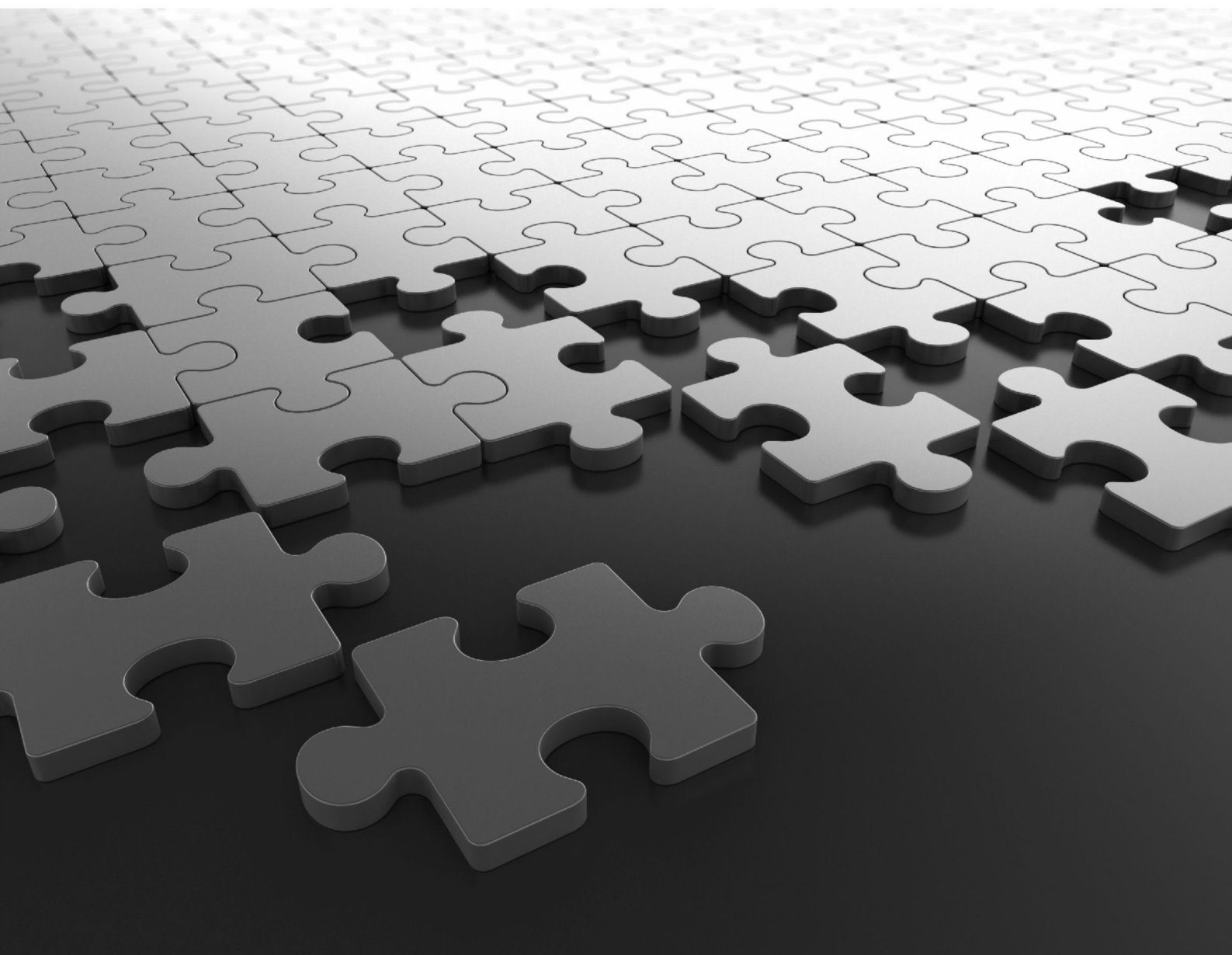


# **EXTENDED SPARSH VP710**

## **User Guide**





## **EXTENDED SPARSH VP710**

The Smart Video IP Deskphone

### **User Guide**



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Welcome! Thank you for purchasing Matrix SPARSH VP710. We hope you will make optimum use of this intelligent, feature-packed SIP-based IP Phone. Please refer to this document carefully, if you are using SPARSH VP710 - Extended.

## About this User Guide

The SPARSH VP710 - Extended is an integration of SPARSH VP710, android based deskphone with VARTA ADR100 application.

This User Guide is meant to help you in,

- getting familiar with the Phone and Web GUI for better understanding of the elements and functions that appear in the GUI.
- handling calls and operating various features of the System<sup>1</sup> using the SPARSH VP710 - Extended.

## Intended Audience

This User Guide is intended for the:

- System Administrators, who will install, maintain and support SPARSH VP710.
- End-Users, who will use the SPARSH VP710 - Extended.

## Organization of this Document

This document contains following chapters:

- **Introduction:** This chapter provides an overview of this document, its purpose, intended audience, organization, terms and conventions used to present information and instructions.
- **Know your Extended SPARSH VP710:** It provides the detailed description about the integration of VARTA ADR100 application with SPARSH VP710 deskphone. It also describes the hardware components of the IP Phone.
- **Information for Your Safety and Comfort:** It describes important measures for handling the product safely.

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1. System refers to the Unified Communication Server (SARVAM UCS).

- **Getting Started with Extended SPARSH VP710:** It provides instructions for assembling the accessories of the phone. It also describes how to connect the phone depending on your current network scenario.
- **Configuring Extended SPARSH VP710:** It describes the basic network settings required for the optimum use of SPARSH VP710 - Extended.
- **Registering Extended SPARSH VP710:** It provides detailed information and instructions for configuring and registering the IP Phone with the Server.
- **Matrix Extended SPARSH VP710 Home Screen:** It provides the detailed information about the features present in the Home Screen.
- **Control Center and Notification Center:** It contains description for accessing the features and facilities of the IP Phone through Control Center. It also describes about the various notifications that are displayed in the Notification Center.
- **Making and Receiving Calls — Single/ Multiple:** It provides step-by-step instructions for making, receiving and managing multiple calls, once all necessary configurations are done.
- **Call Features:** It describes in detail, each call feature offered by the IP Phone.
- **Contacts/ Favourites:** It contains the description for accessing and managing Contacts and Favourites.
- **Call Logs:** It provides instructions for accessing and managing the Call Logs.
- **Messages/Voicemail:** It provides the information for accessing and managing the Messages/ Voicemail.
- **Menu features:** It describes in detail, each feature and facility offered by SPARSH VP710 - Extended.
- **Settings:** It contains the necessary instructions for configuring various Settings in the IP Phone.
- **Firmware Upgrade:** This chapter provides instructions regarding the firmware management.
- **Accessing Extended SPARSH VP710 using GUI:** It provides step-by-step instructions to customize the various settings in the IP Phone via Web and Phone User Interface.
- **Appendix:** It describes the technical specifications of the IP Phone, FAQ's and instructions for troubleshooting.

## How to Read Instructions

This User 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.

## Instructions

Instructions are provided in this document in step-by-step format.

## Notices

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



**Important:** *to indicate something that requires your special attention or to remind you of something you might need to do when you are using the system.*



**Caution:** *to indicate an action or condition that is likely to result in malfunction or damage to the system or your property.*



**Warning:** *to indicate a hazard or an action that will cause damage to the system / cause bodily harm to the user.*



**Tip:** *to indicate a helpful hint giving you an alternative way to operate the system or carry out a procedure, or use a feature more efficiently.*

## Terminology

Throughout this User Guide, the terms

- “System” or “Server” is used to denote SARVAM UCS with which the SPARSH VP710 - Extended is registered.
- “Phone” or “IP Phone” or “Extended SPARSH VP710” or “SPARSH VP710 - Extended” are used to denote Matrix SPARSH VP710 in the Extended Mode.

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

- **Calling party/Caller:** A person who makes a call.
- **Called party:** A person to whom the call is made.
- **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:** The user who is using the extension which is connected/registered with the same system as your IP Phone.
- **External User:** The user who is not an Extension User of the System with which your IP Phone is connected/registered.
- **Incoming Calls:** Calls received on Matrix SPARSH VP710 - Extended.
- **Outgoing Calls:** Calls made from Matrix SPARSH VP710 - Extended.
- **Extended IP Phone:** SIP protocol based proprietary phone offered by Matrix which can be used with specific Matrix PBXs only.
- **UC (Uniform Communication) Client:** A SIP - enabled device registered with the system, from which you can make/receive calls to any extension or external number.



- **OFF-Hook:** The phone goes in OFF-Hook state when you, lift the handset from the cradle or press the Speaker/ Headset /Bluetooth key to activate the respective mode.
- **ON-Hook:** The phone goes in ON-Hook state when you, replace the handset on the cradle or press the Speaker/ Headset /Bluetooth key to deactivate the respective mode.

## Additional Information

If you have any queries related to the Product and/or Server, contact your dealer/reseller or the Matrix Customer Care.

You can also refer to SARVAM UCS 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 Extended SPARSH VP710***

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SPARSH VP710 is a Smart Video IP Deskphone engineered to deliver a seamless communication solution to the user with experience of an android touch screen. The IP Phone provides an easy way of managing the modern communication needs for meeting the day to day business requirements. With sophisticated looks and innovative features, it is the next step towards collaboration for offering flexibility and convenience in day to day communication. Deskphone is the perfect client to extract the capability of server and with a smarter deskphone you can optimize the return over investment by utilizing the UC features of the IP Phone.

Matrix SPARSH VP710 can be operated in either of the two modes:

- Standard SIP
- Extended SIP

### **Standard SIP**

The IP Phone can be used as a Standard SIP offering all the features and facilities of an IP Phone. To know how to operate and customize the IP Phone in the Standard SIP mode, refer to the SPARSH VP710 User Guide.

### **Extended SIP**

The IP Phone in Extended SIP mode is an integration of SPARSH VP710, an android based deskphone with VARTA ADR100 application. This tight integration of the UC Client, VARTA ADR100 with SPARSH VP710 offers advance calling capabilities including Conferencing, Smart Directory Access (Global Directory), IM, Call Logs and Conversation Recording with one touch access. SPARSH VP710 in Extended SIP mode delivers a full-array of system features along with an added advantage of video calling. Also, premium features like Presence subscription and Notification, Corporate Voicemail Access are available to enhance the overall functionality.

The integration of the native dial pad, contacts, call logs and hard-keys with the VARTA ADR100 provides you with the innovative and easy to understand user interface that delivers all the productivity features at your fingertips, hence, enhancing speed of communication and collaboration.

The IP Phone in extended mode also provides you the flexibility to access the basic calling functionality of VARTA such as mute, transfer, hold, voicemail from the hard-keys on the IP Phone. You can also access these features from the facility bar in the mature Call Screen.

To know how to operate and customize the IP Phone in extended mode, continue reading this User Guide.

## Key Features of Extended SPARSH VP710

- **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.

The IP Phone also provides an easy way for businesses to integrate their enterprises' voice solutions within the Android OS family.

- **System Extension:** The IP Phone becomes an extension of the System. It provides users with a quicker and more user-friendly access to phone facilities, helping businesses optimize their employees' productivity.
- **Dial by Extension:** Flexibility to communicate with colleagues by dialing their respective extension numbers.
- **Smart Directory Access:** Provides you with the easy and quick way to access the extensions and other contacts through Smart Directory.
- **Presence:** You can set your presence status and view other extension users' presence statuses.
- **Voicemail Access:** Access to the corporate Voicemail System from any location ensures no opportunity is lost.
- **Multiple Call Support:** Easy handling of multiple incoming calls by keeping the ongoing call on hold and attending the higher priority call first. It also supports merging of calls to initiate a conference or splitting the conference to attend the calls separately.
- **Video Calling:** Video calling provides you the facility to make video calls to anyone, anywhere in the world. This makes it easier to conduct business meetings, discussions, demonstrations and presentations between people working at different locations.
- **Handover and vice-versa:** Using handover you can automatically move an active call from the IP Phone to your cellular number on the cellular network and vice-versa, without disconnecting the call and/or having to redial.
- **Busy Lamp Field (BLF):** Using BLF you can monitor the status of another extension or trunk and confirm whether it is available, busy, ringing or on hold.
- **IM and SMS:** Using this feature, you can send/receive IMs and SMSs to/from remote users.
- **One Touch Transfer:** You can transfer the ongoing call to a fixed extension without entering the number of that extension and without putting the call on hold. Similarly, you can also transfer a call from the fixed extension to your IP Phone.
- **Better Voice Quality:** Using customized codec settings, enhanced voice output is available. If you are aware of the bandwidth and the network criteria of your location, you can select the appropriate codec to get high quality voice output.
- **Standard Phone Features:** Provides intuitive access to Keypad, Contacts, Call Logs and more based on the Native Android design. One-touch access to call feature options during VoIP (Voice over IP) calls including Adding a New Call, Mute, Hold, Transfer and Speaker-phone.

- **Cost Effective Calling:** If you are using the enterprise Wi-Fi or Ethernet network to register the IP Phone with the System, calls made will be almost free.
- **Wi-Fi Support:** Supports Wi-Fi (WLAN) connectivity using which the IP 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 register the IP Phone through the Wi-Fi Network.
- **Advanced Call Capabilities:** Provides access to the features such as Callback, Dial-in Conference, Conversation Recording and many more.

## License for Extended SPARSH VP710

The IP Phone in Extended mode requires a license to function.

Matrix offers three types of licenses for the IP Phone in Extended mode:

- VARTA Essential
- VARTA Professional
- VARTA Collaboration

You may purchase and activate the license as per your requirement.

The following table lists the features of the IP Phone in the Extended mode supported by the respected licenses.

Sr. No.	Features	VARTA Essential	VARTA Professional	VARTA Collaboration
1.	Making Calls	✓	✓	✓
2.	Receiving Calls	✓	✓	✓
3.	Hold	✓	✓	✓
4.	Transfer	✓	✓	✓
5.	Blind Transfer	✓	✓	✓
6.	One Touch Transfer	✓	✓	✓
7.	3-Party Audio Conference	✓	✓	✓
8.	Video Call	✓	✓	✓
9.	Intercom	✓	✓	✓
10.	Voicemail	✓	✓	✓
11.	Call Forward	✓	✓	✓
12.	Do Not Disturb	✓	✓	✓
13.	Presence	✓	✓	✓
14.	IM and SMS	✓	✓	✓
15.	Favorites	✓	✓	✓
16.	Global Directory Access	✓	✓	✓

Sr. No.	Features	VARTA Essential	VARTA Professional	VARTA Collaboration
17.	All Menu Features	✓	✓	✓
18.	All Call Features	✓	✓	✓
19.	Multiparty Audio Conference		✓	✓
20.	Handover		✓	✓
21.	BLF Soft Keys and BLF Subscription		✓	✓

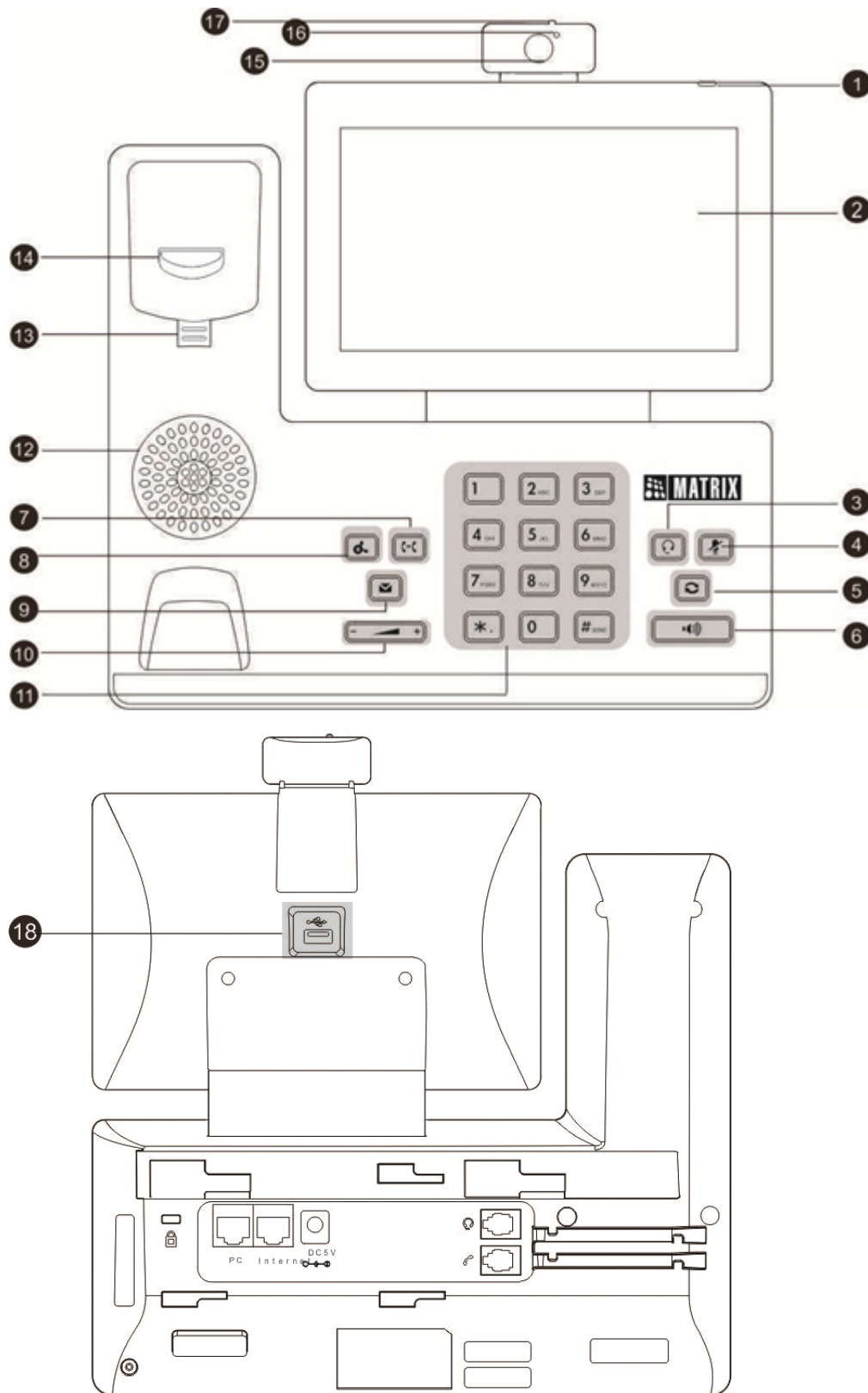
To purchase and activate a license, contact your System Administrator.

## Operating System

SPARSH VP710 - Extended is an android based deskphone which runs on Android™ 5.1.1.

# Hardware Components

The main hardware components of the SPARSH VP710 - Extended are the touch screen, the keypad and the USB camera.



Hardware component of the IP Phone are described below:

Key Label	Item	Description
1	Power Indicator LED	Indicates the status of calls, messages and voicemails. Also displays the registration status of the IP Phone.
2	Touch Screen	7 inch (1024 x 600) capacitive (5 point) touch screen. Tap to select and highlight screen items.
3	Headset Key	Toggles and indicates the headset mode. The key LED illuminates solid green when you activate the headset mode.
4	Mute Key	Toggles and indicates mute feature. The key LED illuminates solid red when you mute a call.
5	Call Log Key	Displays all the missed, received and dialed calls.
6	Speaker Key	Toggles and indicates the speaker mode. The key LED illuminates solid green when you activate the speaker mode.
7	Transfer Key	Transfers a call to another party.
8	Hold Key	Places a call on hold or resumes a held call.
9	Voicemail Key	Accesses voice mails.
10	Volume Key	Adjusts the volume of the handset, headset, speaker, ringer or media.
11	Keypad	Provides the digits and special characters.
12	Speaker	Provides speaker audio output.
13	Hookswitch Tab	Secures the handset in the handset cradle when the IP Phone is mounted vertically.
14	Hookswitch	Picking up the handset from the handset cradle, the hookswitch bounces and the phone connects to the line. Laying the handset down on the handset cradle, the phone disconnects from the line.
15	Camera Lens	2 Mega-pixel camera. Provides near-site video. The better distance between camera and images you want to capture should be in the range of 0.35 meters (1 foot) to 2 meters (6 feet).
16	Camera Indicator LED	Indicates the status of camera and video calls.
17	Shutter Switch	Covers and uncovers the camera. When the camera is switched off, the video image is black.
18	USB2.0 Port	Allows you to connect the USB flash drive/USB headset to the phone.



# LED Indications

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The following tables list, the status of Power and Camera Indicator LED.

## Power Indicator LED

LED Status	Description
Solid Red	When the Phone is not registered.
Fast Flashing Red	When the Phone is in ringing state.
Slow Flashing Red	When the Phone receives a missed call, message or voice mail.
Off	When the Phone is powered off. When the Phone is in busy state. When the Phone is idle. When the call is placed on hold. When the call is muted.

## Camera Indicator LED

LED Status	Description
Solid Green	When the Phone is powered on and the camera is connected properly. When the camera is idle. When the phone receives an audio call.
Solid Red	When the Phone receives a video call. When there is an active video call. When the video call is muted. When the video call is placed on hold.
Off	When the Phone is powered off. When the camera is not connected properly. When the camera shutter switch is closed.



## ***Information for Your Safety and Comfort***

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The IP Phone 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.

### **General Instructions**

Before you install and use the phone, read the general safety instructions carefully:

- During storage, transportation and operation, keep the phone dry and clean.
- Place the phone at a dry, well-ventilated and dust free place. Do not expose it to direct sunlight.
- Place the phone on a stable and level platform and keep it at least 10 centimeters away from the closest object for heat dissipation.
- Do not use the phone near water source, like kitchen sink, wet basement, bathroom tub etc.
- Do not place the phone near any inflammable source such as a candle or an electric heater.
- Keep the phone away from appliances with strong magnetic or electromagnetic field.
- If the phone is left unused for a long time, disconnect the power supply and plug out the power plug.
- Disconnect the power supply and immediately plug out the power plug, if any smoke or abnormal smell is detected from the phone.
- No organization or individual is permitted to make any change in the structure or the safety design of the device without prior consent. Matrix under no circumstances is liable for the consequences or legal issues caused by such changes.

## Power Supply

Before you connect the IP Phone to its power source, please read the assembling instructions carefully, see [“Phone Installation”](#).

- 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.
- Make sure the voltage of the AC supply with which you connect the power adapter is between 100-240 VAC, 47-63 Hz.
- 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.
- 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.
- During a thunderstorm, stop using the phone and disconnect it from the power supply. Plug out the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.

## Using External Devices

- When using external devices like the headset, cables, connectors with the 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 VP710, as it has no control over the quality of external devices, cables and connectors.

## Cleaning the Product

Before cleaning the phone, plug out the power supply.

- Use soft, dry and anti-static cloth to clean the phone surface.
- Keep the power plug clean and dry.
- Do not spray or pour cleaning solution directly on the phone as this may lead to electric shock or other perils.

## Dialing Emergency Services

- You will not be able to dial through the phone, whenever there is a disruption in power supply and internet connectivity.
- Ensure that you have another traditional phone line accessible to you always so that you have immediate access to Emergency Services.

## 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.

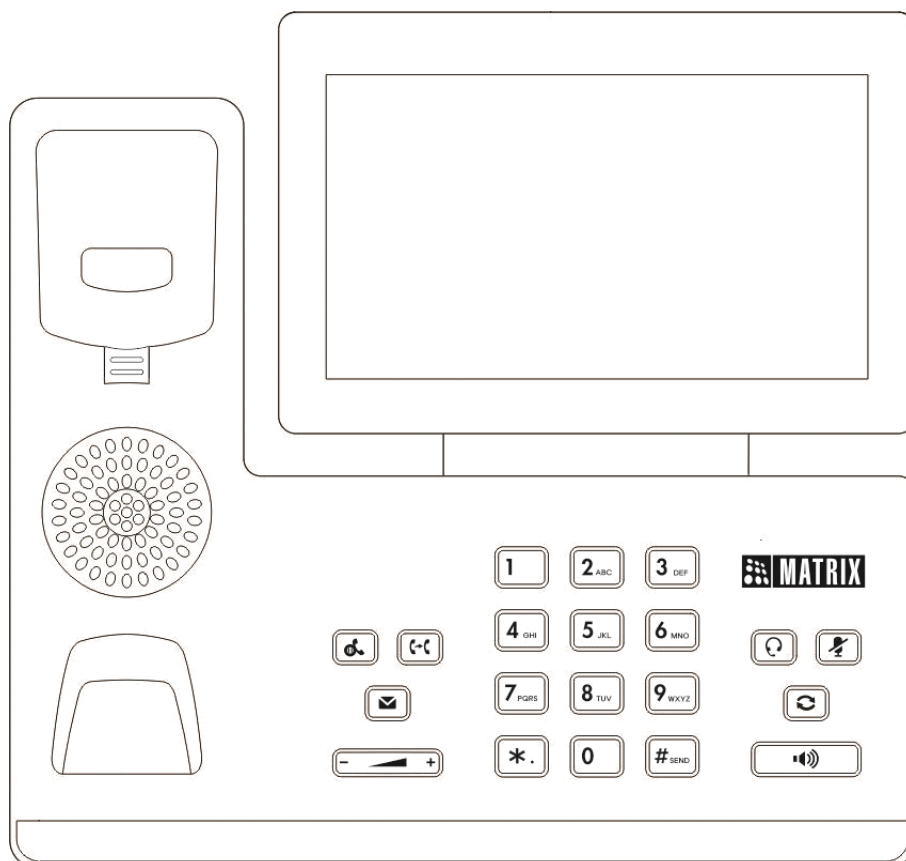


This chapter provides the instructions for basic installation of the IP Phone. If you require additional information or assistance with your new phone, contact your dealer/reseller.

## Packaging Contents

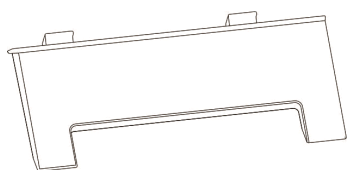
The following components are included in your IP Phone package:

### Matrix SPARSH VP710 IP Phone

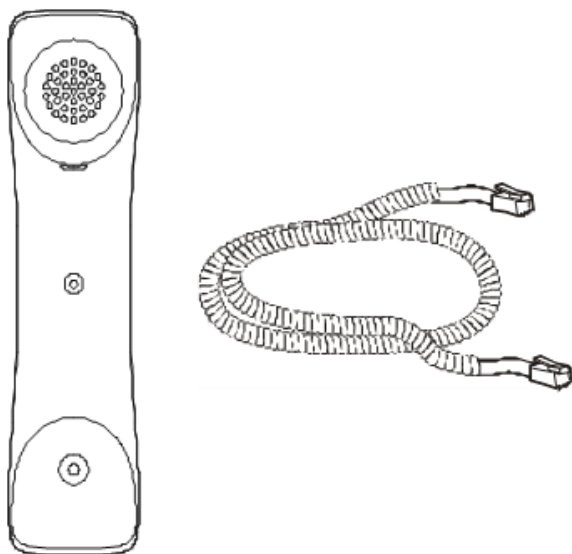




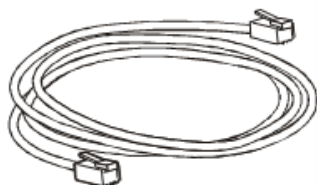
## Phone Stand



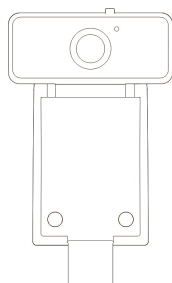
## Handset & Handset Cord



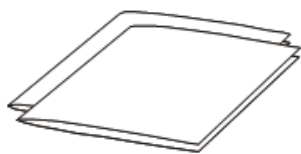
## Ethernet Cable



## Camera

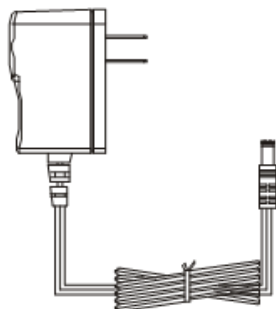


## Quick Start Guide

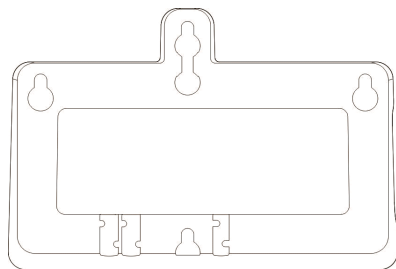


## Optional Accessories

### Power Adapter



### Wall Mount Bracket



Check the list before installation. If you find anything missing, contact your dealer/reseller.

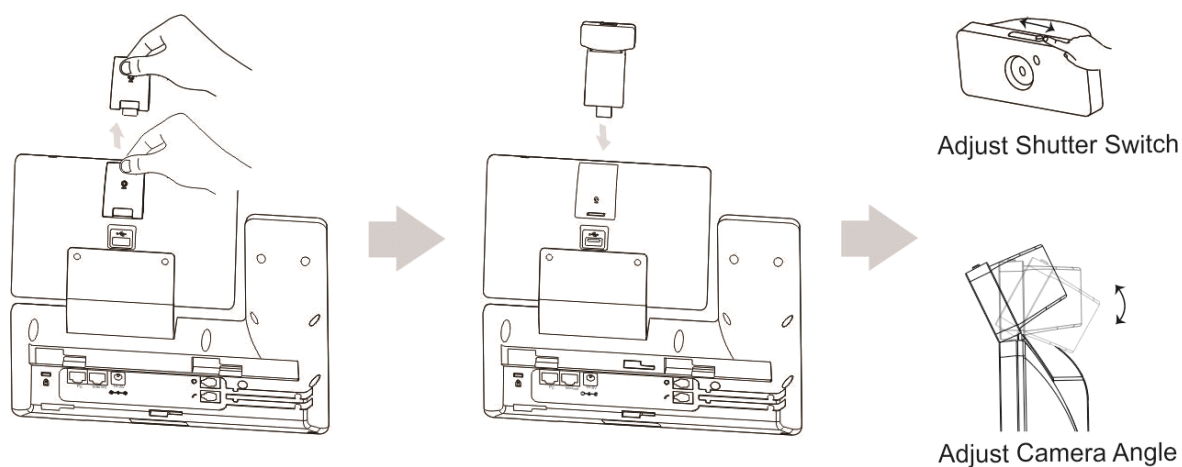
# Phone Installation

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This section describes how to install the IP Phone with components in packaging contents.

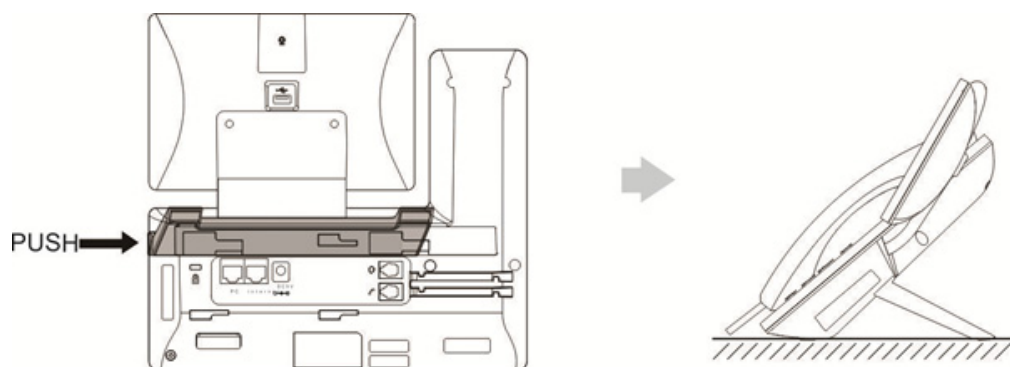
1. Inserting the camera
2. Attaching the stand and the optional wall mount bracket
3. Adjusting the angle of touch screen
4. Attaching the optional wall mounting bracket
5. Connecting the handset and optional headset
6. Connecting the power and network
7. Connecting the optional USB flash drive

## 1. Inserting the camera

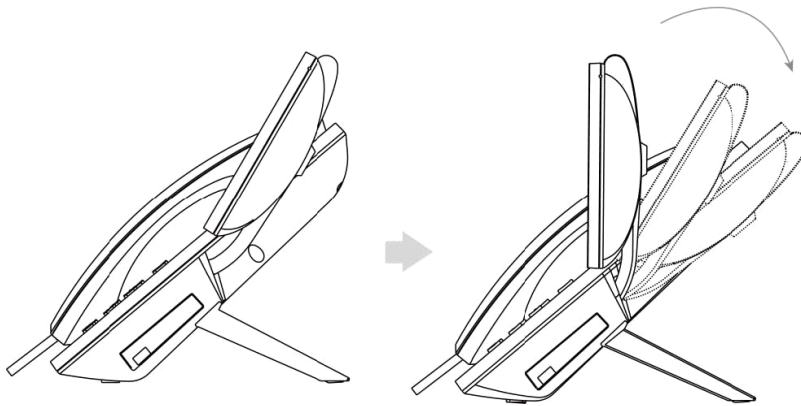


*It is recommended to use only the Matrix original Camera, supplied with the IP Phone for video calling. The use of any third-party camera may cause damage to the phone. Damages to the phone caused by using third-party camera is not covered by Matrix warranty.*

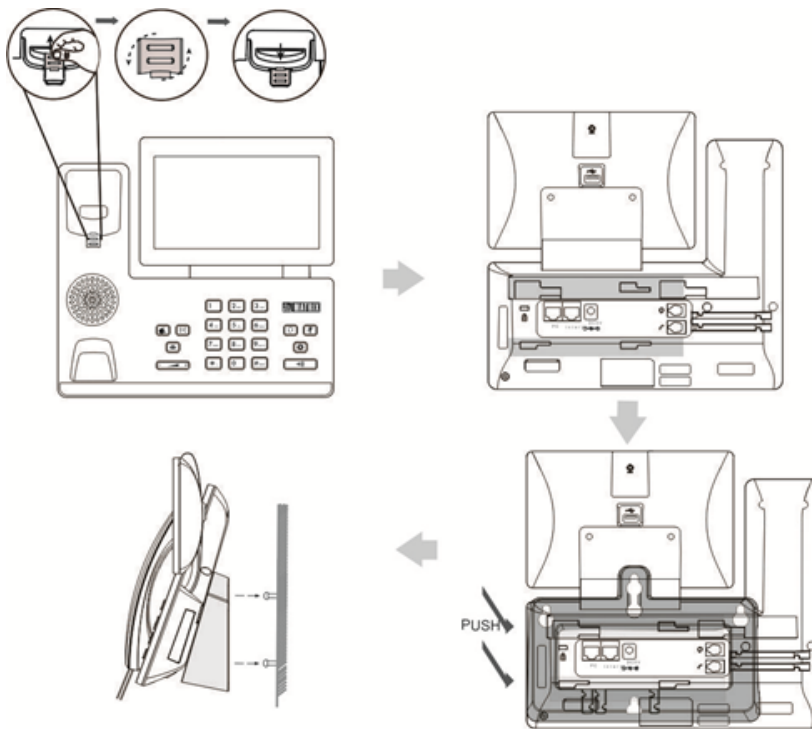
## 2. Attaching the stand



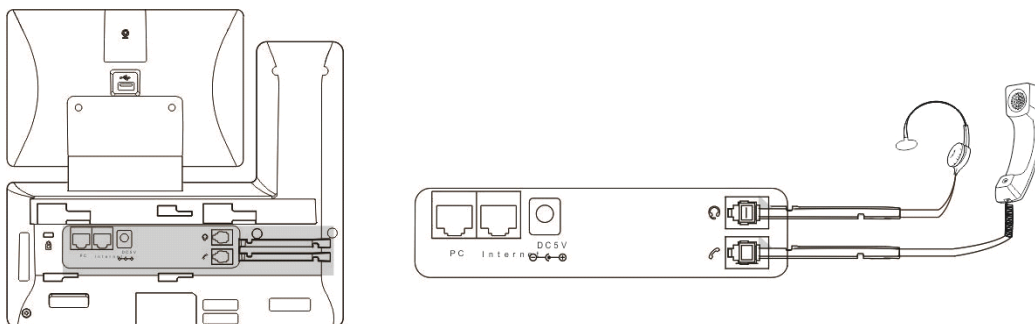
**3. Adjusting the angle of the touch screen.**



**4. Attaching the optional wall mounting bracket**

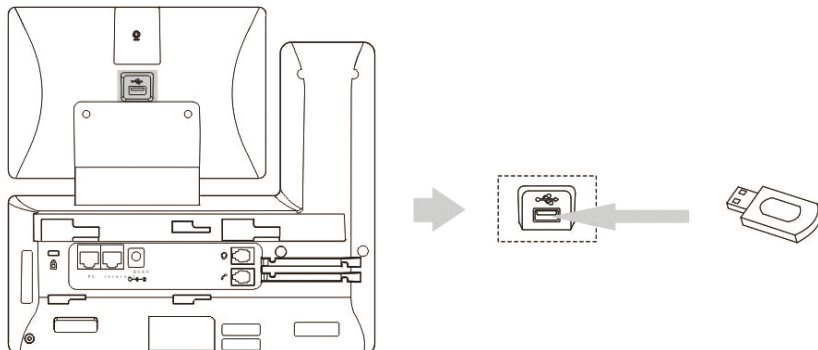


**5. Connect the handset and optional headset.**



**!** A headset is not included in the packaging contents. Contact your dealer/reseller for more information.

**6. Connect the optional USB Flash drive.**



**7. Connect the network and power.**

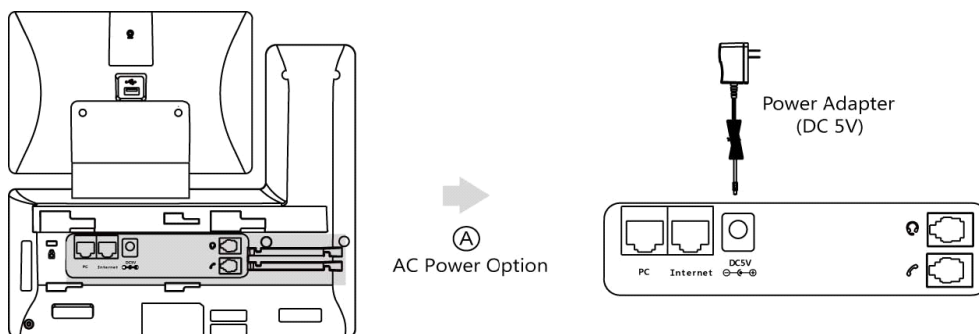
There are two options to connect the power and the network.

- AC power
- Power over Ethernet (PoE)

**AC Power**

To connect the AC power:

- Connect the DC plug on the power adapter to the DC5V port on the phone and connect the other end of the power adapter into an electrical power outlet.

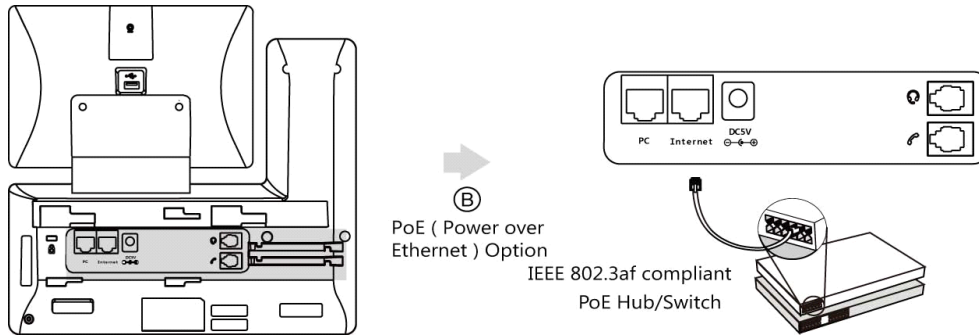


## Power over Ethernet (PoE)

With the included or a regular Ethernet cable, the IP Phone can be powered from a PoE-compliant switch or hub.

To connect the PoE:

- Connect the Ethernet cable between the Internet port on the phone and an available port on the in-line power switch/hub.



**!** *If in-line power switch/hub is provided, you don't need to connect the phone to the power adapter. Make sure the switch/hub is PoE-compliant.*

**!** *Do not unplug or remove power while the phone is updating firmware.*

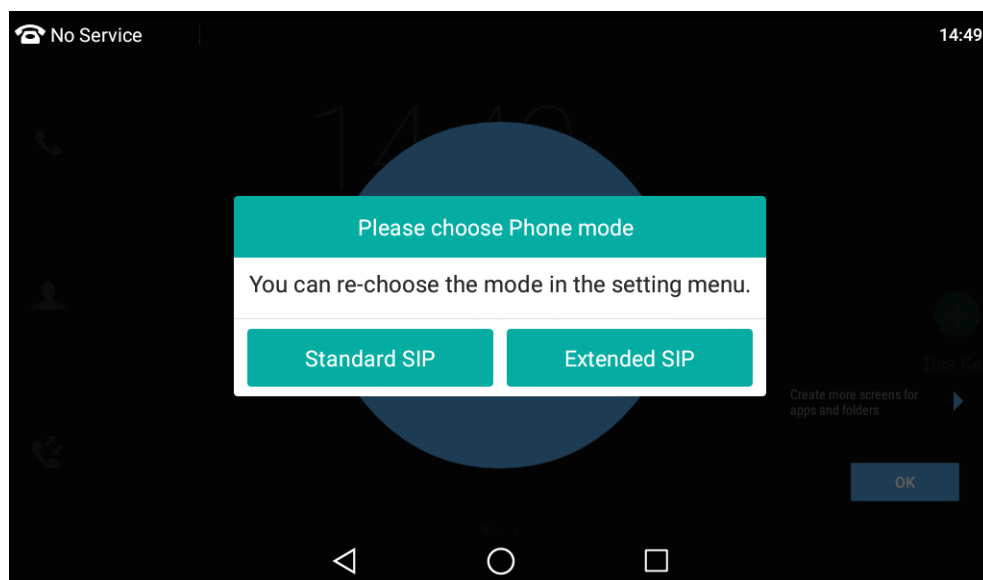
# Phone Initialization

---

After the IP Phone is assembled and connected to the power supply, it automatically begins the initialization process.

During this process, the IP Phone displays the start up screen “Welcome Initializing...please wait”.

Once the IP Phone is initialized, it displays two different phone modes:



- Standard SIP
- Extended SIP

Select Extended SIP, to operate the IP Phone in the extended mode. As soon as you select this mode, the booting process initiates again and the start up screen displays “Welcome Initializing...please wait”. After the IP Phone is initialized, it attempts to contact a DHCP Server in your network to obtain valid IPv4 network settings (example: IP address, Subnet Mask, Gateway address, DNS address).

You need to configure the basic network parameters of the IP Phone manually, if these are not provided by the DHCP Server or if your network does not support DHCP. For instructions, refer [“Configuring Basic Network Settings”](#).

You can connect the IP Phone to a network using Ethernet or Wi-Fi, to know more refer [“Network Connection”](#).

For configuring and registering the IP Phone with the Server, refer [“Registering Extended SPARSH VP710”](#).



The IP Phone allows you to change the Phone Mode as per your requirement. You can switch the IP Phone from Extended SIP to Standard SIP using the Phone Mode.

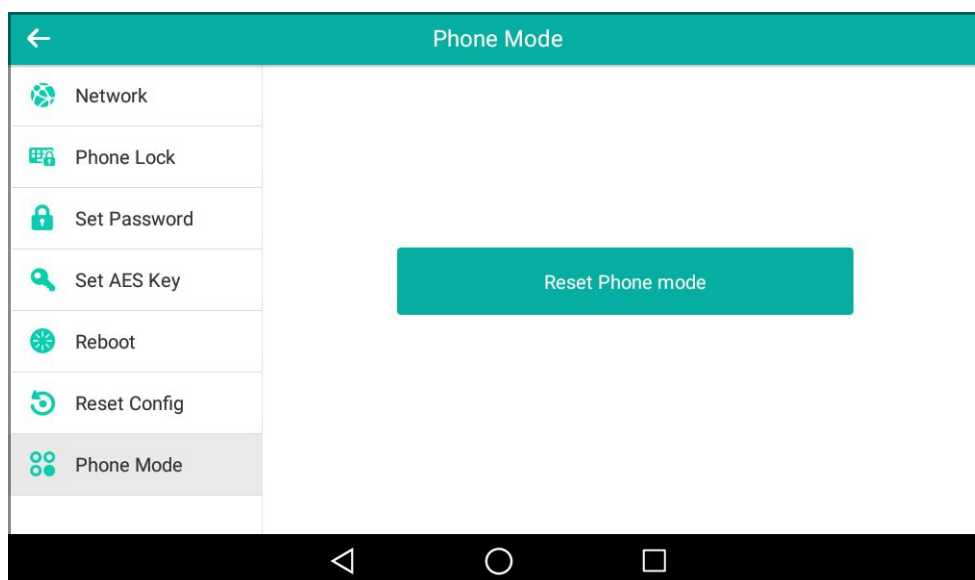


# Phone Mode

Matrix SPARSH VP710 supports two phone modes — **Standard SIP** and **Extended SIP**. You can use the IP Phone in either of the two modes as per your requirement. This section explains how to switch the phone mode from **Standard SIP** to **Extended SIP** or vice versa.

## To change Phone Mode via Phone User Interface

- Swipe down from the top of the screen.
- Tap **Setting** .
- In **Advanced**, enter the default password, **admin**.
- Tap **Phone Mode** .



- Tap **Reset Phone mode**, the IP Phone displays the following modes — **Standard SIP** or **Extended SIP**.
- Tap the desired mode.

The IP Phone reboots and starts the initialization process again.



*You can change the Phone mode via Phone User Interface only.*

# Network Connection

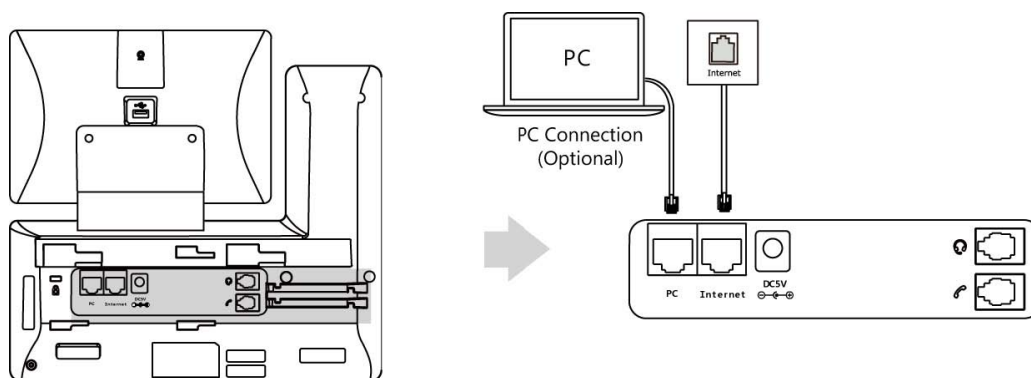
---

There are two ways for connecting an IP Phone in a network.

- Using the Ethernet Connectivity
- Using the Wi-Fi Connectivity

You can select any of these options according to your current office scenario. For more information on network connection, contact your System Administrator.

## Using the Ethernet Connectivity



You can connect the IP Phone to a wired network using the Ethernet cable. By default, DHCP is enabled on the IP Phone with which the phone functions as a plug and play device.

The IP Phone attempts to contact a DHCP server to obtain valid network settings (example: IP address, Subnet Mask, Gateway address, DNS address).

You need to configure basic network parameters of the IP Phone manually, if any of them is not obtained from the DHCP Server or if your network does not support DHCP. For instructions, see [“Configuring Basic Network Settings”](#).



*Make sure you disable the Wi-Fi, before connecting the IP Phone to the Ethernet cable.*



## Using Wi-Fi Connectivity

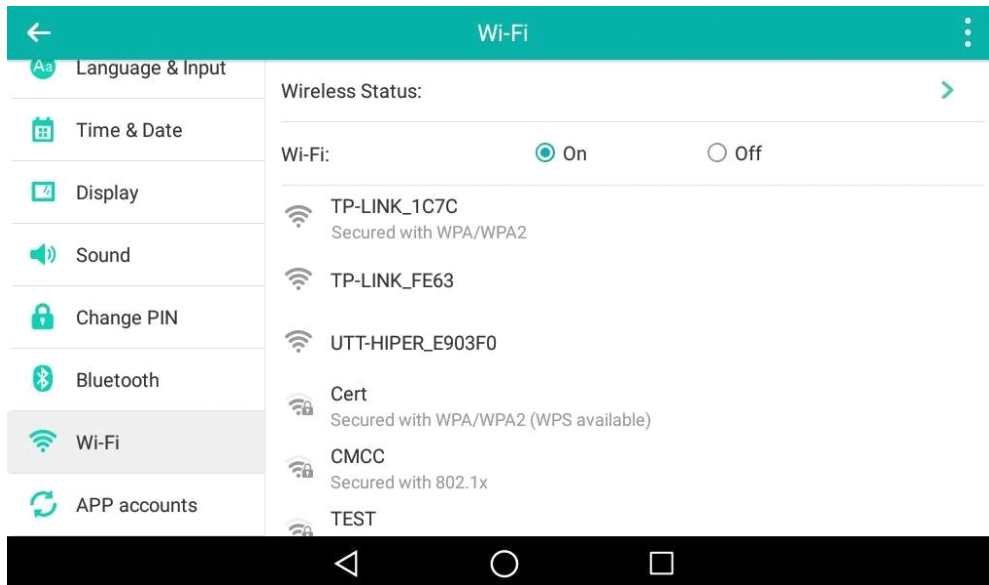
Using Wi-Fi you can connect the IP Phone to the wireless network of the organization. The wireless network is more convenient and cost-effective than the wired network. When you enable the Wi-Fi feature, the IP Phone will automatically scan for the available wireless network.

By default, DHCP is enabled on the IP Phone with which the phone functions as a plug and play device. The IP Phone attempts to contact a DHCP server to obtain valid network settings (example: IP address, Subnet Mask, Gateway address, DNS address).

You need to configure basic network parameters of the IP Phone manually, if any of them is not obtained from the DHCP Server or if your network does not support DHCP. For instructions, see [“Configuring Basic Network Settings”](#).

## Configuring Wi-Fi Settings

- Swipe down from the top of the screen.
- Tap **Setting** .
- In **Basic**, tap **Wi-Fi** .
- Tap **On**. The IP Phone will automatically search for the available Wi-Fi networks.




- Select the desired network you want to use.

For more information on Wi-Fi network, refer the topic *Wireless Network Settings* in the SPARSH VP710 User Guide.

After connecting the IP Phone in a network, you must configure the Server Settings in the IP Phone. To know more, refer [“Registering Extended SPARSH VP710”](#).



- *Wi-Fi can also be enabled or disabled from the **Control Centre**. When Wi-Fi is enabled,  appears in the Native Status bar. To know more, refer to [“Control Center and Notification Center”](#).*
- *The PC port is unavailable when using wireless network.*



---

This section describes how to configure the basic network settings of the IP Phone using the following methods:

- Phone User Interface
- Web User Interface

You can configure the basic network settings using any of the method explained below:

## **Phone User Interface**

The basic network settings of the IP Phone can be configured via Phone User Interface. To know how to configure the network settings, via Phone User Interface, refer [“Configuring Network Parameters via Phone User Interface”](#).

You can also configure the advanced network settings and customize the IP Phone via Phone User Interface. For more information, refer [“Accessing Extended SPARSH VP710 using GUI”](#).

## **Web User Interface**

All the features and settings of the IP Phone are not accessible via Phone User Interface. The basic network settings of the IP Phone can also be configured via Web User Interface.

In order to access the Web User Interface, you need to know the IP address of the phone. To obtain the IP address, swipe down from the top of the screen and then tap Settings->Status on the phone.

You can configure the basic network settings in IP Phone via Web User Interface by logging into either of the following two modes. Each mode offers a different set of configuration privileges:

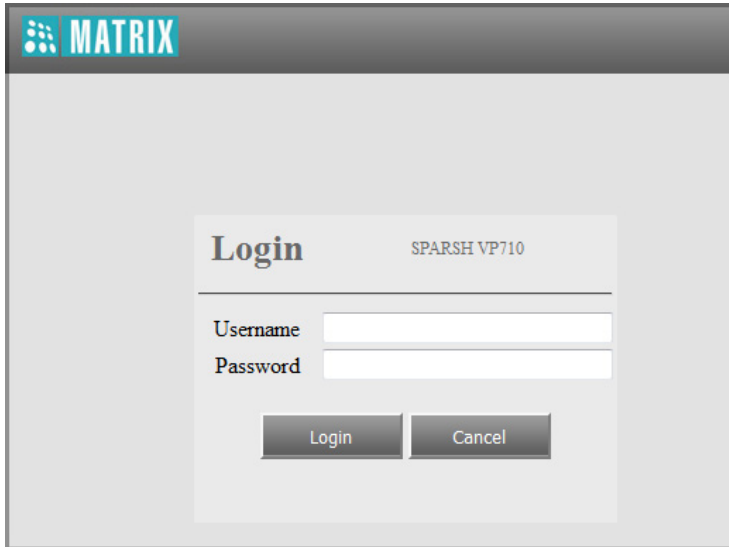
- Admin Mode
- User Mode

In order to avoid unauthorized access, the accessibility to each mode is secured by a password. To know more refer, [“Security”](#).

### **To access the Web User Interface,**

- Open the Web browser Internet Explorer (IE 8 or later) or Mozilla Firefox - Version 39.0 or Google Chrome - Version 46.0.2490.80 m
- Enter the IP Address of the IP Phone in the address bar of the browser.

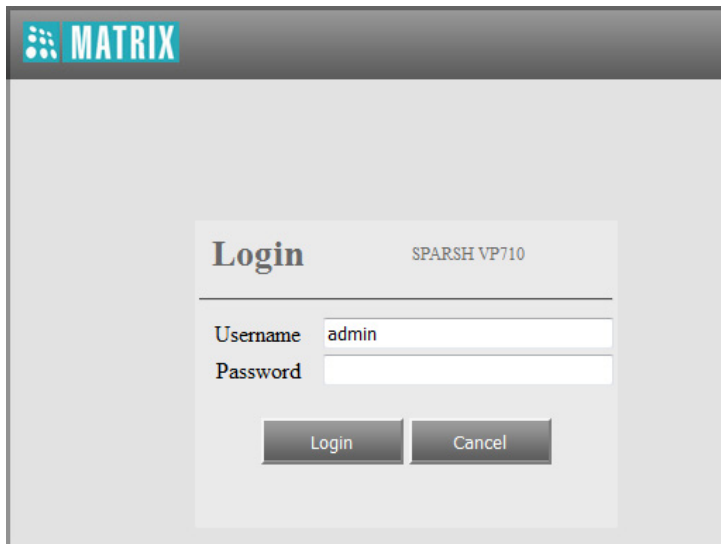
- Login as **Admin**.  
**OR**  
Login as **User**.



The screenshot shows the MATRIX login interface for the SPARSH VP710 device. The interface has a dark header with the MATRIX logo. Below the header, there is a light gray box containing the login form. The form has a title 'Login' and a subtitle 'SPARSH VP710'. It includes two input fields: 'Username' and 'Password'. Below the input fields are two buttons: 'Login' and 'Cancel'.

## Admin Mode

Admin mode allows you to configure the various settings of the IP Phone. You can configure the advanced network settings, auto- provisioning parameters, audio and voice settings through Admin mode only.

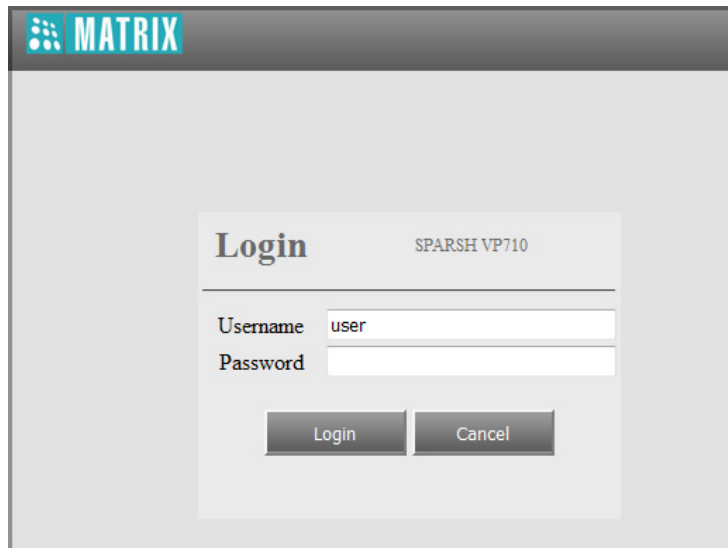


This screenshot shows the same MATRIX login interface as the previous one, but with the 'Username' field pre-filled with the text 'admin'. The 'Password' field is empty. The 'Login' and 'Cancel' buttons are still present at the bottom of the form.

.The default username and password for the Admin mode is “admin” (case-sensitive).

## User Mode

User mode allows you to configure the basic network settings of the IP Phone. You can also customize the various settings of the IP Phone via User mode.

The image shows a web-based login interface for a device labeled 'MATRIX SPARSH VP710'. The interface has a dark header with the 'MATRIX' logo. Below the header is a light gray box containing the title 'Login' and the device name 'SPARSH VP710'. Underneath, there are two input fields: 'Username' with the text 'user' and an empty 'Password' field. At the bottom of the form are two buttons: 'Login' and 'Cancel'.

The default username and password for User mode is “user” (case-sensitive).




*For more information on how to change the default admin and user password, refer to [“Security”](#).*

To know how to configure the basic network settings via Admin or User Mode, refer [“Configuring Basic Network Settings”](#).

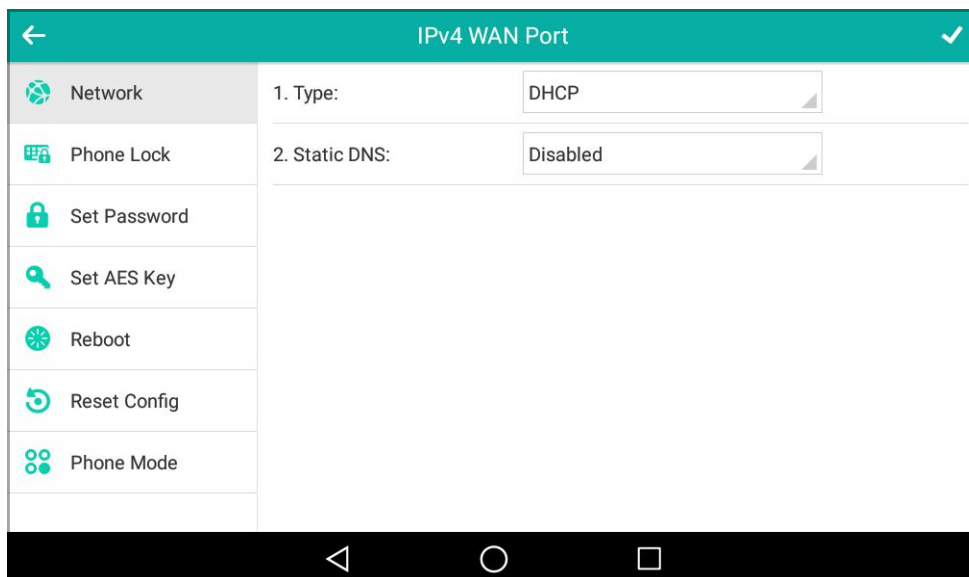
# Configuring Basic Network Settings

This section describes how to configure the basic network parameters for the IP Phone via Web and Phone User Interface. The IP Phone supports only IPv4<sup>2</sup> address.



## Configuring Network Parameters via Phone User Interface

- Swipe down from the top of the screen.
- Tap **Setting** .
- In **Advanced**, enter the default password, **admin**.
- Tap **Network->WAN Port->IPv4**.
- Tap **Type** to select the desired Connection Type — **DHCP**, **PPPoE** or **Static IP**.

If you select **DHCP**,



The IP Phone will be assigned IP Address, Subnet Mask, Gateway, DNS Address automatically by the DHCP Server. By default, it is enabled.

- If you enable **Static DNS**, configure the following:
  - Primary DNS Address
  - Secondary DNS Address
- Tap  to save the change or  to cancel.


A dialog box prompts you to reboot the IP Phone.

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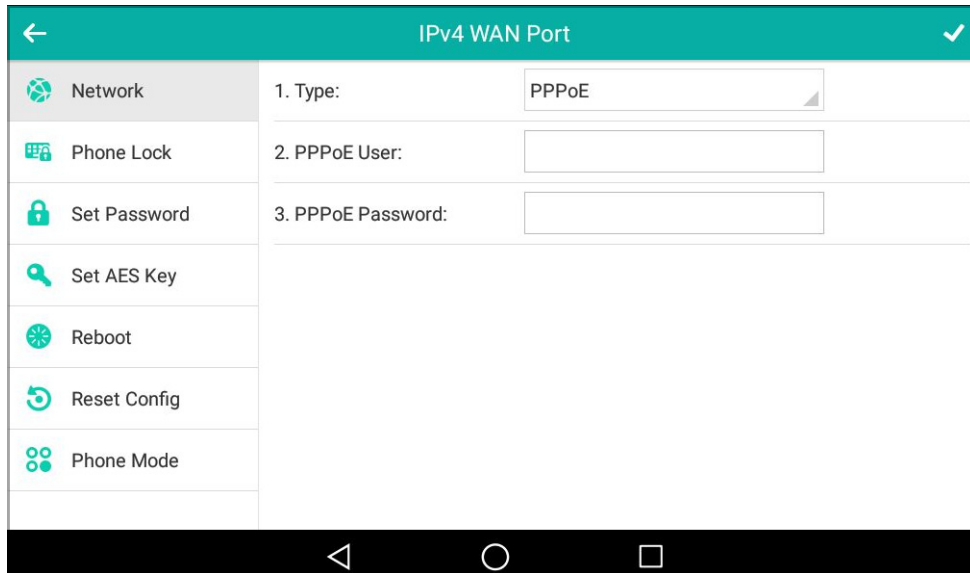
2. *There is a provision for IPv6 addresses but the same will be supported in future releases.*





- Tap **OK**.  
The settings will be effective after the reboot.


 *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 IP.*

If you select **PPPoE**,



Configure the following in the IP Phone:



- PPPoE User
  - PPPoE Password.
- Tap  to save the change or  to cancel.  
A dialog box prompts you to reboot the IP Phone.
  - Tap **OK**.  
The settings will be effective after the reboot.

 *PPPoE Server assigns DNS Settings automatically. If your PPPoE Server does not provide DNS Settings automatically, you must configure them manually. Refer the steps given in Static IP.*

If you select **Static IP**,

IPv4 WAN Port		
Network	1. Type:	Static IP
Phone Lock	2. IP Address:	
Set Password	3. Subnet Mask:	
Set AES Key	4. Gateway:	
Reboot	5. Pri.DNS:	
Reset Config	6. Sec.DNS:	
Phone Mode		

Configure the following in the IP Phone:

- IP Address
  - Subnet Mask
  - Gateway
  - Primary DNS
  - Secondary DNS
- Tap  to save the change or  to cancel.  
A dialog box prompts you to reboot the IP Phone.
  - Tap **OK**.  
The settings will be effective after the reboot.

## Configuring Network Parameters via Web User Interface

- Login as **Admin**.  
**OR**  
Login as **User**.
- Under **Network**, click **Basic**.

- In **IPv4 Config**, select the desired connection Type — **DHCP**, **Static IP Address** or **PPPoE**.

The screenshot shows the 'MATRIX SPARSH VP710' web interface. The 'Network' tab is selected. Under 'Internet Port', the 'Mode(IPv4/IPv6)' is set to 'IPv4'. In the 'IPv4 Config' section, the 'DHCP' radio button is selected. The 'Static IP Address' section shows the following values: IP Address: 192.168.101.210, Subnet Mask: 255.255.255.0, and Gateway: 192.168.101.1. The 'Static DNS' section has 'On' selected. There are also fields for Primary DNS and Secondary DNS. The 'PPPoE' section is also visible with fields for User Name and Password.

If you select **DHCP**,

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

- If you enable **Static DNS**, configure the following:
  - Primary DNS Address
  - Secondary DNS Address
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after a reboot.
- Click **OK** to reboot the IP Phone.

If you select **PPPoE**, configure the following:

- PPPoE User
- PPPoE Password.
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after a reboot.
- Click **OK** to reboot the IP Phone.

If you select **Static IP Address**, configure the following:

- IP Address
- Subnet Mask
- Gateway
- Primary DNS

- Secondary DNS
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after a reboot.
- Click **OK** to reboot the IP Phone.

To configure the advance network settings in the IP Phone, see ["Network"](#).

## ***Registering Extended SPARSH VP710***

---

After the IP Phone is initialized, MATRIX SOFTWARE END USER LICENSE AGREEMENT (EULA) dialog box appears on the screen.

- Tap **I AGREE**.



*You cannot use the IP Phone, if you tap **Decline**.*

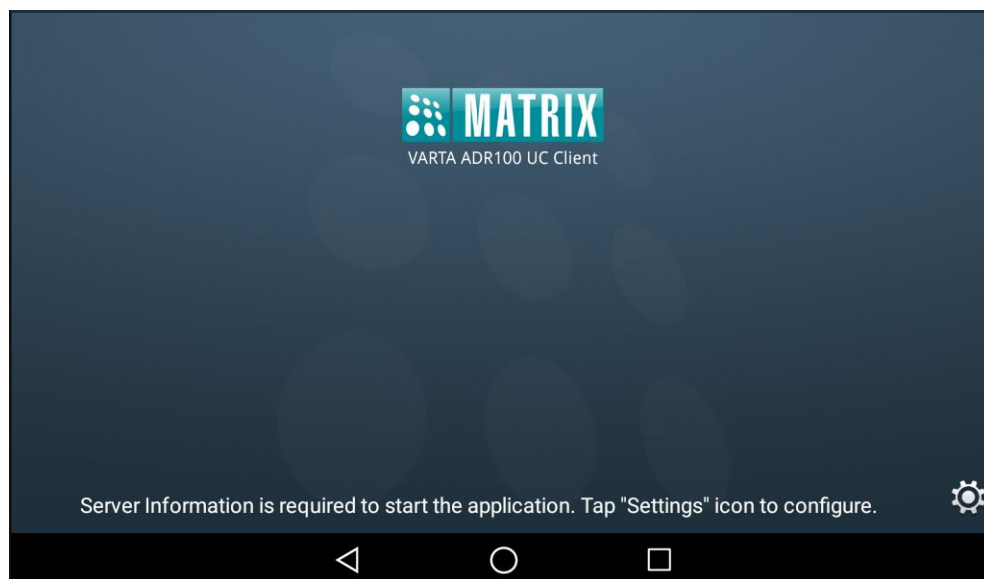
Pre-requisites for registering the IP Phone:

- Provide the Device ID to your System Administrator for configuring the same in the Server. The Device ID is displayed in Server Settings. For details, see [“Settings”](#).
- Get the Server Address and Port of the System with which you want to register the IP Phone from your System Administrator. The Server Address can be the IP Address/ Domain Name of the System.

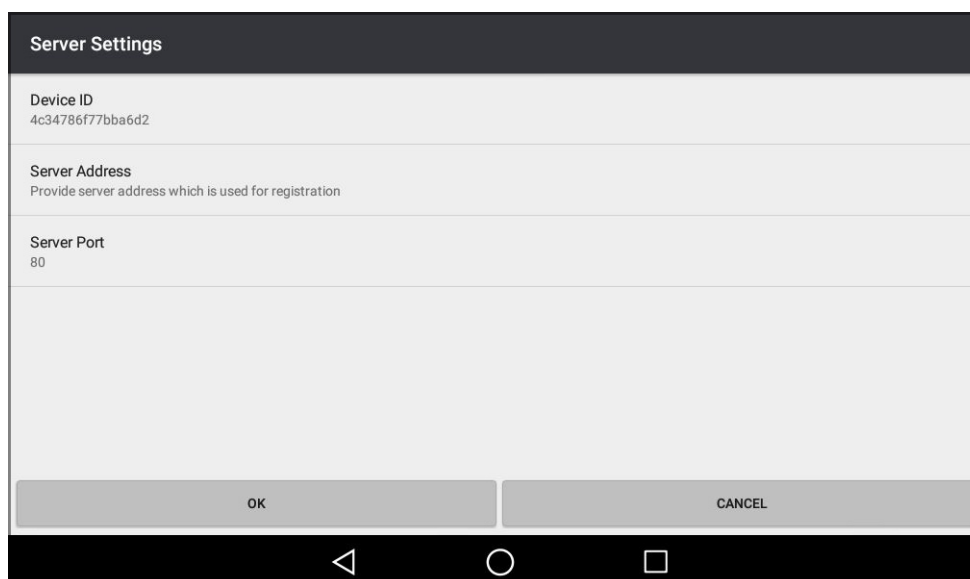
To configure and register the IP Phone with the Server, follow the instructions given below:

After you get all the relevant information from the System Administrator, you need to configure the same in the IP Phone.

- Tap **Settings**  .



- In the **Server Settings**, configure the Server Address and Port you collected from your System Administrator.



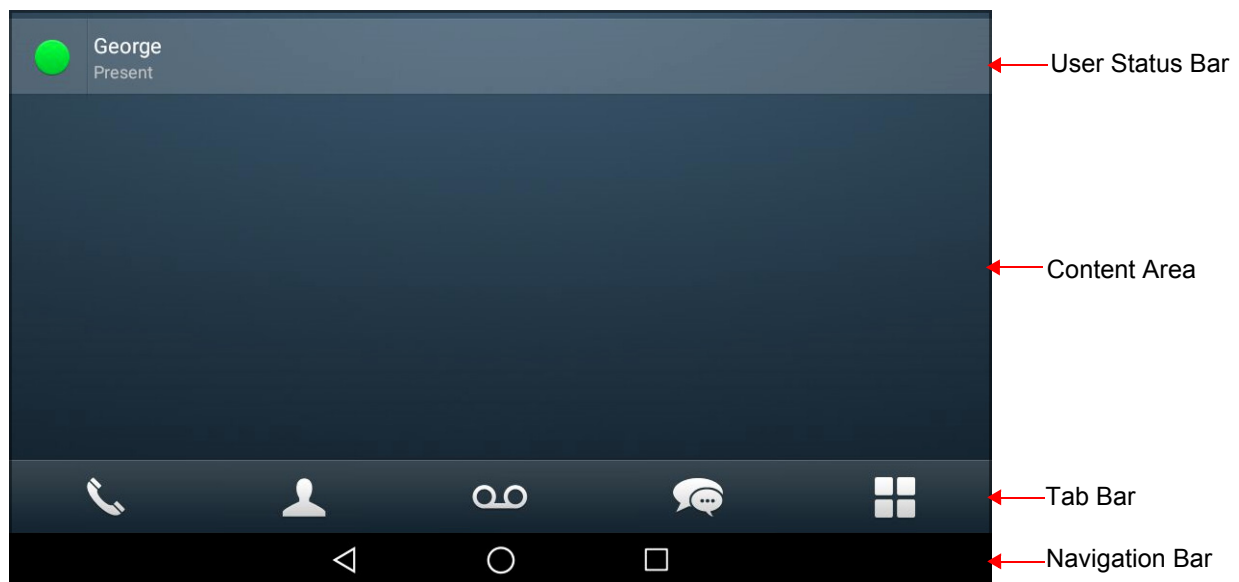
- Tap **OK**.

The IP Phone will automatically start the registration process with the Server.

- After successful registration, the **Home** screen will be displayed.


## *Matrix Extended SPARSH VP710 Home Screen*

The Home screen displays your presence status, the frequently used features and the shortcuts of the features created by you. The Menu icon on the Home screen redirects you to the Menu screen, that provides you the access to the menu features.



**User Status Bar:** This bar displays your Name or Number (SIP ID) and your presence status with the presence icon.

The Name or Number and the Presence icon are also displayed in the Native Status bar. When you tap this






Presence  icon, the Home screen appears. You can change your presence status as per your preference. For more details, see [“Presence”](#).

**Content Area:** The Content Area displays shortcuts of the features you have created, Notifications and the Custom Logo.




Shortcuts of frequently used features can be created here for easy accessibility. For details, see [“Menu”](#).


The Notifications for Ongoing call, Callback, Auto Redial and Account Code Synchronization are displayed here. Any logo of your choice can be displayed on the Home screen. Contact your System Administrator for the same and get your custom logo uploaded in the system.



**Tab Bar:** The following fixed feature icons are displayed here:

Icon	Name	Description
	Phone	Tap to access Keypad, Call Logs, Favorites and Contacts.
	Contacts	Tap to view the list of all extensions and corporate directory contacts. See <a href="#">“Contacts”</a> .
	Voicemail	Tap to access your mailbox. See <a href="#">“Voicemail”</a> .
	Messages	Tap to send/receive Instant Messages as well as SMSs. See <a href="#">“Messages”</a> .
	Menu	Tap to access features of the System. See <a href="#">“Menu”</a> .

**Navigation Bar:** The following Android keys are displayed here:

Icon	Name	Description
	Back key	Tap to go back to the previous screen.
	Home key	Tap to go to the Native Home screen.
	Recent apps key	Tap to view and manage the list of recently used applications.

**Native Status Bar:** This bar displays the Name or Number with the Presence  icon, Matrix Logo and Time.  
To view the Native Status bar, swipe down from top of the screen.

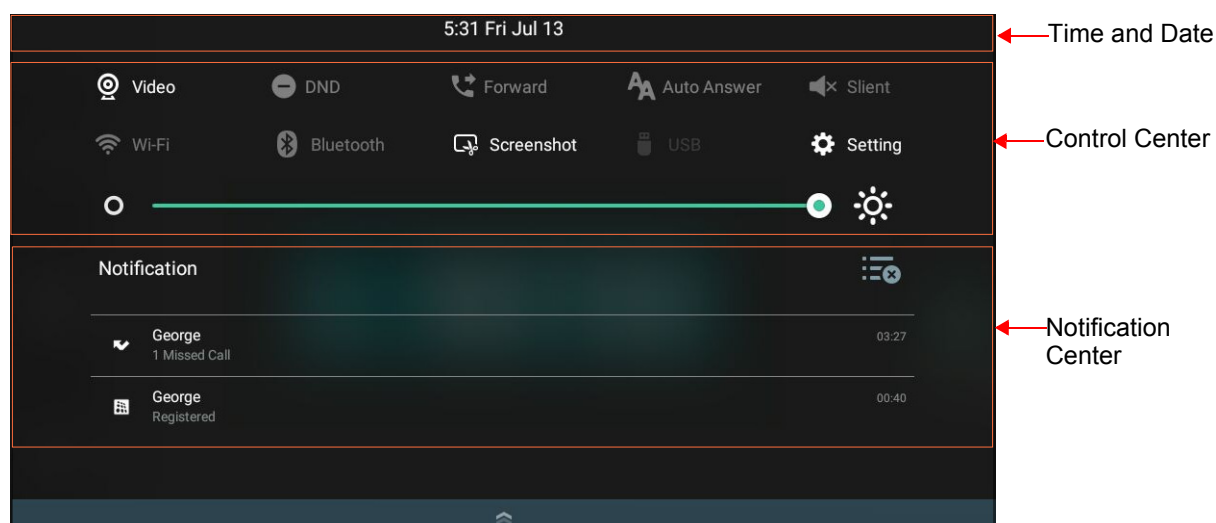
Icon	Name	Description
	Matrix logo	When the IP Phone is registered successfully.
	Matrix logo	When the IP Phone is not registered.



## Control Center and Notification Center



Control Center and Notification Center allows you to access frequently used features or view important notifications quickly.

Swipe down from the top of the screen to view the Control Center and the Notification Center.



The features displayed are described in the table given below:-

No.	Name	Description	
1.	Time and Date	Displays the Time and Date of the IP Phone. For more information, refer to <a href="#">“Time and Date”</a> .	
2.	Control Center	Video	Tap to access <b>Camera</b> application when the IP Phone is idle. For more information, refer the topic <i>Camera</i> in SPARSH VP710 User Guide.
		DND	Tap to set/cancel DND feature quickly. For more information, refer to <a href="#">“Do Not Disturb (DND)”</a> .
		Forward	Tap to set Call Forward to a particular destination according to the different Time Zones. For more information, refer to <a href="#">“Call Forward”</a> .

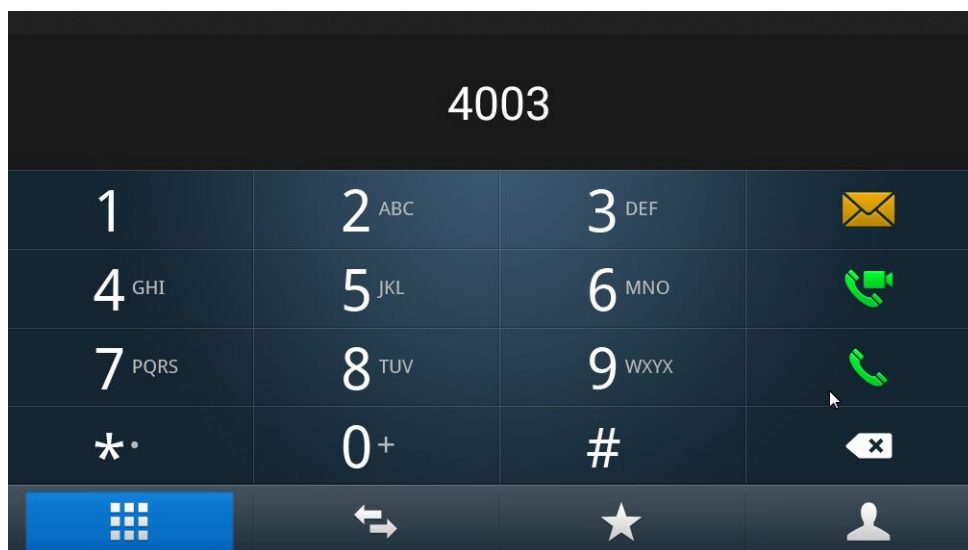
No.	Name	Description	
2.	Control Center	Auto Answer	<p>Tap to enable Auto Answer.</p> <p>When you enable Auto Answer and the phone is idle, then the incoming call<sup>a</sup> will be answered automatically on any one of the following:</p> <ul style="list-style-type: none"> <li>• Speaker (when the Handset is on-hook)</li> <li>• Handset (when it is off-hook)</li> <li>• Headset (when it is connected and the Headset  key is ON).</li> </ul>
		Silent	Tap to enable/disable Silent mode.
		Wi-Fi	<p>Tap to turn on/off Wi-Fi feature quickly. For more information, refer to <a href="#">“Configuring Wi-Fi Settings”</a>.</p> <p>Long tap to enter Wi-Fi setting screen.</p>
		Bluetooth	<p>Tap to turn on/off Bluetooth feature quickly.</p> <p>Long tap to enter Bluetooth setting screen</p>
		Screenshot	Tap to capture a screenshot of the currently displayed screen.
		USB	Tap to access the <b>File Manager</b> application to manage the files in the USB flash drive.
		Setting	<p>Tap to access the various Settings of the IP Phone.</p> <p>To know more about configuring basic network settings, see <a href="#">“Configuring Network Parameters via Phone User Interface”</a>.</p> <p>To know more about configuring advanced settings, see <a href="#">“Advanced”</a>.</p>
		Backlight Slider	Drag the slider to adjust the screen brightness.
3.	Notification Center	<p>It displays the notifications for Missed calls, Voicemail and Messages. It also displays the registration status of the IP Phone.</p> <p>Tap the desired notification message to view the details. Swipe left or right to delete a specific notification.</p> <p>Tap  to delete all notifications</p>	

a. You can set the preference for auto answering an incoming video call as Video or Audio Call by selecting the desired option for the Answer Video Call As parameter. For more details, see [“Call Settings”](#).



You can swipe up from the bottom of the screen to hide this screen.

There are multiple ways of making calls from the IP Phone. You can make calls using any of the following methods:

- Using Handset
- Using Touch Screen
- Using Speaker Key
- Using Keypad







## Making calls using Handset



- Go Off-Hook.
- Enter the desired number using the Dial Pad or Keypad.
- Tap **Audio Call** , to make an audio call.
- Tap **Video Call** , to make a video call.

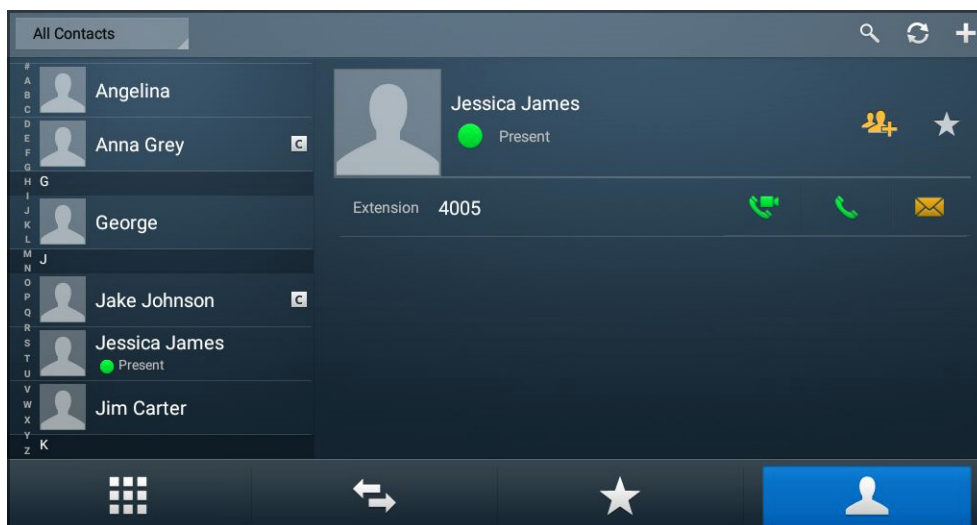
## Making calls using the Touch Screen



### *Making calls using Dial Pad*

- Tap **Phone**  on the **Home** screen.
- OR
- Tap **Phone**  on the **Native Home** screen.
- Enter the desired number using the Dial Pad or Keypad.
- Tap **Audio Call** , to make an audio call.
- Tap **Video Call** , to make a video call.





### *Making calls from Contacts*

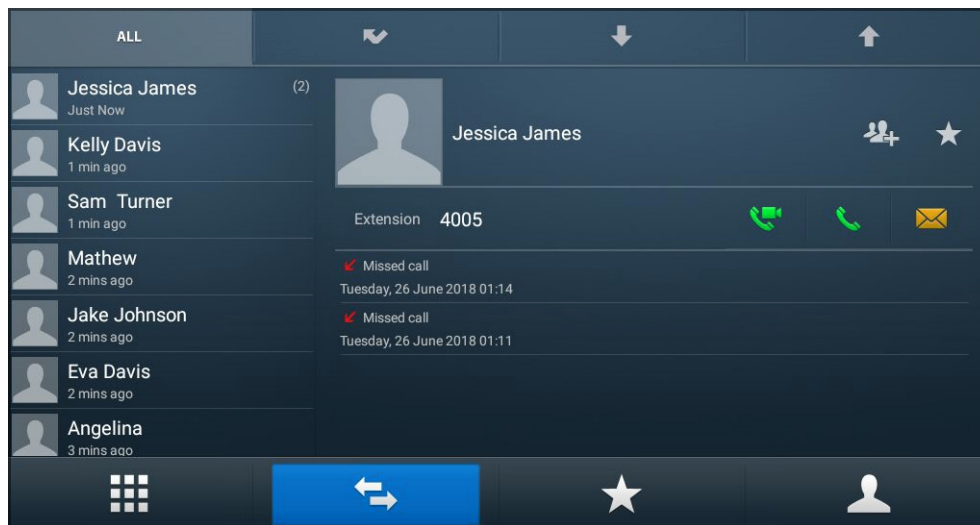
- Tap **Contacts**  on the **Home** screen.
- OR
- Tap **Contacts**  on the **Native Home** screen.





- Search for the desired contact using onscreen keyboard
- Tap **Audio Call** , to make an audio call.
- Tap **Video Call** , to make a video call.


## Making calls from Call Logs

- Tap **Phone**  on the **Home** screen.
- Tap **Call Logs**  .
- OR
- Tap **Call Logs**  on the **Native Home** screen.
- OR
- Press the **Call Log**  key.




- Tap the desired entry in the **ALL** logs list.
- Tap **Audio Call** , to make an audio call.
- Tap **Video Call** , to make a video call.

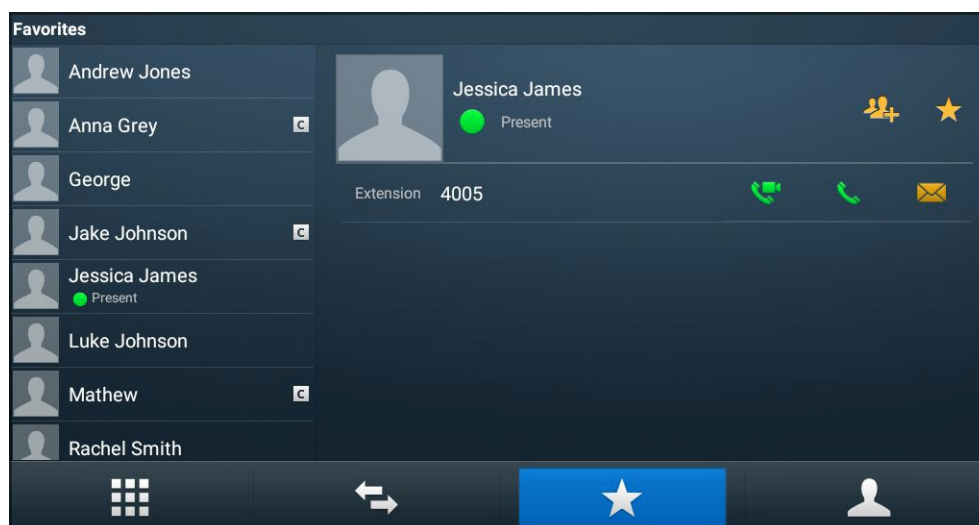
Similarly, you can also make calls from the other Call Log lists — Missed, Received and Dialed



 *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 **Phone**  on the **Home** screen.




- Tap **Favorites** .





- Tap the desired entry.
- Tap **Audio Call** , to make an audio call.
- Tap **Video Call** , to make a video call.

You can create **Favorites** from the Contacts of the IP Phone. Refer [“Adding and Removing Contact from Favorites”](#).

## Making calls using Speaker Key

- Press the **Speaker**  key.
- Enter the desired number using the Dial Pad or Keypad.
- Tap **Audio Call** , to make an audio call.
- Tap **Video Call** , to make a video call.




## Making calls using Keypad

- Dial the desired number using the Keypad.
- Tap **Audio Call** , to make an audio call.
- Tap **Video Call** , to make a video call.



## Making External calls from an IP Phone

Whenever you dial an external number, the system will by default route the call through Trunk Access Code - 1. You can also call an external number using another Trunk Access Code. To know the other Trunk Access Code values, contact your System Administrator.

### Making an external call using Trunk Access Code

- Dial the desired **Trunk Access Code**, tap **Audio Call**  .
- Dial the desired external number and tap **Audio Call**  / **Video Call**  .

### Making an external call using Global Directory<sup>3</sup>

- Dial the **Global Directory Access code** (default: 8) followed by the **Global Directory Index number**.
- Tap **Audio Call**  / **Video Call**  .

You can also make calls using the DSS Soft Keys. For instructions, see [“Making a Call using BLF Key”](#).

During a call, you can change the Audio Route. To know more, refer to [“Toggle between Handset, Speaker and RJ9 Headset”](#).

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3. System maintains a corporate directory containing the external numbers accessible to its registered extensions. This is known as the Global Directory.



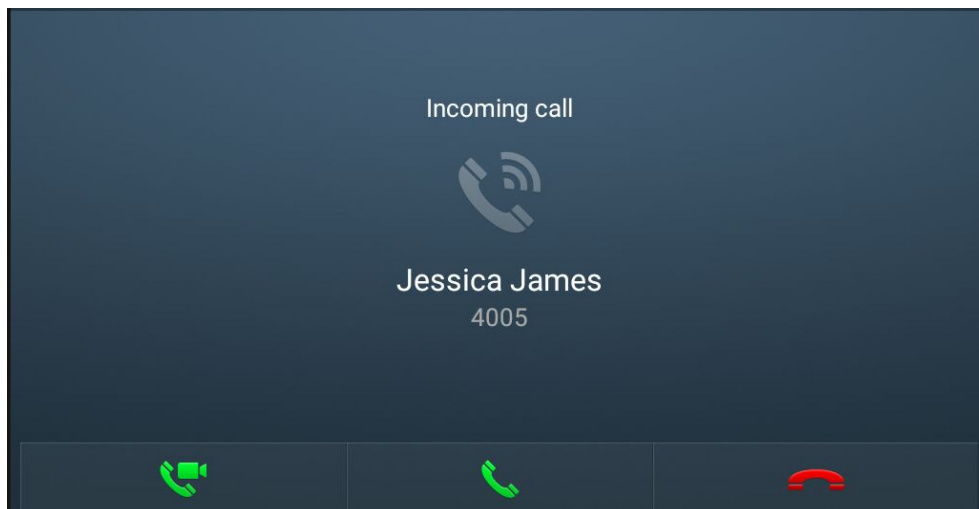


The Incoming call may be an audio or a video call. You can either answer or reject an incoming call.

You can answer incoming calls using any of the following methods:

- Using Handset
- Using Touch Screen
- Using Speaker Key
- Using Headset Key

You can set the preference for answering an incoming video call as Video or Audio Call by selecting the desired option for the **Answer Video Call As** parameter. For more details, see [“Call Settings”](#).



## Answering calls using Handset

- Go Off-Hook.

## Answering calls using Touch Screen

- Tap **Audio Call** , to answer an audio call.

- Tap **Video Call** , to answer a video call.

## Answering calls using Speaker Key

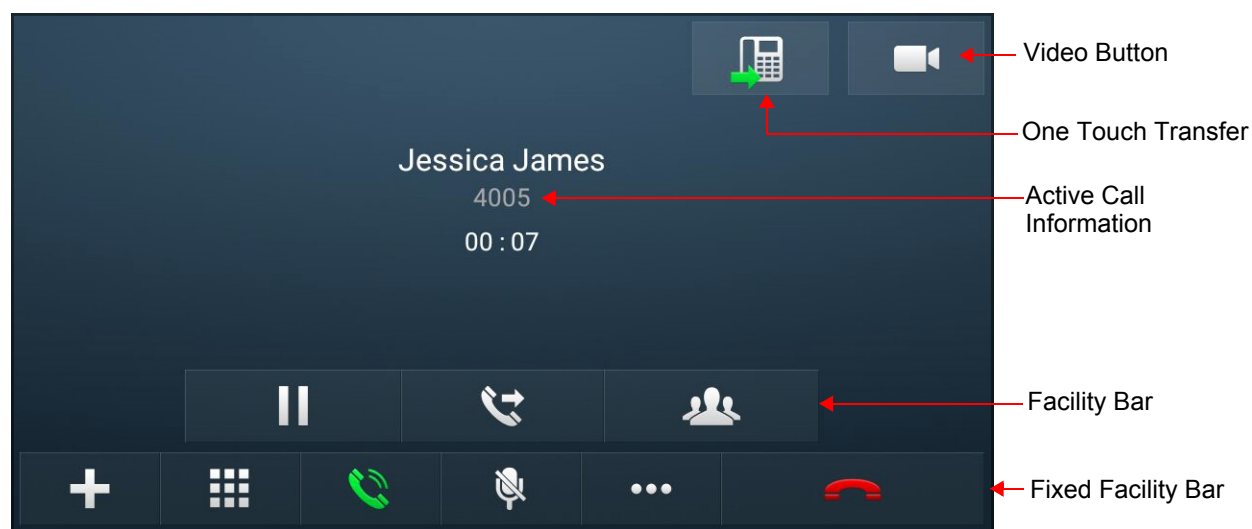
- Press **Speaker**  key.






## Answering calls using Headset









- Press **Headset**  key. Make sure the headset is connected.

During a call, you can change the Audio Route. To know more, refer to [“Toggle between Handset, Speaker and RJ9 Headset”](#).

During an ongoing call, you can access certain features and facilities like transferring the call, initiating a conference, putting the call on hold, converting the Audio Call into a Video Call etc.




Icon	Name	Description
	Video button	Tap to convert the ongoing audio call into a video call.
	One Touch Transfer	Tap to transfer the ongoing call to a fixed number. Refer <a href="#">“One Touch Transfer”</a> .
<b>Facility Bar<sup>a</sup></b>		
	Hold	Tap to put the ongoing call on hold. Refer <a href="#">“Call Hold”</a> .
	Transfer	Tap to transfer the ongoing call. Refer <a href="#">“Call Transfer”</a> .
	Conference	Tap to create a 3-Party Conference. Refer <a href="#">“Conference 3-Party”</a> .

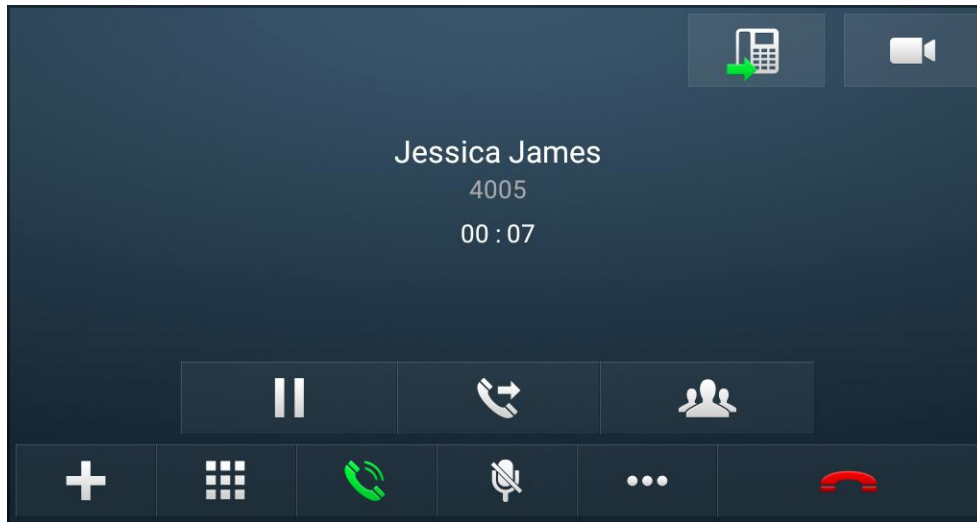
Icon	Name	Description
<b>Fixed Facility Bar</b>		
	New Call	Tap to place a new call. Refer <a href="#">“Making a Second Call”</a> .
	End Call	Tap to end the ongoing call.
	Keypad	Tap to open the keypad for accessing voicemail or IVR (Interactive Voice Response). To close the keypad, tap  .
	Audio Source Button	This icon indicates the current speech path — Handset, Speaker or Headset. To know more, refer <a href="#">“Toggle between Handset, Speaker and RJ9 Headset”</a>
	Mute	Tap to mute the ongoing call. To unmute, tap  . To know more, refer to <a href="#">“Mute”</a> .
	More	<p>This icon will be visible depending on the Class of Service, that is, when there are multiple features supported.</p> <p>Tap <b>More</b>, a popup list with the additional features appears.</p>

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

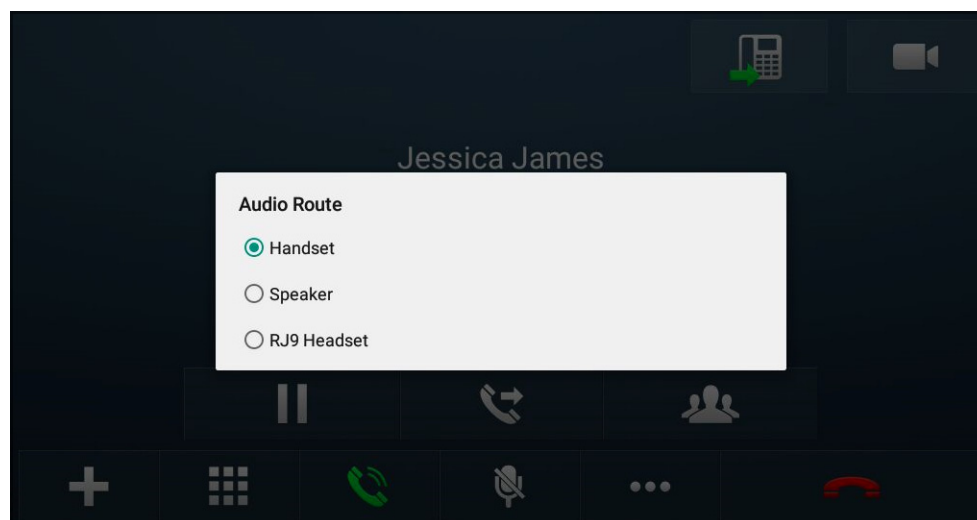
## Toggle between Handset, Speaker and RJ9 Headset


During an ongoing call, when you are in speech using the **Handset**,

- To change the audio route, tap **Audio Source Button** .



- To switch to Speaker, tap **Speaker**.
- To switch to Headset, tap **RJ9 Headset**.




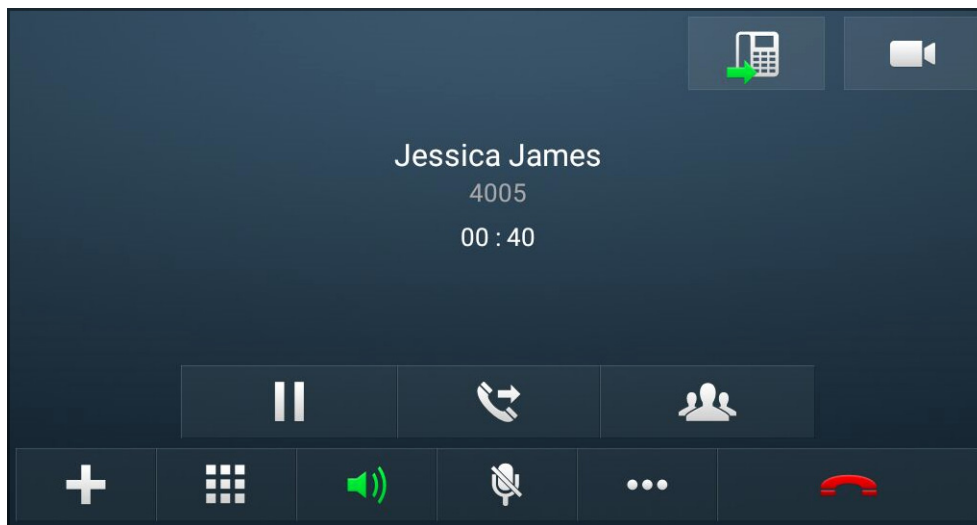
- To switch back to the Handset, tap **Audio Source Button**  again.
- Tap **Handset**.



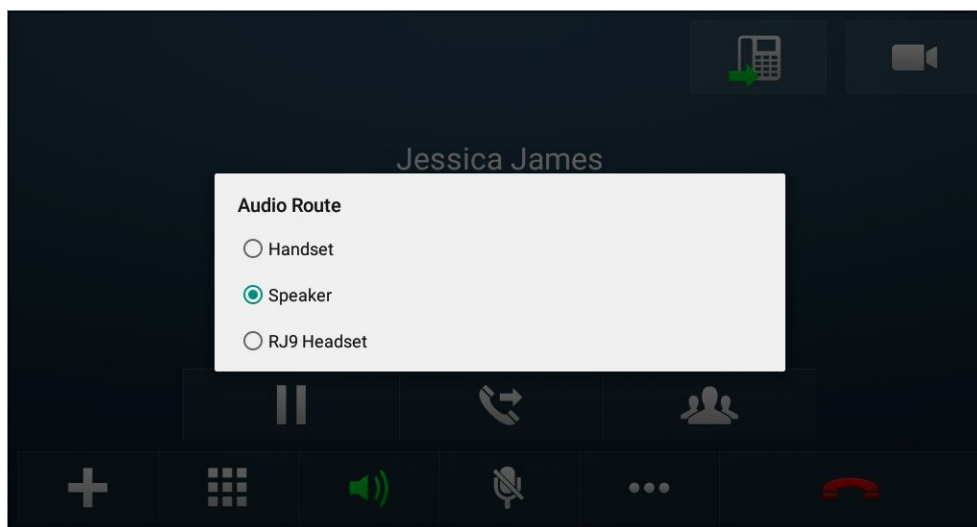
*You can also connect a USB Headset or Bluetooth Headset. When you select the Audio Source Button, the audio route options will be displayed according to the connected device. By default, only RJ9 Headset option is displayed.*


During an active call, when you are in speech using a **Speaker**,

- To change the audio route, tap **Audio Source Button** .




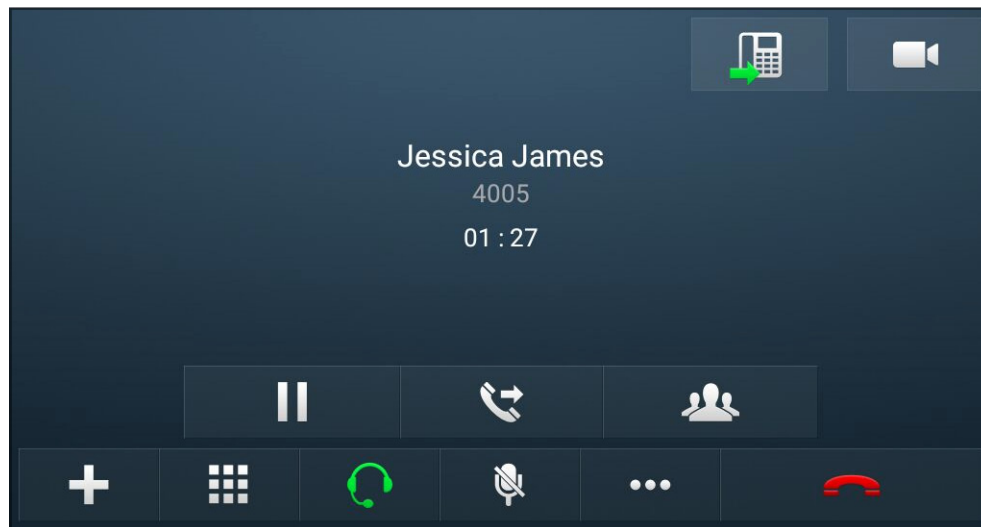
- To switch to Handset, tap **Handset**.
- To switch to RJ9 Headset, tap **RJ9 Headset**.



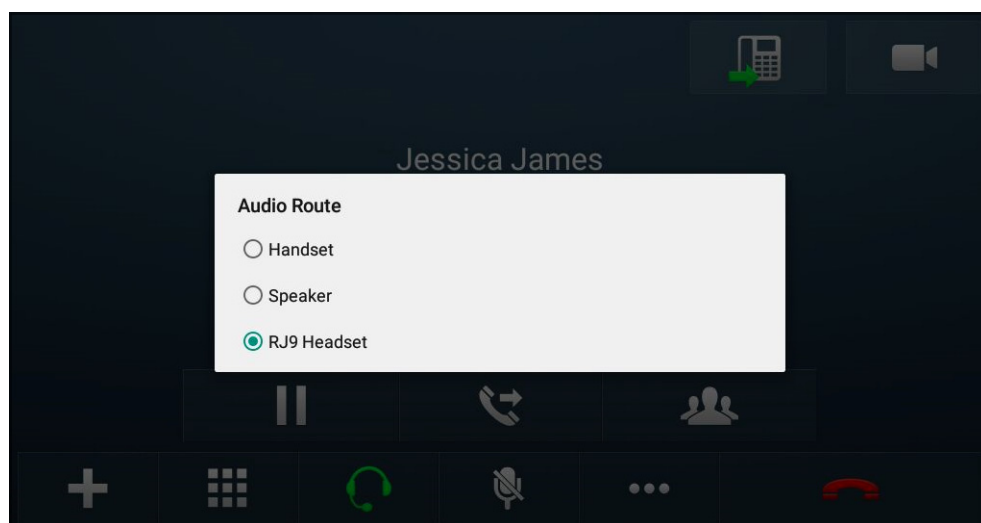
- To switch back to the Speaker, tap **Audio Source Button**  again.
- Tap **Speaker**.


During an active call, when you are in speech using the **RJ9 Headset**,

- To change the audio route, tap **Audio Source Button** 




- To switch to Handset, tap **Handset**.
- To switch to Speaker, tap **Speaker**.

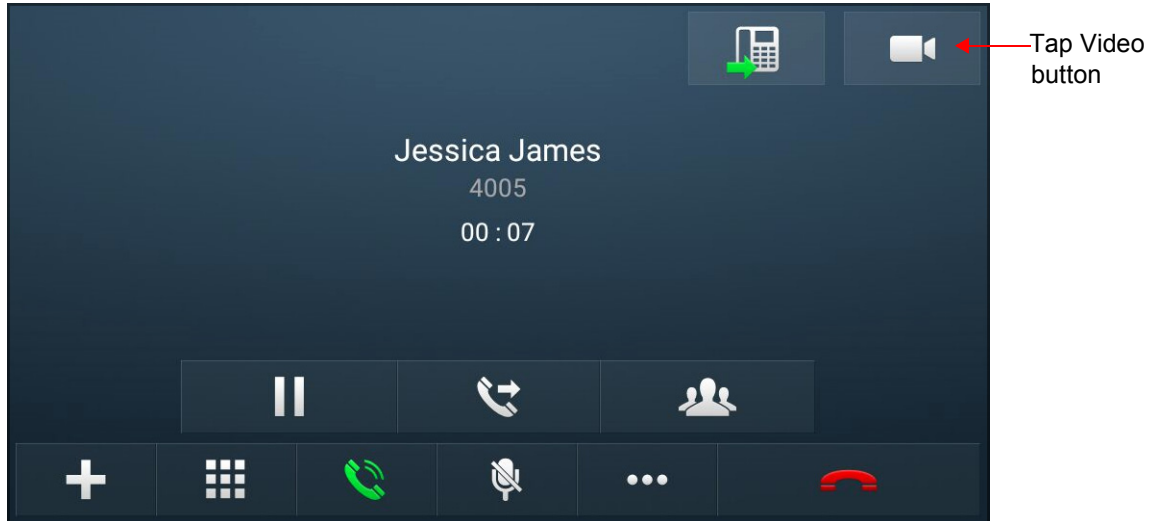


- To switch back to the RJ9 Headset, tap **Audio Source Button**  again.
- Tap **RJ9 Headset**.

 *If you are selecting RJ9 Headset as Audio Route, then make sure that it is connected to the phone.*

## Converting an Audio Call to a Video Call<sup>4</sup>


- During an ongoing audio call, tap **Video** .



The audio call is converted to video call.

The call screen will display the Remote User's video and your video in the preview.



- Make sure you have connected the camera. Only then, you will be able to see your video in preview and your video will be displayed to the remote user. To know more, see ["Phone Installation"](#).
- You cannot access the **Video**  option from the Control Center during an ongoing call.
- It is recommended not to remove the camera during an ongoing video call.

4. You can set the preference for answering an incoming video call as Video or Audio Call by selecting the desired option for the Answer Video Call As parameter. For more details, see ["Call Settings"](#).



## Accessing features during a Video Call

- During an ongoing Video call, tap anywhere on the screen.



Tap anywhere on the Video call screen.




The feature access options will be displayed.



- Tap **Video**  .



The following options are displayed:

Icon	Name	Description
	Stop video	Tap to stop the video. The video call is converted to an audio call.
	Hide me	<p>Tap to stop your own video. Your video will not be displayed to the remote user, but you can view the remote user's video. Your preview will not be displayed to you.</p> <p>To start sending your video again, tap <b>Show me</b>  .</p>

# Remote User switches from Audio Call to Video Call

During an ongoing call, if the Remote User switches over to a video call, you will get a confirmation message.


- To accept and switch to Video call, tap **Yes**.
- To reject and continue the Audio call, tap **No**.

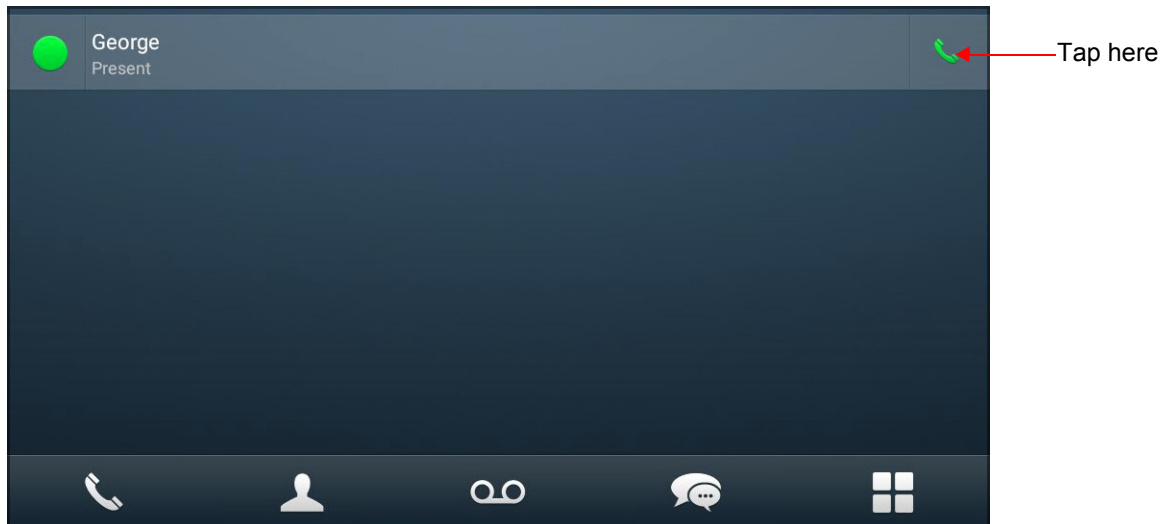
You can set the default option to show or hide your video when the remote user requests to convert the ongoing audio call to a video call by selecting the desired option for the **On Video Answer** parameter. For more details, see [“Call Settings”](#).

# Ongoing Call Notification on Home Screen

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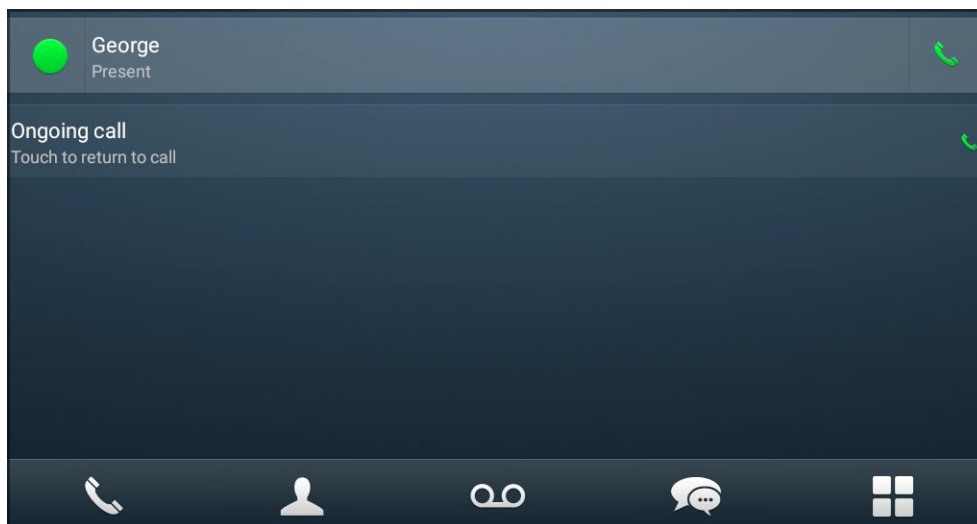
When there is an ongoing call in the background, a notification will be displayed on **Home** screen.

- Tap the **Ongoing Call** indication  on the **User Status** bar.



The Ongoing Call bar appears.

- Tap on the **Ongoing Call** bar to return to the ongoing call screen.

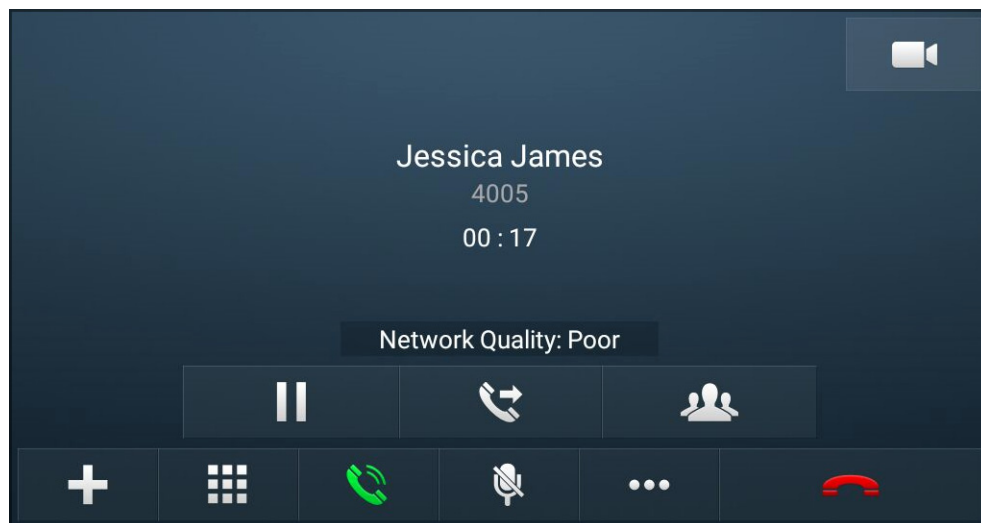


# Network Quality Notification


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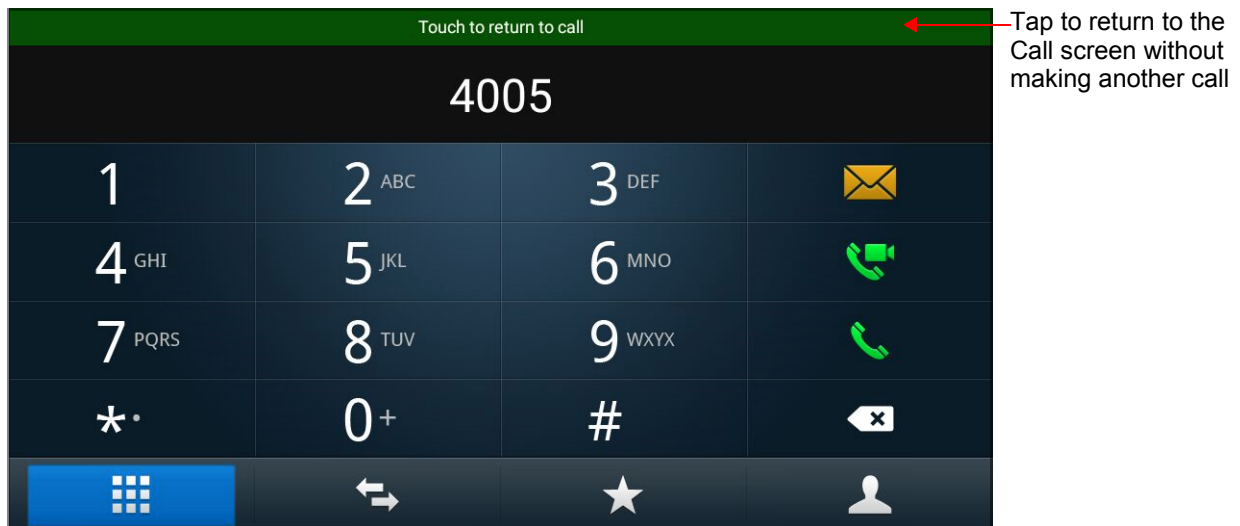
When the Network quality is poor, a notification message will be displayed on the call screen. To avoid the call from being disconnected, connect your phone to a network with good signal strength or “[Handover](#)” the call onto your cellular number.



The Network Quality Notification will be displayed till the network quality is poor.



During an ongoing call, you can make a second call using the Keypad, from the Contacts, Call Logs or Favorites.

- Tap **New Call**  on the **Call** screen.
- Dial the desired number using the **Keypad**.



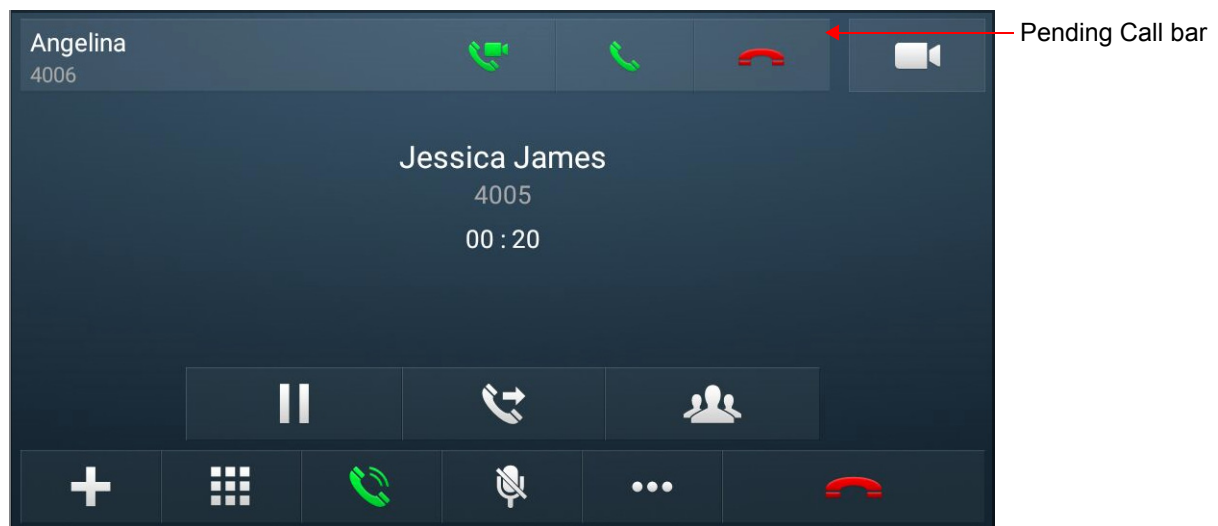
- Tap **Audio Call** , to make an audio call.
- Tap **Video Call** , to make a video call.

Similarly, you can make a second call from Contacts , Call Logs  or Favorites .






During an ongoing call, you may receive another audio or video call. You can either answer the waiting call or reject it.

The IP Phone plays a beep sound and the Power Indicator LED flashes red fast as indication for the waiting call. Refer [“Call Settings”](#), to know more about Call Waiting Beeps.



On the Pending Call bar,

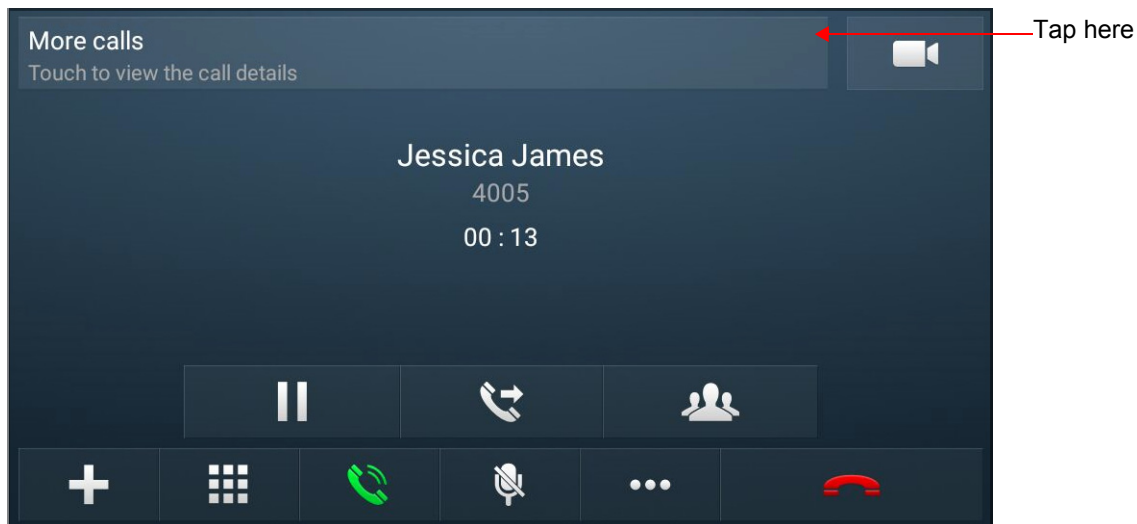
- Tap **Audio Answer** , to answer an incoming call as audio call.
- Tap **Video Answer** , to answer an incoming call as video call.
- Tap **Reject** , to reject the call.



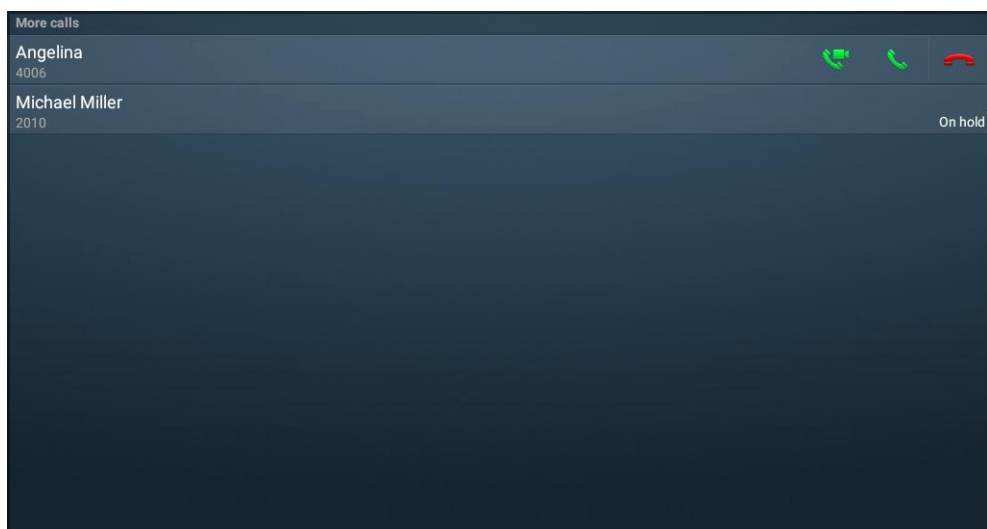


When there are more than one ongoing/incoming calls in the background, the **More Calls** option will be displayed in the **Pending Call** bar of the call screen. The details of the held calls or new incoming calls will also be displayed. You can either answer or reject the incoming calls or unhold the calls put on hold.




- Tap on **More Calls** in the **Pending Call** bar.



The details of incoming and held call are displayed.



For Incoming Call,

- Tap **Audio Answer** , to answer an incoming call as an audio call.
- Tap **Video Answer** , to answer an incoming call as a video call.
- Tap **Reject** , to reject the call.

For Held Call,

- Tap on the held call to resume speech.

Similarly, you can also handle multiple incoming calls.

---

The Call features are the features that can be accessed during an ongoing call. These features will be visible depending upon the Class of Service (CoS) assigned by the System Administrator.

Following is the list of the Call features supported by SPARSH VP710 in the Extended mode.

### **Supported Call Features**

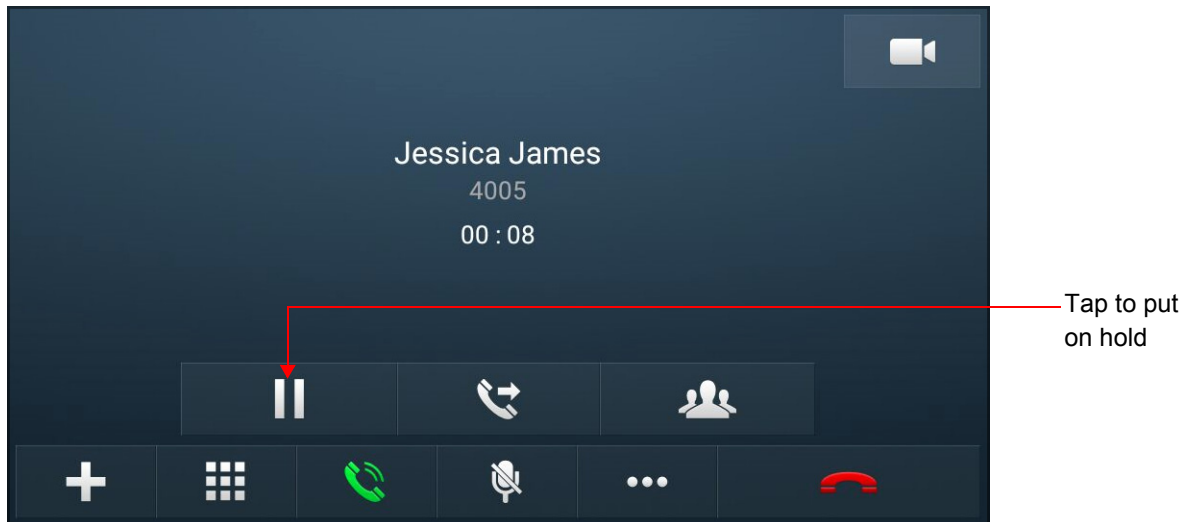
- Call Hold
- Call Transfer
- Call Toggle
- Mute
- Conference 3-Party
- Conference Multi Party
- Conversation Recording
- Auto Call Back
- Auto Redial
- Barge In
- Interrupt Request
- Forced Answer
- Account Code
- DND - Override
- One Touch Transfer
- Manual Handover
- Call Budget
- Headset
- Emergency Call

# Call Hold

Call Hold allows you to put an ongoing call on hold.

To Hold a call during an ongoing call,

- Tap **Hold** .

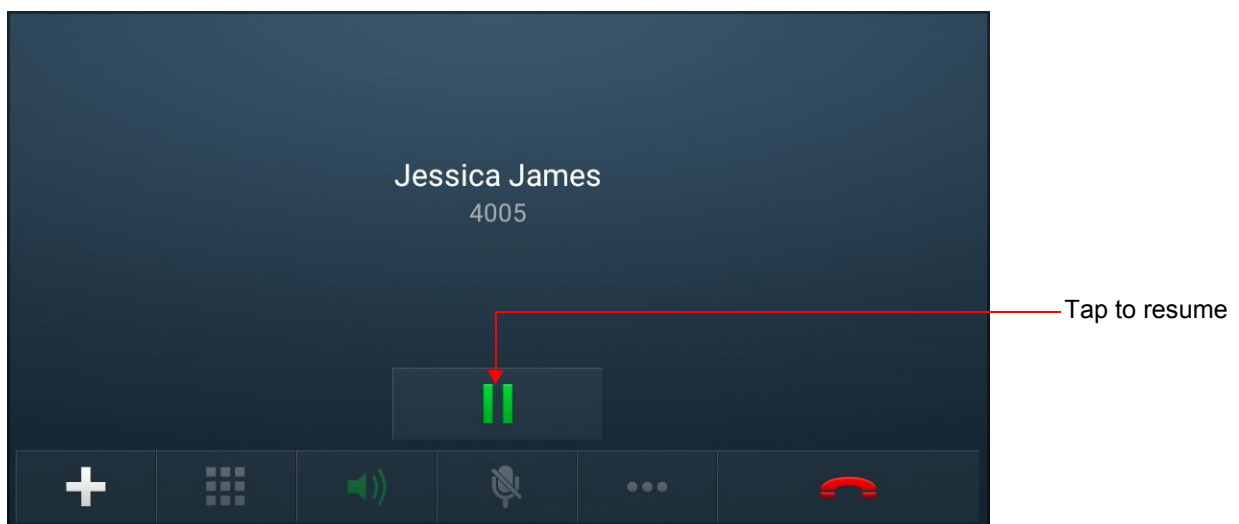


OR

- Press **Hold**  key on the phone.

To resume a call put on hold,

- Tap **Unhold** .



OR

- Press **Hold**  key on the phone.

# Call Transfer

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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).

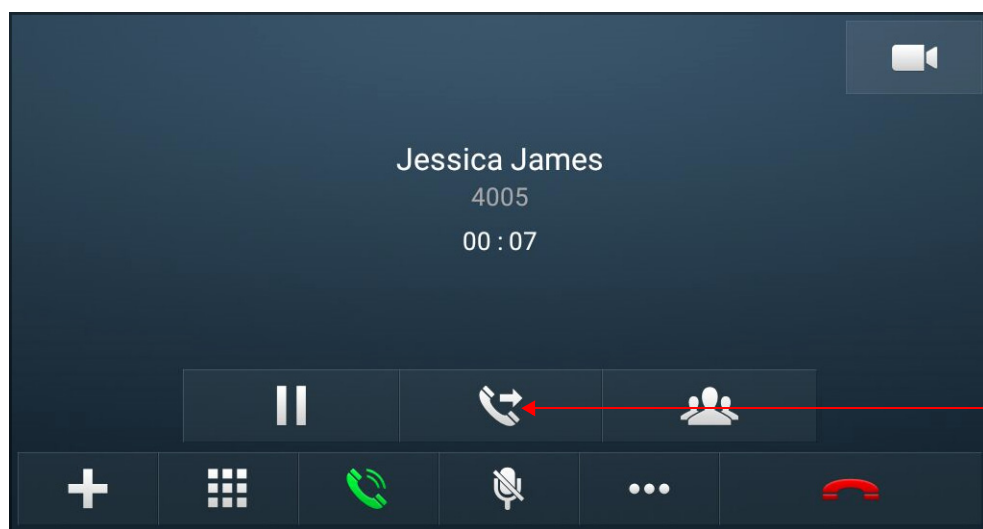


*If you transfer a video call, it will be converted to an audio call.*

## Unattended Transfer

To Transfer a call during an ongoing call,

- Tap **Transfer**



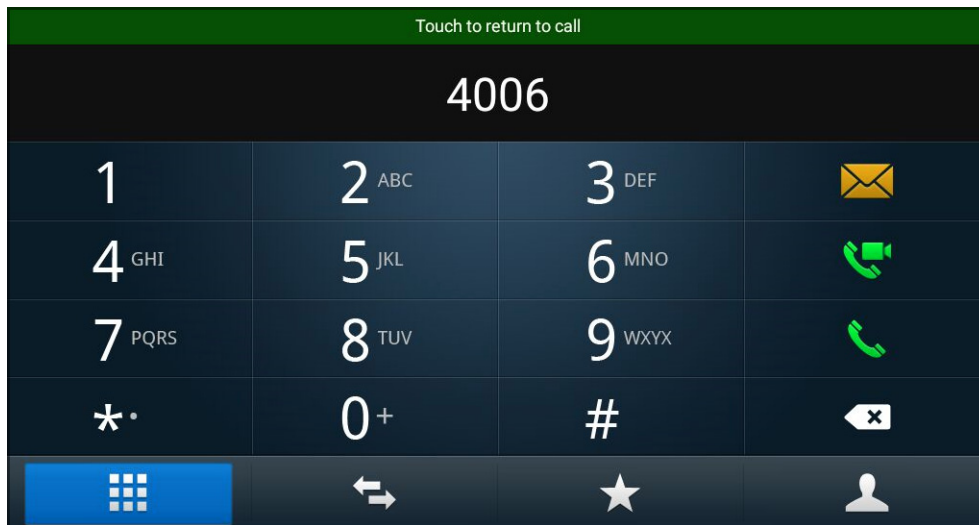
OR

- Press **Transfer**



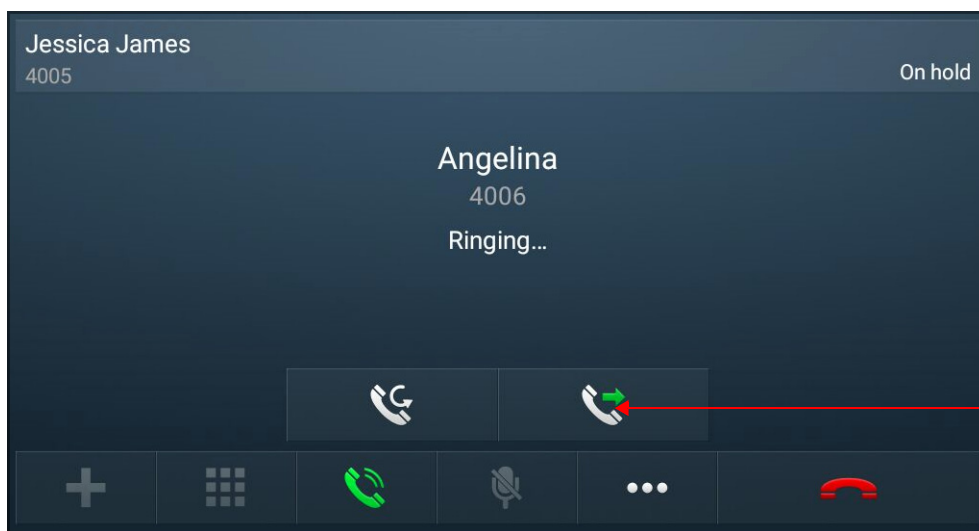
key on the phone.

- Dial the number of the desired party to whom you want to transfer the call. You can make a call using the Keypad, from Contacts, Call Logs or Favorites. To know more, see [“Making a Second Call”](#)



The dialed number rings.

- Tap **Transfer Complete**



Tap here

**OR**

- Press **Transfer**  key on the phone.

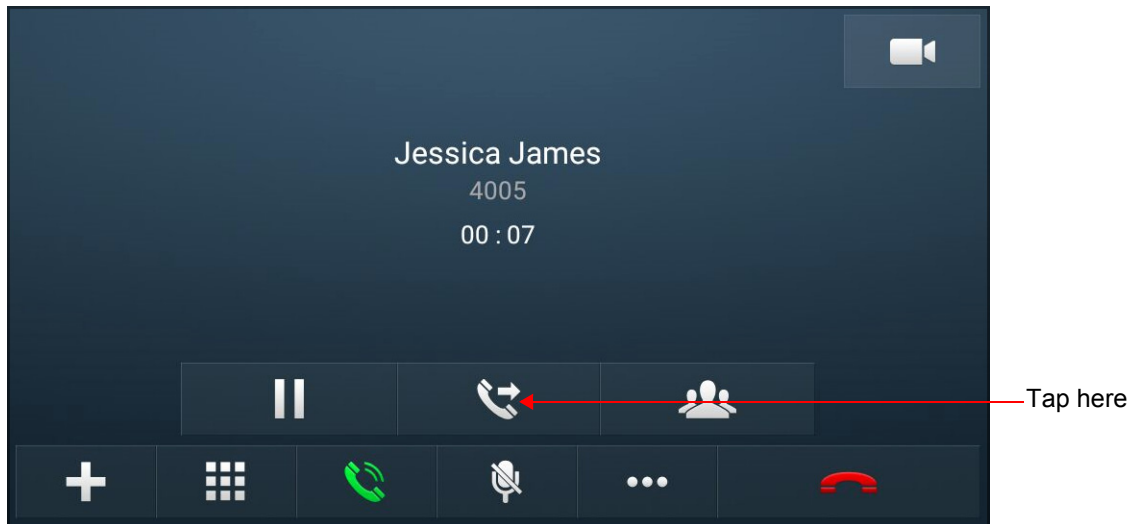


*If the party to whom the call is transferred does not answer, the call will be returned back to you.*


## Attended Transfer

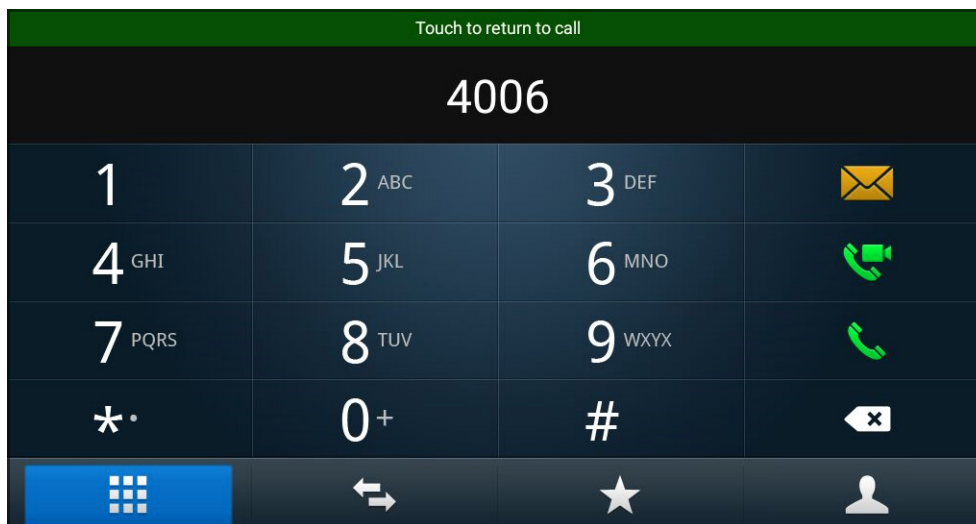
To Transfer a call during an ongoing call,

- Tap **Transfer**



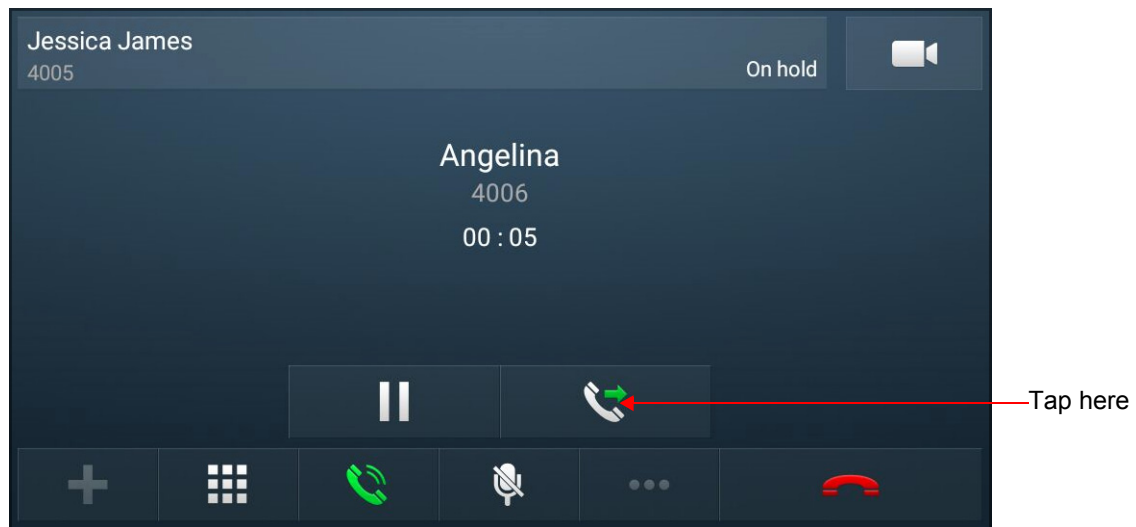
OR

- Press **Transfer**  key on the phone.
- Dial the number of the desired party to whom you want to transfer the call. You can make a call using the Keypad, from Contacts, Call Logs or Favorites. To know more, see [“Making a Second Call”](#).




- The dialed party answers the call.

- Tap **Transfer Complete** 



OR

- Press **Transfer**  key on the phone.



# Call Toggle

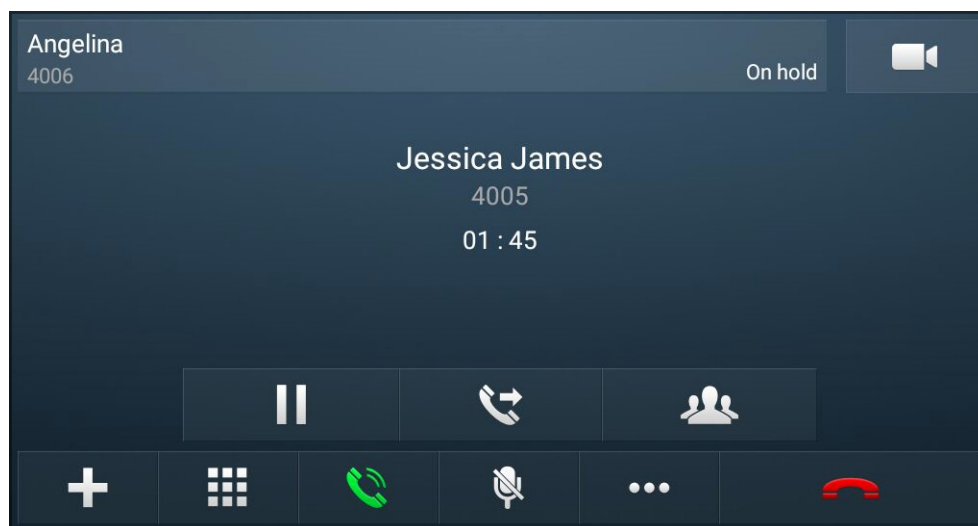
Call Toggle allows you to switch between an active call and a held call.

To Toggle between two calls,

- Tap on the **Pending Call** bar.



Speech is established with the party on hold. The active call is put on hold.



- Repeat the previous step again, to talk with the party on hold.

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



*If you have multiple held calls, tap on the Pending Call bar. Then tap the respective held party with whom you want to talk. See [“Handling Multiple Calls”](#).*

# Mute

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This feature helps you to disconnect the speech transmission path in the middle of a conversation. You can still listen to the opposite party because the receiving path remains connected. Mute is useful when you want to consult someone in the middle of a conversation, but do not want the opposite party to listen to your discussion.

To mute a call during speech,

- Tap **Mute** 

**OR**


Press **Mute**  key on the IP Phone.

The LED of the Mute Key glows in Red.

To unmute a call during speech,

- Tap **Unmute** 

**OR**

Press **Mute**  key again on the IP Phone.

The LED of the Mute Key is turned off.

## Conference 3-Party

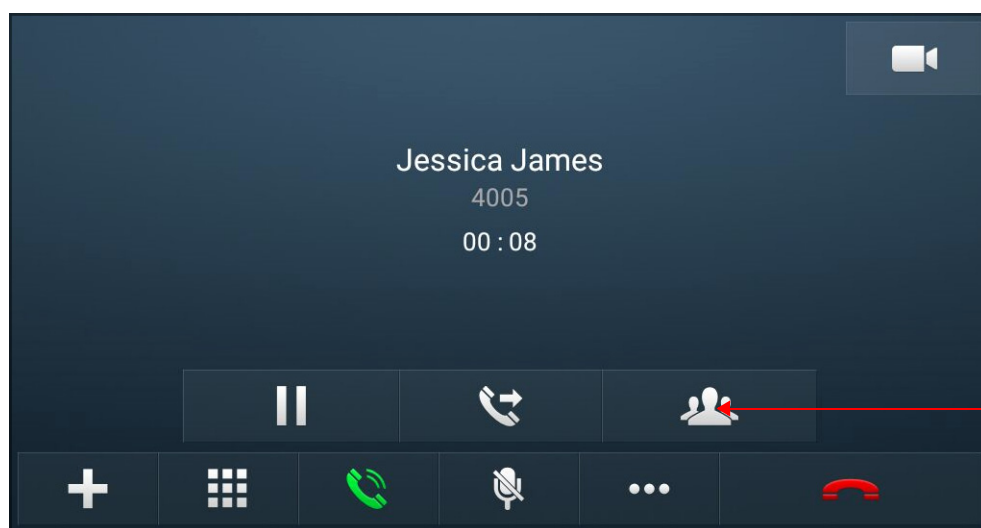
Conference 3-Party is a call in which you can talk to two persons simultaneously. You can merge two separate calls to create a 3-way speech.



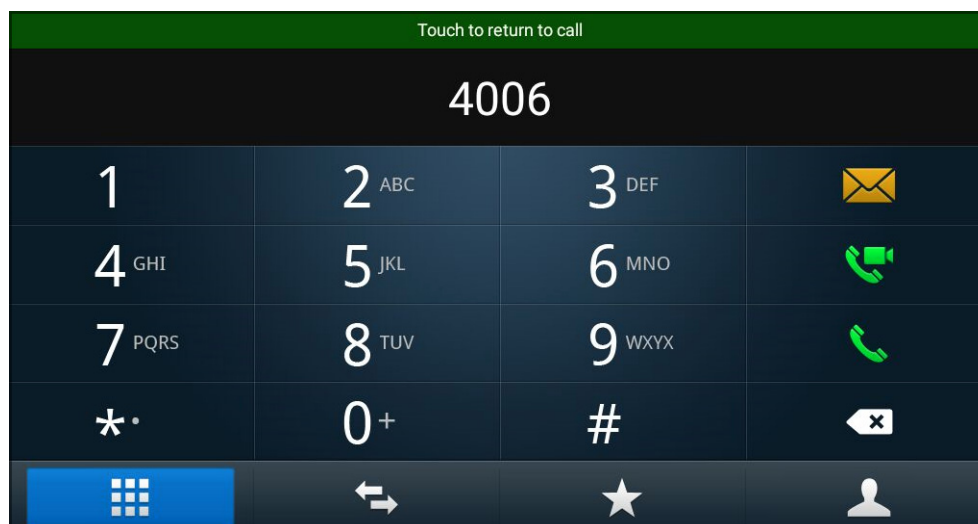
*A video call will be converted to an audio call while creating a conference.*

To create a conference during an ongoing call,

- Tap **Conference** .

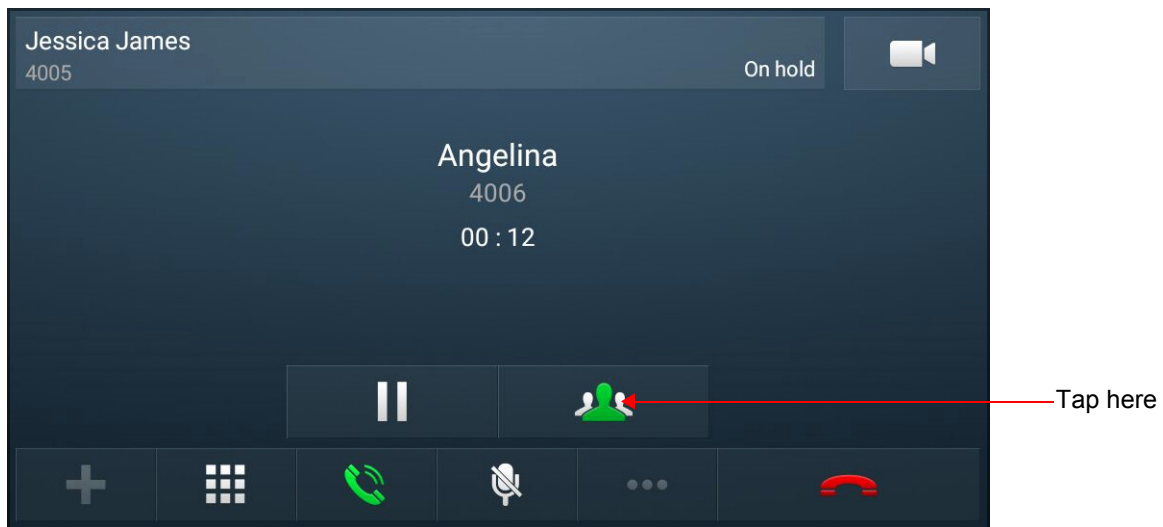


- Dial the number of the desired party with whom you want to make a conference. You can make a call from Keypad, from Contacts, Call Logs or Favorites. To know more, see [“Making a Second Call”](#).



The dialed party answers the call.

- Tap **Conference Complete** .




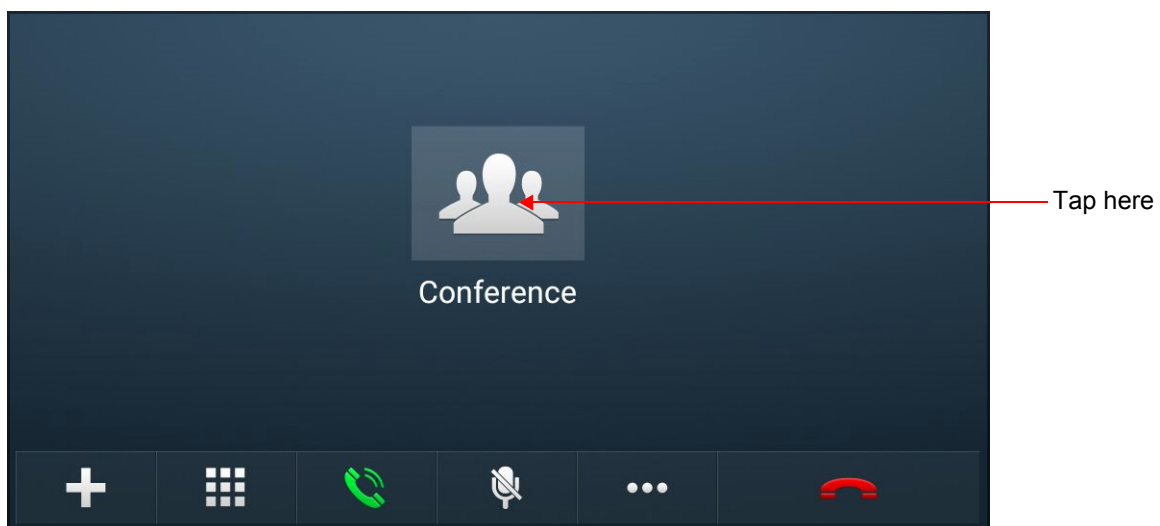
- A 3-party Conference will be established.

## Splitting the Conference to make a Private Talk

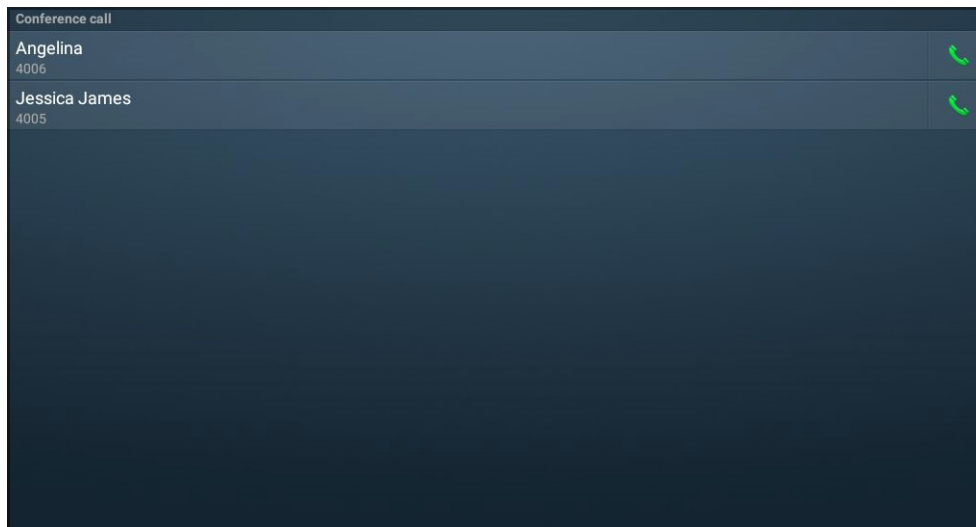
You can split the 3-Party Conference into two separate calls and talk to individual parties separately to make a private talk.

To split the conference,

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



The details of the participants will be displayed.



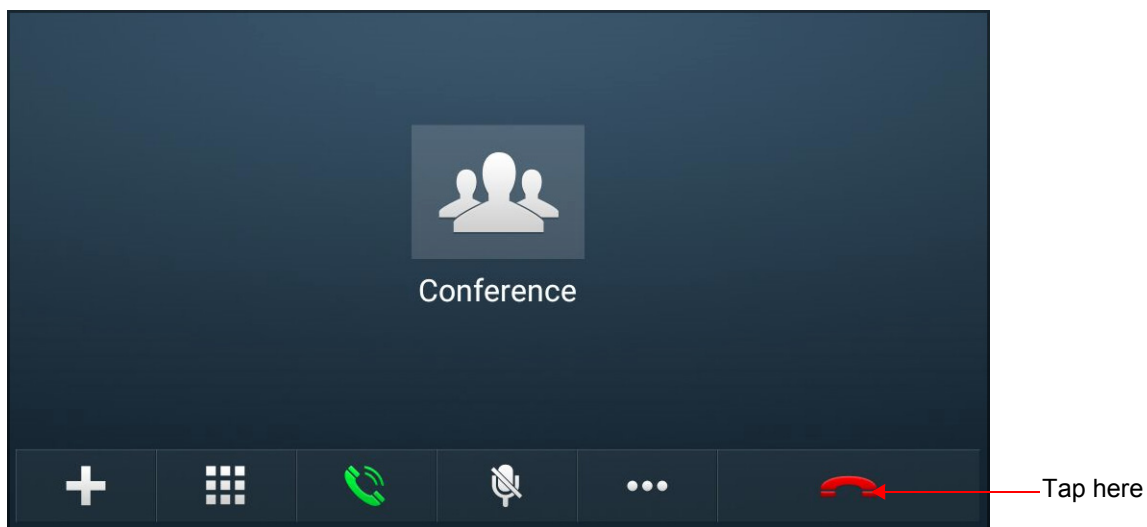
- Tap on the desired party with whom you want to make a private talk. The other party will be put on hold.

## Leave the Conference


You can leave from the Conference at any point of time.

To leave the Conference,

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




You will be disconnected and a two-way speech will be established between the other parties.

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

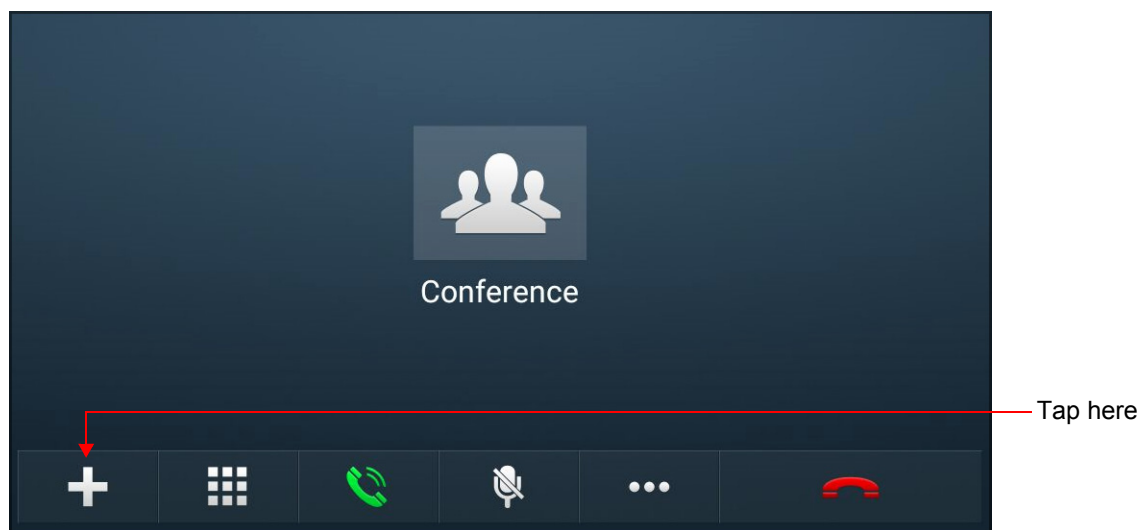
# Multiparty Conference

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

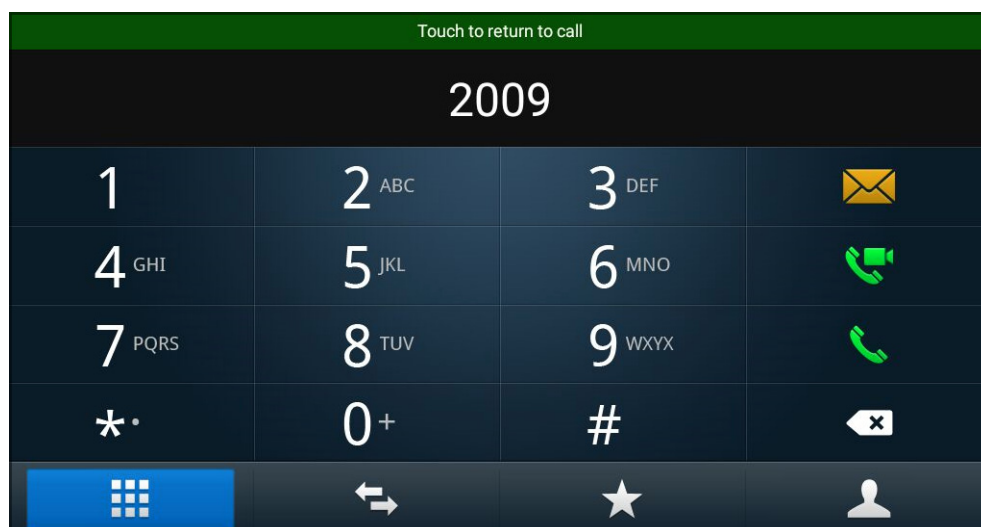
 *A video call will be converted to an audio call while creating a conference.*

To create a multiparty conference,


- During an active 3-Party Conference, tap **New Call**  on the Conference screen to add a new participant.

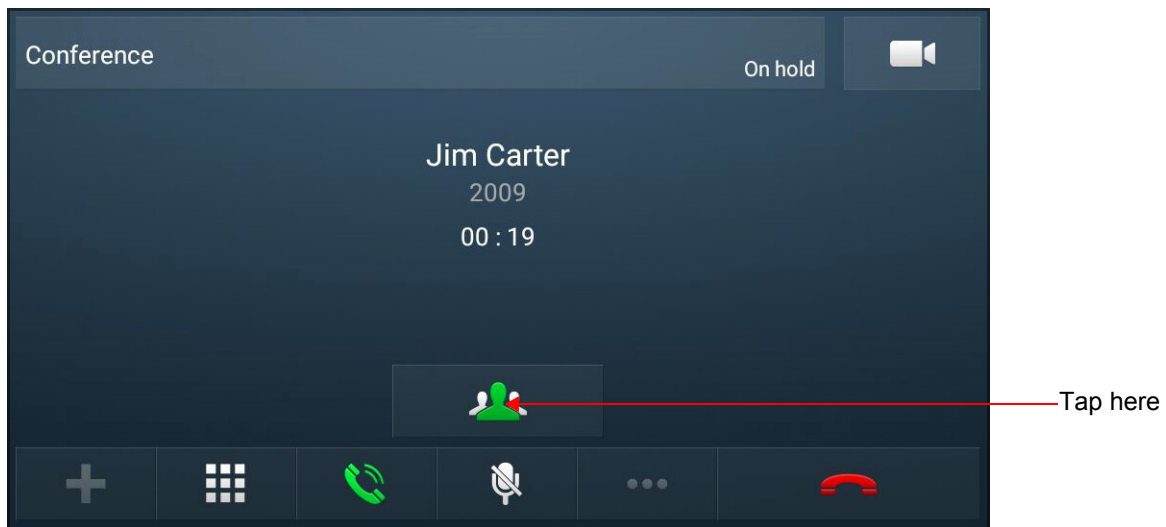


- Dial the desired number.

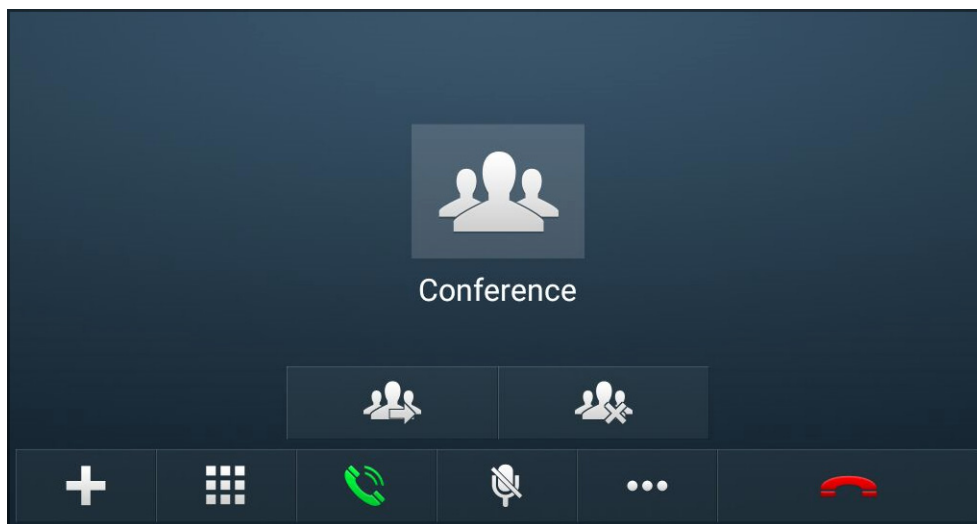


The dialed party answers the call.

- Tap **Conference - Include Party** .



A Multiparty Conference will be established.

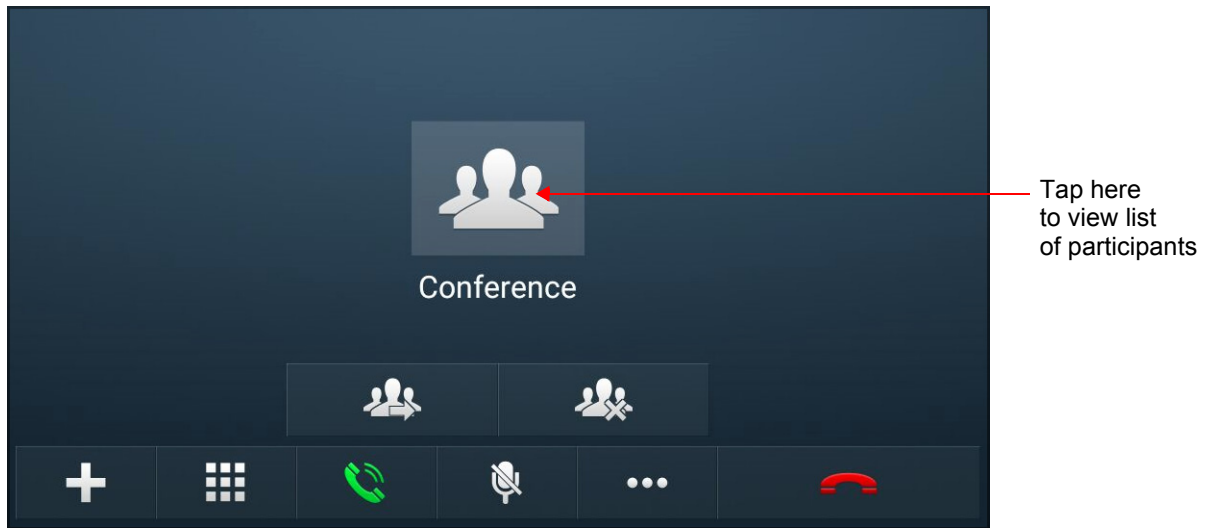


Similarly, you may add the other participants.

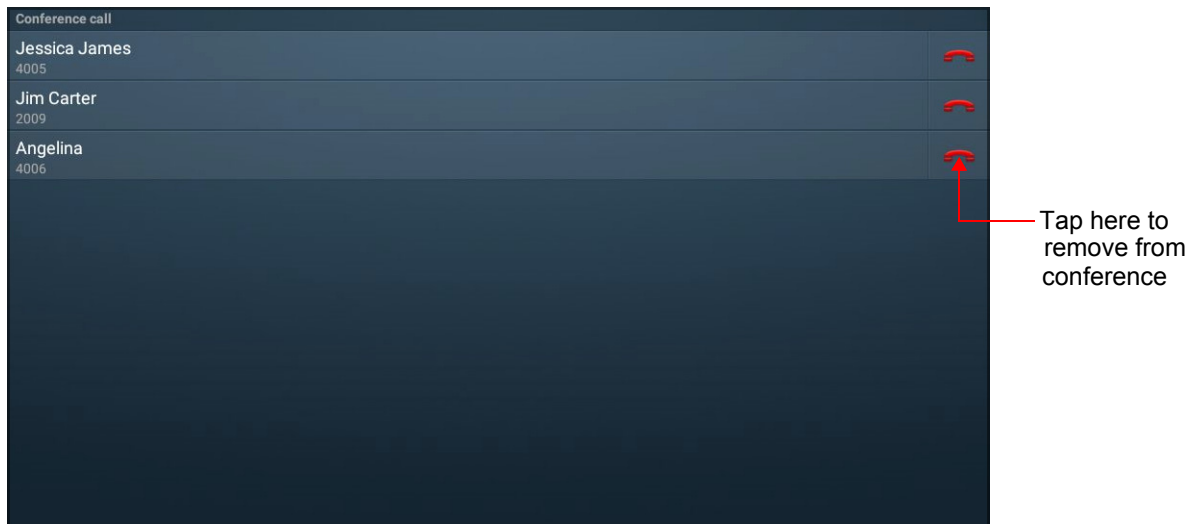


*In Multiparty Conference, other participants can add/remove a new participant or terminate the conference depending on the level of access provided to them in the Class of Service by the System Administrator.*

## Remove a Participant from the Conference

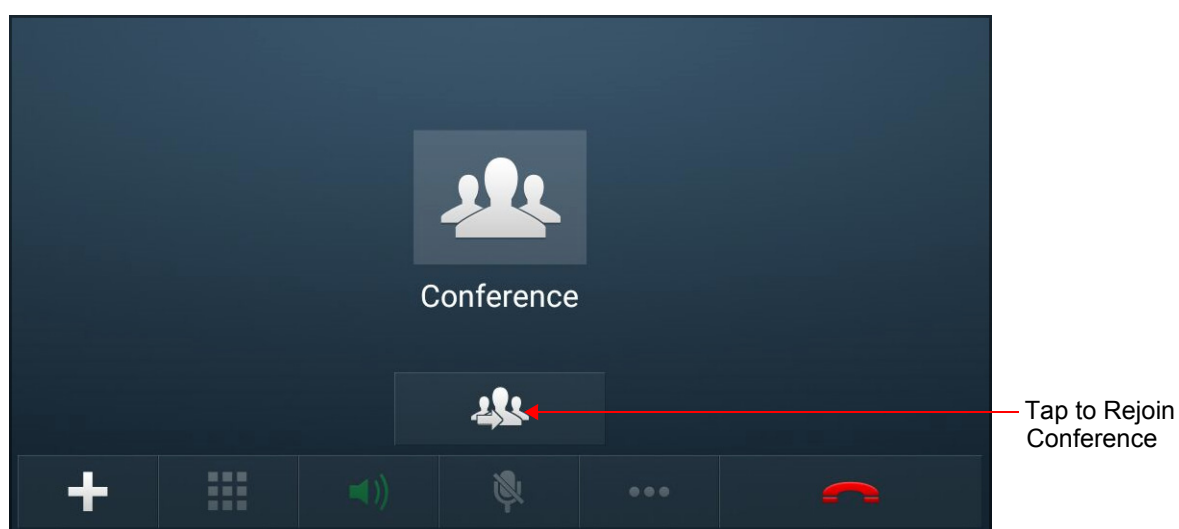
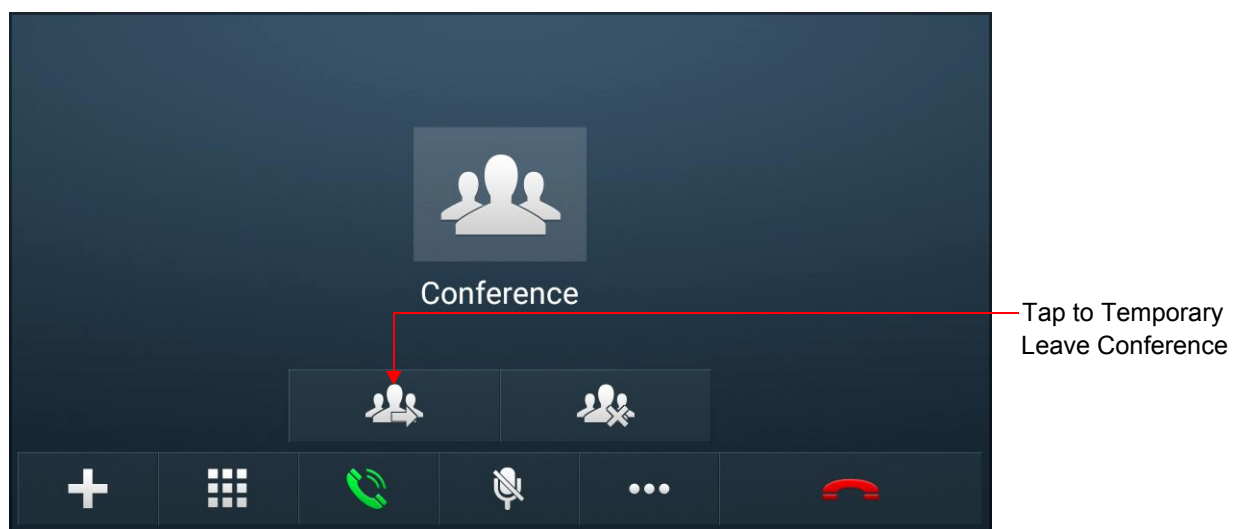


- Tap **End Call**  of the participant you want to remove from conference.

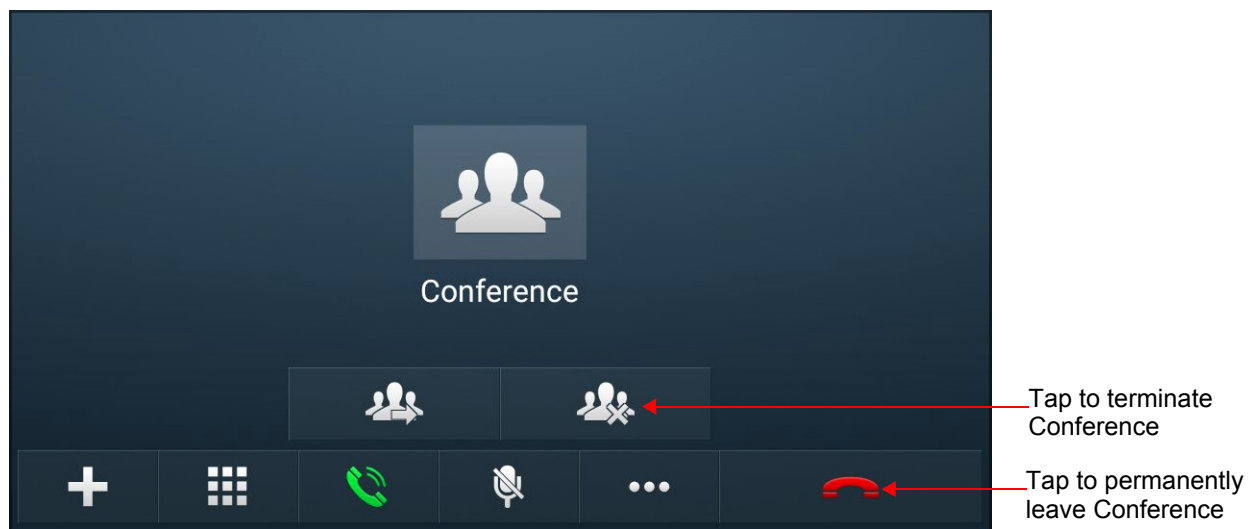




## Temporary Leave and Rejoin the Conference



## Terminate Conference or Permanently Leave the Conference



# Conversation Recording

---

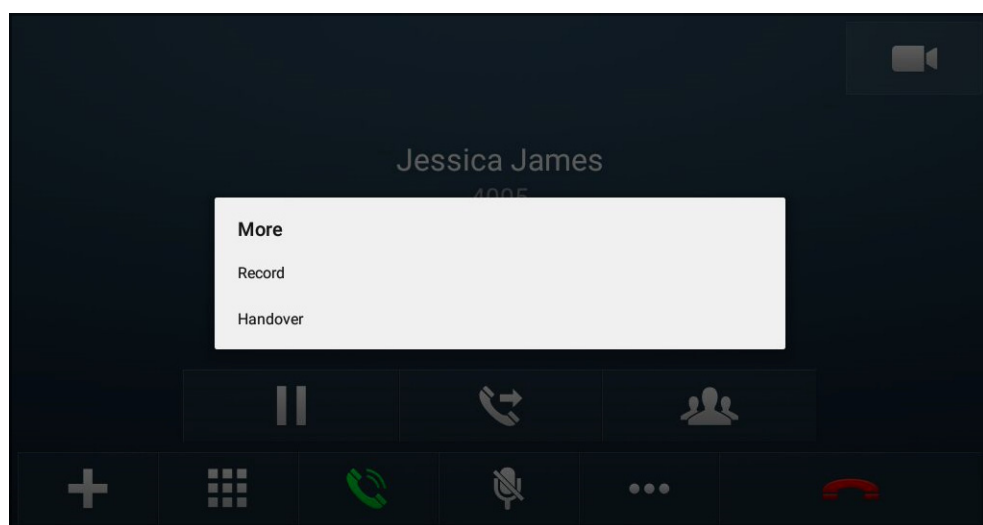
You can record an ongoing conversation (with extension user or external party) which will be saved in your Voicemail box.



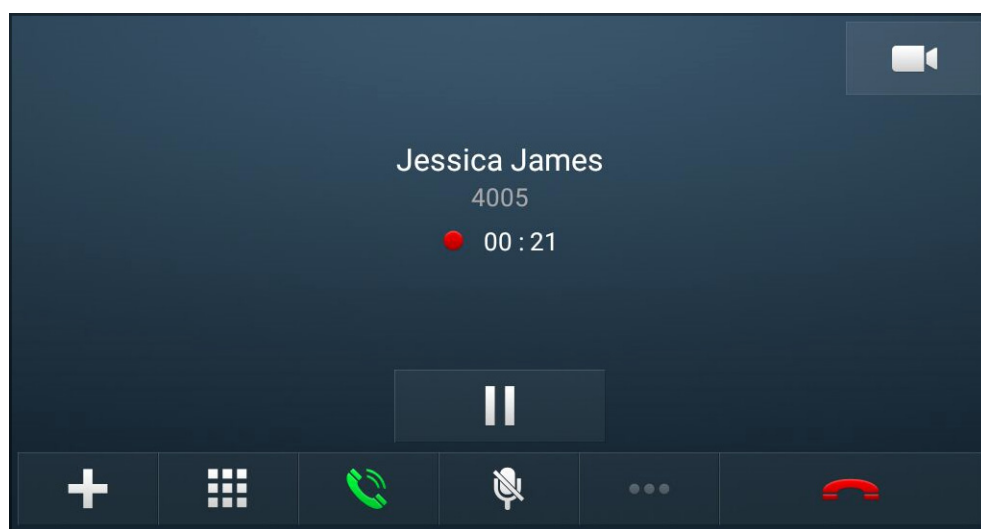
- *Make sure the Voicemail System is available in the System, only then this feature will be accessible to you. Contact your System Administrator for more information.*
- *The video call will be converted to an audio call once you start recording.*

To record a conversation during an ongoing call,

- Tap **More**



- Tap **Record**. The recording will start and **Record** indication will appear on your screen.



- Tap **End Call** to disconnect.



*Once you start recording, the audio call cannot be converted into video call.*

## **Listen to the Recorded Conversation**

You must access the Voicemail to listen to the recorded conversation. Refer [“Voicemail”](#) for more details.

# Auto Call Back (ACB)

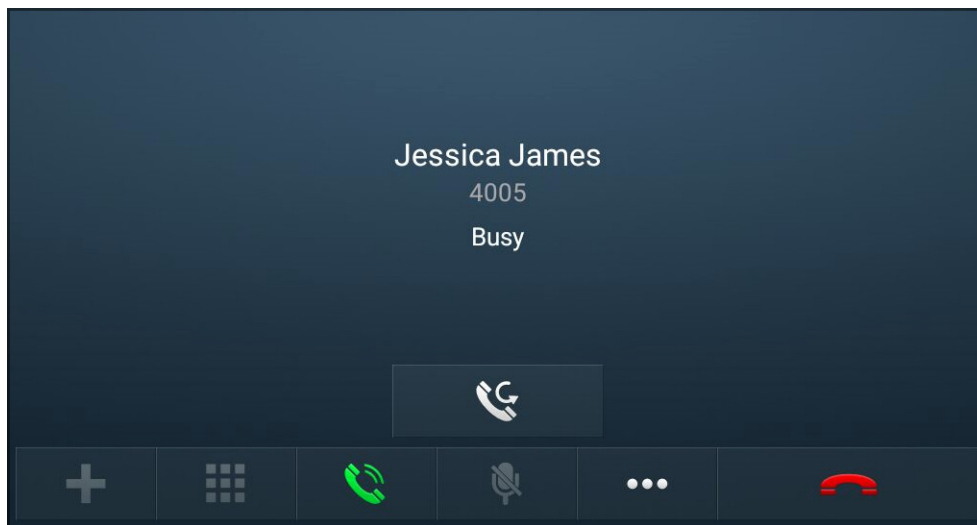
---

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

## Setting Auto Call Back

When dialed extension is busy,

- Tap **Callback** .



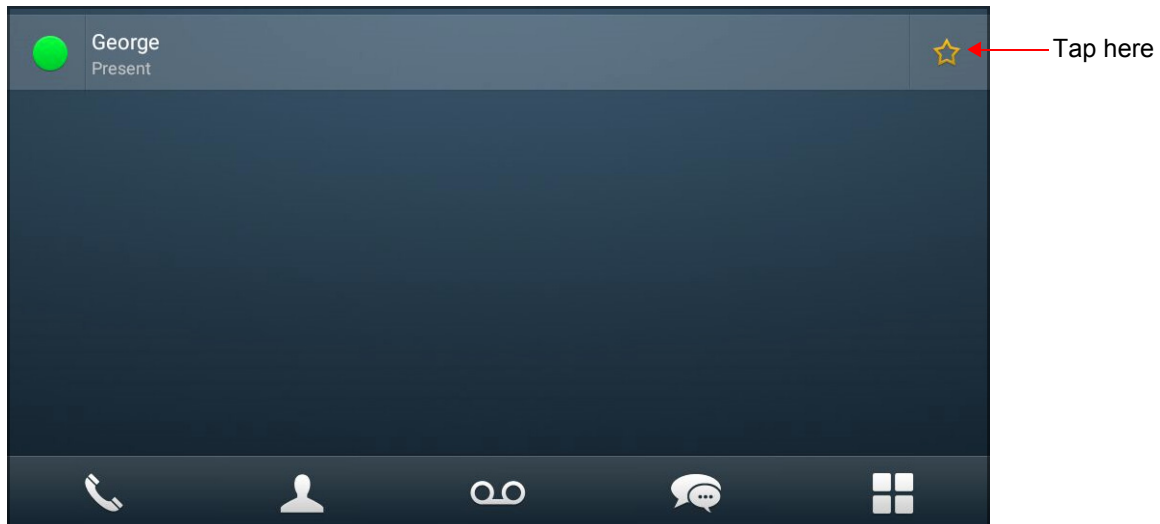
Similarly, you can set Auto Call Back when the number is ringing.

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

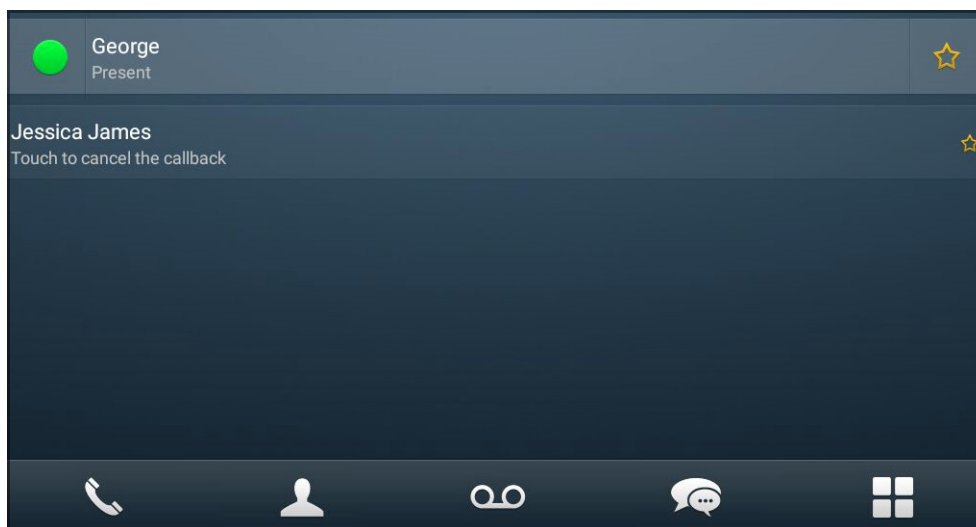
## Auto Call Back Notification on the Home Screen

After you set Auto Call Back, the **Callback Notification**  will appear on the **User Status** bar on the **Home** screen.


- Tap **Callback Notification** 

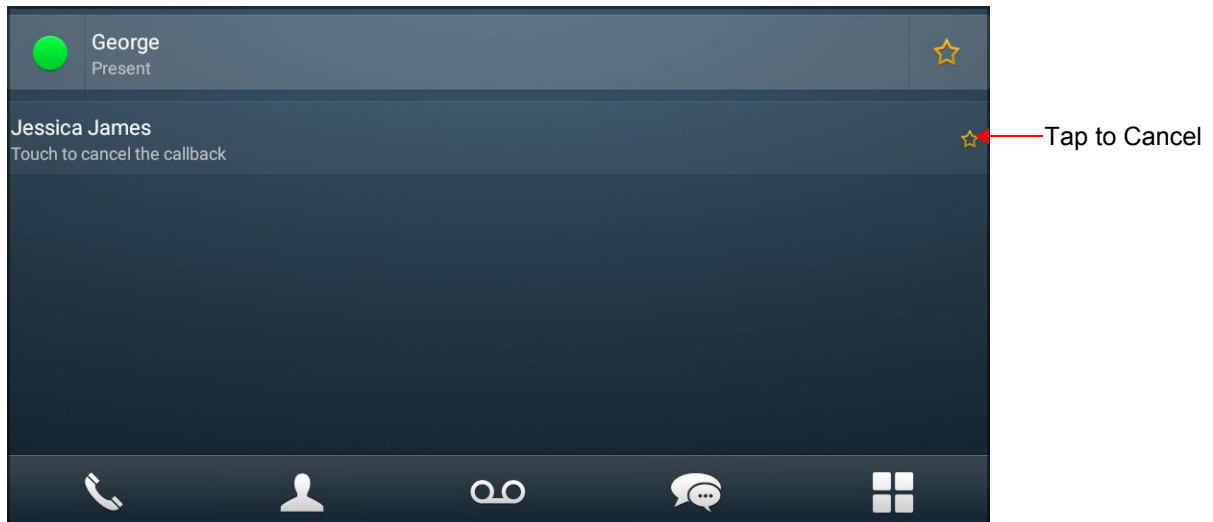


The Callback Notification bar will display the details of the Auto Call Back set by you.



## Canceling Auto Callback

- Tap the **Callback Notification**  on the **Home** screen. For each Auto Callback set by you a separate Callback Notification bar will be displayed.
- Tap on the desired Callback Notification bar to cancel Auto Callback.



# Auto Redial

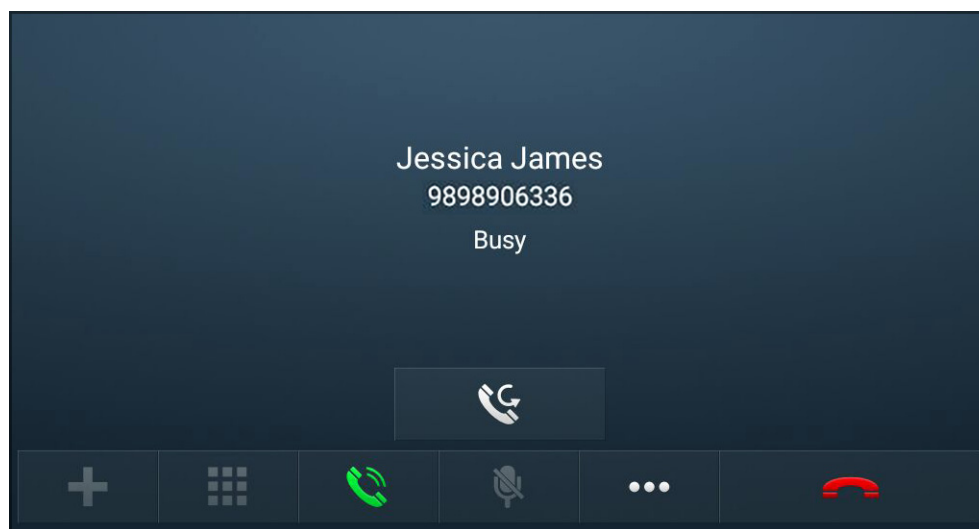
---

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

## Setting Auto Redial

When the dialed number is busy,

- Tap **Callback** 




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

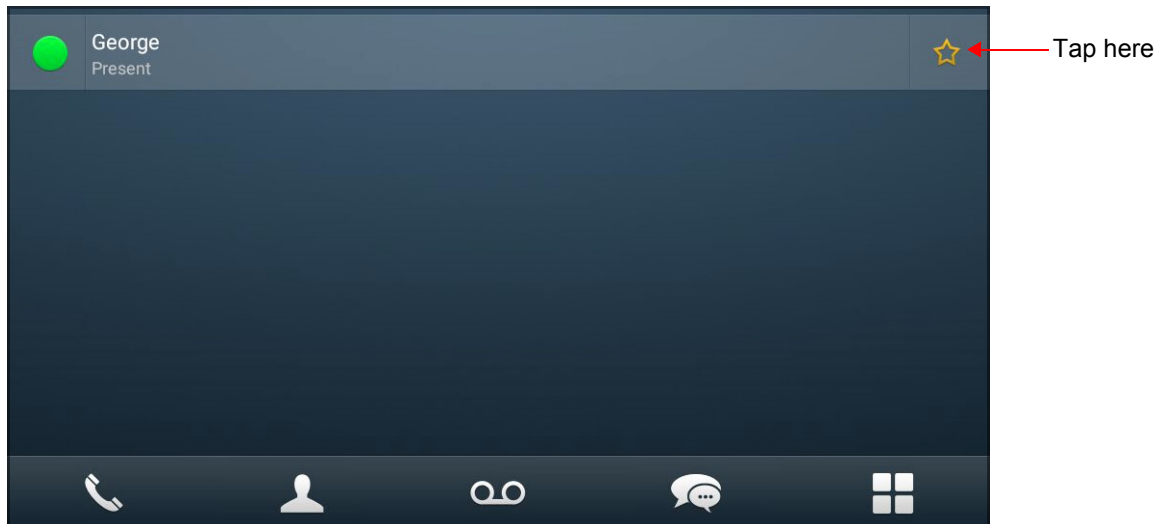
When the number is available, the system will automatically place the call on your extension.



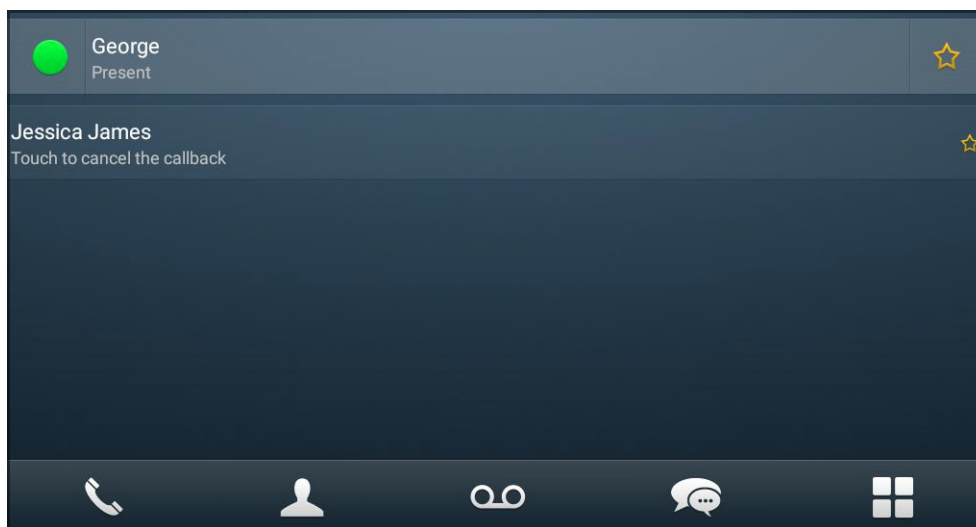
## Auto Redial Notification on the Home Screen

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


- Tap **Callback Notification**  .

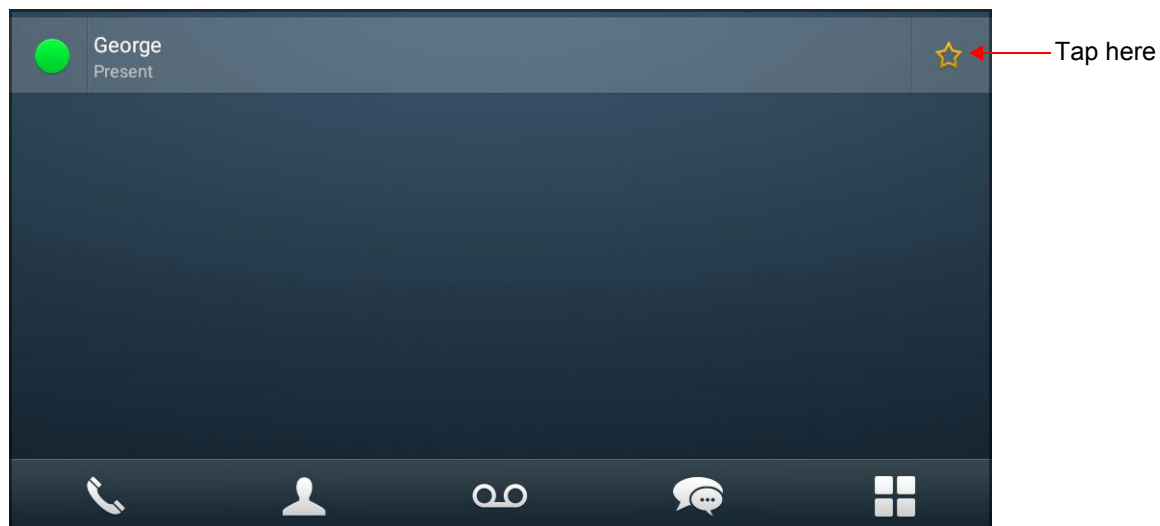


The Callback Notification bar will display the details of the Auto Redial set by you.

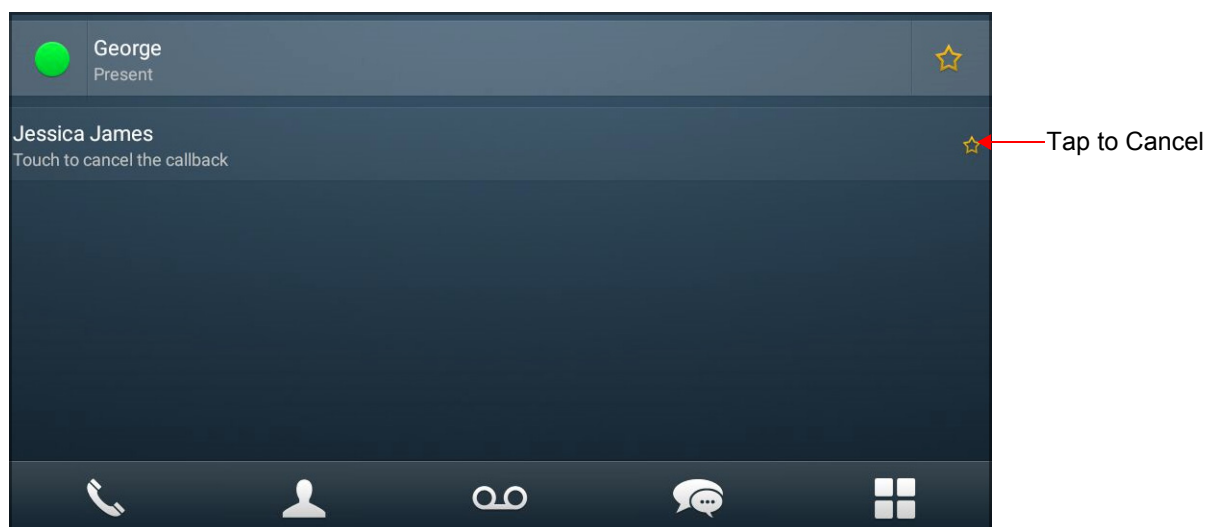


## Canceling Auto Redial

- Tap the **Callback Notification**  on the **Home** screen. For each Auto Redial set by you a separate Callback Notification bar will be displayed.



- Tap on the desired Callback Notification bar to cancel **Auto Redial**.



# Barge-In

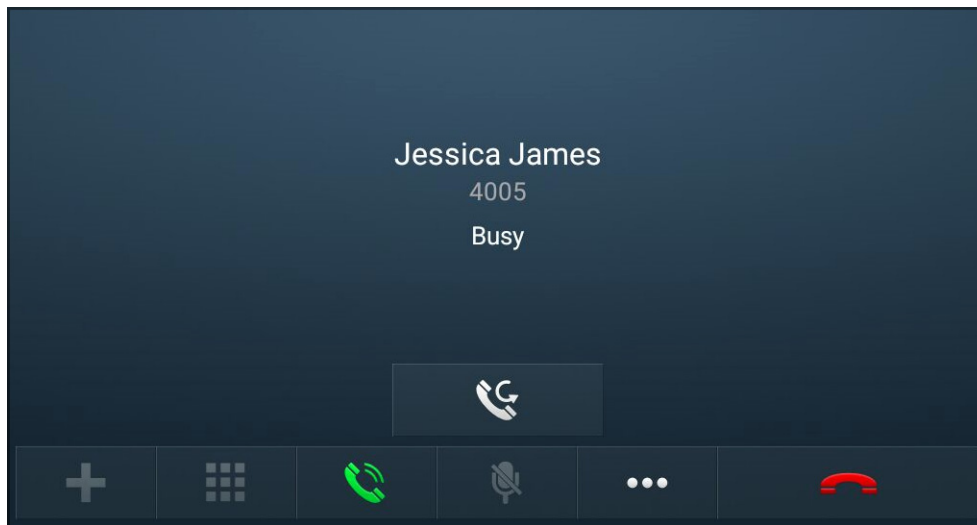
---

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

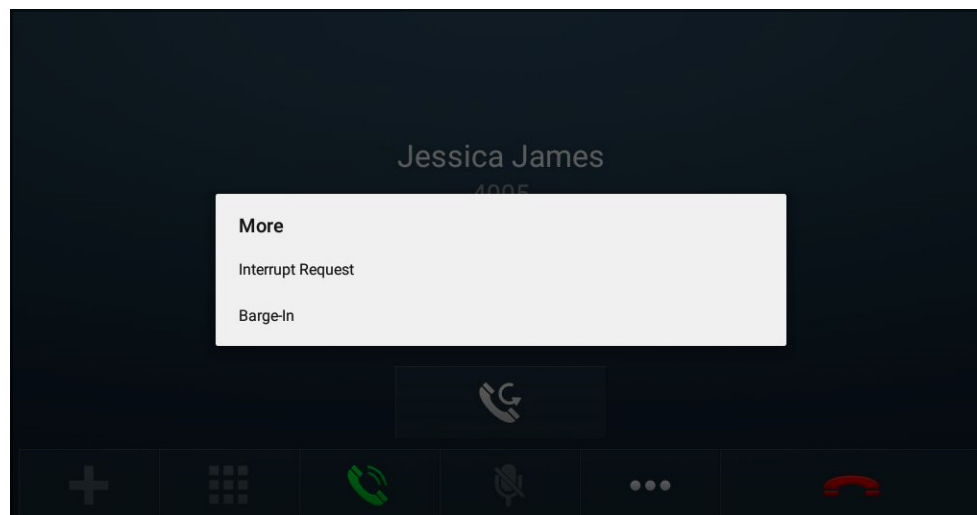
The called extension gets beep for the duration of the *Barge-In Timer*. The called extension may answer the waiting call. If the waiting call is not answered before the expiry of the timer, speech will automatically be established and the previous ongoing call will be put on hold.

To barge-in when the dialed number is busy,

- Tap **More** .



- Tap **Barge-In**.



The called extension rings. If the called extension user answers the waiting call, speech will be established.

# Interrupt Request

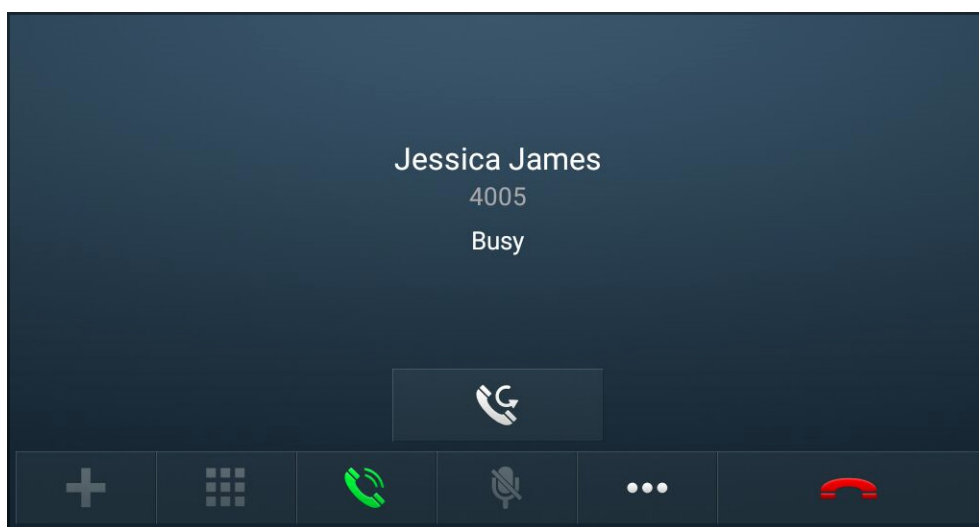
---

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

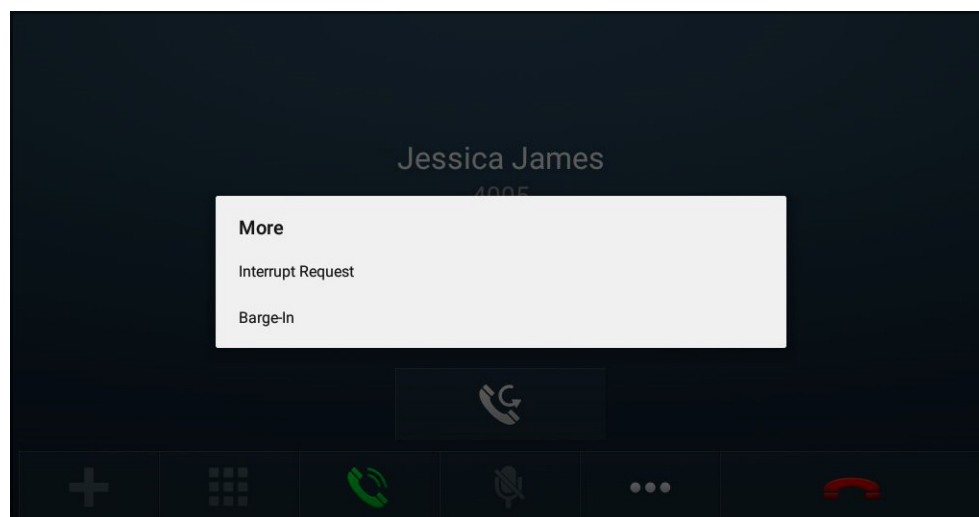
The called extension gets beep for the duration of the *Interrupt Request Timer*. The called extension may answer the waiting call. If the waiting call is not answered before the expiry of this timer, the waiting call will be disconnected.

To request an interrupt when the dialed number is busy,

- Tap **More** .



- Tap **Interrupt Request**.



The called extension rings. If the called extension user answers the waiting call, speech will be established.

# Forced Answer

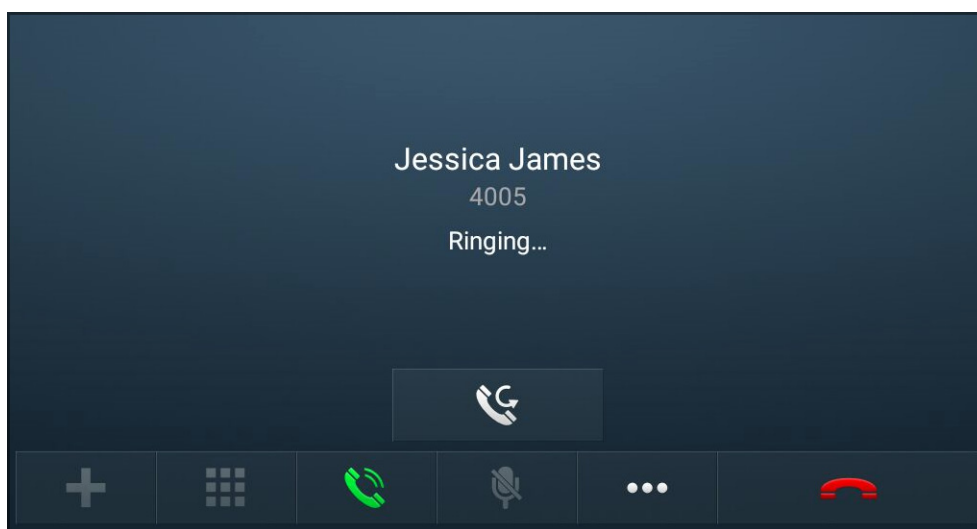
---

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.

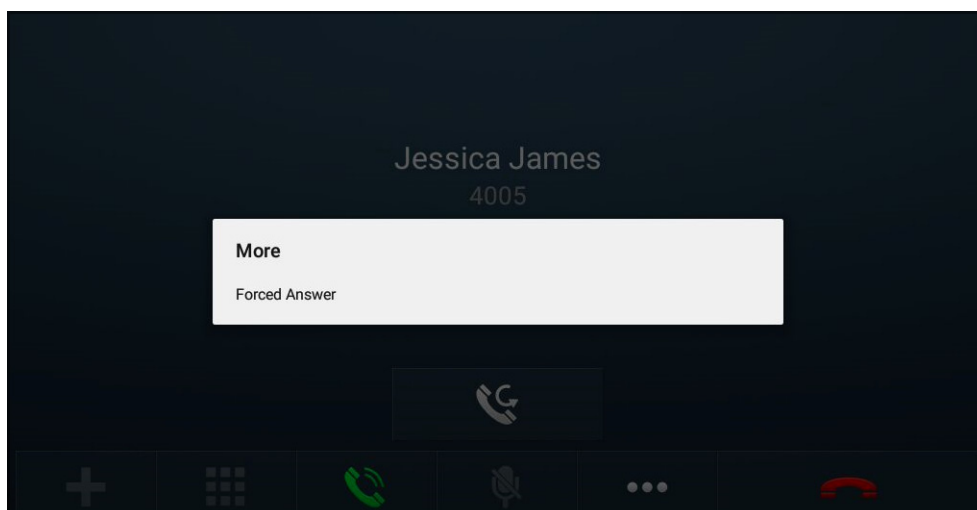
Forced Answer is possible when the called extension is a Matrix proprietary Digital Key Phone (DKP) or an Extended IP Phone and the phone is idle. Forced Answer cannot be used on — Extended SPARSH VP710, VARTA ADR100, VARTA AMP100, VARTA WIN200 — extensions.

To activate Forced Answer,

- Tap **More**  when the dialed extension is ringing.



- Tap **Forced Answer**.



Speech is established. The called party's Speaker will be turned on automatically.

# Account Code


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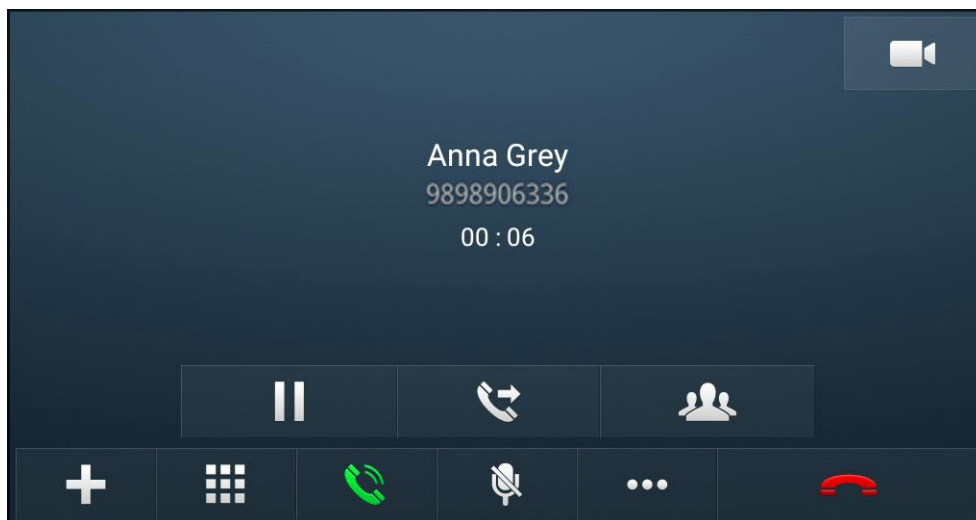
Account Codes are useful when you have to make external calls to third parties on behalf of your clients. This feature is useful in consultancies, law firms or media agencies where employees need to make external calls on behalf of their clients.

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

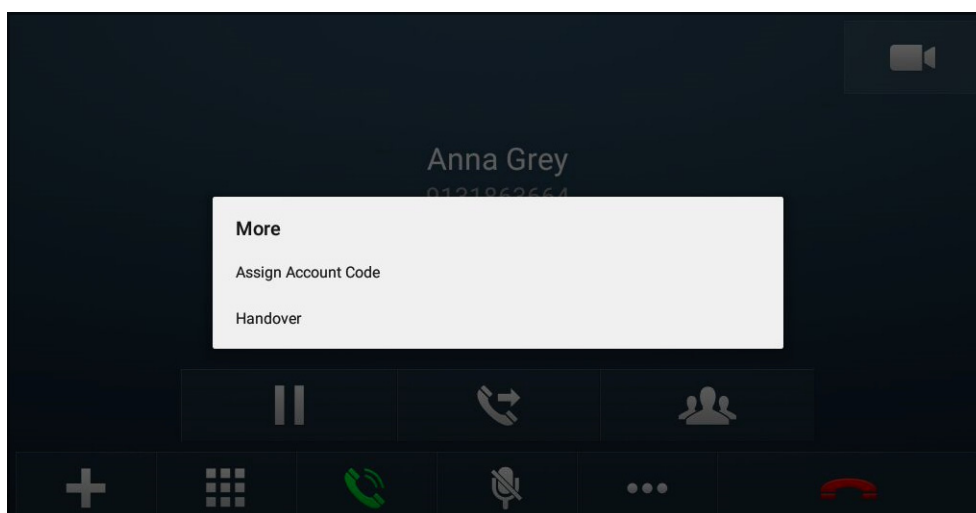
You can assign Account Code, By Number or By Name.


To assign Account Code,

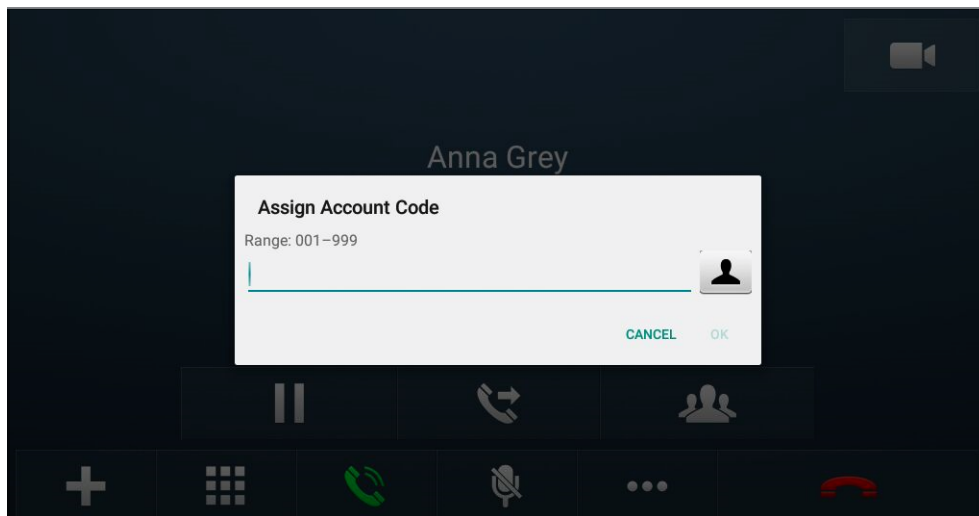
- During your speech with an external party, tap **More** 



- Tap **Assign account code**.



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




- Tap **OK**.

## Forced Account Code

Forced Account Code forcibly prompts you to assign the Account Code every time you dial an external number.

- You dial an external number.

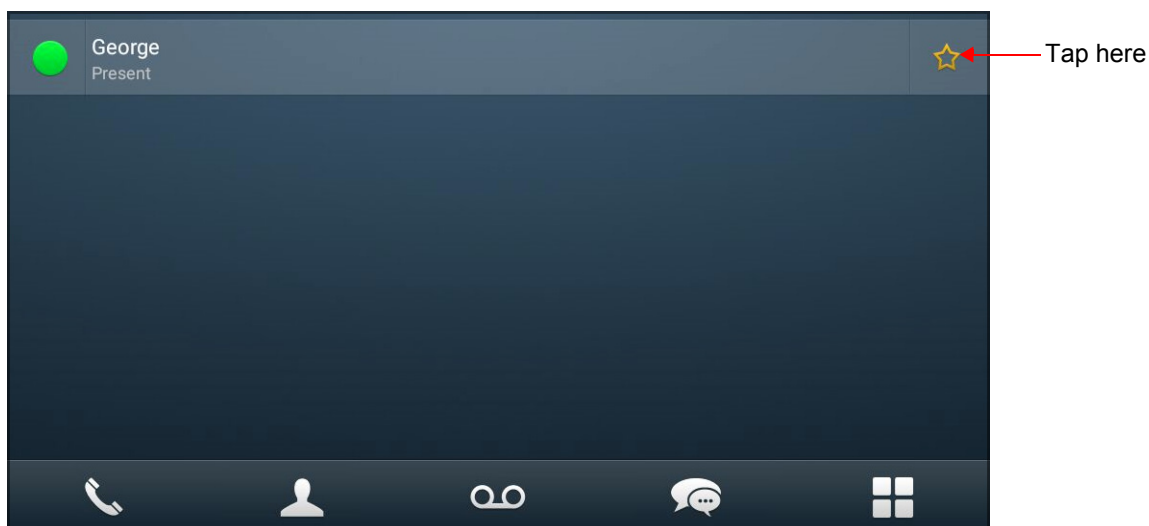
The **Assign Account Code** screen appears automatically.

- Enter the **Account Code** Number manually or tap **Account Code** list  to select the desired entry from Account Code Names list. The Account Code assigned to the entry will be displayed.
- Tap **OK**. The external number rings.

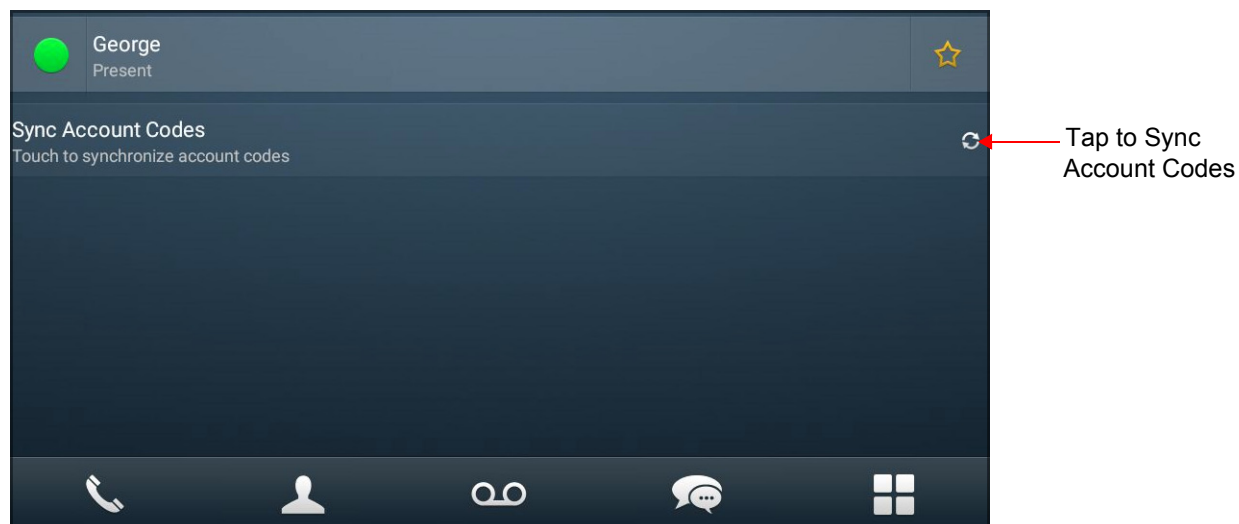
## Account Code Synchronization Notification on the Home Screen

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

- Tap **Sync Account Code Notification**  on the **User Status** bar of **Home** screen.



- The **Sync Account Code Notification** bar will appear. Tap on the bar to synchronize the Account Codes.






# DND - Override

---

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

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

The dialed extension starts ringing.

# One Touch Transfer

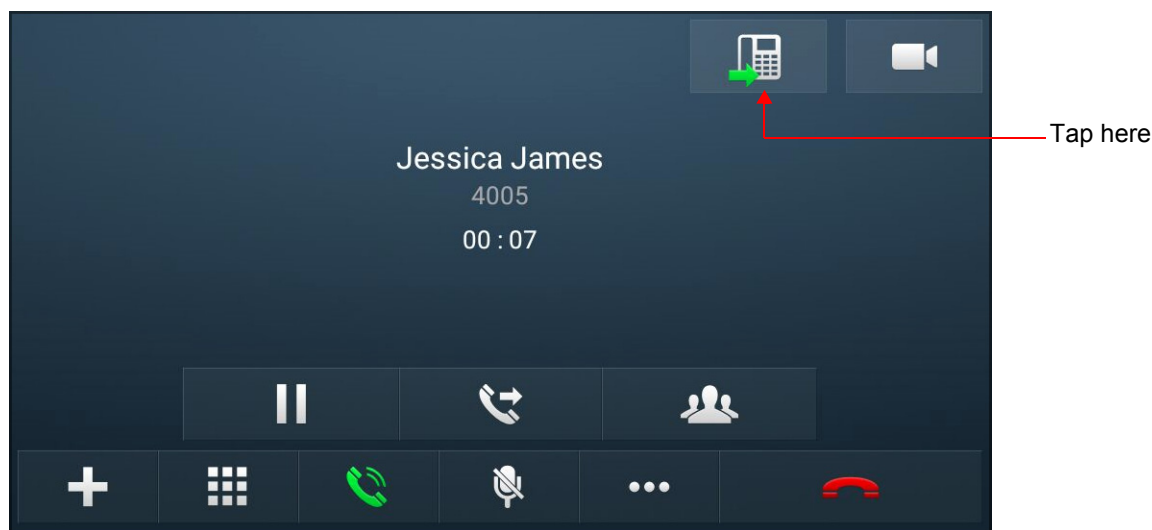
---

One Touch Transfer allows you to transfer the ongoing call to another fixed extension/mobile extension without entering the number of that extension or putting the call on hold.

To use One Touch Transfer, make sure you have configured the desired extension number in Fixed Transfer Number. For more details see [“Call Settings”](#) in **Settings**.

To transfer an ongoing call to the destination extension,

- Tap **One Touch Transfer** .



The call will be transferred to the destination extension.

Similarly, you can transfer the call from the mobile extension (VARTA ADR100/AMP100) or Windows client (VARTA WIN200) to your fixed extension.

# Handover


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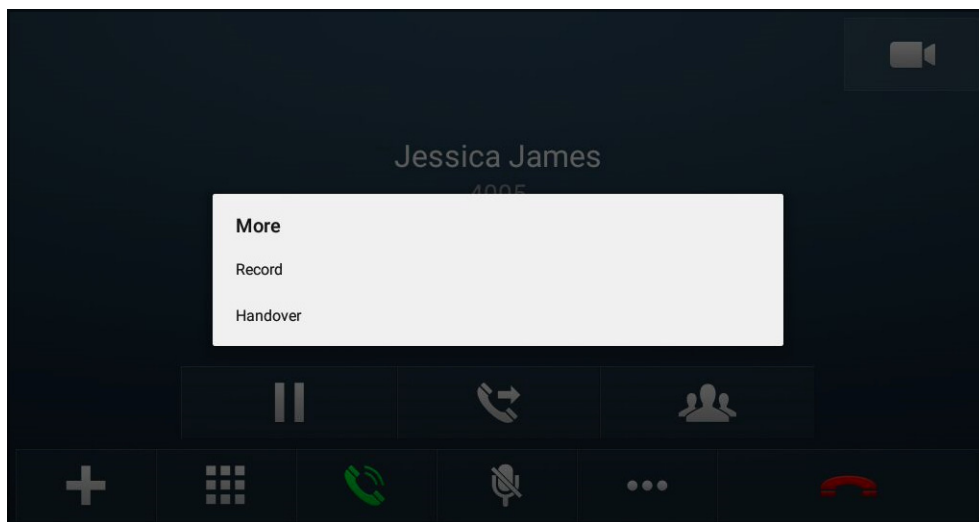
Handover allows you to manually transfer an active call from your IP Phone to a cellular number on the cellular network. This is useful when you have an ongoing call and you leave the Wi-Fi network, or if there are voice quality issues over the Wi-Fi network. The call is moved without being disconnected and redialing the number.

## Wi-Fi to Cellular Handover

You can switch from the Wi-Fi network to the Cellular network manually when the Wi-Fi signal strength is low or if you are required to move away from the Wi-Fi network.

To perform handover,

- Configure the **Cellular Number**. If the Cellular Number is not configured the call is transferred to your Mobile Number<sup>5</sup>. For more details, see [“Handover Settings”](#).
- During an ongoing conversation, tap **More** .



- Tap **Handover**.

You will get an incoming call on your Cellular Number.



*If both the Mobile Number and Cellular Number are not configured, you cannot Handover the call.*

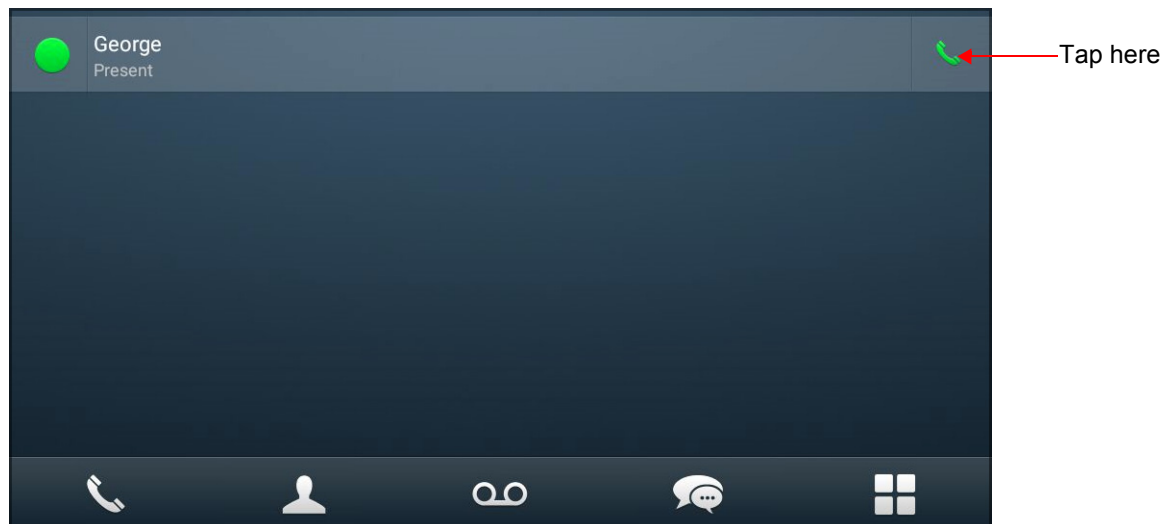
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5. Mobile Number is the cellular number of the SIP Extension user configured in the System.

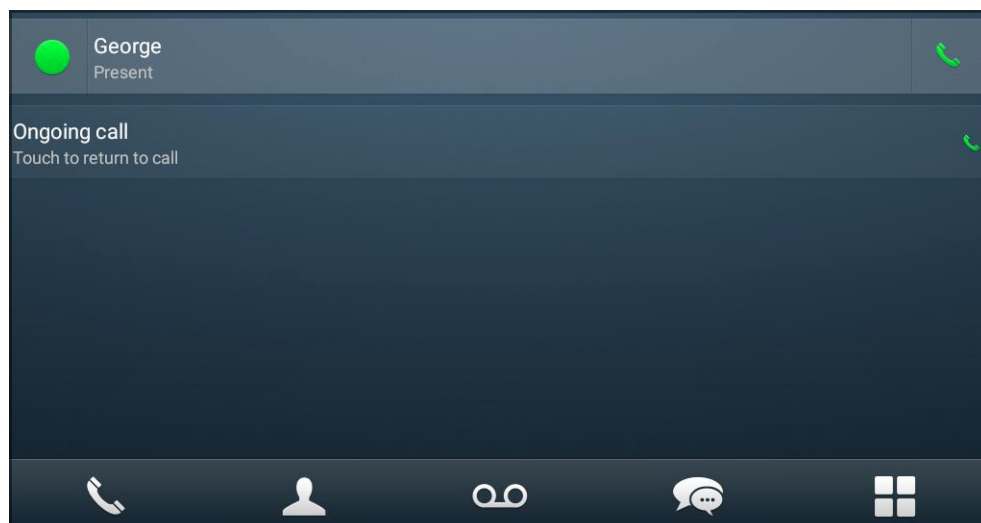
## Cellular to Wi-Fi Handover

You can also manually switch from the Cellular Network to the Wi-Fi network.

After handing over an ongoing call to a cellular number, you will get a notification for Ongoing Cellular Call in the Home screen of your IP Phone.



- Tap on Ongoing Cellular Call Notification.



You get incoming **Handover call** on your IP Phone.

- To complete the Handover, tap **Audio Answer**  .

# Call Budget

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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 IP Phone is exhausted, you will not be able to make external calls.*

# Headset


---

Using the Headset feature you can switch the speech path to the Headset directly.




*To use this feature make sure you have connected a compatible Headset to the phone. You can connect a USB Headset or Bluetooth Headset or RJ9 Headset. For instructions, see [“Phone Installation”](#).*

To enable the Headset mode,

- Press the **Headset**  key. The LED of the Headset key glows in green.

To disable the Headset mode,

- Press **Headset**  key again. The LED of the Headset key is turned off.

The speech path during an on-going call will be displayed as the Audio Route option. If required, to change the speech path, tap the Audio Source Button. The Audio Route options will be displayed according to the connected devices. By default, only RJ9 Headset option is displayed. To know more, refer to [“Call Screen Functionality”](#).

# Emergency Call

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You can dial the emergency number when the IP Phone is unlocked or locked.

To dial an Emergency number when the IP Phone is unlocked,

- Lift the Handset
- Dial the **Emergency Number**.

**OR**

- Dial **Trunk Access Code** followed by the **Emergency Number**.

To know more, refer to [“Making Calls”](#).

To dial an Emergency number when the IP Phone is locked,

- Lift Handset.

**OR**

Press the **Speaker**  key.

- Dial the **Emergency Number**.

**OR**

Dial **Trunk Access Code** followed by the **Emergency Number**.

Refer to [“Phone Lock”](#) to know more.



*Make sure the **Emergency Number** is configured in the System. Contact your System Administrator for more information.*

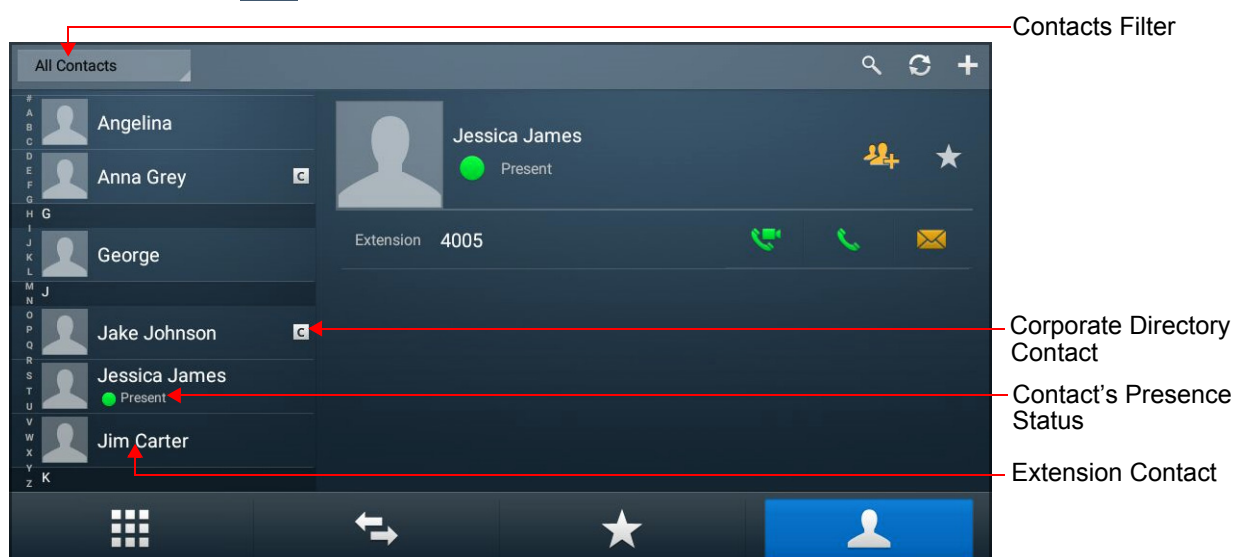





The Contact list of the IP Phone displays the Extensions and Corporate Directory (Global Directory) contacts in a Dual-Pane view.




## Viewing Contacts

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



OR

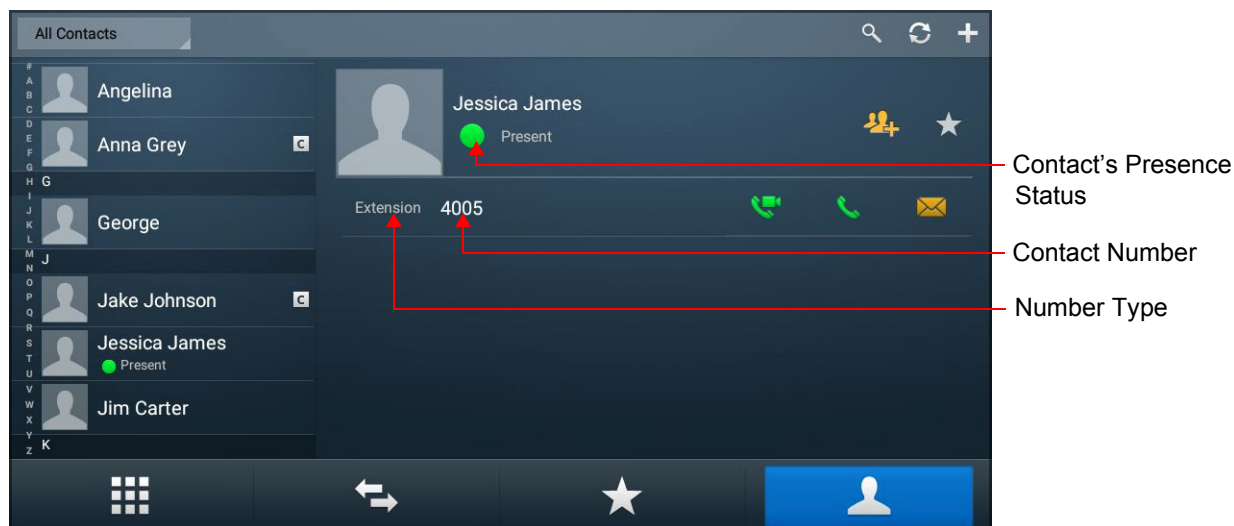
- Tap **Contacts**  on the **Native Home** Screen.

Icon	Name	Description
	Search Contacts	Tap to search a contact from the list. See <a href="#">“Searching Contacts”</a> .
	Sync Contacts	Tap to synchronize your contacts with that of the System. See <a href="#">“Synchronizing Contacts”</a> .
	Add Contacts	Tap to add a contact to the Corporate Directory (Global Directory) of the System. See <a href="#">“Adding Contact”</a> for details.

# Contact Details

You can view the details of each contact from the Contact list.

- Scroll the **Contact** list on the left hand-side pane and tap the desired contact to view its details.



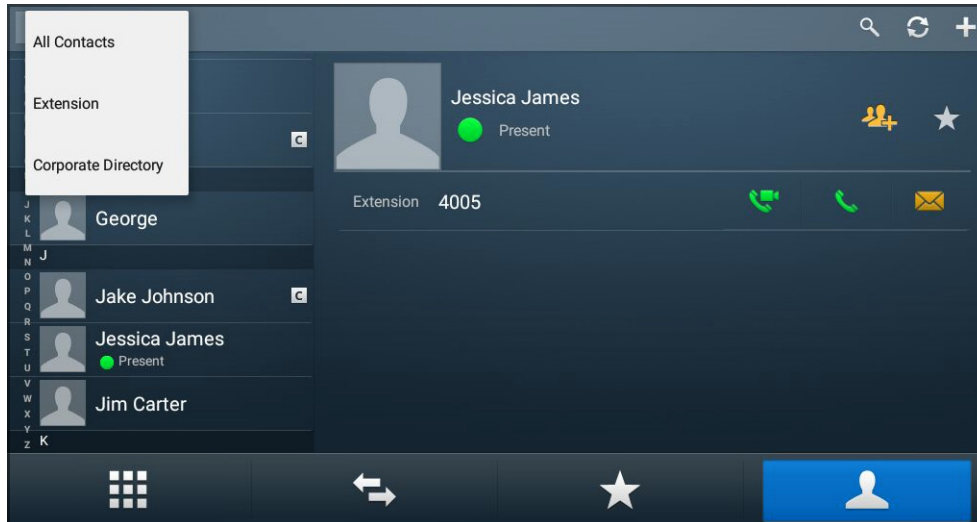
Icon	Name	Description
	Presence Subscription	Indicates that you have subscribed for the presence status of the selected contact. Tap to disable.  indicates that you have not subscribed for presence status. Tap to enable.  For more details, refer <a href="#">“Viewing Others’ Presence Status”</a> .
	Favorites	Indicates that the contact is already added to your Favorites. Tap to remove from the Favorites.  indicates that the contact is not included in your Favorites. Tap to add to your Favorites.  For details, refer <a href="#">“Adding and Removing Contact from Favorites”</a>
	Message	Tap to send IMs or SMS messages to this number. For details, refer <a href="#">“Sending Messages”</a> .
	Audio Call	Tap to make an audio call to this number. See, <a href="#">“Making Calls”</a> .
	Video Call	Tap to make a video call to this number. See, <a href="#">“Making Calls”</a> .

# Filtering Contacts

---

Using Contacts Filter, you can filter your contacts as per the Contact Type - Extensions or Global Directory (Corporate Directory)

- Tap the **Contacts Filter**.



- Tap the desired filter option (for example, Extensions or Corporate Directory) to view contacts of similar type.

# Searching Contacts

---


You can search the desired contact, if available, from the Contact list.

To search a contact,

- Tap **Search Contacts**  .

- Type characters using the onscreen keyboard.

A list of matching search result(s) will appear on the screen, if found.

- To clear all the characters from the Search bar, tap **Clear All**  .

# Adding Contact

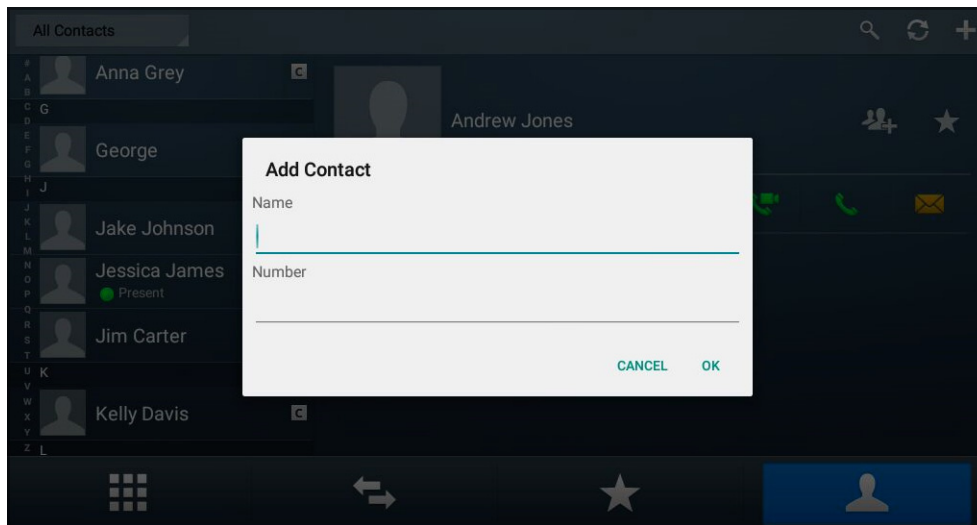
You can add new contacts to the existing Contact list using the Add Contact option.



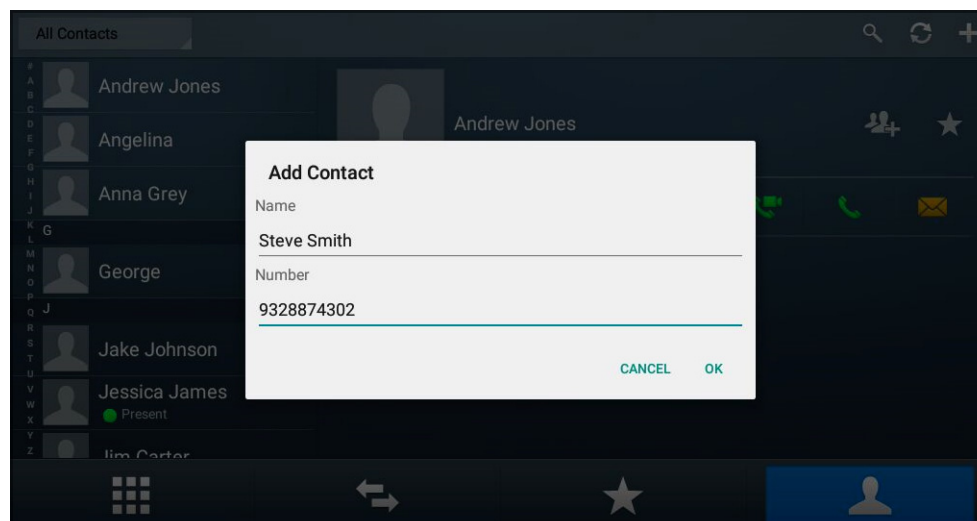
*You can add new contacts only if, **Global Directory Part-1** and **Global Directory Programming**, both options are enabled in the Class of Service (CoS) assigned to you. The new contact will be added in Global Directory Part-1 of the System.*

To add a new Contact,

- Tap **Add Contact** .



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



- Tap **OK**.

# Editing and Deleting Contact

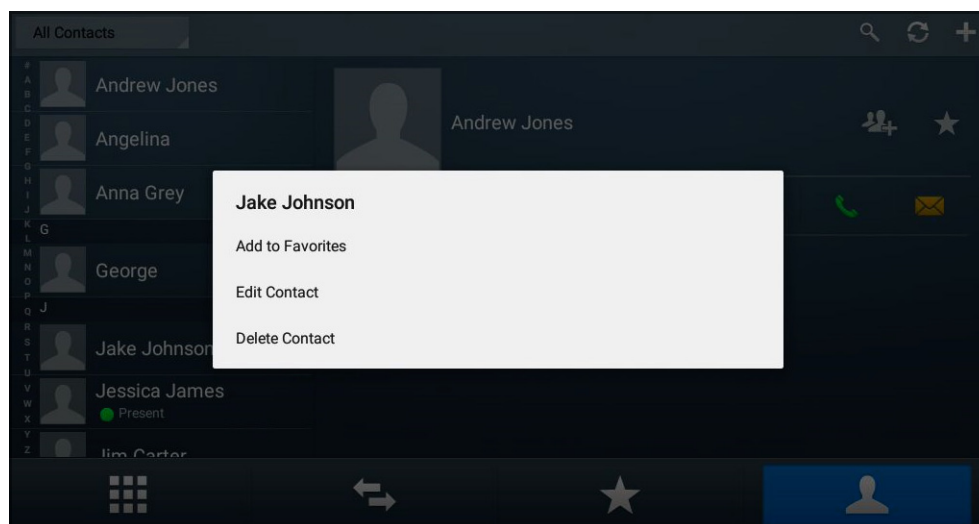
You can edit or delete contacts, if required, provided **Global Directory Part-1** and **Global Directory Programming** options are enabled in the Class of Service (CoS) assigned to your extension.



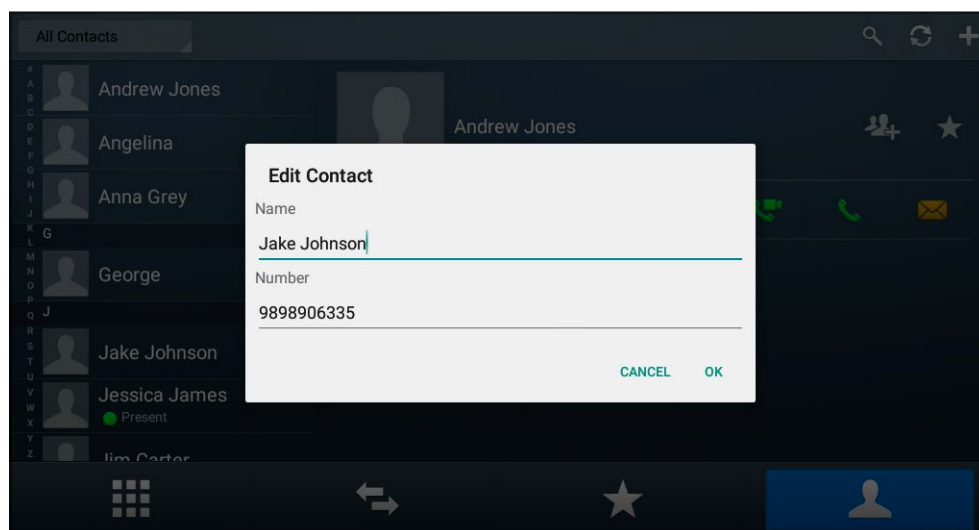
- *On deleting a contact, it is deleted from the Global Directory of the System also. So it is recommended to delete contacts judiciously; else you may lose important contacts from the Corporate Directory.*
- *When you edit or delete a contact, it will be updated in Favorites list also, if present.*

## Editing Contact

- Long tap on the desired entry in the **Contact** list to edit.
- Tap **Edit contact**.



- Edit the **Name** and/or the **Number** and tap **OK**.




## Deleting Contact

- Long tap the desired entry in the **Contact** list to delete.
- Tap **Delete contact**.
- Tap **Yes** to confirm.


# 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**  icon appears which enables you to synchronize your IP Phone Contact list.

To synchronize your IP Phone contacts with that of the System,

- Tap **Sync Contacts**  . The Contact list will get updated.





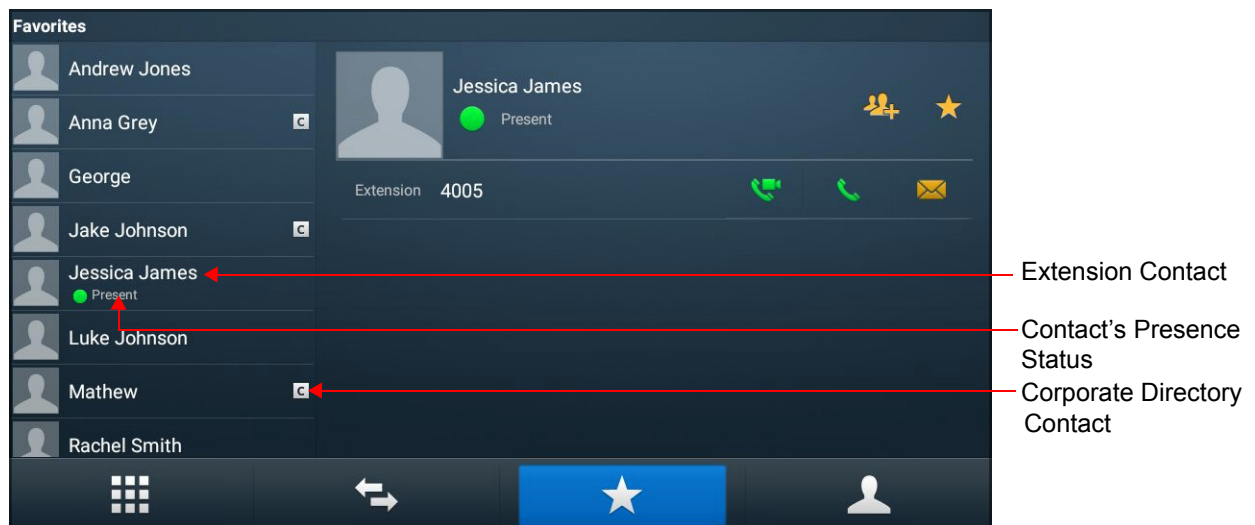
*Whenever you synchronize your Contacts or edit/delete any Global Directory Number using the IP Phone, corresponding entries, if present in the Favorites list, will also be updated. For more details about Favorites, refer [“Favorites”](#).*



The Favorites list can have specific numbers that you need to call to frequently. You can add Extension or Global Directory contacts to the Favorites list.

## Viewing Favorites

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

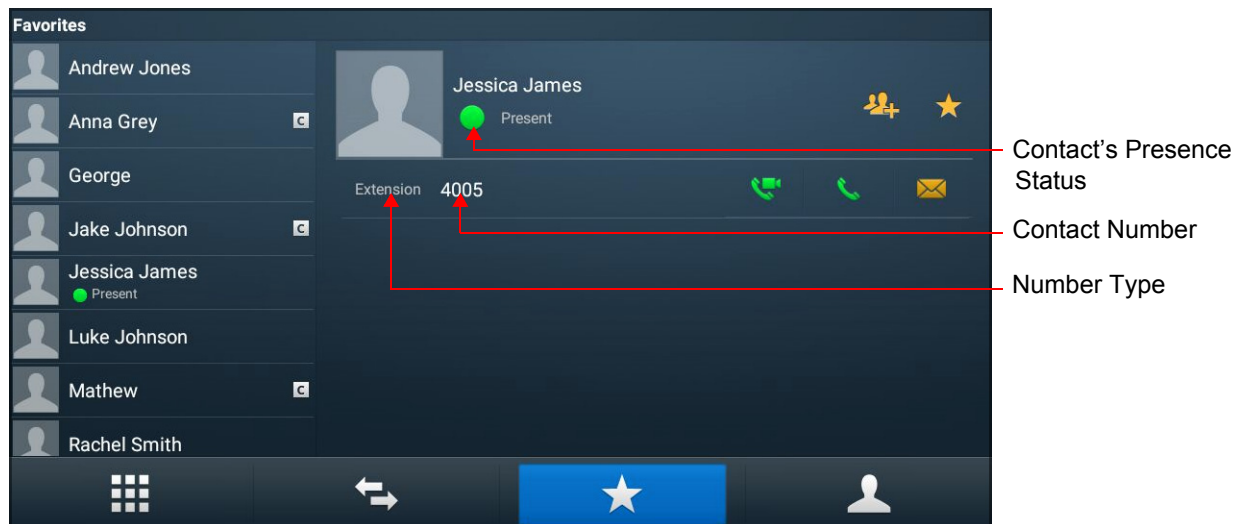








# Favorites Details

You can view the details of each contact added to the Favorites.

To view the details,

- Tap the desired entry in your **Favorites** list.



Icon	Name	Description
	Presence Subscription	Indicates that you have subscribed for presence status of the selected contact. Tap to disable.  indicates that you have not subscribed for presence status. Tap to enable. For more details, refer <a href="#">“Viewing Others’ Presence Status”</a> .
	Favorites	Indicates that the contact is already included in your Favorites. Tap to remove it from the Favorites. For details, refer <a href="#">“Adding and Removing Contact from Favorites”</a>
	Message	Tap to send IMs or SMS messages to this number. For details, refer <a href="#">“Sending Messages”</a> .
	Audio Call	Tap to make an audio call to this number. See, <a href="#">“Making Calls”</a> .
	Video Call	Tap to make a video call to this number. See, <a href="#">“Making Calls”</a> .

# Adding and Removing Contact from Favorites

---

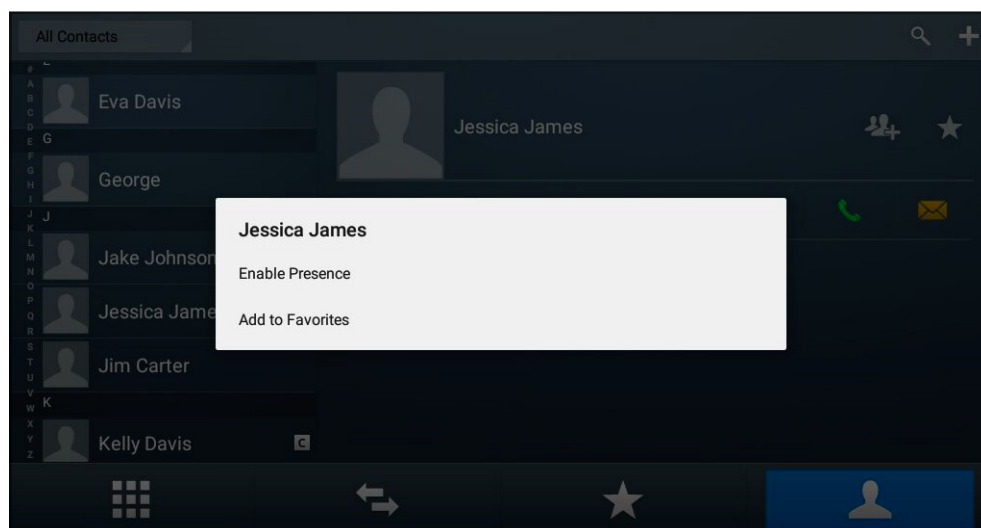
You can create your customized Favorites list from the Contacts. You may add/remove Extension or Global Directory contacts to/from the Favorites list of the IP Phone.

To add contacts to the Favorites list, you can follow any of the following listed ways:

- from the Contacts. See, [“Adding from the Contact”](#).
- from the Contact Details. See, [“Adding from Contact Details”](#).

## Adding from the Contact

- Long tap the desired entry in the **Contact** list.




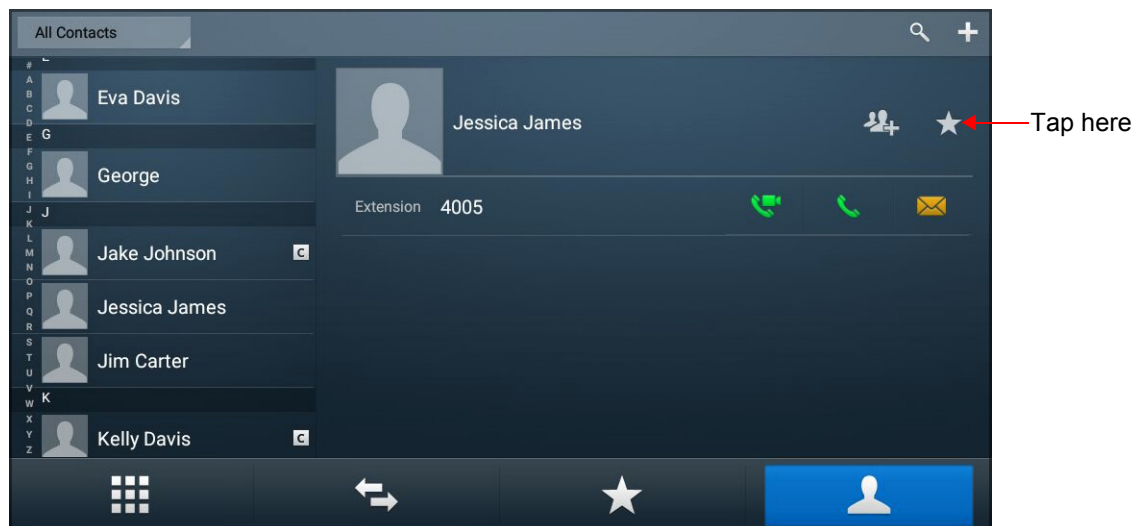
- Tap **Add to Favorites**.



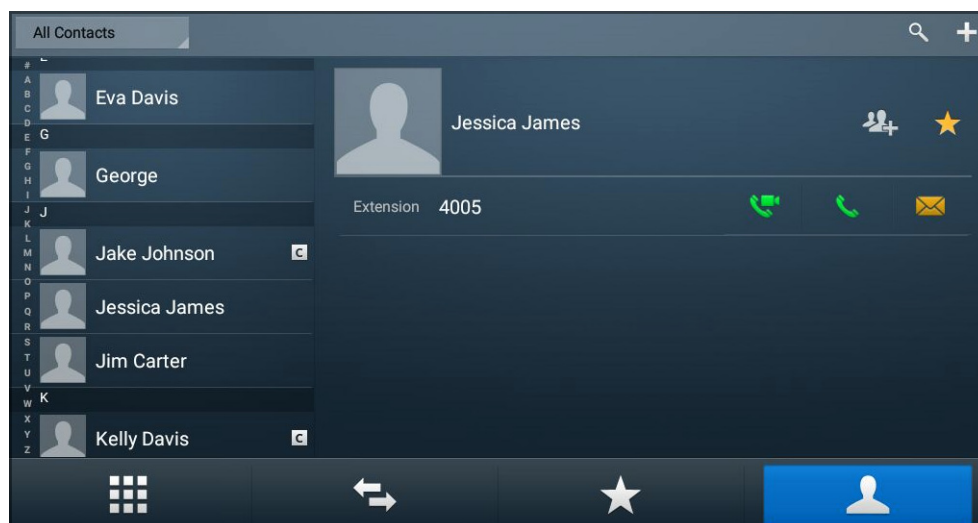
*To add an entry from the **Call Logs** to your **Favorites** list, follow the same instructions.*

## Adding from Contact Details

- Tap the desired contact in your Contacts list.
- On the Contact detail screen, tap **Favorites** .



The contact is added to your **Favorites** list.



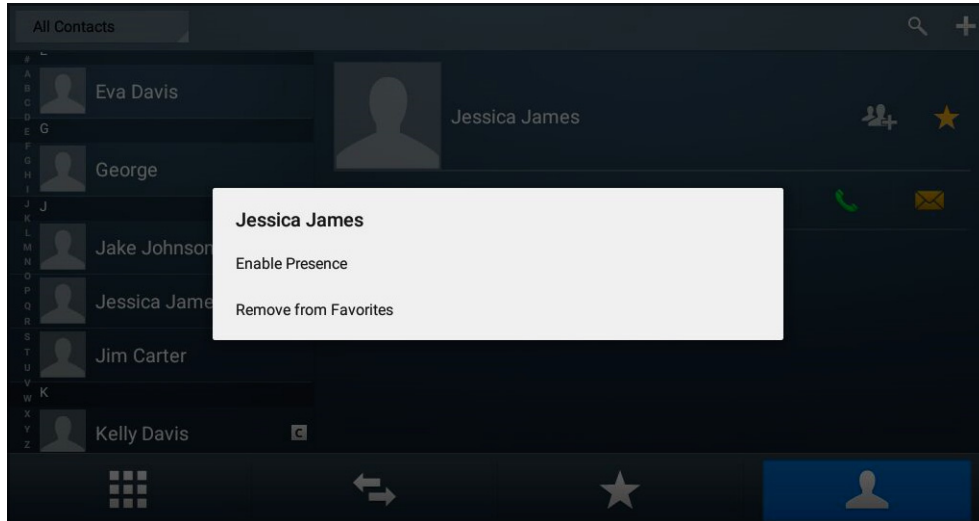
*To add an entry from the **Call Log Details** to your **Favorites** list, follow similar instructions. For more details, refer [“Call Log Details”](#).*

To remove contacts from the Favorites list, you can follow any of the following listed ways:

- From the Favorites. See, [“Removing from Favorites”](#).
- From the Favorites Details. See, [“Removing from Favorites \(Contact Detail\)”](#).


## Removing from Favorites

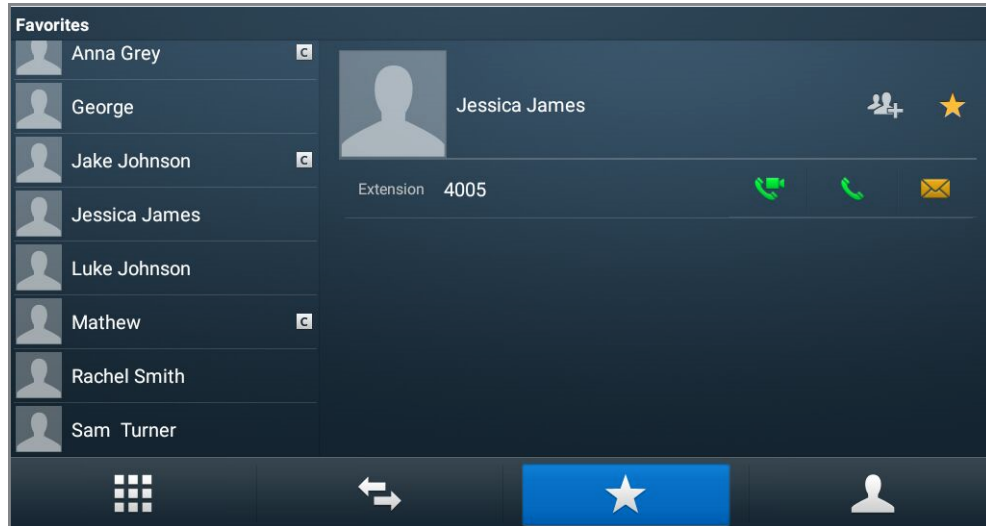
- Long tap the desired entry on the **Favorites** screen.
- Tap **Remove from Favorites**.




To remove a **Favorites** contact from the **Contact** or **Call Logs** list, follow the above instructions.

## Removing from Favorites (Contact Detail)

- Tap the desired entry in your Favorites list.
- On the Contact detail screen, tap **Favorites**  .





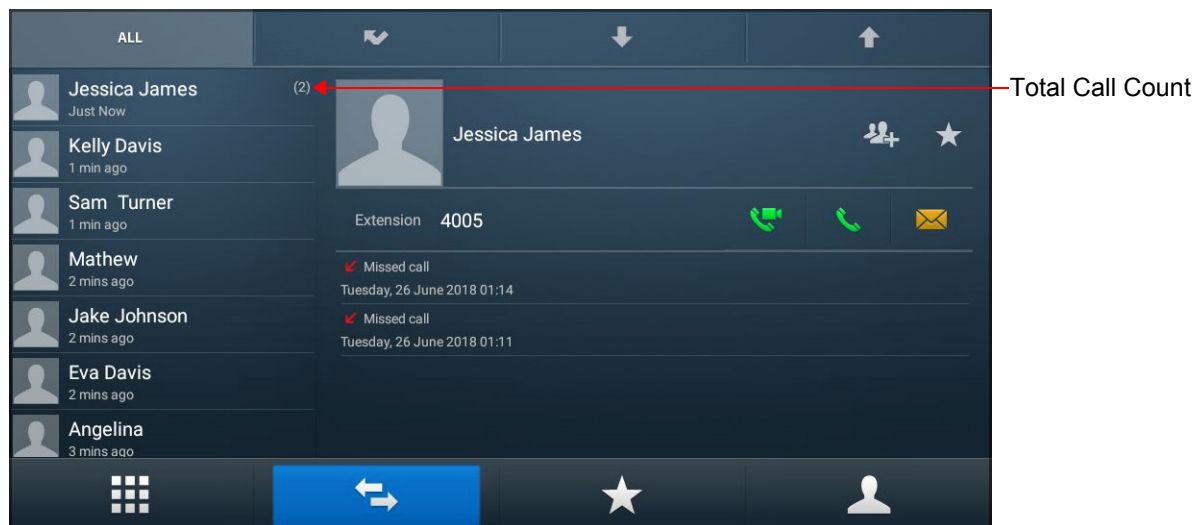
-  To remove a **Favorites Contact** from the **Contact Details** or the **Call Log Details**, follow the same instructions. For more details, refer [“Contact Details”](#) and [“Call Log Details”](#).
- Removing an entry from the Favorites does not delete it from the Contacts.

Call Logs displays the history of all missed, received and dialed calls. Additionally, it displays one single list that combines all of these three call logs.


## Viewing Call Logs

To view the Call Logs,

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







OR

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

OR

- Press **Call Logs**  key on the phone.

Icon	Name	Description
	ALL Calls	Displays all types of calls including Missed, Received and Dialed Calls.
	Missed Calls	Displays only the calls that you have missed.
	Received Calls	Displays only the calls that you have received.
	Dialed Calls	Displays only the calls that you have dialed out.



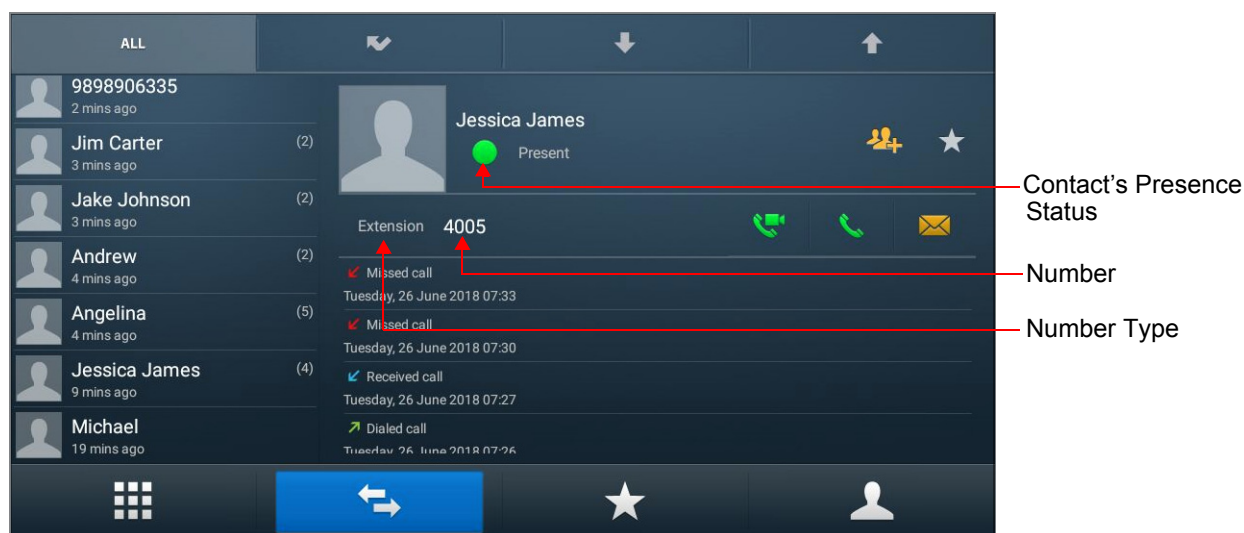
Some entries in the Call Logs may appear as **Unknown** if the Number of that entry is not available. Similarly, some entries in the Call Logs may appear as **Private**, if the callers have concealed their identity using CLIR (Calling Line Identification Restriction). You can not make a call to an **Unknown**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



# Call Log Details

You can view the details of each entry from the Call Logs.

- Tap the desired entry in **ALL Call Logs**.



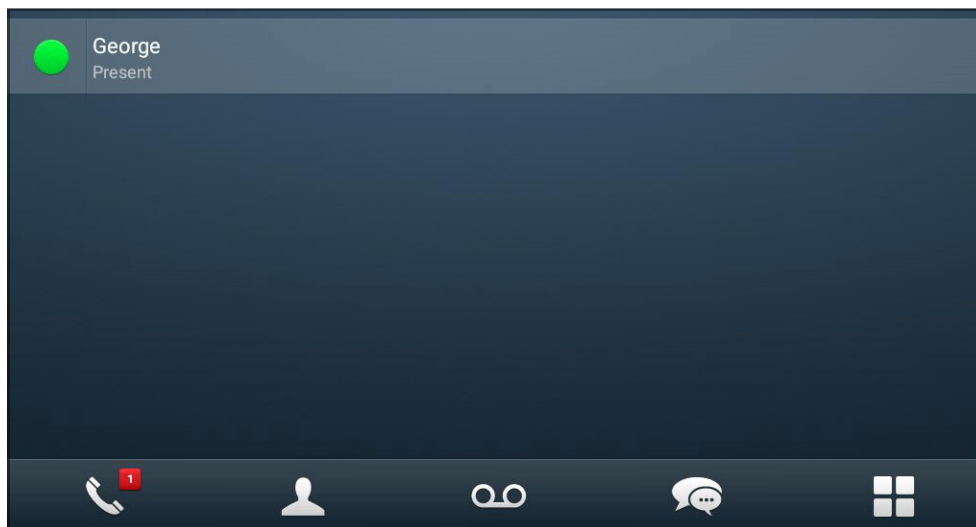
Icon	Name	Description
	Presence Subscription	<p>Indicates that you have subscribed for presence status of the selected entry. Tap to disable.</p> <p> indicates that you have not subscribed for presence status. Tap to enable.</p> <p>For more details, refer <a href="#">“Viewing Others’ Presence Status”</a>.</p>
	Favorites	<p>Indicates that the entry is already added to your Favorites. Tap to remove from the Favorites.</p> <p> indicates that the entry is not included in your Favorites. Tap to add to your Favorites.</p> <p>For details, refer <a href="#">“Adding and Removing Contact from Favorites”</a></p>
	Message	<p>Tap to send IMs or SMS messages to this number. For details, refer <a href="#">“Sending Messages”</a>.</p>
	Audio Call	<p>Tap to make an audio call to this number. See, <a href="#">“Making Calls”</a>.</p>
	Video Call	<p>Tap to make a video call to this number. See, <a href="#">“Making Calls”</a>.</p>



# Missed Call Notification

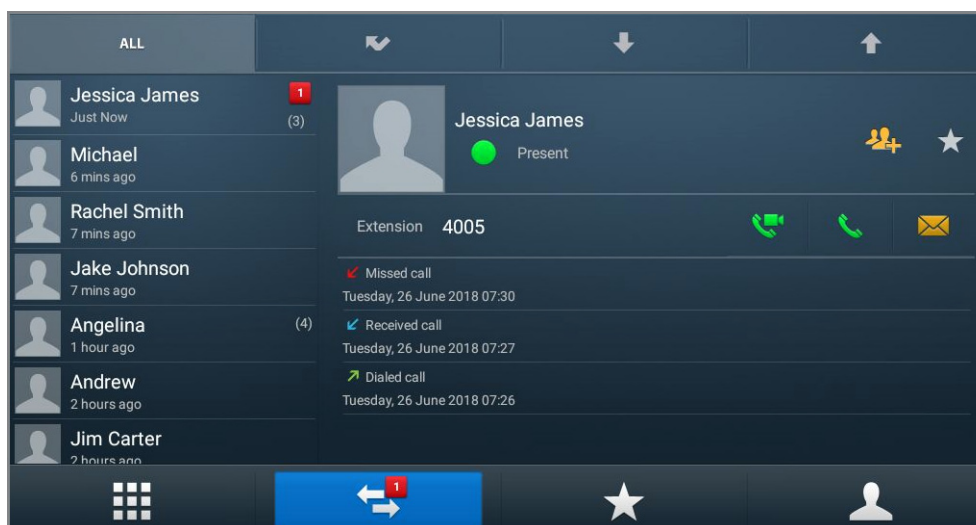
The number of missed calls is displayed as a badge on the **Phone**  icon of the **Home** screen.

To view the missed calls,

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



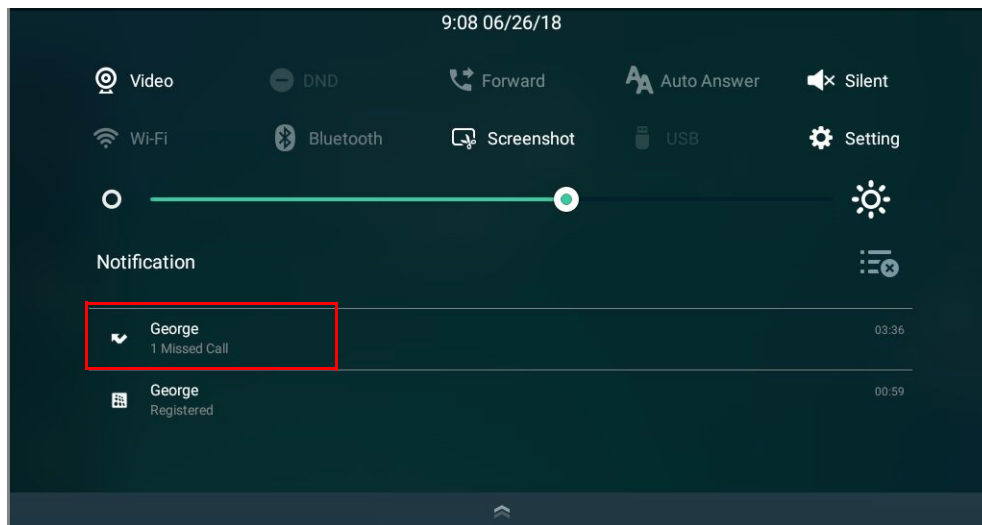
- The list of **ALL Calls**  will appear where the number of missed calls will be displayed in the badge.
- Tap the desired entry in **ALL** or **Missed Calls**  to view the details of the caller from whom you got a missed call along with number and time.



- If there are missed calls from multiple callers, each of those entries will display a badge indicating the corresponding number of calls that you have missed.

Besides the Home screen, the **Missed call** notification will also be displayed in the following:

- **Notification Center**



- **Native status bar**



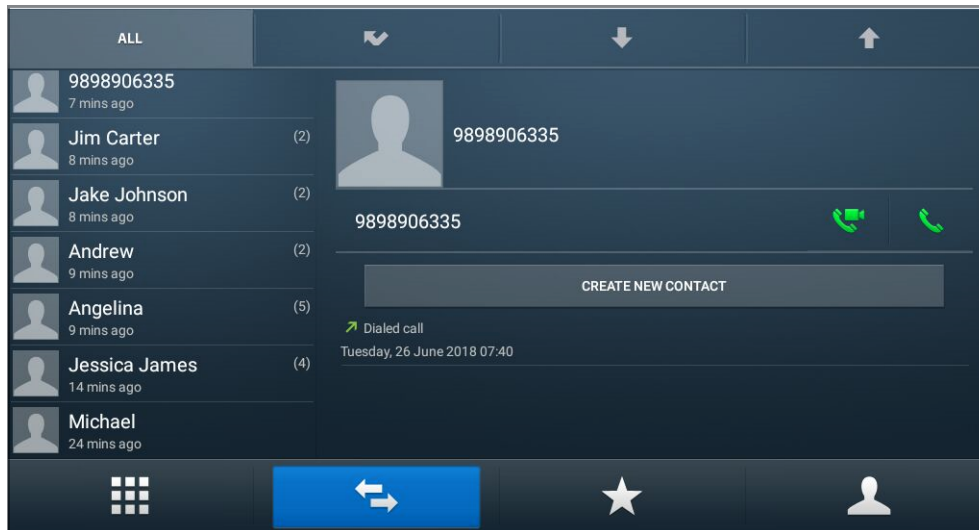
- **Power Indicator LED** - the LED slowly flashes red.

# Creating New Contact from Call Logs

You can create new contacts for unknown external numbers that appear in the Call Logs. The new contact is added to the Global Directory.

To create a new Contact of an external number,

- Tap the number in the **Call Logs**.
- Tap **Create New Contact** to add the contact.



- You can create new contact of the desired entry using long tap in the Call Logs list also.

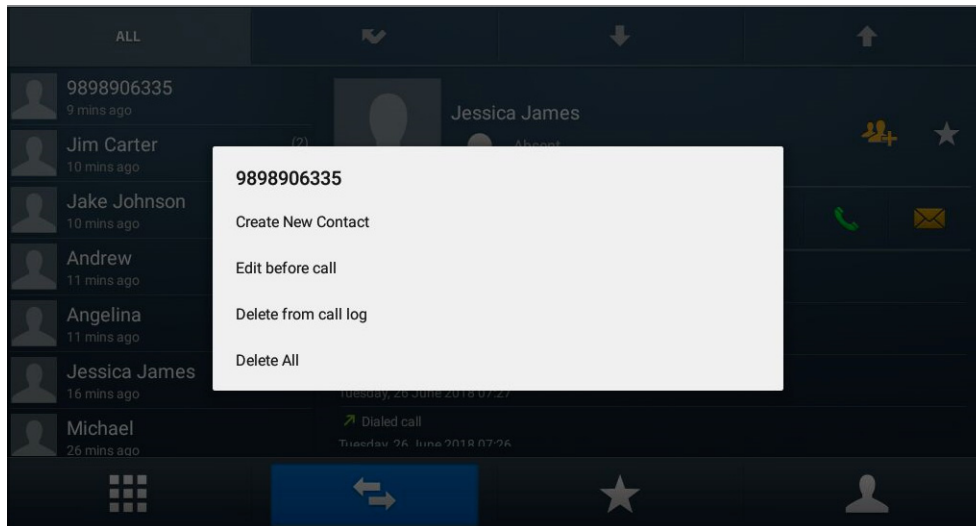


*If the options **Global Directory Part-1** and **Global Directory Programming** are not allowed for your extension, then you will not be able to add the contact. To add the number to the Global Directory, ask your system administrator to enable these options in your Class of Service (CoS).*

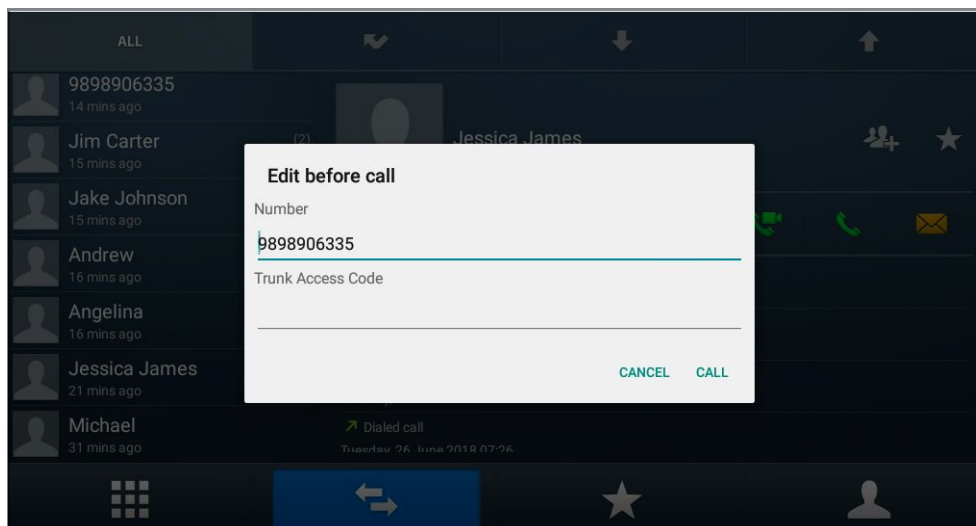
# Editing an Entry before Placing a Call

You can edit an unknown external number from Call Logs before placing a call.

- Long tap on the desired entry in Call Logs.



- Tap **Edit before call**.
- Edit the number and/or the Trunk Access Code<sup>6</sup> as required.



- Tap **Call**.
- Tap **Audio call** or **Video call** as desired.

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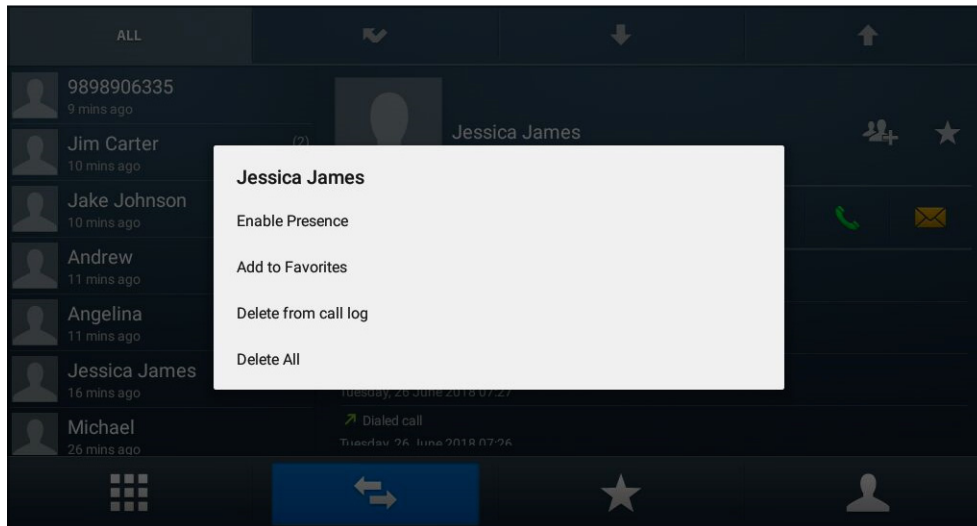
<sup>6</sup> Enter the Trunk Access Code only if you do not want to use the default trunk assigned.

# Deleting Call Logs

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You can delete a single entry at a time or delete all entries at once from the Call Logs.


- Long tap the desired entry in the **Call Logs**.
- Tap **Delete from call log** to delete the selected entry.
- Tap **Delete All** to delete all the call log entries at once.




*The entries deleted from **ALL Calls** **ALL** , will also be deleted from other lists — Missed Calls, Received Calls or Dialed Calls.*

Messages lets you send or receive IM/SMS messages to other parties. The Messages screen displays all the conversations that you had with other parties.

## Viewing Messages

- Tap **Messages**  on the **Home** screen.
- The left pane displays the list of all the conversations. The last received new message details are displayed on the right pane, by default.



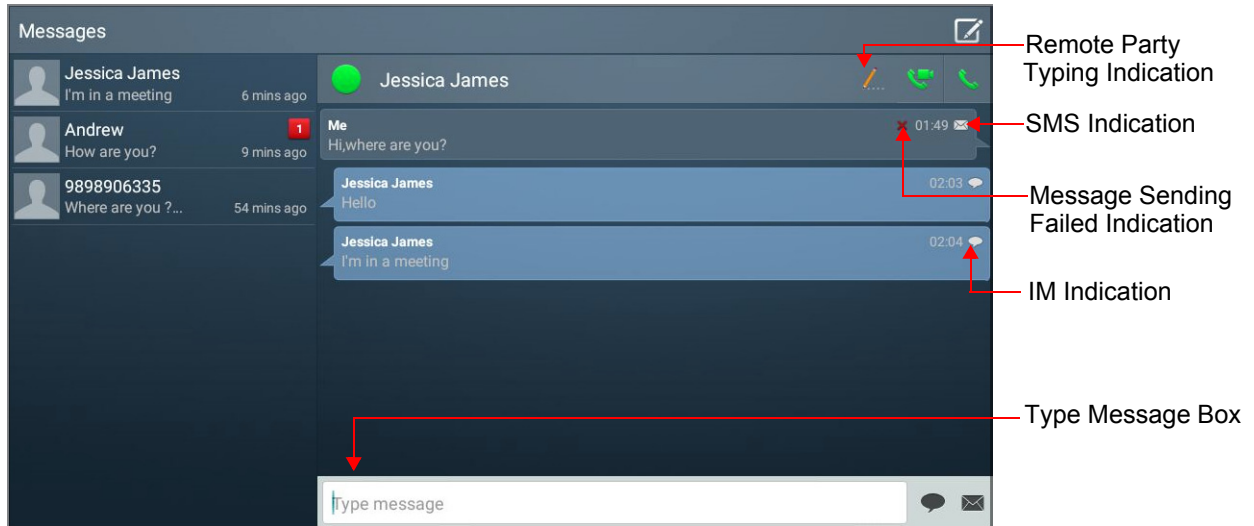
Icon	Name	Description
	Compose Message	Tap to compose a new message which can be sent to any number as per your preference. See <a href="#">“Sending Messages”</a> .





# Message Details

You can view the details of the conversations you had with different parties.

To view the message details of a conversation,

- Tap the desired conversation from the list in the left pane.




Icon	Name	Description
	Audio Call	Tap to make an audio call to this number. See, <a href="#">“Making Calls”</a> .
	Video Call	Tap to make a video call to this number. See, <a href="#">“Making Calls”</a> .
	Send IM	To send an IM to this number, tap Send IM.
	Send SMS	To send an SMS, tap Send SMS. It will be available only when SMS feature is enabled in the Class of Service assigned to your extension. For more details, contact your System Administrator.



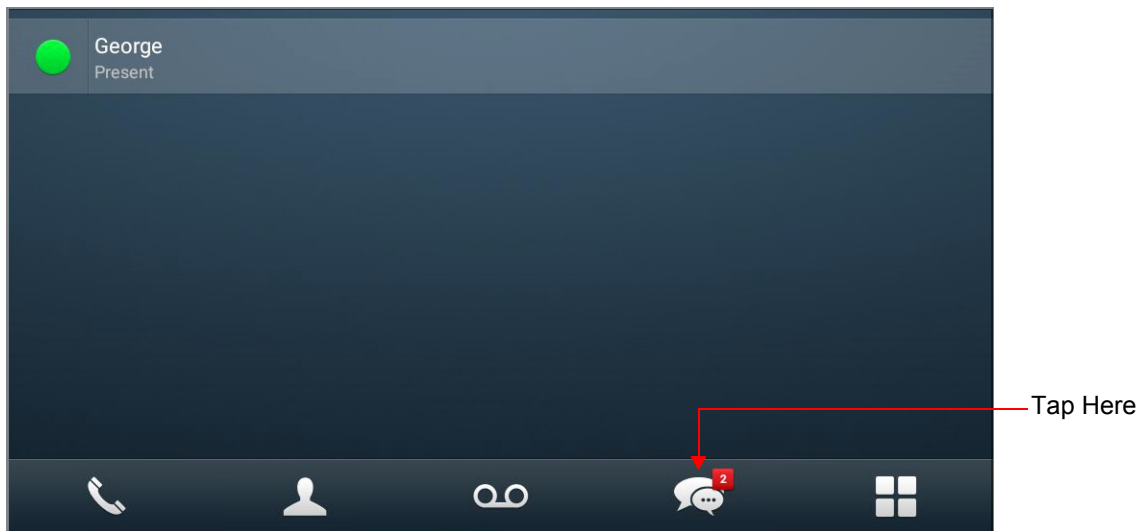
# New Message Notification

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If you have unread messages, New Message notification is displayed as a badge on the **Messages**  icon on the **Home** screen. The badge indicates the number of new/unread message(s).

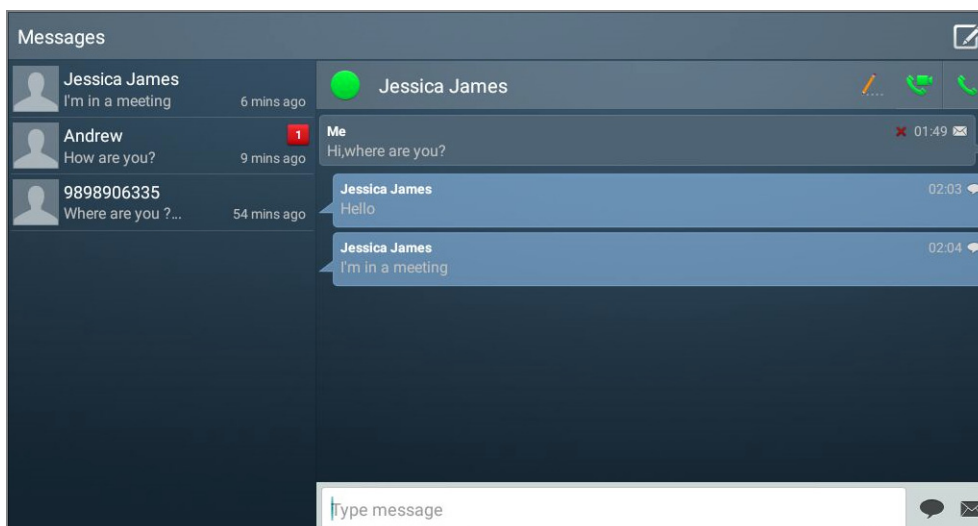
To view the unread messages,

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



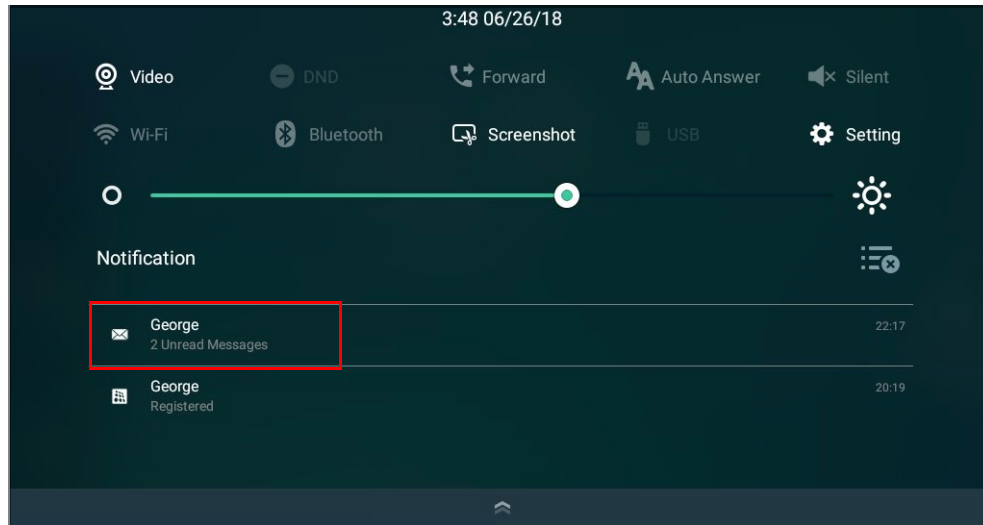
The last received new message details are displayed in the right pane, by default.

- Tap the conversation having the Message Count indication.

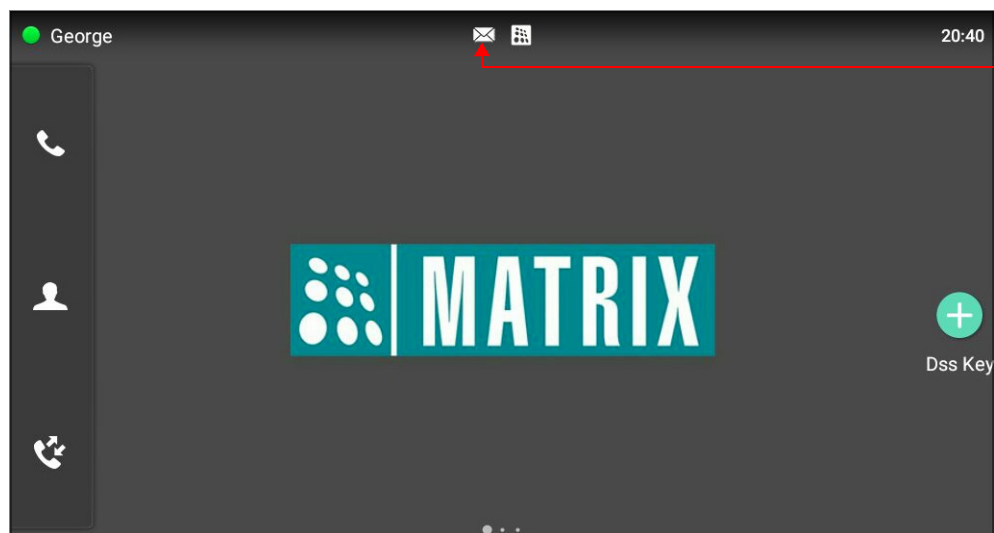


Besides the Home screen, the new **Message** notification will also be displayed in the following:

- **Notification Center**



- **Native status bar**



New Message Notification

- **Power Indicator LED** - the LED slowly flashes red.

# Sending Messages



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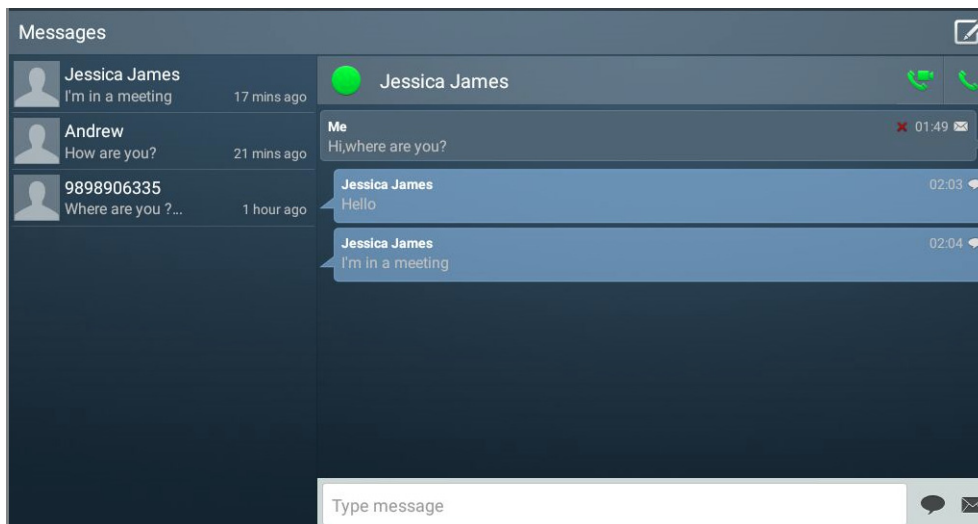
You can send IMs and/or SMS messages using Messages. However, availability of these options (*Send IM* and *Send SMS* icons) is dependent on the following conditions.


You can send,

- **IMs** only when the remote extension is a SIP extension.
- **SMS** only when **SMS Over IP** option is enabled for your extension. Contact your System Administrator for further clarifications.

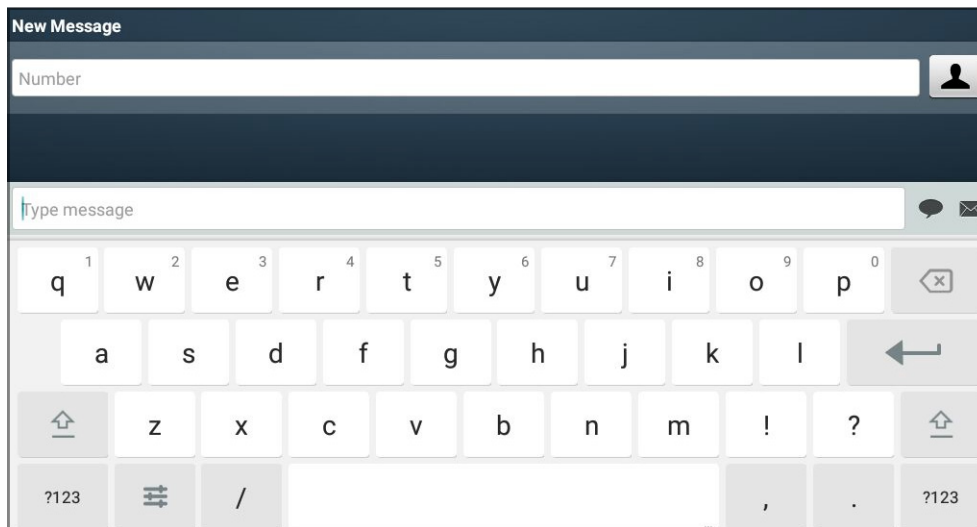
## Sending a New Message using the Compose

- Tap **Messages**  on the **Home** screen.
- Tap **Compose Message**  .





- Enter the number manually or tap **Contacts**  to select the desired extension from your Contact list.

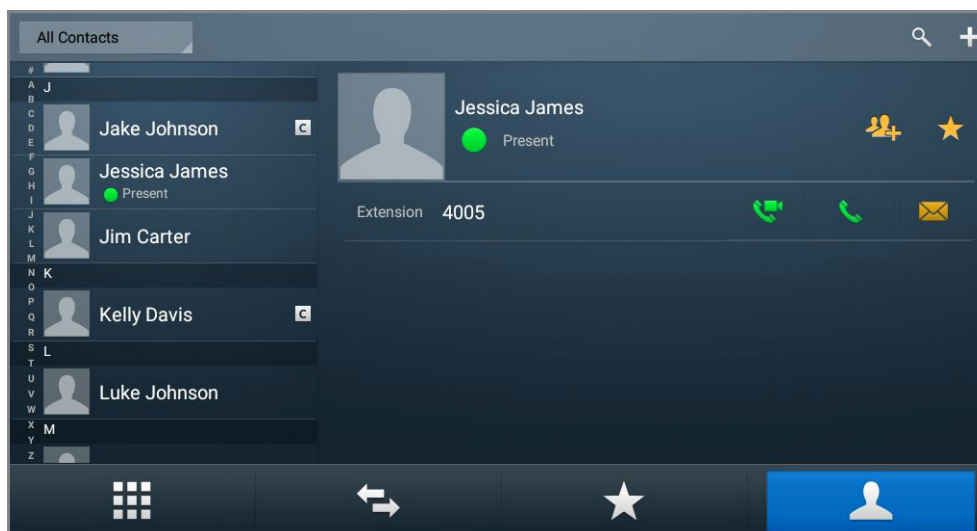
- Type the message.



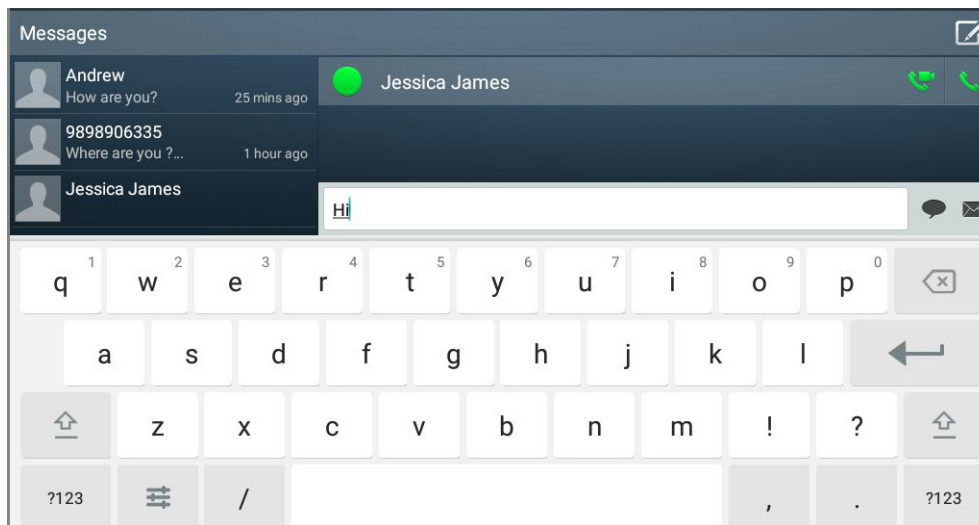
- Tap **Send IM**  or **Send SMS**  as desired.



## Sending a New Message from the Contacts


- Tap **Contacts**  on the **Home** screen.
- Tap the desired contact to whom you want to send a message.
- On the contact detail screen, tap **Message** .




- Type your message.

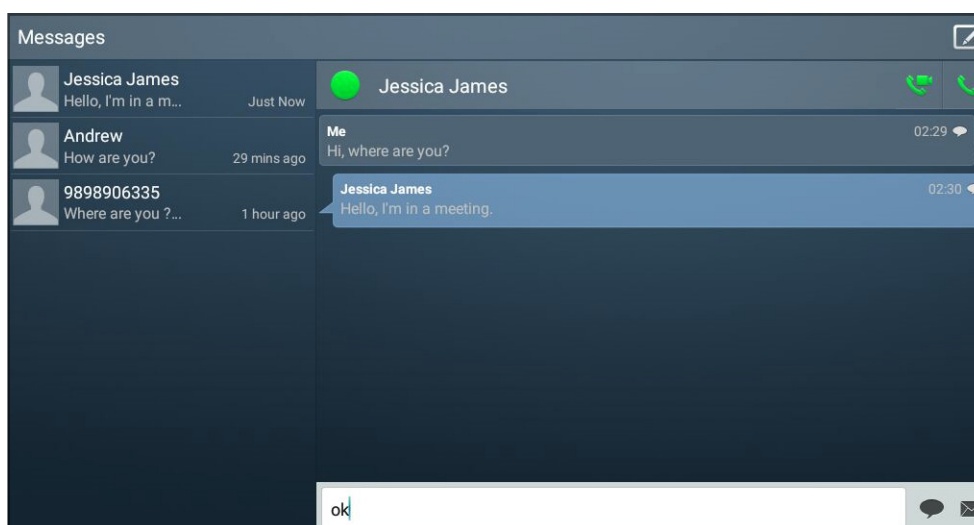




- Tap **Send IM**  to send an IM. To send an SMS, tap **Send SMS** .

 You can send messages from Call Log Details or Favorite Details also. For more information, refer [“Call Log Details”](#) and [“Favorites Details”](#).

## Replying to a Message

- Tap **Messages**  on the **Home** screen.
- Tap the desired conversation.
- Tap the **Type Message** box and type your message.

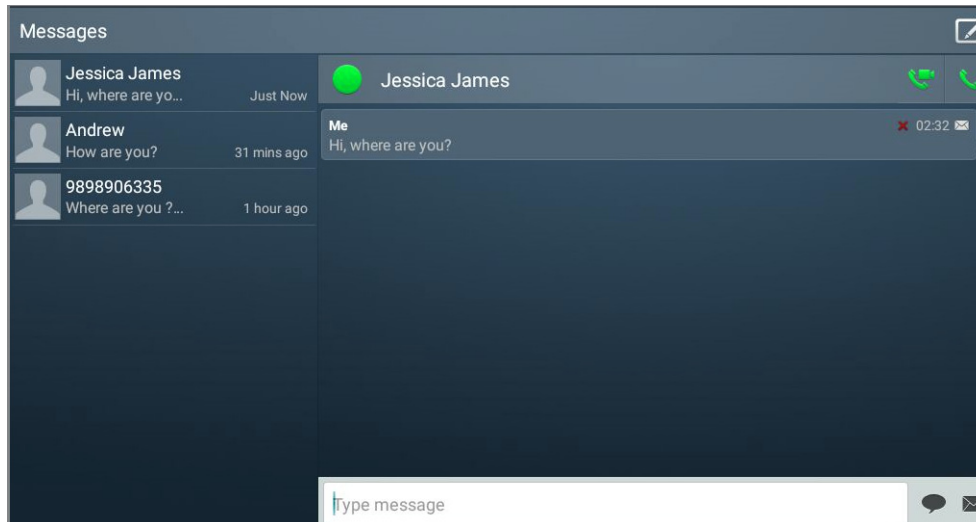


- Tap **Send IM**  to send an IM. To send an SMS, tap **Send SMS** .

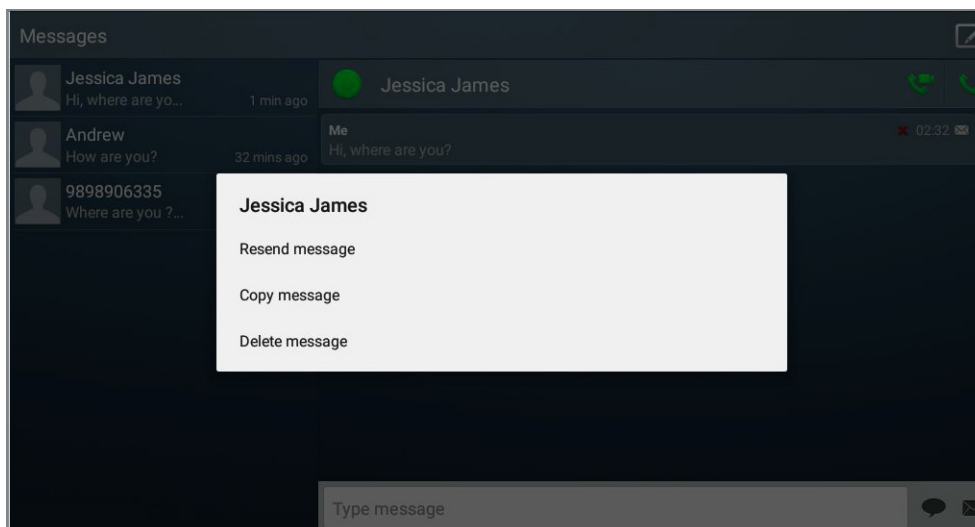
## Re-sending Messages

To re-send undelivered messages,

- Long tap the message having the Message Sending Fail indication.



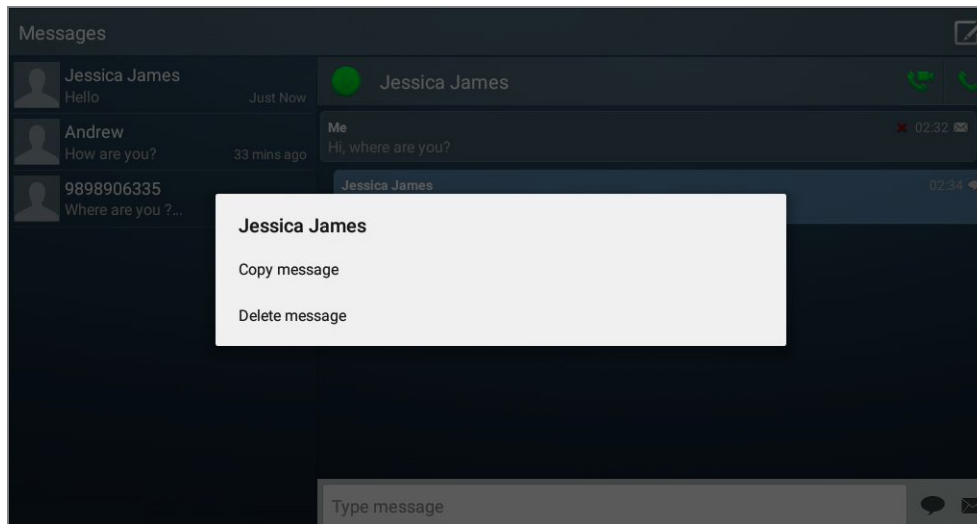
- Tap **Resend message**.



## Copying Messages

To copy a message,

- Long tap the desired message.
- Tap **Copy message**.



- To paste, long tap the **Type Message** box and tap **Paste**.

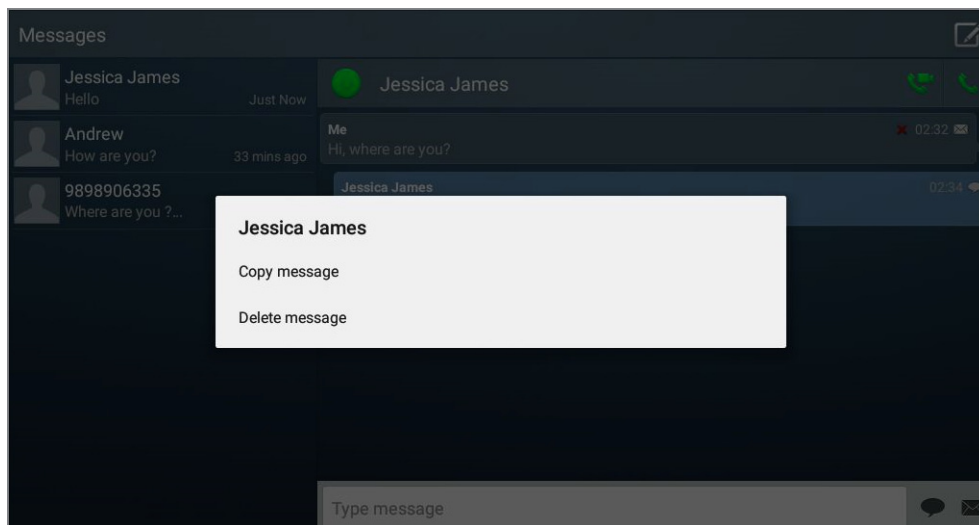
# Deleting Messages

---

You may delete a message within a conversation, an entire conversation or all the conversations at once.

## Deleting a Message within a Conversation

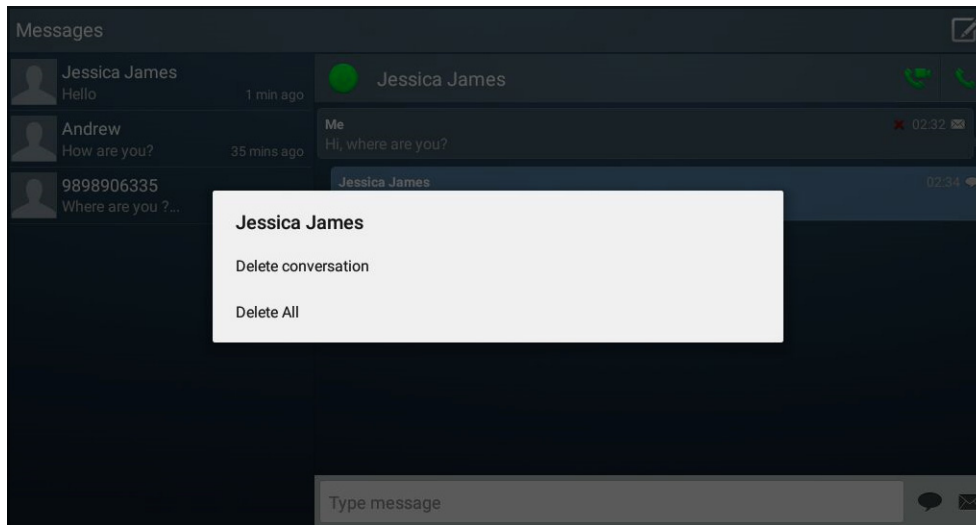
- Long tap on the message you want to delete.
- Tap **Delete message**.





## Deleting Conversation/s

- Long tap on the desired conversation you want to delete.



- Tap **Delete conversation** to delete the selected conversation.
- Tap **Delete All** to delete all the conversations at once.



*Deleted messages cannot be retrieved, make sure you do not lose any important message(s).*

- Tap **Yes** to confirm.







---

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



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

## Accessing Voicemails

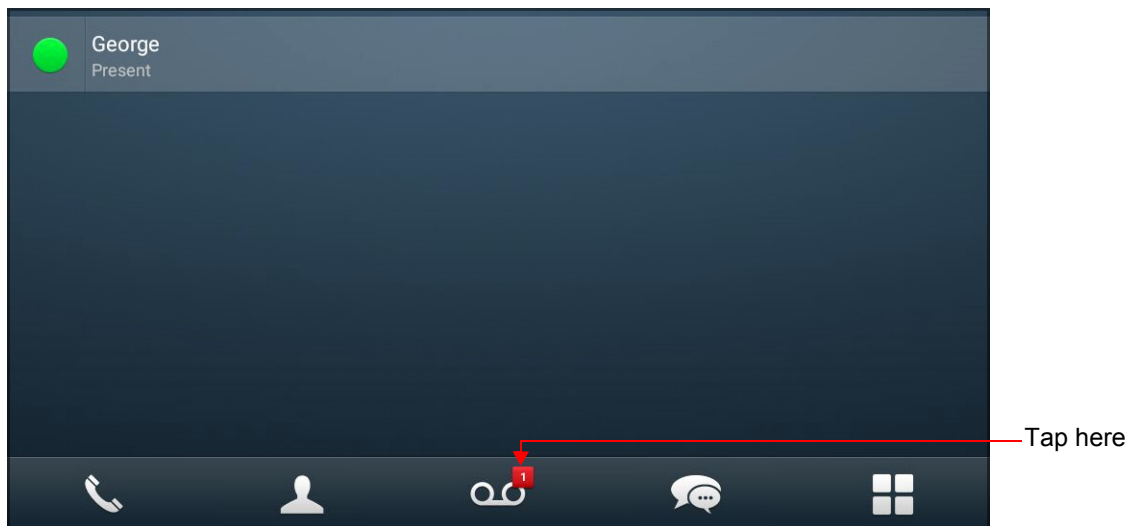
- Tap **Voicemail**  on the **Home** screen.
- Follow the prompts of the **voice guided message** to listen to the voicemails. To enter the mailbox password or to dial digits, tap **Keypad** .
- Enter digits from the **Keypad** as per the prompt. For example, if you need to enter your Mailbox password then enter the password (**default: 1111**) from the Keypad.
- To hide the Keypad, tap **Hide Keypad** .
- To disconnect, tap **End Call** .

## New Voicemail Indication

Notification for a new Voicemail(s) will be indicated by the badge on the **Voicemail** icon. The badge indicates the number of new/unread voicemail(s) you have in your Voicemail box.

To listen to a new **Voicemail**,

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

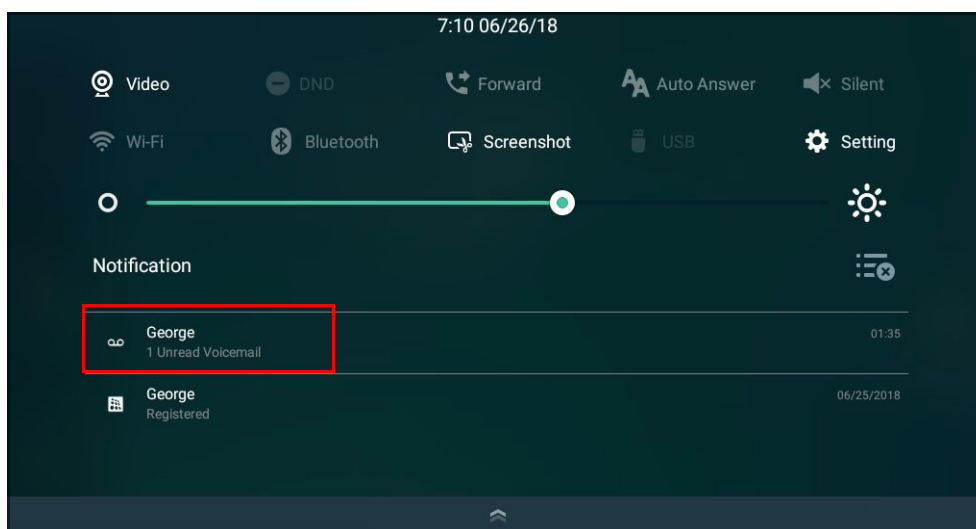


OR

- Press **Voicemail**  key on the phone.

Besides the Home screen, the new **Voicemail** notification will also be displayed in the following:

- **Notification Center**



- **Native status bar**



- **Power Indicator LED** - the LED slowly flashes red.

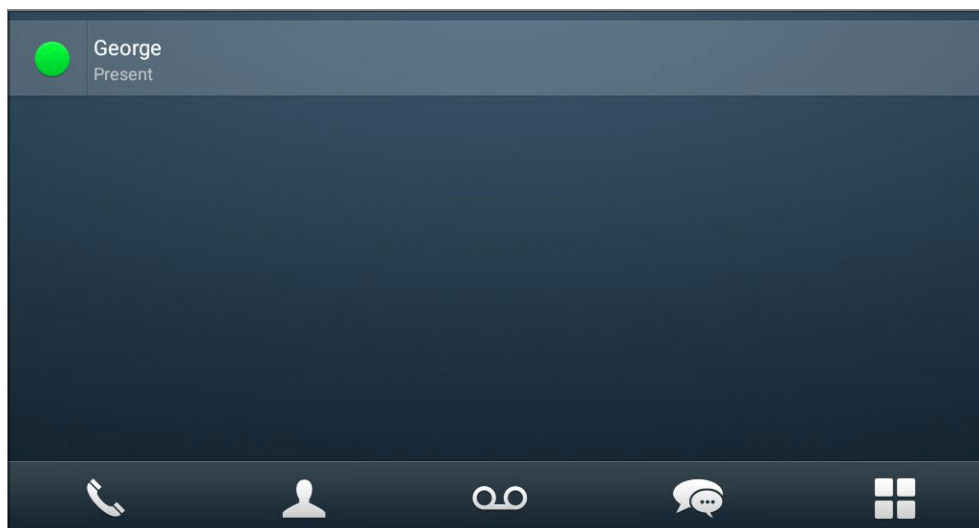


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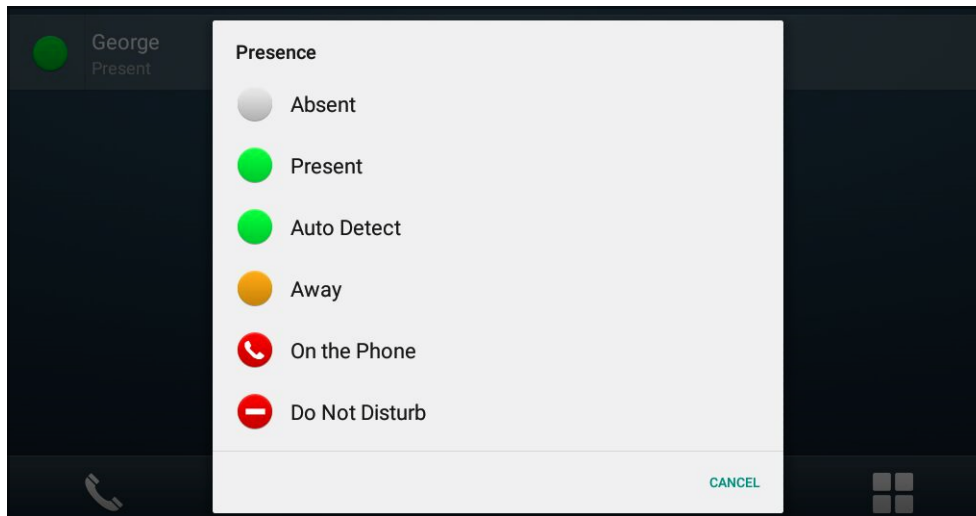
Using Presence you can inform other users about your availability status. You can change your presence status from the Home screen.

## Changing Your Presence Status

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



- Tap the desired status message.



## Viewing Others' Presence Status

You can view presence status of other extension users from Contacts, Favorites, Call Logs or Messages. 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. This feature is helpful while using Instant Messaging (IM). For details regarding sending/receiving IMs, see ["Messages"](#).

Before enabling Presence Subscription for the remote user, make sure the following conditions are satisfied.

- The remote user is an **Extension** contact.
- **Presence Subscription** is allowed for your extension.
- **Publish** option is allowed for the remote user.



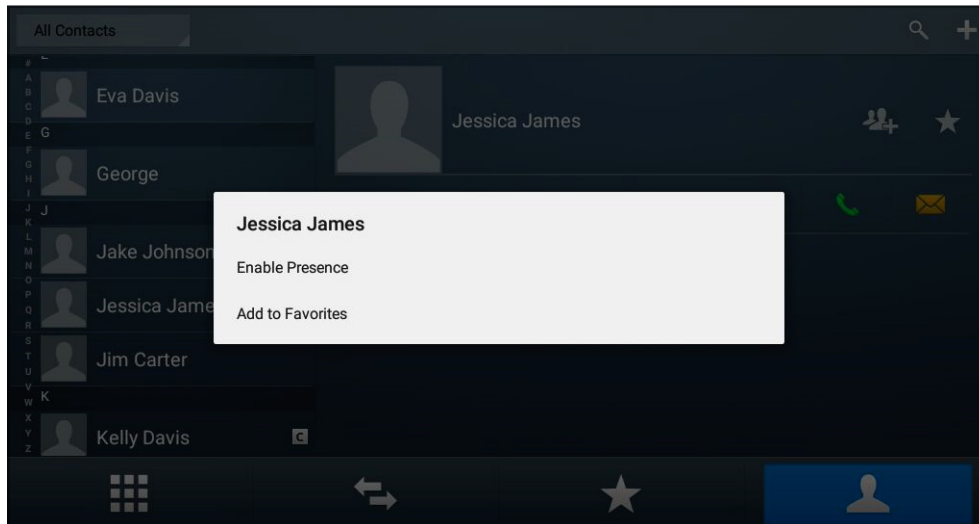
*To enable — Presence Subscription and Publish, consult your System Administrator.*


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




## Enabling Presence Subscription from Contacts

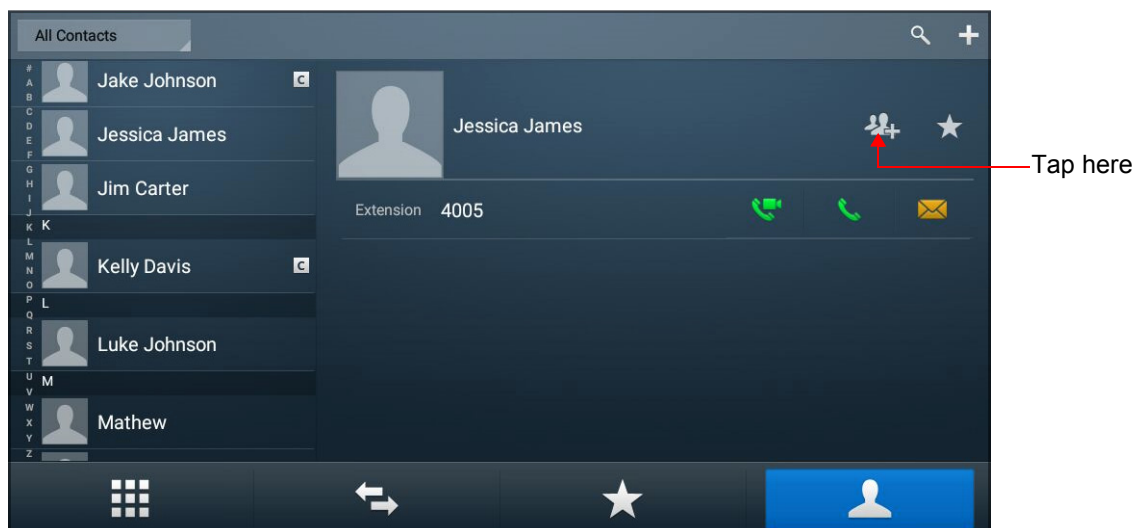
- Long tap the desired entry in your **Contacts**.
- Tap **Enable Presence**.



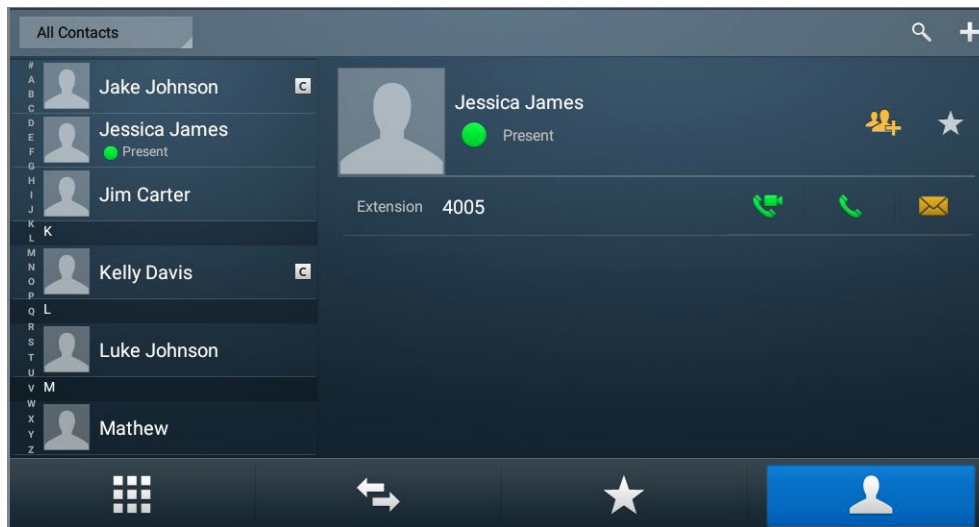
 Similarly, you can enable Presence Subscription from **Call Logs** and **Favorites**.

## Enabling Presence Subscription from Contact Details

- Tap the desired contact in your **Contact** list in the left pane.
- The **Contact** details are displayed in the right pane, tap **Presence Subscription** .



- The **Presence** status is displayed below the Contact's name.



- To enable Presence Subscription for a remote user from the Call Log Details and Favorite Details, refer [“Call Log Details”](#) and [“Favorites Details”](#) respectively.
- You can enable Presence Subscription for a maximum of 100 users.


## Disabling Presence Subscription from Contacts

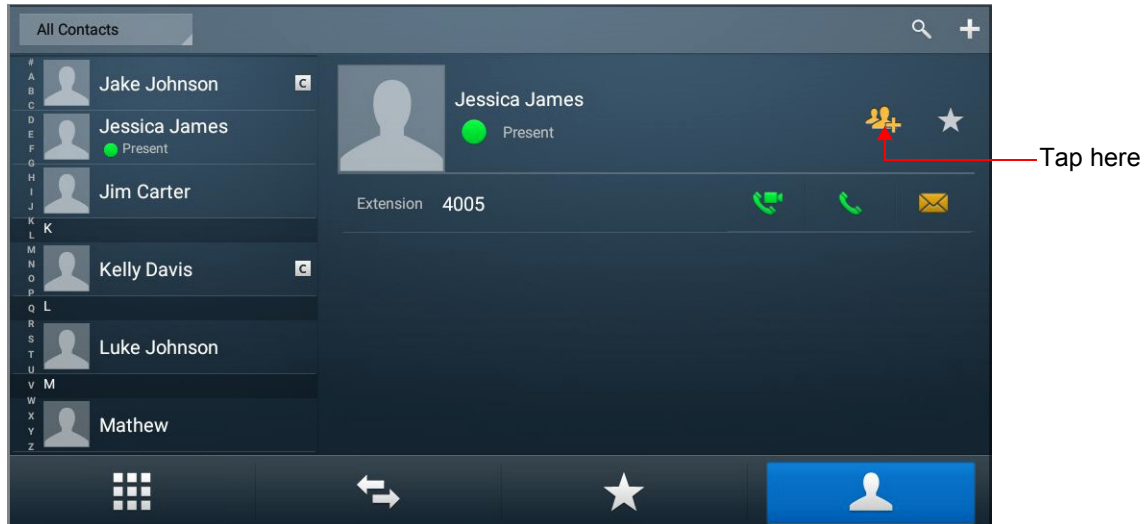
- Long tap the desired entry in your **Contacts**.
- Tap **Disable Presence**.



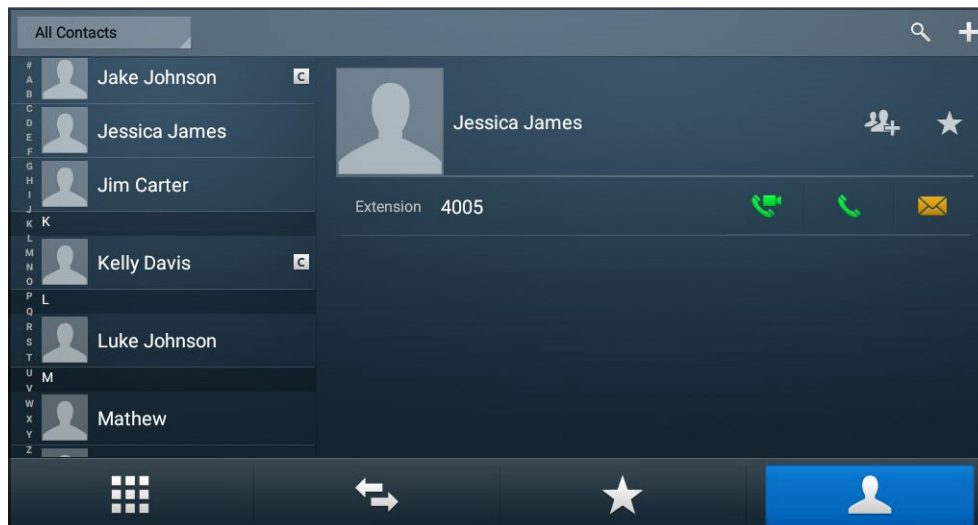
Similarly, you can disable Presence Subscription from **Call Logs** and **Favorites**.

## Disabling Presence Subscription from Contacts Details

- Tap the desired contact in the **Contacts** list.
- On the contact detail screen, tap **Presence Subscription** .



The Presence status is disabled.



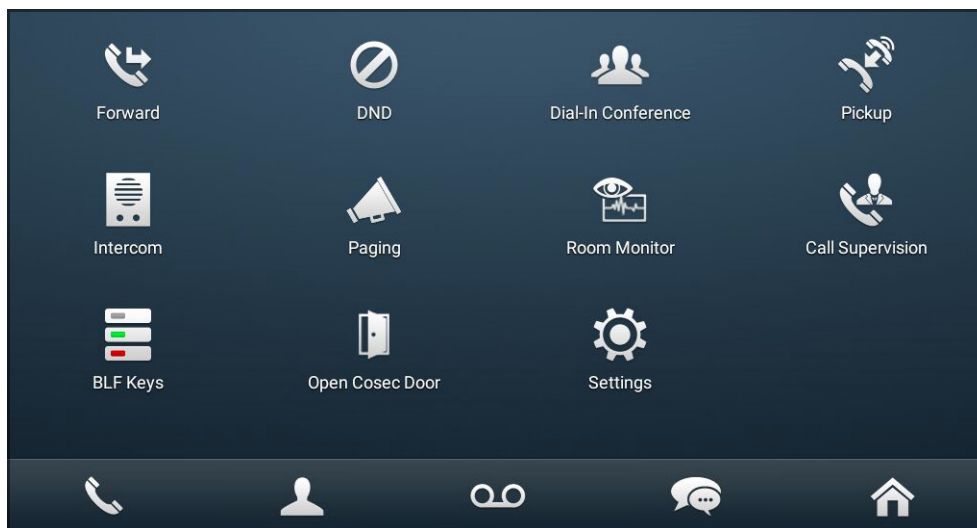
Similarly, you can disable Presence Subscription from *“Call Log Details”* and *“Favorites Details”*.




---

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

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



- Tap **Home** , to go to the Home screen.



*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 feature access and CoS assigned to you.*

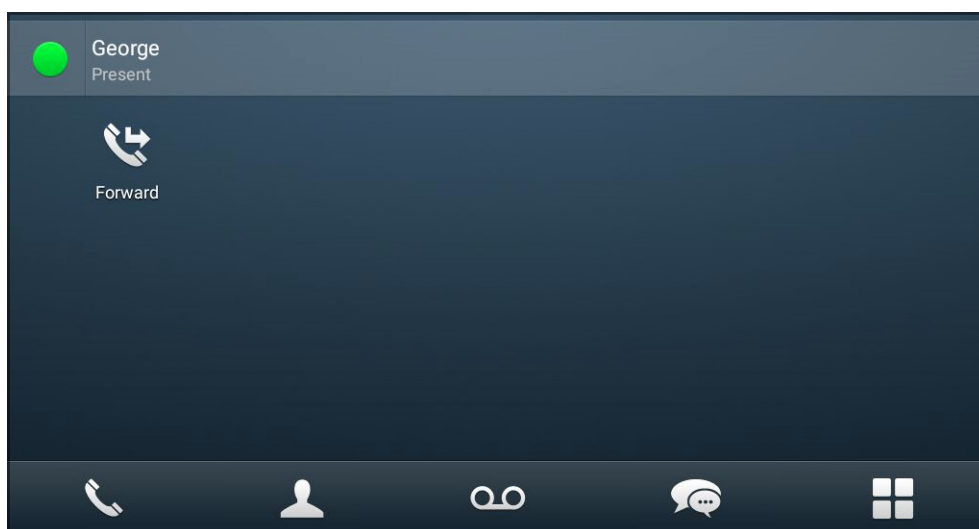
## Creating Shortcuts

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

To create a shortcut,

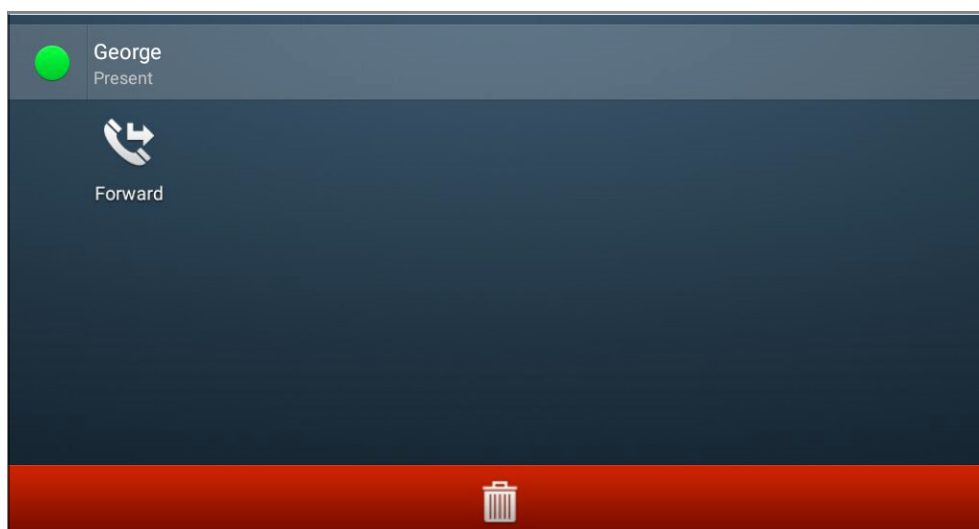
- Long tap the desired icon on the **Menu** screen.

Shortcut of the selected feature icon appears automatically on the **Home** screen.



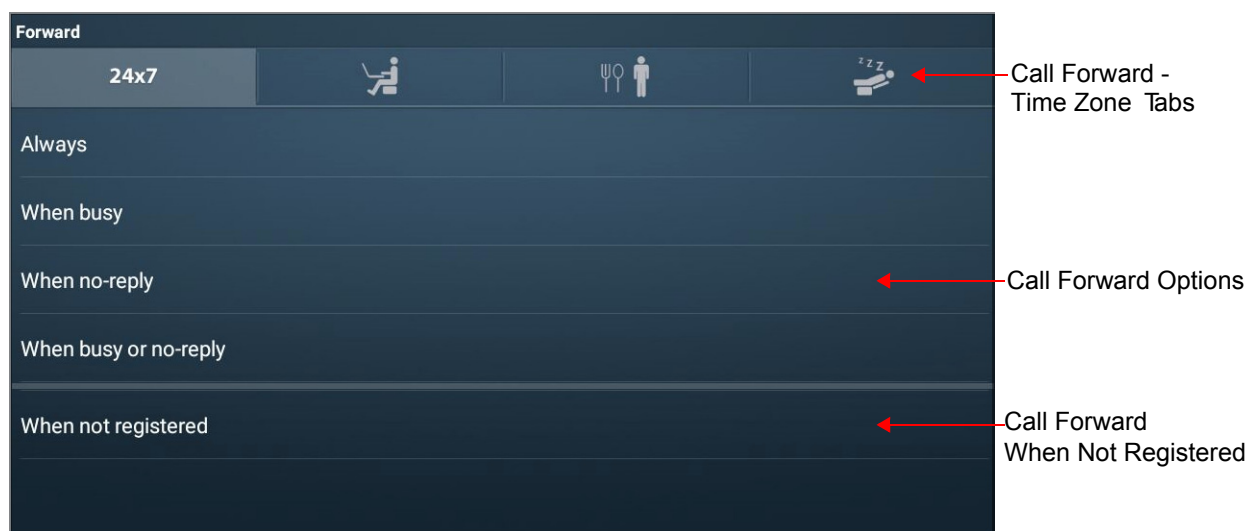
## Removing Shortcuts





- Long tap the Shortcut icon placed on the **Home** screen until the **Remove** bar appears at the bottom of the screen.
- Without releasing your touch, drag the Shortcut icon to the **Remove** bar. The icon is removed from the **Home** screen.



## Call Forward


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



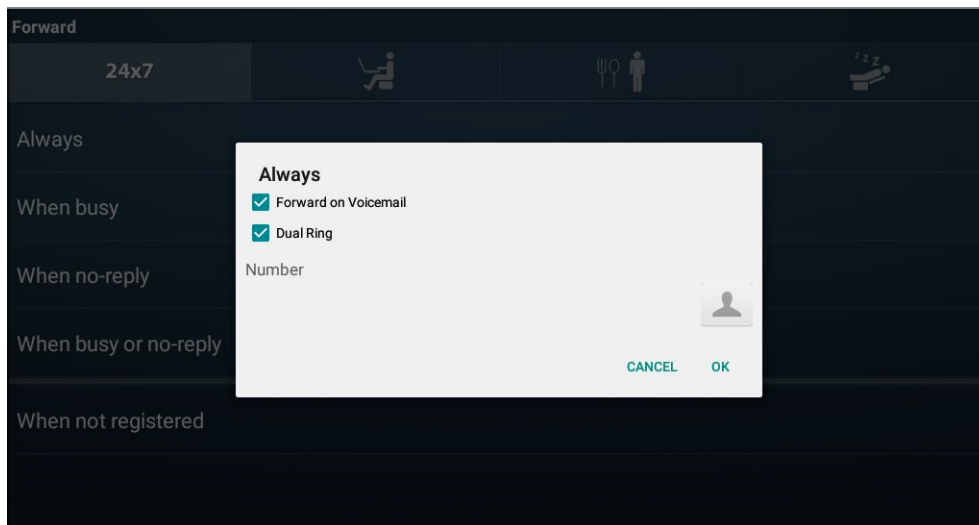
Icon	Name	Description
	Call Forward - All Time Zones	Tap to set <b>Call Forward</b> and/or <b>Call Forward Not Registered</b> for all time zones.
	Call Forward - Working Hours	Tap to set <b>Call Forward</b> and/or <b>Call Forward Not Registered</b> for <b>Working Hours</b> .
	Call Forward - Break Hours	Tap to set <b>Call Forward</b> and/or <b>Call Forward Not Registered</b> for <b>Break Hours</b> .
	Call Forward - Non-Working Hours	Tap to set <b>Call Forward</b> and/or <b>Call Forward Not Registered</b> for <b>Non-Working Hours</b> .

## Setting and Canceling Call Forward

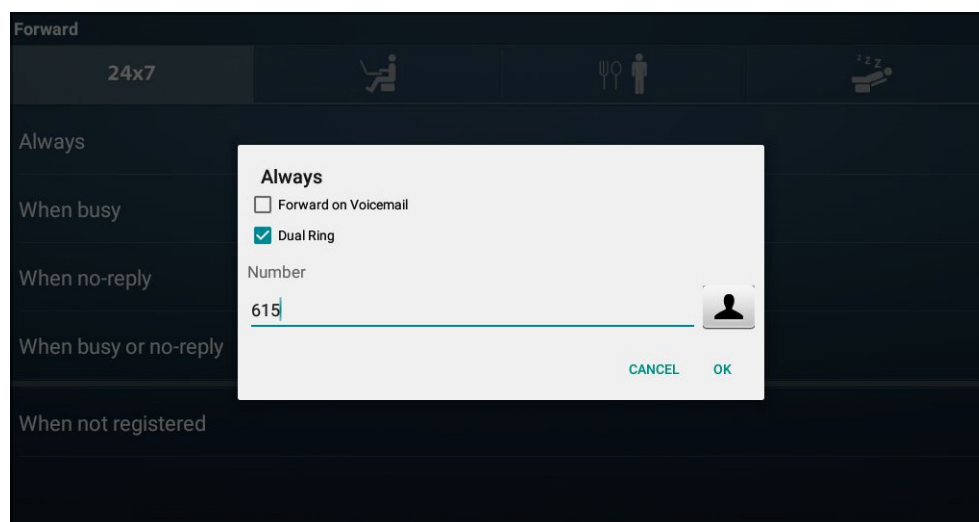
To Set Call Forward,

- Tap **Forward**  on the **Menu** screen.
- Tap the desired Forward option — **Always**, **When busy**, **When no-reply** or **When busy or no-reply**. You can set only one out of these four options at a time.
- By default, **Forward on Voicemail** is enabled. To forward calls to Voicemail, tap **OK**.

For **Dual Ring**, see “Dual Ring”



- To forward calls to a number, tap **Forward on Voicemail** to disable.



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



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




To Cancel Call Forward,




You can set Call Forward for all the timezones. Follow the same steps as above under the desired Call Forward - Time Zone tab.

## Setting and Canceling Call Forward When Not Registered

To set Call Forward,

- Tap **Forward**  on the Menu screen.
- Tap **When not registered**.
- By default, **Forward on Voicemail** is enabled. To forward calls to Voicemail, tap **OK**.
- To forward calls to a number, tap **Forward on Voicemail** to disable.

- Enter the **Number** manually or tap **Contacts**  to select the desired number.
- Tap **OK** to set. The set indication will be displayed.



To Cancel Call Forward,



You can set Call Forward *When not registered* for all the timezones. Follow the same steps as above under the desired Call Forward - Time Zone tab.



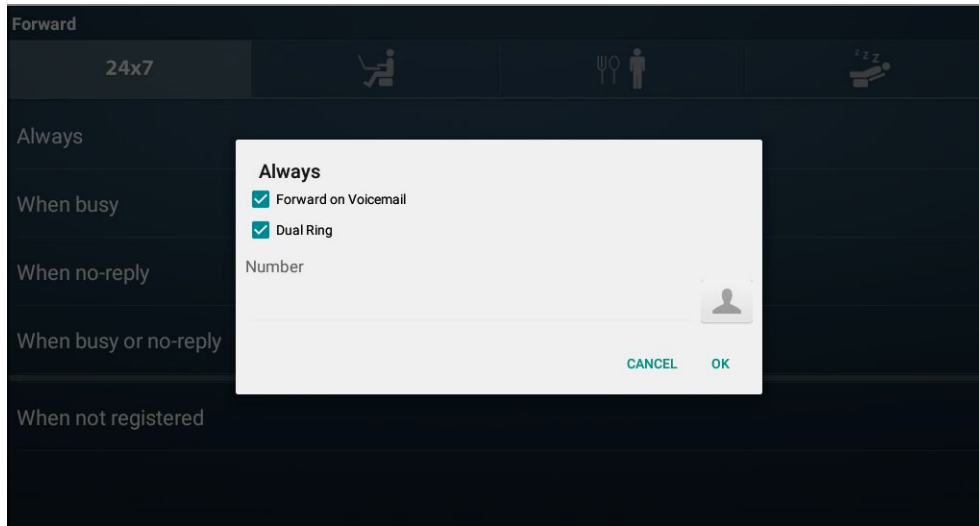
**Call Forward When Not Registered** can be set simultaneously along with any **Call Forward** option (from **Always** or **When busy** or **When no-reply** or **When busy or no-reply**).


## Dual Ring

Dual Ring enables you to play ring simultaneously on your phone and the destination phone.

- While setting the Call Forward, tap **Dual Ring** to set or cancel.

By default, **Dual Ring** is set.



- *Dual Ring is not applicable **When Not Registered** is set as the Call Forward option.*
- *Call Forward can also be set or canceled from the **Control Centre**. To do so, refer to “[Control Center and Notification Center](#)” and then refer to “[Setting and Canceling Call Forward](#)”. When Call Forward is set,  appears in the Native Status bar.*

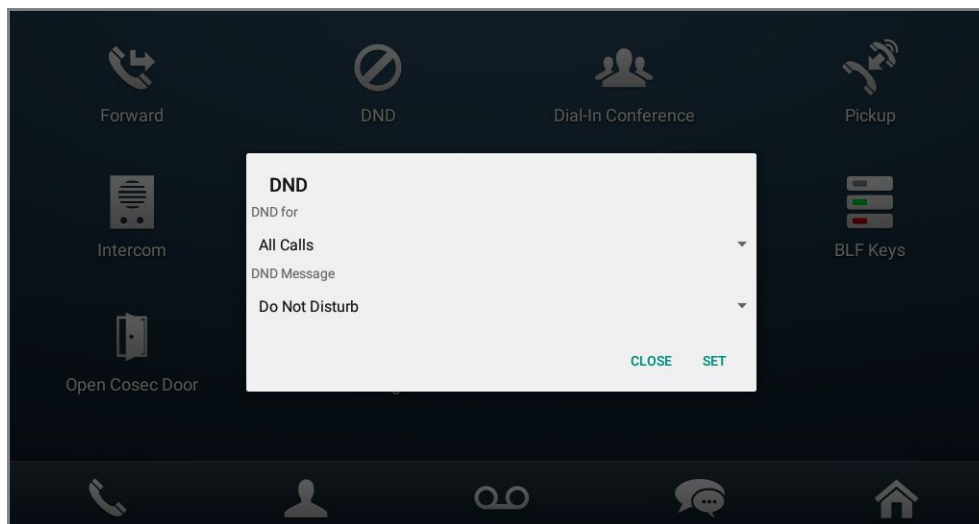
# Do Not Disturb (DND)

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

## Setting Do Not Disturb

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



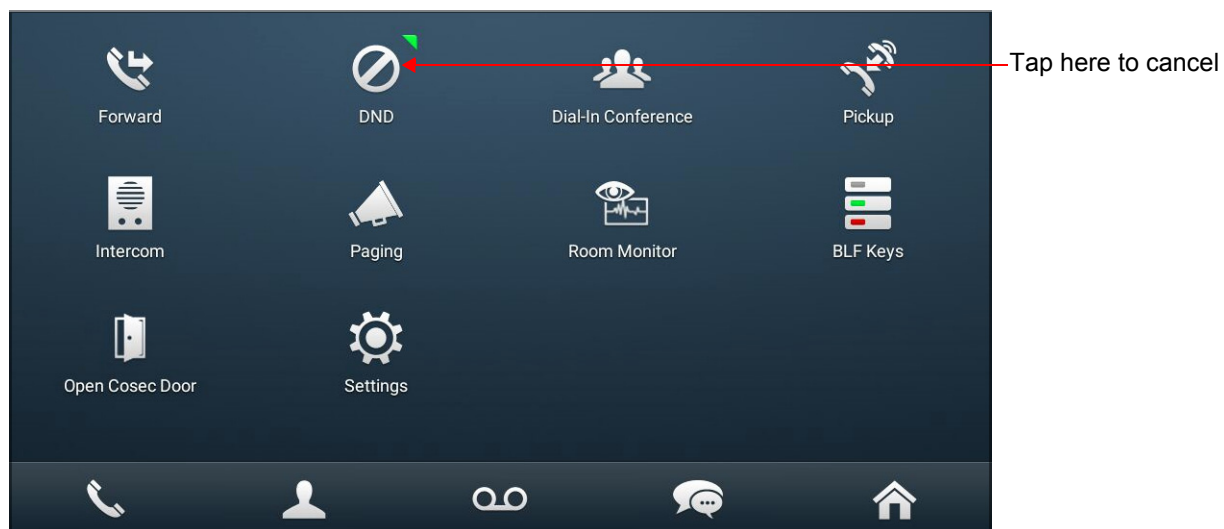
- To select the type of calls for which DND is to be set, tap **DND for**.
  - Tap the desired option — All Calls, Internal Calls, External Calls.
- To select the DND message, tap **DND Message**.
  - Tap the message that you want to set as your DND status.
- Tap **Set**.

DND is set and the **set indication**  appears on the **DND** icon.



*DND can also be set or canceled from the **Control Centre**. To do so, refer to [“Control Center and Notification Center”](#). When DND is set,  appears in the Native Status bar.*

## Canceling Do Not Disturb



# Dial-In Conference

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

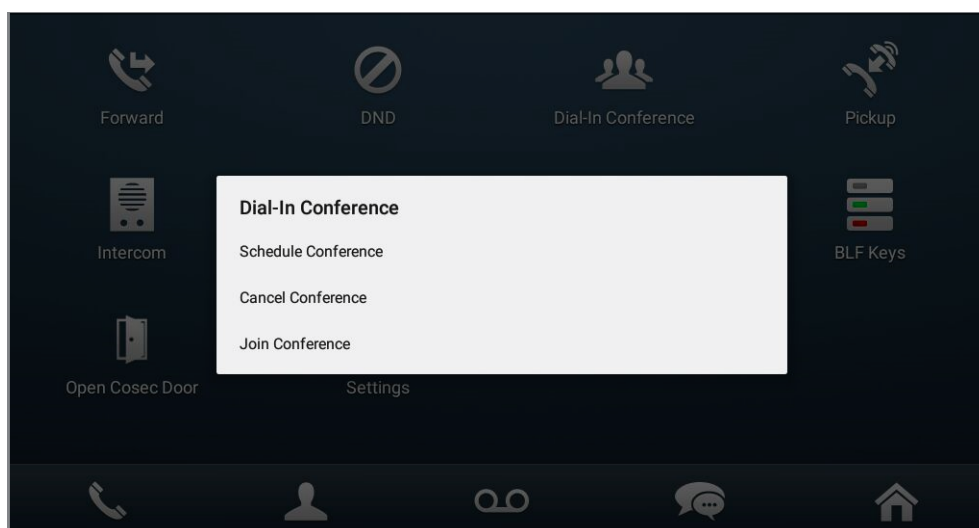
Make sure, you know the valid Conference Numbers for the Server with which you have registered the IP Phone. You must enter a valid Conference Number to schedule or cancel or join a Dial-In Conference.

The number of Dial-In Conferences supported:

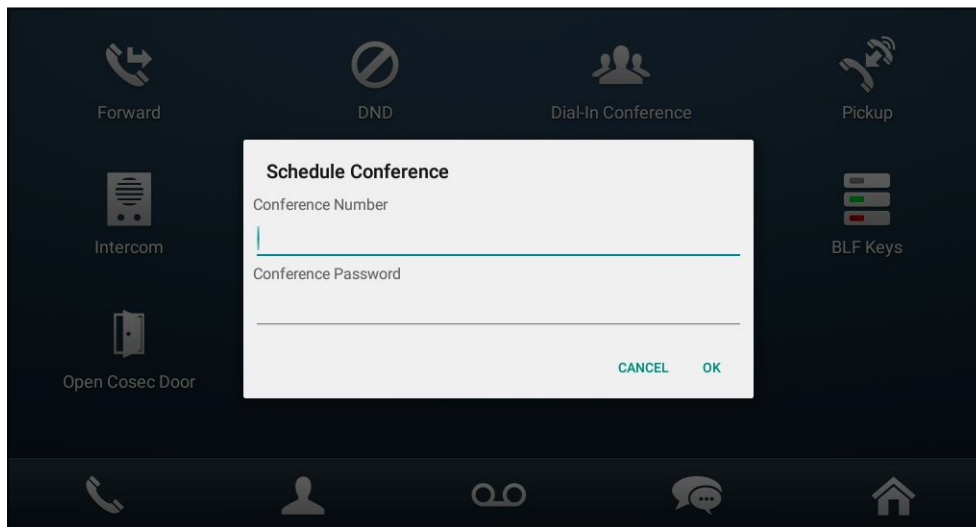
License	Maximum simultaneous conferences
SARVAM UCS ENT	15
SARVAM UCS SME	20

## Scheduling 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 Password 1111.*

## Joining a Dial-In Conference

- Tap **Dial-In Conference**  on the **Menu** screen.
- Tap **Join Conference**.
- Enter the **Conference Number** that you want to join.
- Enter the 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.*

## Canceling a Dial-In Conference

- Tap **Dial-In Conference**  on the **Menu** screen.
- Tap **Cancel Schedule Conference**.
- Enter the **Conference Number** you want to cancel.
- Enter the corresponding **Conference Password**.
- Tap **OK**.

# Pickup

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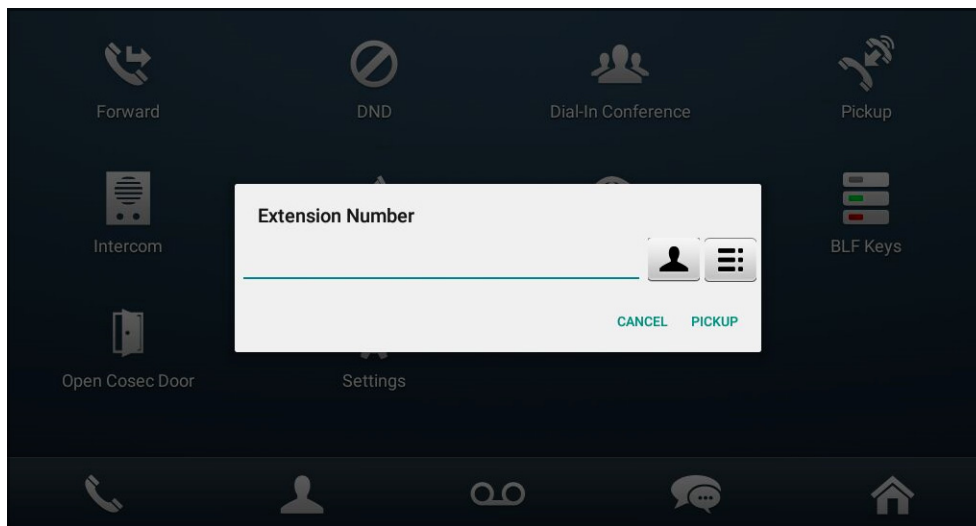
Pickup allows you to answer calls ringing on other extensions from your extension; without physically going to the ringing extensions.


You can pick-up calls:

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

## Pickup by dialing an Extension Number

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

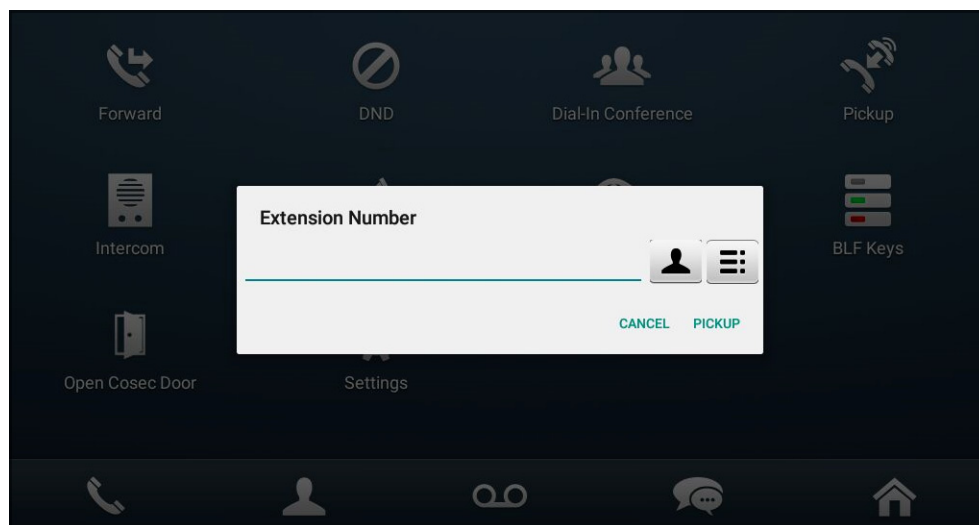


- Enter the **Extension Number** manually or tap **Contacts**  to select the desired extension.
- Tap **Pickup**.



## Pickup from the Incoming Call list

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



- Tap **Incoming Calls**<sup>7</sup> list .



- From the list of ringing extensions, tap the desired extension you want to pickup.

7. The Incoming Call list displays the extension in your pickup group only.

# Intercom

---

Intercom allows you to immediately get connected to another extension without waiting for that extension user to answer your call.

Intercom is supported only if:

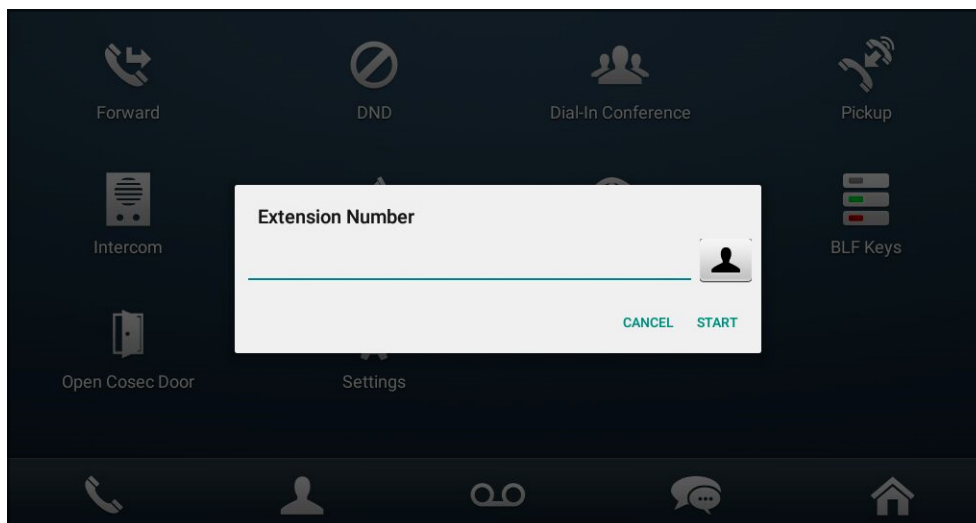
- the called extension is a DKP or a SIP Extension (Matrix Extended IP Phone or Open SIP Phone supporting **Auto Answer** functionality).
- the called extension is in idle state.
- the called extension is able to identify the incoming call as an intercom call (applicable in the case of Open SIP Phones).
- the calling extension has Intercom selected in its Class of Service.
- the Priority of the calling extension is higher than that of the called extension.




*Intercom will not be functional if the called extension is Extended SPARSH VP710.*

To make an Intercom call,

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



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

# Paging

---

Paging is a one-way communication which allows you to make announcements to a group of extension users<sup>8</sup> configured in the Page Zone. Only the Extension Users you are Paging to can listen to your announcement.

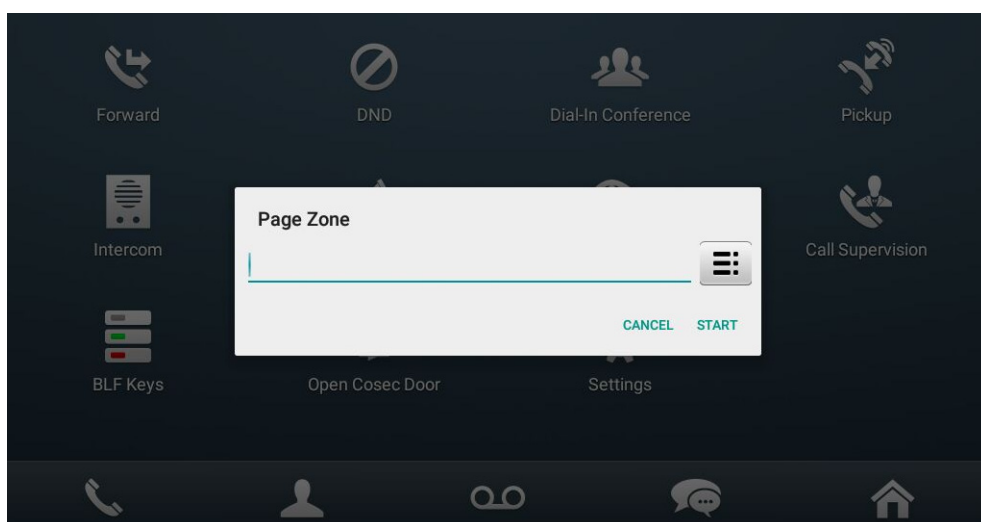



*Page Zone includes the extensions that needs to be paged. Make sure the Page Zones are configured in the System.*

To be able to make a Paging call, contact your System Administrator and get the **Page Zone Number**. The Page Zone Number can vary from 1 to 12.

To initiate a Paging announcement,

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



- Enter the desired **Page Zone Number** or tap **Page Zone Name**  to select the desired Page Zone Name.
- Tap **Start**.
- **Paging** will start.

Now, you can make your announcement.



*You can make a Paging call to other extensions (except Matrix Extended SPARSH VP710, VARTA ADR100, VARTA AMP100, VARTA WIN200) using the IP Phone but you cannot receive Paging call or access Meet Me Paging.*

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8. 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 support Auto Answer feature).

# Room Monitoring

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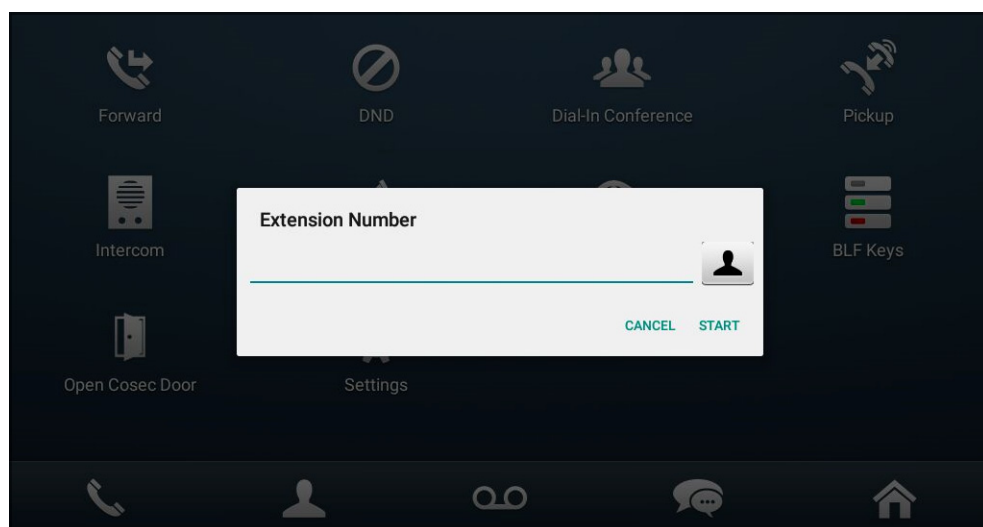
Room Monitoring allows you to listen to the sounds/conversations taking place in other locations where a Matrix proprietary Digital Key Phone (DKP) or a Matrix proprietary Extended SIP Phone or a Standard (Open) SIP Phone supporting Auto Answer feature is present.




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



*You can monitor other extensions (except Matrix Extended SPARSH VP710, VARTA ADR100, VARTA AMP100, VARTA WIN200) using the IP Phone but other extension users cannot monitor you.*

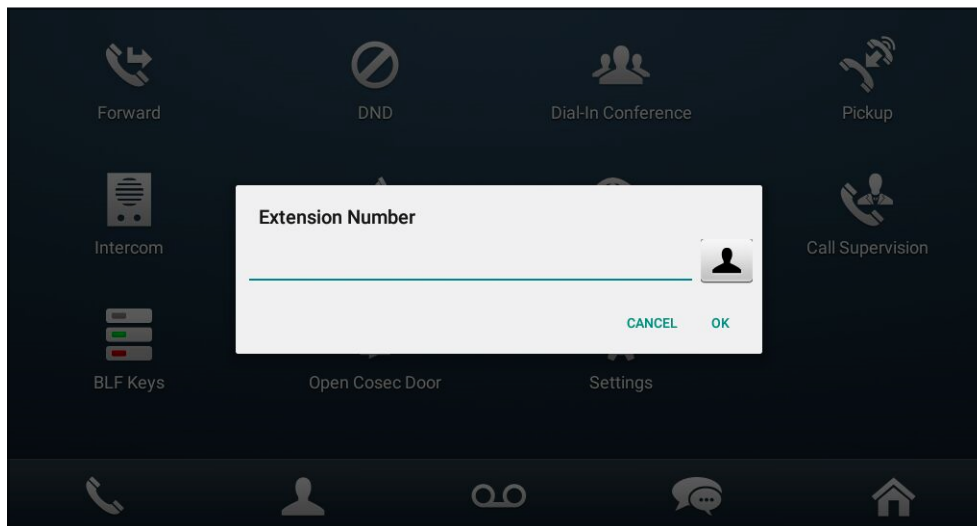
# Call Supervision


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Call Supervision lets you know the last external number dialed by another extension.

To access Call Supervision,

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



- Enter the **Extension Number** manually or tap **Contacts**  to select the desired extension.
- Tap **OK**. The last **external number** dialed by that extension user appears on the screen.

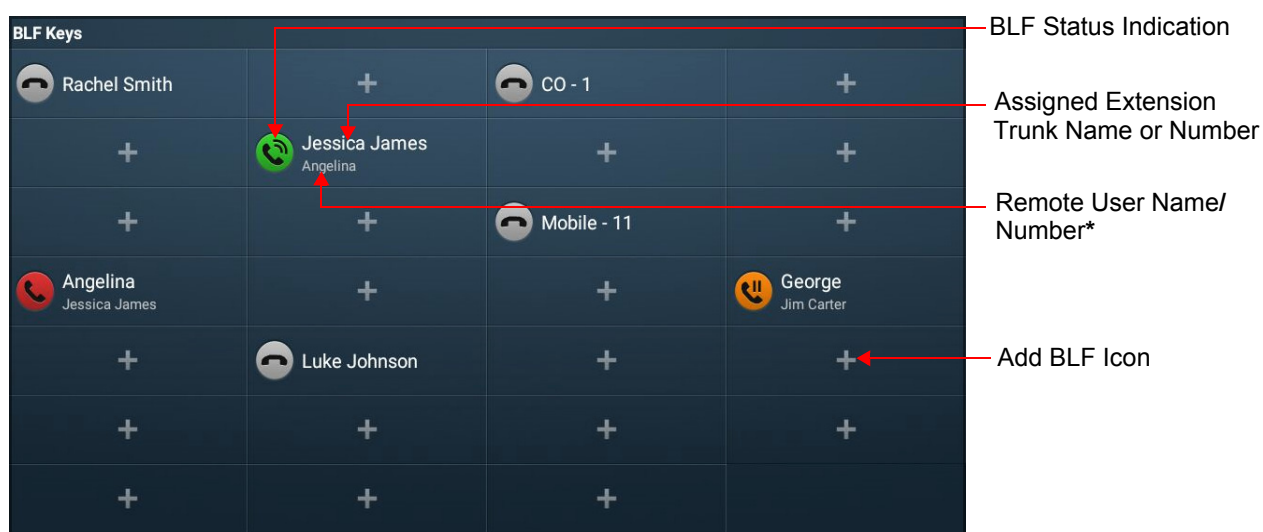
# Busy Lamp Field (BLF) Keys

BLF allows you to monitor the status of other extensions or trunks and confirm whether they are 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.





## Viewing BLF Keys


- Tap **BLF Keys**  on the **Menu** screen.



\* It denotes the name or the number of a remote party with whom the BLF assigned extension/trunk is engaged. Depending on certain conditions, Remote User Name/Number may not be displayed to you.

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.
	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.

Icon	Name	Description
	On Hold	When the monitored extension or trunk is put on hold. You can pickup the call.


You can also access DSS(BLF) keys from the **Native Home** Screen.

- Tap DSS Key  on the **Native Home** screen to add the BLF keys.




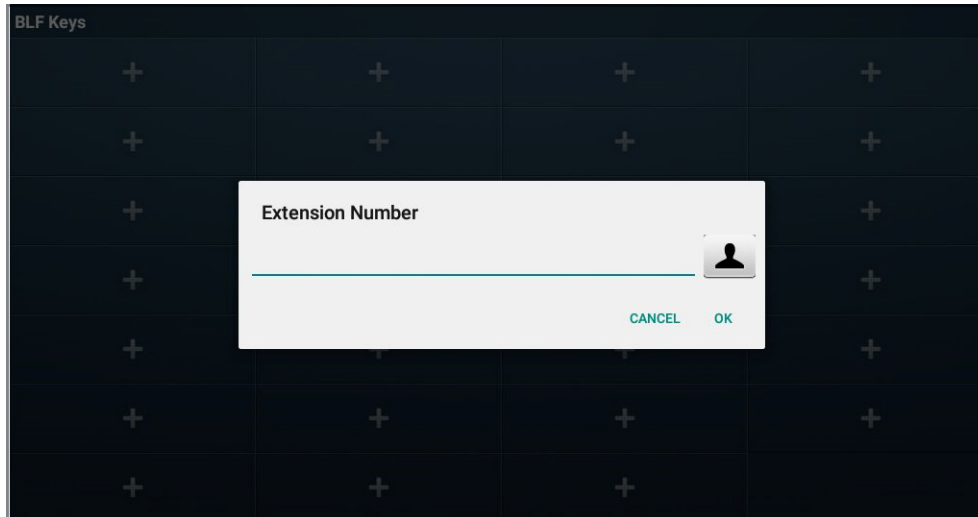
- After you have added the BLF Keys, scroll the pane on right hand side or tap  to view the status all the assigned BLF Keys




 **Adding or deletion of BLF Keys is only possible if you have activated VARTA Professional or VARTA Collaboration license. To purchase and activate a license, contact your System Administrator.**


## Assigning BLF Key to an Extension

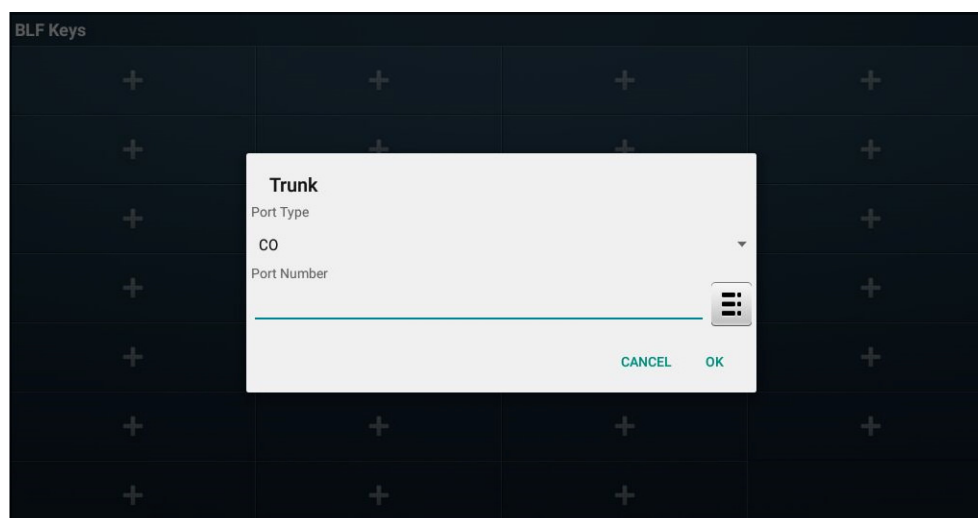
- Tap **Add BLF** 
- Tap **Extension**.




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

## Assigning BLF Key to a Trunk

- Tap **Add BLF**  .
- Tap **Trunk**.





- Tap **Port Type** and select the desired trunk.
- Enter the **Port Number** manually or tap **Trunk Name**<sup>9</sup> list  to select the desired trunk.
- If you select BRI or T1E1 trunk, enter the relevant **Channel Number** of the selected trunk.
- If you select SIP trunk (as the **Port Type**), enter the relevant **Call Appearance** of the selected trunk.
- Tap **OK**.

## Making a Call using BLF Key

You can place a call to an extension if, you have assigned a BLF Key to the extension. To place the call,

- Tap the **BLF Key** assigned to the extension.

## Grabbing a Trunk using BLF Key

You can grab a trunk before outdialing an external number if, you have assigned a BLF Key to the trunk. To grab the trunk,

- Tap the **BLF Key** assigned to the trunk.
- Dial the desired number.

## Picking Up an Incoming Call using BLF Key

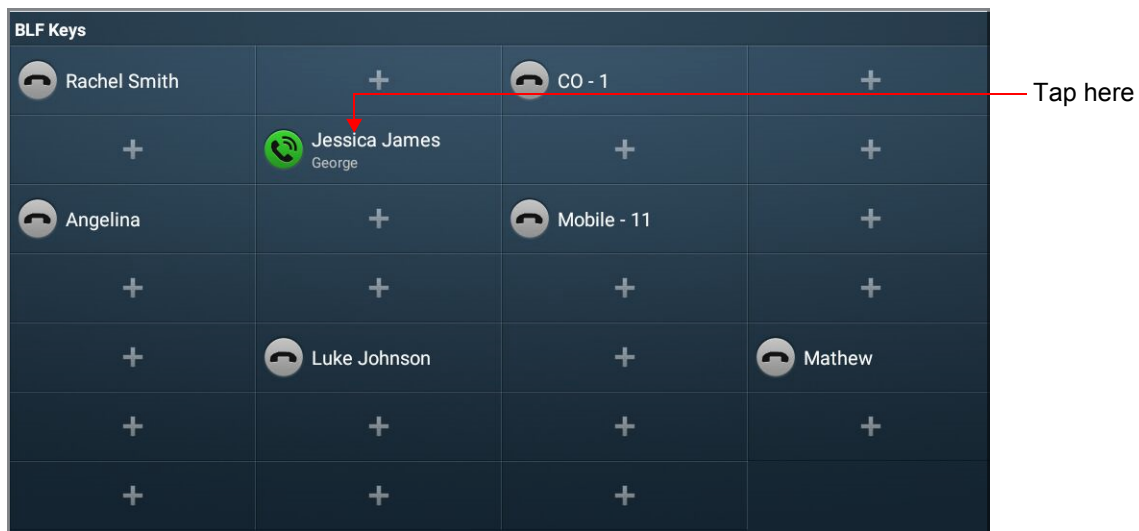
Make sure DSS Call Pick-up (Station or Trunk) is enabled in the CoS assigned to you. For details, contact your System Administrator.

You can pick-up incoming calls ringing on an extension or a trunk using the BLF Key. To pick-up the ringing call,

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

- Tap the **BLF Key** assigned to the extension or trunk.



## Removing BLF Key

To remove a BLF Key,

- Long tap the **BLF Key** assigned to an extension/trunk.
- Tap **Yes** to confirm.



*You can also delete the DSS (BLF) Key from the Native Home screen. To do so, follow the steps given above.*

# Open Cosec Door

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



*Make sure the COSEC Door Group for COSEC Integration is configured in the System. Contact your System Administrator for more information.*


To open the Cosec Door,

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

The Cosec Door opens.



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**Settings**  can be accessed from the Startup screen when the IP Phone is not registered and from the Menu screen after registration of the IP Phone.

When accessed from the Startup screen, the following parameters will be displayed:

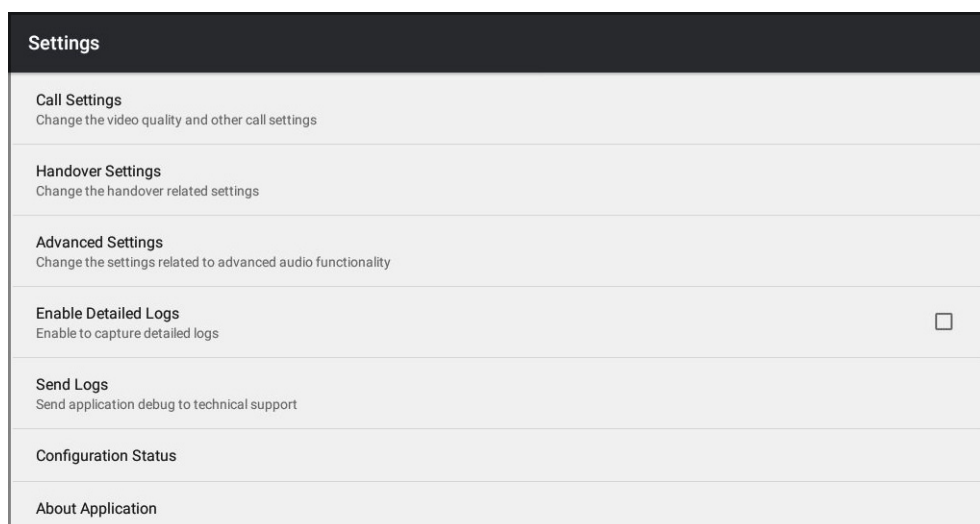
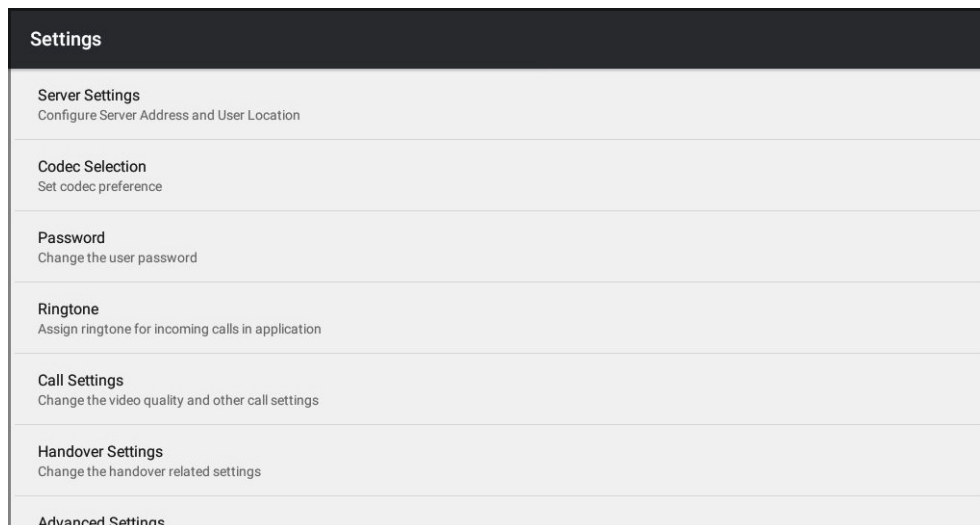
- Server Settings
- Enable Detailed Logs
- Send Logs
- Configuration Status
- About Application

When accessed from the Menu Screen, the following parameters will be displayed:

- Server Settings
- Codec Selection
- Password
- Ringtone
- Call Settings
- Handover Settings
- Advanced Settings
- Enable Detailed Logs
- Send Logs
- Configuration Status
- About Application

To access Settings from the Menu screen,

- Tap **Settings**  .



Parameter	Description
<b>Server Settings</b>	It includes the parameters which are required by the IP Phone to configure and register with the Server automatically.  Tap to configure the parameters of the Server. For details, see <a href="#">“Server Settings”</a> .
<b>Codec Selection</b>	It allows you to set the priority of audio and video codecs separately for Wi-Fi and LAN.  Tap to change the codec priorities. For details, see <a href="#">“Codec Selection”</a> .
<b>Password</b>	It allows you to change the User Password.  Tap to change. For details, see <a href="#">“Password”</a> .

Parameter	Description
<b>Ringtone</b>	<p>It allows you to customize the ringtone for incoming calls.</p> <p>Tap to change the ringtone. For details, see <a href="#">“Ringtone”</a>.</p>
<b>Call Settings</b>	<p>It allows you to set the various call related parameters.</p> <p>Tap to change the Call parameters. For details, see <a href="#">“Call Settings”</a>.</p>
<b>Handover Settings</b>	<p>It allows you to set the parameters required for the functioning of Handover feature<sup>a</sup>.</p> <p>Tap to configure the Handover parameters. For details, see <a href="#">“Handover Settings”</a>.</p>
<b>Advanced Settings</b>	<p>It allows you to configure advanced media related parameters when you are facing any media related problems.</p> <p>Tap to configure the parameters. For details, see <a href="#">“Advanced Settings”</a>.</p>
<b>Enable Detailed Logs</b>	<p>If it is enabled, the IP Phone will start advanced logging which contains the details of SIP and HTTP messages. Detailed logs are helpful to troubleshoot problems by Technical Support Team.</p> <p>If it is disabled, the IP Phone will log only basic details.</p> <p>By default it is disabled. Tap to enable.</p>
<b>Send Logs</b>	<p>It allows you to send the generated logs to the Technical Support Team for troubleshooting problems.</p> <p>Tap to send the generated log file. For details, see <a href="#">“Send Logs”</a>.</p>
<b>Configuration Status</b>	<p>It displays status of configuration. For details, see <a href="#">“Configuration Status”</a>.</p>
<b>About Application</b>	<p>It allows you to view the application related information and registered Server related information.</p> <p>Tap to view the application details. For details, see <a href="#">“About Application”</a>.</p>


a. This parameter is visible only if you have activated the VARTA Professional/VARTA Collaboration license.

# Server Settings

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Server Settings allows you to configure the parameters required by your IP Phone to register with the Server automatically.

Contact your System Administrator for the following information before you configure these parameters.


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

Parameter	Description
<b>Device ID</b>	This is a unique identifier of your phone which is required to be configured in the System by your System Administrator to register the IP Phone.  See <a href="#">“Getting Started”</a> for more information.
<b>Server Address</b>	Tap to configure, when your phone is connected in the <b>Private/Public</b> network.  Enter the Server Address as provided to you by your System Administrator.
<b>Server Port</b>	Tap to configure the port on which HTTP requests from your IP Phone will be served when your phone is connected in the <b>Private/Public</b> network.  Enter the value of the SPARSH Port. By default, it is 80.



# Codec Selection

Codec Selection allows you to set preferences of audio/video codecs while making and receiving calls. You can set low or high quality codec according to your installation scenario and network bandwidth.

- Tap **Codec Selection** on the **Settings**  screen.
- Tap the desired Codec type to view the supported Codecs. Refer to the following table.

Parameter	Description
Audio Codecs	<p>It includes the list of Audio Codecs used when the call is made through the LAN/Wi-Fi network.</p> <p>Default Priority of the Audio Codecs supported is as given below:</p> <ol style="list-style-type: none"><li>1. PCMA 8kHz</li><li>2. PCMU 8kHz</li><li>3. G.729</li><li>4. GSM FR</li><li>5. iLBC 30ms</li><li>6. G.722</li></ol>
Video Codecs	<p>It includes the list of Video Codecs used when the call is made through the LAN/Wi-Fi network.</p> <p>Default Priority of the Video Codecs supported is as given below:</p> <ol style="list-style-type: none"><li>1. H.264</li><li>2. VP8</li></ol>


To enable/disable a codec,

- By default, all the Codecs are enabled.
- To disable, tap on the desired codec.



*Do not change the default settings of Audio Codecs without consulting your System Administrator.*


To change the preference,

- Drag the desired codec using the **Up-Down**  button to change its relative preference over others.  
The arrangement of codecs is saved automatically on releasing the touch.

# Password

---


You can change your User Password, if required.

- Tap **Password** on the **Settings**  screen.
- Enter the **Old Password**.
- Enter the **New Password** you wish to assign.
- Tap **OK**.

# Ringtone

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You may customize the Ringtone for incoming calls as per your preference.

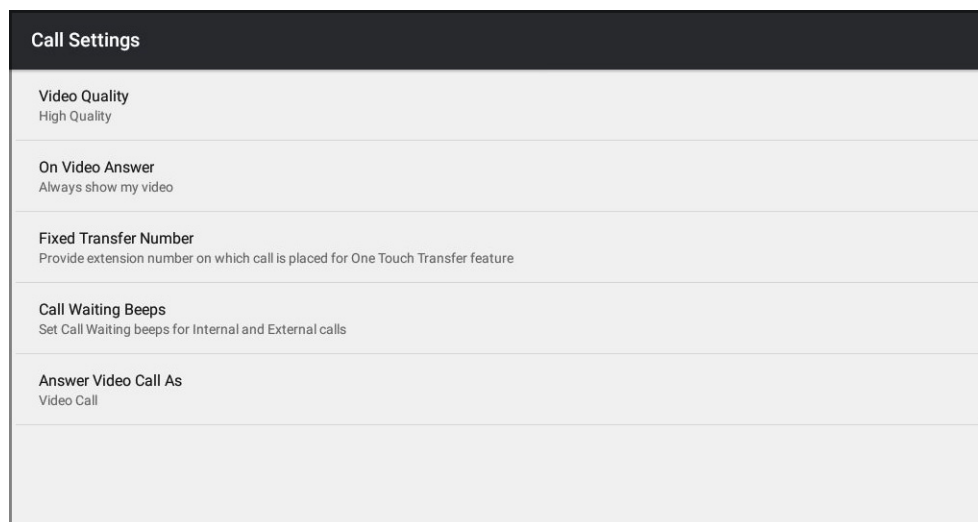
- Tap **Ringtone** on the **Settings**  screen.
- Tap the desired Ringtone from the list.
- Tap **OK**.

Your selected Ringtone will be saved.

# Call Settings

Call Settings allows you to set the various call related parameters such as Video Quality, Always on speaker, On Video Answer etc.

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



Parameter	Description
<b>Video Quality</b>	<p>It allows you to set the quality of the video. Low quality video requires low bandwidth and high quality video requires high bandwidth.</p> <p>By default, High Quality is selected. Tap the desired option to select.</p>
<b>On Video Answer</b>	<p>This allows you to set the default option to show or hide your video for an incoming video call as well as when the remote user requests to convert an audio call to a video call.</p> <p>To show your video, tap <b>Always show my video</b>.</p> <p>To hide your video, tap <b>Don't show my video</b>.</p>
<b>Fixed Transfer Number</b>	<p>When you use One Touch Transfer, the calls will be transferred to the number you configure here.</p> <p>Tap and enter the number.</p> <p>You cannot use One Touch Transfer if you have not configured Fixed Transfer Number. For more details, see <a href="#">"One Touch Transfer"</a>.</p>


Parameter	Description
<b>Call Waiting Beeps</b>	<p>It allows you to set beep as indication for incoming Internal and/or External calls during an ongoing conversation.</p> <p>If you select <b>Don't Play</b>, no waiting beeps will be played for the Internal/ External incoming call.</p> <p>If you select <b>Play Once</b>, the waiting beeps will be played once for the Internal/ External incoming call.</p> <p>If you select <b>Play Always</b>, the waiting beeps will be played continuously for the Internal/External incoming call.</p> <p>By default, Play Once is selected for Internal as well as External Calls.</p>
<b>Answer Video Call As</b>	<p>When answering an incoming video call using Handset, Headset or Speaker Key, you can set the preferred mode of answering the call.</p> <p>To answer as video call, tap <b>Video Call</b>.</p> <p>To answer as audio call, tap <b>Audio Call</b>.</p>

# Handover Settings<sup>10</sup>

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The Handover Settings allows you to manually transfer an active call from your IP Phone to a cellular number on the cellular network.

For the Handover feature to work, you must configure the following.

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

Parameter	Description
<b>Cellular Number<sup>a</sup></b>	This is the number on which Handover calls will be transferred.  Tap and enter the number.

a.If you do not configure the Cellular Number, the Handover calls will be transferred to your Mobile Number as configured in the System.



For detailed information, see [“Handover”](#).


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10. This parameter is visible only if you have activated the VARTA Professional/VARTA Collaboration license.

# Advanced Settings

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In Advanced Settings you can configure/change advanced media related parameters, to achieve proper Audio functionality in different devices. It is recommended to change the Advanced Settings only if suggested by the Technical Support.

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


Parameter	Description
<b>Speaker</b>	Tap Speaker and then select the appropriate option to adjust receive gain settings for the phone Speaker.
<b>Handset</b>	Tap Handset and then select the appropriate option to adjust receive gain settings for the Handset.
<b>Bluetooth Headset</b>	Tap Bluetooth Headset and then select the appropriate option to adjust the receive gain settings for the Bluetooth Headset.
<b>USB Headset</b>	Tap USB Headset and then select the appropriate option to adjust receive gain settings for the USB Headset.
<b>RJ9 Headset</b>	Tap RJ9 Headset and then select the appropriate option to adjust receive gain settings for the RJ9 Headset.
<b>Restore Default Settings</b>	Tap Restore Default Settings if you have changed any of the Advanced Settings parameters accidentally and want to restore the default settings. Tap <b>Yes</b> to confirm.

# Send Logs

In case you face any problem while using SPARSH VP710 - Extended, Technical support or customer support may ask you to send the log report to analyze the technical information.

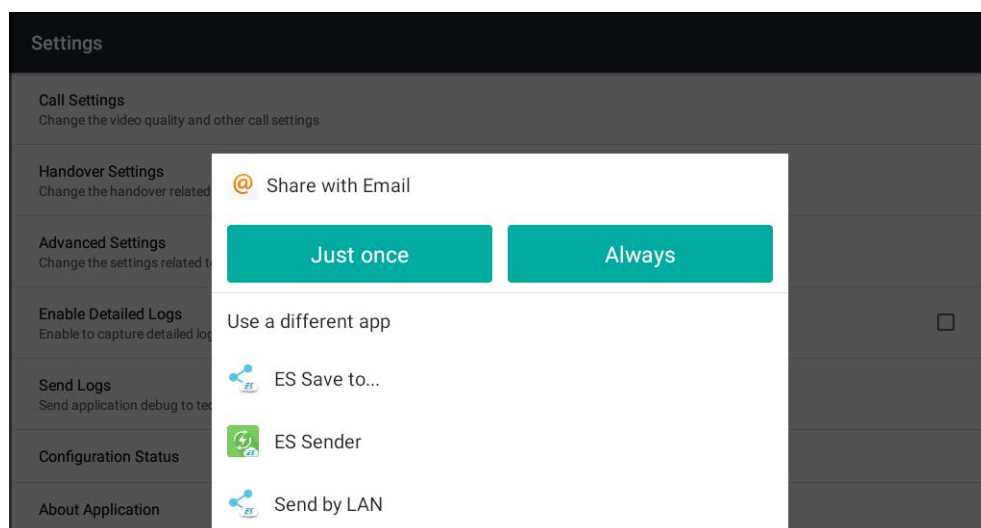
 *Make sure the E-mail settings are configured in your phone.*

To send the generated Log report to the customer support,

- Tap **Send Logs** on the **Settings**  screen.

The Log report will be generated automatically and you will be prompted to send it via e-mail. The IP Phone will use native e-mail settings to send the report.


- Tap the desired application using which you want to send the mail.



The generated log file will be added in the attachment automatically.

- Tap **Send** to send the e-mail. You may save this message as a draft to send it later or delete it, if required.

If sending of the Log file fails, check your Wi-Fi and/or Data connectivity.

 *Do not change the contents of the log file and/or any other information on your own unless you are instructed to do so.*



# Configuration Status

---

You can access **Configuration Status** to view the details of the Configuration Status of the IP Phone.


- Tap **Configuration Status** on the **Settings**  screen.

Parameter	Description
<b>Configured</b>  or <b>Configuring</b>  or <b>Request Failed</b>  or <b>Request Timed Out</b>	<p>It is displayed when the configuration of the IP Phone is completed.</p> <p>It is displayed when the IP Phone is in configuring state.</p> <p>It is displayed when IP Phone is in Wait State due to Request Failed. “<i>Retrying in XX sec</i>” message is displayed; where <i>XX</i> is the Wait Timer.</p> <p>It is displayed when IP Phone is in Wait State due to Request Timed Out. “<i>Retrying in XX sec</i>” message is displayed; where <i>XX</i> is the Wait Timer.</p>
<b>Server Address</b>	Displays Server Address (IP Address or Domain Name) and Port information on which configuration request is currently in progress or last done.
<b>File Name</b>	Displays the File Name for which configuration request is currently in progress or last done.
<b>Resync All</b>	Tap this option to resync the IP Phone. It will download all configuration files from the Server.


# About Application

The table below lists the Server Details with which the IP Phone is registered. It also describes other important parameters of the IP Phone such as SIP ID and Device ID.

To view the details,

- Tap **About Application** on the **Settings**  screen.

Parameter	Description
<b>Application Version</b>	Displays the Version and Revision number of the Application.
<b>Server Address</b>	Displays the Server Address configured in Server Settings. For more details, refer <a href="#">“Server Settings”</a> .
<b>Server Port</b>	Displays the Server Port configured in Server Settings. For more details, refer <a href="#">“Server Settings”</a> .
<b>Device ID</b>	Displays the Device ID of your IP Phone.
<b>Compatible Server Version</b>	Displays compatibility information about the version and the revision of the Server (that is, the System) with which SPARSH VP710 - Extended can be registered.
<b>SIP ID</b>	Displays the SIP ID configured in the Server for the IP Phone.
<b>Registrar Address</b>	Display the Registrar Server Address configured in the Server for the IP Phone.
<b>Active Server Address</b>	<p>When the Server supports redundancy, the standby card takes over whenever the active card fails. The IP Phone will automatically fetch the configuration files from the standby card which is now active.</p> <p>Displays the currently Active Server Address and Port.</p>

The same details will also be displayed when you tap  on the startup screen.

---

Firmware Management is an important aspect as the IP Phone must be upgraded at regular intervals for better interoperability between the Phone and the Server. This chapter describes different ways and steps for upgrading the firmware of the IP Phone.



*The SPARSH VP710 has the following firmware version:*

- *Version 58.80.196.8 and above: This firmware supports dual functionality, that is, Standard and Extended SIP. The IP Phone with this firmware cannot be downgraded.*
- *Version 58.80.196.8 and below: This firmware does not support the dual functionality, that is, Standard and Extended SIP. To use the dual SIP functionality of the IP Phone, you must upgrade the firmware of the IP Phone to 58.80.196.8 and above. Contact Matrix Technical Support Team for the new firmware. Make sure the Server Version with which the IP Phone is registered is V01R06.02.00 and higher.*

You can upgrade the firmware of the IP Phone using any of the following methods:

- Auto - Provisioning
- Upgrade via Web User Interface

## **Auto - Provisioning**

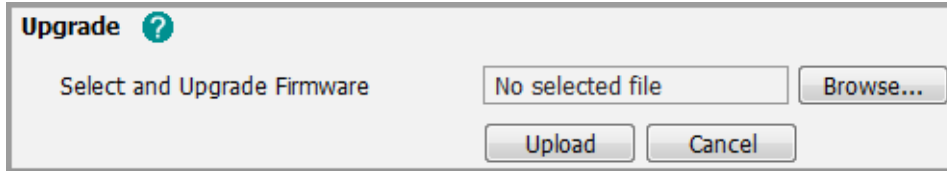
You can upgrade the firmware of the IP Phone using a third- party Provisioning Server only. The phone uses HTTP protocol for Auto Provisioning. This method is useful for deploying a large number of IP Phones, thus providing a plug-and-play solution for them.

For more information on how to upgrade the firmware of the IP Phone using Auto Provisioning, refer to the SPARSH VP710 User Guide.

## Upgrade via Web User Interface

You can upgrade the firmware of the IP Phone from your PC with a click of a button.

### To upgrade firmware manually via Web User Interface



- Login as **Admin**.
- Under **Settings**, click **Upgrade**.
- In **Select and Upgrade Firmware**, click **Browse** to select firmware file from your local PC.
- Click **Upload**.  
A dialog box pops up to prompt "Firmware of the SIP Phone will be updated. It will take 5 minutes to complete. Please don't power off!"
- Click **OK** to confirm. The firmware will be upgraded



- *When you upgrade the firmware of the IP Phone, it is recommended not to close or refresh the browser.*
- *Make sure that you do not turn off the power during the upgradation process. In case, the IP Phone is powered off during this process and does not start properly then Contact Matrix Technical Support Team.*
- *You can upgrade the firmware of the IP Phone via Web User Interface only.*

## Accessing Extended SPARSH VP710 using GUI

This chapter provides information for configuring the network and various other settings of the Extended SPARSH VP710 via Web and Phone User Interface.

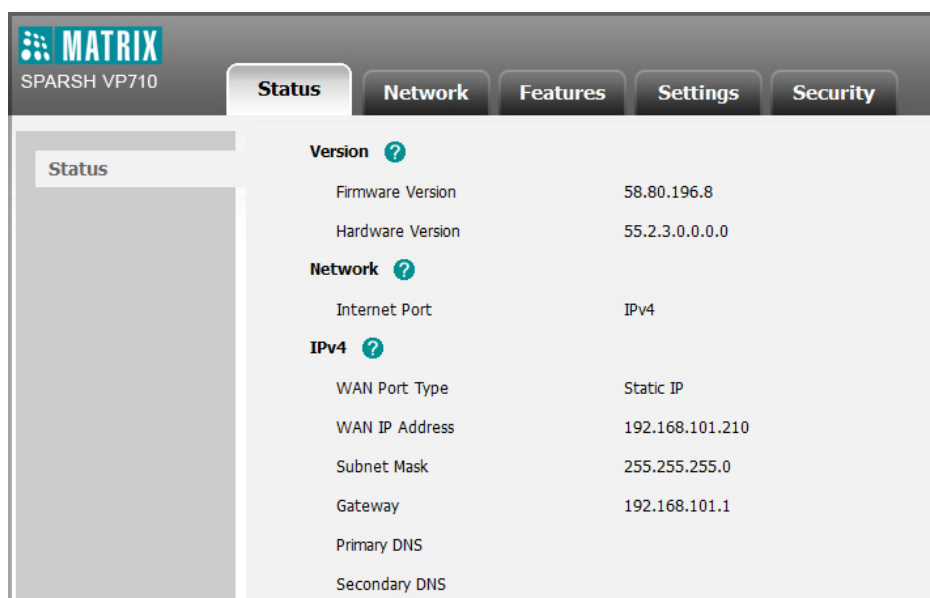
### Status


The Status Page displays the current details of the IP Phone such as the IP address, MAC Address and Firmware Version. It also displays the current Network Status and other general specifications of the phone.

To view the Status,

- Login as **Admin**.  
**OR**  
Login as **User**.
- Click **Status**

The page displays the status of the IP Phone.



You can also view the **Status** from the Phone User Interface. To view, tap **Setting**  in the Control Center, and then tap **Status**.

# Network

---

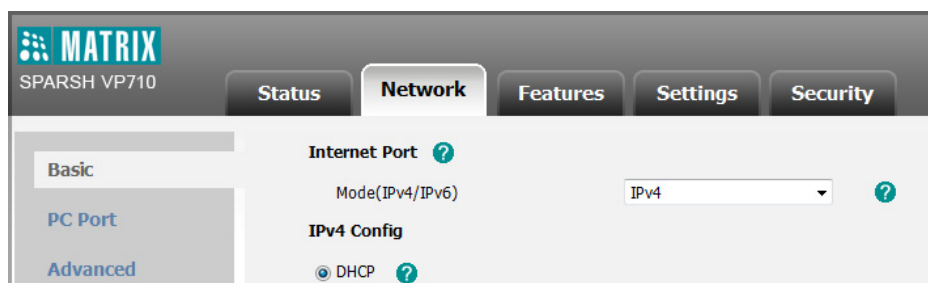
This section describes the configuration of network settings through Web and Phone User Interface. The network settings in the IP Phone is broadly divided into three sections:

- Basic
- PC Port
- Advanced

All these network settings are explained below in detail.

## Basic

You can configure the basic network settings of the IP Phone via Web and Phone User Interface. To know more, refer to [“Configuring Basic Network Settings”](#).



## PC Port

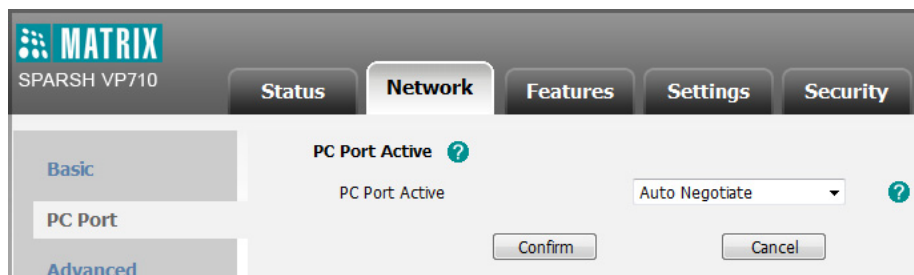
The IP Phone supports two Ethernet Ports:

- PC Port
- Internet Port

You can connect the IP Phone to a PC using the PC Port. When you connect the PC Port of the phone to the PC, the IP Phone acts as a bridge and the connected PC appears on the network as a standalone device with its own IP address.

You must select **Auto Negotiate**, if you want to connect the PC Port of the IP Phone to the PC.

**To configure the PC Port via Web User Interface**



- Login as **Admin**.

**OR**

Login as **User**.

- In **Network**, click **PC Port**.
- In **PC Port Active**, select the desired value.
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after the reboot.
- Click **OK** to reboot the IP Phone.



*You can configure the PC Port via Web User Interface only.*

## Advanced

Advanced network settings allows you to configure the advanced network parameters according to your current office scenario. These settings can be configured via Web as well as Phone User Interface.


You can configure the advanced network parameters only from the Admin mode.

### To configure the parameters using Web User Interface

- Login as **Admin**.
- In **Network**, click **Advanced**.

**OR**

### To configure the parameters using Phone User Interface

- Swipe down from the top of the screen.
- Tap **Setting** .
- In **Advanced**, enter the default password, **admin**.

You can now configure the below mentioned parameters as per your current office scenario.

## LLDP


Linker Layer Discovery Protocol is a vendor-neutral Link Layer protocol. It allows the IP Phone to transmit or receive the information of the devices that are directly connected in the network. The IP Phone also stores the information received from the other devices connected in the network.

### To configure LLDP via Web User Interface



- In **Active**, select Enabled.
- In **Packet Interval**, enter the desired time interval. By default, it is 60 seconds. Valid Range: 1- 3600 seconds.
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after a reboot.
- Click **OK** to reboot the IP Phone.

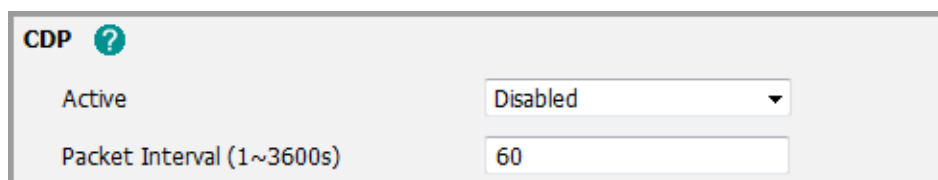
### To configure LLDP via Phone User Interface

- Tap **Network->LLDP**.
- Tap the **On** radio button in **LLDP Status**.
- Enter the desired time interval in **Packet Interval**. By default, it is 60 seconds. Valid Range: 1- 3600 seconds.
- Tap  to save.  
A dialog box prompts you to reboot the IP Phone.
- Tap **OK**.  
The settings will be effective after the reboot.

## CDP

Cisco Discovery Protocol is a vendor-neutral Link Layer protocol. It allows the IP Phone to transmit or receive the information of the devices that are directly connected in the network. The IP Phone also stores the information received from the other devices connected in the network. You should enable this parameter, if Cisco devices are connected in your network.

### To configure CDP via Web User Interface




- In **Active**, select Enabled.
- In **Packet Interval**, enter the desired time interval. By default, it is 60 seconds. Valid Range: 1- 3600 seconds.



- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after a reboot.
- Click **OK** to reboot the IP Phone.

#### To configure CDP via Phone User Interface

- Tap **Network->CDP**.
- Tap the **On** radio button in **CDP Status**.
- Enter the desired time interval in **Packet Interval**. By default, it is 60 seconds. Valid Range: 1- 3600 seconds.
- Tap  to save.  
A dialog box prompts you to reboot the IP Phone.
- Tap **OK**.  
The settings will be effective after the reboot.

## VLAN

Virtual Local Area Network is used to logically divide a physical network into several broadcast domains. VLAN membership can be configured through software instead of physically relocating devices. When VLAN is configured in the IP Phone, it inserts a tag (containing the VLAN information) to the packets generated by the IP Phone. The IP Phone will tag all the packets generated from Internet and PC port with the VLAN ID.

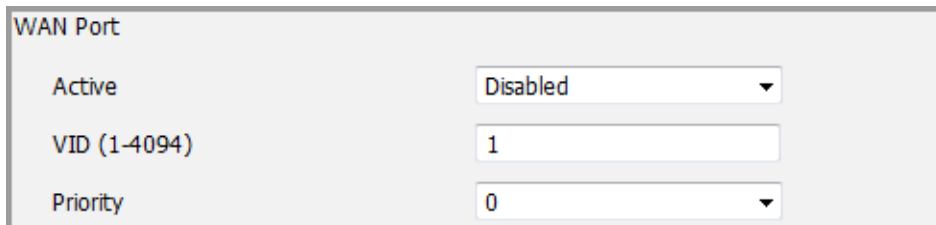
The switch receives and forwards the tagged packets to the corresponding VLAN according to the VLAN ID in the tag as described in IEEE Std 802.3.

In addition to manual configuration, the IP Phone also supports automatic discovery of VLAN via LLDP, CDP or DHCP. The assignment takes effect in this order: assignment via LLDP/CDP, manual configuration, then assignment via DHCP.

Before configuring VLAN on the IP Phone, you need to obtain the VLAN ID from your Network Administrator.

## WAN Port

#### To configure WAN Port via Web User Interface




WAN Port	
Active	Disabled
VID (1-4094)	1
Priority	0

- In **Active**, select Enabled.
- In **VID**, enter the VLAN ID. By default, it is 1. Valid Range: 1- 4094.

- In **Priority**, select the desired value.
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after a reboot.
- Click **OK** to reboot the IP Phone.

#### To configure VLAN for Internet Port via Phone User Interface

- Tap **Network**.
- Tap **VLAN->WAN Port**.
- Tap the **On** radio button in **VLAN Status**.
- Enter the VLAN ID in **VID Number**. By default, it is 1. Valid Range: 1- 4094.
- Enter the desired priority level in **Priority**.
- Tap  to save.  
A dialog box prompts you to reboot the IP Phone.
- Tap **OK**.  
The settings will be effective after the reboot.


## PC Port

#### To configure VLAN for PC Port via Web User Interface:

PC Port	
Active	Disabled ▼
VID (1-4094)	1
Priority	0 ▼

- In **Active**, select Enabled.
- In **VID**, enter the VLAN ID. By default, it is 1. Valid Range: 1- 4094.
- In **Priority**, select the desired value.
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after a reboot.
- Click **OK** to reboot the IP Phone.

### To configure VLAN for PC Port via Phone User Interface

- Tap **Network**.
- Tap **VLAN->PC Port**.
- Tap the **On** radio button in **VLAN Status**.
- Enter the VLAN ID in **VID Number**. By default, it is 1. Valid Range: 1- 4094.
- Enter the desired priority level in **Priority**.
- Tap  to save.  
A dialog box prompts you to reboot the IP Phone.
- Tap **OK**.  
The settings will be effective after the reboot.

## DHCP VLAN


### To configure DHCP VLAN via Web User Interface



DHCP VLAN	
Active	Enabled
Option(1-255)	132

- In **Active**, select Enabled.
- In **Option**, enter the desired value. By default, it is 132. Valid Range: 1- 255.
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after a reboot.
- Click **OK** to reboot the IP Phone.

### To configure DHCP VLAN via Phone User Interface

- Tap **Network**.
- Tap **VLAN->DHCP VLAN**.
- Tap the **On** radio button in **DHCP VLAN**.
- Enter the desired value in **Option**. By default, it is 132. Valid Range: 1- 255.
- Tap  to save.  
A dialog box prompts you to reboot the IP Phone.
- Tap **OK**.

The settings will be effective after the reboot.

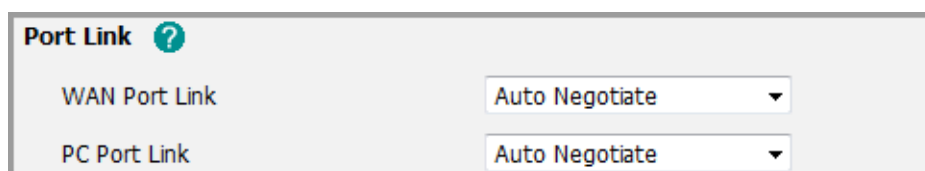
## Port Link

Port link allows you to configure the transmission method for Internet (WAN) and PC (LAN) Port. The IP Phone supports three transmission methods for the Ethernet ports:

- Auto-negotiation
- Half-duplex
- Full-duplex

By default, Auto-Negotiation is configured for both Internet and PC Ports.

### To configure transmission methods for Ethernet ports via Web User Interface



Port Link ?	
WAN Port Link	Auto Negotiate ▼
PC Port Link	Auto Negotiate ▼

- In **WAN Port Link**, select the desired option.
- In **PC Port Link**, select the desired option.
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after a reboot.
- Click **OK** to reboot the IP Phone.

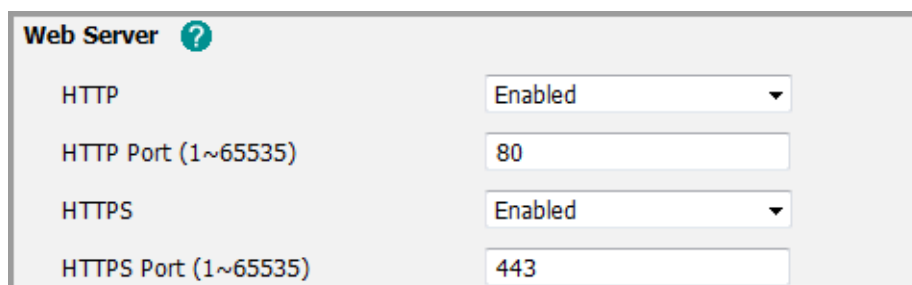


*You can configure the Port Link via Web User Interface only.*

## Web Server

The IP Phone supports both HTTP and HTTPS protocols for accessing the web user interface through a web browser. You can configure both HTTP and HTTPS port values accordingly.

### To configure Web Server via Web User Interface




Web Server ?	
HTTP	Enabled ▼
HTTP Port (1~65535)	80
HTTPS	Enabled ▼
HTTPS Port (1~65535)	443

- In **HTTP**, select Enabled.
- In **HTTP Port**, enter the desired port value. By default, it is 80. Valid Range: 1- 65535.

- In **HTTP**, select Enabled.
- In **HTTP Port**, enter the desired port value. By default, it is 443. Valid Range: 1- 65535.
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after a reboot.
- Click **OK** to reboot the IP Phone.

#### To configure Web Server via Phone User Interface

- Tap **Network->Web Server**.
- In **HTTP Status**, select Enabled.
- Enter the desired port value in **HTTP Port**. By default, it is 80. Valid Range: 1- 65535.
- In **HTTPS Status**, select Enabled.
- Enter the desired port value in **HTTPS Port**. By default, it is 443. Valid Range: 1- 65535.
- Tap  to save.  
A dialog box prompts you to reboot the IP Phone.
- Tap **OK**.  
The settings will be effective after the reboot.

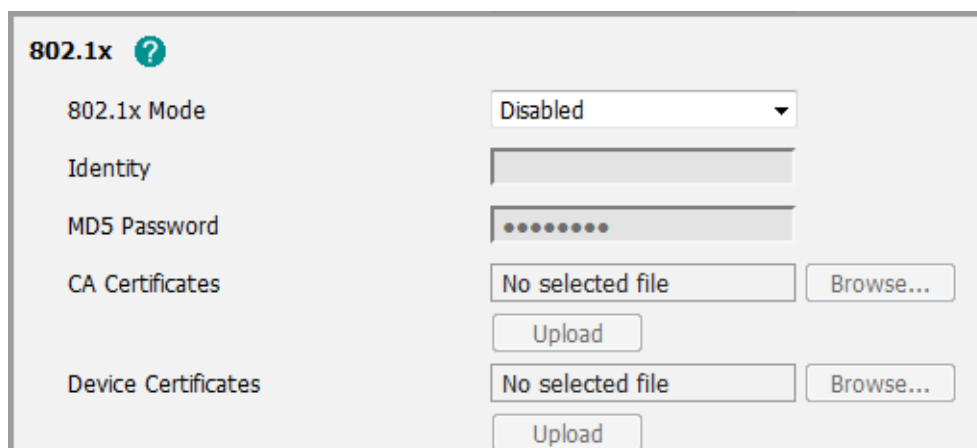
## 802.1x

IEEE802.1X is an IEEE Standard for Port-based Network Access Control (PNAC). It is a part of the IEEE 802.1group of networking protocols. It provides an authentication mechanism for the devices for connecting to a LAN or WLAN.

The IP Phone supports the following protocols for 802.1X authentication:

- EAP-MD5
- EAP-TLS (requires Device and CA certificates, requires no password)
- EAP-PEAP/MSCHAPv2 (requires CA certificates)
- EAP-TTLS/EAP-MSCHAPv2 (requires CA certificates)
- EAP-PEAP/GTC (requires CA certificates)
- EAP-TTLS/EAP-GTC (requires CA certificates)
- EAP-FAST (requires CA certificates)

## To configure 802.1X authentication via Web User Interface




The screenshot shows a web interface for configuring 802.1X authentication. At the top left, there is a header '802.1x' with a help icon. Below this, there are five configuration sections: 1. '802.1x Mode' with a dropdown menu currently set to 'Disabled'. 2. 'Identity' with a text input field. 3. 'MD5 Password' with a password input field showing masked characters. 4. 'CA Certificates' with a file selection area showing 'No selected file', a 'Browse...' button, and an 'Upload' button. 5. 'Device Certificates' with a similar file selection area showing 'No selected file', a 'Browse...' button, and an 'Upload' button.

- In **802.1X Mode**, select the desired mode.
- If you select **EAP-MD5**:
  - In **Identity**, enter the username for authentication.
  - In **MD5 Password**, enter the password for authentication.
- If you select **EAP-TLS**:
  - In **Identity**, enter the username for authentication.
  - Leave the **MD5 Password** blank.
  - In **CA Certificates**, click **Browse** to select the desired CA certificate (\*.pem, \*.crt, \*.cer or \*.der) from your local PC and click **Upload**.
  - In **Device Certificates**, click **Browse** to select the desired client (\*.pem or \*.cer) certificate from your local PC and click **Upload**.
- If you select **EAP-PEAP-MSCHAPv2**, **EAP-TTLS/EAP-MSCHAPv2**, **EAP-PEAP/GTC**, **EAP-TTLS/EAP-GTC** or **EAP-FAST**:
  - In **Identity**, enter the username for authentication.
  - In **MD5 Password**, enter the password for authentication.
  - In **CA Certificates**, click **Browse** to select the desired CA certificate (\*.pem, \*.crt, \*.cer or \*.der) from your local PC and click **Upload**.
- Click **Confirm**.

A dialog box pops up to prompt that settings will take effect after a reboot.
- Click **OK** to reboot the IP Phone.

### To configure 802.1X authentication via Phone User Interface

- Tap **Network->802.1X Mode**.
- In **802.1X Mode**, select the desired mode.
- In **Identity**, enter the username for authentication.
- In **MD5 Password**, enter the password for authentication.
- Tap  to save.

A dialog box prompts you to reboot the IP Phone.

- Tap **OK**.  
The settings will be effective after the reboot.

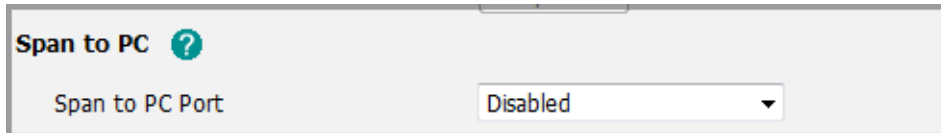


*You can upload the **CA** and **Device** Certificates via Web User Interface only.*

## Span to PC

Span to PC allows the IP Phone to capture data packets received from the WAN (Internet) Port to the PC (LAN) Port. To know more refer, [“To capture packets using Ethernet Software”](#).

### To configure Span to PC via Web User Interface



- In **Span to PC Port**, select Enabled.
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after a reboot.
- Click **OK** to reboot the IP Phone.

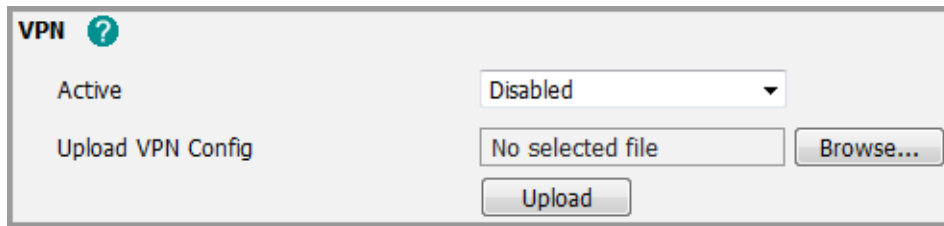


*You can configure the Span to PC via Web User Interface only.*

## VPN


Virtual Private Network is a secured network connection over a less secure network, such as Internet. VPN allows you to securely access the network of the organization.

### To configure VPN via Web User Interface



- In **Active**, select Enabled.
- In **Upload VPN Config**, click **Browse** to select the desired TAR file from your local PC and click **Upload**.
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after the reboot.
- Click **OK** to reboot the IP Phone.

### To configure VPN via Phone User Interface

- Tap **Network->VPN**.
- Tap the **On** radio button in **VPN Active**.
- Tap  to save.  
A dialog box prompts you to reboot the IP Phone.
- Tap **OK**.



*You can upload the Tar file via Web User Interface only. For Tar file, contact Matrix Technical Support Team.*



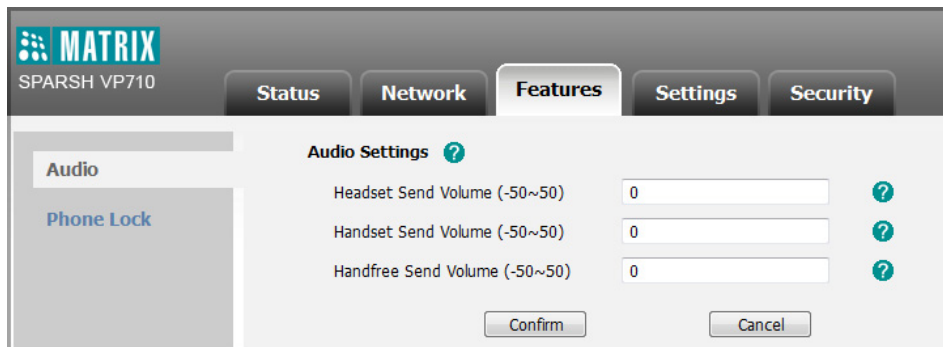
# Features

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This section provides information for configuring the audio settings of the IP Phone. It also covers the explanation of the feature Phone Lock and the parameters related to it.


## Audio

To configure the Audio Settings of the Speaker/Handset/Headset



- Login as **Admin**.
- In **Features**, click **Audio**.
- In **Headset Send Volume**, enter the desired value. By default, it is 0. Valid Range: - 50 to 50.
- In **Handset Send Volume**, enter the desired value. By default, it is 0. Valid Range: - 50 to 50.
- In **Handfree Send Volume**, enter the desired value. By default, it is 0. Valid Range: - 50 to 50.
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after the reboot.
- Click **OK** to reboot the IP Phone.

You can adjust the ringer volume by either pressing the **Volume**  key or dragging the slider left/right to decrease or increase the volume as per your requirement.

 *Audio Settings can be configured from the Admin mode via Web User Interface only.*

## Phone Lock

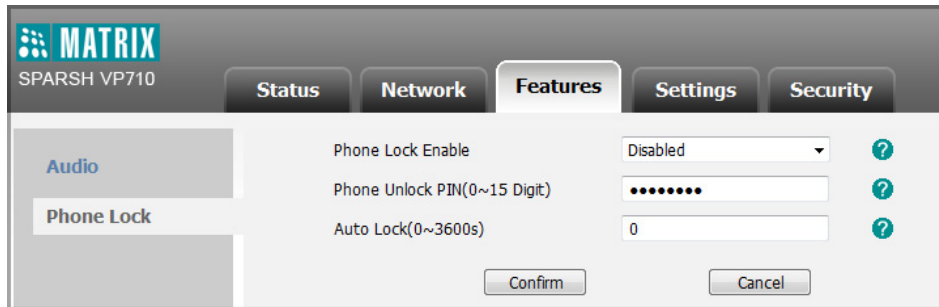
Phone lock allows you to lock the IP Phone to avoid its misuse, while you are away from your desk.

When the IP Phone is in lock state, you can only:

- access the Headset key, Volume key, Speaker key and Keypad.
- answer or reject the incoming call.
- dial the emergency numbers. To know more, see [“Emergency Call”](#).



You must enter the Phone Unlock PIN to access the IP Phone.

### To configure Phone Lock via Web User Interface




- Login as **Admin**.  
**OR**  
Login as **User**
- In **Features**, click **Phone Lock**.
- In **Phone Lock Enable**, select Enabled.
- In **Phone Unlock PIN**, enter the desired unlock PIN. Valid Range: 0 to 15 Digit.
- In **Auto Lock**, enter the desired time interval for automatic phone lock. By default, it is 0 second. Valid Range: 0 - 3600 seconds.
- Click **Confirm**.

### To configure Phone Lock via Phone User Interface

- Swipe down from the top of the screen.
- Tap **Setting** .
- In **Advanced**, enter the default password, **admin**.
- Tap **Phone Lock**.
- In **Lock Enable**, select Enabled.
- In **Auto Lock**, enter the desired time interval for automatic phone lock. By default, it is 0 second. Valid Range: 0 to 3600 seconds.
- Tap  to save.

### To change the Phone Unlock PIN via Phone User Interface

- Swipe down from the top of the screen.
- Tap **Setting** .
- In **Basic**, tap **Change PIN**.
- In **Old PIN**, enter the current PIN.

- In **New PIN** and **Confirm PIN**, enter the new PIN.
- Tap  to save.



- *You can enable or disable the Phone Lock feature via Admin mode only.*
- *In case the user forgets the PIN, you can unlock the phone by entering the Admin password. When you enter the Admin password, the Change PIN window opens. Set the desired New Pin.*

# Settings

---

This section describes the detailed configuration and customizing of the parameters — Time & Date, Upgrade, Configuration and the option provided to upload the third party applications. For configuring Preference, Auto Provision, Voice and Power Saving in the IP Phone refer to SPARSH VP710 User Guide.

## Time and Date

You can set the Time and Date in the IP Phone manually or synchronize it with any NTP Server in the Public Network. The NTP Server is either obtained by the DHCP or can be configured manually.

You must configure the NTP Server manually, if it is not obtained from DHCP. By default, Time and Date are automatically synced from the NTP Server.

Depending on the priority set for the parameter **NTP by DHCP Priority**, the IP Phone considers either the manually configured NTP Server address or the one obtained from DHCP.

If you set the **NTP by DHCP Priority** as high, the IP Phone will overwrite the manually configured NTP Server address and will consider the one obtained from DHCP.

If you set the **NTP by DHCP Priority** as low, the IP Phone will consider the manually configured NTP Server address and will ignore the one obtained from DHCP.

By default, a digit clock widget will be displayed on the Native Home screen when the IP Phone starts up. The current time and date is also displayed on the right side of the Native status bar.

You can check the current time and date from the control center as well.

## To configure Time and Date via Web User Interface


- Login as **Admin**.  
**OR**  
Login as **User**.
- In **Settings**, click **Time & Date**.

### To configure the NTP by DHCP priority via Web User Interface

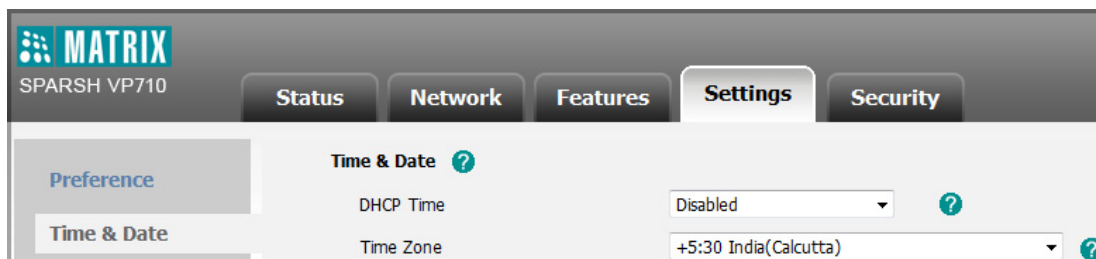
NTP by DHCP Priority	High	?
Primary NTP Server	cn.pool.ntp.org	?
Secondary NTP Server	pool.ntp.org	?

- In **NTP By DHCP Priority**, select desired value.
- Click **Confirm**.

You can set the **NTP By DHCP Priority** as low or high as per your requirement.

 You can configure the NTP by DHCP priority parameter via Web User Interface only.

### To enable DHCP for obtaining NTP Server via Web User Interface

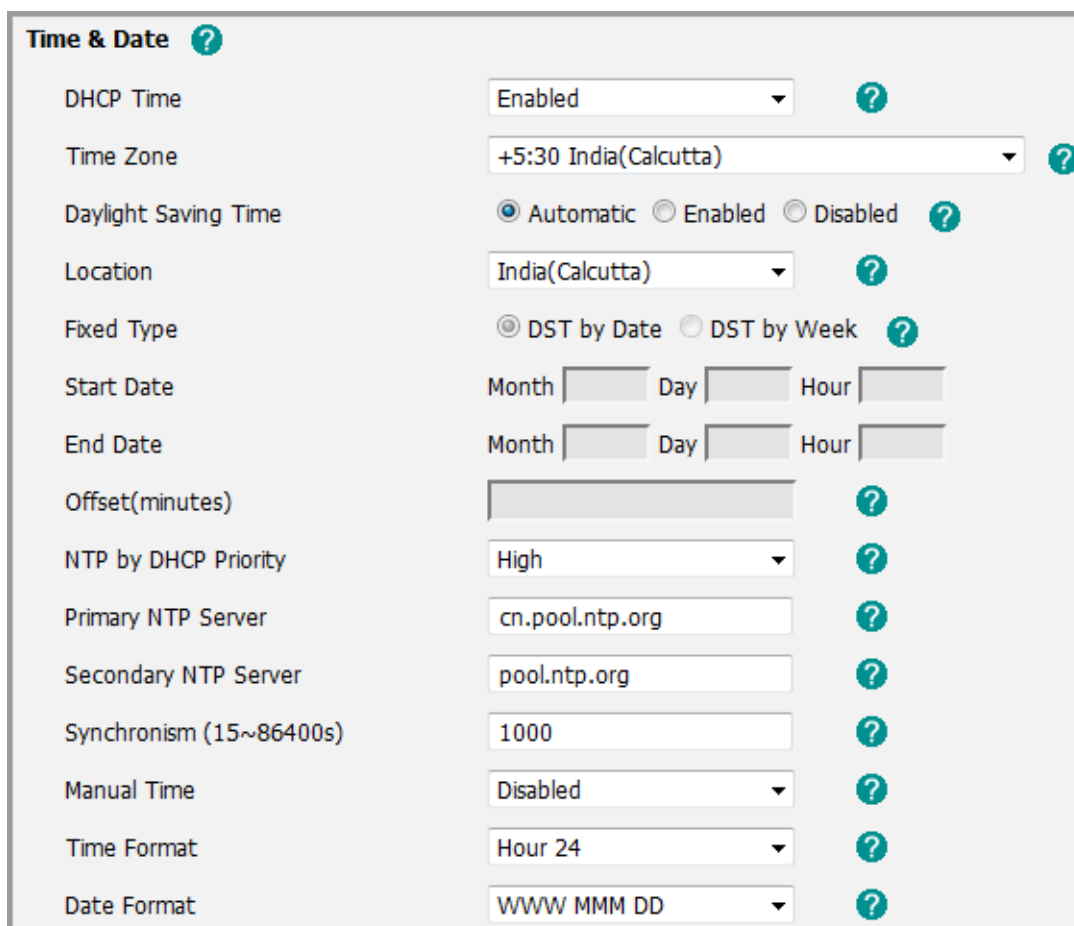


The screenshot shows the MATRIX SPARSH VP710 Web User Interface. The 'Settings' tab is selected. Under the 'Time & Date' section, the 'DHCP Time' is set to 'Disabled' and the 'Time Zone' is set to '+5:30 India(Calcutta)'. There are help icons (?) next to the settings.

- In **DHCP Time**, select Enabled.
- Click **Confirm**.

The NTP Server will be obtained by the DHCP automatically. If the DHCP cannot provide the NTP Server, then follow the below steps to configure it manually.

### To configure the NTP Server, Time Zone and DST manually via Web User Interface



The screenshot shows the MATRIX SPARSH VP710 Web User Interface. The 'Time & Date' section is expanded. The settings are as follows:

Setting	Value
DHCP Time	Enabled
Time Zone	+5:30 India(Calcutta)
Daylight Saving Time	Automatic
Location	India(Calcutta)
Fixed Type	DST by Date
Start Date	Month [ ] Day [ ] Hour [ ]
End Date	Month [ ] Day [ ] Hour [ ]
Offset(minutes)	1000
NTP by DHCP Priority	High
Primary NTP Server	cn.pool.ntp.org
Secondary NTP Server	pool.ntp.org
Synchronism (15~86400s)	1000
Manual Time	Disabled
Time Format	Hour 24
Date Format	WWW MMM DD

- In **Manual Time**, select Disabled.

- In **Time Zone**, select the desired time zone.
- In **Daylight Saving Time**, select the desired option — Automatic, Enabled, Disabled.
  - If you select **Automatic**,
    - In **Location**, select the desired time zone name.  
This parameter appears only, if you select Daylight Saving as Automatic
  - If you select **Enabled**, do one of the following:
    - In **Fixed Type**, select **DST By Date** or **DST By Week**.
    - In **Start Date**, enter the DST Start details.
    - In **End Date**, enter the DST End details.
    - In **Offset (minutes)**, enter the desired offset time.
- Select **Disabled**, if you do not want to set the Daylight Saving Time.
- In **Primary NTP Server** and **Secondary NTP Server**, enter the domain names or IP addresses of the SNTP Server.
- In **Synchronism**, enter the time interval after which you want the IP Phone to synchronize time and date with the NTP Server. By Default, it is 1000 seconds. Valid range: 15- 86400 seconds.
- Click **Confirm**.

If you wish to set the time and date of the IP Phone manually, then follow the steps described below.

#### To configure the Time & Date manually via Web User Interface


Time & Date ?			
DHCP Time	Disabled		?
NTP by DHCP Priority	High		?
Primary NTP Server	cn.pool.ntp.org		?
Secondary NTP Server	pool.ntp.org		?
Synchronism (15~86400s)	1000		?
Manual Time	Enabled		?
Date	Year 2018	Month 07	Day 13
Time	Hour 04	Minute 18	Second 47
Time Format	Hour 24		?
Date Format	WWW MMM DD		?

- In **Manual Time**, select Enabled.
- In **Date** and **Time**, enter the specific date and time respectively.
- In **Time Format**, select the desired time format.
- In **Date Format**, select the desired date format.
- Click **Confirm**.

## To configure Time and Date via Phone User Interface


- Swipe down from the top of the screen.
- Tap **Setting** .
- In **Basic**, tap **Time & Date**.

### To enable DHCP for obtaining NTP Server via Phone User Interface

- Tap **DHCP Time**.
- Tap the **On** radio button in **DHCP Time**.
- Tap  to save.


The NTP Server will be obtained by the DHCP automatically. If the DHCP cannot provide the NTP Server, then follow the below steps to configure it manually.

### To configure the NTP Server, Time Zone and DST via Phone User Interface:


- Tap **General**.
- In **Type**, select **SNTP Settings**.
- Tap **Time Zone** to select the time zone that applies to your area. By Default, it is +5:30 India (Calcutta).
- In **NTP Server1** and **NTP Server2**, enter the domain names or IP addresses of the SNTP Server.
- In **Daylight Saving**, select the desired option — Automatic, Enabled, Disabled.
- In **Location**, select the desired time zone name.  
This parameter appears only, if you select Daylight Saving as Automatic.
- Tap  to save.

If you wish to set the time and date of the IP Phone manually, then follow the steps described below.

### To configure the Time & Date manually via Phone User Interface

- Tap **General**.
- In **Type**, select **Manual Settings**.
- In **Date** and **Time**, enter the specific date and time respectively.
- Tap  to save.

### To change the Time & Date format via Phone User Interface

- Tap **Time & Date Format**.
- In **Date Format**, enter the desired date format.
- In **Time Format**, enter the desired time format.
- Tap  to save.



*It is recommended to synchronize time and date with the NTP Server, as when configured manually, it will reset every time the IP Phone reboots.*

## Upgrade

This section describes how to reset, reboot and upgrade the IP Phone. The upgrade page also displays the Firmware and Hardware versions of the IP Phone.

It describes different reboot options supported by the IP Phone using which you can reset the Phone to the default factory settings. It also provides information for upgrading the firmware of the IP Phone.

When you reset the Phone, log files, flash parameters, user and cached data are cleared and the Admin password is set to the default password, **admin**. All the settings customized by you will be overwritten.


You can reset and reboot the IP Phone via Web as well as Phone User Interface.

### To configure the parameters using Web User Interface

- Login as **Admin**.  
**OR**  
Login as **User**.
- In **Settings**, click **Upgrade**.

**OR**

### To configure the parameters using Phone User Interface

- Swipe down from the top of the screen.
- Tap **Setting** .



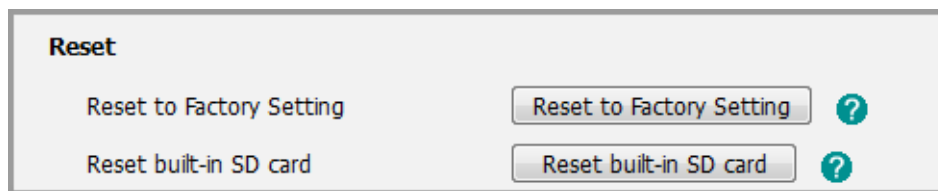
- In **Advanced**, enter the default password, **admin**.
- Tap **Reset Config**.

You can now configure the below mentioned parameters as per your requirement.

## Reset

You can reset the IP Phone using any of the following ways:

### To reset the IP Phone via Web User Interface



- Click **Reset to Factory Setting** button, to reset the IP Phone to the default factory settings.
- Click **Reset built-in SD card** button, to clear all the files in the internal SD Card.

When you reset the IP Phone using any of the above mentioned ways, a prompt appears to reboot the IP Phone.

- Click **OK**.

### To reset the IP Phone via Phone User Interface

- Tap **Reset to Factory Settings**, to reset the IP Phone to the default factory settings.
- Tap **OK** to confirm.  
The IP Phone will be reset to factory settings successfully.
- Tap **Reset built-in SD Card**, to clear all the files in the internal SD Card.
- Tap **OK** to confirm.  
All the data (pictures, audio and video files) in the internal SD card will be cleared.

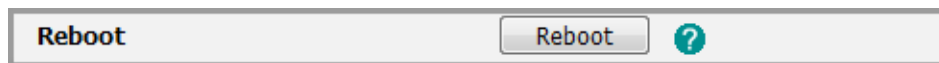


*If the IP Phone displays reset option other than the ones listed above, then refer to the SPARSH VP710 User Guide to know more.*

## Reboot

You can reboot the IP Phone via Web and Phone User interface.

### To reboot the IP Phone via Web User Interface



- Tap **Reboot**, to reboot the IP Phone remotely.
- Tap **OK** to confirm.

### To reboot the IP Phone via Phone User Interface

- Tap **Reboot**, to reboot the IP Phone.
- Tap **OK** to confirm.

## Upgrade

The IP Phone allows you to upgrade the firmware from a local PC. You can upgrade the firmware stored on your local PC with a click of a button. To know more, refer to [“Upgrade via Web User Interface”](#).

## Configuration

This section provides general information for maintenance and troubleshooting some common problems of the IP Phone. You can either analyze the log files or capture packets to resolve the common problems of the IP Phone.

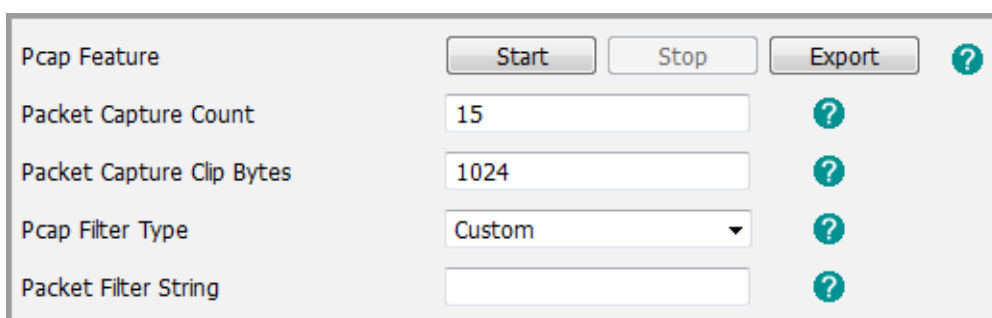
## Capturing Packets

PCAP is used to monitor the network, by capturing the packets sent and received by the IP Phone. You can further decode and analyze these packets for troubleshooting network related issues.

There are two ways for capturing the packets of the IP Phone:

- Capturing the packet via Web User Interface
- Capturing the packet using Ethernet software

### To capture packets via Web User Interface



- :Login as **Admin**.

- In **Settings**, click **Configuration**.
- In **Packet Capture Count**, enter the desired value. By default, it is 15. Valid Range: 1- 100.
- In **Packet Capture Clip Bytes**, enter the desired value. By default, it is 1024. Valid Range: 100- 1024.
- Select the desired filter in **Pcap Filter Type**.
- Enter the desired string in **Packet Filter String**.
- Click **Start** to start capturing the packets.
- Click **Stop** to stop capturing the packets.
- Click **Export** to open or save the file in your local PC.

## To capture packets using Ethernet Software

### Receiving data packets from the HUB

You can connect the Internet Port of the IP Phone and the PC to the same HUB and then use Sniffer, Ethereal or Wireshark to capture the signal traffic.

### Receiving data packets from PC Port

You can connect the Internet and PC Port of the IP Phone to the Internet and PC respectively. Make sure that the data packets are received from Internet Port to PC Port in the IP Phone.

To know how to enable **Span to PC Port**, refer [“Span to PC”](#).

## Viewing Log files

Viewing the log files helps you to monitor the activities and events of the IP Phone. These files also record the network related activities. You can download these files for analyzing and troubleshooting the problems.

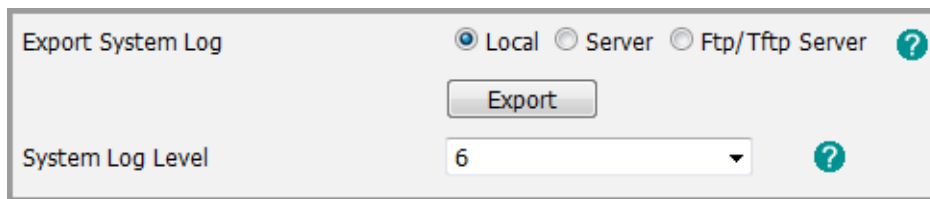
The log files can be exported using any of the methods explained below:

- Local PC
- Syslog Server
- Provisioning Server (FTP/TFTP)

### To configure the export options for the Log File

- Login as **Admin**.
- In **Settings**, click **Configuration**.

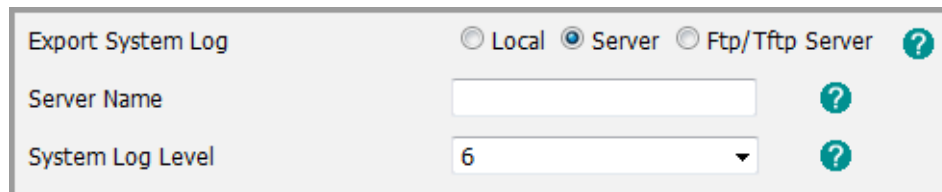
## Exporting a log file to the Local PC



- In **Export System Log**, select Local.
- In **System Log Level**, select 6.
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after a reboot.
- Click **OK** to reboot the IP Phone.
- Click **Export** to open or save the log file in your local PC.

The system log will be exported successfully on your PC.

## Exporting a log file to the Syslog Server



- In **Export System Log**, select Server.
- In **Server Name**, enter the IP address or domain name of the syslog server.
- In **System Log Level**, select 6.
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after a reboot.
- Click **OK** to reboot the IP Phone.

The system log will be exported successfully to the desired syslog server after a reboot.

## Exporting a log file to the Provisioning Server (FTP/TFTP Server)

Export System Log	<input type="radio"/> Local <input type="radio"/> Server <input checked="" type="radio"/> Ftp/Tftp Server ?
Upload Period	30 ?
Post Mode	Post Append ?
Append Limit Size	512 ?
Append Limit Mode	Append Delete ?
System Log Level	6 ?

- In **Export System Log**, select Ftp/Tftp Server.
- In **Upload Period**, enter the upload period of the log files. By default, it is 30. Valid Range: 30- 2592000.
- In **Post Mode**, select the desired mode.
- Enter the desired limit size of the log files in **Append Limit Size**. By default, it is 512. Valid Range: 200-65535.
- Select the desired limit mode in **Append Limit Mode**.
- In **System Log Level**, select 6.
- Click **Confirm**.  
A dialog box pops up to prompt that settings will take effect after a reboot.
- Click **OK** to reboot the IP Phone.

The system log will be exported successfully to the desired FTP/TFTP server after a reboot.



- *The IP Phone will reboot when **System Log Level** is revised.*
- *You must set the **System Log Level** as 6 to capture all the logs of the IP Phone. By default, this parameter is set as 3.*

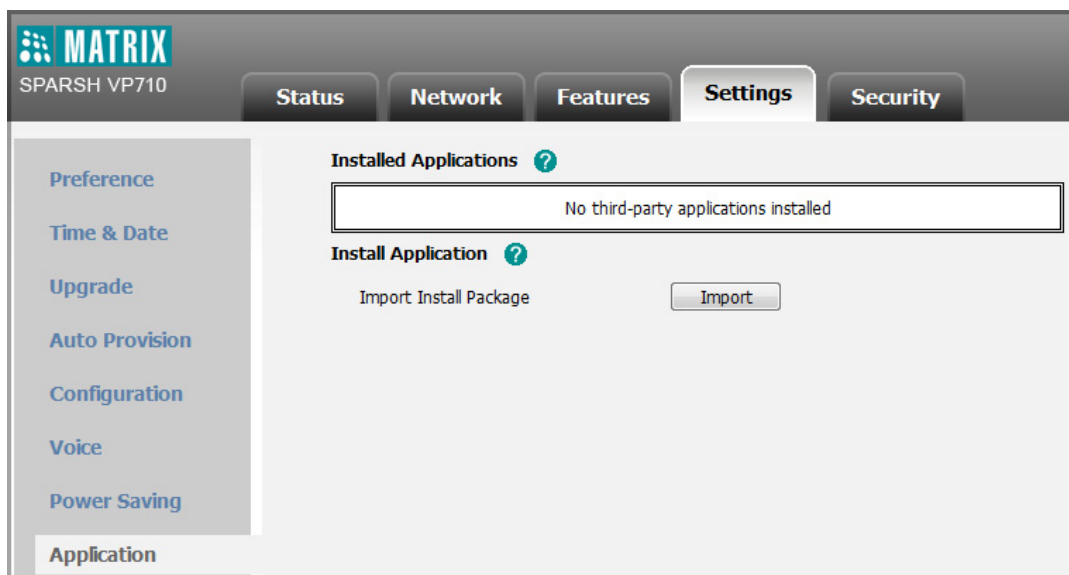
To know about how to export and import the CFG configuration files in the IP Phone, refer to SPARSH VP710 User Guide.

## Application

The IP Phone allows you to manage any third - party application with a click of a button. You can install, update and delete the application via Web User Interface only.

To install the desired application on the IP Phone, you need to upload the apk file of the application via Web User Interface. Once the file is uploaded, the application is installed on the IP Phone.

## To install the third - party application via Web User Interface



- Login as **Admin**.  
**OR**  
Login as **User**.
- In **Settings**, click **Application**.
- In **Install Application**, click the **Import** button to select and upload the .apk file of the desired application from your local PC. The application will get installed on the IP Phone and will be displayed under **Installed Applications**.

The list of all the third - party applications installed on the IP Phone appears under **Installed Applications**.

- To un-install the application, click the **Uninstall** button next to the application you want to delete. The application will get un-installed.
- To update the application, click the **Update** button next to the application you want to update. The application will get updated.



- *When you upload the apk file of the application via Web User Interface, it is recommended not to close or refresh the browser.*
- *You can install any application on the IP Phone except MATRIX VARTA ADR100.*

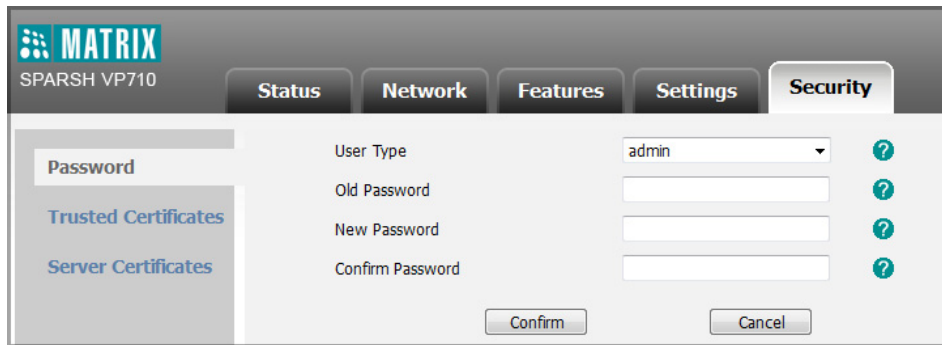
# Security

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This section describes steps for changing the admin and user password via Web and Phone User Interface.

## Password

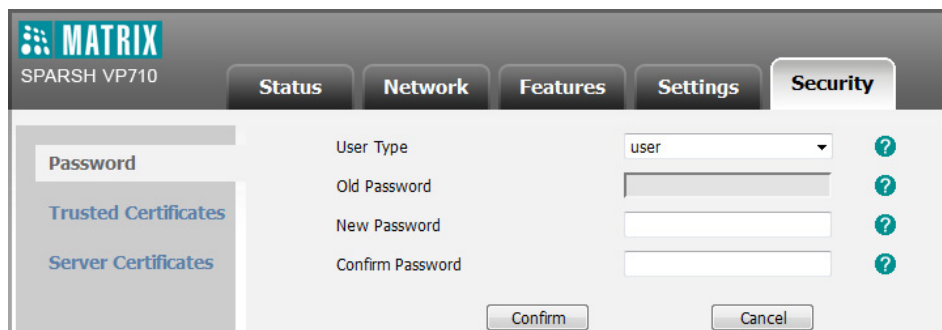
### To change the Admin password via Web User Interface



- Login as **Admin**.
- In **Security**, click **Password**.
- Select admin as the **User Type**.
- In **Old Password**, enter the current password.
- In **New Password** and **Confirm Password**, enter the new password.
- Click **Confirm**.

### To change the User Password via Web User Interface

- Login as **Admin**.  
**OR**  
Login as **User**.






- In **Security**, click **Password**.
- Select the user in the **User Type**.
- In **Old Password**, enter the current password.

- In **New Password** and **Confirm Password**, enter the new password.
- Click **Confirm**.



*You can change the User Password from Web User Interface only.*

#### **To change the Admin password via Phone User Interface**

- Swipe down from the top of the screen.
- Tap **Setting** .
- In **Advanced**, enter the default password, **admin**.
- Tap **Set password** .
- In **Old PWD**, enter the current password.
- In **New PWD** and **Confirm PWD**, enter the new password.
- Tap  to save.

To know how to configure the Trusted and Server Certificates via Web User Interface, refer to the chapter Configuring Security Features in SPARSH VP710 User Guide.



# *Appendix*

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

## Frequently Asked Questions (FAQs)

**Q.** I get the message 'Network Connectivity is not available. Please check your Wi-Fi or Ethernet connectivity' on the screen.

**A.** This message is displayed when either the Ethernet cable is not connected to the phone or the Wi-Fi connection is not available. If you are connected to the network using the Ethernet cable, make sure that the Ethernet cable is connected to the Internet Port. However, if you are connecting the phone over the Wi-Fi network, then connecting Ethernet cable to the Internet Port is not mandatory.

**Q.** When I use the IP Phone for the first time, where will I find the information about the IP Phone?

**A.** On using the IP Phone for the first time, after selecting the Phone Mode as Extended, the Matrix logo appears. Tap the logo, the information related to the phone will be displayed. To know more, refer to ["About Application"](#) and to know the network status of the IP Phone refer to ["Status"](#).

**Q.** How many simultaneous incoming calls are supported by the IP Phone?

**A.** It depends on the Call Appearances configured for your SIP Extension in the System. Contact your System Administrator for more details.

**Q.** Do I need to dial Trunk Access Codes every time while making an external call using the Extended SPARSH VP710?

**A.** Extended SPARSH VP710 aids you in dialing external numbers directly from the dialpad/keypad without dialing any Trunk Access Code. The IP Phone places the external call using the trunk configured for Trunk Access Code - 1 (or, TAC - 1) as configured in the System. However, if you want to select any specific trunk before dialing out the external number, refer to ["Making External calls from an IP Phone"](#).

**Q.** I get beeps during an ongoing call and after sometime it gets disconnected. Why?

**A.** Call Duration Timer may be assigned to your extension. When this timer expires, call is disconnected. Contact your System Administrator to know more.

**Q.** What can I do to increase the speech level of remote user?

**A.** Change the Audio Settings of your IP Phone. See [“Audio”](#).

**Q.** Why the access codes to log into SE (System Engineer) Mode and SA (System Administrator) Mode from IP Phone do not work?

**A.** The IP Phone does not allow to log into SE or SA Modes by dialing the corresponding access codes. So, you cannot access any feature from the IP Phone which requires you to log into the SE or SA Modes prior to dialing the relevant feature access command.

**Q.** I try to dial some of the feature Access Codes to access specific features (for example, dialing 4 to access Barge-In). But in most of the cases it is not working. Why?

**A.** The IP Phone does not allow dialing of most of the feature Access Codes except the following ones,

- All Extension Numbers
- Operator Access Code
- Department Group Access Code
- External Number with/ without Trunk Access Code
- Global Directory Number
- Abbreviated Dialing Index Number of the Global Directory Number
- CUG Number
- Grabbing the Trunk by dialing Trunk Access Code
- Emergency Conference Access Code
- Emergency Numbers

**Q.** In the IP Phone Call Forward GUI, there is no option to select or provide the Trunk Access Code (TAC). Will I be able to set Call Forward/Call Forward Scheduled/Call Forward When Not Registered, to a desired external number?

**A.** To forward your calls to an external number, simply configure the external number within the Number option in the Call Forward screen. Calls landing on the phone will be automatically out-dialed to that external number using the Trunk Access Code - 1 (or, TAC - 1) configured in the System. You should not provide any TAC separately before the external number which you configure within the Number option of GUI.

**Q.** If there is an incoming call on a trunk for me, I do not get Trunk Call Waiting indication. Why?

**A.** The IP Phone does not support the Trunk Call Waiting feature even if it is enabled in the Class of Service assigned to your IP Phone. So, if there is an incoming call on a trunk for the IP Phone, then you will not get any Trunk Call Waiting indication.

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

**A.** Accessing different features of the System is dependent on whether:

- the feature is enabled in the Class of Service (CoS) assigned to your extension.
- the relevant license has been activated.

This is done by your System Administrator while configuring your extension settings. If you do not find the required feature or if it is not accessible, contact your System Administrator for assistance.

**Q.** Why does the message 'Invalid Conference Number' appears on screen during Conference - Dial-In?

**A.** The Conference Number you have entered is not supported by the System with which your IP Phone is currently registered. The number of Conferences supported by SARVAM UCS ENT is 01 to 15, SARVAM UCS SME is 01 to 20.

**Q.** Why do I find Auto Call Back/Auto Redial set on my phone, without setting these features on it?

**A.** There must be some other SIP extension(s) which is registered with the same SIP ID (as your IP Phone) 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 IP Phones having SIP ID as '3301' at your home, office and the factory. If you set or cancel any feature from any one location, the related changes will be reflected in the phones registered at the other two locations also. So it is possible that Auto Call Back/Auto Redial has been set from some other location and you find the updated status in the IP Phone which you are currently using.

**Q.** Why can't I access Raid from my phone?

**A.** The IP Phone does not support the Raid feature. So you cannot access this feature from the IP Phone.

**Q.** Why can't I access One Touch Transfer?

**A.** To use One Touch Transfer, make sure Basic features are enabled in the CoS assigned to you and the Fixed Transfer Number is configured, see ["Call Settings"](#). You can use One Touch Transfer only if you have a mature or a Multiparty Conference call.

**Q.** I cannot hide my video by default for all outgoing calls?

**A.** The **On Video Answer** option is not applicable for outgoing calls. It is only applicable for incoming video calls and for any video switch requests received from the remote users.

However, you may close the Shutter Switch of the Camera or unplug the Camera. By doing so, your video will not be visible to the remote user for all the outgoing as well as incoming calls. Refer to ["Phone Installation"](#) to know more.

**Q.** I have selected the option **Don't show my video** but my video is visible when I unhold any held call or toggle a call?

**A.** The IP Phone will always display your video when you unhold any held call or toggle the call, even if you have opted to hide your video.

**Q.** I have selected **Standard SIP** as the phone mode instead of **Extended SIP** by mistake. Can I switch back to **Extended SIP**?

**A.** Yes, you can change the phone mode to Extended SIP. Refer to ["Phone Mode"](#) to know more.

# Troubleshooting

**Q.** While trying to register the IP Phone the screen displays “Configuring...” but the IP Phone does not get registered.

**A.** There may be several reasons for this. Check the following options:

- Check Network connectivity options, that is, Wi-Fi or Ethernet cable as applicable.
- Ask your System Administrator to check all the necessary parameters configured in the System to register the IP Phone.
- Check if primary configurations done while configuring the IP Phone have been done correctly. For details refer [“Registering Extended SPARSH VP710”](#).
- Check if network settings are configured properly. For details refer [“Configuring Basic Network Settings”](#).

**Q.** I do not get the options to Schedule and Cancel Dial-In Conference?

**A.** This is because to access these options the VARTA Professional/VARTA Collaboration license must be activated. Contact your System Administrator.

**Q.** I get the License not assigned message, when I access any Menu Features. Why?

**A.** To access the Menu features you must have atleast one license — VARTA Essential, VARTA Professional or VARTA Collaboration assigned. Contact your System Administrator.

**Q.** Why my phone does not ring?

**A.** May be the ringer volume is very low or you have turned off the Ringer. To adjust proper ringer Volume, please refer the SPARSH VP710 User Guide.

**Q.** I had set DND. Now as I cancel DND by tapping the icon, the icon is removed from the Menu. Why?

**A.** This happens since you do not have access to DND during the current time zone. When you had set DND from the IP Phone, 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 in which it is not allowed to you. So once DND is canceled in this time zone, the IP Phone automatically removes the icon so that you cannot set it again in the current time zone.

However, when your time zone changes and IP Phone finds that DND is allowed, the DND icon will re-appear on your Menu screen automatically.

**Q.** Whenever I try to grab a trunk to dial out an external number, the IP Phone asks for the Account Code. Why?

**A.** Forced Account Code is enabled for your IP Phone 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.** Why can't I 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.** Why can't I access Intercom from my phone although it is allowed to me?

**A.** To access Intercom, your extension's Priority must be higher than that of the remote extension 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. To know more contact your System Administrator.

**Q.** Why can't I access Interrupt Request (IR) from my IP Phone although it is allowed to me?

**A.** Interrupt Request will work only if the called party is in normal 2-way speech with some other extension user or an external party. If the extension is busy as it is Off-hook (that is, 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.** Alarms and Reminders have been set on my IP Phone from the System. But I do not receive any Alarm or Reminder call. Why?

**A.** The IP Phone does not support Alarm and Reminder calls, if set from the System. The System will never place such calls on your IP Phone.

Similarly, Emergency Reporting calls will not be placed on the IP Phone even if your IP Phone is configured to receive such calls.

**Q.** Can I use Bluetooth headset?

**A.** Yes, you can use Bluetooth headset, if connected. However, the IP Phone in extended mode does not support Bluetooth Headset Keys, so you cannot answer or disconnect the call from the Bluetooth Headset Keys.

**Q.** I can't pickup the incoming call from the assigned BLF Softkeys.

**A.** Make sure that DSS Call Pick-up Station/Trunk is enabled in the CoS assigned to you.

**Q.** I have an ongoing call and a held call. When I handover the call, the held call remains in the IP Phone. Why?

**A.** Handover is possible only for ongoing calls. Any held call or incoming calls remain in the IP Phone.

**Q.** I have made the Handover request and then hold the call. I can't get the Handover call. Why?

**A.** After making Handover request, if you access any feature or make a new call, Handover request is terminated by the Server. You will not get the Handover call.

**Q.** I can't get proper video of remote user or remote user does not get proper video. What can I do?

**A.** Several reasons are possible, a few are mentioned below:

- Check whether you have sufficient network bandwidth required by the selected video Codec, at both ends.
- Check whether you have proper network connectivity between you and remote user.
- It may be possible that MTU size of video packet is different. Verify whether the remote application supports any programmable option to set Tx and Rx MTU Size. If it is supported, then program it as given below to support the video properly:
  - Rx MTU Size  $\geq 1300$
  - Tx MTU Size  $\leq 1500$

To know more about the common issues and how to troubleshoot them, refer to SPARSH VP710 User Guide.

# Disposal of Product/Components after End-Of-Life

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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"**

# Declaration of Conformity

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Matrix SPARSH VP710 is manufactured by YEALINK NETWORK TECHNOLOGY CO. LTD., China and this phone is in conformity with the essential requirements and other relevant provisions of the CE, FCC-15 (Class-B), RCM and RoHS.

## CE Mark Warning

This device is marked with the CE mark in compliance with EC Directives 2006/95/EC and 2004/108/EC.

## Part 15 FCC Rules

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

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

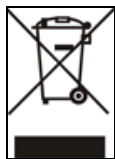
## Class B Digital Device or Peripheral

Note: This device is tested and complies 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:

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

## WEEE Warning

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.





### Declaration of Conformity

Manufacturer's Name : YEALINK (XIAMEN) NETWORK TECHNOLOGY CO., LTD  
 Manufacturer's Address : 309, 3<sup>rd</sup> Floor, No. 16, Yun Ding North Road, Huli District, Xiamen City, Fujian 361008, P.R. China  
 Authorized Distributor : MATRIX COMSEC PVT LTD  
 15 & 19, GIDC, Waghodia, Dist. Vadodara – 391760, Gujarat (India)

Declared that the product/s

Product : The Smart Video IP Deskphone  
 Model/Type : SPARSH VP 710  
 Trade Name : MATRIX

This declaration covers all options of the above products.

Confirms to the following product specification:

#### Relative Standard(s):

EN 301 489-17 V2.2.1, EN 301 489-1 V1.9.2, EN 300 328 V2.1.1

EN 62479: 2010, EN 62311: 2008

EN 60950-1: 2006 + Am 1: 2009 + Am 1: 2010 + Am 12: 2011 + Am 2: 2013

#### Supplementary Information:

The product herewith complies with the following directives:

Radio Equipment Directive	2014/53/EU
R&TTE Directive	1999/5/EC
RoHS Directive (RoHS2)	2011/65/EU

Mr. Ganesh Jivani  
 Director  
 Date: 12/03/2018



# GNU GPL Information

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Matrix SPARSH VP710 is manufactured by YEALINK NETWORK TECHNOLOGY CO. LTD., China.

The firmware of this phone contains third-party software under the GNU General Public License (GPL). Yealink uses software under the specific terms of the GPL. Please refer to the GPL for the exact terms and conditions of the license.

The original GPL license, source code of components licensed under GPL and used in Yealink products can be downloaded online:

<http://www.yealink.com/GPLOpenSource.aspx?BaseInfoCatId=293&NewsCatId=293&CatId=293>.

# Warranty Statement

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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 warrants 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:

1. If the product is used other than under normal use and is not properly serviced and maintained by qualified technicians.
2. If the product is not maintained under proper environmental conditions.
3. If the product is subjected to abuse, damage, misuse, neglect, fire, power flow, acts of God, accident.
4. 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.
5. If the product is operated outside the product's specifications or used without designated protections.
6. 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.

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# Specifications of the IP Phone

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This section lists the physical and technical specifications of the IP Phone.

## Physical Specifications of the IP Phone

- 7 inch (1024 x 600 pixel) Color Touch Screen with backlight
- Operating System: Android™ 5.1.1
- HD Voice: HD Codec, HD Handset, HD Speaker
- Dedicated hard keys for accessing the basic call functionality
- Dedicated Soft Android keys for navigating to the Last, Native Home and Recently accessed screens
- One RJ9 Handset Port
- One RJ9 Headset Port
- One RJ45 10/100/1000 Mbps Internet Port
- One RJ45 10/100/1000Mbps PC Port
- Bridge mode for PC Mode
- Illuminated Mute / Headset and Speaker keys
- One 2.0 USB Port on the top of the phone with USB Camera support
- One 2.0 USB Port on the rear of the phone for USB headset or Flash Drive
- Built-in Wi-Fi, support 802.11b/g/n
- Built-in Bluetooth 4.0, with Bluetooth Headset support
- Power over Ethernet (IEEE 802.3af)
- MATRIX CAM50, 2 mega-pixel, plug & play, adjustable camera with Privacy Shutter and LED Indicator

## Technical Specifications of the IP Phone

VoIP	
VoIP Protocols	Proprietary SIP
Network Protocol	IPv4, DHCP, PPPoE, DNS
Audio Codecs	PCMA 8kHz, PCMU 8kHz, G.729, GSM FR, iLBC 30ms, G.722
Video Codecs	H.264, VP8
Quality of Service	802.1p/Q tagging (VLAN), Layer 3 ToS DSCP
IP Assignment	Static / DHCP / PPPoE
VLAN Assignment	LLDP / Static / DHCP / CDP
Security	TLS, SRTP, HTTPS, 802.1X authentication
Power Supply	
Input	5 VDC @2A through External Adapter (100-240 VAC) (Optional)
Power Consumption (PSU)	1.9W-5.7 W
Power Consumption (PoE)	2.6W-7.4 W
Mechanical	
Dimension in mm [W*D*H*T]	259.4*220*239*42.6 mm

Material	UL94 V1
Installation Mounting	Table - Top and Wall Mount (Optional)
Weight	1.89 Kg
<b>Management</b>	
Configuration	Web / Phone / Auto-Provision
Auto Provision	HTTP for mass deployment
<b>Environment Conditions</b>	
Operating Temperature	-10 ~ 40 degree C
Operating Humidity	10 ~ 95%



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