VARTA ADR100 Application
User Guide

MATRIX
TELECOM SOLUTIONS
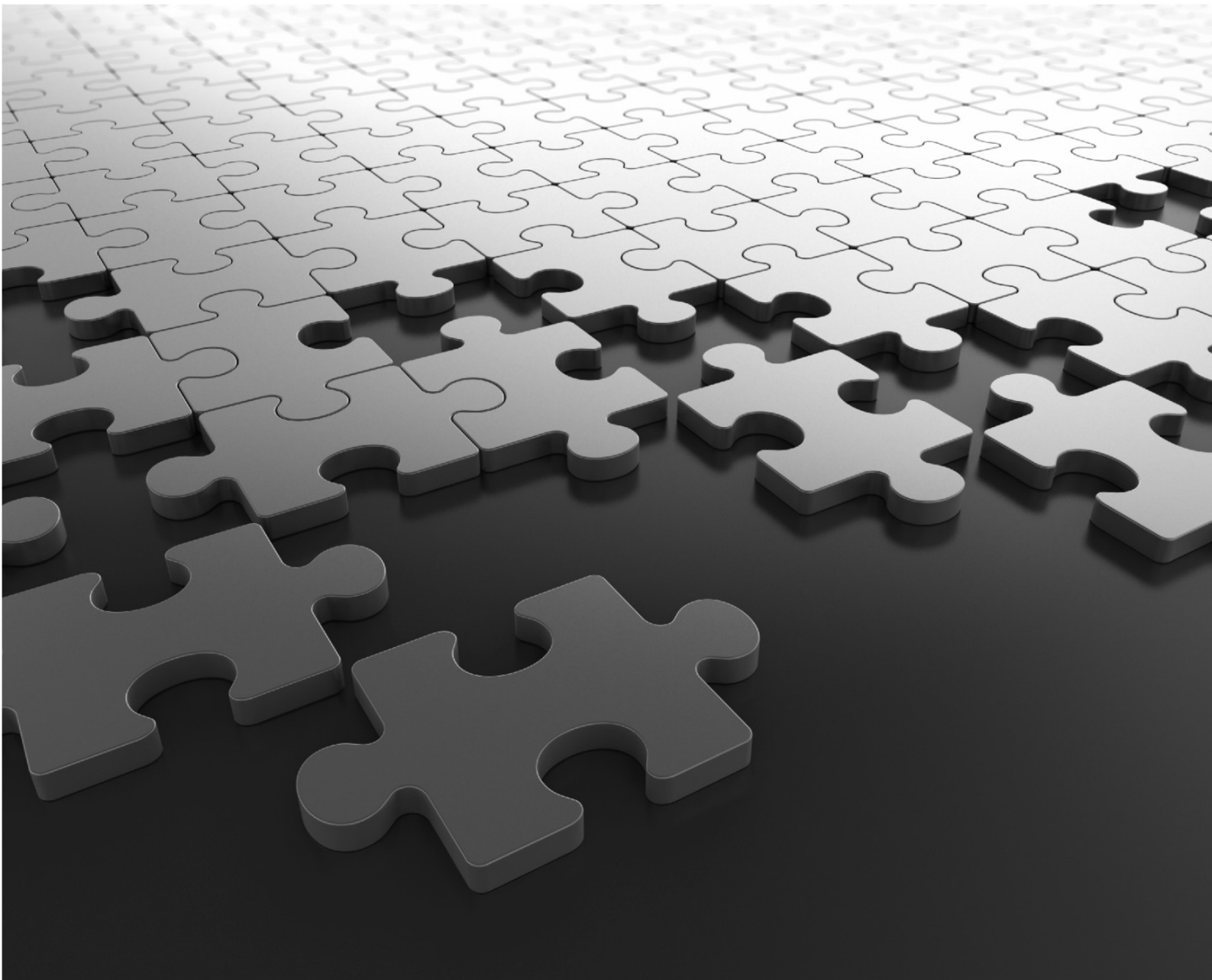
MATRIX VARTA ADR100

The UC Client for Seamless Collaboration

User Guide

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Contents

About this User Guide

Thank you for purchasing **Matrix VARTA ADR100 Application**!

This User Guide provides you all the necessary information about your Matrix VARTA ADR100 Application such as — installing the application on your Android handset, using the application for making/receiving calls and accessing features of the System[1].

Intended Audience

This User Guide is intended for the end-users, who will use the Matrix VARTA ADR100 Application.

Make sure the Matrix VARTA ADR100 Application is registered with the System as an Extended SIP Extension. All the necessary configurations required to register the application with the System must be done by System Administrator. For detailed instructions, refer the respective Server System Manual. For the System Manual, contact your System Administrator.

Scope

This User Guide is meant to help you,

- get familiar with the GUI, understand the elements and functions that appear in the GUI.
- handle calls and operate features of the System using the application.

How to Read Instructions

This User Guide is organized in such a way that you will find all the information you need quickly and easily.

You may use the **Table of Contents** and the **Index** in this document to reach the relevant topic or information you want to look up.

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

Instructions

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

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1. *System refers to SARVAM UCS / PRASAR UCS/ ANANT UCS/ ETERNITY NE.*

Notices

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

Note: *It indicates something that requires your special attention or it reminds you of something you need to do when you are using the Matrix VARTA ADR100 Application.*

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

Terminology

Throughout this User Guide, the terms

- "Application", "Android Application", "VARTA ADR100", "Matrix VARTA ADR100 Application" are used to denote Matrix VARTA ADR100.

- "System" or "Server" is used to denote SARVAM UCS / PRASAR UCS/ ANANT UCS/ ETERNITY NE[2] with which the VARTA ADR100 is registered.

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

- **Calling party/Caller:** A person who makes a call.

- **Called party:** A person to whom the call is made.

- **Wi-Fi Network:** It is used to denote the Wi-Fi coverage area. Using Wi-Fi, an electronic device can exchange data in wireless mode over a computer network and even connect to the Internet.

- **Cellular/Mobile Network:** It can be GSM/ CDMA/ 3G/ 4G network connectivity provided by the cellular service provider.

  Among these, 3G/4G connectivity is of prime importance to access System features from your Android handset. 3G/4G connectivity provides higher data speed along with greater voice capacity. Higher data speed makes Internet browsing much faster with capabilities of live video streaming from the handsets.

- **Extension User:** The user who is using the extension which is connected/registered with the same system as your Matrix VARTA ADR100 Application. Since you are using Matrix VARTA ADR100, you are a 'mobile extension user' of the System.

- **External User:** The user who is not an Extension User of the System with which your VARTA ADR100 Application is connected/registered.

- **Incoming Calls:** Calls received on your mobile handset using the Matrix VARTA ADR100 Application.

- **Outgoing Calls:** Calls made from your mobile handset using the Matrix VARTA ADR100 Application.

- **DKP:** Abbreviated form of Digital Key Phone. These are proprietary phones offered by Matrix, which can be used with specific Matrix PBXs only.

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2. *In ETERNITY NE, Time Zones are referred to as Day (Working Hours) and Night/Break (Non-Working Hours).*

- **Extended IP Phone:** SIP (Session Initiation Protocol) protocol based proprietary phones offered by Matrix which can be used with be used with specific Matrix PBXs only.

- **UC (Uniform Communication) Client:** A SIP - enabled device registered with the system, from which you can make/receive calls to any extension or external number.

- **Suspension Mode:** When the application goes in the background and no activity is detected, the operating system of the device suspends the application to minimize the battery usage.

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 have any queries related to the installation or configuration of Matrix VARTA ADR100 Application and/or Server, contact the Matrix Customer Care.

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

CHAPTER 2 _____ *About Matrix VARTA ADR100 Application*

Matrix VARTA ADR100 Application is a UC Client for Android Phones. The application delivers a full-array of System features to the user along with an added advantage of video calling. Through tight integration with the enterprise mobility features of the System, Matrix VARTA ADR100 provides advance call capabilities including Conferencing, Smart Directory Access (Global Directory), IM, Call Logs and Conversation Recording with one-touch access. Also, premium features like Presence subscription and Notification, Corporate Voicemail Access are available to enhance your overall mobile experience.

Using the VARTA ADR100 Application, users can stay connected with business communications even while working from home or traveling to any other location using a Wi-Fi or Mobile Data network. Hence, the application provides you with the mobility facility.

The application provides you with the innovative and easy to understand user interface that delivers all the productivity features at your fingertips, hence, enhancing speed of communication and collaboration.

Key Features

- **Mobile and Remote Workers support:** Matrix VARTA ADR100 provides Mobile and remote users the advantage of accessing the System features from any location once connected to Wi-Fi or Mobile Data network.

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

- **Dial by Extension:** Flexibility to communicate with colleagues by dialing their respective extension numbers.

- **Smart Directory Access:** Provides you with the easy and quick way to access the extensions and other contacts through Smart Directory.

- **Presence:** You can set your presence status and view other extension users' presence statuses.

- **Voicemail Access:** Access to the corporate Voicemail System from any remote location.

- **Multiple Call Support:** Easy handling of multiple incoming calls by keeping the ongoing call on hold and attending the higher priority call first. It also supports merging of calls to initiate a conference or splitting the conference to attend the calls separately.

- **Single Number Reach:** Retains the identity of the corporate phone system while working away from the office; hence enhancing the business collaboration and lowering the communication delays.

- **Video Calling:** Video calling provides you the facility to make video calls to anyone, anywhere in the world. This makes it easier to conduct business meetings, discussions, demonstrations and presentations between people working at different locations.

- **Wi-Fi to Cellular Handover and vice-versa:** The application can automatically move an active call from the application to your cellular number on the cellular network and vice-versa, without disconnecting the call and/or having to redial.

- **Busy Lamp Field (BLF)**: Using BLF you can monitor the status of another extension or trunk and confirm whether it is available, busy, ringing or on hold.

- **IM and SMS:** The application allows you to send/receive IMs and SMSs to/from remote users.

- **One Touch Transfer:** You can transfer the ongoing call to a fixed extension without entering the number of that extension and without putting the call on hold. Similarly, you can also transfer a call from the fixed extension to your application.

- **Better Voice Quality:** Using customized codec settings, enhanced voice output is available. If you are aware of the bandwidth and the network criteria of your location, you can select the appropriate codec for the application to get high quality voice output.

- **Standard Telephone Features:** Provides intuitive access to Keypad, Contacts, Call Logs and more, based on the Native Android design. One-touch access to call feature options during VoIP (Voice over IP) calls including Adding a New Call, Mute, Hold, Transfer and Speakerphone. Also provides DTMF support to enter numbers using Auto Attendant.

- **Cost Effective Calling:** If you are using the enterprise Wi-Fi network to register Matrix VARTA ADR100 with the System; calls made from the application will be almost free. Even if you are using the application via Mobile Data network during roaming, external calls can be made using the System trunks which reduces calling and roaming charges to a significant amount.

- **Multiple Language Support:** The application supports six different languages which includes English, French, German, Spanish, Portuguese and Italian.

- **Advanced Call Capabilities:** Provides access to the features such as Callback, Dial-in Conference, Conversation Recording and many more.

- **Support of Firebase Cloud Messaging:** The support of FCM in VARTA ADR100 allows the application to receive push notifications for calls, messages and voicemail. The push notifications are sent for waking up the application from the background, thus eliminating the need for the application to maintain persistent connectivity with the Server, which further leads to minimal battery utilization by the application.

- **VARTA Assistant:** The support of a smart assistant that aids you in accessing the various functionalities offered by the VARTA application. The VARTA Assistant has the intelligence to perform various tasks by simply interpreting your voice or text commands.

VARTA ADR100 License

VARTA ADR100 Application requires a license to function. Matrix offers three types of licenses — VARTA Essential, VARTA Professional and VARTA Collaboration. You may purchase and activate the license which fits your requirement.

The following table lists the VARTA ADR100 features supported by the respected licenses.

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

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

Operating System and Google Play Services

Make sure the phone in which you install Matrix VARTA ADR100 application has the following specifications:

- Operating System Android V5.0 and above
- Google Play Services 10.0.2 and above

CHAPTER 3   *Installing Matrix VARTA ADR100 Application*

Before You Begin

Ensure that your handset is connected to a Wi-Fi or Mobile Data network before you install the Matrix VARTA ADR100 Application. Refer to your *Handset* documentation for information regarding the data connection setup.

Downloading and Installing the Matrix VARTA ADR100 Application

You can download the Matrix VARTA ADR100 Application for your Android phone from the **Play Store**.

- On your Android phone, tap **Play Store**.

- Select **Search** and type Matrix VARTA ADR100.

- Tap **Search**.

- From the Search options, tap **Matrix VARTA ADR100**.

- Tap **Install**.

    Matrix VARTA ADR100 will be installed in your phone.

Starting and Configuring the Application

Getting Started

- Tap **VARTA ADR100** ⬚ from your Native Menu to open the application.

- MATRIX SOFWARE END USER LICENSE AGREEMENT (EULA) dialog box appears on the screen.

- Tap **Accept**.

*You cannot use the application if you tap **Decline**.*

After you tap **Accept**, the following dialog box appears on the screen:
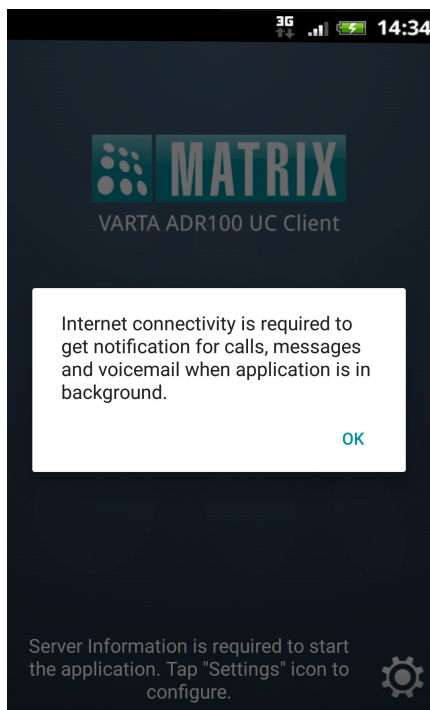
- Tap **OK**.

You cannot access anything unless you respond to this dialog.

Permission Support

While running the VARTA ADR100 Application for the first time with Android 6.0 and above versions, you will be prompted with the permissions for accessing your phone's camera, contacts, microphone and so on. To use the various features of VARTA ADR100 efficiently, you must allow the required permissions.

The following permission dialog boxes will appear on the startup screen:

- **Allow VARTA to make and manage phone calls**: This permission is required by the VARTA application to extract your phone's IMEI Number for successful registration.
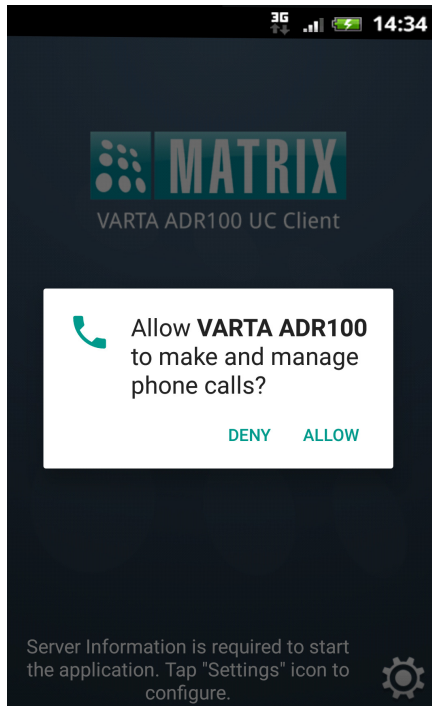
- Tap **Allow**.

    If you **Deny** this permission, you will be prompted to exit the application.

*You cannot use the application if you tap **Deny** for **Allow VARTA to make and manage phone calls** permission.*

Only if you have allowed the *Allow VARTA to make and manage phone calls* permission, the following permissions will follow:

- **Allow VARTA to access your contacts**: This permission is required by the VARTA application to access your phone contacts.

    - Tap **Allow**.

        If you **Deny** this permission, the application will not be able to access your phone contacts.

- **Allow VARTA to take pictures and record video**: This permission is required by the VARTA application to access your phone's camera for making/receiving video calls.

    - Tap **Allow**.

If you **Deny** this permission, the application will not be able to access your phone's camera.

- **Allow VARTA to record audio**: This permission is required by the VARTA application to access the phone's microphone for making/receiving audio calls.

  - Tap **Allow**.

    If you **Deny** this permission, the application will not be able to access your phone's microphone.

- **Allow VARTA to access photos, media and files on your device:** This permission is required by the VARTA application to access the photos, media and files on your phone. This permission allow the application to access the configuration and the log files**.**

- Tap **Allow**.

  If you **Deny** this permission, the application will not be able to access the photos, media or files on your phone.

For Storage permission**, see "Send Logs"**.

Permissions for VARTA ADR100 Application can be managed through your Device's Settings.

Starting and Configuring the Matrix VARTA ADR100 Application

You can register the VARTA ADR100 application with the Server either automatically using Auto Sign-In or manually by configuring the necessary parameters, that is the Server IP Address and Port.

It is recommended to keep the application in the foreground, when registering for the first time.

Configuring and registering VARTA ADR100 through Auto Sign-In Mail:

On receiving the Auto Sign-In Mail from the System Administrator, follow the instructions below:

- Open the Auto Sign-In Mail using your Native Email application.
  The Email contains the Extension User's Name, Number and a Welcome Message.

- Click the configuration file attached in the Auto Sign-In Mail.

- Select VARTA ADR100 from the list of applications.

- The application will be configured and registered with the Server automatically.

- *During Auto Sign-In, if the application is not connected with the Server, tap Resync to retry.*
- *If you do not receive the Auto Sign-In Mail, Contact your System Administrator.*
- *Make sure you check your Spam folder, in case you do not find the Email in your Inbox.*
- *It is recommended not to change the Server Settings during the Auto Sign-In process.*
- *To ensure the application and system security, it is recommended not to share the Auto Sign-In Mail with anyone.*

Configuring and registering VARTA ADR100 manually:

- Provide the Device ID to your System Administrator for configuring the same in the System.

  The Device ID is displayed in "About Application". For details, see "Settings".

- Get the IP Address and Port of the System with which you want to register the VARTA ADR100 from your System Administrator.

  - Configure these details in the Internal Server Address and Port, when your phone is connected using the **Private** network.

  - Configure these details in the External Server Address and Port, when your phone is connected using the **Public** network or Internet.

For detailed information, see "Server Settings".

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

- Tap **Settings** [⚙] on the Startup screen.

*If you wish to exit the application from the Startup screen, press **Back** button of your phone twice within 2 seconds.*

- In the **Server Settings**, configure the details you collected from your System Administrator.

- Tap **OK**.

  The Application will automatically start the registration process with the Server.
  After successful registration, the following screen appears.
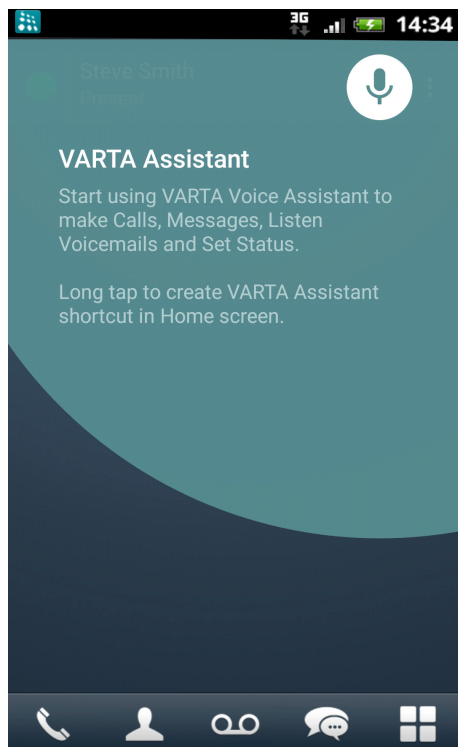
- You can tap the **Microphone** [icon] icon to use the VARTA Assistant for making Calls, sending Messages, accessing Mailbox, setting Call Forward, setting Do Not Disturb and updating Presence Status.

  To know more, refer to "VARTA Assistant".

Matrix VARTA ADR100 Home Screen

The Home screen displays your presence status, the frequently used features and the shortcuts of the features created by you. The Menu icon on the Home screen redirects you to the Menu screen, that provides you the access to the menu features.
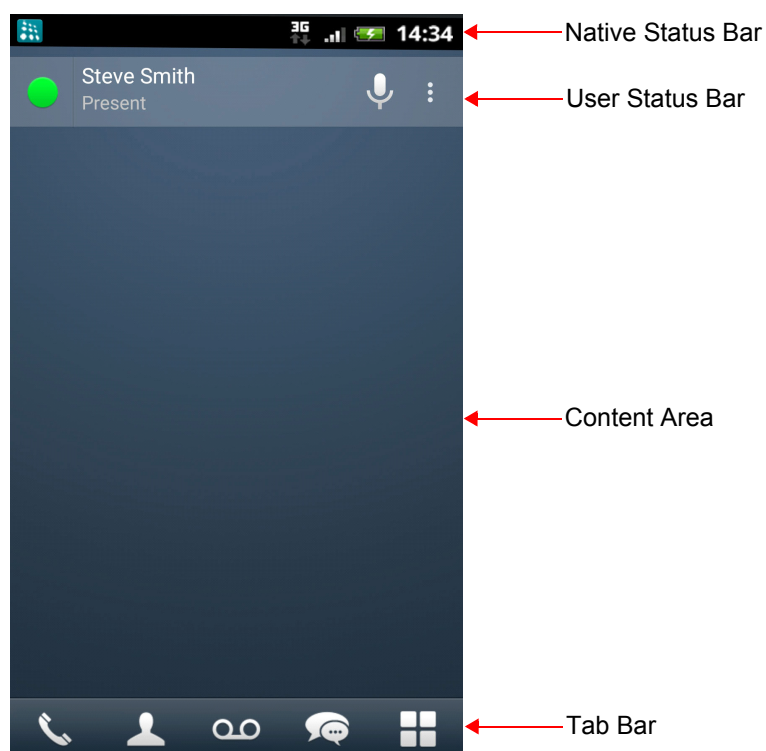
Native Status Bar: This bar displays the Matrix logo.

Icon	Name	Description
	Matrix logo	When the application is registered successfully.

User Status Bar: This bar displays your Name or Number (SIP ID) and your presence status with the presence icon. You can change your presence status as per your preferences. For more details, see "Presence".

The User Status bar also displays the **VARTA Assistant** icon. To know more, refer to "VARTA Assistant".

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

Shortcuts of frequently used features can be created here for easy accessibility. For details, see "Menu".
The Notifications for Ongoing call, Callback, Auto Redial and Account Code Synchronization are displayed here.

Any logo of your choice can be displayed on the Home screen. Contact your System Administrator for the same and get your custom logo uploaded in the system.

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

Icon	Name	Description
📞	Phone	Tap to access Keypad, Call Logs, Favorites and Contacts.
👤	Contacts	Tap to view the list of all extensions, corporate directory and phone contacts. See "Contacts".
📼	Voicemail	Tap to access your mailbox.See "Voicemail".
💬	Messages	Tap to send/receive Instant Messages as well as SMSs. See"Messages".
⊞	Menu	Tap to access features of the System. See "Menu".

*In this User Guide, the term "**Home screen**" has been used exclusively to denote the application Home screen.*

Receiving Notifications when MATRIX VARTA ADR100 Application is in the Background

You can receive notifications for Incoming Calls, New Messages and New Voicemails when the application is in the background only when you have a persistent internet connection.

You may use Wi-Fi or Mobile Data network for persistent internet connectivity. If you use Mobile Data network, then make sure you enable the check box **Use Cellular Data** in **Settings** for receiving the notifications in the background. For more information, refer to "Settings".

Exiting Matrix VARTA ADR100 Application

- Tap **More** [⋮] on the **User Status** bar.
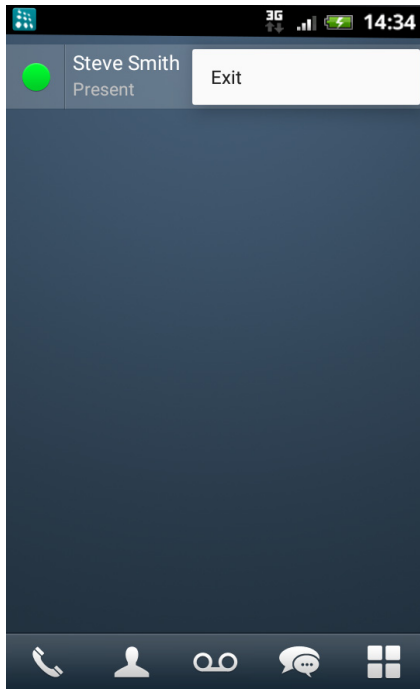
- Tap **Exit**.

- A prompt appears. Tap **Yes** to confirm.

You will also receive notifications for Incoming Calls, New Messages and New Voicemails after you exit the application only when you have a persistent internet connection.

If you do not want to receive the notifications after exiting the application, make sure you disable the check box **Calls and Messages after Exit**. For more information, refer to "Call Settings".

VARTA Assistant

VARTA Assistant is a smart assistant that aids you in accessing the various functionalities offered by the VARTA application. Just like a boss directs his/her personal assistant, you can also direct the VARTA Assistant to perform a variety of tasks. The intelligent VARTA Assistant first listens, interprets and then executes your commands. You can direct the VARTA Assistant by simply using a voice or text command.

Before using the VARTA Assistant, make sure you have fulfilled the below listed pre-requisites:

- You have a persistent internet connection.

- The Google Text-to-Speech search engine is installed on your phone. In case, Google Text-to-Speech search engine is not installed on your phone, you can download it from the Play Store.

The VARTA Assistant supports "US English" language only in Text-to-Speech.

You can now command the VARTA Assistant to make Audio/ Video calls, send Messages, set Call Forward, set Do Not Disturb, set Presence Status and access Mailbox.

To make calls using VARTA Assistant, refer to "Making Calls".

To send messages using VARTA Assistant, refer to "Sending Messages".

To forward calls using VARTA Assistant, refer to "Call Forward".

To set/cancel Do Not Disturb using VARTA Assistant, refer to "Do Not Disturb (DND)".

To set presence status using VARTA Assistant, refer to "Presence".

To access mailbox using VARTA Assistant, refer to "Voicemail".

Accessing VARTA Assistant from Native Home Screen

You can use the VARTA Assistant without accessing the VARTA application. This can be done by creating a shortcut icon of the VARTA Assistant on the Native Home Screen.

To create a shortcut icon of VARTA Assistant,

- Long tap the **Microphone** 🎤 icon on the Home Screen.

  The following permission dialog[3] box appears.
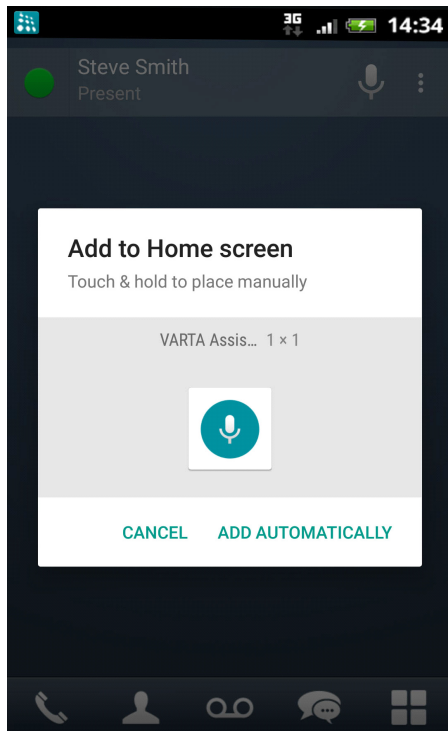
- Tap **Add Automatically**.

- The **VARTA Assistant** 🎤 icon will be created automatically on your Native Home Screen.

Removing VARTA Assistant Shortcut from the Native Home Screen

- Long tap and drag the **VARTA Assistant** 🎤 icon to the recycle bin present on the Native Home Screen.

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3. *This dialog may or may not be displayed depending upon your Android OS Version.*

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Exiting the VARTA Assistant

- Tap the **Back Key** to exit the VARTA Assistant Screen.

There are multiple ways of making calls from the application. Among them, the most convenient way is using the VARTA Assistant. The other methods include making calls from Keypad or Contacts or Call Logs or Favorites.

Making Calls using VARTA Assistant

You can make audio or video calls to any desired contact or number using the VARTA Assistant.

To make an audio call

- Tap the **VARTA Assistant** 🎤 on the **Home** screen.

  OR

  Tap the **VARTA Assistant** 🎤 on the **Native Home** screen. To create a shortcut of VARTA Assistant, refer to "Accessing VARTA Assistant from Native Home Screen".

- You will be directed to the VARTA Assistant screen and you will hear a voice request," Hi! How can I help you?".
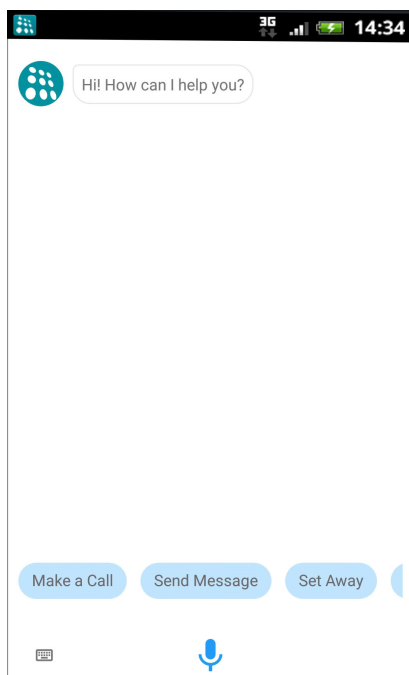
After this voice prompt, the VARTA Assistant enters into the listening mode and waits for your command.

You can use any of the following voice command and direct the VARTA Assistant to call the desired contact or number instantly.

- **Call** <Name/ Number>
- **Audio call** <Name/ Number>
- **Call to** <Name/ Number>
- **Audio call to** <Name/ Number>
- **Make a call to** <Name/ Number>
- **Make an audio call to** <Name/ Number>
- **Make call to** <Name/ Number>
- **Make audio call to** <Name/ Number>
- **Make a phone call to** <Name/ Number>
- **Dial** <Name/ Number>
- **Dial to** <Name/ Number>

 For example: You can say: *"Call Jessica James" or "Call 615".*

You can also use the voice command — call/ make a call/ make a phone call/ make an audio call. After this the VARTA Assistant will prompt for the contact or number on which you want to place the call.

The VARTA Assistant will interpret your command and will place the call.

Tap here
to Redial
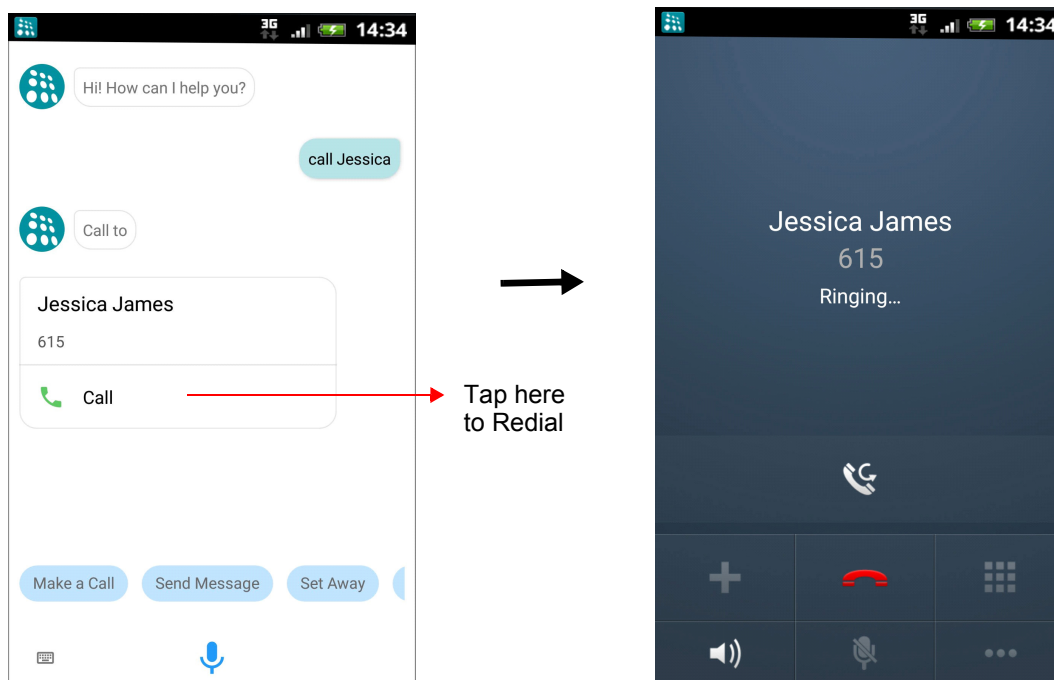
You can also tap the **Call** icon present on the VARTA Assistant screen to redial any desired name/ number, whenever required.

However, the VARTA Assistant interprets your voice commands only for a limited period of time. If no command is delivered within this time period, the VARTA Assistant considers this, to be a time-out and becomes ideal.

To activate the listening mode of VARTA Assistant

Microphone

Keyboard
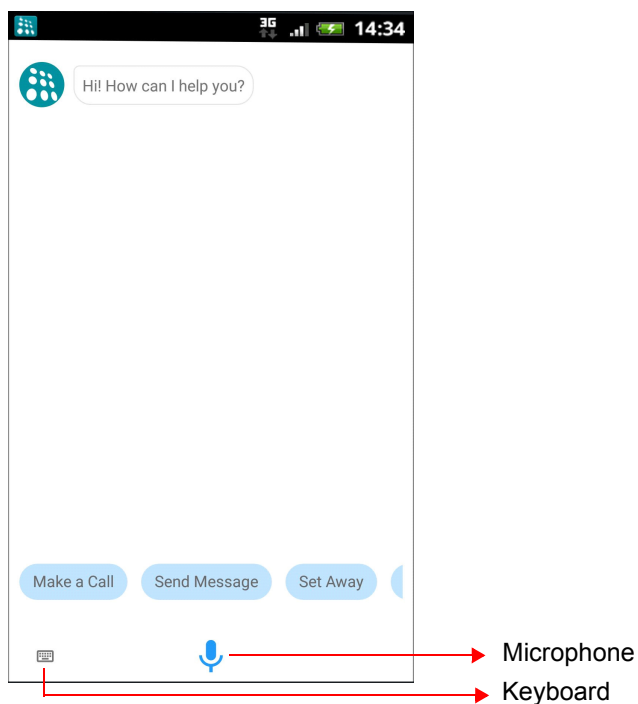
- Tap the **Microphone** 🎤 icon. The VARTA Assistant enters into the listening mode.

- Direct the Assistant to call the desired contact or number using the voice commands mentioned above. For example: You can say: *"Call Jessica James"*.

  The VARTA Assistant will interpret your command and will place the call.

You can also direct the VARTA Assistant to call the desired contact or number using a text command. To do so,

- Tap the **Keyboard** ⌨ icon.

- Type your command in the message field. You can use any of the above mentioned voice commands as your text commands. For example: You can type: *"Call Jessica James"*.

- After typing the command, tap **Send** ➤ icon.

  The VARTA Assistant will interpret your command and will place the call.

You can also tap *Make a Call* option present at the bottom of the VARTA Assistant screen to call the desired contact or number.

Make a Call option
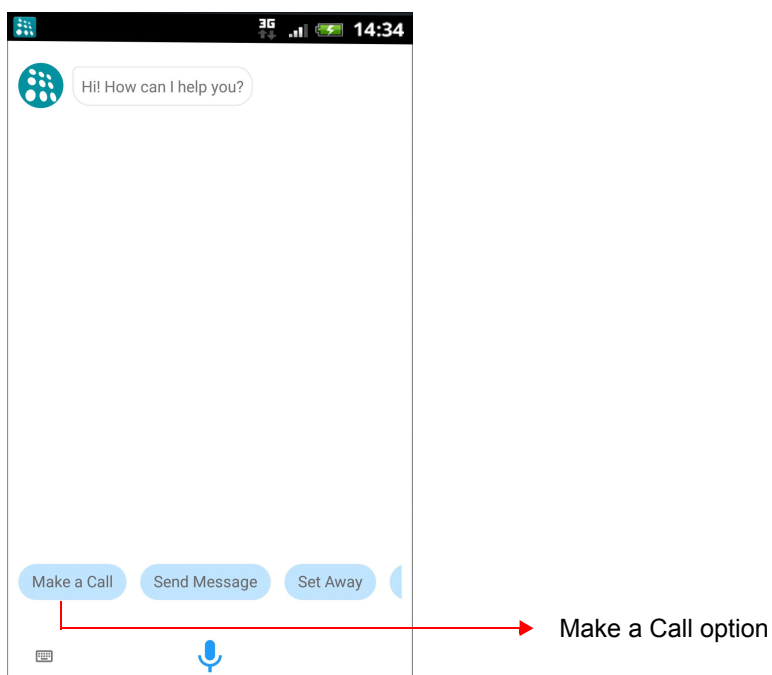
Similarly, you can also direct the VARTA Assistant to make the video calls using the voice or text commands.

You can use any of the following command and direct the VARTA Assistant to video call the desired contact or number instantly.

- **Video call** <Name/ Number>
- **Video call to** <Name/ Number>
- **Make a video call to** <Name/ Number>

You can also use the command — video call or make a video call. After this the VARTA Assistant will prompt for the contact or number for placing the call.
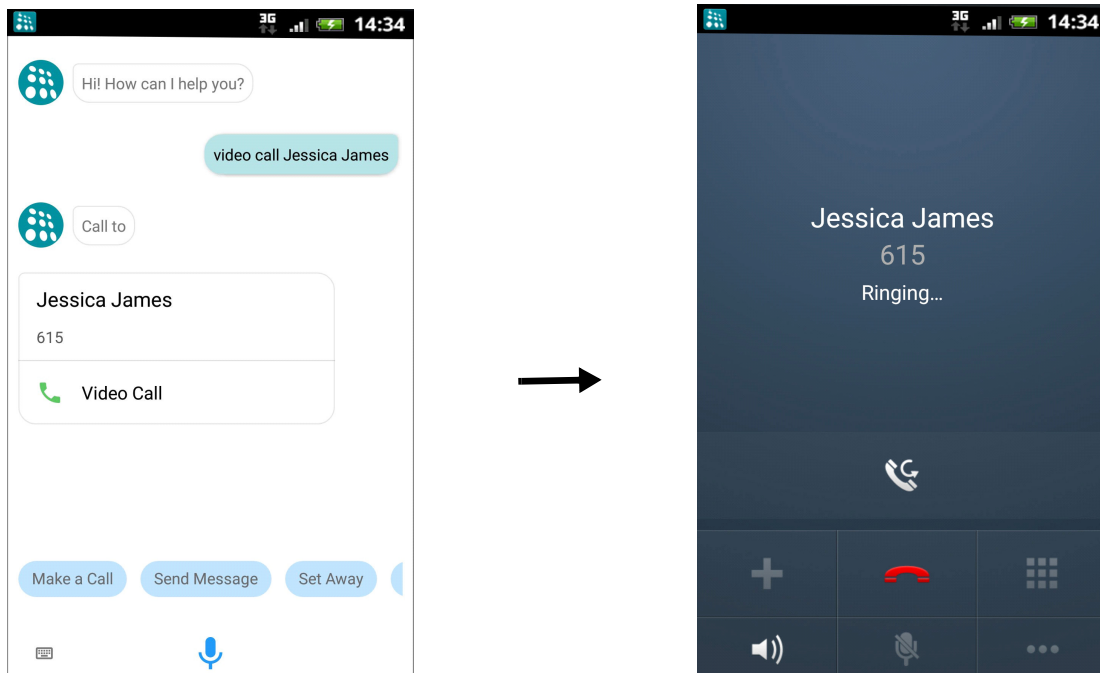
You can also make a video call to a desired contact or number using Make a Video Call option. To do so, left swipe the multiple options present at the bottom of the VARTA Assistant screen and tap *Make a Video Call* option.

You can call the desired contact using VARTA Assistant, even when there are multiple contacts with identical names. When you command the VARTA Assistant to call a contact, all the possible matches are displayed.
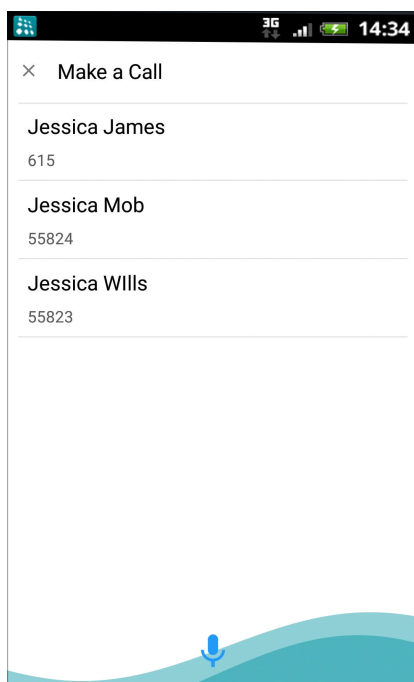
You can tap the desired contact or direct the VARTA Assistant to call the desired contact by using any of the following voice command.

- First one/second one…….nineteenth one
- First/second……...nineteenth
- Call one/ Call two…….Call nineteen
- One/two/three…….nineteen
- Call full displayed name, for example, you can say: < *Call Jessica James* >
- Full displayed name, for example, you can say: <*Jessica James*>

- *The VARTA Assistant will interpret the numeric commands till nineteenth only. If you want to call a contact positioned after nineteenth in the list, then you must either use the voice command Call full displayed name/ Full displayed name or tap the contact from the list.*

- *When you call a contact linked with multiple numbers, the VARTA Assistant will place the call using the first number saved under this contact.*

You can also direct the VARTA Assistant to cancel the call, in case you do not want to connect with any of the contact/number displayed in the list. You can use the voice commands like — *Cancel it/ Cance*l. You can also tap the **Cancel** ✕ icon present at the top of the VARTA Assistant screen to cancel the call.

Making Calls using the Keypad

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

- Dial the desired number using **Keypad** ▦ .
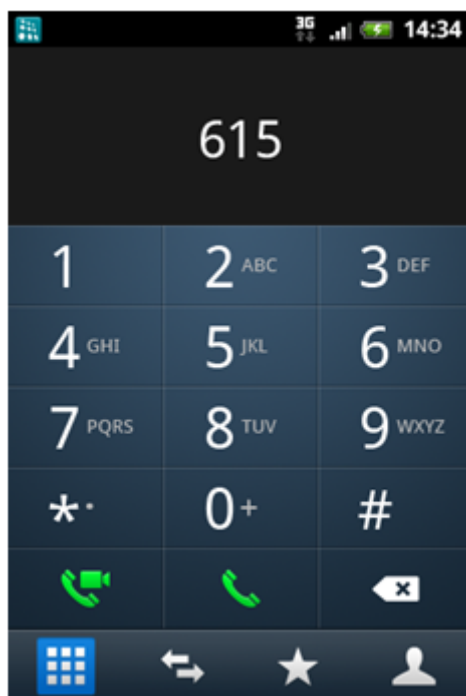
- Tap **Audio Call** 📞 , to make an audio call.

- Tap **Video Call** 📹 , to make a video call.

🚩 *If you have dialed an external number, the System will by default route the call through Trunk Access Code -1.*

To make an external call using another Trunk Access Code,

- Tap **Keypad** ▦ .

- Dial the desired **Trunk Access Code**, tap **Audio Call** 📞 .

- Dial the desired external number and tap **Audio Call** 📞 / **Video Call** 📹 .

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

To make an external call using Global Directory[4],

- Tap **Keypad** .

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

- Tap **Audio Call** / **Video Call** .

---

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

Making Calls from Contacts

- Tap **Contacts** 👤 on the **Home** screen. Search for the desired contact.

Make sure you have allowed the permission required to access the Phone Contacts. Only then the Phone Contacts will be visible.

Permissions for VARTA ADR100 Application can be managed through your Device's Settings.
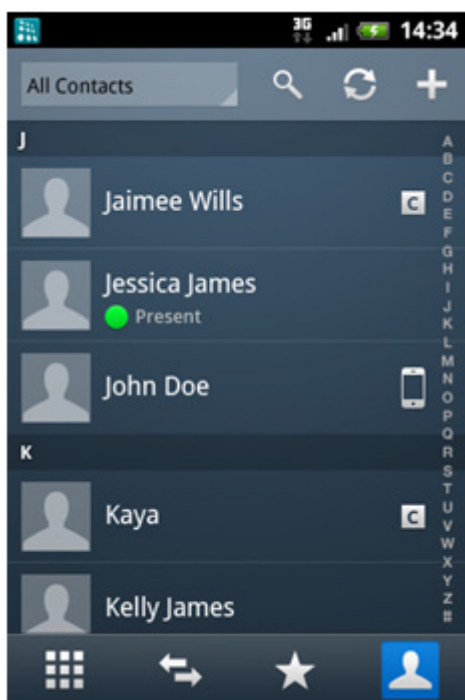
- Tap on the desired entry.
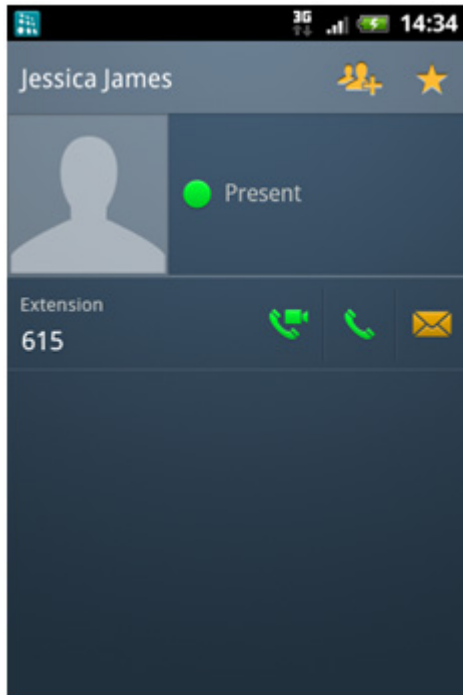
- Tap **Audio Call** 📞 , to make an audio call.

- Tap **Video Call** 📹 , to make a video call.

Make sure you have allowed the permission required to access your phone's microphone. Only then you will be able to make calls.

Also, for video call, make sure you have allowed the permission required to access your phone's camera. Only then, you will be able to view your video in preview and your video will be displayed to the remote user.

Making Calls from Call Logs

- Tap **Phone** 📞 on the **Home** screen.
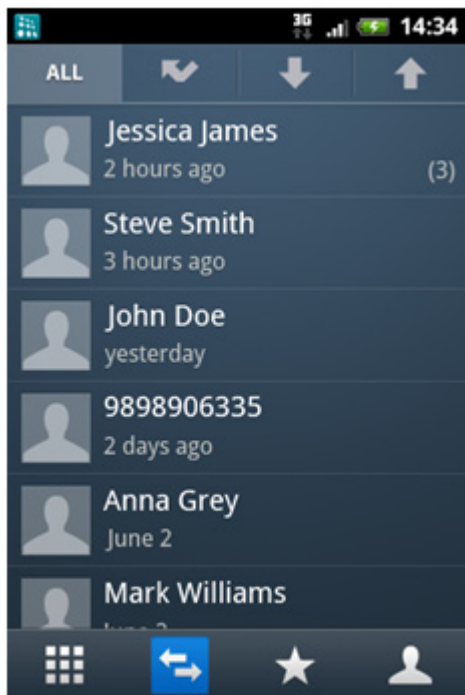
- Tap **Call Logs** ⇄ .

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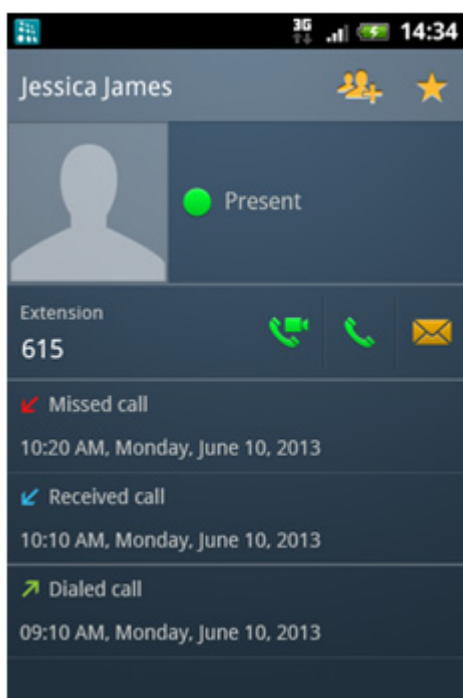
- Tap **Audio Call** , to make an audio call.

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

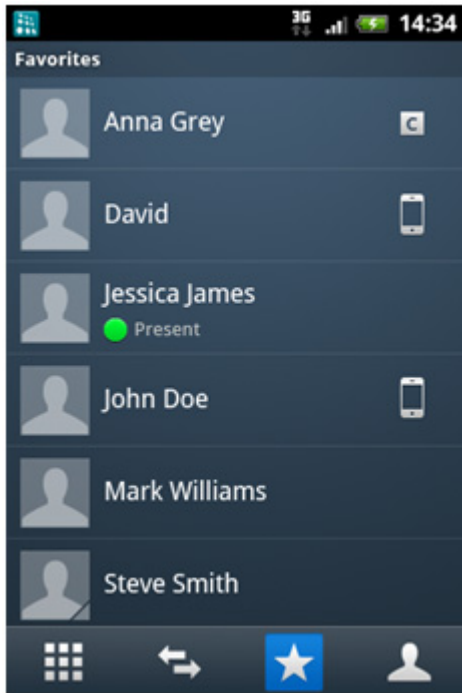- Similarly, you can also make calls from the other Call Log lists —Missed, Received and Dialed.

In the Call Logs, some entries may be displayed as Unknown (Number not available) or Private (CLIR set by caller).You cannot place calls by tapping on Unknown/Private entries.
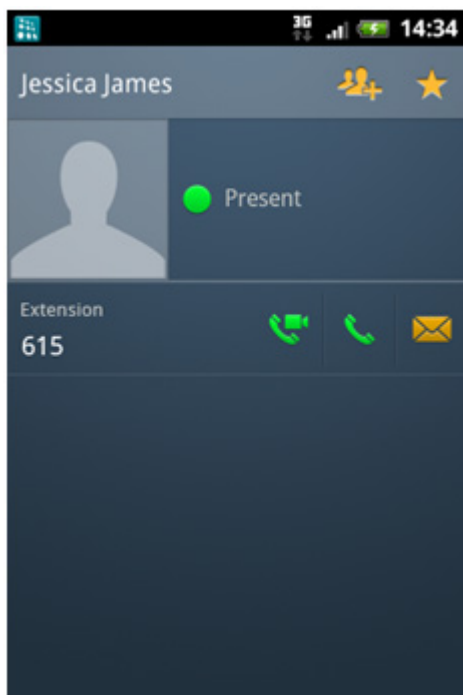
Making Calls from Favorites

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

- Tap **Favorites** ⭐ .

- Tap on the desired entry.

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

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

*You can create **Favorites** from the Contacts of your phone. Refer "Adding and Removing Contacts from Favorites".*

Receiving Calls

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

Make sure you have allowed the permission required to access your phone's microphone. Only then you will be able to receive calls.

Also, for video call, make sure you have allowed the permission required to access your phone's camera. Only then, you will be able to view your video in preview and your video will be displayed to the remote user.

Permissions for VARTA ADR100 Application can be managed through your Device's Settings.
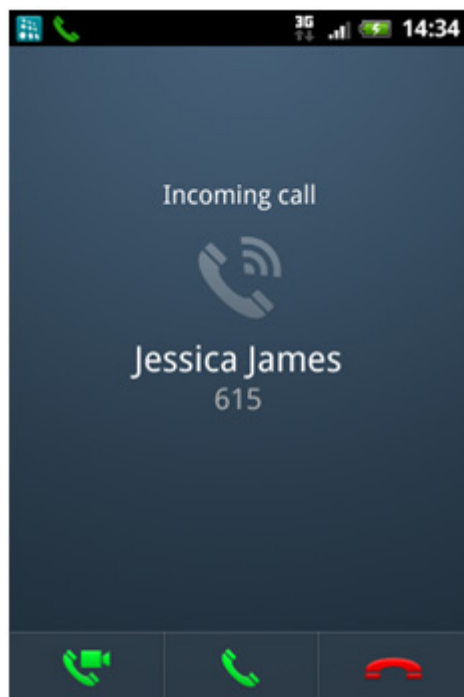
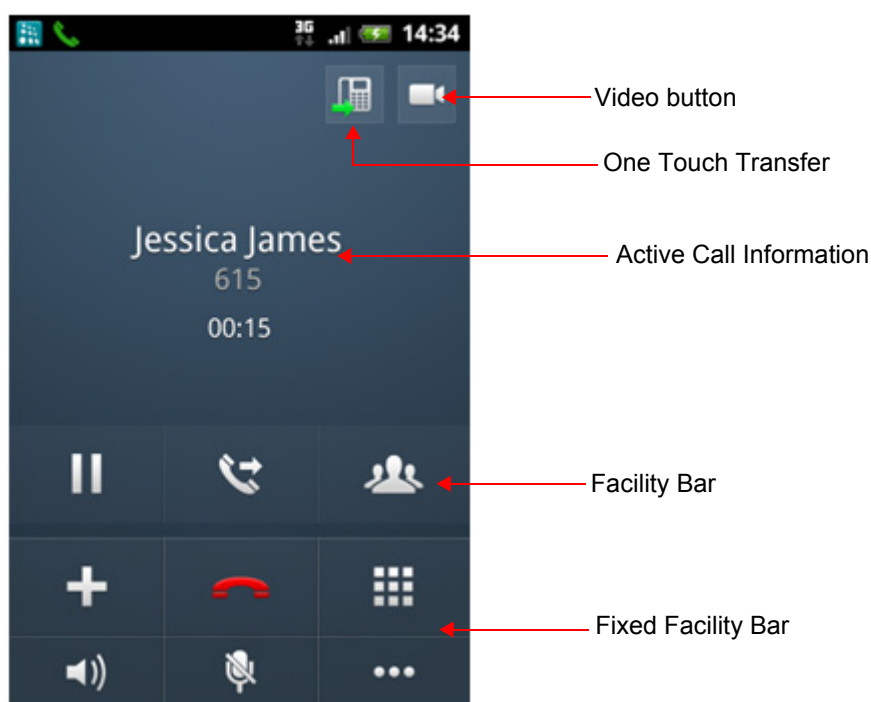| Icon	Name	Description
	Audio Answer	Tap to answer the incoming call as audio call.

Icon	Name	Description
	Video Answer	Tap to answer the incoming call as video call.
	Reject	Tap to reject the incoming call.

You can set the default option to show or hide your video for the incoming video call. To do so, you must select the desired option for the **On Video Answer** parameter. For detailed instructions, see "Call Settings".

Incoming Call Notifications when the Application is in the Background

You will receive notifications for the incoming calls, when the application is in the background only when you have a persistent internet connection.

Call Screen Functionality

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

Icon	Name	Description
	Video button	Tap to convert the ongoing audio call into a video call.
	One Touch Transfer	Tap to transfer the ongoing call to a fixed number. Refer "One Touch Transfer".
Facility Bar[a]		
	Hold	Tap to put the ongoing call on hold. Refer "Call Hold".
	Transfer	Tap to transfer the ongoing call. Refer "Call Transfer".

Icon	Name	Description
👥	Conference	Tap to create a 3-Party Conference. Refer "Conference 3-Party".
Fixed Facility Bar		
➕	New Call	Tap to place a new call. Refer "Making a Second Call".
📞	End Call	Tap to end the ongoing call.
⠿	Keypad	Tap to open the keypad for accessing voicemail or IVR (Interactive Voice Response). To close the keypad, tap 🔲 .
🔊	Speaker	Tap to turn ON the Speaker. Refer "Toggle between Speaker, Phone and Headset".
🎤	Mute	Tap to mute the ongoing call. To unmute, tap 🎤 .
•••	More	This icon will be visible depending on the Class of Service, that is, when there are multiple features supported. On click **More**, a popup list with the additional features appears.

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

Toggle between Speaker, Phone and Headset

During an ongoing call, when you are in speech using the **Handset/Wired Headset**,
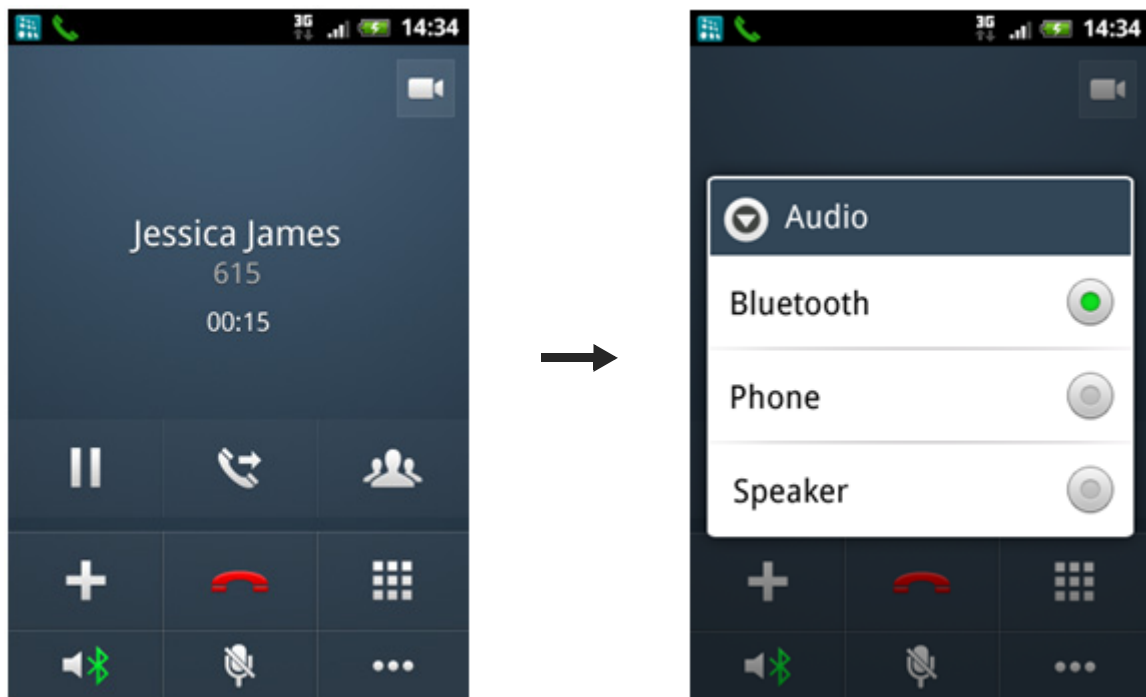
- To switch to the Speaker, tap **Speaker** 🔊 .

- To switch back to the Handset/Wired Headset, tap **Speaker** 🔊 again.

In majority of the phones, you can talk using either the Handset or the Wired Headset (if connected).

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

- To switch to the Handset/Wired Headset or to the Speaker, tap **Speaker - Bluetooth** .

- To switch to the Handset/Wired Headset, tap **Phone**.

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

*Make sure you have enabled **Connect Bluetooth automatically** in "Advanced Settings".*

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

- To switch to the Handset/Wired Headset or to the Bluetooth Headset, tap **Speaker - Bluetooth** .

- To switch to the Handset/Wired Headset, tap **Phone**.

- To switch to the Bluetooth Headset, tap **Bluetooth**.

Converting an Audio Call to a Video Call

- During an ongoing audio call, tap **Video** . The audio call will be converted to a video call. The call screen will display\ the Remote User's video and your video in the preview.

Make sure you have allowed the permission required to access your phone's camera. Only then, you will be able to view your video in preview and your video will be displayed to the remote user.

Permissions for VARTA ADR100 Application can be managed through your Device's Settings.

Tap Video button
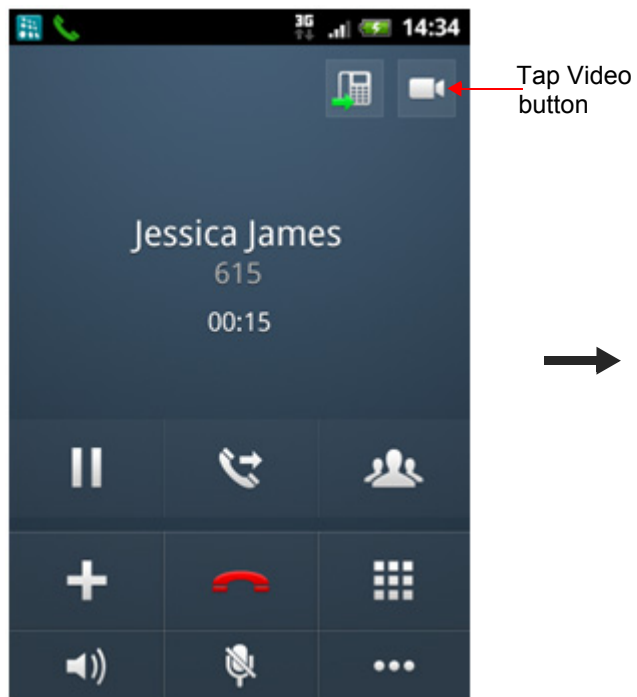
Accessing features during a Video Call

Tap anywhere on the Video call screen. The feature access options will be displayed.
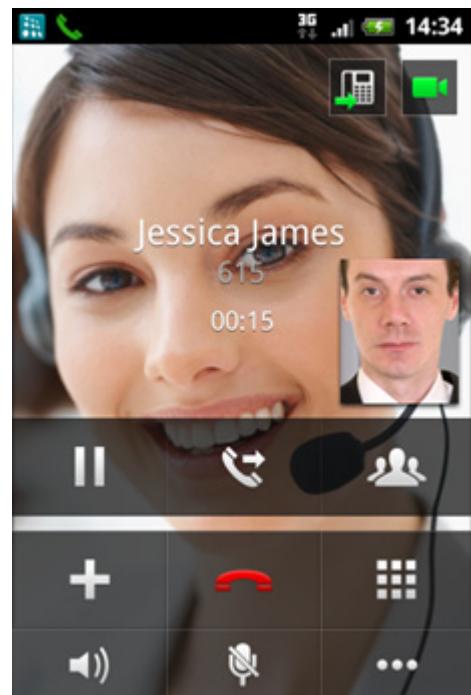
- Tap **Video** .

Icon	Name	Description
	Switch camera	Tap to switch between the front and back camera.
	Stop video	Tap to stop the video. The video call is converted to an audio call.
	Hide me[a]	Tap to stop your own video. Your video will not be displayed to the remote user, but you can view the remote user's video. Your preview will not be displayed to you. To start sending your video again, tap **Show me** .

a. If you have denied the permission required to access your phone's camera, **Show Me** will be displayed here.

Remote User switches from Audio Call to Video Call

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

Tap **Yes**, if you want to accept and switch to Video call or Tap **No** to reject and continue the Audio call.

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

Ongoing Call Notification on Home Screen

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

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

- The Ongoing Call bar appears.

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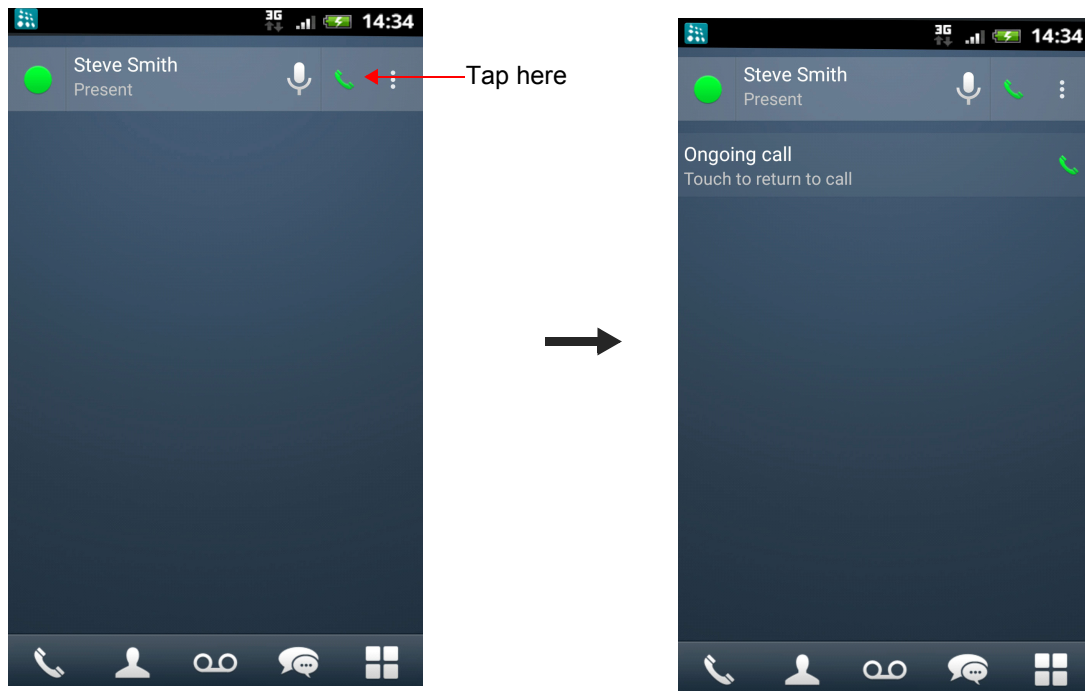
- Tap on the **Ongoing Call** bar to return to the ongoing call screen.

Making a Second Call

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

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

- Dial the desired number using the **Keypad**.
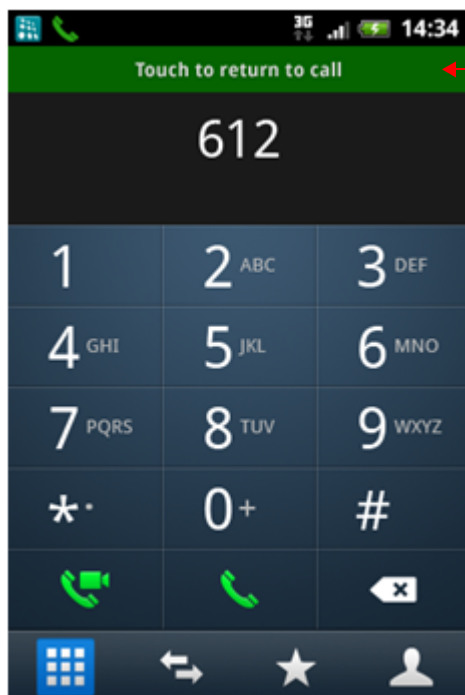
Tap to return to the Call screen without making another call

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

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

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

Receiving a Waiting Call

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

The application also plays a beep as indication for the waiting call. Refer "Call Settings", to know more about Call Waiting Beeps.
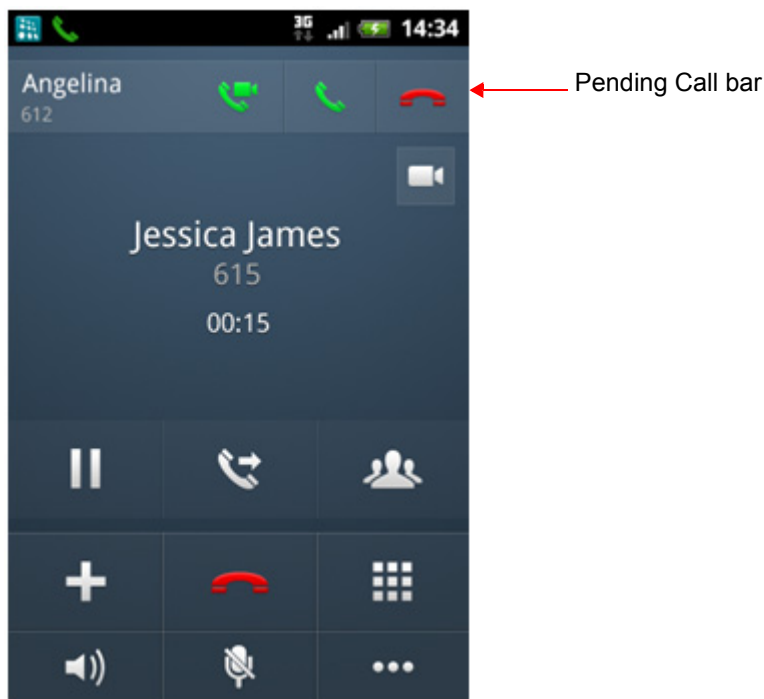
Pending Call bar

On the Pending Call bar,

- Tap **Audio Answer** [icon] , to answer an incoming call as audio call.

- Tap **Video Answer** [icon] , to answer an incoming call as video call.

- Tap **Reject** [icon] , to reject the call.

Handling Multiple Calls

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

• Tap on **More Calls** in the **Pending Call** bar. The details of incoming and held calls are displayed.
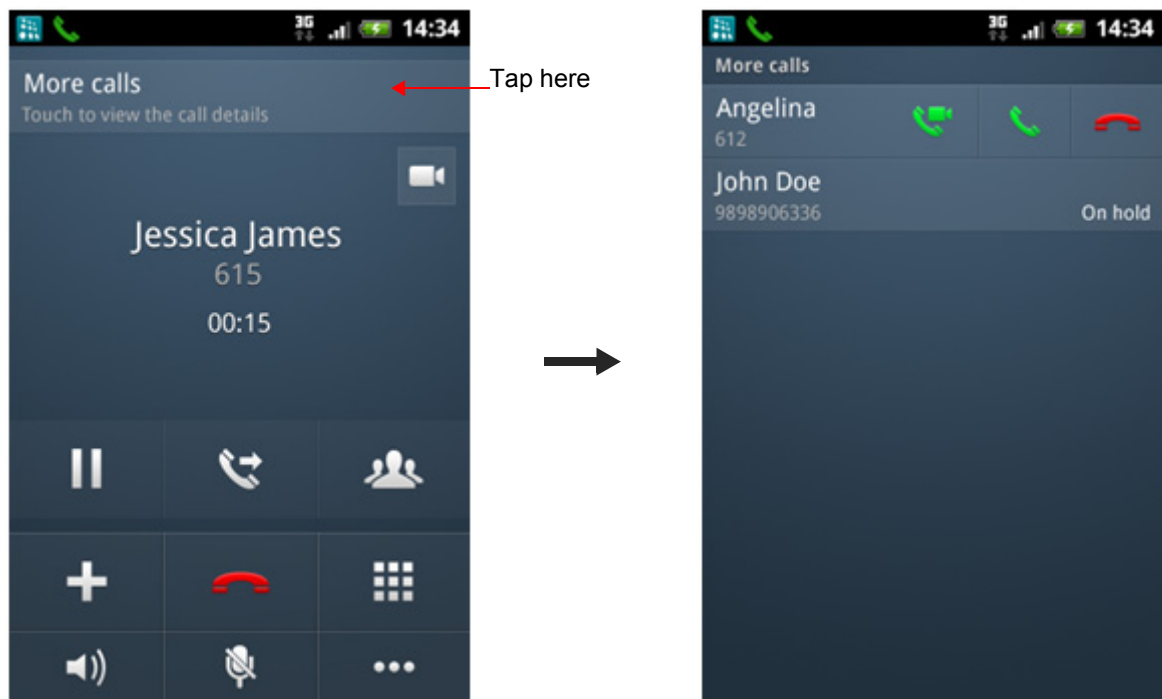
For Incoming Call,

• Tap **Audio Answer** , to answer an incoming call as an audio call.

• Tap **Video Answer** , to answer an incoming call as an video call.

• Tap **Reject** , to reject the call.

For Held Call,

• Tap on the held call to resume speech.

Similarly, you can also handle multiple incoming calls.

Native Integration and Native Call Handling

Native Integration allows you to make calls through VARTA ADR100 using the Native Keypad or Contacts. Also, when the VARTA ADR100 application is not registered, the calls are automatically routed through the cellular network.

Making a Call using the Native Keypad/Contacts

You can use the Native Keypad/Contacts to make audio/video calls and route them through the Matrix VARTA ADR100 Application. Make sure the Matrix VARTA ADR100 Application is registered.

To do so,

- Dial the desired number using the Native Keypad and tap Call.

- You are provided the option to select the application (Native or VARTA ADR100) to make the outgoing call.

- Select VARTA ADR100.

Similarly, you can also make calls using Native Contacts.

Native Integration will work based on your Android OS Version.

Routing a Call through the Native Application

When the Matrix VARTA ADR100 Application is not registered, the calls made from the application can be routed through the Native Application. Make sure you have enabled the **Call through Native** check box. For more information, see "Call Settings".

To do so,

- Dial the desired number using the Keypad or select the number from Contacts/Call Logs/Favorites in VARTA ADR100 Application.

- Tap **Audio Call** or **Video Call** .

- The call will automatically be routed through the Native Application.

Handling a VARTA ADR100 Call and a Native Call

During an ongoing call in the application when you receive an incoming call in the Native application, the VARTA ADR100 application allows you to set preference for incoming Native call. To set your preference, select the desired **Hold application call** option from the following in "Call Settings":

- If you select **On receiving cellular call**, VARTA ADR100 will put the application call on hold/disconnect it when you receive a Native call. The application call will be put on hold or disconnected depending on the state of the call. Refer to the table below for more information.

- If you select **On answering cellular call,** VARTA ADR100 call will be put on hold/disconnected when you answer a Native call. The application call will be put on hold or disconnected depending on the state of the call. Refer to the table below for more information.

The **Hold application call** preference you set will not be applicable for outgoing Native calls.

If you have an ongoing call in Matrix VARTA ADR100 Application and you make an outgoing Native call or receive an incoming Native call, the Matrix VARTA ADR100 Application will handle the calls as mentioned below:

State of the Call in VARTA ADR100 Application	Action taken by the VARTA ADR100 Application
Ongoing active call in VARTA ADR100 Application	The call will be put on hold. You can unhold the call only after you disconnect the Native call. However, make sure you unhold this call within 45 seconds or else the call will be disconnected.
Ongoing Multiparty Conference call	You are temporarily left from the conference. You can rejoin the Conference only after you disconnect the Native call. However, make sure you retrieve this conference call within 45 seconds or else the call will be disconnected.
New Incoming call is received in VARTA ADR100 Application	The ongoing Native call will remain as it is. You can answer the call only after you disconnect the Native call.
Any other call state	The call will be disconnected.

If you have an ongoing Native call, you cannot make a call from VARTA ADR100 application. You must disconnect the Native call first before placing a call using VARTA ADR100 application.

Call Features

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

Following is the list of the Call features supported by VARTA ADR100 Application.

Supported Call Features

- Call Hold
- Call Transfer
- Call Toggle
- Conference 3-Party
- Conference Multi Party
- Conversation Recording
- Auto Call Back
- Auto Redial
- Barge In
- Forced Answer
- Interrupt Request
- Assign Account Code
- DND - Override

Call Hold

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

Tap to put
on hold

Tap to
resume
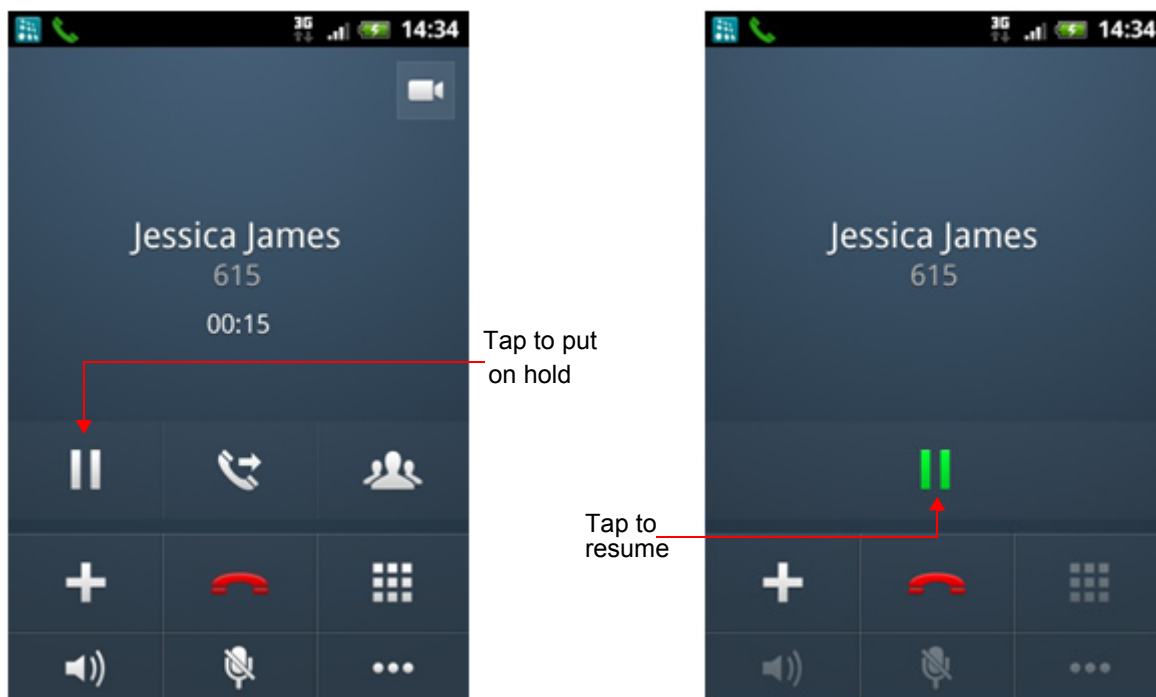
⛇ *If you place a call on hold and send the application in the background, then make sure you retrieve this held call within 45 seconds. In case, you do not retrieve this call within 45 seconds, the operating system will suspend the application and the call will be disconnected.*

Call Transfer

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

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

Unattended Transfer

- During an ongoing call, tap **Transfer** .

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

Tap here
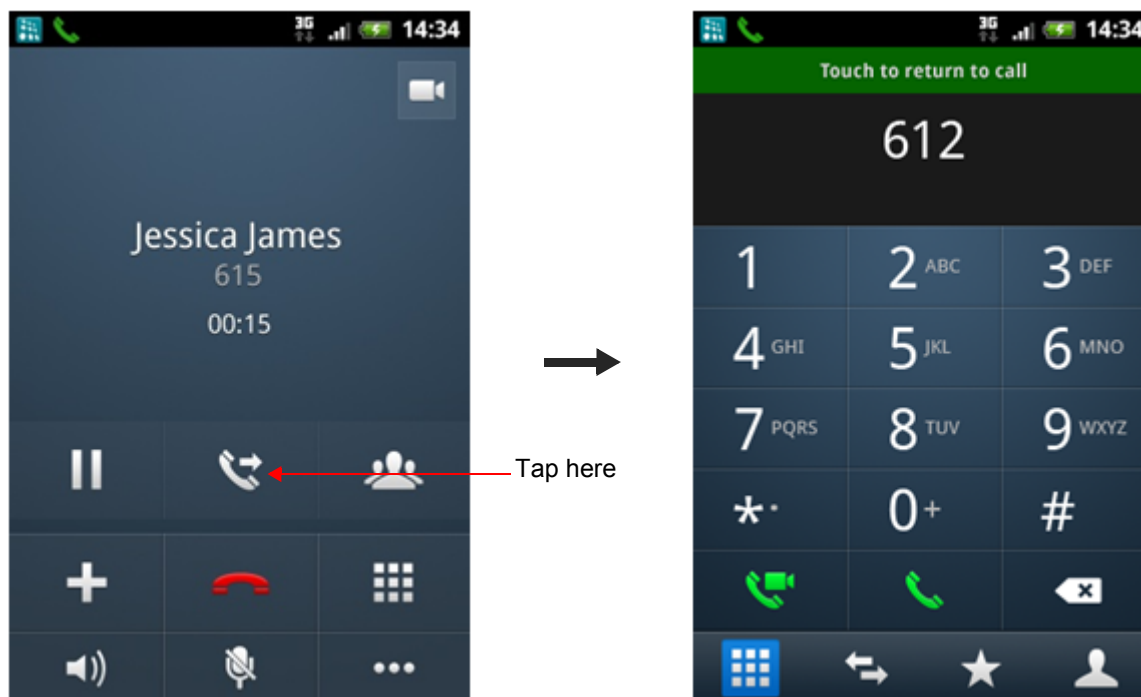
- The dialed number rings.

Tap here
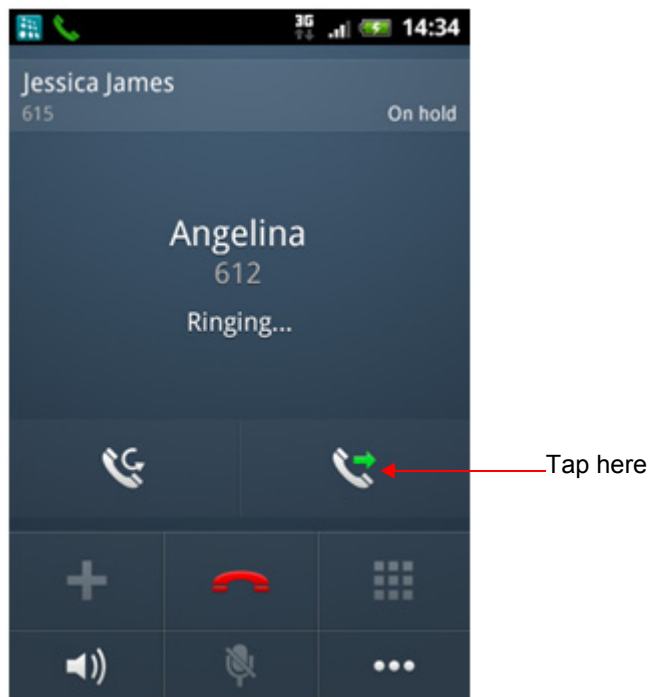
- Tap **Transfer Complete** .

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, tap **Transfer** .

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

Tap here

• The dialed party answers the call.

Tap here
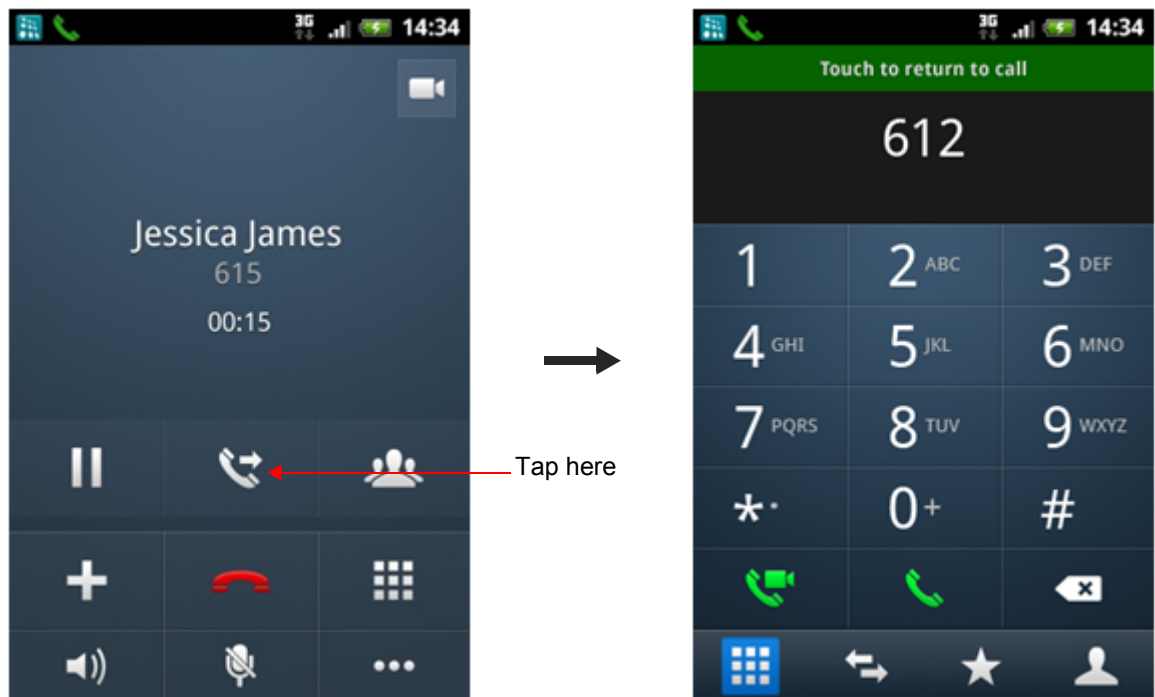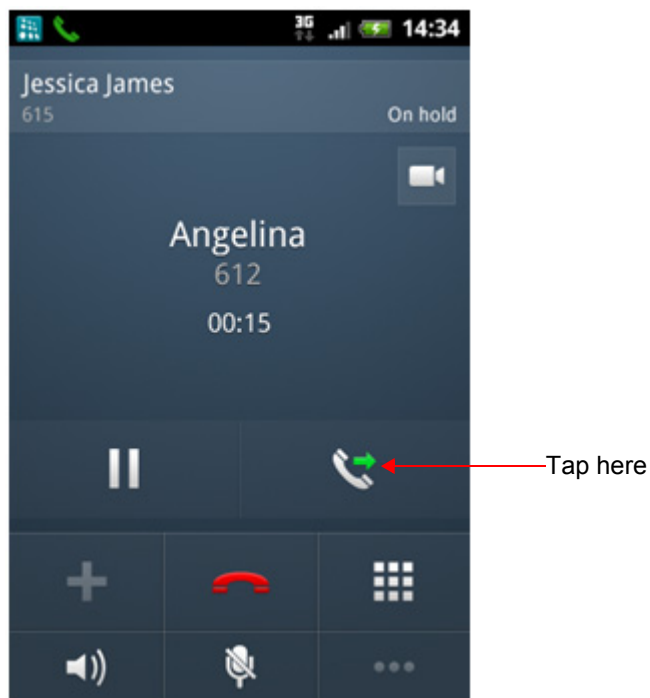
• Tap **Transfer Complete** .

Call Toggle

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

- Tap on the **Pending Call** bar. Speech is established with the party on hold. The active call is put on hold.

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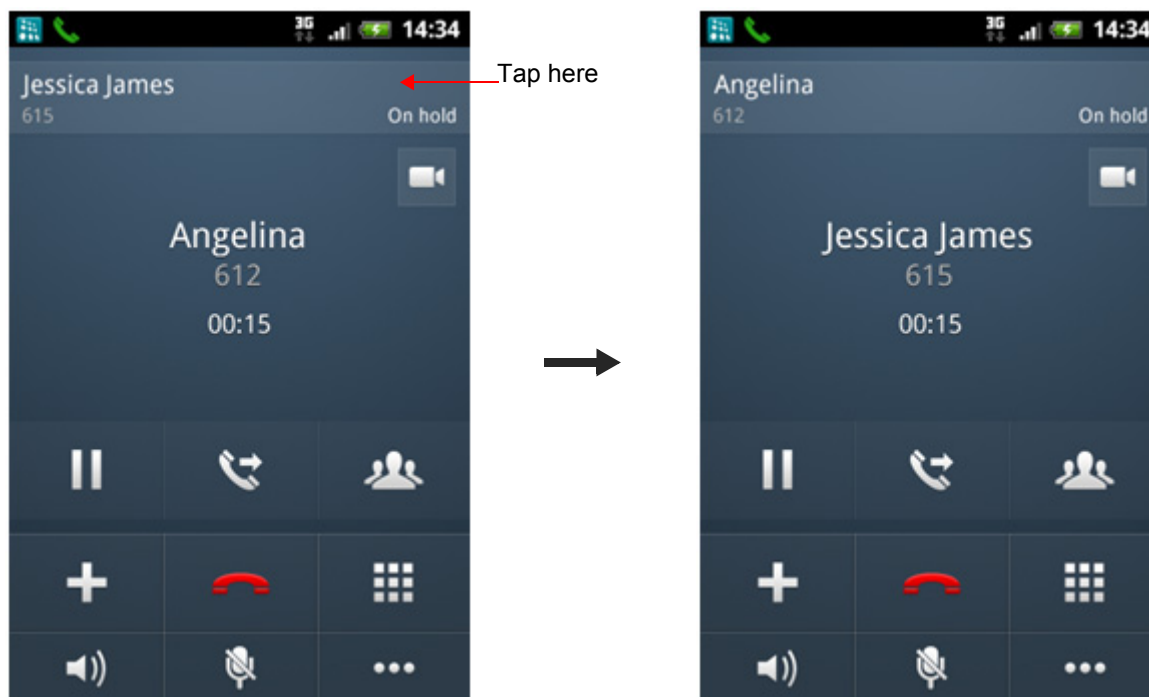
- Repeat the previous step again, to talk with the party on hold.

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

If you have multiple held calls, tap on the Pending Call bar. Then tap the respective held party with whom you want to talk. See "Handling Multiple Calls".

Conference 3-Party

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

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

To create the conference,

- During an ongoing call, tap **Conference** .

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

Jessica James
615
00:15

Tap here

Touch to return to call

612

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
* ·	0 +	#

- The dialed party answers the call.

Tap here
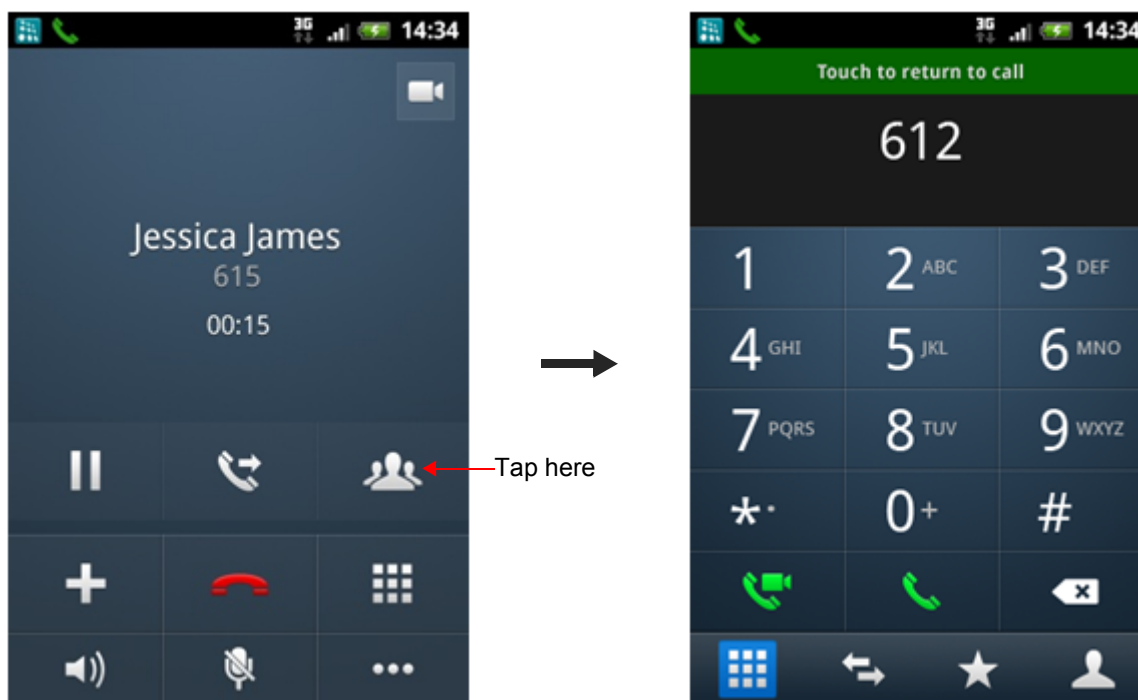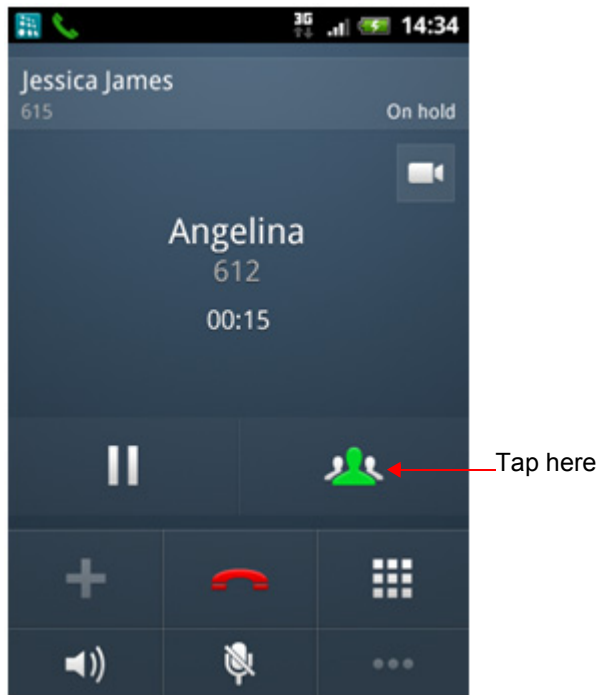
- Tap **Conference Complete** .

- A 3-party Conference will be established.

Splitting the Conference to make a Private Talk

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

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

- The details of the participants will be displayed.

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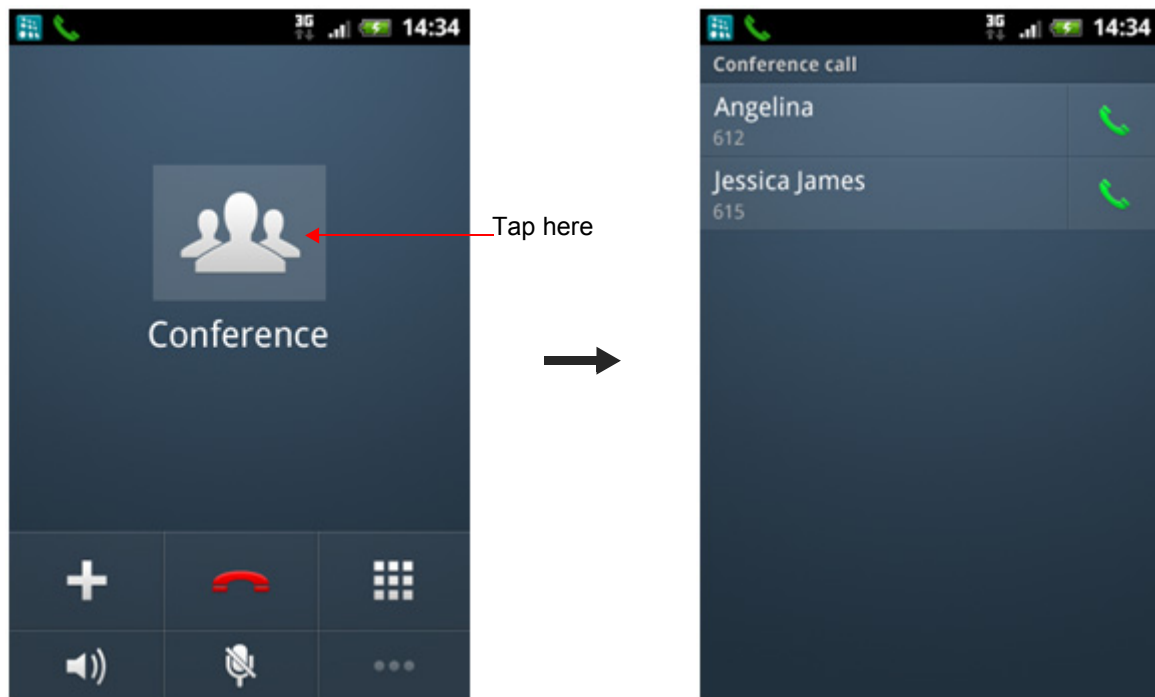
- Tap on the desired party with whom you want to make a private talk. The other party will be put on hold.

Leave the Conference

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

Tap here
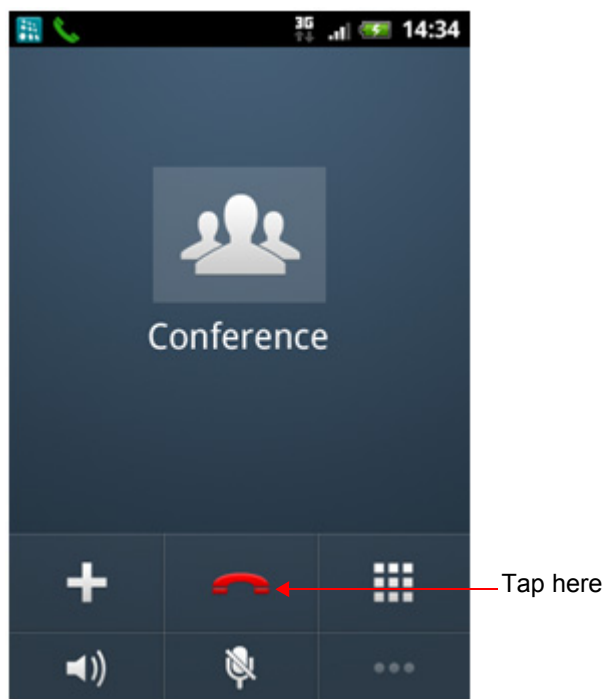
- Tap **End Call** on the Conference screen. You will be disconnected and a two-way speech will be established between the other parties.

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

Multiparty Conference

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

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

To create the conference,

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

- Dial the desired number.

Tap here

➡

- The dialed party answers the call.

Tap here
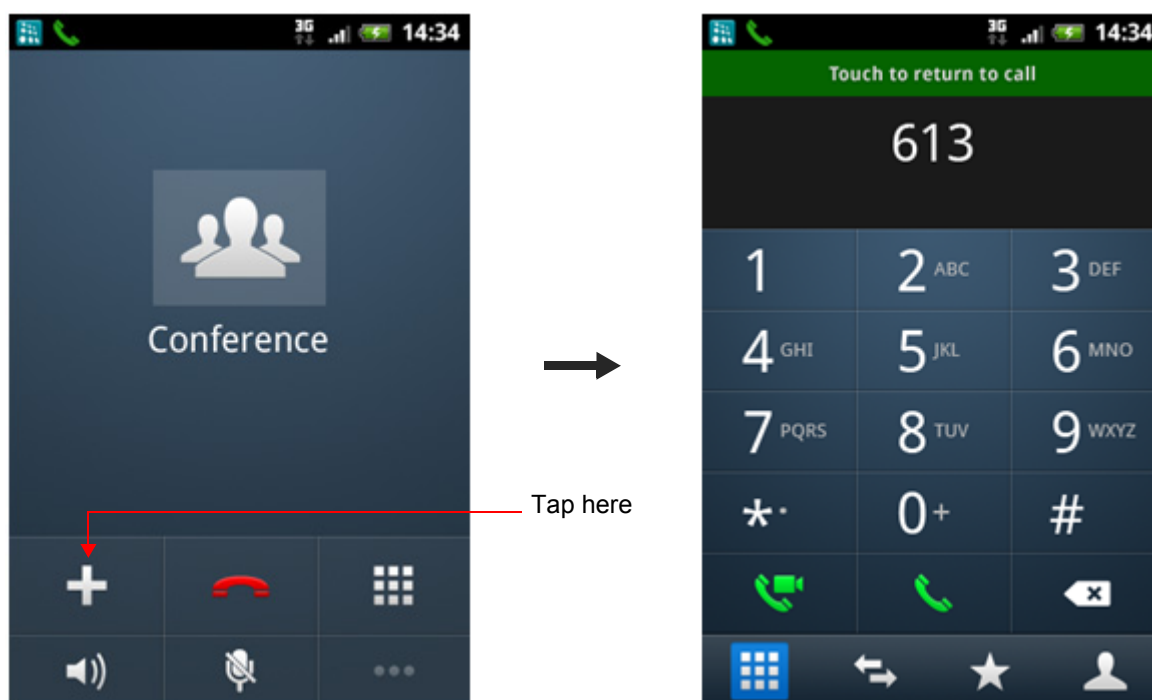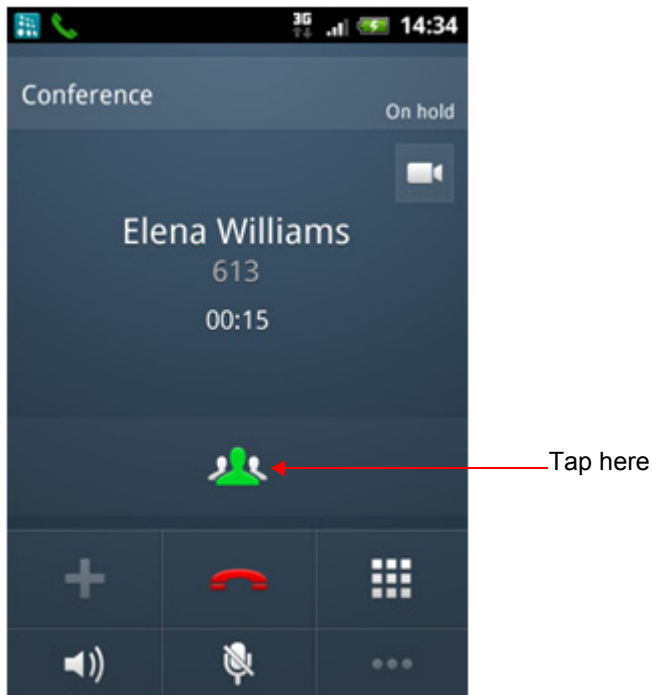
- Tap **Conference - Include Party** . A Multiparty Conference will be established.
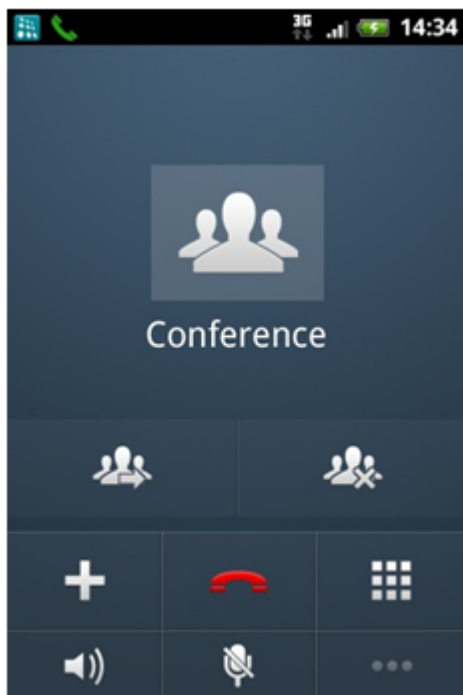
- Similarly, you may add the other participants.

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

Remove a Participant from the Conference

Tap here to view list of participants

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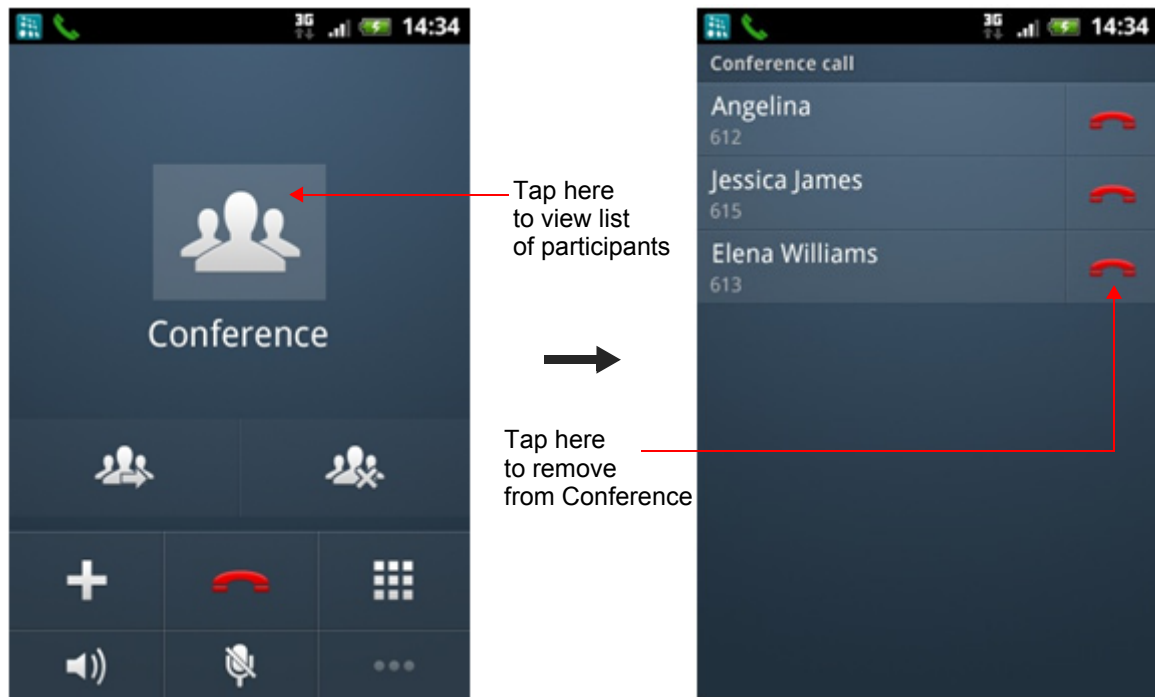
* Tap **End Call** of the participant you want to remove from conference.

Temporary Leave and Rejoin the Conference

Tap to Temporary Leave Conference

Tap to Rejoin Conference
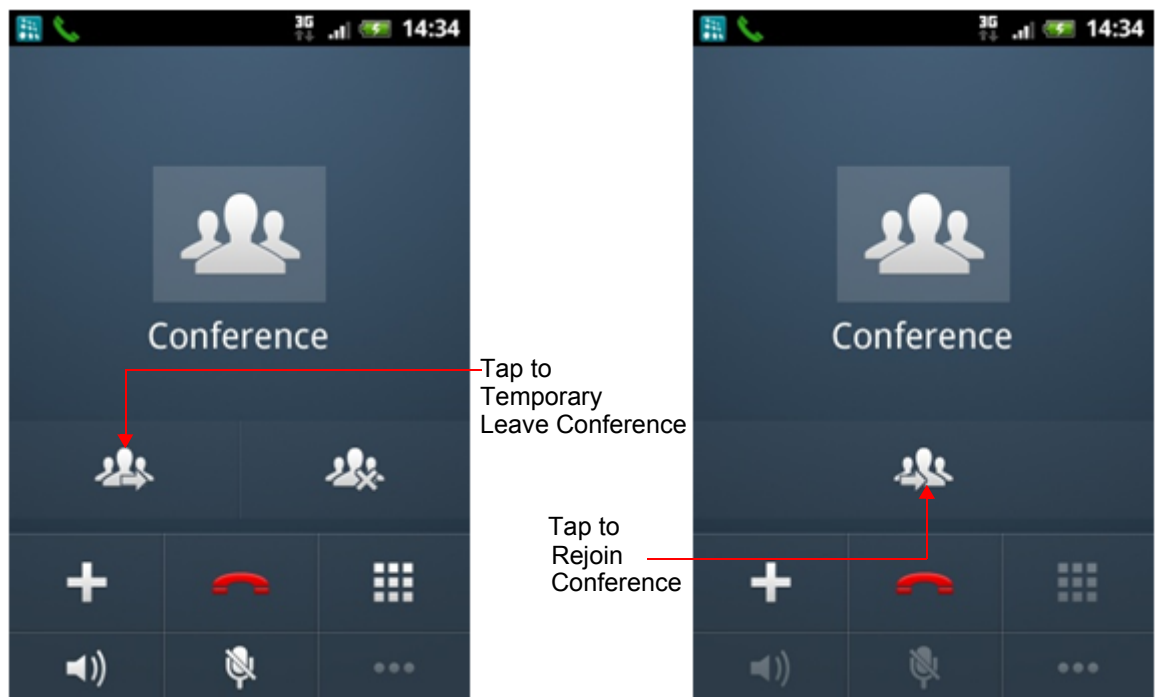
If you temporarily leave a conference and send the application in the background, then make sure you retrieve this conference call within 45 seconds. In case, you do not retrieve this call within 45 seconds, the operating system will suspend the application and the call will be disconnected.

Terminate Conference or Permanently Leave the Conference
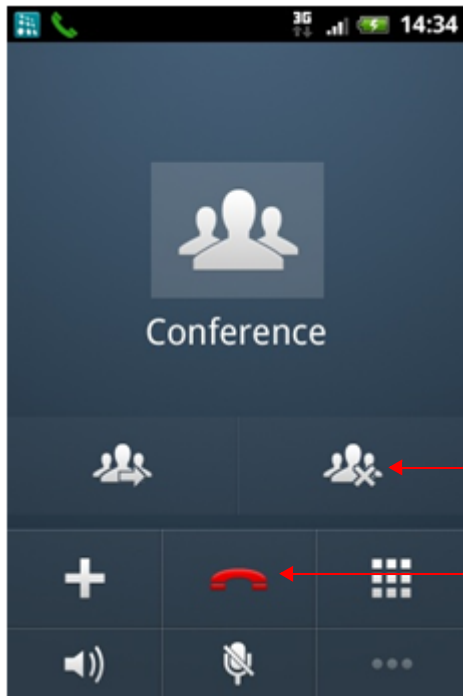
Tap to Terminate Conference

Tap to Permanently Leave Conference

Conversation Recording

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

Make sure the Voicemail System is available in the System, only then this feature will be accessible to you. Contact your System Administrator for more information.

The video call will be converted to an audio call once you start recording.

- During an ongoing conversation, tap **More** .

- Tap **Record**. The recording will start and **Record** indication will appear on your screen.
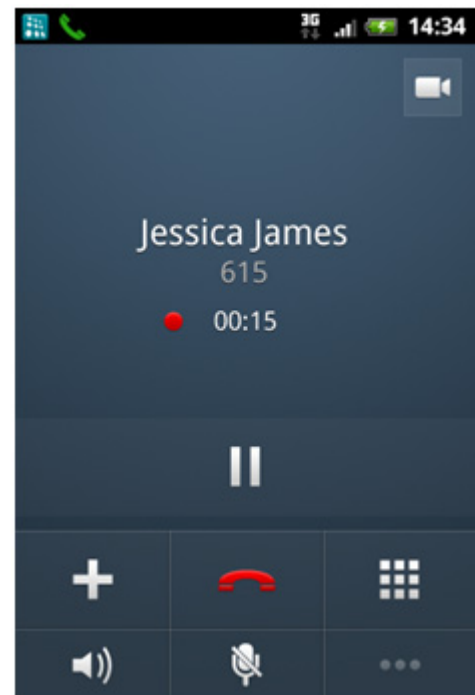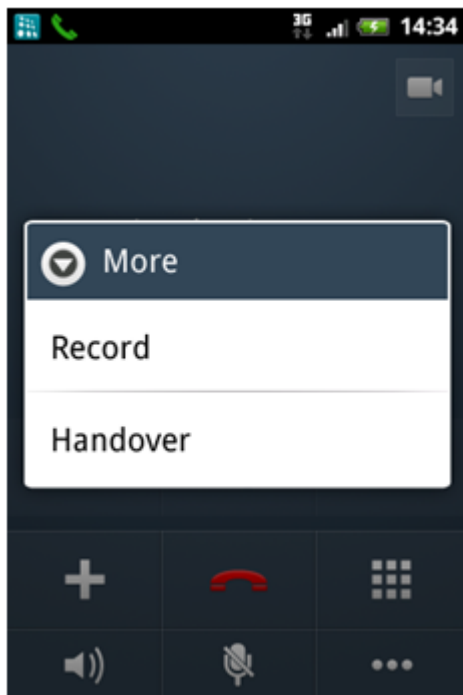
- Tap **End Call** to disconnect.

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

Listen to the Recorded Conversation

You must access the Voicemail to listen to the recorded conversation. Refer "Voicemail" for more details.

Auto Call Back (ACB)

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

Setting Auto Call Back

- Dialed extension is busy.
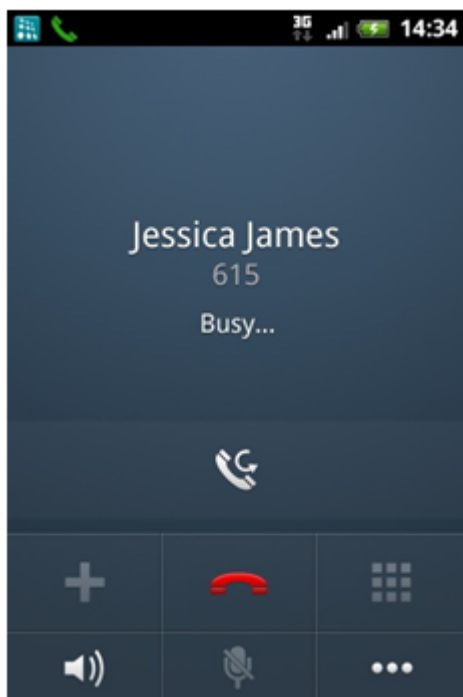
- Tap **Callback** .

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

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

Auto Call Back Notification on the Home Screen

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

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

Tap here
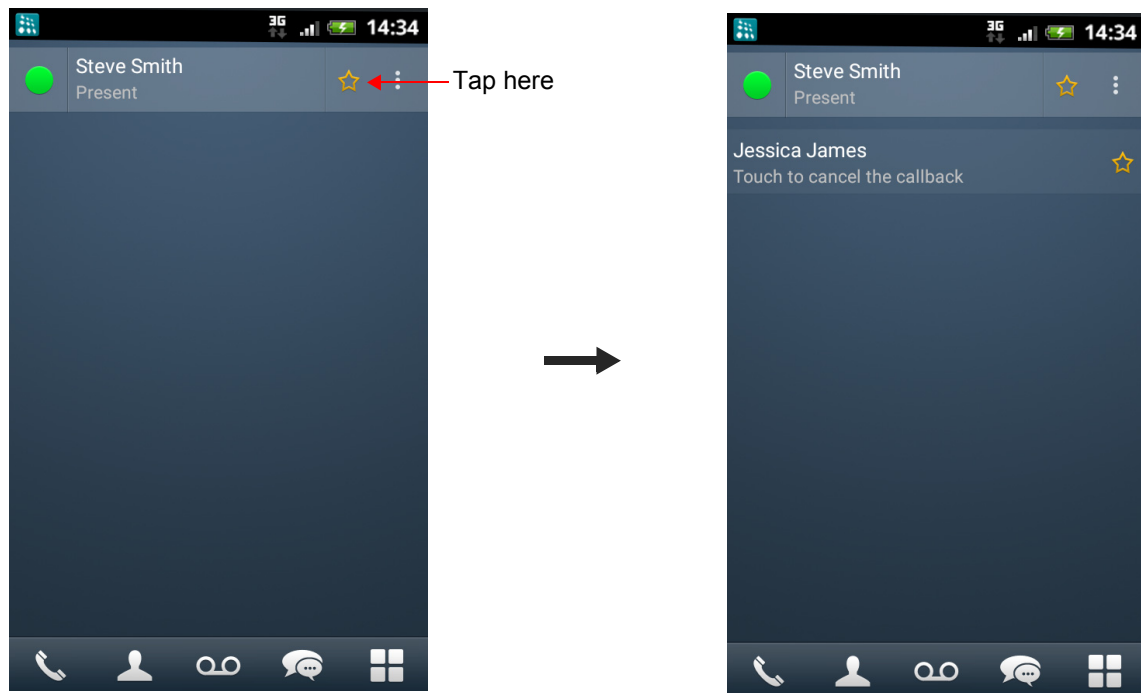
Canceling Auto Callback

Tap to Cancel
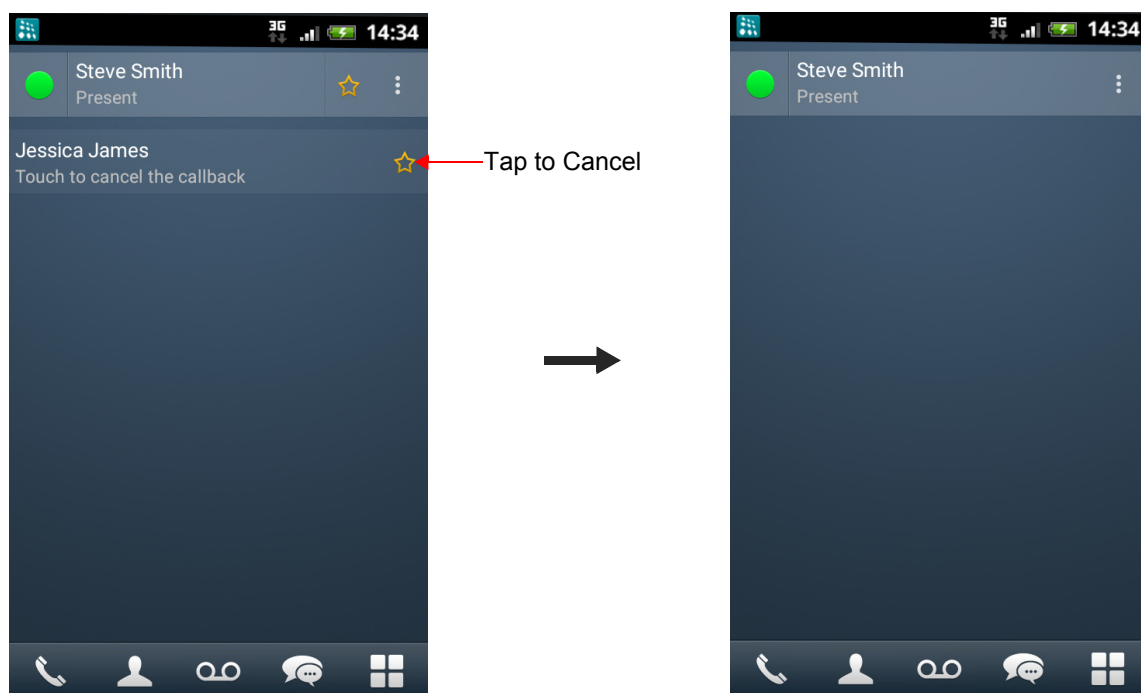
Auto Redial

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

Setting Auto Redial

- The dialed number is busy.
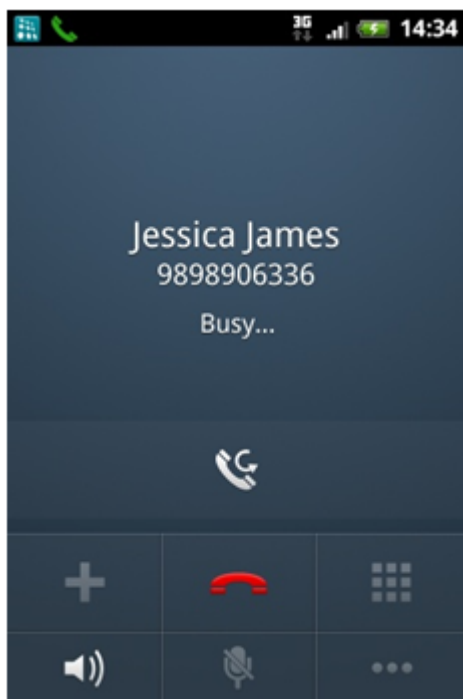
- Tap **Callback**

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

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

Auto Redial Notification on the Home Screen

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

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

Tap here
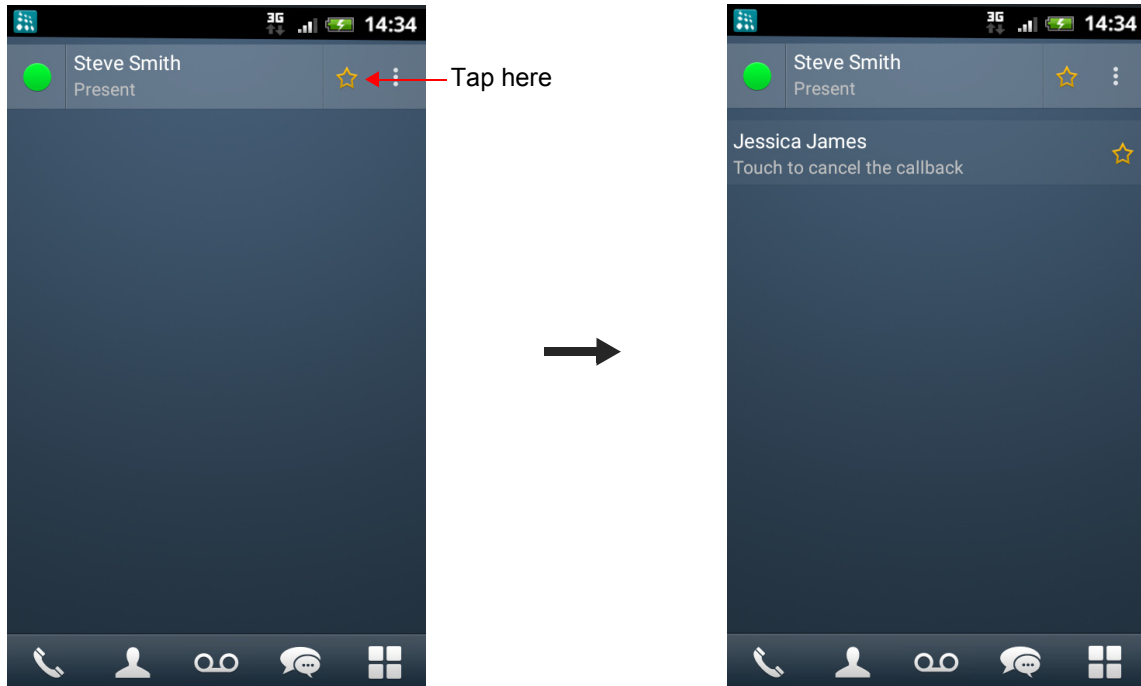
Canceling Auto Redial

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

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

Tap to Cancel
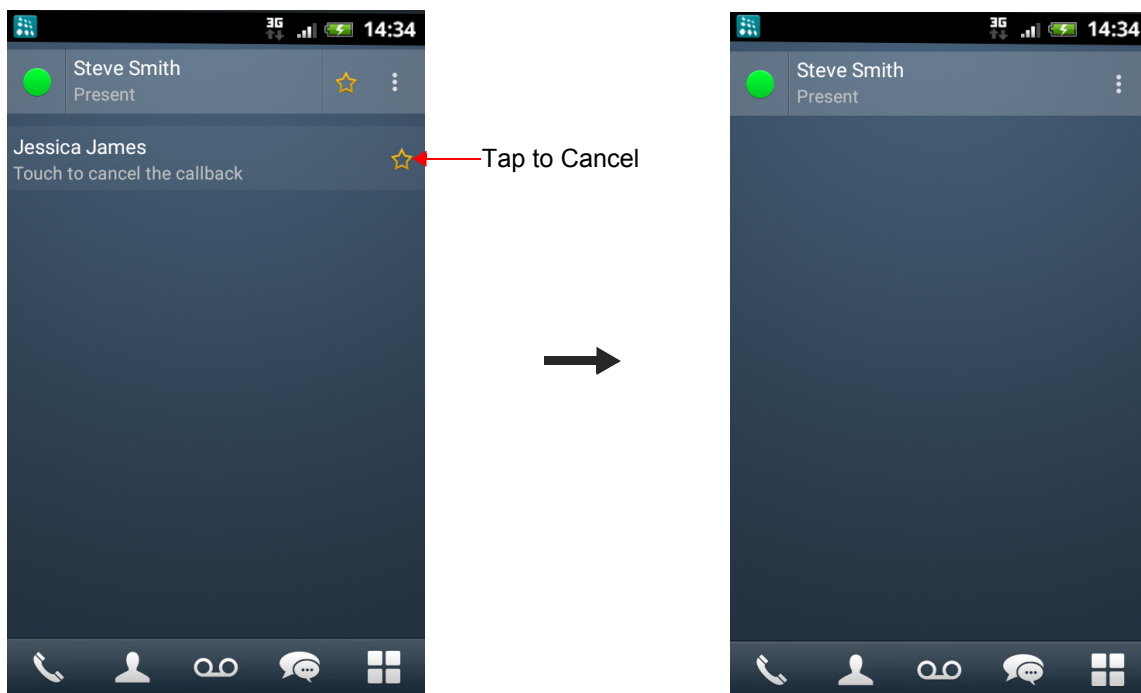
Barge-In

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

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

- The dialed number is busy.

- Tap **More** .
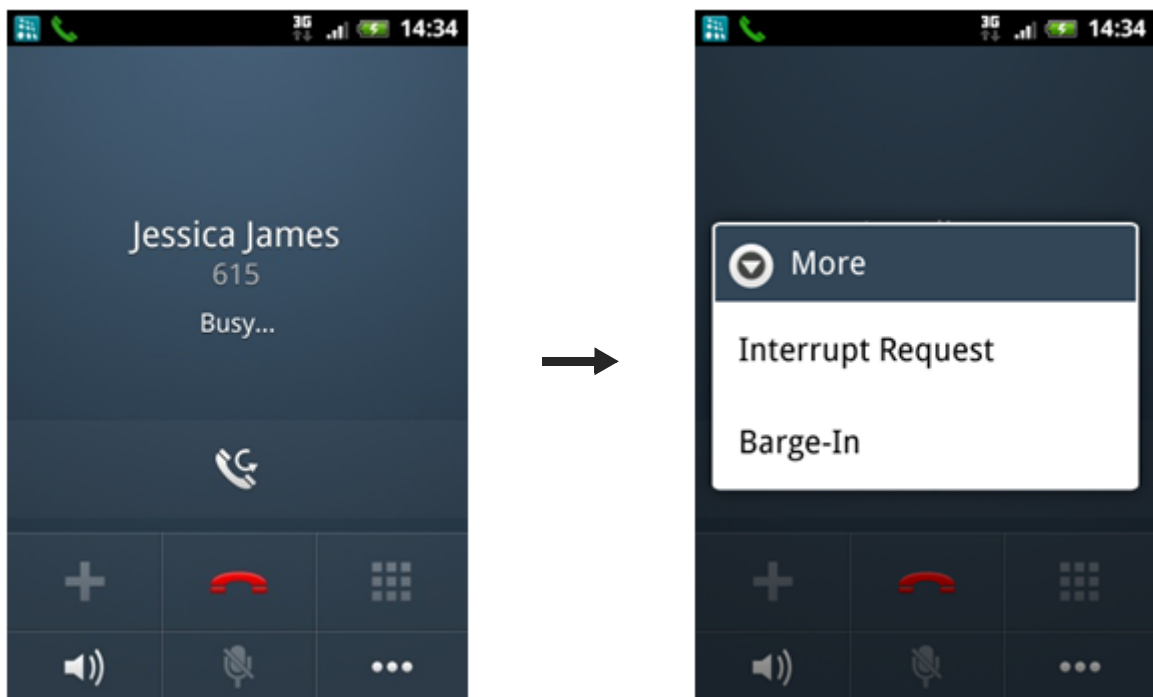
- Tap **Barge-In**.

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

Interrupt Request

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

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

- The dialed number is busy.

- Tap **More**   •••   .
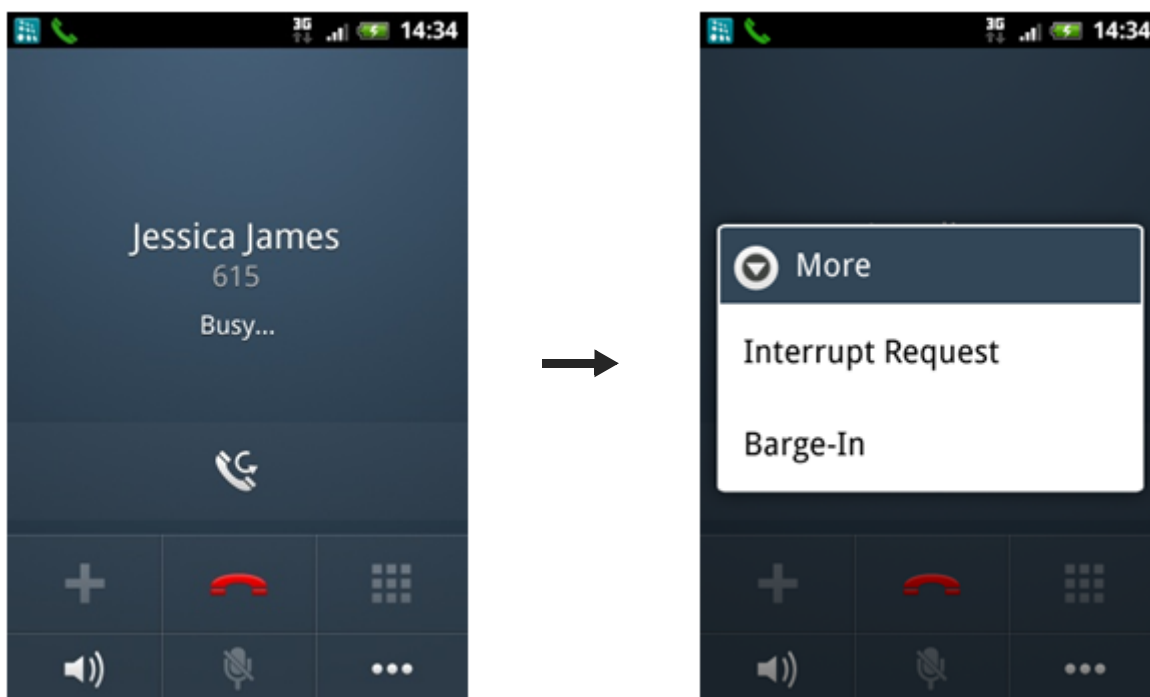
- Tap **Interrupt Request**.

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

Forced Answer

When there is no response from the called extension, you can forcibly make the user answer your call. The speaker of the called extension will be turned ON and you will be connected to the called party immediately.

Forced Answer is possible when the called extension is a Matrix proprietary Digital Key Phone (DKP) or an Extended IP Phone and the phone is idle. Forced Answer cannot be used on VARTA ADR100 users.

- The dialed extension is ringing.

- Tap **More** [•••] .
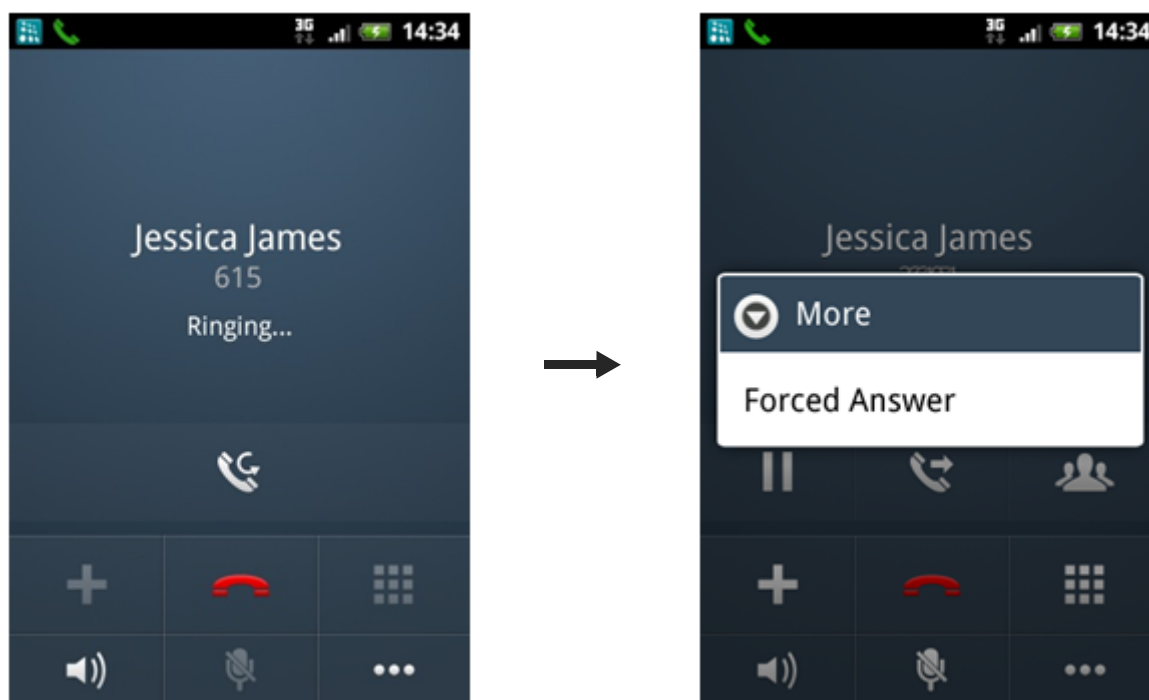
- Tap **Forced Answer**.

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

Account Code

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

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

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

To assign Account Code,

- You are in speech with an external party.

- Tap **More** ••• .
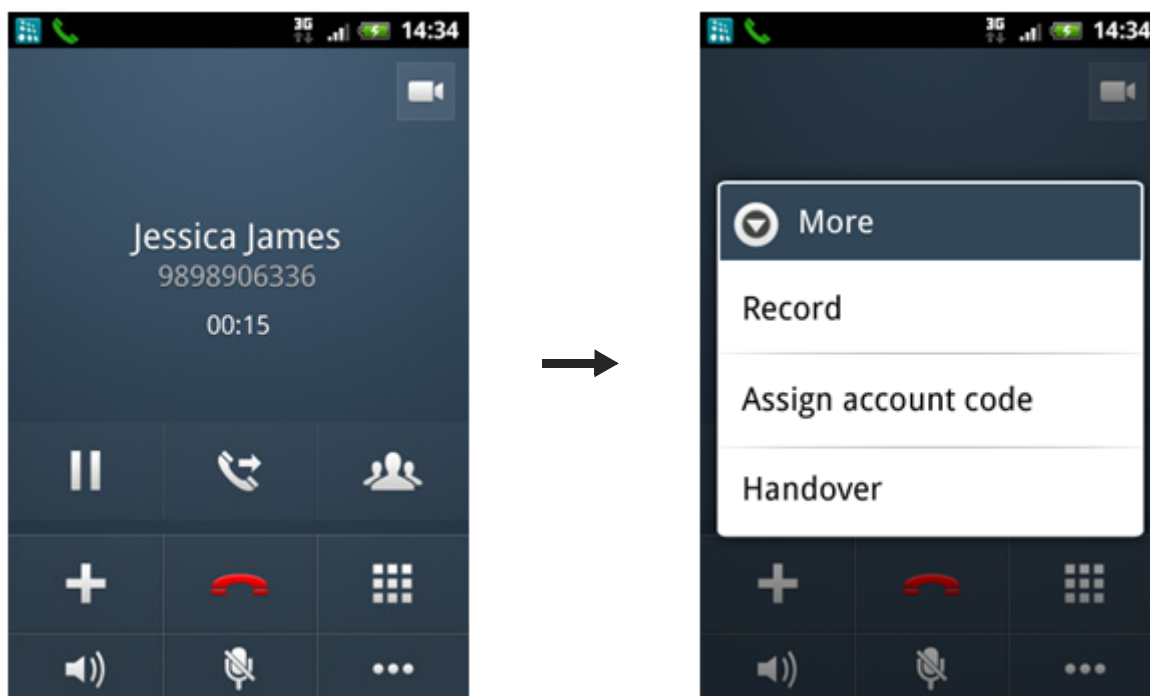
- Tap **Assign account code**.
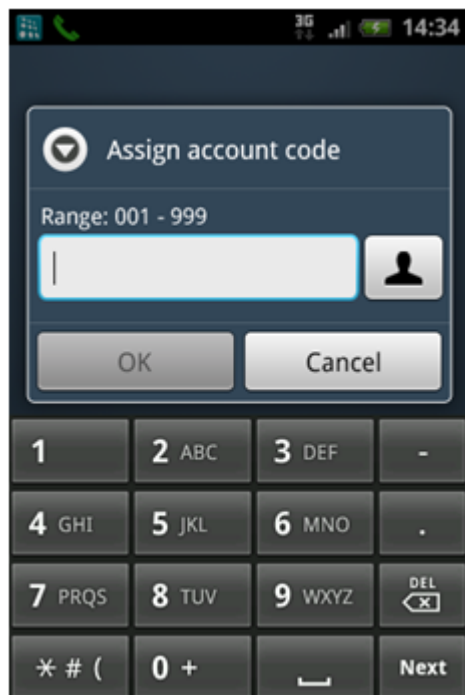
- Enter the **Account Code** Number manually or tap **Account Code** list to select the desired entry from Account Code Names list. The Account Code assigned to the entry will be displayed.

- Tap **OK**.

Forced Account Code

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

- You dial an external number.

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

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

- Tap **OK**. The external number rings.

Account Code Synchronization Notification on the Home Screen

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

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

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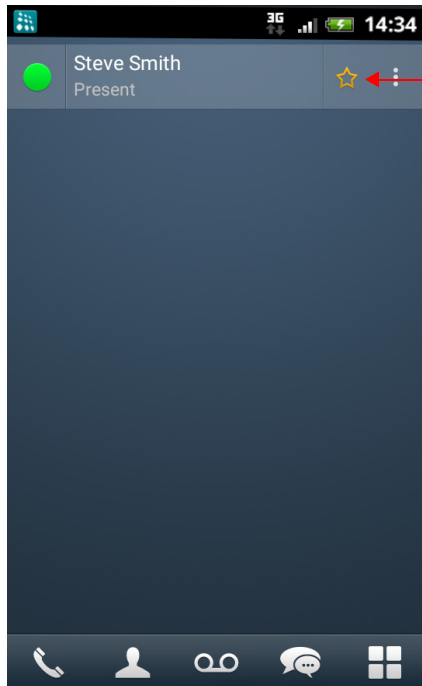
Tap here

Tap to Sync
Account Codes
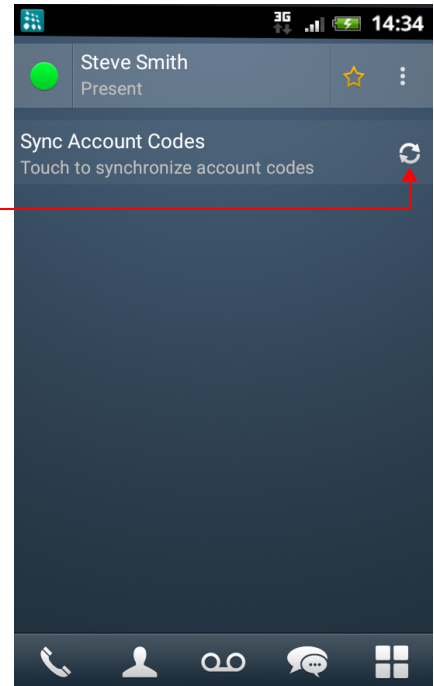
DND - Override

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

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

- The dialed extension starts ringing.

One Touch Transfer

One Touch Transfer allows you to transfer the ongoing call to a fixed extension without entering the number of that extension or putting the call on hold. Similarly, you can also transfer the call from the fixed extension to your application.

To use One Touch Transfer, make sure you have configured the desired extension number in Fixed Transfer Number. For more details see "Call Settings" in **Settings**.

- During an ongoing call.

Tap here
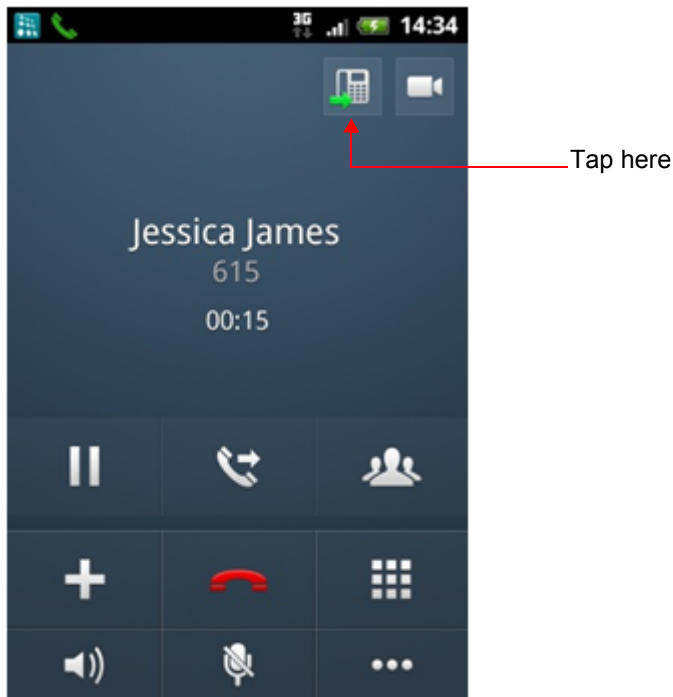
- Tap **One Touch Transfer** .

- The call will be transferred to the destination extension.

You can also use One Touch Transfer from your fixed extension and transfer the call to your application.

After accessing One Touch Transfer from your fixed extension,

- You will get an incoming call on your application.

- Tap **Audio Answer** , to answer the call.

Handover

Handover allows you to move an active VARTA ADR100 call from the application to your cellular number on the cellular network. This is useful when you have an ongoing call and you leave the Wi-Fi network, or if there are voice quality issues over the Wi-Fi network.

Similarly, when you are back into the Wi-Fi network you can move the call from your cellular number to VARTA ADR100. The call is moved without being disconnected and redialing the number.

Wi-Fi to Cellular Handover

You can switch from the Wi-Fi network to the Cellular network when the Wi-Fi signal strength is low. This can be done in two ways:

- Manually, when you access Handover feature.
- Automatically, when the application detects the signal strength below the threshold level.
- To perform handover configure **Cellular Number**. If the Cellular Number is not configured the call is transferred to your Mobile Number[5]. For more details see "Handover Settings".

If the Mobile Number is not configured, you cannot Handover the call.

Manual Handover

- During an ongoing conversation, tap **More** ●●● .
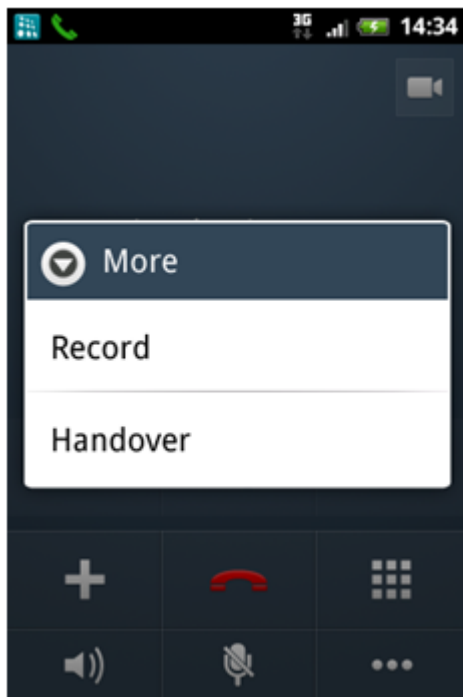
- Tap **Handover**.

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

- You will get incoming call on your Cellular Number.

Automatic Handover

Configure the following in Handover Settings for Automatic Handover,

- Enable the **Automatic handover**
- **Wi-Fi Threshold Signal Strength** as per your Wi-Fi Network deployment

The call will be automatically transferred on your Cellular Number, when the Wi-Fi Signal Strength goes below the configured threshold level.

You will get incoming call on your Cellular Number.

Cellular to Wi-Fi Handover

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

- Ongoing Cellular Call is present on cellular number. You will get Notification for ongoing Cellular Call in the VARTA ADR100 Application.

- Tap on Ongoing Cellular Call Notification.

- You get incoming call on your VARTA ADR100 Application.

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

When the application is in background, cellular to wi-fi handover will not be possible.

Contacts

The Contacts list of the application displays the Extensions, Corporate Directory (Global Directory) and Native Phone contacts.

> *Make sure you have allowed the permission required to access the phone contacts. Only then the phone contacts will be visible.*
>
> *Permissions for VARTA ADR100 Application can be managed through your Device's Settings.*

Viewing Contacts

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

Contacts Filter

Corporate Directory Contact

Extension Contact

Contact's Presence Status

Native Phone Contact
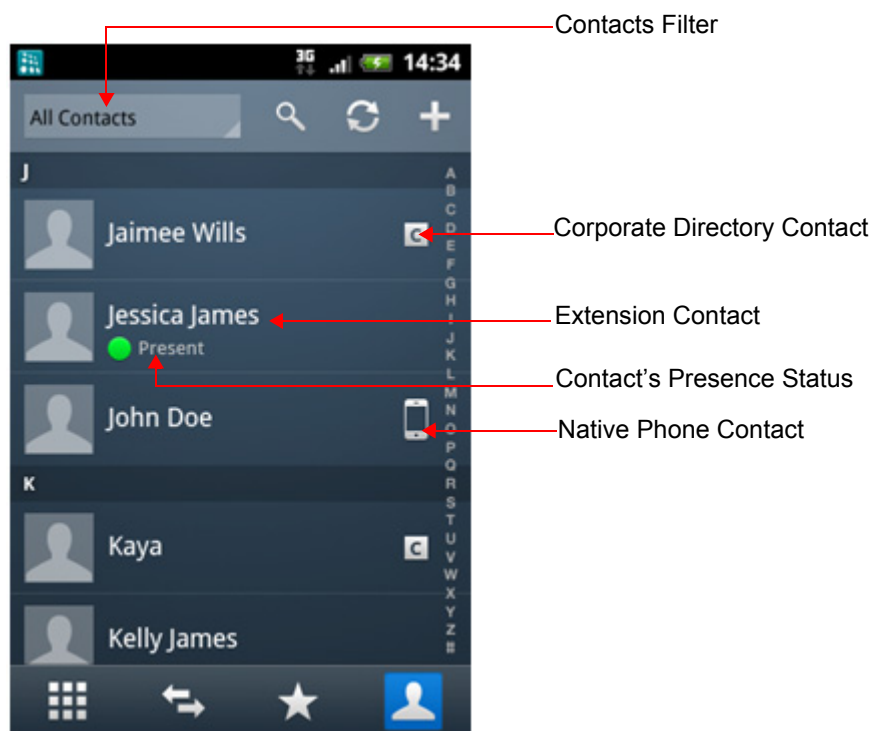
Icon	Name	Description
	Search Contacts	Tap to search a contact from the list. See "Searching Contacts".
	Sync Contacts	Tap to synchronize your contacts with that of the System. See "Synchronizing Contacts".
	Add Contacts	Tap to add a contact to the Corporate Directory (Global Directory) of the System. See "Adding Contacts" for details.

Contact Details

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

- Tap the desired contact from your **Contacts** list to view its details.

Contact's Presence Status

Number and Number Type

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

Icon	Name	Description
	Video Call	Tap to make a video call to this number. See, "Making Calls".

Filtering Contacts

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

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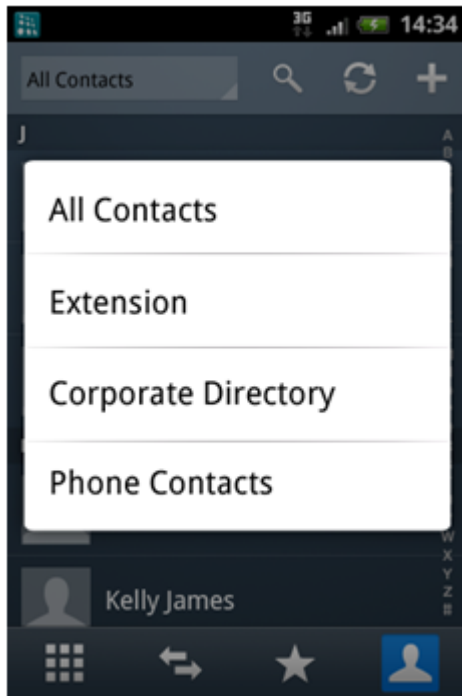
- Tap the desired filter option (for example, Extensions or Corporate Directory or Phone Contacts) to view contacts of similar type.

Native Phone contacts are displayed in the All Contacts list only if:
- *you have allowed the permission required to access the phone contacts.*
- *you have enabled the **Display Phone Contacts** option in Settings. For more details, refer "Settings".*

*However, **Phone Contacts** filter option will always be displayed.*

Permissions for VARTA ADR100 Application can be managed through your Device's Settings.

Searching Contacts

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

To search a contact,

- Tap **Search Contacts** .

- Type characters using the onscreen keyboard.

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

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

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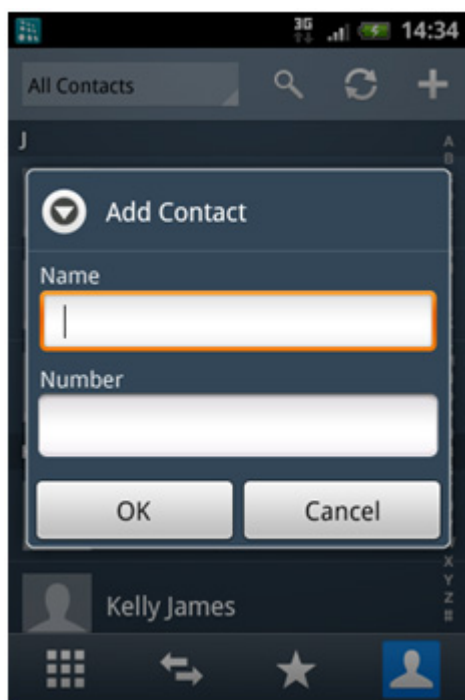
You can add new contacts to the existing Contact list using the Add Contacts option.
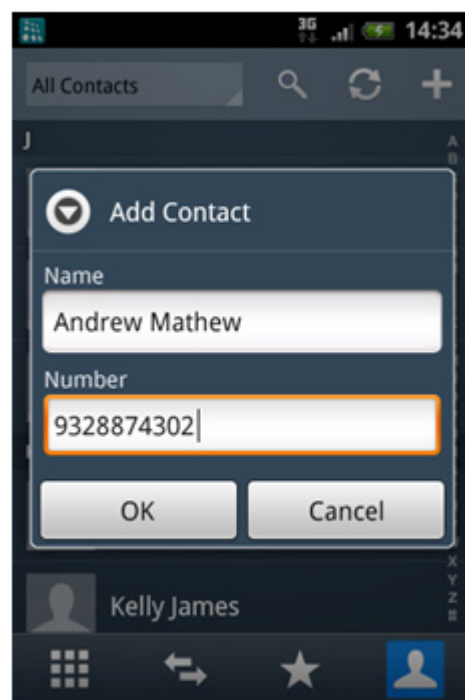
- *You can add new contacts only if, **Global Directory Part-1** and **Global Directory Programming**, both options are enabled in the Class of Service (CoS) assigned to you. The new contact will be added in Global Directory Part-1 of the System.*

- *The newly added contact will **not** be added to the Native contact of your phone.*

To add a new Contact,

- Tap **Add Contacts** ➕ .

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

- Tap **OK**.

Editing and Deleting Contacts

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

- *Extension and Native Phone contacts cannot be edited or deleted from the application.*

- *On deleting a contact, it is deleted from the Global Directory of the System also. So it is recommended to delete contacts judiciously; else you may loose important contacts from the Corporate Directory.*

- *When you edit or delete a contact, it will be updated in Favorites list also, if present.*

Editing Contacts

- Long tap the desired entry on the **Contacts** to edit.
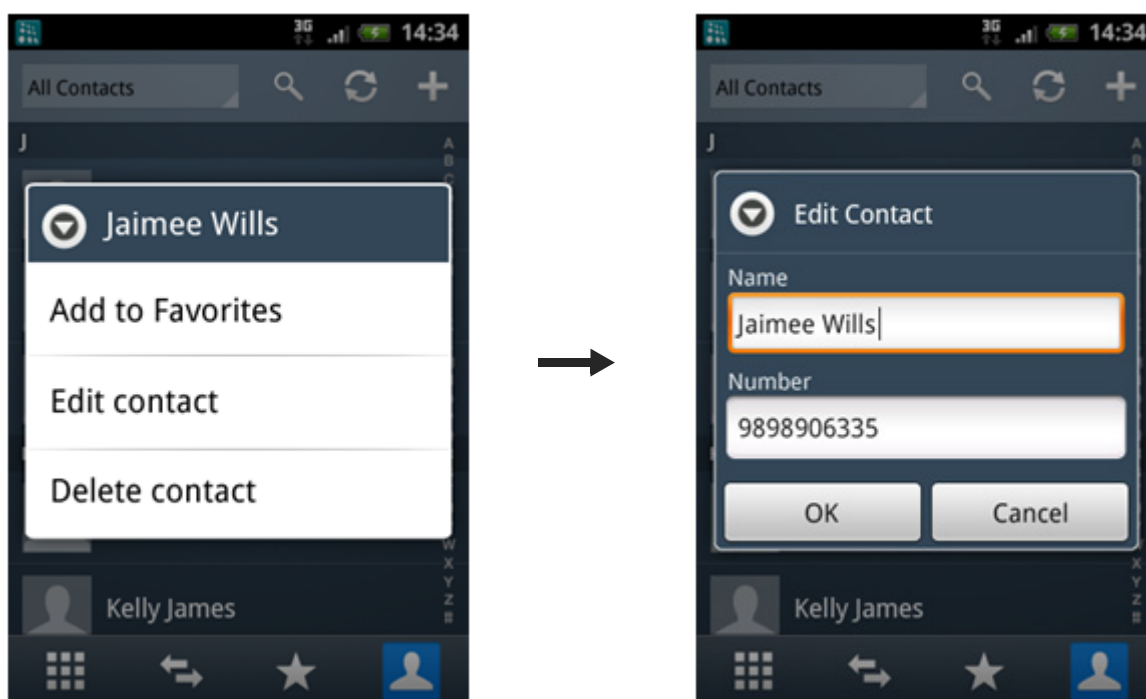
- Tap **Edit contact**.

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

Deleting Contacts

- Long tap the desired entry on the **Contacts** list to delete.

- Tap **Delete contact**.

- Tap **Yes** to confirm.

Synchronizing Contacts

If there is any addition, alteration or deletion in the Global Directory or in the extension numbers of the System, the

Sync Contacts icon appears which enables you to synchronize your application's Contacts list.

To synchronize your application contacts with that of the System,

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

 Whenever you synchronize your Contacts or edit/delete any Global Directory Number using the application, corresponding entries, if present in the Favorites list, will also be updated. For more details about Favorites, refer "Favorites".

Favorites

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

Viewing Favorites

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

- • Tap **Favorites** .

Corporate Directory Contact

Native Phone Contact

Extension Contact

Contact's Presence Status
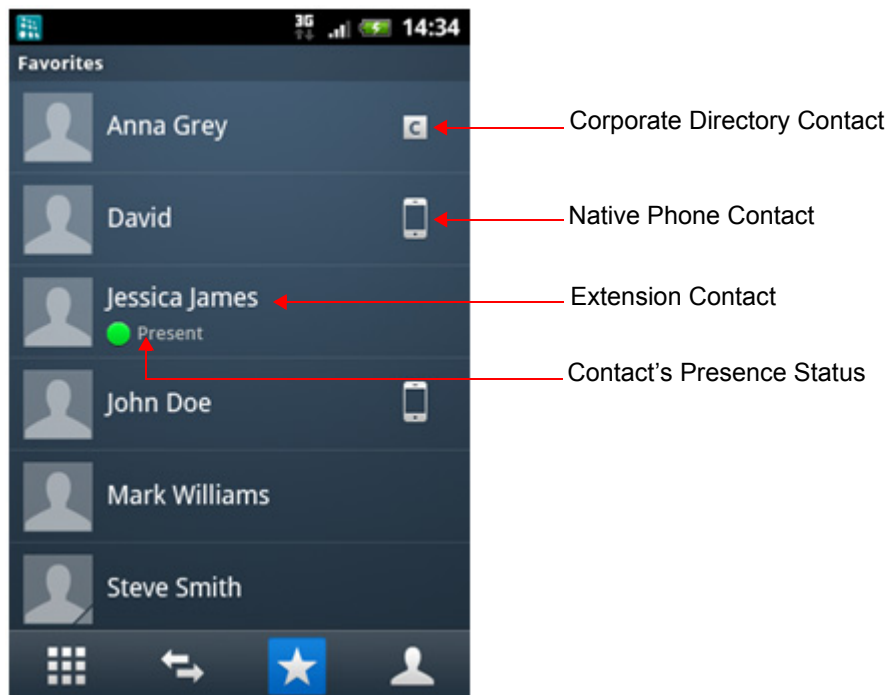
Favorites Details

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

To view the details,

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

Contact's Presence Status

Number and Number Type

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

Icon	Name	Description
	Video Call	Tap to make a video call to this number. See, "Making Calls".

Adding and Removing Contacts from Favorites

You can create your customized Favorites list from the Contacts. You may add/remove Extension, Global Directory and even Native Phone contacts to/from the Favorites list of the application.

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

- from the Contacts. See, "Adding from the Contacts".

- from the Contact Details. See, "Adding from Contact Details".

Adding from the Contacts

- Long tap the desired entry on the **Contacts** list.
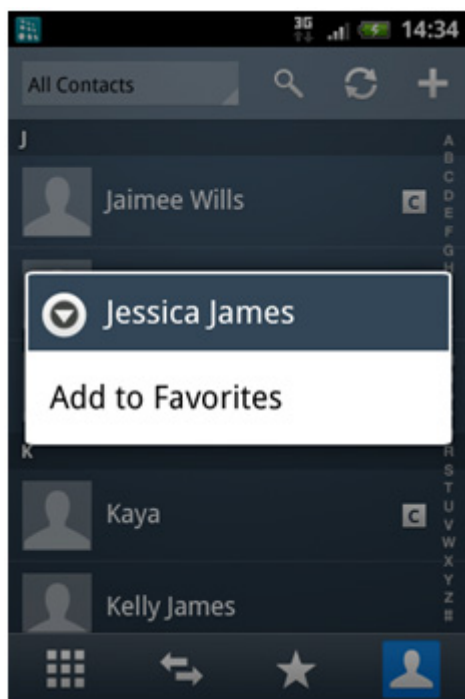
- Tap **Add to Favorites**.

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

Adding from Contact Details

- Tap the desired contact in your Contacts list.

- On the Contact detail screen, tap **Favorites** ⭐ .

Tap here
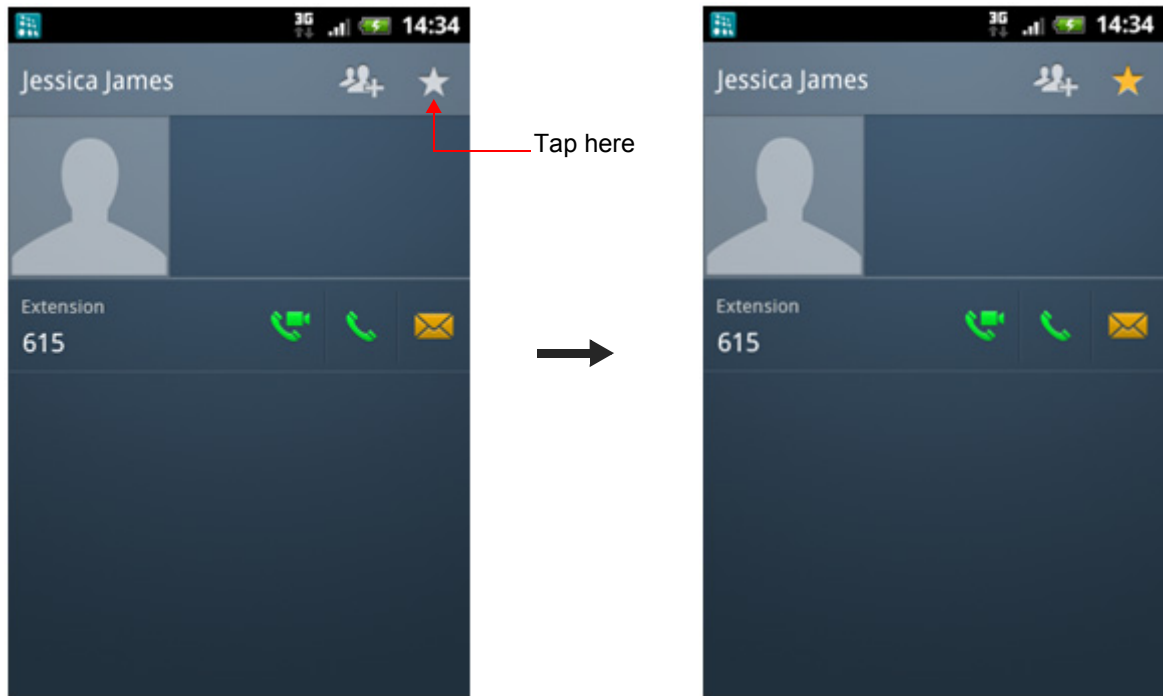
*To add an entry from the **Call Log Details** to your **Favorites** list, follow similar instructions. For more details, refer "Call Log Details".*

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

- From the Favorites. See, "Removing from Favorites".

- From the Favorites Details. See, "Removing from Favorites (Contact Detail)".

Removing from Favorites

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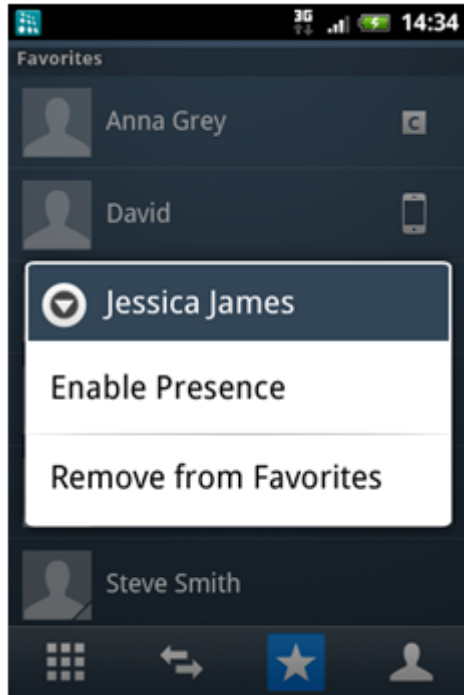
- Tap **Remove from Favorites**.

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

Removing from Favorites (Contact Detail)

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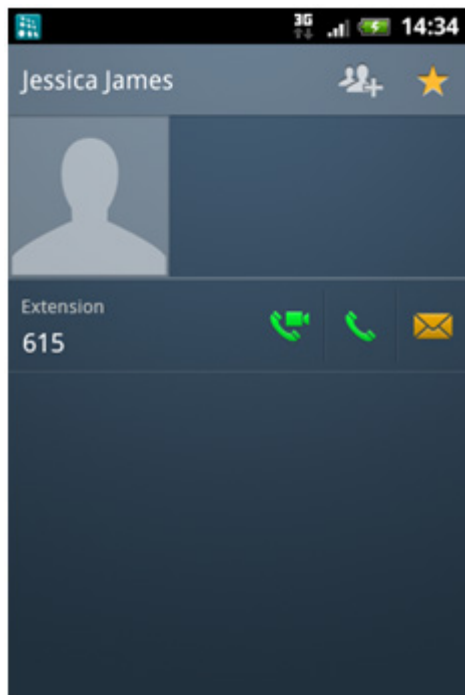
• On the Contact detail screen, tap **Favorites** ⭐ .

• *To remove a **Favorite** from the **Contact Details** or the **Call Log Details**, follow the same instructions. For more details, refer "Contact Details" and "Call Log Details".*

• *Removing an entry from the Favorites does not delete it from the Contacts.*

Call Logs

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

Viewing Call Logs

To view the Call Logs,

- Tap **Keypad** [icon] on the **Home** screen.

- Tap **Call Logs** [icon] .
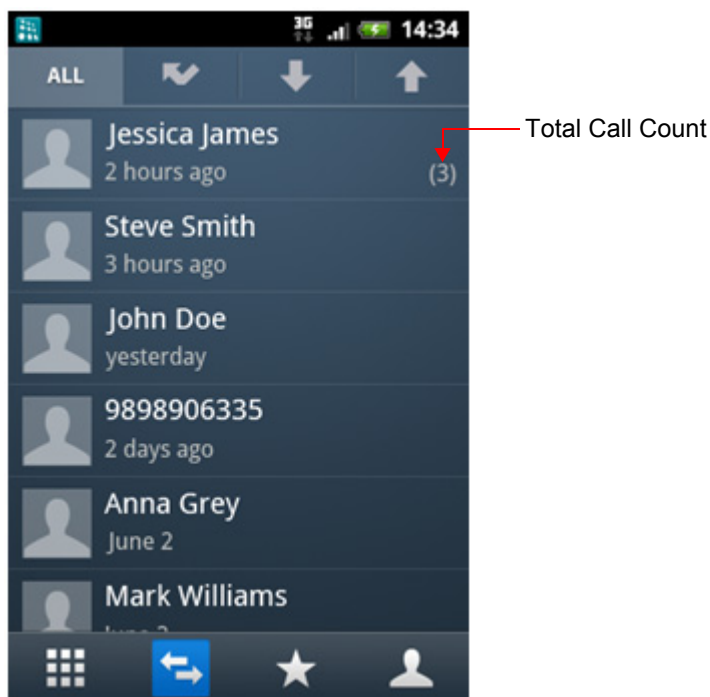
Icon	Name	Description
ALL	ALL Calls	Displays all types of calls including Missed, Received and Dialed Calls.

Icon	Name	Description
	Missed Calls	Displays only the calls that you have missed.
	Received Calls	Displays only the calls that you have received.
	Dialed Calls	Displays only the calls that you have dialed out.

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

Call Log Details

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

- Tap the desired entry on **Call Logs**.

Contact's Presence Status

Number and Number Type

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

Icon	Name	Description
	Video Call	Tap to make a video call to this number. See, "Making Calls".

Missed Call Notification

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

To view the missed calls,

- Tap **Phone** on the **Home** screen.
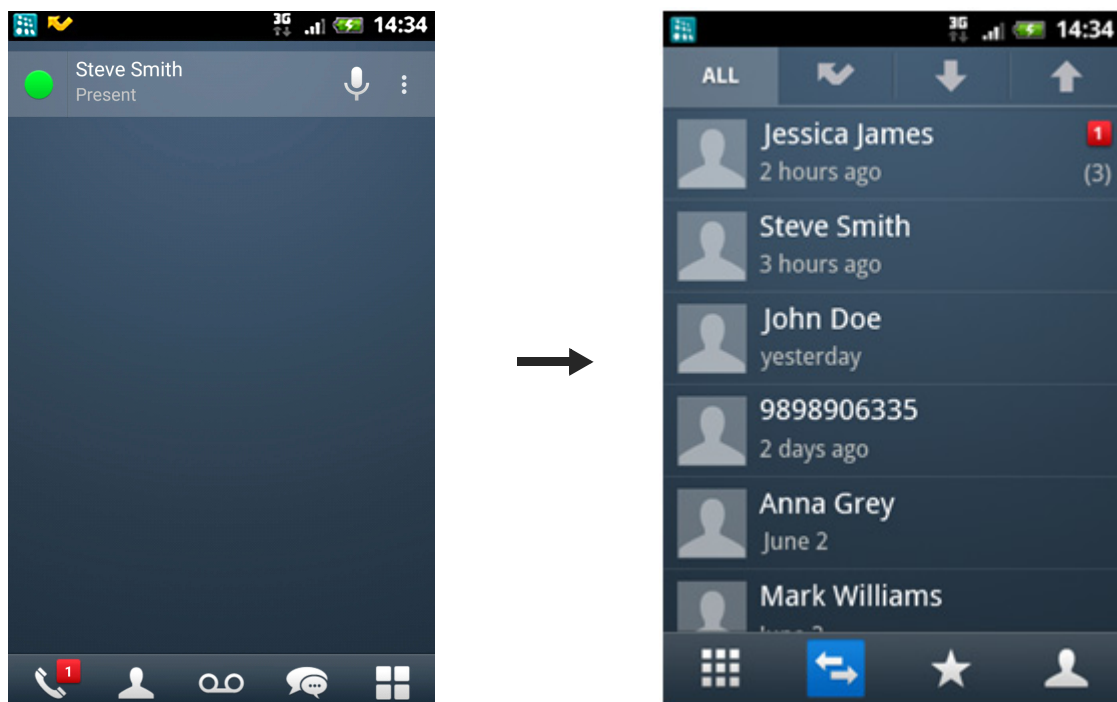
The list of **ALL Calls** ALL will appear where the number of missed calls will be displayed in the badge.

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

Creating New Contacts from Call Logs

You can create new contacts for unknown external numbers that appear in the Call Logs. You can add the number either to the Native Phone Contacts or to the Global Directory.

To create a new Contact of an external number,

- Tap the number on the **Call Logs**.

- Tap **Create New Contact** to add the contact.
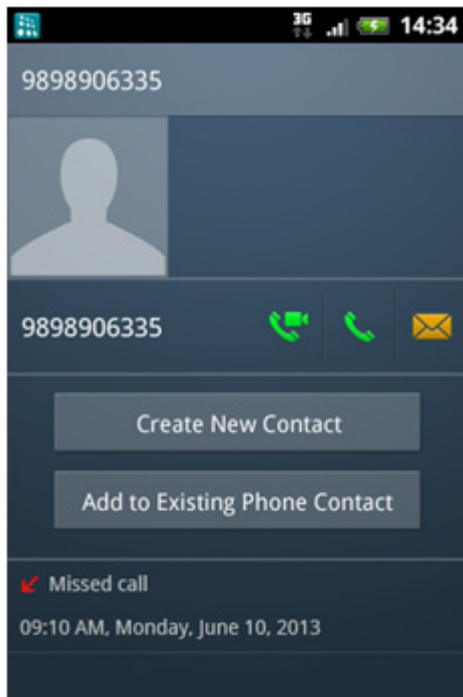
> *If the options **Global Directory Part-1** and **Global Directory Programming** are not allowed for your extension, then the button will appear as "Create New Phone Contact". To add the number to the Global Directory, ask your system administrator to enable these options in your Class of Service (CoS).*

- To add the number to an existing contact, tap **Add to Existing Phone Contact**.

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

Editing an Entry before Placing a Call

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

- Long tap on the desired entry in Call Logs.
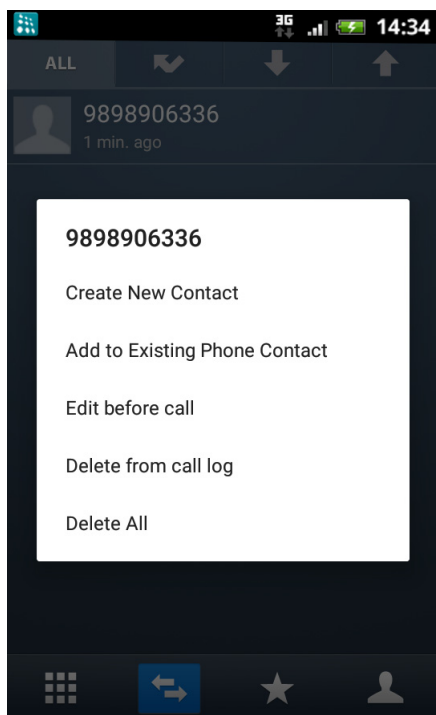
- Tap **Edit before call**.

- Edit the number and/or the Trunk Access Code[6] as required.
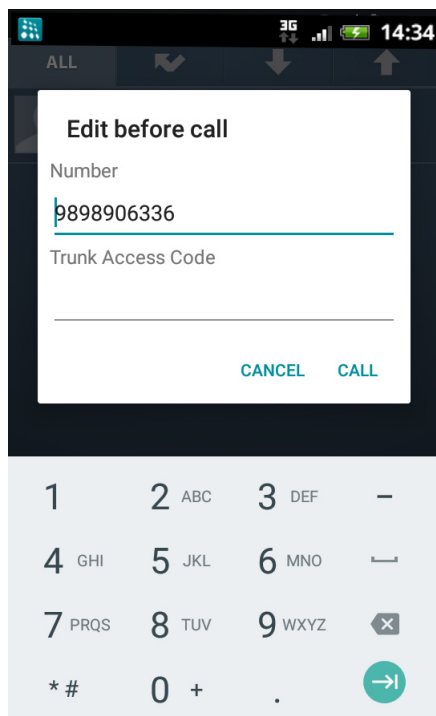
- Tap **Call**.

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

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6. *Enter the Trunk Access Code only if you want to use a different Trunk.*

Deleting Call Logs

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

- Long tap the desired entry on the **Call Logs**.

- Tap **Delete from call log** to delete the selected entry.

- Tap **Delete All** to delete all the call log entries at once.
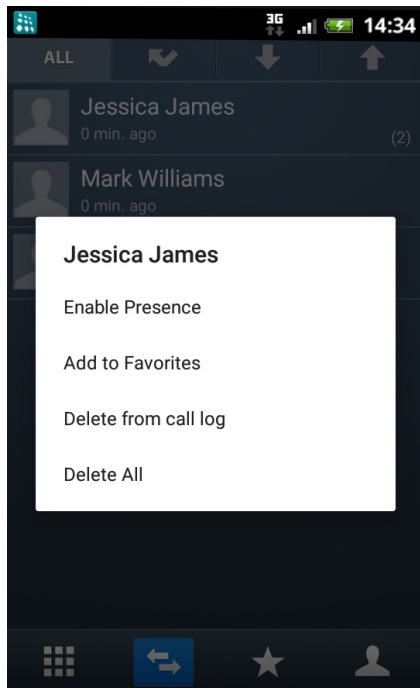
> The entries deleted from **ALL Calls** ALL , will also be deleted from other lists — Missed Calls, Received Calls or Dialed Calls.

Messages

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

Viewing Messages

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

Message Count
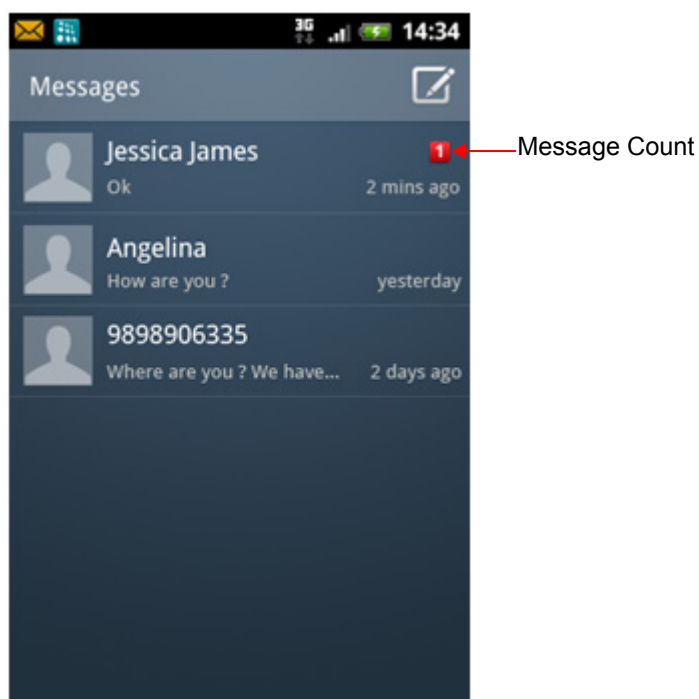
Icon	Name	Description
	Compose Message	Tap to compose a new message which can be sent to any number as per your preference. See "Sending Messages".

Message Details

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

To view the message details of a conversation,

- Tap the desired conversation.

Remote Party Typing Indication
SMS Indication
Message Sending Fail Indication
IM Indication
Type Message Box
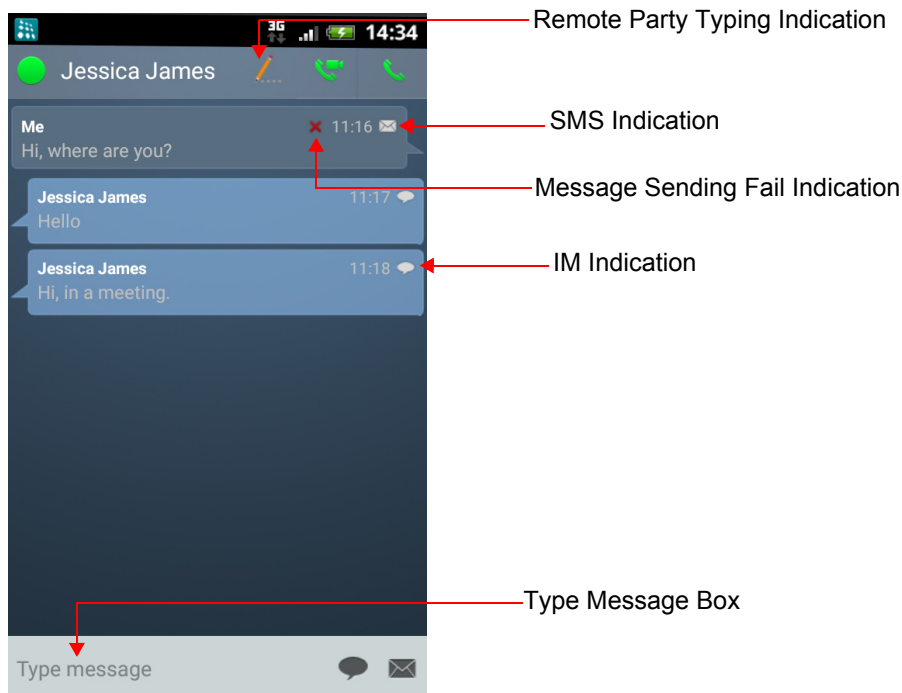
Icon	Name	Description
	Audio Call	Tap to make an audio call to this number. See, "Making Calls".
	Video Call	Tap to make a video call to this number. See, "Making Calls".
	Send IM	To send an IM to this number, tap Send IM.
	Send SMS	To send an SMS, tap Send SMS. It will be available only when SMS feature is enabled in the Class of Service assigned to your extension. For more details, ask your system administrator.

The VARTA ADR100 Application will only support the native Emoticons (Smileys) present in your phone. The character sequence will not be converted to Emoticons while sending or receiving IM/ SMS.

New Message Notification

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

To view the unread messages,

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

Tap here
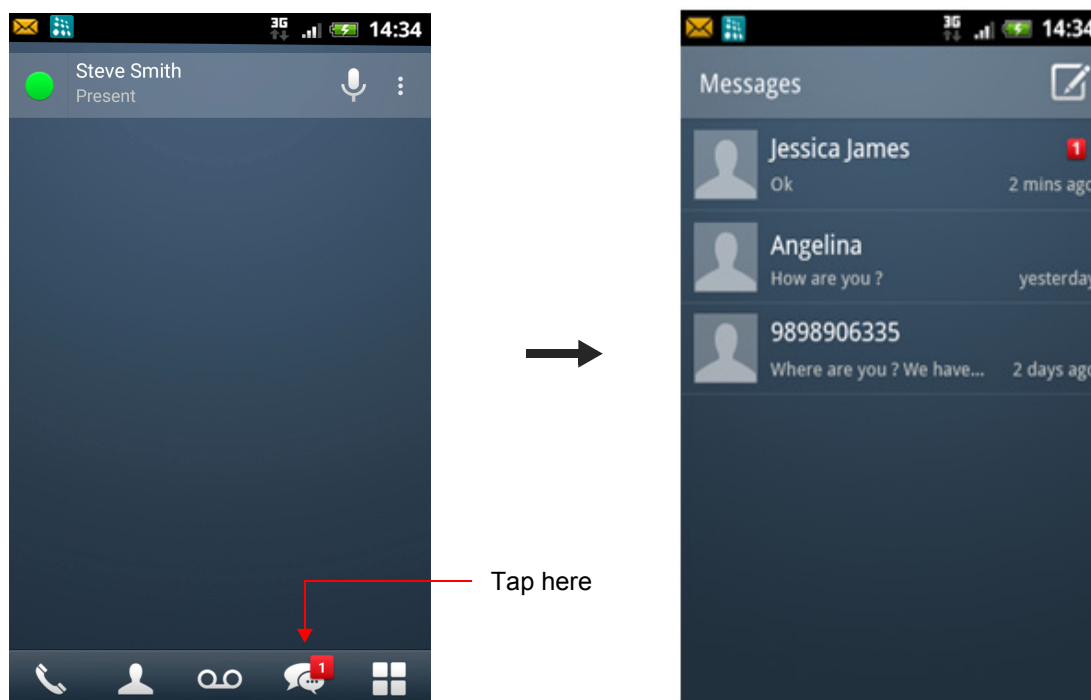
- Tap the conversation having the Message Count indication.

New Message Notification when the Application is in the Background

You will receive notifications for new messages, when your application is in the background only when you have a persistent internet connection.

Sending Messages

You can send messages in two ways, either by using the Message feature of the application or by using the VARTA Assistant.

You can send only the IMs using the VARTA Assistant. However, you can send both the IMs and/or SMS using the Message feature of the application. The availability of the options (*Send IM* and *Send SMS* icons) are dependent on the following conditions.

You can send,

- **IMs** only when the remote extension is a SIP extension.

- **SMS** only when **SMS Over IP** option is enabled for your extension. Ask your system administrator for further clarifications.

Sending a New Message

To send a message using the VARTA Assistant,

- Tap the **VARTA Assistant** 🎤 on the **Home** screen.

  OR

  Tap the **VARTA Assistant** 🎤 on the **Native Home** screen. To create a shortcut of VARTA Assistant, refer to "Accessing VARTA Assistant from Native Home Screen".

- You will be directed to the VARTA Assistant screen and you will hear a voice request," Hi! How can I help you?".
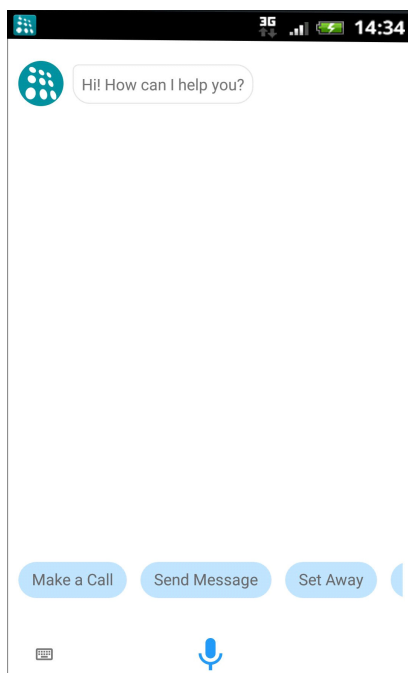
After this voice prompt, the VARTA Assistant enters into the listening mode and waits for your command.
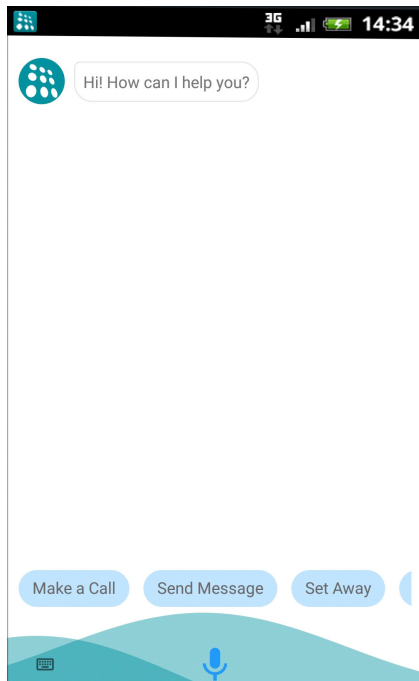
You can use any of the following voice command and direct the VARTA Assistant to send the message to the desired contact or number instantly.

- **Message** <Name/ Number>
- **Text** <Name/ Number>
- **Send a message to** <Name/ Number>
- **Send a text to** <Name/ Number>
- **Send text to** <Name/ Number>
- **Send** <Name/ Number> **a message**
- **Send Message to** <Name/ Number>
- **Send text message to** <Name/ Number>
- **Send a text message to** <Name/ Number>

For example: You can say: *"Text Jessica James" or "Text 615".*

You can also use the voice command — message/ send message/ send a message. After this the VARTA Assistant will prompt for the contact or number on which you want to send the message.

After interpreting your command, the VARTA Assistant requests you to narrate your message.
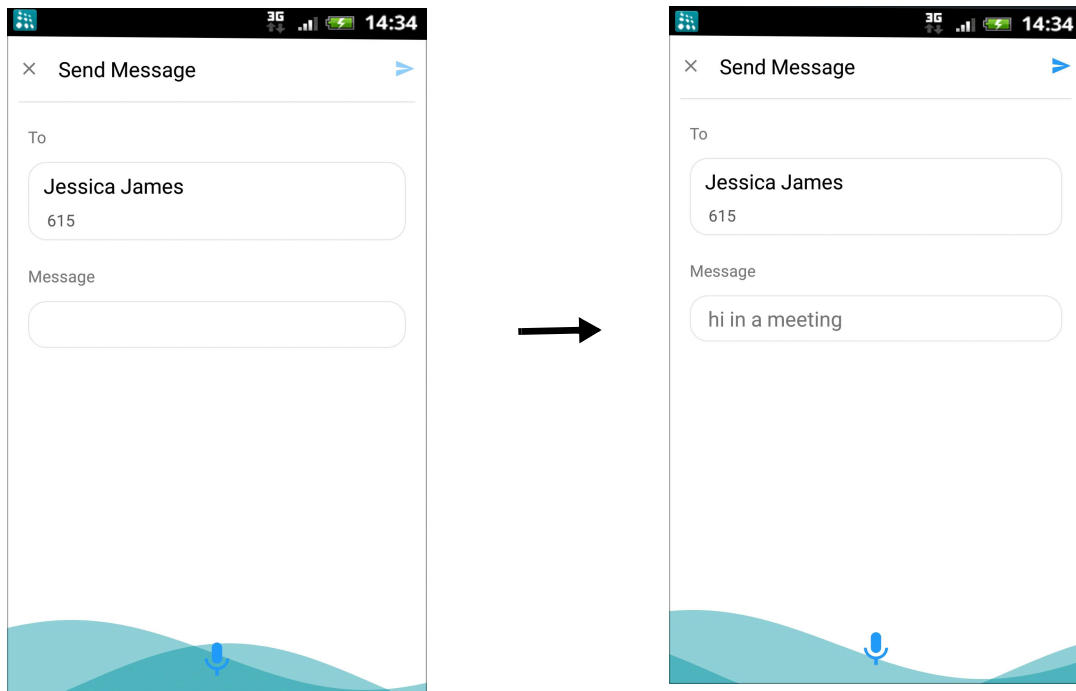
You can narrate a message of maximum 160 letters. After recording the narrated message, the VARTA Assistant now plays the prompt — "**Do you want to send it or change it?**".

If you want to change the message then use the voice command *Change* or *Change it.* The VARTA Assistant prompts you to record your new message.

If you want to send the message then use the voice command *Send* or *Send it*. You can also send the message by tapping the **Message** icon present at the top of the VARTA Assistant screen.

The VARTA Assistant sends your narrated message.

Tap here to the open message
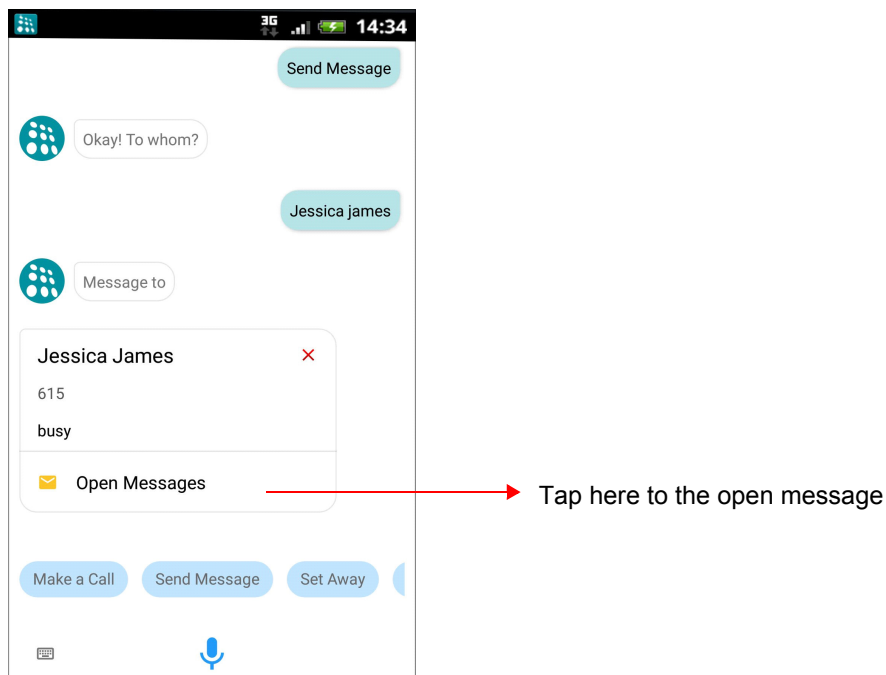
*After sending the message, you can tap the **Message** icon present on the VARTA Assistant screen to view the sent message.*

However, the VARTA Assistant interprets all your voice commands only for a limited period of time. If no command is delivered within this time period, the VARTA Assistant considers this, to be a time-out and becomes ideal.

To activate the listening mode of VARTA Assistant

Microphone

Keyboard
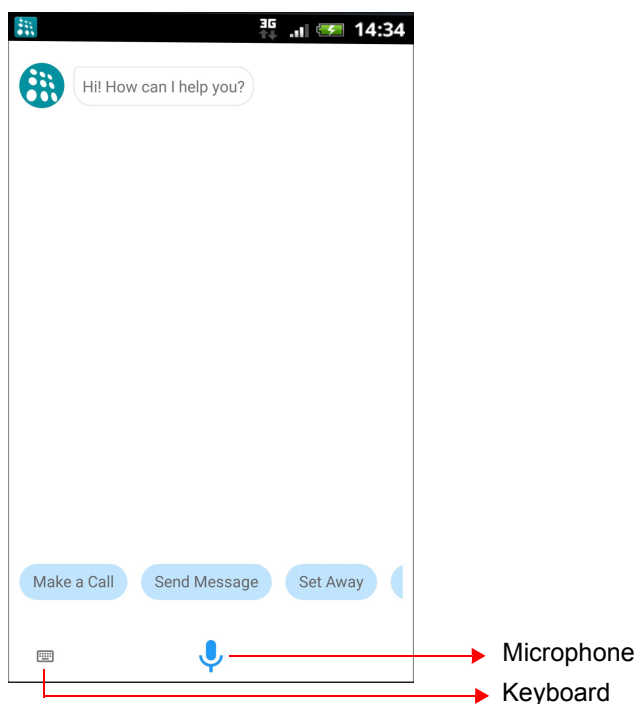
- Tap the **Microphone** 🎤 icon. The VARTA Assistant enters into the listening mode.

- Direct the Assistant to message the desired contact or number using the voice commands mentioned above. For example: You can say: *"Text Jessica James"*

- Narrate the message you want to send.

- Use the voice command *Send* or *Send it* or tap the **Message** ➤ icon present at the top of the VARTA Assistant screen.

  The VARTA Assistant sends your narrated message.

You can also direct the VARTA Assistant to message the desired contact or number using a text command. To do so,

- Tap the **Keyboard** ⌨ icon.

- Type your command in the message field. You can use any of the above mentioned voice commands as your text commands. For example: You can type: *"Text Jessica James"*

- After typing the command, tap **Send** ➤ icon.

- Narrate the message you want to send.

- Use the voice command *Send* or *Send it* or tap the **Message** ➤ icon present at the top of the VARTA Assistant screen.

The VARTA Assistant will interpret your command and will send your narrated message.

You can also tap the *Send Message* option present at the bottom of the VARTA Assistant screen to send the message.

Send Message option
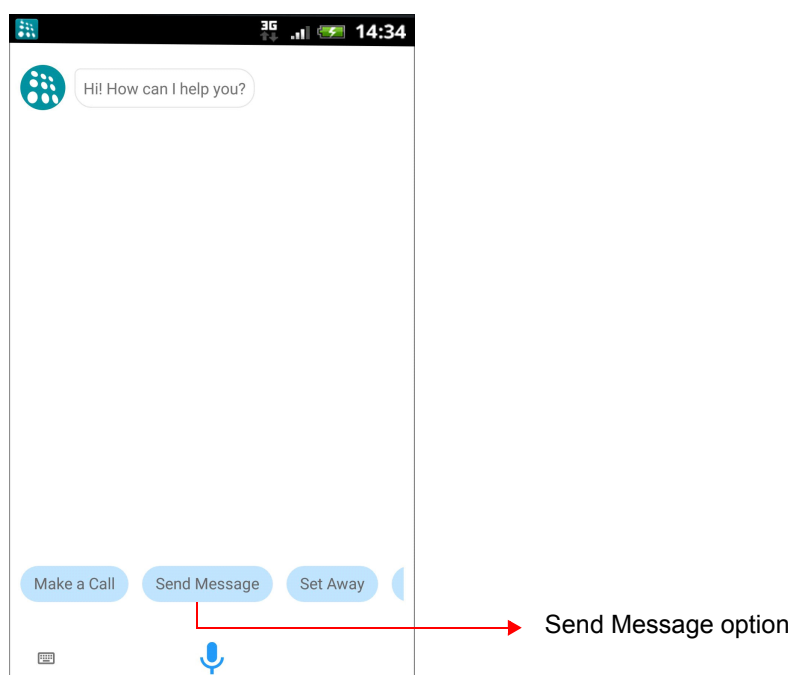
You can message the desired contact using VARTA Assistant, even when there are multiple contacts with identical names. When you command the VARTA Assistant to message a contact, all the possible matches are displayed.
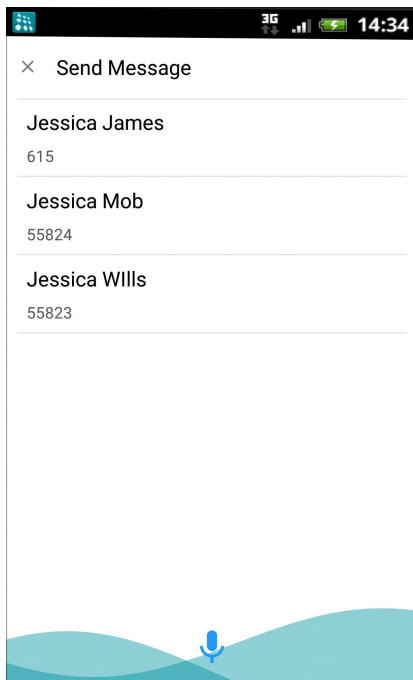
You can tap the desired contact or direct the VARTA Assistant to message the desired contact by using any of the following voice command.

- First one/second one…….nineteenth one
- First/second……...nineteenth
- Message one/ Message two…….Message nineteen
- One/two/three…….nineteen
- Message full displayed name, for example, you can say: < Message Jessica James >
- Full displayed name, for example, you can say: <Jessica James>

- *The VARTA Assistant will interpret the numeric commands till nineteenth only. If you want to message a contact positioned after nineteenth in the list, then you must either use the voice command Message full displayed name/ Full displayed name or tap the contact from the list.*

- *When you message a contact linked with multiple numbers, the VARTA Assistant will send the message using the first number saved under this contact*

You can also direct the VARTA Assistant to cancel the message, in case you do not want to message any of the contact/number displayed in the list. You can use the voice commands like — *Cancel it/ Cance*l. You can also tap the **Cancel** ✕ icon present at the top of the VARTA Assistant screen to cancel the call.
.

To send a message using the Message feature of the application,

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

- Tap **Compose Message** .
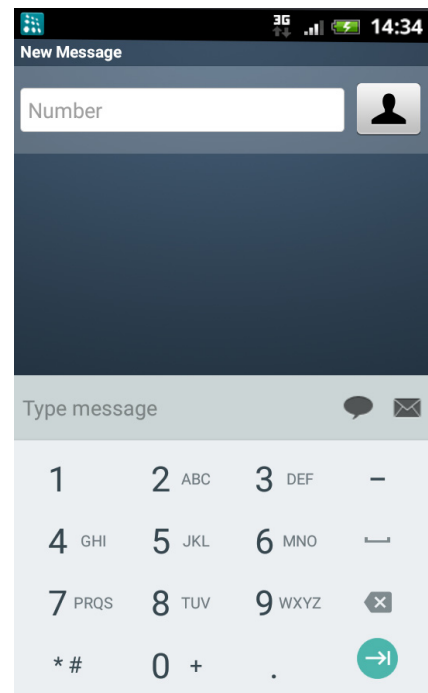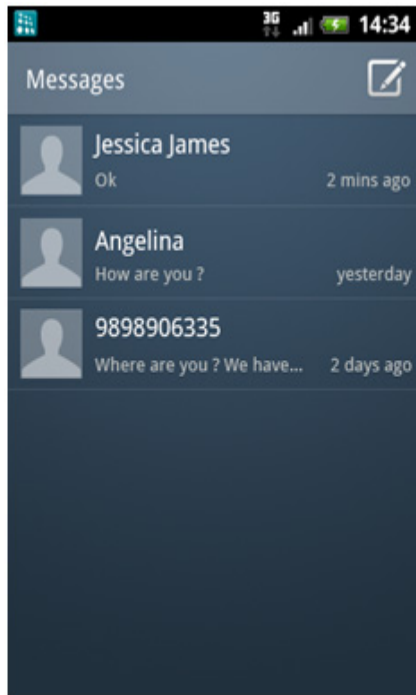
- Enter the number manually or tap **Contacts** to select the desired extension from your Contacts.

- Type the message.

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

Sending a New Message from the Contacts

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

- Tap the desired contact whom you want to send a message.

- On the contact detail screen, tap **Message** .

• Type your message.
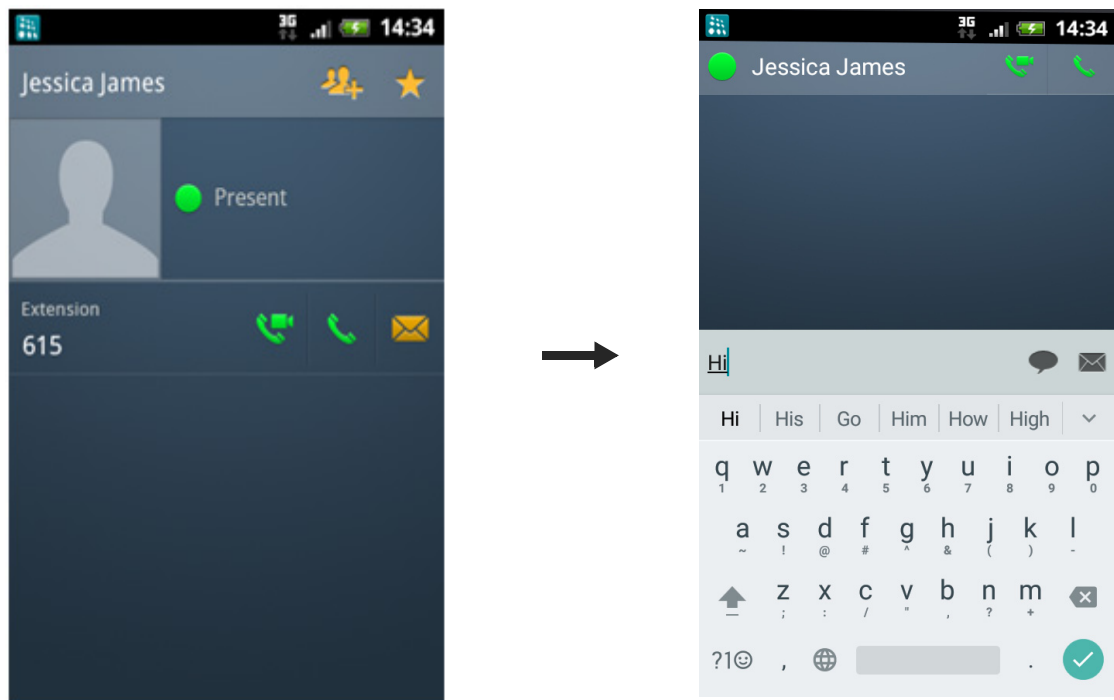
• Tap **Send IM** 💬 to send an IM. To send an SMS, tap **Send SMS** ✉ .

📌 *You can send messages from Call Log Details or Favorite Details also. For more information, refer "Call Log Details" and "Favorites Details".*

Replying to a Message

• Tap **Messages** 💬 on the **Home** screen.

• Tap the desired conversation in which you want to reply.

- Tap the **Type Message** box and type your message.

Tap **Send IM** [icon] to send an IM. To send an SMS, tap **Send SMS** [icon] .

Re-sending Messages

To re-send undelivered messages,

- Long tap the message having the Message Sending Fail indication.Tap **Resend message**.
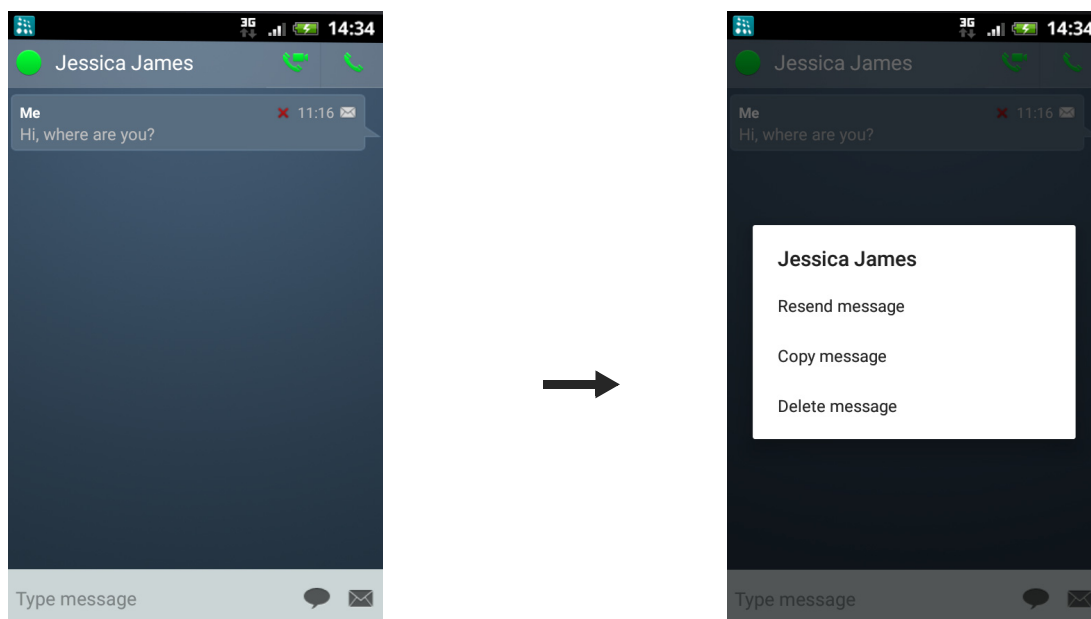
- Tap **Resend message**.

Copying Messages

To copy a message,

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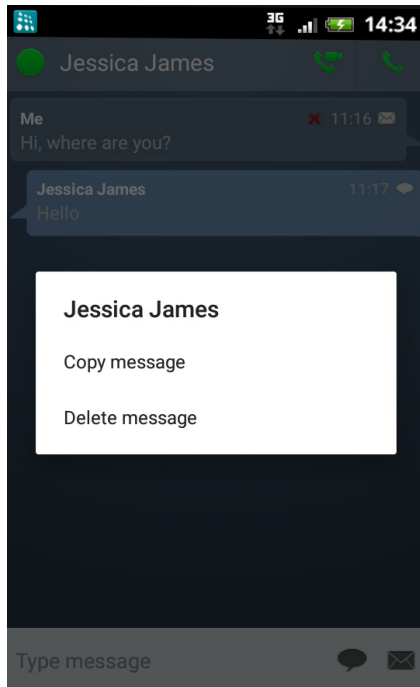
- Tap **Copy message**.

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

Deleting Messages

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

Deleting a Message within a Conversation

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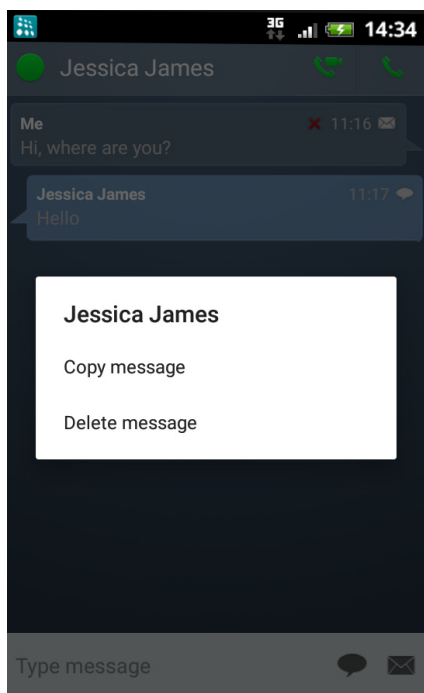
- Tap **Delete message**.

Deleting Conversation/s

- Long tap on the desired conversation you want to delete.
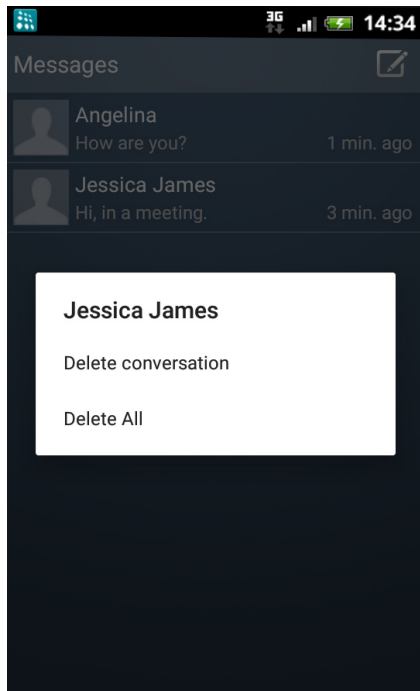
- Tap **Delete conversation** to delete the selected conversation.

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

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

- Tap **Yes** to confirm.

Voicemail

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

You can access your mailbox in two ways, either by accessing the Voicemail feature of the application or by using the VARTA Assistant.

To access the mailbox using the VARTA Assistant

- Tap the **VARTA Assistant** 🎤 on the **Home** screen.

  OR

  Tap the **VARTA Assistant** 🎤 on the **Native Home** screen. To create a shortcut of VARTA Assistant,

  refer to "Accessing VARTA Assistant from Native Home Screen".

• You will be directed to the VARTA Assistant screen and you will hear a voice request," Hi! How can I help you?".
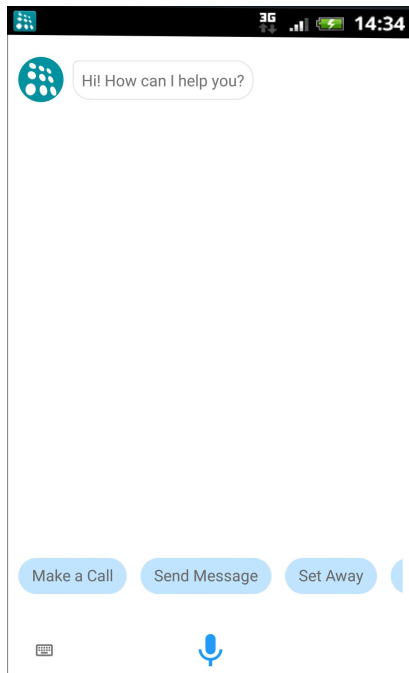
After this voice prompt, the VARTA Assistant enters into the listening mode and waits for your command.
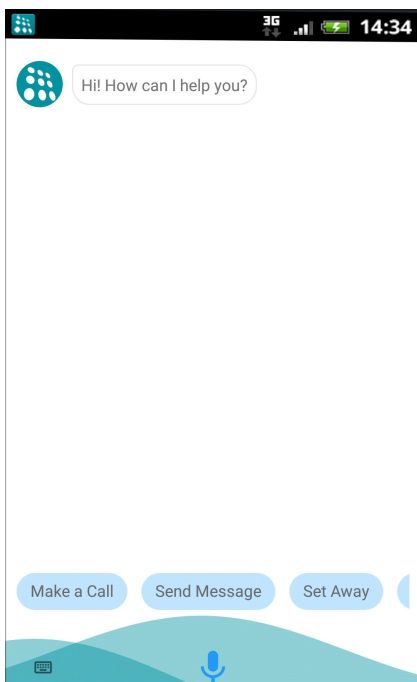
You can use any of the following voice command and direct the VARTA Assistant to call your mailbox.

• **Play my voice mail/ voice mails**
• **Play voice mail/ voice mails**
• **Call voice mail**
• **Call to voice mail**

- **Voicemail/ voicemails**
- **Access voicemail/ voice mails**
- **Access my voicemail/ voice mails**
- **Play my voice message/messages**
- **Voice message/messages**
- **Play voice message/messages**
- **Call to voice message/messages**
- **Access voice message/messages**
- **Access my voice message/message**s

The VARTA Assistant will interpret you command and will call your mailbox.
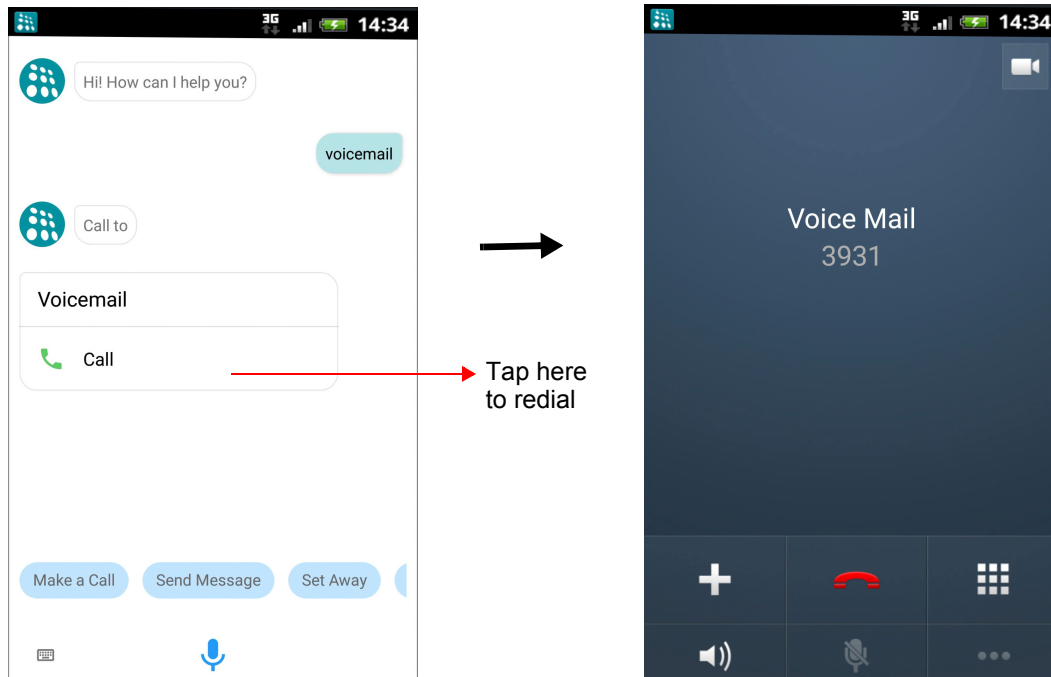
You can also tap the **Call** icon present on the VARTA Assistant screen to redial the mailbox, *whenever required.*

However, the VARTA Assistant interprets your voice commands only for a limited period of time. If no command is delivered within this time period, the VARTA Assistant considers this, to be a time-out and becomes ideal.

To again activate the listening mode of VARTA Assistant

Microphone
Keyboard
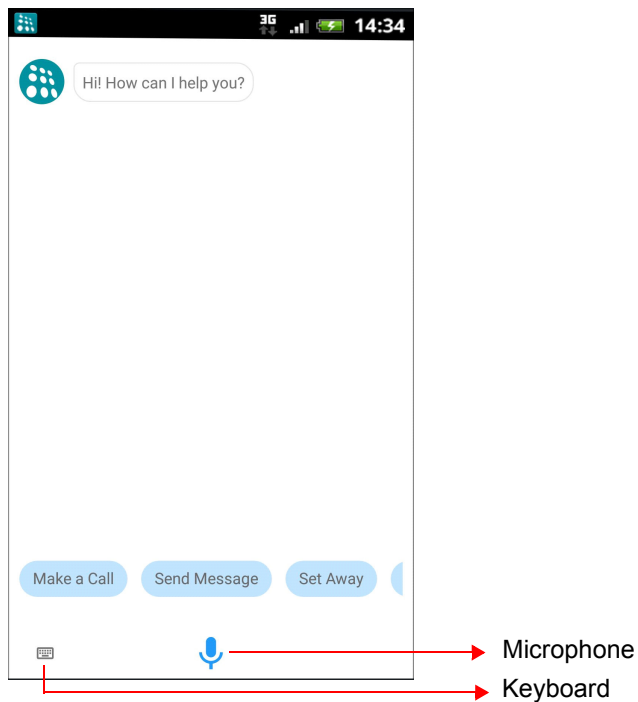
- Tap the **Microphone** 🎤 icon. The VARTA Assistant enters into the listening mode.

- Direct the Assistant to call the mailbox using the commands mentioned above. For example: You can say: *"Voicemail"*.

  The VARTA Assistant will interpret your command and will call the mailbox.

You can also direct the VARTA Assistant to call the mailbox using a text command.To do so,

- Tap the **Keyboard** ⌨ icon.

- Type your command in the message field. You can use any of the above mentioned voice commands as your text commands. For example: You can type: *"Voicemail"*.

- After typing the command, tap **Send** ➤ icon.

  The VARTA Assistant will interpret your command and will call the mailbox.

You can also use Call Voicemail option present at the bottom of the VARTA Assistant screen to call your mailbox. To do so, swipe left and tap the **Call Voicemail** option.

Call Voicemail option
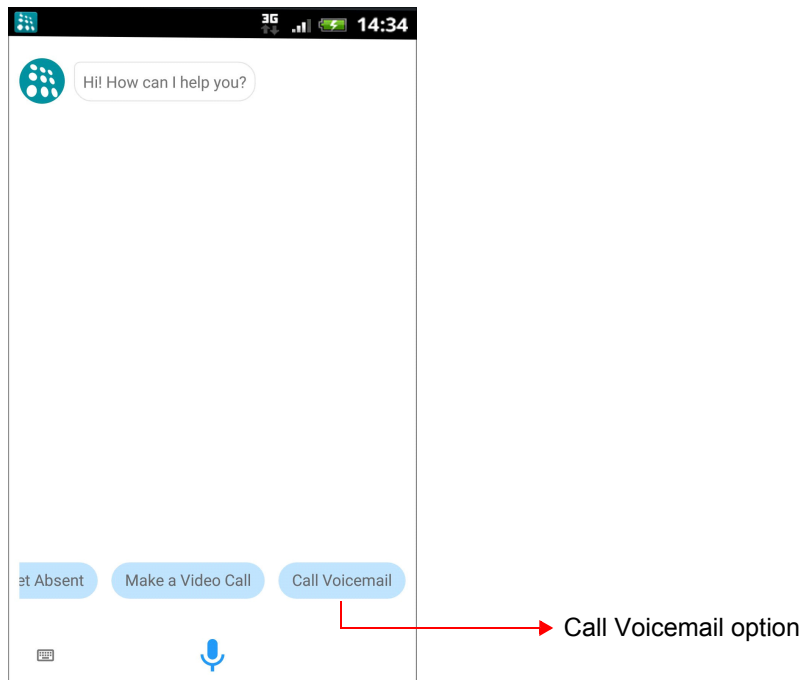
To access the mailbox by using the Voicemail Feature of the Application,

• Tap **Voicemail** ⬛ on the **Home** screen.

• Follow the prompts of the **voice guided message** to listen to the voicemails. To enter the mailbox

password or to dial digits, tap **Keypad** ⬛ .

• Enter digits from the **Keypad** as per the prompt. For example, if you need to enter your Mailbox password then enter the password **(default: 1111)** from the Keypad.

• To hide the Keypad, tap **Hide Keypad** ⬛ .

• To disconnect, **End Call** ⬛ .

New Voicemail Indication

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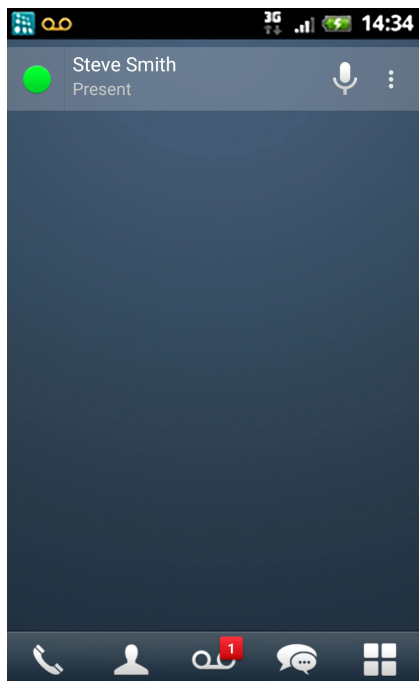
New Voicemail Notification when the Application is in the Background

You will receive notifications for new voicemail(s), when your application is in the background only when you have a persistent internet connection.

CHAPTER 20 *Presence*

Using Presence you can inform other users about your availability status.

Changing Your Presence Status

You can change your Presence Status either using the VARTA Assistant or from the Home screen.

To change the Presence Status using the VARTA Assistant,

- Tap the **VARTA Assistant** 🎤 on the **Home** screen.

  OR

  Tap the **VARTA Assistant** 🎤 on the **Native Home** screen. To create a shortcut of VARTA Assistant, refer to "Accessing VARTA Assistant from Native Home Screen".

- You will be directed to the VARTA Assistant screen and you will hear a voice request," Hi! How can I help you?".
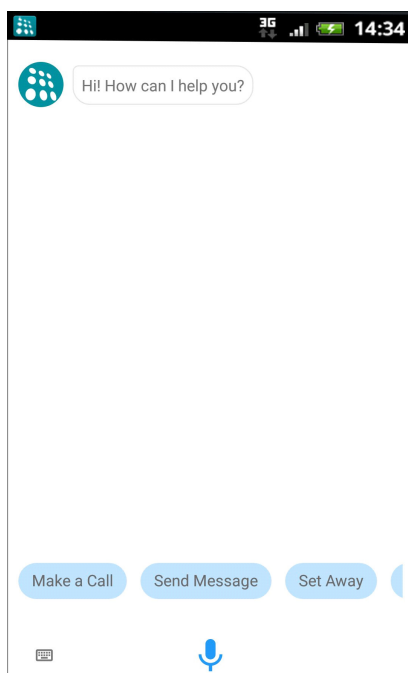
After this voice prompt, the VARTA Assistant enters into the listening mode and waits for your command.
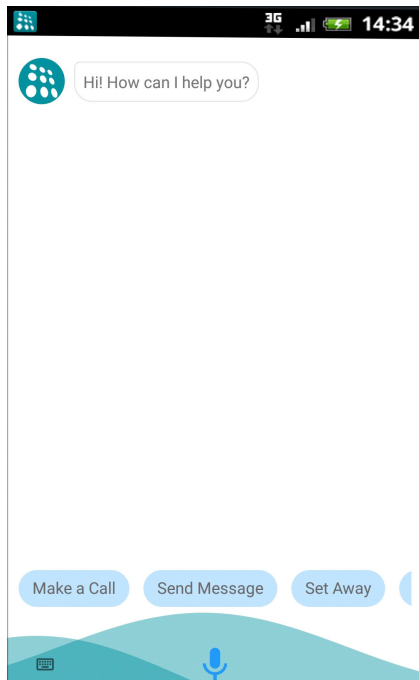
You can command the VARTA Assistant to set the Presence Status as Present, Absent, Away or Do not Disturb as per your requirement.

To set the Presence Status as Present or Do not Disturb,

- Direct the Assistant to set the Presence Status using any of the following voice command instantly.

    - **Set/Change status** <Present/ Do Not Disturb>
    - **Set/Change** <Present/ Do Not Disturb>
    - **Set/change my status to** <Present/ Do Not Disturb>
    - **Set/change my status as** <Present/ Do Not Disturb>
    - **Set/change status as** <Present/ Do Not Disturb>

    For example: You can say: *"change status Present".*

- The VARTA Assistant will interpret your command and will set your Presence Status accordingly.
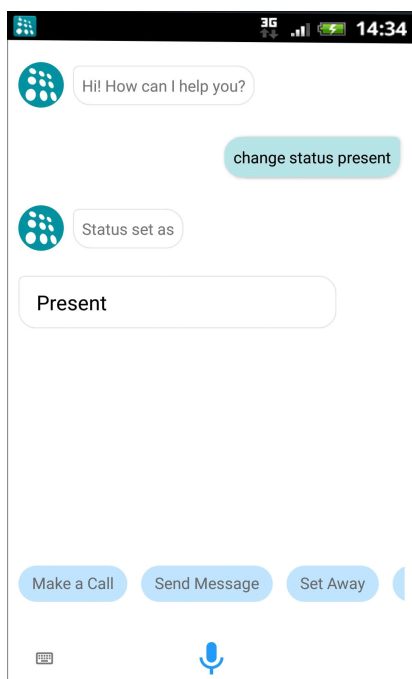
You can also use the command *Set* and follow the voice prompt to set the Presence Status.

When you set the Presence Status as Do not Disturb, all the incoming calls will be barred from landing on your extension.

To set the Presence Status as Absent or Away,

- Direct the Assistant to set the Presence Status using any of the following voice command instantly.

  - **Set/Change status** <Absent/ Away>
  - **Set/Chang**e <Absent/ Away>
  - **Set/change my status to** <Absent/ Away>
  - **Set/change my status as** <<Absent/ Away>
  - **Set/change status as** <Absent/ Away>

    For example: You can say: "*change status Absent".*

- The VARTA Assistant interprets your command and further plays the voice prompt — "*Do you want to forward the call?*".

- Use the keyword **Yes/Ok** and follow the successive prompts to forward the calls. You can forward your calls on Voicemail, Contact, Number or Mobile Number. See "To set Call Forward using the VARTA Assistant" to know more.
  OR
  Use the keyword **No** to cancel Call Forwarding.

  The VARTA Assistant will set your Presence Status accordingly.

  You can also use the command *Set* and follow the voice prompt to set the Presence Status.

However, the VARTA Assistant interprets your voice commands only for a limited period of time. If no command is delivered within this time period, the VARTA Assistant considers this, to be a time-out and becomes ideal.

To again activate the listening mode of VARTA Assistant
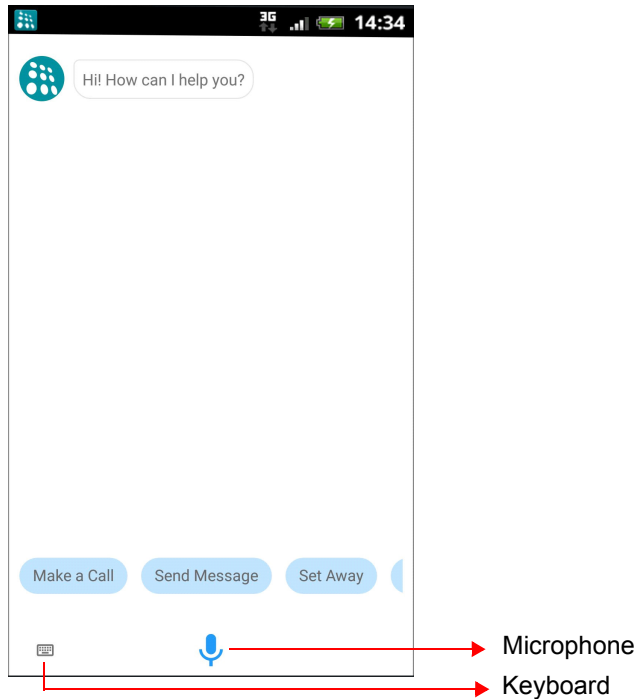
- Tap the **Microphone** 🎤 icon. The VARTA Assistant enters into the listening mode.

- Direct the Assistant to set the Presence Status using the voice commands mentioned above. For example: You can say: "*change status Present*".

  The VARTA Assistant will interpret your command and will set your Presence Status.

You can also direct the VARTA Assistant to set the Presence Status using a text command.To do so,

- Tap the **Keyboard** ⌨ icon.

- Type your command in the message field. You can use any of the above mentioned voice commands as your text commands. For example: You can type: "*change status Present*".

- After typing the command, tap **Send** ➤ icon.

  The VARTA Assistant will interpret your command and will set your Presence Status.

You can also use the different status options present at the bottom of the VARTA Assistant screen to set your Presence Status. To do so, swipe left and tap the desired option — *Set Away/ Set Do Not Disturb/ Set Present/ Set Absent*.

To set the Presence Status from the Home screen,

- Tap **Presence** 🟢 on the **Home** screen.
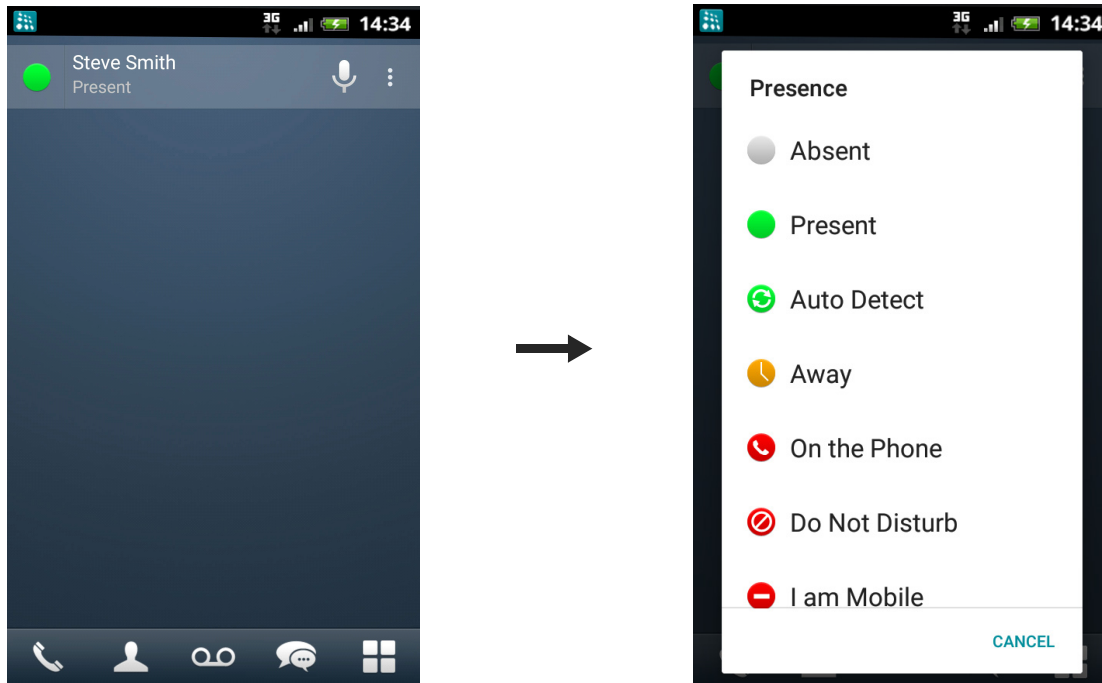
Tap the desired status message on the list.

Viewing Others' Presence Status

You can view presence status of other extension users from Contacts, Favorites, Call Logs or Messages. To view other extension user's Presence Status, you need to enable Presence Subscription for that extension user.

Presence Subscription allows you to view the Presence Status of a remote user. This feature is helpful while using Instant Messaging (IM). For details regarding sending/receiving IMs, see "Messages".

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

- The remote user is an **Extension** contact.

- **Presence Subscription** is allowed for your extension.

- **Publish** option is allowed for the remote user.

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

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

Enabling Presence Subscription from Contacts

- Long tap the desired entry on your **Contacts**.

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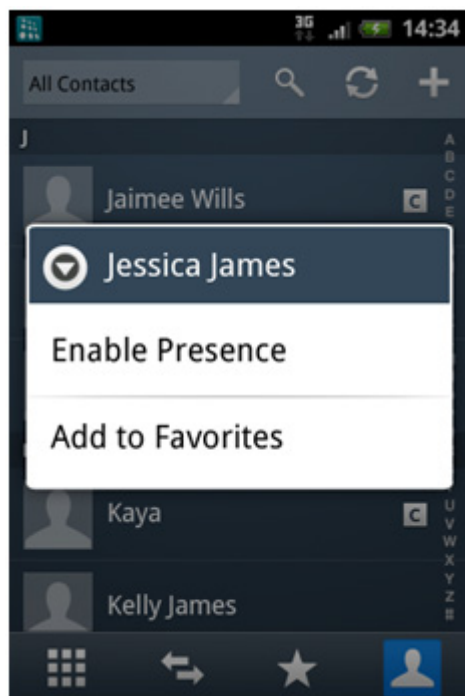
*Similarly, you can enable Presence Subscription from **Call Logs** and **Favorites**.*

Enabling Presence Subscription from Contacts Details

- Tap the desired contact from your **Contacts** list.

- • On the Contact detail screen, tap **Presence Subscription** ![icon] .

Tap here
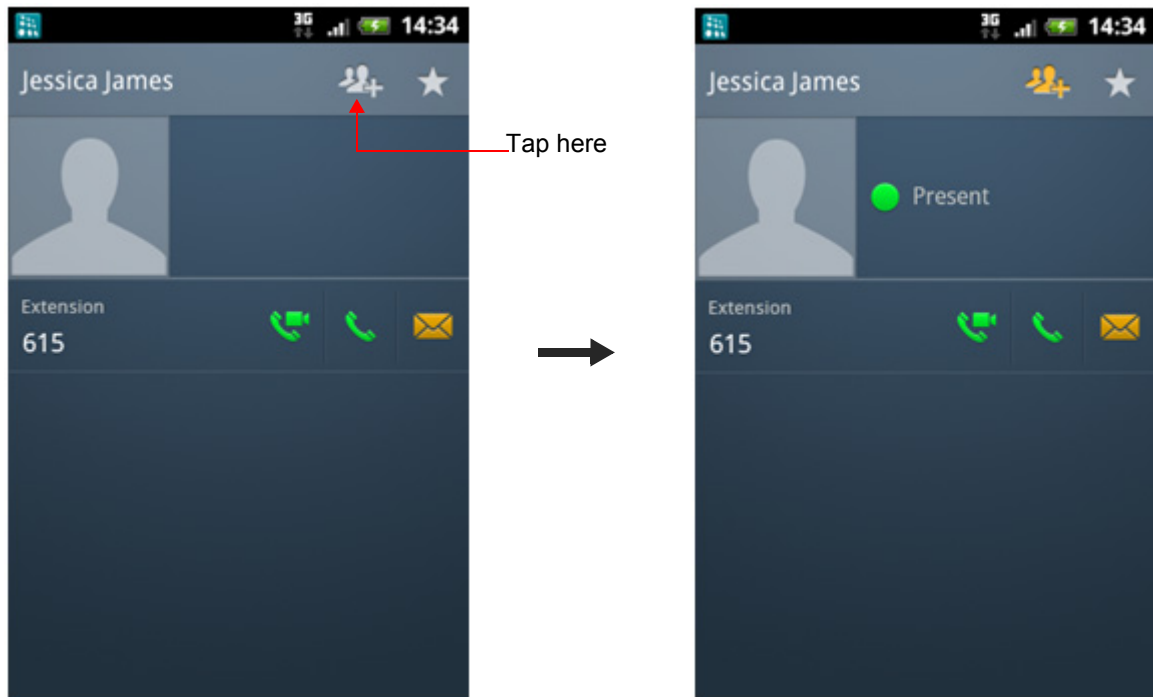
- • *To enable Presence Subscription for a remote user from the Call Log Details and Favorite Details, refer "Call Log Details" and "Favorites Details" respectively.*

- • *You can enable Presence Subscription for a maximum of 100 users.*

Disabling Presence Subscription from Contacts

- • Long tap the desired entry on your **Contacts**.

- • Tap **Disable Presence**.

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

Disabling Presence Subscription from Contacts Details

- Tap the desired contact from the **Contacts** list.

- On the contact detail screen, tap **Presence Subscription** .

Tap here
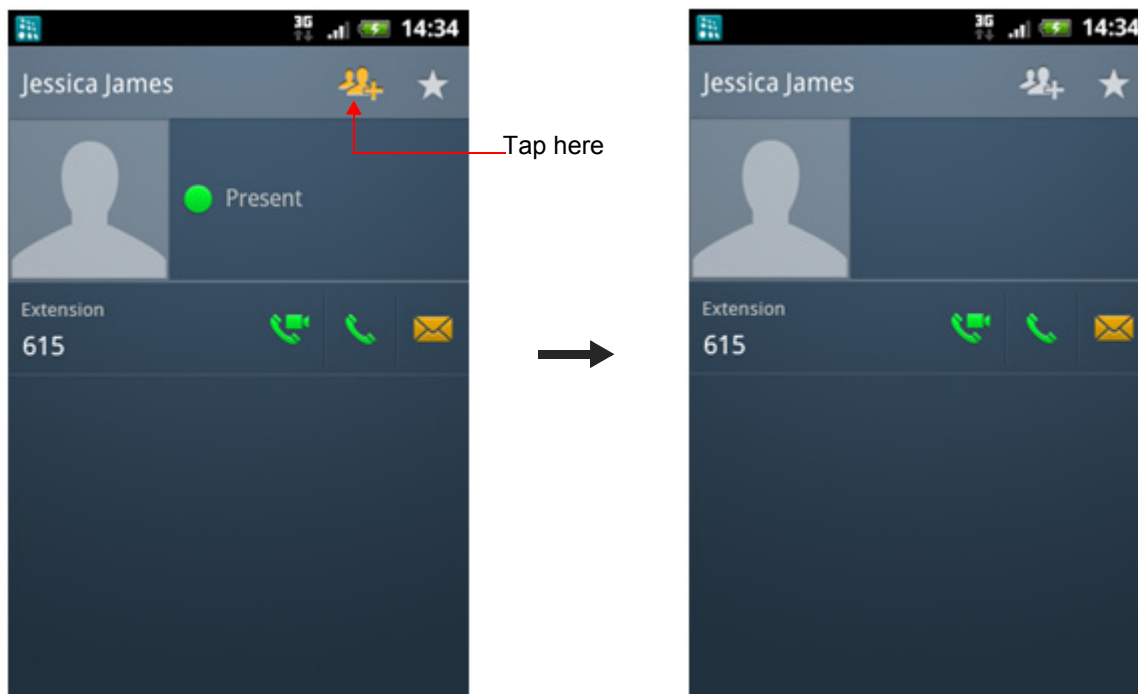
Similarly, you can disable Presence Subscription from "Call Log Details" and "Favorites Details".

Menu

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

- Tap **Menu** [icon] on the **Home** screen.
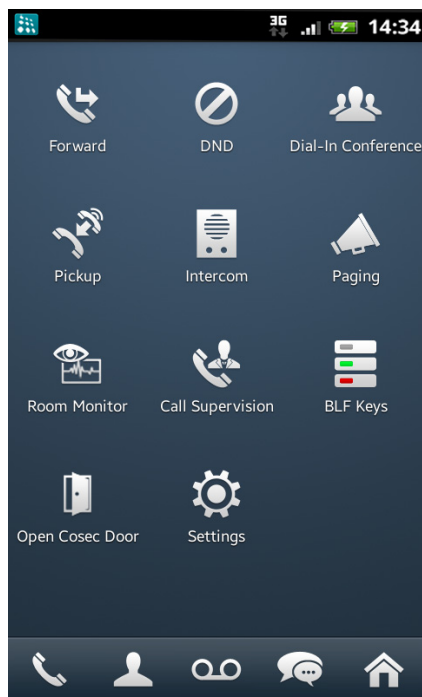
- Tap **Home** [icon] to go to the Home screen.

[icon] *The Menu screen displays only those Feature icons which are allowed in the Class of Service (CoS) assigned to your extension. Contact your System Administrator to know the feature access and CoS assigned to you.*

Creating Shortcuts

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

To create a shortcut,

- Long tap the desired icon on the **Menu** screen. Shortcut of the selected feature icon appears automatically on the **Home** screen.
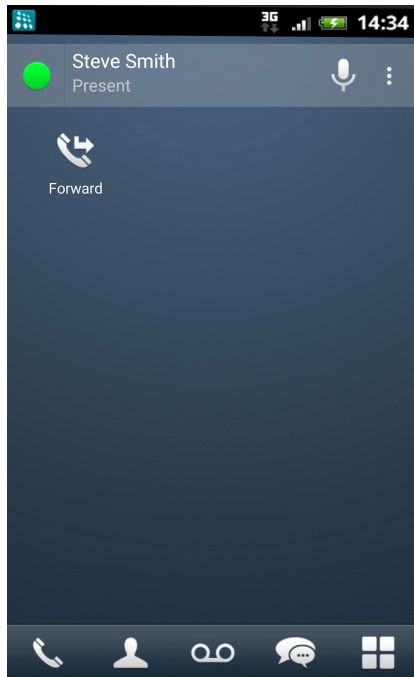
Removing Shortcuts

- Long tap the Shortcut icon placed on the **Home** screen until the **Remove** bar appears at the bottom of the screen.

- Without releasing touch, drag the Shortcut icon to the **Remove** bar. The icon is removed from the **Home** screen.
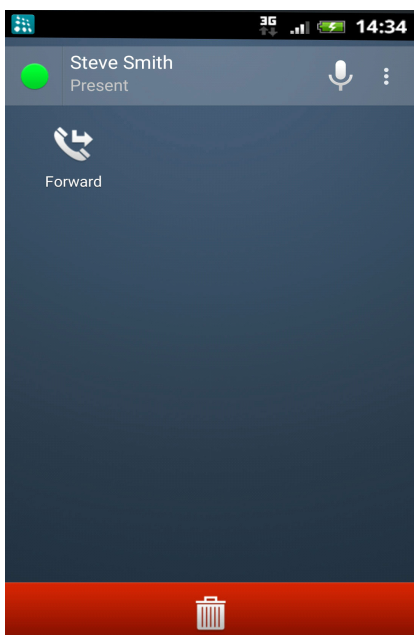
Call Forward

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

The Call Forward screens differ according to the Server with which ADR100 is registered, that is SARVAM UCS, PRASAR UCS, ANANT UCS or ETERNITY NE.

- • If your ADR100 is registered with SARVAM UCS or PRASAR UCS or ANANT UCS the Call Forward screen appears as shown below.

Icon	Name	Description
24 x 7	Call Forward - All Time Zones	Tap to set **Call Forward** and/or **Call Forward Not Registered** for all time zones.
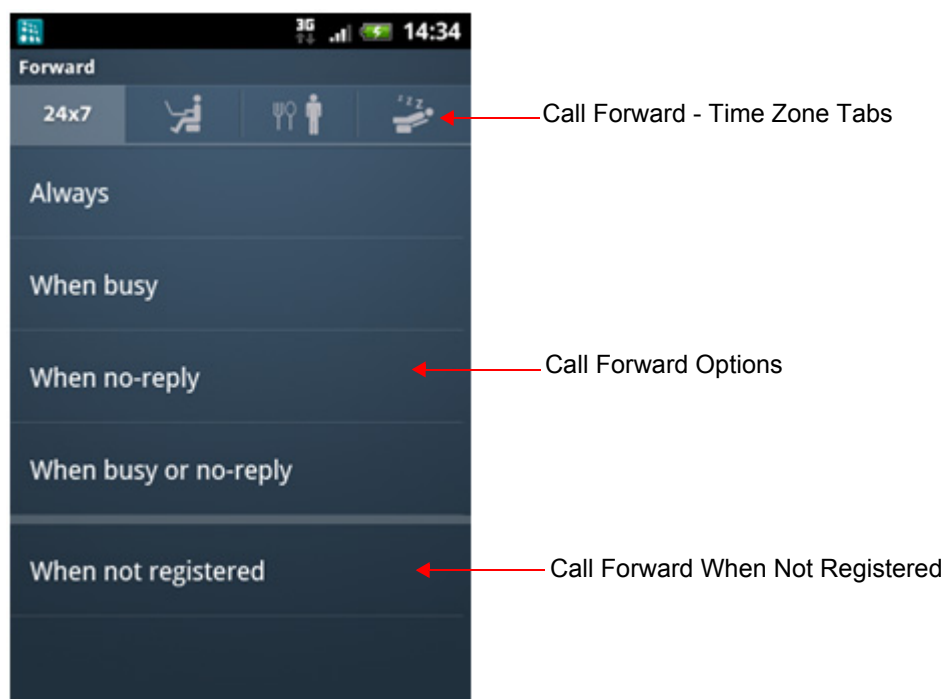
Icon	Name	Description
	Call Forward - Working Hours	Tap to set **Call Forward** and/or **Call Forward Not Registered** for **Working Hours**.
	Call Forward - Break Hours	Tap to set **Call Forward** and/or **Call Forward Not Registered** for **Break Hours**.
	Call Forward - Non-Working Hours	Tap to set **Call Forward** and/or **Call Forward Not Registered** for **Non-Working Hours**.

• If your ADR100 is registered with ETERNITY NE, the Call Forward screen appears as shown below:

Call Forward - Time Zone Tabs

Call Forward Options

Call Forward When Not Registered

Icon	Name	Description
24 x 7	Call Forward - All Time Zones	Tap to set **Call Forward** and/or **Call Forward Not Registered** for all time zones.
	Call Forward - Working Hours	Tap to set **Call Forward** and/or **Call Forward Not Registered** for **Day** (Working Hours).
	Call Forward - Non-Working Hours	Tap to set **Call Forward** and/or **Call Forward Not Registered** during **Night/Break** (Non-Working Hours).

Setting and Canceling Call Forward

You can set and cancel Call Forward in two ways, either by using the Call Forward feature of the application or by using the VARTA Assistant.

Using the VARTA Assistant, you can set /cancel the **Call Forward - All Time Zones** with Always option only.

However, using the Call Forward feature of the application, you can set /cancel the call forward for all the available Forward options — **Always**, **When busy**, **When no-reply, When busy or no-reply** and for different time zones — Working Hours, Break Hours, Non-Working Hours or All Time Zones.

To set Call Forward using the VARTA Assistant

- Tap the **VARTA Assistant** 🎤 on the **Home** screen.

   OR

   Tap the **VARTA Assistant** 🎤 on the **Native Home** screen. To create a shortcut of VARTA Assistant, refer to

- You will be directed to the VARTA Assistant screen and you will hear a voice request," Hi! How can I help you?".
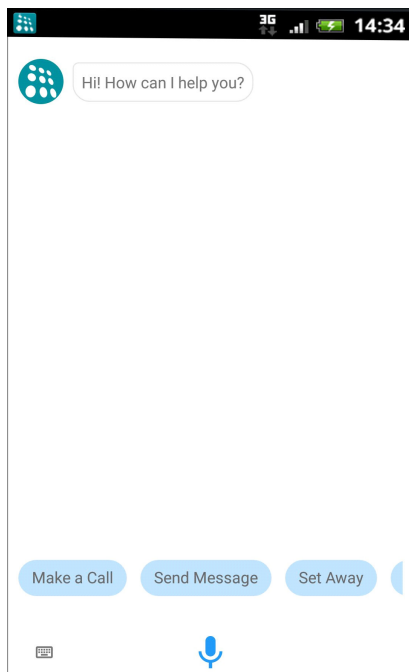
After this voice prompt, the VARTA Assistant enters into the listening mode and waits for your command.
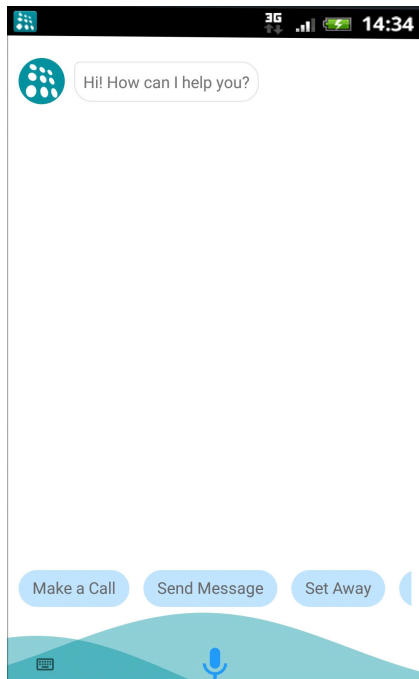
You can command the VARTA Assistant to forward the calls to Voicemail, Contact, Number or Mobile Number as per your requirement.

Make sure you configure the mobile/cellular number on which you want to forward the calls. To configure the mobile/cellular number, refer to "Handover Settings".

You can use any of the following voice command and direct the VARTA Assistant to forward the call instantly.

- **Set call forward to** <Voicemail/ Name/ Number/ / Mobile Number>
- **Forward my calls to** <Voicemail/ Name/ Number/ / Mobile Number>
- **Forward my calls on** <Voicemail/ Name/ Number/ / Mobile Number>
- **Forward calls to** <Voicemail/ Name/ Number/ / Mobile Number>
- **Forward calls on** <Voicemail/ Name/ Number/ / Mobile Number>

For example: You can say: *"Set call forward to <Voicemail>".*

You can also use the voice command — set/call forward/ forward/ set call forward/ set forward. After this, the VARTA Assistant will prompt for the destinate on which you want to forward the calls.

After interpreting your command, the VARTA Assistant forwards your calls to the desired destinate.
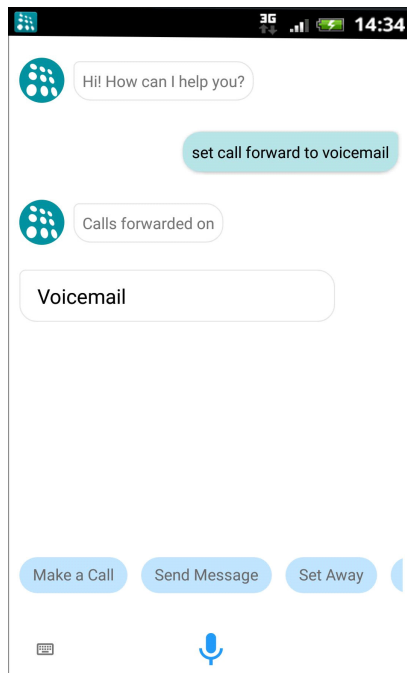
However, the VARTA Assistant interprets your voice commands only for a limited period of time. If no command is delivered within this time period, the VARTA Assistant considers this, to be a time-out and becomes ideal.

To again activate the listening mode of VARTA Assistant,
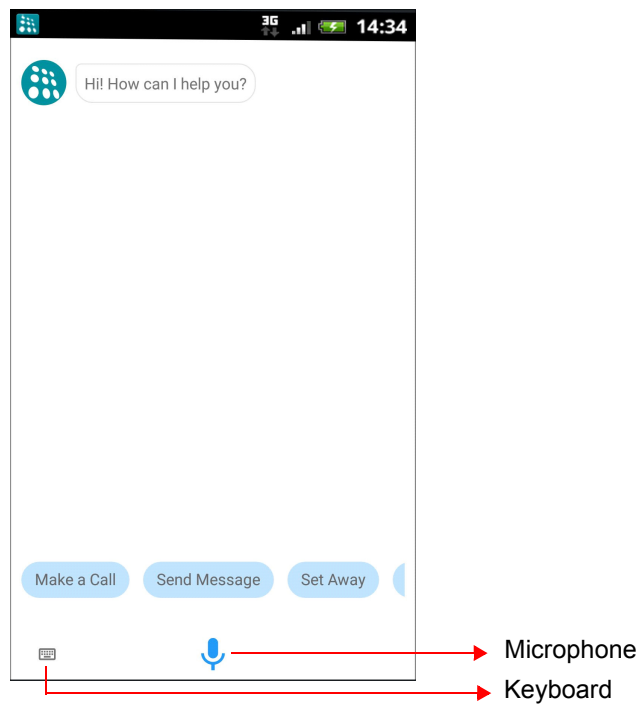
- Tap the **Microphone** 🎤 icon. The VARTA Assistant enters into the listening mode.

- Direct the Assistant to forward the calls on the desired destinate using the voice commands mentioned above. For example: You can say: *"Set call forward to <Voicemail>".*

  The VARTA Assistant will interpret your command and will forward your calls.

  You can also direct the VARTA Assistant to forward the calls using a text command. To do so,

- Tap the **Keyboard** ⌨ icon.

- Type your command in the message field. You can use any of the above mentioned voice commands as your text commands. For example: You can type: *"Set call forward to <Voicemail>".*

- After typing the command, tap **Send** ➤ icon.

  The VARTA Assistant will interpret your command and will forward your calls.

You can also use Set Call Forward option present at the bottom of the VARTA Assistant screen to forward your calls. To do so, swipe left and tap *Set Call Forward* option.

Set Call Forward option
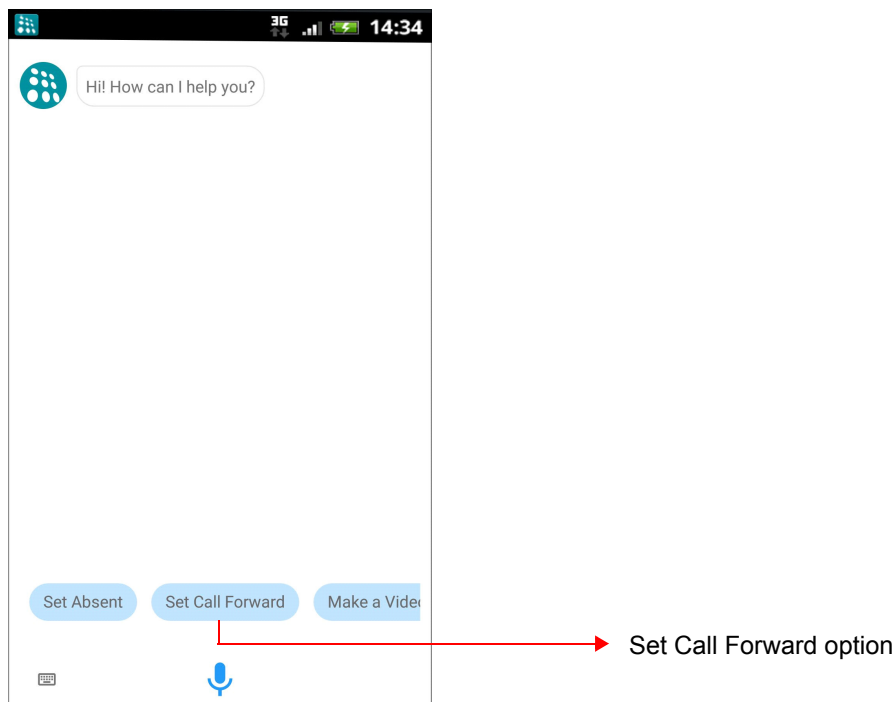
You can also forward your calls using the VARTA Assistant, even when there are multiple contacts with identical names. When you command the VARTA Assistant to forward the calls to a contact, all the possible matches are displayed.
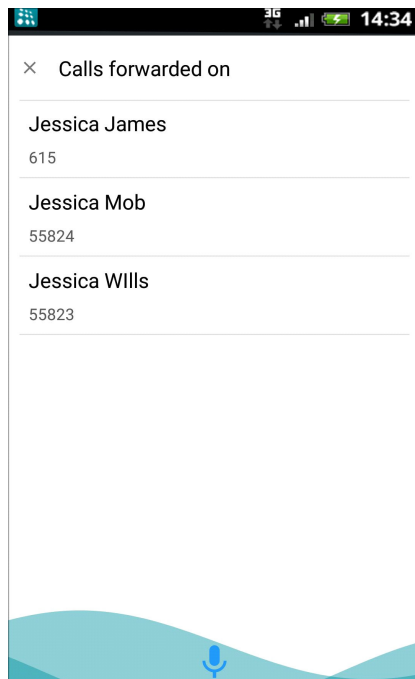
You can tap the desired contact or direct the VARTA Assistant to forward the calls on the desired option by using any of the following voice command.

- First one/second one.......nineteenth one
- First/second.….......nineteenth
- Call forward one/ Call forward two.......Call forward nineteen
- One/two/three.......nineteen
- Call forward on full displayed name, for example, you can say: < *Call forward on Jessica James* >
- Full displayed name, for example, you can say: <*Jessica James*>

- *The VARTA Assistant will interpret the numeric commands till nineteenth only. If you want to call a contact positioned after nineteenth in the list, then you must either use the voice command Call full displayed name/ Full displayed name or tap the contact from the list.*

- *When you set call forward on a contact linked with multiple numbers, the VARTA Assistant will forward the calls on the first number saved under this contact*

You can also direct the VARTA Assistant to cancel call forward, in case you do not want to forward the call on any of the contact/number displayed in the list. You can use the voice commands like — *Cancel it/ Cancel*. You can also tap the **Cancel** ✕ icon present at the top of the VARTA Assistant screen to cancel the call.

To cancel Call Forward using the VARTA Assistant

You can also direct the VARTA Assistant to cancel call forward. This can be done by using either the voice or text commands. You can use the commands like — Cancel call forward or Cancel forward or Cancel my call forward or Cancel forwarding. The VARTA Assistant will cancel the forwarded call.

To set Call Forward using the Call Forward feature of the application

- Tap **Forward** ☎ on the **Menu** screen.

- Tap the desired Forward option — **Always**, **When busy**, **When no-reply** or **When busy or no-reply**. You can set only one out of these four options at a time.

- By default, **Forward on Voicemail** is enabled. To forward calls to Voicemail, tap **OK**.

  For **Dual Ring**, see "Dual Ring".

- To forward calls to a number, tap **Forward on Voicemail** to disable.
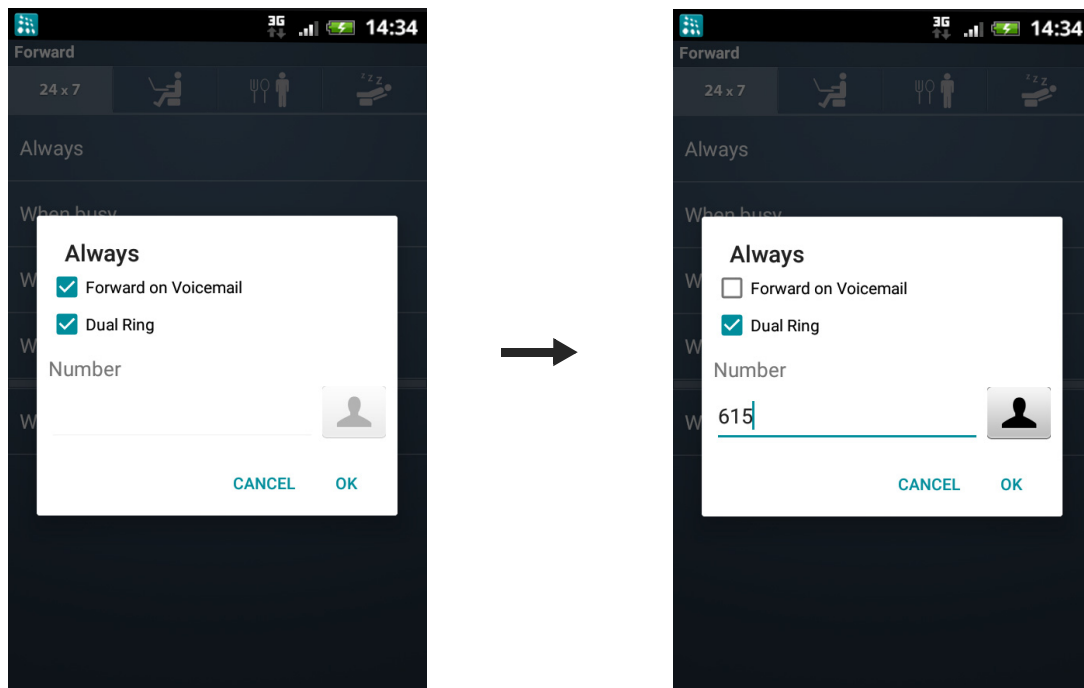
- Enter the **Number** manually or tap **Contacts** 👤 to select the desired number.

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

Set Indication

To Cancel Call Forward,

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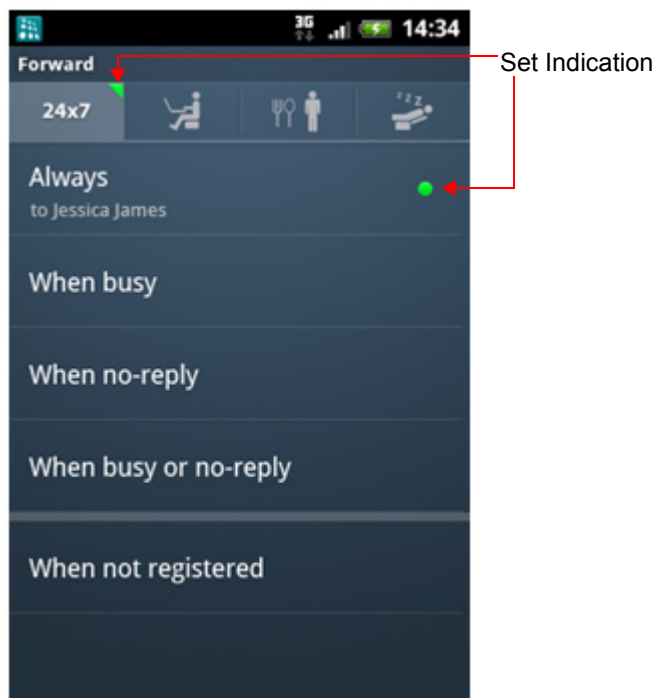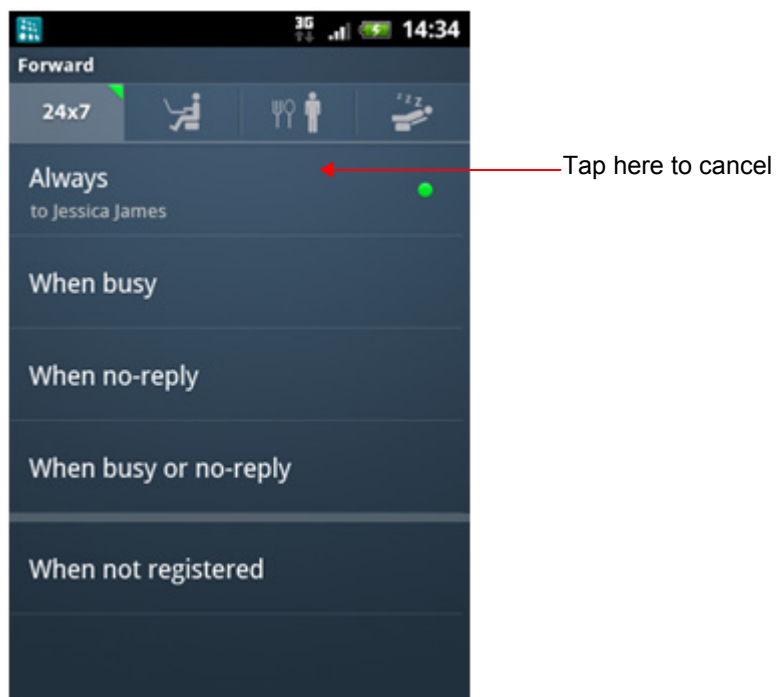
You can set Call Forward for all the timezones. Follow the same steps as above under the desired Call Forward - Time Zone tab.

Setting and Canceling Call Forward When Not Registered

To set Call Forward,

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

- Tap **When not registered**.

- By default, **Forward on Voicemail** is enabled. To forward calls to Voicemail, tap **OK**.

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

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

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

Set Indication

To Cancel Call Forward,

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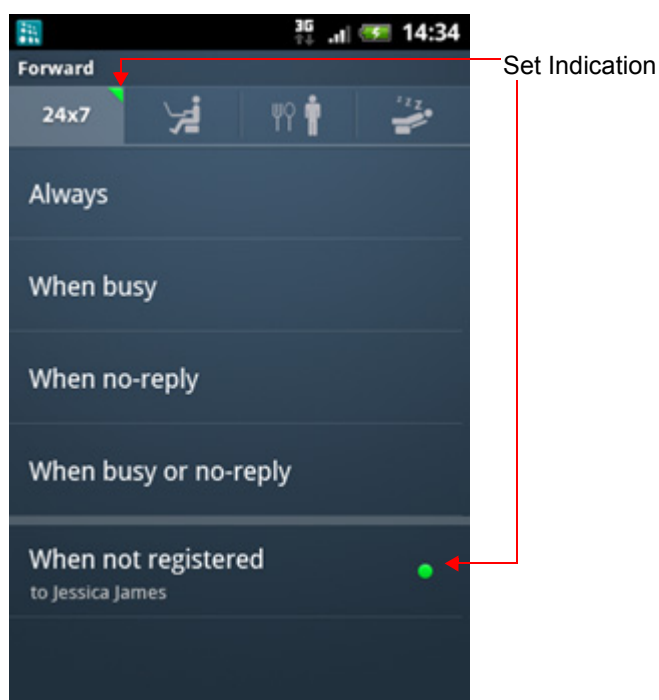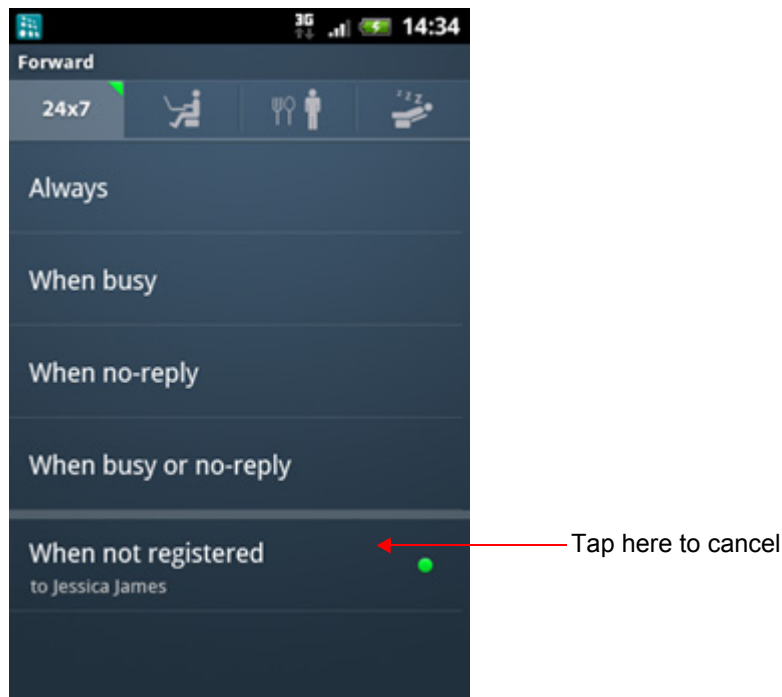
You can set Call Forward *When not registered* for all the timezones. Follow the same steps as above under the desired Call Forward - Time Zone tab.

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

Dual Ring

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

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

By default, **Dual Ring** is set.
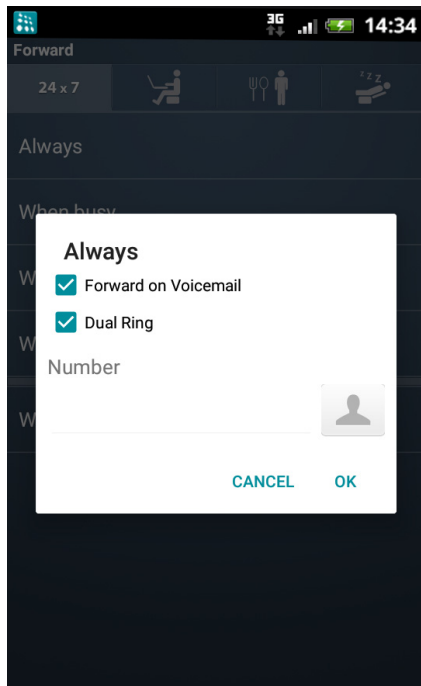
*Dual Ring is not applicable **When Not Registered** is set as the Call Forward option.*

Do Not Disturb (DND)

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

Setting and Canceling Do Not Disturb

You can set and cancel DND in two ways, either by using the Do Not Disturb feature of the application or by using the VARTA Assistant.

Using the VARTA Assistant, you can set/ cancel Do Not Disturb **All Calls** option only. However, using the Do Not Disturb feature of the application, you can set and cancel Do Not Disturb for all the available DND options — **All Calls, Internal Calls, External Calls**.

To set DND using the VARTA Assistant

- Tap the **VARTA Assistant** 🎤 on the **Home** screen.

  OR

  Tap the **VARTA Assistant** 🎤 on the **Native Home** screen. To create a shortcut of VARTA Assistant,

  refer to "Accessing VARTA Assistant from Native Home Screen".

- You will be directed to the VARTA Assistant screen and you will hear a voice request," Hi! How can I help you?".
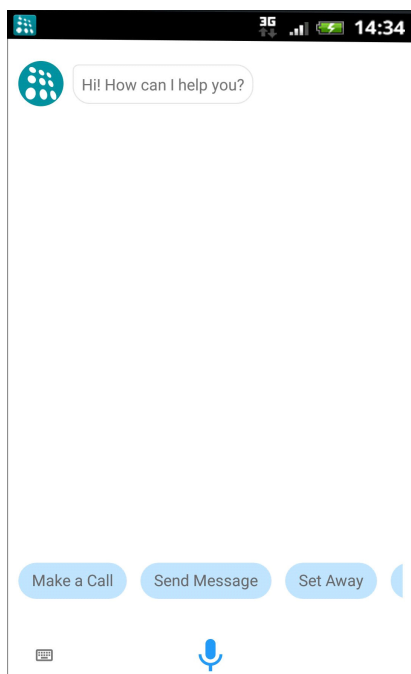
After this voice prompt, the VARTA Assistant enters into the listening mode and waits for your command.
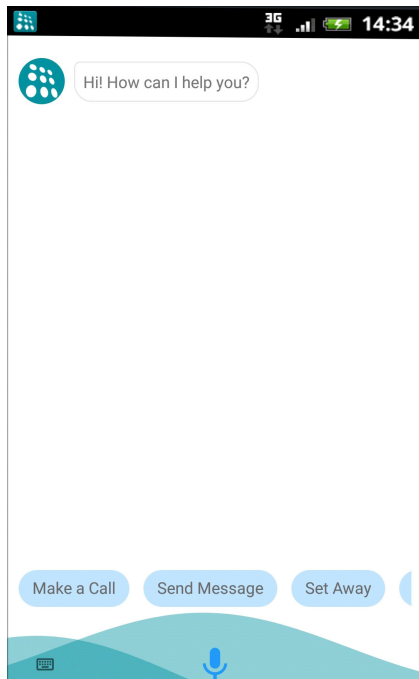
You can use any of the following voice command and direct the VARTA Assistant to set Do Not Disturb instantly.

- **Set/Change status** < Do Not Disturb>
- **Set/Change** < Do Not Disturb>
- **Set/change my status to** < Do Not Disturb>
- **Set/change my status as** < Do Not Disturb>
- **Set/change status as** < Do Not Disturb>

You can also use the command *Set* and follow the prompt to set Do Not Disturb.

The VARTA Assistant will interpret your command and will set Do Not Disturb.
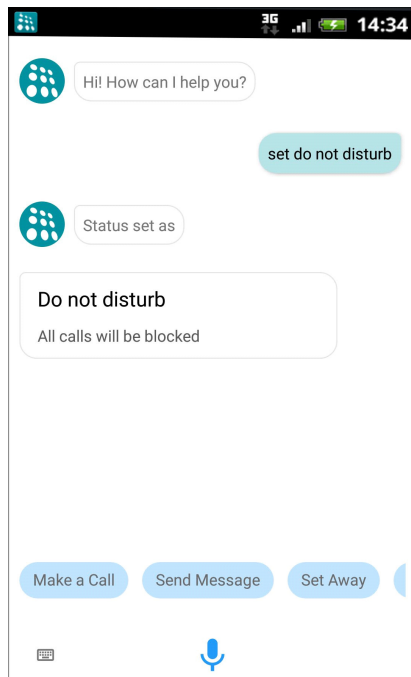
However, the VARTA Assistant interprets your voice commands only for a limited period of time. If no command is delivered within this time period, the VARTA Assistant considers this, to be a time-out and becomes ideal.

To again activate the listening mode of VARTA Assistant,
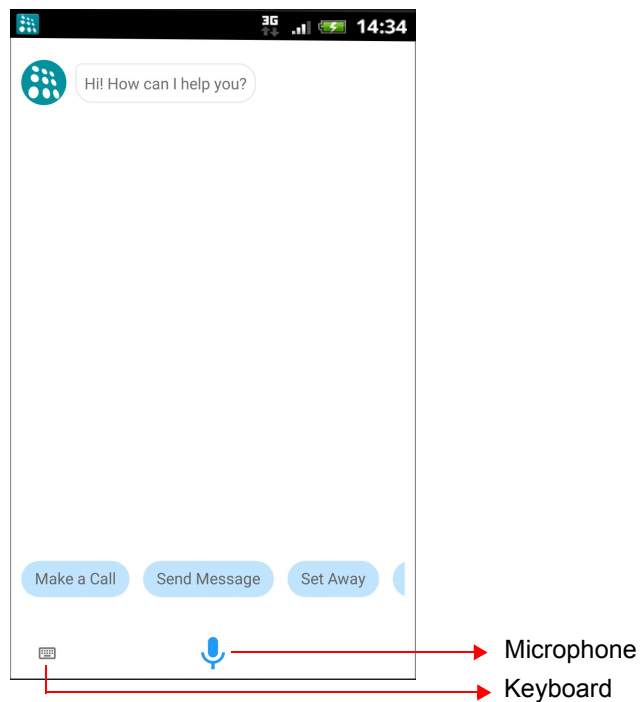
- Tap the **Microphone** 🎤 icon. The VARTA Assistant enters into the listening mode.

- Direct the Assistant to set DND using the voice commands mentioned above.

The VARTA Assistant will interpret your command and will set Do Not Disturb.

You can also direct the VARTA Assistant to set DND using a text command.To do so,

- Tap the **Keyboard** ⌨ icon.

- Type your command in the message field. You can use any of the above mentioned voice commands as your text commands.

- After typing the command, tap **Send** ➤ icon.

The VARTA Assistant will interpret your command and will set Do Not Disturb.

You can also use the Do Not Disturb option present at the bottom of the VARTA Assistant screen to set DND. To do so, swipe left and tap *Set Do Not Disturb* option.

Set Do Not Disturb option
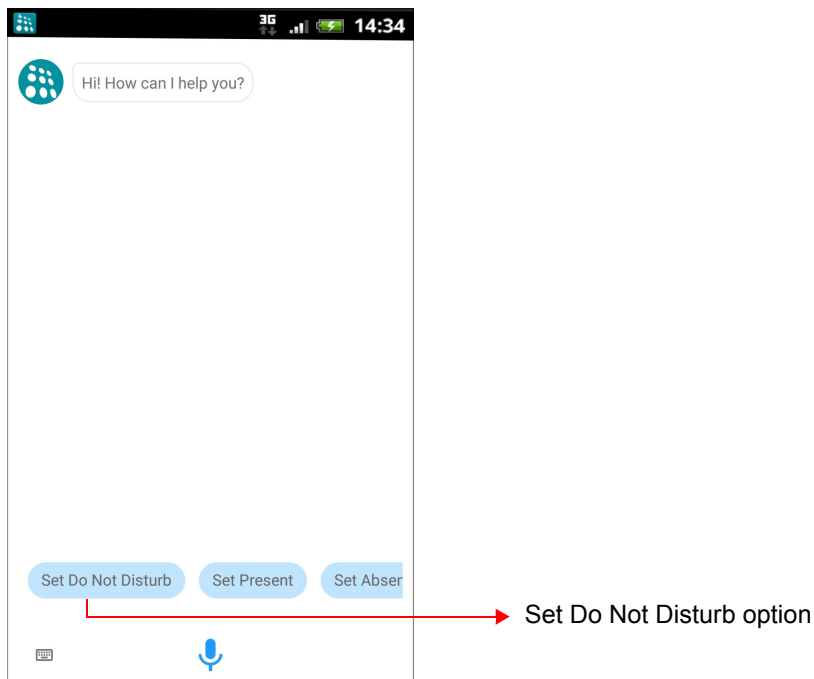
To cancel DND using the VARTA Assistant

You can also direct the VARTA Assistant to cancel DND. This can be done by using either the voice or text command. You can use the command — *Cancel DND/ Cancel Do not Disturb*. The VARTA Assistant will cancel DND.

To set DND using the Do Not Disturb feature of the application

- Tap **DND** on the **Menu** screen.
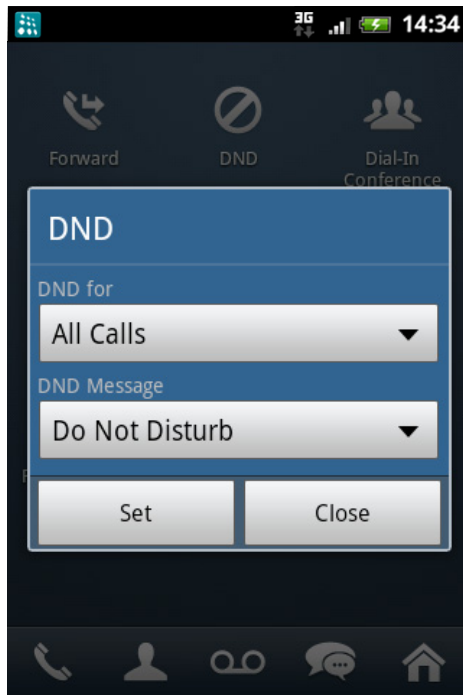
- To select the type of calls for which DND is to be set, tap **DND for**.

    - Tap the desired option — All Calls, Internal Calls, External Calls.

- To select the DND message, tap **DND Message**.

    - Tap the message that you want to set as your DND status.

- Tap **Set**.

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

To cancel DND using the Do Not Disturb feature of the application

Tap here to cancel

MATRIX VARTA ADR100 User Guide
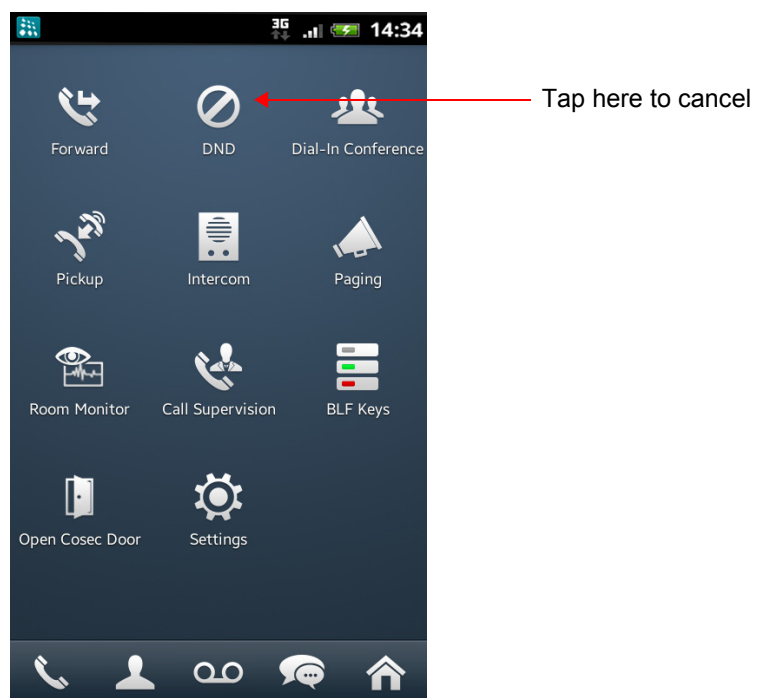
Dial-In Conference

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

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

Following table describes the Conference Numbers supported by different variants.

License	Conference Number Range
SARVAM UCS ENT	01 to 15
SARVAM UCS SME	01 to 20
SARVAM UCS SOHO	1 to 2
PRASAR UCS/ ANANT UCS	01 to 15

Scheduling a Dial-In Conference

- Tap **Dial-In Conference** on the **Menu** screen.

- Tap **Schedule Conference**.
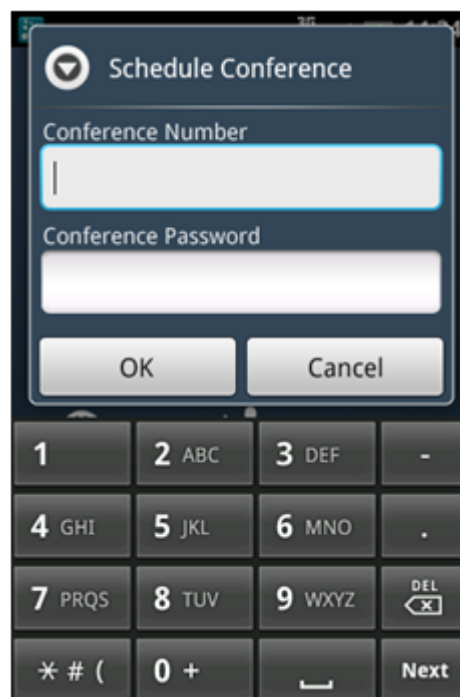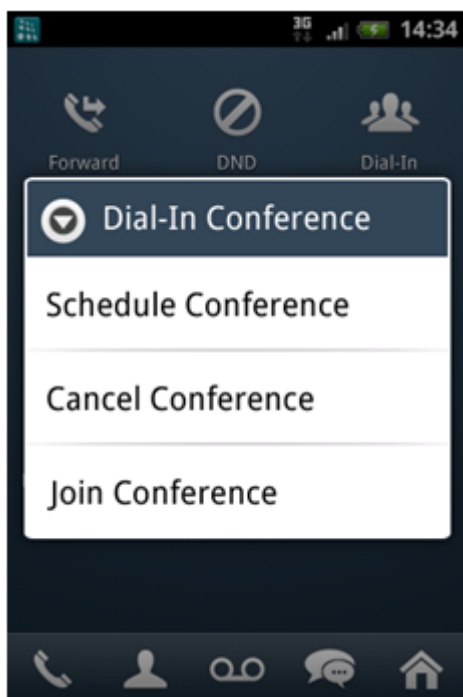
- Enter the **Conference Number** and the four digit **Conference Password**.

- Tap **OK**.

You cannot use the default Password 1111.

Joining a Dial-In Conference

- Tap **Dial-In Conference** [icon] on the **Menu** screen.

- Tap **Join Conference**.

- Enter the **Conference Number** that you want to join.

- Enter the corresponding **Conference Password**.

- Tap **Join**.

After the Dial-In conference is initiated, it functions as a Multi Party Conference. See "Multiparty Conference" for more details.

Canceling a Dial-In Conference

- Tap **Dial-In Conference** [icon] on the **Menu** screen.

- Tap **Cancel Schedule Conference**.

- Enter the **Conference Number** you want to cancel.

- Enter the corresponding **Conference Password**.

- Tap **OK**.

Pickup

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

You can pick-up calls:
- by dialing the extension number of the ringing extension or by selecting the name from the Contact list.
- by selecting the desired ringing extension from the Incoming Call list.

Pickup by dialing an Extension Number

To pick-up a ringing call,

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

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

- Tap **Pickup**.

Pickup from the Incoming Call list

To pick-up a ringing call,

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

- Tap **Incoming Calls**[7] list .

Ringing Extension

Caller's information

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

---

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

Intercom

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

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

To make an Intercom call,

- Tap **Intercom** [icon] on the **Menu** screen.

- Enter the **Extension Number** manually or tap **Contacts** [icon] to select the desired extension.

- Tap **Start**.

Paging

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

> • *Page Zone includes the extensions that needs to be paged. Make sure the Page Zones are configured in the System.*
>
> • *You cannot receive Paging call or cannot access Meet Me Paging from the application.*

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

To initiate a Paging announcement,

- Tap **Paging** on the **Menu** screen.
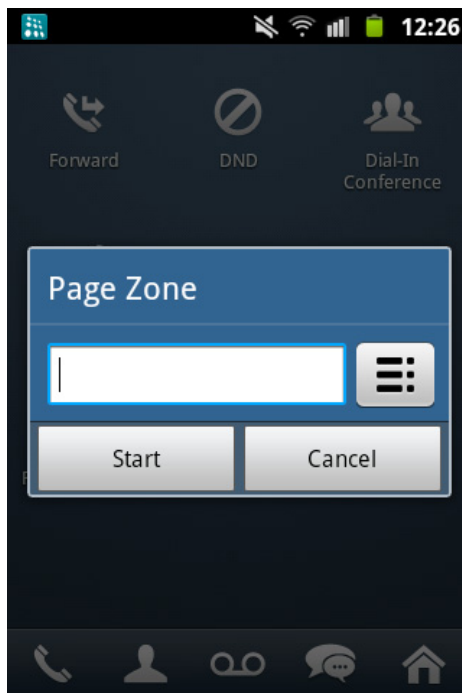
- Enter the desired **Page Zone Number** or tap **Page Zone Name** to select the desired Page Zone Name.

- Tap **Start**.

- **Paging** will start.

  Now, you can make your announcement.

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

Room Monitoring

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

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

To start Room Monitoring,

- Tap **Room Monitor** on the **Menu** screen.

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

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

You can monitor other extensions using the application but other extension users cannot monitor you.

Call Supervision

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

To access Call Supervision,

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

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

- Tap **OK**. The last **external number** dialed by that extension user appears on the screen.

Busy Lamp Field (BLF) Keys

BLF allows you to monitor the status of another extension or trunk and confirm whether it is available, busy, ringing or on hold.

To monitor the status of extensions/trunks, the Busy Lamp Field (BLF) Subscription option must be enabled in the System. Consult your System Administrator in case you are unable to obtain updated status indications.

Viewing BLF Keys

- Tap **BLF Keys** [icon] on the **Menu** screen.
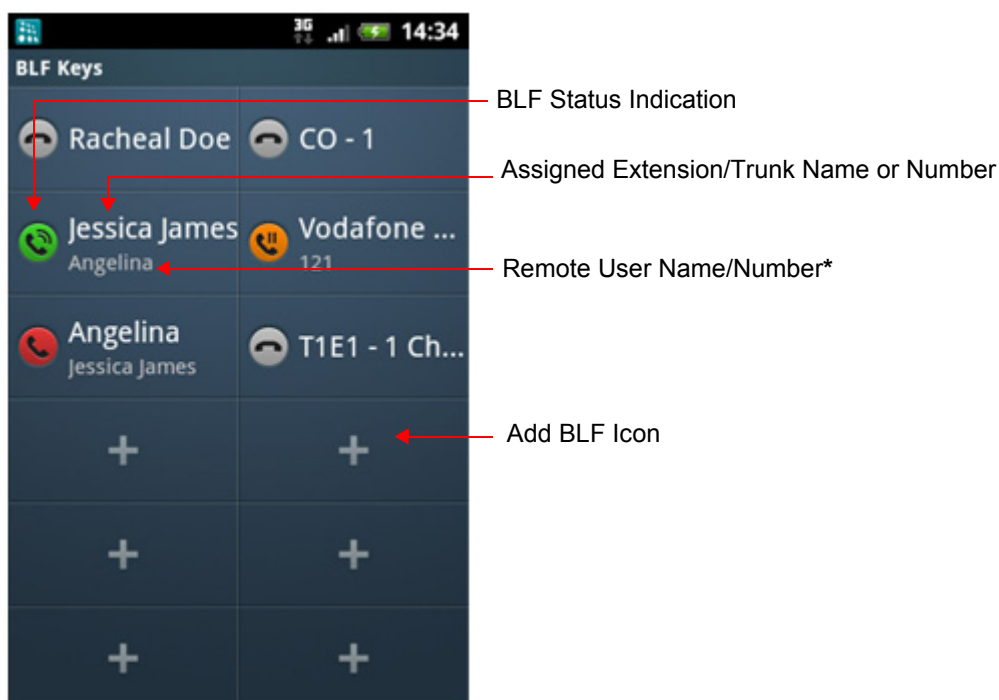
* It denotes the name or the number of a remote party with whom the BLF assigned extension/trunk is engaged. Depending on certain conditions, Remote User Name/Number may not be available to you.

The BLF keys indicate the following:

Icon	Name	Description
[icon]	Idle	When the monitored extension or trunk is idle.
[icon]	Ringing (Incoming call)	When the monitored extension or trunk has an incoming call ringing on it.
[icon]	Busy	When monitored extension or trunk is busy. It may be an incoming call or an outgoing call in mature state.

Icon	Name	Description
	On Hold	When the monitored extension or trunk is put on hold. You cannot pickup the call.
	On Hold	When the monitored extension or trunk is put on hold. You can pickup the call.

Assigning BLF Key to an Extension

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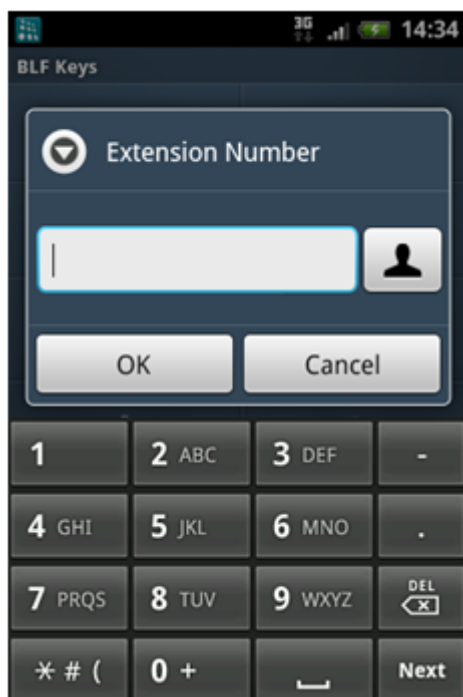
- Enter the **Extension Number** manually or tap **Contacts** to select the desired entry.

- Tap **OK**.

Assigning BLF Key to a Trunk

- Tap **Add BLF** .

- Tap **Trunk**.

- Tap **Port Type** and select the desired trunk.

- Enter the **Port Number** manually or tap **Trunk Name**[9] list to select the desired trunk.

- If you select BRI or T1E1 trunk, enter the relevant **Channel Number** of the selected trunk.

- If you select SIP trunk (as the **Port Type**), enter the relevant **Call Appearance** of the selected trunk.

- Tap **OK**.

Making a Call using BLF Key

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

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

Grabbing a Trunk using BLF Key

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

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

- Dial the desired number.

---

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

Picking Up an Incoming Call using BLF Key

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

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

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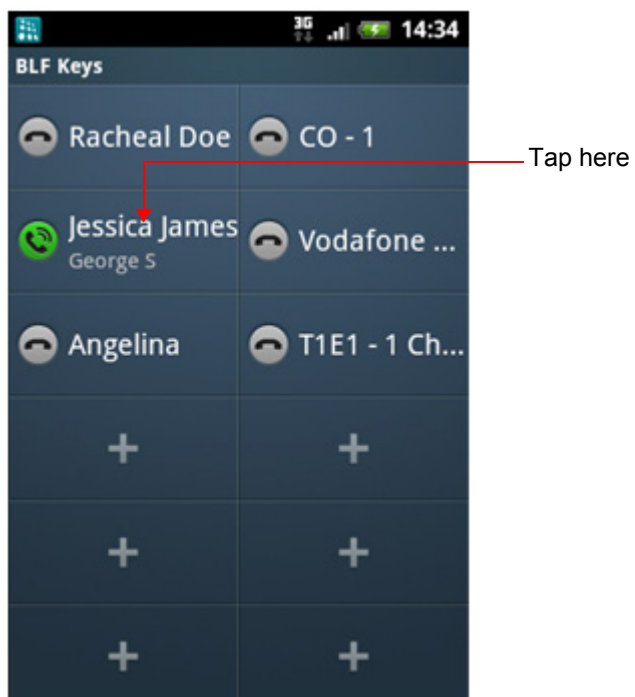
Removing BLF Key

To remove a BLF Key,

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

- Tap **Yes** to confirm.

Open Cosec Door

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

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

To open the Cosec Door,

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

- The Cosec Door opens.

Redundancy

If the server with which the VARTA ADR100 application is registered supports redundancy, the standby card[10] takes over the control whenever the active card fails. This allows the application to automatically fetch the configuration files from the standby card which is now active.

You can view the Active Server Address with which the application is currently registered in "About Application".

Once the redundancy process is completed, the VARTA ADR100 application receives an incoming Redundancy Notification Call. You will receive this notification call, only if you have configured the VARTA ADR100 application as the landing destination in the server. To know more, refer to "Redundancy Notification Call".

This feature will not be applicable, if you registered your VARTA ADR100 application with ETERNITY NE.

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10. *In case of PRASAR UCS/ ANANT UCS the standby server takes over the control whenever the active server fails.*

Redundancy Notification Call

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

> - *To receive the Redundancy Notification Call on your VARTA ADR100 application, make sure the necessary Redundancy Notification parameters are configured in the Server. To know more, contact your System Administrator.*
> - *You may also refer the topic Redundancy Notification Call in the System Manual for more information.*

- The VARTA ADR100 application receives a Redundancy Notification Call, after redundancy process is completed.
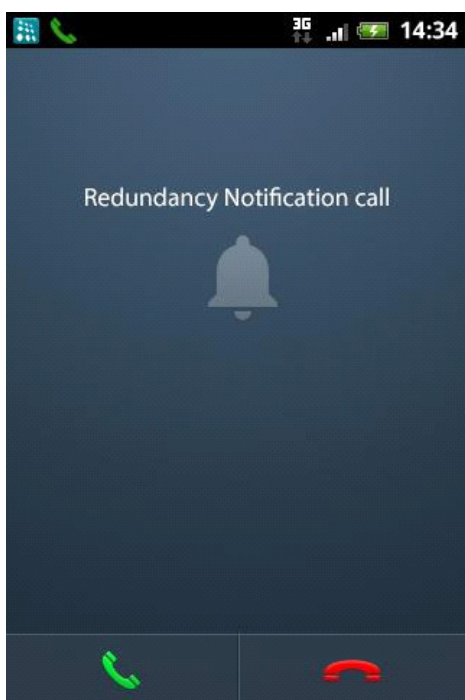
- Tap **Audio Answer** to answer the Redundancy Notification Call.

  You will hear a piece of music or a voice message.
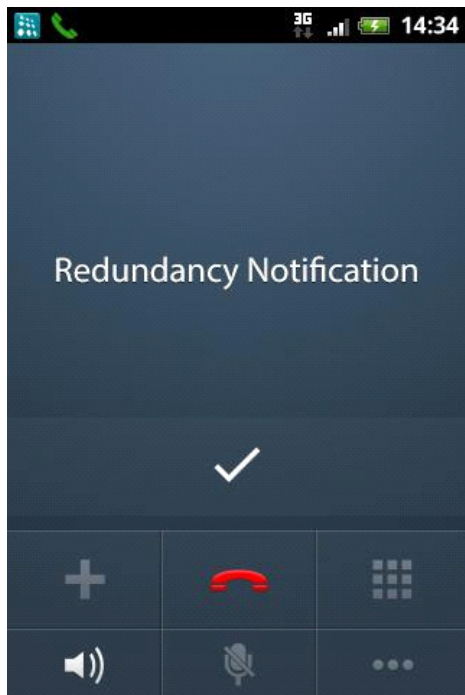
- Tap **Acknowledge** [✓] , after you have answered the redundancy notification call.
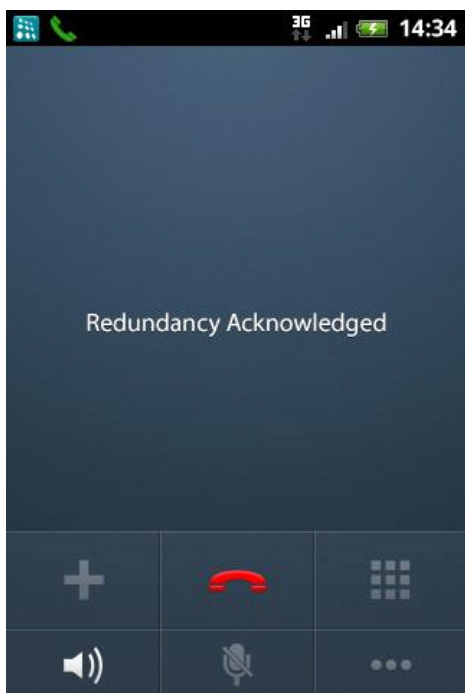
- The Redundancy Notification Call is acknowledged.

You will receive the Redundancy Notification Call again after 10 mins, if you:
- *reject the redundancy notification call.*
- *do not answer the redundancy notification call.*
- *answer but do not acknowledge the redundancy notification call.*

You will receive the Redundancy Notification Call, only when the VARTA ADR100 application is in the idle state. In case, the VARTA application is busy, the notification call will be received once the application becomes idle.

Your VARTA ADR100 application will receive the Redundancy Notification Call, even when DND or Call Forward is set on your application.

Settings

Settings ⚙ can be accessed from the Startup screen when the application is not registered and from the Menu screen after registration of the application.

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

- Server Settings
- Use Cellular Data
- Call Settings
- Enable Detailed Logs
- Send Logs
- Configuration Status
- About Application

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

- Server Settings
- Codec Selection
- Display Phone Contacts
- Password
- Ringtone
- Use Cellular Data
- Call Settings
- Handover Settings
- Advanced Settings
- Enable Detailed Logs
- Send Logs
- Configuration Status
- About Application

To access Settings from the Menu screen,

- Tap **Settings** ⚙ .

Settings
Server Settings Configure Server Address and User Location
Codec Selection Set codec preference
Display Phone Contacts Enable to display phone contacts in application ☐
Password Change the user password
Ringtone Assign ringtone for incoming calls in application
Use Cellular Data Enable to use cellular data when cellular is available ☐
Call Settings

Settings
Call Settings Change the video quality and other call settings
Handover Settings Change the handover related settings
Advanced Settings Change the settings related to advanced audio functionality
Enable Detailed Logs Enable to capture detailed logs ☐
Send Logs Send application debug to technical support
Configuration Status
About Application

Parameter	Description
Server Settings	It includes the parameters which are required by the application to configure and register with the Server automatically. Tap to configure the parameters of the Server. For details, see "Server Settings".
Codec Selection	It allows you to set the priority of audio and video codecs separately for Wi-Fi and Cellular network. Tap to change the codec priorities. For details, see "Codec Selection".
Display Phone Contacts[a]	If it is enabled, the Native contacts will be displayed in the "All Contacts" filter in Contacts. For details see, "Contacts". By default it is disabled. Tap to enable.
Password	It allows you to change the User Password. Tap to change. For details, see"Password".
Ringtone	It allows you to customize the ringtone for incoming calls. Tap to change the ringtone. For details, see "Ringtone".

Parameter	Description
Use Cellular Data	If it is enabled, the application will use Cellular Data[b] for placing calls, message transactions when Wi-Fi is not available. If it is disabled, the application will use only Wi-Fi. When Wi-Fi is not available, calls or message transactions will not be possible from the application. By default, it is enabled. Tap to disable.
Call Settings	It allows you to set the various call related parameters. Tap to change the Call parameters. For details, see "Call Settings".
Handover Settings	It allows you to set the parameters required for the functioning of Handover feature[c]. Tap to configure the Handover parameters. For details, see "Handover Settings".
Advanced Settings	It allows you to configure advanced media related parameters when you are facing any media related problems. Tap to configure the parameters. For details, see "Advanced Settings".
Enable Detailed Logs	If it is enabled, application will start advanced logging which contains the details of SIP and HTTP messages. Detailed logs are helpful to troubleshoot problems by Technical Support Team. If it is disabled, the application will log only basic details. By default it is disabled. Tap to enable.
Send Logs	It allows you to send the generated logs to the Technical Support Team for troubleshooting problems. Tap to send the generated log file. For details, see "Send Logs".
Configuration Status	It displays status of configuration. For details, see "Configuration Status".
About Application	It allows you to view the application related information and registered Server related information. Tap to view the application details. For details, see "About Application".

a.Make sure you have allowed the Phone Contact permission. Permissions for VARTA ADR100 Application can be managed through your Device's Settings.
b.The Service Providers' Cellular Data charges will be applicable.
c.This parameter is visible only if you have activated the VARTA Professional/VARTA Collaboration license.

Server Settings

Server Settings allows you to configure the parameters required by the application to register with the Server automatically. It also allows you to configure the User Location.

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

- Tap **Server Settings** on the **Settings** screen.
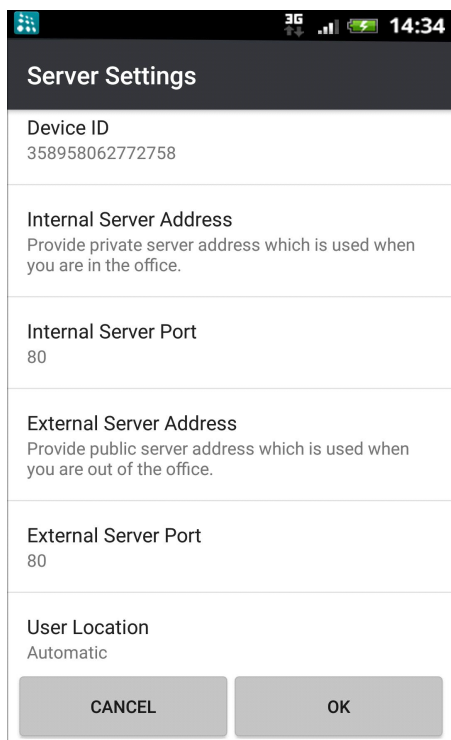
Parameter	Description
Device ID	This is a unique identifier of your phone which is required to be configured in the System by your System Administrator to register the application. See "Getting Started" for more information.
Internal Server Address	Tap to configure, when your phone is connected in the **Private** network. Enter the Internal Server Address as provided to you by your System Administrator.
Internal Server Port	Tap to configure the port on which HTTP/HTTPS requests from your application will be served when your phone is connected in the **Private** network. The HTTPS request will be served only when you enable the flag *Secure Connection with Server.* Enter the value of the Secure SPARSH Port, if the flag *Secure Connection with Server is enabled.* Enter the value of the SPARSH Port, if the flag *Secure Connection with Server is disabled.* Default value of this parameter is 80.
External Server Address	Tap to configure, when your phone is connected in the **Public** network or the Internet. Enter the External Server Address as provided to you by your System Administrator.

Parameter	Description
External Server Port	Tap to configure the port on which HTTP/ HTTPS requests from your application will be served when your phone is connected in the **Public** network. This is the Router port that is forwarded to the SPARSH Port/Secure SPARSH Port. The HTTPS request will be served only when you enable the flag *Secure Connection with Server* Enter the value of the Secure SPARSH Port, if the flag *Secure Connection with Server is enabled.* Enter the value of the SPARSH Port, if the flag *Secure Connection with Server is disabled.* Default value of this parameter is 80.
User Location	This parameter helps the application to determine whether you are connected in a Private network or a Public network. The application then identifies the Server Address to be used. By default, it is set as Automatic. For more details refer, "User Location".
Secure Connection with Server	Enable this parameter if you want the application to establish a secure connection with the Server while receiving the configuration files. By default, this parameter is disabled.

User Location
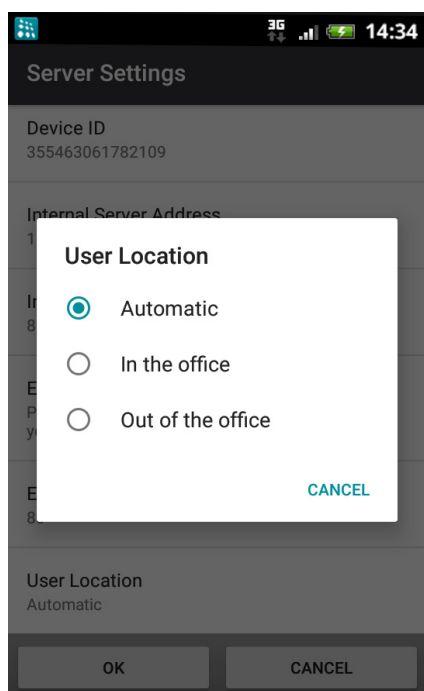
User Location to set your location which helps the application to determine whether you are connected in a Private network or a Public network. The application then identifies the Server Address to be used.

- Tap **User Location** in Server Settings.

- Tap to select the desired option — Automatic, In the office or Out of the office.

The User Location parameters are explained below:

Parameter	Description
Automatic	By default it is enabled. The application automatically identifies your location (that is, whether you are connected in the Private or Public network) and determines the Server Address to be used.
In the office	Tap to enable, if you are connected in a **Private** network. The application will use the **Internal Server Address** configured in the Server Settings. For details, refer "Server Settings".
Out of the office	Tap to enable, if you are connected in a **Public** network. The application will use the **External Server Address** configured in the Server Settings. For details, refer "Server Settings".

Codec Selection

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

- Tap **Codec Selection** on the **Settings** screen.

- Tap the desired Codec type to view the supported codecs. Refer the following table.

Parameter	Description
Cellular Audio Codecs	It includes the list of audio codecs used when the call is made through the Cellular - Data network. Default Priority of the Audio Codecs supported is as given below: 1. iLBC 30ms 2. GSM FR 3. G.729 4. PCMA 8kHz 5. PCMU 8kHz 6. G.722
Cellular Video Codecs	It includes the list of video codecs used when the call is made through the Cellular - Data network. Default Priority of the Video Codecs supported is as given below: 1. H.264 2. VP8 3. MP4V-ES 4. H.263 - 1998[a]
Wi-Fi Audio Codecs	It includes the list of audio codecs used when the call is made through the Wi-Fi network. Default Priority of the Audio Codecs supported is as given below: 1. PCMA 8kHz 2. PCMU 8kHz 3. G.729 4. GSM FR 5. iLBC 30ms 6. G.722
Wi-Fi Video Codecs	It includes the list of video codecs used when the call is made through the Wi-Fi network. Default Priority of the Video Codecs supported is as given below: 1. H.264 2. VP8 3. MP4V-ES 4. H.263 - 1998[b]

a.While using H.263 - 1998 Codec, the video call will only work in landscape mode of your phone.
b.While using H.263 - 1998 Codec, the video call will only work in landscape mode of your phone.

To enable/disable a codec,

- By default, all the Codecs are enabled.

  To disable, tap on the desired codec.

Do not change the default settings of Audio Codecs without consulting your system administrator.

To change the preference,

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

Password

You can change your User Password, if required.

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

- Enter the **Old Password**.

- Enter the **New Password** you wish to assign.

- Tap **OK**.

Ringtone

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

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

- Tap the desired Ringtone from the list[11].

- Tap **OK**.

  Your selected Ringtone will be saved.

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11. *The list of Ringtones depends on the Android OS of your phone.*

Call Settings

Call Settings allows you to set the various call related parameters such as video quality, Always on speaker, On video answer etc.

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

Parameter	Description
Video Quality	It allows you to set the quality of the video. Low quality video requires low bandwidth and high quality video requires high bandwidth. By default Automatic is selected. Tap the desired option to select.
Always on speaker	If it is enabled, first preference is given to the speaker over handset/wired headset. Speaker will be activated automatically while making video calls or answering video calls. If it is disabled, preference will be given to the handset/wired headset/ Bluetooth headset. By default it is enabled. Tap to disable.

Parameter	Description
On Video Answer	This allows you to set the default option to show or hide your video for an incoming video call as well as when the remote user requests to convert an audio call to a video call. To show your video, tap **Always show my video**. To hide your video, tap **Don't show my video**.
Call through Native	If it is enabled, the application calls will be made through the Native Cellular network when the application is not registered. If it is disabled, the application calls will not be made through the Native Cellular network when the application is not registered. By default it is disabled. Tap to enable.
Fixed Transfer Number	When you use One Touch Transfer, the calls will be transferred to the number you configure here. Tap and enter the number. You cannot use One Touch Transfer if you have not configured Fixed Transfer Number. For more details, see "One Touch Transfer".
Hold application call	It allows you to set the preference for incoming Native call, when you have an ongoing application call. For detailed instructions, see "Native Integration and Native Call Handling". If you select **On receiving cellular call**, VARTA ADR100 will hold/disconnect the application call on receiving an incoming call in the Native application. If you select **On answering cellular call**, VARTA ADR100 will hold/disconnect the application call, when the incoming Native call is answered. By default, *On receiving cellular call* is selected. Tap on the desired option to select.
Call Waiting Beeps	It allows you to set beep as indication for incoming Internal and/or External calls during an ongoing conversation. If you select the **Don't Play** option, no waiting beeps will be played for the Internal/External incoming call. If you select the **Play Once** option, the waiting beeps will be played once for the Internal/External incoming call. If you select the **Play Always** option, the waiting beeps will be played continuously for the Internal/External incoming call. By default, Play Once is selected for Internal as well as External Calls.

Parameter	Description
Calls and Messages after Exit	If it is enabled, you will receive notifications for calls, messages and voice mails even after you exit the application. To receive the notifications also make sure you have a persistent internet connection. If it is disabled, you will not receive notifications for calls, messages and voice mails after you exit the application. By default, it is enabled. Tap to disable.

Handover Settings[12]

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

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

Parameter	Description
Automatic handover	If it is enabled, the application transfers an active VARTA ADR100 call from the application to your cellular number in the cellular network automatically. If it is disabled, you will have to perform Handover procedure manually. By default it is disabled. Tap to enable.
Wi-Fi Threshold Signal Strength	It is the Wi-Fi Signal Strength level below which the application applies Automatic Handover. If you have enabled Automatic Handover, tap and configure this as per your Wi-Fi Network deployment.
Cellular Number[a]	This is the number on which Handover calls will be transferred. Tap and enter the number.

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

For detailed information, see "Handover".

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

Advanced Settings

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

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

Parameter	Description
Connect Bluetooth automatically	Tap to enable, if you want to get connected to a Bluetooth Headset[a], by default, whenever you dial a number or answer an incoming call. Tap again to disable.
Speaker	Tap Speaker and then select the appropriate option to adjust receive gain settings for the phone Speaker.
Handset/Headset	Tap Handset/Headset and then select the appropriate option to adjust receive gain settings for the Handset and the wired Headset.
Bluetooth Headset	Tap Bluetooth Headset and then select the appropriate option to adjust the receive gain settings for the Bluetooth Headset.
Restore Default Settings	Tap Restore Default Settings if you have changed any of the Advanced Settings parameters accidentally and want to restore the default settings. Tap **Yes** to confirm.

a. Make sure you have connected a compatible Bluetooth Headset and paired it with your phone.

Send Logs

In case you face any problem while using Matrix VARTA ADR100, customer support may ask you to send the log report to analyze the technical information.

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

To send the generated Log report to the customer support,

- Tap **Send Logs** on the **Settings** screen.
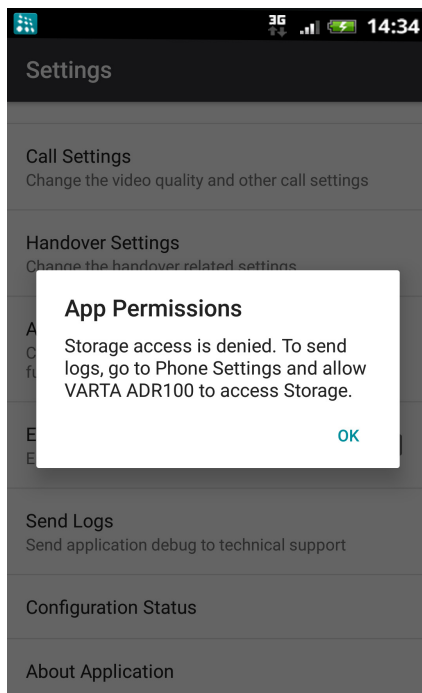
You will be prompted with a permission dialog box stating that the Storage Access is denied by default.

- Tap **OK**.

- Go to your **Device's Settings**.

- Allow the **Storage** Permission.

- Now, on the **Settings** screen of your VARTA Application, tap **Send Logs**.

  The Log report will be generated automatically and you will be prompted to send it via e-mail. The application will use your Native e-mail settings to send the report.

- Tap the desired application using which you want to send the mail.
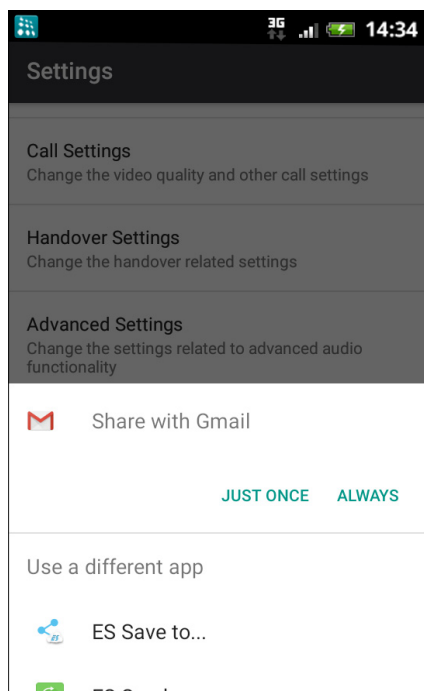
The generated log file will be added in the attachment automatically along with the handset related information.

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

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

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

Configuration Status

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

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

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

About Application

You can access important details about the VARTA ADR100 Application through the **About Application**.

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

Parameter	Description
Application Version	Displays the Version and Revision number of the VARTA ADR100 Application.
Internal Server Address	Displays the Internal Server Address configured in Server Settings. For more details, refer "Server Settings".
Internal Server Port	Displays the Internal Server Port configured in Server Settings. For more details, refer "Server Settings".
External Server Address	Displays the External Server Address configured in Server Settings. For more details, refer "Server Settings".
External Server Port	Displays the External Server Port configured in Server Settings. For more details, refer "Server Settings".
Device ID	Displays the Device ID of your phone used by the application.
Compatible Server Version	Displays compatibility information about the version and the revision of the Server (that is, the System) with which Matrix VARTA ADR100 can be registered.
SIP ID	Displays the SIP ID configured in the Server for the application.
Internal Registrar Address	Display the Internal Registrar Server Address configured in the Server for the application.
External Registrar Address	Display the External Registrar Server Address configured in the Server for the application.
Active Server Address	When the Server supports redundancy, the standby card[a] takes over whenever the active card fails.The application will automatically fetch the configuration files from the standby card which is now active. Displays the currently Active Server Address and Port.

a.In case of PRASAR UCS/ ANANT UCS the standby server takes over the control whenever the active server fails.

Appendix

This chapter will help you to get answers of the Frequently Asked Questions (FAQ) about Matrix VARTA ADR100 and the ways to troubleshoot problems.

Frequently Asked Questions (FAQs)

Q. Can I connect the application over mobile data network?

A. Yes. Make sure, the "Use cellular data" flag is enabled in the "Settings". However, the data charges will be applicable according to your service provider.

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

A. You will find the basic information of your application in the "About Application" under "Settings".

Q. How many simultaneous incoming calls are supported by the application?

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

Q. Do I need to dial Trunk Access Codes every time while making an external call using VARTA ADR100?

A. VARTA ADR100 aids you in dialing external numbers directly from the keypad without dialing any Trunk Access Code. This has been designed considering the Native dialers used in smart phones. VARTA ADR100 places the external call using the trunk configured for Trunk Access Code - 1 (or, TAC - 1) as configured in the System. However, if you want to select any specific trunk before dialing out the external number, you can do that also using VARTA ADR100. For details refer, "Making Calls using the Keypad".

Q. While on a Native call, there is a call on the VARTA ADR100 Application. What will happen?

A. You will get an alert on the call screen. You can view the call in the VARTA ADR100 Application, however, to answer the call you must disconnect your Native call.

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

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

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

A. Change the Gain Settings of your VARTA ADR100 Application. See "Advanced Settings".

Q. Why the access codes to log into SE (System Engineer) Mode and SA (System Administrator) Mode from VARTA ADR100 do not work?

A. VARTA ADR100 does not allow to log into SE or SA Modes by dialing the corresponding access codes from the application. So, you cannot access any feature from the application which requires you to log into the SE or SA Modes prior to dialing the relevant feature access command.

Q. I try to dial some of the feature Access Codes to access specific features (for example, dialing 4 to access Barge-In). But in most of the cases it is not working. Why?

A. Matrix VARTA ADR100 does not allow dialing of most of the feature Access Codes except the following ones,
- All Extension Numbers
- Operator Access Code
- Department Group Access Code
- Trunk Access Codes (TAC)
- Emergency Conference Access Code
- Global Directory Access Code
- Emergency Numbers

Q. In VARTA ADR100 Call Forward GUI, there is no option to select or provide the Trunk Access Code (TAC). Will I be able to set Call Forward/Call Forward Scheduled/Call Forward When Not Registered, to a desired external number?

A. To forward your calls to an external number, simply configure the external number within the Number option in VARTA ADR100 Call Forward screen. Calls landing on your application will be automatically out-dialed to that external number using the Trunk Access Code - 1 (or, TAC - 1) configured in the System. You should not provide any TAC separately before the external number which you configure within the Number option of GUI.

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

A. VARTA ADR100 does not support the CO Call Waiting feature even if it is enabled in the Class of Service assigned to your application. So, if there is an incoming call on a trunk for the VARTA ADR100, then you will not get any CO Call Waiting indication.

Q. I cannot access/find several features described in this User Guide or the feature I want to access is not allowed to me. Why?

A. Accessing different features of the System is dependent on whether:
- the feature is enabled in the Class of Service (CoS) assigned to your extension (application)
- the relevant license has been activated.

This is done by your System Administrator while configuring your extension settings. If you do not find the required feature or if it is not accessible, contact your System Administrator for assistance.

Q. Why does the message 'Invalid Conference Number' appears on screen during Conference - Dial-In?

A. The Conference Number you have entered is not supported by the System with which your VARTA ADR100 is currently registered. The number of Conferences supported by SARVAM UCS ENT is 01 to 15, SARVAM UCS SME is 01 to 20, SARVAM UCS SOHO is 1 to 2, PRASAR UCS is 01 to 15 and ANANT UCS is 01 to 15.

Q. Why do I find Auto Call Back/Auto Redial set on my phone, without setting these features on it?

A. There must be some other SIP extension(s) which is registered with the same SIP ID (as your VARTA ADR100 Application) in some other location(s). This is possible since the System allows registering of SIP Extensions/VARTA ADR100 Applications with the same SIP ID from a maximum of 3 different locations. For example, you can have 3 SIP Phones/VARTA ADR100 Applications having SIP ID as '3301' at your home, office and the factory. If you set or cancel any feature from any one location, the related changes will be reflected in the phones/applications registered at the other two locations also. So it is possible that Auto Call Back/Auto Redial has been set from some other location and you find the updated status in the VARTA ADR100 Application which you are currently using.

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

A. VARTA ADR100 does not support the Raid feature. So you cannot access this feature from the application.

Q. Why can't I access One Touch Transfer?

A. To use One Touch Transfer, make sure Basic features are enabled in the CoS assigned to you and the Fixed Transfer Number is configured in the Application, see "Call Settings". You can use One Touch Transfer only if you have a mature or a Multiparty Conference call.

Q. I cannot hide my video by default for all outgoing calls?

A. The **On Video Answer** option is not applicable for outgoing calls. It is only applicable for incoming video calls and for any video switch requests received from the remote users.

However, you may deny the Camera permission through your Device's Settings. By doing so, your video will not be visible to the remote user for all the outgoing as well as incoming calls.

Q. I have selected the option **Don't show my video** but my video is visible when I unhold any held call or toggle a call?

A. The Application will always display your video when you unhold any held call or toggle the call, even if you have opted to hide your video.

Troubleshooting

Q. Why do I get message like Data connection not available?

A. There is no Wi-Fi or Mobile Data connectivity available in your vicinity. Move to the area, where you can avail data connectivity.

Q. While trying to register the Matrix VARTA ADR100, the screen displays **"Configuring..."** but the application does not get registered.

A. There may be several reasons for this. Check the following options:
- Check Data connectivity options, that is, Wi-Fi or Mobile Data network connectivity as applicable.
- Ask your System Administrator to check all the necessary parameters configured in the System to register the application.
- Check if primary configurations done while configuring the application have been done correctly. For details refer "Starting and Configuring the Application".
- Check if you can reach the System from your phone. Open the browser in the phone and try to connect to the Internal/External Server Address of the System.

Q. How can I use VARTA ADR100 when I'm not physically on-site at my office?

A. To use VARTA ADR100, you must connect to your corporate Wi-Fi network when you are in the office. But, when you are away from the office, you must have Mobile Data network or a non-corporate Wi-Fi network (with the Internet access) to access VARTA ADR100. You must set up this connection on your phone before you use VARTA ADR100 outside the office. Refer "Starting and Configuring the Application" or contact your System Administrator.

Q. I am within the company premises and I am connected to the corporate Wi-Fi network, but I cannot get VARTA ADR100 to work. What could be wrong?

A. Check your phone's Wi-Fi settings. If your status bar indicates that you are connected to a Wi-Fi network, verify that you are connected to the correct Wi-Fi network of your organization. To verify that you are connected to the correct corporate Wi-Fi network, open a browser on your phone and try to connect to any internal website (for example, try to access the internal IP Address of the System).

If you are properly connected, VARTA ADR100 should automatically register and start functioning. If VARTA ADR100 still does not register, consult your System Administrator.

Q. I do not get the options to Schedule and Cancel Dial-In Conference?

A. This is because to access these options the VARTA Professional/VARTA Collaboration license must be activated. Contact your System Administrator.

Q. I get the License not assigned message, when I access any Menu Features. Why?

A. To access the Menu features you must have atleast one license — VARTA Essential, VARTA Professional or VARTA Collaboration assigned. Contact your System Administrator.

Q. Why my phone does not ring?

A. May be the Ringer Volume is very low or you have turned off the Ringer. To adjust proper Ringer Volume, please refer the documentation provided with your phone.

Q. I had set DND. Now as I cancel DND by tapping the icon, the icon is removed from the Menu. Why?

A. This happens since you do not have access to DND during the current time zone. When you had set DND from the application, it was available to you which means DND was allowed to you in that time zone. Thus DND icon was displayed on your Menu screen. Now your time zone has changed and during this time zone you are not provided access to DND. Since DND was already set; you have the privilege to cancel it even during the current time zone in which it is not allowed to you. So once DND is canceled in this time zone, VARTA ADR100 automatically removes the icon so that you cannot set it again in the current time zone.

However, when your time zone changes and VARTA ADR100 finds that DND is allowed, the DND icon will re-appear on your Menu screen automatically.

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

A. Forced Account Code is enabled for your VARTA ADR100 Application and for the trunk that you are grabbing. In such case, on grabbing the trunk to dial out an external number, you are prompted to provide the Account Code Number or Account Code Name forcibly. Otherwise the System will not allow you to dial out any external number.

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

A. You can access this feature only if the Voicemail System is available in the System. Contact your System Administrator for more information.

Q. Why can't I access Intercom from my phone although it is allowed to me?

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

Q. Why can't I access Interrupt Request (IR) from my VARTA ADR100 Application although it is allowed to me?

A. Interrupt Request will work only if the called party is in normal 2-way speech with some other extension user or an external party. If the extension is busy as it is Off-hook (that is, Handset is not placed on the cradle properly) or in the middle of dialing or accessing some System feature, then you will not be able to access Interrupt Request.

Q. Alarms and Reminders have been set on my VARTA ADR100 Application (extension) from the System. But I do not receive any Alarm or Reminder call. Why?

A. Matrix VARTA ADR100 does not support Alarm and Reminder calls. You must set Alarms and/or Reminders, if required, using the Native application of your Android. The System will never place such calls on your Android even if these are set.

Similarly, Emergency Reporting calls will not be placed on Matrix VARTA ADR100 even if your VARTA ADR100 Application (extension) is configured to receive such calls.

Q. Can I use Bluetooth headset?

A. Yes, you can use Bluetooth headset, if connected. However Matrix VARTA ADR100 does not support Bluetooth Headset Keys, so you cannot answer or disconnect the call from the Bluetooth Headset Keys.

Q. I can't pickup the incoming call from the assigned BLF Softkeys.

A. Make sure that DSS Call Pick-up Station/Trunk is enabled in the CoS assigned to you.

Q. I have an ongoing call and a held call. When I handover the call, the held call remains in the application. Why?

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

Q. I have made the Handover request and then hold the call. I can't get the Handover call. Why?

A. After making Handover request, if you access any feature or make a new call, Handover request is terminated by the Server. You will not get the Handover call.

Q. I can't get proper video of remote user or remote user does not get proper video. What can I do?

A. Several reasons are possible, a few are mentioned below:
- Check whether you have sufficient network bandwidth required by the selected video Codec, at both ends.
- Check whether you have proper network connectivity between you and remote user.
- It may be possible that MTU size of video packet is different. Verify whether the remote application supports any programmable option to set Tx and Rx MTU Size. If it is supported, then program it as given below to support the video properly:
  - Rx MTU Size >=1300
  - Tx MTU Size <=1500

Q. Even after having a persistent internet connection, the VARTA ADR100 application is not receiving notifications, when in background?

A. The application is un-registered, since it is in the background for more than the number of days configured in the server. To register it again, you must bring the application in the foreground. The application will then start receiving notifications again, when in background. You may configure the timer for this as per your requirement. For more details, refer to *System Timers and Counts* in the respective System Manual.

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