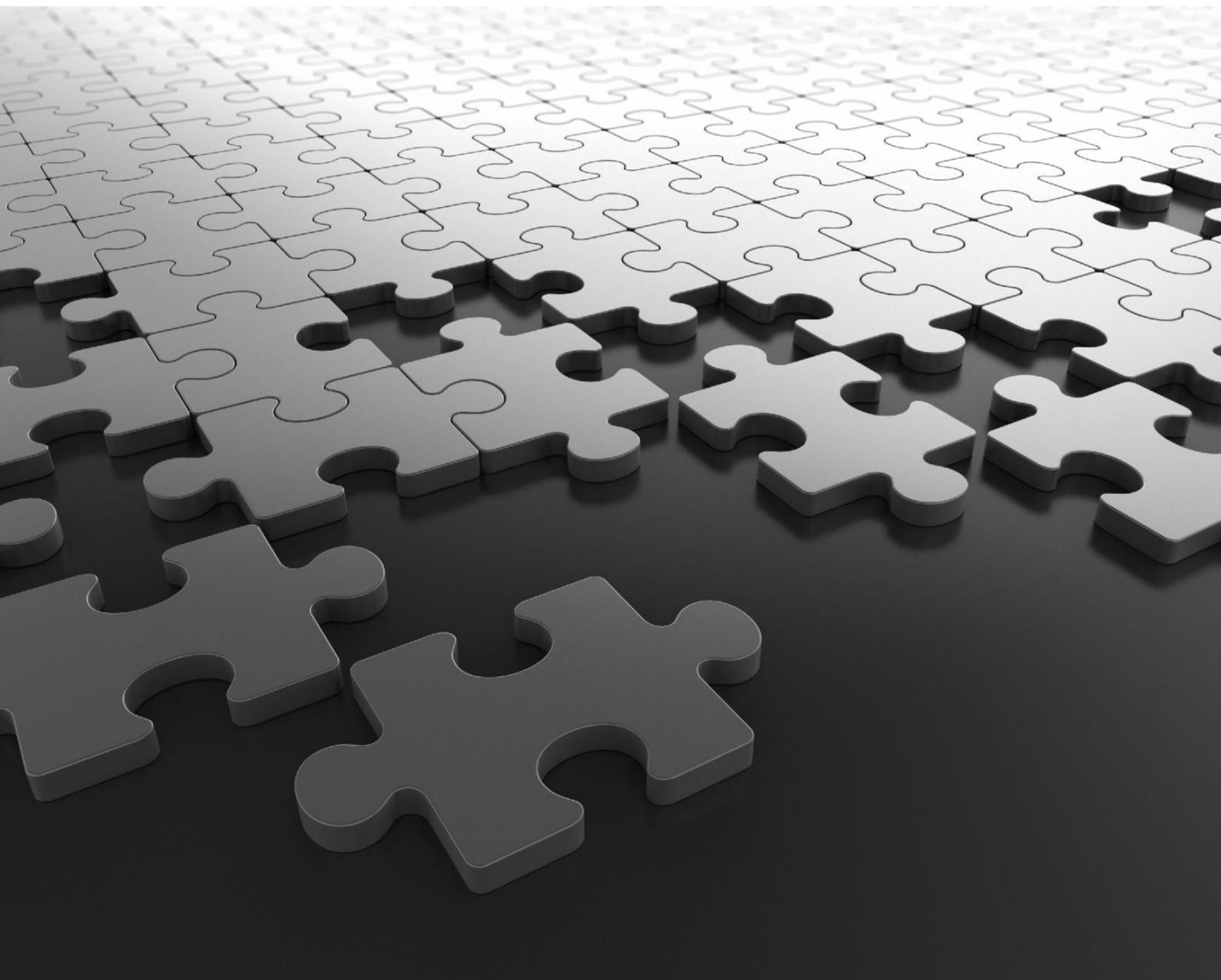


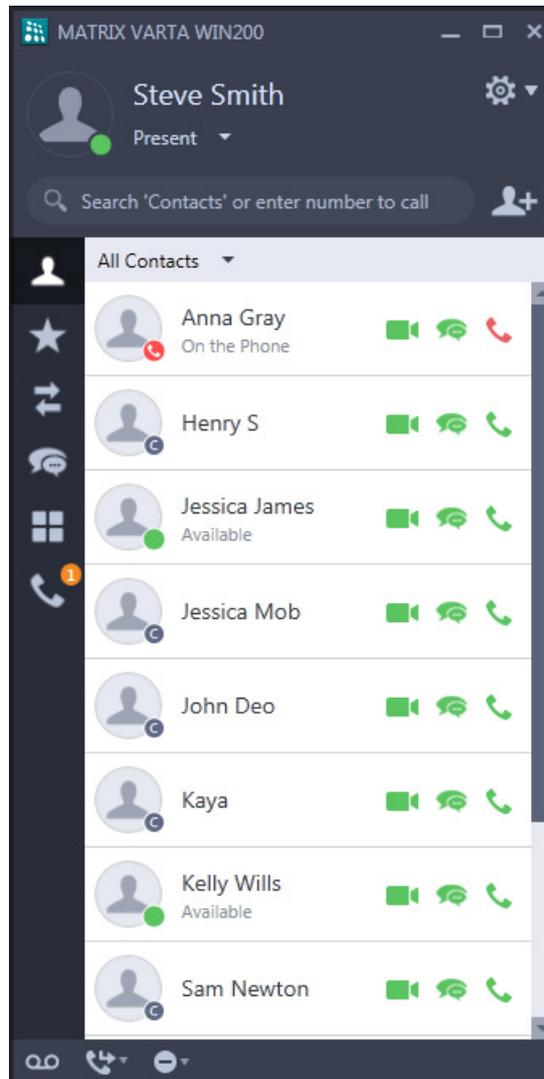
# VARTA WIN200 Application User Guide



## VARTA WIN200

The UC Client for Seamless Collaboration

### User Guide



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Thank you for choosing **MATRIX VARTA WIN200!**

This User Guide provides you all the necessary information about your MATRIX VARTA WIN200 such as, installing the client on your desktop, using the client for making/receiving calls and accessing features of the System<sup>1</sup>.

## Intended Audience

This User Guide is intended for the end-users, who will use the UC Client.

## Scope

MATRIX VARTA WIN200, a Unified Communication Client must be registered with the System as an Extended SIP Extension. All the necessary configurations required to register the client with the System must be done by the System Administrator.

This User Guide is meant to help you,

- get familiar with the GUI, understand the elements and functions that appear in the GUI.
- handling calls and operating features of System using the UC Client.

## 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.

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1. The System may be *ETERNITY* or *SARVAM UCS* or *PRASAR UCS* or *ANANT UCS* with which your UC Client is registered.

## Notices

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



**Note:** It indicates something that requires your special attention or it reminds you of something you need to do when you are using the UC Client.



**Caution/Warning:** It indicates an action or condition that is likely to result in malfunction of the UC Client.

## Terminology

Throughout this User Guide, the terms

- “UC Client”, “MATRIX VARTA WIN200”, “MATRIX VARTA WIN200 UC Client” are used to denote MATRIX VARTA WIN200.
- “System” or “Server” is used to denote ETERNITY or SARVAM UCS or PRASAR UCS or ANANT UCS with which the UC Client is registered.

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.
- **Extension User:** Any user who is registered with the System. In other words, an extension user denotes any extension which is connected/registered to the same PBX or UCS with which your UC Client is registered.
- **External User:** Any user who is not an extension of the System.
- **Incoming Calls:** Calls received on your UC Client.
- **Outgoing Calls:** Calls made from your UC Client.
- **DKP:** Abbreviated form of Digital Key Phone. These are proprietary phones offered by Matrix, which can be used with specific Matrix PBXs only.
- **Extended IP Phone:** SIP (Session Initiation Protocol) protocol based proprietary phones offered by Matrix which can be used with specific Matrix PBXs only.
- **UC Client:** MATRIX VARTA WIN200, the Unified Communication Client running on Windows OS. It must be registered with the System as an Extended SIP Extension.

*Feature functionality and configuration done is dependent on the Server. If the Server does not support a particular station type or trunk type, feature/s related to the same will not be functional.*

## **Additional Information**

If you have questions about the installation, configuration or have any issues regarding the Server and/or the UC Client, contact the Matrix Customer Care.

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

# ***About MATRIX VARTA WIN200 UC Client***

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MATRIX VARTA WIN200, the Unified Communication Client running on Windows OS, delivers an array of the System features to the user on-the-go along with an added advantage of video calling. Through tight integration with the enterprise features of the System, UC Client provides advance call capabilities including Conferencing, Smart Directory Access (Global Directory), IM, Call Logs and Conversation Recording with one-touch access. Other than these you can take the advantage of using premium features like Presence subscription and notification, Corporate Voicemail access to enhance your overall mobile experience.

## **Key Features**

- **System Extension:** VARTA WIN200 becomes an extension of the System. It provides users with a quicker and more user-friendly access to telephone facilities, helping businesses optimize their employees' productivity.
- **Dial by Extension:** Flexibility to reach to office users with direct extension number dialing.
- **Smart Directory Access:** Enhance business collaboration with one-touch access to the Corporate Directory contacts using the System's Global Directory.
- **Presence:** Supports changing your Presence status as well as you can view the Presence status of other extension users.
- **Voicemail Access:** Access to the corporate Voicemail System from any location ensures no opportunity is lost.
- **Multiple Call Support:** With multiple call support, you can easily handle multiple incoming calls, merge and split calls apart, and place users on hold with a simple click.
- **Multiple User Login Support:** With multiple user login support, you can access the VARTA WIN200 application from multiple user profiles in your PC. The application in each user profile can be registered with same or different server as per the requirement. The behavior of all server based features like Presence, Call Forward, Auto Callback etc will be same if you register the application with the same server.
- **Drag and Drop Transfer and Conference:** Using drag and drop calls can be transferred or Conference can be created.
- **Video Calling:** The UC Client offers the added advantage of Video calling.

- **Handover and vice-versa:** The application can automatically move an active call from the UC Client to your cellular number on the cellular network and vice-versa, without disconnecting the call and/or having to redial.
- **Soft Keys:** Using Soft Keys you can monitor the status of another extension or trunk and make a call or grab a trunk line using a single click.
- **IM and SMS:** The UC Client allows you to send/receive IMs and SMS to/from remote users.
- **One Touch Transfer:** You can transfer an 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 UC Client.
- **Better Voice Quality:** Using customized codec settings, enhanced voice output is available. If you are aware of the bandwidth and the network criteria, you can select the proper codec within the UC Client to get high quality voice output.
- **Standard Telephone Features:** A fully integrated telephony application giving the same features as a desk phone which can be used along with your desktop functionality. Provides intuitive access to Keypad, Contacts, Call Logs and more. One-touch access to call feature options during VoIP (Voice over IP) calls including Adding a New Call, Mute, Hold, Transfer and Speaker phone. Also provides DTMF support to enter numbers using an Auto Attendant.
- **Cost Effective:** Ease of Communication and connectivity, with controlled hardware cost.
- **Advanced Call Capabilities:** Access to features such as Callback, Dial-in Conference, Conversation Recording and many more.
- **Screen Sharing:** Ease to collaborate with the remote user by sharing all your current desktop activities with the remote user.
- **Application Sharing:** Flexibility to share only the desired application window with the remote user, increasing the overall productivity of the organization.

## VARTA WIN200 License

For the functioning of the UC Client a license must be activated. Matrix offers three types of licenses — VARTA Essential, VARTA Professional and VARTA Collaboration.



*VARTA Collaboration License is applicable for SARVAM UCS, PRASAR UCS, ANANT UCS and ETERNITY NE. Hence, all the features supported by Collaboration license will not be applicable if you have registered your VARTA WIN200 Application with ETERNITY LE, ME, GE, PE.*

*In case of Multiple User Login,*

- if the application is registered with the same server, you do not have to purchase separate VARTA licenses.
- if the application is registered with different servers, you must purchase separate VARTA licenses.

The following table lists the features which are supported in the UC Client after the respective license is activated.

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	✓	✓	✓
17.	All Menu Features	✓	✓	✓
18.	All Call Features	✓	✓	✓
19.	Hotkeys	✓	✓	✓
20.	Multiparty Audio Conference		✓	✓
21.	Handover		✓	✓
22.	Drag and Drop Transfer		✓	✓
23.	Drag and Drop Conference		✓	✓
24.	Contact Grouping		✓	✓
25.	BLF Subscription		✓	✓
26.	DSS Soft Keys		✓	✓
27.	Call Transfer to other user's Voicemail (Blind Transfer to VMS)		✓	✓
28.	Click to Call		✓	✓
29.	Outlook Integration			✓
30.	Presence and Contact Card Integration			✓
31.	Calendar Integration			✓

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

## **Requirements for UC Client**

- Operating System: Windows 7 SP1 or higher, 32-bit or 64-bit, Desktop Mode only
- Processor: 2.0 GHz or higher
- RAM: 4 GB or higher
- Hard Disk Space: 400 MB or higher
- Net Framework: 4.5 or higher

## Before You Begin

Ensure that the desktop on which the you want to install the UC Client is per the specifications. For details, see [“Requirements for UC Client”](#).

## Downloading and Installing the UC Client

You can download the UC Client onto your desktop from the Matrix website.

- Download the application file from <http://www.matrixtelesol.com/firmware.html>
- Extract the file contents and run the exe file with "Run as Administrator" mode.
- A wizard opens. Follow the steps in the wizard to complete the installation process
- The **MATRIX VARTA WIN200** icon appears on the desktop.



- *If you have VARTA WIN200 already installed in your PC and you upgrade the same with the new application, the backup of the previous application will be restored.*
- *If you uninstall the VARTA WIN200 Application and then download the same again, make sure that the location of the new application is same as the previous application. Only then the backup of the previous application will be restored in the new application.*
- *Backup will not be restored in any case if you downgrade the application firmware.*
- *In case of Multiple User Login, uninstalling the application from one User Profile will remove the application from other User Profiles as well.*

# ***Starting and Configuring the UC Client***

---

## **Getting Started**

For the UC Client to register, you must carry out the following steps:

- Provide the Device ID to your System Administrator. The Device ID appears on the start-up screen. See [“Starting and Configuring the UC Client”](#). Make sure that this unique Device ID generated by the UC Client, is configured in the System<sup>2</sup> by your System Administrator.
- Get the IP Address and Port of the Server (System) with which you want to register the UC Client from your System Administrator.



*In case of Multiple User Login, you must configure the VARTA WIN200 Application separately in each user login.*

*For detailed information, see [“Account Settings”](#).*

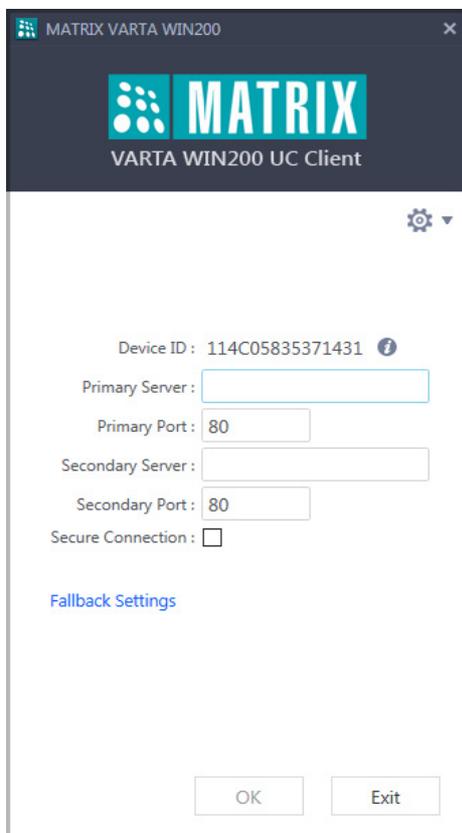
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2. In the System Manual, refer to the topic **Configuring MATRIX VARTA WIN200 UC Client**.

# Starting and Configuring the UC Client

After you get all the relevant information, you need to configure the same in your UC Client.

- Click the **MATRIX VARTA WIN200**  icon on your desktop.



- In **Primary Server**, enter the Server Address provided to you by your System Administrator. The Server Address can be the IP Address/Domain Name of System.
- In **Primary Port**, enter the Port on which the HTTP/ HTTPS requests from the UC Client will be served, when the Client is registered with the Primary Server. The HTTPS request will be served only when the check box *Secure Connection* is enabled.

Enter the value of the Secure SPARSH Port, if the check box *Secure Connection* is enabled.

Enter the value of the SPARSH Port, if the check box *Secure Connection* is disabled.

Default value of this parameter is 80.

- In **Secondary Server**<sup>3</sup>, enter the Secondary Server Address provided to you by your System Administrator. It is a Fallback Server, in case your Primary Server fails.

---

3. When the registration with the Primary Server fails, the UC Client sends the registration and configuration request to the Secondary Server. Make sure the NAT Keep Alive option is enabled by the System Administrator.

- In **Secondary Port**, enter the Port on which the HTTP/ HTTPS requests from the UC Client will be served, when the Client is registered with the Secondary Server. The HTTPS request will be served only when the check box *Secure Connection* is enabled.

Enter the value of the Secure SPARSH Port, if the check box *Secure Connection* is enabled.

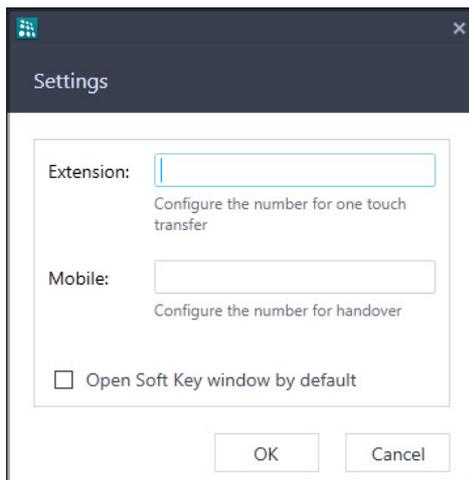
Enter the value of the SPARSH Port, if the check box *Secure Connection* is disabled.

Default value of this parameter is 80.

- Enable the **Secure Connection** checkbox if you want to establish a secure connection with the System while receiving the configuration files. By default, it is disabled.
- Click **Fallback Settings** if you want the UC Client to unregister with the Secondary Server and register again with the Primary Server, once the Primary Server is available in the network.

To know how to configure, see "[Fallback Settings](#)".

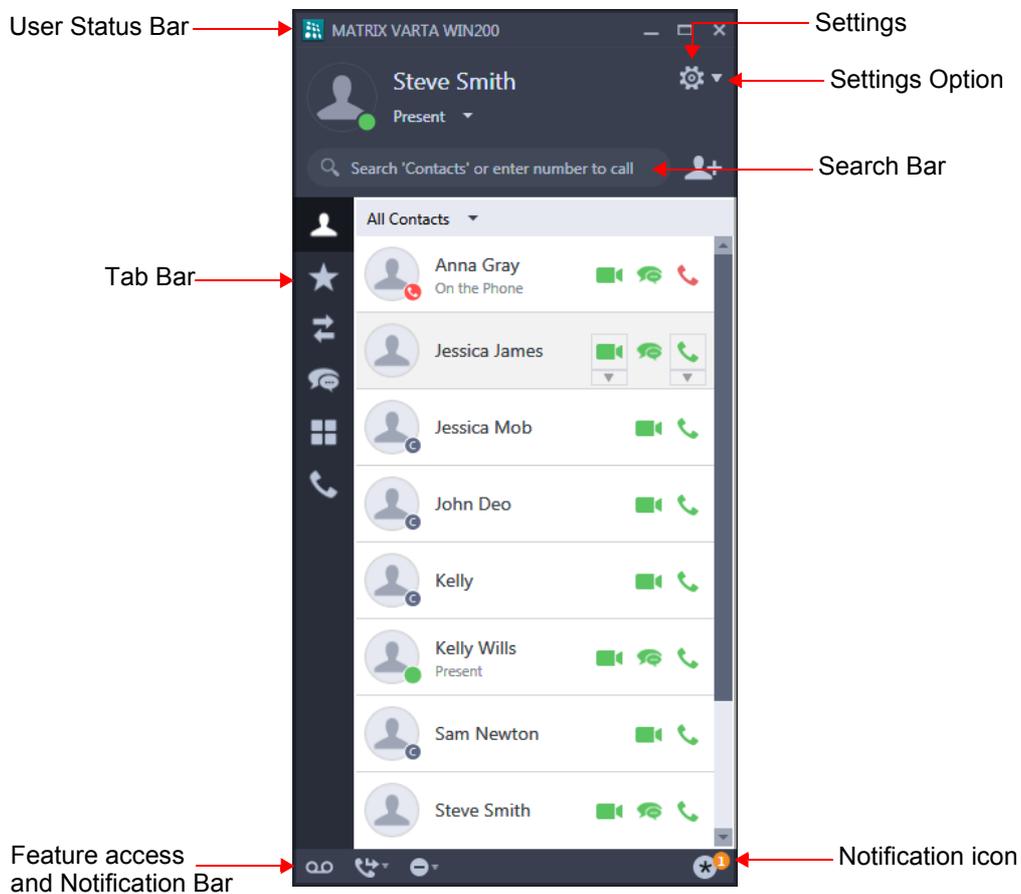
- The desktop client fetches all the configuration files from the System and registers itself with the server.
- After successful registration, the application prompts you to configure the Extension Number, Mobile Number and Open Soft Key window by default flag as per your requirement.



- After completing the necessary configuration the **Home** screen of the UC Client appears.

# The UC Client Home Screen

The Home screen displays the presence status, frequently used features and notifications for features you set. The Menu icon redirects you to the Menu screen, that provides you the access of other features.



**User Status Bar:** This bar displays your presence status, Name or Number (SIP ID) and the presence status message. You can change your presence status as per your preferences. For more details, see [“Presence”](#).

**Tab Bar:** This bar displays fixed feature icons as shown in the table below.

Icon	Name	Description
	Contacts	Click to view the list of all extensions and corporate directory contacts. See <a href="#">“Contacts”</a> .

Icon	Name	Description
	Favorites	Click to view the list of preferred contacts. See <a href="#">“Favorites”</a> .
	Call Logs	Click to view call history of internal and external Missed, Received and Dialed calls. See <a href="#">“Call Logs”</a> .
	Messages	Click to send/receive Instant Message as well as SMS. See <a href="#">“Messages”</a> .
	Menu	Click to access features of the System. See <a href="#">“Menu”</a> .
	Ongoing Call	Click to view the list of ongoing calls. See <a href="#">“Handling Multiple Calls”</a> .

**Feature Access Bar:** Enables you to access features like Call Forward, DND and Voicemail.

**Notification Bar:** Displays the notifications for features you set as well as other notifications — Auto Call Back Notification, Auto Redial Notification, Trunk Reservation Notification, Contact Sync Notification, Account Code Sync Notification, Trunk Name List Sync Notification.

**Settings:** Click Settings to access— General Settings, Account Settings, Ringtones, Alerts, Audio Settings, Video Settings, Phone Settings and Debug.

Click Settings Option to select the desired option — Settings, Configuration Status, About, Help and Exit. See [“Settings”](#).



*In this User Guide, the term **“Home screen”** has been used exclusively to denote the UC Client Home screen.*

## Exiting the UC Client

If VARTA WIN200 Application is in Foreground,

- Click  beside Settings icon.
- Click **Exit**.
- A prompt appears. Click **Yes** to confirm.

The Application will exit.

If you click on the Close  icon, the application will move to the Windows System Tray. In this case, the application will not exit and still be open in the background.

To exit the application from the System Tray,

- Right Click on the VARTA WIN200 icon in the System Tray.
- Click **Exit**.

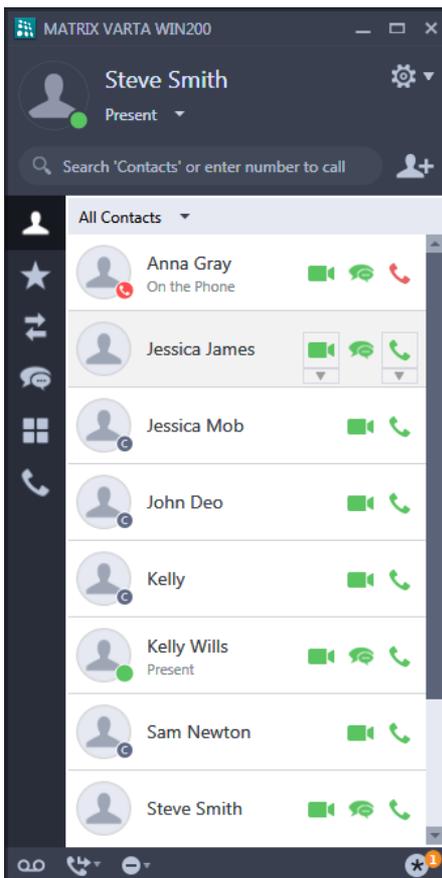
The VARTA WIN200 Application will come in the foreground and a prompt will appear.

- Click **Yes** to confirm.

You can make calls from Contacts, Favorites, Call Logs, Messages or using Search.

## Making Calls from Contacts

- Click **Contacts**  on the **Home** screen.
- Scroll to the desired contact or enter the desired contacts name/number in the Search bar.



- Click **Audio Call** , to make an audio call.

- Click **Video Call** , to make a video call.
- Similarly you can make a call from Favorites , Call Logs  and Messages .



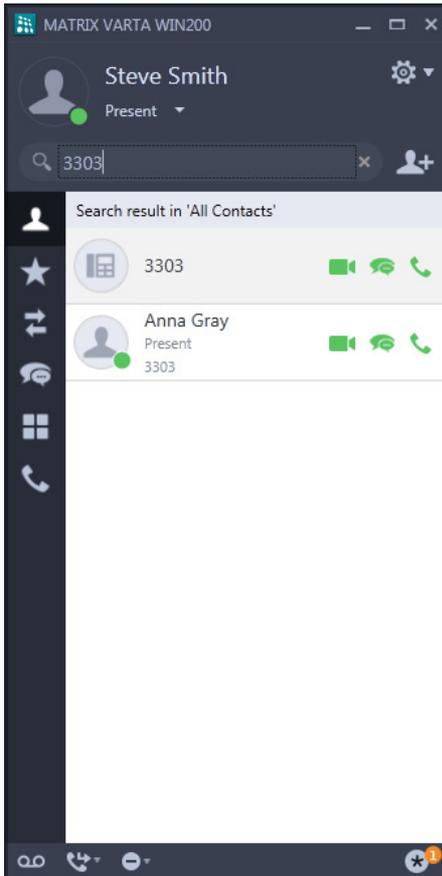
- *You can also double-click on the desired contact in the Contacts list or Favorites list to make a call. Make sure **Place a call** is selected as the option for **Double clicking on contacts will**. See [“General Settings”](#).*
- *In Call Logs and Messages, if you double-click any contact, the History Details window will open.*
- *In Call Logs, some entries may be displayed as Unknown (Number not available) or Private (CLIR set by caller). You cannot place calls by clicking on Unknown/Private entries.*

# Making Calls using Search

---

You can also make a call by manually entering the desired number in the Search bar.

- Click **Contacts**  on the **Home** screen.
- In the Search bar enter the desired number you wish to make a call to.
- The entry appears in the Contacts list.

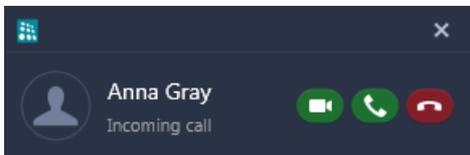


- Click **Audio Call** , to make an audio call.
- Click **Video Call** , to make a video call.
- Similarly, you can also make a call using the Search bar in Favorites , Call Logs  and Messages . or Menu .

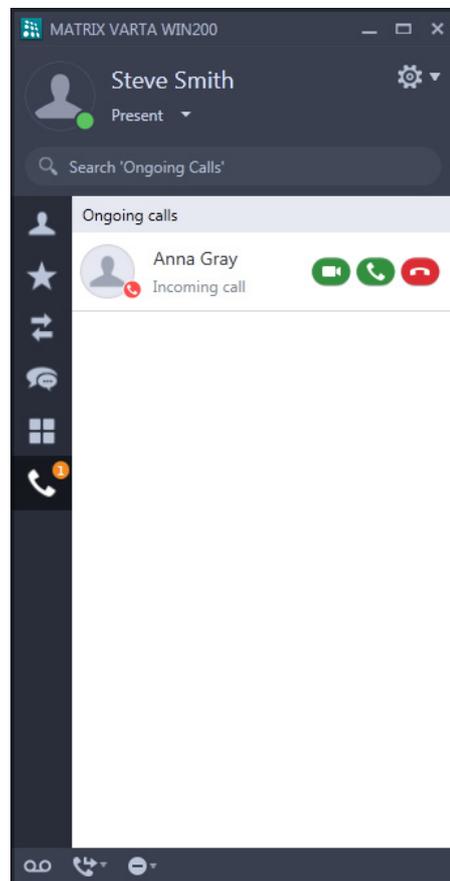
# Receiving Calls

Incoming call can be an audio or a video call. Whenever an Incoming Call is received, the Incoming Call popup appears. This call also appears in the Ongoing Calls list.

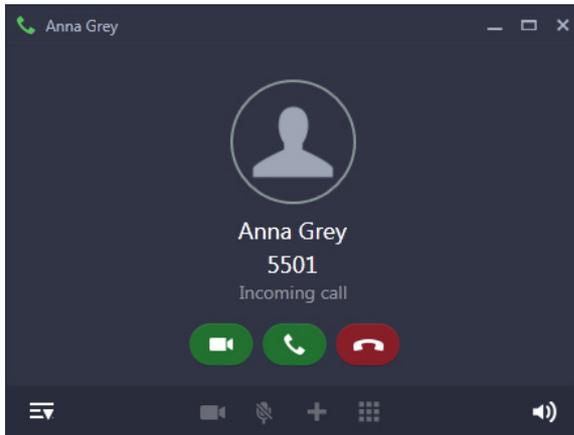
Incoming Call popup



Ongoing Calls list



If you double-click the entry in the Ongoing Calls list or click on the Incoming Call popup, the Incoming Call screen opens.

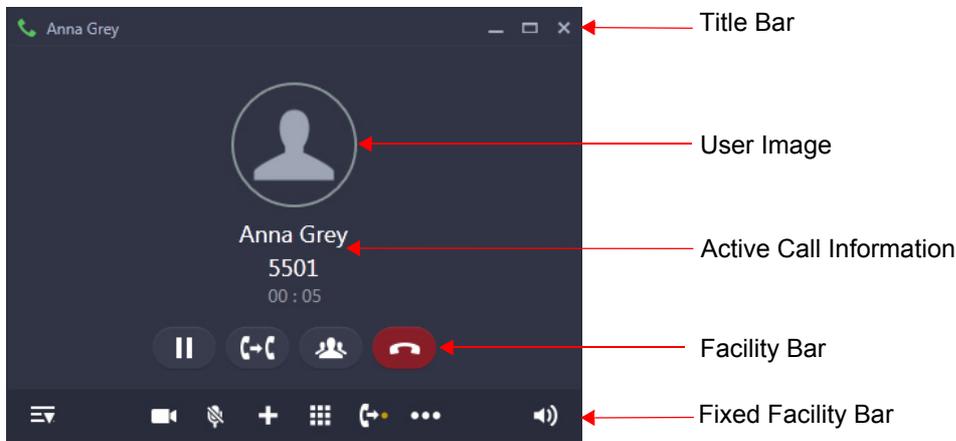


You can either answer or reject an incoming call from the Incoming Call popup or the Ongoing Calls list or from the Incoming Call screen.

Icon	Name	Description
	Video Answer	Click to answer an incoming call as video call.
	Audio Answer	Click to answer an incoming call as audio call.
	Reject	Click to reject an incoming call.

# Call Screen Functionality

During an active call, you can access the features and facilities of the System. You can also convert an active Audio Call into a Video Call and vice-versa. Detailed description of handling an Audio and a Video Call is given below.



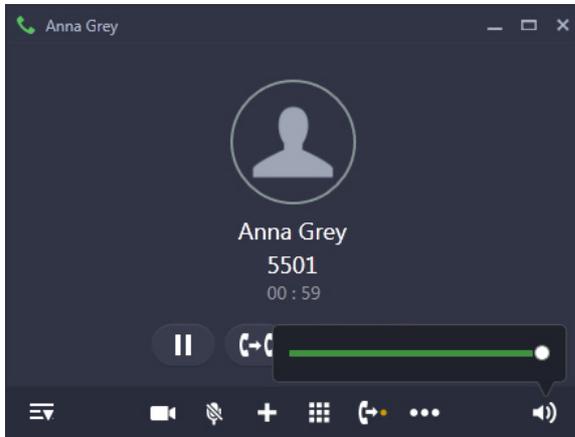
Icon	Name	Description
<b>Title Bar</b>		
	Minimize	Click to minimize the call screen window.
	Maximize	Click to maximize the call screen window.
	Close	Click to close the call screen window.  When you close the window the call will not be disconnected. You can open the call screen window again from Ongoing Call list. See <a href="#">"Handling Multiple Calls"</a> .
<b>Facility Bar<sup>a</sup></b>		
	Hold	Click to put the active call on hold. Refer <a href="#">"Call Hold"</a> .
	Transfer	Click to transfer the active call. Refer <a href="#">"Call Transfer"</a> .

Icon	Name	Description
	Conference	Click to create a 3-Party Conference. Refer <a href="#">“Conference 3-Party”</a> .
	End Call	Click to end the active call.
<b>Fixed Facility Bar</b>		
	Video button	Click to convert the active audio call into a video call.
	Mute	Click to mute the active call. To unmute, click  .
	New Call	Click to place a new call. Refer <a href="#">“Making a Second Call”</a> .
	Keypad	Click to open the keypad popup, which is required for accessing voicemail or IVR (Interactive Voice Response). To close the keypad, click  again or click outside the keypad popup.
	Additional Features and More	Depending on your screen size and Class of Service Additional feature icons will be visible and you will be able to access them.  If Additional feature icons do not fit in your call screen, More appears on the call screen.  Click More. A popup list appears with Additional features.
	Speaker	Displays the current speech path. Click if you wish to change the current speech path. Refer <a href="#">“Toggle between Speaker and Headset”</a> .
	History Detail	Click to view details of all your calls and messages.  To hide these details, click Hide History Detail  .

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

## Toggle between Speaker and Headset

When default Windows audio settings is used, you can only adjust the volume level. However, you cannot switch between the devices.

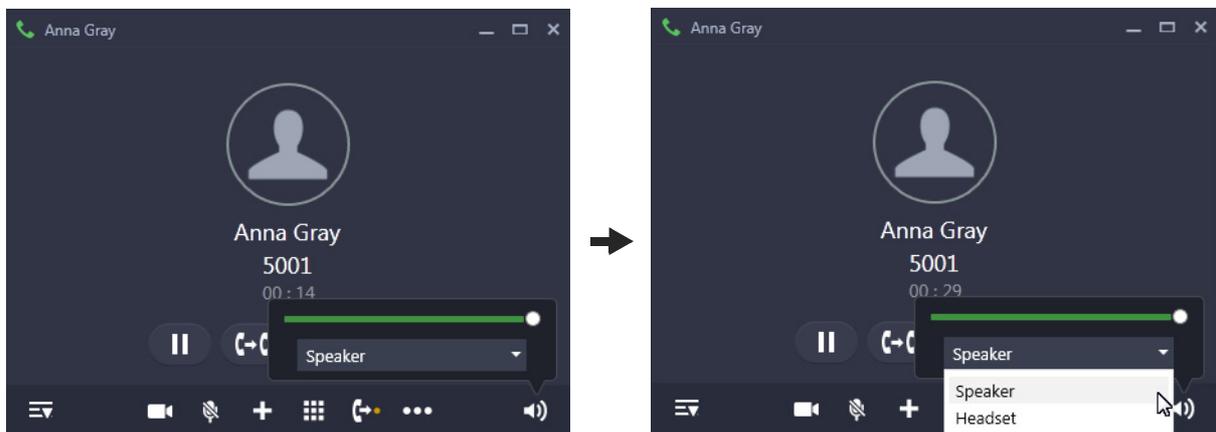


To adjust the volume,

- Click on Speaker , drag the volume slider as per your requirement.

When custom audio profile is used, you can switch between the multiple audio profiles/devices and also adjust the volume level.

- Click on Speaker 
- Select the desired audio profile/device to switch between the devices.

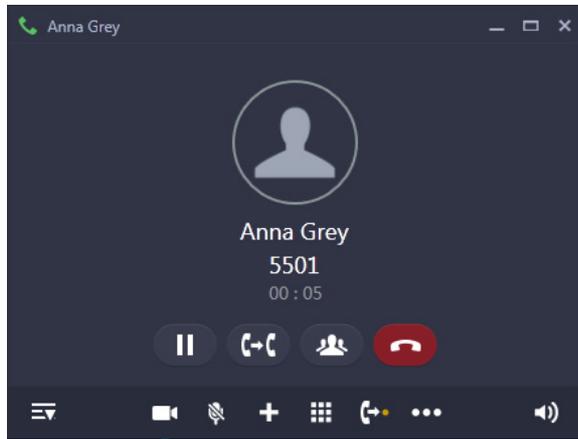


- To adjust the volume for the selected audio profile, drag the volume slider as per your requirement.

For more details regarding audio profile, refer [“Audio Settings”](#).

# Converting an Audio Call to a Video Call

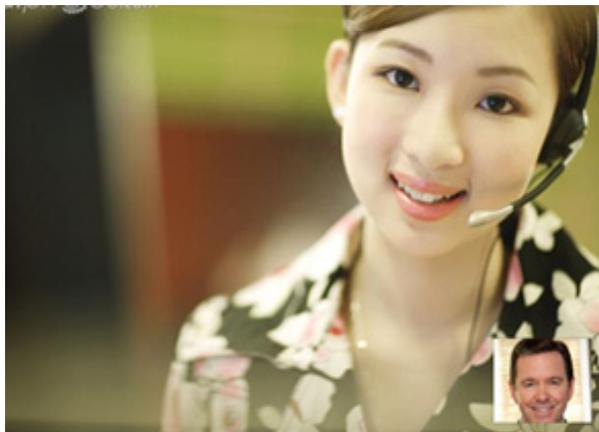
- During an ongoing audio call, click **Video** . The audio call is converted to a video call. The call screen displays the Remote User's video and your video in the preview.



Click Video



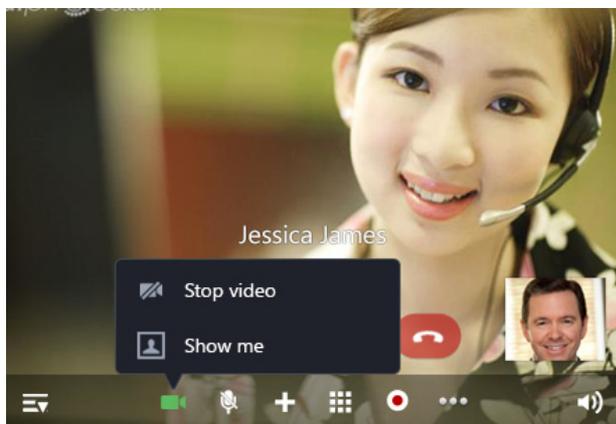
## Accessing features during a Video Call



Mouse over on the Video call screen. You are displayed the feature access options.



- Click **Video** .
- The popup appears with the following options.



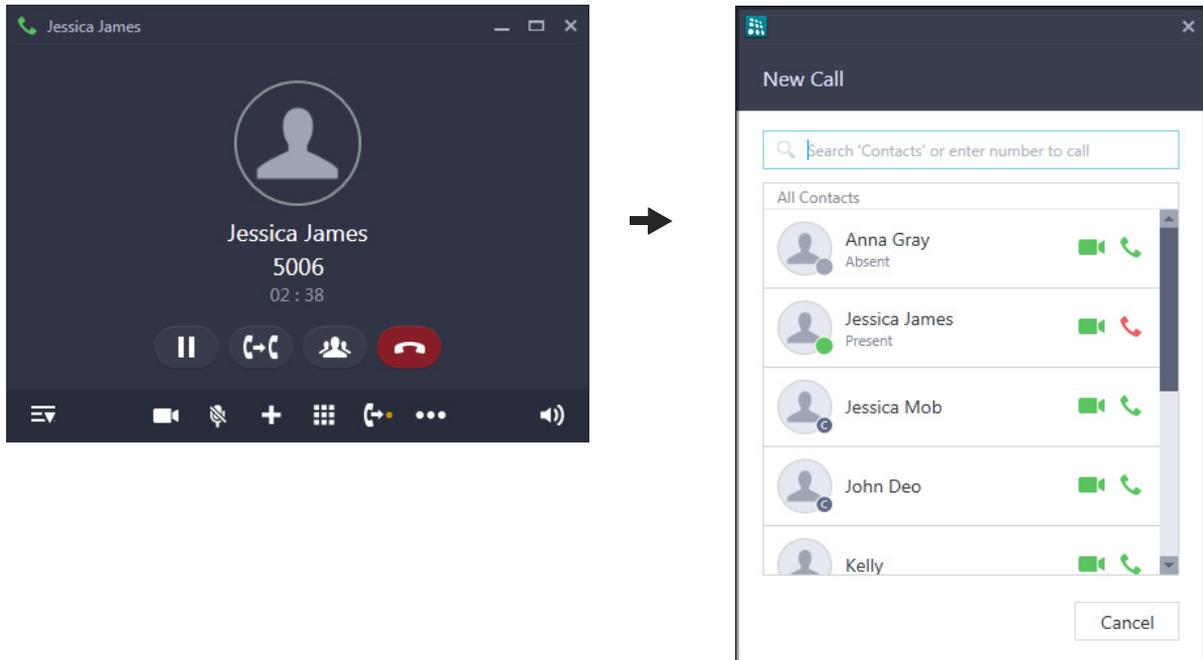
Icon	Name	Description
	Stop video	Click to stop the video. The video call is converted to an audio call.
	Hide me	Click to stop your own video. Your video will not be displayed to the remote user, but you can view the remote user's video. Your preview will not be displayed to you.  To start sending your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

## Remote User switches from an Audio Call to a Video Call

During an audio call, if the Remote User switches over to a video call, you will get a confirmation message. Click **Yes**, if you want to accept and switch to Video call or click **No** to reject and remain in Audio call.

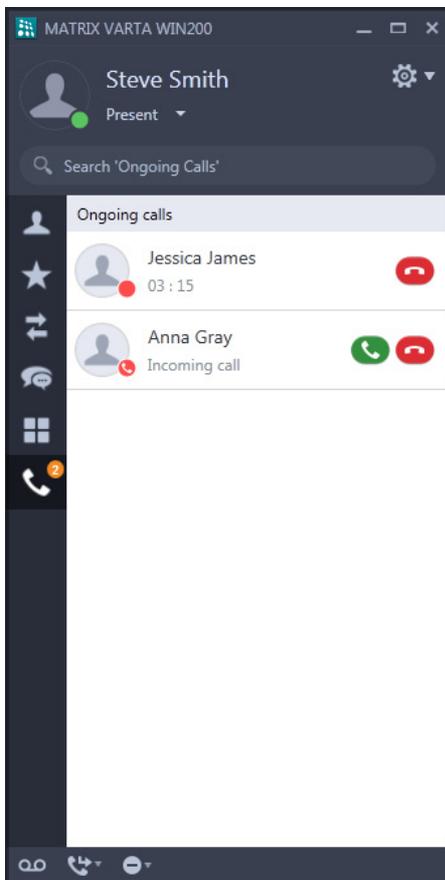
You can make a second call using New Call, from the Contacts, Call Logs, Favorites or Messages even when you have an ongoing call.

- Click **New Call**  on the **Call** screen.
- In New Call, scroll to the desired contact or enter the desired contacts name/number in the Search bar.



- Click **Audio Call** , to make an audio call.
- Click **Video Call** , to make a video call.
- Similarly, you can make a second call from Contacts  or Call Logs  or Favorites  or Messages . For detailed instructions, see [“Making Calls”](#).

During an ongoing call, you may receive another audio or video call. For each incoming call an Incoming Call popup appears. These calls also appear in the Ongoing Calls list.



If you double-click the entry in the Ongoing Calls list or click on the Incoming Call popup, the Incoming Call screen opens for each call.

You can either answer or reject an incoming call from the Incoming Call popup or the Ongoing Calls list or from the Incoming Call screen.

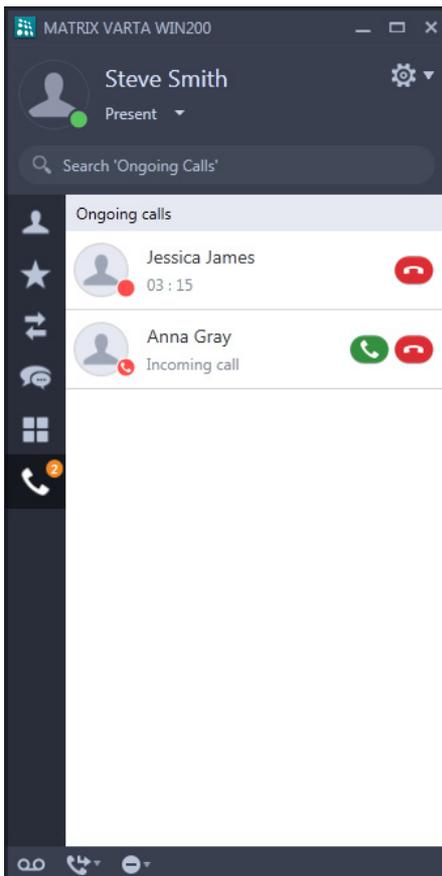
A beep is also played as indication for the waiting call. Refer [“Call Settings”](#), to know more about Call Waiting Beeps.

Icon	Name	Description
	Video Answer	Click to answer an incoming call as video call.
	Audio Answer	Click to answer an incoming call as audio call.
	Reject	Click to reject an incoming call.

Ongoing Calls list displays active calls, held calls, conference calls as well as incoming calls. You can either answer or reject the incoming calls or unhold the calls put on hold.

A badge appears on Ongoing Calls, which displays the number of entries in the Ongoing Calls list.

- Click **Ongoing Calls** . The details of all the ongoing calls — active calls, held calls, conference calls, incoming calls — are displayed.



For Incoming Call,

- Click **Audio Answer** , to answer an incoming call as an audio call.

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

For Held Call,

- Click **Unhold** , to resume speech.
- Click **End Call** , to disconnect the call.

For Conference Call,

- Click **Rejoin** , to join the Conference again.
- Click **End Call** , to disconnect the call.

For Active Call,

- Click **End Call** , to disconnect the call.

Double-click any entry, the respective call screen opens. You can perform the above mentioned functions from the call screens as well.

---

The Call features include all those features that you can access during a call. Availability of any feature depends on the Class of Service (CoS) assigned to you by the System Administrator. Following Call features are supported by the UC Client<sup>4</sup>.

### **Supported Call Features**

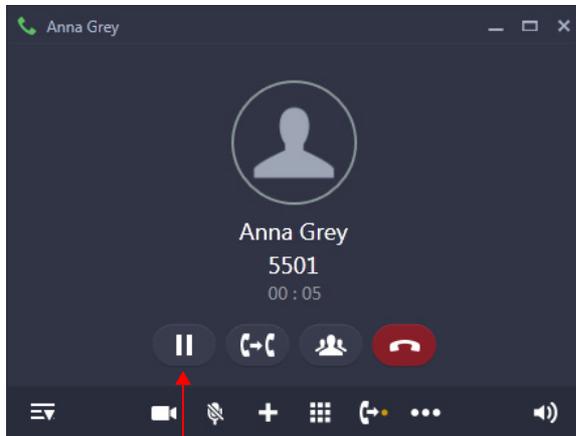
- Call Hold
- Call Transfer
- Call Toggle
- Call Chaining
- Call Park and Retrieve
- Conference 3-Party
- Conference Multiparty
- Conversation Recording
- Auto Call Back
- Auto Redial
- Barge In
- Interrupt Request
- Forced Answer
- Forced Disconnection
- Assign Account Code
- Open a Door
- DND - Override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

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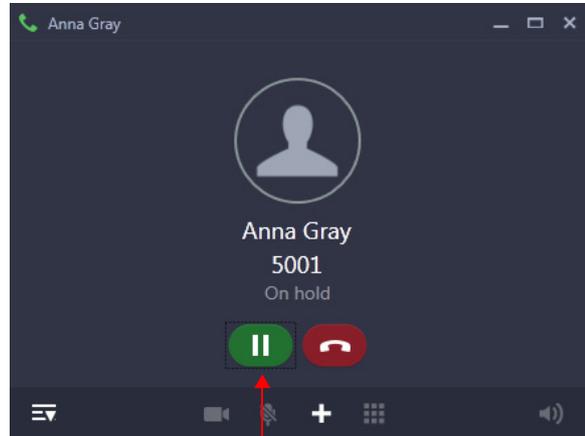
4. For more information about the call features, refer to the respective System Manual.

# Call Hold

Call Hold enables you put an ongoing conversation on hold.



Click to put on hold



Click to resume speech

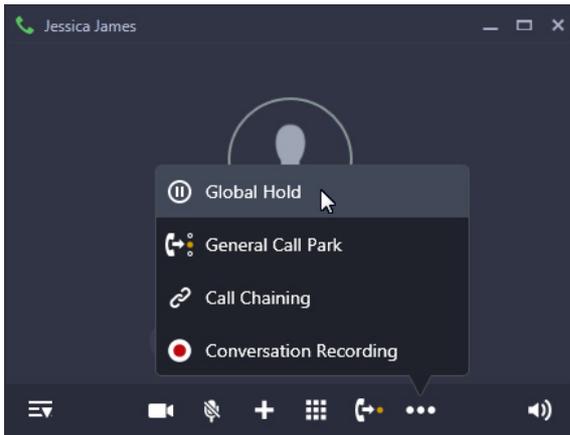
# Global Hold

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Global Hold feature allows any other extension user to pick up the call put on hold. The call placed on Global Hold remains connected in the system.

To put a call on Global Hold,

- During an ongoing call, click **More**  on the Fixed Facility bar.
- Click **Global Hold** .



This call can be retrieved by you or any other extension user.

To retrieve the call,

- Dial the contact put on hold.

# Call Transfer

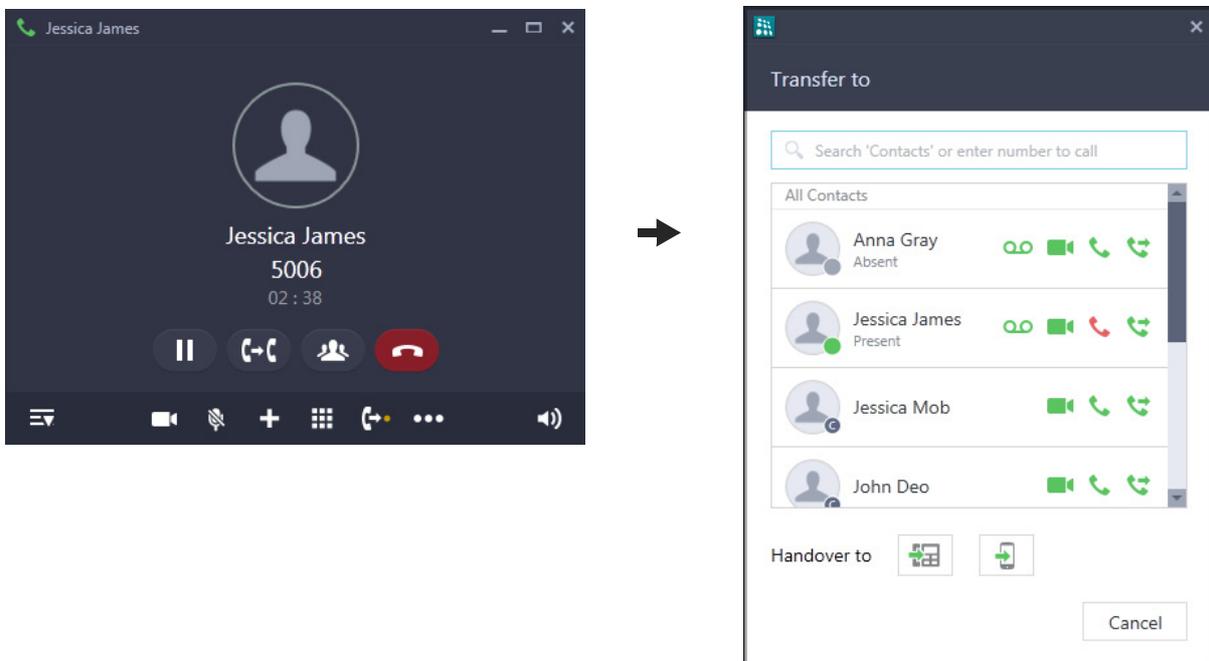
Call Transfer enables you to relocate an existing call to an extension/external number. Calls can be transferred after notifying the other extension/external number about the impending transfer (Attended Transfer) or can be transferred directly without notification (Unattended Transfer) or can be transferred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

You can even transfer your ongoing call to another device or your Mobile Number on a single click.

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

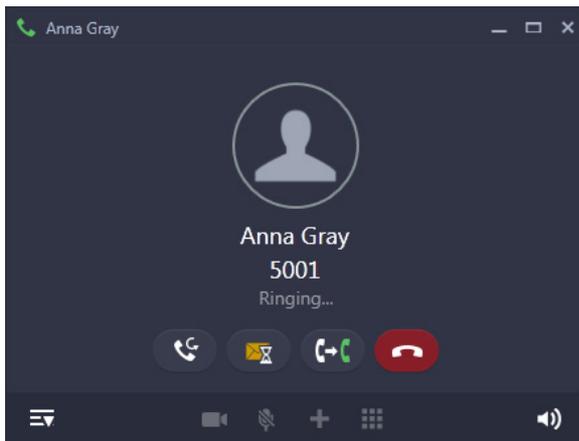
During an ongoing call, click **Transfer**  on the **Call** screen.

- In **Transfer To**, scroll to the desired contact or enter the desired contacts name/number in the Search bar.



- For Blind Transfer to Voicemail, click .
- For Unattended Transfer (Blind Transfer), click .
- For Semi Attended Transfer (Transferring while the call is still ringing),
- Click Audio Call  or Video Call .

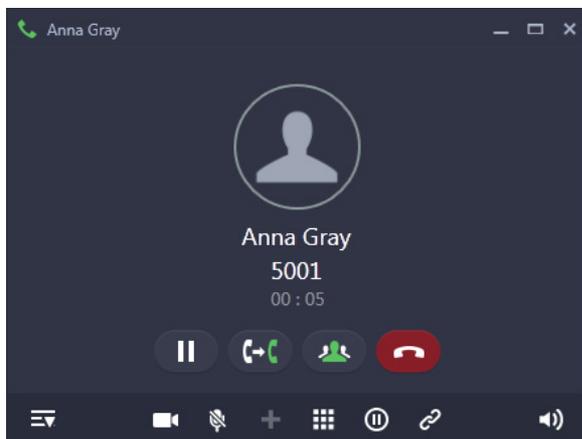
- A new Call screen appears.



- When the call is still ringing, click **Transfer Complete**  on this Call screen.

 *If the party to whom the call is transferred, does not answer, the call will be returned<sup>5</sup> back to you.*

- For Attended Transfer,
  - Click Audio Call  or Video Call .
  - A new Call screen appears. The called party answers the call.



- Click **Transfer Complete**  on this Call screen.

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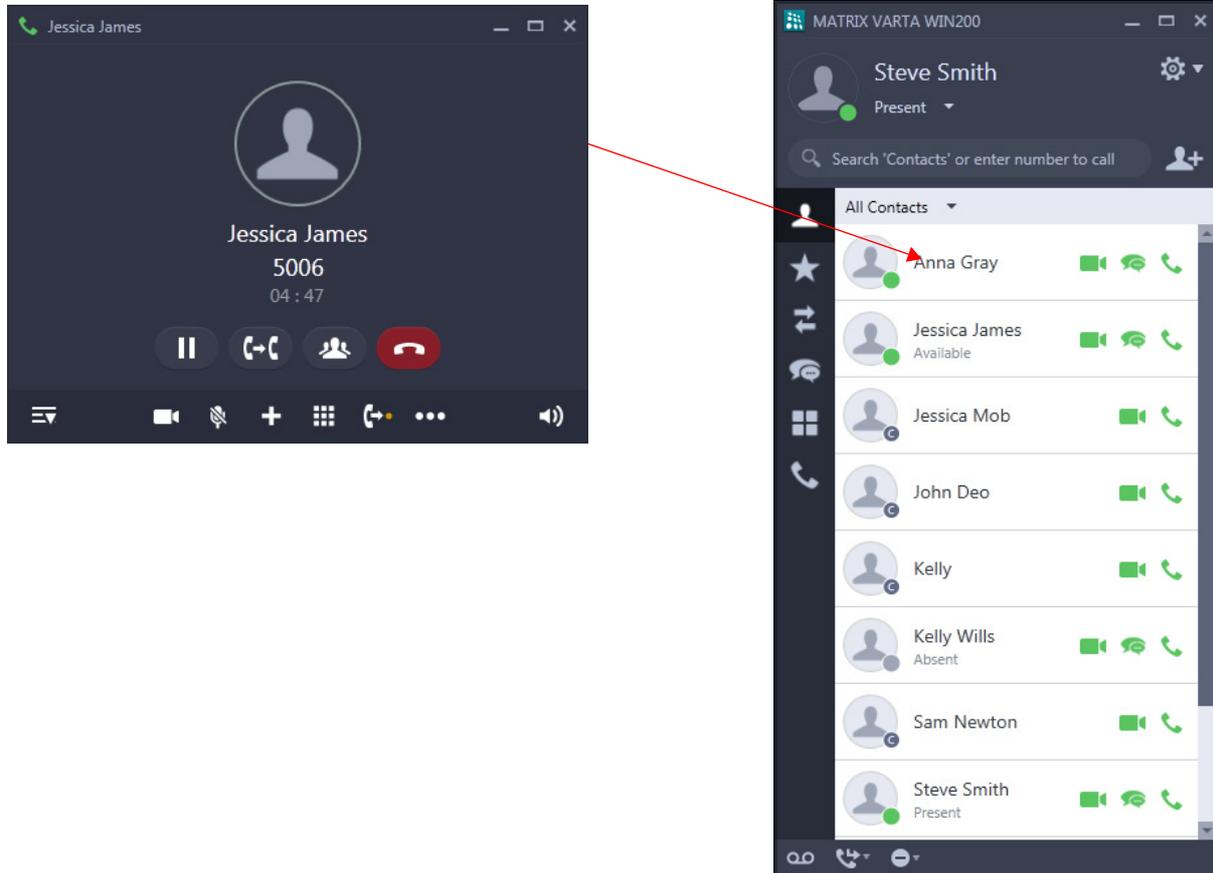
5. This is also applicable in case of Multiple User login if your application is registered with the same server.

## Call Transfer using Drag and Drop Facility

You can transfer a call using the drag and drop facility.

During an ongoing call,

- Drag the Call screen onto the selected contact/number in Contacts.



Similarly, you can drag and drop the Call screen on the desired contact/number in Favorites or Call Logs or Messages or DSS Soft keys.

## Handover to Extension/Mobile

You can transfer your ongoing call from the UC Client to another device or Mobile number using single click.

Consider the scenario, wherein you have three devices registered as your extensions:

- Deskphone
- Mobile Device
  - With SPARSH M2S Client/VARTA Client
  - With Cellular Number
- UC Client

You have an ongoing call on the UC Client and you want to move away from your desk. In this case, you can transfer your ongoing call on your SPARSH M2S Client using Handover to Extension.

Similarly, if you want to move outside the office premises, you can transfer your ongoing call on your Cellular Number using Handover to Mobile.

To transfer the call to an extension,

- During an ongoing call, click **Transfer**  on the **Call** screen.
- In **Transfer To**, click **Handover to Extension**  to transfer the call to the extension.
- The call is transferred.

You can also use One Touch Transfer from your fixed extension to place the call back on your UC Client.



*For Handover to Extension, make sure you have configured the Extension number in [“Phone Settings”](#).*

To transfer the call to your mobile,

- During an ongoing call, click **Transfer**  on the **Call** screen.
- In **Transfer To**, click **Handover to Mobile** .
- You get an incoming call on your mobile.



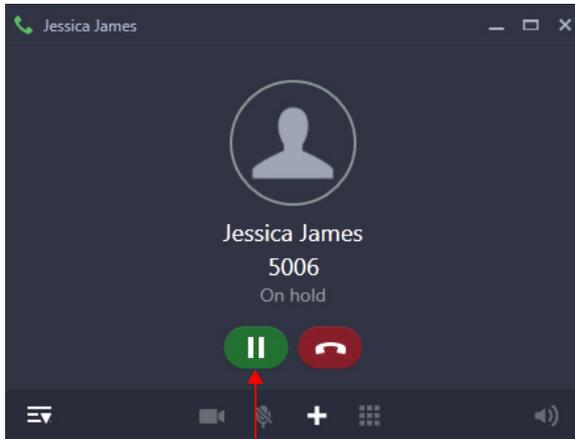
- *The UC Client supports only Manual Handover.*
- *For Handover to Mobile, make sure you have configured the Mobile number in [“Phone Settings”](#) or configured the Mobile number for your extension in the System.*
- *When any held call or incoming waiting call is present and Handover request is made, then only active call will be transferred. Held call or incoming waiting calls will remain in the UC Client.*
- *After making the Handover request (when the call is not answered), if you make any call or access any facility, then the Handover request will be terminated. The UC Client will process the new request made by you.*

# Call Toggle

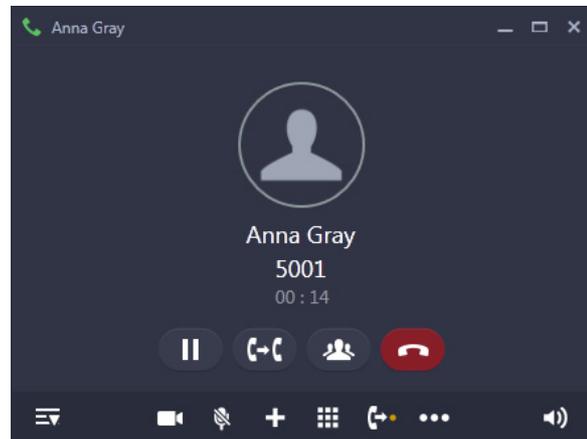
---

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

- Click **Unhold** , speech is established with the party on hold. The active call is put on hold.



Click here



This active call will be 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, then click the respective held party with whom you want to talk. See ["Handling Multiple Calls"](#).*

# Call Chaining

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Call Chaining enables you to get transferred calls, returned back to you, after the conversation between the caller and the extension/external number to which it is transferred ends.

- During an ongoing call, click **Chaining**  on the Fixed Facility bar.

**OR**

Click **More**  , and then click **Chaining** .

- The call is chained and the chaining indication appears on the screen.
- Perform Call Transfer. For instructions, see [“Call Transfer”](#).

The chained call will return<sup>6</sup> back to you as soon as the transferred party ends the call.

---

6. This is also applicable in case of Multiple User login if your application is registered with the same server.

# Call Park

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

There are two ways to park a call:

- **Call Park-Personal Orbit:** The call parked in the Personal Orbit can be retrieved from your extension only. Personal Orbit is always 1.
- **Call Park-General Orbit:** The call parked in the General Orbit can be retrieved from any extension including your own extension. General Orbit number can vary from 2 to 9.

## Parking a call in Personal Orbit

To Park a call in the Personal Orbit,

- During an ongoing call, click **Personal Park**  on the Fixed Facility bar.

OR

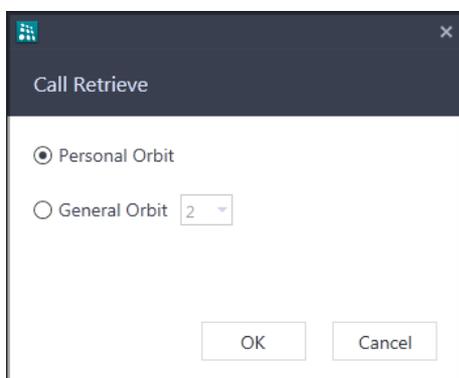
- Click **More** , and then click **Personal Park** .

To retrieve the parked call from the Call screen,

- Click **Unhold**  on the **Call** screen.

To retrieve the Parked call from the Menu screen,

- Click **Menu**  on the **Home** screen.
- Double-click **Call Retrieve**  and then select the **Personal Orbit** radio button.



- Click **OK**.

## Parking a call in General Orbit

To Park a call in the General Orbit,

- During an ongoing call, click **General Park**  on the Fixed Facility bar.

**OR**

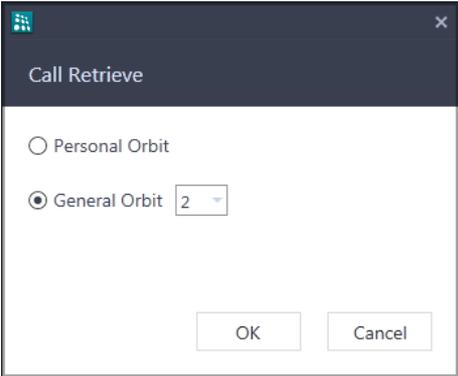
Click **More** , and then click **General Park** .



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

To retrieve the Parked call,

- Click **Menu**  on the **Home** screen.
- Double-click **Call Retrieve**  and then select the **General Orbit** radio button.
- Select the Orbit Number in which the call is parked and click **OK**.



Call Retrieve

Personal Orbit

General Orbit 2

OK Cancel

# Conference 3-Party

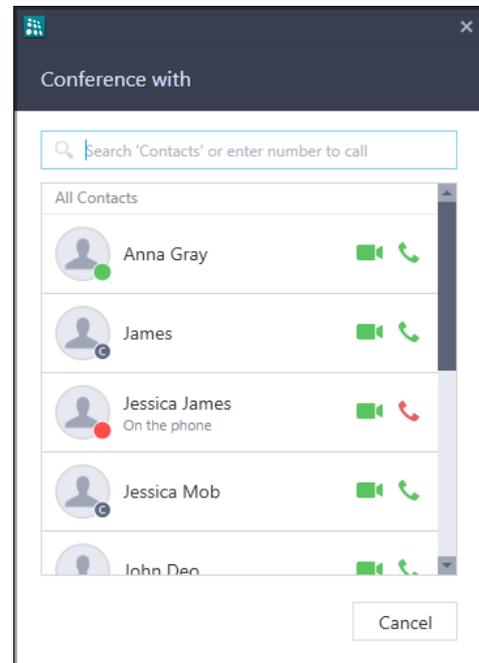
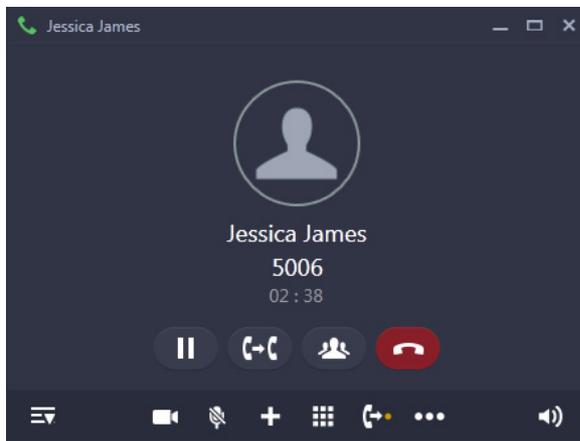
Conference 3-Party is a call in which you can talk to two persons simultaneously. You can merge two separate calls to create a 3-way speech.



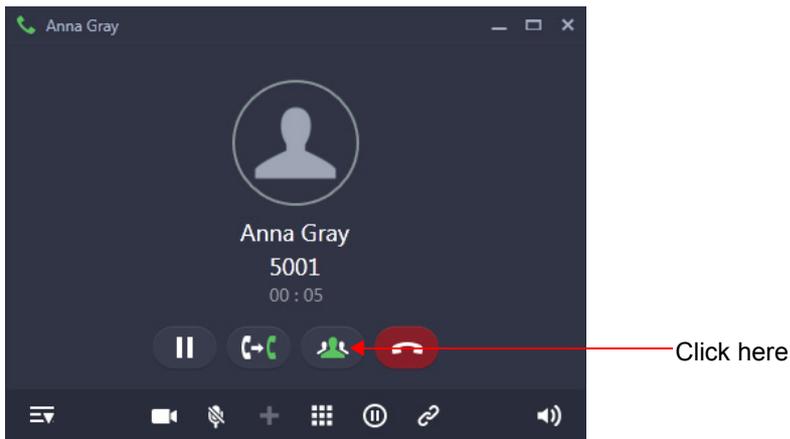
*A video call will be converted to an audio call while creating a conference.*

To create the conference,

- During an ongoing call, click **Conference** .
- In **Conference with**, scroll to the desired contact or enter the desired contacts name/number in the Search bar.



- Click **Audio Call** .
- The dialed party answers the call.



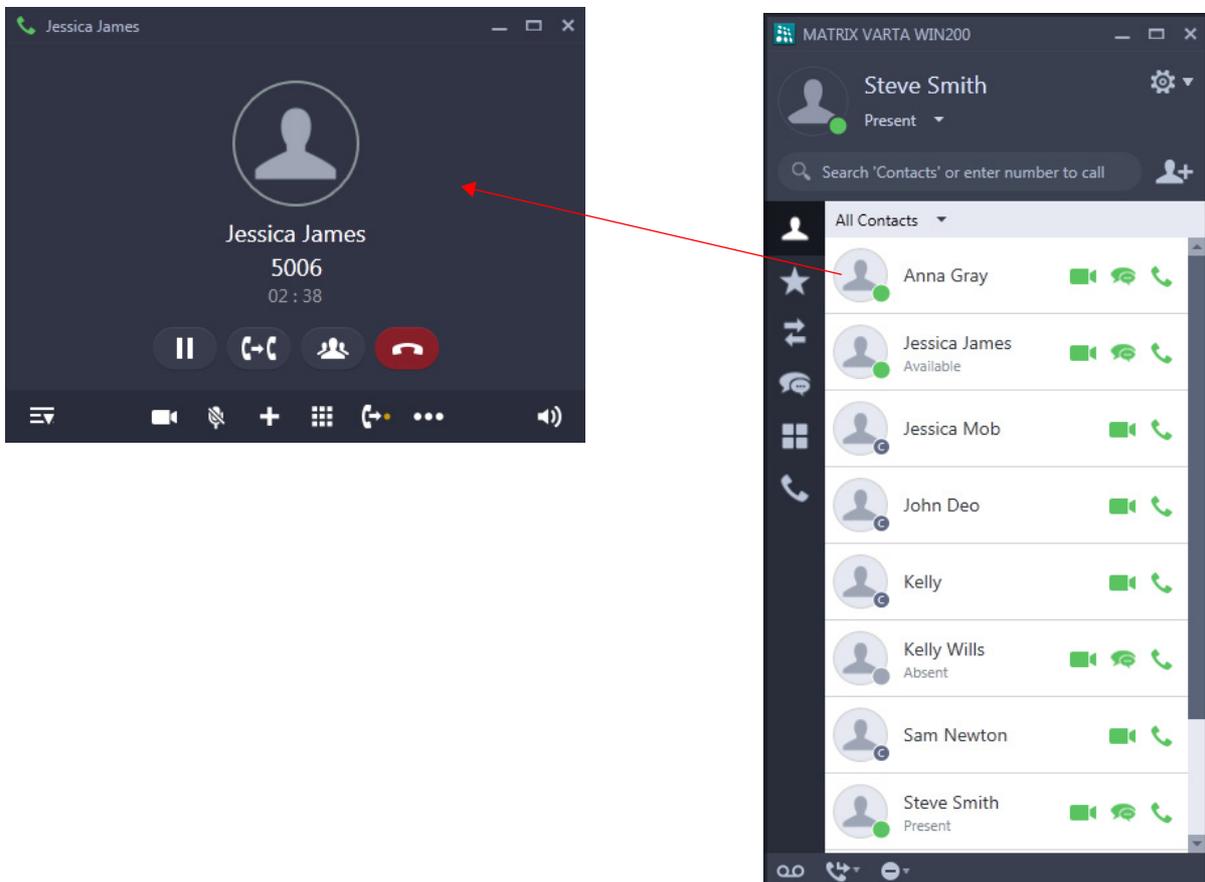
- Click **Conference Complete** .
- A 3-party Conference is established.

### Conference using Drag and Drop Facility

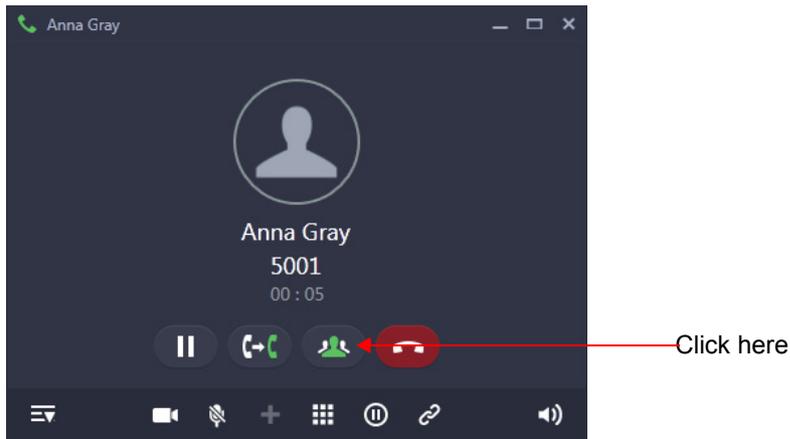
You can establish a Conference using the drag and drop facility.

During an ongoing call,

- Select and drag the desired contact from the Contacts list onto the Call screen.



- The dialed party answers the call.



- Click **Conference Complete** .

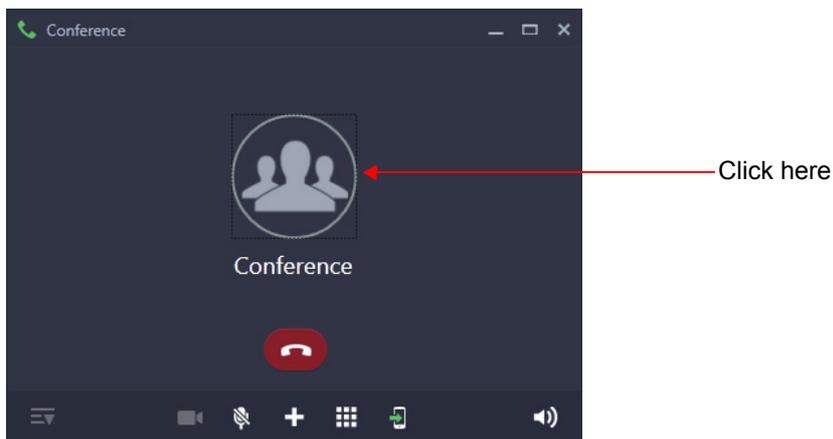
- A 3-party Conference is established.

- Similarly, you can drag and drop the desired contacts from Favorites or Call Logs or Messages or DSS Soft keys.

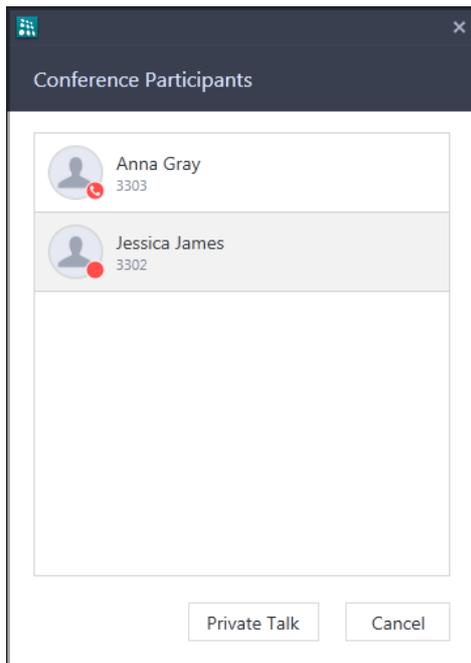
## Splitting the Conference to make a Private Talk

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

- Click **Conference**  on the Conference screen.



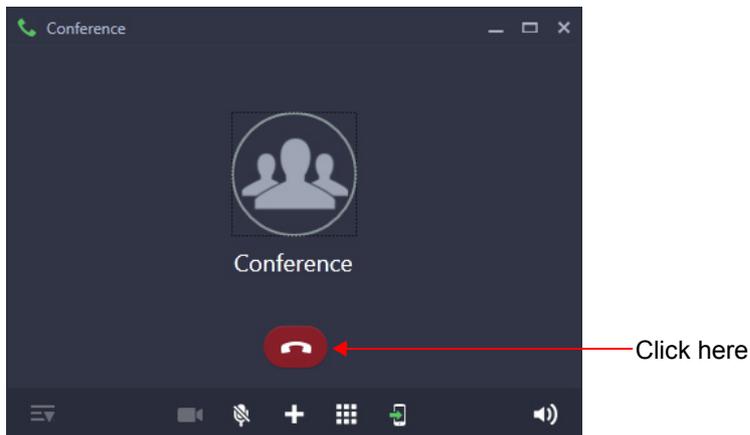
- In **Conference Participants**, the details of all the participants are displayed.



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

## Leave the Conference

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



- Click **End Call**  on the Conference screen. You are disconnected and a two-way speech is established between the other parties.



*When you click **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.*

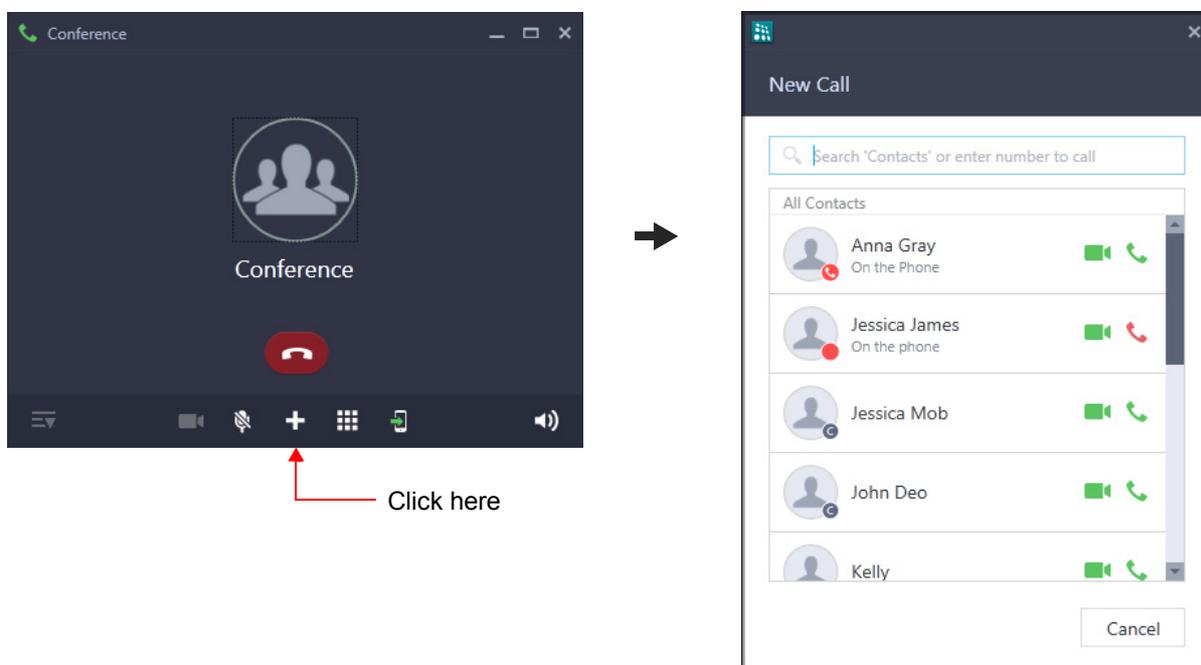
# Multiparty Conference

A Multiparty Conference<sup>7</sup> 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.

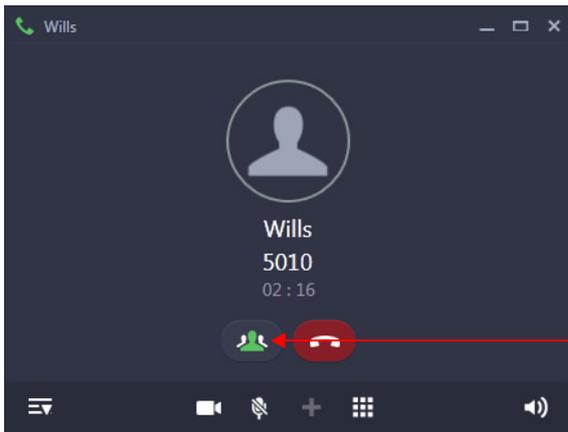
To create the conference,

- During an active 3-Party Conference, click **New Call**  on the Conference screen to add a new participant.
- In **New Call**, scroll to the desired contact or enter the desired contacts name/number in the Search bar.



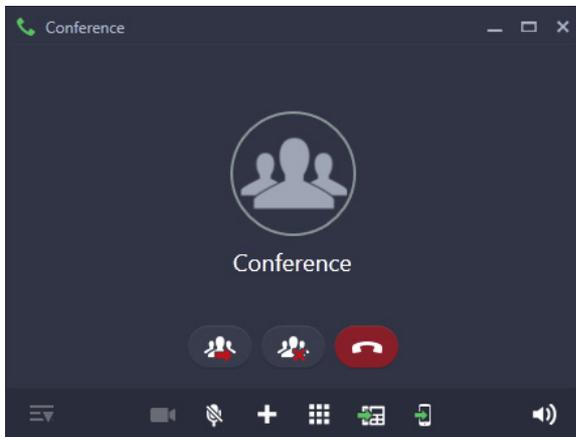
- Click **Audio Call** .
- The dialed party answers the call.

<sup>7</sup> The number of participants in the Conference depends on the System you select. For details, refer the System Manual.



Click here

- Click **Conference - Include Party** . A Multiparty Conference is established.



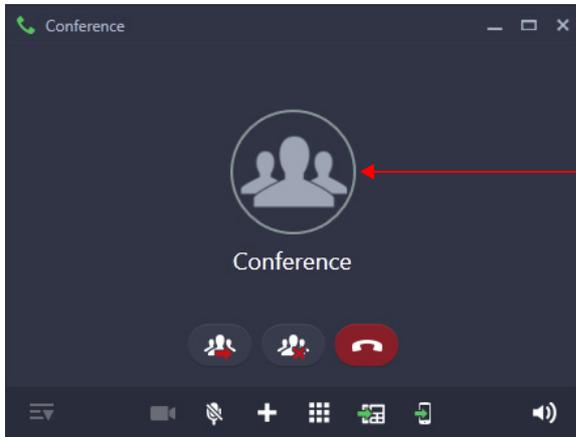
- Similarly you can add other participants.
- You can add participants to the conference using drag and drop also. See [“Conference using Drag and Drop Facility”](#). You can drag and drop a single call at a time. Repeat the same action to add multiple participants.



*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.*

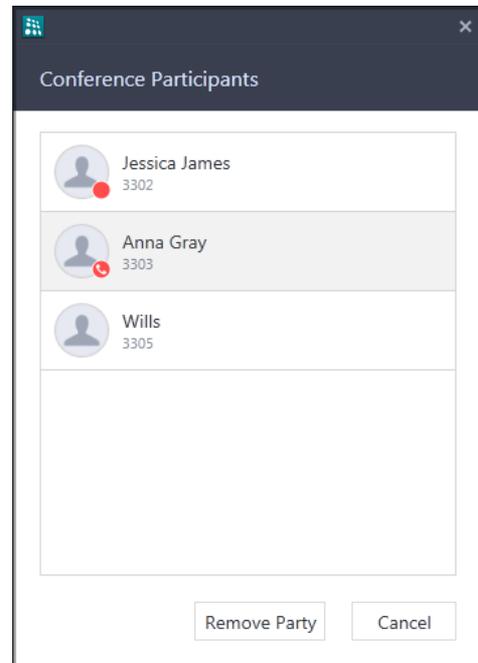
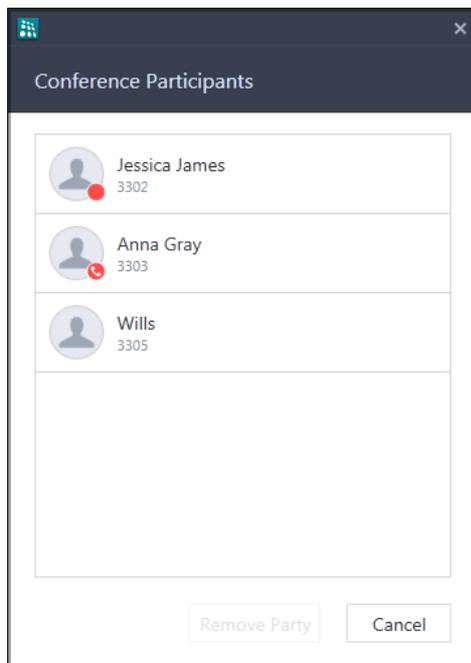
## Remove a Participant from the Conference

- Click **Conference** on the Conference screen.



Click here to view list of participants

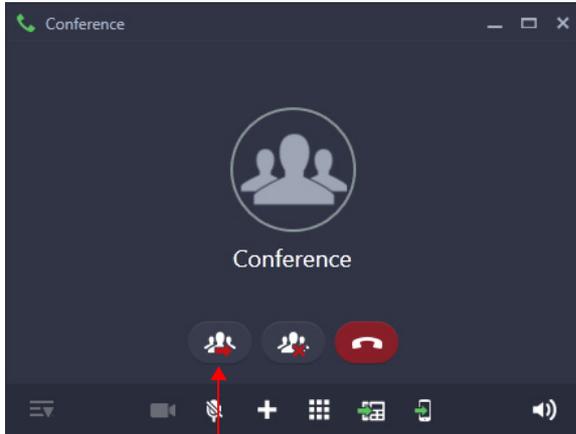
- In **Conference Participants**, the details of all the participants are displayed.



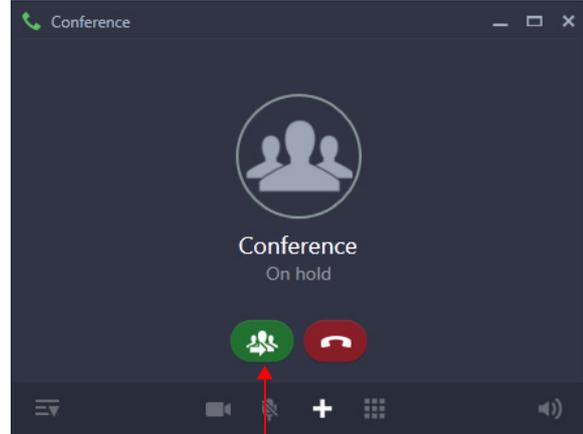
- Select the desired participant you wish to remove from Conference and click **Remove Party**.

## Temporary Leave and Rejoin the Conference

If required, you can temporarily leave a conference and rejoin it later.



Click to Temporary Leave Conference

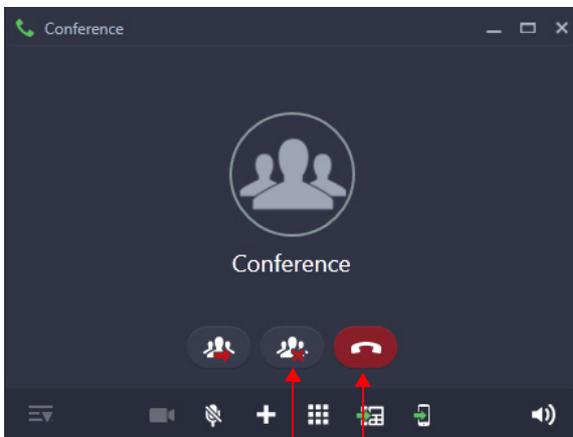


Click to Rejoin Conference

## Terminate Conference or Permanently Leave the Conference

If required, you can permanently leave the conference. The other participants will remain in conference.

Terminating the conference will end the conference call and all participants will be disconnected.



Click to Permanently Leave Conference

Click to Terminate Conference

# Conversation Recording

You can record an ongoing conversations (with extension users or external parties) in your mailbox.



*When recording starts, a video call will be converted to an audio call. Hence the remote user gets an intimation that the call is being recorded.*

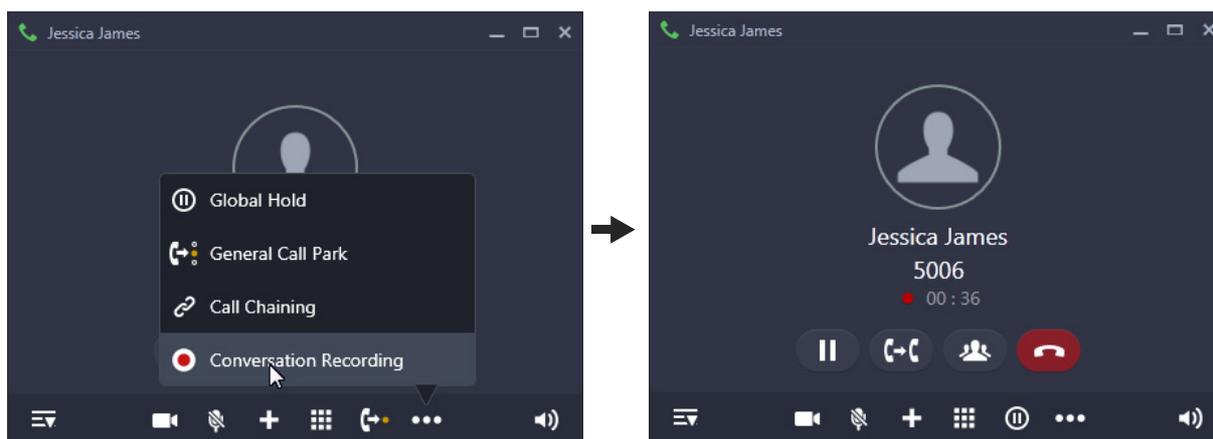
*To use Conversation Recording make sure the Voicemail System is available in the System. Contact your System Administrator for more information.*

- During an ongoing call, click **Conversation Recording**  on the Fixed Facility bar.

**OR**

Click **More**  , and then click **Conversation Recording** .

- The recording starts and **Record** indication  appears on the Call screen.



- To stop recording, click **Stop Recording**  on the Fixed Facility bar.

**OR**

Click **More**  , and then click **Stop Recording** .

- To disconnect, click **End Call** .



*If you have an ongoing video call, it will be converted to an audio call.*

*While you are recording, an audio call cannot be converted into a 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)

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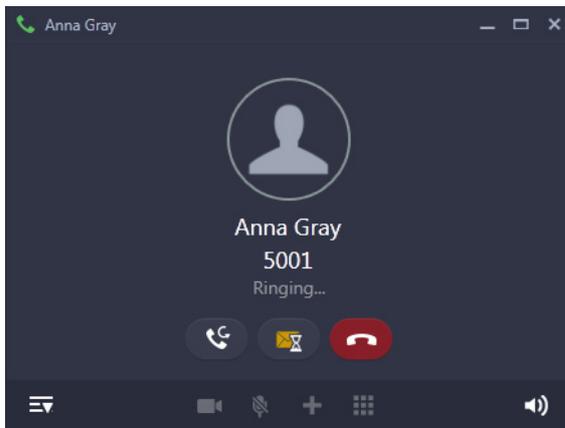
When the dialed extension is busy or not answering your call, you can set Auto Callback (ACB) to avoid dialing the same number repeatedly. You can set Auto Call Back for a single extension only.



*In case of Multiple User Login, the Auto Call Back set for your extension will be indicated if your application is registered with the same server. You can access or cancel the same.*

## Setting Auto Call Back

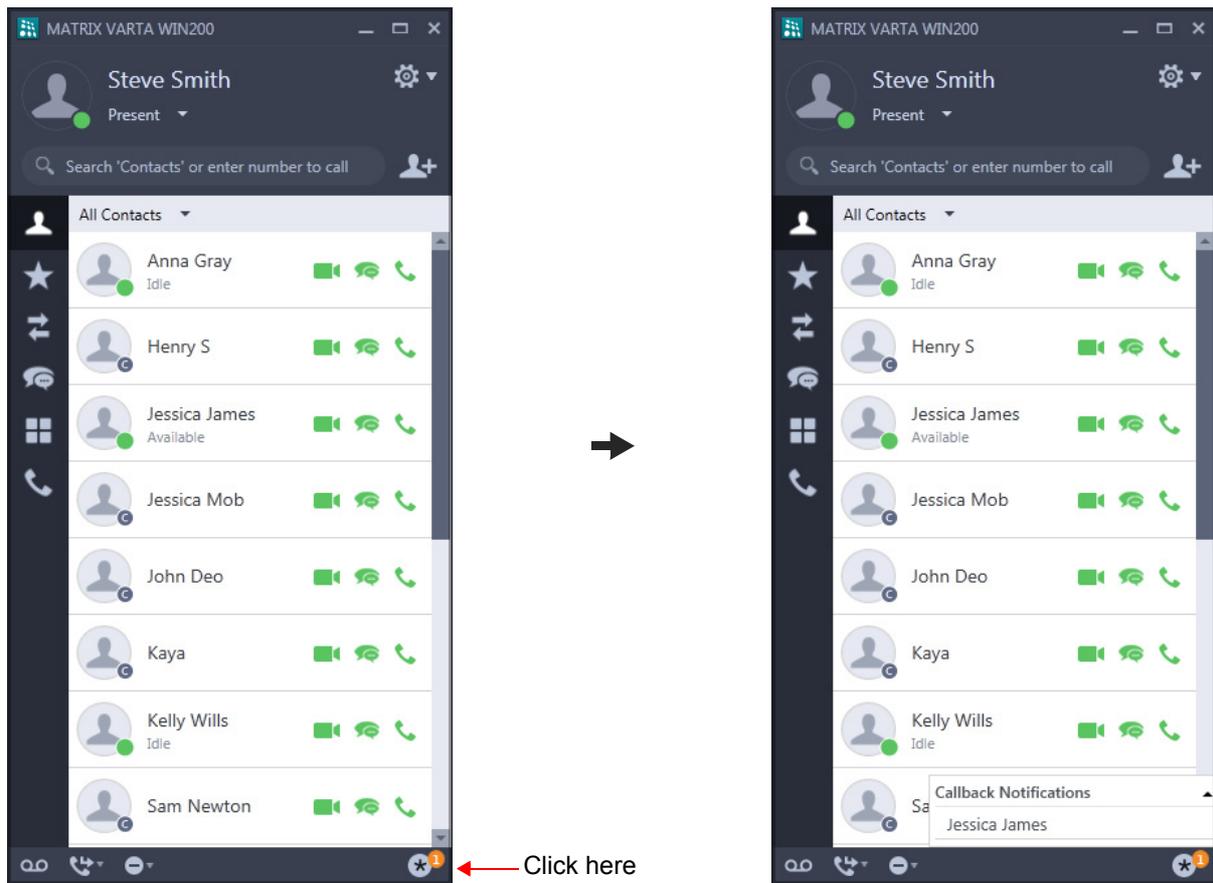
- Dialed extension is not responding.



- Click **Callback** .
- Similarly, you can set Auto Call Back when the number is busy.
- When the extension user is available, the system will automatically place the call on your extension.

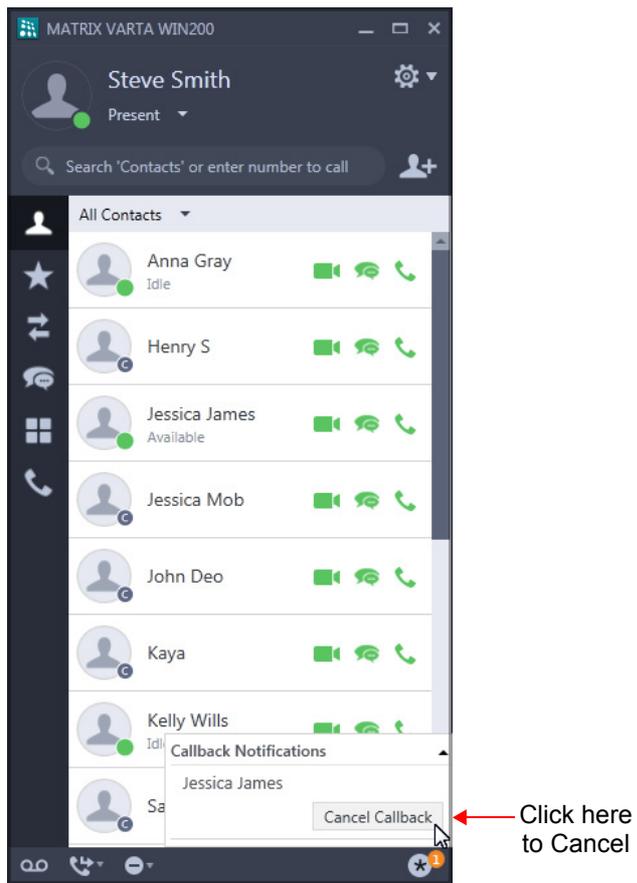
## Auto Call Back Notification on the Home Screen

- After you set Auto Call Back, the **Callback Notification** appears on the **Home** screen.
- Click **Notifications** . The Notification popup displays the details of the Auto Call Back set by you.



## Canceling Auto Callback

- Click **Callback Notifications**, all the callback notifications are displayed.



- Click on the notification you wish to cancel, then click **Cancel Callback**.

# Auto Redial

---

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



*In case of Multiple User Login, the Auto Redial set for your extension will be indicated if your application is registered with the same server. You can access or cancel the same.*

## Setting Auto Redial

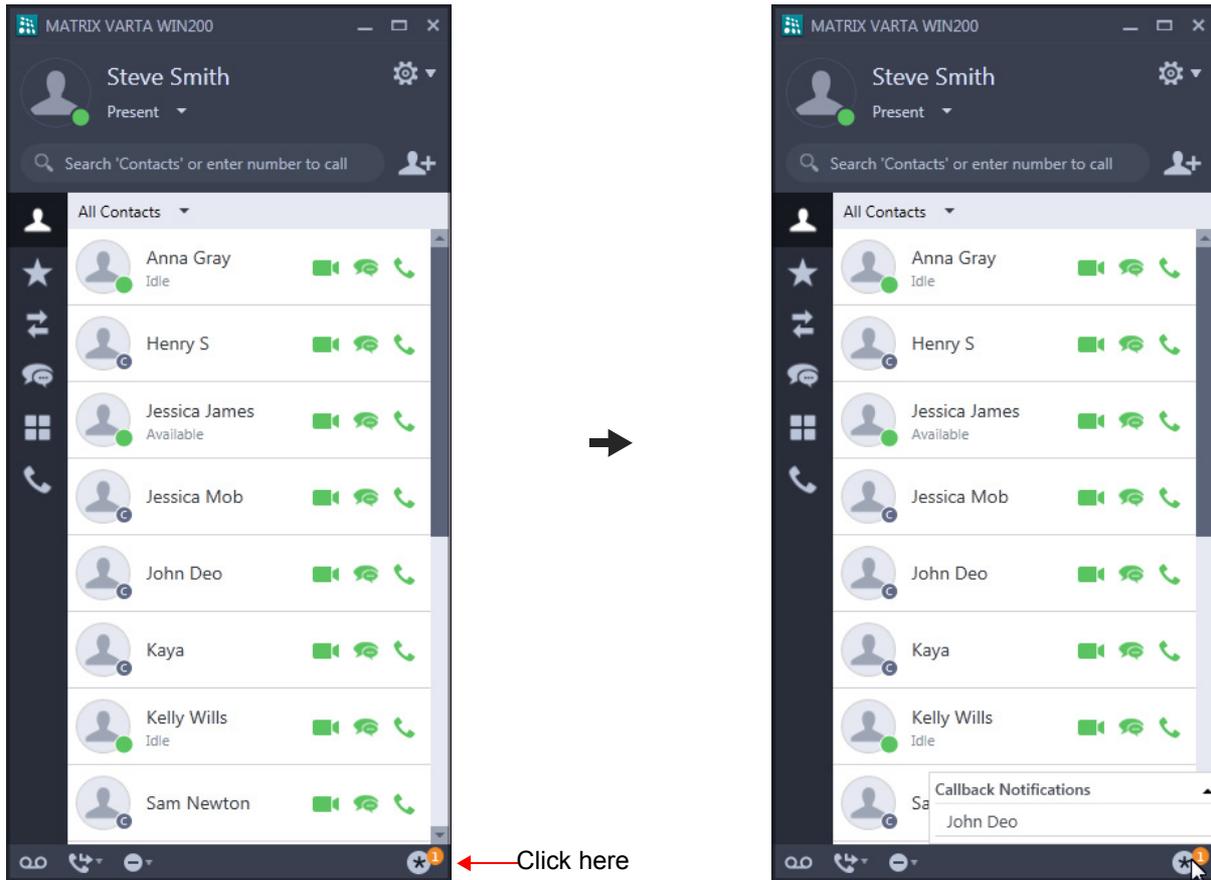
- The dialed number is ringing.



- Click **Callback** 
- Similarly, you can set Auto Redial when the number is busy.
- When the number is available, the system will automatically place the call on your extension.

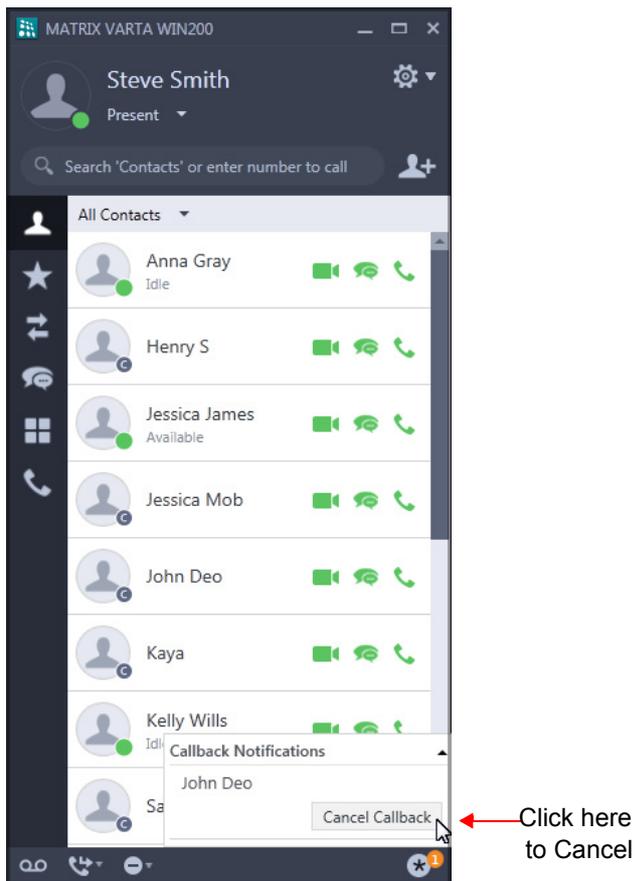
## Auto Redial Notification on the Home Screen

- After you set Auto Redial, the **Callback Notification** appears on the **Home** screen.
- Click **Notifications** . The Notification popup displays the details of the Auto Redial set by you.



## Canceling Auto Redial

- Click **Callback Notifications**, all the callback notifications are displayed.



- Click on the notification you wish to cancel, then click **Cancel Callback**.

If you have set multiple Auto Redials, repeat the above instructions to cancel each Auto Redial.

# Barge-In

---

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

The called extension gets beep for a duration of the Barge-In Timer and can answer the waiting call. If the waiting call is not answered before the expiry of the timer, speech is automatically established between you and the called party. The first ongoing call is put on hold.

- The dialed number is busy, click **Barge-In**  on the Fixed Facility bar.

**OR**

- Click **More** , and then click **Barge-In** .
- The called extension rings. If the called extension user answers the waiting call, speech is 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 and can answer the waiting call. If the waiting call is not answered before the expiry of this timer, the waiting call is disconnected.

- The dialed number is busy, click **Interrupt Request**  on the Fixed Facility bar.
- OR**
- Click **More** , and then click **Interrupt Request** .
- The called extension rings. If the called extension user answers the waiting call, speech is 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 if the called party is a SPARSH M2S Client or UC Client.*

- The dialed number is ringing, click **Forced Answer**  on the Fixed Facility bar.
- OR**
- Click **More** , and then click **Forced Answer** .
  - Speech is established. The called party's Speaker is turned on automatically.

# Forced Disconnection

---

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

- The dialed number is busy, click **Forced Disconnection**  on the Fixed Facility bar.

**OR**

Click **More** , and then click **Forced Disconnection** .

- The call gets disconnected.

Similarly, you can also forcibly disconnect a busy trunk.

# Account Code

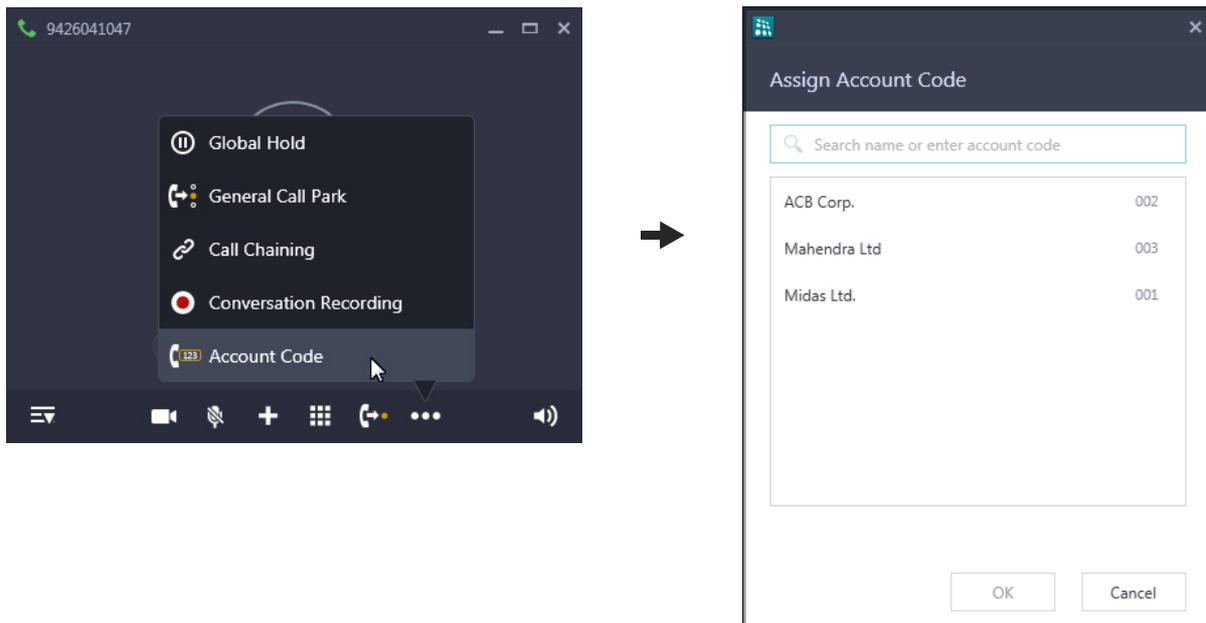
Account Codes are useful when you have to make external calls to third parties on behalf of your clients. This feature is useful in consultancies, law firms or media agencies where employees need to make external calls on behalf of their clients.

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

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

To assign Account Code,

- You are in speech with an external party, click **Assign Account Code**  on the Fixed Facility bar.
- OR**
- Click **More** , and then click **Assign Account Code** .
  - In Assign Account Code, scroll to the desired entry or enter the desired name or account code number in the Search bar.



- Select the desired entry and click **OK**.

## Forced Account Code

Forced Account Code is when you must assign the Account Code every time you dial an external number.

- You dial an external number.
- The **Assign Account Code** window appears automatically.

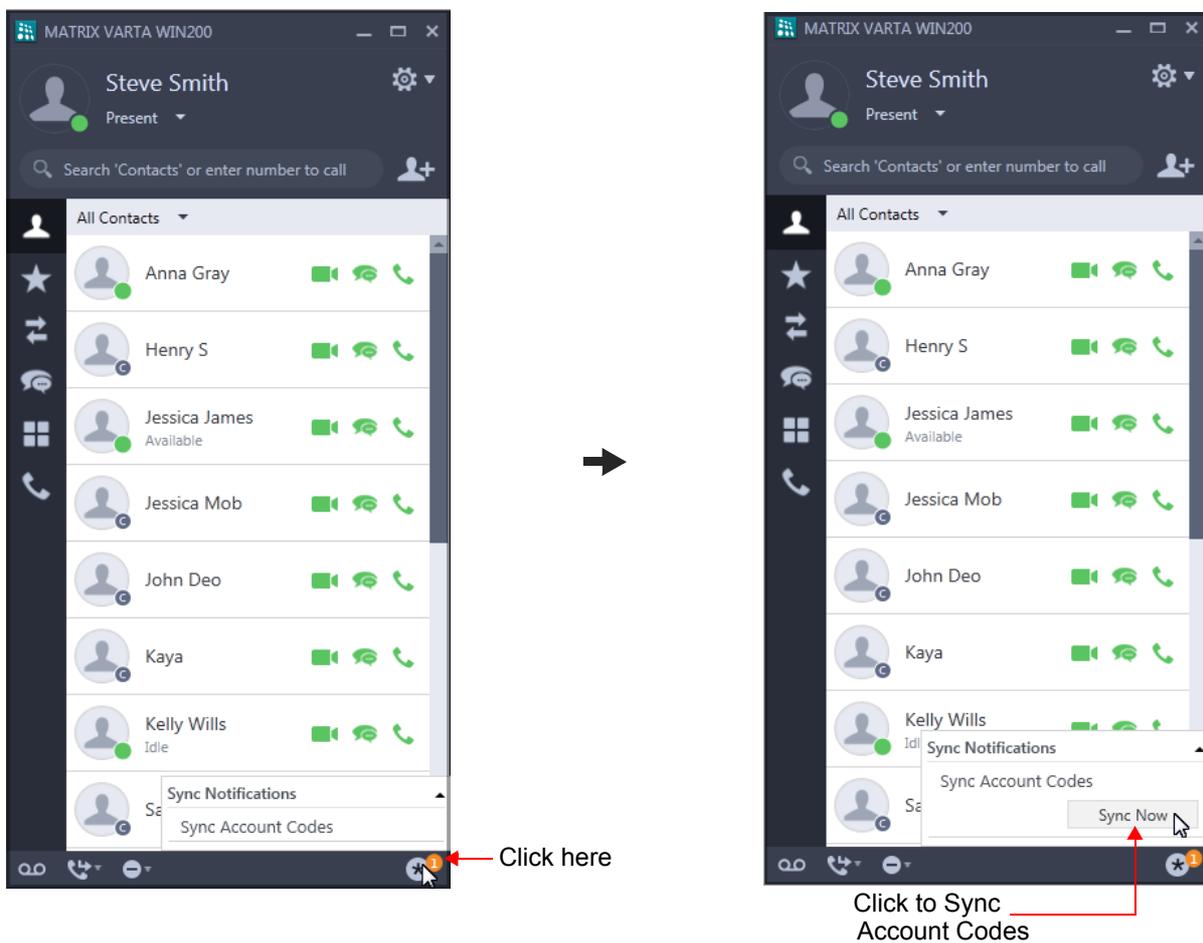
- Scroll to the desired entry or enter the desired name/number in the Search bar.
- Select the desired entry and click **OK**.
- The external number rings

## Account Code Synchronization Notification on the Home Screen

Whenever Account Codes are updated in the System, you will be notified to synchronize your UC Clients Account Codes with that of the System.

- Click **Notifications**  on the **Home** screen.

The Notification popup displays the Sync Account Code notification.



- Click on **Sync Account Codes** and then click **Sync Now**.

# Open a Door

---

You can open a Door Lock from your UC Client.

- When there is an incoming Door Phone call, click **Audio Answer** , to answer the call.
- After you ascertain the identity of the visitor, click **Open a Door**  on the Fixed Facility bar.

**OR**

- Click **More** , and then click **Open a Door** .
- The Door Lock opener device opens the door. The visitor can enter.

All relevant settings related to the Door Phone and the Door Lock opener device must be done by your System Administrator.



*This feature will not be applicable if you have registered your VARTA WIN200 Application with SARVAM UCS, PRASAR UCS, ANANT UCS and ETERNITY NE.*

# DND - Override

---

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

- When the dialed extension has set DND, click **DND Override**  on the **Call** screen.
- The dialed extension starts ringing.

# Trunk Reservation

---

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



- You cannot set **Auto Call Back** and **Trunk Reservation** simultaneously. However, you may set **Auto Redial** along with **Trunk Reservation**.
- In case of **Multiple User Login**, the **Trunk reserved** by your extension will be indicated if your application is registered with the same server. You can access or cancel the same.
- This feature will not be applicable if you have registered your **VARTA WIN200 Application** with **PRASAR UCS** and **ANANT UCS**.

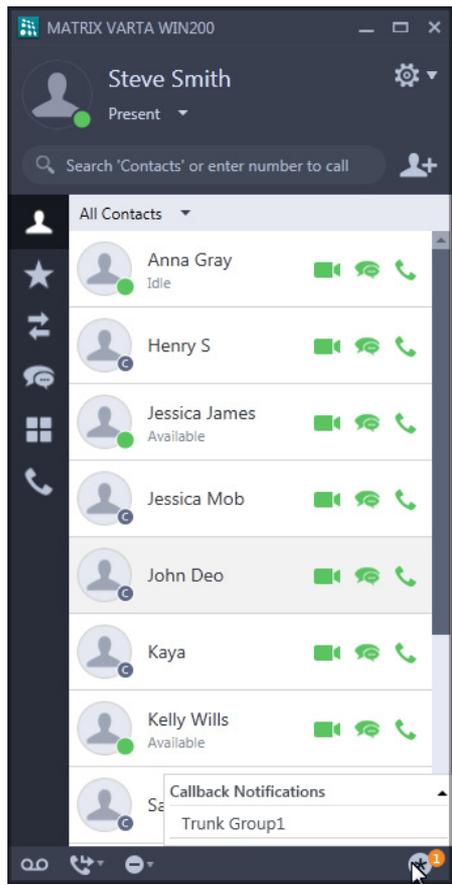
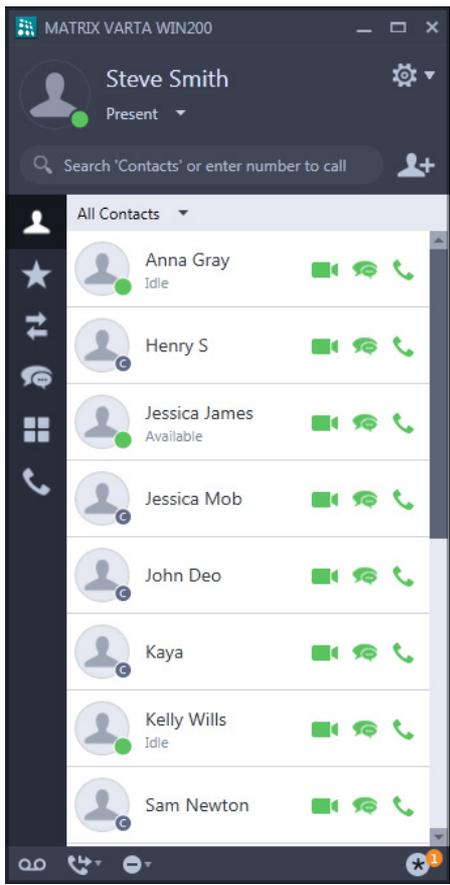
## Reserving a Trunk

You can access a trunk by dialing Trunk Access Code (TAC) or press the DSS Soft key assigned to the Trunk. See [“DSS Soft Keys”](#) for more details.

- Dialed trunk is busy, click **Trunk Reservation**  on the **Call** screen.
- When the trunk is available, the system will automatically place the call on your extension.

## Trunk Reservation Notification on the Home Screen

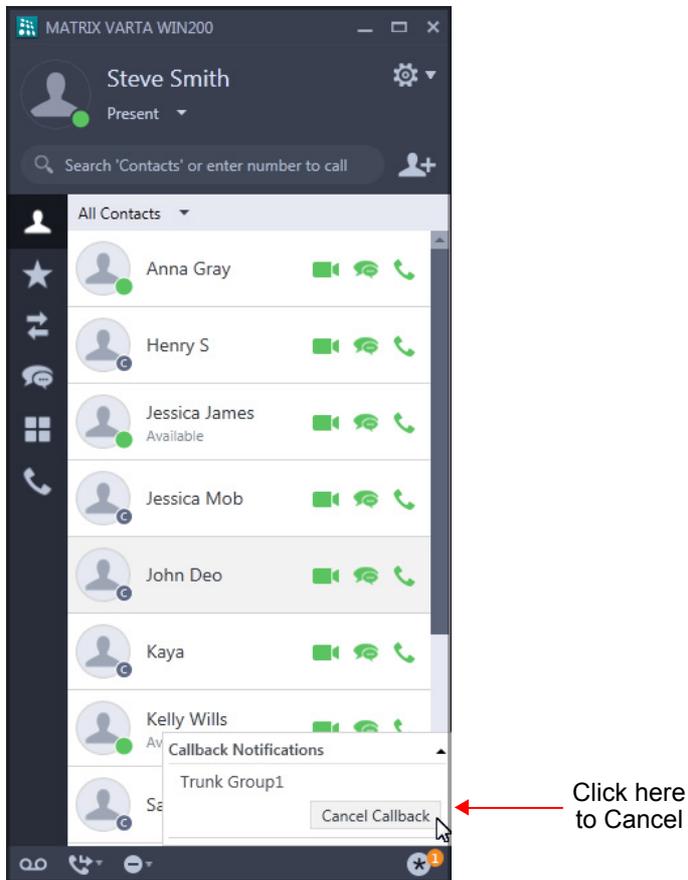
- After you set **Trunk Reservation**, the **Trunk Reservation Notification** appears on the **Home** screen.
- Click **Notifications** . The Notification popup displays the details of the Trunk Reserved by you.



Click here

## Canceling Trunk Reservation

- Click **Callback Notifications**, all the callback notifications are displayed.



- Click on Trunk Group, then click **Cancel Callback**.

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

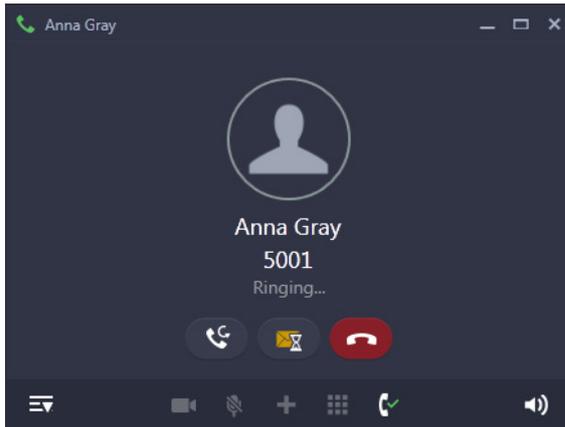
# Message Wait

---

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

## Set Message Wait

- Dialed extension is ringing.



- Click **Message Wait**  on the **Call** screen.
- Similarly, you can set Message Wait when the number is busy.

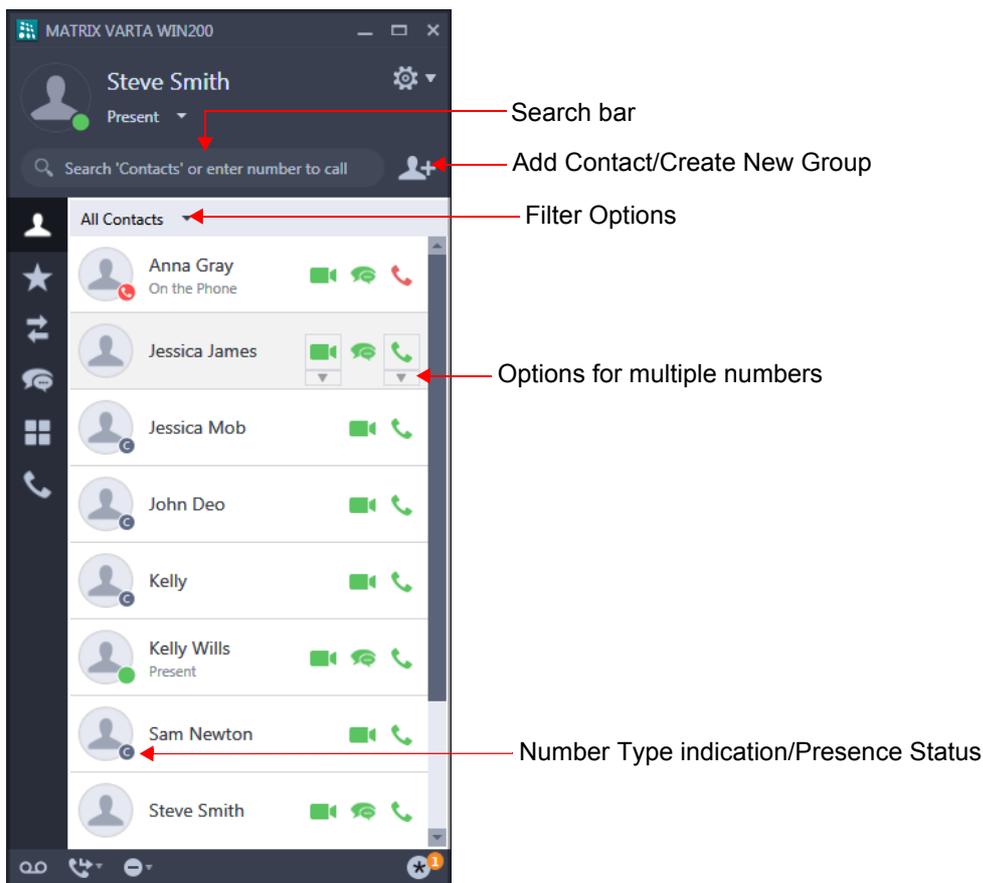
You can also set Message Wait without making a call to the extension user from Menu. If you want to cancel Message Wait you can do so from Menu only. For instructions, see [“Message Wait and Message Retrieval”](#).

The Contacts of the UC Client displays the Extensions, Corporate Directory (Global Directory), Custom Group contacts as well as Server Group contacts.

You can access certain features and facilities when you right-click or double-click on the any contact.

## Viewing Contacts

- Click **Contacts**  on the tab bar on the **Home** screen.



Icon	Name	Description
	Search bar	Enter name/number of the contact you wish to search. See <a href="#">“Searching Contacts”</a>
	Add Contact/Create New Group	Click to add a contact to the Corporate Directory (Global Directory) of the System or to create a new group. See <a href="#">“Add New Contact and Create New Group”</a> for details.
	Filter Options	Click to filter contacts as per your requirement. The filter displays various options — All Contacts, Extensions, Corporate Directory, Custom Groups you created as well as the Server Groups. See <a href="#">“Filtering Contacts”</a> .
	Number Type indication/ Presence Status	The extension contacts are displayed with the presence status, if enabled. See <a href="#">“Presence”</a> for more details.  The corporate directory contacts are displayed with the corporate directory icon  .
	Sync Notification	Click to view the Sync notifications. See <a href="#">“The UC Client Home Screen”</a> .
	Audio Call	Click to make an audio call. If the contact has multiple numbers, click Options arrow and select the number.  If BLF is enabled for the extension contacts, then Audio Call will display BLF status — Available or Busy or Ringing or On Hold. See <a href="#">“DSS Soft Keys”</a> .
	Video Call	Click to make a video call. If the contact has multiple numbers, click Options arrow and select the number.
	Message	Click to send message (IM or SMS).

## Accessing Features and Facilities

You can access certain features and facilities when you right-click on the desired contact. The feature access depends on the type of contact.

When you right-click a contact in the Contacts list, the following options are available.

Name	Description
Audio Call	Click to make an audio call. If the contact has multiple numbers, select the desired number.
Video Call	Click to make a video call. If the contact has multiple numbers, select the desired number.
Send IM or SMS	Click to send message (IM or SMS).

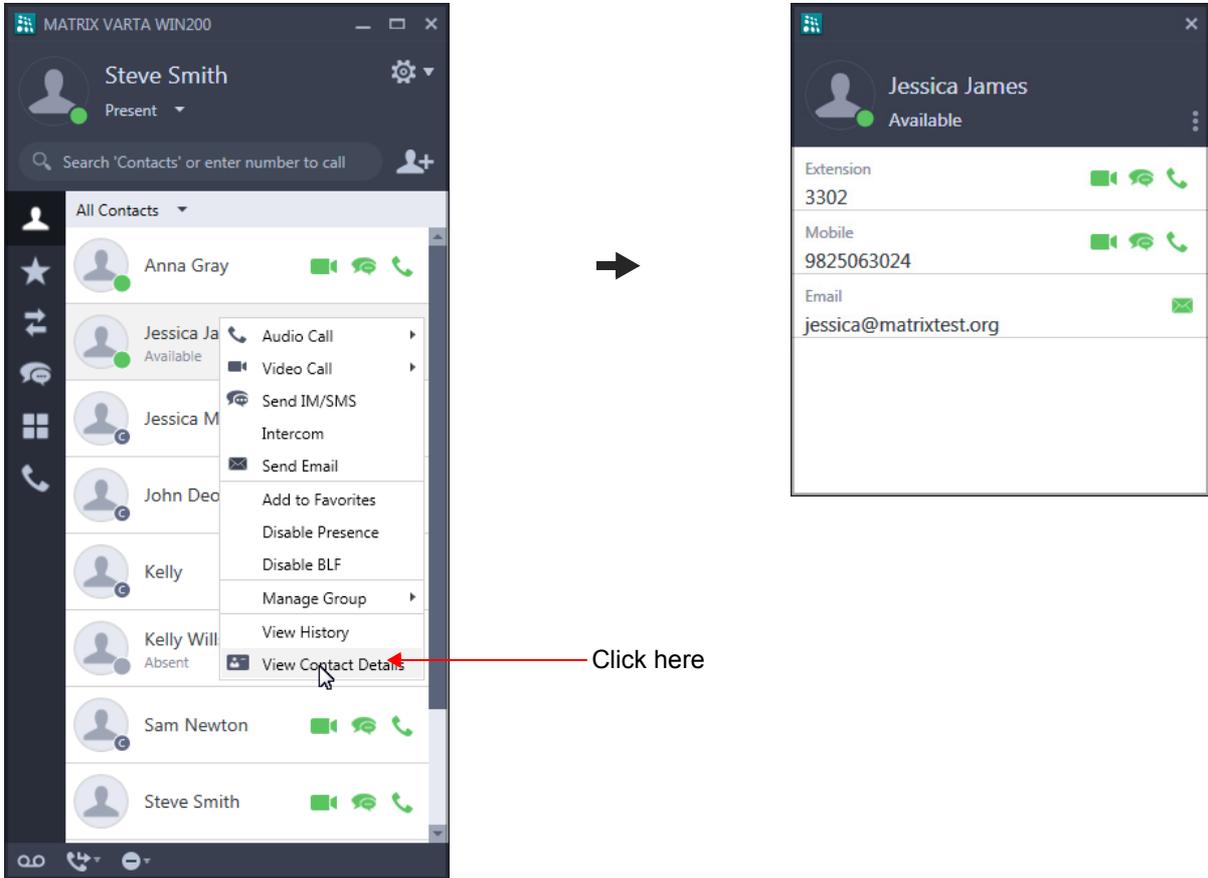
Name	Description
Intercom	Click to make an intercom call. See <a href="#">"Intercom"</a> . This option is available for Extension contact.
Send Email	Click to send email. This option is available for Extension as well as Corporate Directory contacts having Email ID configured in the System.
Add to Favorites / Remove from Favorites	Click to add or remove a contact from Favorites. See <a href="#">"Favorites"</a> .
Enable Presence/Disable Presence	Click to enable or disable Presence. See <a href="#">"Presence"</a> . This option is available for Extension contact.
Enable BLF/Disable BLF	Click to enable or disable BLF. See <a href="#">"DSS Soft Keys"</a> . This option is available for Extension contact.
Add to Group/Manage Group	Click Add to Group. This option is available when the contact is not added to any custom group.  Click Manage Group. This option is available when contact is added to any custom group.
Edit Contact	Click to edit the contact details. See <a href="#">"Editing and Deleting Contacts"</a> . This option is available for Corporate Directory contact.
Delete Contact	Click to delete the contact. See <a href="#">"Editing and Deleting Contacts"</a> . This option is available for Corporate Directory contact.
View History	Click to view details of all the calls and messages of the contact. See <a href="#">"Contacts"</a> and <a href="#">"Messages"</a> .
View Contact Details	Click to view the details of the contact. See <a href="#">"Contact Details"</a> .

When you double-click on any contact, the UC Client enables you to either place a call or send a message to the desired contact. You must configure the desired option in the UC Client. See ["Settings"](#) for instructions.

# Contact Details

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

- Right-click on an extension contact in the Contacts list and select **View Contact Details**.



Icon	Name	Description
	Audio Call	Click to make an audio call.
	Video Call	Click to make a video call.
	Message	Click to send message (IM or SMS).
	Email	Click to send email.
	More	Click to access other features and facilities.

- In **Contact Details**, you can click **More** , to access other features and facilities. See [“Accessing Features and Facilities”](#) in Contacts for instructions.

Similarly, you can view the details of a Corporate Directory contact.

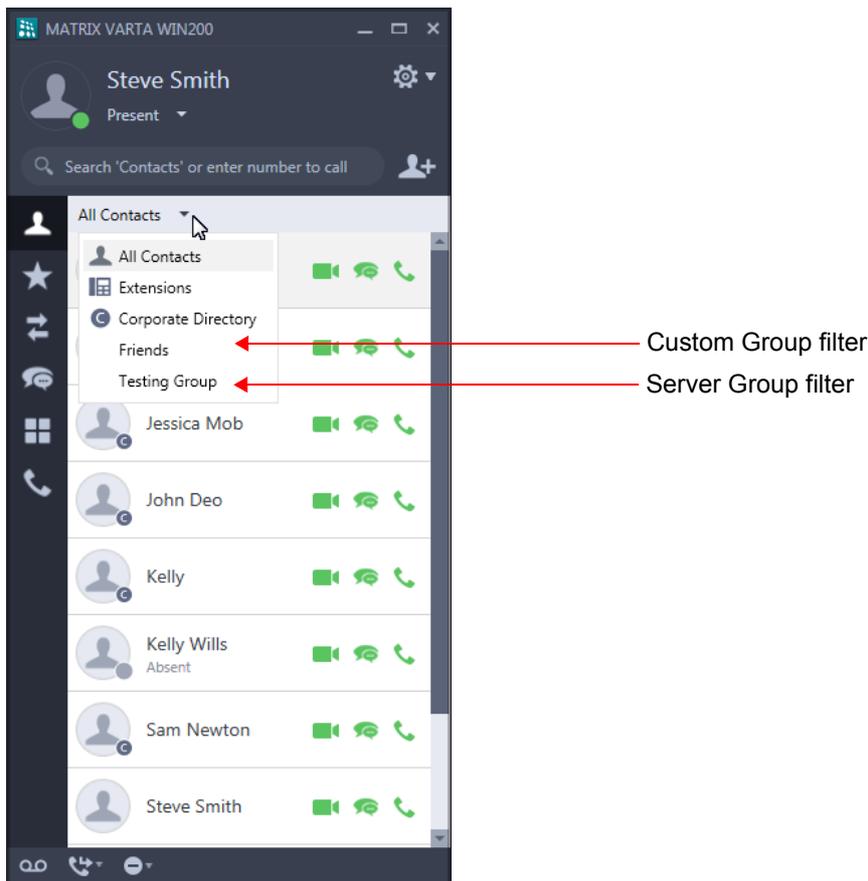
# Filtering Contacts

Using Contacts Filter, you can filter your contacts as per the Contact Type - Extensions, Corporate Directory, Custom Groups as well as Server Groups.



*In case of Multiple User Login, the Custom Groups created will be different in each user login.*

- Click **Contacts Filter Option**.



Select the desired filter option — All Contacts, Extensions, Corporate Directory, Custom or Server Group Name.

The contacts list will display the contacts as per the filter you select.



- *If you have created any Custom Group or if there is any Server Group, the UC Client will also display its group name as a filter option.*
- *To create Custom Groups, see [“Create New Group”](#).*
- *Server Groups are Email/SMS Groups created and assigned to the desired extensions by the System Administrator. To know more about Server Groups refer to the respective System Manual (SMS/Email Group under SMS Server).*

# Searching Contacts

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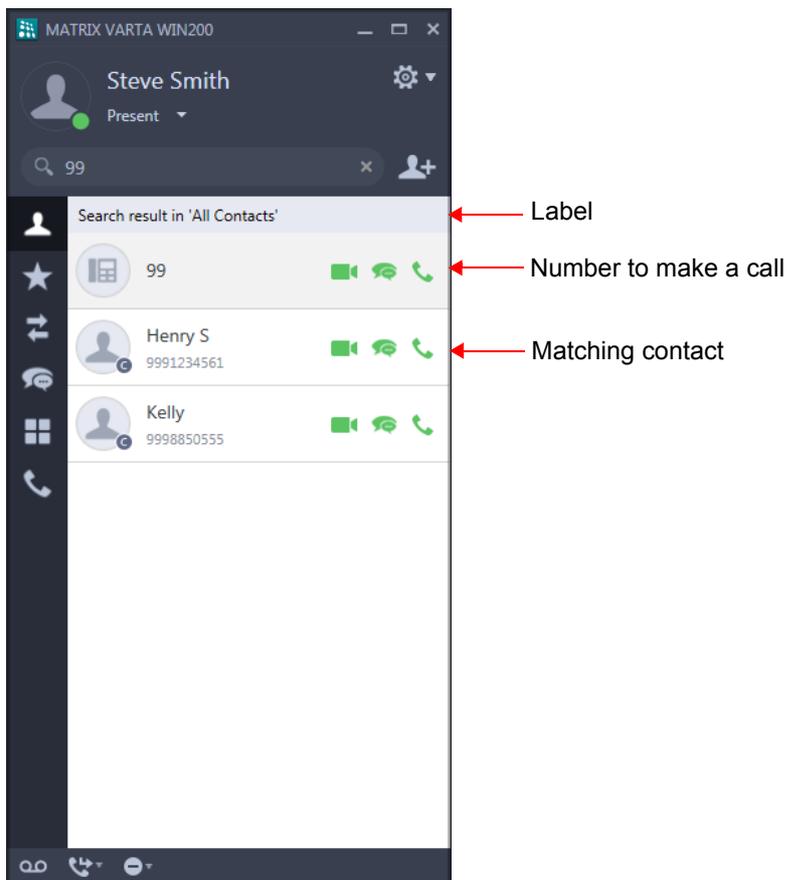
You can search the desired contact, by entering the name/number of the contact. The UC Client will search the contact in the selected Contact Filter and display the list of matching entries.

If you enter a number in the Search bar, you can also make a call, see ["Making Calls using Search"](#).

To search a contact,

- In the Search bar, enter the number/name of the contact.

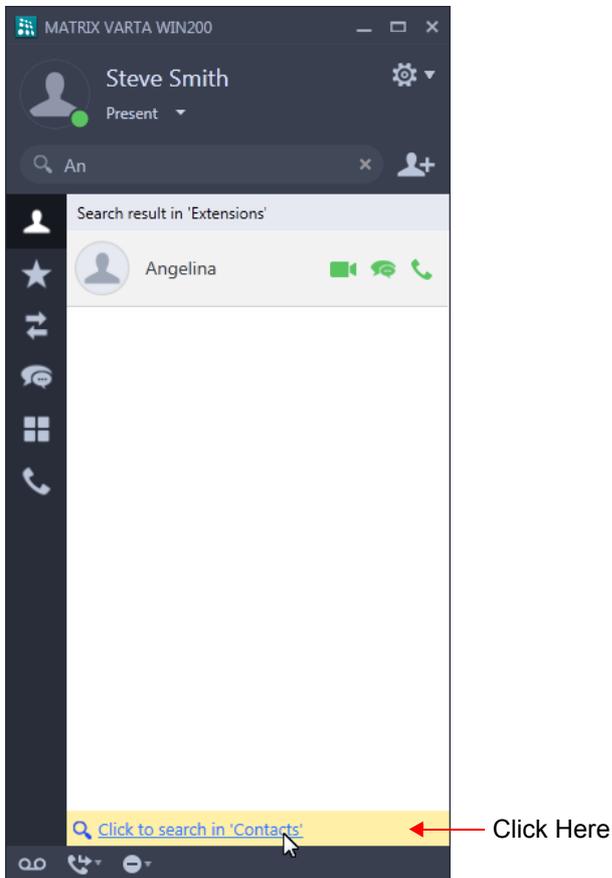
A list of matching search result(s) will appear, if found.



The search results will be displayed as per the Contact Filter you select. For details, see ["Filtering Contacts"](#).

- You can also search the respective entry in **All Contacts** by clicking on the link displayed.

In case no matching results are found in the Contact Filter, you can search the respective entry in all contacts.



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

# Add New Contact and Create New Group

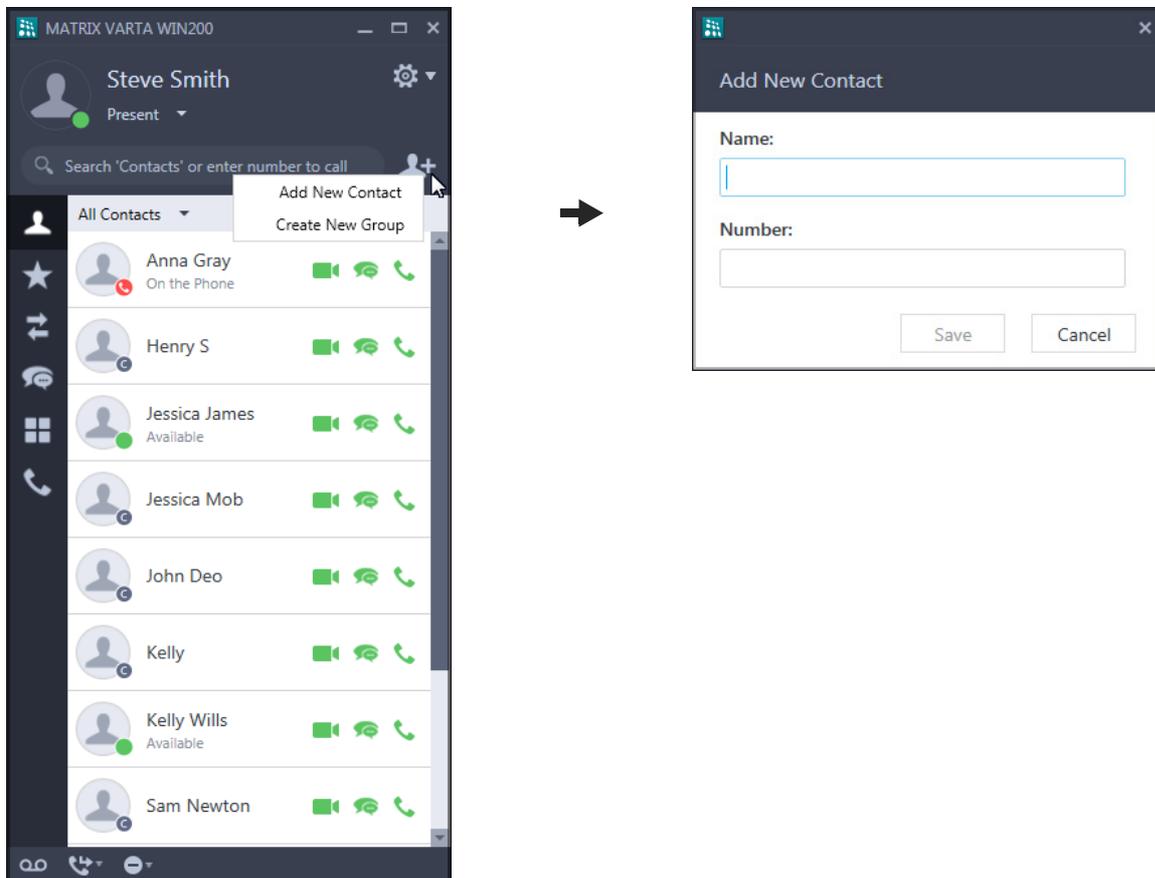
You can Add New Contacts as well as Create New Groups in contacts.



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.

## Add New Contact

- Click **Add New Contact/Group** .
- Select Add New Contact.



In **Add New Contact**, enter the **Name** and **Number**.

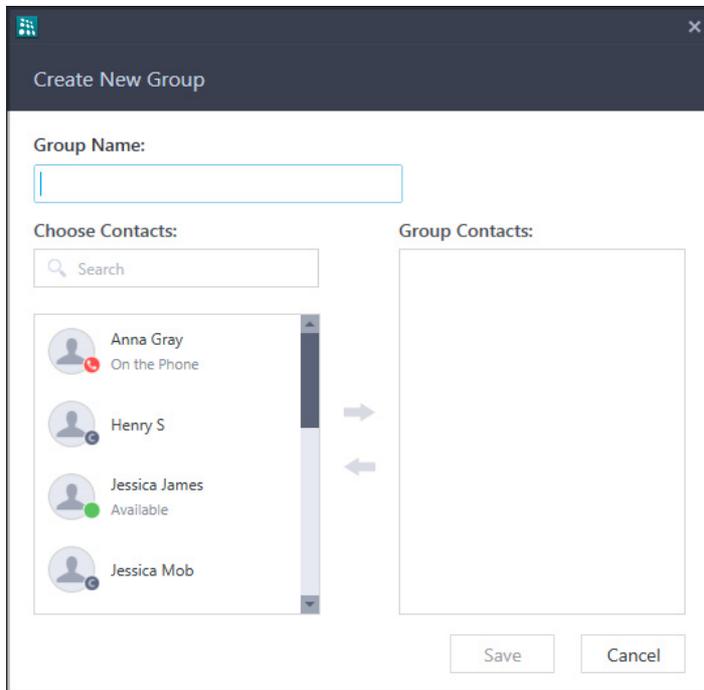
- Click **Save**.



The Index Number at which the contact is added will be displayed in Contact Details.

## Create New Group

- Click **Create New Contact/Group** .
- Select Create New Group.



### In **Create New Group**,

- Enter the **Group Name**.
- To add a contact in the group, under *Choose Contacts*,
  - Select the contact you wish to add in the group or enter the name/number of the contact in the Search bar.
  - Click the **Add** arrow .
  - The contact appears under *Group Contacts*.
- To remove a contact from *Group Contacts*,
  - Select the contact you wish to remove from the group.
  - Click the **Remove** arrow .
  - The contact is removed from the group.
- Similarly, you can add or remove contacts in a group.
- Click **Save**.

- To add a contact directly to a new group or an existing group, right-click on the contact and then select Add Group or Manage Groups.

## **Manage Group**

After adding a Group you can also edit/delete a Group. To do so,

- Select the desired filter.
- Right click on the filter bar and select the desired option — Edit or Delete Group.

# Editing and Deleting Contacts

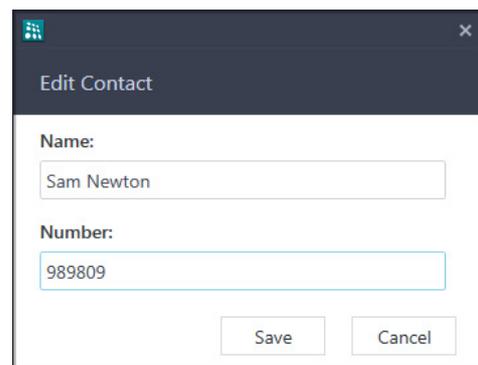
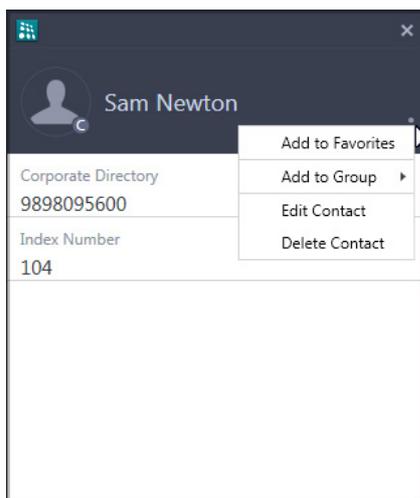
You can edit or delete only Corporate Directory contacts, if required, provided **Global Directory Part-1** and **Global Directory Programming**, both options are enabled in the Class of Service (CoS) assigned to your extension.



- *Extension contacts cannot be edited or deleted from the UC Client.*
- *On deleting a contact, it is deleted from the Global Directory of the System also. So, it is recommended to delete contacts judiciously; else you may loose important contacts from the Corporate Directory.*
- *When you edit or delete a contact, it will be updated in Favorites list also, if present.*

## Editing Contacts

- In Contact Details, right-click on **More** .
- Click **Edit contact**.



- Edit the **Name** and/or the **Number** and click **Save**.

## Deleting Contacts

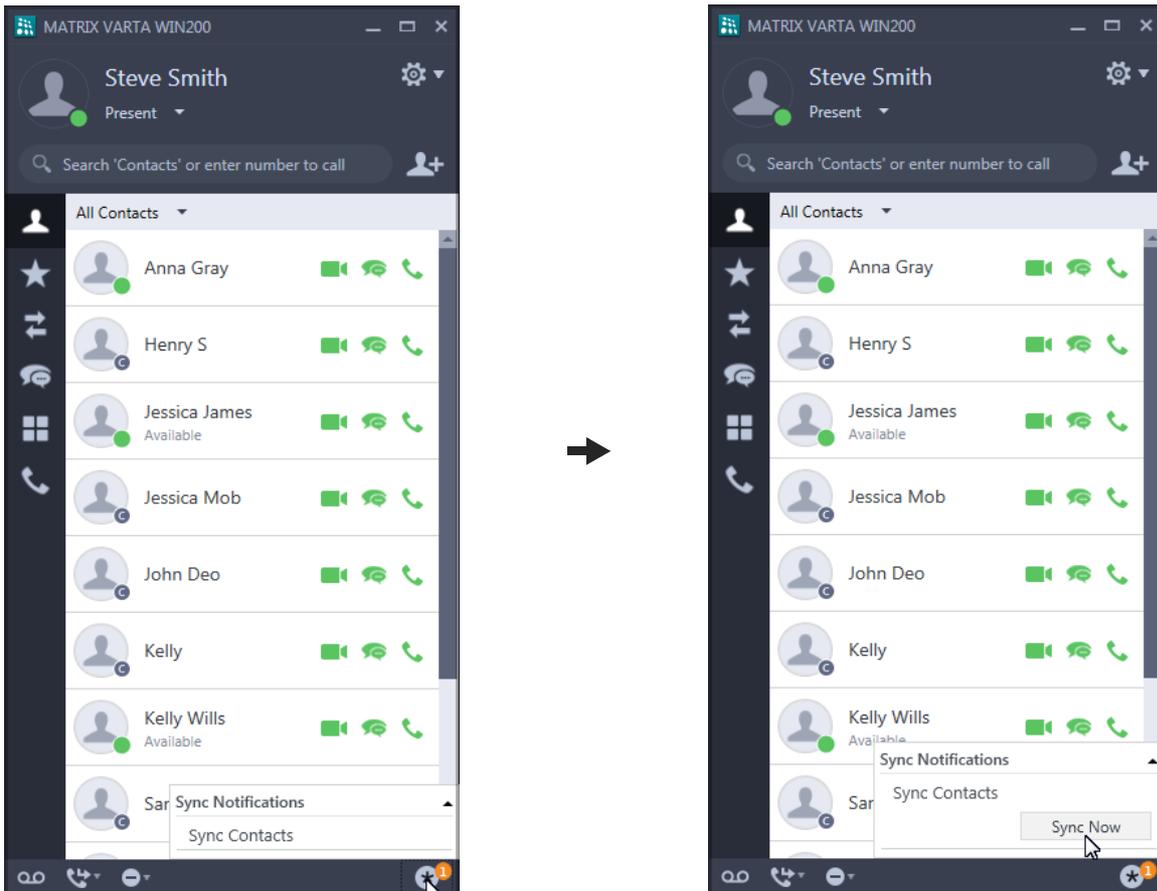
- In Contact Details, right-click on **More** .
- Click **Delete contact**.
- Click **Yes** to confirm.

# Synchronizing Contacts

If there is any addition, alteration or deletion in the Corporate Directory or in the Extension numbers of the System, the Contact Sync Notification appears which enables you to synchronize your UC Client's Contacts list with that of the System.

To synchronize your UC Client contacts with that of the System,

- Click **Notifications**  on the bottom bar on the **Home** screen.



- The Notification popup displays **Sync Contacts** under *Sync Notifications*.
- Click on **Sync Contacts**. Then click **Sync Now**. The Contact list is updated.



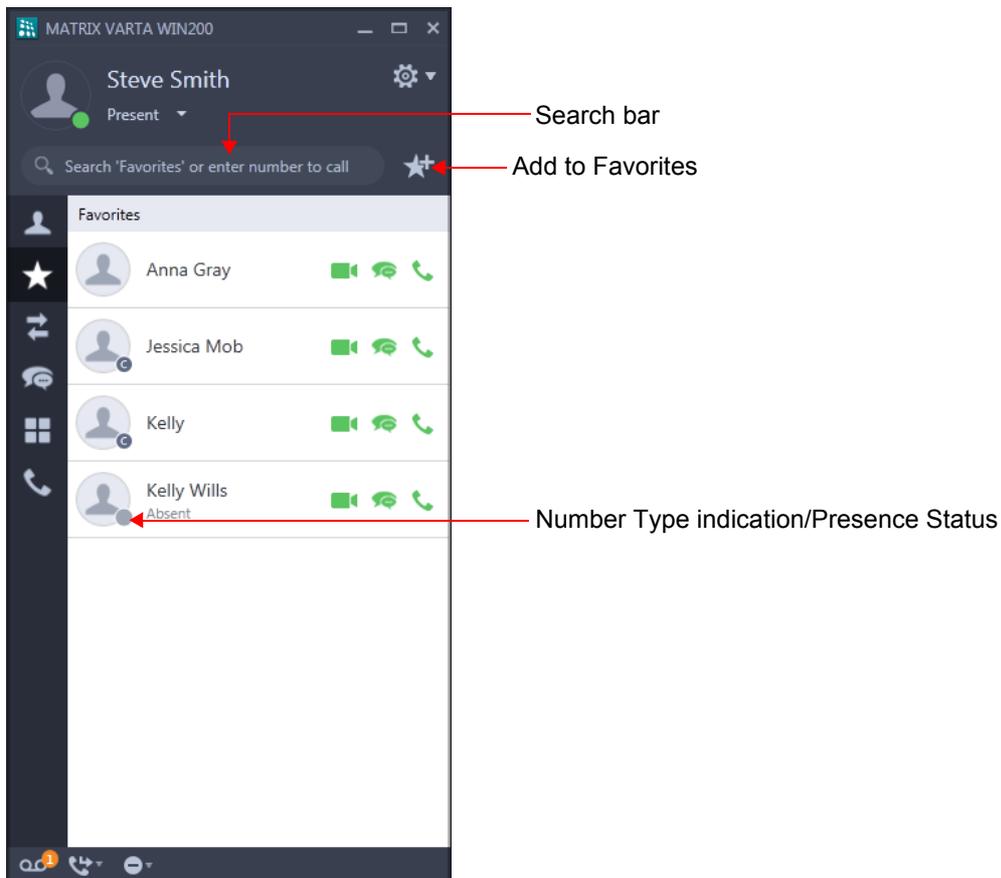
*Whenever you synchronize your Contacts or edit/delete any Corporate Directory Number using the UC Client, corresponding entries, if present in the Favorites list or in the Soft Keys, will also be updated.*

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

 *In case of Multiple User Login, the Favorites List will be different in each user login.*

## Viewing Favorites

- Click **Favorites**  on the tab bar on the **Home** screen.



Icon	Name	Description
	Search bar	Enter name/number of the contact you wish to search. See <a href="#">“Searching Contacts”</a>
	Add to Favorites	Click to add the contact to the Favorites list. See <a href="#">“Adding and Removing Contacts from Favorites”</a> for details.
	Number Type indication/ Presence Status	The extension contacts are displayed with the presence status, if enabled. See <a href="#">“Presence”</a> for more details.  The corporate directory contacts are displayed with the corporate directory icon  .
	Audio Call	Click to make an audio call. If the contact has multiple numbers, click Options arrow and select the number.  If BLF is enabled for the extension contacts, then Audio Call will display BLF status — Available or Busy or Ringing or On Hold. See <a href="#">“DSS Soft Keys”</a> .
	Video Call	Click to make a video call. If the contact has multiple numbers, click Options arrow and select the number.
	Message	Click to send message (IM or SMS).

## Accessing Features and Facilities

You can access certain features and facilities when you right-click on the desired contact. The feature access depends on the type of contact.

When you right-click a contact in the Favorites list, the following options are available.

Name	Description
Audio Call	Click to make an audio call. If the contact has multiple numbers, select the desired number.
Video Call	Click to make a video call. If the contact has multiple numbers, select the desired number.
Send IM or SMS	Click to send message (IM or SMS).
Intercom	Click to make an intercom call. See <a href="#">“Intercom”</a> . This option is available for Extension contact.
Send Email	Click to send email. This option is available for Extension as well as Corporate Directory contacts having Email ID configured in the System.
Remove from Favorites	Click to add or remove a contact from Favorites.

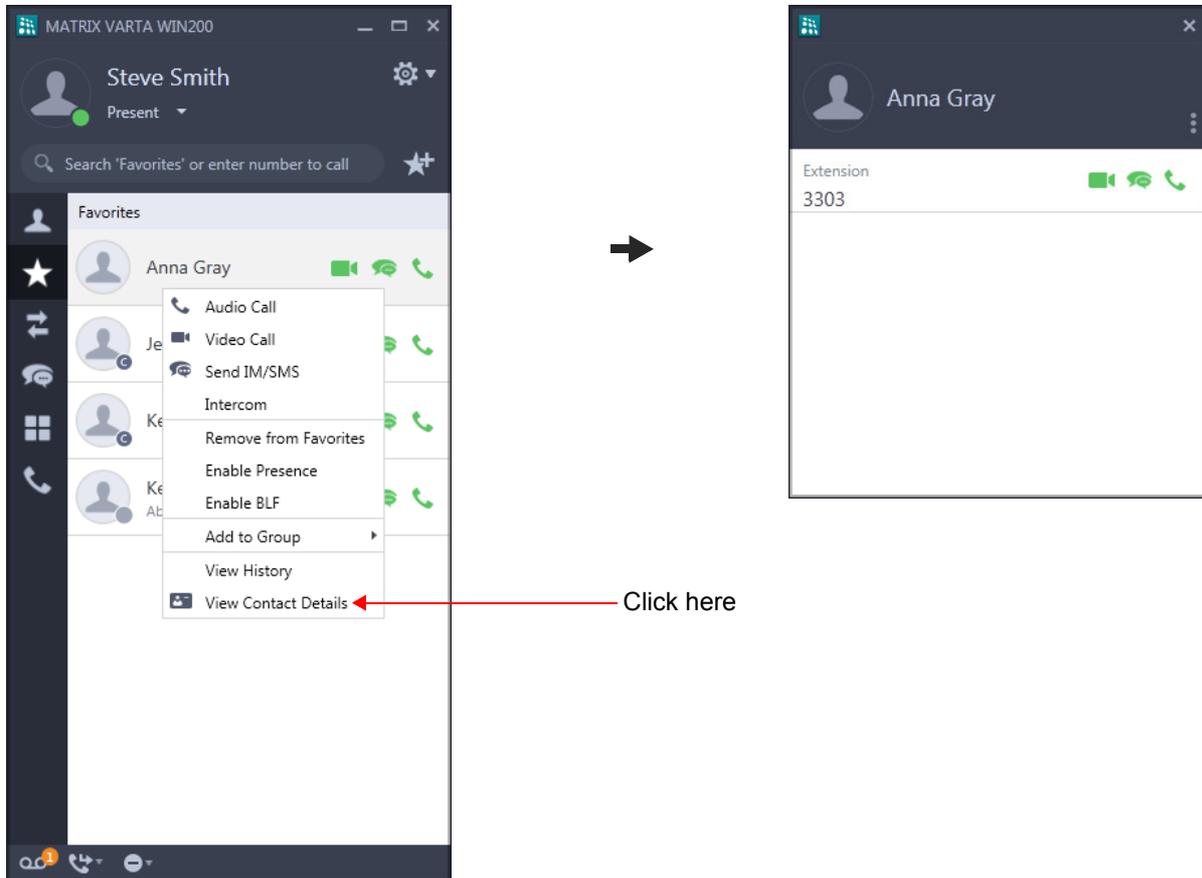
Name	Description
Enable Presence/Disable Presence	Click to enable or disable Presence. See <a href="#">“Presence”</a> . This option is available for Extension contact.
Enable BLF/Disable BLF	Click to enable or disable BLF. See <a href="#">“DSS Soft Keys”</a> . This option is available for Extension contact.
Add to Group/Manage Group	Click Add to Group. This option is available when the contact is not added to any custom group.  Click Manage Group. This option is available when contact is added to any custom group.
Edit Contact	Click to edit the contact details. See <a href="#">“Editing and Deleting Contacts”</a> . This option is available for Corporate Directory contact.
Delete Contact	Click to delete the contact. See <a href="#">“Editing and Deleting Contacts”</a> . This option is available for Corporate Directory contact.
View History	Click to view details of all the calls and messages of the contact. See <a href="#">“Contacts”</a> and <a href="#">“Messages”</a> .
View Contact Details	Click to view the details of the contact. See <a href="#">“Contact Details”</a> .

When you double-click on any contact, the UC Client enables you to either place a call or send a message to the desired contact. You must configure the desired option in the UC Client. See [“Settings”](#) for instructions.

# Favorites Details

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

- Right-click on an extension contact in the Favorites list and select **View Contact Details**.



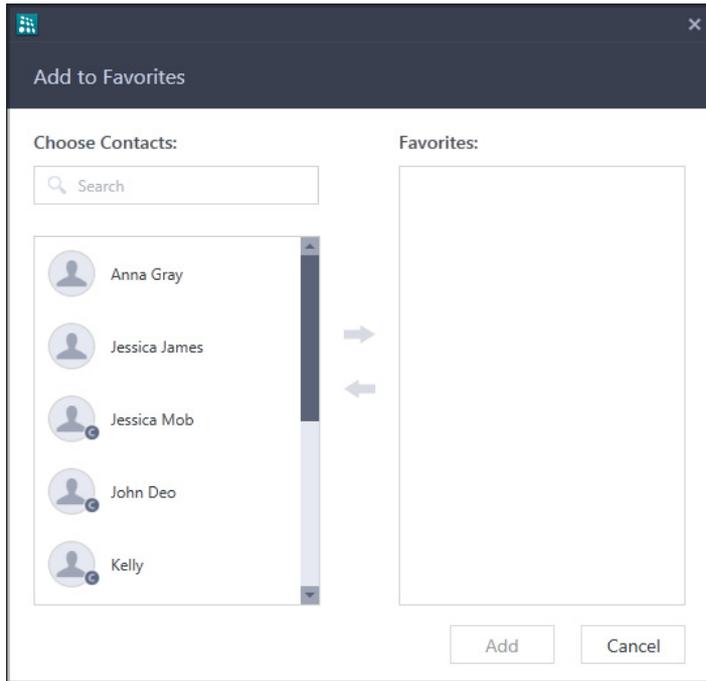
The contacts details will be displayed. To know more, see [“Contact Details”](#).

# Adding and Removing Contacts from Favorites

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You can create your customized Favorites list from the Contacts. You can add/remove Extension and Corporate Directory contacts to/from the Favorites list.

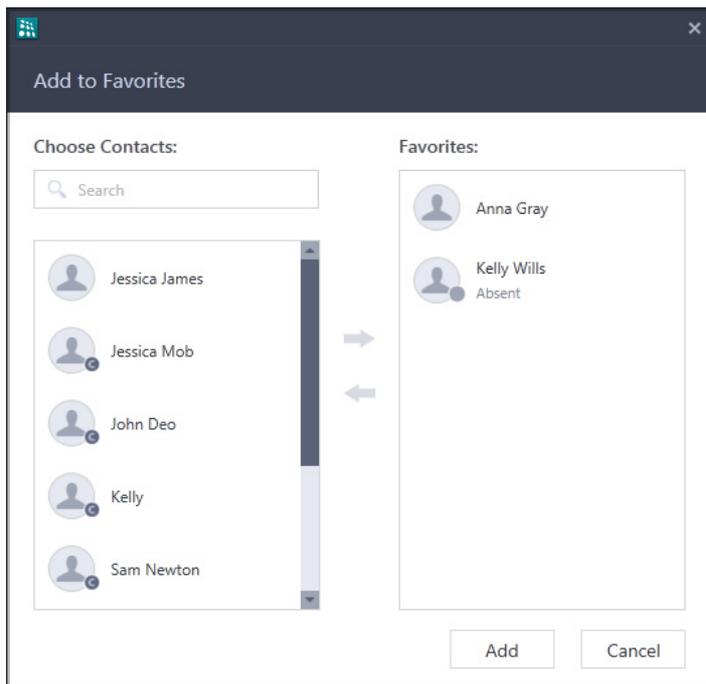
- Click **Favorites**  on the tab bar on the **Home** screen.
- Click **Add to Favorites** .



In **Add to Favorites**,

- To add a contact in Favorites, under *Choose Contacts*,
  - Select the contact you wish to add in Favorites or enter the name/number of the contact in the Search bar.
- Click the **Add** arrow .

- The contact appears under *Favorites*.



- To remove a contact from *Favorites*,
  - Select the contact you wish to remove.
  - Click the **Remove** arrow .
  - Click **Add**.
- Similarly, you can add or remove contacts.
- The contacts you add to Favorites appear in the Favorites list.

You can remove a contact from Favorites list. To do so, right-click the desired contact, click **Remove from Favorites**.

You can also add contacts to the Favorites list, from [“Contacts”](#) list or from [“Contact 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.

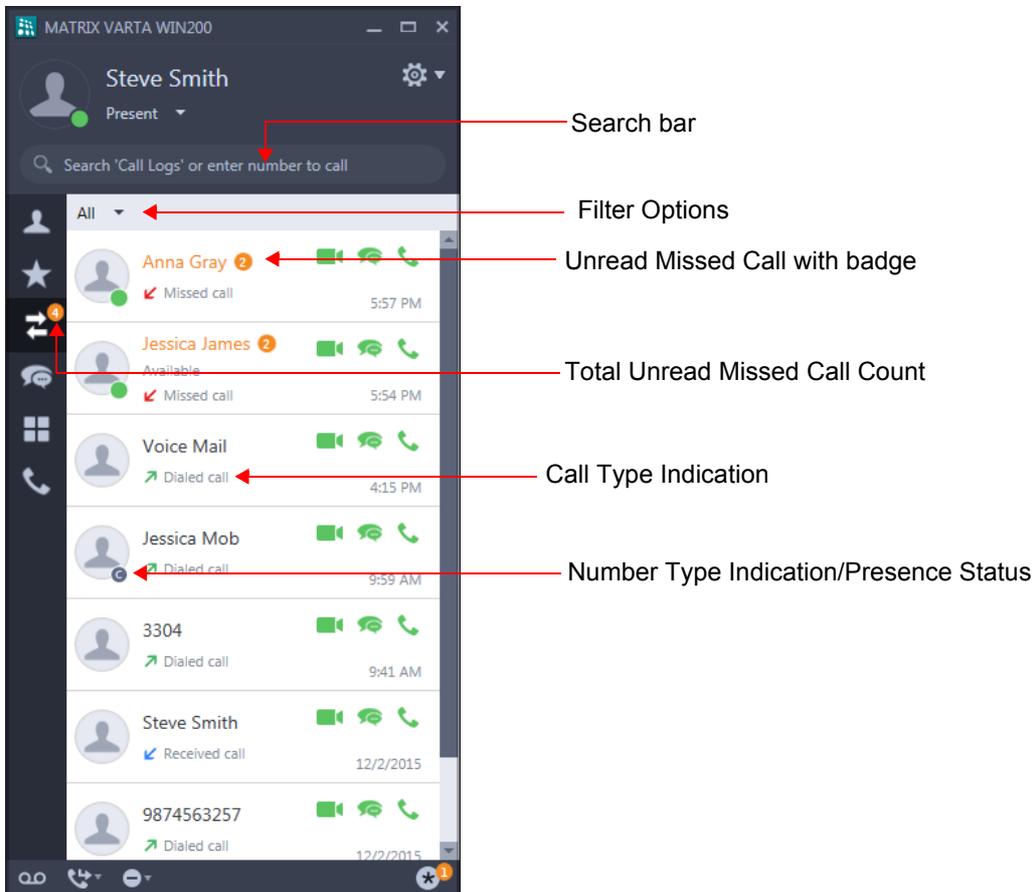
You can also access certain features and facilities when you right-click on any entry.

- 

 • VARTA WIN200 Application can store a maximum of 1000 call logs. Once this limit is reached, the first 10 call logs will be deleted.
- In case of Multiple User Login, the Call Logs will be different in each user login.

## Viewing Call Logs

- Click **Call Logs**  on the tab bar on the **Home** screen.



Icon	Name	Description
	Search bar	Enter name/number of the contact you wish to search.
	Filter Options	Click to filter calls as per your requirement. The filter displays various options — All, Missed, Received, Dialed.
	Number Type indication/Presence Status	The extension contacts are displayed with the presence status, if enabled. See <a href="#">“Presence”</a> for more details.  The corporate directory contacts are displayed with the corporate directory icon  .
	Call Type indication	 denotes Dialed calls.  denotes Missed calls.  denoted Received calls.
	Audio Call	Click to make an audio call.  If BLF is enabled for the extension contacts, then Audio Call will display BLF status — Available or Busy or Ringing or On Hold. See <a href="#">“DSS Soft Keys”</a> .
	Video Call	Click to make a video call.
	Message	Click to send message (IM or SMS).



Some entries in the Call Logs may appear as **Unknown**, if the Number of that entry is not available.

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

## Accessing Features and Facilities

You can access certain features and facilities when you right-click on the desired entry. The feature access depends on the type of contact.

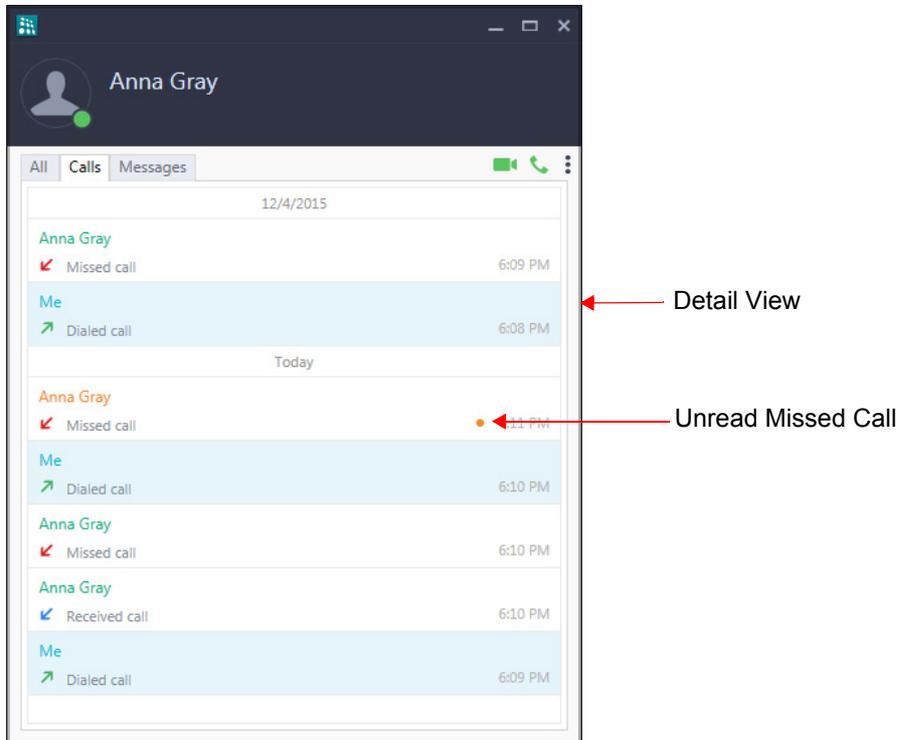
When you right-click an entry in the Call Logs list, the following options are available.

Name	Description
Audio Call	Click to make an audio call. If the contact has multiple numbers, select the desired number.
Video Call	Click to make a video call. If the contact has multiple numbers, select the desired number.
Send IM or SMS	Click to send message (IM or SMS).
Intercom	Click to make an intercom call. See <a href="#">"Intercom"</a> . This option is available for extension contact.
Send Email	Click to send email. This option is available for Extension as well as Corporate Directory contacts having Email ID configured in the System.
Edit before call	Click to edit the number before making a call. This option is available for external numbers.
Create New Contact	Click to add the external number as a contact. This option is available for external numbers.
View History	Click to view details of all the calls and messages of the contact. See <a href="#">"Contacts"</a> and <a href="#">"Messages"</a> .
View Contact Details	Click to view the details of the contact. See <a href="#">"Contact Details"</a> .
Delete	Click to delete the selected entry.
Delete All Calls/Delete Missed Calls/Delete Received Calls/Delete Dialed Calls	Click to delete all the entries of the respective call log filter.

# Call Log Details

You can view the details of each entry in the Call Logs list.

- Double-click on an entry in the Call Logs list.



Icon	Name	Description
	Audio Call	Click to make an audio call.
	Video Call	Click to make a video call.
	More	Click to access other features and facilities.
	Messages Tab	Click the tab to view or send messages (IM or SMS).
	All Tab	Click to view combined details of calls and messages of the contact.

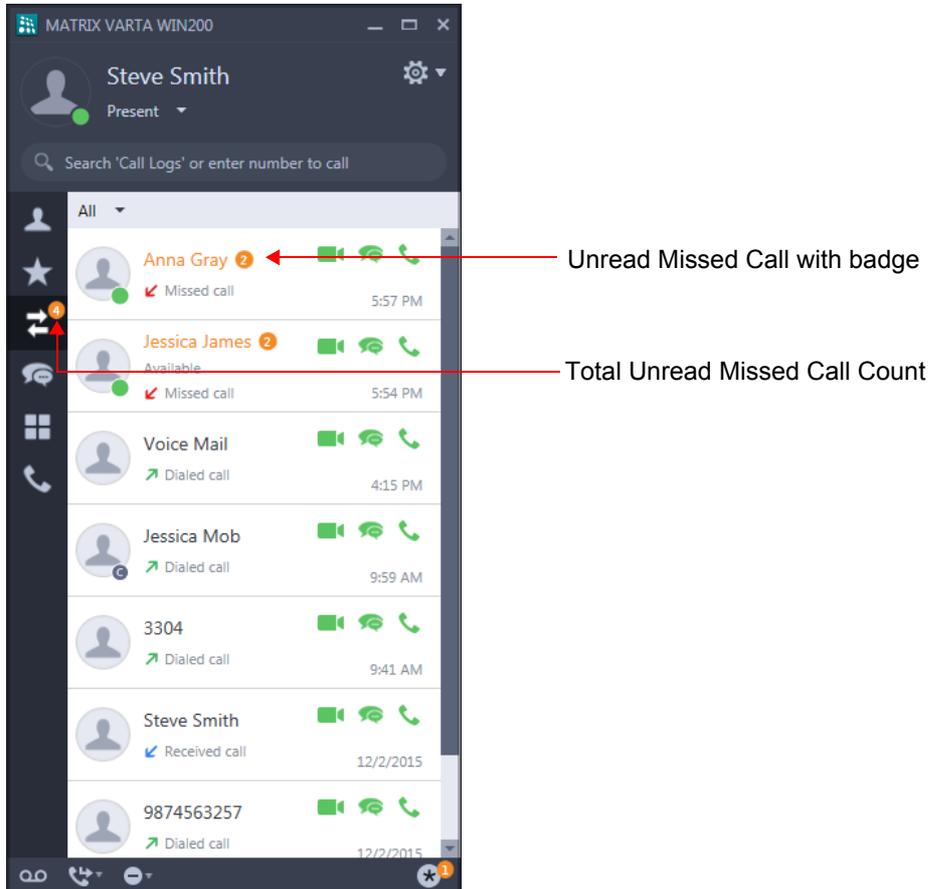
- In **Call Log Details**, click **More**  to access other features and facilities. See [“Accessing Features and Facilities”](#) in Call Logs for instructions.

Similarly, you can view the details of a Corporate Directory contact or an external number.

# Missed Call Notification

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

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

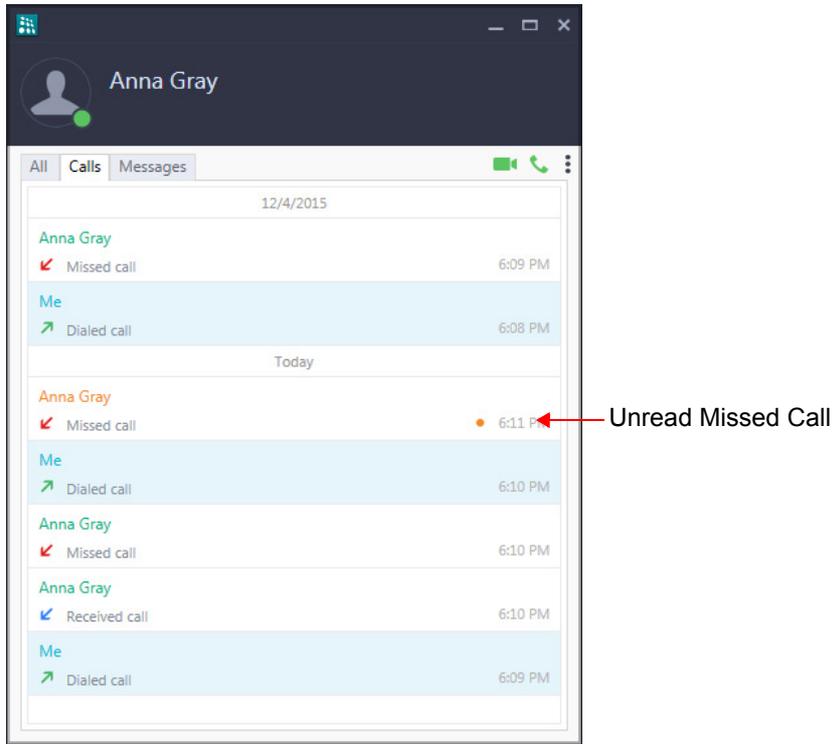


The list of **All Calls** appear, which displays all the missed, dialed and received calls.

If there are multiple missed calls from the same caller, such entry will display a badge along with the number of calls you missed from the caller.

# Missed Call Notification in Call Log Details

Double-click on an entry in the Call Logs list.



# Creating New Contacts from Call Logs

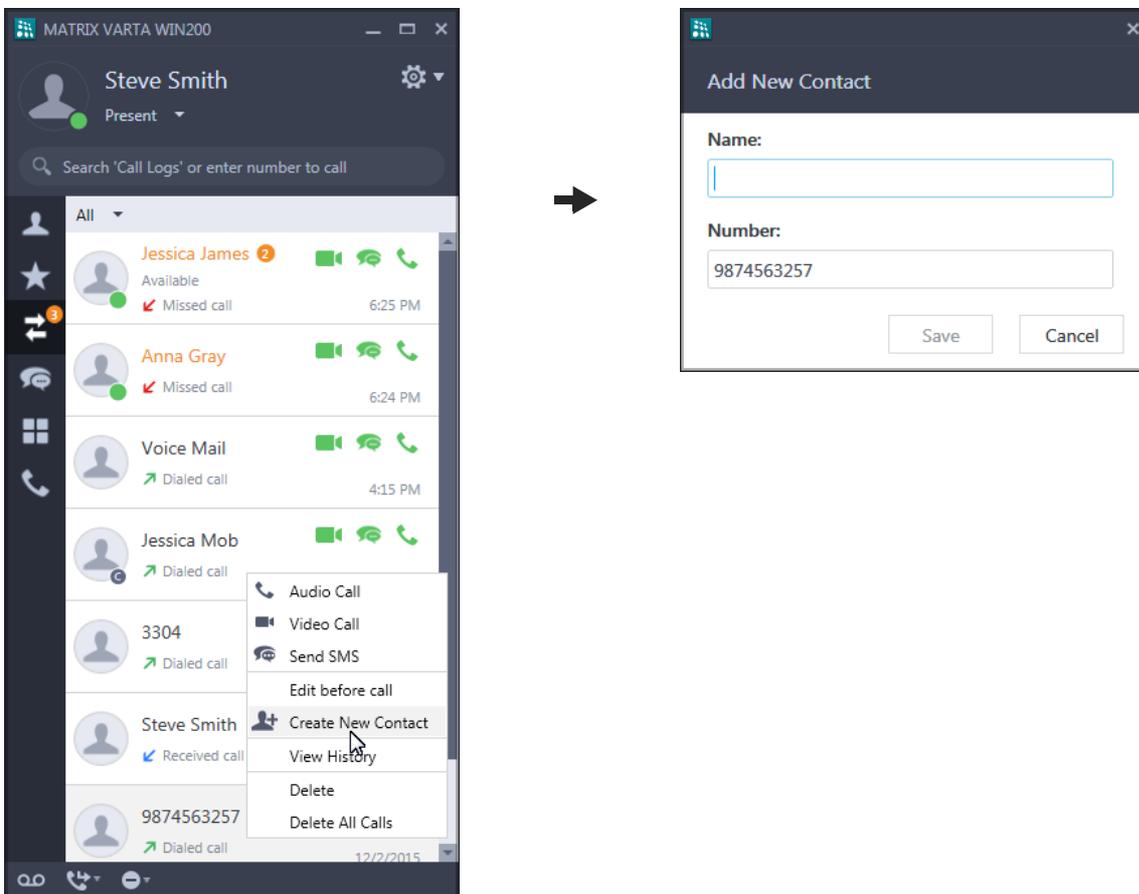
You can create new contacts for unknown external numbers that appear in the Call Logs. The number will be added in the Global Directory.



*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 create a new Contact of an external number,

- In the Call Logs list, right-click on the external number.
- Select **Create New Contact**.

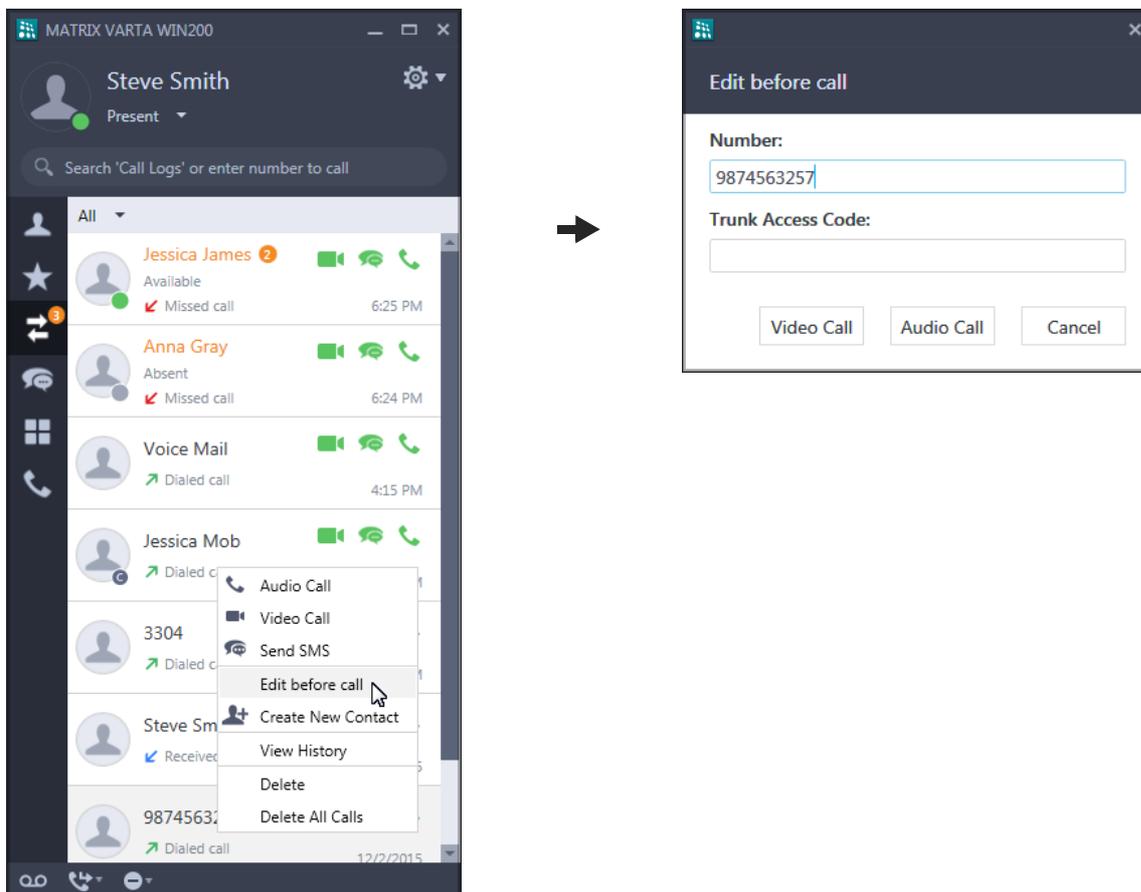


- In **Create New Contact**, enter the **Name** and **Number**.
- Click **Save**.

# Editing an Entry before Placing a Call

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

- In the Call Logs list, right-click on the external number.
- Select **Edit before call**.



In **Edit before call**, edit the **Number** and/or the **Trunk Access Code**<sup>8</sup> as required.

- Click **Video Call** or **Audio Call** as desired.

<sup>8</sup> Enter the Trunk Access Code only if you want to use a different Trunk.

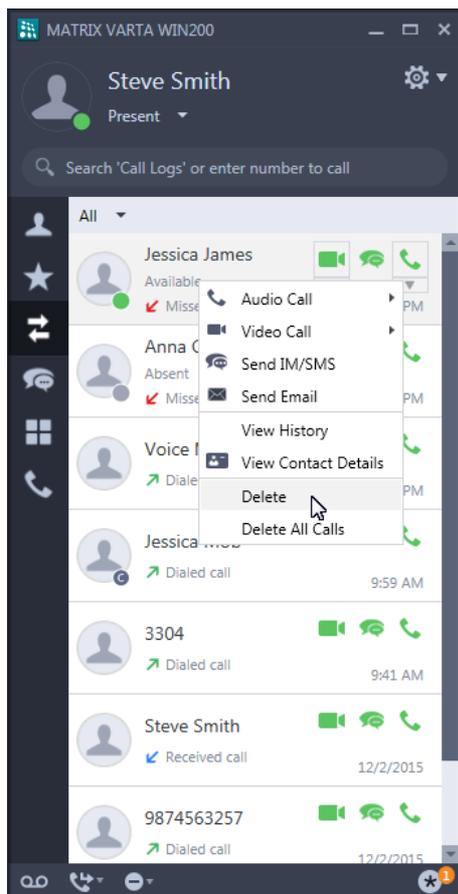
# Deleting Call Logs

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

You can delete the call from the Call Logs list as well as Call Log Details.

- In the Call Logs list by default the filter is set as All.
- Select the entry you wish to delete and right-click on it.



To delete a single entry,

- Select **Delete**. The single entry will be deleted.

To delete all the calls,

- Select **Delete All Calls**.
- A confirmation message appears. Select **Yes** to confirm.
- All calls will be deleted.

To delete calls from a particular log, set the filter as the log type. Then follow the instructions given above.



*If you delete an entry when the filter is set all All, then entries of that number in the other lists (Missed or Received or Dialed Calls) will also be deleted.*

To delete calls from Call Log Details,

- In **Call Log Details**, click **More** .
- Select **Delete Call**. All calls of the selected contact will be deleted.

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

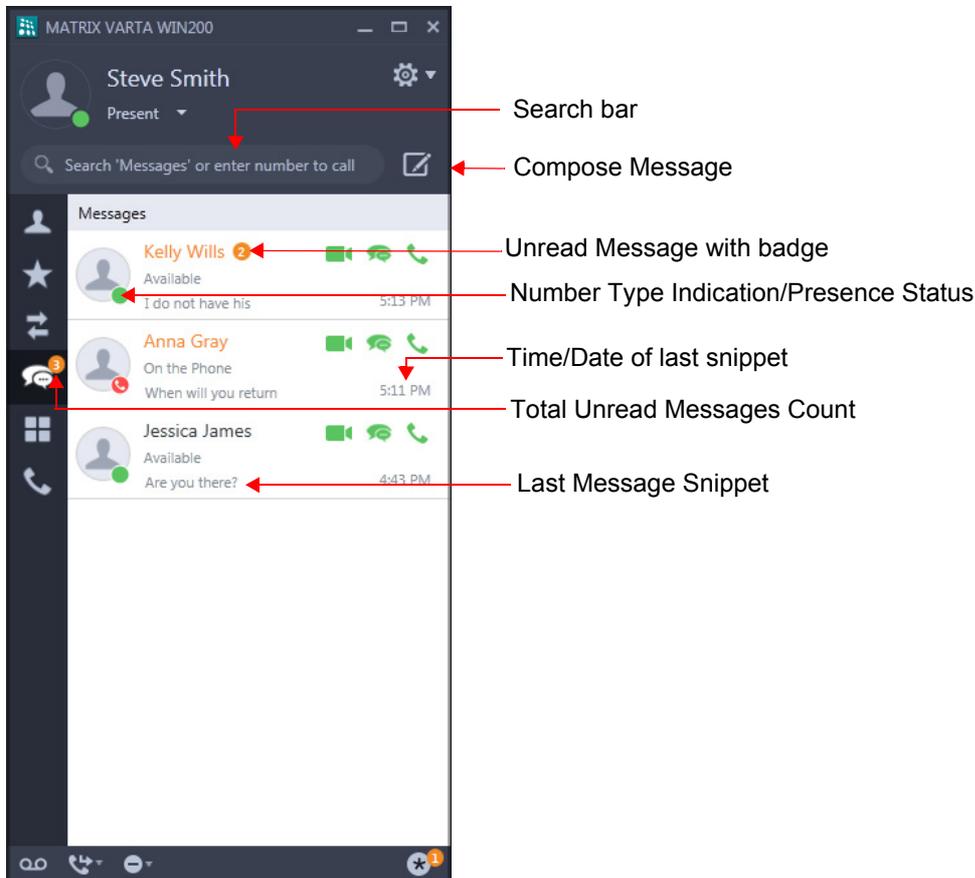
You can also access certain features and facilities when you right-click on any entry.



*In case of Multiple User Login, the messages will be different in each user login.*

## Viewing Messages

- Click **Messages**  on the tab bar on the **Home** screen.



Icon	Name	Description
	Search bar	Enter name/number of the contact you wish to search.
	Compose Message	Click to compose a new message which can be sent to any number of your preference. See <a href="#">“Sending Messages”</a> .
	Number Type indication/Presence Status	The extension contacts are displayed with the presence status, if enabled. See <a href="#">“Presence”</a> for more details.  The corporate directory contacts are displayed with the corporate directory icon  .
	Audio Call	Click to make an audio call. If the contact has multiple numbers, click Options arrow and select the number.  If BLF is enabled for the extension contacts, then Audio Call will display BLF status — Available or Busy or Ringing or On Hold. See <a href="#">“DSS Soft Keys”</a> .
	Video Call	Click to make a video call. If the contact has multiple numbers, click Options arrow and select the number
	Message	Click to send message (IM or SMS).

## Accessing Features and Facilities

You can access certain features and facilities when you right-click on the desired entry. The feature access depends on the type of contact.

When you right-click an entry in the Messages list, the following options are available.

Name	Description
Audio Call	Click to make an audio call. If the contact has multiple numbers, select the desired number.
Video Call	Click to make a video call. If the contact has multiple numbers, select the desired number.
Send IM or SMS	Click to send message (IM or SMS).
Intercom	Click to make an intercom call. See <a href="#">“Intercom”</a> . This option is available for Extension contact.
Send Email	Click to send email. This option is available for Extension as well as Corporate Directory contacts having Email ID configured in the System.
View History	Click to view details of all the calls and messages of the contact. See <a href="#">“Contacts”</a> and <a href="#">“Messages”</a> .

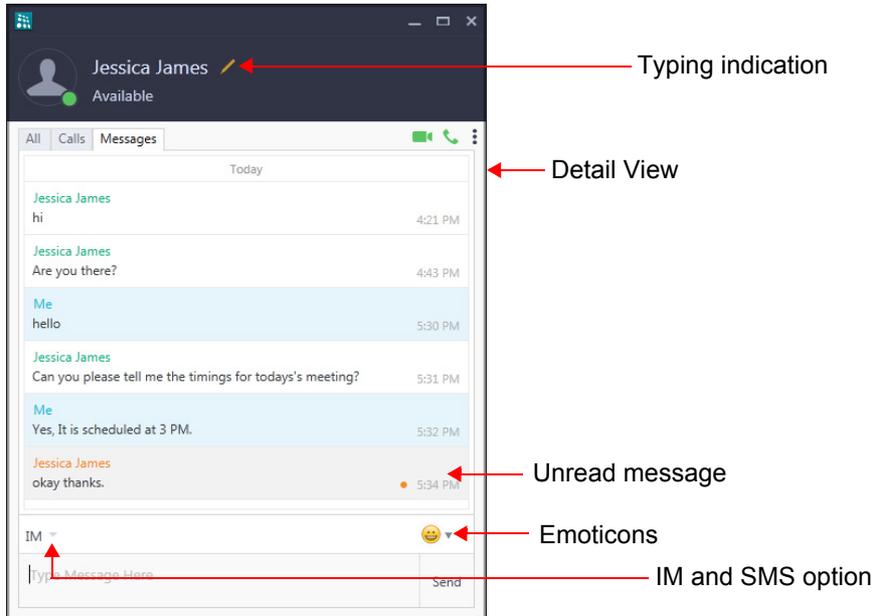
<b>Name</b>	<b>Description</b>
View Contact Details	Click to view the details of the contact. See " <a href="#">Contact Details</a> ".
Delete Conversation	Click to delete the selected conversation.
Delete All Conversations	Click to delete all the conversations.

# Message Details

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

To view the message details,

- Double-click on an extension entry in the Messages list.



Icon	Name	Description
	Audio Call	Click to make an audio call. If the contact has multiple numbers, click Options arrow and select the number.
	Video Call	Click to make a video call. If the contact has multiple numbers, click Options arrow and select the number.
	More	Click to access other features and facilities.
	Sending Failed	Indication that the message sending failed.
	SMS Sent	Indication that SMS has been sent.
	IM/SMS	Select the appropriate option to send IM or SMS.
	Emoticons	Click to send emoticons in your conversation.
	Calls Tab	Click the tab to view the call details.
	All Tab	Click to view combined details of calls and messages of the contact.

- In **Message Details**, click **More**  to access other features and facilities. See [“Accessing Features and Facilities”](#) in Messages for instructions.

Similarly, you can view the details of a Corporate Directory contact or an external number.

# New Message Notification

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).

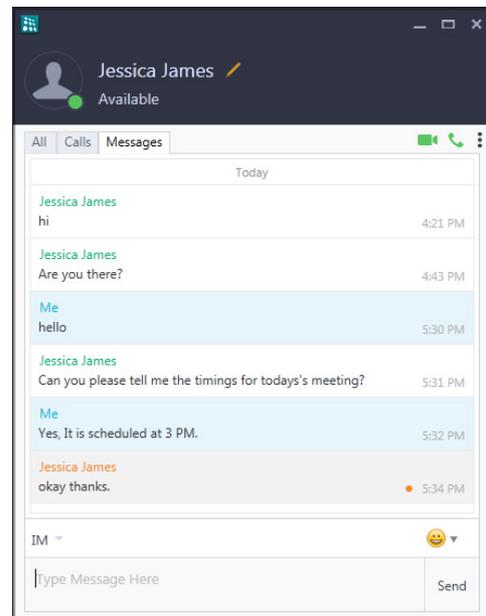
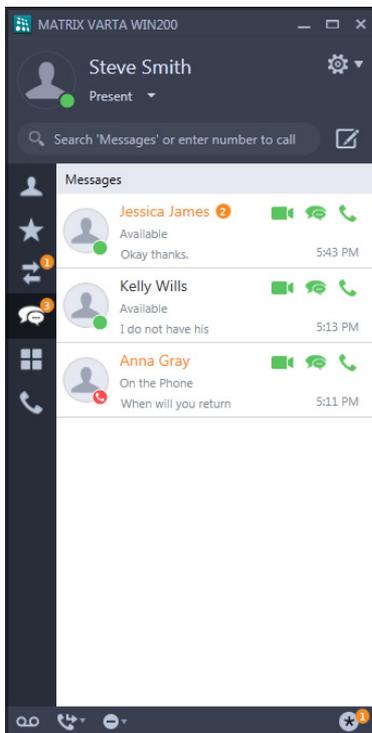
If you have enabled the **Popup window on incoming messages** option, whenever a message is received, the Incoming Message popup appears.

To view the unread message you can:

- click on the incoming message popup
- double-click on the unread entry in the Messages list.

To view unread messages from Messages list,

- Click **Messages**  on the tab bar on the **Home** screen.
- Double-click the entry with the new/unread indication.



- In Message Details, the messages are displayed.

# Sending Messages

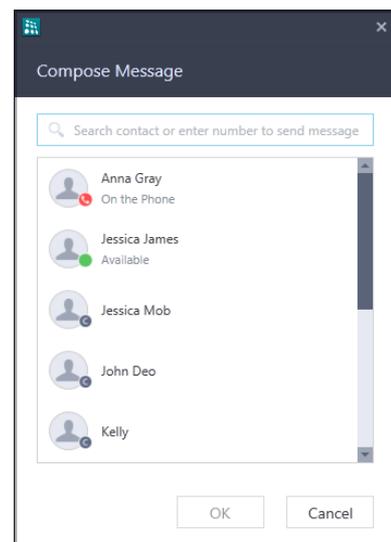
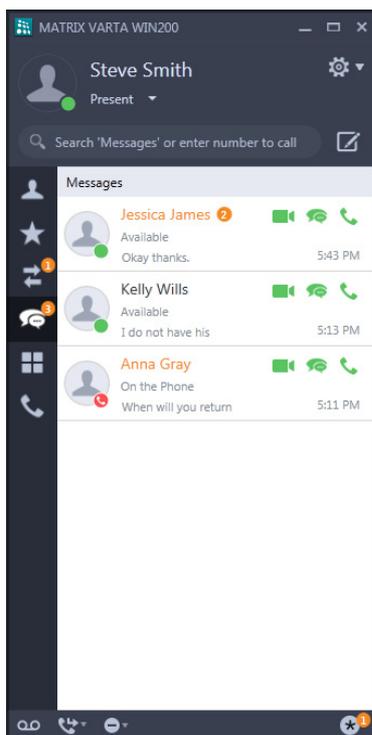
You can send IMs and/or SMS messages using Messages. However, availability of both of these options (*Send IM* and *Send SMS* options) are dependent on the following conditions.

You can send,

- **IMs** only if 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.

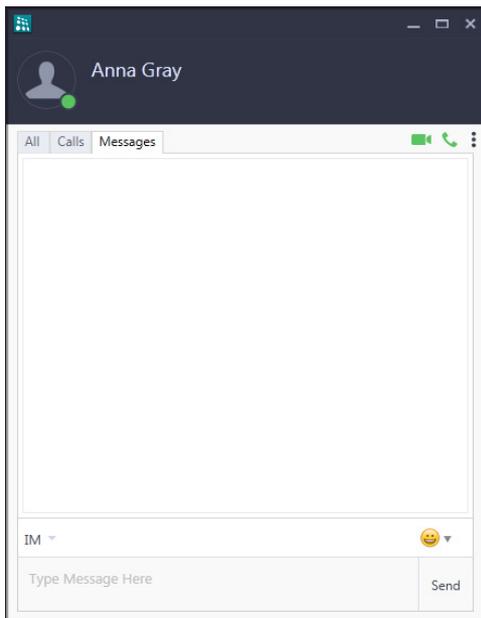
## Send a New Message using Compose

- Click **Messages**  on the tab bar on the **Home** screen.
- Click **Compose** .



In **Compose Message**, scroll to the desired contact or enter the desired contacts name/number in the Search bar.

- Click **OK**.



- In **Message Details**, type the message.
- Click **Send**.

You can also send IM or SMS from Contacts or Favorites or Call Logs using the Messages  or right click on the desired contact and select **Send IM/SMS**.

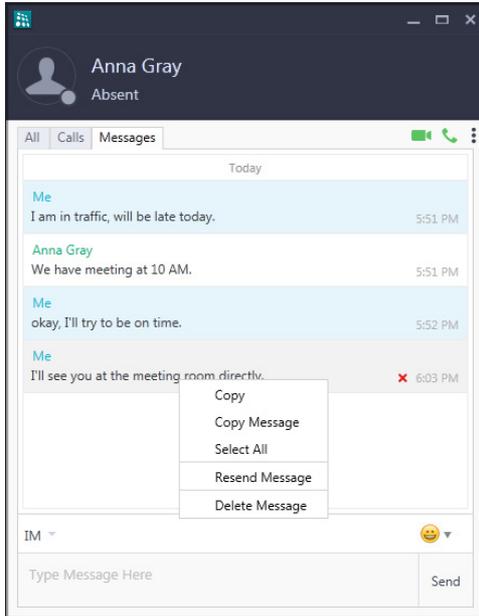
## Reply to a Message

- Click **Messages**  on the tab bar on the **Home** screen.
- Double-click on the desired entry in the Messages list, to whom you want to reply.
- In **Message Details**, type your message.
- Click **Send**.

## Re-send Messages

To re-send undelivered messages,

- In **Message Details**, right-click on the message having the Delivery Failed  indication.

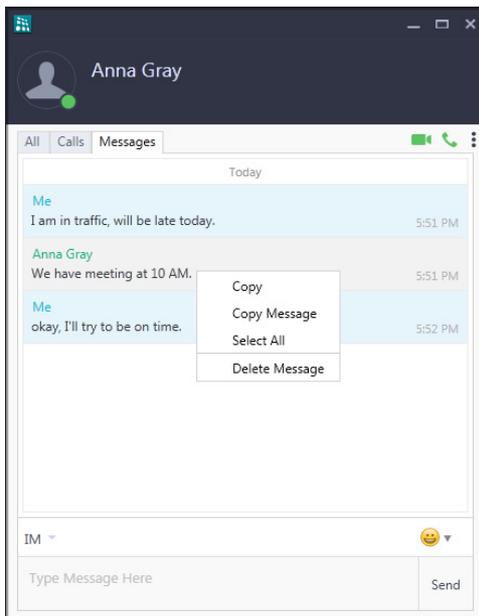


- Select **Resend Message**.

## Copy Messages

To copy a message,

- In **Message Details**, right-click on the desired message.



To copy the entire message, select **Copy Message**.

- To copy selected portion of the message, select the part of the message you want to copy and right-click. Select **Copy**.
- To copy entire conversation, click on any message and right-click. Select **Select All**. Right-click again and select **Copy Message**.
- To paste, click in the **Type Message** box. Right-click and select **Paste**.

# Deleting Messages

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You can delete a single message within a conversation or an entire conversation at once.

To delete a single message.

- In **Message Details**, right-click on the message you wish to delete.
- Select **Delete Message**.

To delete a conversation,

- Click **Messages**  on the tab bar on the **Home** screen.
- In the Messages list, select and right-click on the desired conversation you want to delete.
- Select **Delete Conversation**.
- Click **Yes** to confirm.

Similarly, you can right-click and delete a single conversation from Message Details.



*When you delete a conversation, all the messages (including SMS and IMs) to/from the selected party are deleted. So make sure you do not lose any important message prior to deleting the conversation.*

To delete all conversations,

- Click **Messages**  on the tab bar on the **Home** screen.
- In the Messages list, right-click on any conversation.
- Select **Delete All Conversations**.
- Click **Yes** to confirm.



*Before you delete all conversations, make sure you do not lose any important message(s); otherwise it will be lost permanently.*

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



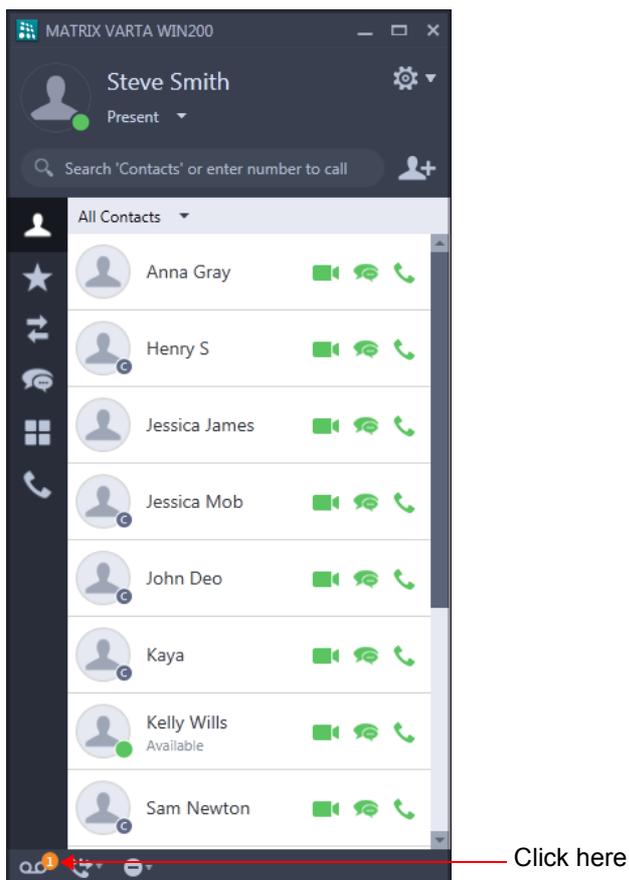
*To access Voicemail(s), make sure the Voicemail System is available in your System.*

*In case of Multiple User Login,*

- if the application is registered with the same server, the Voicemail will be common.*
- if the application is registered with different servers, the Voicemail will be separate for each application.*

## New Voicemail Indication

Arrival of a new Voicemail(s) will be indicated on the **Voicemail** icon using a badge. The number on the badge indicates the number of new/unread voicemail(s). This also includes the Message Wait set by other extension users.



To retrieve Message Wait, see ["Retrieve Messages"](#) in ["Message Wait and Message Retrieval"](#).

## Accessing Voicemails

- Click **Voicemail**  on the bottom bar 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, click **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, click outside the Keypad popup.
- Once you are done, you can click **End Call**  to disconnect.

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

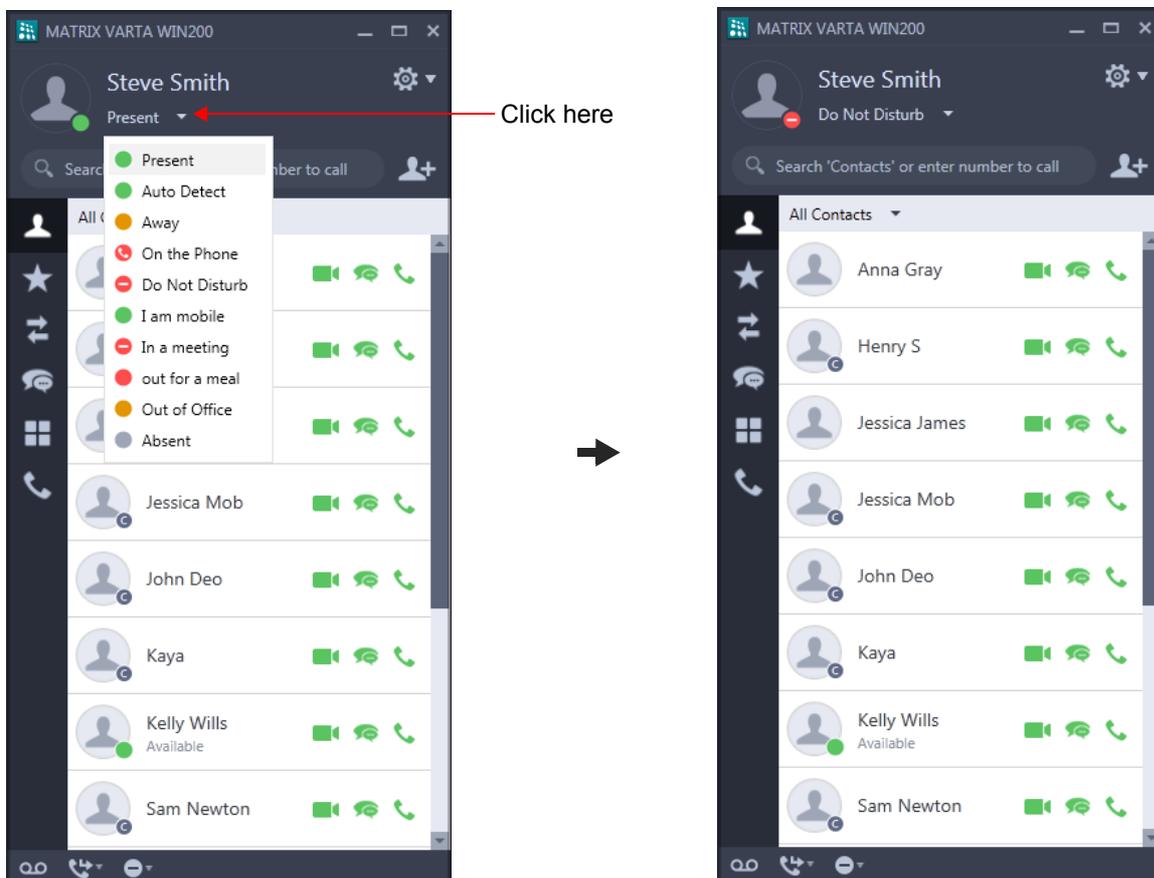


*In case of Multiple User Login,*

- if the application is registered with the same server, the Presence Status will be same.
- if the application is registered with different servers, the Presence Status will be different for each application.

## Changing Your Presence Status

- Click **Presence Option** on the **Home** screen.



- Select the desired status message from the list.

# Viewing Others' Presence Status

You can view presence status of other extension users from Contacts or Favorites or 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. Based on the availability status of the user you can either call or send IM/SMS, see "[Messages](#)".

Before enabling Presence 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 SIP Extension user.



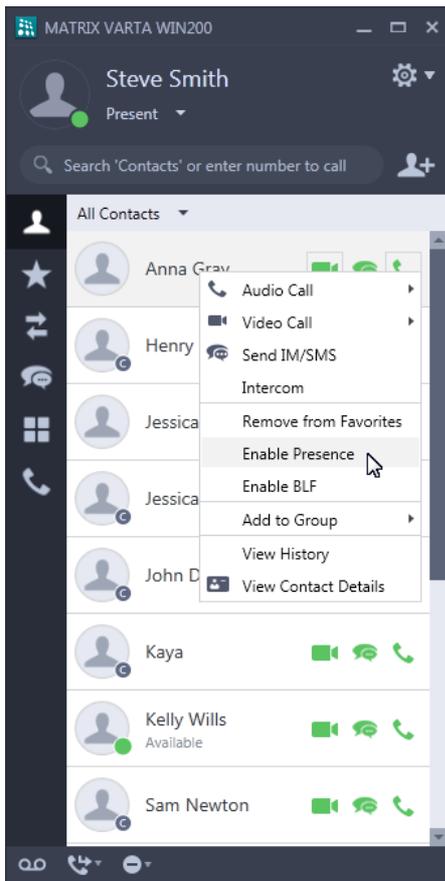
*To enable — Presence Subscription and Publish, consult your System Administrator.*

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

## Enabling Presence Subscription from Contacts

- In the Contacts list, right-click on the desired contact.

- Select **Enable Presence**.



Similarly, you can enable Presence Subscription from Favorites.



*You can enable Presence Subscription for a maximum of 300 users.*

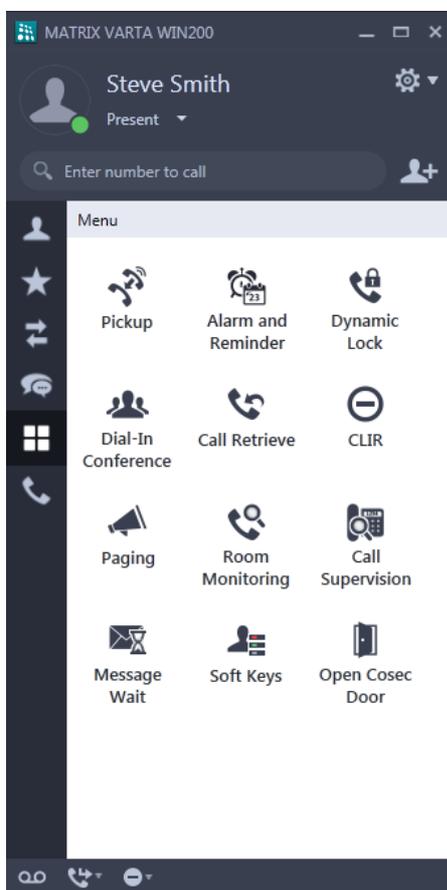
## Disabling Presence Subscription from Contacts

- In Contacts list, right-click on the desired contact.
- Select **Disable Presence**.

Similarly, you can disable Presence Subscription from Favorites.

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

- Click **Menu**  on 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.*

## Call Forward

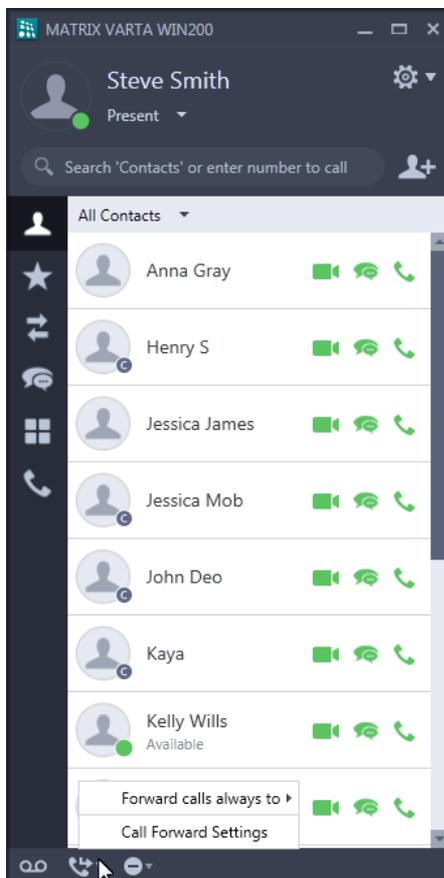
You can forward your calls to a pre-programmed destination number using Call Forward.



*In case of Multiple User Login, the Call Forward set for your extension will be indicated if your application is registered with the same server. You can access or cancel the same.*

## Accessing Call Forward

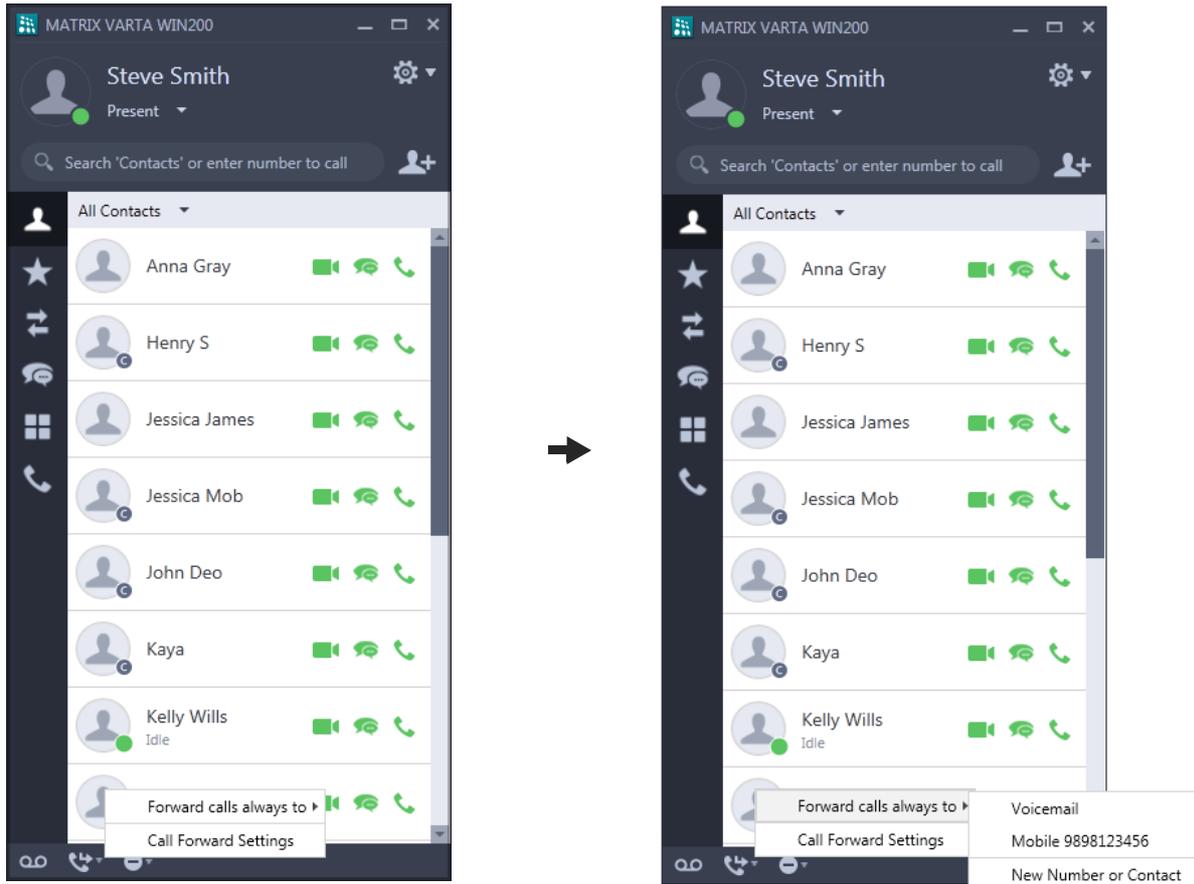
- Click **Forward**  on the bottom bar on the **Home** screen.



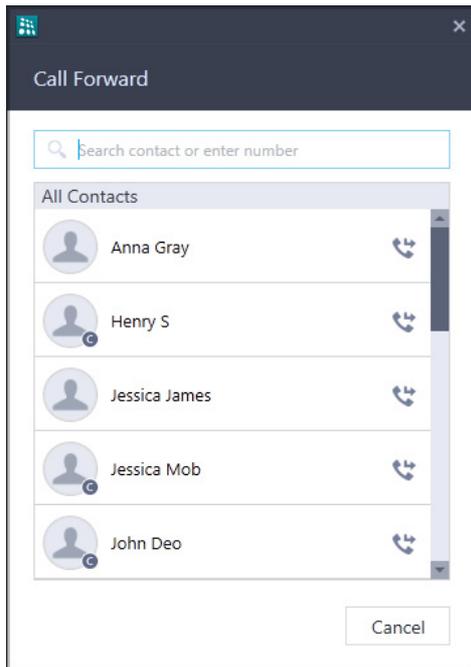
- The popup list displays the options:
  - Set Call Forward Always, for details see [“Set Call Forward Always”](#).
  - Call Forward Settings, for details see [“Accessing Call Forward Settings”](#).

## Set Call Forward Always

- Click **Forward**  on the bottom bar on the **Home** screen.



- In the popup list, select **Forward calls always to** and then select the desired option.
  - Select **Voicemail**, to forward calls to your mailbox.
  - Select **Mobile**, to forward calls to your mobile.  
 Make sure you have configured the mobile number in [“Phone Settings”](#).
  - Select any contact from the recently accessed contacts list to whom you wish to forward the calls to. The list displays last 10 contacts.
  - Select **New Number or Contact**, to forward calls to any contact or number.



- In **Call Forward**, scroll to the desired contact or enter the desired contacts name/number in the Search bar.
- Select the contact and click **Call Forward** .
- The Call Forward set indication  appears on the Call Forward icon on the **Home** screen.

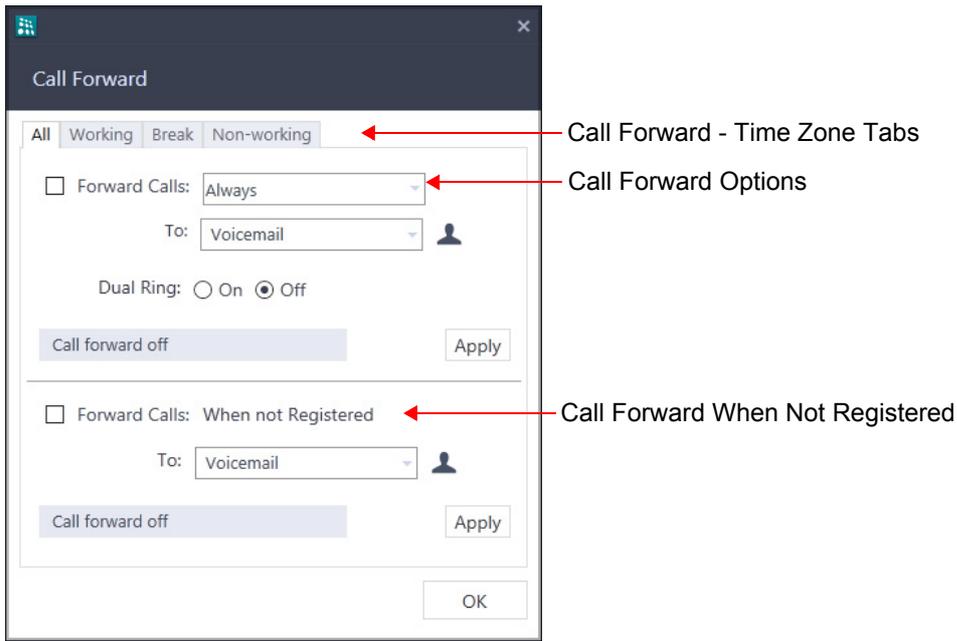
You can also change the destination for Call forward Always as well as set Dual Ring, if required.

## Cancel Call Forward Always

- Click **Forward**  on the bottom bar on the **Home** screen.
- In the popup list, select **Cancel Call Forward Always**.
- The set indication disappears.

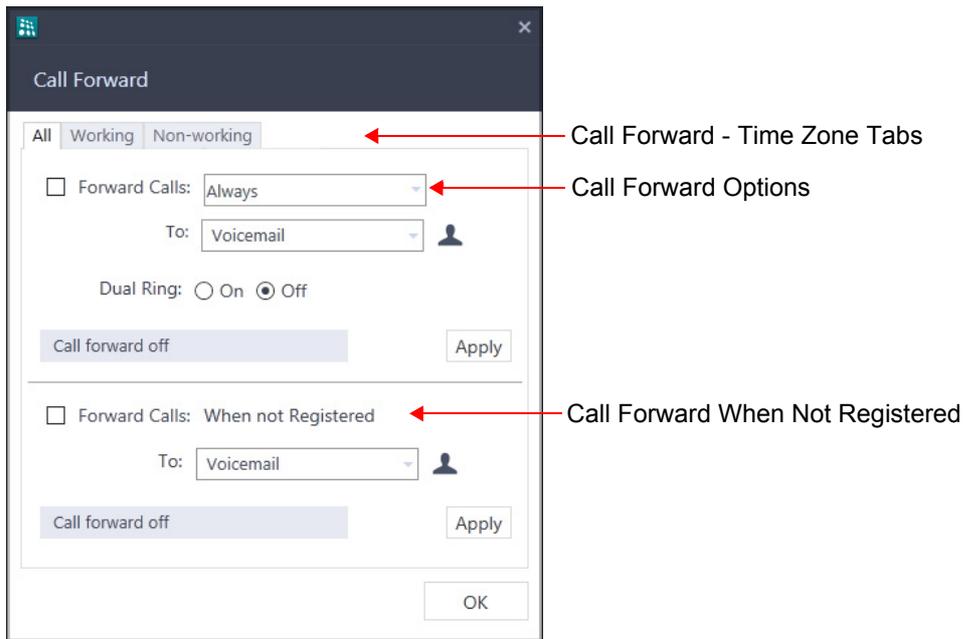
## Accessing Call Forward Settings

- Click **Forward**  on the bottom bar on the **Home** screen.
- The Call Forward screens differ according to the Server with which the UC Client is registered, that is ETERNITY LE, ME, GE, PE, ETERNITY NE, SARVAM UCS, PRASAR UCS or ANANT UCS.
- If your UC Client is registered with ETERNITY LE, ME, GE, PE, SARVAM UCS, PRASAR UCS or ANANT UCS the Call Forward screen appears as shown below.



Tabs	Description
All	Click to set <b>Call Forward</b> and/or <b>Call Forward Not Registered</b> for all time zones.
Working	Click to set <b>Call Forward</b> and/or <b>Call Forward Not Registered</b> for <b>Working Hours</b> .
Break	Click to set <b>Call Forward</b> and/or <b>Call Forward Not Registered</b> for <b>Break Hours</b> .
Non-working	Click to set <b>Call Forward</b> and/or <b>Call Forward Not Registered</b> for <b>Non-Working Hours</b> .

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

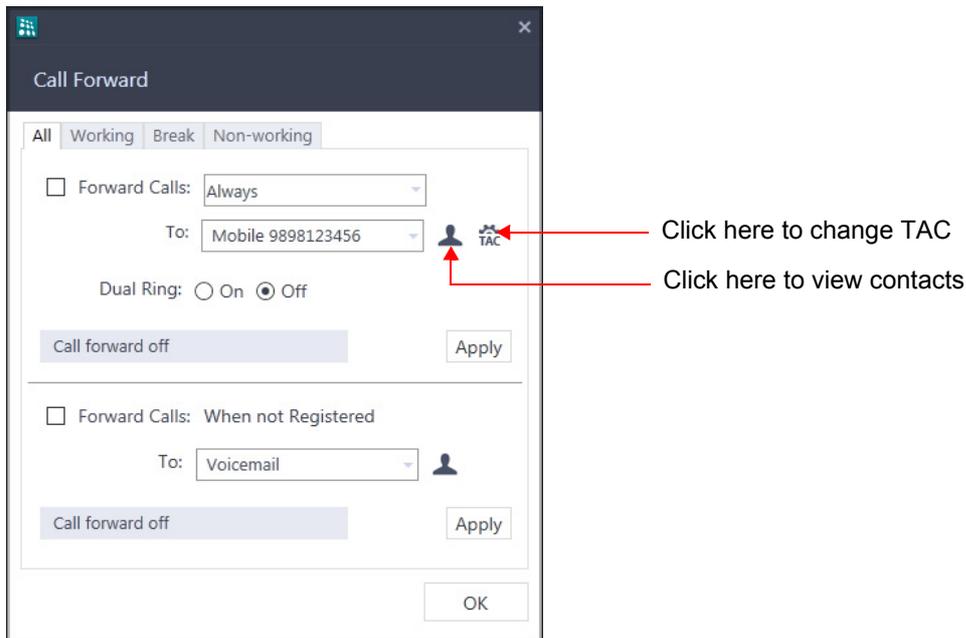


Name	Description
All	Click to set <b>Call Forward</b> and/or <b>Call Forward Not Registered</b> for all time zones.
Working	Click to set <b>Call Forward</b> and/or <b>Call Forward Not Registered</b> during the <b>Day</b> (Working Hours).
Non-working	Click to set <b>Call Forward</b> and/or <b>Call Forward Not Registered</b> during the <b>Night/Break</b> (Non-Working Hours).

## Set Call Forward for each Time Zone

- Click **Forward**  on the bottom bar on the **Home** screen.
- In the popup list, select **Call Forward Settings**.
- In Call Forward, select the **Working** tab.
- Select the **Forward Calls** check box and then select the type of Call Forward you wish to set — Always, When busy, When no-reply, When busy or no-reply. At a time, you can set only one out of these four options. Default: Always.
- In **To** select the destination where you want to forward the calls. Default: Voicemail
  - Select **Voicemail**, to forward calls to your mailbox.
  - Select **Mobile**, to forward calls to your mobile.

Make sure you have configured the mobile number in “Phone Settings”. By default the calls will be routed using **Trunk Access Code “0” (TAC-1)**.<sup>9</sup>



You can change the Trunk Access Code as per your requirement. To do so, click **TAC**  and select the desired TAC.

- Click **Contacts**  , to forward calls to the desired contact.
- In **Call Forward**, scroll to the desired contact or enter the desired contacts name/number in the Search bar.
- Select the contact and click **Call Forward** .
- If calls are forwarded to an external number, by default the calls will be routed using **Trunk Access Code “0” (TAC-1)**. You can change the Trunk Access Code as per your requirement. To do so, click **TAC**  and select the desired TAC.
- If required, you can also enable Dual Ring. Select the **On** radio button. Default: Off.
- Click **Apply**.
- Call Forward set indication  appears on the Call Forward icon on the **Home** screen.
- Similarly, you can set Call Forward for — Break hours, Non-working hours or All. Click the respective tab and follow the instructions given above.

9. The Trunk Access Code for TAC-1 will vary according to your Region. Above example is given for Trunk Access Code “0” for the region India.

## Cancel Call Forward for each Time Zone

- Click **Forward**  on the bottom bar on the **Home** screen.
- In the popup list, select **Call Forward Settings**.
- In Call Forward, select the **Working** tab.
- Clear the **Forward Calls** check box and click **Apply**.
- The set indication disappears from the Call Forward icon.
- Similarly, you can cancel Call Forward set for each time zone or All.

## Set Call Forward When Not Registered

- Click **Forward**  on the bottom bar on the **Home** screen.
- Select **Call Forward Settings**.
- In Call Forward, select the **Working** tab.
- Select the **Forward Calls: When not registered** check box.
- In **to** select the destination where you want to forward the calls. Default: Voicemail.
  - Select **Voicemail**, to forward calls to your mailbox.
  - Select **Mobile**, to forward calls to your mobile.

Make sure you have configured the mobile number in ["Phone Settings"](#). By default the calls will be routed using **Trunk Access Code "0" (TAC-1)**.

You can change the Trunk Access Code as per your requirement. To do so, click **TAC**  and select the desired TAC.

- Click **Contacts** , to forward calls to the desired contact.
  - In **Call Forward**, scroll to the desired contact or enter the desired contacts name/number in the Search bar.
  - Select the contact and click **Call Forward** .
  - If calls are forwarded to an external number, by default the calls will be routed using **Trunk Access Code "0" (TAC-1)**. You can change the Trunk Access Code as per your requirement. To do so, click **TAC**  and select the desired TAC.
- Call Forward set indication  appears on the Call Forward icon on the **Home** screen.

- Similarly, you can set Call Forward When not registered for — Break hours, Non-working hours or All. Click the respective tab and follow the instructions given above.



***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**).*

## Cancel Call Forward When Not Registered

- Click **Forward**  on the bottom bar on the **Home** screen.
- Select **Call Forward Settings**.
- In Call Forward, select the **Working** tab.
- Clear the **Forward Calls: When not Registered** check box and click **Apply**.
- The set indication disappears from the Call Forward icon.
- Similarly, you can cancel Call Forward When not Registered set for each time zone or All (together for all time zones).



*Dual Ring can be set/cancelled individually for each time zone.*

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

*Dual Ring is not applicable for **Call Forward When Not Registered**.*

# Do Not Disturb (DND)

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

You can select the type of calls for which you want to set DND as well as select the message to be displayed to the callers.

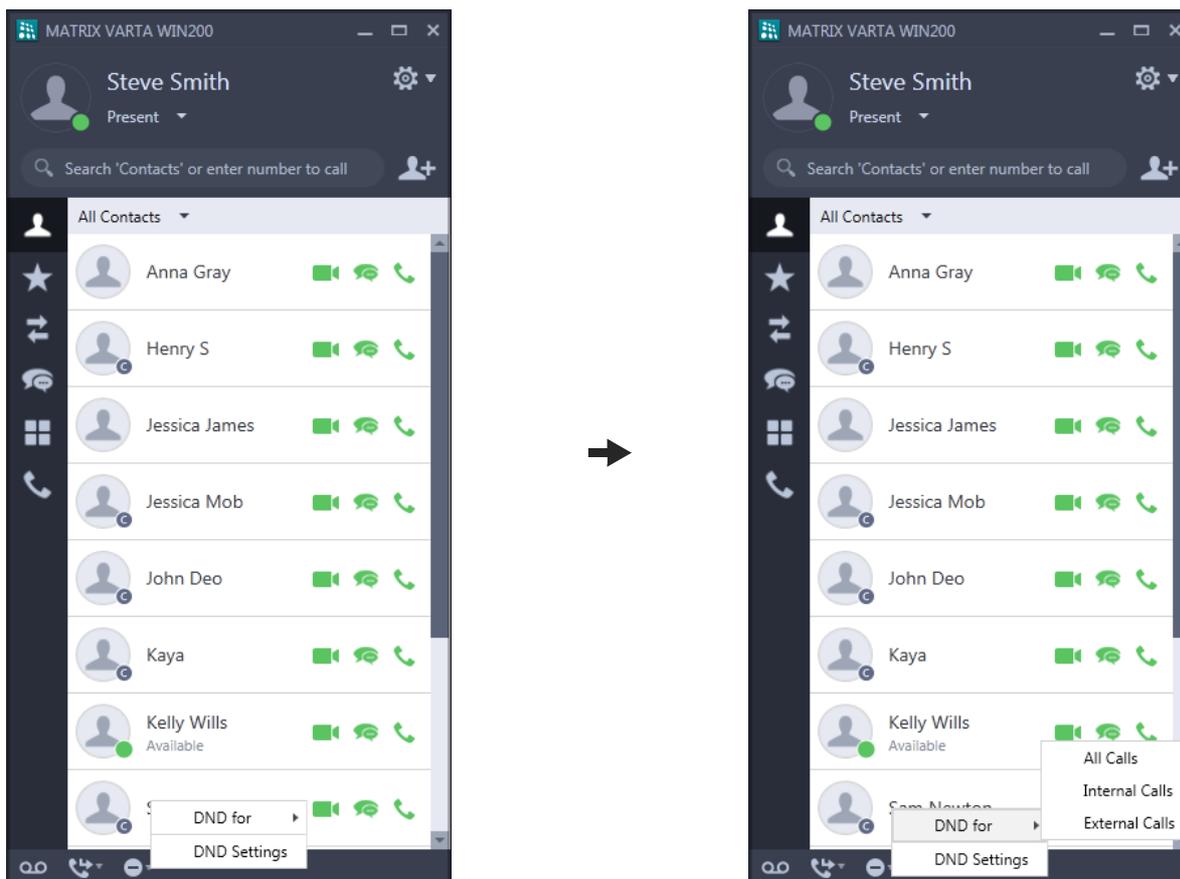


*In case of Multiple User Login,*

- if the application is registered with the same server, the DND status and messages will be common.
- if the application is registered with different servers, the DND status and messages will be separate for each application.

## Set Do Not Disturb

- Click **DND**  on the bottom bar on the **Home** screen.
- In the popup list, select **DND for** and then select the desired option — All Calls, Internal Calls or External Calls.

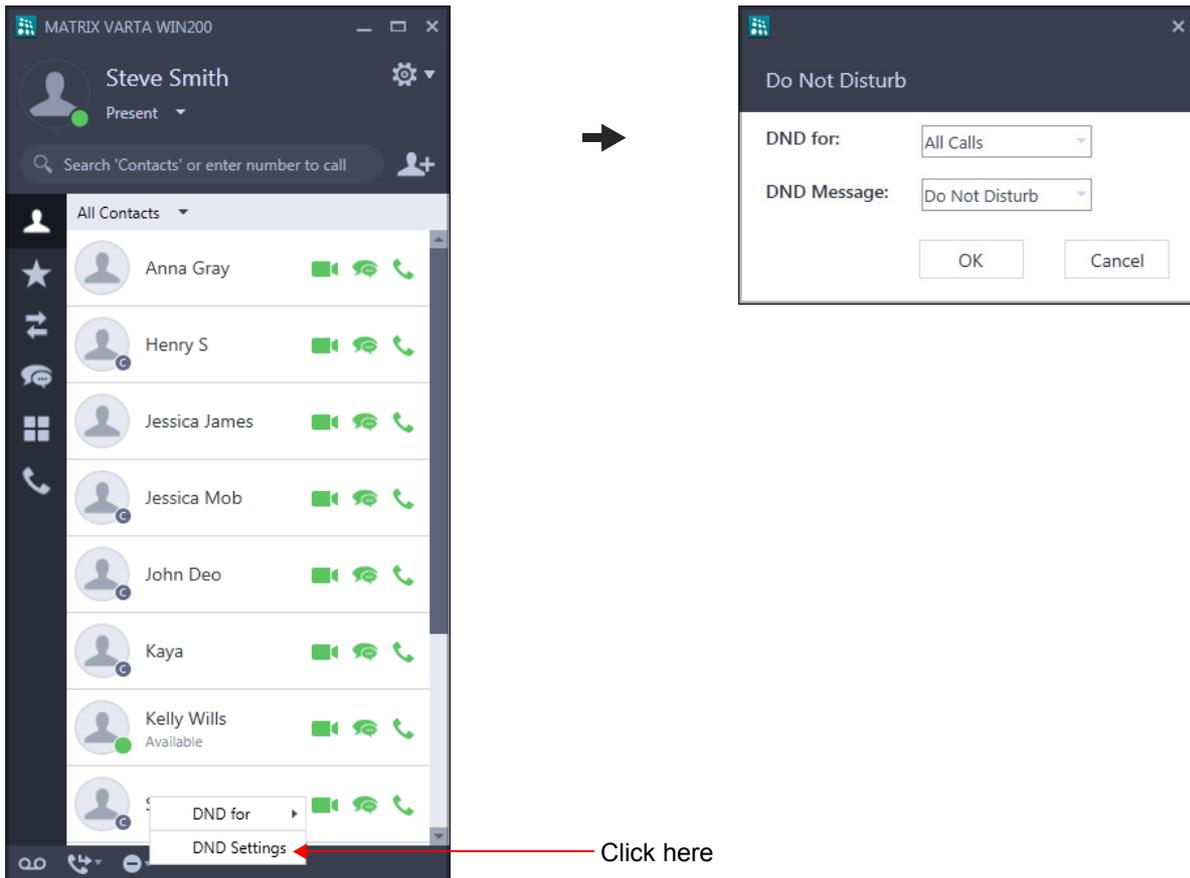


- The DND set indication  appears on the DND icon on the **Home** screen.

## DND Settings

DND Settings enables you select the type of calls for which you want to set DND as well as select the message to be displayed to the callers.

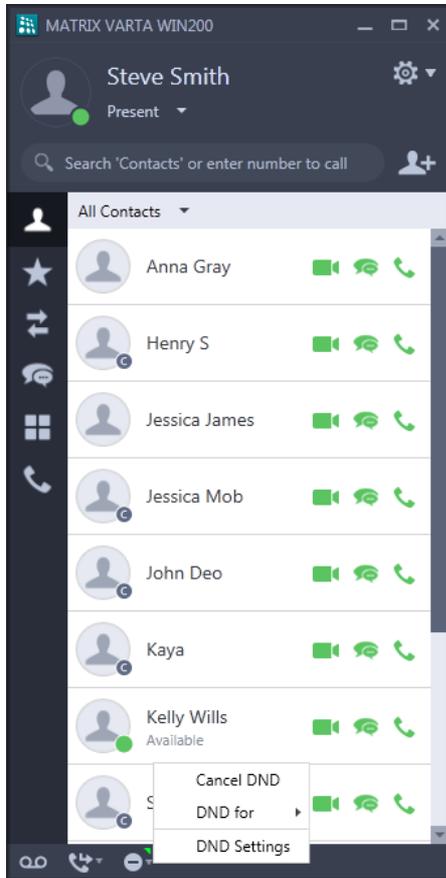
- Click **DND**  on the bottom bar on the **Home** screen.
- In the popup list, select **DND Settings**.



- In **Do Not Disturb**, select the type of call for which you want to set DND in **DND for**. You may select — All Calls, Internal Calls or External Calls.
- Select the desired DND message in **DND Message**.
- Click **OK**.
- The DND set indication  appears on the DND icon on the **Home** screen.

## Cancel Do Not Disturb

- Click **DND**  on the bottom bar on the **Home** screen.



- In the popup list, select **Cancel DND**.
- The DND set indication disappears.

# Alarm and Reminder

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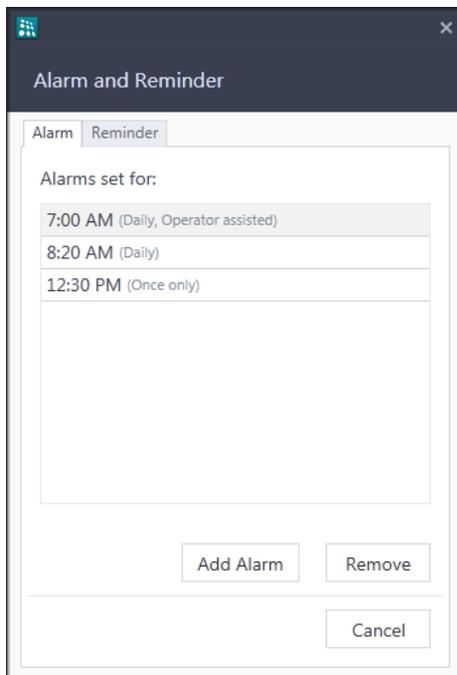
Alarm and Reminder are set to remind you of important events/tasks that need to be done on a specific date and/or time. It is an efficient and user friendly feature.

You can set or cancel Alarms and Reminders yourself or the same can be done by the Operator.

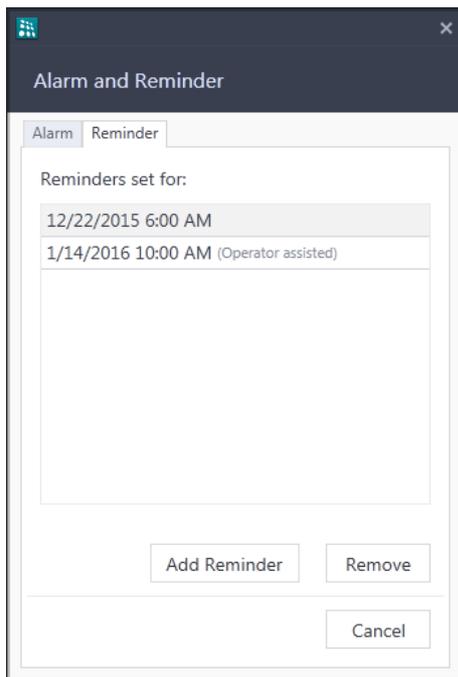
## View Alarms or Reminders

When Alarms and Reminders are set for your extension, you can view the details. To do so,

- Double-click **Alarm and Reminder**  on the **Menu** screen.
- The Alarm tab displays the details of the Alarms.



- Click the **Reminder** tab, to view the details of the Reminders.

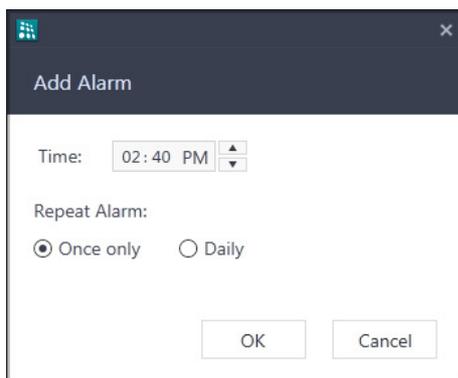


 *Alarms or Reminders set by the Operator will be displayed as “Operator assisted”.*

## Alarm

### Set an Alarm

- Double-click **Alarms and Reminder** on the **Menu** screen.
- To set a new alarm, click **Add Alarm**.



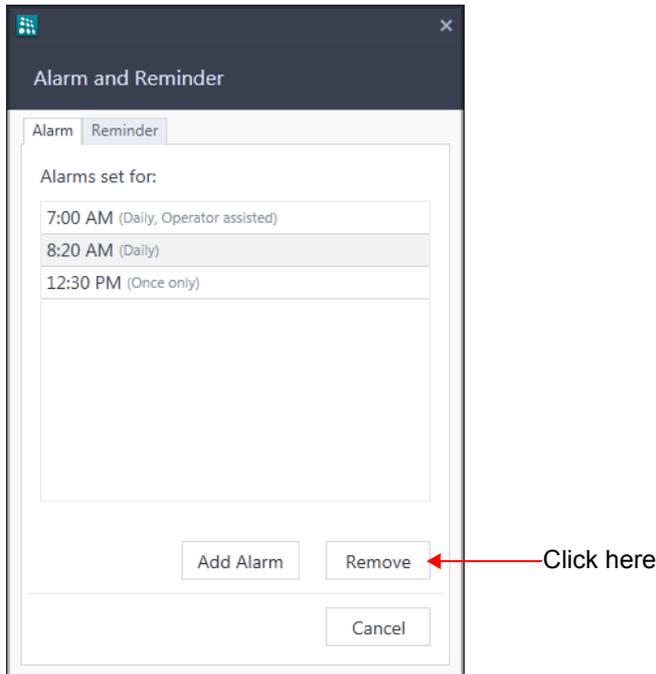
- In **Add Alarm**, set the desired Time.
- The Alarm can be repeated or played once, select **Once only** or **Daily** radio button as per your requirement.
- Click **OK**.

- The Alarm you set appears in **Alarms and Reminder** under *Alarms set for* in the Alarm tab.



By default, Alarm will be set as *Once Only*. If you want access to set *Daily Alarms*, contact your System Administrator.

## Cancel an Alarm

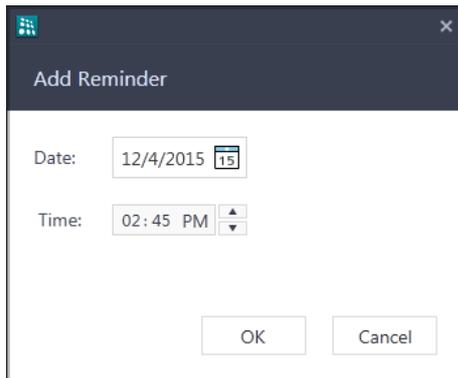


- In **Alarm and Reminder**, under *Alarms set for* select the Alarm you wish to cancel and click **Remove**.

## Reminder

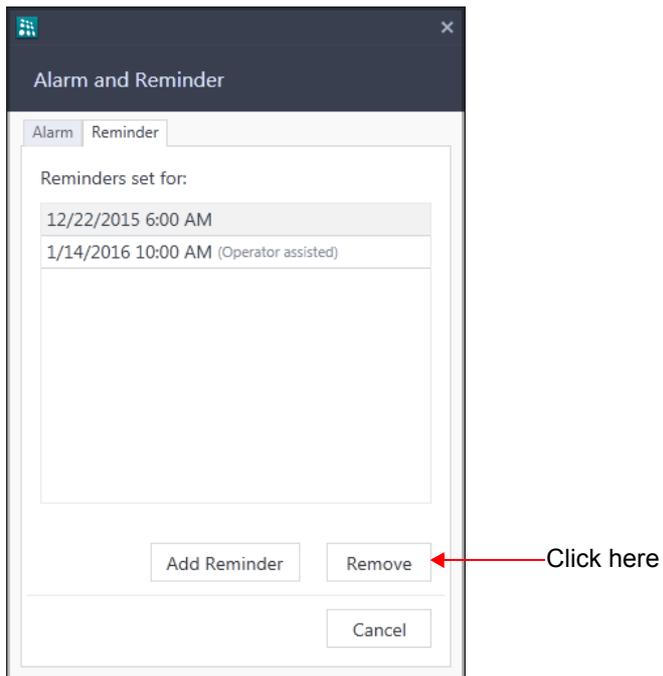
### Set a Reminder

- Double-click **Alarms and Reminder** on the **Menu** screen.
- In **Alarm and Reminder**, click the **Reminder** tab.
- To set a new Reminder, click **Add Reminder**.



- In **Add Reminder**, set the desired date and time.
- Click **OK**.
- The Reminder you set appears in **Alarms and Reminders** under *Reminders set for* in the **Reminder** tab.

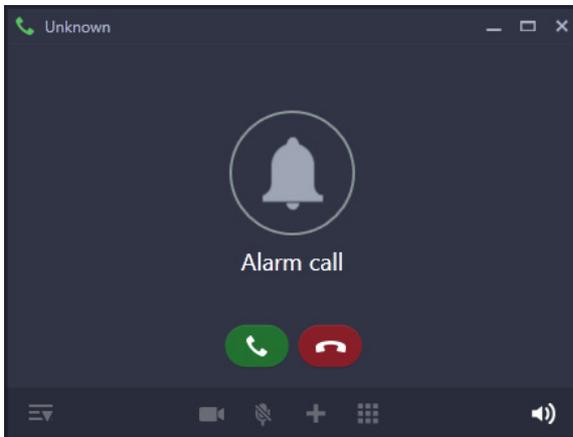
## Cancel a Reminder



- In **Alarm and Reminder**, under *Reminders set for* select the Reminder you wish to cancel and click **Remove**.

## An Alarm/Reminder Call

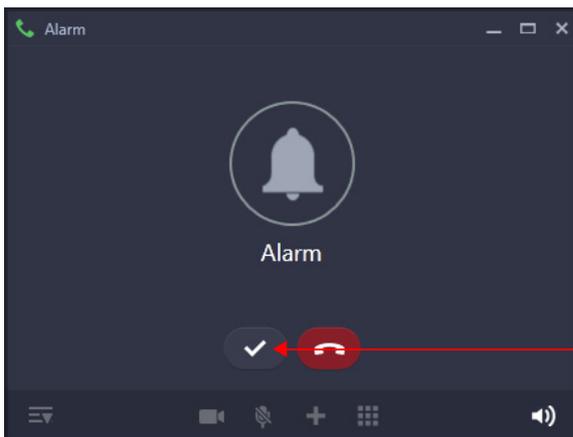
- At the set time, the Alarm call rings.



- An Incoming call popup appears. This call also appears in the Ongoing Calls lists.
- Click **Answer**  in the Incoming Call popup.  
You can also answer the call from the Ongoing Calls list or the Incoming Call screen.
- You will hear a pre-recorded voice message.
- Similarly, you can answer a Reminder call.

## Alarm/Reminder Call with Snooze

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



Click here to acknowledge

- After you have answered the Alarm call, click **Acknowledge** .
- Similarly, you can acknowledge a Reminder call.

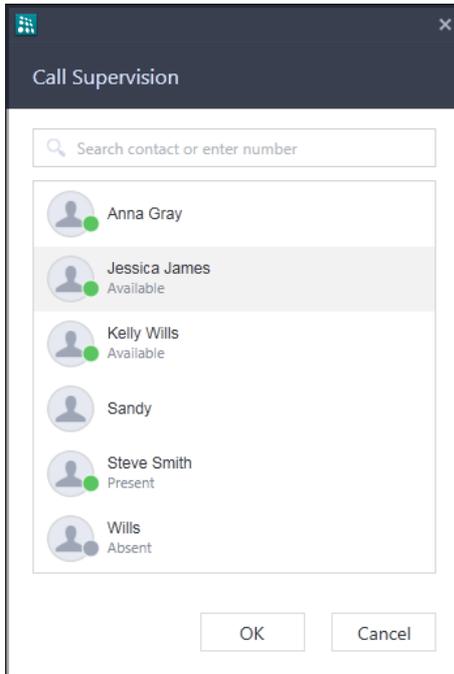
# Call Supervision

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

To access Call Supervision,

- Double-click **Call Supervision**  on the **Menu** screen.



- In **Call Supervision**, scroll to the desired contact or enter the desired contacts name/number in the Search bar.
- Select the contact and click **OK**.
- The last **external number** dialed by that extension user appears on the screen.

# CLIR

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Using CLIR, you can hide your identity — name and number — while making a call.

## Set CLIR

- Double-click **CLIR**  on the **Menu** screen.
- A set indication appears on the CLIR icon.

## Cancel CLIR

- When CLIR is Set, double-click **CLIR**  on the **Menu** screen. The set indication disappears.

# Dial-In Conference

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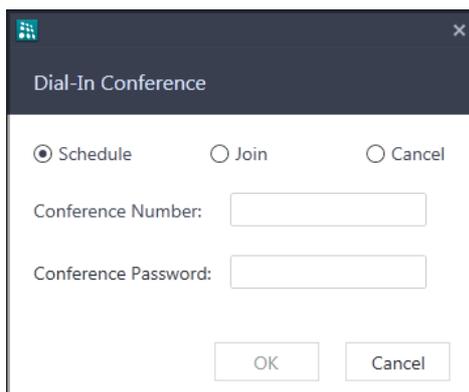
Dial-In Conference allows you to schedule a multi-party conference in advance so that other participants can join the conference at the scheduled time.

Make sure you know the Conference Numbers for the variant of the System with which you have registered your UC Client. You must enter a valid Conference Number to schedule or cancel or join a Dial-In Conference. Following table describes the Conference Numbers supported by different variants.

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

## Schedule a Dial-In Conference

- Double-click **Dial-In Conference**  on the **Menu** screen.
- In **Dial-In Conference**, select the **Schedule** radio button.



- Enter the **Conference Number** and the four digit **Conference Password**.
- Click **OK**.



*You cannot use the default Password 1111.*

## Join a Dial-In Conference

- Double-click **Dial-In Conference**  on the **Menu** screen.
- In **Dial-In Conference**, select the **Join** radio button.
- Enter the **Conference Number** and the four digit **Conference Password**.
- Click **Join**.



*After the Dial-In conference is initiated, it functions as a Multi Party Conference. See [“Multiparty Conference”](#) for more details.*

## Cancel a Dial-In Conference

- Double-click **Dial-In Conference**  on the **Menu** screen.
- In **Dial-In Conference**, select the **Cancel** radio button.
- Enter the **Conference Number** and the four digit **Conference Password**.
- Click **OK**.

# Dynamic Lock

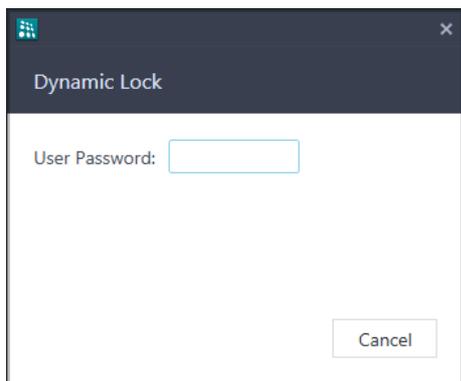
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Dynamic Lock allows you to change the Toll Control Levels (Calling Permissions) of your extension.

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

## Set Dynamic Lock

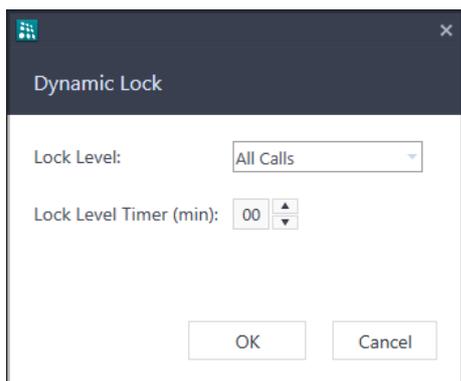
- Double-click **Dynamic Lock**  on the **Menu** screen.



- In **Dynamic Lock**, enter the current **User Password**.



*You cannot use the default User Password (1111) to set the Dynamic Lock. Make sure, you have changed it before setting the Dynamic Lock. To change User Password, see [“Settings”](#)*



- In **Dynamic Lock**, select the desired **Lock Level** — All Calls, Local Calls, National Calls, No Calls.
- Set the **Lock Timer** to the desired value.
- Click **OK**.

# Message Wait and Message Retrieval

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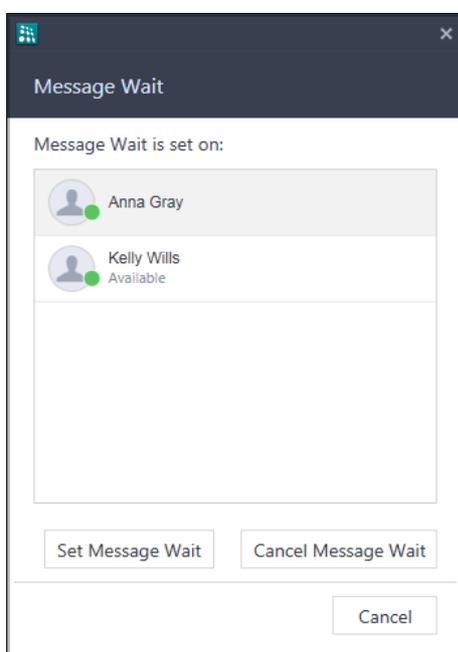
You can set Message Wait on other extensions to deliver important messages. Message Wait will be indicated to users according to the Type of Message Wait Indication set for their extensions.

 *In case of Multiple User Login, the Messages Wait set for your extension will be indicated if your application is registered with the same server. You can cancel or retrieve the same.*

## View Message Wait

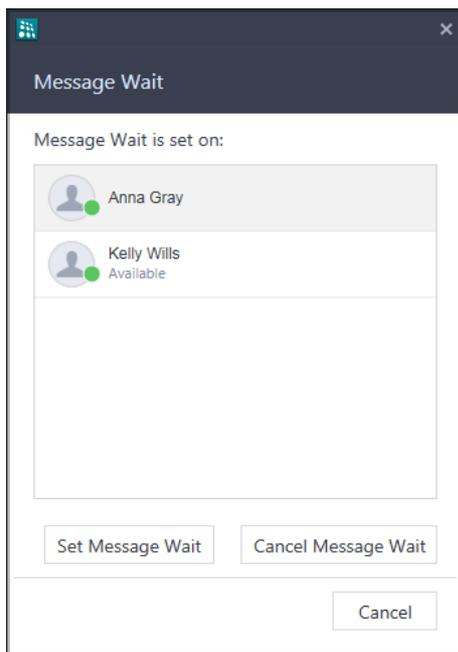
You can view the details of the Message Wait already set by you. To do so,

- Double-click **Message Wait**  on the **Menu** screen.
- The list of Message Wait set by you are displayed.

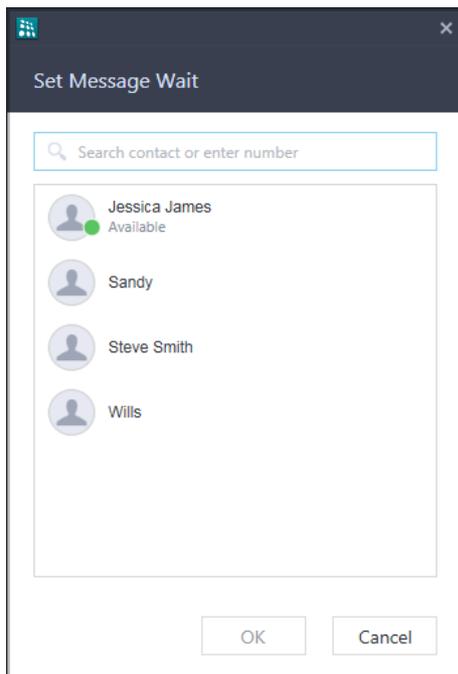


## Set Message Wait

- Double-click **Message Wait**  on the **Menu** screen.



- To set Message Wait, in **Message Wait**, click **Set Message Wait**.

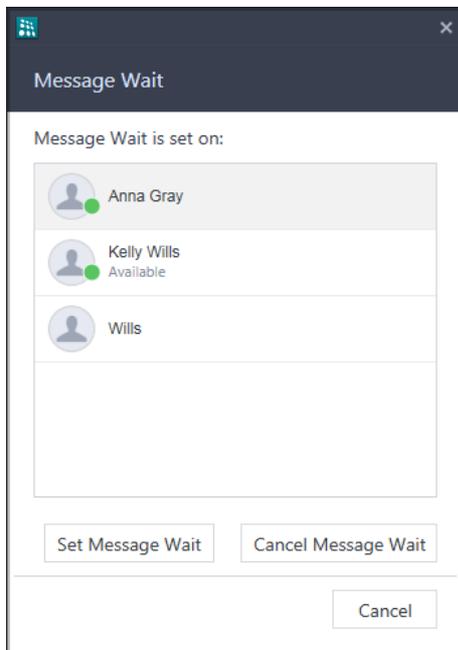


- In **Set Message Wait**, scroll to the desired contact or enter the desired contacts name/number in the Search bar.
- Select the contact.
- Click **OK**.
- The extension on which you set Message Wait will appear under *Message Wait is set on*.

You can also set Message Wait during a call. For instructions, see ["Message Wait"](#).

## Cancel Message Wait

- Double-click **Message Wait**  on the **Menu** screen.



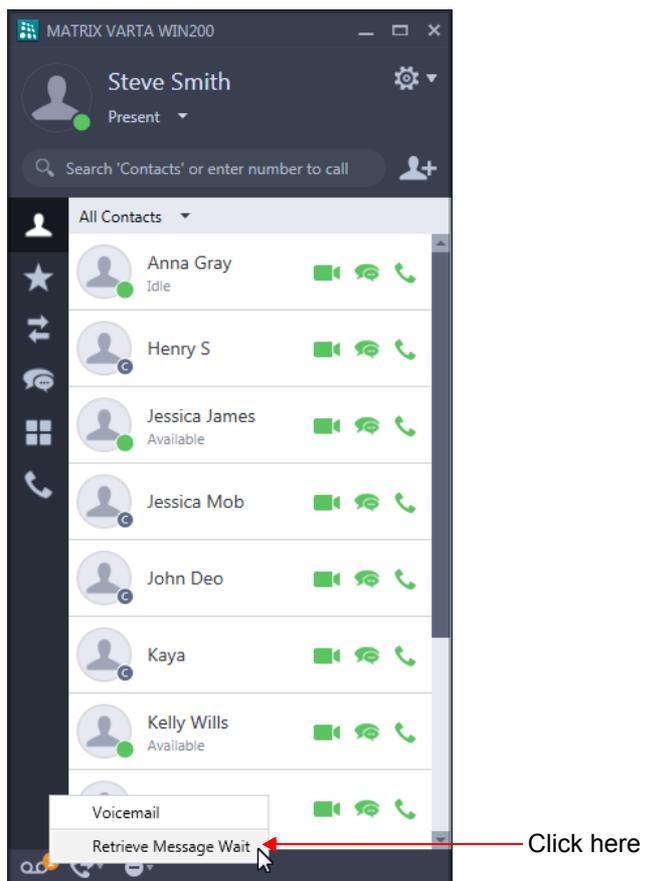
- In **Message Wait**, the list of Message Wait set by you are displayed.
- Click on the desired contact.
- Click **Cancel Message Wait**.

## Retrieve Messages

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

To retrieve the message,

- Click **Voicemail**  on the bottom bar on the **Home** screen.



- In the popup list, select **Retrieve Message Wait**.
- The call will be placed on the extension that has set Message Wait.

# 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.

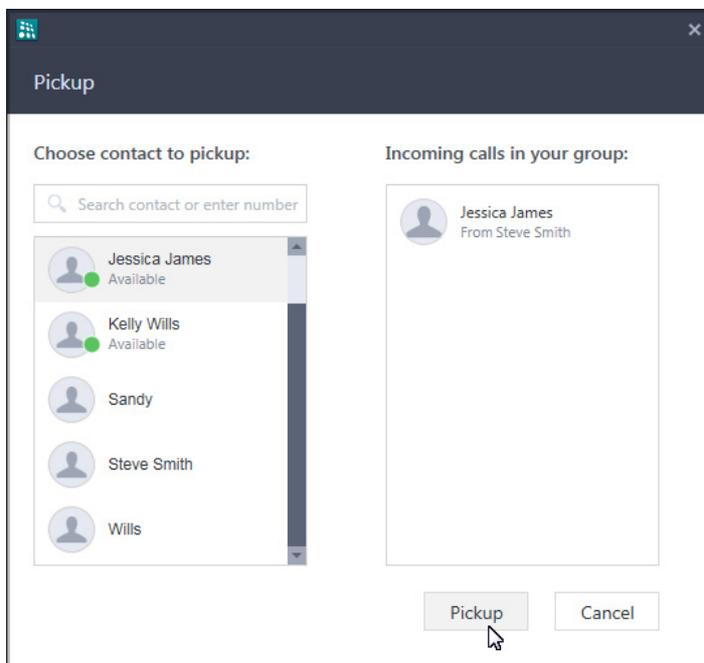
You can pick-up calls,

- ringing on any extension by selecting the ringing extension number/name from the Contact list.
- ringing in your group by selecting the desired ringing extension from the Incoming Call list.

## Pickup from the Contact list

To pick-up a ringing call,

- Double-click **Pickup**  on the **Menu** screen.

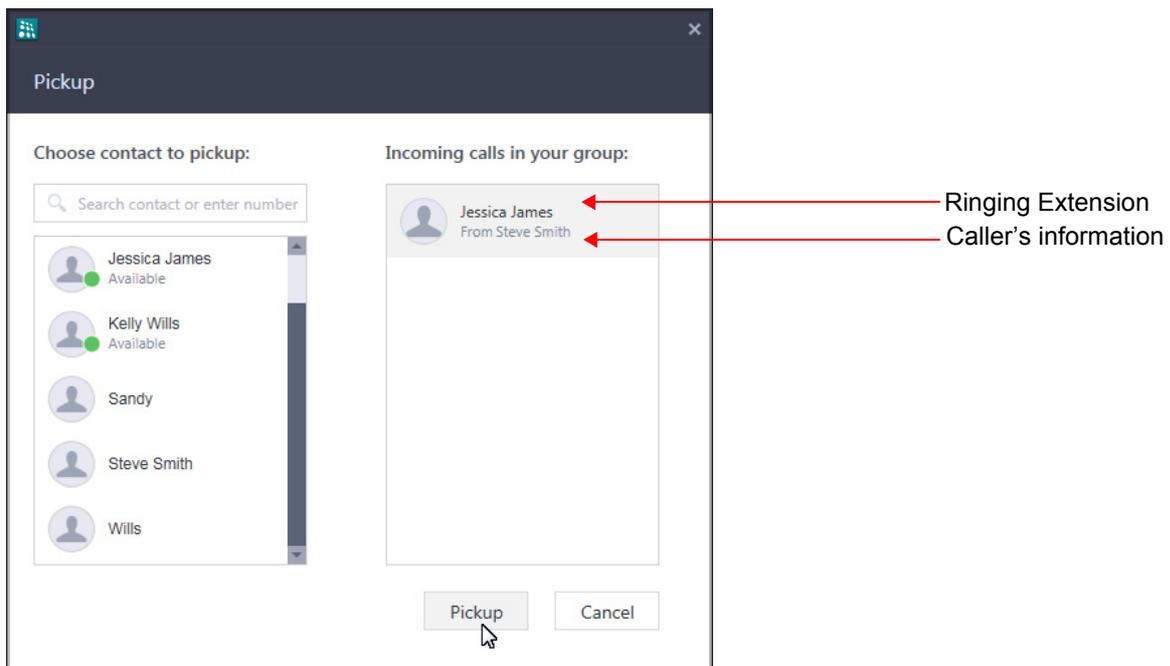


- In **Pickup**, under *Choose contact to pickup*, scroll to the desired contact or enter the name/number in the Search bar.
- Select the contact and click **Pickup**.

## Pickup from the Incoming Call list

To pick-up a ringing call in your group,

- Double-click **Pickup**  on the **Menu** screen.



- In **Pickup**, under *Incoming calls in your group*, the ringing extensions are displayed along with the callers information.
- Select the desired extension you want to pickup and click **Pickup**.

# Paging

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Paging is a one-way communication which allows you to make announcements to a group of extension users<sup>10</sup> configured in a Page Zone. Extension users you are Paging, can only listen to your announcement.



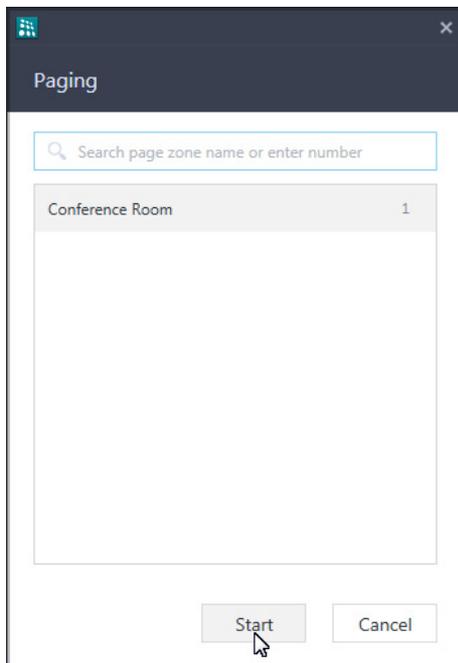
*Page Zone includes the extensions that need to be paged. Make sure the Page Zones are configured in the System.*

*You cannot receive Paging call or cannot access Meet Me Paging from the UC Client.*

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,

- Double-click **Paging**  on the **Menu** screen.



- In **Paging**, scroll to the desired page zone name/number in the Search bar.
- Select the page zone.
- Click **Start**. Make your announcement.

---

<sup>10</sup> These extensions can be either Matrix proprietary Digital Key Phones (DKP), or any type of SIP Phones (for example, Matrix proprietary Extended SIP Phones or any Standard (Open) SIP Phone which supports Auto Answer feature). A Public Address System (PAS) connected to the Analog Output Port (AOP) of the System, can also be included in a Page Zone. However, AOP is not supported in SARVAM UCS, PRASAR UCS, ANANT UCS and ETERNITY NE.

# Room Monitoring

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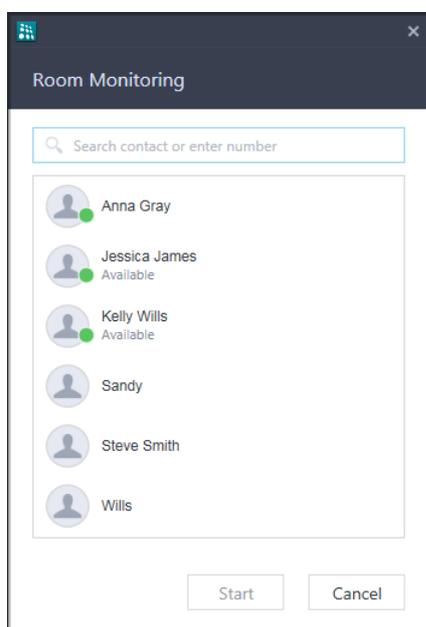
Room Monitoring allows you to listen to the conversations taking place in other locations where a Matrix proprietary Digital Key Phone (DKP) or a Matrix proprietary Extended SIP Phone or a Standard (Open) SIP Phone supporting Auto Answer feature is present.



*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,

- Double-click **Room Monitoring**  on the **Menu** screen.



- In **Room Monitoring**, scroll to the desired contact or enter the desired contacts name/number in the Search bar.
- Select the contact.
- Click **Start**. Room monitoring starts and you can listen to the conversation.



*You can monitor other extensions using the UC Client but other extension users cannot monitor you.*

# 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.

# Intercom

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Using Intercom you can connect quickly with any desired extension, without waiting for the called extension to answer.

Intercom is supported only if:

- the called extension is a DKP or a SIP Extension (Matrix Extended IP Phone or Open SIP Phone).
- 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 in its Class of Service.
- the Priority of the calling extension is higher than that of the called extension.



*Intercom Call will not be placed on SPARSH M2S Clients or UC Clients.*

To make an intercom call,

- Click **Contacts**  on the tab bar on the **Home** screen.
- Right-click on the desired extension contact in the Contacts list and select **Intercom**.
- Similarly, you can access Intercom from Favorites, Call Logs, Messages and Soft keys.

## *Computer Telephony Integration (CTI)*

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The UC Client supports CTI Integration, that allows you to integrate the VARTA WIN200 with the CTI application. Using CTI, you can easily control the VARTA WIN200 with the CTI application. This technology contributes to the success of a modern business.

### **Pre-requisites for CTI functionality**

Make sure that you carry out the following steps:

- The Server with which VARTA WIN200 is registered must support CTI. For more details, contact your System Administrator.
- Configure the necessary CTI parameters in the Server.
- The RTP mode must be set as Transcoding and VARTA WIN200 must be registered at location 1 in the Server.
- Establish the link between the MATRIX TAPI Service Provider and the Server. To know more, refer TAPI User Guide.
- Establish the session between the Third party dialer and VARTA WIN200.

To know more about CTI Integration, refer Computer Telephony Integration in the System Manual.

After completing the above steps, you can access the basic features from the third party dialer through the CTI application. The call states in the third party dialer are updated in the VARTA WIN200 automatically.

You can access the following basic features of VARTA WIN200 through the CTI application:

- Make and Receive a call
- Hold and Un-Hold
- Toggle
- Transfer
- Conference

To access the advanced features, you can use VARTA WIN200.



- *For better user interface, it is advisable to disable **Open call screen on making and receiving calls** check box in **General Settings**.*
- *This feature will not be applicable if you have registered your VARTA WIN200 Application with ETERNITY LE, ME, GE, PE and ANANT UCS.*

Using Soft Keys you can monitor the status of another extension or trunk and make a call or grab a trunk line using double click.

To monitor the status of extensions/trunks, *Busy Lamp Field (BLF) Subscription* must be enabled in the System. A maximum of 600 BLF subscriptions are supported. Contact your System Administrator in case you are unable to obtain updated status indications.

You can create maximum 20 Groups and assign maximum 1000 DSS keys to extensions or trunks or external numbers.

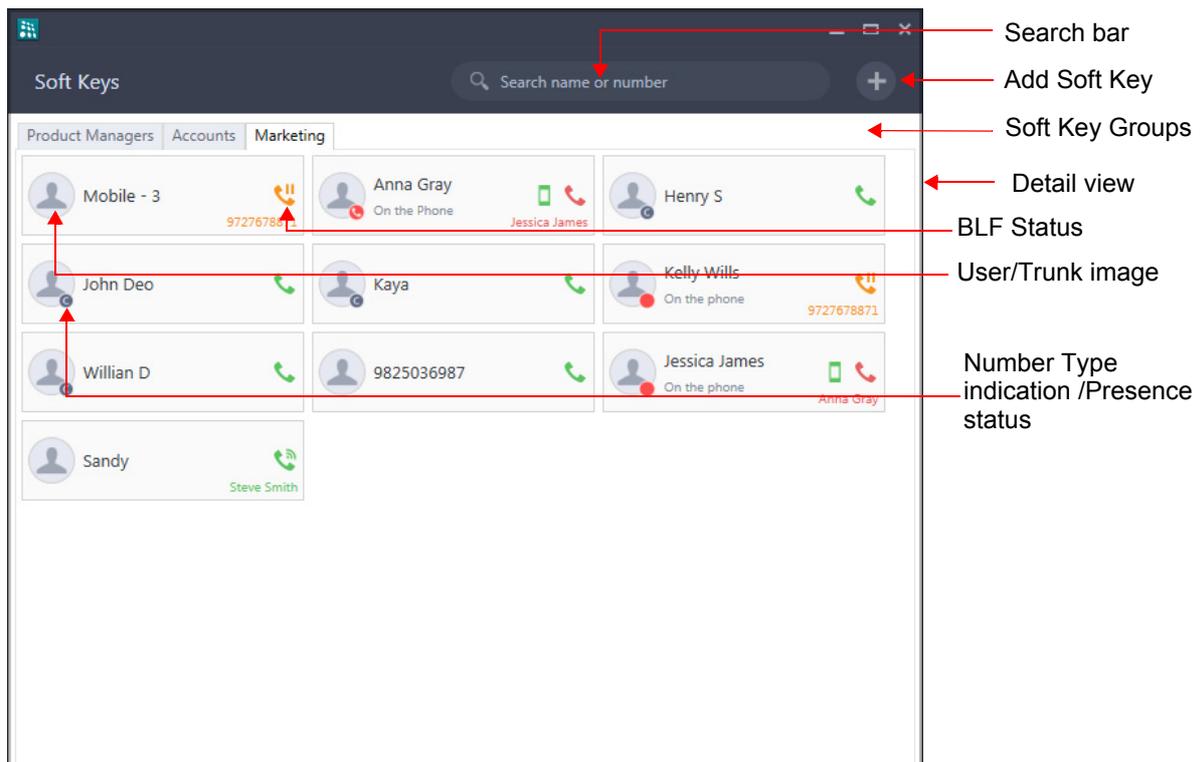


*In case of Multiple User Login, the DSS Soft keys created will be different in each user login.*

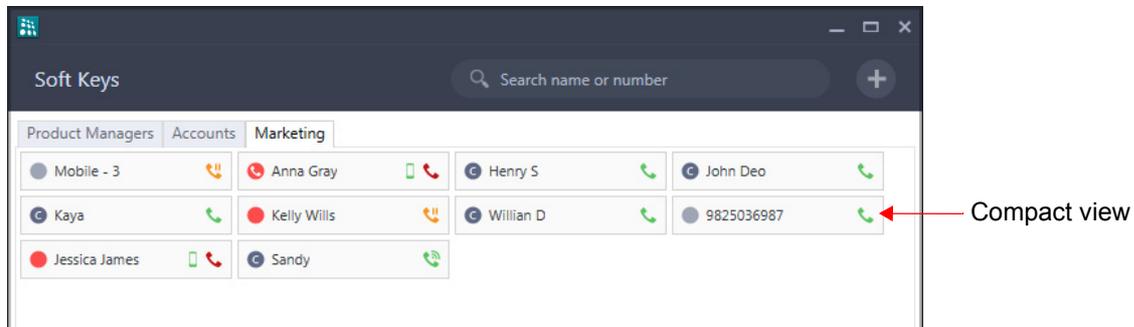
## Viewing Soft Keys

- Double-click **Soft Keys**  on the **Menu** screen.

- By default, the Detail View is displayed.



To switch to Compact View, right-click on Soft Key Group Name and select Compact View.



Icon	Name	Description
	Search bar	Enter name/number of the contact you wish to search.
	Add Soft Key	Click to add a Soft Key. See
BLF Status <sup>a</sup> - The call icon displays the BLF status.		
	Idle	When the monitored extension or trunk is idle.

Icon	Name	Description
	Ringing (Incoming call)	When the monitored extension or trunk has an incoming call ringing on it.
	Busy	When monitored extension or trunk is busy.
	On hold	When the monitored extension or trunk is put on hold. You cannot pickup the call.
	On global hold	When the monitored extension or trunk is put on hold. You can pickup the call.
	Number Type indication/ Presence Status	<p>The contacts include extension users, corporate directory contacts or external numbers.</p> <p>The extension contacts are displayed with the presence status, if enabled. See <a href="#">"Presence"</a> for more details.</p> <p>The corporate directory contacts are displayed with the corporate directory icon .</p>
	Audio Call/Grab Trunk	<p>Click to make an audio call, when the Soft Key is assigned to an Extension, a Corporate Directory contact or an external number.</p> <p>If BLF is enabled for the extension contacts, then Audio Call will display BLF status — Available or Busy or Ringing or On Hold.</p> <p>Click to grab the trunk line, when the Soft Key is assigned to a trunk.</p>
	Voicemail	Click to call Voicemail. This option is available for extension users only.
	Mobile	Click to call the mobile number. This option is available for extension users only.

a. You can also view the BLF Status from Contacts, Favorites, Call Logs and Messages.

When you right-click contact or external number Soft Key, the following options are available:

Name	Description
Audio Call	Click to make an audio call. If the contact has multiple numbers, click Options arrow and select the number.
Video Call	Click to make a video call. If the contact has multiple numbers, click Options arrow and select the number.
Send IM or SMS	Click to send message (IM or SMS).

Name	Description
Send Email	Click to send email. This option is available for Extension as well as Corporate Directory contacts having Email ID configured in the System.
Voicemail	Click to call Voicemail. This option is available for extension contact.
Grab Trunk	Click to grab a trunk line. This option is applicable only for Trunk Soft Keys.
Intercom	Click to make an intercom call. See <a href="#">"Intercom"</a> . This option is available for extension contact.
Enable Presence/Disable Presence	Click to enable or disable Presence. See <a href="#">"Presence"</a> . This option is available for extension contact.
Enable BLF/Disable BLF	Click to enable or disable BLF. This option is available for extension contact as well as trunks.
Remove Assignment	Click to remove the assignment.  Right-click on this key again, to assign another contact/trunk.
Remove Soft Key	Click to remove the Soft Key. Removing a soft key will affect the entire key arrangement.
View History	Click to view details of all the calls and messages of the contact. See <a href="#">"Contacts"</a> and <a href="#">"Messages"</a> .
View Contact Details	Click to view the details of the contact. See <a href="#">"Contact Details"</a> .

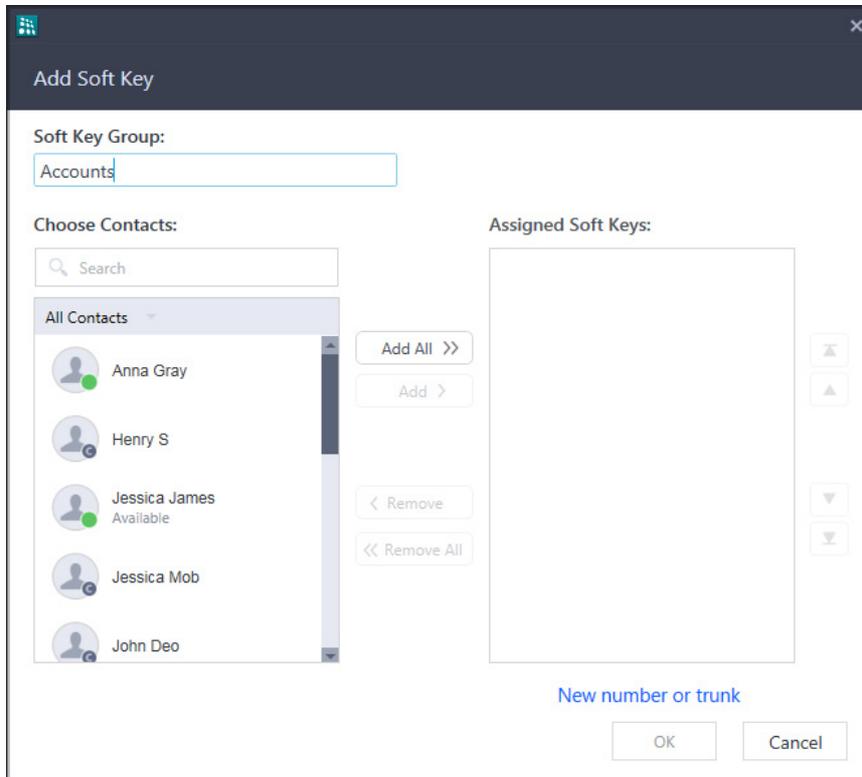
## Soft Key Group

You can create maximum 20 Groups. When you right-click on any Group Name you can:

- **Edit Group:** Click to edit the Group. You can add /delete contacts in the group or edit the group name.
- **Delete Group:** Click to Delete the Group.
- **Compact/Detail View:** Click to change the view as per your requirement.

## Add Soft Key

- In Soft Key, click **Add Soft Key** .



### In **Add Soft Key**,

- Enter the name you wish to assign to the group in **Soft Key Groups**.
- To add a contact or trunk, select the contact or trunk in *Choose Contacts* and click **Add**.
  - You can also set the desired filter — All Contacts, Extensions, Corporate Directory contacts, Custom Group contacts, Server Group contacts or Trunks - as per your requirement. The list appears as per the set filter.



*If you have selected a T1E1/BRI/SIP Trunk in Choose Contacts, all the Channels/Call Appearances will be displayed separately in Assign Soft Keys. If required, you can remove the channel/call appearance to which you do not want to assign a key.*

*For example, if you have selected T1E1, all the 30 channels will be displayed separately in Assign Soft Keys.*

- To change the order of the keys in Assigned Soft Keys use the Up/Down arrows.
- To remove a contact or trunk, select the contact or trunk in *Assigned Soft Keys* and click **Remove**.
- To add new extension or external number or trunk, click **New number or trunk**
  - In **Add Number or Trunk**, you can **Assign keys for** Extension, External Number or Trunk.

- If you select Extension/External Number, enter the Name and/or Number.
- If you select Trunk, select the Port Type and Port Number.

For Port Type — BRI or T1E1, also enter the relevant **Channel Number**.

For Port Type — SIP Trunk, also select the relevant **Call Appearance**.

- Click **OK**.
- These contacts and/or trunks appear as Soft Keys.

## Making a call using DSS Soft Key

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

- Double-click the DSS Soft Key assigned to the Extension.

## Grabbing a Trunk using DSS Soft Key

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

- Double-click the DSS Soft Key assigned to the Trunk.
- Dial the desired external number.

## Picking Up an Incoming Call using DSS Soft Key

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

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

- Double-click the Soft Key assigned to the Contact or Trunk.

## Pickup a held call using DSS Soft Keys

You can unhold/pickup held call of another extension/trunk. To do so,

- Double-click the Soft Key assigned to the Contact or Trunk when it displays the status as On Hold



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If the server with which the VARTA WIN200 application is registered supports redundancy, the standby card<sup>11</sup> takes over the control whenever the active card fails. This allows the application to automatically fetch the configuration files from the standby card which is now active.

You can view the Active Server Address with which the application is currently registered in [“About Application”](#).

Once the redundancy process is completed, the VARTA WIN200 application receives an incoming Redundancy Notification Call. You will receive this notification call, only if you have configured the VARTA WIN200 application as the landing destination in the server. To know more, refer to [“Redundancy Notification Call”](#).



*This feature will not be applicable, if you have registered your VARTA WIN200 application with ETERNITY NE and ETERNITY LE, ME, GE, PE.*

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<sup>11</sup>. In case of PRASAR UCS/ ANANT UCS the standby server takes over the control whenever the active server fails.

# Redundancy Notification Call

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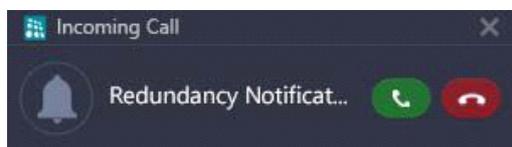
Redundancy is an important event and the intimation of the same is provided via an auto-generated notification call, known as Redundancy Notification Call.



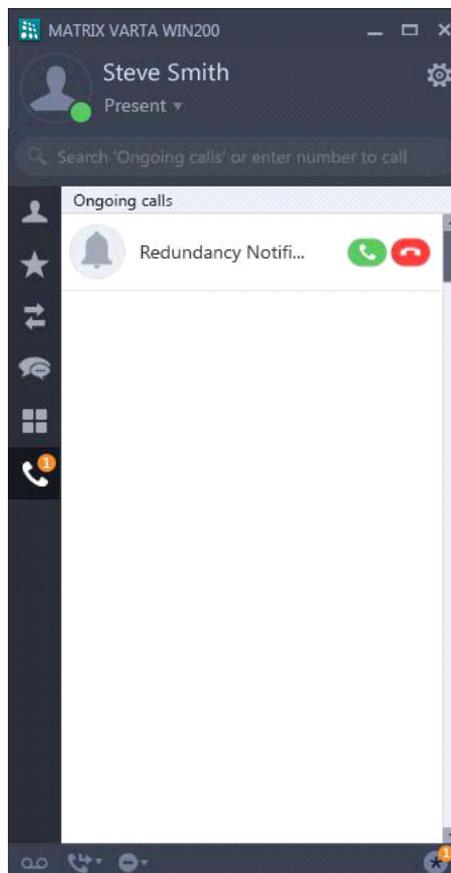
- *To receive the Redundancy Notification Call on your VARTA WIN200 application, make sure the necessary Redundancy Notification parameters are configured in the Server. To know more, contact your System Administrator.*
- *You may also refer the topic Redundancy Notification Call in the System Manual for more information.*

- The UC Client receives a Redundancy Notification Call, after the redundancy process is completed.

Incoming Call popup



Ongoing Calls list

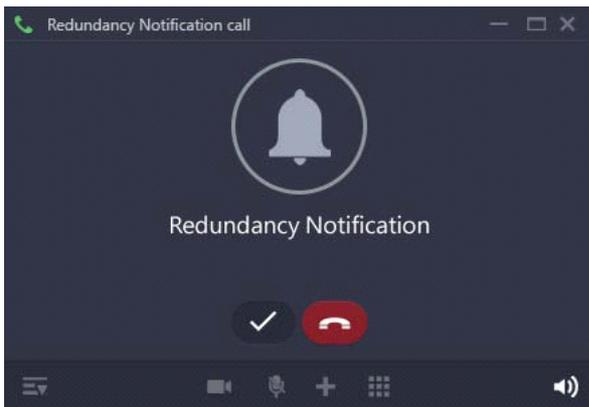


- If you double-click the entry in the Ongoing Calls list or click on the Incoming Call popup, the Incoming Call screen opens.

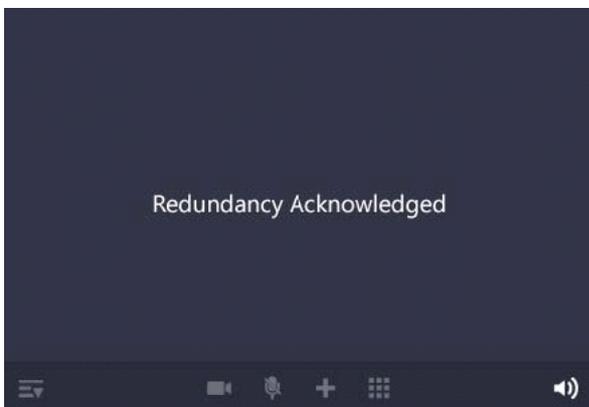


- Tap **Audio Answer**  to answer the Redundancy Notification Call.

You will hear a piece of music or a voice message.



- Tap **Acknowledge** , after you have answered the redundancy notification call.



- The Redundancy Notification Call is acknowledged.



*You will receive the Redundancy Notification Call again after 10 mins, if you:*

- reject the redundancy notification call.*
- do not answer the redundancy notification call.*
- answer but do not acknowledge the redundancy notification call.*

*You will receive the Redundancy Notification Call, only when the UC Client is in the idle state. In case, the UC client is busy, the notification call will be received once the UC client becomes idle.*

*Your VARTA WIN200 application will receive the Redundancy Notification Call, even when DND or Call Forward is set on your application.*

Settings can be accessed from the Startup screen or from the Home screen after the UC Client is registered.



*In case of Multiple User Login, the application settings will be different in each user login.*

During Startup or from the **Home** screen, click **Settings** . The following parameters will be displayed:

- General
- Account Settings
- Ringtones
- Alerts
- Audio Settings
- Video Settings
- Phone Settings
- Debug

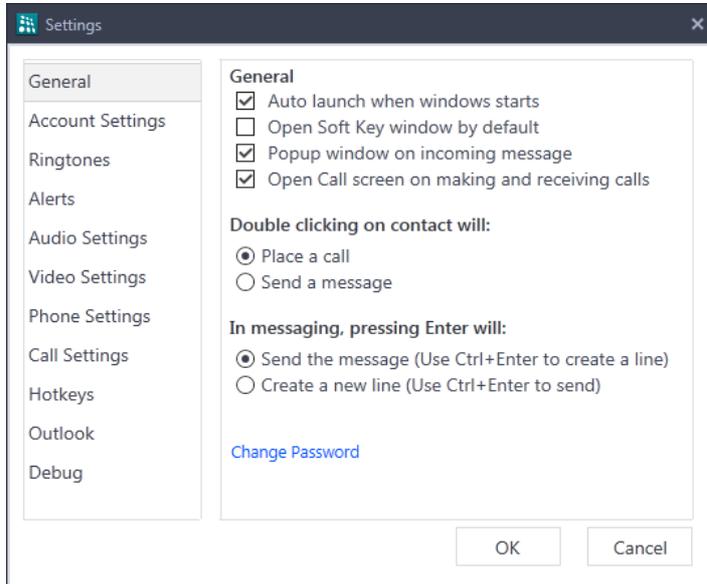
Click **Settings Option** , to access the following:

- Settings
- Configuration Status
- About
- Help
- Exit

Parameter	Description
Settings	It allows you to configure the <a href="#">“General Settings”</a> , <a href="#">“Account Settings”</a> , <a href="#">“Ringtone”</a> , <a href="#">“Alerts”</a> , <a href="#">“Audio Settings”</a> , <a href="#">“Video Settings”</a> , <a href="#">“Phone Settings”</a> and <a href="#">“Debug”</a> . You can also change the User Password, see <a href="#">“Password”</a> .
Configuration Status	It displays status of configuration. For details, see <a href="#">“Configuration Status”</a> .
About	It allows you to view the UC Client related information and registered Server related information.  Click to view the details. For details, see <a href="#">“About Application”</a> .
Help	Click to get online help.
Exit	Click to Exit the UC Client.

# General Settings

Click **General** on the Settings screen.



Parameter	Description
<b>Auto launch when Windows Starts</b>	<p>If it is enabled (selected), the UC Client will start as soon as Windows starts.</p> <p>If it is disabled, the UC Client will not start automatically when Windows starts. You will have to double-click on the UC Client icon to start the application.</p> <p>By default, it is enabled.</p>
<b>Open Soft Key window by default</b>	<p>If it is enabled, the soft key window will be displayed automatically when the UC Client starts.</p> <p>If it is disabled, the soft key window will not be displayed, when the UC Client starts. You must double-click Soft Keys on the Menu screen.</p> <p>By default, it is disabled.</p>
<b>Popup window on incoming messages</b>	<p>If it is enabled, an Incoming message popup appears whenever there is a new incoming message.</p> <p>If it is disabled, the Incoming Message popup will not appear.</p> <p>By default, it is enabled.</p>

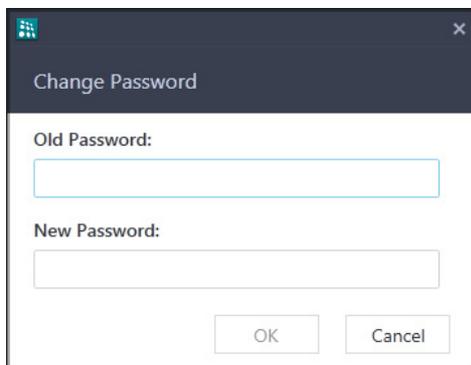
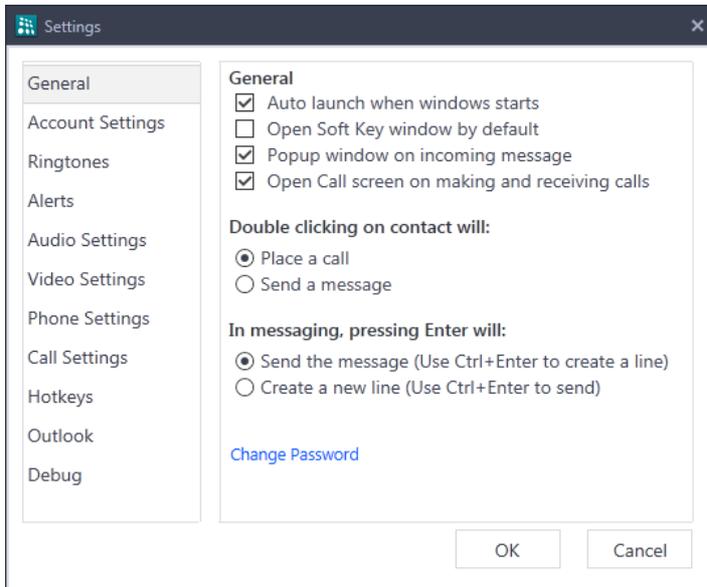
Parameter	Description
<p><b>Open Call screen on making and receiving calls</b></p>	<p>If it is enabled, the Call Screen will be displayed in the foreground.</p> <p>If it is disabled, the Call Screen will be opened in the background. You can bring the Call Screen to the foreground by accessing it from the task-bar.</p> <p>By default, it is enabled.</p>
<p><b>Double clicking on contact will</b></p>	<p>It allows you to select the desired option when you double-click on a contact. You can select — <b>Place a call</b> or <b>Send a message</b>.</p> <p>By default, Place a call is selected.</p>
<p><b>In messaging, pressing Enter will</b></p>	<p>It allows you to select an option when you press enter while messaging. You can select—<b>Send the message (Use Ctrl + Enter to create new line)</b> or <b>Create a new line (Use Ctrl + Enter to send message)</b>.</p> <p>By default, Send the message (Use Ctrl + Enter to create new line) is selected.</p>
<p><b>Password</b></p>	<p>It allows you to change the User Password.</p> <p>Click to change. For details, see <a href="#">"Password"</a>.</p>

# Password

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You can change your User Password, if required.

- Click **General Settings** on the **Settings** screen.
- Click **Change Password**.

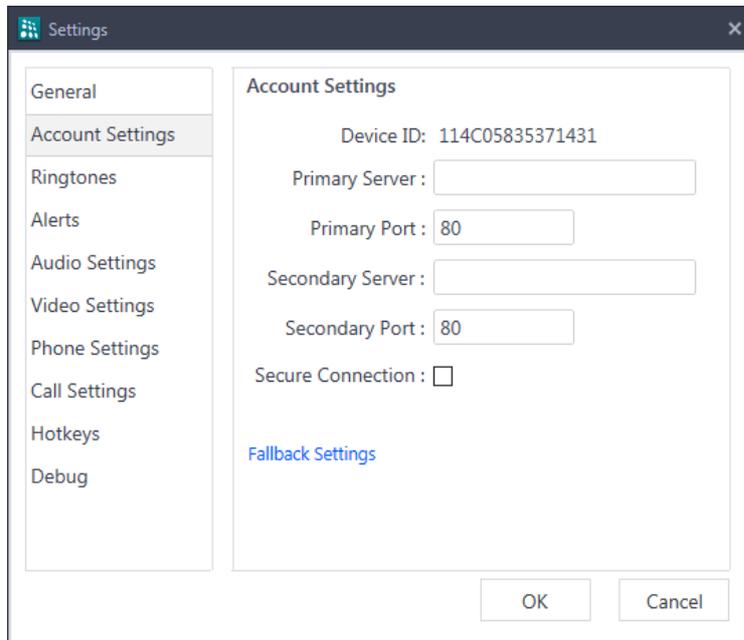


- In **Change Password**, enter the **Old Password**.
- Enter the **New Password** you wish to assign.
- Click **OK**.

# Account Settings

Account Settings allows you to configure the parameters required by the UC Client to register with the Server automatically. Contact your System Administrator to get the Server Address and Server Port. Make sure that the System Administrator has configured the Device ID of the UC Client in the System.

- Click **Account Settings** on the **Settings** screen.



Parameter	Description
<b>Device ID</b>	It displays the unique ID generated by the UC Client. See <a href="#">“Getting Started”</a> for more information.
<b>Primary Server</b>	Enter the IP Address or the Domain Name of the Primary Server (System) with which you want to register the UC Client.
<b>Primary Port</b>	<p>Enter the port on which HTTP/HTTPS requests from the UC Client will be served when the Client is registered with the Primary Server. The HTTPS request will be served only when the check box <i>Secure Connection is enabled</i>.</p> <p>Enter the value of the Secure SPARSH Port, if the check box <i>Secure Connection is enabled</i>.</p> <p>Enter the value of the SPARSH Port, if the check box <i>Secure Connection is disabled</i>.</p> <p>Default value of this parameter is 80.</p>
<b>Secondary Server<sup>a</sup></b>	Enter the IP Address or the Domain Name of the Secondary Server (System) with which you want to register the UC Client, when the Primary Server fails.

Parameter	Description
<b>Secondary Port</b>	<p>Enter the Port on which the HTTP/ HTTPS requests from the UC Client will be served, when the Client is registered with the Secondary Server. The HTTPS request will be served only when the check box <i>Secure Connection</i> is enabled.</p> <p>Enter the value of the Secure SPARSH Port, if the check box <i>Secure Connection</i> is enabled.</p> <p>Enter the value of the SPARSH Port, if the check box <i>Secure Connection</i> is disabled.</p> <p>Default value of this parameter is 80.</p>
<b>Secure Connection</b>	<p>Enable this check box if you want the UC Client to establish a secure connection with the Server while receiving the configuration files.</p> <p>By default, this check box is disabled.</p>
<b>Fallback Settings</b>	<p>It allows you to configure the Fallback Settings.</p> <p>Click to configure. For more details, see "<a href="#">Fallback Settings</a>".</p>

- a. When the registration with the Primary Server fails, the UC Client will send the registration and configuration request to the Secondary Server. Speech-cut or unclear speech may be observed during on-going mature calls.

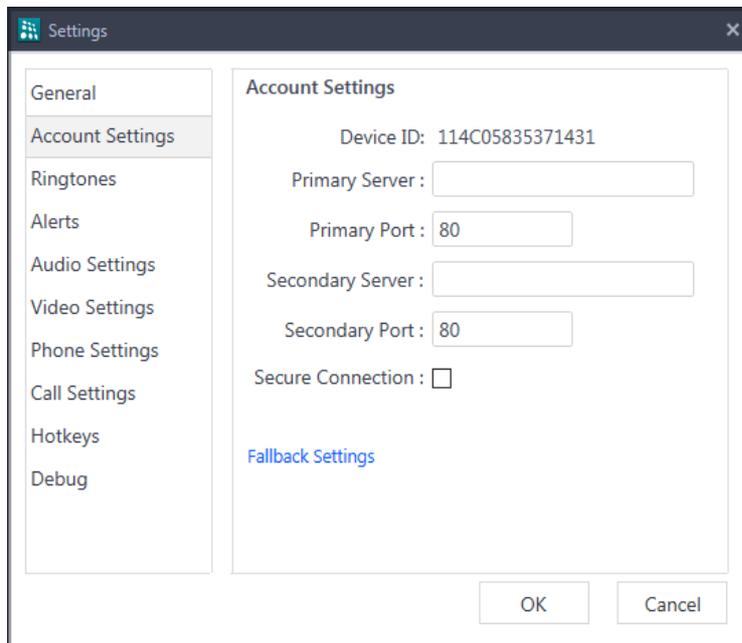


*When you change these settings, the UC Client will enter into the configuration state. All active calls will drop.*

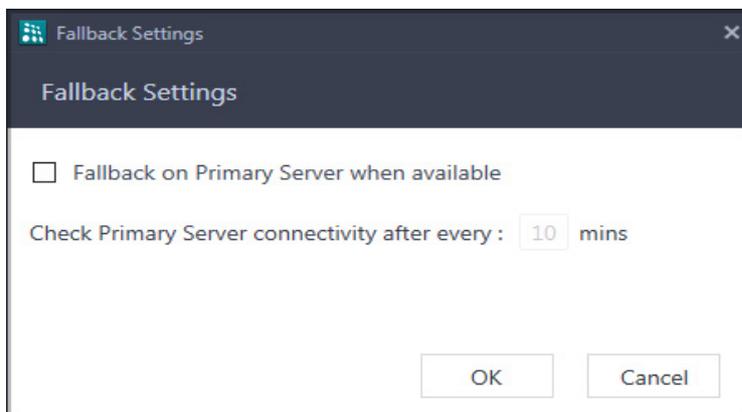
# Fallback Settings

You can configure the Fallback Settings, if required.

- Click **Account Settings** on the **Settings** screen.
- Click **Fallback Settings**.



A new window opens.



- Select the **Fallback on Primary Server when available** check box if you want the application to unregister with the Secondary Server and register again with the Primary Server, once the Primary Server is available in the network.
- In **Check Primary Server connectivity after every \_ mins**, enter the time duration after which you want the Secondary Server to periodically check the availability of the Primary Server in the network. You may enter any value in the range of 5 to 60 minutes. Default: 10 minutes.
- Click **OK**.



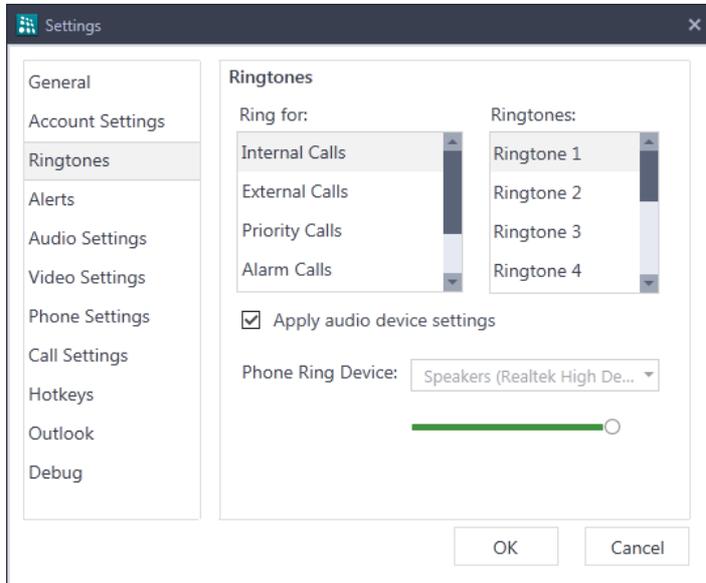
- *During the process of fallback on the Primary Server, all the ongoing calls may get dropped.*
- *For proper functioning of the Fallback Settings, it is recommended that you do not register your UC Client with ETERNITY LE, ME, GE, PE.*

# Ringtone

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You may customise the Ringtone for incoming calls as per your reference. By default, the application will consider the configured audio device for playing ringtone.

- Click **Ringtone** on the **Settings** screen.



- In *Ring for* select the type of call and in *Ringtones* select the type of ringtone you wish to set for this call.
- If you wish to customize the phone ring device, disable the **Apply audio device settings** check box and select the appropriate phone ring device.

A demo ring will be played on the configured device (Audio device or Phone Ring device) for the Ringtone you select.

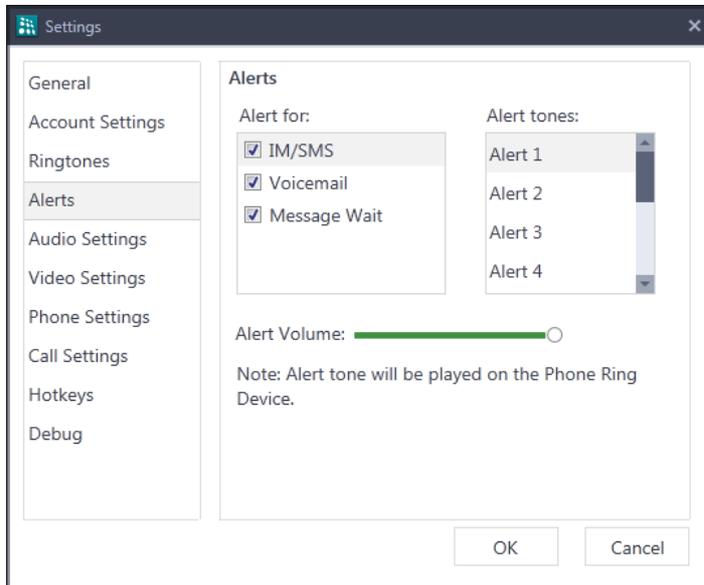
- Use the volume slider to adjust the volume of the ringtone for incoming calls.

# Alerts

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You may assign different Alert Tones for each Alert—IM/SMS, Voicemail and Message Wait.

- Click **Alerts** on the **Settings** screen.



- In *Alert for*, select — IM/SMS, Voicemail or Message Wait and in *Alert tones* select the type of alert tone you wish to set.

A demo alert tone will be played on the Phone Ring Device for the Alert tone you select.

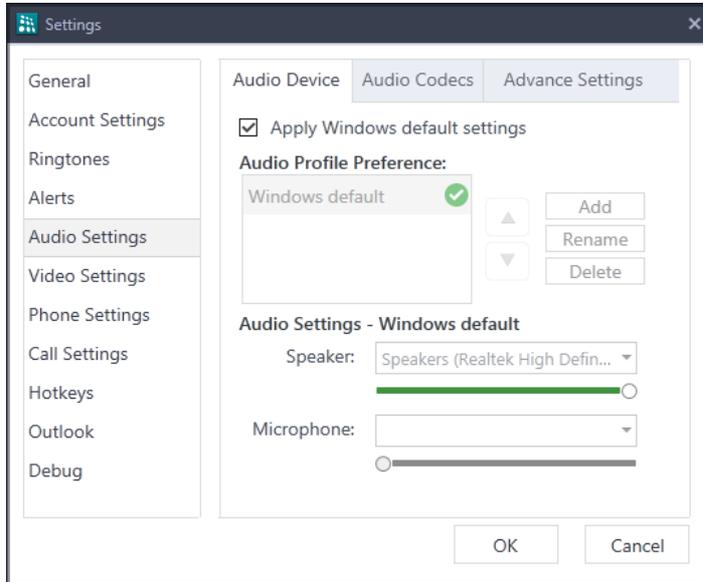
- You may also disable the check box for the respective Alert for which you do not wish to play the Alert Tone. By default, all are enabled.
- Use the volume slider to adjust the volume of the alert tone.

# Audio Settings

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The UC Client automatically uses the Windows default audio settings. It also provides the option to customize the audio profiles as per your requirement.

- Click **Audio Settings** on the **Settings** screen.



## Audio Device

- In the Audio Device tab, by default, **Apply Windows default settings** check box is enabled which allows the application to use the Windows default audio profile. If you wish to customize the audio profiles, disable the check box.

Custom profiles provide you the additional benefit by allowing the switching between the added profiles/ devices from the call screen without disconnecting the device.

## Audio Profile Preference

Audio Profile Preference allows you to:

- add a maximum of 4 custom profiles other than the Windows default defined device
- rename the profile names<sup>12</sup>
- delete the profiles<sup>13</sup>
- define the priority of the devices as per your preference

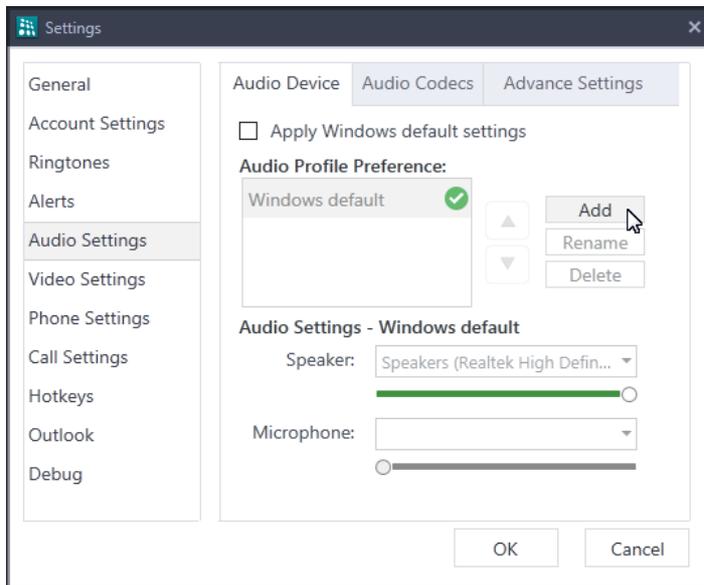
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<sup>12</sup>. You cannot rename the Windows default profile.

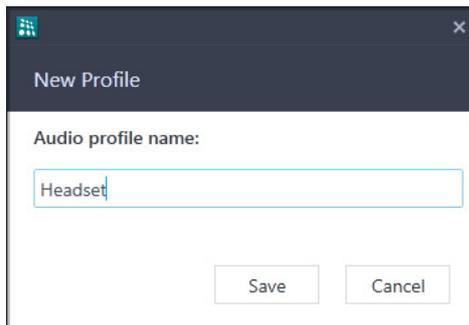
<sup>13</sup>. You cannot delete the Windows default profile.

To add a custom audio profile:

- Click on the **Add** button<sup>14</sup>.



- In **New profile**, enter the **Audio profile name**.

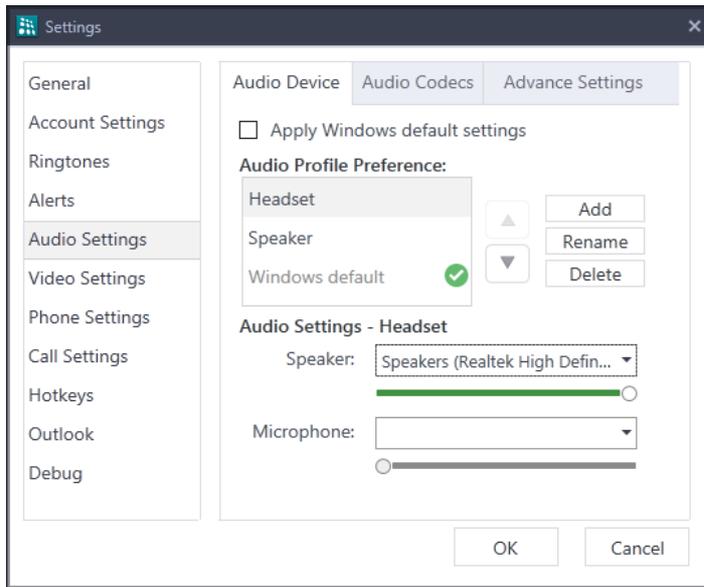


- Click **Save**.

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<sup>14</sup>. Make sure you disable the **Apply Windows default settings** check box to add a custom profile.

- You can set the priority of the custom profile by clicking on  or  for the selected audio profile.



- You can rename or delete the selected profile by clicking on the respective button.

## Audio Settings - Profile

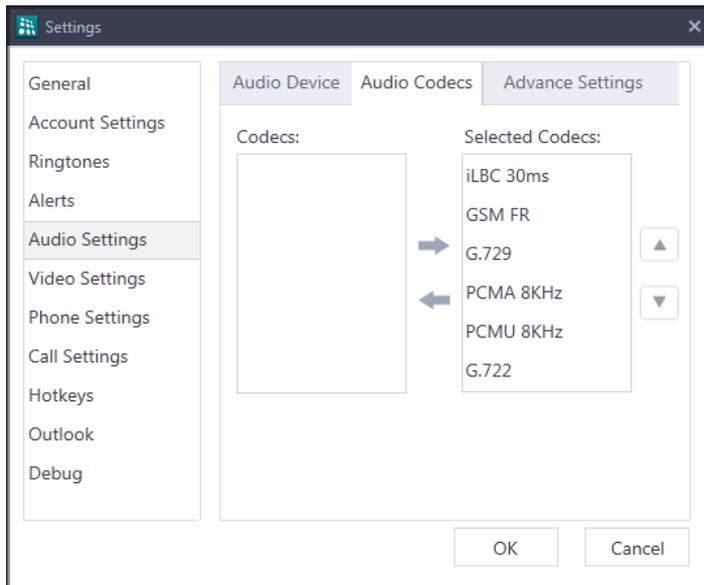
For custom audio profile, select the Speaker and Microphone device as per your requirement. You can also adjust the level of volume using the respective volume sliders.

For windows default profile, you can only adjust the level of volume using the respective volume sliders.

## Audio Codec

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

- Click the **Audio Codec** tab.

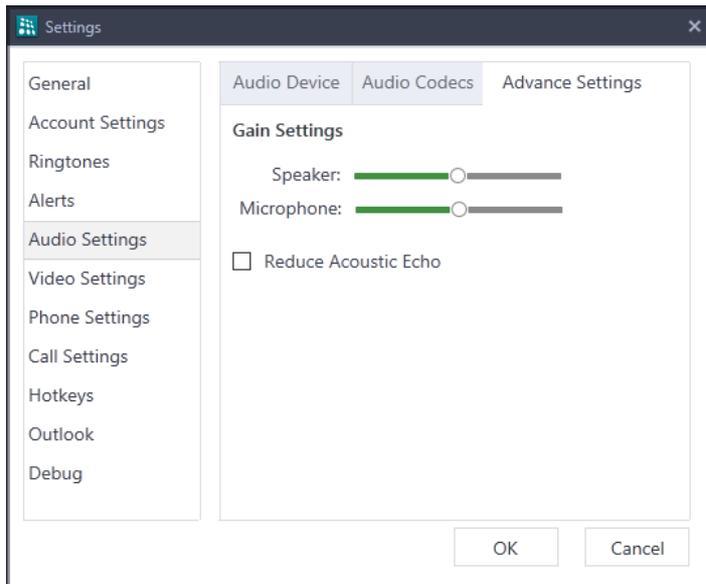


- The audio codecs supported by the UC Client in the order of preference are listed under *Selected Codes*.
  - iLBC 30ms
  - GSM FR
  - G.729
  - PCMA 8kHz
  - PCMU 8kHz
  - G.722
- To change the order of codec preference, use the Up/Down arrows.
- To remove a codec from this list, select the codec and click the **Remove** arrow . This codec appears in *Codecs*.
- To add a codec, select the codec in *Codecs* and click the **Add** arrow . This codec appears in *Selected Codes*.

## Advanced Settings

Advanced Settings allows you to set the Gain Settings as per your requirement. Using Gain Settings, you can additionally boost or reduce the gain level based on the requirement.

- Click the **Advanced Settings** tab.



- You can adjust the transmit and receive gain levels for the Speaker and Microphone as per your requirement.
- **Reduce Acoustic Echo:** If you hear echo, select this check box.

The echo effect will be reduced. However, the extent of echo reduction is dependant on the Device type, the device audio settings as well as the remote users audio settings.

# Video Settings

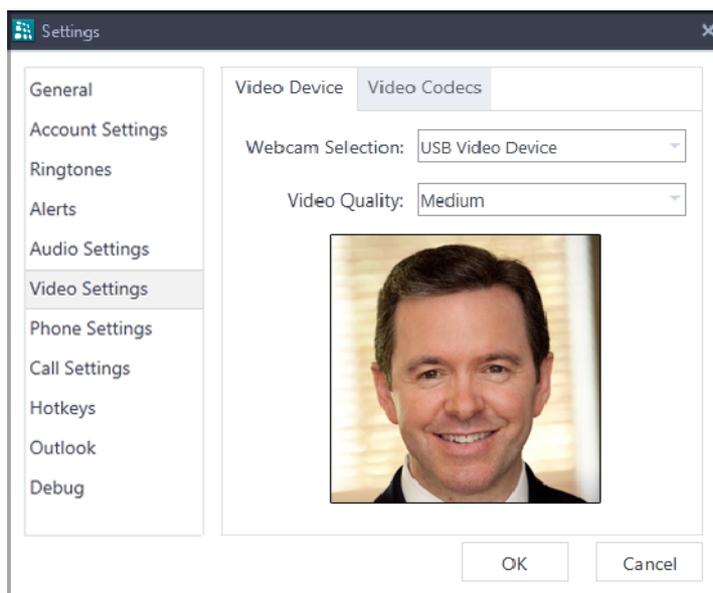
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The UC Client automatically detects devices at each startup. You can select the video device, set the quality and also see the preview as per the selected device.

- Click **Video Settings** on the **Settings** screen.

## Video Device

- Click the **Video Device** tab.



- **Webcam Selection:** The UC Client displays the available devices. You can select the desired device.
- **Video Quality:** It allows you to set the quality of the video. Low quality video requires low bandwidth and high quality video requires high bandwidth. You can select — High, Medium or Low.
- **Preview:** Displays a preview according to the device you selected. You can adjust the webcam accordingly.

## Video Codec

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

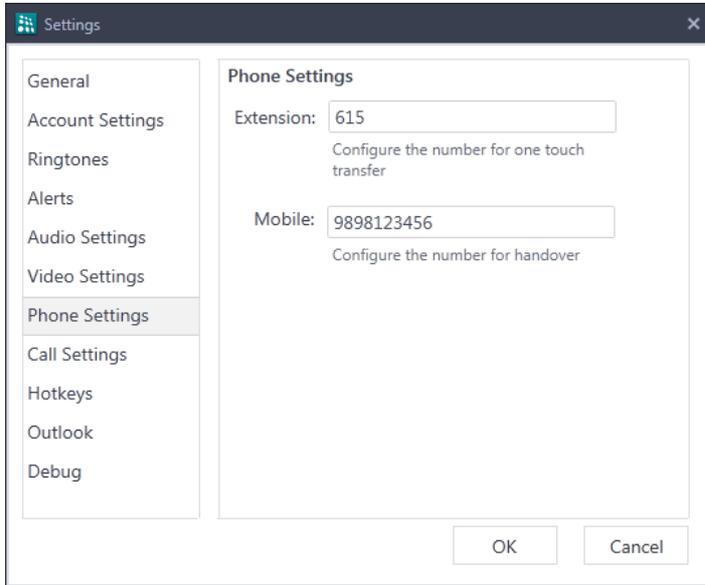
- Click the **Video Codecs** tab.
- The video codecs supported by the UC Client in the order of preference are listed under *Selected Codes*.
  - H.264
  - VP8
  - MP4V-ES
  - H.263 - 1998
- To change the order of codec preference, use the Up/Down arrows.

- To remove a codec from this list, select the codec and click the **Remove** arrow . This codec appears in *Codecs*.
- To add a codec, select the codec in *Codecs* and click the **Add** arrow . This codec appears in *Selected Codecs*.

# Phone Settings

Phone Settings allows you to configure the extension number for One Touch Transfer and the mobile number for Handover.

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



Parameter	Description
<b>Extension</b>	<p>When you use One Touch Transfer, the calls will be transferred to this number.</p> <p>Click and enter the number.</p> <p>You cannot use One Touch Transfer, if this number is not configured. For more details, see <a href="#">“Handover to Extension/Mobile”</a>.</p>
<b>Mobile<sup>a</sup></b>	<p>This is the cellular number on which Handover calls will be transferred.</p> <p>Click and enter the desired number.</p>

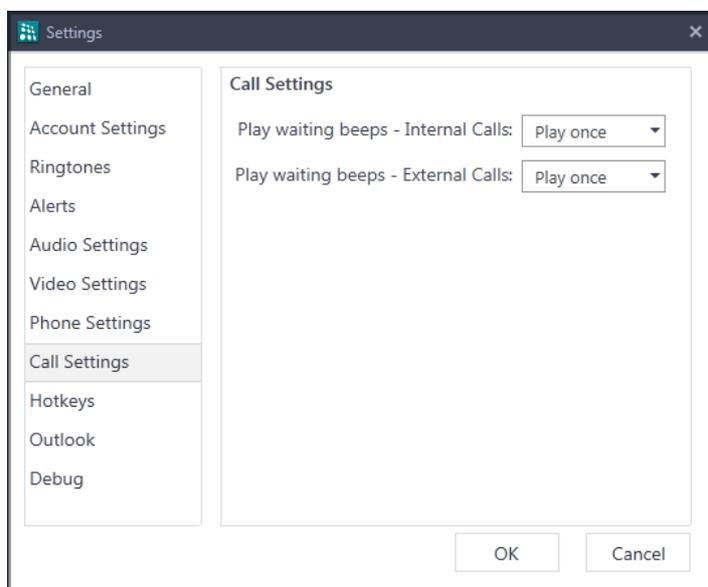
a. If you do not configure the Mobile number in the UC Client, the Handover calls will be transferred to the Mobile number configured for your extension in the System. This parameter is visible only if you have activated the VARTA Professional or VARTA Collaboration license.

# Call Settings

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Call Settings allows you to set beep as indication for incoming Internal and/or External calls during an ongoing conversation.

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

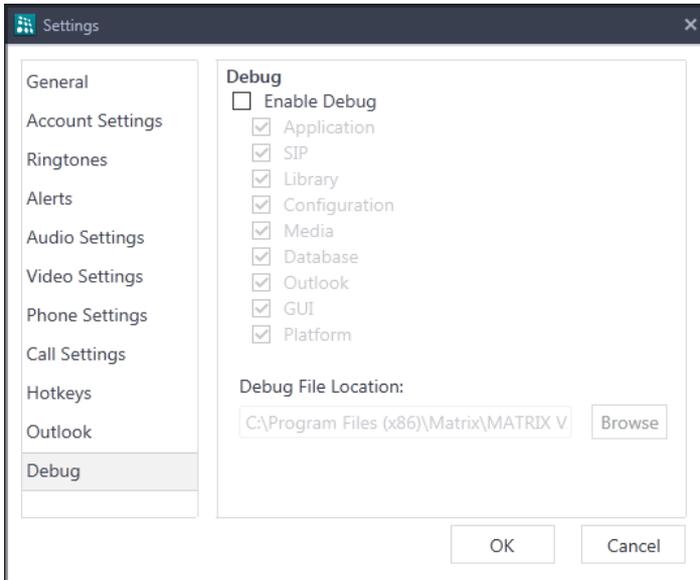


- **Play waiting beeps - Internal calls:** It allows you to set the waiting beeps for Internal Calls. You can select — Don't Play, Play Once and Play Always.
  - If you select the **Don't Play** option, no waiting beeps will be played for the Internal incoming call.
  - If you select the **Play Once** option, the waiting beeps will be played once for the Internal incoming call.
  - If you select the **Play Always** option, the waiting beeps will be played continuously for the Internal incoming call.
- **Play waiting beeps - External calls:** It allows you to set the waiting beeps for External Calls. You can select — Don't Play, Play Once and Play Always.
  - If you select the **Don't Play** option, no waiting beeps will be played for the External incoming call.
  - If you select the **Play Once** option, the waiting beeps will be played once for the External incoming call.
  - If you select the **Play Always** option, the waiting beeps will be played continuously for the External incoming call.

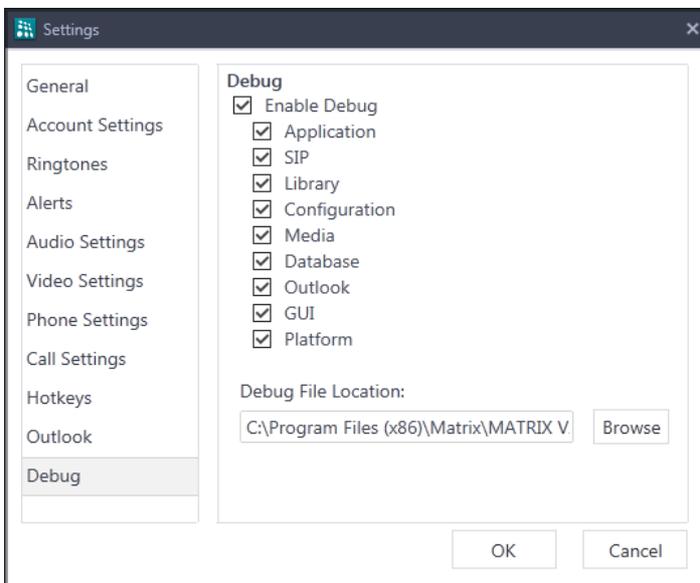
# Debug

Debugging is a method used for recording actions and events of the UC Client. Debugs are the primary record keepers of the UC Client and network activity. Debugging is useful for troubleshooting. These records can be saved at the desired location.

- Click **Debug** on the **Settings** screen.



- Click the **Enable Debug** check box.



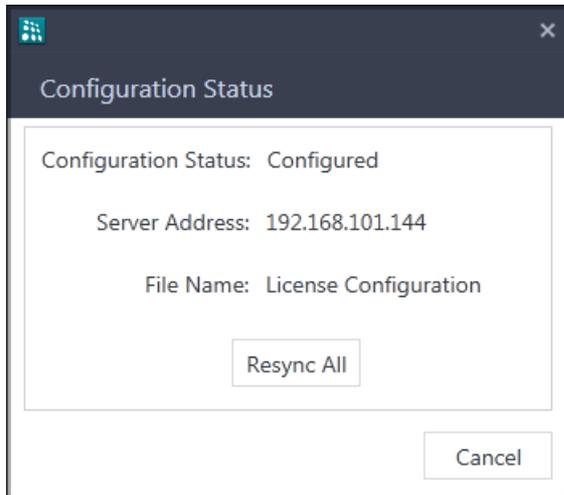
- By default all the debugs are enabled, clear the respective check box to disable.
- Click **Browse** and give the path at which the Debug Files are to be stored. The path you give appears as the Debug File Location.
- Click **OK**.

# Configuration Status

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

- Click **Settings Option** .
- Select **Configuration Status**.



- **Configuration Status:** Displays the configuration state the UC Client is currently in — Configured, Configuring, Request Failed, Request Timed Out.
- **Server Address:** Displays the Server Address (IP Address or Domain Name) on which configuration request is currently in progress or last done.
- **File Name:** Displays the File Name for which configuration request is currently in progress or last done.
- **Resync All:** Click this option to resync all the configuration files from the Server.

# About Application

You can access **About** to know important details of the UC Client.

- Click **Settings Options** .
- Select **About**.



Parameter	Description
<b>Device ID</b>	Displays the unique ID generated by the UC Client.
<b>Application Version</b>	Displays the Version and Revision number of the Application.
<b>Compatible Server Version</b>	Displays compatibility information about the version and the revision of the Server that is, the System, with which the UC Client can be registered.
<b>Primary Server</b>	Displays the Primary Server Address configured in Account Settings. For more details, refer " <a href="#">Account Settings</a> ".
<b>Secondary Server</b>	Displays the Secondary Server Address configured in Account Settings. For more details, refer " <a href="#">Account Settings</a> ".
<b>Active Server Address</b>	Displays the IP Address of the Server that is active — Primary, Secondary— with which the UC Client is currently registered.  If the UC Client is registered with the Primary Server, the Active Server Address is displayed as 192.168.1.25(P). If the UC Client is registered with the Secondary Server, the Active Server Address is displayed as 192.168.101.67(S).
<b>SIP ID</b>	Displays the SIP ID configured in the Server for the UC Client.

<b>Parameter</b>	<b>Description</b>
<b>Registrar Server Address</b>	Displays the Registrar Server Address configured in the Server for the UC Client.
<b>Supported Languages</b>	Displays the languages supported by UC Client.

Hotkeys allows you to control the application using a key or a combination of keys on a computer keyboard.

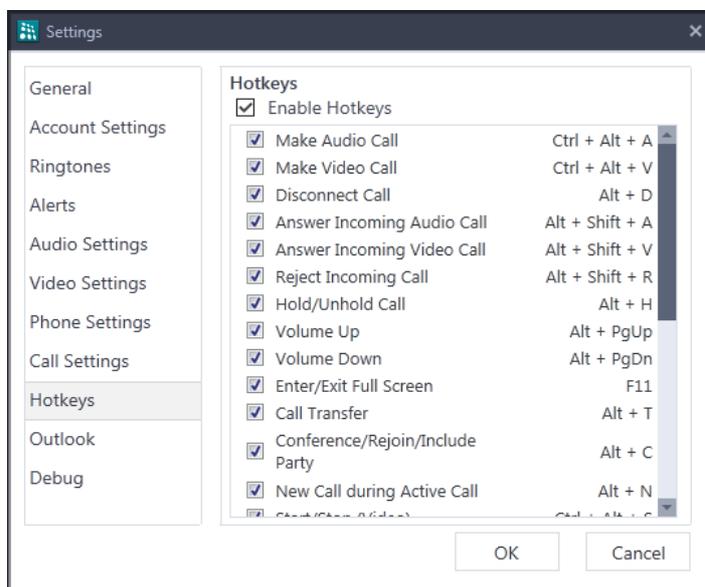
Using the Hotkeys, you can make audio/video calls, answer the incoming audio/video calls, reject a call, hold/unhold the ongoing call, transfer the call etc.

You can also customize the Hotkeys as per your requirement.

Multiple incoming calls can be handled as per your priority using a combination of hotkeys.

## Enable/Disable Hotkeys

- Click **Hotkeys** on the **Settings** screen.



- By default, the **Enable Hotkeys** check box is selected. To disable, clear the check boxes of the respective feature hotkeys you do not wish to use.



*If you clear the Enable Hotkeys check box, all the hotkeys will get unregistered from the system.*

*When you select the Enable Hotkeys check box again, you need to select the check boxes of the respective feature hotkeys to register them with the system.*

A few Hotkeys work when the VARTA WIN200 Application is working in the background and you are working on some other third party Windows Application. Whereas, there are a few Hotkeys which will work only when the application is in foreground or call screen is in focus.

## VARTA WIN200 in Background

You can use the following Hotkeys even when the VARTA WIN200 Application is running in the background:

Feature	Default Hotkey	Description
Answer Incoming Audio Call	Alt + Shift + A	Press the hotkey from your keyboard to answer the incoming audio call.  For details about the Multiple Incoming calls, see <a href="#">"Handling Multiple Incoming Calls"</a> .
Answer Incoming Video Call	Alt + Shift + V	Press the hotkey from your keyboard to answer the incoming video call.  For details about the Multiple Incoming calls, see <a href="#">"Handling Multiple Incoming Calls"</a> .
Reject Incoming Call	Alt + Shift + R	Press the hotkey from your keyboard to reject the incoming call.  For details about the Multiple Incoming calls, see <a href="#">"Handling Multiple Incoming Calls"</a> .
Disconnect Call	Alt + D	Press the hotkey from your keyboard to disconnect the ongoing call.  For details about the Multiple Incoming calls, see <a href="#">"Handling Multiple Incoming Calls"</a> .
Volume Up	Alt + PgUp	Press the hotkey from your keyboard to increase the volume of the voice played on speaker or headphone (a ringtone, speech etc.)
Volume Down	Alt + PgDn	Press the hotkey from your keyboard to decrease the volume of the voice played on speaker or headphone (a ringtone, speech etc.)
Click to Call <sup>a</sup>	F8	Select a number or text in any third party Windows Application which you wish to call and then press the hotkey from your keyboard. The call will be placed.
Edit before Call	Ctrl + F8	For details, see <a href="#">"Edit before Call"</a> .
Mute/Unmute	Alt + M	Press the hotkey from your keyboard to mute or unmute the ongoing call.
Conversation Recording	Ctrl + Alt + R	Press the hotkey from your keyboard to start or stop the conversation recording of the ongoing call. See <a href="#">"Conversation Recording"</a> .
Account Code	Alt + A	Press the hotkey from your keyboard to assign an account code to the ongoing external call. See <a href="#">"Account Code"</a> .
Start/Stop Screen Sharing	F4	Press the hotkey from your keyboard to start or stop Screen Sharing. To know about Screen Sharing, see <a href="#">"Screen Sharing"</a> .

Feature	Default Hotkey	Description
Show/Hide cursor	F7	Press the hotkey from your keyboard to show or hide the cursor from the remote user while Screen Sharing or Application Sharing.
Start/Stop Application Window Sharing	Ctrl + Alt + W	Press the hotkey from your keyboard to start or stop Application Sharing. To know about Application Sharing, see <a href="#">“Application Sharing”</a> .

a. This feature will be visible only if you have activated the VARTA Professional or VARTA Collaboration license.

## VARTA WIN200 in Foreground

You can use the following Hotkeys only when your VARTA WIN200 Application is in the foreground and the desired contact is in focus or when the Call Screen is in focus:

Feature	Default Hotkey	Description
Make Audio Call	Ctrl + Alt + A	Press the hotkey from your keyboard to make an outgoing audio call.
Make Video Call	Ctrl + Alt + V	Press the hotkey from your keyboard to make an outgoing video call.
Send Message	Ctrl + Alt + M	Press the hotkey from your keyboard keeping the desired contact in focus to send IM/SMS.
Hold/Unhold Call	Alt + H	Press the hotkey from your keyboard to hold or unhold the ongoing call or the call whose call screen is in focus in case of multiple calls.
Enter/Exit Full Screen	F11	Press the hotkey from your keyboard to enter or exit the full screen.
Call Transfer	Alt + T	To transfer the ongoing call, <ul style="list-style-type: none"> <li>• While the call screen is in focus, press the hotkey <b>Alt + T</b> from your keyboard.</li> <li>• Select the desired contact and press Enter key to transfer the call.</li> <li>• Press <b>Alt + T</b> to complete the transfer.</li> </ul> See <a href="#">“Call Transfer”</a> .
New Call during Active Call	Alt + N	Press the hotkey from your keyboard to make a new call during an ongoing call. Select the desired contact and press Enter key to make a call.

Feature	Default Hotkey	Description
Conference/Rejoin/Include Party	Alt + C	<p>To establish a 3-party conference,</p> <ul style="list-style-type: none"> <li>• While the call screen is in focus, press the hotkey <b>Alt + C</b> from your keyboard.</li> <li>• Select the desired contact and press Enter key to make the call.</li> <li>• Press <b>Alt + C</b> to complete the 3-party conference.</li> </ul> <p>For details, see <a href="#">“Conference 3-Party”</a>.</p> <p>To convert the existing 3-party conference to a multiparty conference,</p> <ul style="list-style-type: none"> <li>• Press <b>Alt + N</b> hotkey and select the desired contact to make a new call.</li> <li>• Now, press <b>Alt + C</b> hotkey to include the party in the conference.</li> </ul> <p>You may add upto 21 participants in a multiparty conference.</p> <p>If you have temporarily left the conference, you may rejoin the same by pressing <b>Alt + C</b> hotkey.</p> <p>For details, see <a href="#">“Multiparty Conference”</a>.</p>
Start/Stop (Video)	Ctrl + Alt + S	Press the hotkey from your keyboard to start or stop the video call.
Show/Hide Me (Video)	Ctrl + Alt + H	Press the hotkey from your keyboard to show or hide self video in a video call.
Personal Call Park	Alt + P	Press the hotkey from your keyboard for <a href="#">“Parking a call in Personal Orbit”</a> .
General Call Park	Ctrl + Alt + P	Press the hotkey from your keyboard for <a href="#">“Parking a call in General Orbit”</a> .
Global Hold	Alt + G	Press the hotkey from your keyboard for <a href="#">“Global Hold”</a> .
Call Chaining	Ctrl + Alt + C	Press the hotkey from your keyboard for <a href="#">“Call Chaining”</a> .
Show/Hide History in Call Screen	Ctrl + H	Press the hotkey from your keyboard to show or hide History in the Call Screen.
Show/Hide Keypad	Alt + K	Press the hotkey from your keyboard to show or hide Keypad in the Call Screen.

You may navigate the screen to select the desired contact or option from the list displayed using a combination of Tab, Navigation keys and Enter key.

## Handling Multiple Incoming Calls

When there are multiple calls, you can answer or reject the incoming audio or video call as per your priority using the hotkeys from your keyboard.

To answer the call,

- Press **Alt + Shift + A** or **Alt + Shift + V** to answer an incoming call as audio or video call respectively.

The calls will be displayed sequentially in the *Ongoing Calls* list.

- Press 1 to answer the first call, 2 for the second and so on as per your preference. In this way, you can answer upto 9 incoming calls.

To reject an incoming call,

- Press **Alt + Shift + R**, the calls will be displayed sequentially in the *Ongoing Calls* list.
- Press 1 to reject the first call, 2 for the second and so on as per your preference. In this way, you can reject upto 9 incoming calls.

## Edit before Call



*This feature will be visible only if you have activated the VARTA Professional or VARTA Collaboration license.*

*Edit before Call feature will not be applicable if you have registered your VARTA WIN200 Application with ETERNITY LE, ME, GE, PE.*

To use Edit before Call Feature,

- Select a number or text in any third party Windows Application which you wish to call and then press **Ctrl+F8** key from your keyboard.
- The selected number or text will directly be copied onto the Search Bar of the application and the search results will be displayed.
- Press Enter to call the best matched number.

The VARTA WIN200 Application considers the selected string as the Number if the first character is a numeric value(0-9), star(\*), hash(#) or plus(+). In this case, all the alphabetic characters will be ignored.

If the first character is an alphabet or any other special character except star(\*), hash(#) or plus(+), then the string will be considered as a Name.

The selected string will be automatically converted to a dial-able format by the application.

Below are a few examples explaining the validation of the selected strings:

Selected string	Characters ignored by the system	Resulting string
*123*12#		*123*12#
+919999999999		+919999999999
123+123	Plus sign	123123
(541) 754-3010	Brackets, comma, hyphen, space	5417543010
541.754.3010	dot	5417543010
541,754,3010	comma	5417543010
*abc	abc	*
Abc Xyz		Abc Xyz
1866-xyz (255-9679)	"xyz", Brackets, comma, hyphen, space	18662559679
1866-xyz	"-xyz"	1866



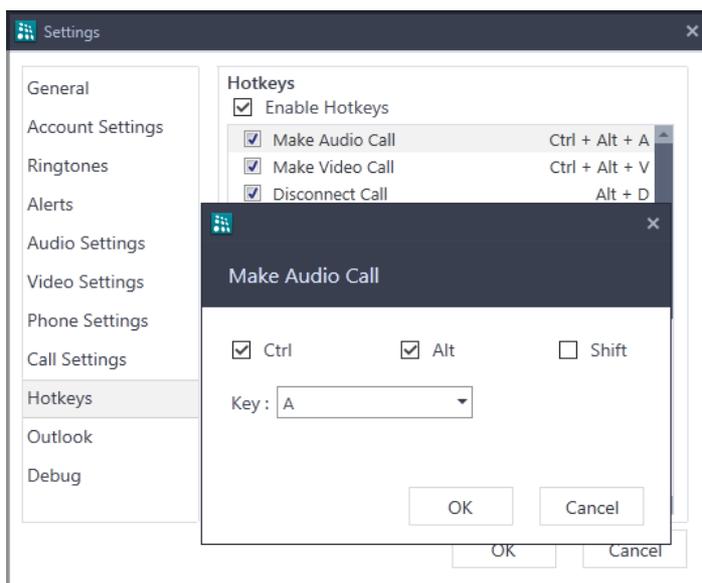
*Edit before Call feature will not work if you select the text from a secured pdf or a document which have restrictions over copying.*

## Customizing Hotkeys

You may customize the hotkeys as per your preference.

To do so,

- Double-click on the feature from the list of features displayed under Hotkeys.



- Customize it as per your requirement.

- Click OK to save the changes.



*For features that work when VARTA is in background, make sure you do not assign the hotkeys which are globally registered by other applications.*

*The Hotkeys assigned to the features when VARTA is in background cannot be used by third party Windows application.*

---

VARTA WIN200 integrates with the Outlook's email, presence status, contact card and calendar, making it easier to communicate with the contacts.



*This feature will not be applicable if you have registered your VARTA WIN200 Application with ETERNITY LE, ME, GE, PE.*

## Features Supported

When your VARTA WIN200 is integrated with the Outlook, you can:

- view a contact's presence status
- make a call
- initiate Instant Messaging
- view the updated presence status in VARTA WIN200 during a scheduled appointment

## Requirements

1. Outlook Integration is applicable only if:
  - you have purchased and activated the VARTA Collaboration license and assigned the same to the respective SIP Extension.
  - you have Microsoft Outlook 2010 or Microsoft Outlook 2013 installed in your PC. For this document, we have considered Microsoft Outlook 2013.
  - you have configured the Email ID for your VARTA WIN200. This is required for Presence and Contact Card Integration.

For details regarding the Email ID configuration for VARTA WIN200, refer Advanced Configuration Parameters under *Configuring MATRIX VARTA WIN200 UC Client* topic in the System Manual.

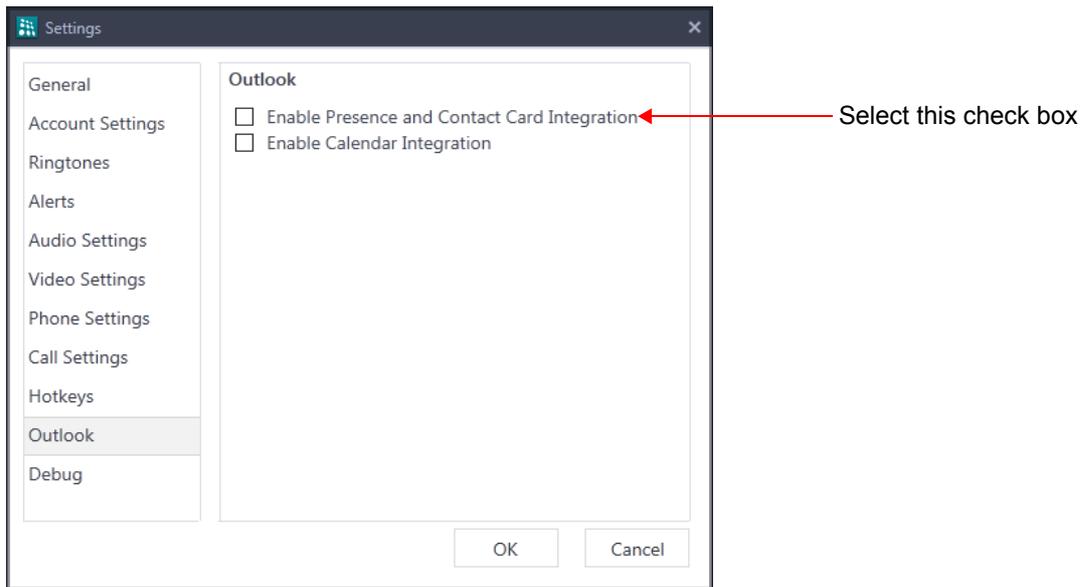
2. To integrate other VARTA WIN200 contacts (Extension and Global Directory Contacts) with your outlook, make sure their respective Email IDs are configured.

## Enabling Presence and Contact Card Integration

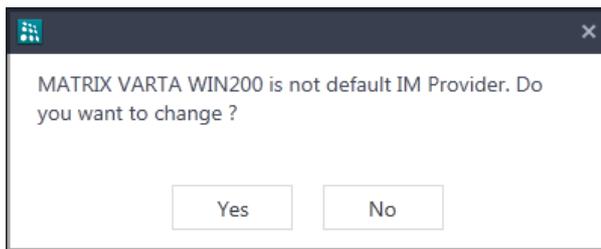
To enable the Presence and Contact Card Integration in your VARTA WIN200 Application,

- Click **Outlook** on the Settings screen.

- Select the **Enable Presence and Contact Card Integration** check box.



 If you are also using any other IM Provider, below dialog box may appear when you restart your VARTA WIN200 application.



- Click **Yes** to make your VARTA WIN200 Application as the default IM Provider. This is required for VARTA to integrate with Outlook.
- Now, open **Microsoft Outlook**.

Open Microsoft Outlook only after selecting the *Enable Presence and Contact Card Integration* check box in VARTA WIN200. For details, see "[Presence](#)".

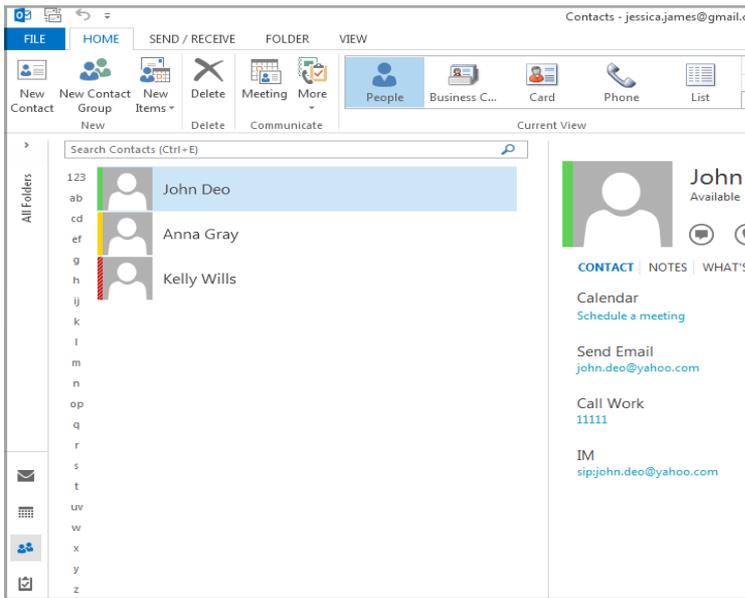
You can now communicate with the contacts of VARTA WIN200 directly from the Outlook.

## Presence Status

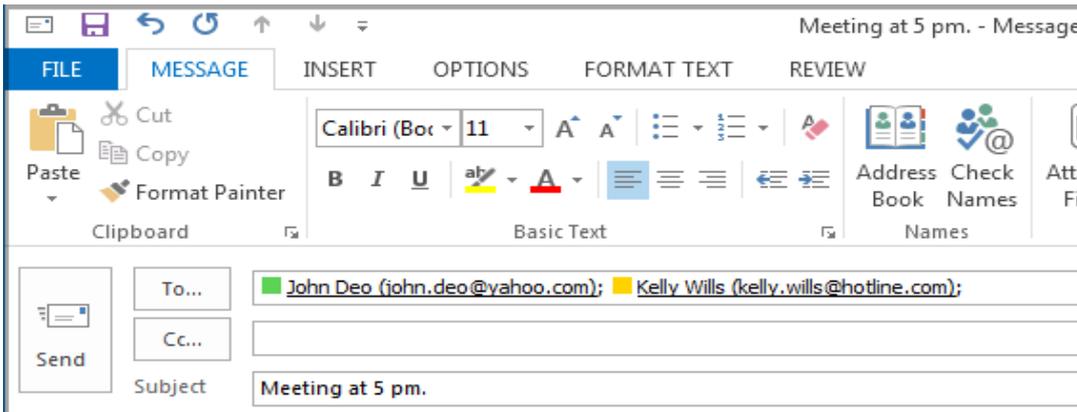
The presence status provides you the availability information of the VARTA contacts represented through the icons. The Presence Status of the VARTA contact displayed in the Outlook will be as per the Presence Status set in the VARTA WIN200 Application.

 Make sure, you have enabled Presence for the VARTA contacts you want to integrate with Outlook.

By viewing the contact list, you can know the presence status of the respective contacts.



The presence icon is also displayed along with the Email ID of the VARTA contact.



You can hover over the Contact Name or Email ID, to view the Contact Card which displays the presence status. See "[Contact Card](#)".

Below is the table describing the presence status mapping in Outlook corresponding to the presence status in VARTA.

VARTA Presence Status		Outlook Presence Status Mapping	
Icon	Status	Icon	Status
	Present		Available
	Auto Detect		Available

VARTA Presence Status		Outlook Presence Status Mapping	
Icon	Status	Icon	Status
	Away		Away
	On the Phone		Busy-On the Phone
	Do Not Disturb		Do Not Disturb
	I am Mobile		Available - I am Mobile
	In a Meeting		Do Not Disturb - In a Meeting
	Out for a Meal		Busy - Out for a Meal
	Out of Office		Away - Out of Office
	Absent		Offline

For the contacts whose Presence is disabled in VARTA, the Outlook Presence Status Mapping will be displayed as **Offline**.

## Contact Card

Contact Card displays the presence information, contact image and one-click communication options. You can choose the desired communication option --- Instant Messaging, Voice Calls or Video Calls. The IM and Audio/ Video calls will be routed through VARTA WIN200 Application.

### Instant Messaging

You can initiate Instant Messaging with a contact. To do so,

- Hover over a contact name to view its contact card.
- Click on the **IM** icon.



Click here to initiate IM

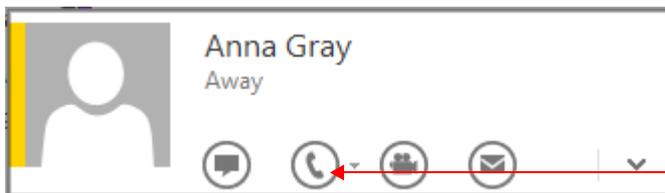
- Instant Messaging will be initiated through the VARTA application.

## Making a Call

### Audio Call

You can make an Audio call directly from Outlook. To do so,

- Hover over a contact name to view its contact card.
- Click on the **Phone** icon to place the call directly to the contact's default number.



Click here to make audio call

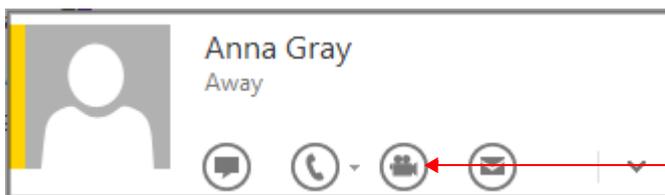
If multiple numbers are configured for a contact,

- Click on the down arrow beside the Phone icon to view the list of numbers configured.
- Click on the number you wish to call.
- The call will be placed through the VARTA application.

### Video Call

You can make a Video call directly from Outlook. To do so,

- Hover over a contact name to view its contact card.
- Click the **Video Call** icon.



Click here to make video call

- The video call will be placed through the VARTA application.

## Calendar Integration

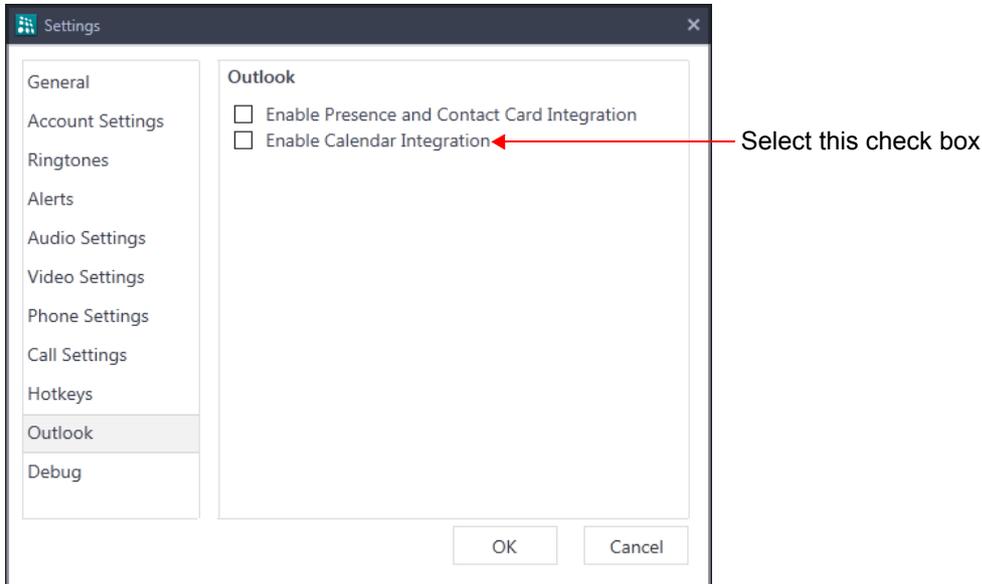
Calendar Integration allows you to view the updated Presence Status of VARTA WIN200 contacts in correspondence to the appointments scheduled in Outlook.

The attendees of the scheduled appointments must have Microsoft Outlook installed in their PCs to allow their VARTA Presence Status to be updated accordingly.

## Enabling Calendar Integration

To enable the Calendar Integration in your VARTA WIN200 Application,

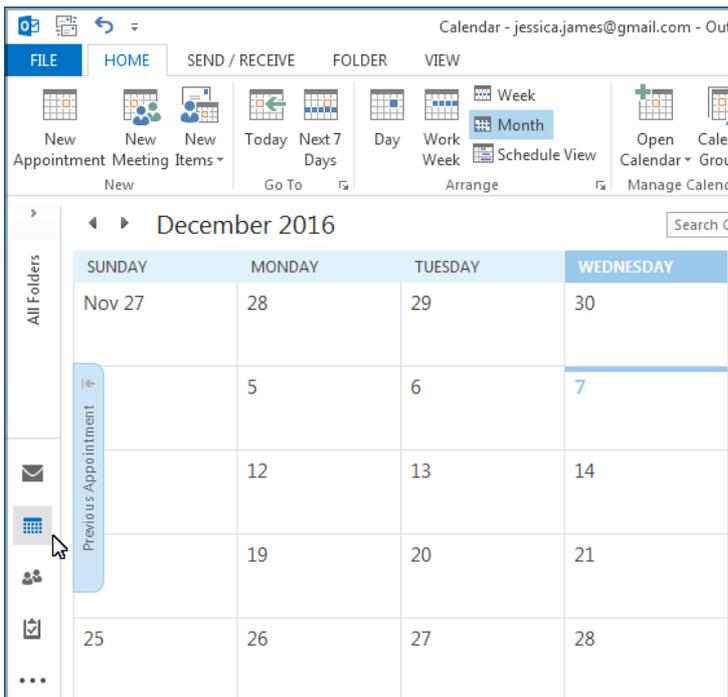
- Click **Outlook** on the Settings screen.
- Select the **Enable Calendar Integration** check box.



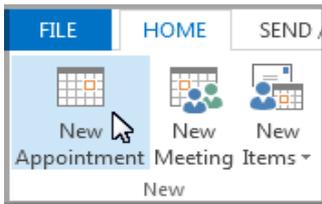
## Scheduling an Appointment

To schedule an appointment in Outlook,

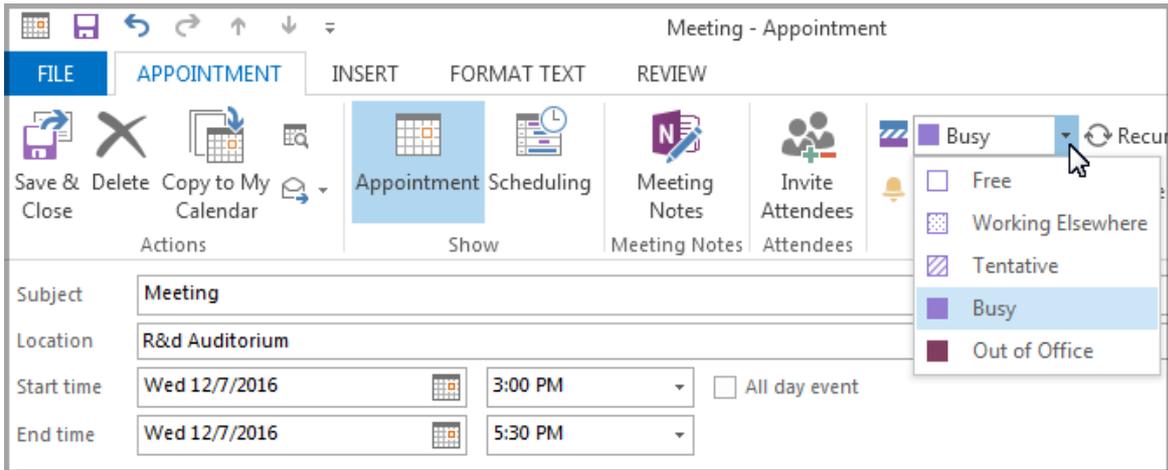
- Click on the **Calendar** icon.



- Click **New Appointment**.



- A new window opens. You can now schedule your appointment, invite attendees and select the calendar presence status.



- If you have invited Attendees, they will get an email notification where they need to select an option — Accept, Tentative or Decline.

If they select **Accept**, their VARTA presence status will be updated as per the Calendar presence status set during the scheduled appointment.

Similarly, you can schedule the Meetings in Outlook.

### **Calendar Status**

The Calendar Status provides you the facility to update your VARTA WIN200 presence status as per the Calendar presence status set while scheduling the appointment in Outlook. The VARTA presence status can be manually changed from the application if required.

After the scheduled meeting time interval gets over, the presence status of VARTA will be changed to the previously set status.

Below is the table describing the presence status mapping in VARTA corresponding to the Outlook Calendar Status set while scheduling an appointment.

Outlook Calendar Status		VARTA Presence Status Mapping	
Icon	Status	Icon	Status
	Free		Present

Outlook Calendar Status		VARTA Presence Status Mapping	
Icon	Status	Icon	Status
	Working Elsewhere		Away
	Tentative		Present
	Busy		Do Not Disturb
	Out of Office		Away

---

Screen Sharing is a type of desktop sharing which allows you to share your current desktop activities with the remote user. It allows you to collaborate with the remote user, enhancing the overall efficiency and productivity of an organization.

Let us understand the advantages of using Screen Sharing in today's competitive environment:

- A Marketing Manager can share the Monthly Sales Report with the concerned Sales Officer and can discuss about the statistics with him.
- A CAD Engineer can share the design document and can get it approved within a fraction of a second.
- Remote users can share the errors in the PC screen with the Support Team and can get it resolved in no time.
- A Sales Person can share the specifications of a product with a client thus reducing the travel cost and time.

The UC Client allows you to share the desired screen with the remote user at a click of a button. You can share documents prepared in Word, Excel, Power Point, websites, presentations or any desired screen with the remote user, whenever required.

## Pre-requisites for Screen Sharing

Before using Screen Sharing, make sure the following requirements are attained:

- VARTA Collaboration license is activated and assigned to the respective SIP Extension.
- The video codecs<sup>15</sup> VP8 or H.264 is selected as priority 1 or 2. To know more, see ["Video Settings"](#).

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<sup>15</sup> You will not be able to share your screen with the remote user, if the video codecs selected at the remote end is other than VP8 or H.264.

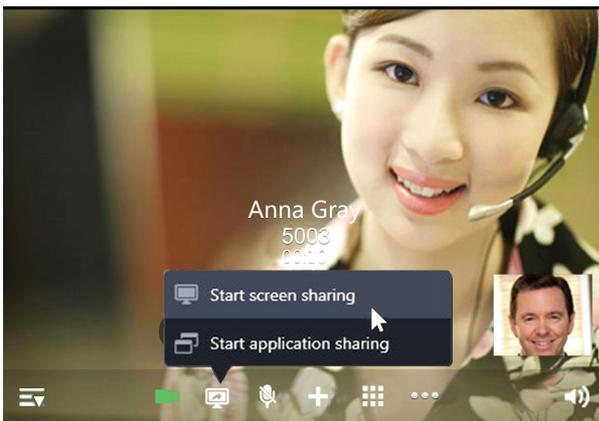
# Start Screen Sharing

- During an ongoing video call, click **Content sharing**  on the Fixed Facility bar.



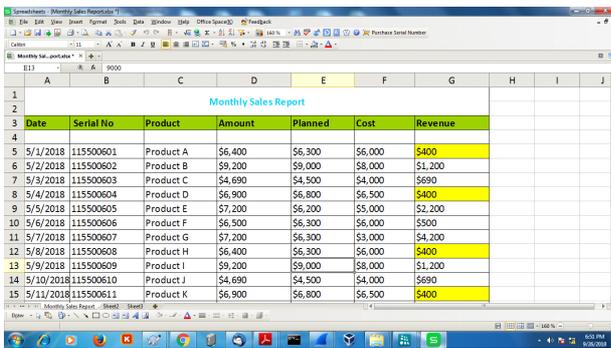
Click Content Sharing

- The options — **Start screen sharing & Start application sharing** — appear.

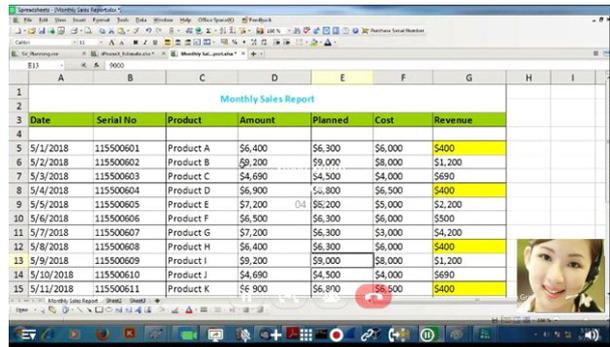


- Click **Start screen sharing** .

Your current screen is shared with the remote user.



Your Current Screen



Screen at Remote End

The remote user can now view your current screen. All your current desktop activities will be reflected to the remote user, unless you stop Screen Sharing.

During Screen Sharing, your preview will not appear in your call screen.

Once you share the desired screen with the remote user, the cursor of your mouse will flicker continuously to indicate that your current screen is being shared.

You can hide/ show your cursor to the remote user, whenever required. By default, the remote user can view your cursor.

## Hide cursor from the remote user

- Click **Content Sharing**  on the Fixed Facility bar.
- Click **Hide cursor** .

The remote user will not be able to view your cursor.

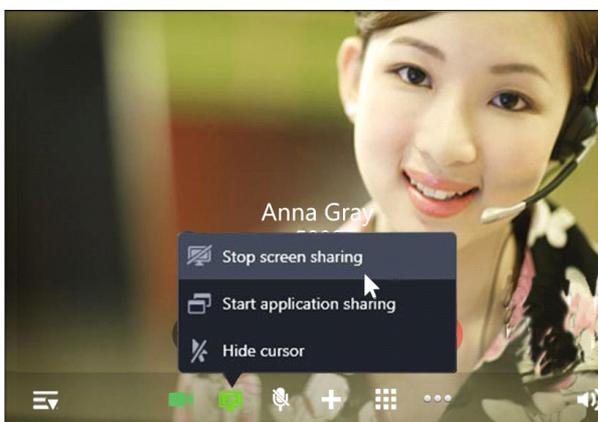
## Show cursor to the remote user

- Click **Content Sharing**  on the Fixed Facility bar.
- Click **Show cursor** .

The remote user will be able to view your cursor.

## Stop Screen Sharing

- Click **Content Sharing**  on the Fixed Facility bar.
- Click **Stop screen sharing** .



After you stop Screen Sharing, your call screen will now display your video in the preview.



- *Screen Shared to the remote user may vary at the remote end depending on the OS, resolution, theme and the type of screen shared by you.*
- *When you share a video using Screen Sharing, the audio streams of the shared video will not be transmitted to the remote user.*
- *Any resolution changes made during Screen Sharing, will not be reflected at the remote end.*
- *Make sure the resolution at your end and remote end is the same so that excellent screen clarity is achieved.*
- *The remote user will no longer be able to view the shared screen, if your call state changes. You must start screen sharing again, if you wish to share this screen with the remote user.*

---

Application Sharing is a type of Screen Sharing which allows you to share any application window opened in your desktop with the remote user. The UC Client allows you to share only one application window at a time.

The remote user can only view the shared application window. The activities performed on this application window will also be reflected to the remote user. However, the dialog boxes, shortcut menus and other sub menus will not be reflected to the remote user.

As the remote user cannot view your other desktop activities, this allows you to perform other tasks on your desktop thus giving you the privacy from the remote user.

Let us understand the advantages of using Application Sharing in today's competitive environment:

A CAD Engineer wants feedback for his Design Document but the remote user does not have the software to open the document. In this situation, the CAD Engineer can use Application Sharing to share the document with the remote user and can get the feedback within a fraction of seconds.

## Pre-requisites for Application Sharing

Before using Application Sharing, make sure the following requirements are attained:

- VARTA Collaboration license is activated and assigned to the respective SIP Extension.
- The video codecs<sup>16</sup> VP8 or H.264 is selected as priority 1 or 2. To know more, see ["Video Settings"](#).

---

<sup>16</sup> You will not be able to share your screen with the remote user, if the video codecs selected at the remote end is other than VP8 or H.264.

## Start Application Sharing

- During an ongoing video call, click **Content Sharing**  on the Fixed Facility bar.



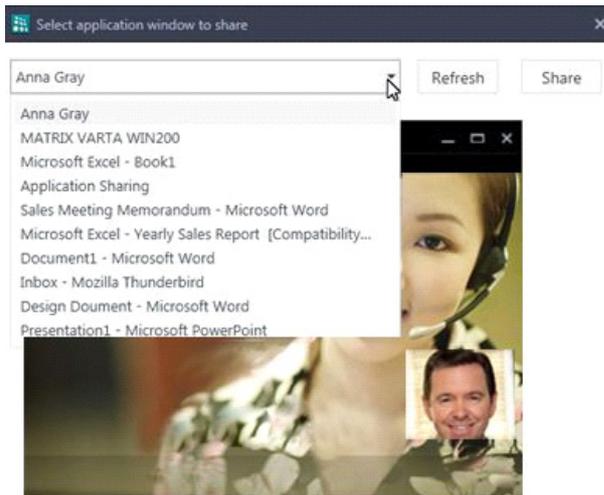
Click Content Sharing

- The options — **Start screen sharing** & **Start application sharing**— appear.



- Click **Start application sharing** .

The **Select application window to share** dialog box appears.



- Click **Refresh** to view all the active applications on your desktop.
- Select the desired application window you wish to share.
- Click **Share**.

The remote user can now view the shared application window.



*If you minimize the shared application window, the same will be reflected at the remote end and the remote user will no longer be able to view this window. However, when you maximize the application window, the remote user will be able to view the same.*

During Screen Sharing, your preview will not appear in your call screen.

Once you share the desired application window with the remote user, the cursor of your mouse will flicker continuously to indicate that your screen is being shared.

You can hide/ show your cursor to the remote user, whenever required. By default, the remote end can view your cursor.

## Hide cursor from the remote user

- Click **Content Sharing**  on the Fixed Facility bar.
- Click **Hide cursor** .

The remote user will not be able to view your cursor.

## Show cursor to the remote user

- Click **Content Sharing**  on the Fixed Facility bar.
- Click **Show cursor** .

The remote user will be able to view your cursor

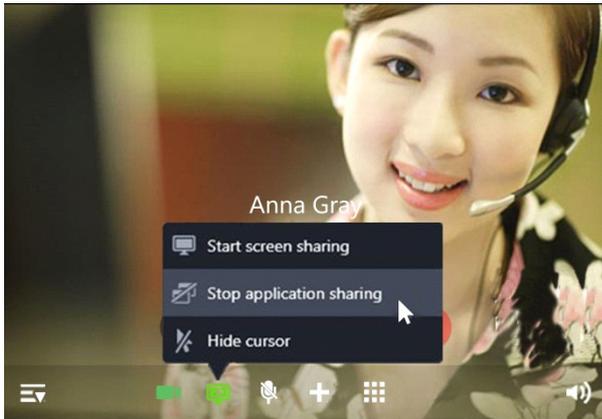
## Stop Application Sharing

- Click **Content Sharing**  on the Fixed Facility bar.



Click Content Sharing

- Click **Stop application sharing** .



After you stop Application Sharing, the call screen will now display your video in the preview.



- *Application window shared with the remote user may vary depending on the OS, resolution of the screen, theme and the type of application window shared by you.*
- *Any resolution changes made during Application Sharing, will not be reflected at the remote user.*
- *Make sure the resolution at your end and remote end is the same so that excellent screen clarity is achieved.*
- *The remote user will no longer be able to view the shared application window, if you close the application window or your call state changes. You must start application sharing again, if you wish to share the application window with the remote user.*
- *Screen Sharing and Application Sharing cannot be accessed simultaneously.*

# Appendix

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## Frequently Asked Questions (FAQs)

**Q.** When I use the UC Client for the first time, where will I find the basic information related to the Client?

**A.** You will find the basic information of your UC Client in the [“About Application”](#).

**Q.** How many simultaneous incoming calls are supported by the UC Client?

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

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

**A.** UC Client does not allow to log into SE or SA Modes by dialing the corresponding access codes from the UC Client. So, you cannot access any feature from the UC Client 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 of the System to access specific features (for example, dialing 4 to access Barge-In). But in most of the cases it is not working. Why?

**A.** Matrix UC Client does not allow dialing of most of the feature Access Codes of the System except the following ones,

- All Extension Numbers
- Operator Access Code
- Department Group Access Code
- Trunk Access Codes (TAC)
- Emergency Conference Access Code
- Global Directory Access Code
- Emergency Numbers

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

**A.** When you dial Global Directory Index Number using Dial Pad, you need to dial Global Directory Access

Code along with the 4 digit Index Number for ETERNITY LE/ SARVAM UCS ENT/ PRASAR UCS/ ANANT UCS and the 3 digit Index Number for the other variants. For example, “80555” in case of LE and “8055” in case of other variants. Contact your System Administrator to know the codes you need to dial.

**Q.** If there is an incoming call on a trunk for me, I do not get CO Call Waiting indication. Why?

**A.** UC Client does not support the CO Call Waiting (or, Trunk Call Waiting) feature even if it is enabled in the Class of Service assigned to your UC Client. So, if there is an incoming call on a trunk for the UC Client, then you will not get any CO 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 (UC Client). 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, you should 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 variant of the System with which your UC Client is currently registered. Refer the following table to know the number of Conferences supported by the variants:

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

**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 UC Client) in some other location(s). This is possible since the System allows registering of SIP Extensions/UC Clients with the same SIP ID from a maximum of 3 different locations. For example, you can have 3 UC Clients 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 UC Clients 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 UC Client which you are currently using.

**Q.** Why can't I access Raid from my phone?

**A.** UC Client does not support the Raid feature. So you cannot access this feature from the UC Client.

**Q.** Why some entries in the Call Logs list appear as 'Unknown'?

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

**Q.** Why some entries in the Call Logs list appear as 'Private'?

**A.** Entries in the Call Logs list appear as 'Private', if the System is unable to detect the Number (CLI) due to any reason. One of such reason is that the caller has set CLIR (Calling Line Identification Restriction). You cannot place calls by clicking on Private entries.

**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 Extension Number is configured in the UC Client, see "[Phone Settings](#)". You can use One Touch Transfer only if you have a mature or a Multiparty Conference call.

**Q.** I have selected the option Hide Me but my video is visible when I unhold any held call or toggle a call?

**A.** The UC Client 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 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. Refer to the respective System Manual.

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

**A.** Change the Gain Settings of your UC Client. See "[Audio Settings](#)".

**Q.** I get the message "Can't serve. License not assigned." while making a call or accessing any feature.

**A.** Your VARTA license has been unassigned. Contact your System Administrator.

**Q.** Even after integrating VARTA WIN200 with Microsoft Outlook, I cannot view an Outlook Contact's Presence Status and other features of it's Contact Card. What should I do?

**A.** View the respective contact's details in VARTA. Check if the Email ID seen there differs from the Email ID configured in Outlook for the same contact. Make sure the Email ID in VARTA and Outlook is same for the same

contact, only then you will be able to view the Outlook Contact's presence status and access all the contact card features.

## Troubleshooting

**Q.** While trying to register the Matrix UC Client, the screen displays "Configuring..." but the UC Client does not get registered.

**A.** There may be several reasons for this. Check the following options:

- Check Network connectivity with the Server.
- Ask your System Administrator to check all the necessary parameters which must be configured in the System to register the UC Client.
- Check if primary configurations done while configuring the UC Client have been done correctly. For details refer "[Starting and Configuring the UC Client](#)".

**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 or 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.** I had set DND. Now as I cancel DND the icon is removed from the bottom bar. Why?

**A.** This happens since you do not have access to DND during the current time zone. When you had set DND from the UC Client, it was available to you which means DND was allowed to you in that time zone. Thus DND icon was displayed on the bottom bar. 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, UC Client automatically removes the icon so that you cannot set it again in the current time zone.

However, when your time zone changes and UC Client finds that DND is allowed, the DND icon will re-appear on your bottom bar on the Home screen.

**Q.** Whenever I try to grab a trunk to dial out an external number, the UC Client asks for the Account Code. Why?

**A.** Forced Account Code is enabled for your UC Client 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 forcibly. Otherwise the System will not allow you to dial out any external number.

**Q.** Why can't I access the Conversation Recording feature?

**A.** You can access this feature provided:

- the Voicemail System (VMS) is available in your System.

- Conversation Recording is enabled in the Class of Service (CoS) assigned to your UC Client.

For more details contact your System Administrator.

**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 about the topics Priority and Intercom, refer to the respective System Manual.

**Q.** Why can't I access Interrupt Request (IR) from my UC Client 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.** I can't pickup the incoming call from the assigned DSS Soft keys.

**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 UC Client. Why?

**A.** Handover is possible only for ongoing calls. Any held call or incoming calls remain in the UC Client.

**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.



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