as a Multiparty Conference. Any participant can be Included, Removed, Temporarily Leave, Rejoin the Conference or Permanently Leave the Conference. Refer Conference - Multiparty for instructions.

Call Park

To park a call:

- Speech with a extension/external call.
 - Press DSS Key assigned to Call Park.
 - Enter Orbit Number (1-9) (Personal: 1, General: 2-9).
 - Go On-Hook.
- Or
- Speech with a extension/external call.
 - Press 'Transfer' Key.
 - Dial 115-Orbit Number (Personal: 1, General: 2-9).
 - Go On-Hook.

To retrieve a parked call:

- Press DSS Key assigned to Call Park - Retrieve.
 - Enter Orbit Number (1-9) (Personal: 1, General: 2-9).
 - Speech is established.
- Or
- Dial-116-Orbit Number (Personal: 1, General: 2-9)
 - Speech is established.

Mute

To mute a call before making the call:

- Press 'Mute' Key. Confirmation Tone.
 - Dial the desired number.
- Or
- Dial 1052-Dial desired number.

To mute a call during speech:

- Press 'Mute' Key during speech.
- Or
- Press 'Transfer' Key.
 - Dial 1052

To unmute:

- Press 'Mute' Key again.
 - Talk.
- Or
- Press 'Transfer' Key.
 - Dial 1052 again.
 - Talk.

Other Features

Account Code

To enter Account Code by Number:

- Press DSS Key assigned to Account Code by Number.
 - Enter Account Code.
 - Dial TAC-Number.
- Or
- Dial 1058-Account Code-TAC-Number.

Account Code (Cont.)

To enter Account Code by Name:

- Press DSS Key assigned to Account Code by Name.
 - Enter Name.
 - Scroll to select desired Account Name.
 - Press ✓ Key.
 - Dial TAC - Number.
- Or
- Dial 1059.
 - Enter the Name.
 - Scroll to select desired Account Name.
 - Press ✓ Key.
 - Dial TAC - Number.

Authority Code (Using Walk-In Class of Service)

To make a call using Authority Code from any extension:

- Press DSS Key assigned to Walk-In COS.
 - Scroll to select Walk-In by Authority Code.
 - Press ✓ Key.
 - Dial Authority Code followed by the Password.
 - Confirmation Tone followed by Dial Tone.
 - Dial desired number.
- Or
- Dial 111.
 - Scroll to select Walk-In by Authority Code.
 - Press ✓ Key.
 - Dial Authority Code followed by the Password.
 - Confirmation Tone followed by Dial Tone.
 - Dial desired number.

Alarm

Once Only:

- Press DSS Key assigned to Alarm.
 - Enter Time in HH-MM.
 - Select 'Once Only'. Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 161-HH-MM-1.
 - Confirmation Tone. Go On-Hook.

Daily Alarm:

- Press DSS Key assigned to Alarm.
 - Enter Time in HH-MM.
 - Select 'Daily'. Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 161-HH-MM-2.
 - Confirmation Tone. Go On-Hook.

Alarm (Cont.)

To cancel Alarms:

- Press DSS Key assigned to Alarm.
 - Select 'Cancel All'. Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 161-#
 - Confirmation Tone. Go On-Hook.

Voice Guided Alarm:

- Press DSS Key assigned to Voice Guided Alarm.
 - Follow the Voice Mail System prompts to set Alarm.
- Or
- Dial 163-Follow Voice Mail System Prompts.

To cancel Voice Guided Alarm:

- Repeat the same steps as 'Voice Guided Alarm'.
- Or
- Dial 163-Follow Voice Mail System Prompts.

Voice Guided Alarm works only if a Voice Mail System is present in the System.

Auto Call Back (ACB)

When the extension/trunk you are trying is busy:

- Press 'Call Back' Key.
 - Confirmation Tone.
 - Go On-Hook.
- Or
- Dial 2 on Busy Tone.
 - Confirmation Tone.
 - Go On-Hook.

When there is no reply:

- Press 'Call Back' Key during Ring Back Tone.
 - Confirmation Tone.
 - Go On-Hook.
- Or
- Dial 2 on Ring Back Tone.
 - Confirmation Tone.
 - Go On-Hook.

To cancel Auto Call Back:

- Press 'Call Back' Key again.
 - Confirmation Tone.
 - Go On-Hook.
- Or
- Dial 102
 - Confirmation Tone.
 - Go On-Hook.

Background Music (BGM)

To Start BGM:

- Lift handset.
- Dial 1099
- Confirmation Tone followed by the confirmatory message "Background music on, go On-Hook".
- Go On-Hook.
- BGM starts.

To Stop BGM:

- Dial 1099 again.
- Confirmation Tone.

Not supported on SPARSH VP248/NP310.

Barge-In

When dialed extension is busy:

- Press DSS Key assigned to Barge-In.
 - Ring Back Tone.
 - Dialed extension gets beeps.
 - Dialed extension responds.
 - Speech with dialed extension.
 - Other party gets on-hold music.
- Or
- Dial 4 on Busy Tone.
 - Ring Back Tone.
 - Dialed extension gets beeps.
 - Dialed extension responds.
 - Speech with dialed extension.
 - Other party gets on-hold music.

Call Chaining

*While in speech with an extension/
external number,*

- Press DSS Key assigned to Call Chaining.
 - Transfer the call.
- Or
- Press 'Transfer' Key. Dial 1050
 - Transfer the call.

Call Cost

To view cost of last 10 calls:

- Press DSS Key assigned to Call Cost Display.
 - Last 10 external call costs are displayed.
- Or
- Dial 1075
 - Last 10 external call costs are displayed.

Call Follow Me

To forward calls from remote extension:

- Press 'Forward' Key.
- Scroll to select 'Follow Me from'.
- Enter 'Source Extension Num'. i.e. Your Extension Number.
- Enter your User Password.
- Confirmation Tone. Go On-Hook.

Or

- Dial 135-Your Extension Number-Your User Password (from remote extension).
- Confirmation Tone. Go On-Hook.

To cancel Call Follow Me:

- Press 'Forward' Key again.
- Select 'Cancel' and press ✓ Key.
- Confirmation Tone. Go On-Hook.

Or

- Dial 130 (from your extension).
- Confirmation Tone. Go On-Hook.

Call Forward

Call Forward-All Calls to another Extension:

- Press 'Forward' Key.
- Scroll to select 'Call Forward-Unconditional'.
- Enter number of destination Extension/Department Group/VMS.
- Confirmation Tone. Go On-Hook.

Or

- Dial 131-Extension/Department Group/VMS.
- Confirmation Tone. Go On-Hook.

Call Forward-All Calls to an External Number:

- Press 'Forward' Key.
- Scroll to select 'Call Forward-Unconditional'.
- Enter TAC-External Number-#*
- Confirmation Tone. Go On-Hook.

Or

- Dial 131-TAC-External Number-#*
- Confirmation Tone. Go On-Hook.

Call Forward-If Busy to another Extension:

- Press 'Forward' Key.
- Scroll to select 'Call Forward Busy'.
- Enter number of destination Extension/Department Group/VMS.
- Confirmation Tone. Go On-Hook.

Or

- Dial 132-Extension/Department Group/VMS.
- Confirmation Tone. Go On-Hook.

Call Forward (Cont.)

Call Forward-If Busy to an External Number:

- Press 'Forward' Key.
- Scroll to select 'Call Forward busy'.
- Enter TAC-External Number-#*
- Confirmation Tone. Go On-Hook.



- Dial 132-TAC-External Number-#*
- Confirmation Tone. Go On-Hook.

Call Forward-If No Reply to another Extension:

- Press 'Forward' key.
- Scroll to select 'Call Forward-No Reply'.
- Enter number of destination Extension/Department Group/VMS.
- Confirmation Tone. Go On-Hook.



- Dial 133-Extension/Department Group/VMS.
- Confirmation Tone. Go On-Hook.

Call Forward-If No Reply to an External Number:

- Press 'Forward' Key.
- Scroll to select 'Call Forward No Reply'.
- Enter TAC-External Number-#*
- Confirmation Tone. Go On-Hook.



- Dial 133-TAC-External Number-#*
- Confirmation Tone. Go On-Hook.

Call Forward-If Busy or No Reply to another Extension:

- Press 'Forward' Key.
- Scroll to select 'Call Forward Busy/No Reply'.
- Enter number of destination Extension/Department Group/VMS.
- Confirmation Tone. Go On-Hook.



- Dial 134-Extension/Department Group/VMS.
- Confirmation Tone. Go On-Hook.

Call Forward-If Busy or No Reply to an External Number:

- Press 'Forward' Key.
- Scroll to select 'Call Forward Busy/No Reply'.
- Enter TAC-External Number-#*
- Confirmation Tone. Go On-Hook.



- Dial 134-TAC-External Number-#*
- Confirmation Tone. Go On-Hook.

Dual Ring on Call Forward

To enable 'Dual Ring':

- Press 'Forward' Key.
- Scroll to select 'Dual Ring On'.
- Press ✓ Key.
- Confirmation Tone. Go On-Hook.



- Dial 136-1
- Confirmation Tone. Go On-Hook.

Call Forward (Cont.)

To disable 'Dual Ring':

- Press 'Forward' Key.
- Scroll to select 'Dual Ring Off'.
- Press ✓ Key.
- Confirmation Tone. Go On-Hook.

- Or
- Dial 136-0
 - Confirmation Tone. Go On-Hook.

To cancel Call Forward:

- Press 'Forward' Key again.
- Confirmation Tone. Go On-Hook.

- Or
- Dial 130
 - Confirmation Tone. Go On-Hook.

Call Forward - Scheduled

To set Call Forward-Scheduled:

- Press DSS Key assigned to Call Forward-Scheduled.
- Scroll to select desired Time Zone.
- Press ✓ Key.
- Scroll to desired Call Forward Type:
 - Unconditional
 - Busy
 - No Reply
 - Busy/No Reply
 - Dual Ring
- Press ✓ Key.
- Enter Destination Number.
- Confirmation Tone. Go On-Hook.

- Or
- Dial 1175-Time Zone-Call Forward Type-Destination Number
 - Dial 1 for Time Zone - Working Hours
 - Dial 2 for Time Zone - Break Hours
 - Dial 3 for Time Zone - Non-Working
 - Dial 1 for CF Type - Unconditional
 - Dial 2 for CF Type - Busy
 - Dial 3 for CF Type - No Reply
 - Dial 4 for CF Type - Busy/No Reply
 - Dial 5-1 for Dual Ring
 - Confirmation Tone. Go On-Hook.

To cancel Call Forward-Scheduled for a Time Zone:

- Press DSS key assigned to Call Forward-Scheduled.
- Scroll to select desired Time Zone.
- Press ✓ Key.
- Scroll to select Cancel.
- Press ✓ Key.
- Confirmation Tone. Go On-Hook.

- Or
- Dial 1175-Time Zone
 - Dial 1 for Working Hours
 - Dial 2 for Break Hours
 - Dial 3 for Non-Working Hours
 - Confirmation Tone. Go On-Hook.

To cancel Call Forward-Scheduled in all Time Zones:

- Press DSS key assigned to Call Forward-Scheduled.
- Scroll to 'Cancel Call Forward'.
- Press ✓ Key.
- Confirmation Tone. Go On-Hook.

- Or
- Dial 1175-0
 - Confirmation Tone. Go On-Hook.

Call Logs

To view Call Logs:

- Press DSS Key assigned to 'Call Logs', when phone is idle.
OR
- Press ✓ Key to enter Phone Menu.
- Scroll to Call Logs.
- Press ✓ Key.
- Scroll to desired Call Log: Missed, Answered, Dialed.
- Press ✓ Key to select the desired Call Log.
- The phone displays call log details by: Name, Date, Time.
- Press ✓ Key to view the Number.

To view another call log,

- Scroll with 'Back' Key to return to the previous option.
- Repeat above steps to select and view desired Call Logs.

If there is a missed call, the LED of the DSS Key assigned to Call Logs will glow. Pressing the key will take you to the Missed Calls Log in the Menu.

To make calls using Call Logs:

- Repeat steps to view the desired Call Log.
- When the phone displays the Number, press ✓ Key.
- The number will be dialed out.

To edit a Call Log Number (For External Numbers only):

- Repeat above steps to view Call Log Number.
- When the phone displays the Number,
- Press ✓ Key.
- Place the cursor under the digit to be deleted using Front/Back navigation key.
- Press 'Cancel' Key to delete a digit.
- To insert a digit, place the cursor at the desired place in the number string.
- Enter the desired digit using the dial pad.
- The digit will be inserted.

To store a Call Log Number in Personal Directory:

- Repeat above steps to view Call Log Number.
- When the phone displays the Number,
- Press 'v' Key.
- Enter the name of the contact.
- Press ✓ Key.

The Personal Directory Index Number at which the number is stored will appear on the phone display. The number will be saved at any free Index in the Directory. If no Index is free, you will get error tone and the message: 'Memory Full'.

Calling Line Identification Restriction (CLIR)

To toggle (enable/disable) CLIR:

- Press DSS Key assigned to CLIR.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1031 (to enable).
 - Confirmation Tone. Go On-Hook.
 - Dial 1030 (to disable).
 - Confirmation Tone. Go On-Hook.

Cancel All Features of an Extension

- Press DSS Key assigned to Cancel All Features.
 - Confirmation Tone. Go On-Hook.
 - The following features, if set, are cancelled:
 - Auto Answer
 - Auto Call Back
 - Background Music
 - Call Forward
 - Do Not Disturb
 - Hotline
 - Trunk Reservation
 - Walk-In Class of Service
- Or
- Dial 1051
 - Confirmation Tone. Go On-Hook.
 - The following features, if set, are cancelled:
 - Auto Answer
 - Auto Call Back
 - Background Music
 - Call Forward
 - Do Not Disturb
 - Hotline
 - Trunk Reservation
 - Walk-In Class of Service

Conversation Recording

While in speech with remote party:

- Press DSS Key assigned to Conversation Recording.
 - Recording starts.
- Or
- Press 'Transfer' Key-Dial 1095
 - Speech with party reestablished.
 - Recording starts.

Digital Output Port (DOP)

To turn ON/OFF from an extension:

- Press DSS Key assigned to DOP.
 - Enter the number of the DOP.
 - Scroll to select the desired option:
 - Turn on
 - Turn off
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1174
 - Dial 1104 (users in Philippines).
 - Scroll to select the desired option:
 - Turn on
 - Turn off
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.

Door Lock Opener

To open a Door Lock:

- When in speech with Door Phone call, press 'Transfer' Key to put the call on Consultation Hold.
 - Press DSS Key assigned to Door Lock Opener.
- Or
- Press 'Transfer' Key to put Door Phone call on Consultation Hold.
 - Dial 1173
 - Dial 1103 (users in Philippines).

To unlock the COSEC Door Controller:

- When in speech with Door Phone call press, 'Transfer' Key to put call on Consultation Hold.
 - Press DSS Key assigned to COSEC Door Open.
- Or
- Press 'Transfer' Key to put Door Phone call on Consultation Hold.
 - Dial *7

Door Phone

To select a Call Routing Mode:

- Press DSS Key assigned to 'Door Phone Call Routing Mode'.
 - Enter Door Phone Number (1-3).
 - Scroll to select from:
 - Scheduled
 - Manual
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1171
 - Dial 1101 (users in Philippines)
 - Enter Door Phone Number (1-3).
 - Scroll to select from:
 - Scheduled
 - Manual
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.

To select a Destination for Manual Routing Mode:

- Press DSS Key assigned to 'Door Phone Destination'.
 - Enter Door Phone Number (1-3).
 - Scroll to select from:
 - Remote
 - Local
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1172
 - Dial 1102 (users in Philippines).
 - Enter Door Phone Number.
 - Scroll to select from:
 - Remote
 - Local
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.

Dynamic Lock

To set Dynamic Lock Level:

- Press DSS Key assigned to Dynamic Lock.'
 - Select 'Change Toll Control Level' and press ✓ Key.
 - Enter User Password.
 - Scroll to select a Toll Control Level.
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 141-Current User Password.
 - Scroll to select desired Toll Control Level.
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.

To set Auto Dynamic Lock:

- Press DSS Key assigned to Dynamic Lock.
 - Scroll to select 'Change Lock Timer'. Press ✓ Key.
 - Enter User Password.
 - Set Lock Timer for : 01-99 Minutes.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 142-User Password-Minutes (01-99).
 - Confirmation Tone. Go On-Hook.

To set Manual Dynamic Lock:

- Press DSS Key assigned to Dynamic Lock.
 - Scroll to select 'Change Lock Timer'. Press ✓ Key.
 - Enter User Password.
 - Set Lock Timer to: 00
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 142-User Password-00
 - Confirmation Tone. Go On-Hook.

Emergency Call

- Go Off-Hook, dial Emergency Number.
OR
- Dial TAC-Emergency Number.

Flashing on Trunk

While in Speech on Trunk:

- Press DSS Key assigned to Flashing on Trunk.
 - Dial PSTN Code.
- Or
- Press 'Transfer' Key-*.-PSTN Code.

Forced Answer

When dialed extension does not respond:

- Press DSS Key assigned to Forced Answer.
 - Called extension's speaker is turned on.
 - Speech with called extension.
- Or
- Dial 5 during Ring Back Tone.
 - Called extension's speaker is turned on.
 - Speech with called extension.

Called Extension must be DKP/Extended IP Phone.

Forced Call Disconnection

When dialed Extension/Trunk is busy:

- Press DSS Key assigned to Forced Release.
 - Confirmation Tone, followed by Dial Tone.
 - Dial Extension number/TAC.
- Or
- Dial #* during Busy Tone.
 - Confirmation Tone, followed by Dial Tone.
 - Dial Extension number/TAC.

Hot Desk

To set Hot Desk:

From the remote extension,

- Press DSS Key assigned to Hot Desk.
 - Enter Your Extension Number.
 - Enter Your User Password.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1091-Your Extension Number-Your User Password.
 - Confirmation Tone. Go On-Hook.

To cancel Hot Desk:

From your current extension,

- Press DSS Key assigned to Hot Desk again.
 - Enter Your Extension Number.
 - Enter Your User Password.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1091-Your Extension Number-Your User Password.
 - Confirmation Tone. Go On-Hook.

You must cancel Hot Desk on the current and the remote extension. This feature is not supported on SPARSH VP248/VP310.

Hotline

*To set Hotline for a Extension/
Department Group:*

- Press DSS Key assigned to Hotline.
 - Scroll to select 'Hotline Str/Dept'.
 - Enter Extension/Department Group Number.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 151-Extension Number/
Department Group Number.
 - Confirmation Tone. Go On-Hook.

To set Hot Outward Dialing:

- Press DSS Key assigned to Hotline.
 - Scroll to select 'Hotline OG Trunk'.
 - Enter TAC.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 152-TAC.
 - Confirmation Tone. Go On-Hook.

To set Hot Outward Dialing with Number:

- Press DSS Key assigned to Hotline.
 - Scroll to select 'Hotline External Num'.
 - Enter TAC.
 - Enter External Number-#*, press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 153-TAC-External Number-#*
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.

To set Hotline Timer:

- Press DSS Key assigned to Hotline.
 - Scroll to select 'set Hotline Timer', press ✓ Key.
 - Enter Hotline Timer: 000-255 secs, press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 154-Seconds (000-255), press ✓ Key.
 - Confirmation Tone. Go On-Hook.

To cancel Hotline/Hot Outward Dialing:

- Press DSS Key assigned to Hotline again.
 - Scroll to select 'Cancel Hotline', press ✓ Key.
- Or
- Dial 150
 - Confirmation Tone. Go On-Hook.

Interrupt Request

When dialed extension is busy:

- Press DSS Key assigned to Interrupt Request. Ring Back Tone.
 - Called Extension gets beeps.
 - Called Extension answers the call, speech with Called Extension.
 - Called Extension does not answer the call, the call disconnects.
- Or
- Dial 3 on Busy Tone.
 - Ring Back Tone.
 - Called Extension gets beeps.
 - Called Extension answers the call, speech with Called Extension.
 - Called Extension does not answer the call, the call disconnects.

Live Call Screening

To enable Live Call Screening:

- Press DSS Key assigned to Live Call Screening.
 - Listen to the message being recorded by the caller in the mailbox.
- Or
- Dial 1094-1
 - Listen to the message being recorded by the caller in the mailbox.

To disable Live Call Screening:

- Press DSS Key assigned to Live Call Screening again.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1094-0
 - Confirmation Tone. Go On-Hook.

This feature is not supported on SPARSH VP248/VP310.

Live Call Supervision

- Press DSS Key assigned to Live Call Supervision.
 - Enter Extension number to be supervised.
 - The last external number dialed by the supervised Extension Number appears on the LCD.
- Or
- Dial 1098-Extension Number to be supervised.
 - The last external number dialed by the supervised Extension Number appears on the LCD.

Meet Me Paging

To answer a Paging call announced for you:

- Press DSS Key assigned to Meet Me Paging.
 - Dial Paging Extension Number-Talk.
- Or
- Dial 1093-Paging Extension Number-Talk.

Message Wait

To Set Message Wait:

- Press DSS Key assigned to Message Wait.
 - Enter Extension Number.
 - Select Set Message Wait.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1076-Extension Number-1
 - Confirmation Tone. Go On-Hook.

Message Wait (Cont.)

To Cancel Message Wait:

- Press DSS Key assigned to Message Wait.
 - Enter Extension Number.
 - Scroll and select Cancel Message Wait.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1076-Extension Number-0
 - Confirmation Tone. Go On-Hook.

Paging (PAS)

- Press DSS Key assigned to Paging.
 - Dial Page Zone Number.
 - Start Announcement.
- Or
- Dial 1074-Page Zone Number.
 - Start Announcement.

Presence

- Press DSS Key assigned to PUBLISH presence.
 - Enter User Password.
 - Scroll to select the desired Publish message:
 - Absent
 - Present
 - Auto Detect
 - Away
 - On the Phone
 - Do Not Disturb
 - I am Mobile
 - In Meeting
 - Out for Meal
 - Out of Office
- Or
- Dial 104-User Password-Message.
 - 0 for Absent
 - 1 for Present
 - 2 for Auto Detect
 - 3 for Away
 - 4 for On the Phone
 - 5 for Do Not Disturb
 - 6 for I am Mobile
 - 7 for In Meeting
 - 8 for Out for Meal
 - 9 for Out of Office
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Press ✓ Key.
 - Confirmation Tone. Go On-Hook.

If 'Absent' is set, calls will not be received.

Retrieve New Message

- Press DSS Key assigned to Retrieve New Message.
 - Ring Back Tone.
 - Call placed on the extension that set Message Wait.
- Or
- Dial 1077
 - Ring Back Tone.
 - Call placed on the extension that set Message Wait.

Room Monitor

- Press DSS Key assigned to Room Monitor.
 - Dial Extension Number to be monitored.
 - The room conversation can be heard.
- Or
- Dial 1073-Extension Number to be monitored.
 - The room conversation can be heard.

Selective Port Access

- Press DSS Key assigned to Selective Port Access Code.
 - Dial the Port Type-Port Number.
- Or
- Dial 69-Port Type-Port Number.
 - Dial 89-Port Type-Port Number (users in USA).

For ETERNITY/SARVAM UCS

Port Types	Port Access Code	Port Numbers	
		ETERNITY	SARVAM UCS
CO	03	001 - 128	01 - 64
BRI	04	01 - 32	01 - 32
T1E1	05	01 - 24	1 - 8
E&M	06	001 - 128	01 - 32
Mobile	25	001 - 128	01 - 48
SIP Trunk	26	01 - 32	01 - 99
LD (Loop Dial) Port	35	01 - 32	-

For ETERNITY NE

Port Types	Port Access Code	Port Numbers
		NE
CO	03	001 - 006
Mobile	25	01 - 02
SIP Trunk	26	01 - 08

Port Types and Port Numbers will vary according to the variant of the System.

Raid

When dialed extension is busy:

- Press DSS Key assigned to Raid.
 - 3-way speech is established.
- Or
- Dial 5 on Busy Tone.
 - Ring Back Tone.
 - Dialed extension gets beeps.
 - 3-way speech is established.

Reminder

To set Reminder:

- Press DSS Key assigned to Reminder.
 - Enter Date and Time in DD-MM-YYYY-HH-MM.
OR
MM-DD-YYYY-HH-MM (users in USA).
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 162-DD-MM-YYYY-HH-MM.
OR
Dial 162-MM-DD-YYYY-HH-MM (users in USA).
 - Confirmation Tone. Go On-Hook.

To cancel Reminder:

- Press DSS Key assigned to Reminder.
 - Select 'Cancel All'. Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 162-#
 - Confirmation Tone. Go On-Hook.

Voice Guided Reminder:

- Press DSS Key assigned to Voice Guided Reminder.
 - Follow the Voice Mail System prompts to set Voice Guided Reminder.
- Or
- Dial 164-Follow Voice Mail System Prompts.

To cancel Voice Guided Reminder:

- Repeat above steps.
- Or
- Dial 164-Follow Voice Mail System Prompts.

Voice Guided Reminder works only when a Voice Mail System is present in the System.

User Absent/Present

To set User Absent/Present:

- Press DSS Key assigned to Change User Status.
 - Enter Your User Password.
 - Scroll to select the option: User Absent/User Present.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 104-Your User Password-0 (User Absent).
 - Dial 104-Your User Password-1 (User Present).
 - Confirmation Tone. Go On-Hook.

Trunk Reservation

When the Trunk you access is Busy:

- Press DSS Key assigned to Trunk Reservation.
 - When trunk is free, your extension rings.
 - Answer the call, you get trunk Dial Tone.
 - Dial desired number.
- Or
- Dial 6 on Busy Tone.
 - When trunk is free, your extension rings.
 - Answer the call, you get trunk Dial Tone.
 - Dial desired number.

To cancel Trunk Reservation:

- Press 'Call Back' Key.
- Or
- Dial 102
 - Confirmation Tone. Go On-Hook.

User Password

- Press DSS Key assigned to Change User Password.
 - Enter Current User Password.
 - Enter New User Password.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 114-Current User Password-New User Password.
 - Confirmation Tone. Go On-Hook.

Voice Help

- Press DSS Key assigned to Voice Help.
 - Listen to Message.
 - Press any key to stop.
- Or
- Dial 1090-Listen to Message-Press any key to stop.

Voice Mail

- Press 'Voice Mail' Key.
- Follow VMS Prompts.

- Or
- Dial 3931 (ETERNITY LE/ME/GE/PE, SARVAM UCS, PRASAR UCS).
 - Dial 390 (ETERNITY NE).
 - Follow VMS Prompts.

To Access General Mailbox:

- Press DSS Key assigned to General Mailbox.
- Follow VMS Prompts.

- Or
- Dial 1176
 - Follow VMS Prompts.

Walk-In Class of Service

To Walk In into the other Extension:

- Press DSS Key assigned to Walk-In Class of Service.
- Select the option 'Walk in'.
- Press ✓ Key.
- Enter Your Extension Number.
- Enter Your User Password.
- Confirmation Tone.
- Dial desired number - Talk.

- Or
- Dial 111-1-Your Extension Number-Your User Password.
 - Dial desired Number on Confirmation Tone.
 - Talk.

To Walk Out of the other Extension:

- Press DSS Key assigned to Walk-In Class of Service.
- Select the option 'Walk out'. Press ✓ Key. Confirmation Tone OR
- Go On-Hook.

- Or
- Dial 111-0
 - Confirmation Tone OR
 - Go On-Hook.

Walk-Out depends on the Walk-Out mode selected for your extension. If 'Walk-Out One Call' is set on your extension, you will be walked out when you go On-Hook.

Forced Release Order (for E&M MFCR2 only)

- Dial the desired extension number.
 - During 3-way speech.
 - Press DSS Key assigned to Forced Released Order.
 - Speech with desired party. The second party gets disconnected.
- Or
- Dial the desired extension number.
 - During 3-way Speech.
 - Dial *38
 - Speech with desired party. The second party gets disconnected.

Manual Priority Intrusion (for E&M MFCR2 only)

- Dial the desired extension number.
 - On Busy Tone, press 'Transfer' Key.
 - Press DSS Key assigned to Manual Priority Intrusion.
 - 3-way speech established.
- Or
- Dial the desired extension number.
 - On Busy Tone, press 'Transfer' Key.
 - Dial *37
 - 3-way speech established.

Hospitality Features

To print Reports and Logs, make sure the necessary configurations for the Destination Port - Comm Port, Printer or Ethernet Port have been done. Contact your System Engineer.

Floor (Room) Service

- Press DSS Key assigned to Floor Service.
 - Talk.
- Or
- Dial 38
 - Talk.

Mini Bar

- Press DSS Key assigned to Mini Bar.
 - Enter Item Number (00-99).
 - Enter Quantity (00-99).
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1056-Item Number (00-99) Quantity (00-99).
 - Confirmation Tone. Go On-Hook.

Room Maid Status

- Press DSS Key assigned to Room Status.
 - Enter Status (1-5).
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1054-Status
1-Maid is in the Room
2-Room is Dirty
3-Room Clean can be rented

Room Maid Status (Cont.)

- 4-Room Clean yet to be inspected
- 5-Room is Out of Service
- Confirmation Tone. Go On-Hook.

*For Micros Opera PMS Interface -Status options are : 1-Dirty, 2-Clean, 3 -Inspected.
For Extended Starlight PMS Interface - Status options are: 1-Dirty, 2-Clean, 3-Clean
Checked.*

System Administrator (SA) Mode

- Press DSS Key assigned to SA Mode.
 - Enter SA Password.
 - Dial the desired SA Command.
- Or
- Dial 1#92-SA Mode Password.
 - Dial the desired SA Command.

Alarms

Once Only:

- Press 'Alarm' Key.
- Enter Phone Number.
- Enter Time in HH-MM.
- Select 'Once Only'. Press ✓ Key.
- Select 'Personalized' or 'Automated'. Press ✓ Key.
- Confirmation Tone. Go On-Hook.

- Or
- Dial 1072-003-Phone Number-HH-MM-1-1 (Once Only, Personalized).
 - Confirmation Tone. Go On-Hook.
 - Dial 1072-003-Phone Number-HH-MM-1-2 (Once Only, Automated).
 - Confirmation Tone. Go On-Hook.

Daily Alarm:

- Press 'Alarm' Key.
- Enter Phone Number.
- Enter Time in HH-MM.
- Select 'Daily'.
- Select 'Personalized' or 'Automated'.
- Press ✓ Key.
- Confirmation Tone. Go On-Hook.

- Or
- Dial 1072-003-Phone Number-HH-MM-2-1 (Daily, Personalized).
 - Confirmation Tone. Go On-Hook.
 - Dial 1072-003-Phone Number-HH-MM-2-2 (Daily, Automated).
 - Confirmation Tone. Go On-Hook.

To cancel Alarms:

- Press 'Alarm' Key.
- Enter Phone Number.
- Select 'Cancel All'.
- Press ✓ Key.
- Confirmation Tone. Go On-Hook.

- Or
- Dial 1072-003-Phone Number-#
 - Confirmation Tone. Go On-Hook.

Alarms (Cont.)

Voice Guided Alarm:

- Press DSS Key assigned to Remote Voice Guided Alarm.
 - Follow the Voice Mail System prompts to set Alarm.
- Or
- Dial 1072-034-Follow Voice Mail System Prompts.

To cancel Voice Guided Alarm:

- Repeat the above steps.
- Or
- Dial 1072-034-Follow Voice Mail System Prompts.

Voice Guided Alarm can be set only if a Voice Mail System is installed in the System.

Alarm Status Report

To print Alarm Status Report:

- Press DSS Key assigned to Print Alarm Status Report.
- Or
- Dial 1072-913

Call Block

To Block Room-to-Room Calls:

- Press DSS Key assigned to Call Block. (LED glows Red)
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1072-045-1
 - Confirmation Tone. Go On-Hook.

To Allow Room-to-Room Calls:

- Press DSS Key assigned to Call Block again. (LED turns Off)
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1072-045-0
 - Confirmation Tone. Go On-Hook.

Call Budget

To assign Call Budget Amount:

- Press DSS Key assigned to Assign Call Budget.
 - Enter Room/Phone Number.
 - Enter Call Budget Amount. (Amount is in 6 digits; use leading zeros)
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1072-004-Room/Phone Number-Call Budget Amount (Amount is in 6 digits; use leading zeros)
 - Confirmation Tone. Go On-Hook.

Call Privilege

To set Dynamic Lock:

- Press DSS Key assigned to Dynamic Lock Remote.
- Enter Room/Phone Number.
- Select the option 'Change Toll Control Level'.
- Press ✓ Key.
- Scroll to select a Toll Control Level.
- Press ✓ Key.
- Confirmation Tone. Go On-Hook.



- Dial 1072-002-Room/Phone Number-1-Scroll to select a Toll Control Level.
- Press ✓ Key.
- Confirmation Tone. Go On-Hook.

To set Auto Dynamic Lock:

- Press DSS Key assigned to Dynamic Lock.
- Enter Room/Phone Number.
- Scroll to select 'Change Lock Timer'.
- Press ✓ Key.
- Set Lock timer for: 01-99 Minutes.
- Confirmation Tone. Go On-Hook.



- Dial 1072-002-Room/Phone Number-2-Minutes (01-99).
- Confirmation Tone. Go On-Hook.

To set Manual Dynamic Lock:

- Press DSS Key assigned to Dynamic Lock.
- Enter Room/Phone Number.
Scroll to select 'Change Lock Timer'.
- Press ✓ Key.
- Enter User Password.
- Set Lock Timer for: 00
- Confirmation Tone. Go On-Hook.



- Dial 1072-002-Room/Phone Number-2-00
- Confirmation Tone. Go On-Hook.

Check-In

- Press DSS Key assigned for 'Check-In'.
- Scroll to select desired Check-In Profile.
- Enter Room/Phone Number to Check-In.
- Enter Guest Title.
- Enter Guest Name.
- Confirmation Tone. Go On-Hook.



- Dial 1072-901-Check In Profile-Room/Phone Number-Guest Title-Guest Name.
Check In Profile:
1 - Single
2 - Family
3 - Budget
- Confirmation Tone. Go On-Hook.

Change Check-In Profile

- Press DSS Key assigned for Check-In Profile.
 - Enter Room Number.
 - Scroll to select desired Check-In Profile.
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1072-907-Room Number-Profile Type.
Profile Type:
1 - Single
2 - Family
3 - Budget
 - Confirmation Tone. Go On-Hook.

Check-Out

- Press 'Check-Out' Key.
 - Enter Room/Phone/Guest Number.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1072-902-Room/Phone /Guest Number.
 - Confirmation Tone. Go On-Hook.

Database Synchronization Request

To request Database Synchronization from PMS:

- Press DSS Key assigned to Database Synchronization Request.
- Or
- Dial 1072-040

Applicable only for Micros Opera PMS Interface.

Deleting Checked-Out Calls

To delete Checked-Out calls from particular phone:

- Press DSS Key assigned to Delete Checked-Out Calls.
 - Enter Phone Number twice.
- Or
- Dial 1072-914-Phone Number-Phone Number (same as previous).

Deleting Checked-Out Calls (Cont.)

To delete Checked-Out calls from particular phone:

- Press DSS Key assigned to Delete Checked-Out Calls.
 - Enter Phone Number twice.
- Or
- Dial 1072-914-Phone Number-Phone Number (same as previous).

To delete Checked-Out calls for a range of phones:

- Press DSS Key assigned to Delete Checked-Out Calls.
 - Enter Phone Number range. (Ph. No. in 6 digits; use leading zeros).
- Or
- Dial 1072-914-Phone Number-Phone Number range (Ph. No. in 6 digits; use leading zeros).

Do Not Disturb (DND)

To set DND:

- Press DSS Key assigned for DND-Remote.
 - Enter Room/Phone Number.
 - Scroll to select type of call to set DND:
 - All Calls
 - Internal Calls
 - External Calls
- Or
- Dial 1072-001-Room/Phone Number-Type of Call
 - 1-All Calls
 - 2-Internal Calls
 - 3-External Calls
- Press ✓ Key .
 - Confirmation Tone. Go On-Hook.
- Or
- Press ✓ Key .
 - Confirmation Tone. Go On-Hook.

To cancel DND:

- Press DSS Key assigned for DND-Remote.
 - Enter Room/Phone Number.
 - Scroll and select 'Cancel DND'.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1072-001-Room/Phone Number-0
 - Confirmation Tone. Go On-Hook.

Greeting Message

To set Greeting Message:

- Press DSS Key assigned to User Greeting Message.
- Enter Room/Phone Number.
- Select from the options:
'Greeting Message 1'
'Greeting Message 2'
- Press ✓ Key.
- Select 'set' and press ✓ Key again.
- Confirmation Tone. Go On-Hook.

- Or
- Dial 1072-008-Room/Phone Number-0-1 (to play Greeting Message 1). Dial 1072-008-Room/Phone Number-1-1 (to play Greeting Message 2).
 - Confirmation Tone. Go On-Hook.

To cancel Greeting Message:

- Press DSS Key assigned to User Greeting Message.
- Enter Room/Phone Number.
- Select the cancel Greeting Message and press ✓ Key.
- Select 'cancel' and press ✓ Key again.
- Confirmation Tone. Go On-Hook.

- Or
- Dial 1072-008-Room/Phone Number-0-0 (to cancel Greeting Message 1).
 - Dial 1072-008-Room/Phone Number-1-0 (to cancel Greeting Message 2).
 - Confirmation Tone. Go On-Hook.

Guest Group

- Press DSS Key assigned to Guest Group.
- Enter Room/Phone Number.
- Enter Guest Group Number.
- Confirmation Tone. Go On-Hook.

- Or
- Dial 1072-904-Room/Phone Number-Guest Group Number (00-99).
 - Confirmation Tone. Go On-Hook.

Guest Name

- Press 'Guest Name' Key.
- Enter Room/Phone Number.
- Enter Guest's Name.
- Press ✓ Key
- Confirmation Tone. Go On-Hook.

- Or
- Dial 1072-903-Room/Phone Number-Guest's Name- #*
 - Confirmation Tone. Go On-Hook.

Guest-In/Guest-Out

- Press 'Guest In/Out' Key.
 - Enter Room/Phone Number and press ✓ Key.
 - Select the option: Guest-In/Guest-Out.
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1072-905-Room/Phone Number-1 (Guest-In).
 - Confirmation Tone. Go On-Hook.
 - Dial 1072-905-Room/Phone Number-0 (Guest-Out).
 - Confirmation Tone. Go On-Hook.

Hotel-Motel Activity Log

To view Hotel-Motel Activity Index:

- Press DSS Key assigned for Hotel-Motel Activity Display.
 - You will get Activity Index with Date-Time on Display.
- Or
- Dial 1072-178
 - You will get Activity Index with Date-Time on Display.

To Start Hotel-Motel Activity Log Online:

- Press DSS Key assigned for Hotel-Motel Activity Log - Start/Abort Online Mode.
 - The report will be available at the Destination Port.
- Or
- Dial 1072-177-1

To Stop Hotel-Motel Activity Log Online:

- Press DSS Key assigned for Hotel-Motel Activity Log - Start/Abort Online Mode.
 - The report will be available at the Destination Port.
- Or
- Dial 1072-177-0

To Start Hotel-Motel Activity Report:

- Press DSS Key assigned for Hotel-Motel Activity Log - Start/Abort Report.
 - The report will be available at the Destination Port.
- Or
- Dial 1072-176-1

To Stop Hotel-Motel Activity Report:

- Press DSS Key assigned for Hotel-Motel Activity Log - Start/Abort Report.
 - The report will be available at the Destination Port.
- Or
- Dial 1072-176-0

Housekeeping

Room Clean Status

To change Clean Status:

- Dial 1072-909-Room/Phone Number- Room Clean Status.
 - 1 - Maid Present
 - 2 - Dirty
 - 3 - Clean
 - 4 - To be Inspected
 - 5 - Out of Service
- Confirmation Tone. Go On-Hook.

Room Occupancy Status

- Press DSS Key assigned to Change Occupancy Status.
 - Enter Room/Phone Number.
 - Scroll to select the option:
 - Occupied
 - Vacant
 - Reserved
 - Guaranteed
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1072-908-Room/Phone Number- Room Occupancy Status
 - 1 - Occupied
 - 2 - Vacant
 - 3 - Reserved
 - 4 - Guaranteed
 - Confirmation Tone. Go On-Hook.

For Micros Opera PMS Interface - Status options are : 1-Dirty, 2-Clean, 3-Inspected.

For Extended Starlight PMS Interface - Status options are: 1-Dirty, 2-Clean, 3-Clean Checked.

Mailbox Assignment

To assign Mailbox:

- Press DSS Key assigned for Mailbox Assignment.
 - Enter Room/Phone Number.
 - Scroll to select 'Assign Mailbox'.
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1072-005-Room/Phone Number-1
 - Confirmation Tone. Go On-Hook.

To de-assign Mailbox:

- Press DSS Key assigned for Mailbox Assignment.
 - Enter Room/Phone Number.
 - Scroll to select 'De-assign Mailbox'.
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1072-005-Room/Phone Number-0
 - Confirmation Tone. Go On-Hook.

Phone Ringing Pattern

- Press DSS Key assigned to Phone Ringing Pattern.
 - Scroll to select desired Phone Ringing Pattern.
 - Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1072-916-Room Number-Pattern Number.
Pattern Number:
1 - First Only
2 - Simultaneous
3 - One-by-One
4 - Stepped
5 - First Followed by All
 - Confirmation Tone. Go On-Hook.

Print Check-Out Report

- Press DSS Key assigned for Print Check-Out Report.
 - Enter Room/Phone /Guest Number.
- Or
- Dial 1072-911-Room/Phone /Guest Number.

Reminder

To set Reminder:

- Press DSS Key assigned to Remote Reminder.
 - Enter Phone Number.
 - Enter Date and Time in DD-MM-YYYY-HH-MM.
OR
MM-DD-YYYY-HH-MM (users in USA).
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1072-033-Phone Number-DD-MM-YYYY-HH-MM.
OR
MM-DD-YYYY-HH-MM (users in USA).
 - Confirmation Tone. Go On-Hook.

To cancel Reminder:

- Press DSS Key assigned to Remote Reminder.
 - Enter Phone Number.
 - Select 'Cancel All'. Press ✓ Key.
 - Confirmation Tone. Go On-Hook.
- Or
- Dial 1072-033-Phone Number-#
 - Confirmation Tone. Go On-Hook.

Voice Guided Reminder:

- Press DSS Key assigned to Remote Voice Guided Reminder.
 - Follow the Voice Mail System prompts to set Reminder.
- Or
- Dial 1072-035-Follow Voice Mail System Prompts.

Reminder(Cont.)

To cancel Voice Guided Reminder:

- Repeat the above steps.



- Dial 1072-035-Follow Voice Mail System Prompts.

Voice Guided Reminder can be set only if a Voice Mail System is installed in the System.

Reminder Status Report

- Press DSS Key assigned to Print Reminder Status Report.



- Dial 1072-917

Room Shift

- Press DSS Key assigned to Room Shift.
- Enter current Room/Phone /Guest Number.
- Enter New Room/Phone Number.
- Confirmation Tone. Go On-Hook.



- Dial 1072-910-CurrentRoom/ Phone/ Guest Number-New Room/Phone Number.
- Confirmation Tone. Go On-Hook.

Room Status Report

- Press DSS Key assigned to Print Room Status Report.
- Confirmation Tone. Go On-Hook.



- Dial 1072-912
- Confirmation Tone. Go On-Hook.

Scheduled Alarm Report

To enable Scheduled Alarm Report:

- Dial 1072-036-1
- Confirmation Tone. Go On-Hook.

To set Time for Scheduled Alarm Report:

- Dial 1072-037-HH-MM.
- Confirmation Tone. Go On-Hook.

To disable Scheduled Alarm Report:

- Dial 1072-036-0
- Confirmation Tone. Go On-Hook.

Scheduled Change of Room Clean Status

To enable Scheduled Change of Room Clean Status:

- Dial 1072-043-1
- Confirmation Tone. Go On-Hook.

To set Time for Scheduled Change of Room Clean Status:

- Dial 1072-044-HH-MM.
- Confirmation Tone. Go On-Hook.

To disable Scheduled Change of Room Clean Status:

- Dial 1072-043-0
- Confirmation Tone. Go On-Hook.

Scheduled Reminder Report

To enable Scheduled Reminder Report:

- Dial 1072-038-1
- Confirmation Tone. Go On-Hook.

To set Time for Scheduled Reminder Report:

- Dial 1072-039-HH-MM.
- Confirmation Tone. Go On-Hook.

To disable Scheduled Reminder Report:

- Dial 1072-038-0
- Confirmation Tone. Go On-Hook.

Scheduled Room Status Report

To enable Scheduled Room Status Report:

- Dial 1072-041-1
- Confirmation Tone. Go On-Hook.

To set Time for Scheduled Room Status Report:

- Dial 1072-042-HH-MM.
- Confirmation Tone. Go On-Hook.

To disable Scheduled Room Status Report:

- Dial 1072-041-0
- Confirmation Tone. Go On-Hook.

Software Version/Revision Display

To know Software Version/Revision:

- Dial 1072-191
- Confirmation Tone. Go On-Hook.

VIP Status

To assign VIP Status to a Guest:

- Press DSS Key assigned to VIP Status.
- Enter Room/Phone Number.
- Scroll to select VIP.
- Press ✓ Key.
- Confirmation Tone. Go On-Hook.

Or

- Dial 1072-915-Room/Phone Number-1
- Confirmation Tone. Go On-Hook.

To assign Non-VIP Status to a Guest:

- Press DSS Key assigned to VIP Status.
- Enter Room/Phone Number.
- Scroll to select Non-VIP.
- Press ✓ Key.
- Confirmation Tone. Go On-Hook.

Or

- Dial 1072-915-Room/Phone Number-2
- Confirmation Tone. Go On-Hook.

User Definable Fields

To inform PMS the User Defined String:

- Dial 1072-920-Digits String. Press ✓ Key.
- Confirmation Tone. Go On-Hook.

OR

- Dial 1096-Digits String. Press ✓ Key.
- Confirmation Tone. Go On-Hook.

How to attach/detach the Foot Stand

EON48/SPARSH VP248

You can attach or detach the Foot Stand of EON48/SPARSH VP248 on the bottom of the phone, as illustrated in Figure A.

You can place the phone on a desk at two different angles by attaching the Foot Stand as shown in Figure B (50 degrees), and Figure C (30 degrees).

If you attach the Foot Stand as illustrated in Figure C, the phone will be placed in an almost upright position on your desk.

Decide which of these positions work for you best and accordingly attach the Foot Stand.

Figure A: Attaching/Detaching the Foot Stand

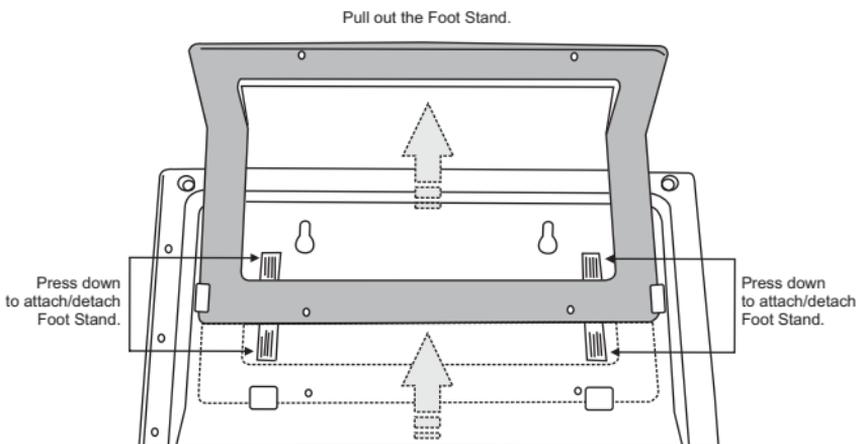


Figure B: The phone mounted on a desk at 50°

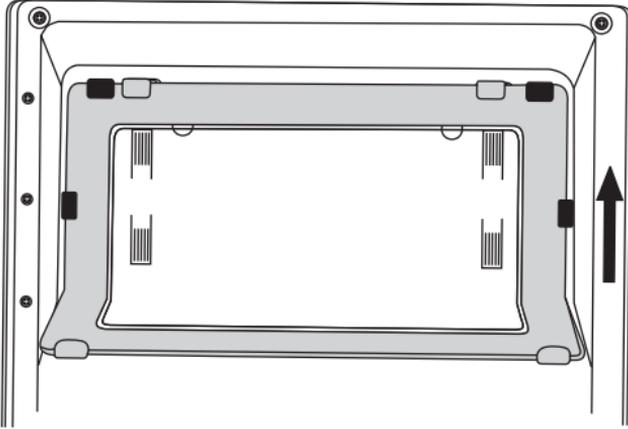
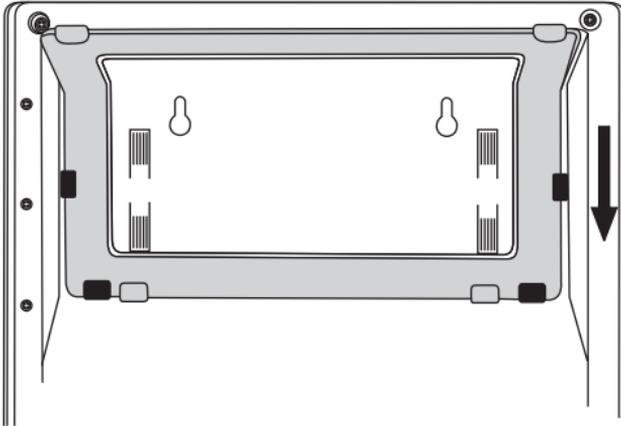


Figure C: The phone mounted on a desk at 30°



EON/SPARSH VP310

You can attach or detach the Foot Stand of EON/SPARSH VP310 on the bottom of the phone, as illustrated below. You can place the phone on a desk at two different angles by attaching the Foot Stand as shown in Figure D (50 degrees), and Figure E (35 degrees).

If you attach the Foot Stand as illustrated in Figure E, the phone will be placed in an almost upright position on your desk.

Decide which of these positions work for you best and accordingly attach the Foot Stand.

Figure D: The phone mounted on a desk at 50°

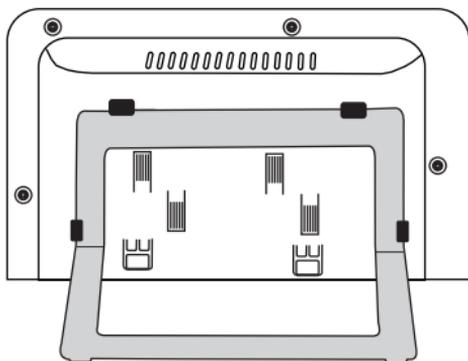
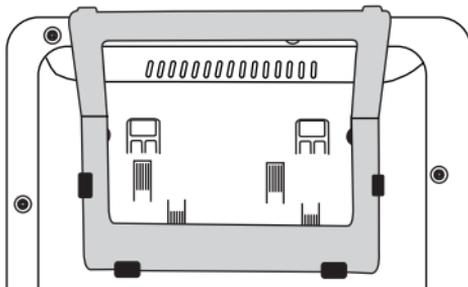


Figure E: The phone mounted on a desk at 35°



Connecting a Headset (EON48/SPARSH VP248)

- To use a Headset (not supplied) with your phone, you may plug a headset with a 2.5 mm single connector into the headset jack with the symbol  on the left side panel of the Phone, as illustrated in Figure A.
- Or • You may plug in a headset with an RJ9 connector into the headset port at the bottom of the phone, marked with the symbol , as illustrated in Figure B.

Figure A

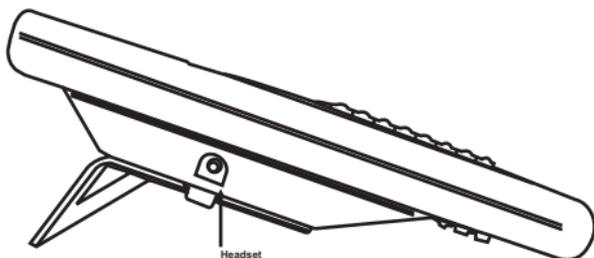
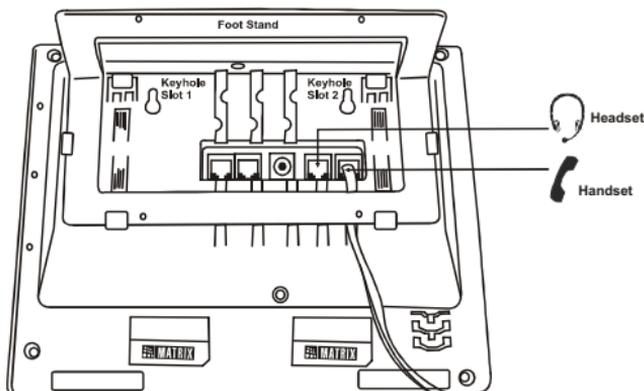


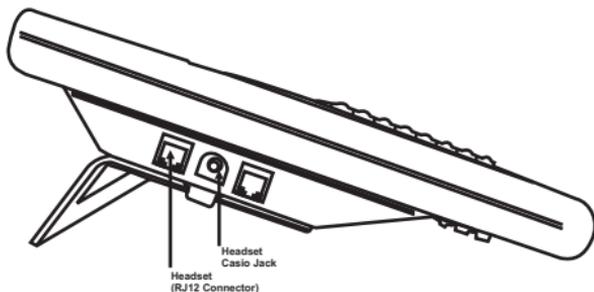
Figure B



Connecting a Headset (EON/SPARSH VP310)

- To use a Headset (not supplied) with your phone, you may plug a headset with a 3.5 mm single connector into the headset jack with the symbol  on the left side panel of the Phone, as illustrated in Figure C.
- Or
- You may plug in a headset with an RJ9 connector into the headset jack with the symbol  on the left side panel of the Phone, as illustrated in Figure C.

Figure C



Enabling the Headset Option

To enable Headset Connectivity:

- Press  Key to enter the phone menu.
- Scroll to the 'Phone Settings' and press  Key.
- Enter your user password.
- Scroll to the 'Headset Connectivity' and press  Key .
Select 'Headset Connected' and press  Key.

If you want to answer calls using Headset Key, ask your System Engineer to assign a DSS Key for the Headset function.



MATRIX COMSEC

Head Office:

394-GIDC, Makarpura

Vadodara - 390 010, India

M: +91 85111 73344

Email: Customer.Care@MatrixComSec.com

www.MatrixTeleSol.com