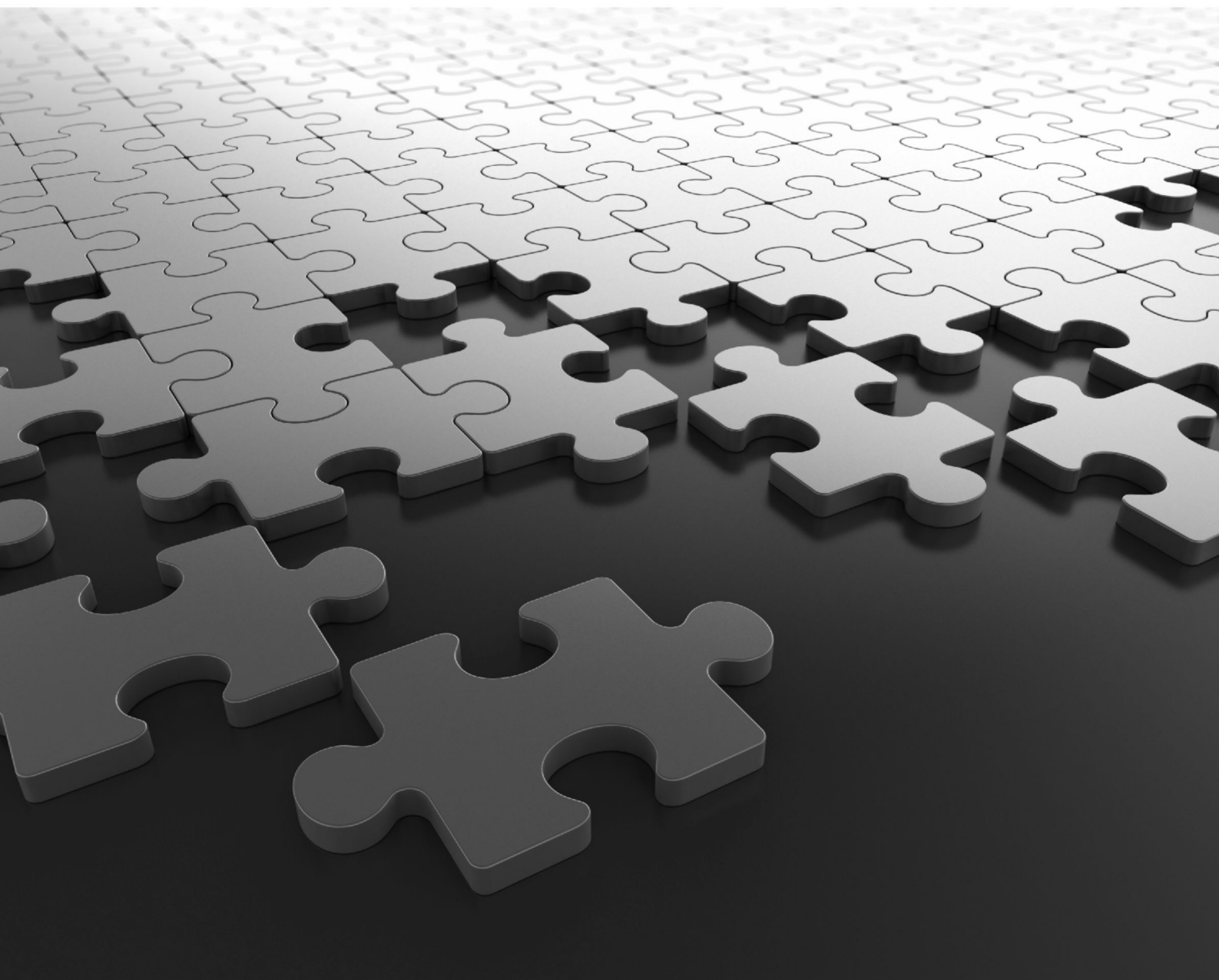


# **SPARSH VP210**

## **User Guide**







## **SPARSH VP210**

Entry Level IP Phone

### **User Guide**



# Documentation Disclaimer

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

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

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*Version 4*

*Release date: March 28, 2024*



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This User Guide provides you all the necessary information about the SPARSH VP210 such as, installing and connecting the phone, using the phone for making/receiving calls and accessing the features of the System<sup>1</sup>.

## Intended Audience

This User Guide is intended for the end-users, who will use the phone. They may be executives, include personnel of small and medium businesses, large enterprises, front desk and service staff of Hotels/Motels, hospitals, and other commercial and public organizations/institutions.

## Scope

This User Guide is meant to help you

- Understand the elements and functions that appear on the LCD of the phone.
- Handling calls and operating features of the System using the phone.

## How to read the User Guide

This document 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** to navigate through this document to the relevant topics or information you want to look up.

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

## Instructions

The instructions in this document are written in step-by-step format

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1. System refers to the Matrix PBX or IP-PBX, that is SARVAM UCS, PRASAR UCS and ANANT UCS.  
PRASAR UCS and ANANT UCS support SIP Extensions and SIP Trunks only.



## Notices

The following symbols have been used to draw your attention to important items.



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



**Caution/Warning:** It indicates an action or condition that is likely to result in malfunction/damage of the phone or cause bodily harm to the user.

## Terminology

Throughout this User Guide, the terms “**Phone**” are used synonymously to denote SPARSH VP210. Only for phone specific features the respective phone name is mentioned.

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

- **Called party/Callee:** the person to whom the call is made.
- **Calling party/Caller:** the person who makes a call.
- **CO Network:** the public telephone exchange. They are the providers of the CO lines.
- **CO Lines:** the lines subscribed from the CO Network. These may be Two-wire Trunk Lines.
- **CO Trunks:** refers to the Two-wired trunks, that is, analog trunk lines from the POTS network.
- **Extended IP Phone:** refers to SIP (Session Initiation Protocol) protocol based proprietary phones offered by Matrix which can be used with specific Matrix PBXs only.
- **Extension/Station:** it is a telephone instrument, SLT, DKP, ISDN Terminal, IP-Phone connected to the System.
- **External Calls:** calls made by users of the System to subscribers of PSTN, PLMN, ITSPs, etc.
- **External Numbers:** numbers of parties/individuals outside the PBX or PBX network. The unique number string given to subscribers of PSTN, PLMN, ITSP, etc.
- **Internal Calls:** calls made from and received by one extension to another extension of the System.
- **Internal numbers:** same as extension numbers.
- **Port:** the physical interfaces on the cards for trunk lines and extension lines.
- **Single Line Telephone (SLT):** any standard two-wire telephone attached as extensions of the System.

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

## Additional Information

If you encounter any technical problems or have any issues regarding the System, please contact your Dealer/reseller or the Matrix Customer Care.

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

For product registration and warranty related details, please visit <https://www.matrixcomsec.com/warranty/#telecom>

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SPARSH VP210, the Entry Level IP Phone sets the benchmark for quality performance with elegant design and crystal-clear voice. SPARSH VP210 features a 128 x 64 Graphical LCD Display, SIP Line Keys, High Quality speaker-phone and high definition audio quality.

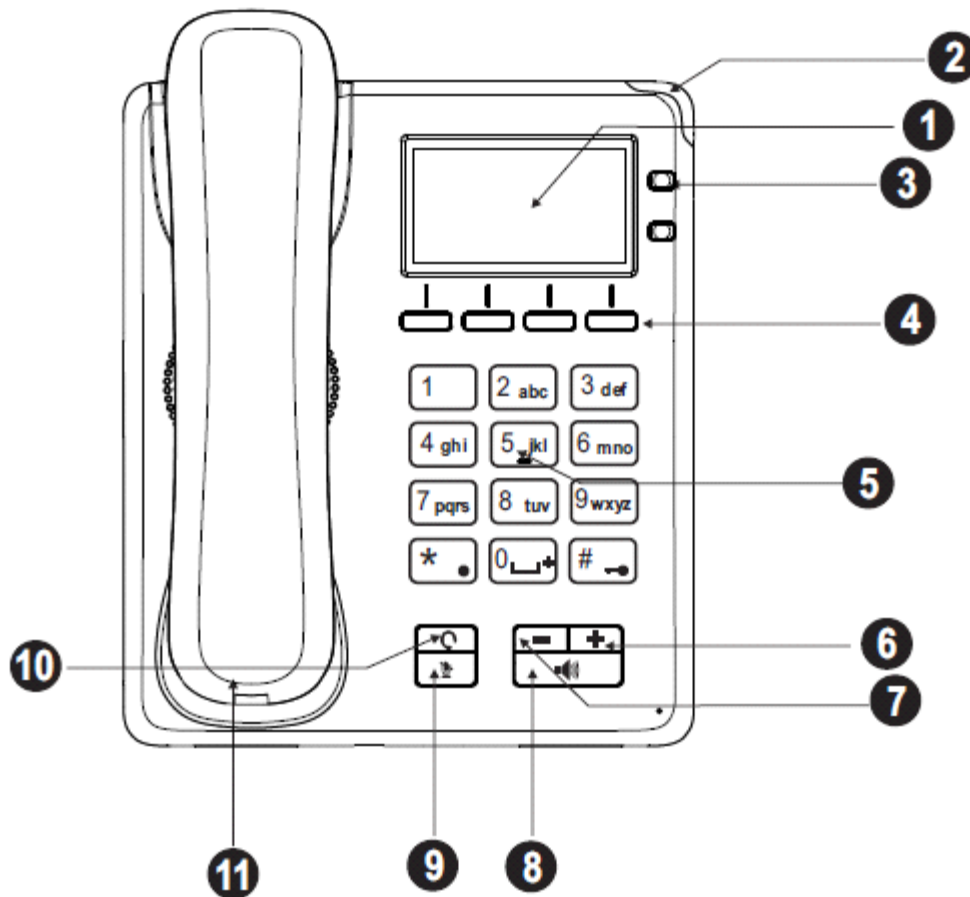
Engineered to deliver full feature access of the System, SPARSH VP210 acts as face of your communication system covering wide array of business environments.

The State-of-the-art Deskphone is best suited for usage in lobbies, cafeterias, conference centers wherein the basic level endpoint security is sufficient. It can also be used by Administrative Staff, Hospitality guest rooms, knowledge workers etc. These phones offer flexibility to streamline communication and attain higher return over investment.

## **Key Features**

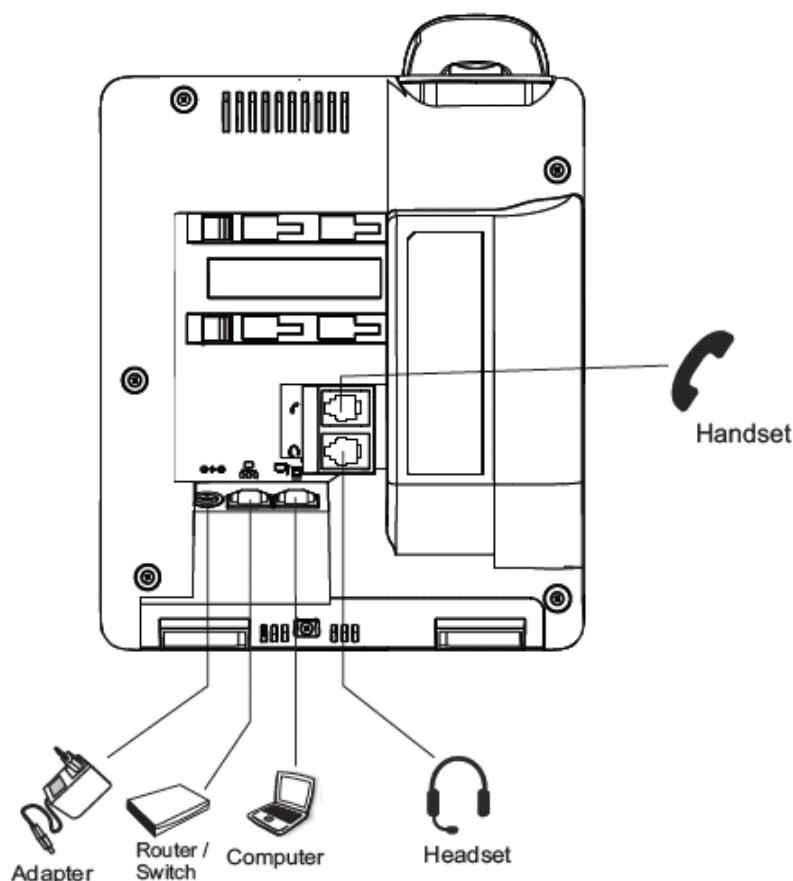
- 128 x 64 Graphical LCD
- LED for Call and Message Wait Indication
- HD Voice, HD Handset, HD Speaker
- 4 Context Sensitive Keys
- 3 feature keys: Headset, Mute, Hands-free speaker phone
- 2 Navigation Keys
- Tight integration with Server over Proprietary SIP Protocol
- HTTP Auto Provisioning
- Blue Color illuminated LED for line status
- One Touch Transfer
- Call logs
- Ringtone selection
- Wideband Codec: G722
- Narrowband Codec: G.711(A/μ), G.729, G.726, G.723
- VAD, CNG, AEC, AJB, AGC
- Full Duplex speaker phone with AEC
- IP Assignment: Static / DHCP
- TCP
- AEC encryption for config file
- IEEE802.1x
- RJ9 headset port
- Dual port 10/100 Mbps Ethernet
- Stand with 2 adjustable angles
- PoE (IEEE 802.3af) class2

## Front View



1	LCD Screen
2	Ringer LED
3	Navigation/Notification Keys
4	Context Sensitive Key
5	Dial Pad
6	Volume Increase Key
7	Volume Decrease Key
8	Speaker Key
9	Mute
10	Headset Key
11	Handset

## Bottom View



*It is a PoE enabled phone and can be powered over Ethernet by connecting it to a PoE enabled LAN Switch (IEEE 802.3af Compliant). If you do not want to use PoE, plug in the connector of the Adapter into the power jack (DC Jack) at the bottom of the phone. The IP phone should be used with Matrix original power adapter (5V/0.6A) only.*

## LCD Display



The LCD display of the phone is Dot Matrix Graphic LCD. The LCD backlight can be turned on and off as well as adjusted for contrast and brightness from the [“Customizing Your SPARSH VP210”](#) of the Phone Menu.


## Ringer LED

The Ringer LED will glow in Blue (1 sec ON – 500 msec OFF) to indicate incoming internal and external calls.

## Feature Keys

here are 3 Feature Keys. Each Feature Key is accompanied by a feature icon that describes its function. Default features assigned to these keys are as follows.

Feature icon	Assigned Feature	LED	Programmable
	Headset	No	No
	Mute	No	No

Feature icon	Assigned Feature	LED	Programmable
	Speaker	No	No

## Context Specific Keys

SPARSH VP210 has the provision to program the four Context Keys. These keys enable you to access the most frequently used functions/features at the press of a single button.

You can configure these Keys from SARVAM UCS Jeeves only.

The screens — Idle Screen, Ringing Screen, Busy Screen, Call Screen, Conversation Recording Screen, all have different set of features that can be accessed. SPARSH VP210, enables you to customize these by allowing you to set the priorities of the features in each type of screen as per your preference. You can assign the features to the Context Keys depending on the state of the call.

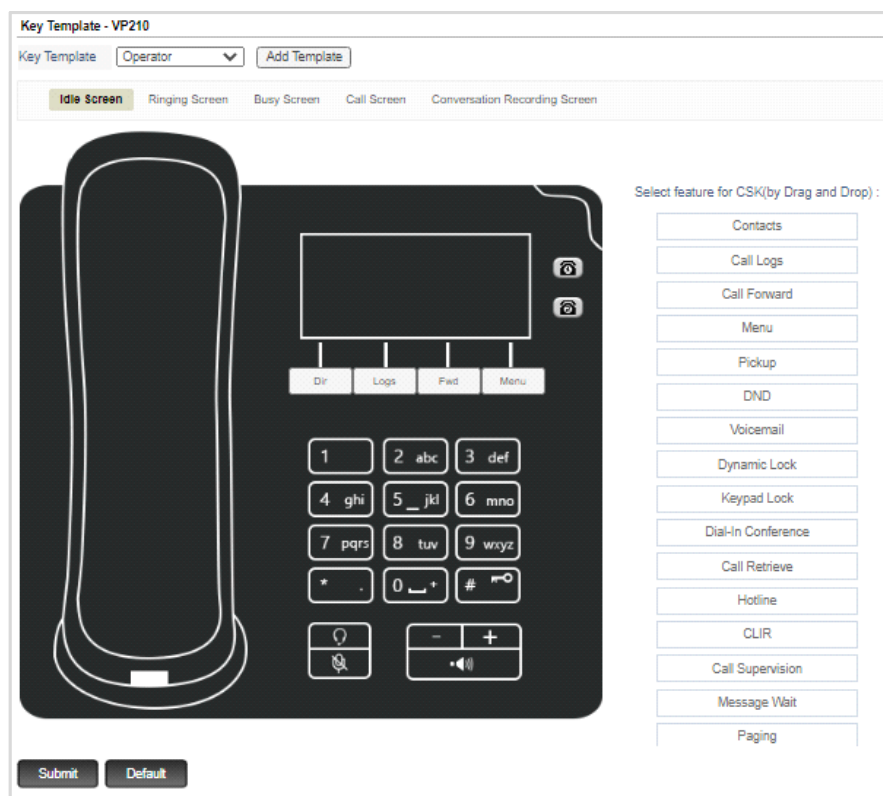
- In the Idle Screen you can assign the desired feature/function to the Context Keys as well as set their priorities as per your requirement.
- In the Call Screen and Transfer Dial Screens you can set the priorities of the features.

To know more, refer to the topics *Configuring Matrix SPARSH VP210* and *DSS Keys Programming* in the SARVAM UCS System Manual.

## Key Maps

As SPARSH VP210 may be the extension of the Operators and Executives in an enterprise to meet the varied requirements of each user group, these key maps can be customized to match the exact requirement of individual users. For instructions on customizing or personalizing the Key Maps, refer to *Configuring Matrix SPARSH VP210* and *DSS Keys Programming* in the SARVAM UCS System Manual.

## Matrix Extended IP Phone, SPARSH VP210 Key Template (default)



The key maps of the Operator and Executive 1, 2, 3, Hotel Attendant as well as Guest are the same.

By using Key Templates you can prepare and assign common key maps to all or as many Extended IP Phones as you want, at one go.

SARVAM UCS also offers the flexibility to personalize the Key Maps of each Extended IP Phone, instead of using the Key Templates. For example, if you have assigned a common Executive Key Template to 12 Extended IP Phones, but you want to reassign some of the keys on two of these Extended IP Phones, SARVAM UCS allows you to selectively personalize the key maps of these two Extended IP Phones.

## Navigation/Notification Keys

There are 2 Navigation Keys, Up/Down Keys.

When the phone is in idle state these keys are used for accessing the Notifications - Call Back, Auto Redial, Trunk Reservation, Contact Sync.

You can navigate sideways using the context keys, that is, **Left Navigation** < Key or **Right Navigation** > Key.

For more details, refer [“Powering On”](#), [“Network Settings”](#) and [“Call Logs”](#).

## Dial Pad/Key Pad

The dial pad consists of 12 fixed keys for the digits 0, 1-9, and the characters Star (\*), Hash (#), Lock (🔒), Plus (+) and Dot. The dial pad is used for dialing numbers of stations or external parties.

## Speaker Key

The speaker key sets the phone in 'Speaker mode' for hands-free operation.

## Volume Keys

- **"+" (plus)**: This is the increase key, to raise the volume of speech while talking and to increase the Ringer volume, when the phone is ringing.
- **"-" (minus)**: This is the decrease key, to lower the volume of speech while talking and to decrease the Ringer volume when the phone is ringing.

## Headset Connectivity

The phone provides an RJ9 connector at the bottom of the phone body to connect a headset.

To use the Headset, a Headset Key is assigned on the phone. Make sure you have enabled the **Use Headset** option, refer "[Accessories](#)".

## Phone Menu

You can access the following PBX and phone features from the Menu of the phone:

Menu option	Description
Call Logs	To view call history of internal and external Missed, Answered and Dialed calls.
Contacts	To add, edit, delete names and numbers of contacts in the Global Directory Part 1.
Call Forward	To set and cancel Call Forward - Unconditional, Call Forward - Busy, Call Forward - No Reply, Call Forward - Busy/No Reply, Call Forward - Not Registered.
Dynamic Lock	To change the Toll Control level of the phone.
User Status	To set User Present or Absent.
Keypad Lock	To lock the keypad of the phone.
Do Not Disturb	To set/cancel Do Not Disturb on the phone, that is, block incoming internal and external calls.
Hotline	To set/cancel Hotline and Delayed Hotline.
Alarm & Reminder	To set/cancel Personalized and Automated Alarms/Reminders.
One Touch Transfer	To set/clear the fixed destination number for One Touch Transfer.
Pickup	To configure as well as access Group/Selective Call Pick-up
Voicemail	To access your Mailbox.
Dial-In Conference	To schedule as well as establish the Conference.
Call Retrieve	To retrieve a call parked in the Personal or General Orbit.
CLIR	To set/cancel CLIR.
Call Supervision	To configure as well as access Call Supervision.
Message Wait	To set/cancel Message Wait.
Paging	To configure the Page Zone and make the announcement.



Menu option	Description
Meet Me Paging	To access Meet be Paging.
Room Monitor	To configure and access Room Monitor.
Intercom	To configure and access Intercom.
Follow Me	To set Follow Me.
Walk-in	To set/cancel Walk-in.
PIN Dialing	To make calls using PIN.
Department Group Call Forward	To set/cancel Department Group Call Forward.
Open Cosec Door	To open the Cosec Door Lock.
Settings	To change the following settings: <ul style="list-style-type: none"> <li>• User Password: To change User Password.</li> <li>• Phone Settings: To customize settings of the phone.</li> <li>• Network Settings: To change Network Settings.</li> <li>• PCAP: To Start/Stop PCAP</li> </ul>
Phone Info	Displays the phone information.

## ***Navigating the Phone Menu***

To navigate the menu,

- Press the **Menu** Key when the phone is idle.
- Scroll by pressing the **Up/Down Navigation** Key to reach the desired Menu option.
- Press the **Select** Key to select the desired Menu option.
- Scroll by pressing the **Up/Down Navigation** Key to reach the desired sub-menu option.
- Press the **Select** Key to select the desired sub-menu option.

To exit menu,

- Press **Back** Key.  
**or**  
Go ON-Hook.

To scroll Up or Down you need to use the **Up/Down Navigation** Keys. To scroll sideways, you need to use the **Left Navigation** < Context Key or **Right Navigation** > Key.

# Compatibility Version of Servers

---

Compatibility is an essential element for interactions between the Server and the client.

The following table lists, version of the Servers compatible with SPARSH VP210.

Clients	Version
SARVAM UCS ENT	V1R6.7 and later
SARVAM UCS SME	V1R6.7 and later
SARVAM UCS SMB	V1R6.7 and later
SARVAM UCS SOHO	V1R6.7 and later
PRASAR SME/ENT	V2.5.0 and later
ANANT UCS	V2.2.0 and later

# ***Getting Started with SPARSH VP210***

---

## **Package Contents**

- SPARSH VP210 phone
- Handset with handset cord
- Ethernet cable
- Stand

When you unpack the SPARSH VP210 box, please verify whether the above items are present in the package.

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

## **Protecting the Phone and Yourself**

### **Power Supply**

- Before you connect the phone to its power source, please read the installation instructions, mentioned in the Quick Installation Guide (QIG).
- The phone can be powered from an AC supply or from the LAN network (PoE).
- If you power the phone from an AC supply, purchase the power adapter from Matrix. The use of any third-party power adapter may cause damage to the phone. Damages to the phone caused by using other power adapters are not covered by Matrix warranty.
- Check the voltage of the AC supply. It must be between 100-240 VAC, 47-63Hz.
- The electric plug and socket must be easily accessible to you at all times so that you can disconnect power from the device, quickly. Remember, the phone does not have a power switch. The only way to disconnect it is to plug out the power supply.
- The power supply must be placed indoors.
- If you power the phone from the LAN network (Power over Ethernet), ensure that the Ethernet switch to which the phone is connected supplies power complying with IEEE 802.3af.

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

## Using External Devices

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

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

## Cleaning the Product

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

Do not spray or pour cleaning solution directly on the phone as this may cause damage to the phone.

## Preparing for Disruptions in Power Supply and Internet Connectivity

You will not be able to make calls during a power outage. All current calls will be disconnected, and any changes you make in the configuration of any phone/feature/network settings will not be saved, if you have not already saved the settings before the power outage.

Use an un-interruptible power supply (UPS) with your VoIP installation to be able to use the phone during power outage.

## Dialing Emergency Services

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

## Disposing the Product

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

## Avoiding Discomfort

To avoid strain or discomfort to your body:

- Place the phone where it is most convenient for you to reach it, without straining any part of your body.
- Do not cradle the handset between your ear and shoulder; use the headset instead.
- Do not expose yourself continuously to loud sounds; keep the volume of the handset receiver and headset at a moderate level.

## Protecting Against Security Threats/Risks

As VoIP is a form of communication over the internet, the security threats and risks associated with VoIP are very similar to those inherent to any internet application. Like spam and phishing are common forms of email abuse, Spam over Internet Telephony (unsolicited calls and voice mail), and Spoofing (attacker masquerading as a known or trusted source to trick the receiver into disclosing important and confidential personal information) are common threats in VoIP. Confidentiality of the conversation is another concern. VoIP data sometimes travels unencrypted and it is possible that someone may collect the VoIP data and reconstruct a conversation. Though at present such activity may be a rare occurrence, it may increase as the deployment of VoIP spreads wider. Educate yourself further on the security risks involved in using VoIP and how to protect yourself.

## ***Connecting and Configuring SPARSH VP210***

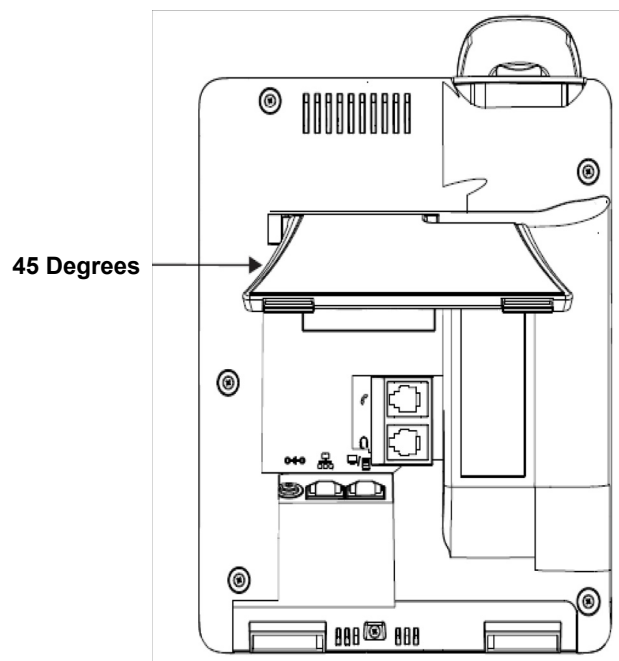
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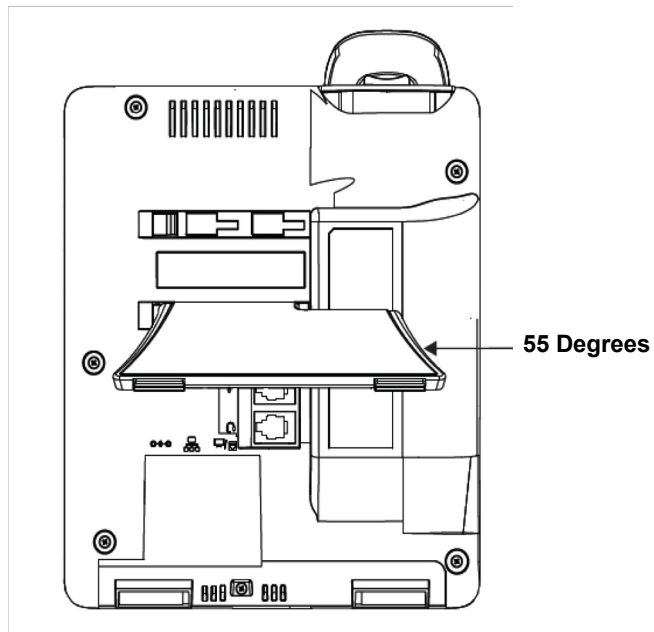
### **Connecting the Phone**

- Unpack the box and verify the package contents. See [“Package Contents”](#).
- You can mount the phone on desk at a convenient location.

#### **Mount SPARSH VP210 on the Desk,**

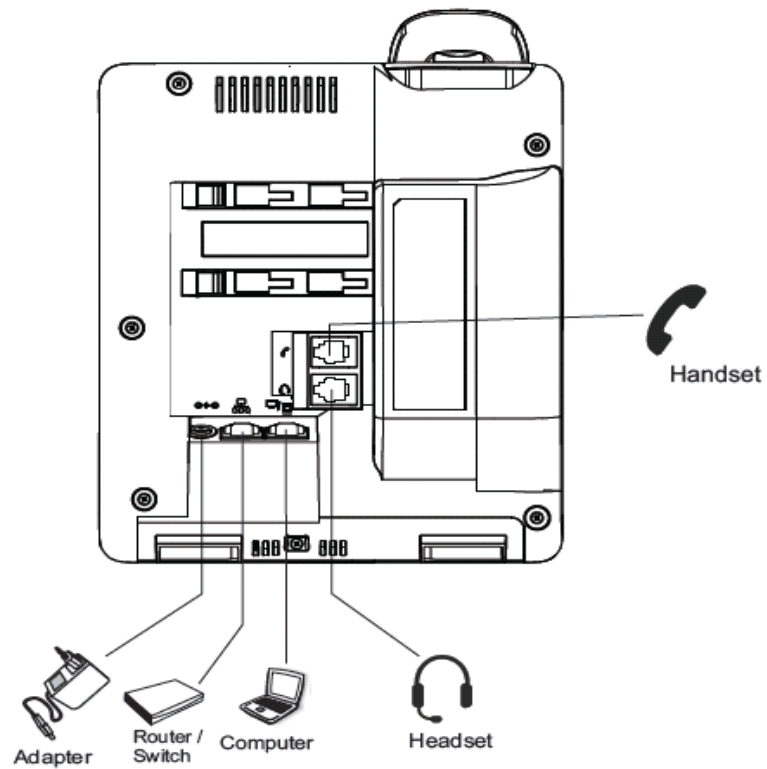
- You can attach the Foot Stand in the following ways — at an angle of 45 degrees or 55 degrees






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


Refer to the diagram below for connectivity.




## Connect the Handset

- Plug the long straightened end of the Spring Cord into the handset jack at the bottom of the phone, marked with the handset symbol .
- Plug the other (short straight) end of the Spring Cord into the jack at the bottom of the handset.


## Connect the Headset (not supplied by Matrix)

- You may plug in a headset with an RJ9 connector into the headset port at the bottom of the phone, marked with the symbol .

## Connect to the IP Network


- Plug one end of the Ethernet Cable into the LAN Port at the bottom of the phone, marked with the symbol  and the other end to the IP Network — A Router or LAN Switch.

## Connect a PC to the Phone

- Plug one end of the Ethernet Cable into the PC Port at the bottom of the phone, marked with the symbol  and the other end into the LAN Port of your PC/LAN Switch.

## Connect the Power Supply

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

If you do not want to use PoE, plug in the connector of the Adapter into the power jack (DC Jack) at the bottom of the phone, marked with the symbol . Plug in the Power Adapter into a power outlet.



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

*The IP phone should be used with Matrix original power adapter (5V/0.6A) only. The use of any third-party power adapter may cause damage to the phone.*

- Switch ON power supply.

The SPARSH VP210 Extended SIP Phone can be converted to SPARSH VP210 Standard SIP Phone, if required. To know more, refer [“Converting SPARSH VP210 Extended SIP Phone to SPARSH VP210 Standard SIP Phone”](#).

## Powering On

After your phone is powered on:

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



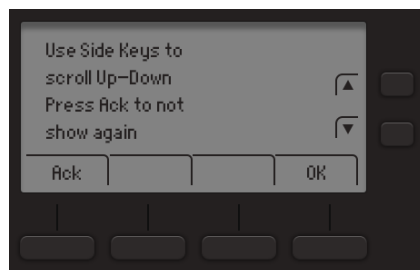


If you are using a third party DHCP Server, make sure you configure the following in the DHCP Server to provide Server Address:

- Select DHCP Option as 224 and Data type as 'String'.
- Configure the Server Address in the format "IP\_ADDRESS:PORT". Where IP\_ADDRESS will be the IP Address/Domain Name of System and PORT will be the SPARSH Port of the System.
- The phone fetches all the configuration files from the System.
- You need to configure network parameters of the IP phone manually if any of them is not supplied by the DHCP server or if your network does not support DHCP. For instructions see ["Network Settings"](#).
- On successful download of all configuration files, the phone attempts to register with the System.
- After the phone starts successfully, the Home Screen appears, that is, the extension number, day, date and time will appear on the LCD of the phone.

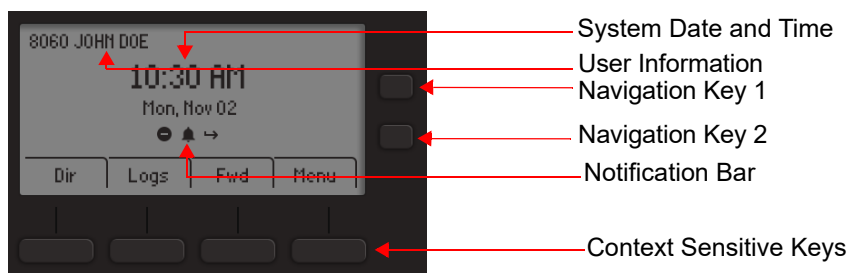


- You may adjust the LCD for brightness, contrast and backlight. For instructions, see ["Customizing Your SPARSH VP210"](#).
- When you access **Dir**, **Logs**, **Fwd** or **Menu** Key for the first time, the phone will provide the guidance for using the Navigation Key as given below.












- Press **OK** Key, if you want the message to re-appear when you press the **Dir**, **Logs**, **Fwd** or **Menu** Key.
- Press **Ack** Key, if you do not want the message to appear again.

The Home screen displays the Extension user's Name and /or Number, System Date and Time, Notification Bar and the Context Sensitive Keys.



Name	Description
User Information	Displays your Name and/or Number. It will display <b>A</b> beside the User Information when you have set your status as Absent. Refer <a href="#">"Presence"</a> .
System Date and Time	Displays the System Day, Date and Time.

Name	Description
Notification Bar	<p>The respective icons appear in the Notification Bar when you set the below mentioned features.</p> <ul style="list-style-type: none"> <li> When DND (Do Not Disturb) is set. Refer <a href="#">“Do Not Disturb”</a>.</li> <li> When you have set and Alarm or Reminder. Refer <a href="#">“Alarm and Reminder”</a>.</li> <li> When Call Forward is set. Refer <a href="#">“Call Forward”</a>.</li> <li> When you have missed calls. Refer <a href="#">“Call Logs”</a>.</li> <li> When there is a unread Voicemail in your mailbox. Refer <a href="#">“Voicemail”</a> and <a href="#">“Message Wait”</a></li> <li> When you have set the Headset mode. Refer <a href="#">“Customizing Your SPARSH VP210”</a>.</li> <li> When you have accessed the Walk-in feature. Refer <a href="#">“Walk In”</a>.</li> </ul> <p>The Notification area also displays the Time Zone (Working, Non-working, Break) according to the system Time Table assigned to your extension. For Working Hours nothing is displayed.</p> <ul style="list-style-type: none"> <li> Non-Working Hours</li> <li> Break Hours</li> </ul>
Notification Keys	<p>Notification Key 1 - For Notifications — Call Back, Auto Redial, Trunk Reservation and Contact Sync.</p> <p>Notification Key 2 - To access any pending incoming or held call. Refer <a href="#">“Accessing an Active Call from the Home Screen”</a>.</p>

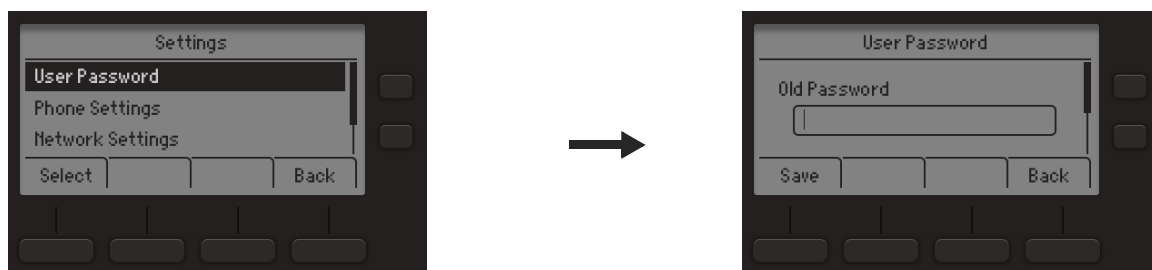
Name	Description
Fixed Feature Keys	<p>Dir, Logs and Menu are Fixed Feature Keys. Fwd Key is dependent on COS. Please contact your System Administrator to know the features and facilities you can access. You can also change the priorities of the feature/functions assigned to these keys. For details, refer to <a href="#">“Keys Programming”</a>.</p> <div data-bbox="486 452 609 499">Dir</div> Press to make a call by dialing a Name. Refer <a href="#">“Making Calls using Dir Key”</a> <div data-bbox="486 589 609 636">Log</div> Press to view the list of Call Logs. Refer <a href="#">“Call Logs”</a> . <div data-bbox="486 689 609 736">Fwd</div> Press to set Call Forward. Refer <a href="#">“Call Forward”</a> . <div data-bbox="486 790 609 837">Menu</div> Press to access the Menu of the Phone.

You can customize certain settings of your phone as per your requirements.

## Change User Password

To change the User Password,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Settings** option and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **User Password** and press **Select** Key.



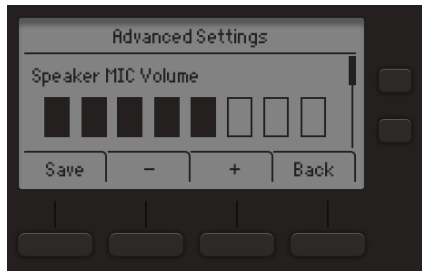
- Enter **Old Password**.
- Scroll using the **Up/Down Navigation** and enter **New Password**.
- Press **Save** Key.

You must change the User Password if you wish to use the features Follow Me, Dynamic Lock, Walk-In Class of Service, User Absent/Present and Voice Mail.

## Changing Advanced Settings

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Settings** option and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **Phone Settings** option and press **Select** Key.

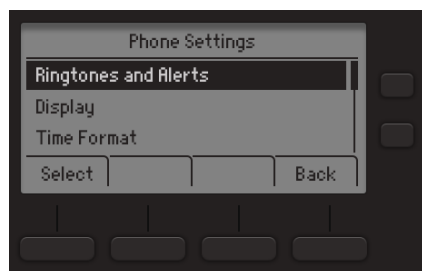
- Scroll using the **Up/Down Navigation** Key to select **Advanced Settings** option and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select the desired option — Speaker MIC Volume, Headset MIC Volume, Handset MIC Volume and Enable Handset High Gain Mode



- If you select Speaker MIC Volume, Headset MIC Volume or Handset MIC Volume, you can set the desired Volume Level using the Plus **+** or Minus **-** Context Keys.
- Press **Save** Key.

## Changing Ringtone and Alerts

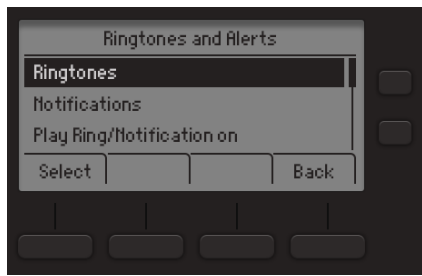
- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Settings** option and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **Phone Settings** option and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **Ringtone and Alerts**.



- Press **Select** Key.

## Ringtone/Notification Tone

- Select **Ringtones** option and press **Select** Key.



- Scroll using the **Up/Down Navigation** Key to select the type of call for which you wish to set the Ringtone — Internal Calls, External Calls, Priority Calls, Alarm Calls, Emergency Calls, Call Back and Notification Calls.



- Scroll using **Right Navigation > Key** or **Left Navigation < Key**, to select the desired Ringtone.
- Press **Save** Key.

For Notification Tone,

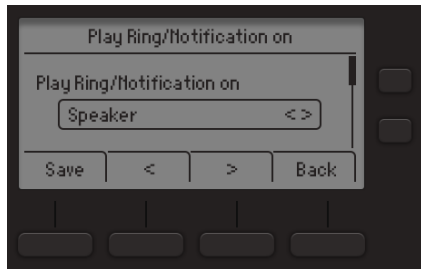
- Select **Notifications** option and press **Select** Key.
- For **Notification Tone**, scroll using **Right Navigation > Key** or **Left Navigation < Key**, to select the desired tone.



- Press **Save** Key.
- Scroll using the **Up/Down Navigation** Key to **Play Notification Tone**, to turn it **On/Off** press **Change** Key.
- Press **Save** Key.

## Play Ring/Notification On

- Scroll using the **Up/Down Navigation** Key to **Play Ring/Notification On** option and press **Select** Key.



- Scroll using **Right Navigation** > Key or **Left Navigation** < Key, to select the desired option — Speaker, Headset.
- Press **Save** Key.

## Ringer Volume

- Scroll using the **Up/Down Navigation** Key to **Ringer Volume** option and press **Select** Key.
- You can set the desired Volume Level using the Plus **+** or Minus **-** Context Keys.
- Press **Save** Key.

## Play Ring

- Scroll using the **Up/Down Navigation** Key to **Play Ring** option and press **Select** Key.



- Scroll using **Right Navigation** > Key or **Left Navigation** < Key, to select the desired option — Immediately, After Delay, Ring Off.
- Press **Save** Key.





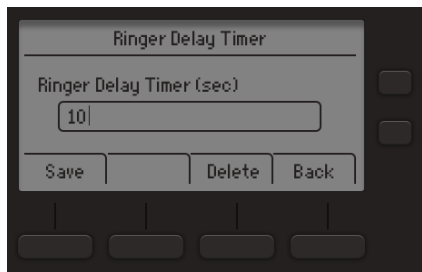
*For the following types of Incoming calls, ringtone will always be played even if you have set the Ringer Mode as Ring Off.*

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

## Ringer Delay Timer

You can also configure the Time Delay for the ringtone to be played.

- Scroll using the **Up/Down Navigation Key** to **Ringer Delay Timer** option and press **Select Key**.
- Enter the desired time in second after which you want the ringtone to be played.

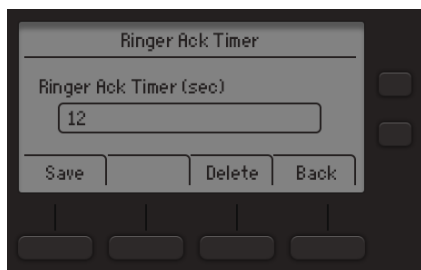


- Press **Save Key**.

## Ringer Acknowledge Timer

- Scroll using the **Up/Down Navigation Key** to **Ringer Acknowledge Timer** option and press **Select Key**.
- Enter the desired time in second after which the incoming Ringer Tone will not be played.

To disable the timer, set the time as 00. Set the timer to the desired value (01 to 99 seconds) to enable.



- Press **Save Key**.



*If you set this timer as 00 , the Ringer Auto Acknowledgment is disabled and you must acknowledge the incoming call ring manually by answering the call. If you do not acknowledge, the ring will be played till you answer/reject the call.*

## Play Key Tone

- Scroll using the **Up/Down Navigation** Key to **Play Key Tone** option and press **Select** Key.
- To turn it **On/Off** press **Change** Key.



- Press **Save** Key.

## Changing the Display

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Settings** option and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **Phone Settings** option and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **Display** and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select the desired option — Brightness Level, Contrast Level, Backlight Off Timer.



- You can set the desired Brightness and Contrast levels using the Plus **+** or Minus **-** Context Keys.
- Click **Save** Key.

You can also change the timer to turn off the LCD Backlight.

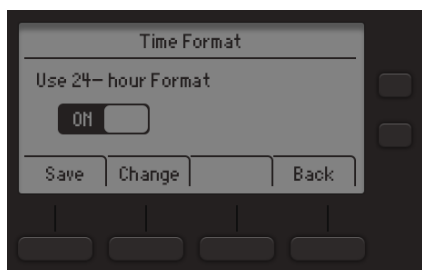
- Scroll using the **Up/Down Navigation** Key to select **Backlight Off Timer** and enter the maximum time in second after which you want the Backlight to turn Off.
- Click **Save** Key.



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

## Setting the Time Format

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Settings** option and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **Phone Settings** option and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **Time Format** and press **Select** Key.
- **Use 24-hour Format** option can be turned **On/Off**, press **Change** Key to do so.

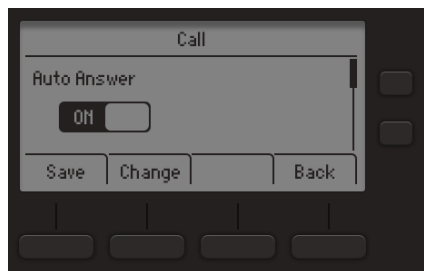


- Press **Save** Key.

## Changing Call Settings

To customize the calls parameter,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Settings** option and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **Phone Settings** option and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **Call** option and press **Select** Key.
- Scroll using **Up/Down Navigation** Key to select the desired parameter — Auto Answer, Auto Answer Timer (If 'Auto Answer' is On), Waiting beeps-Internal Calls, Waiting beeps-External Calls.
- Press **Change** Key to turn **On/Off** the respective options — Auto Answer, Waiting beeps-Internal Calls, Waiting beeps-External Calls.



- Press **Save** Key.
- To set the **Auto Answer Timer**, enter the desired time in seconds after which you want the call to answered automatically.
- Press **Save** Key.

## Accessories

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Settings** option and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **Phone Settings** option and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **Accessories** option and press **Select** Key.
- **Use Headset** option can be turned **On/Off**, press **Change** Key to do so.

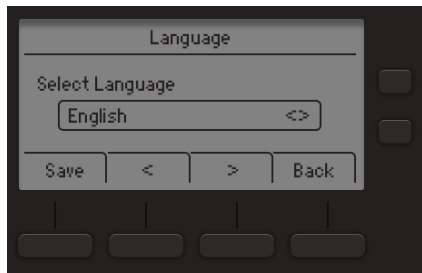


- Press **Save** Key.

## Changing Language

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Settings** option and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **Phone Settings** option and press **Select** Key.

- Scroll using the **Up/Down Navigation** Key to select **Language** option and press **Select** Key.



- Scroll using **Right Navigation** > Key or **Left Navigation** < Key, to select the desired language.
- Press **Save** Key.

There are multiple ways of making calls from the Phone. Among them, most convenient ways include making calls from Keypad or using the Dir Key or Logs Key.

## Making Calls using Keypad

- Dial the desired extension number using the Keypad directly or lift the handset to dial the desired number.

To call an external number using a Trunk Access Code,

- Dial the desired Trunk Access Code.
- Dial the desired external number.



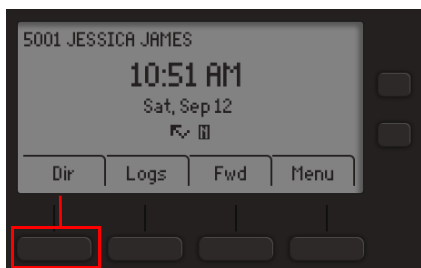
*Consult your System Administrator to know the Trunk Access Code values.*

To make an external call using the Global Directory<sup>2</sup>,

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

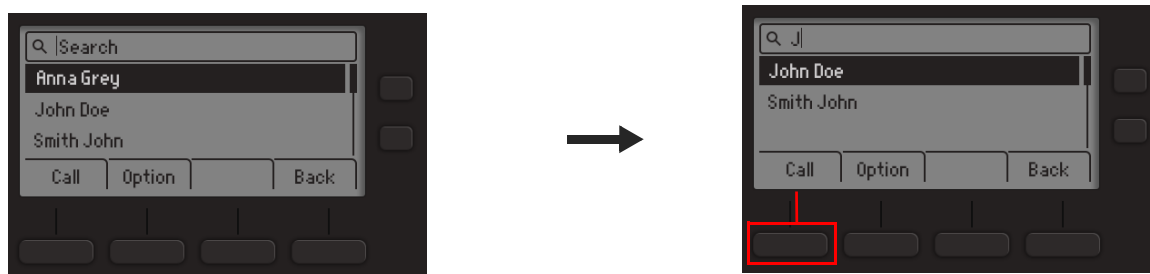
## Making Calls using Dir Key

- Press **Dir Key**.



- Enter the Initial letter(s) of the Contact's name. The contacts name can be names of extension users, contacts configured in global directory.

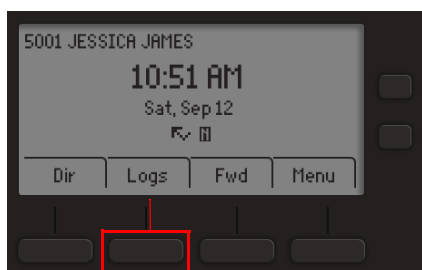
<sup>2</sup> The System maintains a system wide corporate directory containing the external numbers accessible to its registered extensions. This is known as the Global Directory. You can get more information about Global Directory contact your System Administrator.



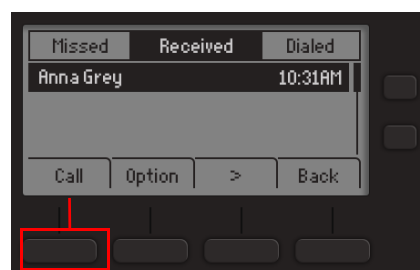
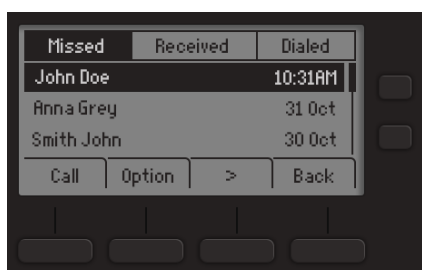
- Scroll using the **Up/Down Navigation** Key to select the Contact from the matching entries.
- Press **Call** Key.

## Making Calls using Logs Key

- Press **Logs** Key.

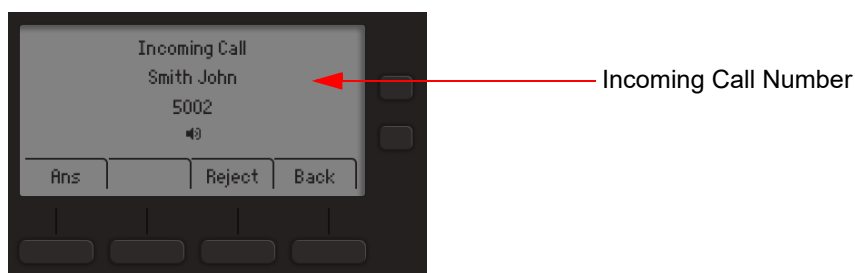


- Press **More >** Key to select the desired tab — Missed Calls, Answered Calls, Dialed Calls.

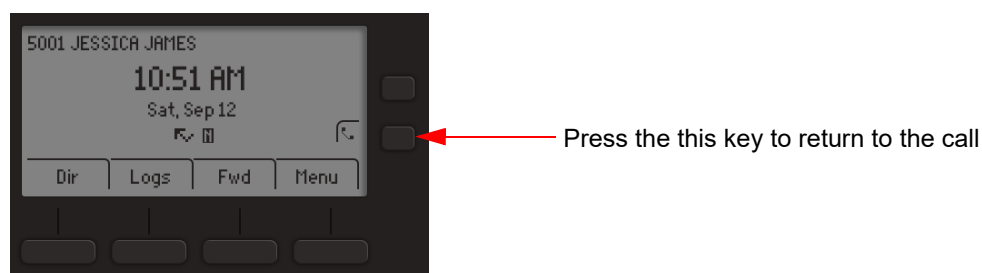


- The phone displays the call log details by: Name, Date and Time.
- Scroll using the **Up/Down Navigation** Key to the desired entry and press **Call** Key.

You can either answer or reject an incoming call.



- Press **Ans** Key, to answer an incoming call.
- Press **Reject** Key, if you do not wish to take the call.
- Press **Back** Key, to ignore an incoming call and return to the phone Home screen. You can handle this call using the **Up/Down Navigation** Key as shown below.



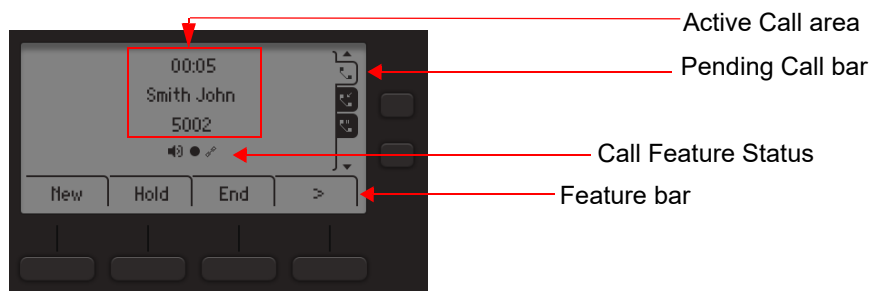
If you have multiple incoming calls, scroll up/down using the **Up/Down Navigation** Key to select the incoming call you wish to answer. Press **Ans** Key. Refer [“Handling Multiple Calls”](#).



By default, the Call Appearance set for your extension is 2. To know more, see [“Receiving a Waiting Call”](#).



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



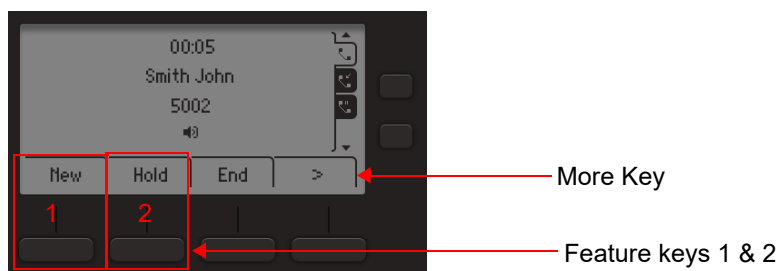
**Active Call Area:** This displays the User details — Name and Number, as well as the duration of the call.

**Pending Call:** Refer [“Handling Multiple Calls”](#) for details.

**Call Feature Status:** This displays the current speech path, features accessed such as Record, Chaining, Mute.

**Feature Bar:** Displays the call features/facilities<sup>3</sup> that can be accessed.

**More/Right Navigation > Key:** This will appear when you have access to more than 4 features/facilities during the call.



Press **More > Key**, to access the following features during an active call. These features appear as Feature key 1 or 2.

- Press **Hold Key**, to put the call on Hold. Refer [“Call Hold”](#).

3. The access to the features differs according to the CoS and the state of the active call

- Press **T'fer** key to transfer the call to New number or to another held call. Refer "[Call Transfer](#)".
- Press **Conf key** to create the Conference with a new number or any Held (Executive Held/Conference Held) call. Refer "[Conference 3-Party](#)".
- Press **G.Hold** Key, to put the call on Global Hold. Refer "[Call Hold](#)".
- Press **P.Park** Key, to park the call in the personal orbit. Refer "[Call Park](#)".
- Press **G.Park** Key, to park the call in the general orbit. Refer "[Call Park](#)".
- Press **Chain** Key, to chain the call. Refer "[Call Chaining](#)".
- Press **Mute** Key, to mute the ongoing call. Refer "[Mute](#)".
- Press **VM.BT** Key, to Blind transfer the call. You can transfer the ongoing mature call to the third Party's Voicemail with 'Blind Transfer to VMS' facility. Refer "[Blind Transfer to VMS](#)".



*Feature access differs according to the Class Of Service (COS) and the state of the active call. For details contact your System Administrator.*

## Accessing an Active Call from the Home Screen

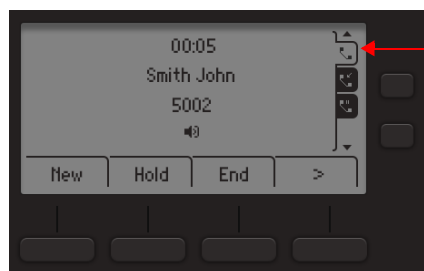
During an incoming or held call, if you wish to access any menu features from the Home Screen, press the **Back** key.



Press the key to take the call again

## Handling Multiple Calls

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



Pending Call bar

To view all the calls in the Pending Call bar, you must scroll using the **Up/Down Navigation** Key.

Press the **Up/Down Navigation** Key, to go to the respective call. Select the desired Feature Key.



## Toggle between Speaker, Handset and Headset



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

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

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

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

OR

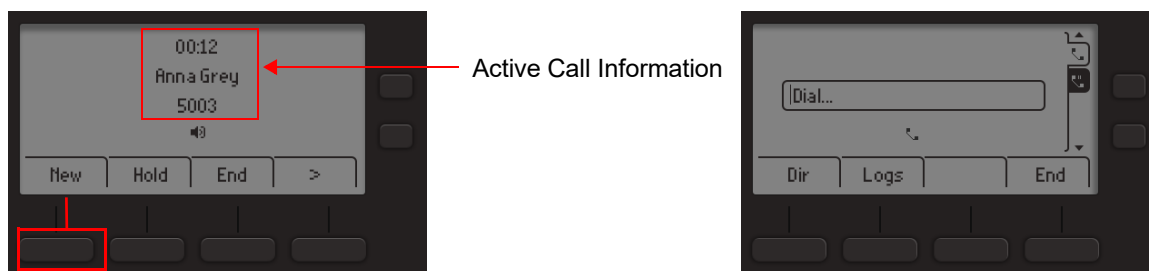
- Press the **Headset** key to switch to the Headset. Replace the Handset.
- Lift the Handset to switch back to the Handset.

The respective icon — Handset , Headset  or Speaker  will be displayed in the Call screen.

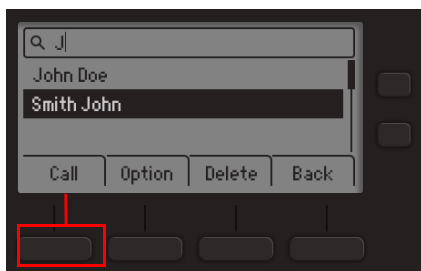
You can make a second call using the Dir Key when you have an ongoing call or by putting an ongoing call on hold.

To make a Second Call using **Dir** Key,

- During an active ongoing call, press **New** Key to view the **Dir** Key option.
- Press **Dir** Key. The ongoing call is put on consultation hold.



- Enter the Initial letter(s) of the Contact's name in the Search bar.



- Scroll using the **Up/Down Navigation** Key to select the Contact from the matching entries.
- Press **Call** Key.
- After speech if you go On-Hook / Idle, the call of Party 2 will get transferred to the held call (Anna Grey).

To make a Second Call by putting a call on hold,

- During an active ongoing call, press **Hold** Key.
- The call will be put on Hold, press **New** Key to make the second call.

- Dial the desired number by using the **Dir** Key, **Logs** Key or using the **Keypad**.

To know more about Exclusive and Global Hold, see [“Call Hold”](#).

During an ongoing call, you may receive another call. You can either answer or reject a waiting call.



- During an ongoing call, press **Up/Down Navigation** Key. The incoming call screen appears.
- Press **Ans** Key, to put the first call on Exclusive Hold and answer the waiting call.
- Press **Reject** Key, to reject the call.
- Press **Back** Key, to return to the previous call.

If there are multiple waiting calls, you may scroll up/down using the **Up/Down Navigation** Key to view the details of the waiting calls and answer the call selectively.



*The details of waiting calls are displayed only if the Call Appearances set for your extension is more than 1. Contact your System Administrator to know the number of Call Appearances set for your extension.*

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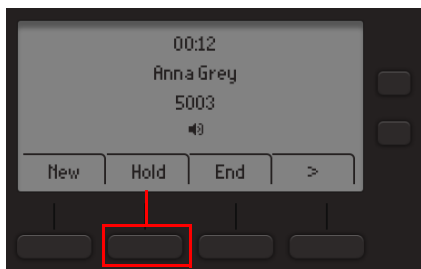
The Call features include all those features that you can access during a call. Availability of any feature depends on the Class of Service (CoS) assigned to you by your System Administrator.

## Call Hold

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

### Exclusive Hold

- During an ongoing call, press **Hold** Key.

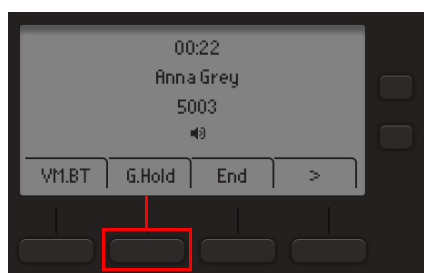


To resume a call put on Exclusive Hold,

- Press **Unhold** Key.

### Global Hold

- During an ongoing call, press **More >** Key and then press **G. Hold** Key.



To resume a call put on Global Hold,

- For internal calls, dial the extension number that was put on Global Hold.
- For external calls, the call will be returned to the extension that put it on hold after the expiry of the Global Hold Retrieval Timer.

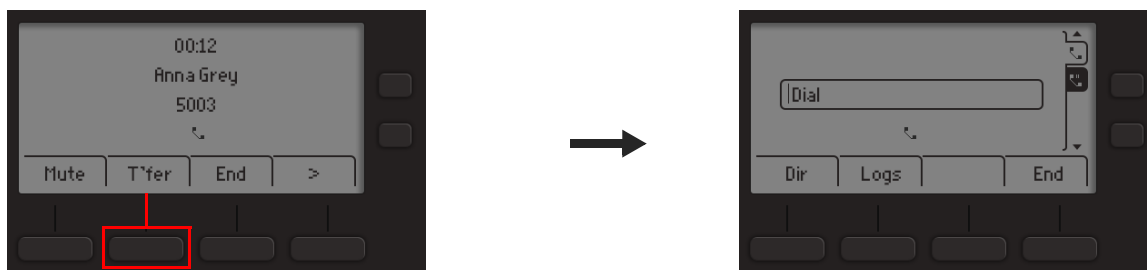


# Call Transfer

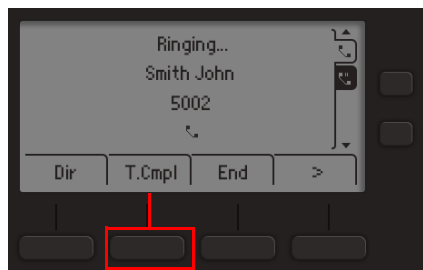
Call Transfer enables you to relocate an existing call to another extension/external number. Calls can be transferred after notifying the destination extension/external number about the impending transfer (Attended Transfer) or can be transferred directly without notification (Unattended Transfer).

## Unattended Transfer

- During an ongoing call, press **T'fer** Key. The ongoing call is put on consultation hold.



- Dial the number of the desired party to whom you want to transfer the call. You can make the call using the Keypad or Dir Key or Logs Key. To know more, see ["Making Calls"](#).
- The dialed number rings.



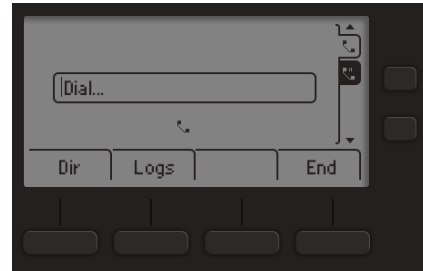
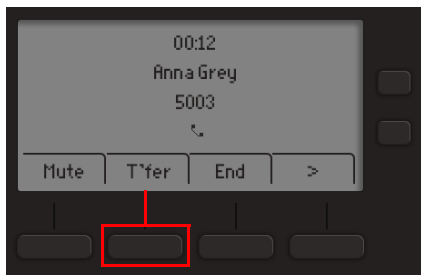
- Press **T.Cmpl** Key or go On-Hook, to transfer the call.
- If you do not want to transfer this call to the party on hold and want to unhold the held call, press the **Up/Down Navigation** Key



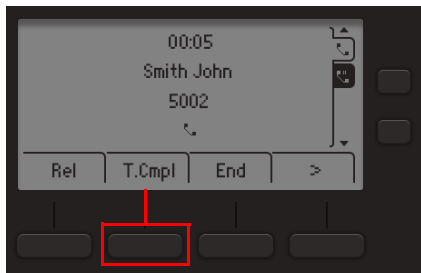
*If the party to whom the call is transferred, does not answer, the call will be returned back to you.*

## Attended Transfer

- During an ongoing call, press **T'fer** Key. The ongoing call is put on consultation hold.
- Dial the number of the desired party to whom you want to transfer the call. You can make the call using the Keypad or Dir Key or Logs Key. To know more, see ["Making Calls"](#).



- The dialed party answers the call.



- Press **T.Cmpl** Key or go On-Hook, to transfer the call.
- If you do not want to transfer this call to the party on hold and want to unhold the held call, press the **Up/Down Navigation** Key

## Blind Transfer to VMS



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

- During an ongoing call, press **More >** Key.
- Press **VM.BT** Key.
- Dial the desired extension number. The call will be transferred to the mailbox of the desired extension user.

# One Touch Transfer

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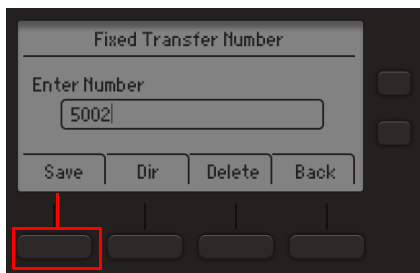
The One Touch Transfer feature enables you to transfer an ongoing call from one extension to another mobile/fixed extension without putting the call on hold or dialing the destination extension.

When you are in speech over the fixed extension and you need to move away from your desk, then you can transfer this call to the VARTA Client or other extension using One Touch Transfer.

You can access One Touch Transfer only during an ongoing 2-way speech. A held or a waiting call cannot be transferred using One Touch Transfer.

To use One Touch Transfer you must configure the destination number. To do so,

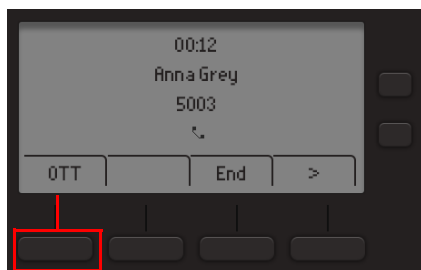
- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Settings**. Press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **Phone Settings**. Press **Select** Key.
- Scroll using the **Up/Down Navigation** Key and select **Fixed Transfer Number**. Press **Select** Key.



- Enter the **Extension Number** to which you wish to transfer the call.
- Press **Save** Key.

To use One Touch Transfer,

- During an ongoing call, press **More >** Key.



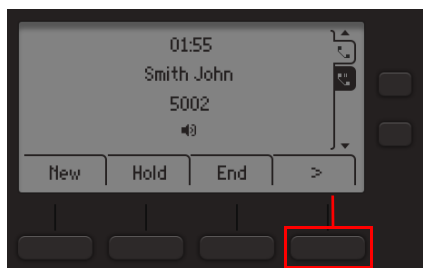
- Press **OTT** Key.
- The call is transferred to the configured extension.

# Call Toggle

---

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

- During an ongoing call, press **More >** Key, press **T'fer** Key.
- Dial the number of the desired party. You can make the call using the **Keypad** or **Dir** Key or **Logs** Key. To know more, see ["Making Calls"](#).



- When the dialed party answers the call, press **Up/Down Navigation** Key. Press **Unhold** Key, speech is established with the party on hold. The active call is put on hold.



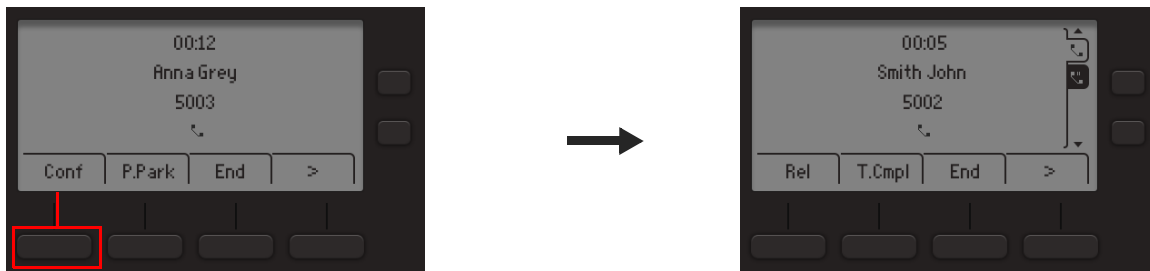
- Repeat the previous step again, to talk to the party on hold.

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

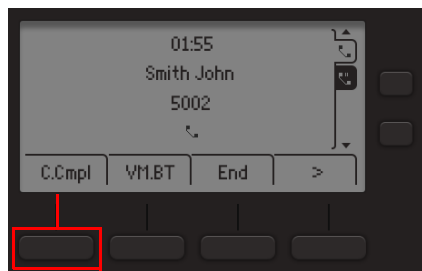
# Conference 3-Party

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

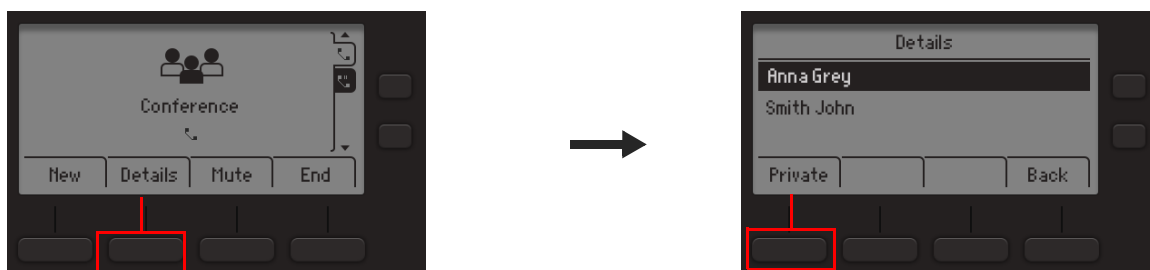
- During an ongoing call, press **Conf** Key. The active call will be put on hold once the conference key is pressed.
- Dial the number of the desired party with whom you want to make a conference. You can make the call using the Keypad or Dir Key or Logs Key. To know more, see ["Making Calls"](#).



- The dialed party answers the call.
- Using **More >** Key, scroll to and press **C.Cmpl** (Conference Complete) Key.

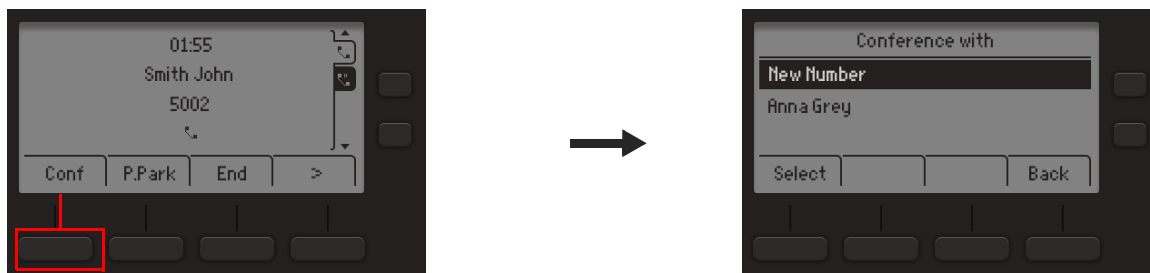


- A 3-party Conference is established. To see the details of the parties in the conference, press **Details** Key.



You can also establish the conference with the held calls.

- You have one held call and one ongoing call.

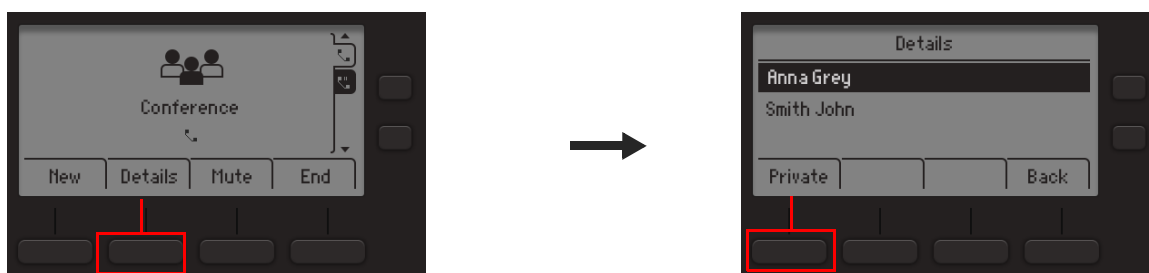


- Press **Conf** Key and using the **Up/Down Navigation** Key select the Held call (Anna Grey) with whom you want to establish the conference.
- Press **Select** Key to establish the conference.

## Splitting the Conference to make a Private Talk

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

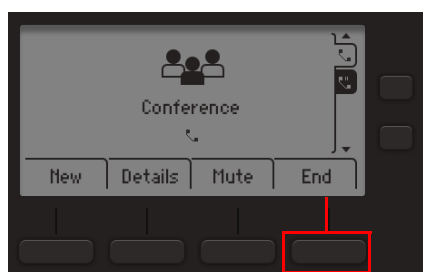
- A 3-party Conference is established. To see the details of the parties in the conference, press **Details** Key.



- To have a private talk with any party in the conference, scroll using the **Up/Down Navigation** Key to select the desired party, press **Private** Key, the other will be put on hold.

## Terminating the Conference

You can terminate the Conference at any point of time.



- Press **End** Key during a Conference.

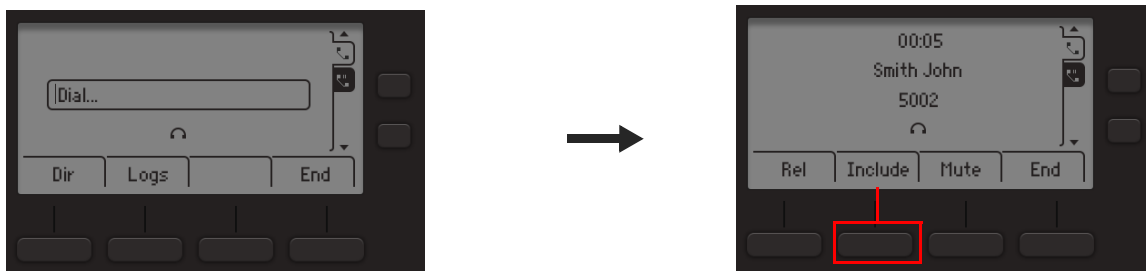
# Multiparty Conference

---

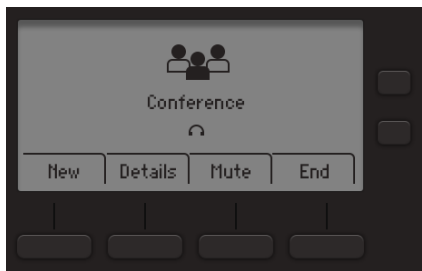
A Multiparty Conference<sup>4</sup> is a conference of more than three participants. Adding the fourth participant to an established 3-Party Conference creates a Multiparty Conference.

During an active 3-Party Conference,

- Press **New** Key, to add a new participant.
- Dial the desired number using the **Keypad** or **Dir** Key or **Logs** Key. To know more, see [“Making Calls”](#).



- The dialed party answers the call. Press **Include** Key.



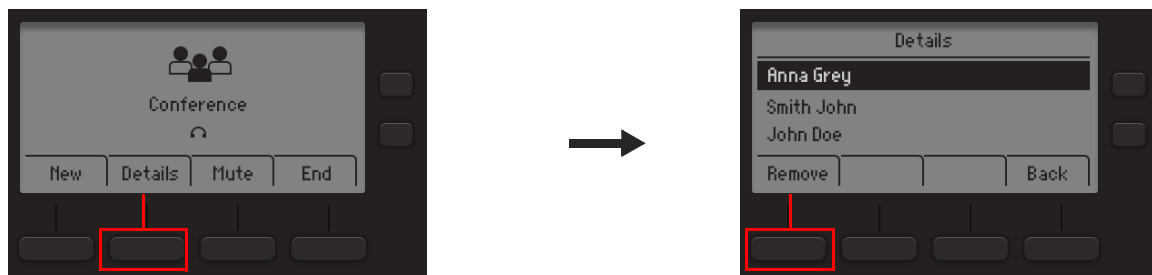
- A Multiparty Conference is established.
- Similarly you can add other participants.

## Removing a Participant from the Conference

- During a Conference, press **Details** Key. The list of participants is displayed.
- Scroll using the **Up/Down Navigation** Key to select the desired participant you wish to remove from the Conference.

---

4. The number of participants in the Conference depends on the variant of the System with which your application is registered. For details, contact your System Administrator.



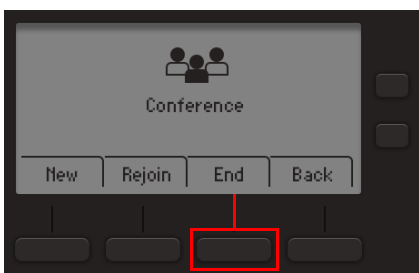
- Press **Remove** Key to remove the selected participant.

## Temporary Leaving and Rejoining the Conference



- Press **Leave** Key, to Temporarily Leave the Conference.
- Press **Rejoin** Key, to Rejoin the Conference.

## Terminating or Permanently Leaving the Conference



- Press **End** Key, to Terminate the Conference.

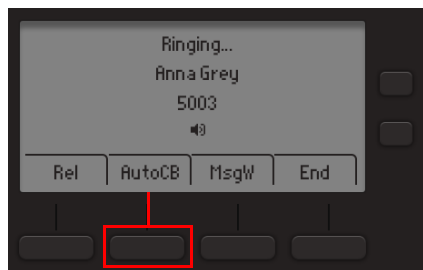


# Auto Callback (ACB)

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

## Setting Auto Callback

- Dialed extension is ringing.



- Press **AutoCB** Key.
- Similarly, you can set Auto Callback when the number is busy.
- When the extension user is available, the System will automatically place the call on your extension.

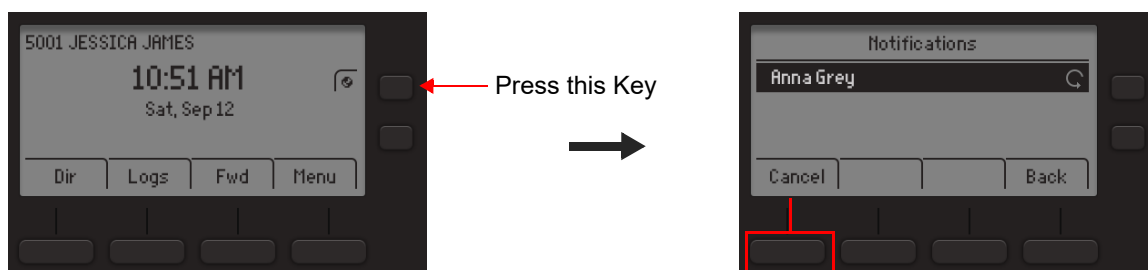
## Auto Callback Notification on the Home Screen

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

## Canceling Auto Callback

To Cancel Auto Callback,

- Press **Up/Down Navigation** Key.



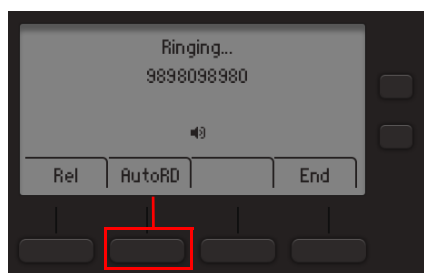
- Press **Cancel** Key.


# Auto Redial

When the dialed external number is busy, you can set Auto Redial to avoid dialing the same number repeatedly. The system repeatedly checks the busy line till it is free. When the called number is no longer busy, the extension of the caller rings. You can set Auto Redial for multiple external numbers. Maximum 50 Auto Redials can be set by users.

## Setting Auto Redial

- The external number you are trying is ringing/busy.

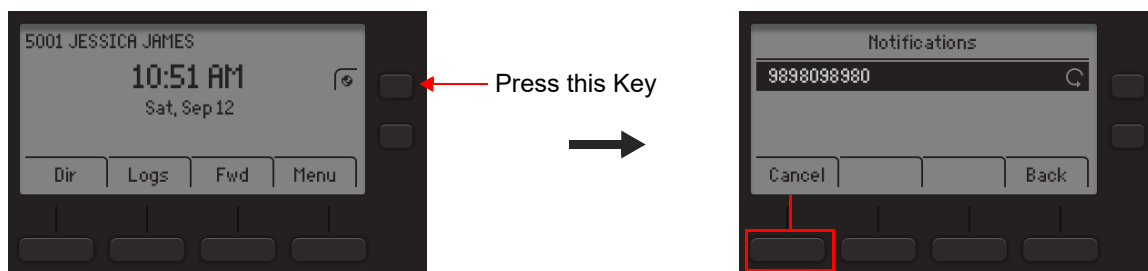


- Press **AutoRD** Key.
- After you set Auto Redial, the **Callback Notification**  appears on the Home screen.
- When the number is available, the System will automatically place a call on your extension.

## Canceling Auto Redial

To Cancel Auto Redial,

- Press **Up/Down Navigation** Key.



- Press **Cancel** Key.

# Account Code

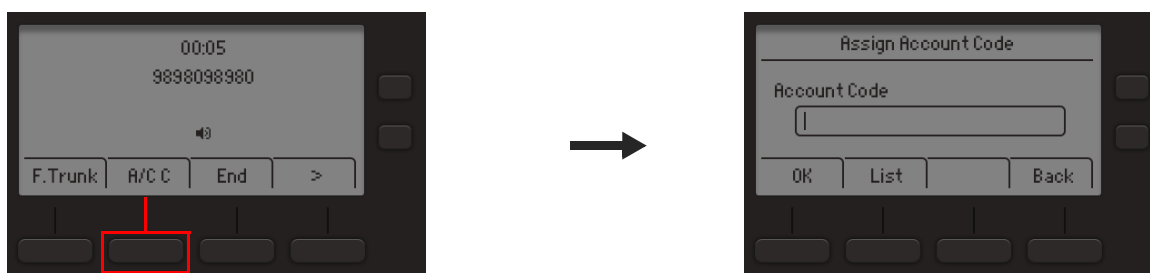
---

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

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

To assign Account Code,

- During an ongoing call, press **More >** Key. Press **A/C C** Key.



- Enter **Account Code** Number manually or press **List** to view the codes. Select the desired code using the **Up/Down Navigation** Key.
- Press **OK** Key.

## Forced Account Code

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

- Dial the Trunk Access Code.
- The message 'Account Code Required' is displayed on the LCD of your phone.
- Dial the Account Code.
- Dial the external number.

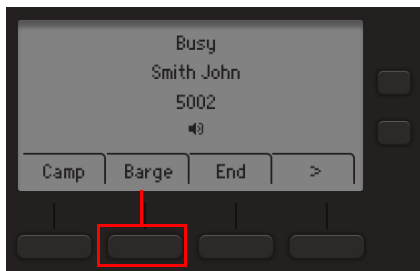
# Barge-In

---

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

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

- The dialed number is busy.



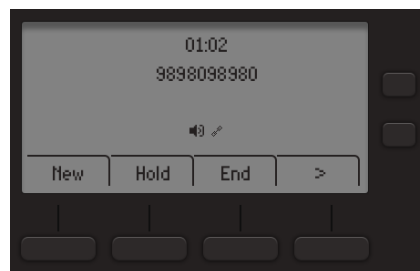
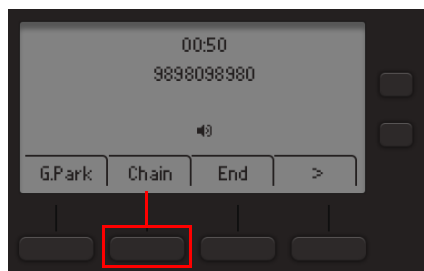
- Press **More >** Key and then press **Barge** Key.
- The called extension gets beeps during the ongoing conversation. If the called extension user answers the waiting call, speech is established else system forcibly connects the call and speech is established.

# Call Chaining

---

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

- During an ongoing call, press **More >** Key and then press **Chain** Key.



- The call is chained. The chained indication appears on the screen.
- Complete the Transfer to the desired party. For instructions, see [“Call Transfer”](#).
- The chained call will return back to you as soon as their conversation ends.

# Call Park

---

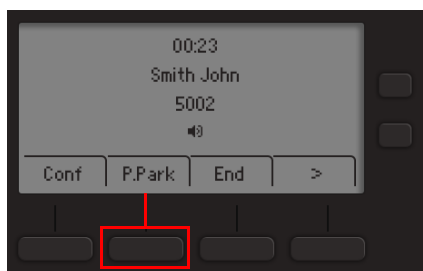
Call Park allows you to place a call on Hold, so it can be retrieved from the same or another extension of the system.

There are two types of Call Park facility:

- **Call Park-General Orbit:** The calls can be parked in the General Orbit. The calls parked in the General Orbit can be retrieved from any extension including your own extension. The system searches for a free General Orbit (2 to 9) and parks the call in the free orbit. The Orbit number is then displayed on the phone's LCD. At a time, only one call can be parked in each General Orbit.
- **Call Park-Personal Orbit:** The call parked in the Personal Orbit can be retrieved from your extension only. Personal Orbit is always 1.

To Park a call in the Personal Orbit,

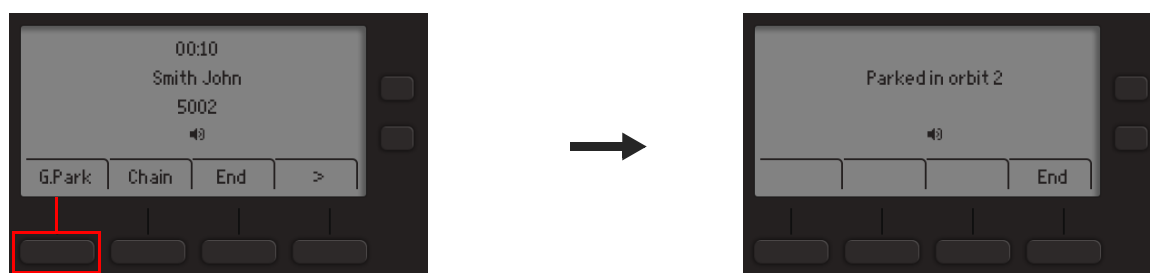
- During an ongoing call, press **More >** Key and then press **P.Park** Key.



- The call will be parked in the Personal Orbit Number 1.

To Park a call in the General Orbit,

- During an ongoing call, press **More >** Key and then press **G.Park** Key.

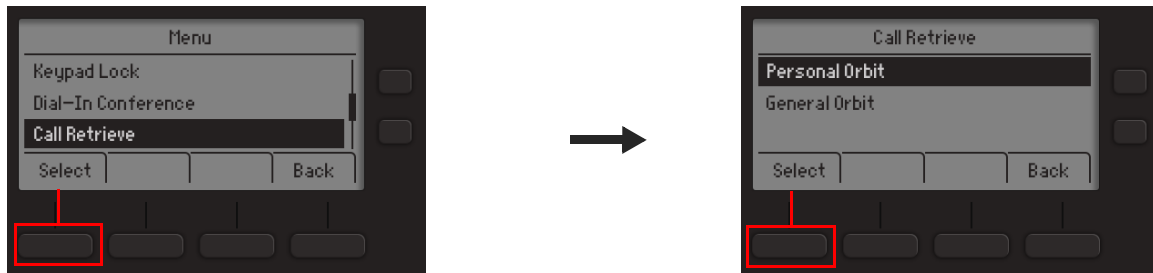


The system displays the Orbit Number in which the call is parked.

To retrieve the call parked in Personal Orbit,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Call Retrieve**.

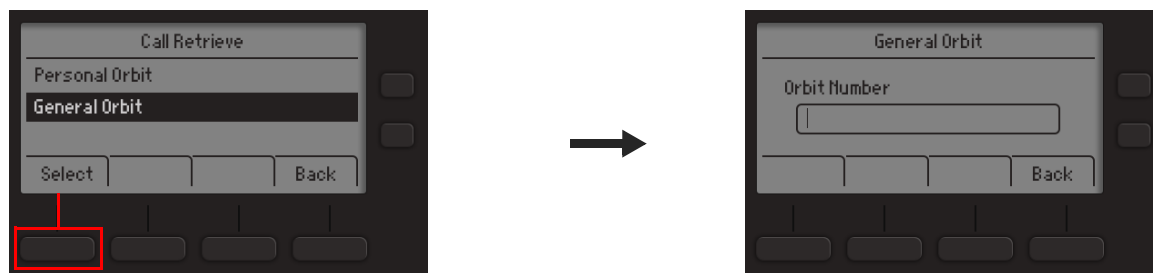
- Press **Select** Key.



- Scroll using the **Up/Down Navigation** Key to select **Personal Orbit**.
- Press **Select** Key.

To retrieve the call parked in General Orbit,

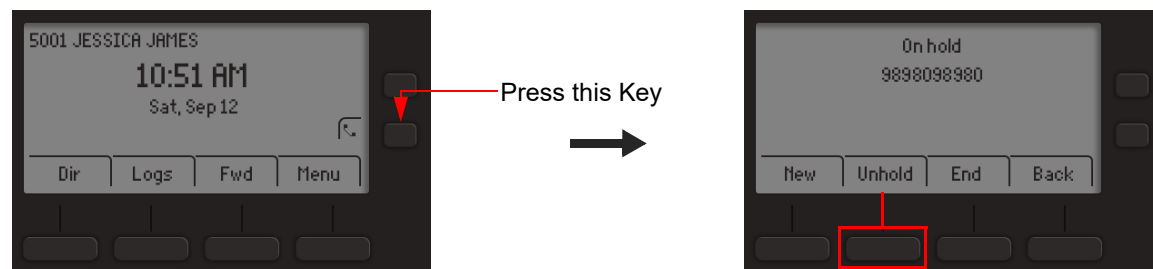
- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **General Orbit**. Press **Select** Key.



- Enter the **General Orbit** number.

To retrieve the call parked in Personal Orbit from the Home Screen,

- To retrieve the call, press **Up/Down Navigation** Key.



- Press **Unhold** Key.



*If you do not retrieve the parked call, the call will land on your extension automatically after the expiry of the Call Park Timer (configurable, default: 5 minutes).*

# Conversation Recording

---

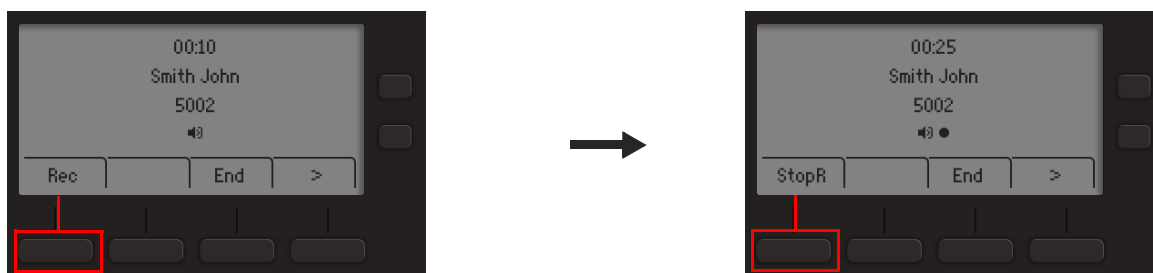
You can record an ongoing conversation (with extension users or external parties) in your Voicemail box.



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

To record an ongoing conversation,

- Press **More >** Key and then press **Rec** Key (the called party is put on hold and music on hold is played).



- Speech is resumed with the called party and recording starts. The called party will get a beep once to indicate that the call is being recorded.
- To stop the recording press the **StopR** Key.

The recording will stop if either party disconnects the call.

## Listening to the Recorded Conversation

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



# Emergency Call

---

You can dial Emergency numbers immediately without any blocking.

To dial an Emergency number,

- Go Off-Hook.
- Dial the Emergency Number.  
**or**  
Dial Trunk Access Code followed by the Emergency Number.

# 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 when the phone is idle. Forced Answer cannot be used on VARTA Clients.

- The dialed extension is ringing.



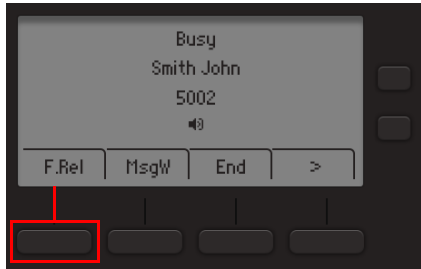
- Press **More >** Key and then press **F.Ans** Key.
- Speech is established as the called party's Speaker is turned on automatically.

# Forced Disconnection (Forced Release)

---

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 extension is busy.



- Press **More >** Key and then press **F. Rel** Key
- The call between the busy extensions disconnects.
- Similarly, you can also forcibly disconnect a busy trunk.

# Flashing on Trunks

---

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

- During an ongoing call, press **More >** Key and then press **F.Trunk** Key
- Dial the service provider feature access code.

# Headset

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Using the Headset feature you can switch the speech path to the Headset directly. To use the Headset, you must enable the **Use Headset** option. For instructions, see [“Accessories”](#) in [“Customizing Your SPARSH VP210”](#).

You can also get the ring on the headset, if required. For instructions, see [“Play Ring/Notification On”](#) in [“Customizing Your SPARSH VP210”](#).




*To use this feature make sure you have connected a compatible Headset to the phone.*

To enable the Headset mode,

- Press Headset  Key.

To disable the Headset mode,

- Press Headset  Key.

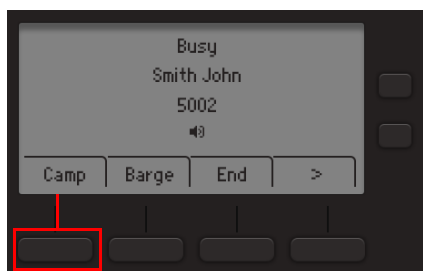
# Interrupt Request

---

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

The called extension gets beeps for the duration of the Interrupt Request Timer and can answer the waiting call. If the waiting call is not answered before the expiry of this timer, the waiting call is disconnected.

- The dialed number is busy.



- Press **More >** Key and then press **Camp** Key.
- If the called extension user answers the waiting call, speech is established else it is disconnected.

# Keys Programming

---

SPARSH VP210 has the provision to program the four Context Keys. These keys enable you to access the most frequently used functions/features at the press of a single button.

The screens — Idle Screen, Ringing Screen, Busy Screen, Call Screen, Conversation Recording Screen, all have different set of features that can be accessed. SPARSH VP210, enables you to customize these by allowing you to set the priorities of the features in each type of screen as per your preference. You can assign the features to the Context Keys depending on the state of the call.

- In the Idle Screen you can assign the desired feature/function to the Context Keys as well as set their priorities as per your requirement.
- In the other Screens you can only set the priorities of the features.

For customizing the keys refer to *DSS Keys Programming* as well as *Configuring Matrix SPARSH VP210* in the SARVAM UCS System Manual or contact your System Administrator.

Refer to the details mentioned below for Default Key Assignment and the Feature Key Assignment/Feature Priority Assignment as per the different Call States:

## Idle Screen

### Default Key Assignment

Parameter	Default Key Assigned
Context Key 1	Dir
Context Key 2	Logs
Context Key 3	Fwd
Context Key 4	Menu

## Feature Key Assignment/Feature Priority Assignment

Type of Screen	Feature Priority Selection List
Idle Screen	Contacts
	Call Logs
	Call Forward
	Menu
	Pickup
	DND
	Voicemail
	Dynamic Lock
	Keypad Lock
	Dial-In Conference
	Call Retrieve
	Hotline
	CLIR
	Call Supervision
	Message Wait
	Paging
	Meet Me Paging
	Room Monitoring
	Intercom
	Follow Me
	Walk-In
	PIN Dialing
	Department Group Call Forward
	Open a Door
	User Status

## Ringing Screen

### Default Key Assignment

Parameter	Default Key Assigned
Context Key 1	Transfer Complete
Context Key 2	Auto Call Back
Context Key 3	Message Wait Set
Context Key 4	Next

### Feature Priority Assignment

Ringing Screen	Feature Priority Selection List
	Transfer Complete
	Auto Call Back
	Message Wait Set
	Forced Answer
	Release
	End Call



## Busy Screen

### Default Key Assignment

Parameter	Default Key Assigned
Context Key 1	Auto Call Back
Context Key 2	Interrupt Request
Context Key 3	Barge-In
Context Key 4	Next

### Feature Priority Assignment

<b>Busy Screen</b>	Feature Priority Selection List
	Auto Call Back
	Interrupt Request
	Barge-In
	Forced Call Disconnection
	Message Wait Set
	Transfer Complete
	Release
	Trunk Reservation
	End Call

## Call Screen

### Default Key Assignment

Parameter	Default Key Assigned
Context Key 1	Mute
Context Key 2	Hold
Context Key 3	Transfer
Context Key 4	Next

## Feature Priority Assignment

Call Screen	Feature Priority Selection List
	Mute
	Hold
	Transfer
	Conference
	Personal Call Park
	VMS Blind Transfer
	Global Hold
	General Call Park
	Call Chaining
	Conversation Recording
	Release
	Flashing on Trunk
	Account Code
	Open a Door or ACK
	New Call
	End Call

## Conversation Recoding Screen

### Default Key Assignment

Parameter	Default Key Assigned
Context Key 1	Mute
Context Key 2	Hold
Context Key 3	Transfer
Context Key 4	Next

## Feature Priority Assignment

Conversation Recording Screen	Feature Priority Selection List
	Mute
	Hold
	Transfer
	Conference
	VMS Blind Transfer
	Global Hold
	Call Chaining
	Stop Recording
	Release
	End Call

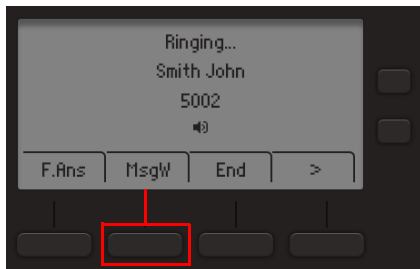
# Message Wait

---

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, contact your System Administrator for details.

## Set Message Wait

- When the dialed extension is ringing.



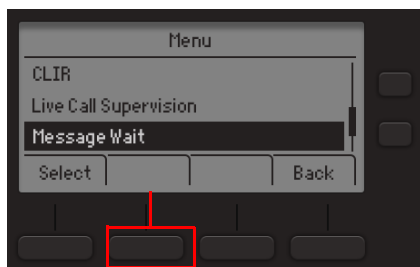
- Press **More >** Key and then press **MsgW** Key. You get confirmation tone.
- Similarly, you can set Message Wait when the number is busy.



*Message Wait can be set for one extension only but you can leave multiple messages in the mailbox of extension users using Voicemail.*

## Set Message Wait from Phone Menu

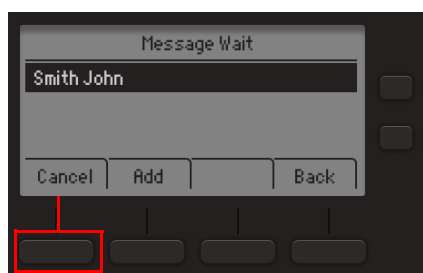
- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Message Wait**.
- Press **Select** Key.



- Press **Add** Key.
- Enter the **Extension Number** manually or press **Dir** Key to select the desired number.
- Press **Set** Key.


## Cancel Message Wait

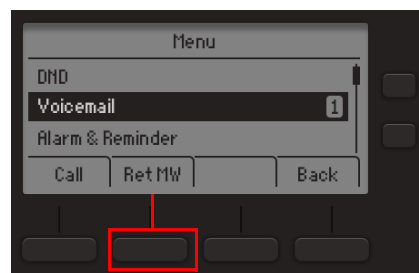
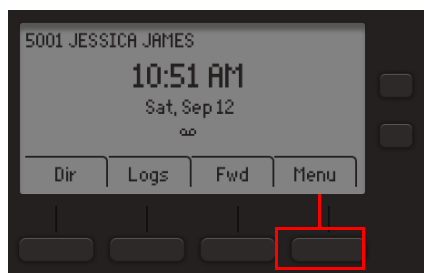
- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Message Wait**.
- Press **Select** Key. All the Message Wait set by you will appear.
- Scroll using the **Up/Down Navigation** Key to select the desired **Extension** on which Message Wait is set.



- Press **Cancel** Key, to cancel message wait.

## Retrieve Message Wait

- When Message Wait is set on your extension, the Voicemail  set indication appears on the Home Screen.
- Press **Menu** Key. Scroll using the **Up/Down Navigation** Key to select **Voicemail**.



- Press **Ret MW** Key.
- The call will be placed on the extension that has set Message Wait.

# Mute

---

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

To mute a call during speech,

- Press Mute  Key.

To unmute a call during speech,

- Press Mute  Key again.

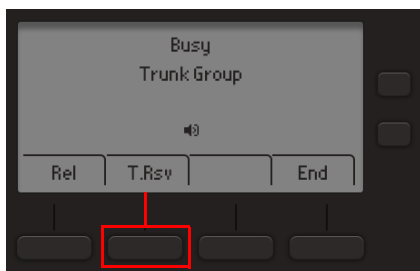
# Trunk Reservation<sup>5</sup>

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

## Reserving a Trunk

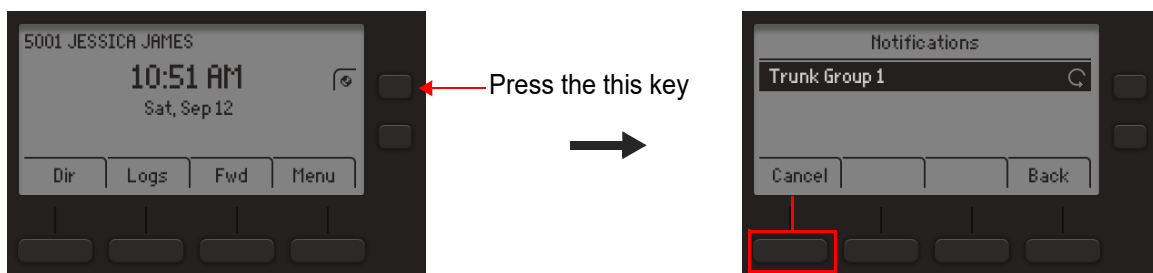
You can access a trunk by dialing Trunk Access Code (TAC).

- Accessed trunk is busy.
- Press **T.Rsv** Key.



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

## Canceling Trunk Reservation



- Press **Up/Down Navigation** Key, to view the Notification.
- Press **Cancel** Key.

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

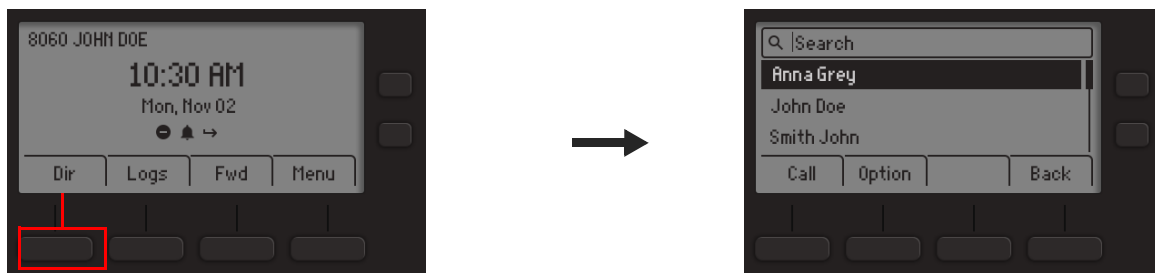
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5. This feature is not supported in PRASAR UCS.

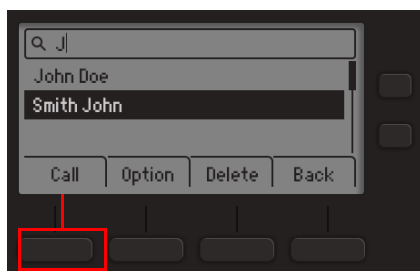
The Contacts list displays the Extensions, and Corporate Directory (Global Directory) contacts.

## Viewing Contacts

- Press **Dir** Key on the Home Screen.



- Enter the Initial letter(s) of the Contact's name in the Search bar.



- Scroll using the **Up/Down Navigation** Key to the desired Contact from the matching entries.
- You can make a Call, Edit, Delete or view the details of the desired contact. To know more, refer to [“Adding Contacts”](#) and [“Editing and Deleting Contacts”](#)



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

# Adding Contacts

You can add new contacts to the existing Contacts list using the Add Contacts option. You can add a contact using the Menu only.



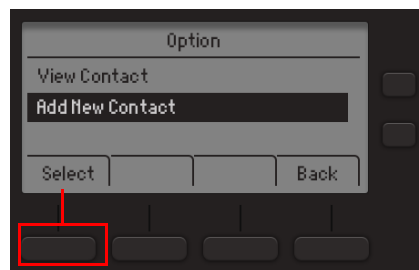
*You can add new contacts only if, **Global Directory Part-1** and **Global Directory Programming**, both options are enabled in the Class of Service (CoS) assigned to you. The new contact will be added in Global Directory Part-1 of the System.*

To add a new Contact,

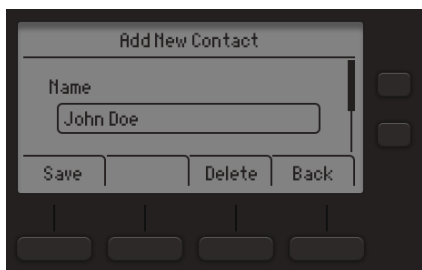
- Press the **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Contacts**.
- Press **Select** Key.

**OR**

- Press **Dir** Key.
- Press **Option** Key and scroll using the **Up/Down Navigation** Key to select **Add New Contact**.



- Press **Select** Key.
- Enter the **Name** and scroll using **Up/Down Navigation** Key to enter the **Number**.



- Press **Save** Key.





- The contact is automatically stored at a free index number. The phone's LCD displays the Index at which it is stored.

# Editing and Deleting Contacts

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You can edit or delete contacts, if required.

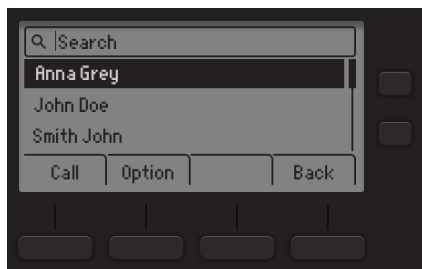


*You can Edit and/or Delete Global Directory Contacts only. The changes you make will be applicable to all the users of the system.*

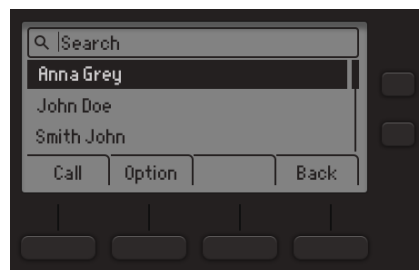
*You can edit and/or delete contacts only if, **Global Directory Part-1** and **Global Directory Programming**, both options are enabled in the Class of Service (CoS) assigned to you.*

## Editing Contacts

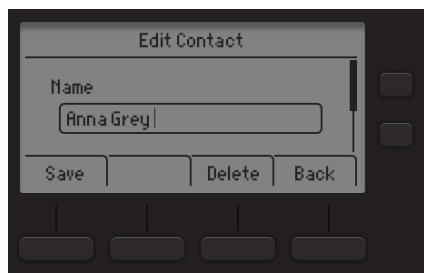
- Press **Menu** Key.
  - Scroll using the **Up/Down Navigation** Key to select **Contacts**.
  - Press **Select** Key.
- OR**
- Press **Dir** Key
  - Enter the Initial letter(s) of the Contact's name in the Search bar.
  - Scroll using the **Up/Down Navigation** Key to the desired Contact.



- Press **Option** Key.



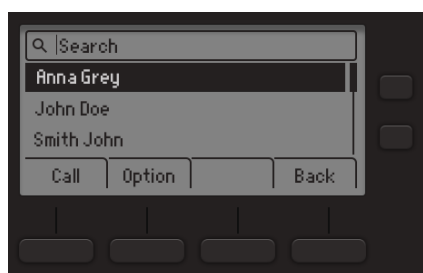
- Scroll using the **Up/Down Navigation** Key to **Edit Contact**. Press **Select** Key.



- Edit the **Name**, if required and press **Save** Key.
- Scroll using the **Up/Down Navigation** Key to edit the **Number**, if required and press **Save** Key.

## Deleting Contacts

- Press the **Menu** Key.
  - Scroll using the **Up/Down Navigation** Key to select **Contacts**.
  - Press **Select** Key.
- OR**
- Press **Dir** Key
  - Enter the Initial letter(s) of the Contact's name in the Search bar.
  - Scroll using the **Up/Down Navigation** Key to the desired Contact.
  - Press **Option** Key.



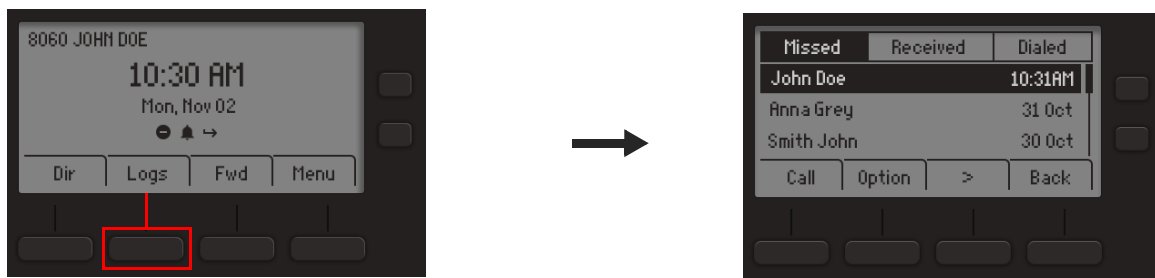
- Scroll using the **Up/Down Navigation** Key to **Delete Contact**. Press **Select** Key.
- The selected contact is deleted.

Call Logs displays the history of all Missed, Answered and Dialed Calls.

## Viewing Call Logs

To view the Call Logs,

- Press **Logs** Key on the Home Screen.



- Scroll using the **Right Navigation >** Key to select the desired Call Log tab — Missed, Received, Dialed.
- The phone displays the list of last 20 calls. The details displayed are: Name, Date/Time.
- Scroll using the **Up/Down Navigation** Key to the desired entry.
- Press **Call** Key, to make a call.
- Press **Option** Key, you have the following options — Details, Edit before call (this option will be available only when it is an external number), Delete, Delete All.
- Press **Back** Key, to return to the Menu Screen.




*Some entries in the Call Logs may appear as **Unknown/Private**, if the Number of that entry is not available. Calls cannot be made to these numbers.*

# Missed Call Notification

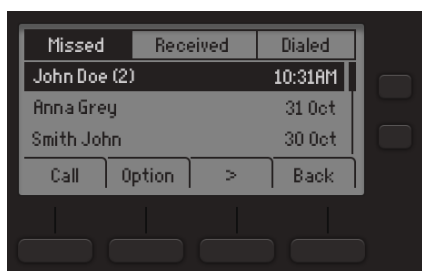
---

If you have missed any calls,

- a Missed Call Notification  appears on the Home Screen.
- the Ringer LED will turn 1 second on and 5 seconds off.

To view the missed calls,

- Press **Logs** Key on the Home Screen.
- Scroll using the **Right Navigation >** Key to select the **Missed** Calls Log.



- The phone displays the list of missed calls. The digits in the brackets against the name indicates the number of calls that you have missed from the caller.
- Press **Call** Key, to call.
- Press **Option** Key, to view the **Details** or **Delete** the log.
- Press **Back** Key, to return to the Menu Screen.



*As soon as you access the Missed Calls log, the notification will disappear.*

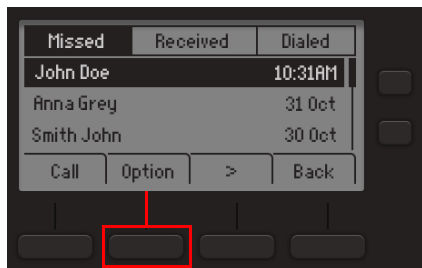
# Editing an Entry before Placing a Call

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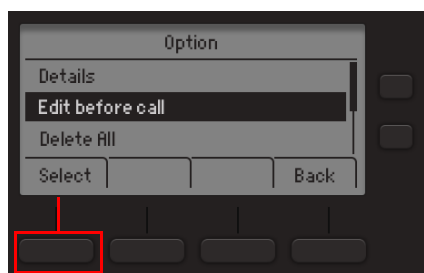
You can edit an external number present in the Missed or Received or Dialed Call Logs list.

To edit an entry in the Call Log,

- Press **Logs** Key on the Home Screen.
- Scroll using the **Right Navigation >** Key to select the desired Call Log tab — Missed, Received, Dialed.



- Scroll using the **Up/Down Navigation** Key to the desired entry.
- Press **Option** Key.



- Scroll using the **Up/Down Navigation** Key to select **Edit before call**.
- Press **Select** Key.
- Edit the **Number** as per your requirement.
- Scroll using the **Up/Down Navigation** Key and enter/edit the **Trunk Access Code** using which you want the system to dial the external call.
- Press **Call** Key.

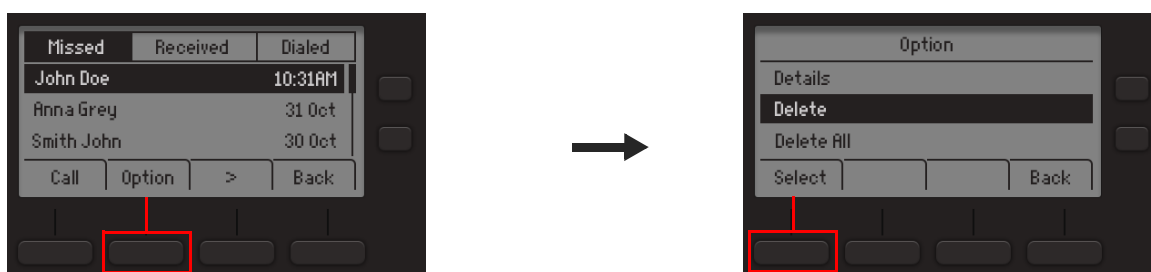
# Deleting Call Logs

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

## Deleting a Single Entry

To delete an entry from the Call Logs list,

- Press **Logs** Key on the Home Screen.
- Scroll using the **Right Navigation >** Key to select the desired Call Log tab — Missed, Received, Dialed.
- Scroll using the **Up/Down Navigation** Key to the desired entry.
- Press **Option** Key.

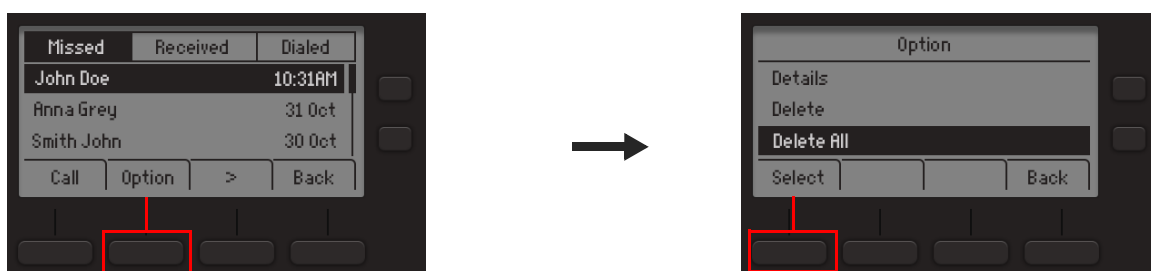


- Scroll using the **Up/Down Navigation** Key to select **Delete**.
- Press **Select** Key.

## Deleting all Entries at Once

To delete all the entries from a specific Call Log,

- Press **Logs** Key on the Home Screen.
- Scroll using the **Right Navigation >** Key to select the desired Call Log tab — Missed, Received, Dialed.
- Press **Option** Key.



- Scroll using the **Up/Down Navigation** Key to select **Delete All**.

- Press **Select** Key. All entires in the selected call log tab are deleted.



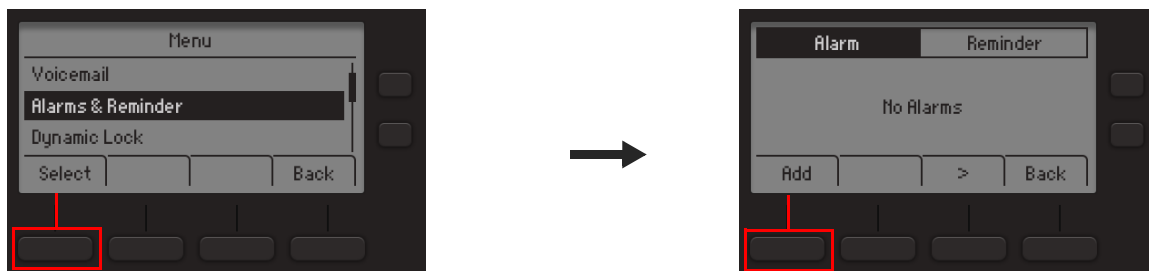
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## Alarm and Reminder

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

To Set an Alarm,

- Press the **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Alarm & Reminder**.
- Press **Select** Key.
- Press **More >** Key to select the desired tab — Alarm or Reminder.



- Press **Add** Key and enter the time in HHMM format.

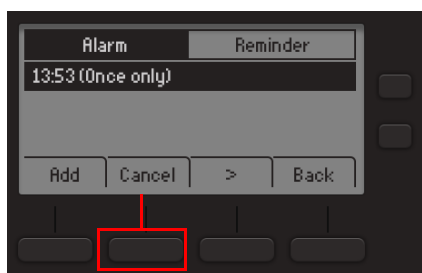


- Press **OK** Key.

- The Alarm is set and the Alarm Notification  appears on the Home Screen.

To Cancel all the Alarms,

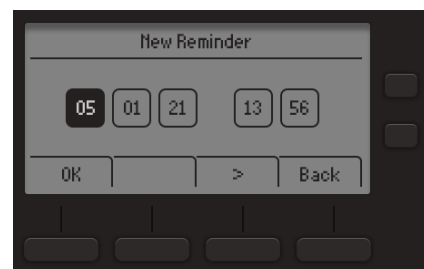
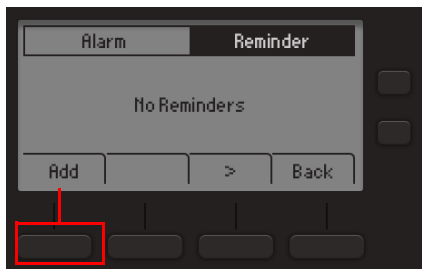
- Press the **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Alarm & Reminder**.
- Press **Select** Key.
- The Alarms are displayed under the Alarm tab.
- Scroll using the **Up/Down Navigation** Key to select the desired alarm.



- Press **Cancel** Key.

To Set a Reminder,

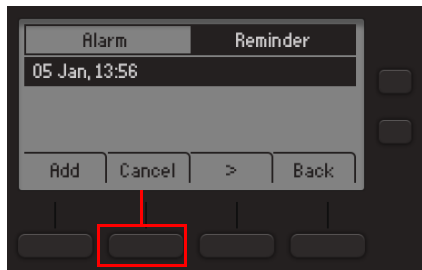
- Press the **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Alarm & Reminder**.
- Press **Select** Key.
- Press **More >** Key to select the **Reminder** tab.
- Press **Add** Key and enter the date in DD MM YY and time in HHMM format.



- Press **OK** Key.
- The Reminder is set and the Alarm Notification  appears on the Home Screen.

To Cancel all the Reminders,

- Press the **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Alarm & Reminder**.
- Press **Select** Key.
- Press **More >** Key, the reminders are displayed under the Reminder tab.



- Scroll using the **Up/Down Navigation** Key to select the desired reminder.
- Press **Cancel** Key.



- *The time will be displayed as per the Time Format select by your System Administrator.*
- *If you set an Alarm, by default the Alarm Type you will be able to set is **Once only** and the Alarm serving mechanism is Automated. If you want access to set **Daily** Alarms as well as if you want access to the serving mechanism **Personalized**, contact your System Administrator.*

## An Alarm/Reminder Call

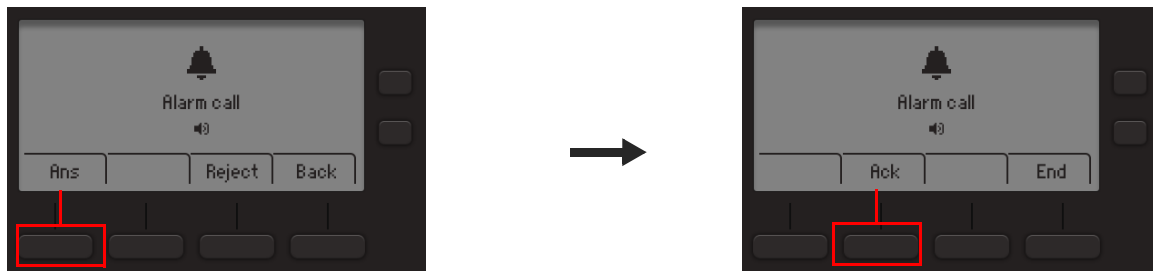
- At the set time, the Alarm call rings.



- Press **Ans** Key. You get music on hold.
- Press **Reject** Key, to reject the call.
- Similarly, you can answer or reject 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 users.



- Press **Ans** Key when the Alarm/Reminder call rings.
- Press **Ack** Key to acknowledge the call.

# Call Forward

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

The Call Forward screens differ according to the System (Server) with which SPARSH VP210 is connected.

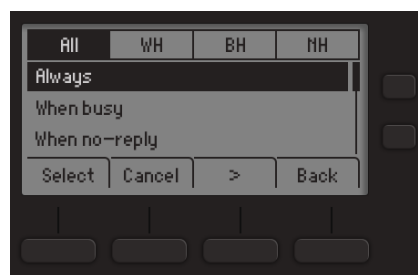
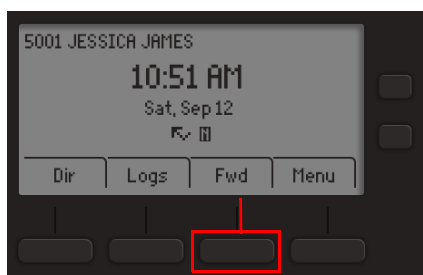
If your phone is connected with SARVAM UCS, PRASAR UCS or ANANT UCS you can set Call Forward as well as Call Forward Scheduled. Call Forward Scheduled is when call forward can be set separately for each time zone — Working Hours, Break Hours and Nonworking Hours.

If your phone is connected with ETERNITY NE, you can set Call Forward as well as Call Forward Scheduled. Call Forward Scheduled is when call forward can be set separately for Day Time and Night/Break Time.

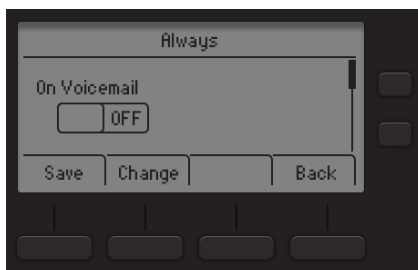
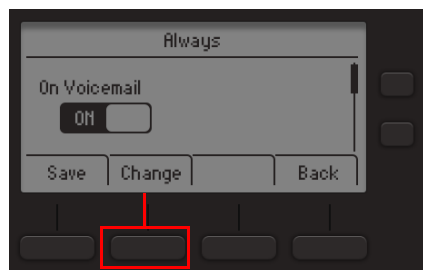
## Setting Call Forward

To Set Call Forward,

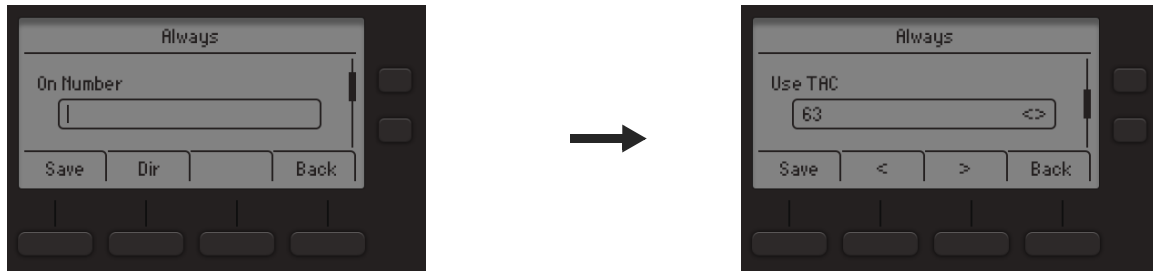
- Press **Fwd** Key on the Home Screen.



- Scroll using the **Right Navigation >** Key to select **All**.
- Then scroll using the **Up/Down Navigation** Key to select the type of Call Forward — Always, When Busy, When no-reply, When on busy/no-reply, When not registered.
- Press **Select** Key.
- By default, Call Forward is set **On Voicemail**.
- To set Call Forward on a number, press **Change** Key to turnoff the **On Voicemail** option.



- Scroll using the **Up/Down Navigation** Key, to select **On Number** and enter the desired number on which you wish to set Call Forward. You can configure an internal or an external number. If you configure an external number, you must configure the TAC.



- Scroll using the **Up/Down Navigation** Key, to select **Use TAC**.
- Scroll using the **Right Navigation >** Key or **Left Navigation <** Key to select the desired TAC to dial the configured external number.
- Scroll using the **Up/Down Navigation** Key, to select **Dual Ring**. Dual Ring enables you to play ring simultaneously on your phone and the destination phone.

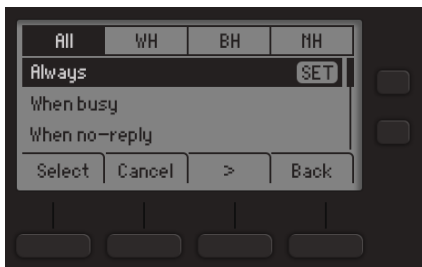


- By default, **Dual Ring** option is turned **On**, press **Change** Key to turn it off.
- Press **Save** Key.



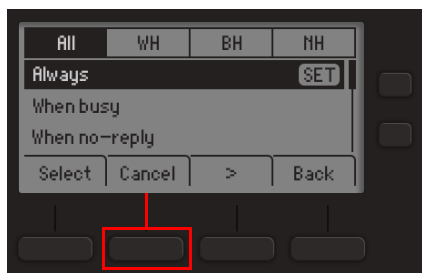
*Dual Ring option is not applicable for Call Forward -When not Registered.*

- When Call Forward is set, SET icon appears and also the Call Forward set ➞ indication appears on the Home Screen.



To Cancel Call Forward,

- Press **Fwd** Key again on the Home Screen.



- Press **Cancel** Key.

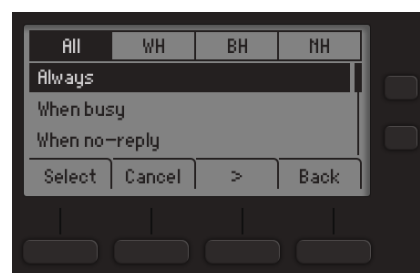
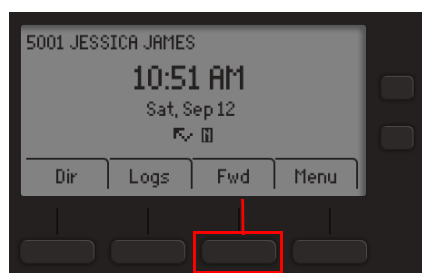
You can also set/cancel Call Forward from the Phone Menu.

## Setting Call Forward-Scheduled

You can set Call Forward for each time zone separately. This is know as Call Forward-Scheduled.

To set Call Forward-Scheduled,

- Press **Fwd** Key on the Home Screen.



- Scroll using the **Right Navigation** > Key to select the desired tab — WH, BH, NH.
- Then scroll using the **Up/Down Navigation** Key to select the type of Call Forward — Always, When Busy, When no-reply, When on busy/no-reply, When not registered.
- Press **Select** Key.
- By default, Call Forward is set **On Voicemail**.
- To set Call Forward on a number, press **Change** Key to turnoff the **On Voicemail** option.
- Scroll using the **Up/Down Navigation** Key, to select **On Number** and enter the desired number on which you wish to set Call Forward. You can configure an internal or an external number. If you configure an external number, you must configure the TAC.
- Scroll using the **Up/Down Navigation** Key, to select **Use TAC**.
- Scroll using the **Right Navigation** > Key or **Left Navigation** < Key to select the desired TAC to dial the configured external number.

- Scroll using the **Up/Down Navigation** Key, to select **Dual Ring**. Dual Ring enables you to play ring simultaneously on your phone and the destination phone.
- By default, **Dual Ring** option is turned **On**, press **Change** Key to turn it off.
- Press **Save** Key.



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

- When Call Forward is set, SET icon appears and also the Call Forward set ➞ indication appears on the Home Screen

To Cancel Call Forward,

- Press **Fwd** Key again on the Home Screen.
- Press **Cancel** Key.



- *When you cancel Call Forward - Scheduled, it is canceled for the respective time zones.*
- *If you have set Call Forward and Call Forward - Scheduled, both need to be canceled separately.*



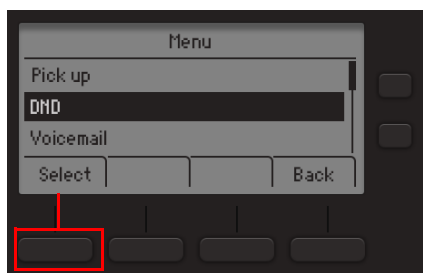
# Do Not Disturb

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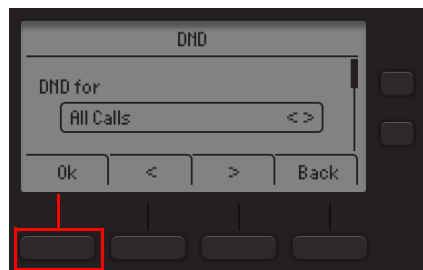
Do Not Disturb (DND) prevents incoming calls from landing on your extension.

## Setting Do Not Disturb

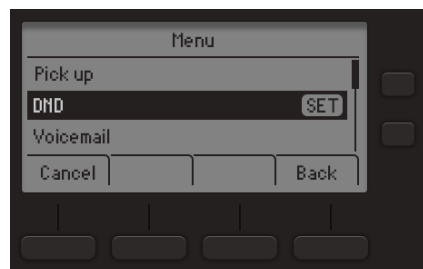
- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **DND**.
- Press **Select** Key.




- In **DND for**, you can select the type of calls for which you want to set DND — All Calls, Internal Calls, External Calls. Scroll using **Right Navigation** > Key or **Left Navigation** < Key to select the desired option.



- Press **OK** Key.



- The message DND set is displayed and the set  indication appears on the Home Screen.

## Set Do Not Disturb Message

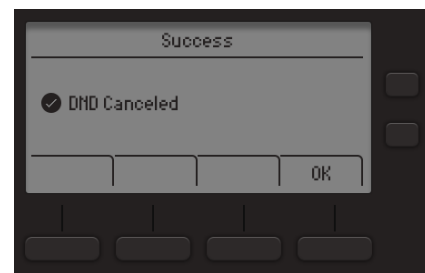
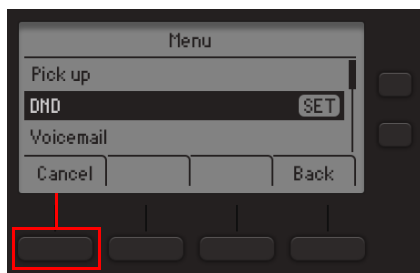
- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **DND**.
- Press **Select** Key.
- Scroll using the **Up/down Navigation** Key to select the **DND Message**.




- Scroll using **Right Navigation >** Key or **Left Navigation <** Key to select the desired DND message — Unavailable, In a Meeting, In a Conference, Try on Mobile, On Vacation, On Business Trip, Out of Office, With a Guest. This message will be displayed to the caller (provided the phone supports CLI display).
- Press **OK** Key.

## Canceling Do Not Disturb

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **DND**.



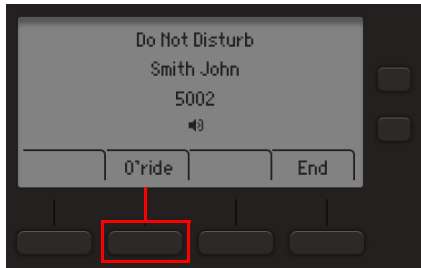
- Press **Cancel** Key.
- The message DND canceled is displayed and the set  indication disappears from the Home Screen.

# DND-Override

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

- If the dialed extension has set DND, the DND message set is displayed on the phone's LCD.



- Press **O'ride** Key.
- The dialed extension starts ringing.

# Department Group Call Forward

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Department Group Call Forward allows you to forward calls of the respective Department Group to an extension, to its voice mail, or to another Department Group.



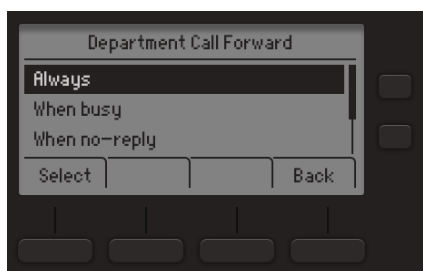
*Make sure 'Dept. Group - Call Fwd' is enabled in Class of Service.*

To set Department Group Call Forward,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Department Group Call Fwd**.
- Press **Select** Key.



- Enter the **Department Group Number**.
- Then scroll using the **Up/Down Navigation** Key to select the type of Call Forward — Always, When Busy, When no-reply, When on busy/no-reply.



- Press **Select** Key.
- By default, Call Forward is set **On Voicemail**.

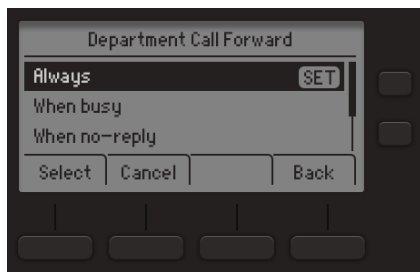
- To set Call Forward on a number, press **Change** Key to turnoff the **On Voicemail** option.



- Scroll using the **Up/Down Navigation** Key, to select **On Number** and enter the desired number on which you wish to set Call Forward.



- Press **Save** Key.
- When Department Group Call Forward is set, SET icon appears.



To Cancel Department Group Call Forward,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Department Group Call Fwd.**
- Press **Cancel** Key.

# PIN Dialing

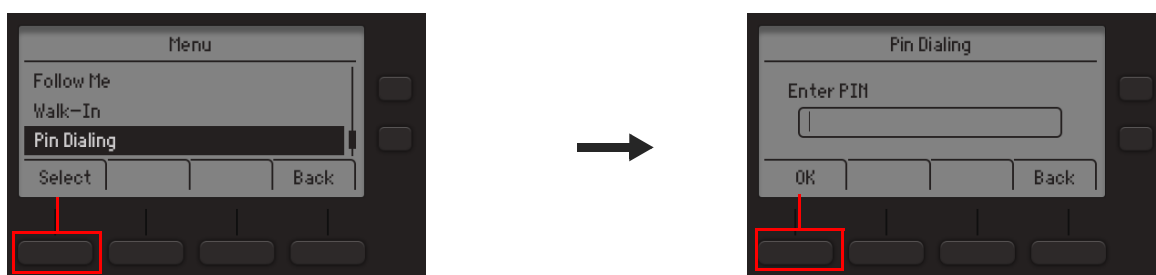
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PIN is a unique four digit code with an associated Class of Service and Toll Control which can be assigned to you. Using PIN Dialing you can make calls from any extension according to the toll control assigned to your PIN.

PIN Dialing must be enabled in the Class of Service of the extension, from which to wish to make outgoing call using PIN.

To make a call using PIN Dialing,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Pin Dialing**.
- Press **Select** Key.



- **Enter PIN.**
- Press **OK** Key. Dial the desired number.

# Presence

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



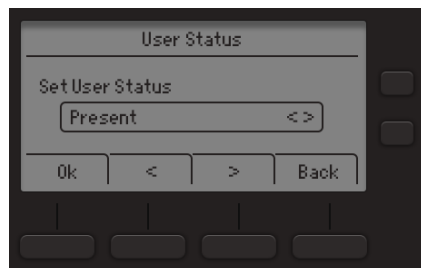
*You cannot use the default User Password (1111) to change your status. Make sure, you have changed it. For detailed instructions, see [“Change User Password”](#).*

## Changing Your Presence Status

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **User Status**.



- Press **Select** Key.



- Scroll using **Right Navigation >** Key or **Left Navigation <** Key to select the desired Status — Preset, Auto Detect, Away, On the Phone, Do Not Disturb, I am Mobile, In a Meeting, Out for a Meal, Out of Office, Absent.
- Press **OK** Key.
- Your Presence status is updated.

If you set Absent as your status, the Absent **A** status icon appears on the Home Screen.

# Call 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.

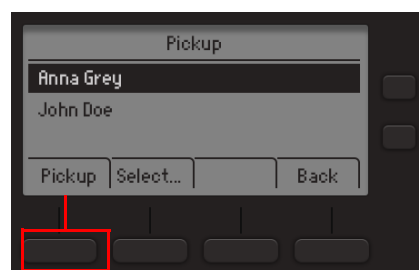
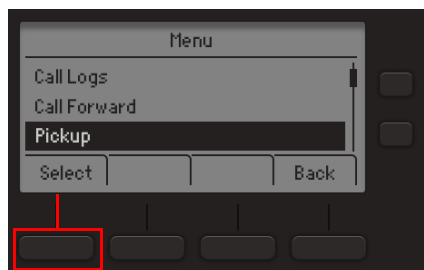
You can pick-up calls:

- Call Pick Up-Group - extensions are assigned to Pick-Up Groups. Any extension in a Pick-Up Group can answer calls ringing on other extensions within the same group only.
- Call Pick-Up Selective - calls ringing on any extension of the system can be answered.

## Call Pickup-Group

To pick-up a ringing call within your group,

- Press the **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Pickup**.
- Press **Select** Key.



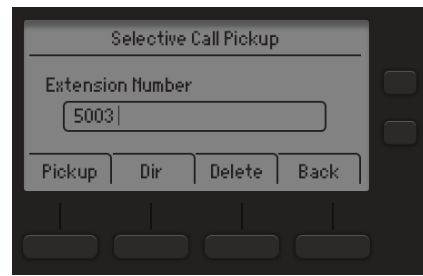
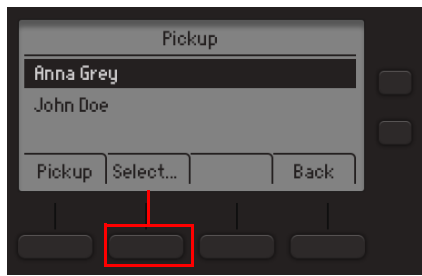
- Scroll using the **Up/Down Navigation** Key to select the desired contact. Press **Pickup** Key.

## Call Pickup-Selective

To pick-up any ringing call,

- Press the **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Pickup**.
- Press **Select** Key.





- Press **Select...** Key and then enter the **Extension Number** of the extension you wish to pick.

# Dynamic Lock

---

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

The System Administrator/Operator can also change the Toll Control Levels assigned to users. Contact your System Administrator for details.

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

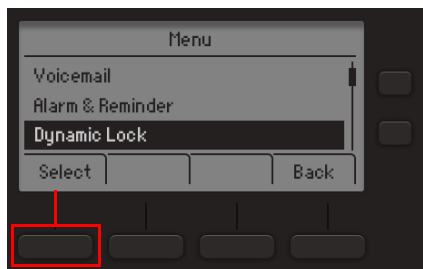


*You cannot use the default User Password (1111) to set the Dynamic Lock. Make sure, you have changed it. For detailed instructions, see [“Change User Password”](#)*

## Setting Dynamic Lock

To change the Toll Control Level,

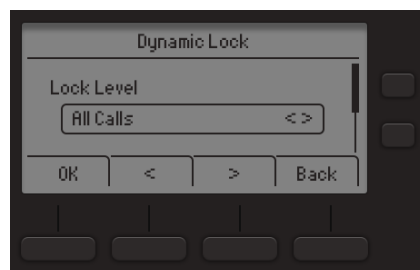
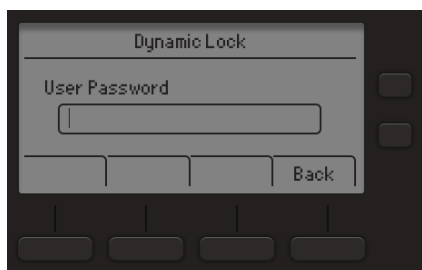
- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Dynamic Lock**.



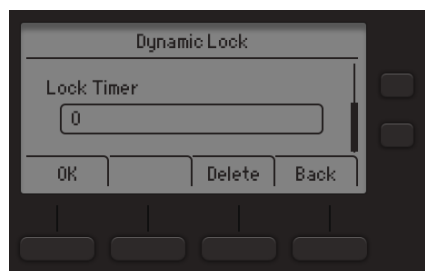
- Press **Select** Key.
- Enter the **User Password**.
- In **Lock Level**, you can select the type of calls — All Calls, Local Calls, National Calls, No Calls. Scroll using **Right Navigation** > Key or **Left Navigation** < Key to select the desired option.



*The Type of Calls are dependent on the Server Configurations.*



- To change the Lock Timer, scroll using **Up/Down Navigation** Key to select **Lock Timer**.



- Enter desired Lock Time in minutes and press **OK** Key.

# Keypad Lock

---

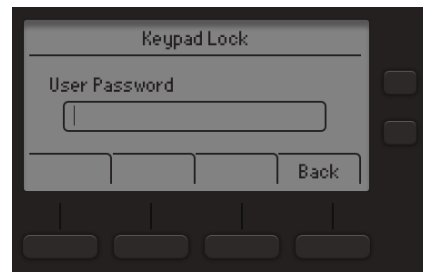
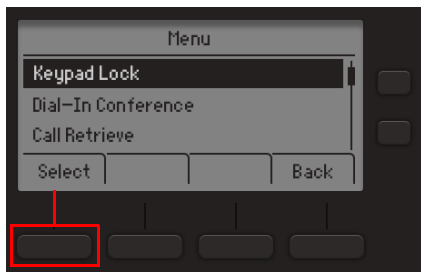
You can lock your Keypad to avoid misuse of your extension phone, while you are away from your desk.



*You cannot use the default User Password (1111) to Lock the Keypad. Make sure, you have changed it. For detailed instructions, see [“Change User Password”](#).*

To Lock the Keypad,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Keypad Lock**.
- Press **Select** Key.



- Enter the **User Password**
- The Keypad is locked and the lock  icon appears on the Home Screen.

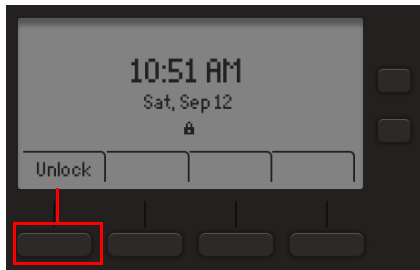


*If your Keypad is locked,*

- *you can dial Emergency Numbers.*
- *during a call, you cannot access any Call feature.*

To Unlock the Keypad,

- On the Home Screen, press **Unlock** Key.



- Enter the **User Password**. The Keypad is unlocked.

# Dial-In Conference

---

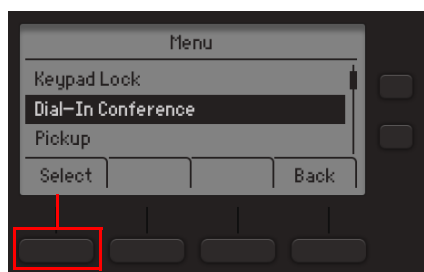
Dial-In Conference allows you to schedule a Multi-party conference in advance, so that the desired participants can join the conference at the scheduled time.

Make sure, you know the valid Conference Numbers for the variant of the System with which your phone is registered. For details, contact your System Administrator.

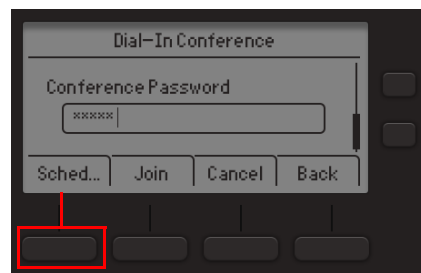
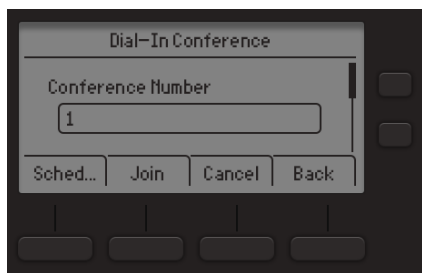
Variant	Conference Number Range
SARVAM UCS ENT	01 to 15
SARVAM UCS SME	01 to 20
SARVAM UCS SOHO	1 to 2
SARVAM UCS SMB	01 to 16
PRASAR UCS	01 to 15
ANANT UCS	01 to 64

## Schedule a Dial-In Conference

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Dial-In Conference**.



- Press **Select** Key.
- Enter the **Conference Number**.
- Scroll using the **Up/Down Navigation** Key to enter the **Conference Password**.



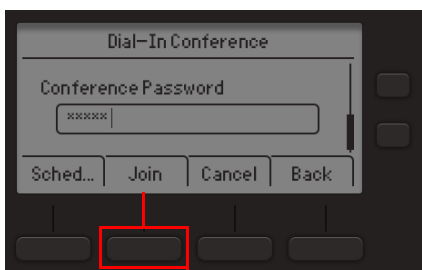
- Press **Sched...**, to schedule the conference.



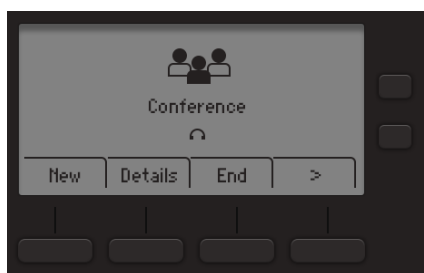
*The Conference Password cannot be 1111.*

## Join/Leave/Cancel the Dial-In Conference

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Dial-In Conference**.
- Press **Select** Key.
- In **Conference Number**, enter the desired number.
- Scroll using the **Up/Down Navigation** Key to select **Conference Password**.



- Press **Join** Key, to join the conference.



- Press **New** Key, to include another participant in the conference.

- Press **Details** Key, to view the details of the participants.
- Press **Leave**, if you wish to temporarily leave the conference. You can join the conference again at any time.
- Press **Rejoin**, to join the conference.
- Press **End C**, to terminate/cancel the conference.

To Rejoin from the Home Screen,

- When you leave the conference, and return to the Home Screen, this call appears in the pending calls list.
- Press **Up/Down Navigation** Key. The Conference Screen appears. Then press **Rejoin** Key.



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



# Hotline

---

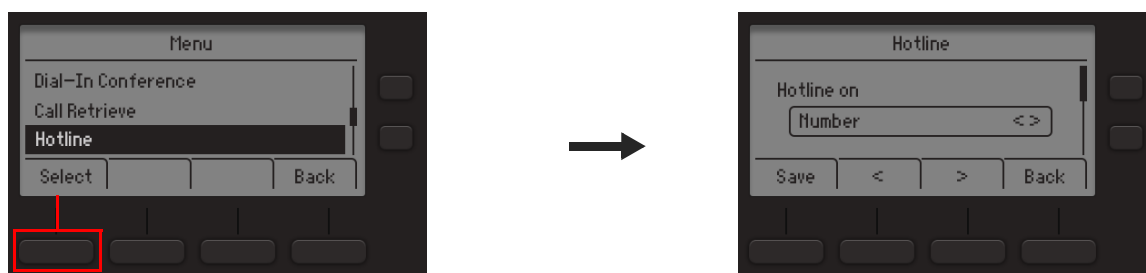
Hotline feature enables you to connect automatically to an extension (or, a Department Group) or an external number or a trunk, whenever you lift the Handset or press the Speaker/Headset key.

Hotline can be:

- **Immediate:** As soon as you go OFF-Hook, you get connected to the desired hotline extension number, department group, external number or outgoing trunk. Make sure the Hotline Timer is set to '00' seconds (default: 3 seconds).
- **Delayed:** As soon as you go OFF-Hook, the system plays Dial Tone and waits for the Hotline Timer (default: 3 seconds). On the expiry of this timer, it connects you to the desired hotline extension number, department group, external number or outgoing trunk.

## Setting Hotline

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Hotline**.
- Press **Select** Key.



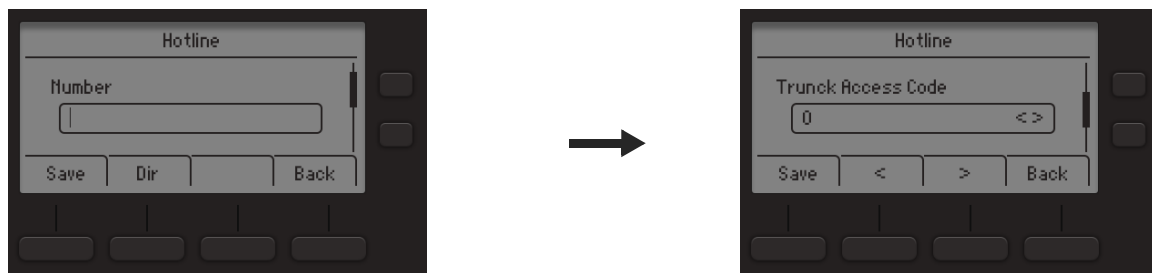
- In **Hotline on**, scroll using **Right Navigation >** Key or **Left Navigation <** Key to select the desired option — Extension, Trunk Access Code, Number.

If you select Extension, you must configure the desired extension number.

If you select Trunk Access Code, you must select the desired trunk access code

If you select Number, you must configure the Number along with the Trunk Access Code.

- Scroll using the **Up/Down Navigation** Key,
  - In Number, enter the desired **Number**.



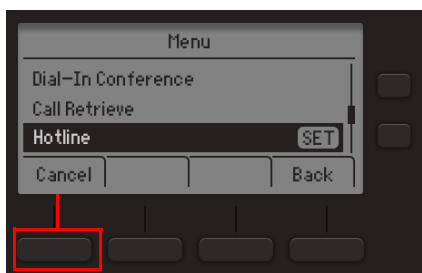
- In **Trunk Access Code**, scroll using **Right Navigation > Key** or **Left Navigation < Key** to select the desired option.
- To set delayed Hotline, enter the desired value in the **Hotline Timer**.



- Press **Save Key**.

## Canceling Hotline

- Press **Menu Key**.
- Scroll using the **Up/Down Navigation Key** to select **Hotline**.



- Press **Cancel Key**.

# Calling Line Identification Restriction

---

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

## Enable CLIR

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **CLIR**.
- Press **Set** Key.

## Disable CLIR

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **CLIR**.
- Press **Cancel** Key.

# Live Call Supervision

---

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

To use Live Call Supervision,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Live Call Supervision**.
- Press **Select** Key.
- Enter the **Extension Number** to be supervised.
- Press **OK** Key.
- The last external number out-dialed by the supervised extension number appears on the LCD.

# Paging

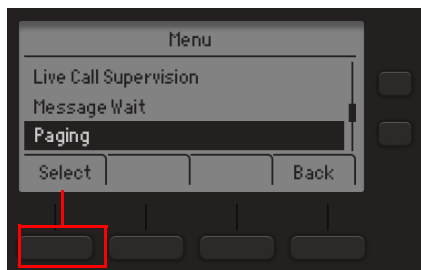
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Paging allows you to make announcements to a group of extension users<sup>6</sup> configured in a Page Zone. Extension users you are Paging, can only listen to your announcement. To answer your live Paging Call, extension users must use the feature *Meet Me Paging* from their extensions. To use Meet Me Paging, see [“Meet Me Paging”](#).

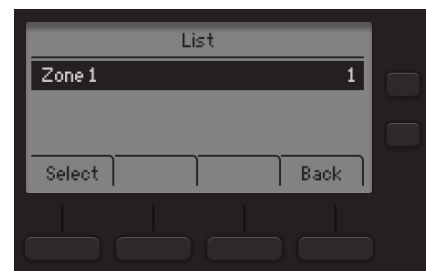
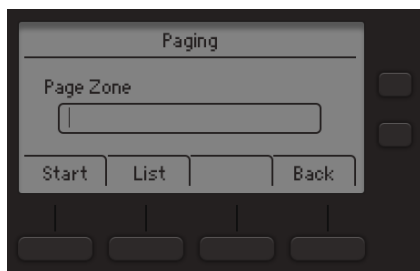
To be able to make a Paging call to a group of extensions, you must know their Page Zone Number. The Page Zone Number can vary from 01 to 12. Each Page Zone can have a maximum of 16 extensions.

To initiate a Paging announcement,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Paging**.
- Press **Select** Key.



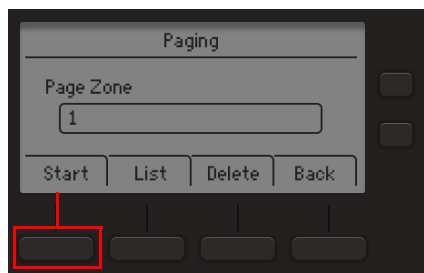
- Enter the **Page Zone** Number manually or press **List** to view the page zone. Scroll using the **Up/Down Navigation** Key to select the desired Page Zone.



- Press **Select** Key.

---

6. These extensions must be either Matrix proprietary Digital Key Phones (DKP), or any type of SIP Phones (for example, Matrix proprietary Extended SIP Phones or any Standard (Open) SIP Phone which supports Auto Answer feature).



- Press **Start** Key, to make your announcement. The speakers of the extensions configured in the specified Page Zone will be turned on automatically.

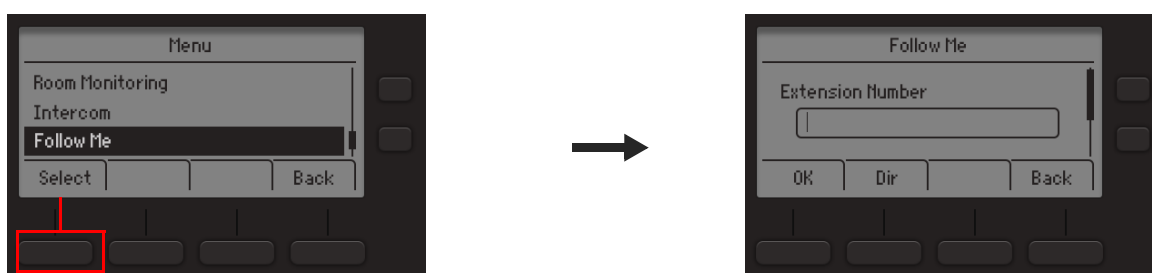
# Follow Me

---

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

## Setting Follow Me

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Follow Me**.
- Press **Select** Key.



- Enter the **Extension Number**.



- Scroll using **Up/Down Navigation** Key and enter the **Password**.
- Press **OK** Key.

## Canceling Follow Me

You can cancel Follow Me from your own extension only, refer Call Forward Cancel.

# Room Monitoring

---

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



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



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

To start Room Monitoring,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Room Monitoring**.
- Press **Select** Key.
- Enter the **Extension Number** to be monitored.
- Press **Start** Key.



# Meet Me Paging

---

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

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

To answer a Paging call,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Meet Me Paging**.
- Press **Select** Key.
- Enter **Extension Number** (this is the Paging Extensions Number).
- Press **Call** Key. You will be connected to the Pager immediately.



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

# Open Cosec Door

---

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



*Make sure the COSEC Door Group is configured for COSEC Integration.*

To open the Cosec Door,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Open Cosec Door**.
- Press **Open** Key. The Cosec Door opens.

# Voicemail

---

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



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

## Accessing Voicemails

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Voicemail**.
- Press **Call** Key.
- Follow the voice prompts.
- During the call you can press **Rel** Key, if you want to Release the call.

# Walk In

---


Every extension of the System is assigned a Class of Service for feature access and Toll Control defining its calling permission.

Using Walk-In feature you can,


- access the features allowed to your phone in the Class of Service (CoS) from any other extension.  
and
- make calls as per the Toll Control level assigned to your phone from any other extension.

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

To be able to Walk-In into your extension,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Walk-In**.
- Press **Select** Key.
- Enter the **Extension Number**.
- Scroll using the **Up/Down Navigation** Key and enter the **Password**.
- Press **OK** Key.
- The set  indication appears on the Home Screen.

## Walk-Out of an Extension

- If your **Walk Out** mode is set as **One Call** by the System Administrator, you will be walked out automatically after a call.
- If your **Walk Out** mode is set as **Multiple Calls**, you must walk out. To do so.
  - Press **Menu** Key.
  - Scroll using the **Up/Down Navigation** Key to select **Walk-In**.
  - Press **Cancel** Key. The set  indication disappears from the Home Screen.

Settings can be accessed during Startup or from the Home screen after the SPARSH VP210 is registered.

During Startup process, the following options will be accessible:

- Network Settings
- PCAP
- Phone Info

After Registration, the following parameters will be accessible:

- User Password
- Phone Settings
- Network Settings
- PCAP

To access Settings,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Settings** and press **Select** Key.

Name	Description
User Password	It allows you to change the User Password. For instructions, see <a href="#">"Change User Password"</a> .
Phone Settings	It allows you to customise parameters such as Ringtones and Alerts, Display, Time Format as per your requirement. For instructions, <a href="#">"Customizing Your SPARSH VP210"</a> .
Network Settings	It allows you to customise Network parameters such as Connection Type, DNS Settings, Server Settings, VLAN Settings as per your requirement. For instructions, see <a href="#">"Network Settings"</a> .
PCAP	It allows you to capture packets sent and received by the phone for monitoring and troubleshooting purpose. For instructions, see <a href="#">"PCAP"</a> .

To access Phone Info,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Phone Info** and press **Select** Key.

Phone Info	<p>It allows you to view the information of your phone such as MAC Address, Firmware, SIP Account.</p> <p>For instructions, see <a href="#">"Phone Info"</a>.</p>
------------	---

# User Password

---

You can change your User Password, if required. For instructions, see [“Change User Password”](#) under [“Customizing Your SPARSH VP210”](#).

# Phone Settings

---

You can customize following phone settings according to your requirement:

- [“Changing Ringtone and Alerts”](#)
- [“Changing the Display”](#)
- [“Setting the Time Format”](#)
- [“Changing Call Settings”](#)
- [“Accessories”](#)
- [“Changing Language”](#)
- [“Changing Advanced Settings”](#)



# Network Settings

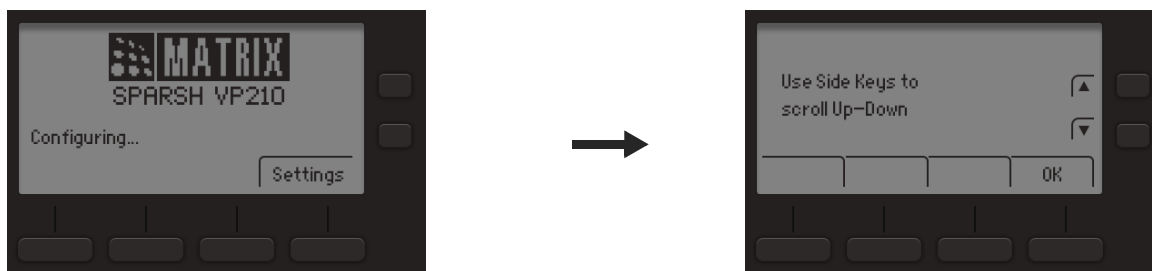
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*It is recommended that you do not configure the Network Settings on your own as it may result in malfunctioning of your phone. Ask your System Administrator to configure it for you.*

To configure the Network Settings during the Startup process,

- Press **Settings** during the Startup, the following screen appears.



- Press **OK** Key to continue configuring the parameters. This message will re-appear whenever you access Network Settings.

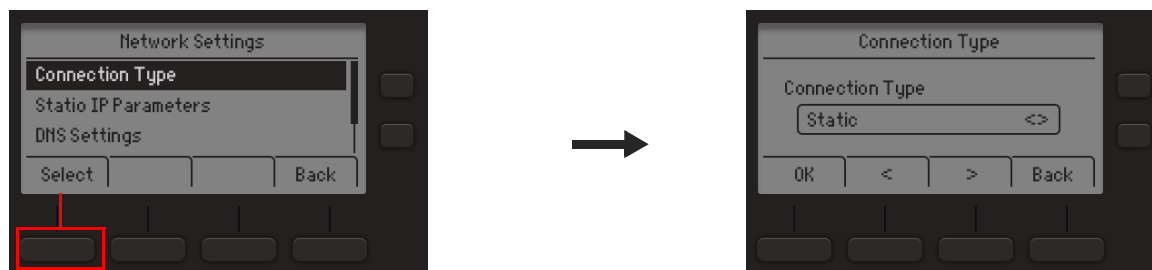
If you press **Ack** Key, then the message will not re-appear. Refer [“Powering On”](#) for details.

To configure the Network parameters,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Settings** and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **Network Settings** and press **Select** Key.

## Connection Type

- Scroll using the **Up/Down Navigation** Key to select **Connection Type** and press **Select** Key.



- Scroll using **Right Navigation** > Key or **Left Navigation** < Key, to select the desired Connection Type — **DHCP**, **Static**.

If your connection type is DHCP,

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

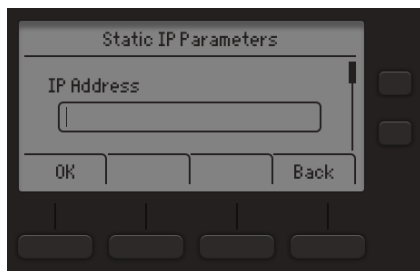


*If your DHCP Server does not provide DNS Settings and/or Server Settings automatically, you must configure them manually. Refer the steps given in Static.*

## Static IP Parameters

If you select Static, configure the following.

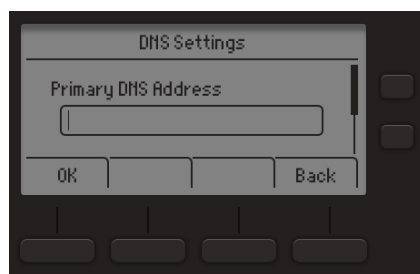
- Scroll using the **Up/Down Navigation** Key to select **Static IP Parameters** and press **Select** Key.



- Scroll using the **Up/Down Navigation** Key to enter the **IP Address**, **Subnet Mask** and **Gateway Address**.
- Press **OK** Key.

## DNS Settings

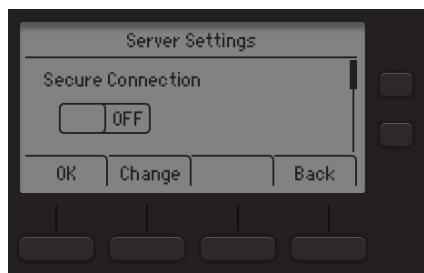
- Scroll using the **Up/Down Navigation** Key to select **DNS Settings** and press **Select** Key.



- Scroll using the **Up/Down Navigation** Key to enter the **Primary DNS Address** and **Secondary DNS Address**.
- Press **OK** Key.

## Server Settings

- Scroll using the **Up/Down Navigation** Key to select **Server Settings** and press **Select** Key.



- You can turn on **Secure Connection**, to do so press **Change** Key.

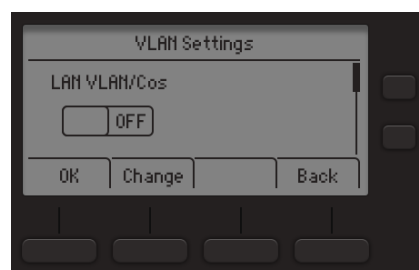
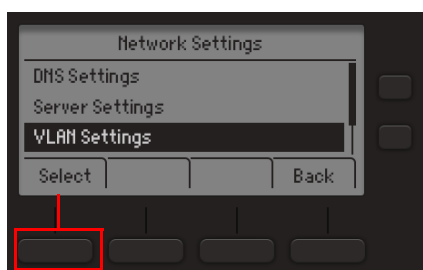
Scroll using the **Up/Down Navigation** Key to:

- Enter the **Primary Server Address**. This is the IP Address or the Domain Name of the Sever (System) with which you want to register the phone.
- Enter the **Primary Server Port**. This is the SPARSH Port of the System. It can be 80 or any value ranging from 1025 to 65535.
- If required, you can also enter the **Secondary Sever Address** as a fallback option. If the registration with the Primary Server fails the phone will send the registration and configuration requests to the Secondary Server Address. Speech-cut or unclear speech may be observed during on-going mature calls.
- Enter the **Secondary Server Port**. The phone sends the request for configuration files to this port if the Primary Server fails. It can be 80 or any value ranging from 1025 to 65535.
- Press **OK** Key.

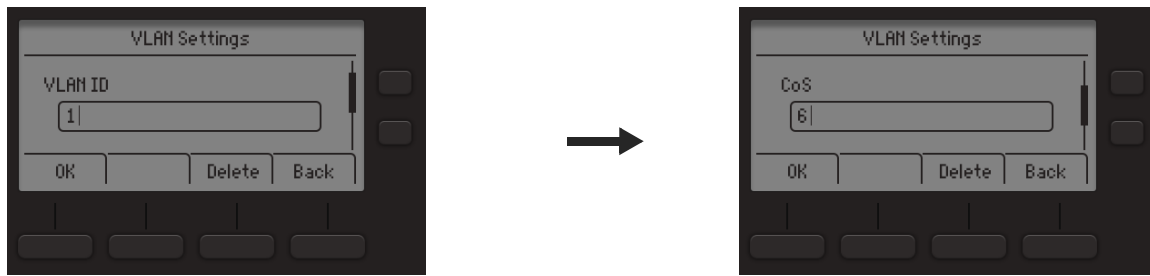
## VLAN Settings

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

- Scroll using the **Up/Down Navigation** Key to select **VLAN Settings** and press **Select** Key.



- You can turn on **LAN VLAN/CoS Connection**, to do so press **Change** Key.

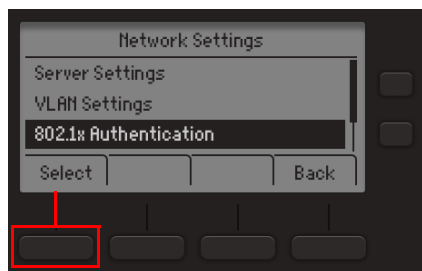


- Enter the **VLAN ID** and **Cos**.
- Press **OK** Key.
- You can turn on **PC VLAN/CoS Connection**, to do so press **Change** Key.
- Enter the **VLAN ID** and **Cos**.
- Press **OK** Key.

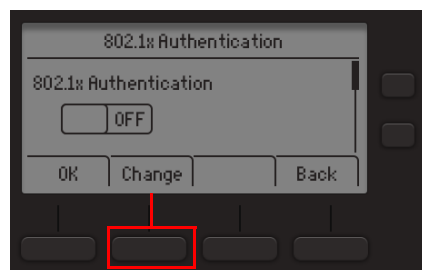
## 802.1x Authentication

802.1x is a standard for network access control that provides an authentication framework for wired as well as wireless networks. It is a part of the IEEE 802 family of standards and is used to enhance network security by ensuring only authorized and authenticated devices can access the network. To use 802.1x Authentication, configure its parameters.

- Scroll using the **Up/Down Navigation** Key to select **802.1x Authentication** and press **Select** Key.



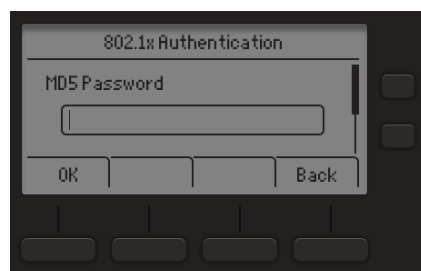
- Scroll using the **Up/Down Navigation** Key to select 802.1x Authentication and press **Change** Key to turn it **On/OFF**.



- Scroll using the **Up/Down Navigation** Key to select **Identity** and configure the User Name for authentication.



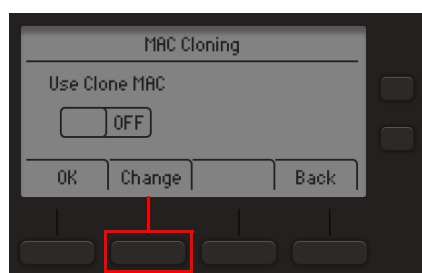
- Scroll using the **Up/Down Navigation** Key to select **MD5 Password** and configure the Password for authentication.



## MAC Cloning

If you want the phone to use Cloned MAC Address,

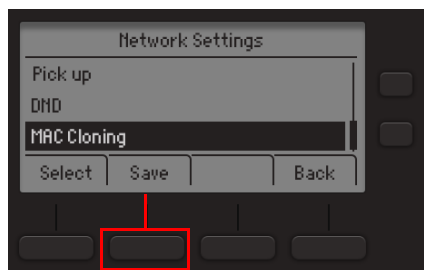
- Scroll using the **Up/Down Navigation** Key to select **MAC Cloning** and press **Select** Key.
- You can turn on **Use Clone MAC**, to do so press **Change** Key.



- Enter the **Clone MAC Address**.
- Press **OK** Key.

After you complete configuring the various Network parameters, you need to save all the Network Settings.

Click **Save** Key.



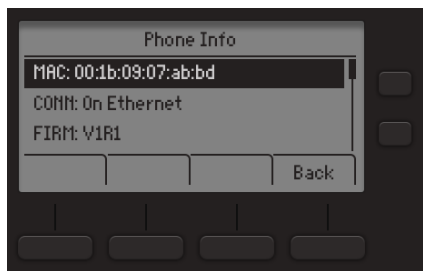
# Phone Info

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In Phone Info<sup>7</sup>, you can view your phone information.

To access Phone Info,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Phone Info** and press **Select** Key.



Parameter	Description
<b>MAC Address</b>	It displays the unique MAC Address of the phone.
<b>CONN</b>	It displays that the phone is connected using the Ethernet Port.
<b>FIRM</b>	It displays the Firmware Version of the phone.
<b>KERNEL</b>	It displays the Kernel Date of the phone.
<b>IP</b>	It displays the IP Address of the phone.
<b>MASK</b>	It displays the Subnet Mask of the phone.
<b>GW</b>	It displays the Gateway of the phone.
<b>P.DNS</b>	It displays the Primary DNS Address.
<b>S.DNS</b>	It displays the Secondary DNS Address.
<b>SIP ID</b>	It displays the SIP ID.
<b>REG.ADDR</b>	It displays the Registrar Server Address.
<b>REG.Time</b>	It displays the Registration Time.
<b>Act.S.Address</b>	This is the current server that is active with which the phone is registered.
<b>802.1x</b>	It displays whether 802.1x Authentication is enabled or disabled.

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

# PCAP

---

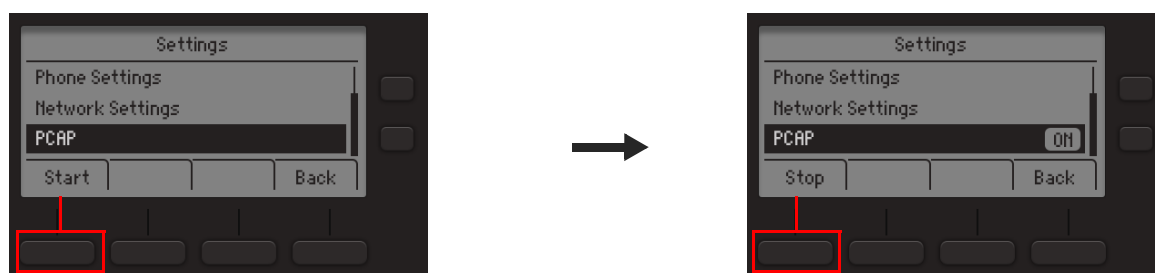
PCAP or Packet Capture consists of intercepting and logging the traffic passing over a digital network or a part of a network. PCAP intercepts each packet in the data streams that flow across the network, and can decode and analyze its contents.

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

SPARSH VP210 supports PCAP Trace, which can be used to detect and diagnose network related problems. The phone captures upto 1 MB of packets.

To capture packets sent and received by the phone,

- Press **Menu** Key.
- Scroll using the **Up/Down Navigation** Key to select **Settings** and press **Select** Key.
- Scroll using the **Up/Down Navigation** Key to select **PCAP** and press **Select** Key.



- Press **Start** Key. Packet capturing begins and **ON** appears.
- To stop capturing packets, press **Stop** Key.



*PCAP will stop as soon as 1 MB of packets are captured; capturing of further packets is turned OFF automatically.*



# *Appendix*

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## Frequently Asked Questions (FAQs)

### General

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

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

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

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

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

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

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

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

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

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

**Q. I cannot make calls on Global Directory numbers using 3 digit index numbers in SARVAM UCS ENT, PRASAR UCS or 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 SARVAM UCS ENT, PRASAR UCS or ANANT UCS and the 3 digit Index Number for the other variants. For example, “80555” in case of ENT and “8055” in case of other variants. Contact your System Administrator to know the codes you need to dial.

**Q. I cannot access Blind Transfer to Voicemail.**

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

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

A. To access this feature make sure:

- the Voicemail System is available in the System. Contact your System Administrator for more information.
- Conversation Recording is enabled in the Class of Service (CoS) assigned to your extension.

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

A. The System does not allow setting of both Auto Call Back and Trunk Reservation at a time. You can set only one out of the two features on the phone.

**Q. An error message appears on screen during Conference - Dial-In.**

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

Model	Number of Simultaneous Dial-In Conferences supported
SARVAM UCS ENT	01 to 15
SARVAM UCS SME	01 to 20
SARVAM UCS SOHO	1 to 2
SARVAM UCS SMB	01 to 16
PRASAR UCS	01 to 15
ANANT UCS	01 to 64

**Q. An error message for default password appears when I try to access some feature.**

A. Several features from the phone are not accessible using the default User Password (Default Password is 1111). So change the default user password first. Refer [“Change User Password”](#).

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

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

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

A. Interrupt Request will work only if the called party is in a normal 2-way speech with some other extension user or an external party. If the extension is busy due to being Off-hook (for example, Handset is not placed on the cradle

properly) or in the middle of dialing or accessing some System feature, then you will not be able to access Interrupt Request.

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

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

**Q. I cannot access Live Call Screening, Background Music, Raid from my phone.**

A. SPARSH VP210 does not support the features Live Call Screening, Background Music and Raid.

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

A. SPARSH VP210 does not support the CO Call Waiting (or, Trunk Call Waiting) feature even if it is enabled in the Class of Service assigned to your extension. So if there is an incoming call on a trunk for the SPARSH VP210, then you will not get any trunk call waiting indication.

**Q. The access codes to log into SE (System Engineer) Mode and SA (System Engineer) Mode from SPARSH VP210 do not work.**

A. SPARSH VP210 does not allow you to log into SE or SA Modes by dialing their corresponding access codes from the phone. So, you cannot access any feature from the phone which requires you to log into the SE or SA Modes first prior to dialing the relevant feature access command.

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

A. No, you cannot access any Hotel features from the SPARSH VP210; Hotel features are not supported in this phone.

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

A. SPARSH VP210 does not allow dialing of most of the feature Access Codes except the following,

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

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

A. There must be some other extension(s) which is registered with the same SIP ID (as your SPARSH VP210) in some other location(s). This is possible since the System allows registering of SIP Extensions with the same SIP ID from a maximum of 3 different locations. For example, you can have 3 SIP Phones having SIP ID as '3301' at your home, office and the factory. If you set or cancel any feature from one location, related changes will be reflected in the phones registered at the other two locations. So it might happen that Auto Call Back/Auto Redial/Trunk

Reservation has been set from some other location and you find the updated status on the phone which you are currently using.

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

A. In DKP and SLT, held call is returned after the expiry of the respective retrieval timer. But in VP210, Held call does not return. For VP210, if you do not retrieve the held call before the expiry of the "Held Call Disconnection Timer", the held call will be disconnected. For more details, ask your System Administrator.

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

A. In DKP and SLT, parked call is returned after the expiry of the Call Park Timer. But in VP210, Parked call does not return. For VP210, if you do not retrieve the parked call before the expiry of the "Call Park Release Timer", the parked call will be disconnected. For more details, ask your System Administrator.

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

A. In SPARSH VP210 whenever you access the General Park feature, it does not ask to enter the General Orbit Number; instead the call is parked in any of the free General Orbits (ranging from 2 to 9) available.

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

A. Forced Account Code is enabled for your SPARSH VP210 and for the trunk that you are grabbing. In such case, on grabbing the trunk to dial out an external number, you are prompted to provide the Account Code Number or Account Code Name forcibly. Otherwise the System will not allow you to dial out any external number.

## Troubleshooting Tips

Problem	Probable Reason(s)
Alarm cannot be set.	Maximum number of Alarms supported by the System have already been set. So new alarms can be added only after deleting the old ones.
Beeps are played in an established call and after sometimes the call gets disconnected.	Call Duration Control (CDC) may be enabled in the System. Ask your System Administrator for assistance.
Using Meet Me Paging, I cannot connect to the Pager.	Pager may have disconnected the call. To connect to the Pager, dial the number of his/her extension.
The phone does not ring.	The Ringer Volume may be very low or you have turned off the Ringer. To adjust proper Ringer Volume, see <a href="#">"Ringer Volume"</a> .
I cannot access the FTP folder of the phone. (for SPARSH VP210)	Make sure that you have typed the correct IP address assigned to the phone and have entered the 'Login Mode' as 'se' and 'Password' as the System's Web Jeeves password for System Engineer (SE) login mode.

# Converting SPARSH VP210 Extended SIP Phone to SPARSH VP210 Standard SIP Phone

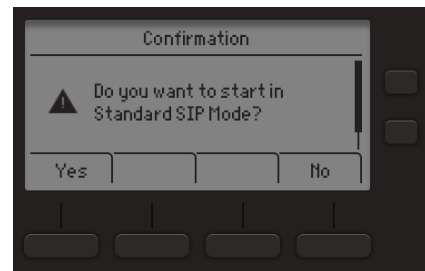
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To convert the SPARSH VP210 Extended SIP Phone to SPARSH VP210 Standard SIP Phone, follow the steps given below:

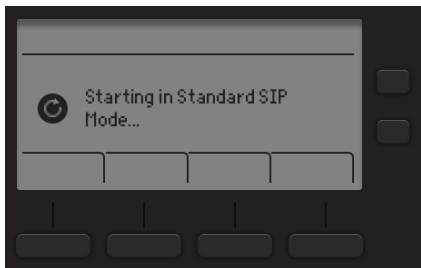


*SPARSH VP210 with Serial Number: 10009001 and onwards only can be converted to Standard SIP Phones.*

- When the Phone is powered on and the Loading/Starting screen appears press #2. The following message appears.



- Press **Yes** Key.



- The phone will reboot and start as a Standard SIP Phone. The Factory Default values for this mode will be assigned to all the parameters.

Refer to the SPARSH VP210 (Standard) Quick Start and SPARSH VP210 (Standard) User Guide to know more. The documentation can be found at <https://www.matrixcomsec.com/support/telecom-product-manuals/>.

# Technical Specifications

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## SPARSH VP210

LCD Display	128 x 64 Graphical LCD
<b>VoIP</b>	
VoIP Protocols	SIP v2, SDP, RTP, RFC 2833
Network Protocol	IPv4, TCP, UDP, DHCP
Voice CODECS	G.722 Wideband, G.711 A/μ-Law, G.723, G.729
Call Progress Tones	Dial Tone, Ring Back Tone, Busy Tone, Error Tone, Waiting Tone
Voice	Dynamic Jitter Buffer (Adaptive)
Quality of Service	Layer 2 CoS, Layer 3 DIFFServ and TOS
Data Network	LAN Port (RJ45), 10/100/1000 Base T (PoE Optional) PC Port (RJ45), 10/100/1000 Base T
Security	TLS, SRTP
<b>Power Supply</b>	
Input	5VDC(+/-0.25V)@2A through External Adapter (100-240 VAC, 50 - 60 Hz, Optional) and Power-over-Ethernet (PoE)
Power Consumption	1.0 W (Typical)
<b>Mechanical</b>	
Dimensions (WxHxD)	163 x 210 x 101 (mm) without stand and with receiver placed on the phone
Material	ABS Plastic
Installation Mounting	Table - Top
<b>Environmental</b>	
Operating Temperature	0° C to 45°C
Operating Humidity	5 to 95% RH, Non-Condensing
Storage Temperature	-20°C to +70°C
Storage Humidity	5 to 95% RH, Non-Condensing
Weight (Without Foot Stand)	650 gms Approx.

## SPARSH VP210

Sr. No.	Item	Quantity
1.	Phone, Handset and Spring Cord	1
2.	Ethernet Cable	1
3.	Foot Stand	1

# Warranty Statement

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Matrix warrants that its products will be free from defects in material and workmanship, under normal use and service for a period of twelve (12) months from the date of installation.

Matrix warrants the replacement or repair of any product or component(s) found to be defective during the applicable period and return the same, or grant a reimbursement credit with respect to the product or component. Parts repaired or replaced will be under warranty throughout the remainder of the original warranty period only. In case of software program design defect(s) that prevents the program from performing the specified functionality, affecting service and beneficial use of the product, Matrix reserves the right to incorporate solutions in its new release of the software and make it available to the customer within a reasonable period of time. The above said with regard to the software design defect, constitutes the sole obligation of Matrix and its authorized installer with respect to the product.

Matrix does not, however, affirm or stand for that the functions or features contained in the system will satisfy its end-user's particular purpose and /or requirements or that the operation of the program will be uninterrupted or error free.

This warranty is voidable by Matrix:

- If the product is used other than under normal use and is not properly serviced and maintained by qualified technicians.
- If the product is not maintained under proper environmental conditions.
- If the product is subjected to abuse, damage, misuse, neglect, fire, power flow, acts of God, accident.
- If the product is installed or used in combination or in assembly with the products that are not supplied or authorized by Matrix or are of inferior quality or design than Matrix supplied products, which may cause reduction or degradation in functionality.
- If the product is operated outside the product's specifications or used without designated protections.
- If the completely filled warranty cards have not been received by Matrix within 15 days of the installation.

In no event will Matrix be liable for any damages, including lost profits, lost business, lost savings, downtime or delay, labor, repair or material cost, injury to person, property or other incidental or consequential damages arising out of use of or inability to use such product, even if Matrix has been advised of the possibility of such damages or losses or for any claim by any other party.

Except for the obligations specifically set forth in this Warranty Policy Statement, in no event shall Matrix be liable for any direct, indirect, special, incidental or consequential damages, whether based on contract or any other legal theory, and where advised of the possibility of such damages.

Neither Matrix nor any of its channel partners makes any other warranty of any kind, whether expressed or implied, with respect to Matrix products. Matrix and its distributors, dealers or sub-dealers specifically disclaim the implied warranties of merchantability and fitness for a particular purpose.

This warranty is not transferable and applies only to the original user of the Product. All legal course of action subjected to Vadodara (Gujarat, India) jurisdiction only.



# Regulatory Information

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## FCC Class B Information

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. this device may not cause harmful interference, and
2. this device must accept any interference received, including interference that may cause undesired operation.


## EU DECLARATION OF CONFIRMITY

Manufacture : : MATRIX COMSEC PVT LTD  
 Manufacture Address : 15 & 19- GIDC , Waghodia, Vadodara-391760 (Gujarat, India)  
 Trade Name : **MATRIX**  
 Declare that the DoC is issued under our sole responsibility and belongs to the following products;  
 Product : **SPARSH VP**  
 Model/ TYPE : SPARSH VP210

Essential Requirements /Directives		Applied Specifications/ Standards
EMC	2014/30/EU	EN 55032: 2015+A11:2020; EN 55035:2017+A11:2020; EN 61000-3-2: 2019; EN 61000-3-3: 2013+A1:2019; EN 61000-4-2: 2009; EN 61000-4-3: 2006+A2:2010; EN 61000-4-4: 2012; EN 61000-4-5: 2014+A1:2017; EN 61000-4-6: 2014; EN 61000-4-8: 2010; EN 61000-4-11: 2020
LVD/SAFETY	2014/35/EU	IEC 62368-1: 2018
RoHS (RoHS2)	2011/65/EU	EN 50581: 2012

I hereby declare that the equipment named above has been designated to comply with the relevant section of the above reference standards and meet all essential requirements of the specified directives.



  
**Mr Ganesh Jivani**  
 Managing Director  
 Date: 04/11/2020

# Disposal of Products/Components after End-Of-Life

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Main components of Matrix products are given below:

- **Soldered Boards:** At the end-of-life of the product, the soldered boards must be disposed through e-waste recyclers. If there is any legal obligation for disposal, you must check with the local authorities to locate approved e-waste recyclers in your area. It is recommended not to dispose-off soldered boards along with other waste or municipal solid waste.
- **Batteries:** At the end-of-life of the product, batteries must be disposed through battery recyclers. If there is any legal obligation for disposal, you may check with local authorities to locate approved batteries recyclers in your area. It is recommended not to dispose off batteries along with other waste or municipal solid waste.
- **Metal Components:** At the end-of-life of the product, Metal Components like Aluminum or MS enclosures and copper cables may be retained for some other suitable use or it may be given away as scrap to metal industries.
- **Plastic Components:** At the end-of-life of the product, plastic components must be disposed through plastic recyclers. If there is any legal obligation for disposal, you may check with local authorities to locate approved plastic recyclers in your area.

After end-of-life of the Matrix products, if you are unable to dispose-off the products or unable to locate e-waste recyclers, you may return the products to Matrix Return Material Authorization (RMA) department.

Make sure these are returned with:

- proper documentation and RMA number
- proper packing
- pre-payment of the freight and logistic costs.

Such products will be disposed-off by Matrix.

**"SAVE ENVIRONMENT SAVE EARTH"**

# E-Waste Management and Handling Rules

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E-waste is a popular, informal name for electronic products nearing the end of their useful life. E-wastes are considered dangerous, as certain components of some electronic products contain materials that are hazardous, depending on their condition and density. The hazardous content of these materials pose a threat to human health and environment. Discarded electronics products such as circuit boards, batteries, wires and other electronic accessories if improperly disposed can leach lead and other substances into soil and groundwater. Many of electronic products can be reused, refurbished or recycled in an environmentally sound manner so that they are less harmful to the ecosystem.

## Benefits of E-waste Recycling

### Electronics Recycling Conserves Natural Resources

There are many materials that can be recovered from old electronic products. These materials can be used to make new products, thus reducing the need for the new raw materials. For instance, various metals can be recovered from circuit boards and other electronics can be recycled.

### Electronics Recycling Supports the Community

Donating your old electronics plays an important role in the provision of refurbished products which can be of great help to certain industries, small organizations and non-profitable organizations. It also helps individuals gain access to technology that they could not have otherwise afforded.

### Electronics Recycling Creates Employment Locally

Considering that around 90 percent of electronic equipment is recyclable, electronics recycling can play a significant role in creating employment. This is because new firms dealing with electronics recycling will form and existing firms will look to employ more people to recover recyclable materials. This can be triggered by the increase in the demand for electronics recycling.

### Electronics Recycling Helps Protect Public Health and the Environment

Many electronics have toxic or hazardous materials such as mercury and lead, which can be harmful to the environment if disposed in trashcans. Reusing and recycling electronics safely helps in keeping the hazardous materials from harming humans or the environment. For example, certain electronic components and batteries are hazardous since they have lead in them. Printed circuit boards contain harmful materials such as cadmium, lead, mercury and chromium.

Instead of keeping old electronics or dumping them in landfills, recycling or reusing them is an appropriate option that should be supported by individuals and organizations. Considering the benefits of electronics recycling, it is very important that people in various parts around the world embrace this concept.

### Creates Jobs

E-waste recycling creates new jobs for professional recyclers and creates a second market for the recycled materials.

## Do's & Don'ts

### Do's:

- Always look for information on the catalogue with your product for end-of-life equipment handling.
- Ensure that only Authorized Recyclers/Dismantler handle your electronic products.
- Always call at our toll-free No's to Dispose products that have reached end-of life.
- Always drop your used electronic products, batteries or any accessories, when they reach the end of their life at your nearest Authorized E-Waste Collection Points.
- Always disconnect the battery from product and ensure any glass surface is protected against breakage.

### Don'ts:

- Do not dismantle your electronic Products on your own.
- Do not throw electronics in bins having "Do not Dispose" sign.
- Do not give e-waste to informal and unorganized sectors like Local Scrap Dealer/ Rag Pickers.
- Do not dispose your product in garbage bins along with municipal waste that ultimately reaches landfills.

## E-Waste Management Plan

**M/s. MATRIX COMSEC PVT LTD** has partnered with **E-Waste Recyclers India (EWRI)** to comply with the new India E-Waste management and handling rules in providing drop-of centers and environmentally sound management of end of life electronics.

EWRI has obtained authorizations from the appropriate governmental agency for their processing facilities. EWRI will receive and recycle customer returned equipment, including all the e-waste. Customers can drop their e-waste in the drop-box provided at various collection centers of EWRI.

A list of collection centers along with the address is mentioned below.

The customers can also call on the following toll free number (1800-102-5679) from Monday to Friday between 10:00 AM to 5:30 PM to get details about the collection centers.

### Collection Centers:

State/ City	Location	Logistic	Address	Toll-Free Number
Delhi	Rangpuri	Professional Logistics	Rangpuri, Milakpur Kohi Rangpuri, Rangpuri, New Delhi - 110037	1800-102-5679
Gurugram	Gurugram	Professional Logistics	295, LIG Colony, Sector 31, Gurugram, Haryana - 122022	1800-102-5679
Jharkhand	Dhanbad	Professional Logistics	Sardar Patel Nagar, Dhanbad, Jharkhand - 826004	1800-102-5679
Noida	Salarpur Khadar	Professional Logistics	2, Gejha Rd, Goyal Colony, Salarpur Khadar, Sector 102, Noida, Uttar Pradesh - 201304	1800-102-5679
Mumbai	Vashi	Professional Logistics	Plot-92,gala no 01,Sector 19C Vashi Navi, Mumbai - 400705	1800-102-5679

State/ City	Location	Logistic	Address	Toll-Free Number
Pune	Vallabh Nagar	Professional Logistics	No.3/20,Near Ashok Sah Bank, Vallabh Nagar, S.T.Stand Road, Pimpri, Pune - 302021	1800-102-5679
Odisha	Cuttack	Professional Logistics	Cuttack, Odisha	1800-102-5679
Hyderabad	Secunderabad	Professional Logistics	4,Block-3,4th Shatter at 179, MPR Estates Near Old Check Post Old Bowaenpally Secunderabad, Hyderabad - 500011	1800-102-5679
Bangalore	Yeshwanthpur	Professional Logistics	No.44 1st floor 2nd main D.D.U.T.T.L. Yeshwanthpur, Bangalore - 560022	1800-102-5679
Mangalore	Bhathery Road Bloor	Professional Logistics	Opp. Hindustan Lever Ltd, Sulthan, Bhathery Road Bloor, Mangalore (KA) - 575003	1800-102-5679
Jharkhand	Ranchi	Professional Logistics	Ranchi, Jharkhand	1800-102-5679
Chennai	Sennerkuppam	Professional Logistics	27,Sakthi Nagar Phase-II, Sennerkuppam, Near Bisleri Water Plant, Chennai - 600056	1800-102-5679
Rajasthan	Jaipur	Professional Logistics	A-81, 200 ft. By Pass, Heerapura, Jaipur, Rajasthan - 302021	1800-102-5679
Bokaro	Odisha	Professional Logistics	Cuttack, Odisha, India	1800-102-5679
Guwahati	Kundil	Professional Logistics	HN-34, Kundil Nagar Basistha Chari, Near Parbhat Apartment, Guwahati - 781029	1800-102-5679
Lucknow	Kanpur Road	Professional Logistics	S-175,1st Floor Transport Nagar Near RTO Kanpur Road Lucknow - 226004	1800-102-5679
Madhya Pradesh	Indore	Professional Logistics	284 AS-3 Scheme No.-78,Vijay Nagar, Indore, Madhya Pradesh	1800-102-5679
Ahmedabad	Pushp Penament	Professional Logistics	Shop No D-18, Pushp Penament, Behind Mony Hotel, Isanpur, Ahmedabad	1800-102-5679
Patna	Malyanil buddha	Professional Logistics	Dr. A.K Pandey (IPS) Malyanil buddha Colony, Patna (Bihar) - 800001	1800-102-5679
Andhra Pradesh	Vishakapatnam	Professional Logistics	Shop No.8, New Gajuwaka, Opp. High School Road, Vishakapatnam, Andhra Pradesh - 530026	1800-102-5679
Chandigarh	Pharbhat Road	Professional Logistics	Shop no:-19, Pharbhat Road, Opp:- Tennis Academy, Zirakpur, Chandigarh, Punjab	1800-102-5679

State/ City	Location	Logistic	Address	Toll-Free Number
Kolkata	B.T. ROAD DUNLOP	Professional Logistics	156A/73, Northern Park, B.T. Road Dunlop, Kolkata -700108	1800-102-5679
Odisha	Bhubaneswar	Professional Logistics	Acharya Vihar - jaydev Vihar Rd, Bhubaneswar, Odisha	1800-102-5679
West Bengal	Asansol	Professional Logistics	Shop No-4 Asansol Station Bus Stand Road, Munshi Bazar, Asansol, West Bengal - 713301	1800-102-5679

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## **MATRIX COMSEC**

### **Head Office**

394-GIDC, Makarpura, Vadodara - 390010, India.

Toll Free No: 18002587747

E-mail: [Customer.Care@MatrixComSec.com](mailto:Customer.Care@MatrixComSec.com)

[www.MatrixComSec.com](http://www.MatrixComSec.com)