

SPARSH VP710

The Smart Video IP Deskphone



Quick Start Guide

Copyright

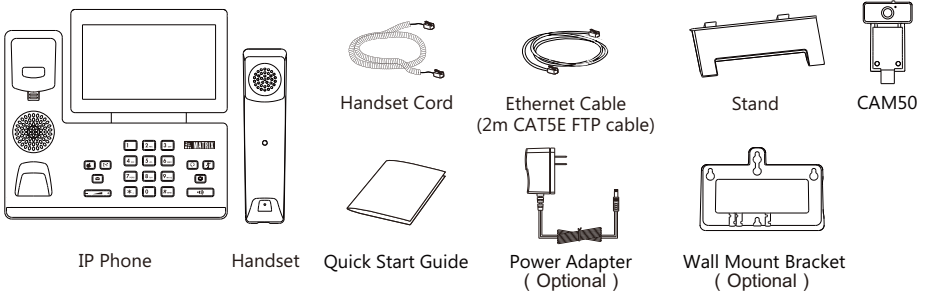
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Warranty

Limited Warranty. Valid only if primary protection is provided, mains supply is within limit and protected, and environment conditions maintained within product specifications. Complete warranty statement is available on our website: www.MatrixComSec.com

Packaging Contents

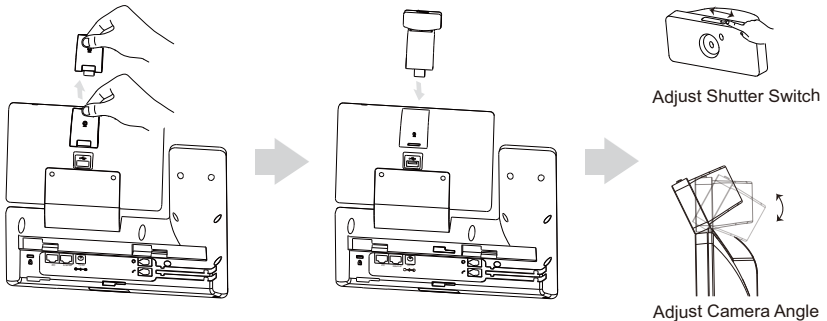
The following items are included in your package. If you find anything missing, contact your system administrator.



Note: We recommend that you use the accessories provided or approved by Matrix. The use of unapproved third-party accessories may result in reduced performance.

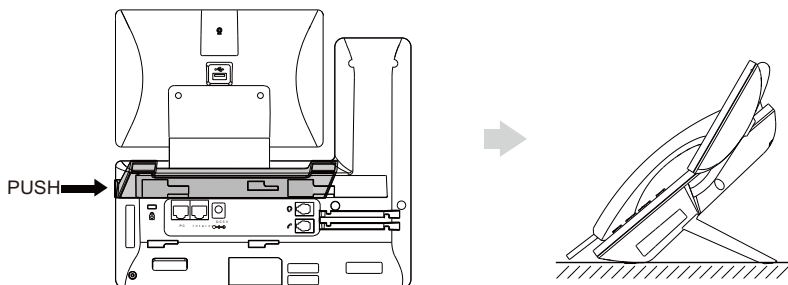
Assembling the Phone

1. Insert the camera, as shown below:

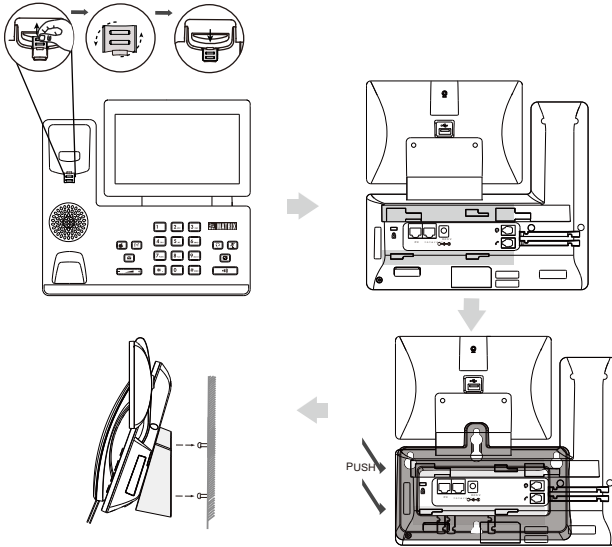


Note: The camera can only be connected to the USB port on the top of the phone.

2. Attach the stand, as shown below:

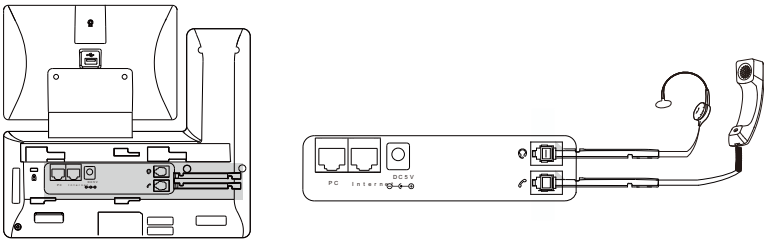


3. Attach the optional wall mount bracket, as shown below:



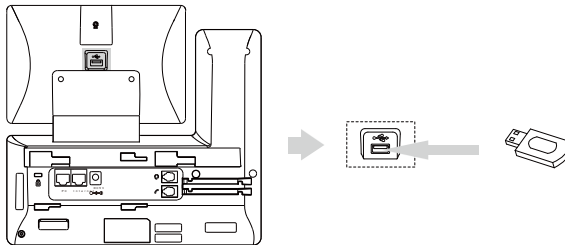
Note: The hookswitch tab has a lip which allows the handset to stay on-hook when the IP phone is mounted vertically.

4. Connect the handset and optional headset, as shown below:



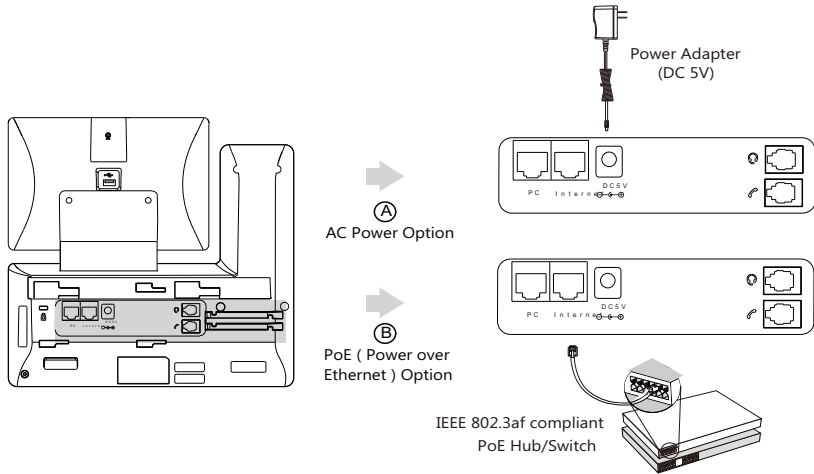
Note: The headset should be purchased separately.

5. Connect the optional USB flash drive, as shown below:



Note: The USB port (on the rear of the phone) can also be used to connect USB headset.
For more information on how to use USB headset, refer to the documentation from the manufacturer.

6. Connect the AC power or PoE, as shown below:

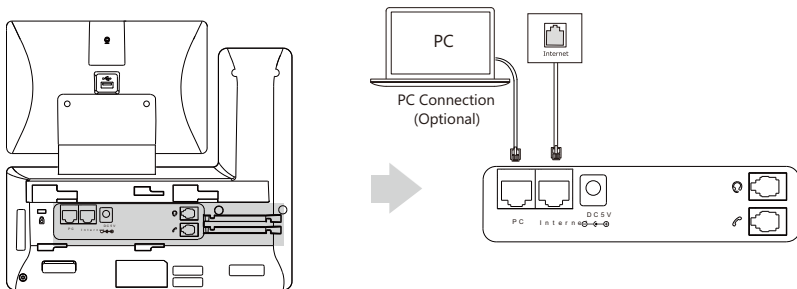


Note: The IP phone should be used with Matrix original power adapter (5V/2A) only. The use of any third-party power adapter may cause damage to the phone.
If inline power (PoE) is provided, you do not need to connect the power adapter. Make sure the hub/switch is PoE compliant.

7. Connect to the network, as shown below:

You have two options for network connection. You can select one of them according to the current office environment.

a) Connect to the wired network:



Note: If you are connecting a PC to your phone, we recommend that you use the Ethernet cable provided by Matrix.

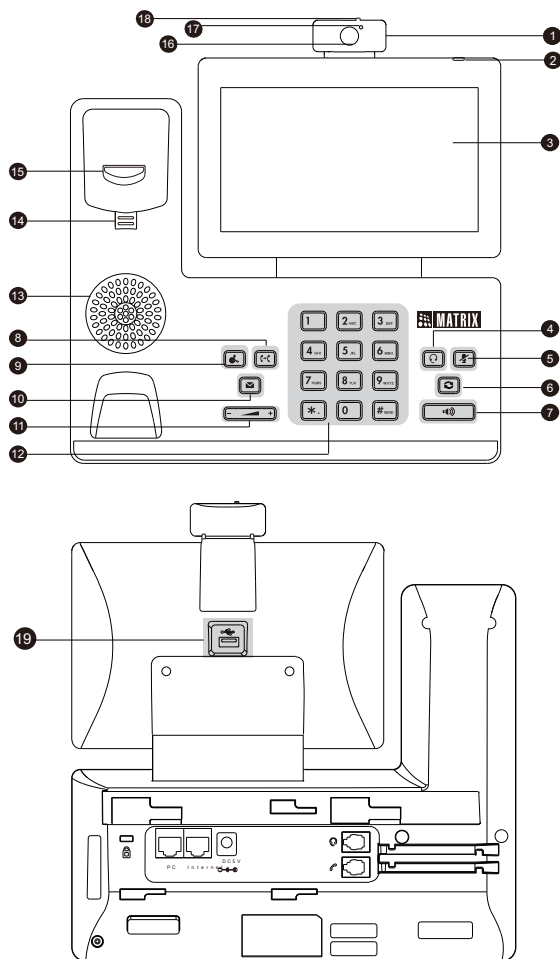
b) Connect to the wireless network:

- 1) Swipe down from the top of the screen to enter the control center.
- 2) Tap **Setting**->**Basic**->**Wi-Fi**.
- 3) Tap the **On** radio box in the **Wi-Fi** field.

The phone will automatically search for available wireless networks in your area.

- 4) Select an available wireless network from the list of networks.
- 5) If the network is secure, enter its password in the **Password** field.
- 6) Tap **Connect** to connect to the wireless network.

Hardware Component Instructions



Item	Item	Item
1 Camera	8 TRANSFER Key	15 Hookswitch
2 Power Indicator LED	9 HOLD Key	16 Camera Lens
3 Touch Screen	10 MESSAGE Key	17 Camera Indicator LED
4 HEADSET Key	11 Volume Key	18 Shutter Switch
5 MUTE Key	12 Keypad	19 USB2.0 port
6 REDIAL Key*	13 Speaker	
7 Speakerphone Key	14 Hookswitch Tab	

Note*: The REDIAL Key functions as the Call Logs Key in the Extended Mode.

Startup

After the IP phone is connected to the network and supplied with power, it automatically begins the initialization process. Once the IP Phone is initialized, it displays two different phone modes - **Standard SIP** and **Extended SIP**. Select the desired mode. You can configure the phone via web user interface or phone user interface.

Welcome

Initializing... Please wait

Configuring the IP Phone in Extended Mode

Configuring via web user interface

Accessing the web user interface:

1. Swipe down from the top of the screen to enter the control center.
2. Tap **Setting**->**Status** to obtain the IP address of the phone.
3. Open a web browser on your computer, enter the IP address into the address bar (e.g., "http://192.168.0.10" or "192.168.0.10"), and then press **Enter**.
4. Enter the user name (default: admin) and password (default: admin) in the login page and click **Confirm**.

Network Settings: Click on **Network**->**Basic**->**IPv4 Config**

You can configure the network settings in the following ways:

DHCP: By default, the phone attempts to contact a DHCP server in your network to obtain its valid network settings, e.g., IP address, subnet mask, gateway address and DNS address.

Static IP Address: If the phone cannot contact a DHCP server for any reason, you need to configure IP address, subnet mask, gateway address, primary DNS address and secondary DNS address for the phone manually.

PPPoE: If you are using an xDSL modem, you can connect your phone to the Internet via PPPoE mode. Contact the ITSP for the PPPoE user name and password.

Note: The IP phone has a provision for IPv6, but its support will be provided in future.

The Server Settings can be configured via phone user interface only.

The wrong network settings may result in inaccessibility of your phone and may have an impact on the network performance. Contact your system administrator for more information.

Register status icons on the touch screen:



Registered



Registration Failed

Note: Check with your system administrator if any error appears during the registration process or a specific configuration is required for your registration.

Configuring via phone user interface

Sever Settings:

1. After initialization, The MATRIX SOFTWARE END USER LICENSE AGREEMENT (EULA) appears. Tap **I AGREE**.
2. Tap the Matrix logo on the Start-up screen. Note the Device ID. Provide the same to your system administrator. This needs to be configured in the Server. Refer to the respective Server System Manual for details.

3. Contact your system administrator and note the Server Address and Port with which you want to register your phone.
4. Tap **Menu**.
5. Tap **Setting** -> **Server Address** to configure the server IP address and tap **Port** to configure the server port.

Network Settings:
















1. Swipe down from the top of the screen to enter the control center.
2. Tap **Setting** -> **Advanced** (default password: admin)-> **Network**-> **WAN Port/VLAN** / **Webserver Type/802.1x/VPN/LLDP/CDP/NAT** to configure the network.

After successful registration the **Home** screen appears.




Using Your Extended Phone

Status Icons

The icons on the status bar of the touch screen give information about phone:

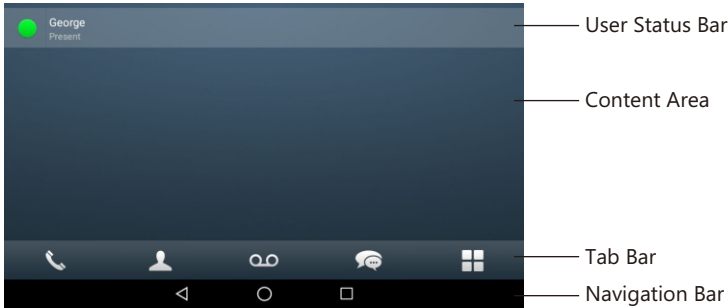
Icons	Description
	Shows that camera is not detected.
 (White)	Shows that Wi-Fi is turned on.
 (Green)	Shows that the phone is connected to wireless network successfully.
	Shows that wired network is unavailable.
 (White)	Shows that Bluetooth is turned on.
 (Green)	Shows that Bluetooth headset is paired successfully.
 (Green)	Shows that Bluetooth-Enabled mobile phone is paired successfully.
	Shows that the phone is locked.
	Shows that "Forward" is turned on.
 (Red)	Shows that "Do Not Disturb" is turned on.
	Shows that "Auto Answer" is turned on.
	Shows that you have missed calls.
	Shows that you have unread voice mails.
	Shows that "Silent" is turned on.
	Shows that a USB flash drive is detected.

Volume Adjustment

- Press  during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press  when the phone is idle or ringing to adjust the ringer volume.
- Press  to adjust the media volume in the corresponding screen.

Home Screen

The home screen displays as below:



User Status Bar:

This bar displays your Name or Number (SIP ID) and your presence status with the presence icon.

Content Area:

It displays shortcuts of the features you have created, Notifications and the Custom Logo.

Tab Bar:

It displays the fixed feature icons - Phone, Contacts, Voicemail, Messages, Menu.

Navigation Bar:

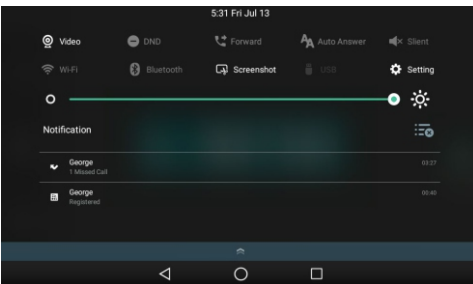
- Tap ◀ to go back to the previous screen.
- Tap ○ to go to the Native Home screen.
- Tap □ to view and manage recently used applications.

Native Status Bar:

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

Control Center and Notification Center

Swipe down from the top of the screen to enter the control center and the notification center.



Display the phone's time and date.

Control Center

- To turn on/off common functions quickly, capture a screenshot or go to the Settings screen, tap corresponding icons.
- To adjust the screen brightness, drag the slider.

Notification Center

Notification center displays the list of Notification, Missed Calls, Voice Mail and Messages.

- To delete all notifications, tap :⌵.
- To delete a specific notification, swipe left or right.
- To view the details, tap the desired notification message.

Android keys.

Swipe up from the bottom of the screen to hide this screen.

Entering and Updating Data

To use onscreen keyboard:

1. Tap the input field, the onscreen keyboard will display on the touch screen:



Tap to access input options to configure Input Languages or Android Keyboard Settings(AOSP).

2. When you finish entering, tap to hide the onscreen keyboard.

To use keypad:

Dial or enter number.

To select a field option:

Tap the field name, tap the desired option in the pop-up dialog box.

Basic Call Features

Note: Icon colors may vary as per the call states.

Placing a Video/Voice Call

Using the handset:

1. Pick up the handset.
2. Enter the number, and then tap Audio Call or Video Call .

Using the speakerphone:

1. With the handset on-hook, press .
2. Enter the number, and then tap Audio Call or Video Call .

Using the headset:

1. With the headset connected, press to activate the headset mode.
2. Enter the number, and then tap Audio Call or Video Call .

Using the Touch screen:

Using Dial Pad:

1. Tap Phone on the Home screen or the Native Home screen.
2. Enter the number, and then tap Audio Call or Video Call .

Using Contacts:

1. Tap Contact on the Home screen or the Native Home screen.
2. Search for the desired contact, and then tap Audio Call or Video Call .

Using Call Logs:

1. Tap Phone , then tap Call Logs on the Home screen or on the Native Home screen. or press the Call Log key.
2. Search for the desired contact, and then tap Audio Call or Video Call .

Using Favorites:

1. Tap Phone , then tap Favorites on the Home screen.
2. Tap the desired entry and then tap Audio Call or Video Call .

Answering a Video/Voice Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press .

Using the headset:

Press .

Using the Touch screen:

Tap Audio Answer  or Video Answer .

Ending a Video/Voice Call

Using the handset:

Hang up the handset or tap End Call .





Using the speakerphone:

Press  or tap End Call .

Using the headset:

Tap End Call .

Call Mute and Un-mute





1. Press  or tap Mute  to mute the microphone during a call.
2. Press  again or tap Un-mute  to un-mute the call.

Call Hold and Resume

To place a call on hold:

Press  or tap **Hold**  during an active call.







To resume the call, do one of the following:

1. If there is only one call on hold, press  or tap **Resume** .
2. If there is more than one call on hold, tap the call you want to resume, and press  or tap **Resume** .







Call Transfer

You can transfer a call in the following ways:

Unattended Transfer


1. Press  or tap **Transfer**  during a call. The call is placed on hold.
2. Enter the number you want to transfer to and then tap Audio Call  or Video Call .
3. Press  or tap **Transfer Complete** .

Attended Transfer

1. Press  or tap **Transfer**  during a call. The call is placed on hold.
2. Enter the number you want to transfer to, and then tap Audio Call  or Video Call .
3. Press  or tap the **Transfer Complete**  when the second party answers.

Voice Message

To listen to voice messages:

1. Press  or tap Voicemail .
2. Follow the voice prompts to listen to your voice messages.

Configuring the IP Phone in Standard Mode

Configuring via web user interface

Accessing the web user interface:

1. Swipe down from the top of the screen to enter the control center.
2. Tap **Setting** -> **Status** to obtain the IP address of the phone.
3. Open a web browser on your computer, enter the IP address into the address bar (e.g., "http://192.168.0.10" or "192.168.0.10"), and then press **Enter**.
4. Enter the user name (default: admin) and password (default: admin) in the login page and click **Confirm**.

Network Settings: Click on **Network**->**Basic**->**IPv4 Config**

You can configure the network settings in the following ways:

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PPPoE: If you are using an xDSL modem, you can connect your phone to the Internet via PPPoE mode. Contact the ITSP for the PPPoE user name and password.

Note: The IP phone also supports IPv6, but IPv6 is disabled by default.

The wrong network settings may result in inaccessibility of your phone and may have an impact on the network performance. Contact your system administrator for more information.

Account Settings: Click on **Account**->**Register**->**Account X** (X=1,2,3...15,16)

Parameters of the account:

Register Status:	It shows the register status of the current account.
Line Active:	You can select Enabled/Disabled to enable/disable the account.
Label:	It is shown on the touch screen to identify the account.
Display Name:	It is shown as Caller ID when placing a call.
Register Name:	It is an authenticated ID for authentication provided by ITSP (required).
User Name:	It is provided by ITSP for registration (required).
Password:	It is provided by ITSP for registration (required).

Register status icons on the touch screen:



(Green) Registered



(Gray) Register Failed



(Green and Flashing) Registering

Note: Check with your system administrator if any error appears during the registration process or a specific configuration is required for your registration.

Configuring via phone user interface

Network Settings:

1. Swipe down from the top of the screen to enter the control center.
2. Tap **Setting** -> **Advanced** (default password: admin)-> **Network**-> **WAN Port/VLAN /Webserver Type/802.1x/VPN/LLDP/CDP/NAT** to configure the network.
















Account Settings:

1. Swipe down from the top of the screen to enter the control center.
2. Tap **Setting** -> **Advanced** (default password: admin)-> **Accounts** to configure the account.




Using Your Open Phone

Status Icons

The icons on the status bar of the touch screen give information about phone:

Icons	Description
	Shows that camera is not detected.
 (White)	Shows that Wi-Fi is turned on.
 (Green)	Shows that the phone is connected to wireless network successfully.
	Shows that wired network is unavailable.
 (White)	Shows that Bluetooth is turned on.
 (Green)	Shows that Bluetooth headset is paired successfully.
 (Green)	Shows that Bluetooth-Enabled mobile phone is paired successfully.
	Shows that the phone is locked.
	Shows that "Forward" is turned on.
	Shows that "Do Not Disturb" is turned on.
	Shows that "Auto Answer" is turned on.
	Shows that you have missed calls.
	Shows that you have unread voice mails.
	Shows that "Silent" is turned on.
	Shows that a USB flash drive is detected.

Volume Adjustment

- Press  during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press  when the phone is idle or ringing to adjust the ringer volume.
- Press  to adjust the media volume in the corresponding screen.

Using the Touch Screen

By default, the IP phone supports three idle screens. The home screen displays as below:



To navigate the touch screen:

- Swipe left or right to switch among different idle screens.
- Tap ◀ to go back to the previous screen.
- Tap ○ to return to the idle screen.
- Tap □ to view and manage recently used applications.

To change the wallpaper:

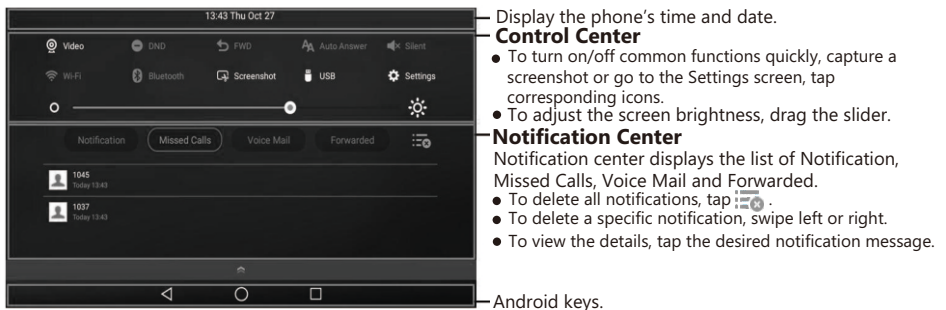
1. Long tap the empty spot on the idle screen.
2. Tap **WALLPAPERS**.
3. Select a desired picture.
4. Tap **Set wallpaper**.

To add a widget to the idle screen:

1. Long tap the empty spot on the idle screen.
2. Tap **WIDGETS**.
3. Drag the desired widget up/down/left/right to the destination spot on the idle screen.

Control Center and Notification Center

Swipe down from the top of the screen to enter the control center and the notification center.



Swipe up from the bottom of the screen to hide this screen.

Entering and Updating Data

To use onscreen keyboard:

1. Tap the input field, the onscreen keyboard will display on the touch screen:



Tap to access input options to configure Input Languages or Android Keyboard Settings(AOSP).

2. When you finish entering, tap  to hide the onscreen keyboard.

To use keypad:

Dial or enter number.

To select a field option:

Tap the field name, tap the desired option in the pop-up dialog box.


Basic Call Features

Placing a Video/Voice Call

Using the handset:

1. Pick up the handset.
2. Enter the number, and then tap Audio Call or Video Call

Using the speakerphone:

1. With the handset on-hook, press  .
2. Enter the number, and then tap Audio Call or Video Call.

Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number, and then tap Audio Call or Video Call.

Answering a Video/Voice Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press  .

Using the headset:

Press  .

Ending a Video/Voice Call

Using the handset:

Hang up the handset or tap **EndCall**.



Using the speakerphone:

Press  or tap **EndCall**.



Using the headset:

Tap **EndCall**.

Redial

1. Press  to enter the **Placed Calls** list, and then tap the desired entry.
2. Press  twice when the phone is idle to dial out the last dialed number.

Call Mute and Un-mute



1. Press  to mute the microphone during a call.
2. Press  again to un-mute the call.

Call Hold and Resume

To place a call on hold:

Press  or tap **Hold** during an active call.



To resume the call, do one of the following:

1. If there is only one call on hold, press  or tap **Resume**.
2. If there is more than one call on hold, tap the call you want to resume, and press  or tap **Resume**.




Call Transfer

You can transfer a call in the following ways:




Blind Transfer

1. Press  or tap **Transfer** during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press .

Semi-Attended Transfer

1. Press  or tap **Transfer** during a call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press  or tap Audio Call/Video Call.
3. Press  or tap **Transfer** when you hear the ring-back tone.


Attended Transfer

1. Press  or tap **Transfer** during a call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press  or tap Audio Call/Video Call.
3. Press  or tap **Transfer** when the second party answers.

Voice Message

Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes red.

To listen to voice messages: (Ensure the voice mail code is already configured on the phone.)

1. Do one of the following:
 - Press .
 - Swipe down from the top of the screen to enter the notification center, tap **Voice Mail** and then select the desired item.
2. Follow the voice prompts to listen to your voice messages.



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