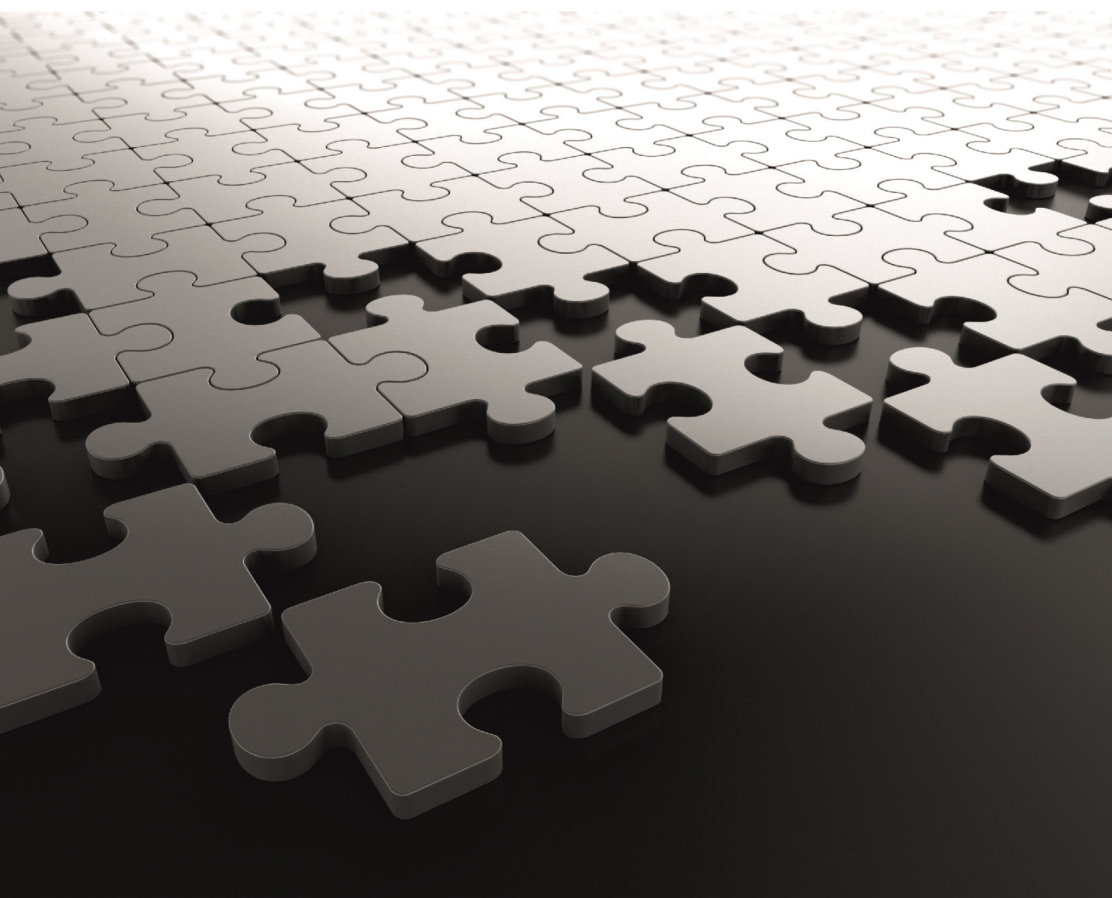


# PRASAR UCS

## Quick Start





## **PRASAR UCS**

The Unified Communication Server for Modern Enterprises

Quick Start



## 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 the product. The product may not support all the features and facilities described in the documentation.

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*Version 3*

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# Contents

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<b>Introduction .....</b>	<b>1</b>
<i>Hardware Overview .....</i>	<i>1</i>
<i>SPARK200 .....</i>	<i>1</i>
<b>Installing the System .....</b>	<b>4</b>
<i>Before you Start .....</i>	<i>4</i>
<i>Installing the VOCODER Module .....</i>	<i>5</i>
<i>Removing the VOCODER Module .....</i>	<i>8</i>
<i>VMS Interface and the Internal USB Ports .....</i>	<i>8</i>
<i>Connecting SIP Extensions .....</i>	<i>10</i>
<i>SPARSH VP248 .....</i>	<i>12</i>
<i>SPARSH VP310 .....</i>	<i>13</i>
<i>SPARSH VP330 .....</i>	<i>14</i>
<i>SPARSH VP510 .....</i>	<i>15</i>
<i>Extended SPARSH VP710 .....</i>	<i>16</i>
<i>SPARSH VP210 .....</i>	<i>17</i>
<i>VARTA WIN200 .....</i>	<i>18</i>
<i>VARTA Mobile Softphone Clients .....</i>	<i>19</i>
<i>Configuring SIP Trunks .....</i>	<i>21</i>
<i>Switching ON the system .....</i>	<i>22</i>
<i>Power ON PRASAR UCS .....</i>	<i>22</i>
<i>LED Indication .....</i>	<i>22</i>
<b>Configuring PRASAR UCS .....</b>	<b>23</b>
<i>Activating License Key .....</i>	<i>26</i>
<b>Appendix .....</b>	<b>38</b>
<i>Pre-activated Licenses .....</i>	<i>38</i>
<i>Modified default parameter values for Firmwares later than V2.5 .....</i>	<i>39</i>

# ***Introduction***

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Thank you for choosing the Matrix PRASAR UCS. This Quick Start is meant to help you setup the PRASAR UCS and use the basic features.

For detailed description of the installation, advanced configuration and feature description, please refer to the **PRASAR UCS System Manual**. Similarly, the guidelines and instructions for setting up and operating the Server in hotels and health care establishments is documented in **PRASAR UCS Hospitality System Manual**.

To download, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>. You can also view and download this document by scanning the QR code printed on the Product Label/ Packaging Label.

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

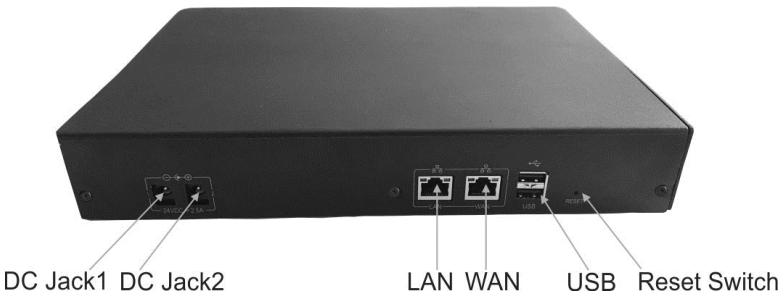
## **Hardware Overview**

Matrix provides the SPARK200 hardware platform to run the PRASAR UCS Application (SME as well as ENT).

### **SPARK200**

This is the enclosure and it consists of the following ports and connectors.

# Ports and Connectors



Port	Connector	Description
24VDC-2.5A (Max)	DC Jack1	To connect 24VDC, 2.5A Power Adapter.
24VDC-2.5A (Max)	DC Jack2	To connect 24VDC, 2.5A Power Adapter (for Hot Redundancy).
LAN	RJ45	To connect a computer or a LAN Switch.
WAN	RJ45	To connect to the IP network over a DSL Modem or Router or a LAN Switch.
USB	USB to COM Converter (Optional)	<p>The External USB can be used as COM Port by connecting the USB to COM Converter.</p> <p>Used to:</p> <ul style="list-style-type: none"><li>• set up and run software applications — PMS and CAS.</li><li>• capture Hotel Motel Activity Logs.</li><li>• generate SMDR reports.</li></ul>
Reset Switch	---	To default the LAN IP and the System Engineer password.

You will be able to use PRASAR UCS only after you have activated the PRASAR UCS Application license<sup>1</sup>. For further details, refer [“Activating License Key”](#).

PRASAR UCS also supports **Redundancy**. It is a process in which upon failure of one System, the other System takes control of the active operation. For more information, refer *Redundancy* in the System Manual.

1. Refer to [“Pre-activated Licenses”](#)

## LEDs

SPARK200 has two Power LEDs and a Status LED (STS).

The Power LED P1 depicts the status of DC Jack 1 and the Power LED P2 depicts the status of DC Jack 2.

During Redundancy, the Status LED of the Active System blinks Green, whereas the Status LED of the Standby System blinks Orange.

SPARK200 can be rack mounted or placed on a table.

PRASAR UCS is easy to install and operate. The built-in web server, *Jeeves*, allows you to configure the system parameters and features on-site as well as from a remote location.



# Installing the System

---

## Before you Start

Before you begin the installation of the SPARK200, make sure that the required wiring has been done and you have the following items ready:

- PRASAR UCS SME/ ENT Application License<sup>2</sup>.
- Appropriate cables to set up and test the WAN interface of the system and the LAN connection.
- A standalone PC or a PC connected in LAN.
- A SIP Account to test VoIP connectivity.
- One or more IP Phones for testing.



- Make sure you have separate electrical earth for the safety of the product and the people handling it.
- Always wear a properly earthed (grounded) electrostatic discharge preventive belt or wrist strap while handling the System.
- Do not install the system near any source of water, corrosive fumes and electromagnetic noise such as radio equipment, heavy transformers, faulty electric chokes of tube-lights, device having a faulty coil, to avoid electromagnetic effect.

For detailed instructions, refer to the System Manual.

- Unpack the system.
- Make sure that your package contains all the below items. If any item is missing or damaged, please contact the source from where you have purchased the system.
  - SPARK200
  - 1 Vocoder Module factory fitted

2. Refer to [“Pre-activated Licenses”](#).

- 1 8GB USB 2.0 Pen-Drive (Flash Drive) factory fitted
- A Power Adapter
- A Power Cord (country specific)
- Two Side Clamps

## Installing the VOCODER Module

SPARK200 supports four NX DBM VOCODER64 modules. By default, one module is factory fitted in the product. If required, you must purchase the other modules separately. The system supports a maximum of 248 VOCODER channels. Each NX DBM VOCODER64 module supports a maximum of 64 VOCODER channels. By default, 8 VOCODER channels are pre-activated when you purchase PRASAR UCS SME/ENT Application License. If you require more channels, you can purchase the licenses accordingly. Matrix provides two VOCODER licenses — PRASAR VOCODER CHNL4 and PRASAR VOCODER CHNL16.

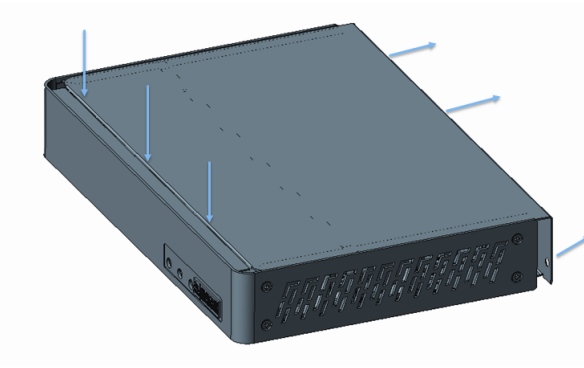
To install the module,

- Unpack the NX DBM VOCODER64 module.



- Make sure you are wearing an electrostatic discharge preventive wrist strap or belt and power supply is switched off. Unplug the adapter, if you have connected it.
- Unscrew the unit. There are screws on the sides as well as the back panel.

- Press and push the cover panel backwards as displayed below:



- Lift the top cover from the front side to an angle of 10 to 12 degree and push backwards to open.



- Keep the cover and screws aside.

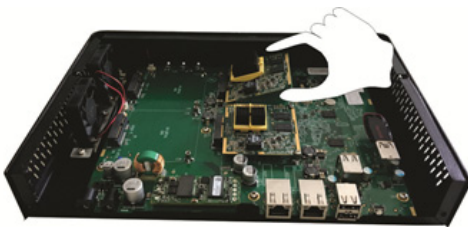
- There are 4 PCI Connectors for the VoIP module and four pairs of studs on the board.



- By default, one VOIP module is factory fitted, this is with the label M1, VOIP #1 on the board.
- Locate the label M2, VOIP#2 to affix the second module.
- Remove the screws on the studs for the module and keep them aside.
- Carefully hold the NX DBM VOCODER64 Module from the edges.

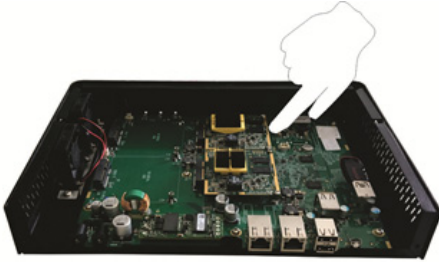


- Make sure you do not touch the PCB. Insert the NX DBM VOCODER64 Module into the PCI Connector socket.



- Insert the NX DBM VOCODER64 Module into the PCI Connector socket.

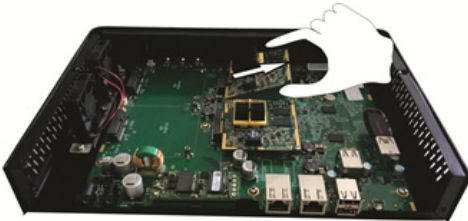
- Press the Module with a finger and match the mounting holes perfectly with the stud holes. Make sure you do not touch the PCB area of the module except the yellow line provided for grounding at the front end of the module.



- Do not apply excessive pressure.
- Secure the module with the screws on the studs.
- Follow the same steps to install another module.

## Removing the VOCODER Module

- Locate the VOCODER Module you want to remove from the board.
- Remove the screws from the module and keep them aside.
- Firmly hold the module and ease it out of the PCI connector carefully.



- Replace the screws on the studs.

## VMS Interface and the Internal USB Ports

The System supports a maximum of 64 VMS channels. By default, both PRASAR UCS SME/ PRASAR UCS ENT offers 4 pre-activated VMS channels. To activate additional VMS channels, you must purchase — PRASAR VMS CHNL4 or PRASAR VMS CHNL16. For more information see the topic License Management in the PRASAR UCS System Manual.

There are two internal USB Ports:

- One Internal USB Port has a pendrive inserted into it (factory fitted). The pendrive which is provided to you by default contains VMS data, Extended IP Phones firmware and the system firmware. You will be able to use the VMS features once you activate the VMS License.
- The other Internal USB Port is for future use.

You can replace the default pendrive with a new one having more space.

To do so, you need to format your new pendrive with FAT32 file format and then copy all the contents of the factory fitted pendrive into the new pendrive.

Switch-off the system and then replace the pendrive. The system will not detect the new pendrive if you do not restart the system after replacement.



Make sure while replacing the pendrive, you insert it in the same USB Port where the factory fitted pendrive was inserted.

After installing the modules into the system, place the cover and affix the screws.

Connect a computer to the LAN/WAN Port of system with the Ethernet cable supplied for the port.

Open a Web browser on the computer to access the embedded Web server, Jeeves.

Activate the Key provided in the License Voucher for the Application and VMS. For instructions, see [“Activating License Key”](#).

# Connecting SIP Extensions

---

You can register any SIP-enabled device, like an IP Phone, a Soft phone, Analog Telephone Adapter (ATA) as the SIP Extension of the PRASAR UCS.

The maximum number of SIP Extensions supported by PRASAR UCS ENT Application are 2100<sup>3</sup>.

To register SIP Extensions the VOCODER Module is a must. You can register upto 2100 SIP devices with one module.

If required, you can install additional modules. For detailed instructions, refer [“Installing the VOCODER Module”](#).



- By default, PRASAR UCS ENT Application License<sup>4</sup>, supports configuration and registration of 200 SIP Extensions only. If you want to use additional SIP Extensions, you need to purchase the IP Subscriber license. The following licenses are available — PRASAR IPSUB5, PRASAR IPSUB10, PRASAR IPSUB50, PRASAR IPSUB100 and PRASAR IPSUB500.
- For more information on Licensing, refer to the topic *License Supported in PRASAR UCS* in the System Manual.

You may also connect/register the following as SIP Extensions of PRASAR UCS:

- SPARSH VP248, the Extended IP Phone
- SPARSH VP310, the Executive IP Phone
- SPARSH VP330, the Touch Screen Extended IP Phone
- SPARSH VP510, the Premium IP Phone
- Extended SPARSH VP710, the Smart Video IP Deskphone
- SPARSH VP210, the Entry Level IP Phone
- Matrix VARTA WIN200, Unified Communication Client for Windows
- Matrix Mobile UC Clients, as given below:
  - Matrix VARTA AMP100, the Mobile UC Client for iPhones.
  - Matrix VARTA ADR100, the Mobile UC Client for Android Smartphones/Tablets.
- Third Party (Standard) SIP Phones

The SIP Extensions may be registered over *WAN* or *LAN* according to your preference and your IP network installation scenario. SPARSH VP248, SPARSH VP310, SPARASH VP330, Extended SPARSH VP710, Mobile UC Clients as well as VARTA WIN200 can be registered using IPv4 Addresses only.

3. *PRASAR UCS SME Application supports 250 SIP Extensions.*

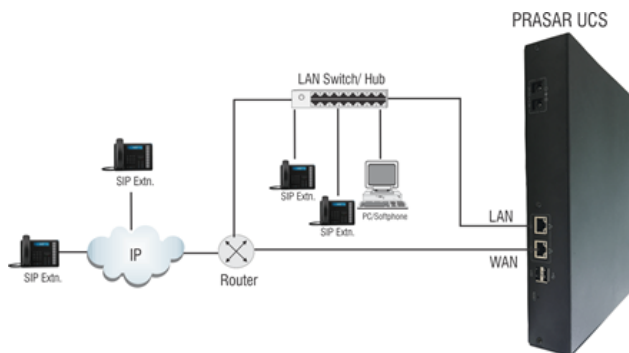
4. *By default, PRASAR UCS SME Application License supports configuration and registration of 100 SIP Extensions only*

You can register the same SIP Extension from three different locations.



- If you register the Extended IP Phone outside the Region/Country selected for PRASAR UCS, the time and Time Zone dependent features, such as Alarms, Reminders, Time Zone Display, of the phone at each location will operate according to the Real Time Clock of PRASAR UCS. Also, Access Codes and Emergency Numbers will work according to the Region/Country selected for PRASAR UCS.

Consider the following Installation Scenario:



- Connect the Matrix VARTA WIN200, Extended IP Phone, or any Standard IP Phone to the LAN Switch.
- Register any SIP device (Matrix VARTA UC Clients, Extended IP phone/ Soft clients or Standard IP phone) on the public network as SIP Extension.
- When you register the Matrix Extended IP Phone and Standard IP Phones with PRASAR UCS, the WAN/LAN port is used for Auto Configuration as well for Registration of the Extended IP Phones.



- For Auto Configuration, make sure you configure the Standard SIP phones at Location1 only.
- When you register a SIP device other than the Matrix Extended IP Phone on the public network as SIP Extension, do the following:
  - In this SIP device configure the following:
    - the Registrar Server Address of PRASAR UCS
    - the Registrar Server Port
    - the SIP ID
    - Authentication ID and Password.
  - Configure **Port Forwarding** for the **WAN Port** of PRASAR UCS on the Router.



## SPARSH VP248

SPARSH VP248 is available in two models — SPARSH VP248S and SPARSH VP248P.

### SPARSH VP248S



### SPARSH VP248P



- For instructions on installing and connecting the phone, refer the SPARSH VP248 Quick Installation Guide (QIG).
- For detailed configuration instructions, refer the PRASAR UCS System Manual.
- For information regarding the features that can be accessed from the phone, refer the EON48\_310\_SPARSH VP248\_310\_User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

You can also view or download the respective document by scanning the QR code printed on the respective Product Label/Packaging Label.

## SPARSH VP310



- For instructions on installing and connecting the phone, refer the SPARSH VP310 Quick Installation Guide (QIG).
- For detailed configuration instructions, refer the PRASAR UCS System Manual.
- For information regarding the features that can be accessed from the phone, refer the EON48\_310\_SPARSH VP248\_310\_User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

You can also view or download the respective document by scanning the QR code printed on the respective Product Label/Packaging Label.

## SPARSH VP330



- For instructions on installing and connecting the phone, refer the SPARSH VP330 Quick Installation Guide (QIG).
- For detailed configuration instructions, refer the PRASAR UCS System Manual.
- For information regarding the features that can be accessed from the phone, refer the SPARSH VP330 User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

You can also view or download the respective document by scanning the QR code printed on the respective Product Label/Packaging Label.

## SPARSH VP510



- For instructions on installing and connecting the phone, refer the SPARSH VP510 Quick Installation Guide (QIG).
- For detailed configuration instructions, refer the PRASAR UCS System Manual.
- For information regarding the features that can be accessed from the phone, refer the EON510\_SPARSH VP510 User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

You can also view or download the respective document by scanning the QR code printed on the respective Product Label/Packaging Label.

## Extended SPARSH VP710



- For instructions on installing and connecting, refer the SPARSH VP710 Quick Start Guide.
- For detailed configuration instructions and information regarding the features that can be accessed from the phone, refer the Extended SPARSH VP710 User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

You can also view or download the respective document by scanning the QR code printed on the respective Product Label/Packaging Label.

## SPARSH VP210

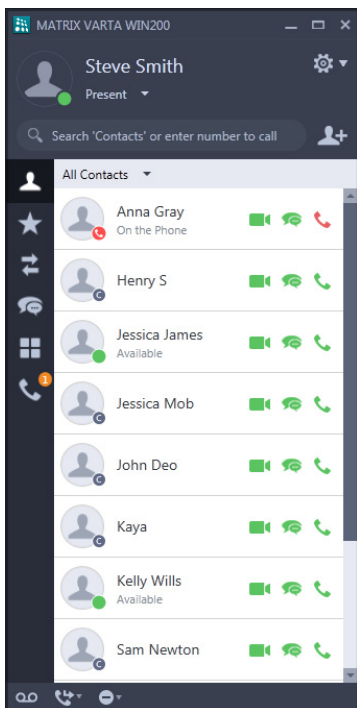


- For instructions on installing and connecting the phone, refer the SPARSH VP210 (Extended) Quick Start.
- For detailed configuration instructions, refer the PRASAR UCS System Manual.
- For information regarding the features that can be accessed from the phone, refer the SPARSH VP210 (Extended) User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

You can also view or download the document by scanning the QR code printed on the respective Product Label/Packaging Label.

## VARTA WIN200



- For detailed configuration instructions, refer the PRASAR UCS System Manual.
- For instructions on installing the Windows Client and operating the features, refer the MATRIX VARTA WIN200 User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

# VARTA Mobile Softphone Clients

## Matrix VARTA ADR100

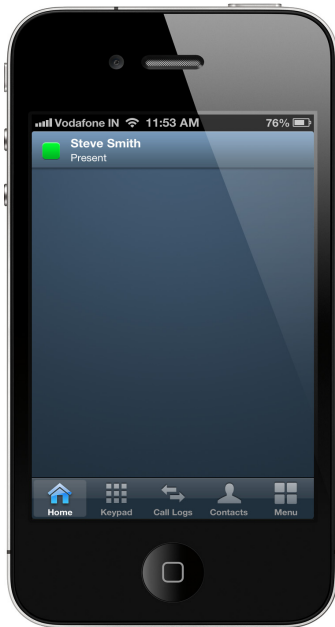


- For detailed configuration instructions, refer the PRASAR UCS System Manual.
- For instructions on installing the Softphone Client and operating the features, refer the Matrix VARTA ADR100 User Guide

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>



## Matrix VARTA AMP100



- For detailed configuration instructions, refer the PRASAR UCS System Manual.
- For instructions on installing the Softphone Client and operating the features, refer the Matrix VARTA AMP100 User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

# Configuring SIP Trunks

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SIP trunks may be Proxy or Non-Proxy. All SIP trunks are considered as Proxy trunks by default.

Regardless of whether a SIP Trunk is Proxy or Non-Proxy, it must be assigned to the LAN/WAN Port, which is to be used for that SIP trunk and the SIP trunk must be enabled. VoIP Calls can be initiated after suitable configuration of the SIP trunk number in the Outgoing Trunk Bundle Group. Refer to the PRASAR System Manual for detailed instructions.

For Proxy SIP Trunks, you must configure the following parameters required for registration with the Proxy Server.

- Enable the SIP trunk.
- Configure the SIP ID, registrar Server Address, Registrar Server Port, Authentication ID, Authentication Password as provided by your ITSP.
- If your ITSP uses Outbound Proxy, Enable the Outbound Proxy for the SIP trunk and also program the Outbound Proxy Server Address and Port as provided by your ITSP.

The maximum number of SIP trunks supported by PRASAR UCS is 99.

By default, one NX DBM VOCODER64 module is factory fitted, hence you can configure all SIP trunks on the same module.

# Switching ON the system

---

## Power ON PRASAR UCS

- Check the mains voltage at the power plug from where the power supply is to be fed to the system. It should be as per the specifications mentioned in the System Manual.
- Connect the Power Adapter into the power jack, and plug it into a power outlet.
- Switch ON the power supply and observe the reset cycle.

## LED Indication

At Power ON, Power (PWD) LED will turn ON (Continuous Green) and the Status (STS) LED indications will be as follows:

Event	Color and Cadence
After power On, During Uboot process	Orange Continuous ON.
During Kernal init Process	Green Continuous ON
In normal condition	Blinking - Green, 1 sec ON – 1 sec OFF
When system is in the recovery mode	Blinking - Red - 100ms ON - 100ms OFF - 100ms ON - 100ms OFF - 100ms ON - 5000ms OFF continuously
“Octasic” module has stopped working	Blinking Orange, 500 msec ON - 500 msec OFF – 500 msec ON – 500 msec OFF – 500 msec ON – 5000 msec OFF continuously
System is in the Thermal Sleep Mode.	Blinking Red, 2 sec ON - 500 msec OFF – 2 sec ON – 500 msec OFF – 2 sec ON – 5000 msec OFF continuously

# Configuring PRASAR UCS

---

PRASAR UCS provides a Graphic User Interface (GUI), Jeeves, the proprietary web-based configuration software of Matrix.

The accessibility to the web-based GUI is secured by a password.

To be able to access Jeeves,

- the LAN/WAN Port of SPARK200 must be connected with a stand-alone PC or in a LAN.
- a web-browser, either Internet Explorer 7 or later or Mozilla Firefox 3.5.1 or later, must be installed on the PC.



If the computer for accessing Jeeves is connected in a LAN Switch and the WAN Port of SPARK200 is connected behind a NAT router, make sure that both the LAN and WAN connections are in different Subnet Masks.

To access PRASAR UCS Jeeves,

- Open the browser (Internet Explorer/Mozilla Firefox) on the PC (Standalone or LAN PC) to which the SPARK200 is connected.
- Make sure the IP Address of the computer and the LAN Port of SPARK200 do not conflict, and that both are in the same Subnet.

The default IP Address of the LAN Port is: **192.168.2.100**

The default Subnet Mask of the LAN Port is: **255.255.255.000**

Change the Subnet of the computer, if necessary.

- In the address bar of the browser, enter **https://192.168.2.100**.



- The **Login** page will open.

Matrix PRASAR UCS

Language: English

Login As: System Engineer

Password:

Login

**Browser Requirement** Internet Explorer 7 and Later or Mozilla Firefox 3.5.1 and Later

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- In **Login As** select **System Engineer**.
- In **Password**, enter **1234**, the default SE Password.
- Click the **Login** button.



Before you start configuring the system, if you wish to view or download the System manual you can scan the QR Code present on the login page of Jeeves.

- You are prompted to change the default password.

**Change Password**

Login through default password is not allowed. Change the password to login.

Current Password:

New Password:

Confirm New Password:

Submit

**Note :-** Password must follow following requirements:

- Minimum length must be 6 characters.
- Password must include atleast 1 uppercase, 1 lowercase, 1 number and 1 special character.
- Allowed characters are 0-9, a-z, A-Z, all special characters except %, =, #, +, &, \, <, >, ", ', and space.

- In **Current Password**, enter the default SE password, 1234

- Enter the **New Password**. The new password must be:
  - a minimum of 6 characters to a maximum of 12 characters.
  - all ASCII characters (except %, =, #, +, &, \, <, >, ' and space) and digits 0 to 9 are allowed.
  - include atleast one upper-case, one lower-case, one number and one special character.
- In **Confirm New Password**, re-enter the new password to confirm.
- Click **Submit**. You will be re-directed to the Login page again.
- Now, in **Login As** select **System Engineer** and in **Password** enter the new password.



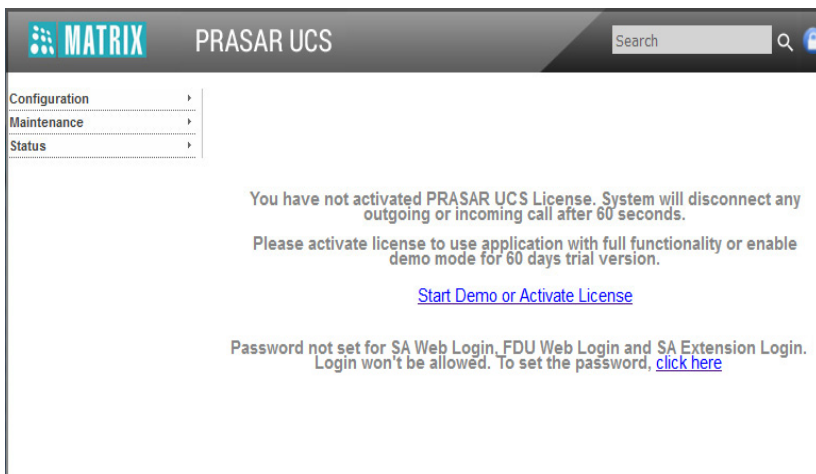
As this password is meant for restricting access to the SE mode, we strongly recommend you to:

- Keep the password secret.
- Select a complex password that cannot be easily guessed.
- Change the password regularly.
- Not use the "Remember Password" property of your Web Browser.

You will be prompted to change the default **SE Extension Password**.

- Enter the **New Password**. The new password can be a minimum of 4 digits to a maximum of 12 digits. The valid digits are from 0 to 9.
- 
- 1234 cannot be set as the New Password.
- In **Confirm New Password**, re-enter the new password to confirm.
  - Click **Submit** to save your new password.

- On successful login, the **Home** page of Jeeves opens.



Due to security concerns the default settings in the systems dispatched with Firmware Versions later than V2.5, have been modified. For details refer to “[Modified default parameter values for Firmwares later than V2.5](#)”. With these default settings you will not be able to make outgoing calls, however incoming calls will be placed on the system. You need to change the settings as per your requirement to make outgoing calls. Refer to the System Manual for details.

The left navigation bar displays the links — **Configuration**, **Maintenance** and **Status**.

- **Configuration:** The links to all configurable parameters of PRASAR UCS and its extensions appear under this link.
- **Maintenance:** Provides instructions for back-up, generating reports and debugging.
- **Status:** Displays the status of the System, Network, SIP Trunks, SIP Extensions, Voice Mail System, USB as well as the System Performance.

## Activating License Key

You must activate the PRASAR UCS Application License<sup>5</sup> to run SPARK200 as an Unified Communication Server.

For the following functional modules and features, you would need to activate a valid License Key.

- IP Subscribers (For SIP Extensions)
- Matrix VARTA User Licenses

5. Refer to “[Pre-activated Licenses](#)”

- VOCODER Channels
- VMS Channels
- Conference Participant License
- Hospitality Management System
- E911
- Property Management System (PMS)
- Redundancy
- Software Upgrade License

For more information see the topic *License Management* in the PRASAR UCS System Manual.

## Instructions for Matrix Channel Partners

Your license voucher may be a paper or a PDF (protected) file.

You may activate your License Online. For this, keep the following items ready:

- The PRASAR UCS License Voucher containing the 16-digit PIN.
- A valid, unique User ID and Password from the Matrix License Support Centre.
- Access to Internet.
- Current License Key of the system.

To activate License key,

- Open Jeeves and Login as System Engineer.
- Under **Configuration**, click **License Management**. The **License Management** page opens.



**License Management**

License Key 2064-E747-0059-... [To View](#) [View Profile](#) [Enter License Key](#)

**Demo**

Available: 60 Day/s, 0 Hour/s [Start](#)

- Note down or copy the current **License Key** on this page.

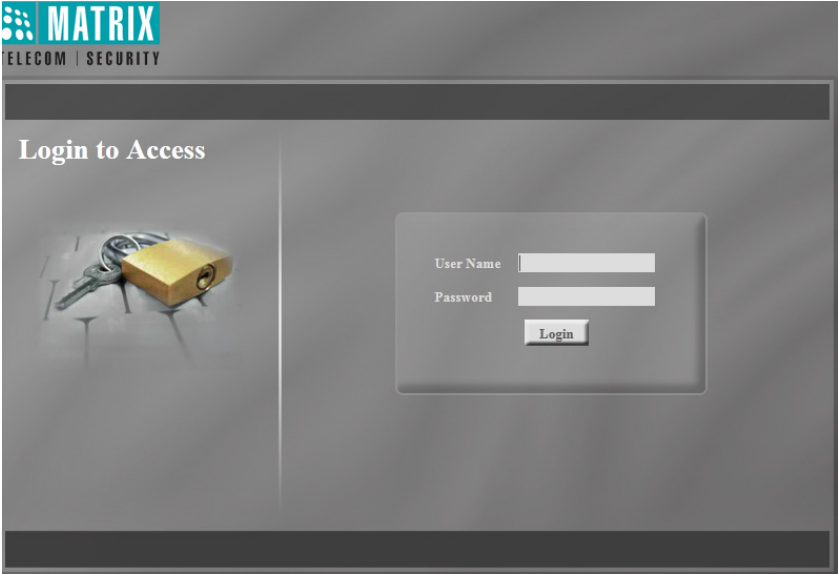


- If you wish to view the current Service Profile, click **View Profile**.

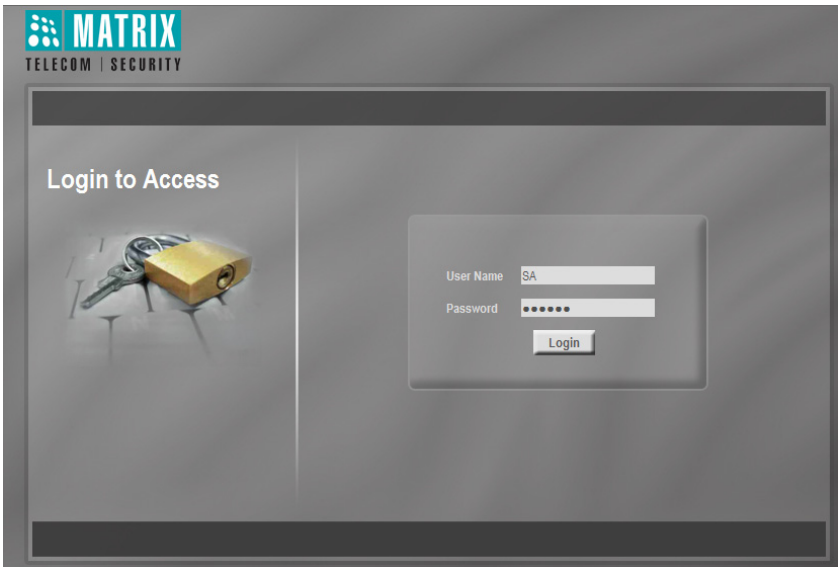
View Profile	
Service Profile	As per System
PRASAR UCS Application	No
IP Subscribers	0
Vocoder Channels	8
VMS Channels	4
Conference Participants	8
VARTA Essential Users	0
VARTA Professional Users	0
VARTA Collaboration Users	0
Redundancy	No
Application Upgrade Package validity expires after	Sep-2023
Hospitality	No
E911	No
PMS	No
Close	

A new window opens which displays the features and functions that are currently available on your system.

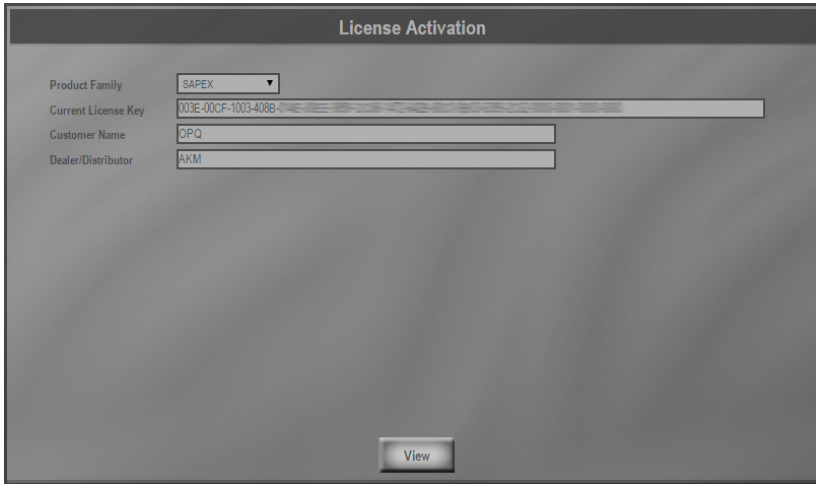
- Click **Close**.
- Keep your Current License Key and the License Voucher ready.
- Open a new window on your browser. Enter <http://www.matrixcomsec.com/support/license-activation/> in the address bar.
- The **Login to Access** page will open.



- Enter your **User Name** and **Password** provided by Matrix and click the **Login** button.

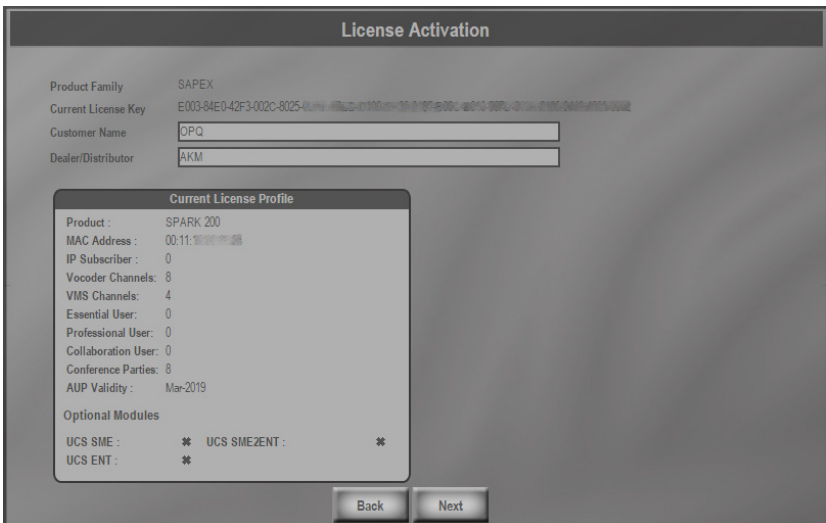


On successful login, the **License Activation** page will open.



The screenshot shows a 'License Activation' window with a dark header. Below the header, there are four input fields: 'Product Family' with a dropdown menu showing 'SAPEX', 'Current License Key' with a long alphanumeric string, 'Customer Name' with 'CPQ', and 'Dealer/Distributor' with 'AKM'. At the bottom center, there is a 'View' button.

- As **Product Family**, select the option **SAPEX**.
- In the field **Current License Key**, paste or type the current product license key you noted from the *License Management* page of Jeeves.
- Click **View** button.



This screenshot shows the 'License Activation' window after clicking the 'View' button. The input fields are the same as in the previous image. A new section titled 'Current License Profile' has appeared, displaying the following details:

Current License Profile	
Product :	SPARK 200
MAC Address :	00:11:30:00:00:00
IP Subscriber :	0
Vocoder Channels :	8
VMS Channels :	4
Essential User :	0
Professional User :	0
Collaboration User :	0
Conference Parties :	8
AUP Validity :	Mar-2019
Optional Modules	
UCS SME :	** UCS SIMEZENT : **
UCS ENT :	**

At the bottom of the window, there are 'Back' and 'Next' buttons.


- The page will show the current License Profile on SPARK200. Click the **Next** button to continue.



- ### License Activation

Product Family	SAPEX
Current License Key	E003-84E0-42F3-6000-00000000-0000-0000-0000-00000000
Customer Name	OPQ
Dealer/Distributor	AKM

Sr No	License PIN	Details	Product Family	Product Name	Product Variant	Remarks	Close
1	0432100000000000		SAPEX	SPARK 200	PRASAR UCS SME		**

Add
Cancel
Back
Next

- License Activation

Product FamilySAPEX

Current License KeyE03-84E0-2B-5003-0025-0000-4000-0000-0000-0000-0000-0000-0000

Customer NameOPQ

Dealer/DistributorAKM

Current License Profile

Product : SPARK 200

MAC Address : 00-11-11-11-11-11

IP Subscriber : 0

Vocoder Channels : 8

VMS Channels : 4

Essential User : 0

Professional User : 0

Collaboration User : 0

Conference Parties : 8

AUP Validity : Mar-2019

Optional Modules

UCS SME : \* UCS SMEZENT : \*

UCS ENT : \*

New License Profile

Product : SPARK 200

MAC Address : 00-11-11-11-11-11

IP Subscriber : 100

Vocoder Channels : 8

VMS Channels : 4

Essential User : 5

Professional User : 0

Collaboration User : 0

Conference Parties : 8

AUP Validity : Mar-2019

Optional Modules

UCS SME : ✓ UCS SMEZENT : \*

UCS ENT : \*

Back

Activate

- On successful activation, the confirmation message will appear on your screen along with the activation date and time.



You will also be sent a confirmation mail to your e-mail ID (registered with Matrix).

## License Activation

Activated successfully but Transaction failed. The server response was: Can not connect to e-mail server. Error:100502  
 Activation Date : 21/03/2016 15:48:17

Product Family	SAPEX
Current License Key	E003-84E0-4B-9077-0070-0000-00000000-00000000-00000000-00000000
Customer Name	OPQ
Dealer/Distributor	AKM
New License Key	A05B-0BA2-009D-0072-449F-1B9B-40ED-3004-26C2-0207-32C9-3010-B3B4-0255-0000-9001-0024-0050

**Current License Profile**

Product : SPARK 200

MAC Address : 00:00:00:00:00:00

IP Subscriber : 0

Vocoder Channels: 8

VMS Channels: 4

Essential User: 0

Professional User: 0

Collaboration User: 0

Conference Parties: 8

AUP Validity : Mar-2019

Optional Modules

UCS SIME :	**	UCS SIME2ENT :	**
UCS ENT :	**		

**New License Profile**

Product : SPARK 200

MAC Address : 00:00:00:00:00:00

IP Subscriber : 100

Vocoder Channels: 8

VMS Channels: 4

Essential User: 5

Professional User: 0

Collaboration User: 0

Conference Parties: 8

AUP Validity : Mar-2019

Optional Modules

UCS SIME :	✓	UCS SIME2ENT :	**
UCS ENT :	**		

Print

Save

Email

You may **Save**, **Print**, or **Email** this information for your records, by clicking the relevant button on the bottom of the page.

- Note down or copy the New License Key generated on this page.
- Go back to the Jeeves window (or log in as System Engineer again, if your session has ended).
- Under **Configuration**, click **License Management**.

License Management

License Key 2064-E747-0059-

To use

View Profile

Enter License Key

Demo

Available: 60 Day/s, 0 Hour/s

Start

- Click **Enter License Key**. A new window opens.

- Paste or enter the new License Key generated in the field **Enter License Key**.
- Click **Submit** button.

On successful activation, a confirmation message will appear on your screen. Click **OK**.

On the License Management page, click **View Profile**.

Service Profile	As per System
PRASAR UCS Application	SME
IP Subscribers	100
Vocoder Channels	8
VMS Channels	4
Conference Participants	8
VARTA Essential Users	5
VARTA Professional Users	0
VARTA Collaboration Users	0
Redundancy	No
Application Upgrade Package validity expires after	Sep-2023
Hospitality	No
E911	No
PMS	No

A new window opens which displays the **Service Profile** updated according to the license.

- Click **Close**.
- To log off, click **Logout**.



If you are unable to use Online Activation of the License Key or have no internet access, contact the Matrix License Support Centre for assistance in generating the new License key.

## Instructions for Customers

To activate your License, you would need the License Voucher containing the 16-digit License PIN. Contact your Dealer/Distributor in this regard. Your License Voucher may be a paper or a protected PDF file.

- Open Jeeves.
- Login as System Engineer.
- Under **Configuration**, click **License Management**. The License Management page opens.

License Management

License Key 2064-E747-0059-1096-8042-A232-0067-2726-7946-0052-8046-8028-148C-2485

Go Live

View Profile

Enter License Key

Demo

Available: 60 Days/, 0 Hour/s

Start

- Note down or copy the current **License Key** on this page.
- If you wish to view the current Service Profile, click on **View Profile**.

View Profile	
Service Profile	As per System
PRASAR UCS Application	No
IP Subscribers	0
Vocoder Channels	8
VMS Channels	4
Conference Participants	8
VARTA Essential Users	0
VARTA Professional Users	0
VARTA Collaboration Users	0
Redundancy	No
Application Upgrade Package validity expires after	Sep-2023
Hospitality	No
E911	No
PMS	No

You may view the features and functions that are currently available to you under **Service Profile**.

- Click **Close**.



- Send your Current License Key and the License PIN (on the Voucher) to the Matrix License Support Centre.
- You will receive a new License Key.
- Open Jeeves again.
- Log in as System Engineer.
- Under **Configuration**, click **License Management**.

**License Management**

License Key 2064-E747-0059-1234-5678-9101-1122-3344-5566-7788-9900 Go Live View Profile Enter License Key

**Demo**

Available: 60 Day/s, 0 Hour/s Start

- Click **Enter License Key**. A new window opens.

**Enter License Key**

Enter License Key  -  -  -  -  -  -  -  -  -  -  -  -  -

Submit Close

- Enter the new License Key you obtained from Matrix in the field **Enter License Key**.
- Click **Submit** button.

On successful activation, a confirmation message will appear on your screen. Click **OK**.

On the License Management page, click **View Profile**.

View Profile	
Service Profile	As per System
PRASAR UCS Application	SME
IP Subscribers	100
Vocoder Channels	8
VMS Channels	4
Conference Participants	8
VARTA Essential Users	5
VARTA Professional Users	0
VARTA Collaboration Users	0
Redundancy	No
Application Upgrade Package validity expires after	Sep-2023
Hospitality	No
E911	No
PMS	No
Close	

A new window opens which displays the **Service Profile** updated according to the license.

- Click **Close**.
- To log off, click **Logout**.



- The current License Key and Service Profile will remain unchanged when the system is set to default or the firmware is upgraded.
- If you have not purchased the license and you wish to use the features on trial basis, you can use the Demo Provision. Demo Provision enables you to use the PRASAR UCS application, free of cost for a period of 60 days.
- During the Demo Provision you can access and use all the features and functionalities supported by the application.
- If you do not have the license for the PRASAR UCS Application and you do not start the Demo Period, the system will allow the configuration and making calls but the connected calls will be disconnected after 60 seconds.

You may now configure the parameters of PRASAR UCS as per your requirement.

## Appendix

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### Pre-activated Licenses

Pre-activated licenses	Systems purchased on January 1, 2021 and later	Systems purchased before January 1, 2021
PRASAR UCS ENT	Yes	No
PRASAR UCS SME	Will not be applicable	No
PRASAR UCS SME2ENT	Will not be applicable	No
IP SUBSCRIBERS (SIP EXTENSIONS)	200	100 SME 200 ENT
VOCODER CHANNELS	8	8
VMS CHANNELS	4	4
CONFERENCE PARTICIPANTS	8	8
VARTA USERS (ESSENTIAL)	10	5

The Application and feature licenses for SME will not be applicable for systems purchased on January 1, 2021 and later.

For more information see the topic *Licenses Supported in PRASAR UCS* in the PRASAR UCS System Manual.

## Modified default parameter values for Firmwares later than V2.5

Page Name	Feature/ Parameter	Old Default Value	New Default Value	Impact on behavior after update
Station Basic Feature Template [1-50]	Call Privilege - >Toll Control Level-0 (WH)	All Calls	No Calls	Extension Users will not be able to make external calls.
Station Basic Feature Template [1-50]	Call Privilege - >Toll Control Level-0 (BH)	All Calls	No Calls	Extension Users will not be able to make external calls.
Station Basic Feature Template [1-50]	Call Privilege - >Toll Control Level-0 (NH)	All Calls	No Calls	Extension Users will not be able to make external calls.
Station Basic Feature Template [1-50]	Call Privilege - >Toll Control Level-1	Local Calls	No Calls	Extension Users will not be able to make external calls.
Station Basic Feature Template [1-50]	Call Privilege - >Toll Control Level-2	National Calls	No Calls	Extension Users will not be able to make external calls.
Station Basic Feature Template [1-50]	Call Privilege - >Toll Control Level-3	No Calls	No Calls	Extension Users will not be able to make external calls.
Class of Service [1-20]	Closed User Group (CUG)	Enable	Disable	Extension Users will not be able to access this feature by default.
Class of Service [1-20]	Global Directory Part-1	Enable	Disable	Extension Users will not be able to access this feature by default.
Class of Service [1-20]	Trunk-Trunk Transfer	Enable	Disable	Extension Users will not be able to access this feature by default.
OG Trunk Bundle Groups	OG Trunk Bundle Members	1,2,3,4	0	Extension Users will not be able to make external calls from their extensions.
OG Trunk Bundle	Trunk Port -Type	SIP Trunk	None	Extension Users will not be able to make external calls from their extensions.
SIP Trunk Parameter	Accept anonymous calls?	Enable	Disable	Anonymous Calls will not be accepted.

Call Duration Control for Table-1	Apply CDC for incoming calls received from trunk	Disable	Enable	CDC will be applied on All trunks and Extensions for external calls.
Call Duration Control for Table-1	Apply CDC for outgoing calls made from trunk	Disable	Enable	CDC will be applied on All trunks and Extensions for external calls.
Call Duration Control for Table-1	CDC Timer (sec)	160	300	CDC will be applied on All trunks and Extensions for external calls.
Call Duration Control for Table-1	Disconnect Call after CDC Timer	Disable	Enable	CDC will be applied on All trunks and Extensions for external calls.
Call budget	For All Trunk	None	Minutes (300 minutes)	Budget will be applied on all the Trunks.



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