SPARSH VP330
User Guide

MATRIX
TELECOM SOLUTIONS
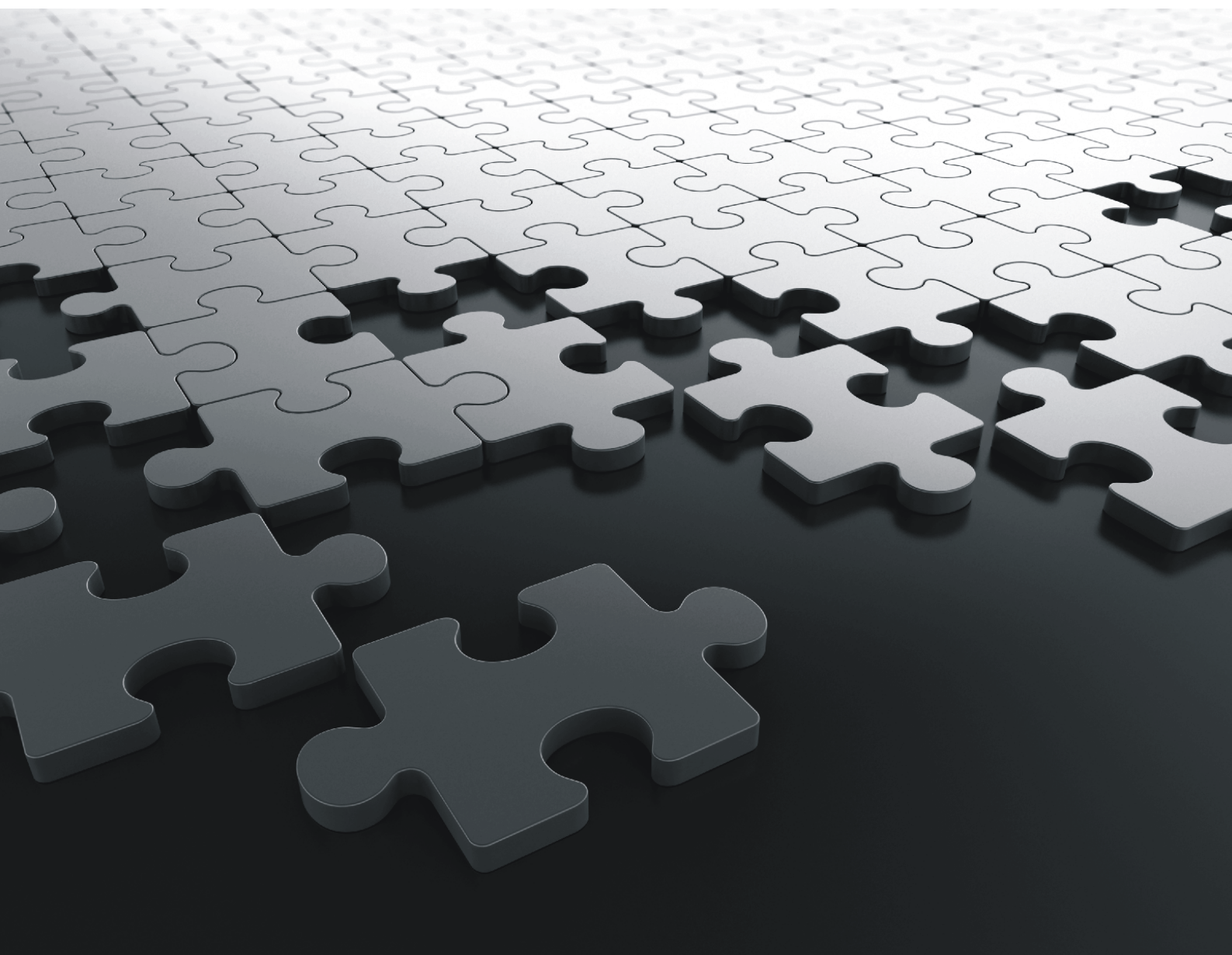
Matrix SPARSH VP330
Intuitive Touch-Screen IP Phone

User Guide

Documentation Disclaimer

Matrix Comsec reserves the right to make changes in the design or components of the product as engineering and manufacturing may warrant. Specifications are subject to change without notice.

This is a general documentation for all models of the product. The product may not support all the features and facilities described in the documentation.

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Contents

CHAPTER 1   *About this Guide*

This User Guide provides information and instructions for installing Matrix SPARSH VP330 – the proprietary IP Phone designed by Matrix; using the phone for making and receiving calls; and how to use a set of System features using the phone.

Intended Audience

This User Guide is intended for the end-users, who will use Matrix SPARSH VP330 – the proprietary IP Phone designed by Matrix.

Scope

This User Guide is meant to help you in the following areas:

- Getting familiar with the phone GUI (Graphical User Interface).
- Understanding the elements and functions that appear on the GUI.
- How to make and receive calls using the phone.
- How to access and operate a set of System features using the phone.

How to Read this User Guide

This Guide is organized in such a way that you will find all the information you need quickly and easily.

You may use the Table of Contents and the Index in this document to reach the relevant topic or information you want to look up.

Cross-references are provided in blue font with hyperlinks. You can look up the source by clicking the links.

Notices

The following symbols have been used to draw your attention to important things:

Note: It indicates something that requires your special attention or it reminds you of something you need to do when you are using the Matrix SPARSH VP330.

Caution/Warning: It indicates an action or condition that is likely to result in malfunction of the Matrix SPARSH VP330.

Terminology

Some specific terms used in this User Guide are defined below:

- **System:** Matrix PBX or IP-PBX, that is, ETERNITY or SARVAM UCS or PRASAR UCS.

- **Calling party/Caller:** A person who makes a call.

- **Called party:** A person to whom the call is made.

- **Power over Ethernet (PoE):** Integrated IEEE 802.3f Power over Ethernet allows easy deployment with centralized powering without a need for external power adapter.

- **Wi-Fi Network:** It is used to denote the Wi-Fi coverage area. Using Wi-Fi, an electronic device can exchange data in wireless mode over a computer network and even connect to the Internet.

- **Extension User:** Any user who is registered with the System. In other words, an extension user denotes any extension which is connected/registered to the same system with which your Matrix SPARSH VP330 is registered.

- **External User:** Any user who is not an extension of the System.

- **Incoming Calls:** Calls received on your Matrix SPARSH VP330.

- **Outgoing Calls:** Calls made from your Matrix SPARSH VP330.

- **Internal Calls:** Calls between the System extension users.

- **External Calls:** Calls between the System extension user and an external user.

- **Extended IP Phone:** SIP (Session Initiation Protocol) protocol based proprietary phones offered by Matrix which can be used with specific Matrix PBXs only.

Additional Information

If you have questions about the installation, configuration or have any issues regarding the System and/or the Matrix SPARSH VP330, contact Matrix Customer Care.

You can also refer the respective System Manual for further clarifications. The documentation can be found at https://www.matrixtelesol.com/product-manuals.html

For product registration and warranty related details, please visit https://www.matrixcomsec.com/product-registration-form.html

Know Your Matrix SPARSH VP330

SPARSH VP330, the next generation feature rich SIP phone of Matrix with an intuitive GUI (Graphical User Interface) based touch-screen. It provides you an easy way of managing your communication needs to meet the day to day business requirements. Designed to change the way you communicate and collaborate, SPARSH VP330 delivers a seamless communication experience that is convenient and ready to use in real time, so that you can focus on the task in hand. Once it is registered with the System, you can start operating the phone.

Key Features

- **Enhanced Call Management:** Dedicated one touch feature keys and intuitive user interface provides quick access to full range of PBX call management features including Call Hold, Call Park, Call Transfer, Conference and Voicemail.

- **Access to Corporate Directory:** Easy integration with the enterprise's Corporate Directory (Global Directory) which allows you to easily locate and dial corporate contacts at one click.

- **Presence:** Provides intuitive Presence status display and supports changing your Presence status which is viewable to other extension users. You can also view the Presence Status of remote users.

- **Busy Lamp Field (BLF) Indication:** You can monitor the status of the extensions and trunks who are assigned DSS Soft keys. You can also pickup ringing extensions/trunks using DSS Soft keys.

- **Plug & Play:** Integrated Plug & Play feature that enables to power up the phone and start using it. On the other hand, it helps in mass deployment of the phones in your organization without requiring a lot of manual intervention to configure each of the phones separately.

- **Multiple Language Support:** The phone can be operated in six different languages including English, French, German, Spanish, Portuguese and Italian.

- **Capacitive Touch Screen:** 4.3 inch Capacitive Touch Screen LCD (Liquid Crystal Display) that delivers easy access to advanced features and a unique experience beyond traditional desk phones. Supports adjustable Brightness controls from the touch screen to suit your customized LCD requirement.

- **Easy-to-Use Hard Keys:** Supports following hard keys and LEDs:
  - 6 Fixed Feature Keys
  - 12 Alphanumeric Digit Keys (Dial pad Keys)
  - 1 Speaker Key.
  - 12 DSS (Direct Station Selection) keys.
  - 1 Ringer LED.

- **High Speed Ethernet connectivity:** Dual switched 10/100 Base-T auto-sensing Ethernet LAN connectivity allows unconstrained bandwidth from the network to the phone. LAN port is used to connect the phone to a Switch or a Hub or a Router or an xDSL Modem. You can connect your PC to the PC port of the phone.

- **Power over Ethernet (PoE):** Integrated IEEE 802.3f Power over Ethernet allows easy deployment with centralized powering without a need for external power adapter.

- **Wi-Fi Support:** Supports Wi-Fi (WLAN) connectivity using which the phone provides seamless connectivity to the corporate Wi-Fi network and offers flexibility to work from anywhere in the office. If your installation setup does not meet the requirements of suitable wired Ethernet connectivity due to any reason, then you can connect the compatible Wi-Fi Adapter supplied by Matrix to the USB port to register and use the phone.

- **Improved Audio:** High Definition (HD) Audio output that delivers crystal clear voice and life like conversations over HD handset and hands-free speaker.

- **Full-duplex Hands-free Speaker:** High quality speaker with acoustic echo cancellation to deliver natural and clear speech even for hands free operation without any distortion.

Front View

1	Ringer LED
2	LCD Screen
3	Fixed Function Keys
4	DSS (Direct Station Selection) Keys
5	Digit Keys/ Dial pad Keys
6	Volume Up Key/ "+" Key
7	Speaker Key
8	Volume Down Key/ "-" Key
9	Handset

- *You can use either the Dial Pad keys or the Onscreen Alphanumeric keyboard to enter the characters in the Edit box. To open Onscreen Alphanumeric keyboard, double tap on the Edit box.*

- *While dialing digits during the Dial sate, you cannot use the Onscreen keyboard.*

Bottom View
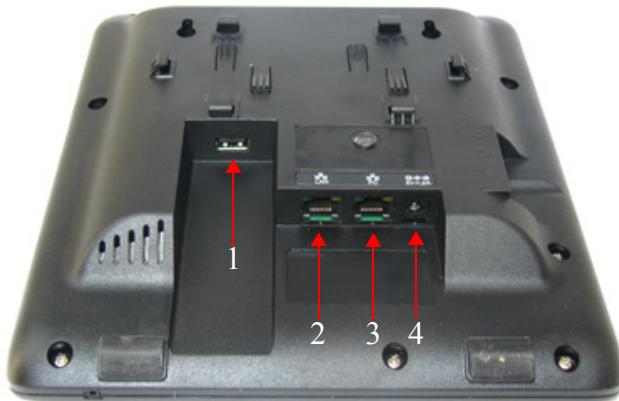
1	USB Port for Wi-Fi Adapter
2	LAN Port for Router or LAN Switch
3	PC Port for PC/Computer
4	Power Port for Power Adapter (Optional)[a]

a. It is a PoE enabled phone and can be powered over Ethernet by connecting it to a PoE enabled LAN Switch (IEEE 802.3af Compliant). If you do not want to use PoE, plug in the connector of the Adapter into the power jack (DC Jack) at the bottom of the phone. The IP phone should be used with Matrix original power adapter (5V/2A) only.

Left View

1	Headset Port with RJ11 Connector
2	Headset Port
3	Handset Port

Feature Keys and DSS Keys

Feature Keys

There are 6 Feature Keys (Keys 13 to 18). Each Feature Key is accompanied by a feature icon that describes its function. Default features assigned to these keys are as follows.

DSS Key	Feature icon	Assigned Feature	LED
13	◌◌	Voicemail	Single Color - Blue
14	🎤̸	Mute	Single Color - Blue
15	🎧	Headset	Single Color - Blue
16	❚❚	Hold	No
17	👥	Conference	No
18	❲→❲	Transfer	No

It is not possible to re-label these feature keys, hence it is recommended that you do not change the default features assigned to these keys.

However, if you still decide to reprogram features on these keys, keep a note of the changes you have made. To re-assign features on the DSS keys as per your requirement, please contact the System Administrator.

DSS (Direct Station Selection) Keys

There are 12 DSS Keys (Keys 1 to 12) which can be used for quick access to different features and facilities. For example, to dial an extension number at one key press, just press the DSS key assigned to that extension and the call will be placed automatically. Features/facilities assigned to these keys can be changed by the System Administrator.

These Keys have dual color LEDs - blue and red.

Getting Started

Package Contents

- Phone with Handset
- Ethernet Cable
- Spring Cord
- Foot Stand
- Quick Installation Guide (printed copy)
- Mounting Template

When you unpack the SPARSH VP330 box, please verify whether the above items are present in the package.

Check the contents for damage. In case any of the above listed items is missing, damaged, or faulty, contact the dealer/reseller. Do not discard any of the package contents or packing materials. For product registration and warranty related details, please visit https://www.matrixcomsec.com/product-registration-form.html

Protecting SPARSH VP330 and Yourself

The SPARSH VP330 is an electronic device. When you handle any electrical or electronic equipment, you are in a situation that could cause you bodily harm, besides damage to the product. So, before you handle any electronic equipment, you must be aware of the safety hazards involved in electrical circuitry and the standard practices for accident prevention. Your safety lies in your hands.

Power Supply

- Before you connect the phone to its power source, please read the installation instructions, mentioned in the Quick Installation Guide (QIG).

- The phone can be powered from an AC supply or from the LAN network (PoE).

- If you power the phone from an AC supply, purchase the power adapter from Matrix. The use of any third-party power adapter may cause damage to the phone. Damages to the phone caused by using other power adapters are not covered by Matrix warranty.

- Check the voltage of the AC supply. It must be between 100-240 VAC, 50-60Hz.

- The electric plug and socket must be easily accessible to you at all times so that you can disconnect power from the device, quickly. Remember, the phone does not have a power switch. The only way to disconnect it is to plug out the power supply.

- If you power the phone from the LAN network (Power over Ethernet), ensure that the Ethernet switch to which the phone is connected supplies power complying with IEEE 802.3af.

- If both the power options, that is, PoE as well as Power Adapter are available to the phone, then the phone will derive power from the PoE enabled LAN Switch.

- The power supply must be placed indoors.

Shock Hazard

To avoid electric shock, insert the adapter into the socket carefully. Make sure that the power supply is turned off while plugging in the adapter.

Using External Devices

When using external devices like the headset, cables, connectors with the IP phone, always ensure that they are of good quality, so that phone's performance is not affected.

Matrix does not guarantee the performance of external devices with SPARSH VP330, as it has no control over the quality of external devices, cables and connectors.

Cleaning the Product

Use a lightly moistened tissue paper or cloth towel to clean the phone surface.

Do not spray or pour cleaning solution directly on the phone as this will create shock hazard.

Disposing the Product

This product must be disposed according to the national laws and regulations prevailing in the country where it is installed.

Avoiding Discomfort

To avoid strain or discomfort to your body:

- Place the phone where it is most convenient for you to reach it, without straining any part of your body.

- Do not cradle the handset between your ear and shoulder; use the headset instead.

- Do not expose yourself continuously to loud sounds; keep the volume of the handset receiver and headset at a moderate level.

- Do not strain your eyes and neck to view the phone display, tilt the display at an angle that gives you the best comfortable view.

Connecting SPARSH VP330

- You can mount the phone on a wall or on desk.

Mount the phone on a Wall

- Use the mounting template to drill holes of appropriate size and distance. Fix the screw grips in the holes you drilled.

- Fix two screws in the holes on the wall, ensuring that they are aligned with the Keyhole Slots 1 and 2.

- Use wall plugs, if required, to fix the screws. Leave the screw heads protruding from the wall to fit into the Keyholes.
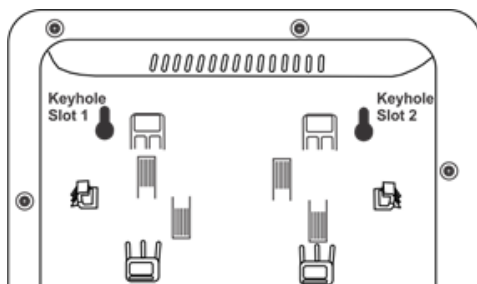

- Now, mount the phone on the wall, with the screws fitting into the Keyhole slots.

- Reverse the handset wall mount tab to make sure the handset remains intact when you mount the phone. Push the handset wall mount tab upwards to remove it from the slot. Rotate it 180 degrees clockwise and push it downwards into the slot.
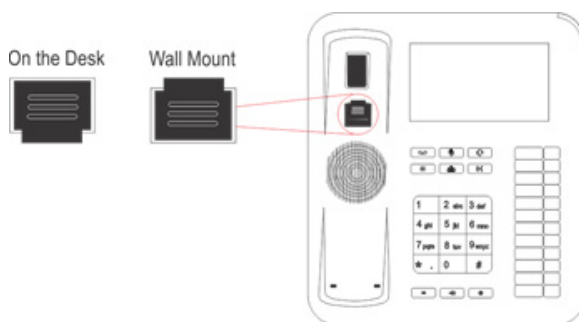

Mount the phone on the Desk

- You can attach the Foot Stand in two ways at **35° Angle** or at **50° Angle**.

Stand attached at 35 degree angle

Stand attached at
50 degree angle
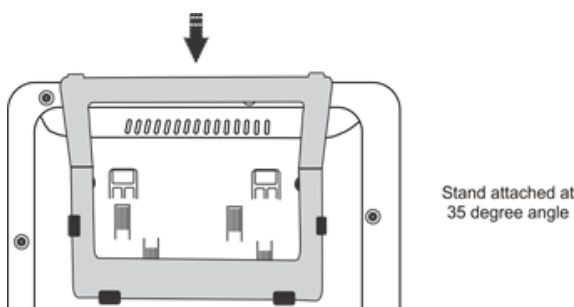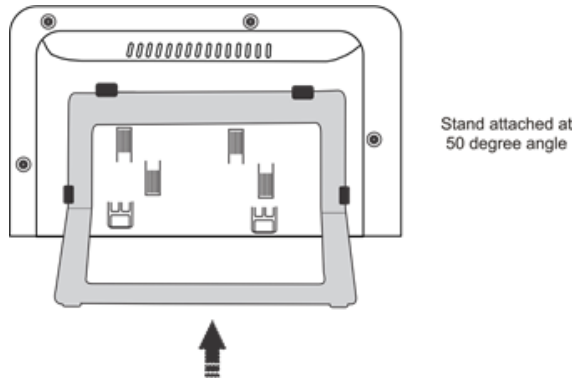
- If you attach the Foot Stand at 50°, the phone will be placed in an almost upright position on your desk.

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

LAN   PC   5VDC--2A

USB Dongle

Router /
LAN Switch

Computer

Adapter (Optional)
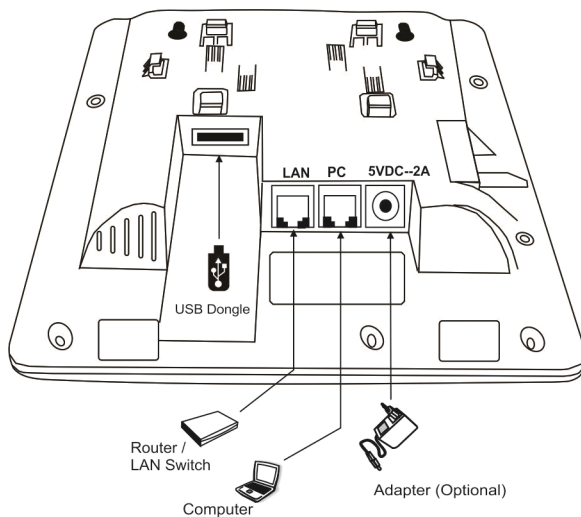
Connect the Handset and the Headset (optional)

- Plug the long straightened end of the Spring Cord into the RJ9 connector on the left side panel of the phone marked with the symbol   📞 .

  Plug the other (short straight) end of the Spring Cord into the jack at the bottom of the handset.

- If you want 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.

  OR

  You may plug a Headset with RJ9 connector into the headset jack with the symbol 🎧 on the left side panel of the phone.

Connect Power or PoE

- It is a PoE enabled phone and can be powered over Ethernet by connecting it to a PoE enabled LAN Switch (IEEE 802.3af Compliant).

  If you do not want to use PoE, plug in the connector of the Adapter provided with the phone into the power jack (DC Jack) with the label 5VDC-2A at the bottom of the phone. Plug in the Power Adapter into a power outlet.

If both the power options, that is, PoE as well as Power Adapter are available to the phone, then the phone will derive power from the PoE enabled LAN Switch.

The IP phone should be used with Matrix original power adapter (5V/2A) only. The use of any third-party power adapter may cause damage to the phone.

Connect to the network

You can connect to the network using the Ethernet Cable or Wi-Fi USB Adapter.

You may purchase a Wi-Fi (802.11 a/b/g/n) USB Adapter as an optional peripheral device to support wireless network access to the phone. The Wi-Fi Adapter extends the capability of the phone to connect to available Wi-Fi networks within range without worrying about wiring restrictions. For technical specifications about the Wi-Fi USB Adapter, refer "Technical Specifications".

To connect the Ethernet Cable,

- Plug one end of the Ethernet cable (RJ45 cable supplied with this phone) into the LAN Port on the bottom of the phone and plug in the other end of the cable into the LAN Switch/HUB or DSL Modem/Router. If you are using a Broadband Router/Modem, connect the other end into the LAN port of the device.

- Connect your phone to a PC on your desk, plug in another Ethernet cable (not supplied with this phone) into the PC Port of the phone and the other end into the LAN Port of your PC.

To connect the Wi-Fi USB Adapter,

- Connect the Wi-Fi USB Adapter into the USB port at the bottom of the phone.

If you turn ON the Wi-Fi Connectivity, packets will not pass from the Wi-Fi port to the LAN/PC port and vice-versa. However, the LAN port and the PC port can exchange packets between them. If you wish to connect a PC to your phone, plug in Ethernet cable (not supplied with this phone) into the PC Port of the phone and the other end into the LAN Port of your PC. Similarly connect the LAN port of the phone with external network.

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Configuring Matrix SPARSH VP330

Using Ethernet Connectivity

After your phone is powered on:

- DHCP is enabled on the IP phone by default with which the phone functions as a plug and play device. The phone attempts to contact a DHCP server to obtain valid network settings (e.g., IP address, subnet mask, default gateway address, DNS address and Server Address).

If you are using a third party DHCP Server, make sure you configure the following in the DHCP Sever to provide Server Address:

- *Select DHCP Option as 224 and Data type as 'String'.*

- *Configure the Server Address in the format "IP_ADDRESS:PORT". Where IP_ADDRESS will be the IP Address/Domain Name of System and PORT will be the SPARSH Port[1] of the System.*

- The phone fetches all the configuration files from the System.

- You need to configure network parameters of the IP phone manually if any of them is not supplied by the DHCP server or if your network does not support DHCP. For instructions see "Network Settings".

Using Wi-Fi Connectivity

After your phone is powered on:

- You must configure the Wi-Fi parameters. For detailed instructions, see "Wi-Fi Settings".

- DHCP is enabled on the IP phone by default. The phone attempts to contact a DHCP server to obtain valid network settings (e.g., IP address, subnet mask, default gateway address, DNS address).

- The phone fetches all the configuration files from System.

- You must configure the Server Address and Port, see "Network Settings".

- You need to configure network parameters of the IP phone manually if any of them is not supplied by the DHCP server or if your network does not support DHCP. For instructions see "Network Settings".

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1. *If you are using ETERNITY Firmware Version V12R4 or earlier, configure the Web Server Port.*

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Matrix SPARSH VP330 Home Screen

The Home screen of the Matrix SPARSH VP330 is broadly divided in to three sections as under:
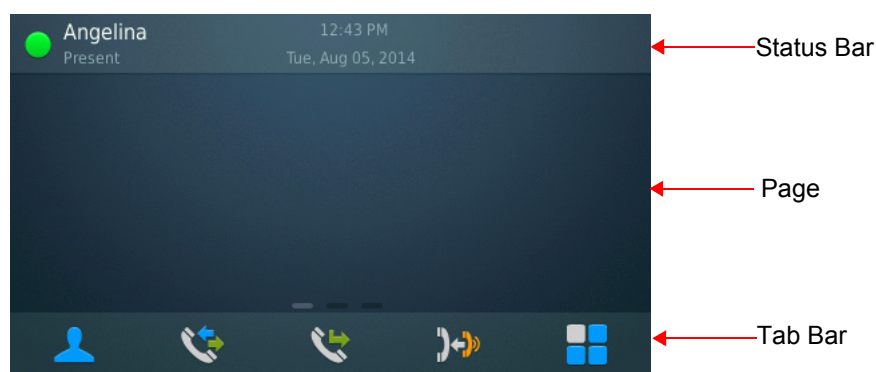
Status Bar

This bar displays your Name and/or Number (SIP ID), your presence status and the presence status message, Date and Time. You can change your presence status as per your preferences. For more details, see "Presence".

The Status Bar also displays the notifications for—Ongoing call, Callback and Synchronization, Feature Set Indication.

Pages

Home Screen contains three pages. You are recommended to place frequently accessed feature shortcuts on the first page. For instruction, see "Creating Shortcuts" under "Menu". On the second and third page, you can configure DSS Soft keys. For instructions, see "DSS Soft Keys".

Tab Bar

This bar displays fixed feature icons as shown in the table below.

Icon	Name	Description
👤	Contacts	Tap to view the list of all extensions and corporate directory contacts. See "Contacts".
📞	Call Log	Tap to access Call Logs. See "Call Logs".

Icon	Name	Description
	Call Forward	Tap to set/cancel Call Forward. See "Call Forward".
	Call Pickup	Tap to pickup the ringing extension. See "Pickup".
	Menu	Tap to access features of the System. See "Menu".

Customizing Matrix SPARSH VP330

You can customize your Matrix SPARSH VP330 by configuring certain settings, for example, Ringtones, Language, Time format.

Changing User Password

To change the User Password,

- Tap **Settings** on the **Menu** screen.

- Tap **User Password**.

- Enter the **Old Password**.

- Enter the **New Password**.

- Tap **Save**.

Changing Ringtones and Alerts

- Tap **Phone Settings** on the **Settings** screen.

- Tap **Ringtones and Alerts**.

Ringtones

You can customise the ringer tone for different types of calls.

- Tap **Ringtones** on the **Ringtones and Alerts** screen.

- Tap **Internal calls**.

- Tap the ringtone type you want to set from **Ringtone 1** to **Ringtone 10**.

  The selected tone will be played once. Tap again to set.

- Similarly, you can select the tones for External calls, Priority calls, Alarm calls, Emergency calls, Callback and notification calls.

- After you have selected the desired tones for each type of call, tap **Save**.

Notification

You can customise the Alert tone to be played for Notifications.

- Tap **Notifications** on the **Ringtones and Alerts** screen.

- Tap **Notification tone**.

- Tap the desired Alert tone you want to set from **Alert 1** to **Alert 4**.

    The selected tone will be played once. Tap again to set.

- By default, **Play Notification tone** is turned on. If you do not want the Notification tone to be played, tap the switch again.

- Tap **Save**.

Play Ring/Notification on

- Tap **Play Ring/Notification on** the **Ringtones and Alerts** screen.

- Tap the desired option— **Speaker** or **Headset**—on which you want the Ring/Notification tone to be played.

If you set Play Ring/Notification on as Headset, make sure you have connected a compatible Headset to your phone. To know more about Headsets supported by the phone, refer "Accessories".

Ringer Volume

You can adjust the Ringer Volume according to your requirement. Drag the slider to the left to decrease the volume or to the right to increase the volume.

Notification Volume

You can adjust the Notification Volume according to your requirement. Drag the slider to the left to decrease the volume or to the right to increase the volume.

Play Ring

- Tap **Play Ring** on the **Ringtones and Alerts** screen.

- Tap the desired option— **Immediately** or **After Delay**—when you want the Ring to be played.

    Tap **Ring Off**, if you do not want the ring to be played.

For the following types of Incoming calls, ringtone will always be played irrespective of whether you have set Play Ring option as Ring Off or not.

- *Emergency Reporting call*
- *Emergency Conference call*
- *Alarm call*
- *Reminder call*

Ringer Delay Timer

If you select *After Delay* as the Play Ring option, you must set the Ringer Delay timer.

- Tap to set the desired time in the **Ringer Delay Timer** box. (Default:10 seconds).

Ring Acknowledge Timer

- Tap to set the desired time in the **Ring Acknowledge Timer** box. (Default:00 seconds). After the expiry of this timer, the ring stops.

*If you set this timer as **00**, you must acknowledge the incoming call ring manually by pressing the Acknowledge (Ringer Acknowledge) DSS key or by answering the call. If you do not acknowledge, the ring will be played till you answer/reject the call.*

- Tap **Save**.

Play Key Tone

- Tap the **Play Key Tone ON/OFF** switch if you want a tone to be played whenever DTMF digits are dialed. By default it is off.

- Tap **Save**.

Changing the Display

- Tap **Phone Settings** on the **Settings** screen.

- Tap **Display**.

Brightness Level

You can adjust the brightness of the LCD of your phone according to your requirement. Drag the slider to the left to decrease the brightness or to the right to increase the brightness.

Backlight Off Timer

- Tap to set the desired time in the **Backlight Off Timer** box. (Default:000 seconds). On the expiry of this timer, the LCD backlight is turned off.

*If you set this timer as **000**, the Backlight will always remain on.*

- Tap **Save**.

Setting the Time Format

- Tap **Phone Settings** on the **Settings** screen.

- Tap **Time Format**.

- Tap **Use 24-hour format** to set the time in 24 hour format. By default, the time is displayed in 12 hour format.

- Tap **Save**.

Changing Call Settings

- Tap **Phone Settings** on the **Settings** screen.

- Tap **Call** on the **Phone Settings** screen.

- Tap **Auto Answer**, if you want incoming calls to be answered automatically. By default, it is off.

- If you enable Auto Answer, you must configure the **Auto Answer Timer**. Tap to set the desired time in the **Auto Answer Timer** box. (Default:1 second).

- Tap **Play waiting beeps - Internal calls**, if you want beeps to be played to the extension users as a waiting call indication for internal calls. (Default: Off).

- Tap **Play waiting beeps - External calls**, if you want beeps to be played to the extension users as a waiting call indication for external calls. (Default: Off).

Fixed Transfer Number

To use One Touch Transfer, make sure you have configured the desired extension number in Fixed Transfer Number. To configure the Number,

- Tap **Fixed Transfer Number**.

- Enter the **Extension Number** manually or tap **Contacts** to select the desired entry from the list. The selected Extension Number will be displayed.

- Tap **Save**.

Accessories[2]

Matrix SPARSH VP330 supports Headset and Wi-Fi USB Adapter as accessories.

Headset

You can connect third party wired Headsets to your phone. You can connect either:

- a 3.5 mm Headset into the Headset jack on the left side panel of the phone.

  Or,

- a RJ11 connector Headset into the RJ11 connector on the left side panel of the phone.

To check the technical specifications of the Headset connector, refer to the "Technical Specifications".

If you want to connect the speech path using the Headset by default,

- Tap **Phone Settings** on the **Settings** screen.

- Tap **Accessories**.

- Tap **Use Headset**. (Default: Off).

- Tap **Save**.

- *You must ask your System Administrator to assign a DSS key to the Headset, if you want to toggle between Headset, Handset and Speaker during speech. See "Toggle between Speaker, Handset and Headset" for more details.*

- *If you connect Headsets in both the connectors — 3.5mm jack as well as the RJ11 connector, only the 3.5 mm Headset will work.*

Changing Language

You may change the language of the phone as per your requirement.

- Tap **Phone Settings** on the **Settings** screen.

- Tap **Language**.

- Tap the desired language. The language you selected will be applied.

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2. *Accessories are not provided along with the phone in the packaging. You must purchase them separately and they must comply all the specifications as mentioned in this chapter. Matrix will not bear any responsibility for damages resulting from using an accessory belonging to any third party manufacturer.*

Advanced Settings

To adjust MIC volume of the Speaker, Headset and/or Handset,

- Tap **Phone Settings** on the **Settings** screen.

- Tap **Advanced Settings**.

- To adjust the **Speaker MIC Volume**, drag the slider to the left to decrease the volume or to the right to increase the volume.

- Similarly, you may adjust the **Headset MIC Volume** and the **Handset MIC Volume**.

- Tap **Save.**

You can make calls using the Dial Pad, or from Contacts, Call Logs or Favorites. You can also make calls using the DSS Soft Keys. For instructions, see "DSS Soft Keys"

Making Calls using the Dial Pad

- Dial the desired number using the **Dial Pad** directly or lift the handset to dial the desired number.
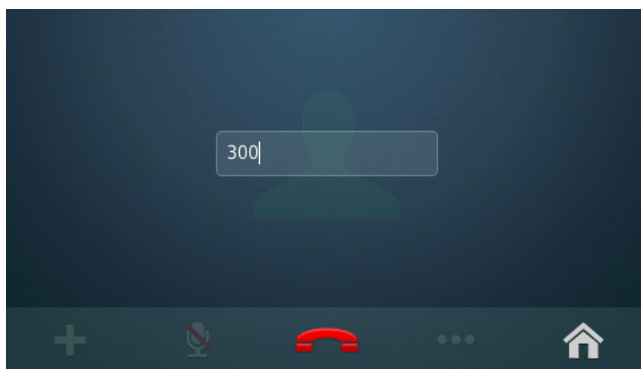
To make an external call,

- Dial the desired **Trunk Access Code** and then dial the desired external number.

Consult your System Administrator to know the other Trunk Access Code values.

To make an external call using Global Directory[3],

- Dial the **Global Directory Access code** (default: 8) followed by the **Global Directory Index number**.

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3. *The System maintains a system wide corporate directory containing the external numbers accessible to its registered extensions. This is known as the Global Directory refer to the respective System Manuals for detailed information.*

Making Calls from Contacts

- Tap **Contacts** on the **Home** screen.
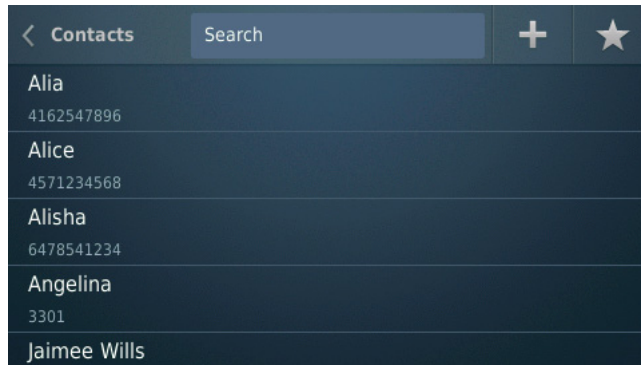
- Tap on the desired entry to place a call.

Making Calls from Call Logs

- Tap **Call Logs** on the **Home** screen.

- Tap on the desired entry in the **Missed** logs list to place a call.

- Similarly, you can also make calls from the other Call Log lists —Received and Dialed.

In the Call Logs, some entries may be displayed as Unknown (Number not available) or Private (CLIR set by caller).You cannot place calls by tapping on Unknown/Private entries.

Making Calls from Favorites

- Tap **Favorites** ⭐ on the **Contacts** screen.
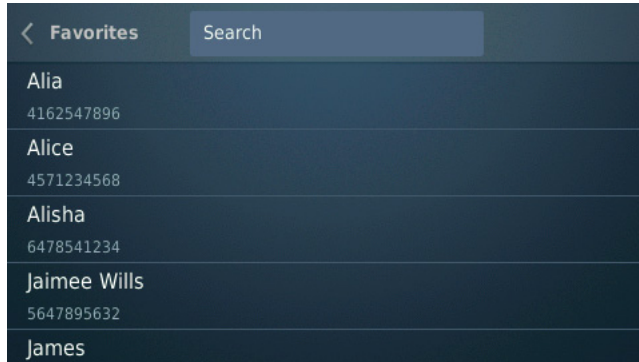
- Tap on the desired entry to place a call.

*You can create **Favorites** from the Contacts of your phone. Refer "Favorites".*

Receiving Calls

You can either answer or reject an incoming call.
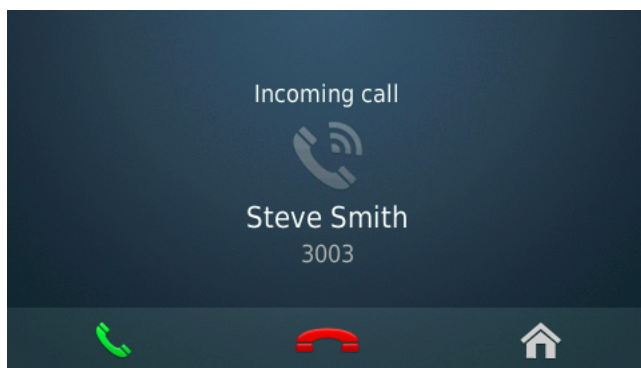
Icon	Name	Description
	Answer	Tap to answer an incoming call.
	Reject	Tap to reject an incoming call.
	Home	Tap to return to the Home screen. You can return back to the Call screen by tapping the Call notification on the Status bar.

Call Screen Functionality

During an active call, you can access the feature and facilities of the System.

Pending Call bar

Active Call area
One Touch Transfer icon

Facility bar
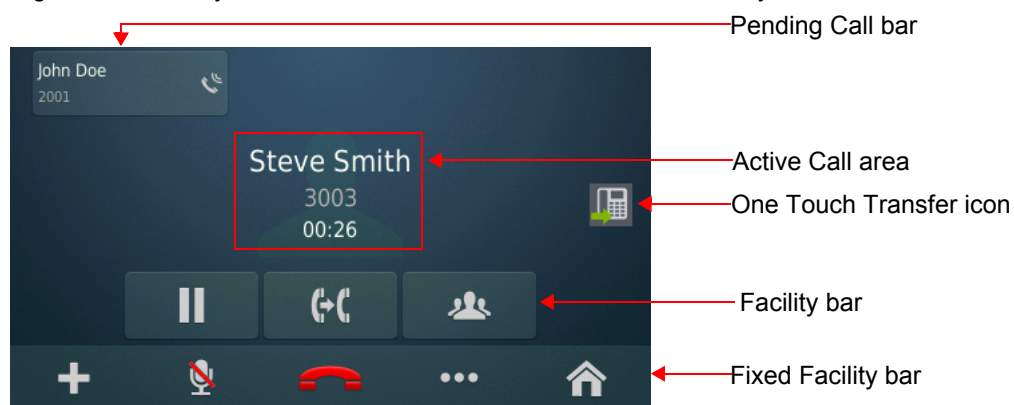
Fixed Facility bar

Icon	Name	Description
	One Touch Transfer	Tap to transfer the active call to a fixed number. Refer "One Touch Transfer".
Facility bar[a]		
	Hold	Tap to put the active call on hold. Refer "Call Hold".
	Transfer	Tap to transfer the active call. Refer "Call Transfer".
	Conference	Tap to create a 3-Party Conference. Refer "Conference 3-Party".
Fixed Facility bar		
	New Call	Tap to place a new call. Refer "Making a Second Call".
	Mute	Tap to mute the active call. To unmute, tap .
	End Call	Tap to disconnect the active call.

Icon	Name	Description
•••	More	Tap to access other features like Forced Answer, Assign Account Code, Barge-In, Interrupt Request, Conversation Recording and Open a Door during the active call.
🏠	Home	Tap to return to the Home screen.

a. The Facility Bar feature access differs according to the CoS and the state of the active call.

Accessing an Active Call from the Home Screen

Tap here
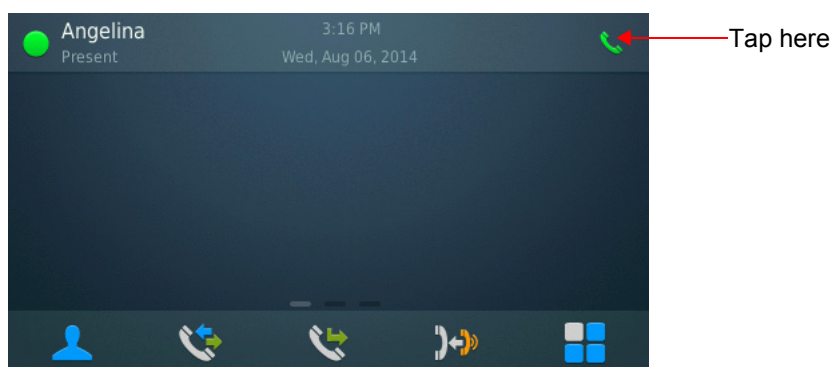
Handling Multiple Calls

During an ongoing call you can also have held and waiting incoming calls. You can either answer the incoming calls or unhold the calls put on hold. These calls appear in the Pending Call bar.
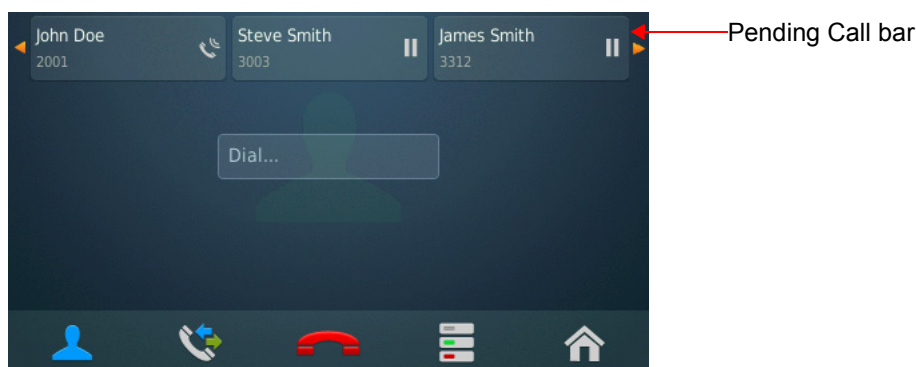
Pending Call bar

To view all the calls in the Pending Call bar, you may swipe from right to left or vise-versa. Refer to the table for the actions that can be taken.

Type of call in the Pending Call bar	Event	Options/Actions to be taken
Held Call	Single tap	Unhold call
	Long tap	Unhold call or Disconnect call
Incoming call	Single tap	Answer call
	Long tap	Answer call or Disconnect call

Type of call in the Pending Call bar	Event	Options/Actions to be taken
Held Conference call	Single tap	Rejoin Conference
	Long tap	Rejoin Conference or Disconnect

Toggle between Speaker, Handset and Headset

*To use a Headset, make sure you have connected a Headset and have enabled **Use Headset** in Settings. See "Accessories" for instructions.*

You can toggle between a handset, speaker and headset during an active call.

When you are in speech using the **Handset**,

- Press the **Speaker** key to switch to the Speaker. Replace the Handset.

  OR

- Press the **Headset** key to switch to the Headset. Replace the Handset.

- Lift the Handset to switch back to the Handset.

Making a Second Call

You can make a second call using the Dial Pad, from the Contacts, Call Logs or Favorites or DSS Soft keys, during an ongoing call.

During an active call,

- Tap **New Call** ➕ on the Call screen.
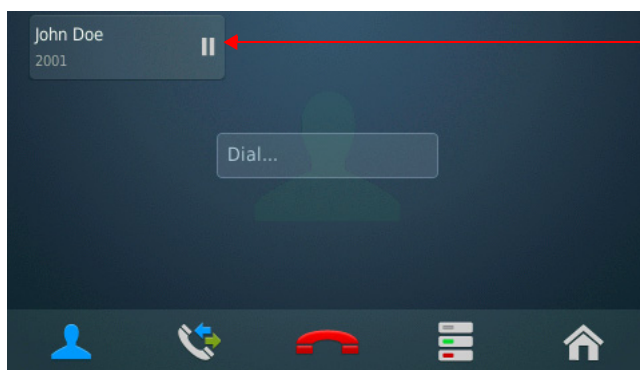
Tap here to return to the first call

- Dial the desired number.

  OR

- To select a number, tap **Contacts** 👤 or **Call Logs** 📞 or **DSS Soft keys** ☰ .

  You may also select a number from Favorites. To do so, you must tap **Favorites** ⭐ on the Contacts screen.

Matrix SPARSH VP330 User Guide

Receiving a Waiting Call

During an ongoing call, you may receive another incoming call.
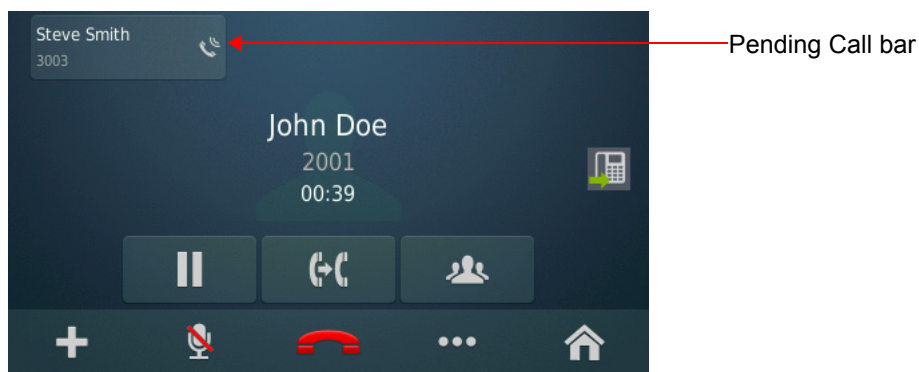
Pending Call bar

You may either answer or reject the waiting call.

- Tap on the Pending Call bar, to answer the incoming call.

- Long tap on the Pending Call bar and then tap **Reject** ⌢ , to reject the incoming call.

During speech, when you receive another incoming call, waiting beeps are played. You may disable the waiting beeps, if required. See "Changing Call Settings" for instructions.

Call Features

The Call features include all those features that you can access during a call. Availability of any feature depends on the Class of Service (CoS) assigned to you by the System Administrator. Following Call features are supported by the SPARSH VP330[4].

Supported Call Features

- Call Hold
- Call Transfer
- One Touch Transfer
- Call Toggle
- Conference 3-Party
- Conference Multiparty
- Conversation Recording
- Call Park
- Auto Call Back
- Auto Redial
- Trunk Reservation
- Message Wait
- Barge In
- Interrupt Request
- DND - Override
- Assign Account Code
- Call Chaining
- Call Budget
- Forced Answer
- Forced Call Disconnection
- Flashing on Trunks
- Open a Door

---

4. *For more information about the call features, refer to the respective System Manuals.*

Call Hold

Call Hold enables you to put an ongoing conversation on hold.

Exclusive Hold

Steve Smith
3003
00:08

Tap here to hold

Steve Smith
3003
On hold

Tap here to unhold

Global Hold

To put a call on Global Hold,

- Tap **More** .

- Tap Global Hold .

To resume a call put on Global Hold,

- Press the DSS key assigned to the extension or the trunk put on Global Hold. If the held party is an internal extension, then you can also dial the extension number to resume the call.

Call Transfer

Call Transfer enables you to relocate an existing call to an extension/external number. Calls can be transferred after notifying the other extension/external number about the impending transfer (Attended Transfer) or can be transferred directly without notification (Unattended Transfer).

- During an ongoing call, tap **Transfer** .
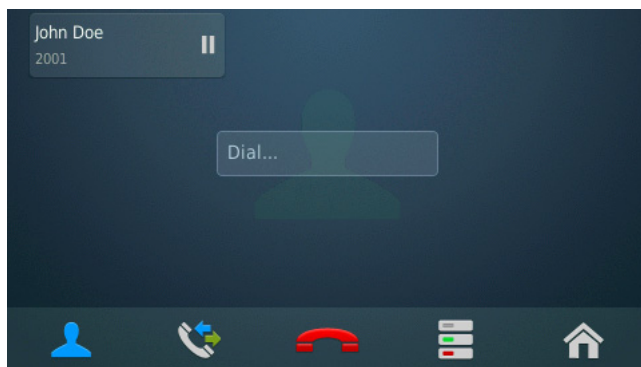
- Dial the number of the desired party to whom you want to transfer the call. You can make a call using the Dial Pad, from Contacts, Call Logs or Favorites or DSS Soft keys. To know more, see "Making a Second Call".

For Attended Transfer

Tap here
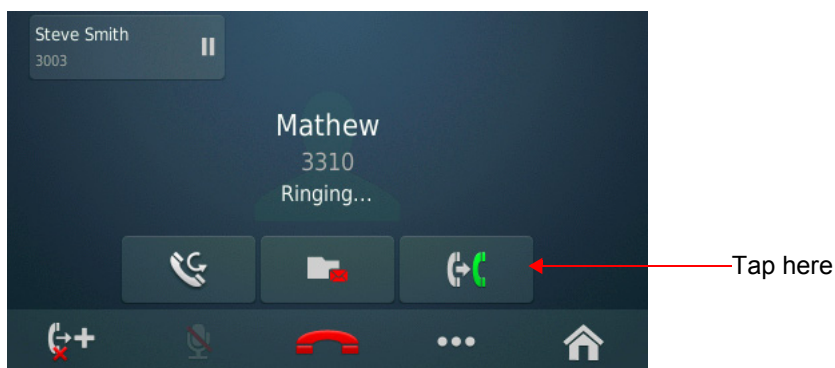
- When the dialed number is ringing, tap **Transfer Complete** .

For Unattended Transfer

Tap here
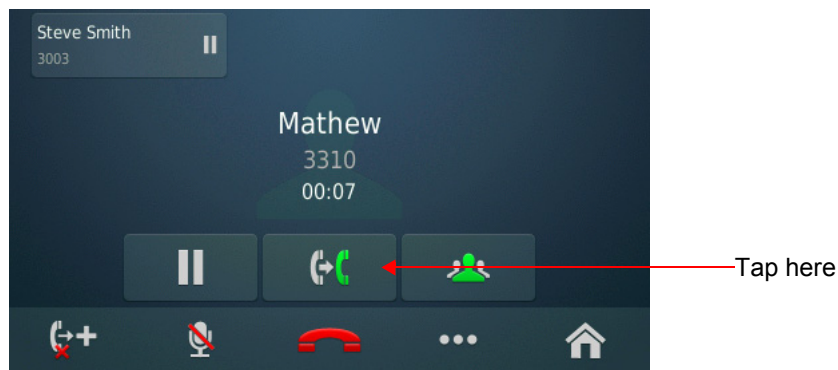
- After the dialed number answers, tap **Transfer Complete** .

 If the party to whom the call is transferred does not answer, the call will be returned back to you.

Blind Transfer to Voicemail

 Make sure, the Voicemail System (VMS) is available in the System. Contact your System Administrator for more information.

- During an ongoing call, tap **More** .

- Tap **Transfer to VMS**.

- Dial the desired extension number. The call will be transferred to the mailbox of the desired extension user.

One Touch Transfer

One Touch Transfer[5] allows you to transfer an ongoing call to a fixed extension number without entering the number or putting the call on hold.

To use One Touch Transfer, make sure you have configured the desired extension number in **Fixed Transfer Number** in **Phone Settings**. For instructions, see "Fixed Transfer Number".

• During an ongoing call, tap **One Touch Transfer** .

Tap here

• The call is transferred to the extension number.

---

5. *You will be able to use One Touch Transfer only if **Basic Features** are enabled in the CoS assigned to your extension.*

Call Toggle

Call Toggle allows you to switch between an active call and a held call.

During an active call,

- Tap on the held call in the **Pending Call** bar. Speech is established with the party on hold. The active call is put on hold.

Tap here to toggle
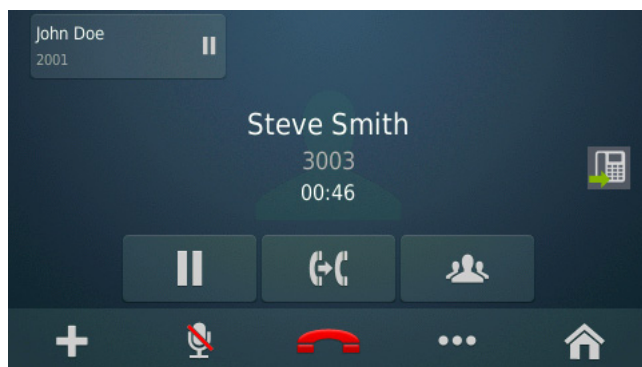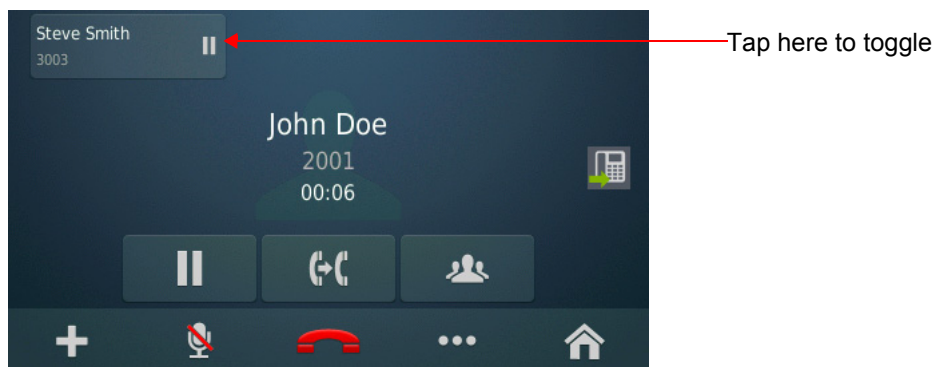
- Repeat the previous step again, to talk to the party on hold.

  In this way, you can talk to both the parties alternately.

  If you have multiple held calls, swipe to scroll through the Pending Call bar. Tap on the desired held call. For more details, see "Handling Multiple Calls".

Conference 3-Party

In Conference 3-Party, you can talk to two persons simultaneously. You can merge two separate calls to create a 3-way speech.

- During an ongoing call, tap **Conference** .
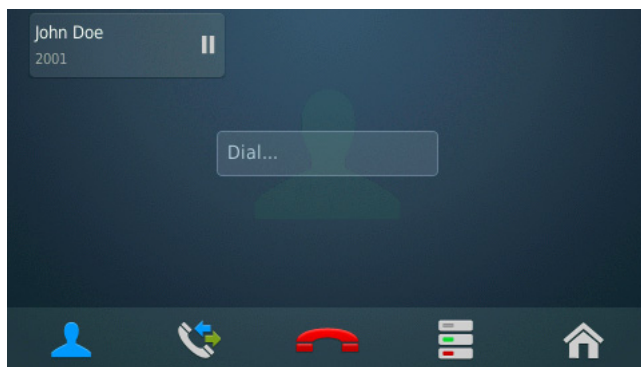
- Dial the number of the desired party with whom you want to make a conference. You can also select a number from Contacts, Call Logs, Favorites, DSS Soft keys. To know more, see "Making a Second Call".

- The dialed party answers the call.

Tap here
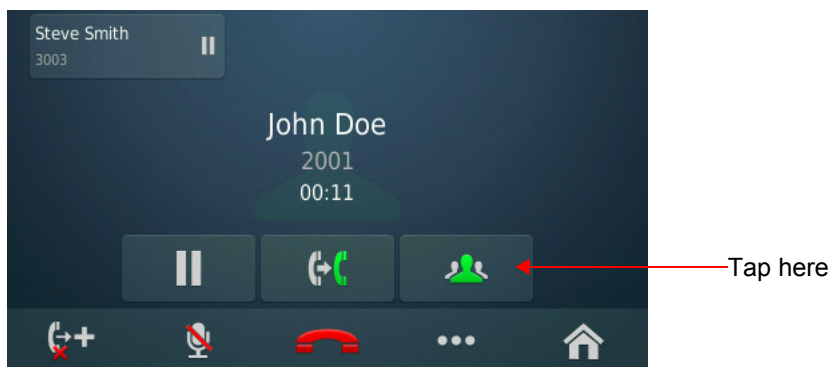
- Tap **Conference Complete** .

  OR
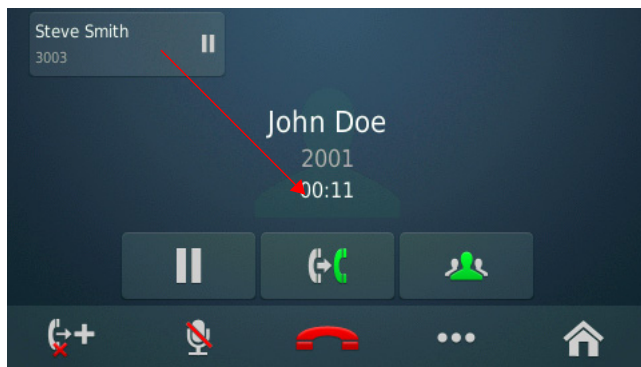
- Drag and drop the held call over the mature call, to establish the Conference.

Splitting the Conference to make a Private Talk

You can split the 3-Party Conference into two separate calls to make a private talk with each party.

- Tap **Conference** on the Conference screen.

Tap here

Tap here
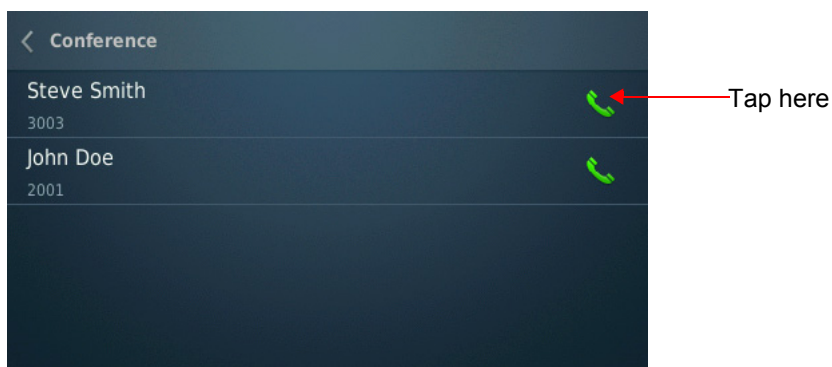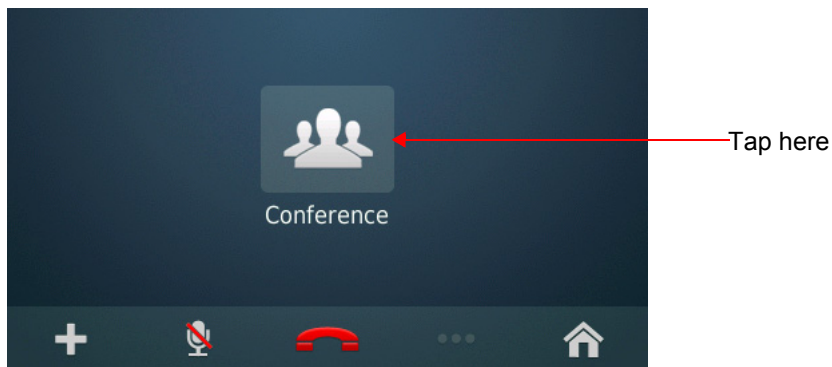
- The details of the participants are displayed.

- Tap the desired party with whom you want to make a private talk. The other party is put on hold.

Leave the Conference

You can leave the Conference at any point of time.
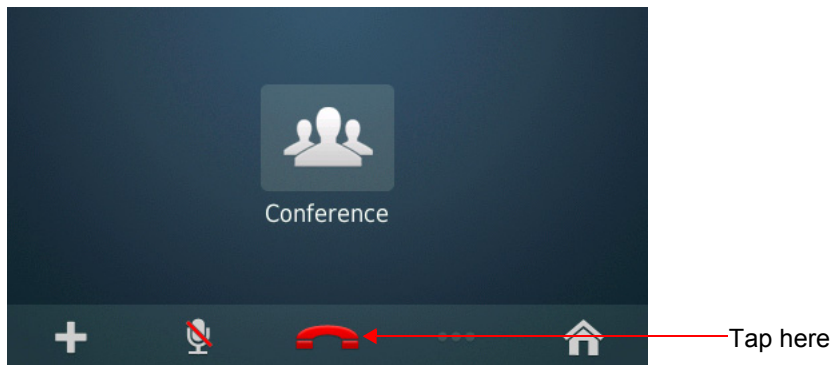
- Tap **End Call** on the Conference screen. You are disconnected and a two-way speech is established between the other parties.

 *When you disconnect the call to leave the 3-Party Conference, the other two parties will be connected or disconnected depending on the option you have set for **If Extension creating 3 party conference, disconnects during Conference** in the System. For more details, contact your System Administrator.*

Multiparty Conference

A Multiparty Conference[6] is a conference between more than three participants. Adding the fourth participant to an established 3-Party Conference creates a Multiparty Conference.

During an active 3-Party Conference,

- Tap **New Call** ![+] on the Conference screen to add a new participant.
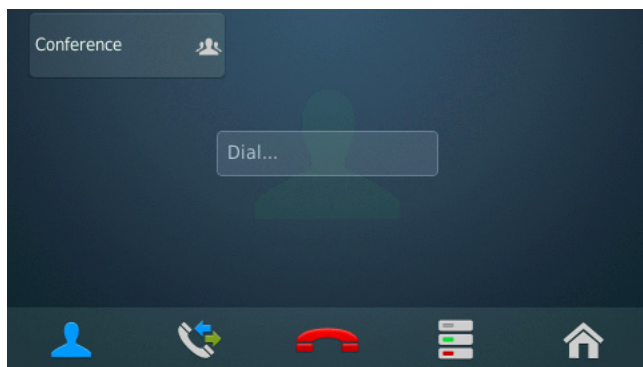
- Dial the desired number. You can also select a number from Contacts, Call Logs, Favorites, DSS Soft keys. To know more, see "Making a Second Call".
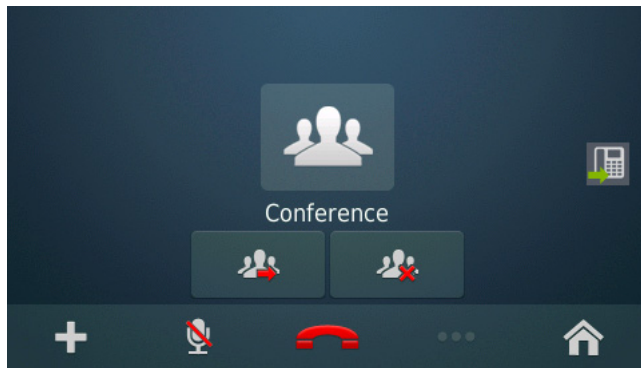
- The dialed party answers the call.

- Tap **Conference Complete** ![icon] .

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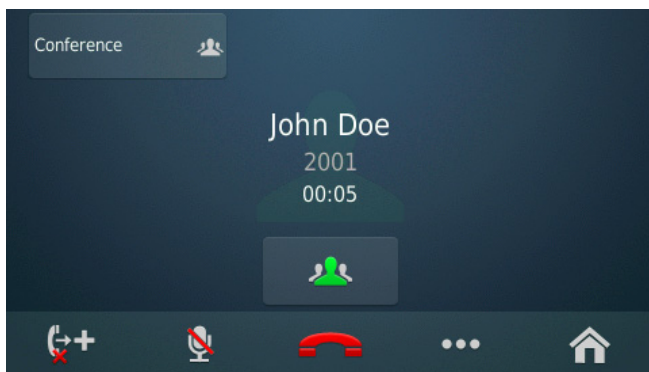
6. *The number of participants in the Conference depends on the system with which your phone is registered. For details, refer to the respective System Manual.*

- A Multiparty Conference is established.

- Similarly you can add other participants.

  OR
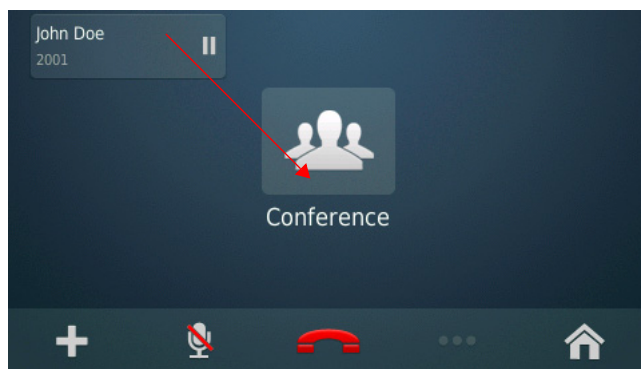
- Drag and drop the held call over the mature Conference call, to establish the Multiparty Conference.

In Multiparty Conference, other participants can add/ remove a new participant or terminate the conference depending on the level of access provided to them in the Class of Service by the System Administrator.
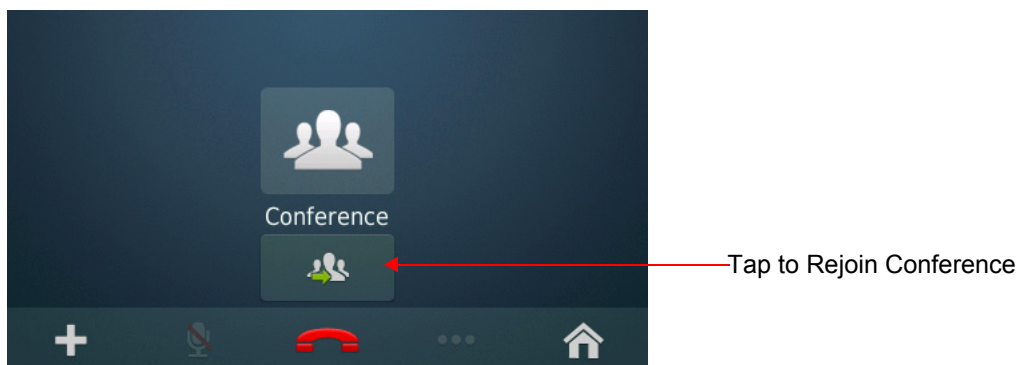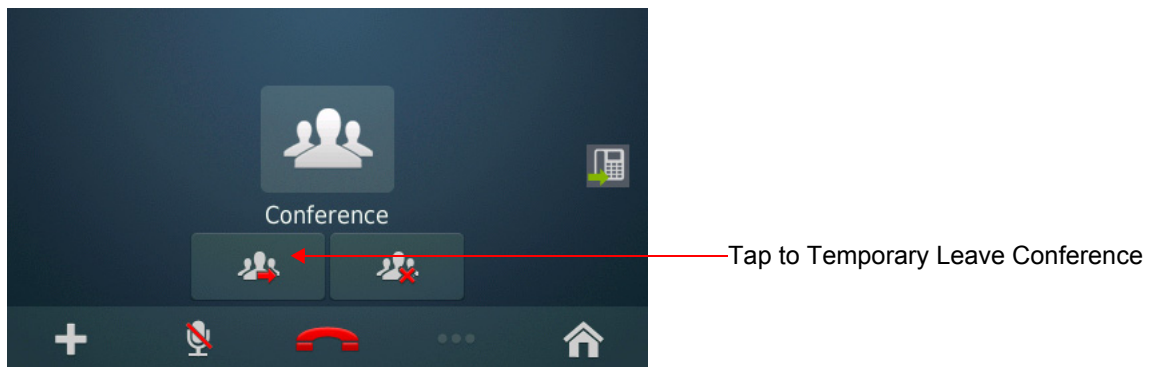
Remove a Participant from the Conference

- Tap **Conference** on the Conference screen.
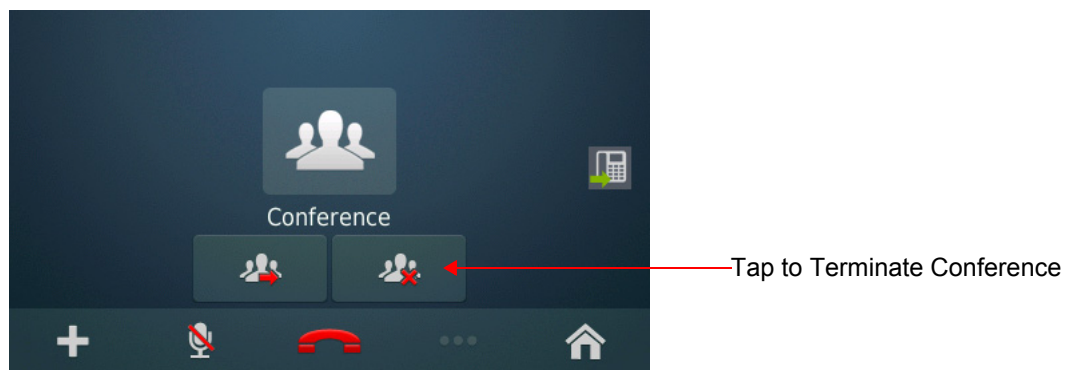
- The details of the participants are displayed.

Tap here
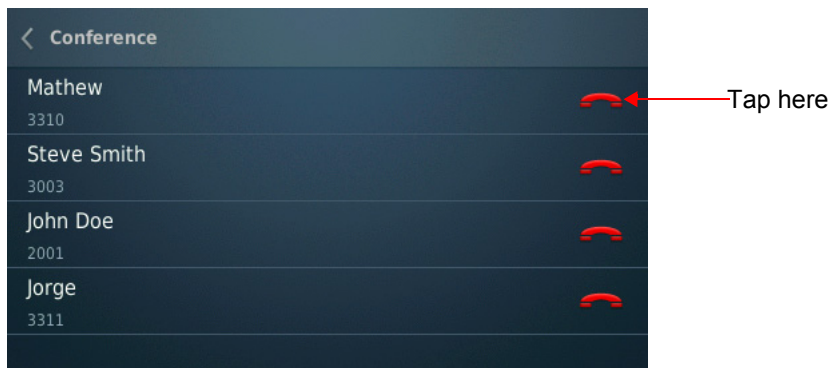
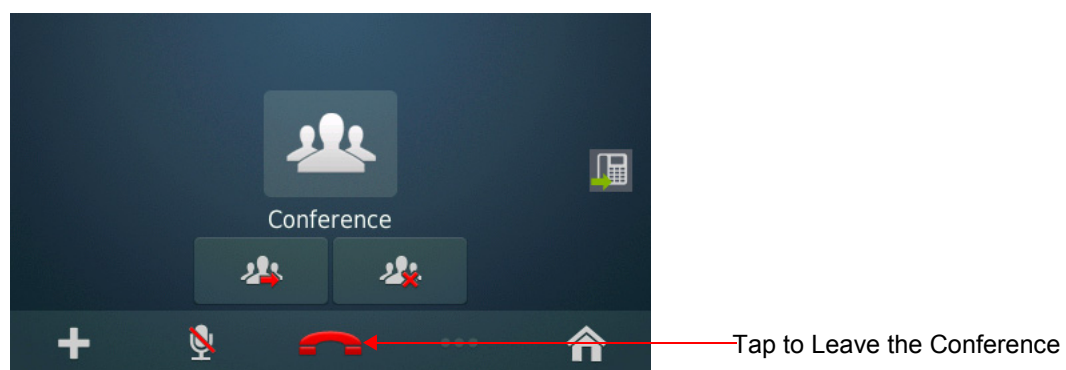- Tap **End Call** corresponding to the party that you want to remove.

Temporary Leave and Rejoin the Conference

Tap to Temporary Leave Conference

Tap to Rejoin Conference

Terminate Conference

Tap to Terminate Conference

Permanently Leave the Conference


Tap to Leave the Conference

Conversation Recording

You can record an ongoing conversation (with extension users or external parties) in your Voicemail box.

• *To use Conversation Recording, make sure the Voicemail System is available in the System. Contact your System Administrator for more information.*

To record an ongoing conversation,

• Tap **More** .

• Tap **Record**. The recording starts and **Record** indication appears on your screen.
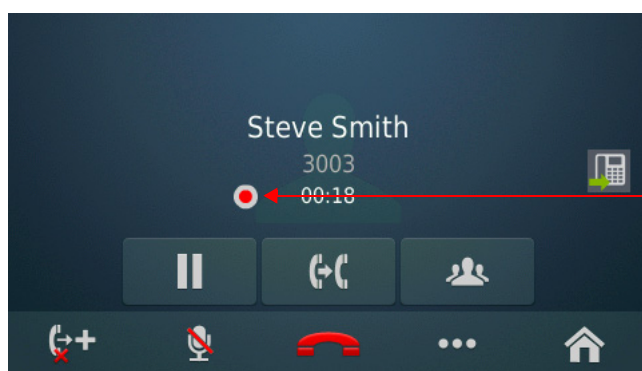
Steve Smith
3003
00:18 ──────────→ Record Indication

• Tap **End Call** to disconnect.

Listening to the Recorded Conversation

You must access the Voicemail, to listen to the recorded conversation. Refer "Voicemail" for more details.

Call Park

Call Park allows you to place a call on Hold, so it can be retrieved from the same or another extension of the system.

There are two ways to park a call:

- **Call Park-Personal Orbit:** The call parked in the Personal Orbit can be retrieved from your extension only. Personal Orbit is always 1.

- **Call Park-General Orbit:** The call parked in the General Orbit can be retrieved from any extension including your own extension. General Orbit number can vary from 2 to 9.

Parking a call in Personal Orbit

To Park a call in the Personal Orbit,

- During an ongoing call, tap **More** .

- Tap **Personal Park** .

To retrieve the parked call from the **Call** screen,

- Tap unhold .

To retrieve the Parked call from the **Menu** screen,

- Tap **Menu** on the **Home** screen.

- Tap **Call Retrieve** and then tap **Personal Orbit**.

Parking a call in General Orbit

To Park a call in the General Orbit,

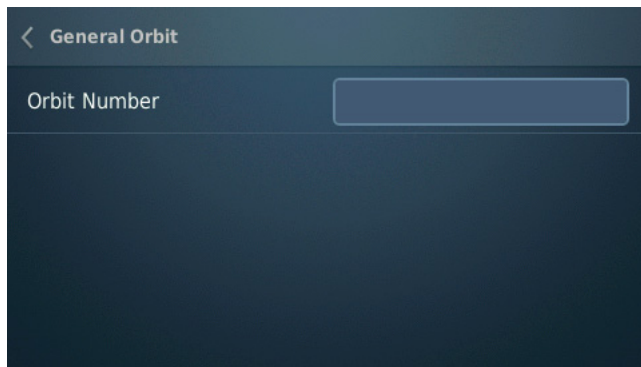- During an ongoing call, tap **More** .

- Tap **General Park** .

The System will park the call in the free orbit automatically, hence you do not need to enter the orbit number. The Orbit number will be displayed in confirmation message on the screen.

To retrieve the Parked call,

- Tap **Menu** on the **Home** screen.

- Tap **Call Retrieve** and then tap **General Orbit**.

- Enter the **Orbit Number** in which the call is parked.
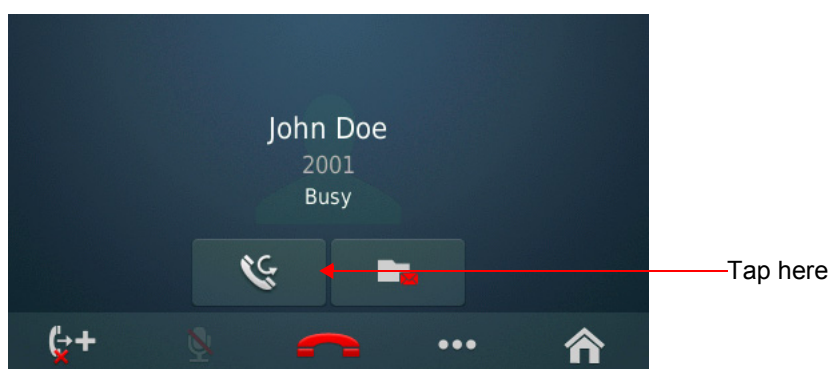
Auto Call Back (ACB)

When the dialed extension is busy or not answering your call, you can set Auto Callback (ACB) to avoid dialing the same number repeatedly. You can set Auto Callback for a single extension only.

You cannot set Auto Call Back and Trunk Reservation simultaneously. However, you may set Auto Redial along with Auto Call Back.
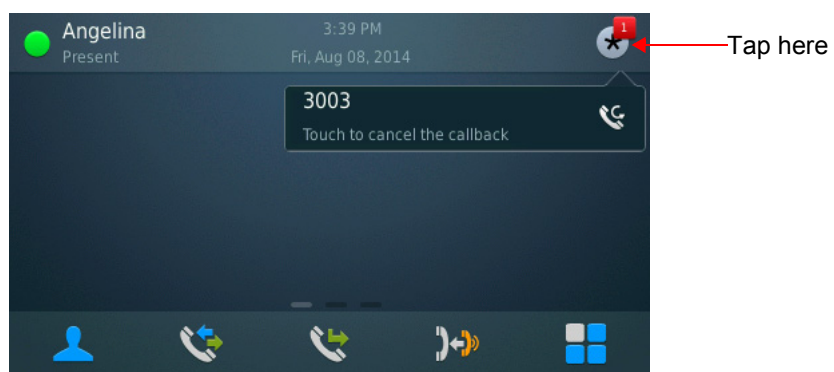
Setting Auto Callback

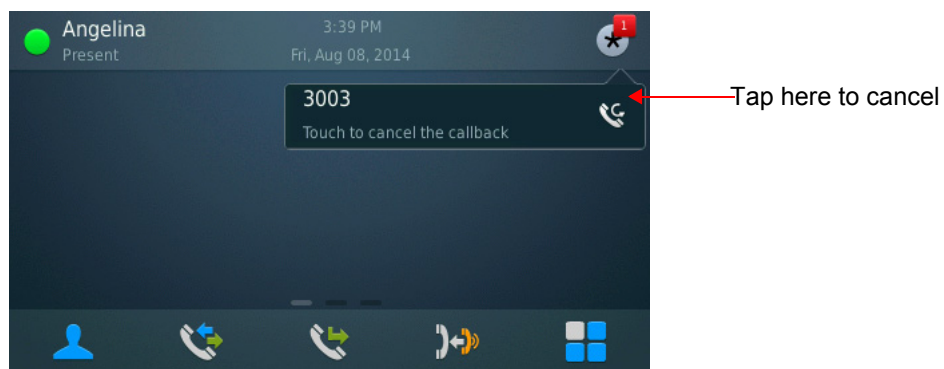- Dialed extension is busy.

Tap here

- Tap **Callback** .

- Similarly, you can set Auto Callback when the number is ringing.

- When the extension user is available, the system will automatically place the call on your extension.

Auto Callback Notification on the Home Screen

- After you set Auto Callback, the **Callback Notification** appears on the **User Status** bar on the **Home** screen.

- Tap **Notification** . The Notification bar displays the details of the Auto Callback set by you.

Tap here

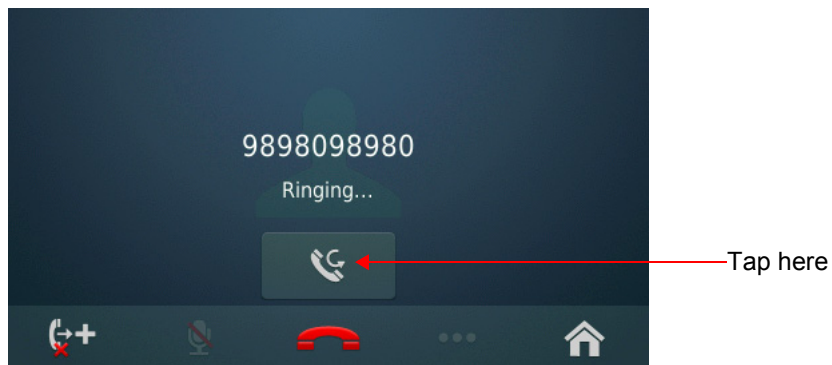## Canceling Auto Callback

Tap here to cancel

Auto Redial

When the dialed external number is busy or not answering your call, you can set Auto Redial to avoid dialing the same number repeatedly. You can set Auto Redial for multiple external numbers.

Setting Auto Redial

- The dialed number is not answering the call.

Tap here

- Tap **Callback** .

- Similarly, you can set Auto Redial when the number is busy.

- When the number is available, the system will automatically place a call on your extension.

Auto Redial Notification on the Home Screen

- After you set Auto Redial, the **Callback Notification** appears on the **User Status** bar on the **Home** screen.

- Tap **Notification** . The Notification bar displays the details of the Auto Redial(s) set by you.

Tap here
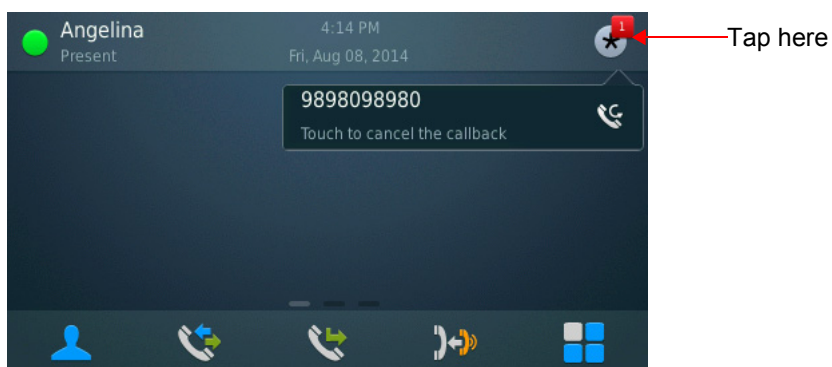
Canceling Auto Redial

Tap here to cancel
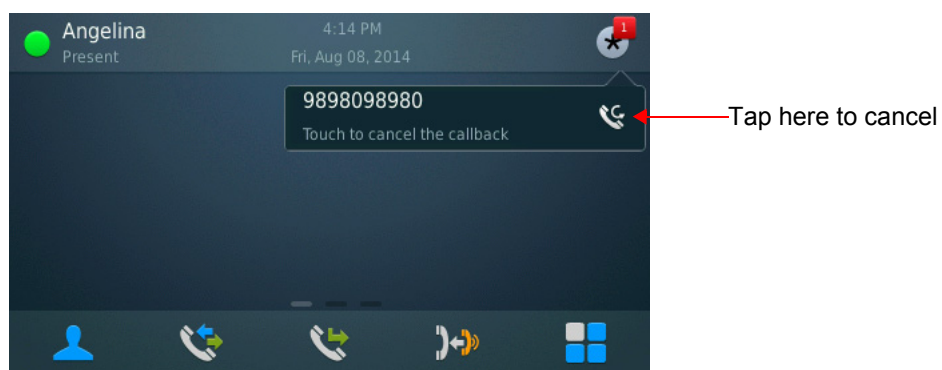
Trunk Reservation

Trunk Reservation[7] enables you to reserve a trunk for your exclusive use, for a specific duration as configured in the Trunk Reservation Timer.

> *You cannot set Auto Call Back and Trunk Reservation simultaneously. However, you may set Auto Redial along with Trunk Reservation.*

Reserving a Trunk

You can access a trunk by dialing Trunk Access Code (TAC) or using Selective Port Access. To know more about Selective Port Access, see "Selective Port Access".

- Dialed trunk is busy.

- Tap **More** .

- Tap **Trunk Reservation** .

- When the trunk is available, the system will automatically place the call on your extension.

Trunk Reservation Notification on the Home Screen

- After you set **Trunk Reservation**, the **Trunk Reservation Notification** appears on the **User Status** bar on the **Home** screen.

- Tap **Notification** . The Notification bar displays the details of the Trunk Reservation set by you.

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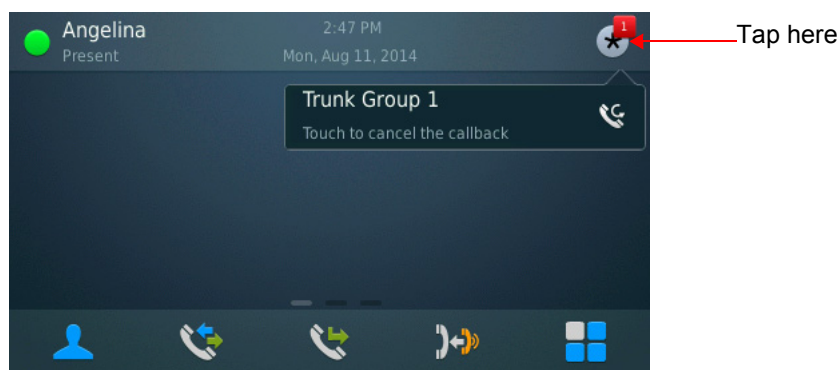
7. *This feature is not supported in PRASAR UCS.*

Canceling Trunk Reservation

Tap here to cancel
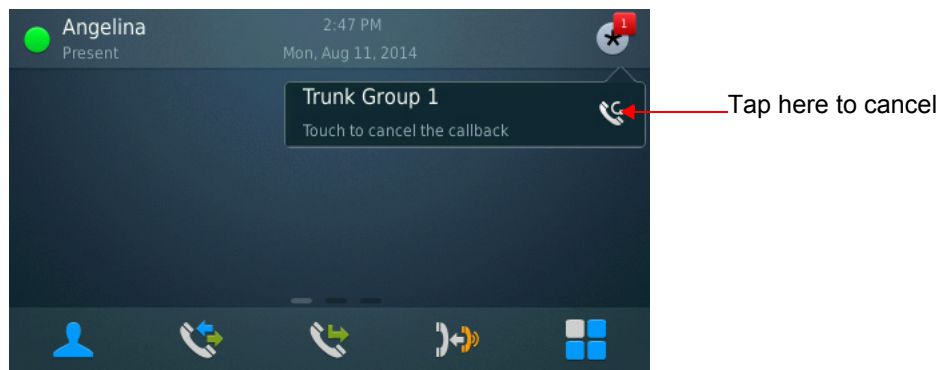
If not canceled manually, Trunk Reservation will be canceled automatically after the expiry of the Trunk Reservation Timer.

Message Wait

When the dialed extension is busy or not answering your call, you can set Message Wait to avoid dialing the same number repeatedly.

Setting Message Wait

- Dialed extension is ringing.

Tap here
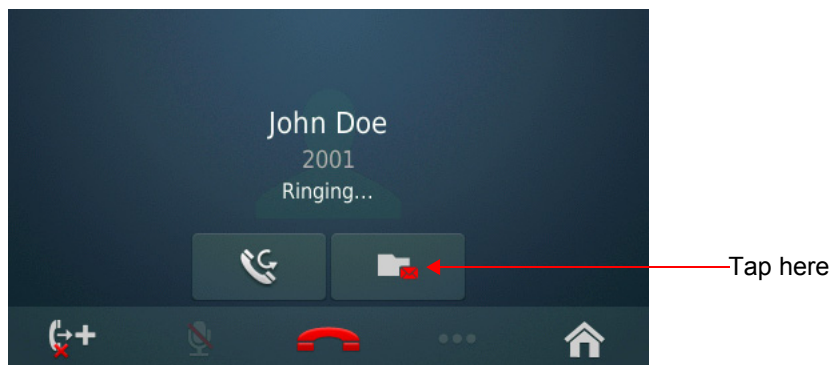
- Tap **Message Wait** .

- Similarly, you can set Message Wait when the number is busy.

You can also set Message Wait without making a call to the extension user from Menu. If you want to cancel Message Wait you can do so from Menu only. For instructions, see "Message Wait and Message Retrieval".

Barge-In

Using Barge-In, you can break into an ongoing conversation, between two extension users or between an extension user and an external number.

- When the dialed number is busy, tap **More** .

- Tap **Barge-In** .

- The called extension gets beeps for the duration of the Barge-In Timer and can answer the waiting call.

  If the waiting call is not answered before the expiry of this timer, speech is automatically established and the first ongoing call is put on hold.

Interrupt Request

Interrupt Request allows you to break into an ongoing conversation by intimating the extension user about the interruption.

- When the dialed number is busy, tap **More** .

- Tap **Interrupt Request** .

- The called extension gets beeps for the duration of the Interrupt Request Timer and can answer the waiting call.

  If the waiting call is not answered before the expiry of this timer, the waiting call is disconnected.

DND-Override

DND - Override allows you to place a call on the extension that has set DND.

- If the dialed extension has set DND, tap **DND - Override** .

- The dialed extension starts ringing.

Account Code

Account Codes are useful when you have to make external calls to third parties on behalf of your clients. This feature is useful in consultant firms, law firms or media agencies where employees need to make external calls on behalf of their clients.

Details of these calls are recorded with the assigned Account Code in SMDR (Station Message Detail Recording).

You can assign Account Code, By Number or By Name.
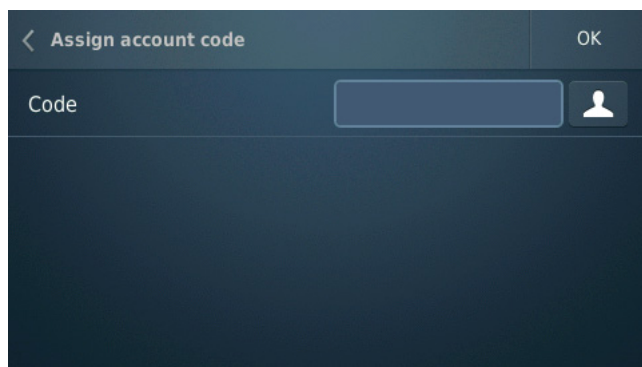
To assign Account Code,

- You are in speech with an external party.
- Tap **More** ••• .
- Tap **Account code** .

- Enter the **Account Code** Number manually or tap **Select Account Code** to select the desired entry from Account Code list. The Account Code assigned to the entry will be displayed.

- Tap **OK**.

Forced Account Code

Forced Account Code comes into play when you are required to enter the Account Code every time you dial an external number.

- You dial an external number.

- The **Assign Account Code** screen appears automatically.

- Enter the **Account Code** Number manually or tap **Select Account Code** to select the desired entry from Account Code list. The Account Code assigned to the entry will be displayed.

- Tap **OK**. The external number rings.

Account Code Synchronization Notification on the Home Screen

Whenever Account Codes are updated in the system, you will be notified to synchronize your phone Account Codes with that of the system.

- Tap **Notification** ✳ on the **User Status** bar on the **Home** screen.

- The Notification bar displays the **Sync Account Codes** Notification. Tap the bar to synchronize the Account Codes.
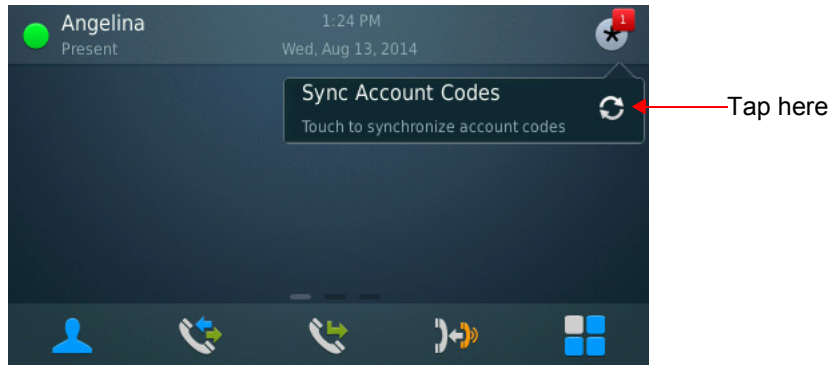
Call Chaining

You can use Call Chaining when you want transferred calls to be returned back to you, after the conversation between the caller and the extension/external number to which it is transferred has ended.

- During an ongoing call, tap **More** .

- Tap **Chaining** . The call is chained and the chaining indication appears on the screen.

- Perform Call Transfer. For instructions, see "Call Transfer".

- The chained call will return back to you as soon as their conversation ends.

Forced Answer

When there is no response from the called extension, you can forcibly make the user answer your call. The speaker of the called extension will be turned ON and you will be connected to the called party immediately.

Forced Answer is possible when the called extension is a Matrix proprietary Digital Key Phone (DKP) or an IP Phone and the phone is idle.

- When the dialed extension rings, tap **Forced Answer** .

- The called extension's Speaker is turned on automatically and you will be connected to the called party.

Forced Disconnection

Forced Call Disconnection enables you to disconnect a busy extension or a trunk when required and free the system resources for your use.

To use Forced Disconnection, make sure:

- *Selective Port Access is enabled in your CoS.*
- *The Priority of your extension is higher than that of the busy extension.*

- When the dialed number is busy, tap **More** .

- Tap **Forced Disconnection** . The call gets disconnected.

- Similarly, you can also forcibly disconnect a busy trunk.

Flashing on Trunks

Flashing on Trunks helps the system to identify the codes of the features of the central office dialed by you, on the trunks. For example the Call Waiting or Call Forward Services provided by the Service Providers.

- During an ongoing call, tap **More** .

- Tap **Flashing on Trunk** .

- Dial the desired service provider feature access code.

Open a Door

You can open a Door Lock using SPARSH VP330. All the relevant settings related to the Door Phone[8] and the Door Lock opener device are to be done by your System Administrator.

When there is an incoming Door Phone call,

- Tap **Answer**   , you will be in speech with the visitor.

- After you ascertain the identity of the visitor, tap **Open a Door**   .

- Door Lock opener device opens the door.

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8. *This feature is not supported in SARVAM UCS.*

Call Budget

Call Budget is a cost control feature. It keeps a check on the total cost of external calls made by the extension users. Call Budget can be assigned to the phone by the System Administrator.

If your phone is assigned a Call Budget, after each external call made from your phone, a message with Remaining Call Budget amount appears on the screen.

When the call budget assigned to your extension is exhausted, you will not be able to make external calls.

Contacts

The Contacts list displays the Extensions and Corporate Directory (Global Directory) contacts.

Viewing Contacts

- Tap **Contacts** on the **Home** screen.

Contact's Presence status

Contact's BLF status
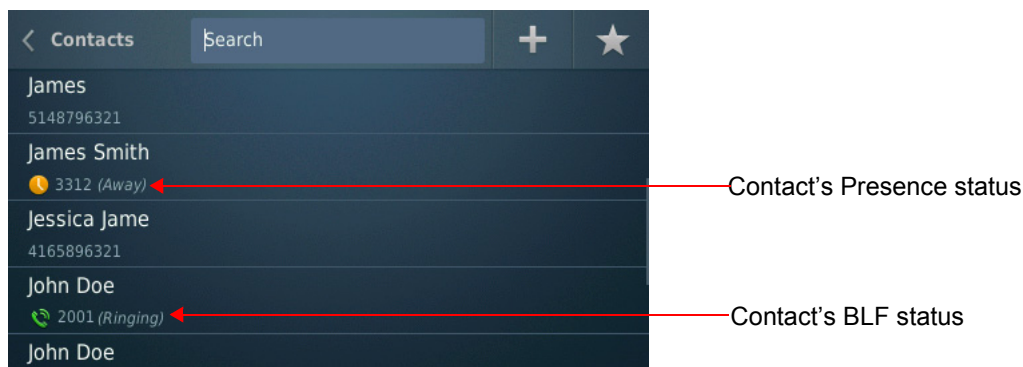
Icon	Name	Description
➕	Add Contacts	Tap to add a contact to the Corporate Directory (Global Directory) of the System. See "Adding Contacts" for details.
★	Favorites	Tap to view the contacts in the Favorites list. See "Favorites" for details.

- Tap on the desired entry to place a call.

- Long tap the desired entry to view the additional options— Call, Edit, Delete, Enable Presence /Disable Presence, Add to Favorites /Remove from Favorites.

You can view the Presence Status or BLF Status of the contact in the Contacts list as under:

- If only Presence is enabled for the contact, only Presence status will be displayed. To enable the Presence Status of the contact, see "Presence".

- If only BLF Subscription is enabled for the contact, that is, a DSS Soft Key is assigned for the contact, only BLF status will be displayed. To assign DSS Soft Key for the contact, see "DSS Soft Keys".

- If both Presence and BLF Subscription are enabled, Presence status will be displayed in idle state and BLF status will be displayed in all other states.

- *The options **Edit/Delete** will be displayed, only if Global Directory Programming and Global Directory Part-1, both are enabled for your extension in the Class of Service (CoS).*

- ***Add Contact*** *will be displayed, only if Global Directory Programming and Global Directory Part-1, both are enabled for your extension in the Class of Service (CoS).*

- *Notification to **Synchronize Contact** appears on the **Home** screen, whenever there is any addition, alteration or deletion in the Global Directory or in the Extension numbers of the System.*

Searching Contacts

You can search the desired contact from the Contacts list.

To search a contact,

- Tap the **Search** bar.

- Type the characters. A list of matching search result(s) appear on the screen, if found.
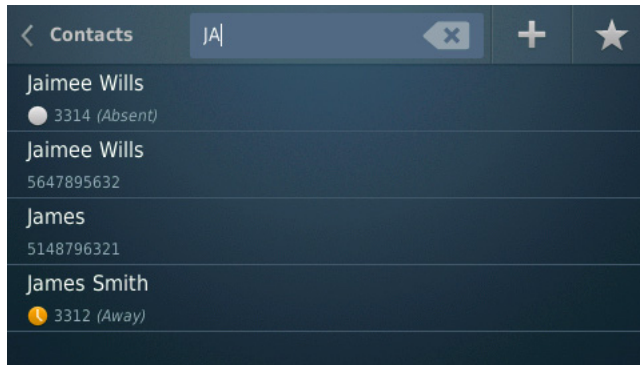
If required, you may clear the characters from the Search bar by tapping **Backspace** .

Adding Contacts

You can add new contacts to the existing Contacts list using the Add Contacts option.

> *You can add new contacts only if, **Global Directory Part-1** and **Global Directory Programming**, both options are enabled in the Class of Service (CoS) assigned to you. The new contact will be added in Global Directory Part-1 of the System.*

To add a new Contact,

- Tap **Add Contacts** .

- Enter the **Name** and the **Number**.

- Tap **Save**.

Editing and Deleting Contacts

You can edit or delete contacts, if required, provided **Global Directory Part-1** and **Global Directory Programming**, both options are enabled in the Class of Service (CoS) assigned to your extension.

- *On deleting a contact, it is deleted from the Global Directory of the System also. So it is recommended to delete contacts judiciously; else you may loose important contacts from the Corporate Directory.*

- *When you edit or delete a contact, it will be updated in Favorites list also, if present.*

Editing Contacts

- Long tap the desired entry on the **Contacts** screen.
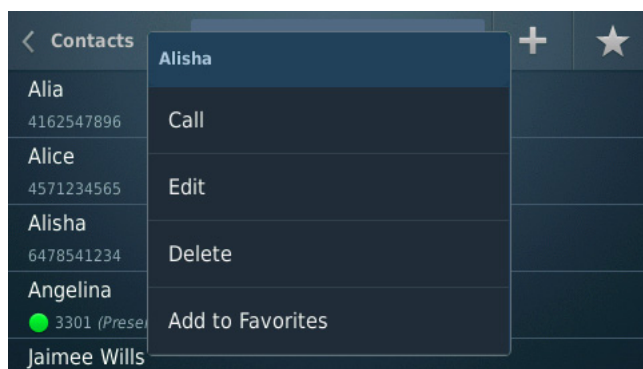
- Tap **Edit**.
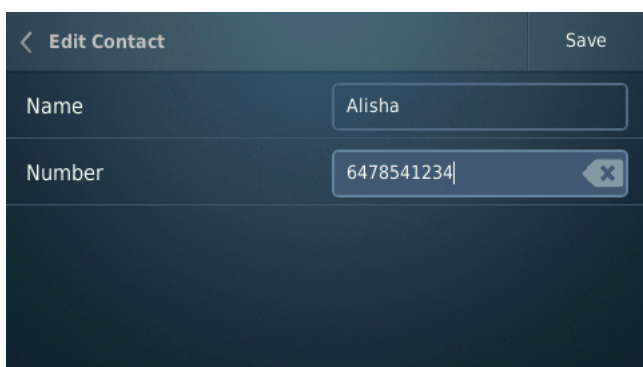
- Edit the **Name/Number** as per your requirement.

- Tap **Save**.

Deleting Contacts

- Long tap the desired entry on the **Contacts** screens.

- Tap **Delete**.
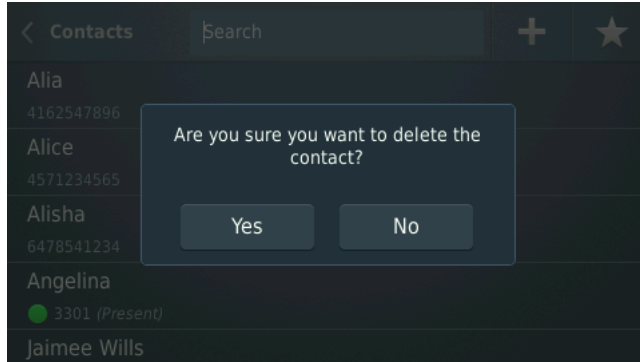
- Tap **Yes** to confirm deletion.

Synchronizing Contacts

If there is any addition, alteration or deletion in the Global Directory or in the extension numbers of the System, the Sync Contacts **Notification** [*] icon appears on the User Status bar on the Home screen, which enables you to synchronize your phone's Contacts list.

To synchronize your phone contacts with that of the System,

- Tap **Notification** [*] on the Home screen.
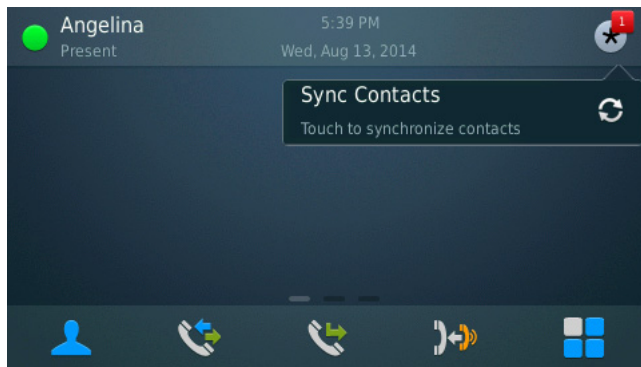
- Tap the **Sync Contacts** Notification bar.

  The Contact list will be updated.

  Whenever you edit/delete any Global Directory contact and synchronize your phone contacts, corresponding entries, if present in the Favorites list, will also be updated. For more details about Favorites, refer "Favorites".

Favorites

You must create your Favorites list from the Contacts. The Favorites list may consist of specific numbers whom you call frequently. You can add Extension numbers and Global Directory numbers to your Favorites list.

Adding Contacts to Favorites

- Long tap the desired entry on the **Contacts** list.

- Tap **Add to Favorites**.
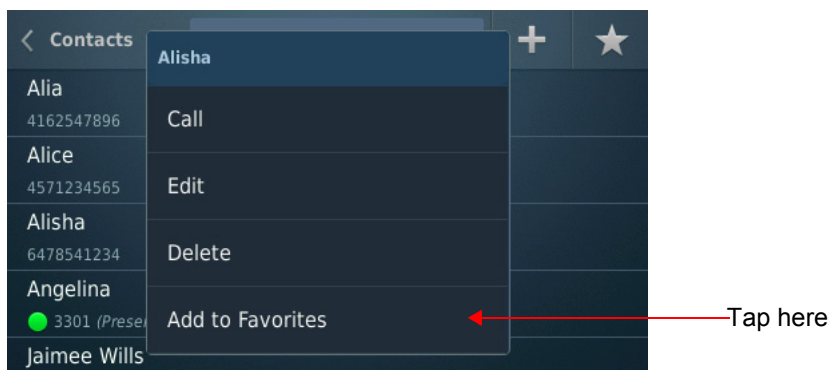
You can add a maximum of 20 contacts to the Favorites list.

To view the Favorites list,

- Tap **Favorites** ⭐ on the **Contacts** screen.
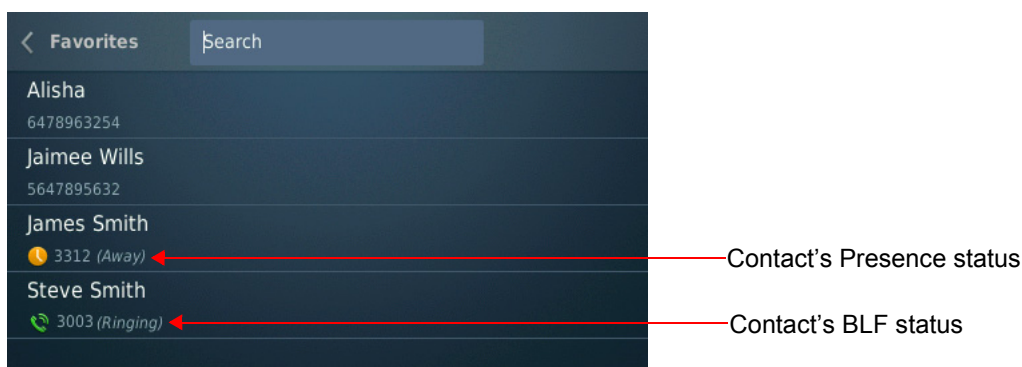
- Tap the desired entry to place a call.

- Long tap the desired entry to view the additional options— Call, Enable Presence /Disable Presence, Remove from Favorites.

You can view the Presence Status or BLF Status of the contact in the Favorites list as under:

- If only Presence is enabled for the contact, only Presence status will be displayed. To enable the Presence Status of the contact, see "Presence".

- If only BLF Subscription is enabled for the contact, that is, a DSS Soft Key is assigned for the contact, only BLF status will be displayed. To assign DSS Soft Key for the contact, see "DSS Soft Keys".

- If both Presence and BLF Subscription are enabled, Presence status will be displayed in idle state and BLF status will be displayed in all other states.

Removing Contacts from Favorites

- Long tap the desired entry on the **Favorites** screen.

- Tap **Remove from Favorites**.

Removing an entry from the Favorites will not delete it from the Contacts.

Call Logs

Call Logs displays the history of all Missed, Received and Dialed calls.

Viewing Call Logs

To view the Call Logs,

- Tap **Call Logs** on the **Home** screen.

Missed Call Badge

Contact's BLF status

Contact's Presence status
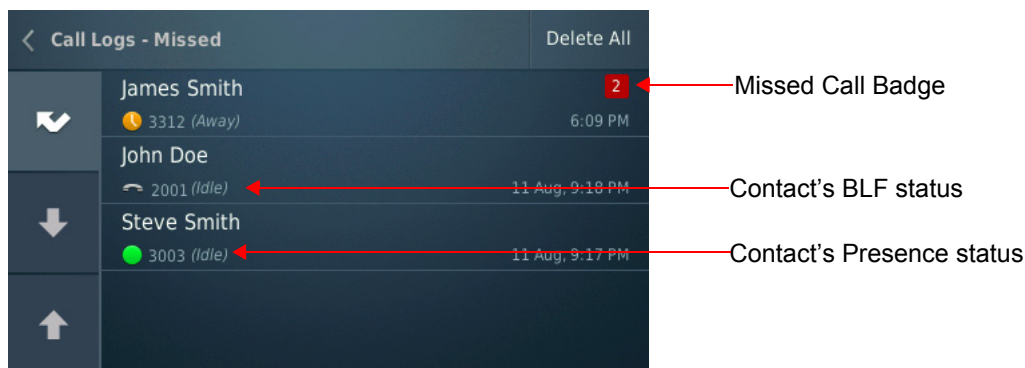
- **Missed** Call logs screen is displayed by default.

- To view **Received** or **Dialed** logs, tap the corresponding tab on the screen.

- Tap the desired entry on the Call Logs list to place a call.

- Long tap the desired entry to view the additional options— Call, Edit, Delete.

You can view the Presence Status or BLF Status of the contact in the Call Logs list as under:

- If only Presence is enabled for the contact, only Presence status will be displayed. To enable the Presence Status of the contact, see "Presence".

- If only BLF Subscription is enabled for the contact, that is, a DSS Soft Key is assigned for the contact, only BLF status will be displayed. To assign DSS Soft Key for the contact, see "DSS Soft Keys".

- If both Presence and BLF Subscription are enabled, Presence status will be displayed in idle state and BLF status will be displayed in all other states.

- *Some entries in the Call Logs may appear as **Unknown**, if the Number of that entry is not available. Similarly, some entries in the Call Logs may appear as **Private**, if the callers have concealed their identity using CLIR (Calling Line Identification Restriction). You cannot make a call by tapping an **Unknown** or **Private** entry.*

- *Date will not be displayed for the call log entries of the same (current) day. Only time will be displayed for such entries.*

Editing an Entry from the Call Log

You can edit an external number present in the Missed or Received or Dialed Call Logs list.

To edit an entry in the Call Log,

- Long tap the desired entry on the Call Logs list.
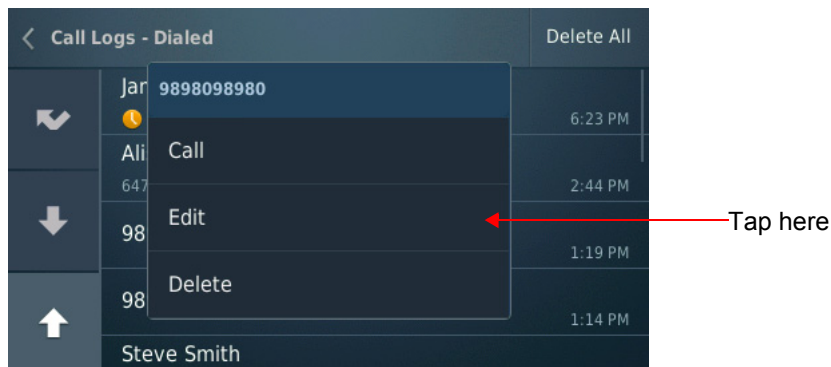
- Tap **Edit**.
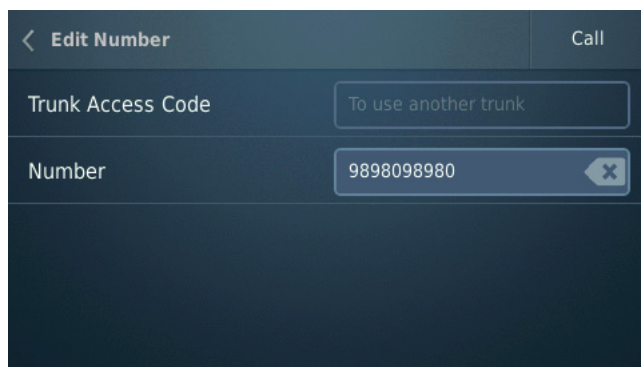
- Edit the **Trunk Access Code** and/ or the **Number** as per your requirement.

- Tap **Call** to place a call.

*If you leave the **Trunk Access Code** (TAC) blank and tap Call, the number will be dialed out using the last used Trunk Access Code.*

Deleting Call Logs

You can delete a single entry at a time or delete all entries at once from a specific Call Log.

Deleting a Single Entry

To delete an entry from the Call Logs list,

- Tap **Call Logs** on the **Home** screen.

- Tap the desired type of Call Log — Missed, Received, Dialed.

- Long tap the desired entry.

< Call Logs - Dialed			Delete All
✔	98··········		7:12 PM
	James Smith		
	Jar		
🕐	Call		6:23 PM
⬇	Ali		
	647 Delete		2:44 PM
⬆	9898523658		1:14 PM
	Steve Smith		

Tap here
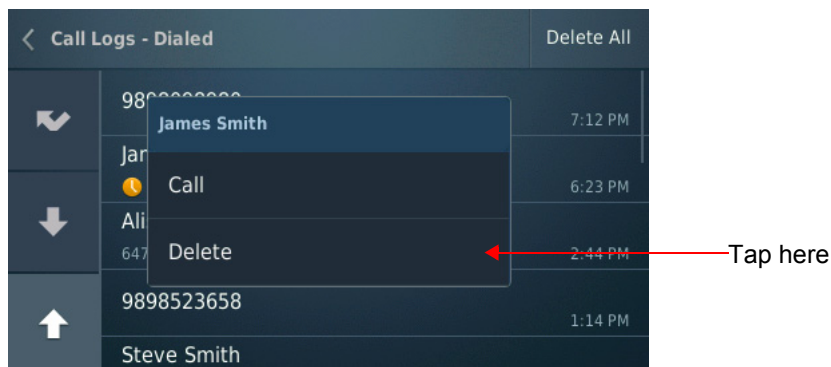
- Tap **Delete**.

Deleting all Entries at Once

To delete all the entries from a specific Call Log,

- Tap **Call Logs** on the **Home** screen.

- Tap the desired type of Call Log — Missed, Received, Dialed.

- Tap **Delete All**.

- Tap **Yes** to confirm.

- All the entries in the selected Call Log type will be deleted.

Missed Call Notification

The number of Missed calls are displayed as a badge on the **Call Logs** icon on the Home screen.

To view the Missed calls,

- Tap **Call Logs** on the **Home** screen.

- The list of **Missed Calls** appears. A badge indicates the number of calls that you have missed for each caller.

Matrix SPARSH VP330 User Guide

Voicemail

Voicemail feature allows you to access the Voice Messages saved in your Voicemail box.

To access Voicemail(s), make sure the Voicemail System is available in the System. Contact your System Administrator for more information.

New Voicemail Indication

On the **Home** screen, the arrival of new Voicemail(s) will be indicated by the Voicemail icon on the Notification bar.
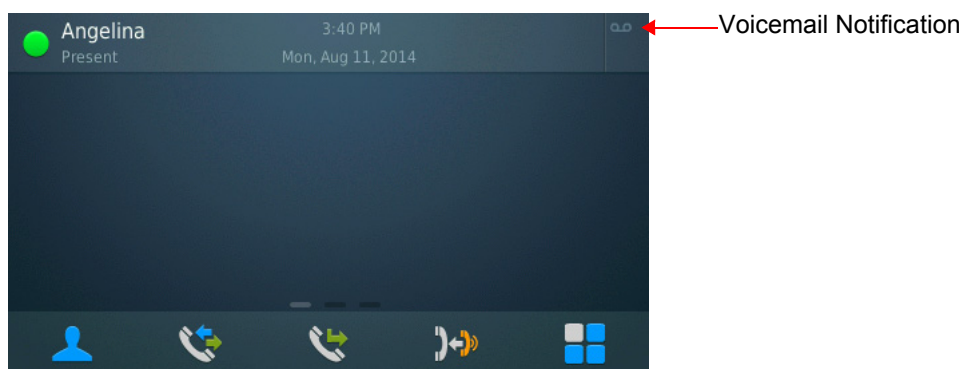
To view the number of new voicemails,

- Tap **Menu**.
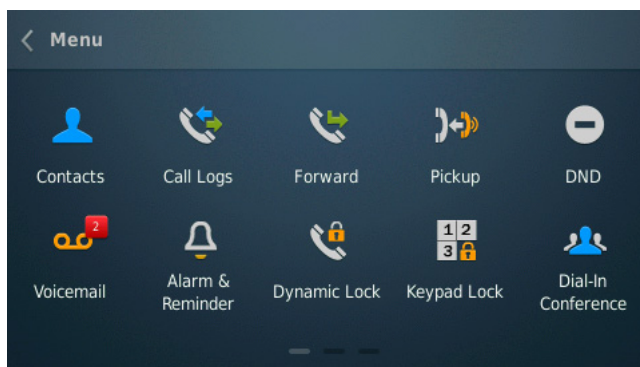
- The badge on the Voicemail icon indicates the number of new voicemails.

Accessing Voicemails

- Tap **Voicemail** [icon] on the **Menu** screen.
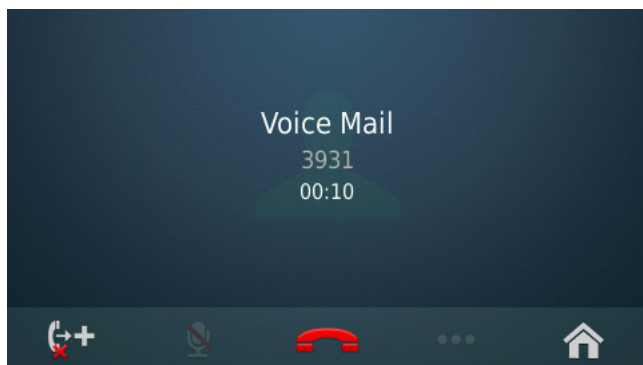
- Follow the prompts of the **voice guided message** to listen to the voicemails.

- Once you are done, tap **End Call** [icon] to disconnect.

Call Forward

You can forward your calls to a pre-programmed destination number using Call Forward.

The Call Forward screens differ according to:

- the Server with which SPARSH VP330 is registered, that is ETERNITY LE/ME/GE/PE or SARVAM UCS or PRASAR UCS or ETERNITY NE.
- Mobility Feature Suite License[9].

For ETERNITY LE, ME, GE, PE, SARVAM UCS or PRASAR UCS, the Call Forward screen will be as displayed below:
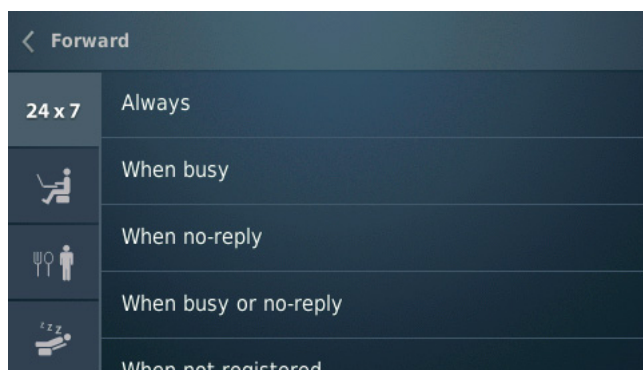
Icon	Name	Description
24 x 7	Call Forward - All Time Zones	Tap to set **Call Forward** and/or **Call Forward Not Registered** for all time zones.
	Call Forward - Working Hours	Tap to set **Call Forward** and/or **Call Forward Not Registered** for **Working Hours**.
	Call Forward - Break Hours	Tap to set **Call Forward** and/or **Call Forward Not Registered** for **Break Hours**.

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9. *For Eternity, Mobility Suite license is in-built in software version V12R4 and later. For versions earlier than V12R4, you can purchase this license separately. For versions earlier than V12R4 and without Mobility Suite license, you cannot set Call Forward Time zone wise.*
For SARVAM UCS, Mobility Suite license is in-built.
For PRASAR UCS, Mobility Suite license is not applicable.

Icon	Name	Description
	Call Forward - Non-Working Hours	Tap to set **Call Forward** and/or **Call Forward Not Registered** for **Non-Working Hours**.

If your phone is registered with ETERNITY NE, the **Call Forward** screen appears as shown below.

Icon	Name	Description
24 x 7	Call Forward - All Time Zones	Tap to set **Call Forward** and/or **Call Forward Not Registered** for all time zones.
	Call Forward - Day Time	Tap to set **Call Forward** and/or **Call Forward Not Registered** during the **Day** (Working Hours).
	Call Forward - Night/Break Time	Tap to set **Call Forward** and/or **Call Forward Not Registered** during the **Night/Break** (Non-Working Hours).

Setting Call Forward

To Set Call Forward,

- Tap **Forward** on the **Home** screen.

- Tap the desired Forward option from **Always** or **When busy** or **When no-reply** or **When busy or no-reply**. At a time, you can set only one out of these four options.

- By default, **Forward on Voicemail** is enabled. To forward calls to Voicemail, tap **Save**.

- To forward calls to a number, tap the **Forward on Voicemail** ON/OFF switch.
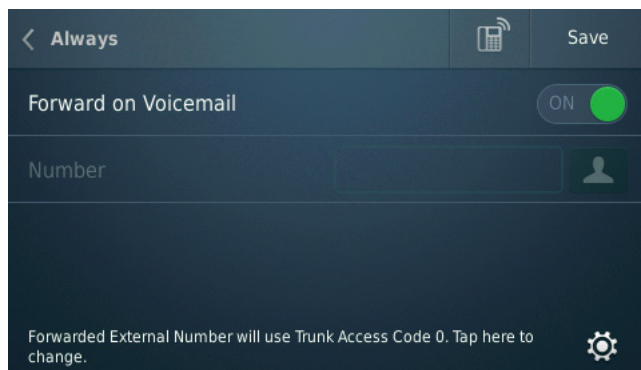
- If you want to set call forward to an extension number, enter the **Number** manually or tap **Contacts** to select the desired extension number.

- If you want to set call forward to an external number, enter the **Number** manually without Trunk Access Code or tap **Contacts** to select the desired external number.

  - By default the system will route calls using TAC 0. To change the default TAC,

    - Tap **TAC Settings** , and tap the desired Trunk Access Code, if you have forwarded call to an external number.

- Tap **Dual Ring** , to enable Dual Ring. Tap again to disable.

- Tap **Save** to set. The set indication will be displayed.

Set Indication
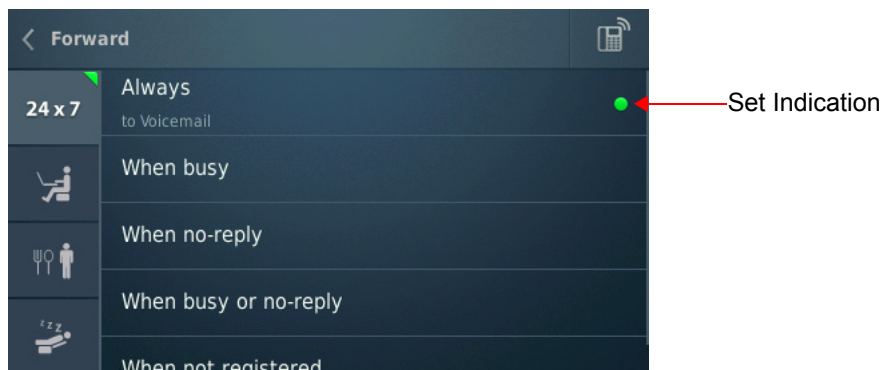
Canceling Call Forward

Tap here to cancel

To set/cancel Call Forward for any specific time zone, perform similar steps within the desired Call Forward - Time Zone tab.

Setting Call Forward When Not Registered

- Tap **Forward** on the **Home** screen.

- Tap **When not registered**.

- By default, **Forward on Voicemail** is enabled. To forward calls to Voicemail, tap **Save**.

- To forward calls to a number, tap the **Forward on Voicemail** ON/OFF switch.

- If you want to set call forward to an extension number, enter the **Number** manually or tap **Contacts** [icon] to select the desired extension number.

- If you want to set call forward to an external number, enter the **Number** manually without Trunk Access Code or tap **Contacts** [icon] to select the desired external number.

  - By default the system will route calls using TAC 0. To change the default TAC,

    - Tap **TAC Settings** [icon], and tap the desired Trunk Access Code, if you have forwarded call to an external number.

- Tap **Save** to set. The set indication will be displayed.
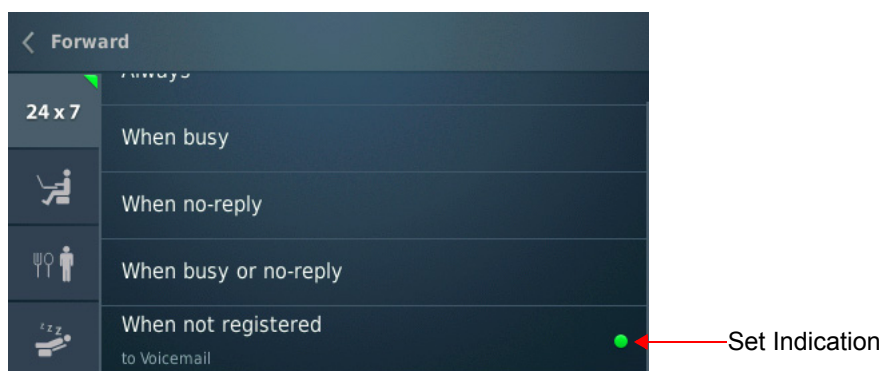
Canceling Call Forward When Not Registered
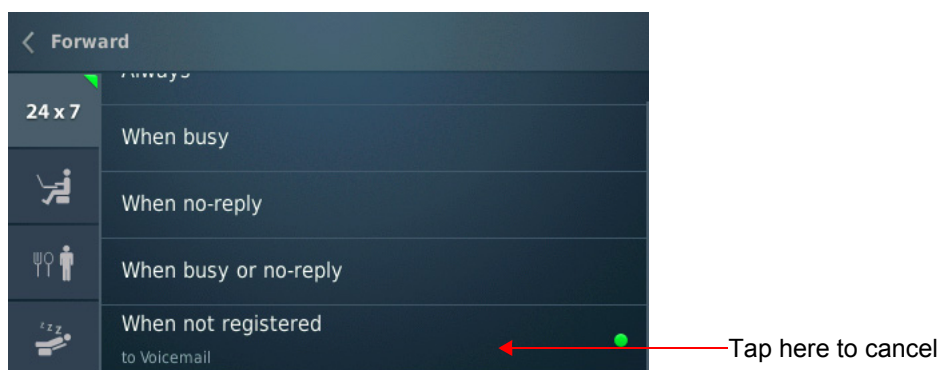
To set/cancel Call Forward - When not registered for any specific time zone, perform similar steps within the desired Call Forward - Time Zone tab.

[note icon] *Call Forward When Not Registered can be set simultaneously along with any Call Forward option (from Always or When busy or When no-reply or When busy or no-reply).*

Dual Ring

Dual Ring enables you to play ring simultaneously on your phone and the destination phone. You can set Dual Ring for Call Forward—***Always*** or ***When busy*** or ***When no-reply*** or ***When busy or no-reply.***

Setting Dual Ring

- On the Call Forward screen, tap **Dual Ring** [icon] .

[image of Forward screen] ←—— Tap here

Canceling Dual Ring

[image of Forward screen] ←—— Tap here to cancel
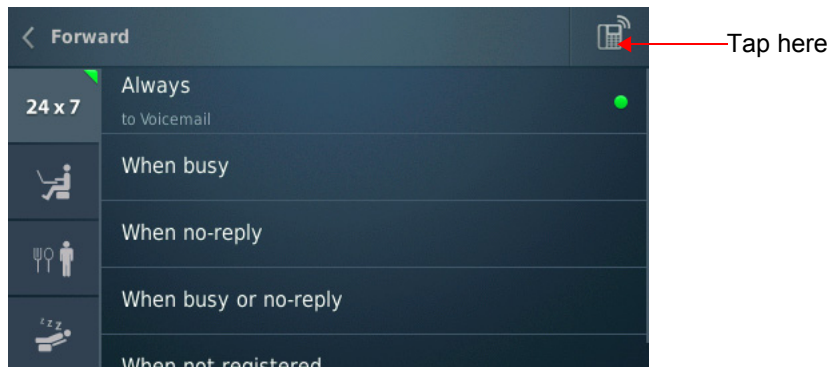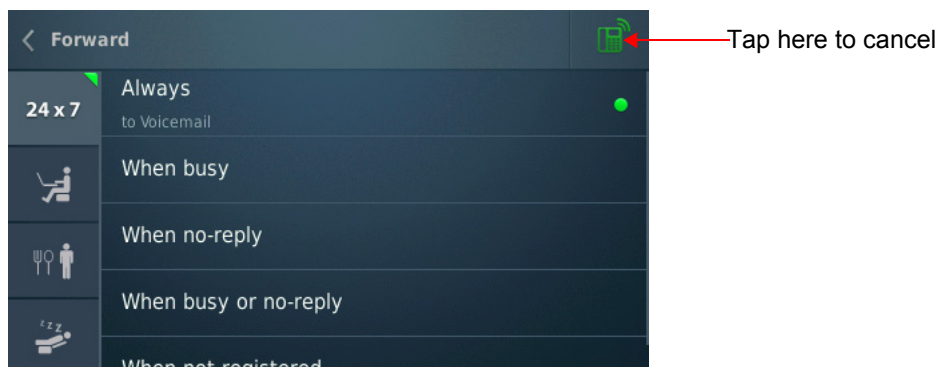
[note icon]
- *Dual Ring can be set/canceled individually for each time zone.*

- *Dual Ring can be set/canceled within the respective tabs only.*

- *Dual Ring cannot be set for **Call Forward When Not Registered**.*

Presence

Using Presence, you can inform other users about your availability status. You can change your presence status from the Home screen.

Changing Your Presence Status

- Tap the **Presence** icon on the **User Status Bar** on the **Home** screen.

- Tap the desired status message on the list.
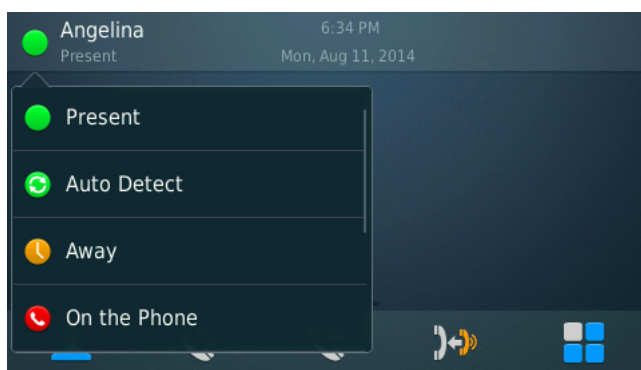
- Your Presence status is updated and the selected status icon appears on the User Status bar.

Viewing Others' Presence Status

You can view presence status of other extension users from Contacts or Favorites or Call Logs. To view other extension user's presence status, you need to enable Presence Subscription for that extension user. Presence Subscription allows you to view the presence status of a remote user.

Before enabling Presence Subscription for the remote user, make sure:
- The remote user is a SIP extension.
- Presence Subscription is allowed for your extension.
- Publish option is allowed for the remote user.

To enable Presence Subscription and Publish, consult your System Administrator. These options are applicable for SIP Extensions only.

You can enable/disable Presence Subscription for a remote user from the Contacts or Favorites.

Enabling Presence Subscription

- Long tap the desired entry on your Contacts/Favorites list.

- Tap **Enable Presence**.

Tap here
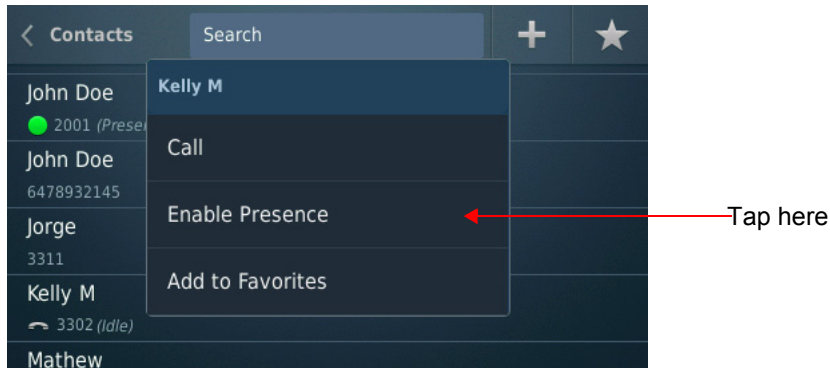
- The presence status of the remote user is displayed.

You can enable Presence Subscription for a maximum of 100 users.

Disabling Presence Subscription

- Long tap the desired entry on your Contacts/Favorites list.

- Tap **Disable Presence**.

Tap here to cancel
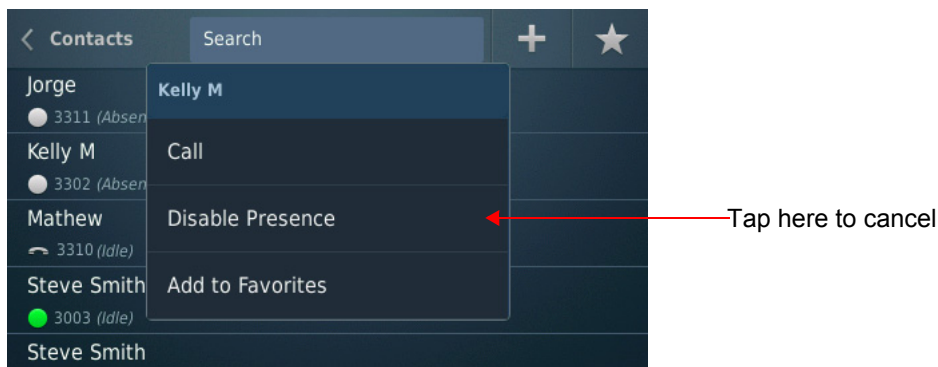
Menu

Menu enables you to access a set of additional features of the System.

- Tap **Menu** [icon] on the **Home** screen.
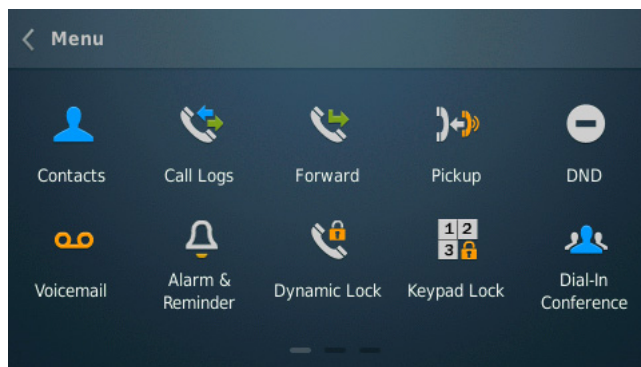
- Swipe the Menu screen to view multiple pages.

The Menu screen displays only those Feature icons which are allowed in the Class of Service (CoS) assigned to your extension. Contact your System Administrator to know the CoS assigned to you.

Creating Shortcuts

Shortcuts help you to access frequently used Menu features from the **Home** screen.

To create a shortcut,

- Long tap the desired icon on the **Menu** screen.

- Shortcut of the desired icon will appear on the **Home** screen.

- You can swap any shortcut icon on the Home screen with another shortcut icon or with Tab bar feature icons.

  - To swap the icon, long tap the icon. Drag and drop this icon on the icon with which you want to swap it.

Removing Shortcuts

To remove a shortcut,

- Long tap the Shortcut icon placed on the **Home** screen.

- Drag and drop the desired shortcut icon to the **Recycle bin** . Shortcut of the desired icon will be removed from the Home screen.

 You cannot remove the Tab bar icons.

Using Menu Features

Following Non-Call features are supported by the SPARSH VP330.

Supported Menu Features

- Alarm and Reminder
- Do Not Disturb (DND)
- Pickup
- Dynamic Lock
- Keypad Lock
- Dial-In Conference
- Hotline
- Calling Line Identification Restriction (CLIR)
- Live Call Supervision
- Paging
- Message Wait and Message Retrieval
- Follow Me
- Room Monitoring
- Selective Port Access
- Meet Me Paging
- Walk-In

Alarm and Reminder

Alarm and Reminder is a signal set to remind you of some important event/task on a specific date and/or time. It is an efficient and user friendly feature that is available to all the users. You can set/cancel Alarms and Reminders yourself or an Operator can do it for you.

- Tap **Alarm & Reminder** on the **Menu** screen.

- **Alarm** screen is displayed by default.
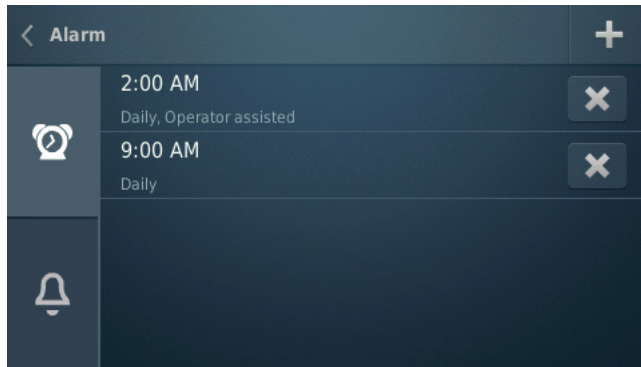
- Tap **Reminder** , to view the Reminders.
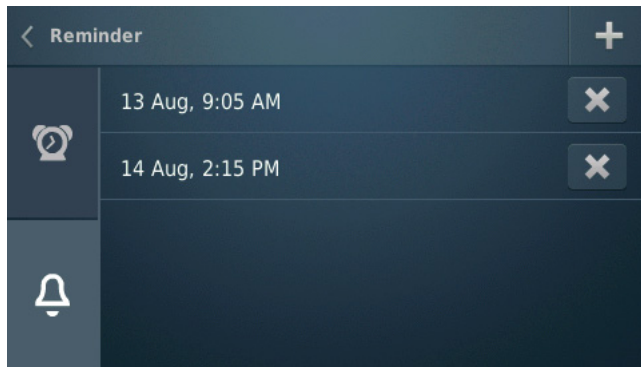
- *The time will be displayed as per the Time Format you select. For more details, see "Setting the Time Format".*

- *Alarms/Reminders can be set by the Operator from the System Administrator mode only. If such an alarm/reminder is set on your phone, it is displayed along with the message* **Operator assisted**.

- When an Alarm/Reminder is set, an Alarm/Reminder Notification appears on the Home screen.

Alarm

Setting an Alarm

- Tap **Add** on the Alarm tab.
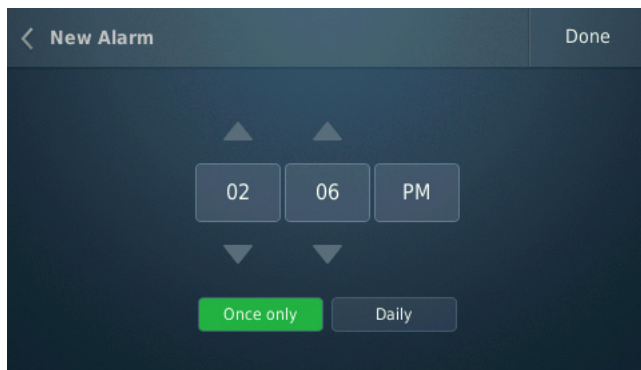
- Set the desired time and tap **Once only** or **Daily** as required.

- Tap **Done**.

- *If you set an Alarm, by default it will be set as **Once only**. The options Once only and Daily will appear disabled.*

- *If you want access to set **Daily** Alarms contact your System Administrator. Only if you have access to set Daily Alarms, both Once only and Daily will be enabled.*

Canceling an Alarm
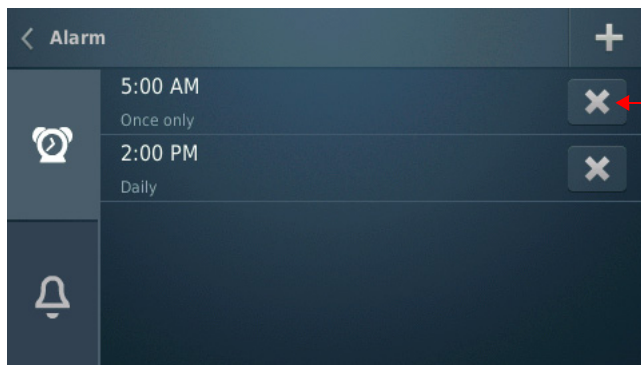
Tap here to cancel

Reminder

Setting a Reminder

- Tap **Reminder** tab.

- Tap **Add** on the Reminder tab.
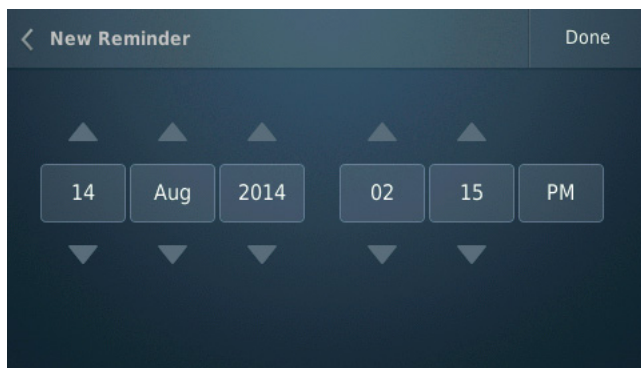
- Set the desired date and time.

- Tap **Done**.

Canceling a Reminder

Tap here to cancel
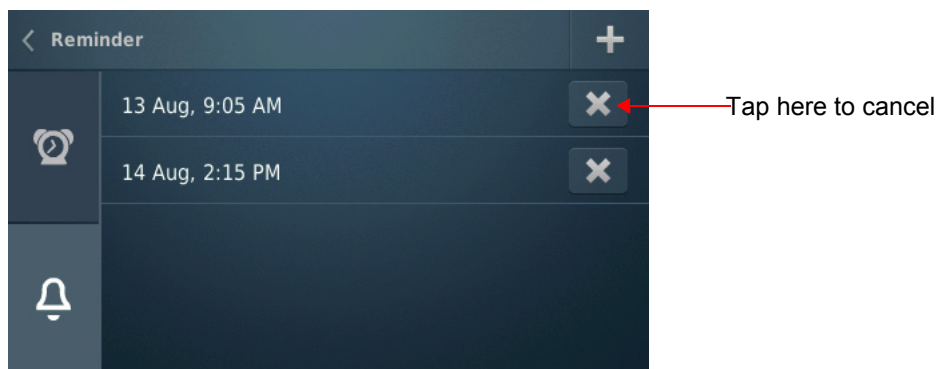
An Alarm/Reminder Call

- At the set time, the Alarm call rings.
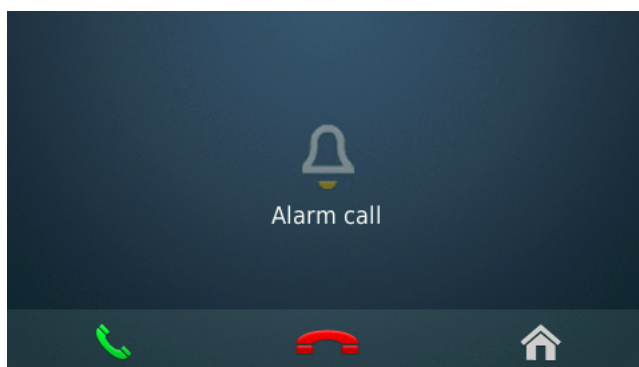
- Tap **Answer** . You will hear a pre-recorded voice message.

- Similarly, you can answer a Reminder call.

*Other type of Alarm Notifications can also be set by selecting the desired option in **Alarm Notification Type**. Contact your System Administrator for more details.*

Alarm/Reminder Call with Snooze

The **Snooze** option is set for the Alarm/Reminder Call to ensure that the call is acknowledged by the users.

Alarm call

Tap here to acknowledge
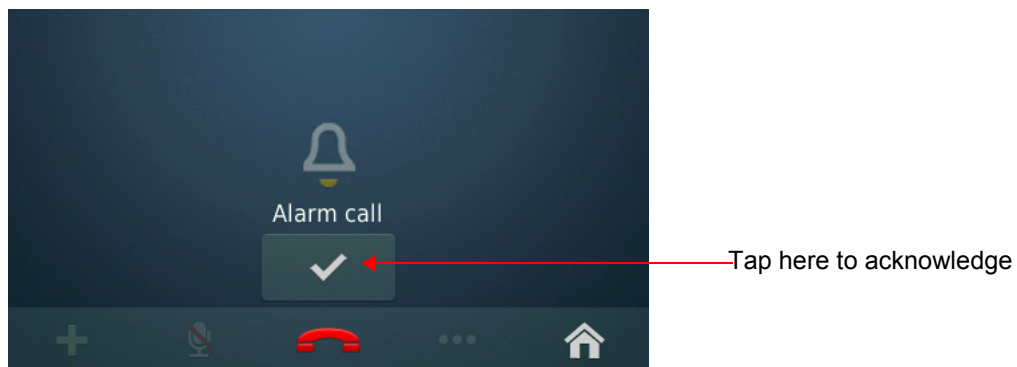
- Similarly, you can acknowledge a Reminder call.

Do Not Disturb (DND)

Do Not Disturb (DND) prevents incoming calls from landing on your extension.

Setting Do Not Disturb

- Tap **Do Not Disturb** on the **Menu** screen.
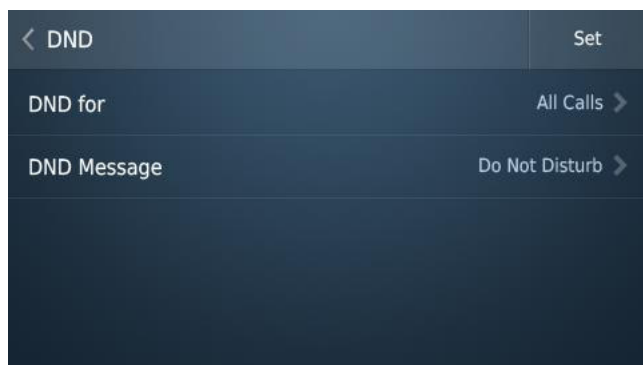
- To select the type of calls for which DND is to be set, tap **DND for**.

  - Tap the desired option — All Calls, Internal Calls, External Calls.

- To select the DND message, tap **DND Message**.

  - Tap the message that you want to set as your DND status.

- Tap **Set**.

- A set indications appears on the Do Not Disturb icon on the Menu screen.

*The **DND for** option will not be displayed, if the Server does not support it. You can only set the **DND Message**. Contact your System Administrator, if you want this option to be supported.*

Canceling Do Not Disturb
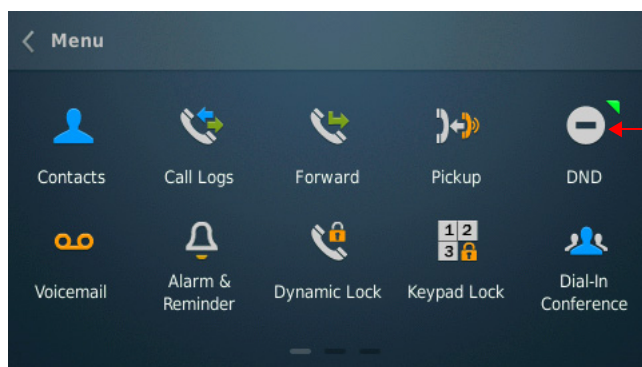
Tap here to cancel

Pickup

Pickup allows you to answer calls ringing on other extensions from your extension; without physically going to the ringing extensions.

You can pick-up calls:

- by selecting the desired ringing extension from the Incoming Call list.

OR

- by dialing the extension number of the ringing extension or by selecting the name from the Contact list.

OR

- by pressing the DSS Soft Key assigned to the extension. For instructions, see "DSS Soft Keys".

Pickup from the Incoming Call list

To pick-up a ringing call,

- Tap **Pickup** on the **Home** screen.

- A list of incoming calls[10] will appear on the **Pickup** screen.
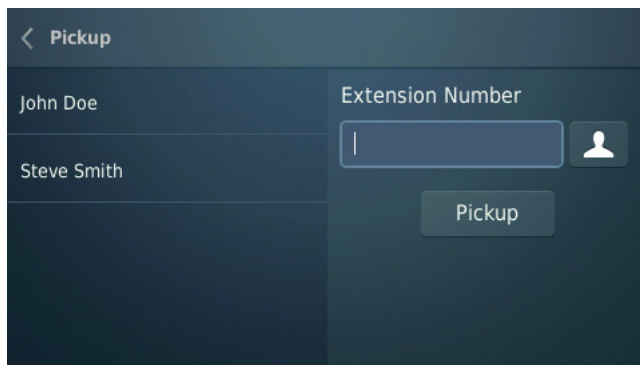
- From the list of ringing extensions, tap the desired extension you want to pickup.

Pickup by dialing an Extension Number

To pick-up a ringing call,

- Tap **Pickup** on the **Home** screen.

---

10. The Incoming Calls list displays the extension(s) in your pickup group only.
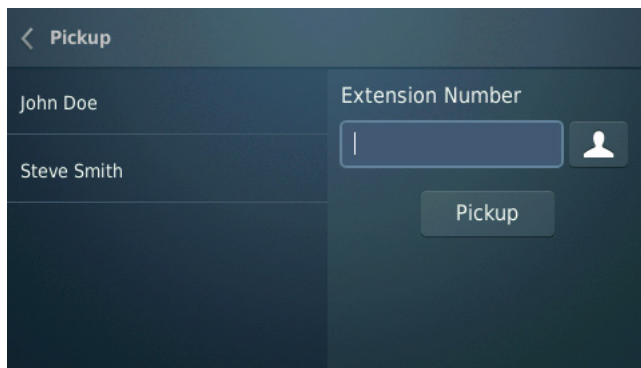
- Enter the **Extension Number** manually or tap **Contacts** to select the desired extension.

- Tap **Pickup**.

Dynamic Lock

Dynamic Lock allows you to change the Toll Control Levels (Calling Permissions) of your extension phone on your own by dialing a code.

The System Administrator/Operator can also change the Toll Control Levels of extensions using Dynamic Lock.

With this feature, you can prevent misuse of outgoing call facility from your extensions, in your absence. To use this feature, you must set the Lock Level and the Lock Timer.
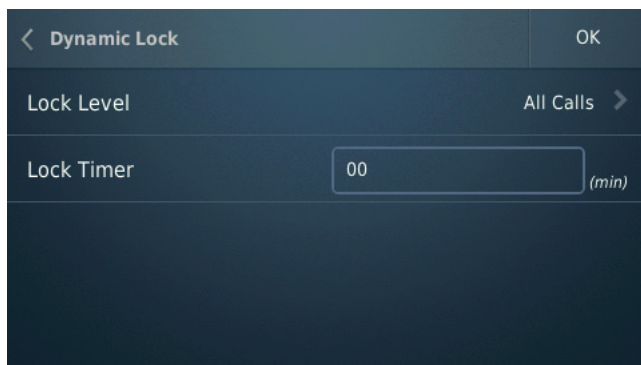
Setting Dynamic Lock

- Tap **Dynamic Lock** on the **Menu** screen.

- Enter the current **User Password** and tap **OK**.

You cannot use the default User Password (1111) to set the Dynamic Lock. Make sure, you have changed it before setting the Dynamic Lock. To change User Password, see "Changing User Password" under "Customizing Matrix SPARSH VP330".

- Tap **Lock Level** and then tap the desired option on the Lock Level list.

- Set the **Lock Timer** to the desired value, if required.

- Tap **OK**.

Keypad Lock

You can lock your Keypad to avoid misuse of your extension phone, while you are away from your desk.

To Lock the Keypad,

- Tap **Keypad Lock** on the **Menu** screen.

- Enter the current **User Password**.

- Tap **OK**. The Keypad will be locked.
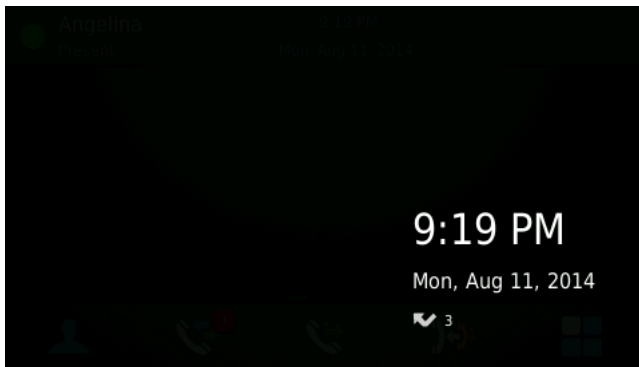
The Keypad Lock screen displays the current time and date. It also displays the notifications for unread voicemail(s) and missed call(s).

> *During a call, if your Keypad is locked,*
> - *Keypad Lock notification is displayed in the Notification bar.*
> - *You can dial Emergency Numbers.*
> - *You cannot access any Call feature.*

To Unlock the Keypad,

- Tap anywhere on the locked screen.

- Enter the current **User Password**.

- Tap **OK**. The Keypad will be unlocked.

Dial-In Conference

Dial-In Conference allows you to schedule a Multi-party conference in advance, so that the desired participants can join the conference at the scheduled time.

Make sure, you know the valid Conference Numbers for the variants of the System with which you have registered your phone. You must enter a valid Conference Number to schedule or cancel or join a Dial-In Conference.

Following table describes the Conference Numbers supported by different variants.

Variant	Conference Number Range
SARVAM UCS SME	01 to 20
SARVAM UCS ENT	01 to 15
PRASAR UCS	01 to 15
ETERNITY LE	01 to 15
ETERNITY ME	1 to 7
ETERNITY GE, ETERNITY PE 6S	1 to 5
ETERNITY PE 3SS, ETERNITY PE 3SP, ETERNITY NE	1 to 2

Schedule a Dial-In Conference

- Tap **Dial-In Conference** on the **Menu** screen.

- Tap **Schedule Conference**.
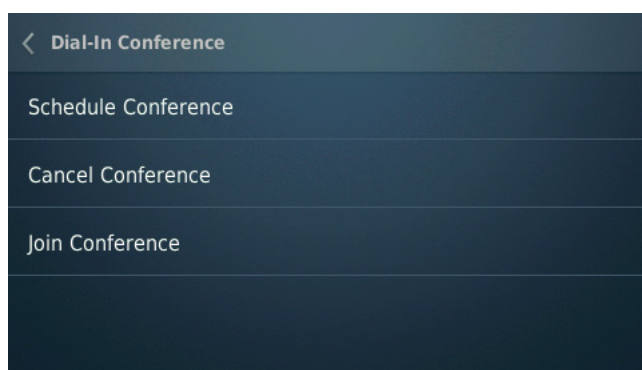
- Enter the **Conference Number** and the four digit **Conference Password**.

- Tap **OK**.

 You cannot use the default User Password 1111.

Join a Dial-In Conference

- Tap **Dial-In Conference** on the **Menu** screen.

- Tap **Join Conference**.

- Enter the **Conference Number** that you want to join and corresponding **Conference Password**.

- Tap **Join**.

> *After the Dial-In conference is initiated, it functions as a Multi Party Conference. See "Multiparty Conference" for more details.*

Cancel a Dial-In Conference

- Tap **Dial-In Conference** on the **Menu** screen.

- Tap **Cancel Conference**.

- Enter the **Conference Number** you want to cancel and corresponding **Conference Password**.

- Tap **OK**.

Hotline
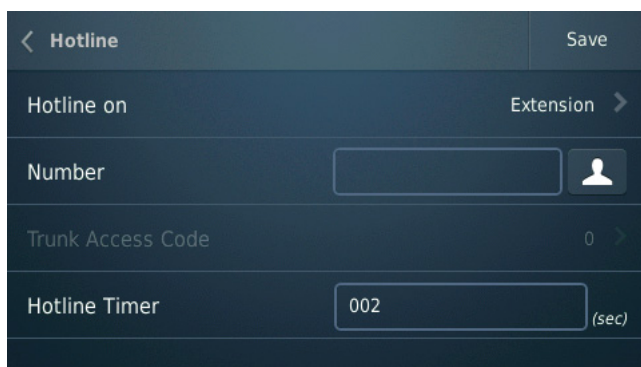
Hotline feature enables you to connect automatically to an extension (or, a Department Group) or an external number or a trunk, whenever you lift the Handset or press the Speaker/Headset key.

Hotline can be:

- **Immediate:** As soon as you go OFF-Hook, you get connected to the desired hotline extension number, department group, external number or outgoing trunk. Contact your System Administrator and make sure the Hotline Timer is set to '00' seconds (default: 3 seconds).

- **Delayed:** As soon as you go OFF-Hook, the system plays Dial Tone and waits for the Hotline Timer (default: 3 seconds). On the expiry of this timer, it connects you to the desired hotline extension number, department group, external number or outgoing trunk.

To set Hotline to an extension,

- Tap **Hotline** on the **Menu** screen.

- Tap **Hotline on** and then tap **Extension**.

- Enter the **Number** manually or tap **Contacts** to select the desired number.

- If required, tap **Hotline Timer** and set the time.

- Tap **Save**.

To set Hotline to grab a trunk,

- Tap **Hotline** on the **Menu** screen.

- Tap **Hotline on** and then tap **Trunk Access Code**.

- Tap **Trunk Access Code** and tap the desired TAC.

- If required, tap **Hotline Timer** and set the time.

• Tap **Save**.

To set Hotline to an external number,

• Tap **Hotline** ![icon] on the **Menu** screen.

• Tap **Hotline on** and then tap **External Number**.

• Enter the **Number** manually or tap **Contacts** ![icon] to select the desired number.

• Tap **Trunk Access Code** and tap the desired TAC.

• If required, tap **Hotline Timer** and set the time.

• Tap **Save**.

When Hotline is set, the set indication appears on **Hotline** icon on the Menu screen.

Canceling Hotline

Tap here to cancel
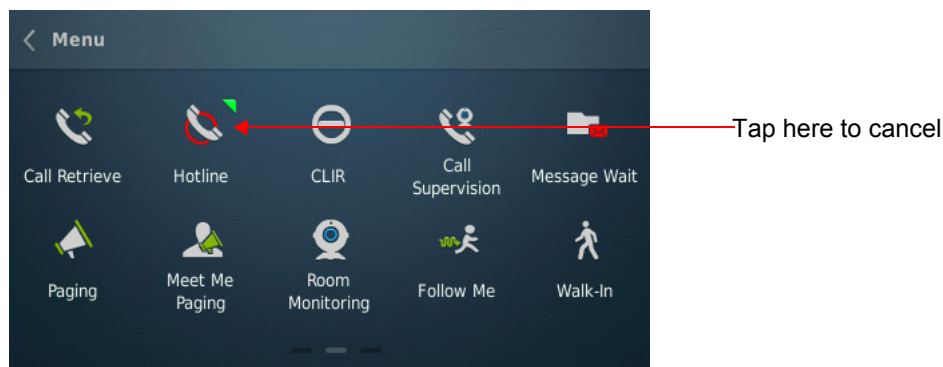
Calling Line Identification Restriction (CLIR)

Using CLIR, you can hide your identity—name and number—from the called party.

Setting CLIR

- Tap **CLIR** on the **Menu** screen.

- A set indication appears on the CLIR icon.

Canceling CLIR

When CLIR is Set,

- Tap **CLIR** on the **Menu** screen. A set indication disappears.

Live Call Supervision

Using Live Call Supervision, you can know the last external number dialed by another extension.

To use Live Call Supervision,

- Tap **Call Supervision** on the **Menu** screen.

  Enter the **Extension Number** manually or tap **Contacts** to select the desired extension number.

- Tap **OK**.

- The last **External Number** dialed by that extension user appears on your phone.

Paging

Paging allows you to make announcements to a group of extension users[11] configured in a Page Zone. Extension users you are Paging, can only listen to your announcement. To answer your live Paging Call, extension users must use the feature *Meet Me Paging* from their extensions. To use Meet Me Paging, see "Meet Me Paging".

To be able to make a Paging call to a group of extensions, you must know their Page Zone Number. The Page Zone Number can vary from 01 to 12. Each Page Zone can have a maximum of 16 extensions.

To initiate a Paging announcement,

- Tap **Paging** [icon] on the **Menu** screen.

- Enter the desired **Page Zone** number manually or tap **Page Zone Names list** [icon] to select the desired Page Zone number.
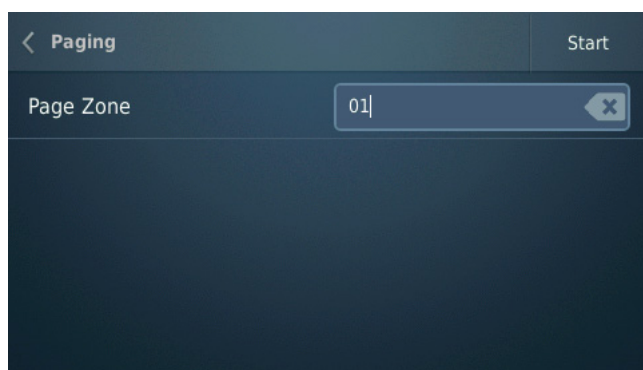
The Page Zone Names List appears only when Page Zone Names are configured in the System.

- Tap **Start**.

- Make your announcement. The speakers of the extensions configured in the specified Page Zone will be turned on automatically.

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11. *These extensions must be either Matrix proprietary Digital Key Phones (DKP), or any type of SIP Phones (for example, Matrix proprietary Extended SIP Phones or any Standard (Open) SIP Phone which supports Auto Answer feature). A Public Address System (PAS) connected to the Analog Output Port (AOP) of the ETERNITY, can also be included in a Page Zone. However, AOP is not supported in both SARVAM UCS and PRASAR UCS.*

PIN Dialing
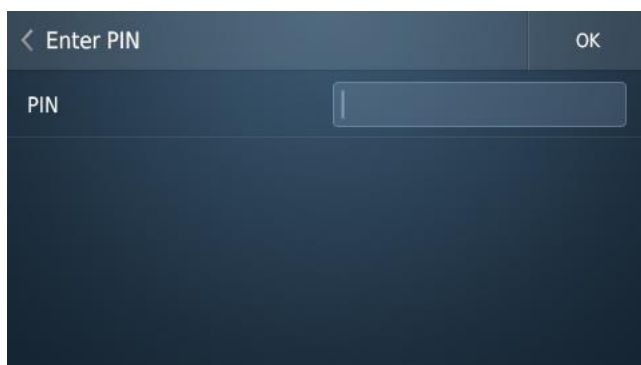
PIN is a unique four digit code with an associated Class of Service and Toll Control which can be assigned to you.

Using PIN Dialing you can make calls from any extension according to the toll control assigned to your PIN. PIN Dialing must be enabled in the Class of Service of the extension, from which to wish to make outgoing call using PIN.

To make a call using PIN Dialing

- Tap **PIN Dialing** [1234] on the **Menu** screen.

- Enter the **PIN**.

- Tap **OK**.

Message Wait and Message Retrieval

You can set Message Wait on other extensions to deliver important messages. Message Wait will be indicated to users according to the Type of Message Wait Indication set for their extensions.

Set Message Wait

- Tap **Message Wait** [icon] on the **Menu** screen.
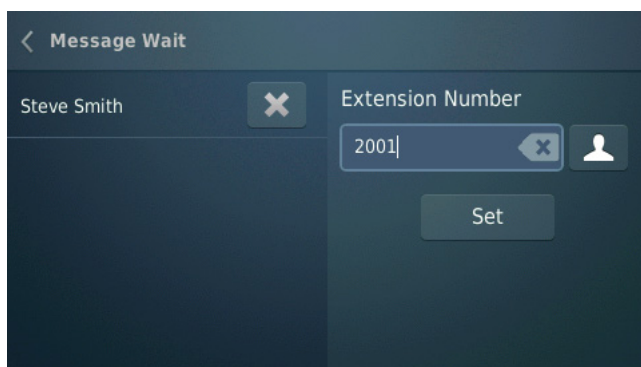
- Enter the **Extension Number** manually or tap **Contacts** [icon] to select the desired extension number.

- Tap **Set**.

- The extension/s for which you set Message Wait will appear on the screen.

You can also set Message Wait during a call. For instructions, see "Message Wait".

Cancel Message Wait

- Tap **Message Wait** [icon] on the **Menu** screen.

Tap here to cancel
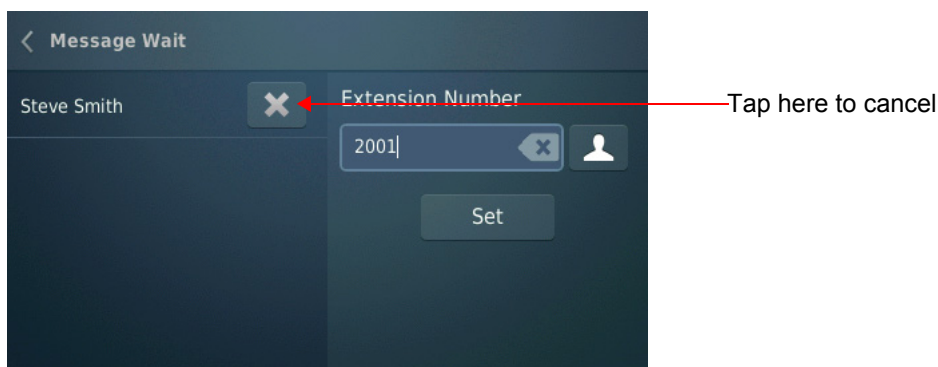
Retrieve Messages

If Message Wait is set on your extension, a badge will be displayed on the Voicemail icon on the Menu screen. The count is the total of unread Voicemail and Message Wait.

To retrieve the message,

- Tap **Voicemail** on the **Menu** screen.
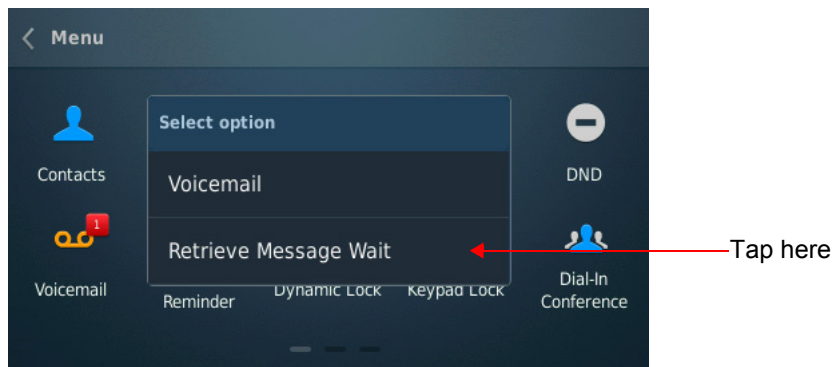
- Tap **Retrieve Message Wait**.

- The call will be placed on the extension that has set Message Wait.
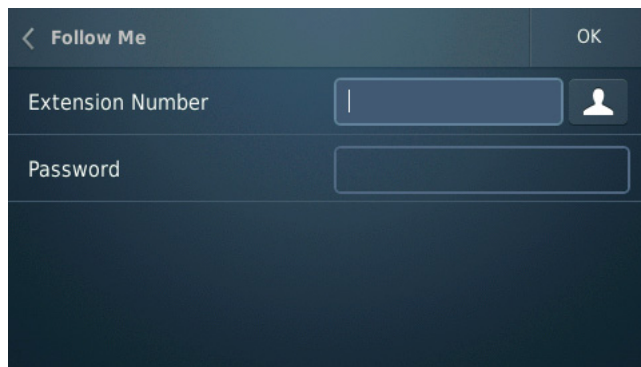
Follow Me

Using Follow Me you can make your calls follow you wherever you go. You can receive your calls on another extension, whenever you want.

Set Follow Me

- Tap **Follow Me** on the **Menu** screen.

- Enter your **Extension Number** manually or tap **Contacts** to select your extension number.

- Enter your **Password**.

- Tap **OK**.

Cancel Follow Me

You can cancel Follow Me from your own extension only.

- When Follow Me is set, a set indication appears on the **Forward** icon on the **Home** screen.

- Tap **Forward** on the **Home** screen.

Tap here to cancel
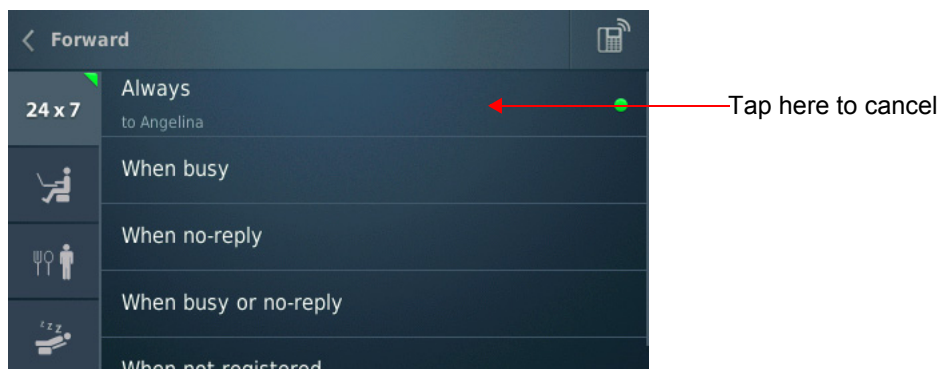
- Tap anywhere on the **Always** bar to cancel Follow Me.

Room Monitoring

Room Monitoring allows you to listen to conversations taking place in other locations where a Matrix proprietary Digital Key Phone (DKP) or a Matrix proprietary Extended SIP Phone or a Standard (Open) SIP Phone supporting Auto Answer feature is present.

To access this feature you must have higher Priority than the extension to be monitored.

Use this feature in accordance to the local privacy laws. Matrix Comsec will not be responsible for any misuse of this feature.

To start Room Monitoring,

- Tap **Room Monitor** on the **Menu** screen.

- Enter the **Extension Number** manually or tap **Contacts** to select the desired extension number.

- Tap **Start**. Room monitoring starts and you can listen to the conversation.

Selective Port Access
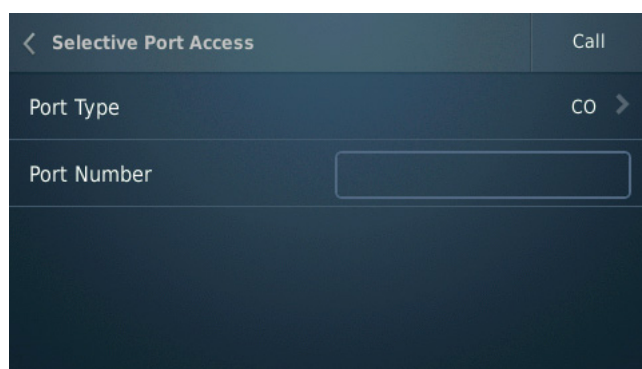
The Systems support different trunk port types. Using Selective Port Access, you can access the desired trunk port.

The Port Types and Port Numbers differ according the variant of the System with which your phone is registered.

To use Selective Port Access,

- Tap **Maintenance** on the **Menu** screen.

- Tap **Selective Port Access** .

- Tap **Port Type** and then tap the desired type of port.

- Tap **Port Number** and enter a valid port number corresponding to the selected Port Type.

- Tap **Call**.

Meet Me Paging

Using Meet Me Paging, you can answer an active Paging Call and get connected to the Pager (the party who initiated Paging) immediately. To know more about Paging, see "Paging".

To respond to a Paging call, you must know the extension number of the Pager.

To answer a Paging call,

- Tap **Meet Me Paging** on the **Menu** screen.

- Enter the **Extension Number** of the Pager manually or tap **Contacts** to select the desired extension number.

- Tap **Call**.

- You will be connected to the Pager immediately.

Meet Me Paging can be used only if the Paging call is active. Therefore, extension users who are paging must keep their call active, if they want their call to be answered using Meet Me Paging.

Walk-In

Every extension of the System is assigned a Class of Service for feature access and Toll Control defining its calling permission.
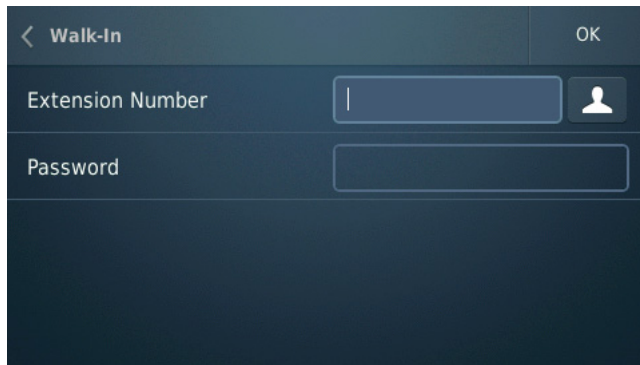
Using Walk-In feature you can,
- access the features allowed to your phone in the Class of Service (CoS) from any other extension. and
- make calls as per the Toll Control level assigned to your phone from any other extension.

Walk-In Class of Service is a password-protected facility. However, the default User Password *1111* will not be accepted. To be able to use this feature, you must first change the default User Password. For instructions, see "User Password".

To be able to Walk-In into your extension,

- Tap **Walk-In** on the **Menu** screen.

- Enter your **Extension Number** manually or tap **Contacts** to select your extension number.

- Enter your extension's **Password**.

- Tap **OK**.

- A set indication appears on the **Walk-In** icon.

Walk-Out of an Extension

- If your **Walk Out** mode is set as *One Call* by the System Administrator, you will be walked out automatically after a call.

- If your **Walk Out** mode is set as *Multiple Calls*, you must walk out manually by tapping the **Walk-In** icon on the **Menu** screen.

Open Cosec Door

Open Cosec Door allows you to open the COSEC door lock.

Make sure you configure the COSEC Door Group for COSEC Integration.

To open the Cosec Door,

- Tap **Open Cosec Door** on the **Menu** screen.

- The Cosec Door opens.

SA Mode

SA Mode supports the features that can be accessed through SA commands.

Accessing SA Mode from GUI

- Tap **SA Mode** **SA** on the **Menu** screen.

- Enter the **SA Password** and tap **OK**.

If 'SA Extension' in Class of Service is disabled, you need to enter the SA Password. If enabled, the SA Command List will be displayed.

The password must be a minimum of 4 characters and maximum of 12 characters. All Digits 0-9 are allowed.

The **SA Command** list screen appears.
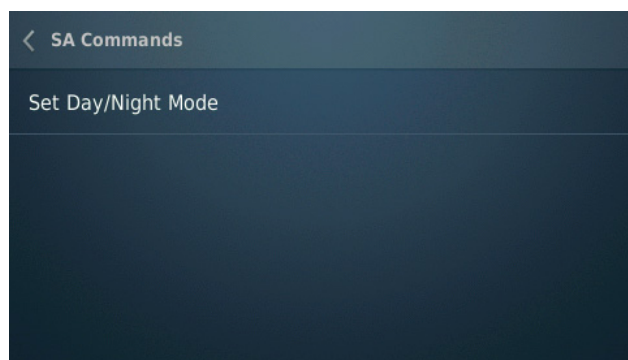
Set Day/Night Mode

To set the Day/Night Mode,

- Tap **Set Day/Night Mode**.
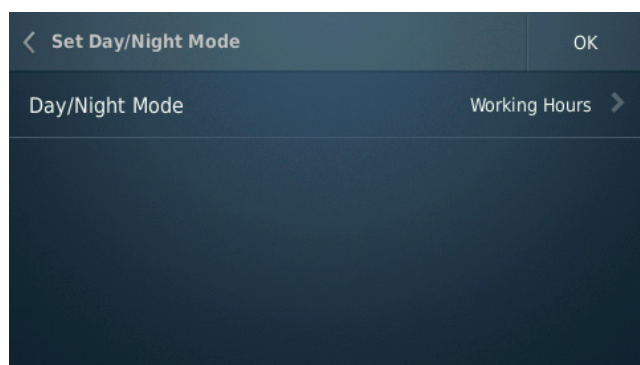
- Select the desired **Day/Night Mode** and tap **OK**.
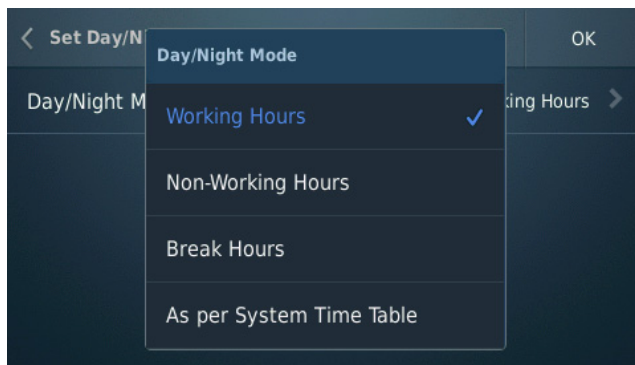
Department Group Call Forward
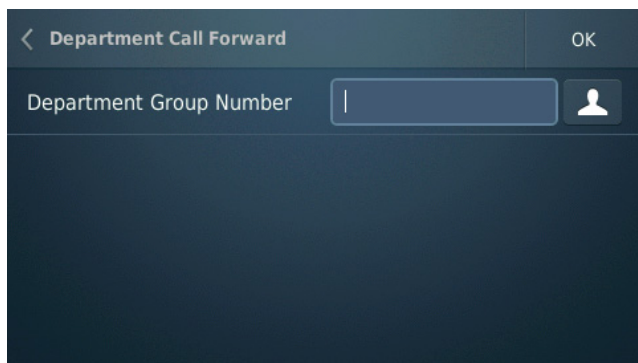
Department Group Call Forward allows you to forward calls of the respective Department Group to an extension, to its voice mail, or to another Department Group.
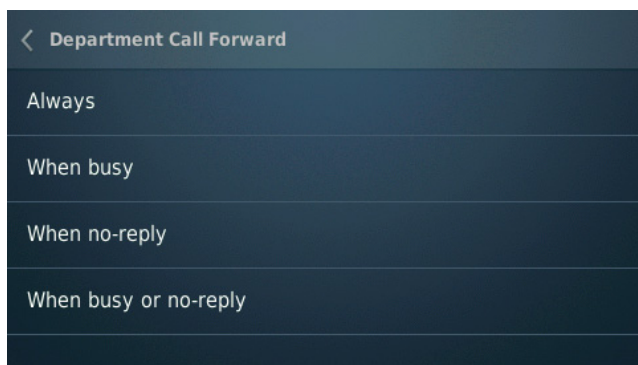
> *Make sure 'Dept. Group - Call Fwd' is enabled in Class of Service.*

To set the Department Group Call Forward,

- Tap **Department Call Forward** on the **Menu** screen.

- Enter the **Department Group Number** manually or tap **Contacts** to select the Department Group.

- Tap **OK**.

- Tap the desired Department Call Forward option — **Always** or **When busy** or **When no-reply** or **When busy or no-reply**. At a time, you can set only one out of these four options.

- By default, **Forward on Voicemail** is enabled. To forward calls to Voicemail, tap **Save**.

- To forward calls to a number, tap the **Forward on Voicemail** ON/OFF switch.

- If you want to set call forward to an extension number, enter the **Number** manually or tap **Contacts** to select the desired extension number.

- Tap **Save** to set. The set indication will be displayed.

- To cancel Department Call Forward, tap the Department Call Forward option for which the indication is set.
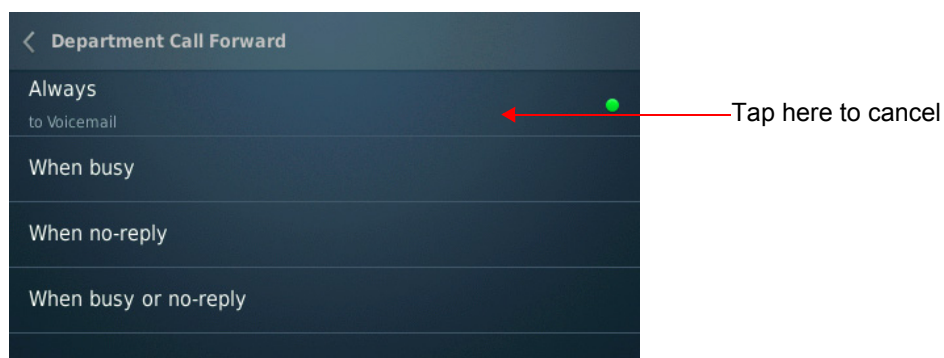
DSS Soft Keys

You can assign the DSS (BLF) Soft Keys to frequently called numbers — an Extension, an Extension with Intercom, a Trunk, a Corporate or an External Number — for easy one touch access.

Using DSS (BLF) Soft Keys, you can monitor the status of another extension or trunk and confirm whether it is available, busy, ringing or on hold.

To monitor the status of extensions/trunks, the **Busy Lamp Field (BLF) Subscription** option must be enabled in the System. Consult your System Administrator in case you are unable to obtain updated status indications.

You can pick up the incoming calls on Extension or Trunk by tapping on the assigned DSS Soft keys. Make sure, you enable the *DSS Call Pickup – Station* and *DSS Call Pickup – Trunk* in the Class of Service (CoS).

Viewing DSS Soft Keys

- Swipe to the second/third page of the Home screen**.**

The BLF keys indicate the following:

Icon	Name	Description
	Idle	When the monitored extension or trunk is idle.
	Ringing (Incoming call)	When the monitored extension or trunk has an incoming call ringing on it.

Icon	Name	Description
	Busy	When monitored extension or trunk is busy. It may be an incoming call or an outgoing call in mature state.
	On hold	When the monitored extension or trunk is put on hold.You cannot pickup the call.
	On hold	When the monitored extension or trunk is put on hold. You can pickup the call.
	Presence Status	If both Presence and BLF Subscription are enabled, Presence status will be displayed in idle state and BLF status will be displayed in all other states.

Viewing BLF Status from Contacts, Favorites and Call Logs

You can view either the Presence status or the BLF status for an extension. If the extension has a DSS Soft Key assigned to it then only the BLF status will be displayed for the extension in Contacts, Favorites and Call Logs.

If both Presence and BLF Subscription are enabled, Presence status will be displayed in idle state and BLF status will be displayed in all other states.
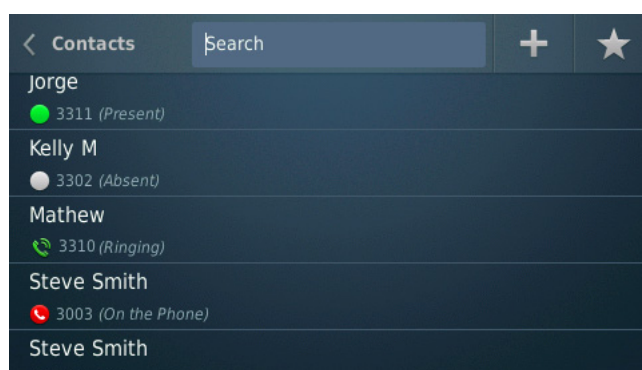
The BLF keys indicate the following:

Icon	Name	Description
	Idle	When the monitored extension or trunk is idle.
	Busy	When monitored extension or trunk is busy. It may be an incoming call or an outgoing call in mature state.
	Incoming Call	When the monitored extension or trunk has an incoming call ringing on it.

Icon	Name	Description
	On hold	When the monitored extension or trunk is put on hold.

Assigning DSS Soft Key to an Extension

- Tap **Assign Softkey** .
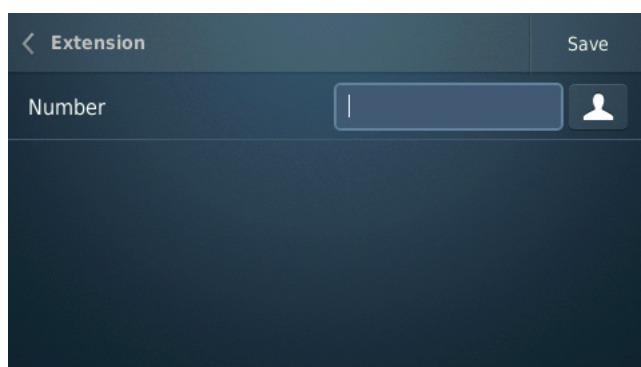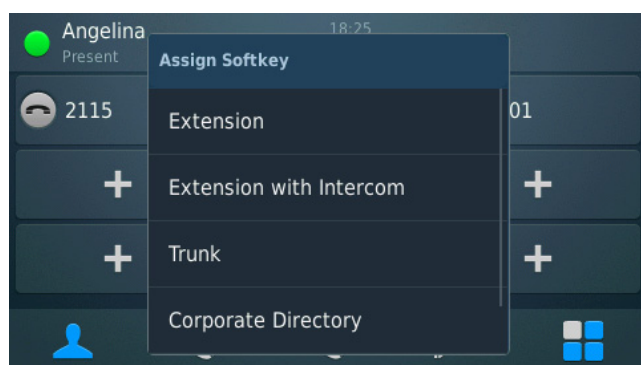
- Tap **Extension**.

- Enter the **Number** manually or tap **Contacts** to select the desired entry.

- Tap **Save**.

Assigning DSS Soft Key to an Extension with Intercom

To make an Intercom call directly to the desired extension, you must assign a DSS Soft Key for the Extension with Intercom.

To assign the DSS Soft Key to an Extension with Intercom,

- Tap **Assign Softkey** .

- Tap **Extension with Intercom**.
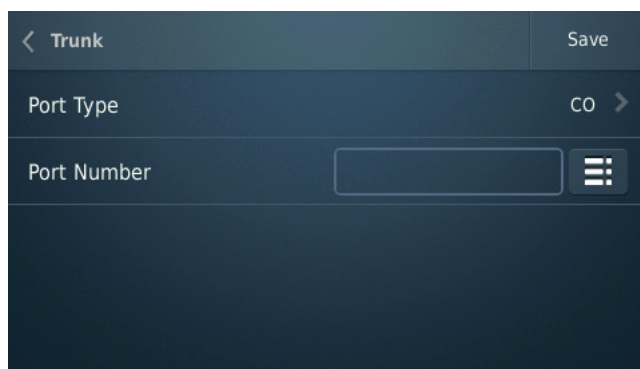
- Enter the **Number** manually or tap **Contacts** to select the desired entry.

- Tap **Save**.

 An extension number can be assigned to a DSS Soft Key either for an "Extension" or for an "Extension with Intercom".

Assigning DSS Soft Key to a Trunk

- Tap **Assign Softkey** .

- Tap **Trunk**.

- Tap **Port Type** and then tap the desired type of port.

- Enter the **Port Number**[12] manually or tap **Trunk Names list**[13] to select the desired trunk.

 The Trunk Names list appears only when Trunk Names are configured in the System.

- If you select BRI or T1E1 as the **Port Type**, enter the relevant **Channel Number**.

- If you select SIP Trunk as the **Port Type**, select the relevant **Call Appearance**.

- Tap **Save**.

---

12. *The Port Number varies according to the different trunk types. Contact your System Administrator to know the range of Port Numbers supported by the variant of your System.*

13. *Trunk Name list will only be available if, the Trunk Names have been configured in the System.*

Assigning DSS Soft Key to a Corporate Directory

- Tap **Assign Softkey** .

- Tap **Corporate Directory**.
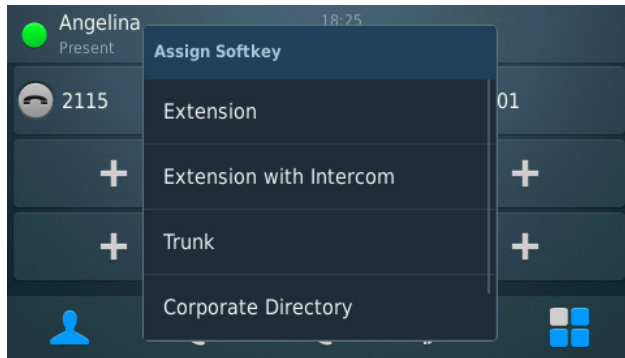
- Enter the **Index Number**[14] manually or tap **Contacts** to select the desired contact.
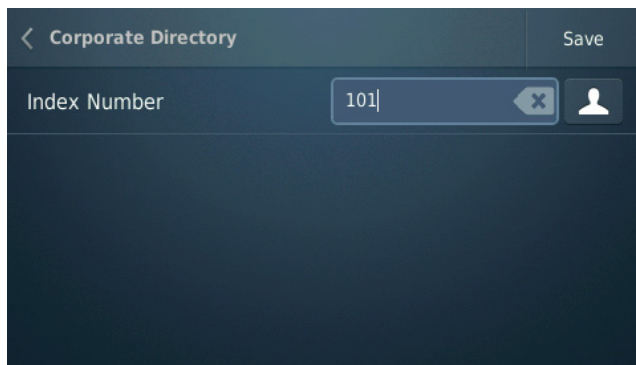
- Tap **Save**.
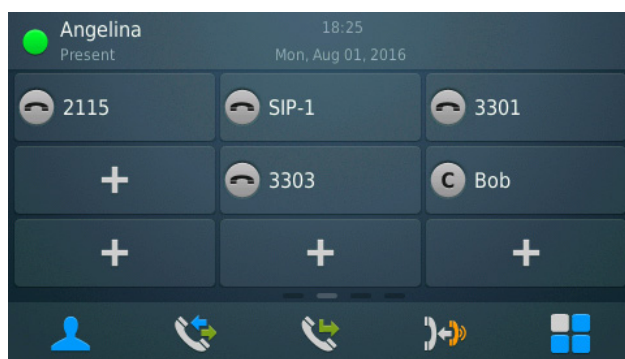
- The Corporate Contact appears with the icon.

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14. *You can configure upto 4 digits for ETERNITY LE/ SARVAM UCS ENT/ PRASAR UCS and upto 3 digits for other systems.*
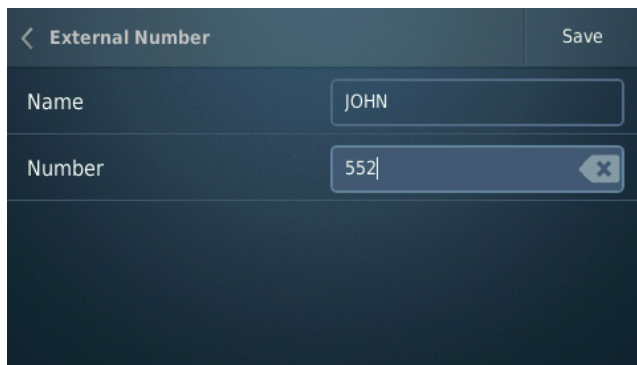
Assigning DSS Soft Key to an External Number

- Tap **Assign Softkey** ⊞ .

- Scroll through the list that appears and tap **External Number**.
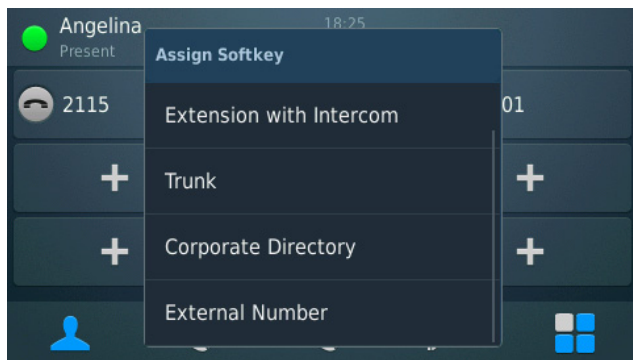
- Enter the **Name** and **Number** of the External party.

- Tap **Save**.
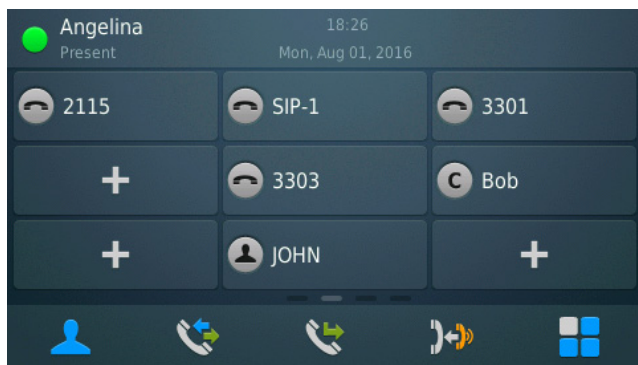
- The External Number appears with the 👤 icon.

Making a Call using DSS Soft Key

You can place a call to an extension using the DSS Soft Key. To do so,

- Tap the **DSS Soft Key** assigned to the Extension.

Making an Intercom Call using DSS Soft Key

You can place an intercom call to an extension using the DSS Soft Key. To do so,

- Tap the **DSS Soft Key** assigned to the Extension with Intercom.

Grabbing a Trunk using DSS Soft Key

You can grab a trunk to dial external numbers using the DSS Soft Key. To do so,

- Tap the **DSS Soft Key** assigned to the Trunk.

- Dial the desired external number.

Picking Up an Incoming Call using DSS Soft Key

To Pickup call using DSS Soft Key, make sure DSS Call Pick-up (Station or Trunk) is enabled in the CoS assigned to you. For details, refer to the respective System Manual.

You can pick-up incoming calls ringing on an extension/trunk using the DSS Soft Keys. To pick-up the ringing call,

- Tap the **DSS Soft Key** assigned to the Extension or Extension with Intercom or Trunk.
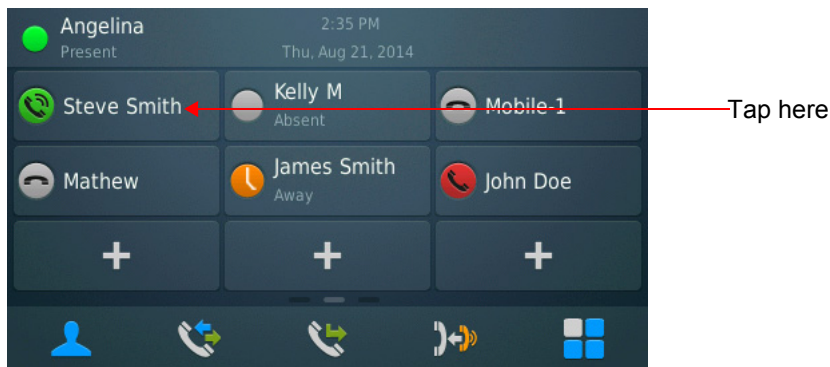
Removing BLF Key

To remove a DSS Soft Key assigned to an extension/trunk,

- Long tap the **DSS Soft Key** assigned to an extension/trunk.

- Tap **Delete** .

- Tap anywhere on the screen, to ignore deletion.

CHAPTER 21   *Settings*

Settings ⚙ can be accessed during Startup or from the Home screen after the SPARSH VP330 is registered.

During Startup process, the following options will be accessible:
- Network Settings
- Wi-Fi Settings
- Phone Info
- Debug
- PCAP

After Registration, the following parameters will be accessible:
- User Password
- Phone Settings
- Network Settings
- Wi-Fi Settings
- Phone Info
- Debug
- PCAP

To access Settings,

- Tap **Settings** ⚙ on the **Menu** screen.

Parameter	Description
User Password	It allows you to change the User Password. For instructions, see "Changing User Password".
Phone Settings	It allows you to customise parameters such as Ringtones and Alerts, Display, Time Format as per your requirement. For instructions, "Customizing Matrix SPARSH VP330".
Network Settings	It allows you to customise Network parameters such as Connection Type, DNS Settings, Server Settings, VLAN Settings as per your requirement. For instructions, see "Network Settings".

Parameter	Description
Wi-Fi Settings	It allows you to customise Wi-Fi parameters such as Wi-Fi Connectivity, Scan for Network as per your requirement. For instructions, see "Wi-Fi Settings".

To access Maintenance,

- Tap **Maintenance** on the **Menu** screen

Debug	It allows you to customise Debug parameters such as Enable Debug, Syslog Server Address and Server Port, Debug Levels as per your requirement. For instructions, see "Debug".
PCAP	It allows you to capture packets sent and received by the phone for monitoring and troubleshooting purpose. For instructions, see "PCAP".

To access Phone Information,

- Tap **Phone Info** on the **Menu** screen.

Phone Info	It allows you to view the information of your phone such as MAC Address, Firmware, SIP Account. For instructions, see "Phone Info".

User Password

You can change your User Password, if required. For instructions, see

Phone Settings

You can customize following phone settings according to your requirement:
- *"Changing Ringtones and Alerts"*
- *"Changing the Display"*
- *"Setting the Time Format"*
- *"Changing Call Settings"*
- *"Fixed Transfer Number"*
- *"Accessories"*
- *"Changing Language"*

Network Settings

> ⚠ *It is recommended that you do not configure the Network Settings on your own as it may result in malfunctioning of your phone. Ask your System Administrator to configure it for you.*

To access the Network Settings,

- Tap **Settings** ⚙ on the **Menu** screen.

- Tap **Network Settings** 🔧.
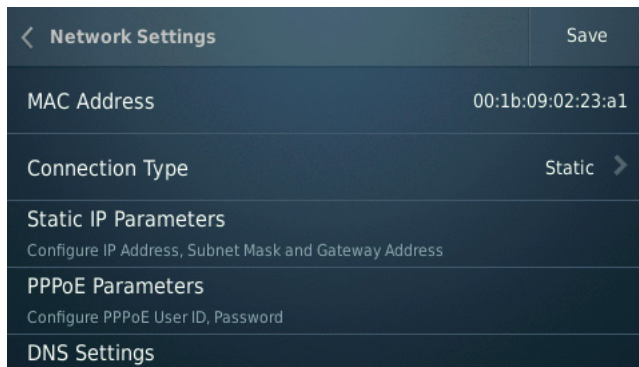
MAC Address

It displays the MAC Address of your Phone.

Connection Type

- Tap **Connection Type**.
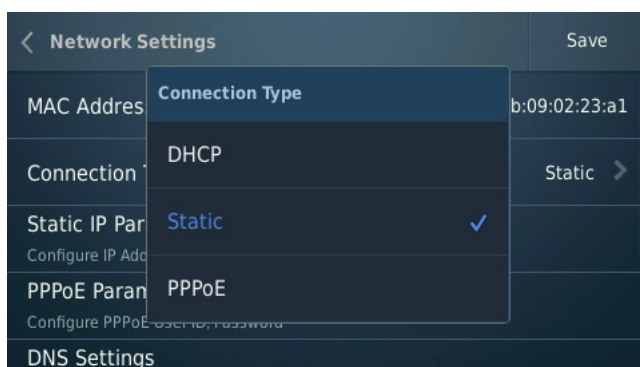
- Tap desired Connection Type—**DHCP**, **Static**, **PPPoE**. Default: DHCP.

If your connection type is DHCP,

- The phone will be assigned **IP Address**, **Subnet Mask**, **Gateway Address**, **DNS Address** and **Server Address** automatically by the DHCP Server.

If your DHCP Server does not provide DNS Settings and/or Server Settings automatically, you must configure them manually. Refer the steps given in Static.

If you select Static, configure the following.

- Tap **Static IP Parameters**.

  - Enter the **IP Address**, **Subnet Mask** and **Gateway Address**.

- Tap **DNS Settings**.

  - Enter the **Primary DNS Address** and **Secondary DNS Address**.

- Tap **Server Settings**.

  - Enter the **Primary Server Address**. This is the IP Address or the Domain Name of the Sever (System) with which you want to register the phone. Default: Blank.

  - Enter the **Primary Server Port**. This is the SPARSH Port[15] of the System. It can be 80 or any value ranging from 1025 to 65535. Default: 80.

  - If required, you can also enter the **Secondary Sever Address** as a fallback option. If the registration with the Primary Server fails the phone will send the registration and configuration requests to the Secondary Server Address. Speech-cut or unclear speech may be observed during on-going mature calls. Default: Blank.

  - Enter the **Secondary Server Port**. The phone sends the request for configuration files to this port if the Primary Server fails. It can be 80 or any value ranging from 1025 to 65535. Default: 80.

  - Tap **OK**.

If you select PPPoE, configure the following.

- Tap **PPPoE Parameters**.

  - Enter the **User ID**, **Password** and **Service Name**.

PPPoE Server assigns DNS Settings automatically. If your PPPoE Server does not provide DNS Settings automatically, you must configure them manually.

- Tap **DNS Settings**.

  - In DNS Server, tap **Manual**.

  - Enter the **Primary DNS Address** and **Secondary DNS Address**.

---

15. *If you are using ETERNITY Firmware Version V12R4 or earlier, configure the Web Server Port.*

- Tap **Server Settings**.

    - Enter the **Primary Server Address**. This is the IP Address or the Domain Name of the Sever (System) with which you want to register the phone. Default: Blank.

    - Enter the **Primary Server Port**. This is the SPARSH Port[16] of the System. It can be 80 or any value ranging from 1025 to 65535. Default: 80.

    - If required, you can also enter the **Secondary Sever Address** as a fallback option. If the registration with the Primary Server fails the phone will send the registration and configuration requests to the Secondary Server Address. Speech-cut or unclear speech may be observed during on-going mature calls. Default: Blank.

    - Enter the **Secondary Server Port**. The phone sends the request for configuration files to this port if the Primary Server fails. It can be 80 or any value ranging from 1025 to 65535. Default: 80.

    - Tap **OK**.

VLAN Settings

If your phone is connected to a Virtual LAN, configure the VLAN Settings. To route packets of the LAN and the PC ports of the phone through a VLAN switch, they must be tagged with a VLAN header. This header consists of a VLAN ID and a Class of Service (CoS).

- Tap **VLAN Settings**.

- Tap the **LAN VLAN/CoS ON/OFF** switch.

    - Enter a valid **VLAN ID** and **CoS**.

- Tap the **PC VLAN/CoS ON/OFF** switch.

    - Enter a valid **VLAN ID** and **CoS**.

- Tap **OK**.

---

16. *If you are using ETERNITY Firmware Version V12R4 or earlier, configure the Web Server Port.*

Speed and Duplex Settings

You can select the transmission method for the LAN and the PC port individually.

- Tap **Speed and Duplex Settings**.

- To select the transmission method for the LAN port, tap **LAN Speed and Duplex**.

  - Tap to select the desired option — Auto Negotiation, 100 Mbps and Full Duplex, 100 Mbps and Half Duplex, 10 Mbps and Full Duplex, 10 Mbps and Half Duplex. Default: Auto Negotiation.

- To select the transmission method for the PC port, tap **PC Speed and Duplex**.

  - Tap to select the desired option — Auto Negotiation, 100 Mbps and Full Duplex, 100 Mbps and Half Duplex, 10 Mbps and Full Duplex, 10 Mbps and Half Duplex. Default: Auto Negotiation.

MAC Cloning

If you want the phone to use Cloned MAC Address,

- Tap the **Use Clone MAC ON/OFF** switch.
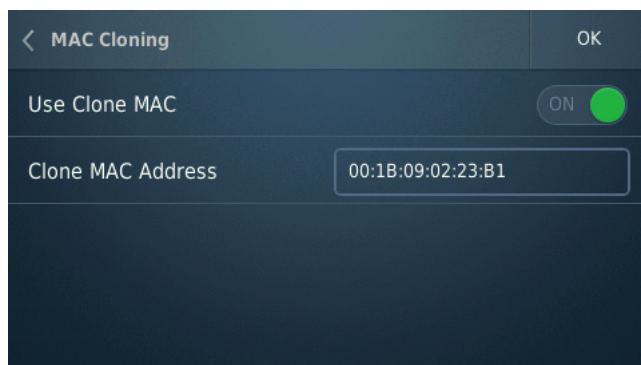
- Enter the **Clone MAC Address**.

- Tap **OK**.

Tap **Save** to save all the configured Network Parameters.

Wi-Fi Settings

![warning icon] • *Make sure you have connected a Wi-Fi USB Adapter. To know more about the Wi-Fi USB Adapter, see Connect to the network under* *"Connecting SPARSH VP330".*

• *It is recommended that you do not configure Wi-Fi settings on your own as it may result in malfunctioning of your phone. Ask your System Administrator to configure it for you.*

To access the Wi-Fi Settings,

• Tap **Settings** ⚙ on the **Menu** screen.

• Tap **Wi-Fi Settings** 📶.
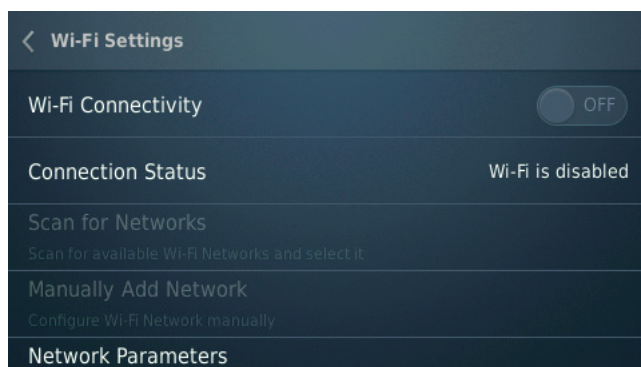
Wi-Fi Connectivity

• Tap the **Wi-Fi Connectivity ON/OFF** switch to connect your phone to the Wi-Fi network.

![warning icon] *If you turn ON the Wi-Fi Connectivity, packets will not pass from the Wi-Fi port to the LAN/PC port and vice-versa. However, the LAN port and the PC port can exchange packets between them.*

Connection Status

It displays the Wi-Fi Network connection status.

When Wi-Fi is enabled and connected, tap Connection Status.

• Tap **Disconnect** to disconnect your phone from the configured Wi-Fi network.

• Tap **Remove** to remove the Wi-Fi network related information that you had configured in the phone.

When Wi-Fi is enabled and not connected, tap Connection Status.

• Tap **Connect** to connect to the configured Wi-Fi network.

• Tap **Remove** to remove the Wi-Fi network related information that you had configured in the phone.

Scan for Networks

- Tap **Scan for Networks**.
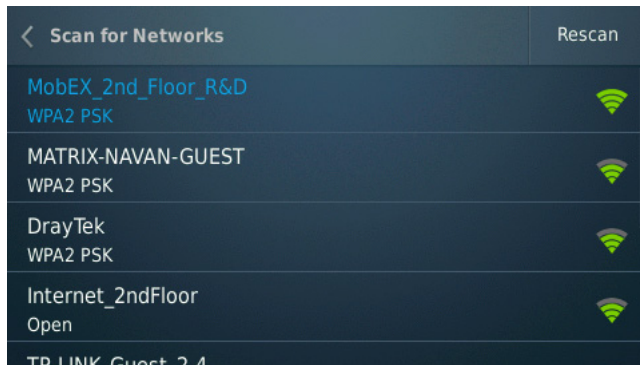
- The list of available Wi-Fi networks appears.

- Tap on the preferred Wi-Fi network.

    - If the Security Type supported by your preferred Wi-Fi network is **Open**, you will get connected to the Wi-Fi network automatically when you tap on it.

    - If it is **Secured**, you must enter the corresponding Password and tap **Join**.

Manually Adding a Network

- Tap **Manually Add Network**, if you do not find your preferred Wi-Fi network in the Scan for Networks list.

- Tap **SSID** and configure the SSID of the desired Wi-Fi network.

- Tap **Security Mode**. Tap the preferred mode—**Open**, **WEP**, **WPA PSK**, **WPA2 PSK**— based on your Wi-Fi Network settings.

- Tap **Save** to save the details of the Manually Added Wi-Fi network.

- Tap **Join** to connect to the selected Wi-Fi network.

Network Parameters

- Tap **Network Parameters**.

- Tap **Connection Type** and tap the desired type of connection—**DHCP** or **Static**.

    - If you select **DHCP**, the phone will be assigned **IP Address**, **Subnet Mask**, **Gateway Address**, **Server Address** and **DNS Address** automatically by the DHCP Server.

*If your DHCP Server does not provide DNS Settings automatically, you must configure them manually. In DNS Server, tap **Manual** and enter the **Primary DNS Address** and **Secondary DNS Address** manually.*

    - If you select **Static**, you must configure the following:

- • Tap **Static IP Parameters**.

- • Enter the **IP Address**, **Subnet Mask** and **Gateway Address**.

- • Tap **DNS Settings**.

- • Enter the **Primary DNS Address** and **Secondary DNS Address**.

- • Tap **Server Settings**.

- • Enter the **Server Address**. This is the IP Address or the Domain Name of the Sever (System) with which you want to register the phone.

- • Enter the **Server Port**. This is the SPARSH Port[17] of the System. It can be 80 or any value ranging from 1025 to 65535. Default: 80.

- • Tap **OK**.

- • Tap **Save** to save the configured Network Parameters.

---

17. *If you are using ETERNITY Firmware Version V12R4 or earlier, configure the Web Server Port.*

Phone Info

In Phone Info[18], you can view your phone information.

To access Phone Info,

- Tap **Settings** ⚙ on the **Menu** screen.

- Tap **Phone Info** 📞ℹ️ .
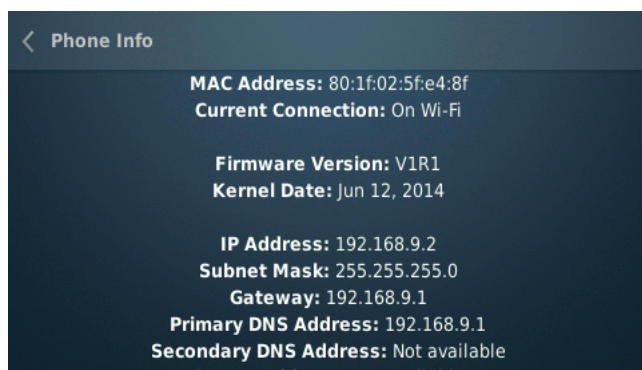
Parameter	Description
MAC Address	It displays the unique MAC Address of the phone.
Current Connection	It displays whether the phone is connected using the Ethernet Port or the Wi-Fi network.
Firmware Version	It displays the Firmware Version of the phone.
Kernel Date	It displays the Kernel Date of the phone.
IP Address	It displays the IP Address of the phone.
Subnet Mask	It displays the Subnet Mask of the phone.
Gateway	It displays the Gateway of the phone.
Primary DNS	It displays the Primary DNS Address.
Secondary DNS	It displays the Secondary DNS Address.
Server Address	It displays the Server Address.
Server Port	It displays the Server Port.
Wi-Fi Connection Status	It displays Wi-Fi Connection Status like Wi-Fi disabled, Wi-Fi Adapter is connected or not and currently connected SSID.
Wi-Fi Signal Strength	If the phone is connected using Wi-Fi, it displays the Wi-Fi Signal Strength.
Wi-Fi MAC Address	It displays the MAC Address of the Wi-Fi USB Adapter.

18. You can view Phone Status, even if the phone is not registered with the System.

Parameter	Description
SIP ID	It displays the SIP ID.
Registrar Server Address	It displays the Registrar Server Address.
Registration Time	It displays the Registration Time.
Active Server Address	This is the current server that is active with which the phone is registered.

Debug
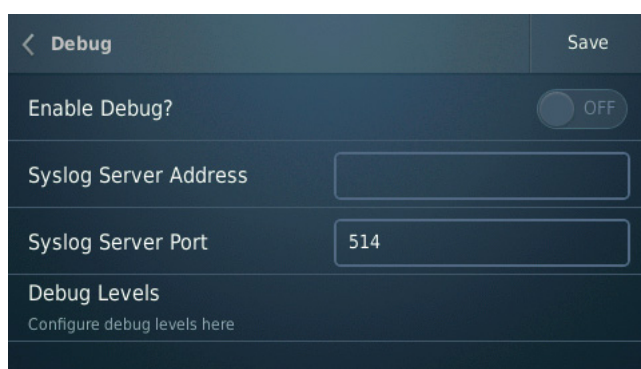
⚠️ *It is recommended that you do not configure Debug settings on your own. Ask your System Administrator to configure it for you.*

Debugging is a method used for recording actions and events of the phone. Debugs are the primary record keepers of the phone and network activity. Debugging has several benefits which include troubleshooting, security and system administration.

SPARSH VP330 supports Syslog[19] Client for debugging. The Syslog Client enables the system to send debug messages in syslog format to the remote 'Syslog Server' on the IP network. You can view the system debug messages on the remote server.

To configure the Debug Settings,

- Tap **Maintenance** 🛠 on the **Menu** screen.

- Tap **Debug** 🐞.

Parameter	Description
Enable Debug?	Tap the **Enable Debug ON/OFF** switch to enable Debug.
Syslog Server Address	Enter the Syslog Server Address.
Syslog Server Port	Enter the Syslog Server Port. Default: 514.
Debug Levels	Tap Debug Levels. Tap the **ON/OFF** switch of the desired type of debug to wish to enable.

---

19. *Syslog is one of the protocols used extensively for sending debug messages, and is defined in RFC 3164.*

PCAP

PCAP or Packet Capture consists of intercepting and logging the traffic passing over a digital network or a part of a network. PCAP intercepts each packet in the data streams that flow across the network, and can decode and analyze its contents.

PCAP is used to monitor the network, analyze network problems, debug client/server communications, debug network protocol implementations.

SPARSH VP330 supports PCAP Trace, which can be used to detect and diagnose network related problems. The phone captures upto 1 MB of packets.

To capture packets sent and received by the phone,

- Tap **Maintenance** on the **Menu** screen.

- Tap **PCAP** .
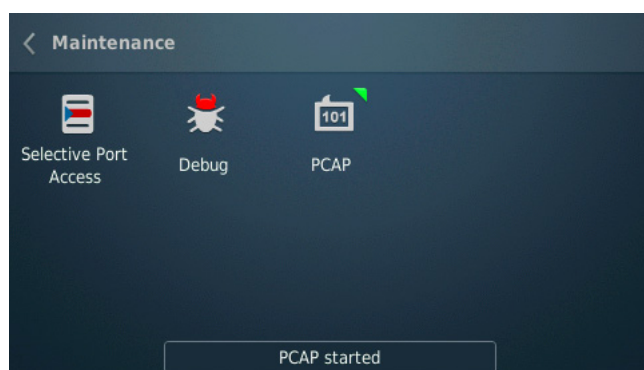
- Packet capturing begins and a green dot appears on the PCAP icon.

- To stop capturing packets, tap **PCAP** once again. The green dot on the icon disappears.

The green dot on the PCAP icon is removed as soon as 1 MB of packets is captured; capturing of further packets is turned OFF automatically.

Appendix

This chapter will help you to get answers of the Frequently Asked Questions (FAQ) about Matrix SPARSH VP330 and the ways to troubleshoot problems.

Frequently Asked Questions (FAQs)

Q. I get the message 'A network cable is unplugged' on the screen.

A. This message is displayed when the Ethernet cable is unplugged from the LAN port. If you are connected to the network using the Ethernet cable, you will not be able to make/receive calls or access any phone features. Ongoing calls will be disconnected.

However, if you are connecting the phone over the Wi-Fi network, then connecting Ethernet cable to the LAN port is not mandatory.

Q. I have connected the LAN port of the phone to the Gigabit Switch. I still get the message 'A network cable is unplugged' on the screen. What should I do?

A. Based on the Gigabit Switch compatibility you must set the Speed and Duplex Settings of the phone. For instructions, see "Speed and Duplex Settings".

Q. I get the message 'IP Address conflicted with MAC Address "XX:XX:XX:XX:XX:XX" on the screen.

A. This message is displayed when the IP Address assigned to the phone conflicts in the network. Change the IP Address of the phone or contact your System Administrator to resolve the conflict.

Q. I cannot access/find several features of the phone described in this User Guide or the feature I want to access is not allowed to me.

A. Accessing different features of the phone is dependent on whether the feature is enabled in the Class of Service (CoS) assigned to your extension. This is determined by your System Administrator while configuring your extension settings. If you do not find the required feature you should contact your System Administrator to enable the corresponding feature in the CoS.

Q. I had set DND on my phone sometime back. Now, as soon as I cancel DND by tapping the icon, it is removed from the Menu. Why?

A. This happens since you do not have access to DND during the current time zone[20]. When you had set DND, it was available to you which means DND was allowed to you in that time zone. Thus DND icon was displayed on your Menu screen. Now your time zone has changed and during this time zone you are not provided access to

DND. Since DND was already set; you have the privilege to cancel it even during the current time zone. So once DND is canceled in this time zone, SPARSH VP330 automatically removes the icon so that you cannot set it again in the current time zone.

Q. I had created the shortcut of the Hotline icon. However, sometimes this shortcut icon appears dimmed and does not allow me to set or cancel the Hotline.

A. Refer to the previous explanation as described above and you will know the reason for such behavior. This will be applicable to the Shortcut icons of any feature.

Q. The access codes to log into SE (System Engineer) Mode and SA (System Engineer) Mode from SPARSH VP330 do not work.

A. SPARSH VP330 does not allow you to log into SE or SA Modes by dialing their corresponding access codes from the phone. So, you cannot access any feature from the phone which requires you to log into the SE or SA Modes first prior to dialing the relevant feature access command.

Q. I cannot make calls on Global Directory numbers using 3 digit index numbers in ETERNITY LE, SARVAM UCS ENT or PRASAR UCS.

A. When you dial Global Directory Index Number using Dial Pad, you need to dial Global Directory Access Code along with the 4 digit Index Number for ETERNITY LE, SARVAM UCS ENT, PRASAR UCS and the 3 digit Index Number for the other variants. For example, "80555" in case of LE and "8055" in case of other variants. Contact your System Administrator to know the codes you need to dial.

Q. Can I access the Hotel features using the phone?

A. No, you cannot access any Hotel features from the SPARSH VP330; Hotel features are not supported in this phone.

Q. I am trying to dial some of the feature Access Codes to access specific features (for example, dialing '4' to access Barge-In where '4' is the default access code of Barge-In). But in most of the cases it is not working.

A. SPARSH VP330 does not allow dialing of most of the feature Access Codes except the following,
- All Extension Numbers
- Operator Access Code
- Department Group Access Code
- Trunk Access Codes (TAC)
- Emergency Conference Access Code
- Abbreviated Dialing Access Code

Q. I get incoming call indication on the phone screen and the Ringer LED also starts glowing. However, ringtone is not playing.

A. You must have set the Play Ring option as 'Ring Off' within the Ringtones and Alerts menu. Select the Play Ring option as 'Immediately' and set the Ringer Volume to an optimum level such that you can listen to the ringtone whenever an incoming call arrives. For details see, "Changing Ringtones and Alerts".

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20. Time Zone is divided into 3 parts which are Working, Break and Non-working Hours respectively. For ETERNITY ME/GE/PE, SARVAM UCS and PRASAR UCS, Time Zone dependant features can be set separately for all these three Time Zones. For ETERNITY NE, Time Zone dependant features can be set for Day (Working Hours) and Night/Break (Non-working Hours) modes. There is no separate option for Break Hours and Non-working Hours in case of ETERNITY NE.

Q. The LCD backlight of my phone is never turned OFF. What do I do?

A. You must have set the Backlight Off Timer in your phone as 000 seconds. Set this value as any number between 001 to 999 seconds after which you want the LCD backlight to turn OFF. For details refer, "Changing the Display".

Q. I cannot access Blind Transfer to Voicemail.

A. You can access the Blind Transfer to Voicemail feature only if the Voicemail System is available in the System. Contact your System Administrator for more information.

Q. I cannot access the Conversation Recording/Call Recording feature.

A. You can access this feature only if the Voicemail System is available in the System. Contact your System Administrator for more information.

Q. I have set Auto Call Back on my phone. Now I need to set Trunk Reservation also. But whenever I set Trunk Reservation, Auto Call Back gets canceled.

A. The System does not allow settings both these features together. You can set only one out of the two features on the phone.

Q. I find Auto Call Back/Auto Redial/Trunk Reservation set on my phone, but these features have not been set by me.

A. There must be some other extension(s) which is registered with the same SIP ID (as your SPARSH VP330) in some other location(s). This is possible since the System allows registering of SIP Extensions with the same SIP ID from a maximum of 3 different locations. For example, you can have 3 SIP Phones having SIP ID as '3301' at your home, office and the factory. If you set or cancel any feature from one location, related changes will be reflected in the phones registered at the other two locations. So it might happen that Auto Call Back/Auto Redial/Trunk Reservation has been set from some other location and you find the updated status on the phone which you are currently using.

Q. If I put a call on hold (Exclusive Hold), the 'On Hold' screen appears. If I do not retrieve the call for a specific time period, it is disconnected.

A. In DKP and SLT, held call is returned after the expiry of the respective retrieval timer. But in VP330, Held call does not return. For VP330, if you do not retrieve the held call before the expiry of the "Held Call Disconnection Timer", the held call will be disconnected. For more details, ask your System Administrator.

Q. If I park a call in Personal orbit (that is, Personal Park), the 'On Hold' screen appears. If I do not retrieve the call for a specific time period, it is disconnected.

A. In DKP and SLT, parked call is returned after the expiry of the Call Park Timer. But in VP330, Parked call does not return. For VP330, if you do not retrieve the parked call before the expiry of the "Call Park Release Timer", the parked call will be disconnected. For more details, ask your System Administrator.

Q. If I park a call in General orbit, it does not ask for the General Orbit number. Instead call is parked in any General orbit.

A. In SPARSH VP330 whenever you access the General Park feature, it does not ask to enter the General Orbit Number; instead the call is parked in any of the free General Orbits (ranging from 2 to 9) available.

Q. Alarm is displayed as 'Operator assisted' on the phone screen. What does it mean?

A. 'Operator assisted' alarms can be set by the Operator by logging into the SA mode.

Q. The message 'Invalid Conference Number' appears on screen during Conference - Dial-In.

A. The Conference Number you have entered is not supported by the variant with which your phone is registered. Refer the following table to know the Conferences Numbers supported by different variants.

Model	Number of Simultaneous Dial-In Conferences supported
SARVAM UCS SME	20
SARVAM UCS ENT	15
PRASAR UCS	15
ETERNITY LE	15
ETERNITY ME	7
ETERNITY GE	5
ETERNITY PE 6S	5
ETERNITY PE3SS/ PE3SP and ETERNITY NE	2

Q. The message 'Default password 1111 not allowed' appears when I try to access some feature.

A. Several features from the phone are not accessible using the default User Password (Default Password is 1111). So change the default user password first. Refer "Changing User Password".

Q. Whenever I try to grab a trunk to dial out an external number, the phone prompts for Account Code.

A. Forced Account Code is enabled for your SPARSH VP330 and for the trunk that you are grabbing. In such case, on grabbing the trunk to dial out an external number, you are prompted to provide the Account Code Number or Account Code Name forcibly. Otherwise the System will not allow you to dial out any external number.

Q. I cannot access Forced Disconnection for a busy trunk although it is allowed to me.

A. Forced Disconnection for a busy trunk is only accessible when you try to access the busy trunk using Selective Port Access and not by Trunk Access Code (TAC). For more details refer "Forced Disconnection".

Q. I cannot access Intercom from my phone although it is allowed to me.

A. To access Intercom, your phone's Priority must be higher than that of the remote extension whom you are calling. Also if the called extension has set Privacy from Do Not Disturb (DND) - Override, then the System will reject the Intercom call initiated by you. Refer to the respective System Manual for details.

Q. I cannot access Interrupt Request (IR) from my phone although it is allowed to me.

A. Interrupt Request will work only if the called party is in a normal 2-way speech with some other extension user or an external party. If the extension is busy due to being Off-hook (for example, Handset is not placed on the cradle properly) or in the middle of dialing or accessing some System feature, then you will not be able to access Interrupt Request.

Q. Some entries in the Call Logs list are displayed as 'Unknown'.

A. Entries in the Call Logs list are displayed as 'Unknown', if the System is unable to detect the Number (CLI) associated with them. There can be multiple reasons for which this can happen; for example, due to mismatch in Calling Line Identification (CLI) format configured on the CO trunk of the System with that of the service provider/ exchange. You cannot place calls by tapping Unknown entries.

Q. Some entries in the Call Logs list are displayed as 'Private'.

A. Entries in the Call Logs list are displayed as 'Private' if the System is unable to detect the Number (CLI) due to any reason; for example, the caller has set CLIR (Calling Line Identification Restriction) on its extension. You cannot place calls by tapping Private entries.

Q. I cannot access any Call feature during a call when my phone keypad is locked.

A. During a call, if your Keypad is locked, you cannot access any Call feature. If you press the DSS key assigned to any Call feature (say for example, Conference), error message will pop-up. Prior to accessing any Call feature, you must unlock your keypad.

Q. SPARSH VP330 can function as a 'switch' having the PC port and the LAN port located at its bottom. I have connected my PC to the PC port and LAN cable (from the Private network) to the LAN port of the phone. There is also a Wi-Fi adapter connected to the USB port of the phone which provides me access to the Public network (or, the Internet) when the Wi-Fi Connectivity option is turned ON. I want to access the Internet from my PC using the phone as a switch (since it provides the Internet access through Wi-Fi USB port). Is it possible?

A. When Wi-Fi Connectivity is turned ON and the Wi-Fi adapter is connected, no packet from the PC Port or the LAN port will pass to the Wi-Fi port and vice-versa. So any request from to the PC port or the LAN port, is not forwarded to the Wi-Fi port at all.

To access the Internet from your PC, you can connect the Ethernet cable providing access to the Public network directly to the LAN port of the phone and then turn off Wi-Fi Connectivity from the phone.

Q. I cannot access Live Call Screening from my phone.

A. SPARSH VP330 does not support the Live Call Screening feature.

Q. I cannot access Raid from my phone.

A. SPARSH VP330 does not support the Raid feature.

Q. If there is an incoming call on a trunk for me, I do not get any indication.

A. SPARSH VP330 does not support the CO Call Waiting (or, Trunk Call Waiting) feature even if it is enabled in the Class of Service assigned to your extension. So if there is an incoming call on a trunk for the SPARSH VP330, then you will not get any trunk call waiting indication.

Q. I have a DSS key assigned to Ringer Acknowledge. As I press this key for the first incoming call and in the mean time, a second incoming call arrives on my phone, the Ringtone is not played.

A. Since you have acknowledged the Ringer for the first incoming call by pressing the Ringer Acknowledge DSS key, Ringtone will not play for the second incoming call when it arrives. However, if the phone goes idle then Ringtone will be played for the second incoming call if it is still in the ringing state.

Similar characteristics can be observed for the Call Waiting beeps. If you acknowledge the Call Waiting beeps for a waiting incoming call by pressing the Ringer Acknowledge DSS key, then beeps are not played if another incoming call arrives on the phone. Once you go idle and any of the waiting incoming calls are still connected, Ringtone will be played.

Q. My Server supports redundancy, but my phone stops functioning when the stand-by card takes over.

The phone you are using does not support redundancy. You must update the phone firmware with the firmware that supports redundancy.

Troubleshooting Tips

Problem/Symptom	Probable Reason(s)
Alarm cannot be set.	Maximum number of Alarms supported by the System have already been set. So new alarms can be added only after deleting the old ones.
Beeps are played in an established call and after sometimes the call gets disconnected.	Call Duration Control (CDC) may be enabled in the System. Ask your System Administrator for assistance.
Using Meet Me Paging, I cannot connect to the Pager.	Pager may have disconnected the call. To connect to the Pager, dial the number of his/her extension.
The phone does not ring.	The Ringer Volume may be very low or you have turned off the Ringer. To adjust proper Ringer Volume, see "Ringer Volume"
I cannot access the FTP folder of the phone.	Make sure that you have typed the correct IP address assigned to the phone and have entered the 'Login Mode' as 'se' and 'Password' as the System Web Jeeves password for System Engineer (SE) login mode.
Walk-In feature works for call features only; but it does not allow me to set or cancel or get status of Menu features on the walked-in extension.	The Walk-In feature enables you to use the Class of Service and Toll Control assigned to another extension from your phone for Call features only. For example, if you do not have access to make external calls from your phone while extension = 2001 (which can be any other extension) has it, then walk-in from your phone by entering Extension Number = 2001 followed by the Password, and make external call from your phone. But you cannot set or get status of Call Forward of 2001 (or any other extension) from your phone after Walk-In, since Call Forward is not a Call feature.

Technical Specifications

SPARSH VP330

LCD Display	4.3" Color TFT Touch Screen Display
VoIP	
VoIP Protocols	SIP v2, SDP, RTP, RFC 2833
Network Protocol	IPv4, TCP, UDP, DHCP, PPPoE
Voice CODECS	G.722 Wideband, G.711 A/µ-Law, G.723, G.729
Call Progress Tones	Dial Tone, Ring Back Tone, Busy Tone, Error Tone, Waiting Tone
Voice	Dynamic Jitter Buffer (Adaptive)
Quality of Service	Layer 2 CoS, Layer 3 DIFFServ and TOS
Data Network	LAN Port (RJ45), 10/100 Base T (PoE Optional) PC Port (RJ45), 10/100 Base T
LCD Display	2 x 24 Character Display
Security	TLS, SRTP
Power Supply	
Input	5VDC @2A through External Adapter (100-240 VAC, 50 - 60 Hz) (Optional)
Power Consumption	5.50 W (Typical)
Mechanical	
Dimensions (WxHxD)	20.7 x 23.2 x 4.5 cm
Material	ABS Plastic
Installation Mounting	Wall Mount and Table - Top
Environmental	
Operating Temperature	0° C to 45°C
Operating Humidity	5 to 95% RH, Non-Condensing
Storage Temperature	0° C to 55°C (-40° F to 185° F)
Storage Humidity	5 to 95% RH, Non-Condensing
Weight (Without Foot Stand)	840 gms Approx.

Wi-Fi USB Adapter Specification

Feature	Description
Standard	Compliant with the IEEE 802.11 a/b/g/n standards
Interface	USB 1.1
Data Rates (Bandwidth)	Up to 12 Mbps

Feature	Description
Operating Frequency	2.4000~2.4835GHz (subject to local regulations) 4.900~5.800GHz (subject to local regulations)
Securities	WEP 64/128, WPA, WPA2, Cisco CCX Support
Antenna	2T2R Internal Printed Antennas
Drivers	Windows XP/Vista/7
LED	Link/Activity
Temperature	32~104°F (0 ~ 40°C)
Humidity	10-95% (Non-Condensing)

3.5 mm Headset Specification

Feature	Description
Headset Type	Stereo
Connector	4-pole, 3.5 mm plug
Microphone Sensitivity	-55dB +/- 4dB
Speaker Input Impedance	32 Ohm

Warranty Statement

Matrix warrants that its products will be free from defects in material and workmanship, under normal use and service for a period of twelve (12) months from the date of installation.

Matrix warranties the replacement or repair of any product or component(s) found to be defective during the applicable period and return the same, or grant a reimbursement credit with respect to the product or component. Parts repaired or replaced will be under warranty throughout the remainder of the original warranty period only. In case of software program design defect(s) that prevents the program from performing the specified functionality, affecting service and beneficial use of the product, Matrix reserves the right to incorporate solutions in its new release of the software and make it available to the customer within a reasonable period of time. The above said with regard to the software design defect, constitutes the sole obligation of Matrix and its authorized installer with respect to the product.

Matrix does not, however, affirm or stand for that the functions or features contained in the system will satisfy its end-user's particular purpose and /or requirements or that the operation of the program will be uninterrupted or error free.

This warranty is voidable by Matrix:

- If the product is used other than under normal use and is not properly serviced and maintained by qualified technicians.
- If the product is not maintained under proper environmental conditions.
- If the product is subjected to abuse, damage, misuse, neglect, fire, power flow, acts of God, accident.
- If the product is installed or used in combination or in assembly with the products that are not supplied or authorized by Matrix or are of inferior quality or design than Matrix supplied products, which may cause reduction or degradation in functionality.
- If the product is operated outside the product's specifications or used without designated protections.
- If the completely filled warranty cards have not been received by Matrix within 15 days of the installation.

In no event will Matrix be liable for any damages, including lost profits, lost business, lost savings, downtime or delay, labor, repair or material cost, injury to person, property or other incidental or consequential damages arising out of use of or inability to use such product, even if Matrix has been advised of the possibility of such damages or losses or for any claim by any other party.

Except for the obligations specifically set forth in this Warranty Policy Statement, in no event shall Matrix be liable for any direct, indirect, special, incidental or consequential damages, whether based on contract or any other legal theory, and where advised of the possibility of such damages.

Neither Matrix nor any of its channel partners makes any other warranty of any kind, whether expressed or implied, with respect to Matrix products. Matrix and its distributors, dealers or sub-dealers specifically disclaim the implied warranties of merchantability and fitness for a particular purpose.

This warranty is not transferable and applies only to the original user of the Product. All legal course of action subjected to Vadodara (Gujarat, India) jurisdiction only.

Regulatory Information

Federal Communications Commission Statement

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 designed to provide reasonable protection against harmful interference 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 interference 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 to an outlet on a circuit different from that to which the receiver is connected.

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 interference that may cause undesired operation.

Modifications to this product will void the user's authority to operate this equipment.

Declaration of Conformity

Manufacturer's Name:	Matrix Comsec Pvt. Ltd.
Manufacturer's Address :	15 & 19-GIDC, Waghodia, Dist: Vadodara 391760 Gujarat, India

Declares that the product/s

Product:	SPARSH VP (Intuitive Touch-Screen IP Phone)
Model Type	SPARSH VP330
Trade Name:	MATRIX
Product Options:	This declaration covers all options of the above products

Confirms to the following product specification;

EMI/EMC:
Standard
EN 55022 : 2010 (Consolidated with corrigendum(AC) : 2011)
EN 61000-3-2 : 2014
EN 61000-3-3 : 2013
EN 55024 : 2010
IEC 61000-4-2 : 2008 (Edition 2:2008-12)
IEC 61000-4-3 : 2006 (Edition 3:2006 consolidated with Am1:2007 and Am2:2010)
IEC 61000-4-4 : 2012
IEC 61000-4-5 : 2005 (Edition 2 :2005 consolidated with corrigendum of 2009)
IEC 61000-4-6 : 2008 (Edition 3 :2008 consolidated with Am1:2004 and Am2:2006)
IEC 61000-4-8 : 2009 (Edition 2 :2009-09)
IEC 61000-4-11 : 2004 (Edition 2 :2004)

SAFETY
IEC 60950-1: 2005 (Second Edition) + Am 1:2009 + Am 2:2013

Supplementary information:
The Product herewith complies with the following directives ;

EMC	2004/108/EC
Low Voltage Directive	2006/95/EC
RoHS Recast (RoHS 2)	2011/65/EU (as per standard EN 50581:2012)

Mr. Ganesh Jivani
Director
Date: 23.10.2015
Vadodara

CE

Disposal of Products/Components after End-Of-Life

Main components of Matrix products are given below:

- **Soldered Boards:** At the end-of-life of the product, the soldered boards must be disposed through e-waste recyclers. If there is any legal obligation for disposal, you must check with the local authorities to locate approved e-waste recyclers in your area. It is recommended not to dispose-off soldered boards along with other waste or municipal solid waste.

- **Batteries:** At the end-of-life of the product, batteries must be disposed through battery recyclers. If there is any legal obligation for disposal, you may check with local authorities to locate approved batteries recyclers in your area. It is recommended not to dispose off batteries along with other waste or municipal solid waste.

- **Metal Components:** At the end-of-life of the product, Metal Components like Aluminum or MS enclosures and copper cables may be retained for some other suitable use or it may be given away as scrap to metal industries.

- **Plastic Components:** At the end-of-life of the product, plastic components must be disposed through plastic recyclers. If there is any legal obligation for disposal, you may check with local authorities to locate approved plastic recyclers in your area.

After end-of-life of the Matrix products, if you are unable to dispose-off the products or unable to locate e-waste recyclers, you may return the products to Matrix Return Material Authorization (RMA) department.

Make sure these are returned with:
- proper documentation and RMA number
- proper packing
- pre-payment of the freight and logistic costs.

Such products will be disposed-off by Matrix.

"SAVE ENVIRONMENT SAVE EARTH"

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