VARTA AMP100 Application
User Guide

MATRIX

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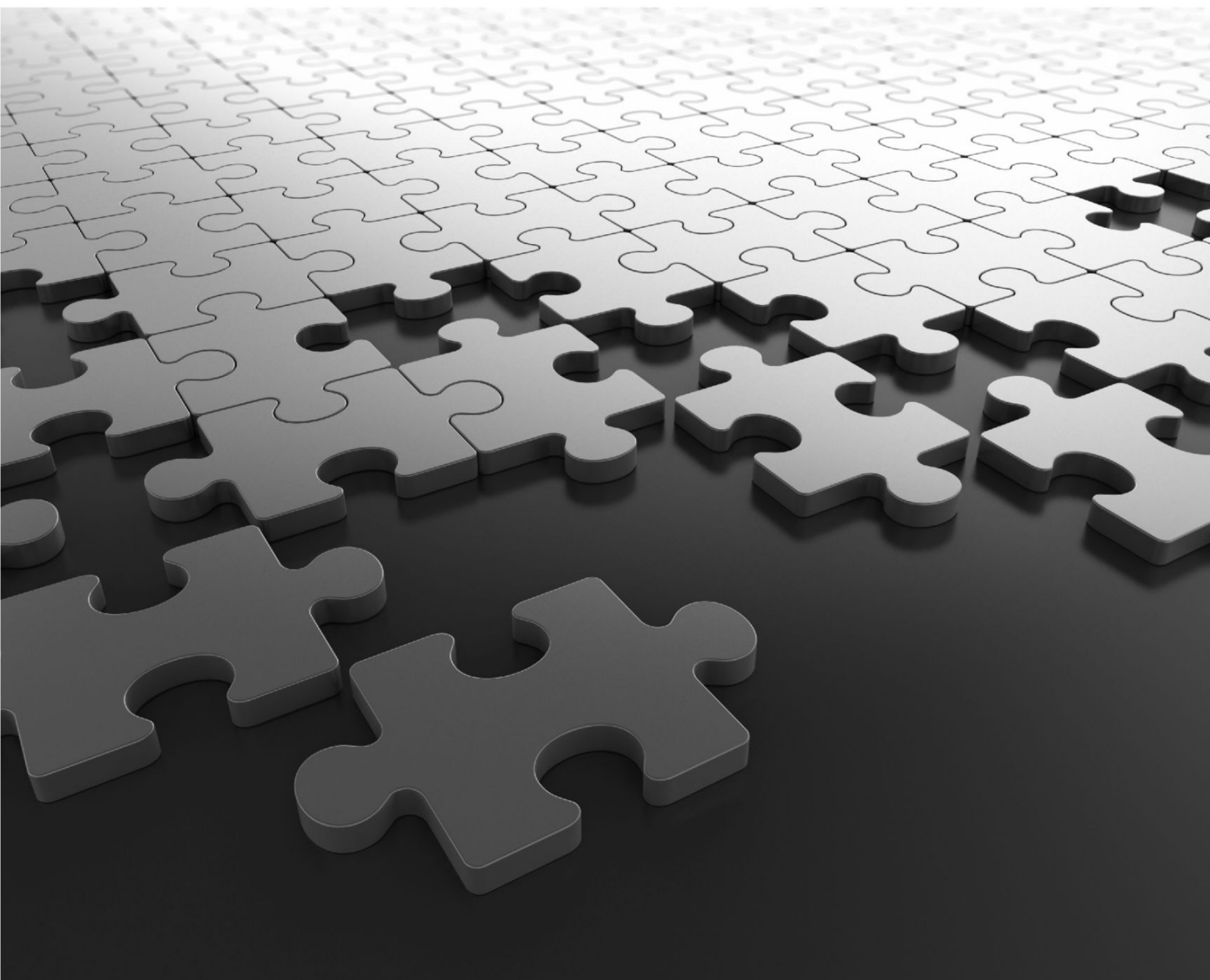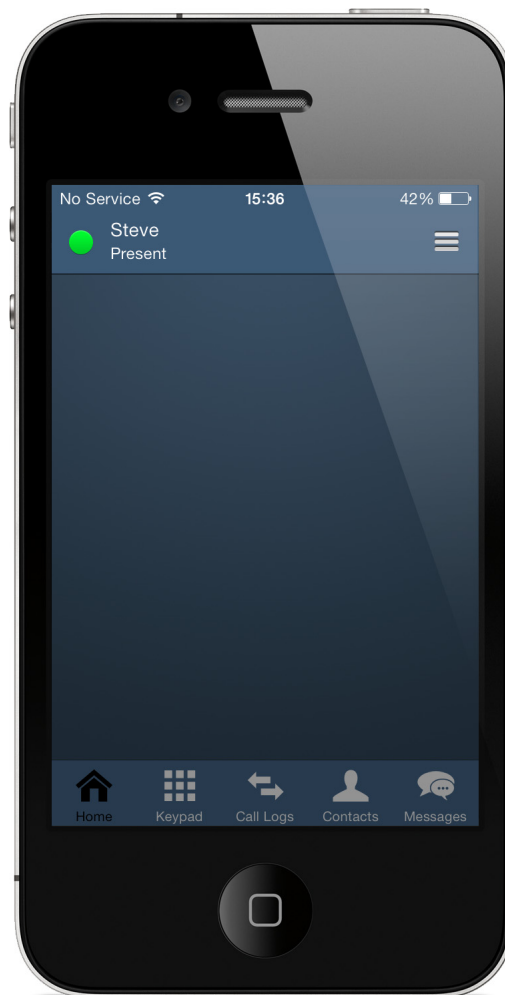![MATRIX TELECOM SOLUTIONS logo]

VARTA AMP100
The UC Client for Seamless Collaboration

User Guide

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Version 1
Release date: October 23, 2019

Contents

About this User Guide

This User Guide provides you all the necessary information about the MATRIX VARTA AMP100 Application such as installing the application on your iPhone, 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 AMP100 Application.

Make sure the MATRIX VARTA AMP100 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 the 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, understanding the elements and functions that appear in the GUI.
- Handle calls and operate the 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 find the relevant topics or information you want to look up.

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

Instructions

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 noteworthy information.

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 AMP100 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", "iPhone Application", "VARTA AMP100", "MATRIX VARTA AMP100 Application" are used synonymously to denote MATRIX VARTA AMP100 Application.

• "System" or "Server" is used to denote SARVAM UCS / PRASAR UCS/ ANANT UCS / ETERNITY NE[2] with which the VARTA AMP100 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 network connectivity provided by the cellular service provider.

  Among these, 3G connectivity is of prime importance to access the System features from your iPhone. 3G 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:** Any user who is registered with the System. In other words, an extension user denotes any extension which is connected/registered to the same system with which your MATRIX VARTA AMP100 Application is registered. Since you are using MATRIX VARTA AMP100, you are a 'mobile extension user' of the System.

• **External User:** Any user who is not an extension of the System.

• **Incoming Calls:** Calls received on your handset using the MATRIX VARTA AMP100 Application.

• **Outgoing Calls:** Calls made from your handset using the MATRIX VARTA AMP100 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 specific Matrix PBXs only.

- **Application/ iPhone Application:** The proprietary UC Client for iPhones, MATRIX VARTA AMP100 developed by Matrix. It can be registered with the System as an Extended SIP Extension.

- **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 AMP100 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

About MATRIX VARTA AMP100 Application

MATRIX VARTA AMP100, the UC Client running on iPhones, delivers a full-array of System features to the user on-the-go along with an added advantage of video calling. Through tight integration with the enterprise mobility features of the System, MATRIX VARTA AMP100 provides advanced call capabilities including Conferencing, Corporate Directory Access (Global Directory), IM, Call Logs and Conversation Recording with one-touch access. Other than these, you can take the advantage of using premium features like Presence notification/subscription and corporate Voicemail access to enhance your overall mobile experience.

Mobile workers can use any Wi-Fi or cellular data networks to stay connected with business communications while working from office, home or traveling to any location. An innovative and easy to understand user interface delivers all productivity features at fingertips that enhances speed of communication and collaboration with office users and customers.

Key Features

- **Mobile and Remote Workers support:** MATRIX VARTA AMP100 provides you the mobility that you need in today's highly competitive business environment; with the ability to access the System features easily once you are connected to either Wi-Fi or 3G network. Considering the case of roaming users, one can register MATRIX VARTA AMP100 with the System using the enterprise Wi-Fi network when working within the office (that is within the organization's dedicated Wi-Fi coverage area). While working out of the office (where Wi-Fi network may not be available), one can register the application using the Mobile Data (3G) network. This application also offers businesses an easy way to integrate their enterprises' voice solutions within the iOS family.

- **Dial by Extension:** Flexibility to reach to office users with direct extension number dialing.

- **Smart Directory Access:** Enhance business collaboration with easy and quick access to the extensions and other contacts.

- **Presence:** Supports changing your Presence status as well as viewing Presence status of other extension users.

- **Voicemail Access:** Access to the corporate Voicemail from any location ensures no opportunity is lost.

- **Multiple Call Support:** With multiple call support, you can easily handle multiple incoming calls, merge and split calls apart, and place users on hold with a simple tap. With this iPhone application, it's like taking your deskphone on the road.

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

- **Video Calling:** The application offers the added advantage of Video Calling.

- **Cellular to Wi-Fi Handover and vice-versa:** You can move an active call from the Cellular number (on the Cellular network) to your application (registered using Wi-Fi network) without disconnecting or redialing the number. Similarly Wi-Fi to Cellular Handover is also possible where you can manually handover your call from the Wi-Fi to the Cellular network.

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

- **IM and SMS:** The application allows you to send IM and SMS to remote users. It also supports the Emoji keyboard to add Emoticons (Smileys) in your messages.

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

- **Better Voice and Video Quality:** Using customized codec settings and video quality preferences, enhanced voice output and video rendering are available. If you are aware of the bandwidth and the network criteria of your location, you can select the proper codec and video quality option from the application to get optimum audio and/or video output.

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

- **Cost Effective Calling:** If you are using the enterprise Wi-Fi network to register MATRIX VARTA AMP100 with the System; calls made from the application will be almost free. Even if you are using the application via 3G 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 can be viewed in six different languages including English, French, German, Spanish, Portuguese and Italian.

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

- **Support of Apple Push Notification Service:** The support of APNS in VARTA AMP100 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 AMP100 License

For the functioning of the VARTA AMP100, a license must be activated. Matrix offers three types of licenses — VARTA Essential, VARTA Professional and VARTA Collaboration.

The following table lists the features which are supported in the VARTA AMP100 application after the respective license is activated.

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

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

Operating System

Make sure the iPhone in which you install MATRIX VARTA AMP100, runs on **iOS9 and above**.

CHAPTER 3   *Installing MATRIX VARTA AMP100 Application*

Before You Begin

Ensure that a Data Connection (Wi-Fi or Cellular Data) is available before you install MATRIX VARTA AMP100 application in your iPhone. Refer to the iPhone documentation for information about how to set up a data connection.

Downloading and Installing the MATRIX VARTA AMP100 Application

You can download MATRIX VARTA AMP100 application onto your iPhone directly from the **App Store**.

- On your iPhone, tap **App Store**.

- Tap **Search** and type **MATRIX VARTA AMP100**.

- Tap **Search**.

- From the search results, tap **MATRIX VARTA AMP100**.

- To install the application on your iPhone[3], tap **Install**.

  MATRIX VARTA AMP100 is installed on your iPhone.

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3. *The application can be installed in your iPad also. However, in iPad, it will appear similar to iPhone screen size and some features will not work at all or work with limited functionality.*

CHAPTER 4

Starting and Configuring the Application

Getting Started

- Tap **VARTA AMP100** in your Native Menu.

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

- Tap **Accept.**

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

Permission Support

While running the VARTA AMP100 application for the first time, you will be prompted with the permissions for sending notifications and accessing your phone's contacts, microphone and camera. To use the various features of VARTA AMP100 efficiently, you must allow the required permissions.

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

- **"VARTA AMP100" Would Like to Send You Notifications:** This permission is required by the VARTA application for sending notifications to you. Notifications may include alerts, sounds and icon badges.
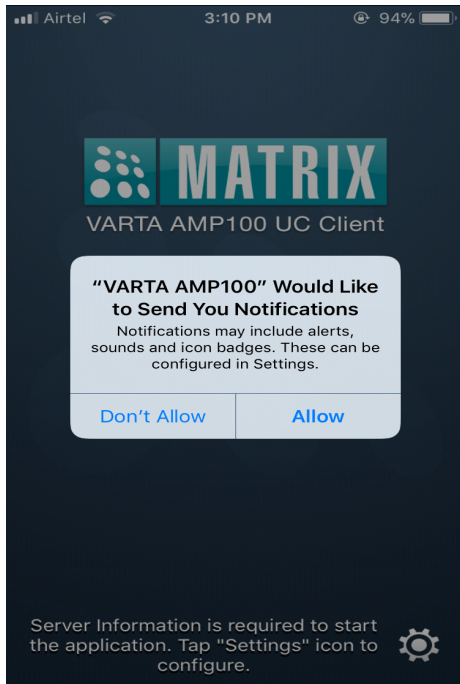
• Tap **Allow**.

• If you select **"Don't Allow"**, the application will not be able to send notifications and you will be prompted with the following dialog box.
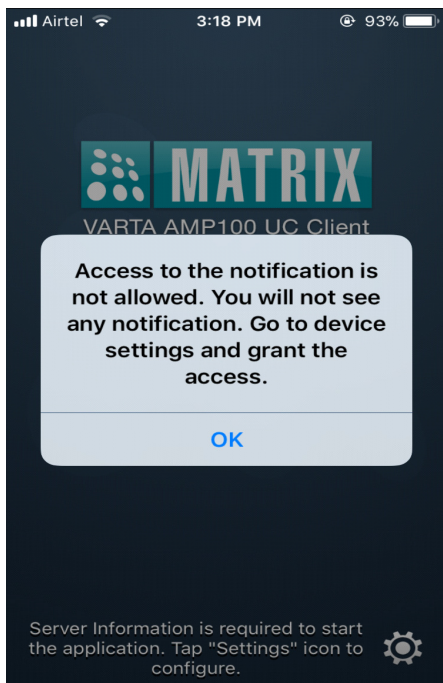
• Tap **OK**.

For accessing the notifications go to the device settings.

- **"VARTA AMP100" Would Like to Access Your Contacts:** This permission is required by the VARTA application to access your native contacts.
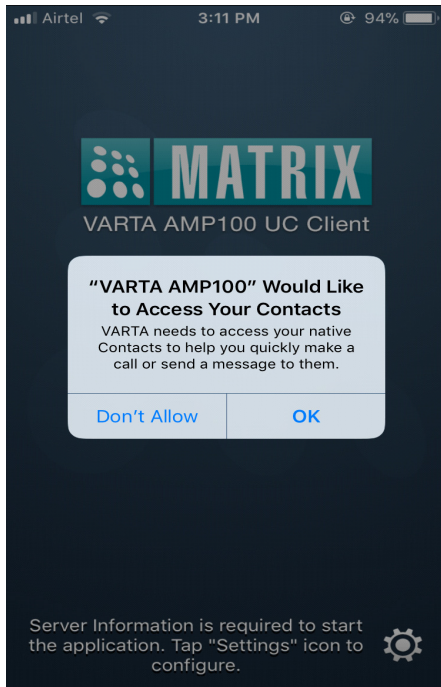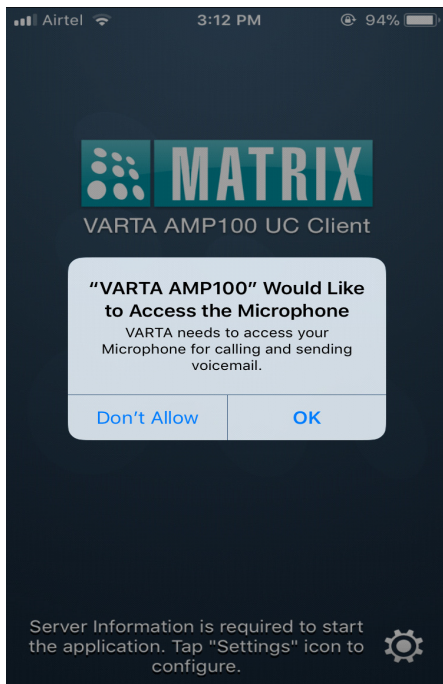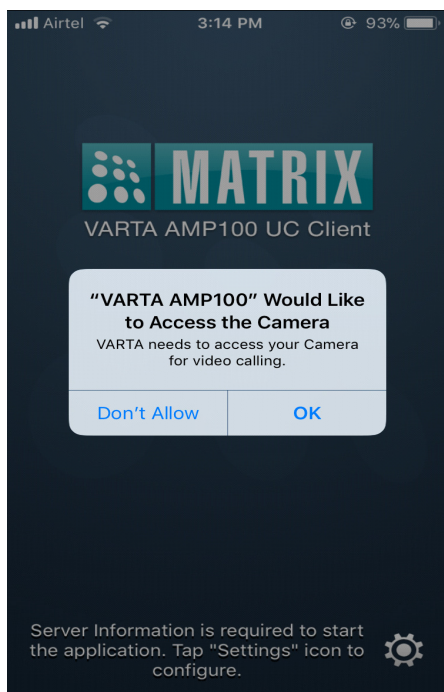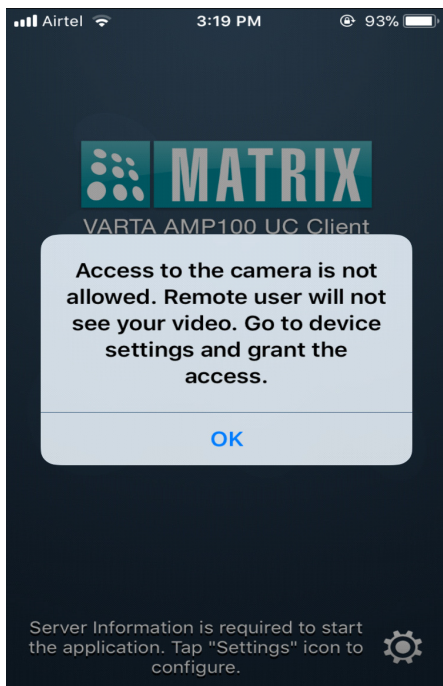

- Tap **OK**.

- If you select **"Don't Allow"**, the application will not be able to access your native contacts.

For allowing VARTA AMP100 to access the native contacts go to the device settings.

- **"VARTA AMP100" Would Like to Access the Microphone:** This permission is required by the VARTA application to access your microphone for calling and sending voicemail.

- Tap **OK**.

- If you select **"Don't Allow"**, the application will not be able to access the microphone and you will be prompted with the following dialog box.
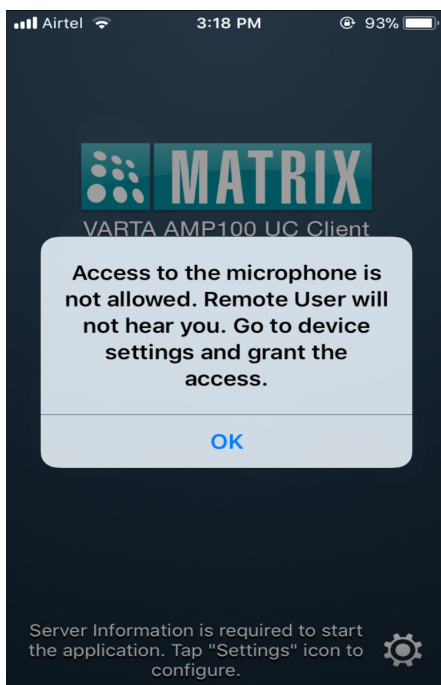
- Tap **OK**.

For allowing VARTA AMP100 to access the microphone go to the device settings.

- **"VARTA AMP100" Would Like to Access the Camera:** This permission is required by the VARTA application to access the camera for video calling.

- Tap **OK.**

- If you select **"Don't Allow"**, the application will not be able to access the camera and the following dialog box will be prompted.

- Tap **OK.**

 For allowing VARTA AMP100 to access the camera go to the device settings.

The following dialog box appears on the screen:
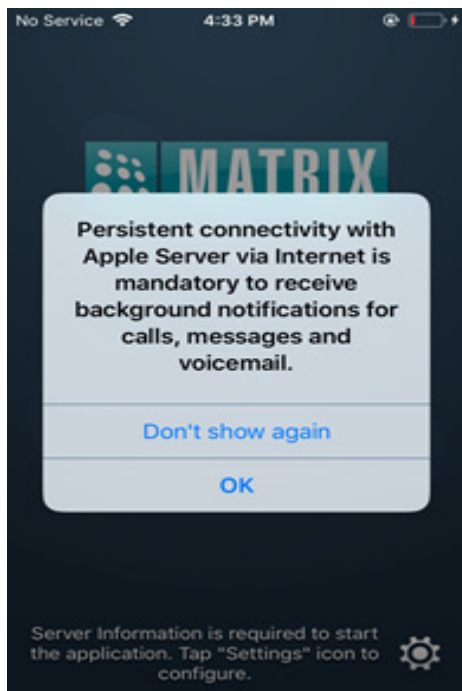
- If you tap **OK**, this dialog will appear every time you start the application.

- If you tap **Don't show again**, this dialog will appear every time you install the application.

You cannot access anything unless you respond to this dialog. The above dialog appears in iOS10 and above only.

Starting and Configuring the MATRIX VARTA AMP100 Application

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

You can register the VARTA AMP100 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.

Configuring and registering VARTA AMP100 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 file attached in the Auto Sign-In Mail.

- Select VARTA AMP100 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 AMP100 manually:

- Provide the Device ID generated by the application to your System Administrator. This must be configured in the System by your System Administrator. The unique **Device ID** can be accessed from the **Server Settings** of the application. The Device ID is displayed in "About Application". For details, see "Settings".

If you uninstall the application and reinstall later in your iPhone, the Device ID will change. So, you must update your System Administrator to reconfigure the new Device ID in the System.

- Get the IP Address and Port of the Sever (System) with which you want to register the VARTA AMP100 from your System Administrator.

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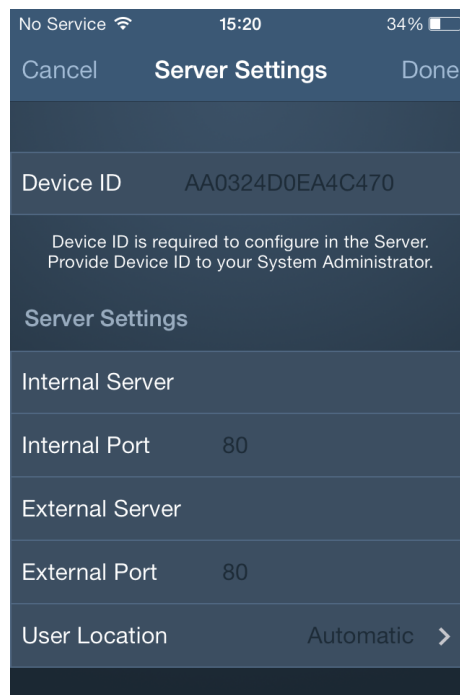
- Configure these details in the External Server Address and Port, when your phone is connected using the **Public** network or Internet.

For detailed information, see *"Server Settings".*

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

- Tap **Settings** ⚙ to configure the Server Settings.

No SIM 🛜	2:58 PM	40% 🔋

MATRIX
VARTA AMP100 UC Client

Server Information is required to start the application. Tap "Settings" icon to configure. ⚙

➡

No Service 🛜	15:20	34% 🔋

Cancel   **Server Settings**   Done

Device ID   AA0324D0EA4C470

Device ID is required to configure in the Server. Provide Device ID to your System Administrator.

Server Settings

Internal Server

Internal Port   80

External Server

External Port   80

User Location   Automatic ›

- Enter the information you collected from your System Administrator in Server Settings.

- Tap **Done**.

The application will automatically configure and register itself with the server.

- After successful registration, the **Home** screen of the application appears.

MATRIX VARTA AMP100
Home Screen

The Home screen displays the presence status, frequently used features and the shortcuts of other features created by you. The Menu icon on the Home screen redirects you to the Menu screen, that provides you access to other features.
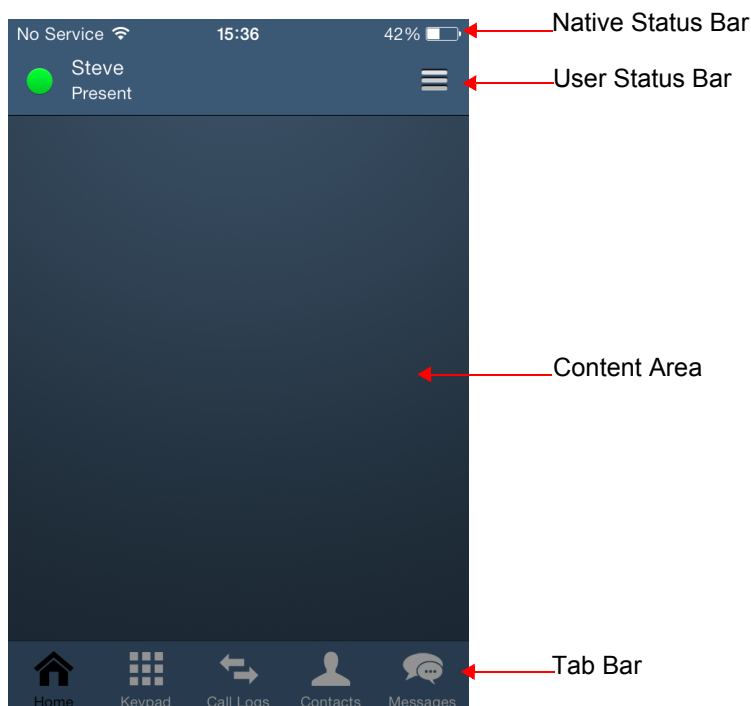
- **User Status Bar:** This bar displays your Name or Number (SIP ID), your presence status and the presence status message and the **Menu** ⬛ icon. You can change your presence status as per your preferences. For more details, see "Presence". **Menu** ⬛ allows you to access the additional features supported by the application. See "Menu" for more details.

- **Content Area**: Shortcuts of frequently used features can be placed here. For creating Shortcuts, see "Menu".

  The Notifications for Ongoing call, Callback, Auto Redial and Account Code Synchronization are also displayed on the Home screen.

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

Icon	Name	Description
🏠	Home	Tap to view the Home screen of the application.
⌗	Keypad	Tap to dial a number using the Keypad.
⇄	Call Logs	Tap to view the Call Logs. See "Call Logs".
👤	Contacts	Tap to view the Contacts of the System. See "Contacts".
💬	Messages	Tap to send/receive Instant Messages (IM) as well as SMS. See "Messages".

*In this User Guide, the term **Home screen** has been used exclusively to denote the VARTA AMP100 Home screen.*

Receiving Notifications when MATRIX VARTA AMP100 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. Make sure you have allowed the permission required to access the notifications. For more information, refer "Permission Support".

If you exit the application, notifications will not be received.

If you want to receive calls, messages and voicemail notifications after exiting the application, make sure **Calls and Messages after Exit** is enabled. For more information, refer "Call Settings".

You can customize the settings of Notification Center as per your requirement from the **Native iOS Settings**

To change these settings, on the Native iPhone screen,

- Tap **Settings**.

- Tap **Notification Center**.

- Tap **VARTA AMP100** and configure the following,

    - **Alert Style:** Tap the desired style to receive notifications of incoming calls and messages when VARTA AMP100 is in the background. If you tap None, no notification will be displayed.

- **Badge App Icon:** Enable to display the badge notification for missed calls/new messages/new voicemails on the VARTA AMP100 icon.

- **Sounds:** Enable to hear VARTA AMP100 ring when it is in the background.

- **Show in Notification Center** (if desired)**:** Enable to display VARTA AMP100 notifications in the iPhone's notification center.

- **Show on Lock Screen:** Enable to hear VARTA AMP100 ring or receive notifications while the iPhone is locked.

Exiting MATRIX VARTA AMP100 Application

- Press the **Home** button of your iPhone twice successively.

  The list of active applications appears.

- From the list, search for **VARTA AMP100** .

- Swipe up the preview screen of **VARTA AMP100** to exit.

There are multiple ways of making calls from the application. Among them, the most convenient way is using Siri.

The other methods include making calls from Keypad or Contacts or Call Logs or Favorites.

You can also make calls to the Native Contacts though the application. For more information, refer "Making Calls from Native Contacts".

Making Calls using Siri

For iOS Version 10 and later

You can make audio or video calls to any desired contact through VARTA AMP100 application using Siri.

To make a call,

- Long press the **Home** button[4].
  OR
  Say **HeySiri**[5].

- You can command Siri to call any desired contact[6] or number using VARTA AMP100 application. For instance: You can say "Call <Jessica> using VARTA".

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4. *Make sure you have enabled **Press Home for Siri** option in the Native iOS Settings.*
5. *Make sure you have enabled **Listen for "Hey Siri"** option in the Native iOS Settings.*
6. *Make sure your native contacts are displayed in the VARTA contacts, if you wish to call your native contacts through VARTA AMP100 application using Siri. To know the ideal settings, for displaying your native contacts in VARTA contacts, see "Filtering Contacts".*

- You will be prompted with a permission for accessing VARTA AMP100 application, when making a VARTA call for the first time using Siri.
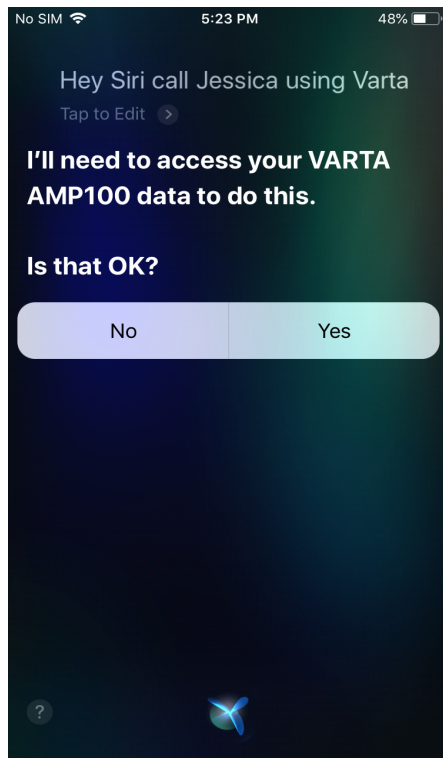
- After you allow the above permission, the call will be placed through the VARTA AMP100 application.
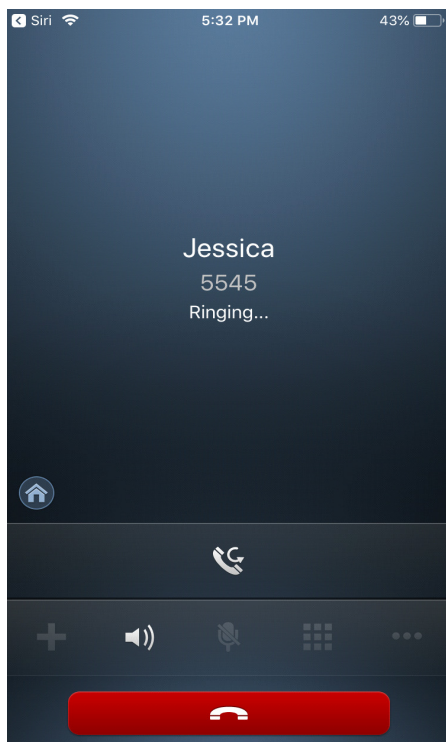
Similarly, you can make video calls through VARTA AMP100 application using Siri. To do so, command Siri to make video call using VARTA AMP100. For instance: You can say "Video Call to <Jessica> using VARTA".

VARTA AMP100 application allows you to call the desired contact using Siri, even when there are multiple contacts with identical names. When you command Siri to call a contact using VARTA AMP100 application, all the possible matches are displayed. You can tap the desired contact or command Siri to call the desired option.

- *Make sure you have a persistent internet connection for making VARTA calls using Siri.*

- *You can use the keywords like VARTA, AMP, VARTA AMP100 for commanding Siri to make calls using VARTA AMP100 application.*

- *It is recommended to select English as the commanding language for making VARTA calls. You can select the same in the Native iOS settings.*

- *Make sure you have enabled **Allow Siri When Locked** option in the Native iOS Settings, if you wish to make VARTA calls using Siri without unlocking the screen.*

Making Calls from Keypad

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

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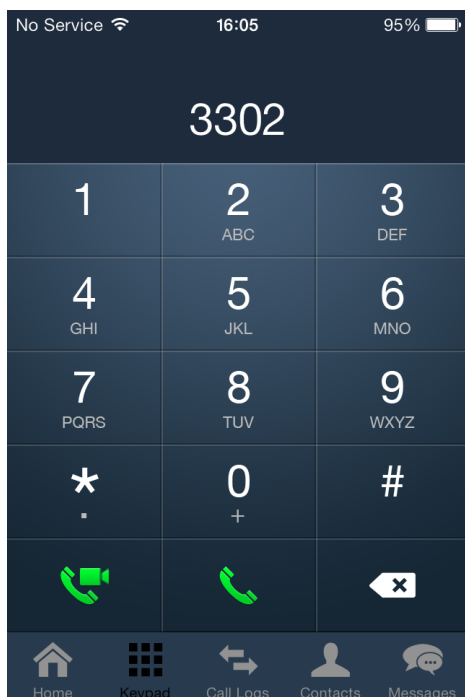
- Tap **Audio Call** , to make an audio call.

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

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

To make an external call using another Trunk Access Code,

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

- Dial the desired **Trunk Access Code** and 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 the Global Directory[7],

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

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

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

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

Making Calls from Contacts

- Tap **Contacts** ![contacts icon] on the **Home** screen. Search for the desired contact.

> - *Make sure you have allowed the permission required to access your native contacts Also, **Display Phone Contacts** option should be enabled.Only then, the native contacts will be visible.*
> - *Permissions for VARTA AMP100 Application can be managed through your Device's Settings.*
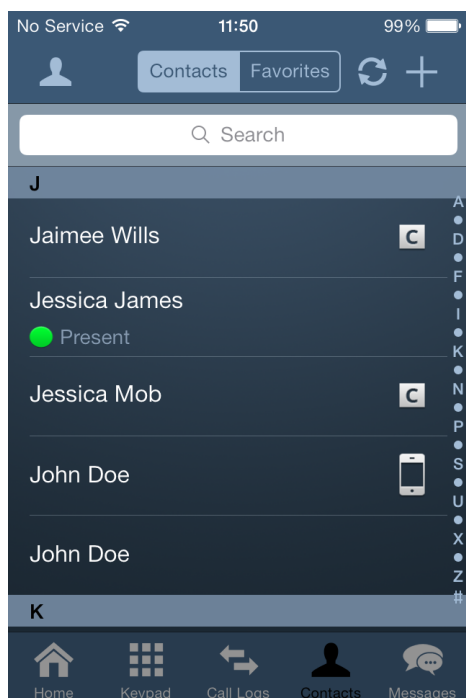
- Tap the desired entry.
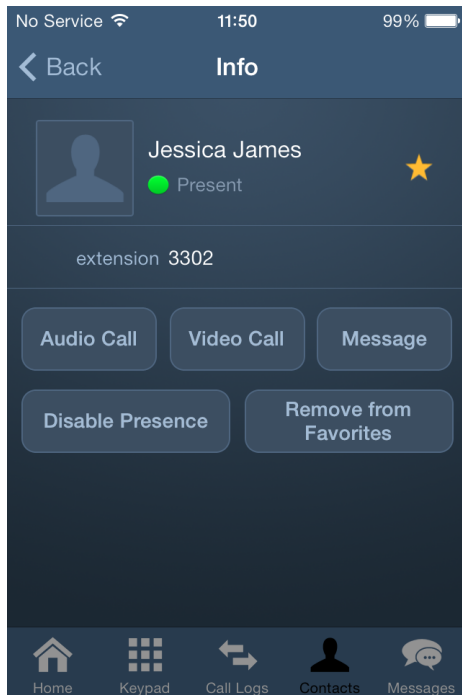
- Tap **Audio Call** to make an audio call.

- 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.*
- *For video calls, 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 AMP100 Application can be managed through your Device's Settings.*

Making Calls from Call Logs

- Tap **Call Logs** ⬌ on the **Home** screen.
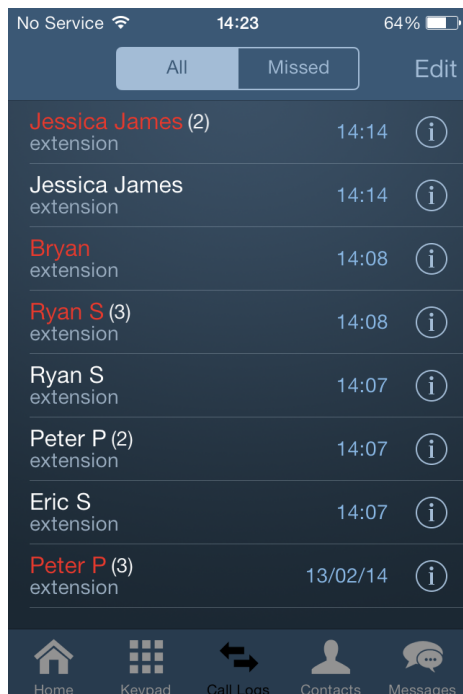
- In **All** logs, tap **Call Log Details** ⓘ for the desired entry.
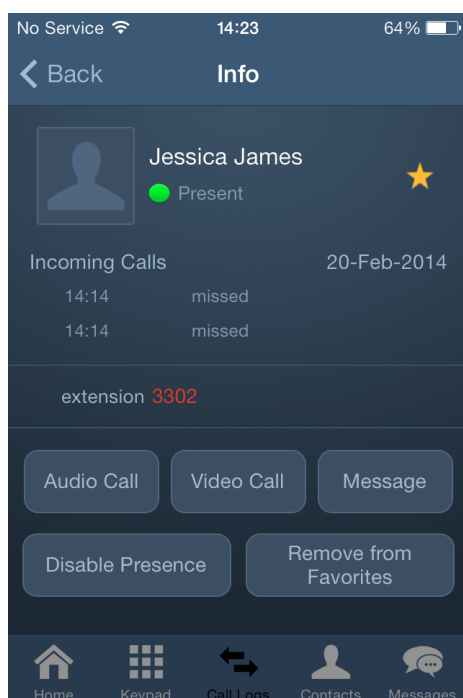
- Tap **Audio Call** to make an audio call.

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

- Similarly, you can make calls from the **Missed** call logs.

- *Instead of tapping **Call Log Details*** *for the desired entry, you can place an audio call directly by tapping the entry itself in **All/Missed** call logs.*

- *In **All/Missed** 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 **Contacts** [icon] on the **Home** screen.
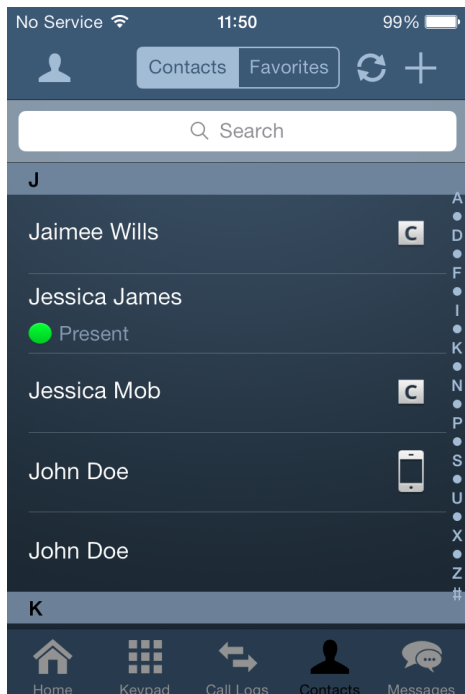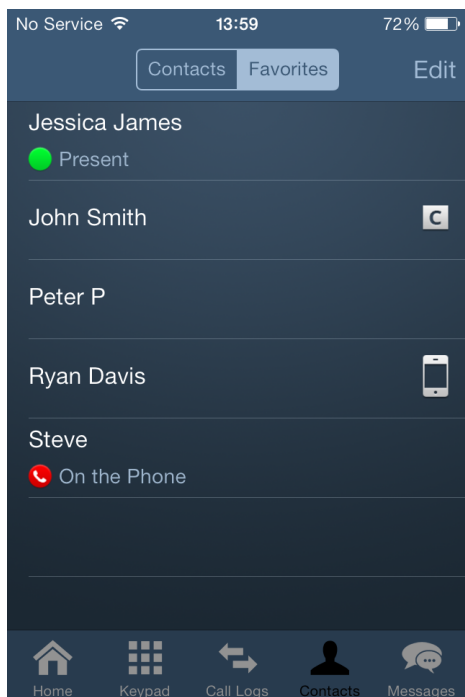
- Tap **Favorites**.

- Search for the desired contact and tap the desired entry on **Favorites**.
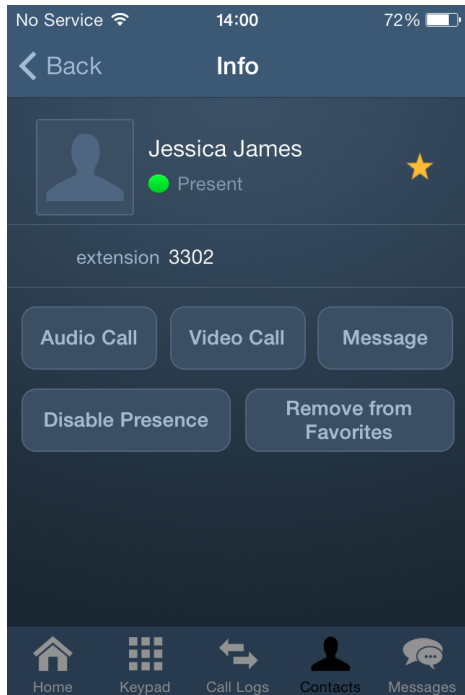
- Tap **Audio Call** to make an audio call.

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

You can create Favorites from the Contacts list. Refer "Adding Contacts to Favorites".

Making Calls from Native Contacts[8]

For iOS Version 10 and later

You can make audio or video calls to any contact from the Native Contacts List through **VARTA AMP100** Application.

To make an audio call,

- Tap on the Native Contacts of the iPhone.

- Tap on the contact you want to make call to.
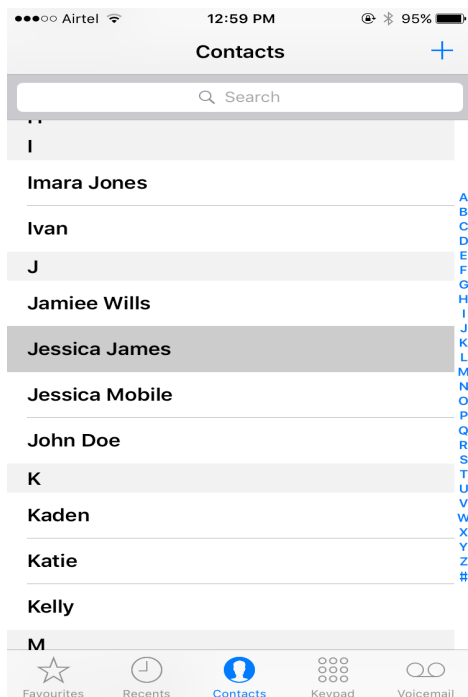
- Long Tap on in the Native Contact Detail screen.

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8. *To comply with the Chinese (MIIT) laws and regulations, this feature is not supported in China, Macau and HongKong.*

MATRIX VARTA AMP100 User Guide
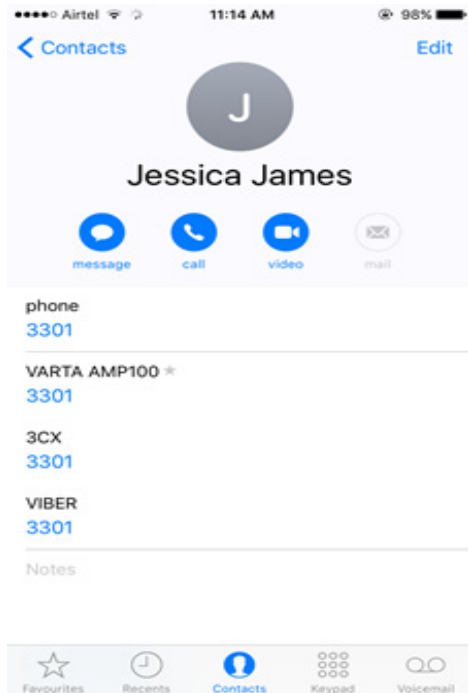
You will be provided with the list of applications.
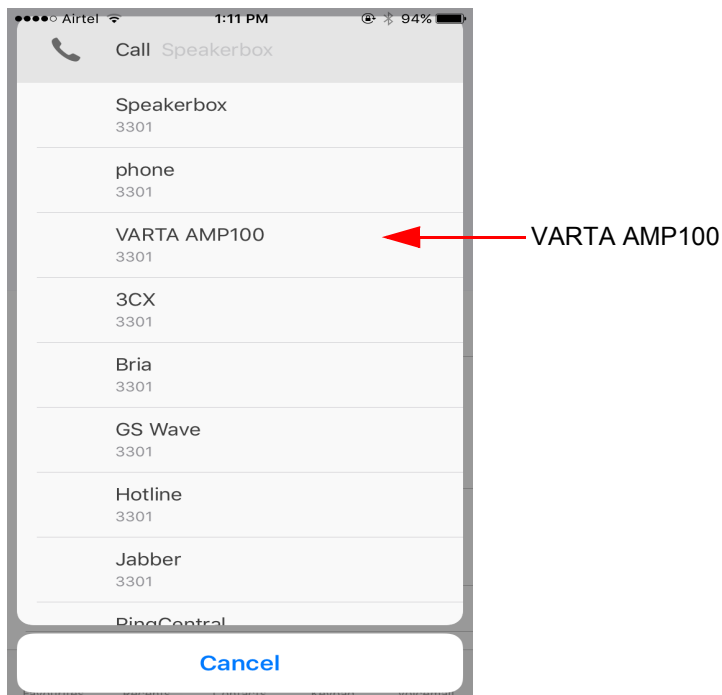
VARTA AMP100

- Select **VARTA AMP100** Application.

- The audio call will be made through the **VARTA AMP100** Application.

- Similarly, long Tap on [icon] in the Native Contact Detail screen and follow the above steps to make a video call.

If the contact has been called through VARTA AMP100 Application previously,
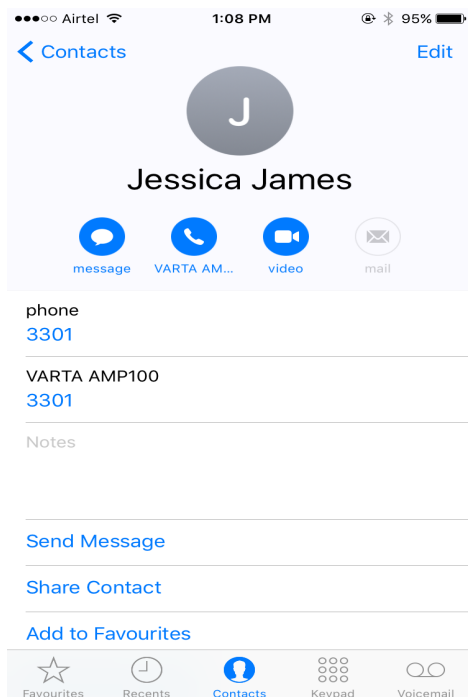
- Tap on in the Native Contact Detail screen to make an audio call.

- Tap on in the Native Contact Detail screen to make a video call.

The call will be placed directly through the VARTA AMP100 Application.

Similarly, you can make calls from **Native Favorites** or **Native Call Logs** of the iPhone.

- *Make sure you have allowed the permission required to access your phone's microphone.Only then, you will be able to make calls.*
- *For video calls, 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 AMP100 Application can be managed through your Device's Settings*

.

Receiving Calls

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

For iOS Version 9

The following is also applicable for iOS Version 10 and later if Native Integration is disabled. For details, see Native Integration in "Call Settings".

The following screen will be displayed during an incoming call.
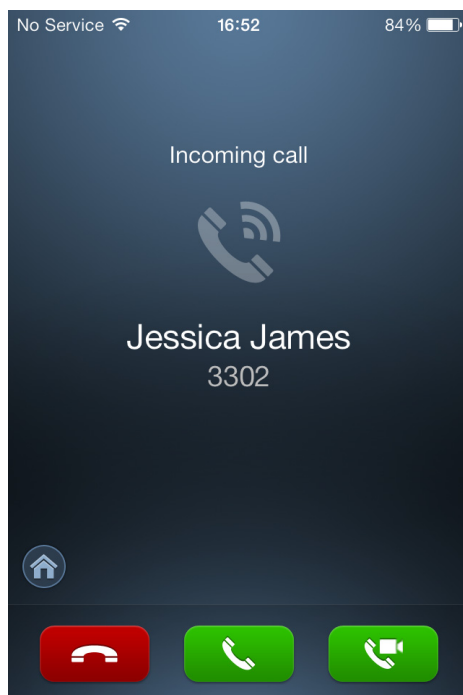
Icon	Name	Description
	Reject	Tap to reject an incoming call.

Icon	Name	Description
	Audio Answer	Tap to answer an incoming call as audio call.
	Video Answer	Tap to answer an incoming call as video call.

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

- *Make sure you have allowed the permission required to access your phone's microphone.Only then, you will be able to receive calls.*
- *For video calls, 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 AMP100 Application can be managed through your Device's Settings.*

Incoming Call Notification when Application is in the Background

You will receive notification for an incoming call, when your application is in the background only when you have a persistent internet connection. Make sure, you have enabled **Notifications** and have set the appropriate **Alert Style** in **Native iOS Settings** for VARTA AMP100. For details, see "Receiving Notifications when MATRIX VARTA AMP100 Application is in the Background".

For iOS Version 10 and later

Make sure you have enabled the Native Integration in "Call Settings". For more information, refer "Native Integration".

Call Screen Functionality

During an active call, you can access the features and facilities of the System. You can also convert an active Audio Call into a Video Call and vice-versa. For detailed description on handling of Audio and Video calls, refer following details.
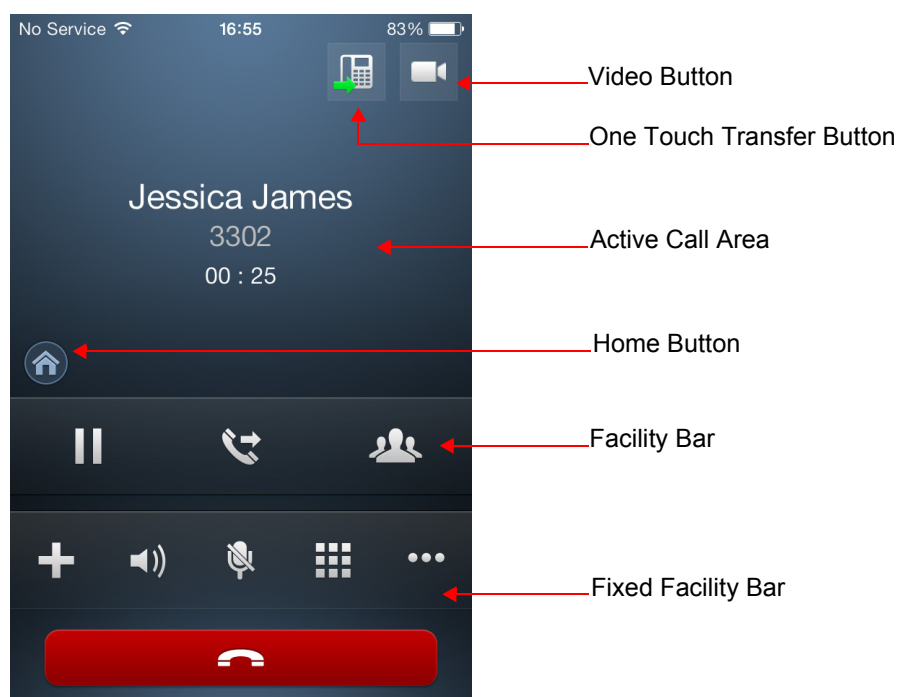
Icon	Name	Description
📹	Video Button	Tap to convert the active audio call into a video call.
📠	One Touch Transfer	Tap to transfer the active call to a fixed number. Refer "One Touch Transfer".
Facility Bar[a]		
⏸	Hold	Tap to put the active call on hold. Refer "Call Hold".

Icon	Name	Description
	Transfer	Tap to transfer the active call. Refer "Call Transfer".
	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".
	Speaker	Tap to activate the Speaker. Refer "Toggling between Speaker, Handset (iPhone) and Headset".
	Mute	Tap to mute the active call. To unmute, tap .
	Keypad	Tap to open the keypad which is required for accessing voicemail or IVR (Interactive Voice Response). To close the keypad, tap .
	More	Depending on your Class of Service the More feature icon will be visible and you will be able to access it. Click More. A popup list appears with the additional features.
	End Call	Tap to disconnect the active call.

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

Toggling between Speaker, Handset (iPhone) and Headset

During an active 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.

At a time, you can talk using either the Handset or the Wired Headset (if connected).

You can also pair a compatible **Bluetooth Headset** with your iPhone, if required. During an active call, when you are in speech using a **Bluetooth Headset**,

- To switch the speech path, tap **Speaker - Bluetooth** .
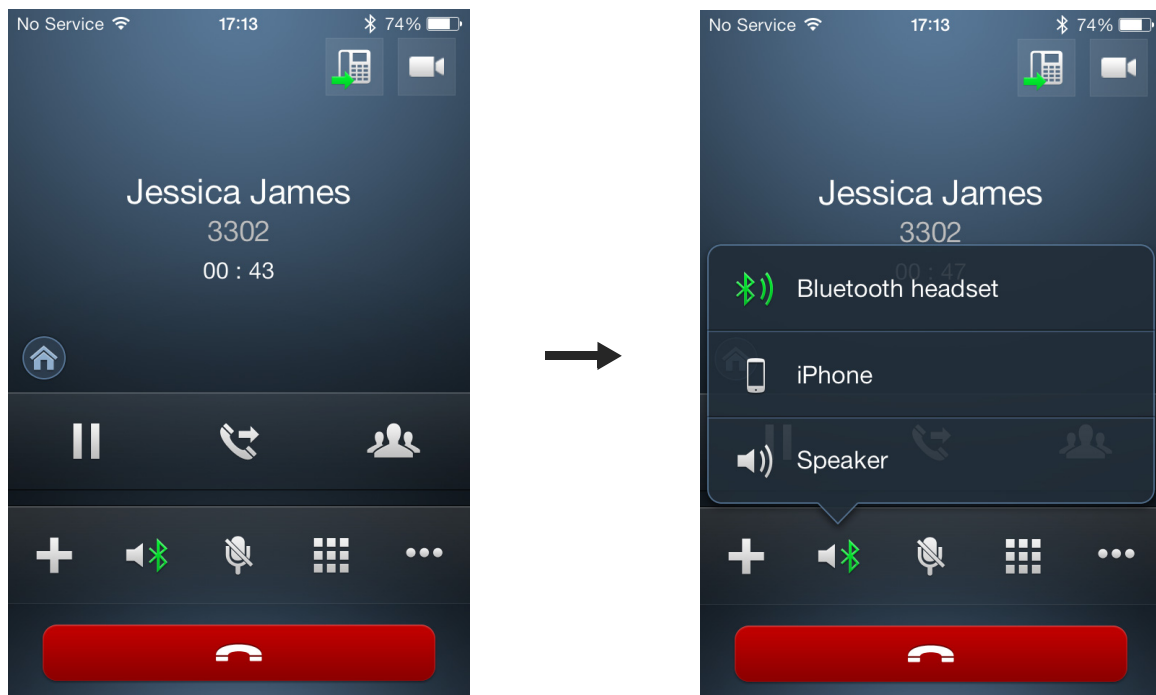
- To switch to the Handset/Wired Headset, tap **iPhone**.

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

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

- To switch the speech path, tap **Speaker - Bluetooth** .

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

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

Converting an Audio Call to a Video Call

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

- *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 AMP100 Application can be managed through your Device's Settings.*
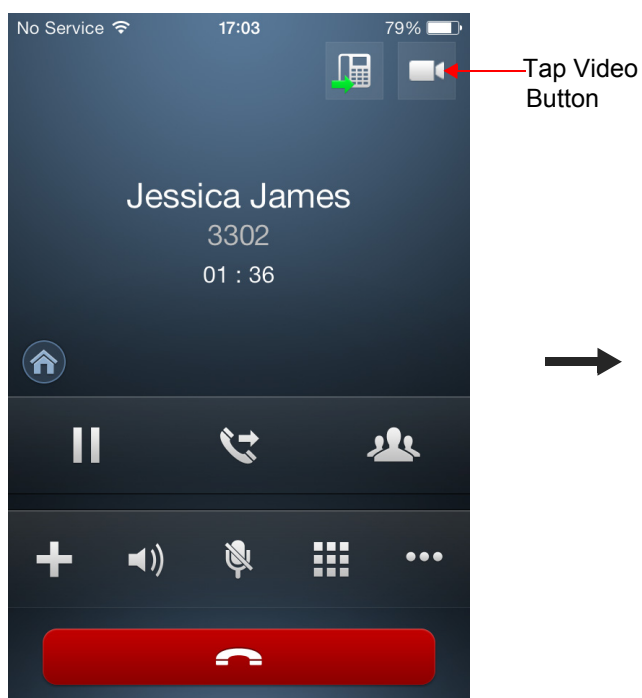
Accessing features during a Video Call

Tap anywhere on the Video call screen. You'll get the feature access options
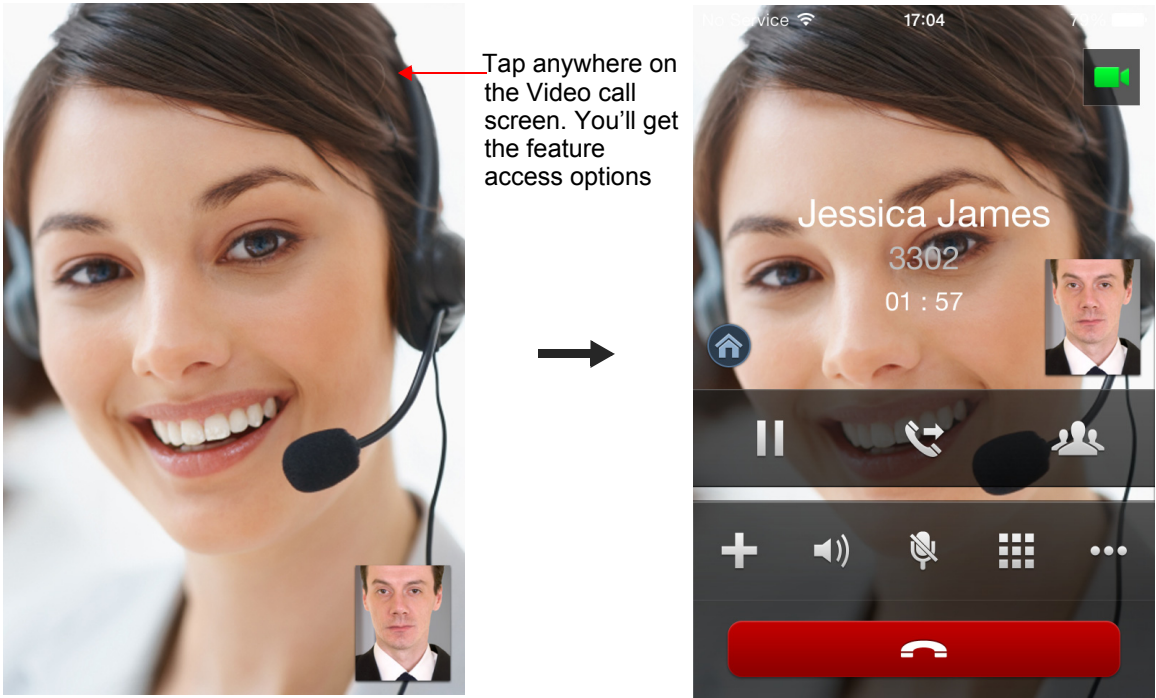
- Tap **Video** .
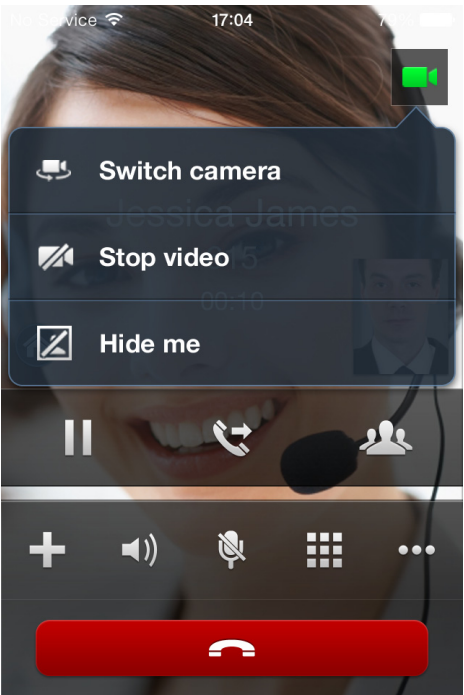
Icon	Name	Description
	Switch camera	Tap to switch between the front and the back camera.

Icon	Name	Description
	Stop video	Tap to stop the video. The video call is converted to an audio call.
	Hide me	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. Further, your preview will not be displayed to you. To start sending your video again, tap **Show me** .

Only **Show me** option will be visible, if the Camera access is not permitted to VARTA AMP100 in your Native iOS settings.

Remote User switches from an Audio Call to a Video Call

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

Tap **Yes**, if you want to accept and switch to Video call. Else tap **No** to reject and remain in Audio call.

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

Ongoing Call Notification on Home Screen

If you have an active (ongoing) call, it is displayed on the **Home** screen.

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

  The **Ongoing call** bar appears.

Tap here →

→
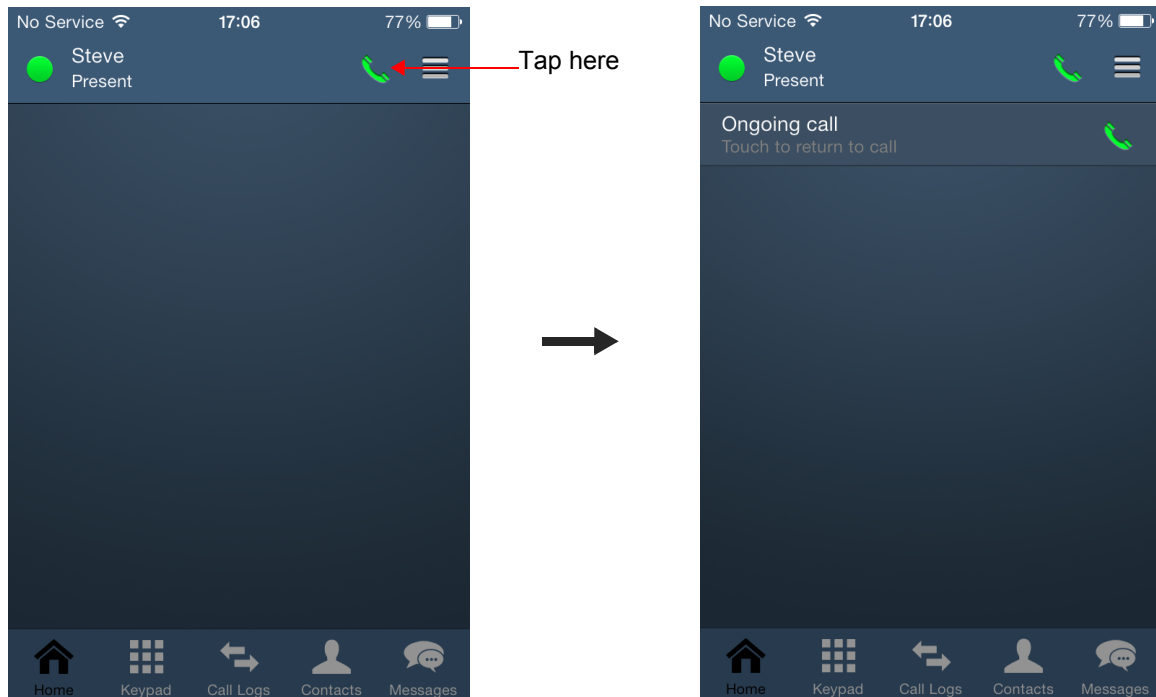
- Tap the **Ongoing call** bar. You return to the active call.

CHAPTER 9   *Making a Second Call*

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

During an active call,

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

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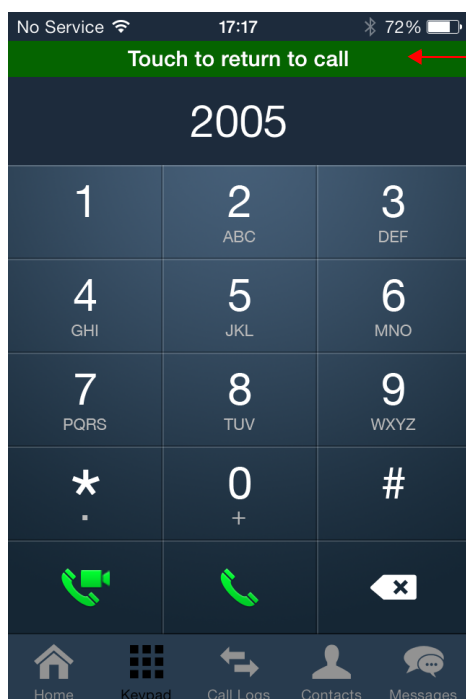
Tap to return to the Call screen without making another call

- 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** 👤 or **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. For more information on Call Waiting Beeps, refer to "Call Settings".
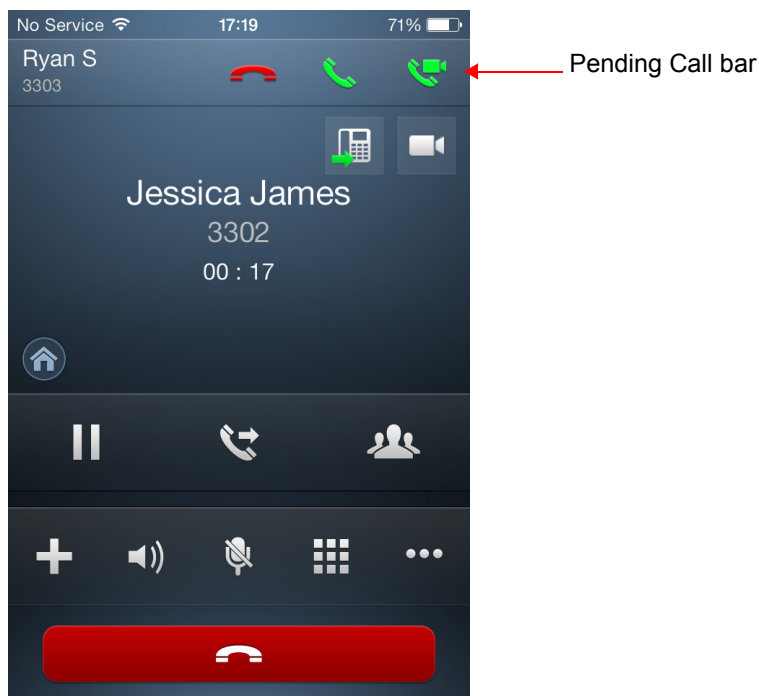
Pending Call bar

On the Pending Call bar,

- Tap **Audio Answer** , to answer the incoming call as audio call.

- Tap **Video Answer** , to answer the incoming call as video call.

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

Handling Multiple Calls

More Calls in the Pending Call bar, contains the details of held calls or waiting incoming calls. You can either answer or reject the waiting incoming calls or unhold the calls put on hold.

- Tap **More calls** in the **Pending Call** bar. The details of waiting incoming calls and/or held calls are displayed.

For the waiting incoming call(s),

- Tap **Audio Answer**   , to answer the waiting incoming call as an audio call.

- Tap **Video Answer**   , to answer the waiting incoming call as a video call.

- Tap **Reject**   , to reject the waiting incoming call.

For the held call(s),

- Tap the **held call** to resume speech.

Similarly, you can handle multiple waiting incoming calls or held calls.

Call Handling through Native Application

Call Handling through Native Application allows you to place calls through the cellular network when the VARTA AMP100 application is not registered.

Routing a VARTA AMP100 Call through the Native Application

When the MATRIX VARTA AMP100 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** option in **Call Settings**. For more information, see "Call Settings".

To do so,

- Dial the desired number using the VARTA AMP100 Keypad or select the number from Contacts/Call Logs/ Favorites of VARTA AMP100 application.

- Tap **Audio Call**   .

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

- *You cannot place a video call through the Native application by tapping the **Video Call**   button of VARTA AMP100.*

- *Although you can place a VARTA AMP100 audio call using the Native application, the reverse is not possible. So, you cannot place a Native call using the VARTA AMP100 application.*

Handling a VARTA AMP100 Call and a Native Call

During an ongoing VARTA AMP100 call if you receive a Native incoming call or make a Native outgoing call, all audio resources are immediately occupied by the Native application. In such conditions, VARTA AMP100 application will handle calls as mentioned in the table below:

State of the VARTA AMP100 call	Action taken by VARTA AMP100 on receiving a Native incoming call or making a Native outgoing call
Ongoing matured VARTA AMP100 call	The VARTA AMP100 call will be put on hold. You can resume the call only after you disconnect the Native call. However, if due to any reason, the VARTA AMP100 call cannot be put on hold, it will be dropped.
Ongoing Multiparty Conference call	You will leave the Conference temporarily. You can rejoin the Conference only after you disconnect the Native call.
New incoming VARTA AMP100 call is received	The call will remain as it is. You can reject this call. To answer the call, you must disconnect the Native call first.
Any other call state	The call will be disconnected.

If you have an ongoing Native call, you cannot make a call from VARTA AMP100 application. You must disconnect the Native call first before placing a VARTA AMP100 call.

Call Features

The Call features include all those features that you can access during a call. Availability of any feature depends on the Class of Service (CoS) assigned to you by the System Administrator. Following Call features are supported by the VARTA AMP100 application.

Supported Call Features

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

Call Hold

For iOS Version 10 and later

Make sure you have enabled Native Integration in *"Call Settings"*.

Call Hold enables you to put an ongoing conversation on hold
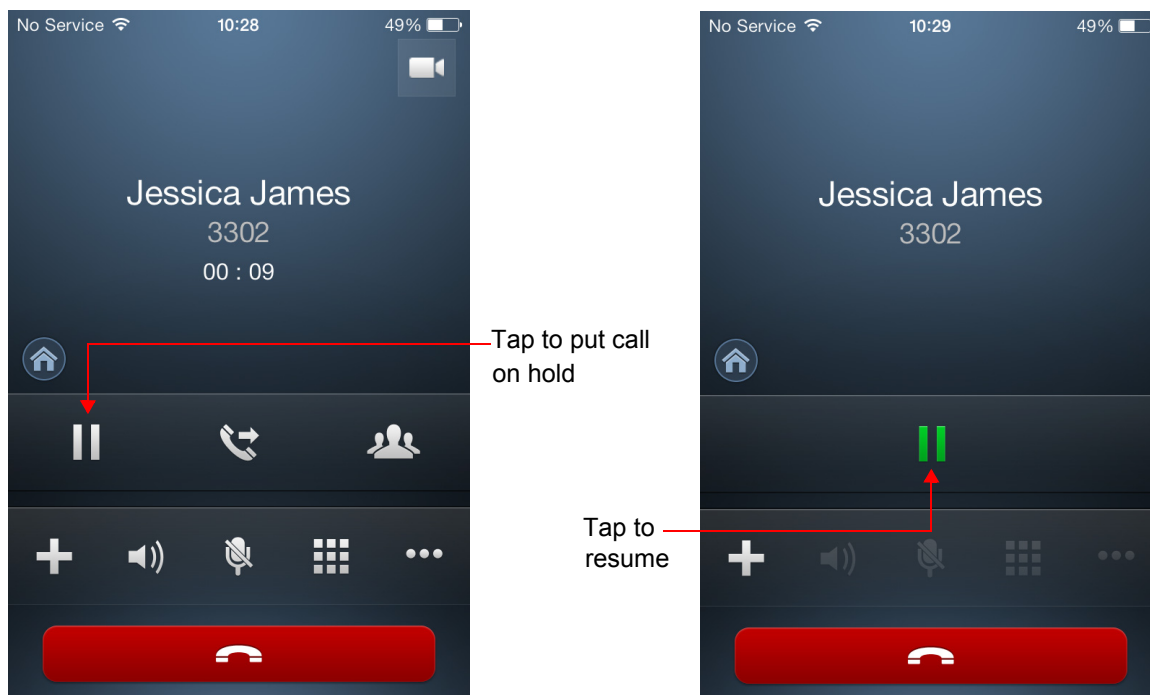
Tap to put call on hold

Tap to resume

For iOS Version 9

The following is also applicable for iOS Version 10 and later if Native Integration is disabled. For details, see Native Integration in "Call Settings".

After placing the call on hold, you send the application in the background. In such cases, you will not be able to retrieve this held call as the operating system will suspend the application and the call will get disconnected.

Call Transfer

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

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 the call using the Keypad or Contacts or Call Logs or Favorites. To know more, see "Making a Second Call".

Tap here

- The dialed number rings.

Tap here
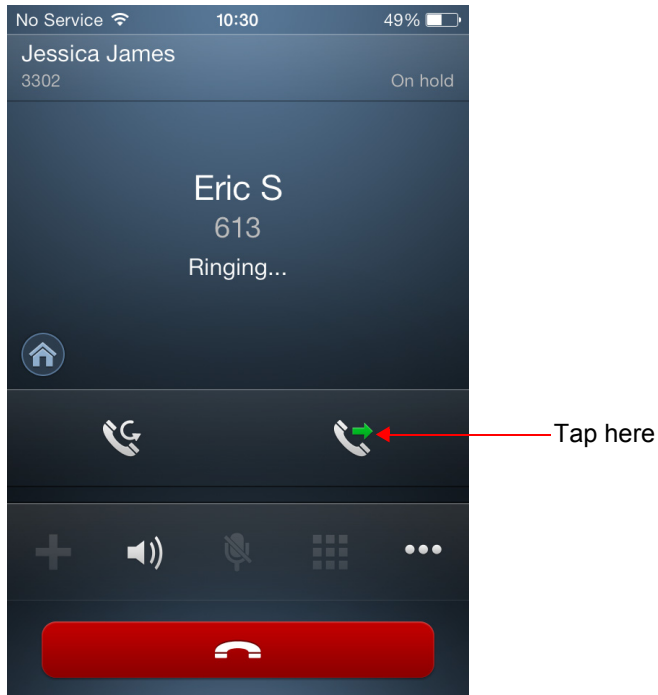
• Tap **Transfer Complete** .

 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 the call using the Keypad or Contacts or Call Logs or Favorites. To know more, see "Making a Second Call".

Tap here

- The dialed party answers the call.

Tap here
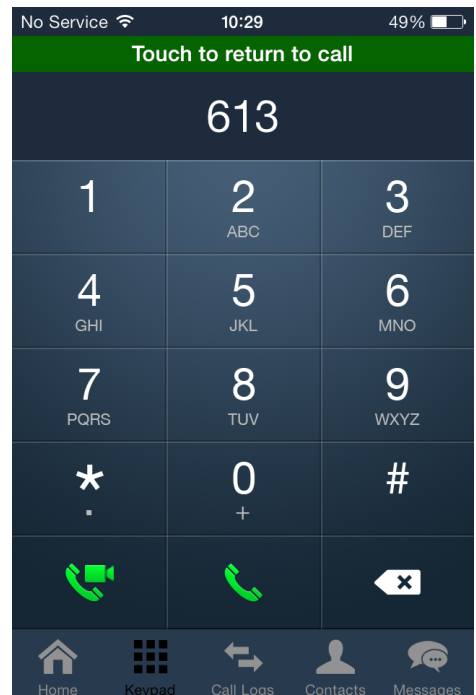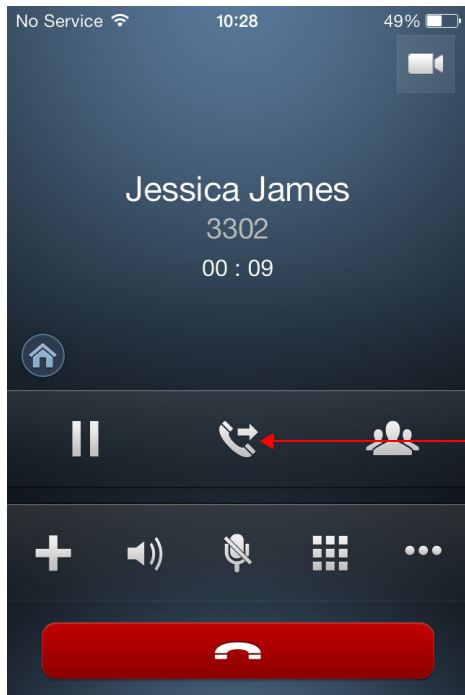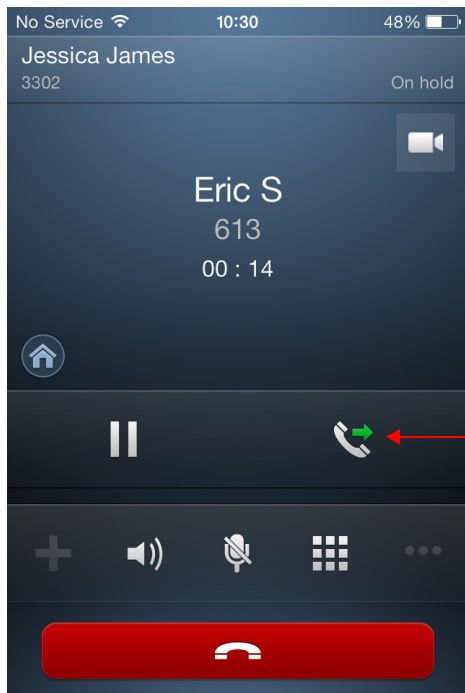
- Tap **Transfer Complete** .

Call Toggle

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

During an active call,

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

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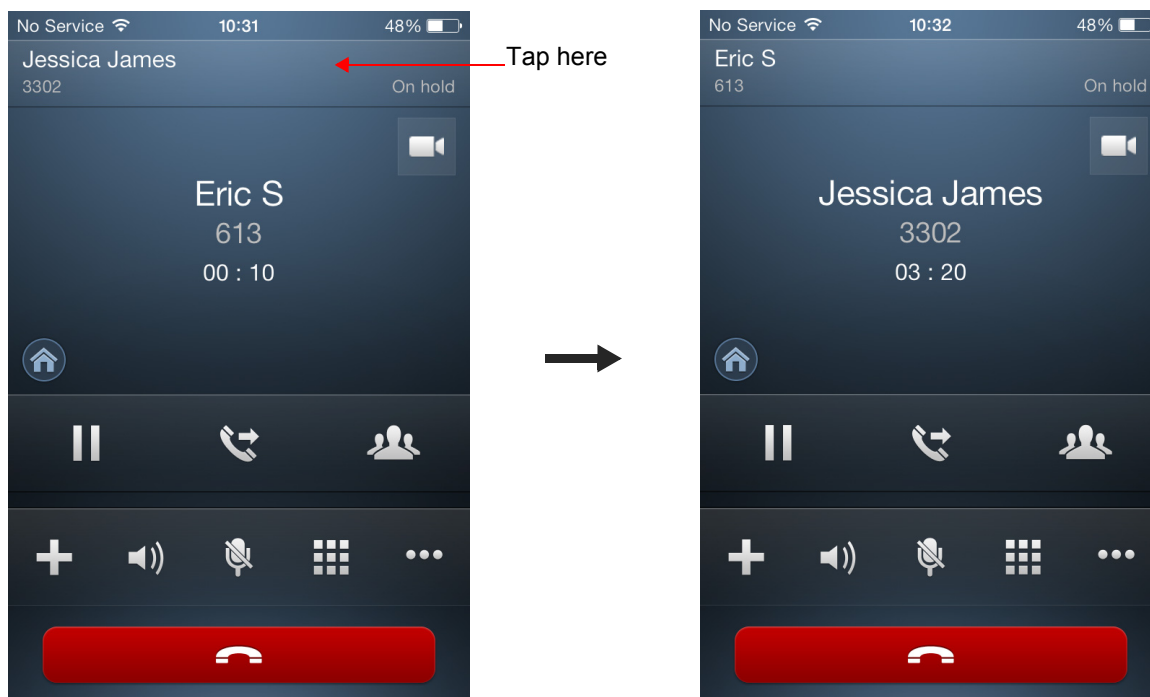
- Repeat the previous step again, to talk to the party on hold.

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

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

Conference 3-Party

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

A video call will be converted to an audio call while creating a 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 using the Keypad or Contacts or Call Logs or Favorites. To know more, see "Making a Second Call".


Tap here

- The dialed party answers the call.
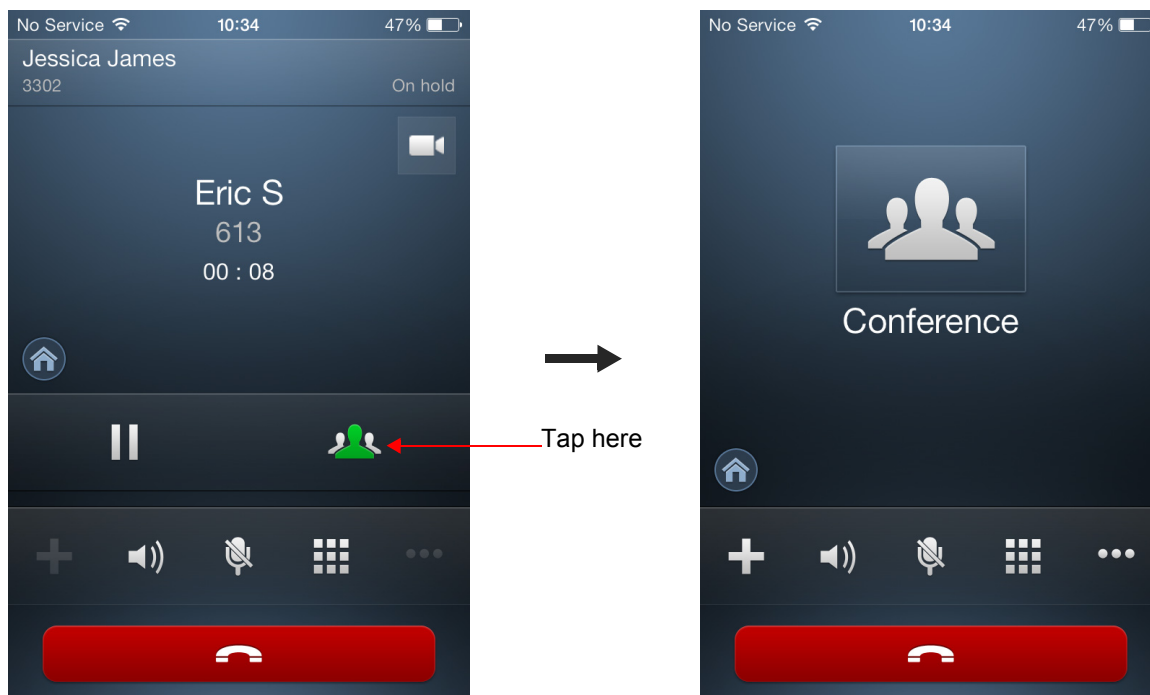
- Tap **Conference Complete** ![icon].

  A 3-party Conference is established.

Splitting the Conference to make a Private Talk

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

- Tap **Conference** ![icon] on the Conference screen.

  The details of the participants are displayed.
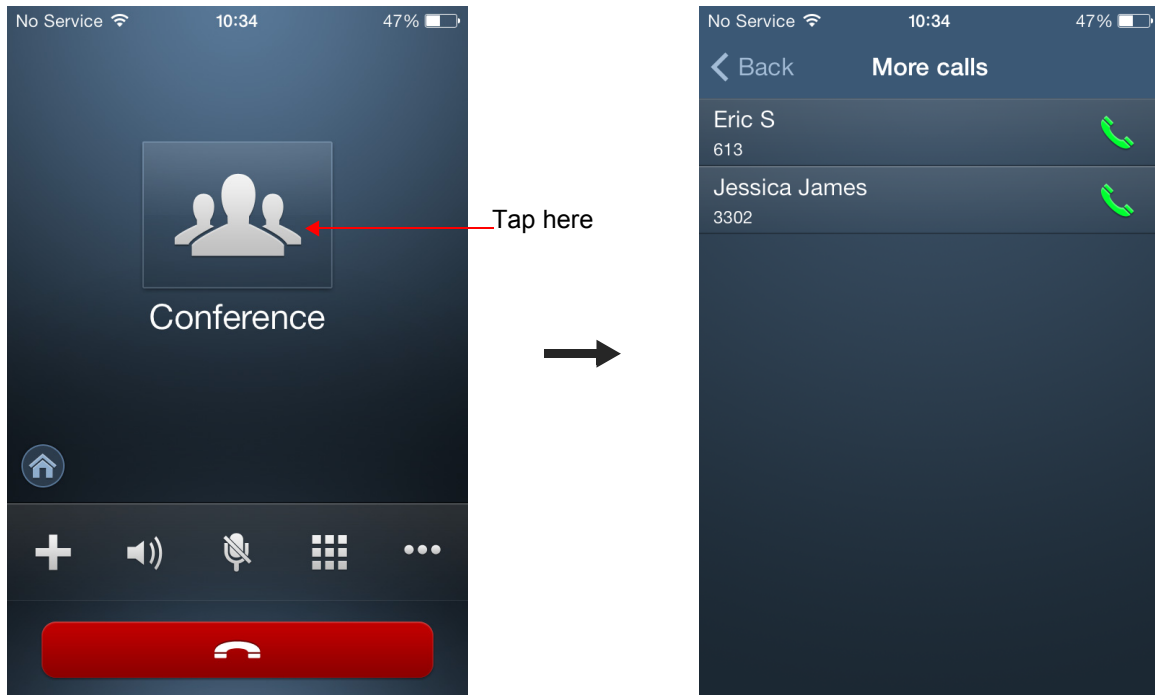
- Tap the desired party with whom you want to make a private talk. The other party is put on hold.

Leaving the Conference

You can leave the Conference at any point of time.
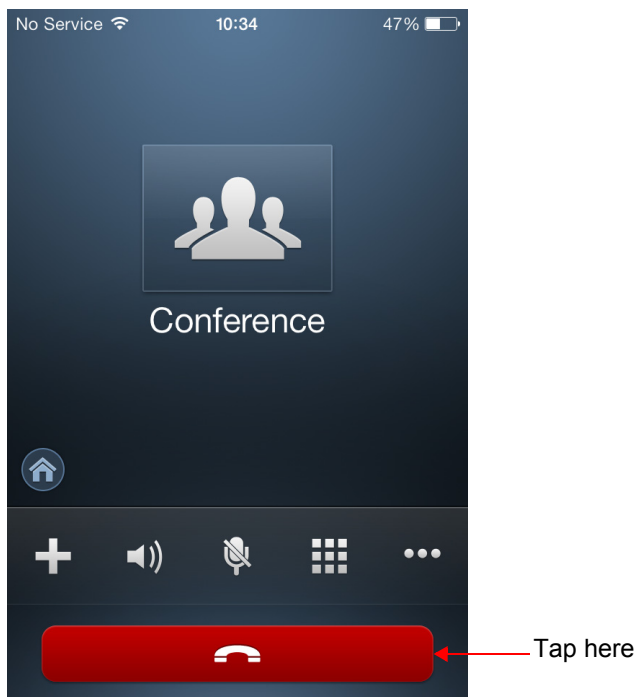
- Tap **End Call** on the Conference screen. You are disconnected and a two-way speech is established between the other parties.

*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.

During an active 3-Party Conference,

- Tap **New Call** on the Conference screen to add a new participant.

- Dial the desired number.

- The dialed party answers the call.

Tap here
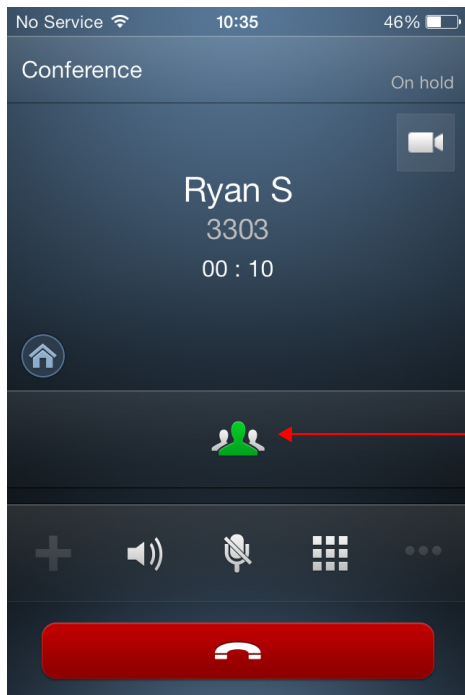
- Tap **Conference - Include Party** .

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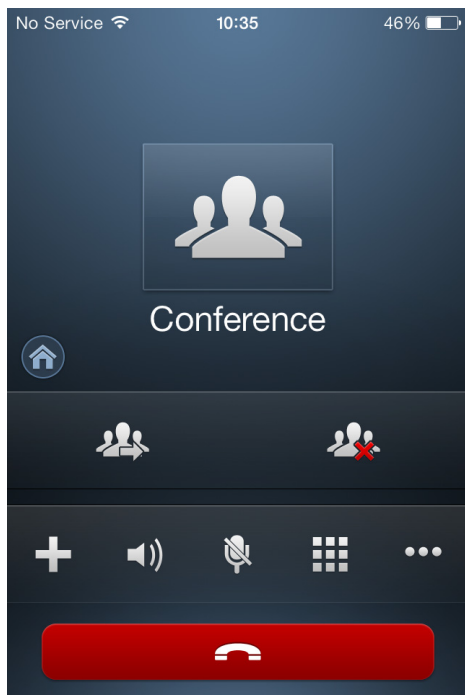
- Similarly you can add other participants.

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.

Removing a Participant from the Conference

Tap here
to view the list
of participants

Tap here
to remove
from Conference
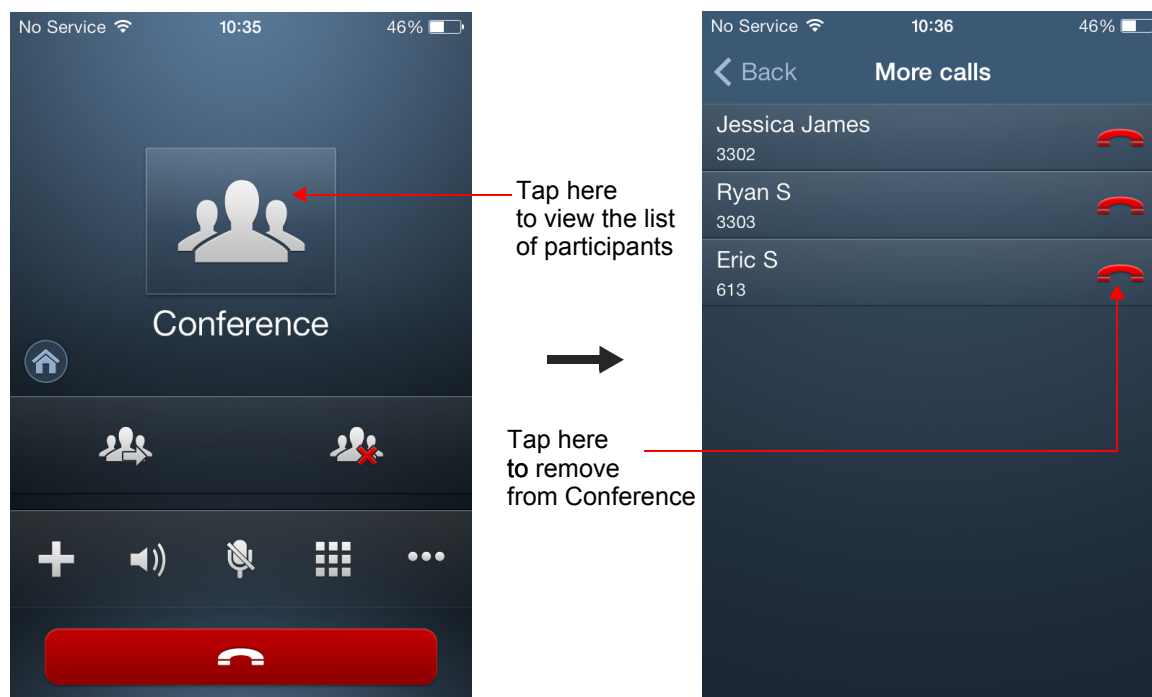
- Tap **End Call** 　 to remove the desired participant from the conference.

Temporary Leaving and Rejoining the Conference

For iOS Version 10 and later

Make sure you have enabled the Native Integration in "Call Settings".

Tap to
Temporary
Leave Conference

Tap to
Rejoin
Conference
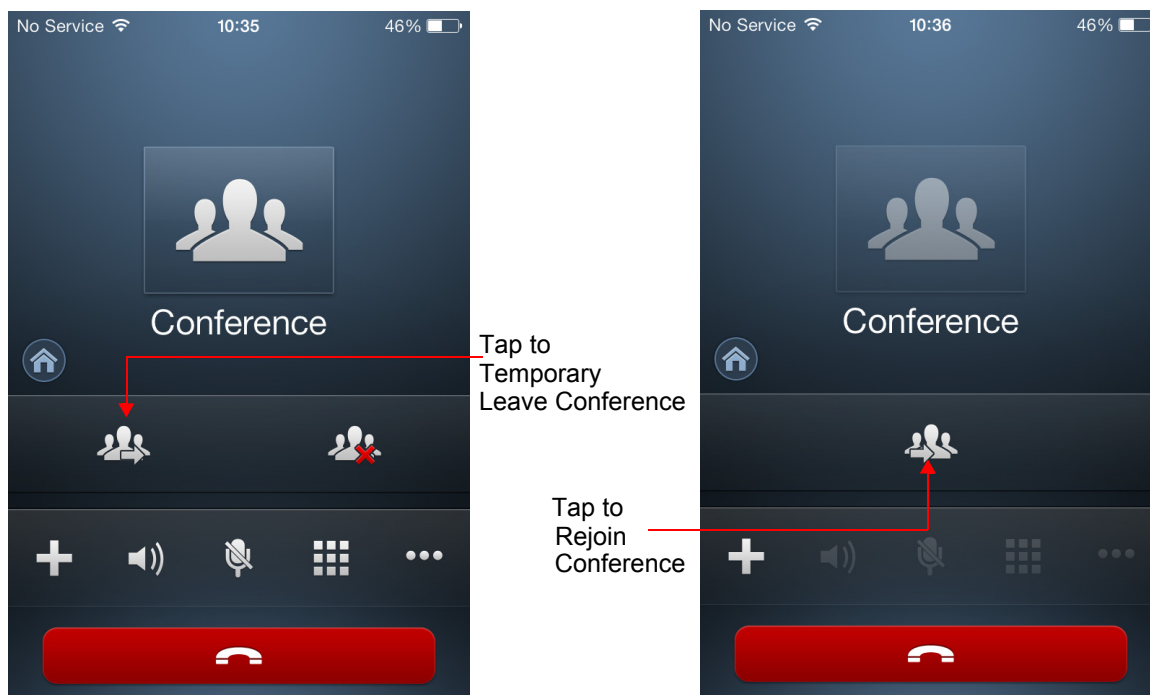
For iOS Version 9

The following is also applicable for iOS Version 10 and later if Native Integration is disabled. For details, see Native Integration in "Call Settings".

After, you send the application in the background. In such cases, you will not be able to rejoin the conference as the application will be suspended.

After temporarily leaving the conference, you send the application in the background. In such cases, you will not be able to retrieve this call as the operating system will suspend the application and the call will get disconnected.

Terminating or Permanently Leaving the Conference

Tap to Terminate the Conference

Tap to Permanently Leave the Conference
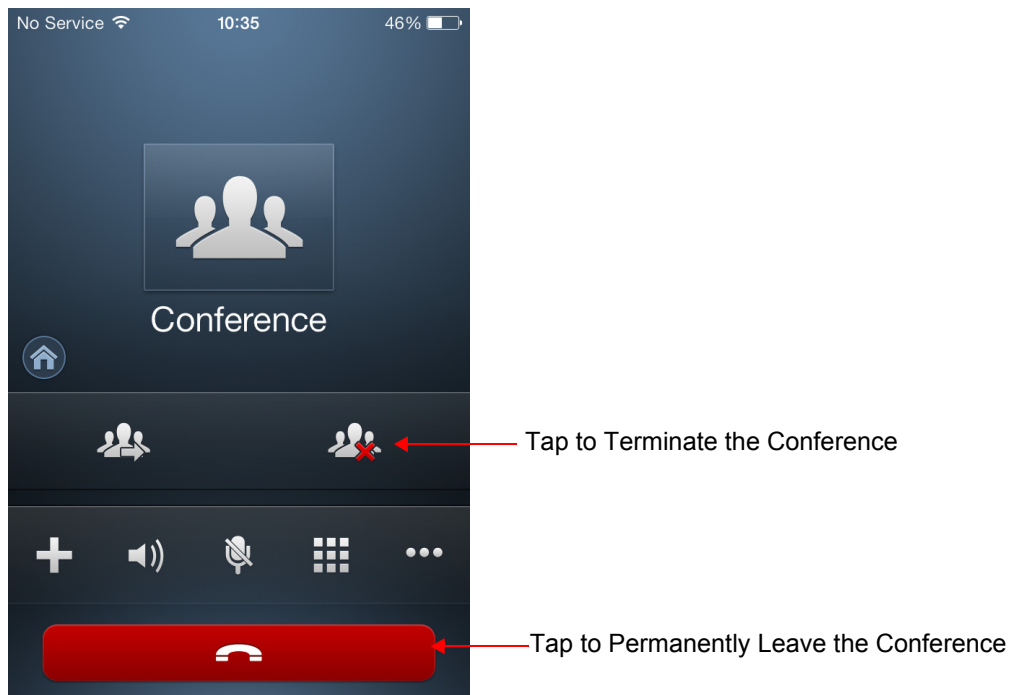
Conversation Recording

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

- *When recording starts, a video call will be converted to an audio call.*

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

To record an ongoing conversation,

- Tap **More** .

- Tap **Record**. The recording starts and **Record** indication appears on your screen.
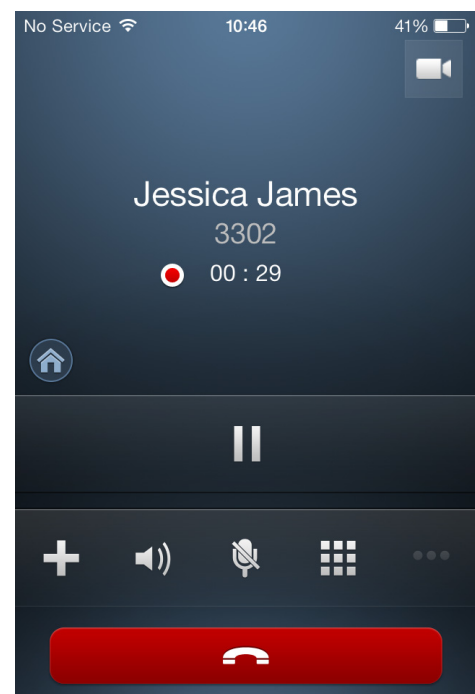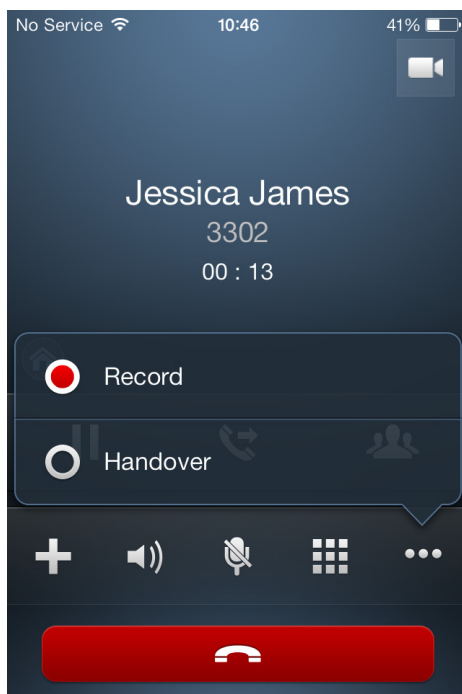
- Tap **End Call** to disconnect.

During recording, an audio call cannot be converted into a video call.

Listening to the Recorded Conversation

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

Auto Callback (ACB)

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

Setting Auto Callback

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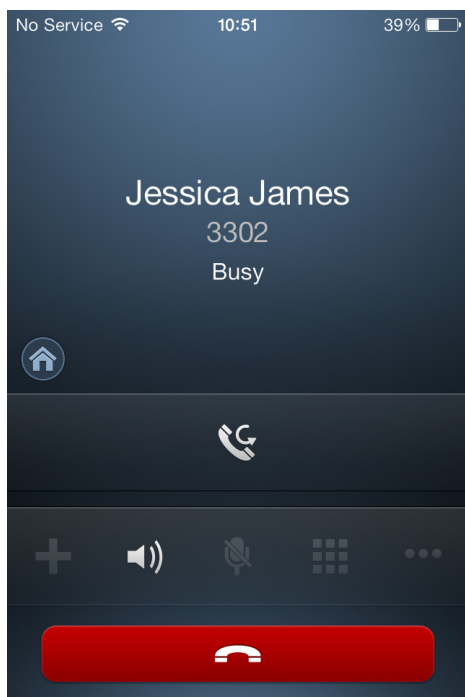
- Tap **Callback** .

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

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

Auto Callback Notification on the Home Screen

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

- Tap **Callback Notification** . The Callback Notification bar displays the details of the Auto Callback set by you.

Tap here
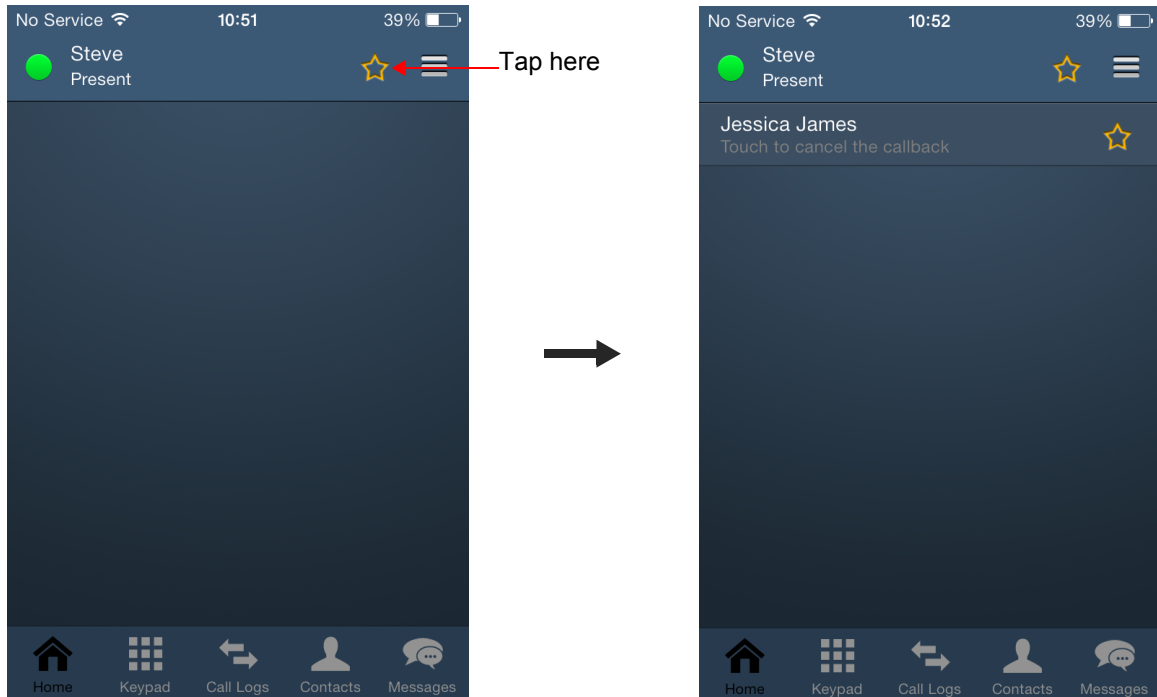
Canceling Auto Callback

Tap to Cancel
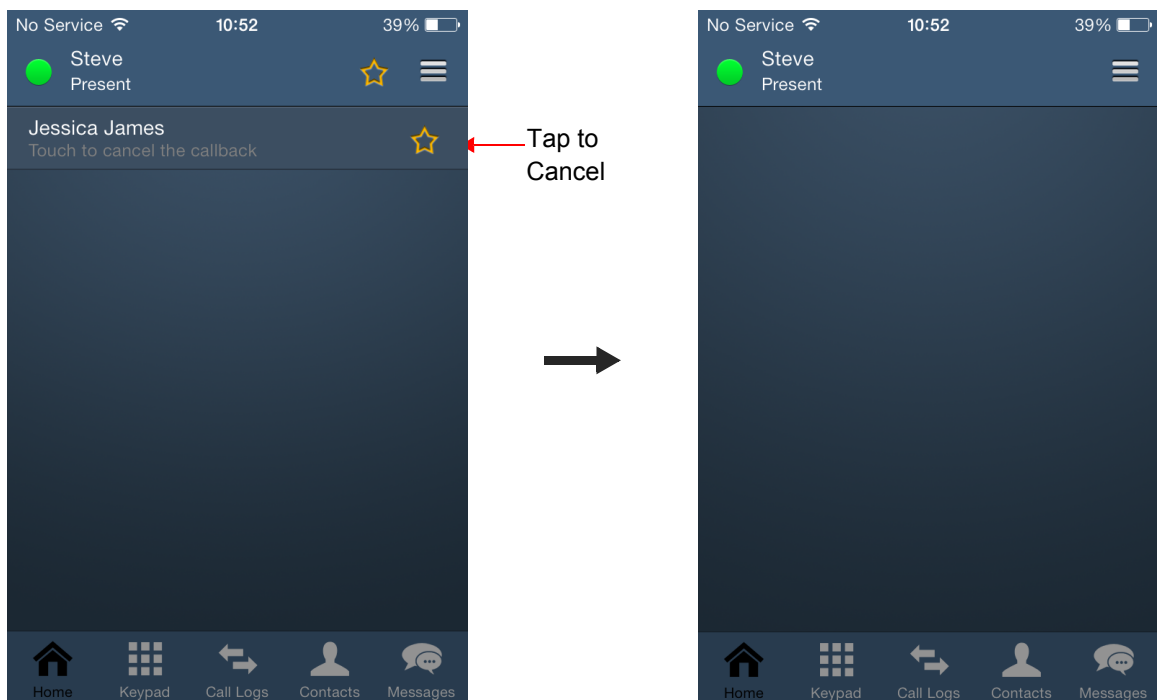
Auto Redial

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

Setting Auto Redial

- The dialed number is not answering your call.
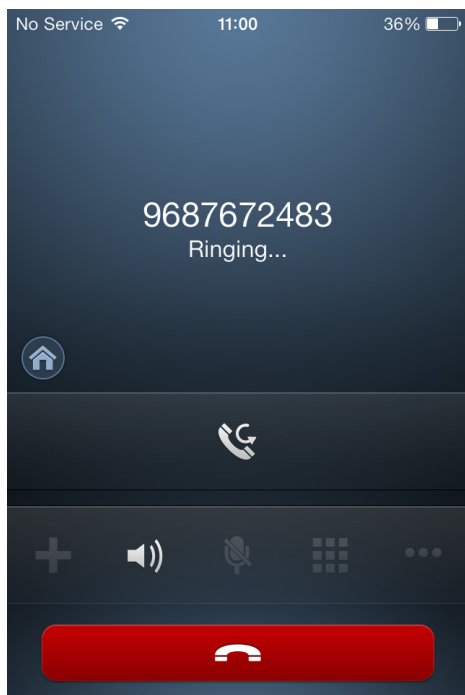
- Tap **Callback** .

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

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

Auto Redial Notification on the Home Screen

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

- Tap **Callback Notification** . The Callback Notification bar displays the details of the Auto Redial(s) set by you.

Tap here
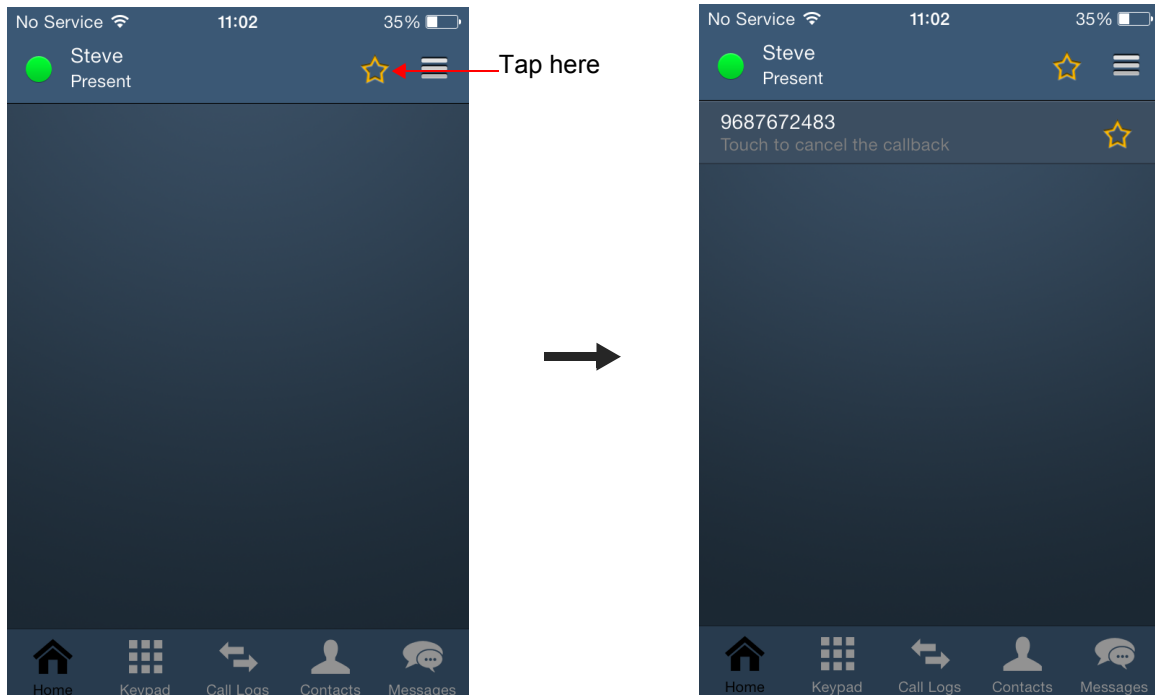
Canceling Auto Redial

• Tap the **Callback Notification** ⭐ on the **Home** screen. For each Auto Redial set by you a separate Callback Notification bar is displayed.

• Tap the desired Callback Notification bar to cancel the corresponding Auto Redial.

Tap to
Cancel
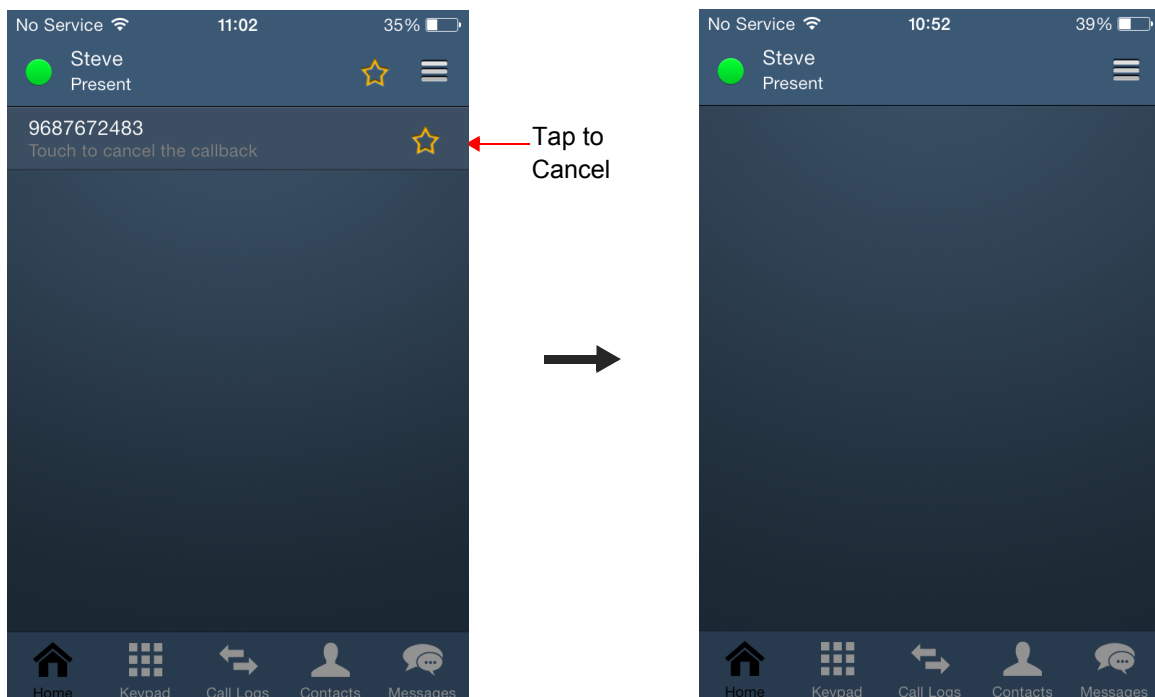
Barge-In

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

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

- The dialed number is busy.

- Tap **More** [•••] .
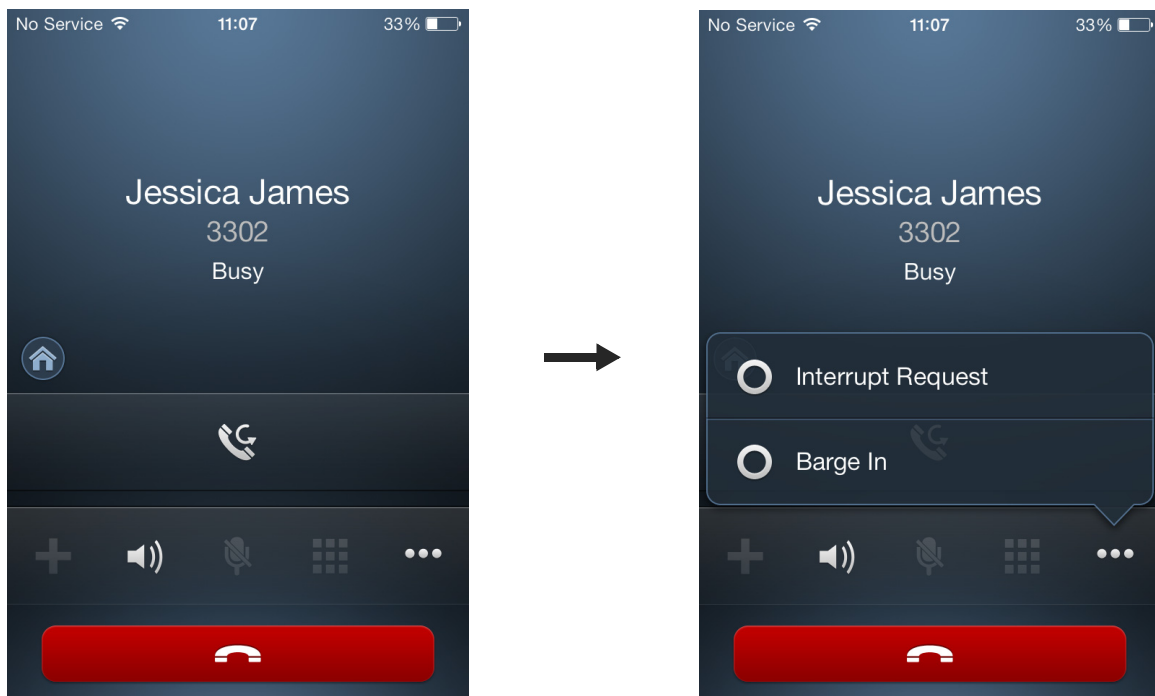
- Tap **Barge-In**.

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

Interrupt Request

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

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

- The dialed number is busy.

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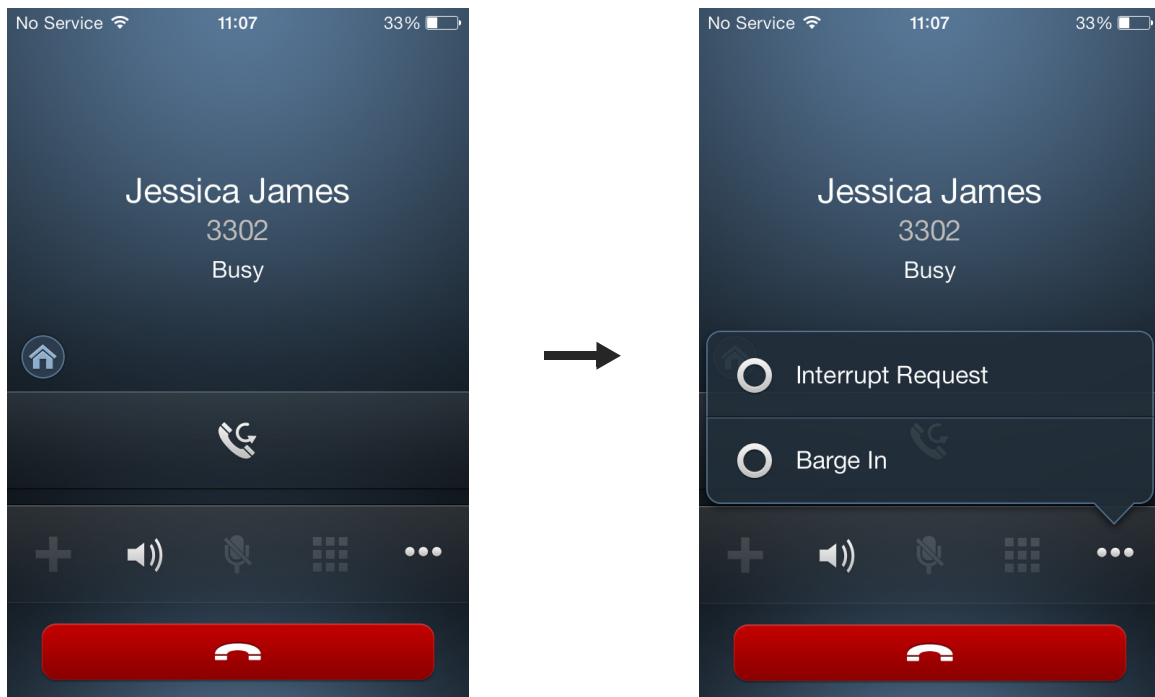
- Tap **Interrupt Request**.

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

Forced Answer

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

Forced Answer is possible when the called extension is a Matrix proprietary Digital Key Phone (DKP) or an Extended IP Phone and the phone is idle. Forced Answer cannot be used on VARTA AMP100 users.

- The dialed extension is ringing.

- Tap **More** .
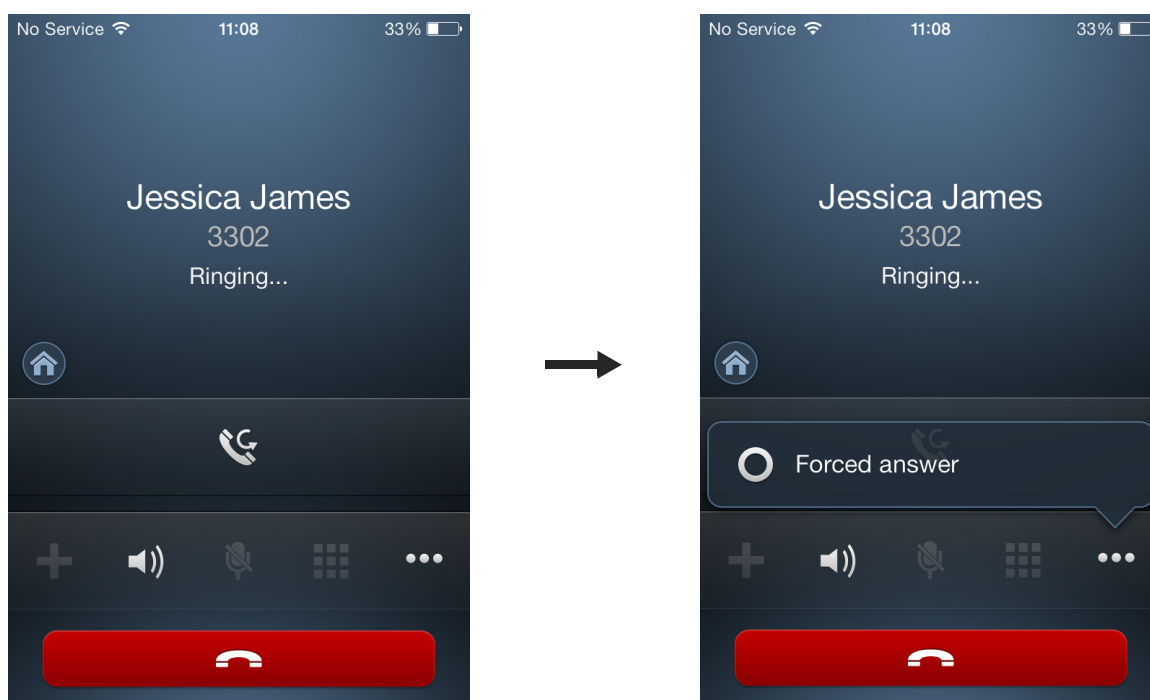
- Tap **Forced answer**.

- Speech is established. The called party's Speaker is 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 consultant firms, law firms or media agencies where employees need to make external calls on behalf of their clients.

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

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

To assign Account Code,

- You are in speech with an external party.

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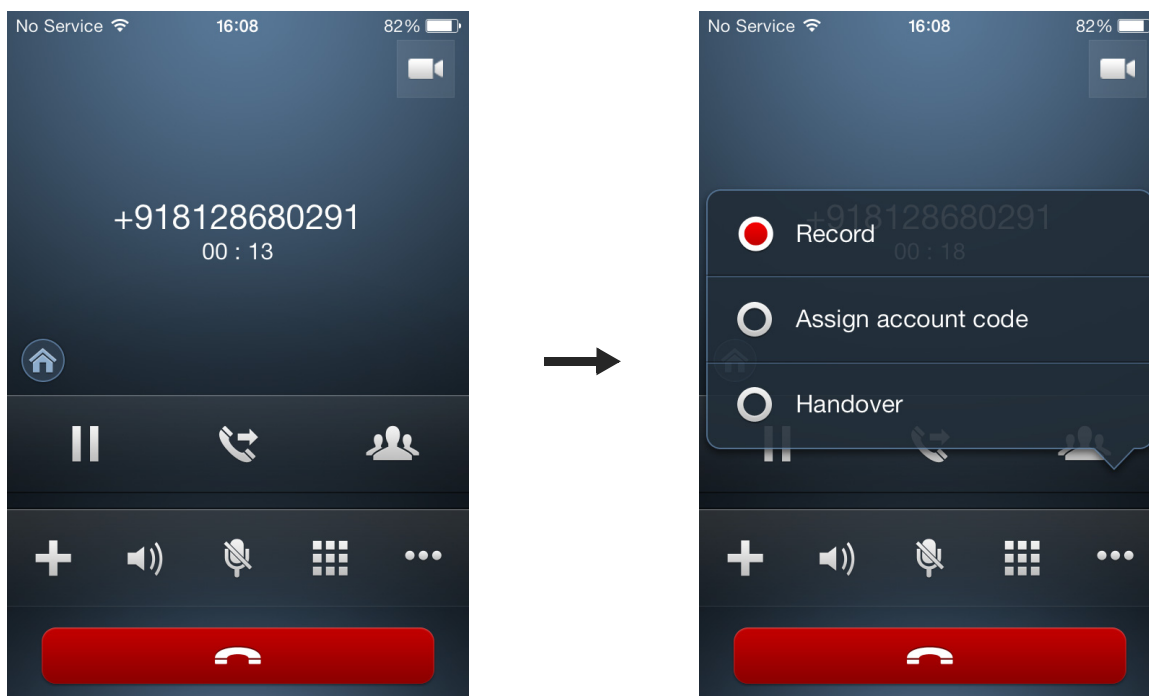
- Tap **Assign account code**.
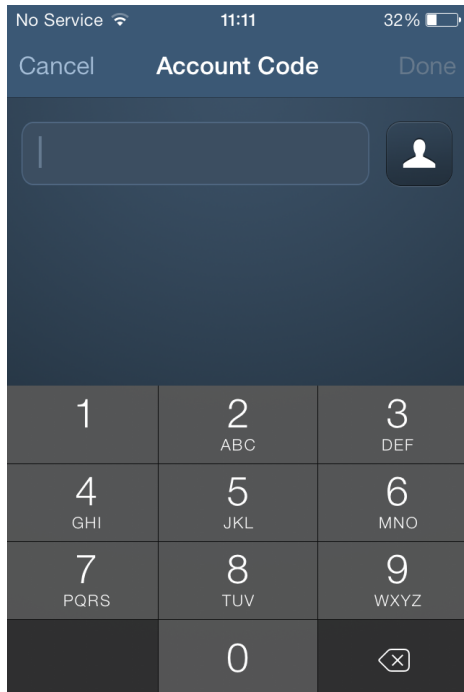
- Enter the **Account Code** Number manually or tap **Account Code Name** ![person icon] to select the desired entry from Account Code Names list. The Account Code assigned to the entry will be displayed.

- Tap **Done**.

Forced Account Code

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

- You dial an external number.

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

- Enter the **Account Code** Number manually or tap **Account Code Name** ![person icon] to select the desired entry from Account Code Names list. The Account Code assigned to the entry will be displayed.

- Tap **Done**. 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 applications Account Codes with that of the system.

- Tap **Sync Account Code Notification** ![star icon] on the **User Status** bar on the **Home** screen.

- The **Sync Account Code Notification** bar appears. Tap the bar to synchronize the Account Codes.
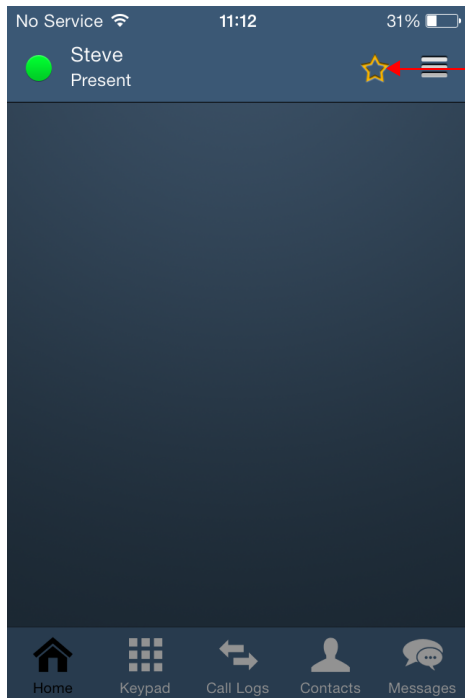
Tap here

Tap to Sync
Account Codes
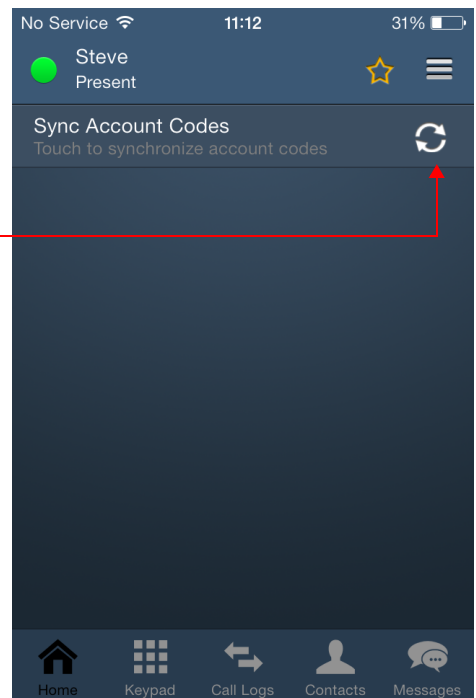
DND-Override

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

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

- The dialed extension starts ringing.

One Touch Transfer

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

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

- You have an ongoing call.

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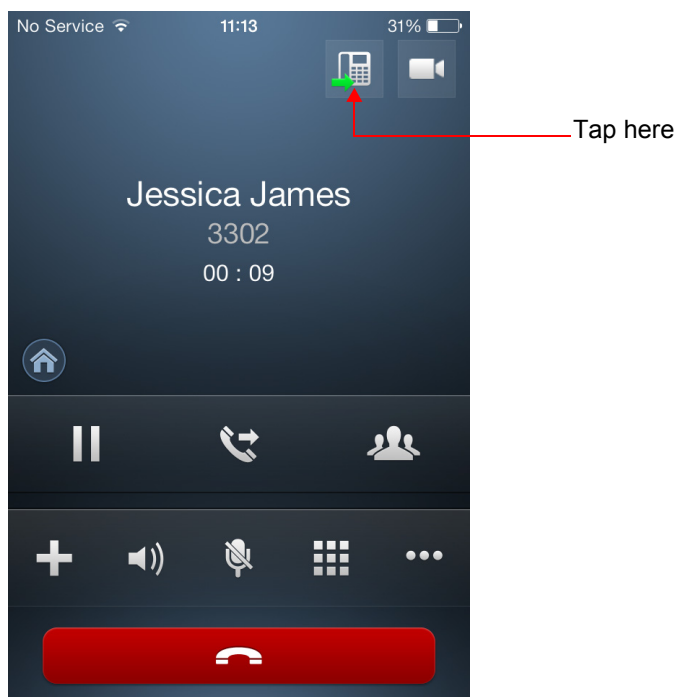
- Tap **One Touch Transfer** ⊞ .

- The call is transferred to the destination extension.

You can also use One Touch Transfer from your fixed extension and transfer a 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 AMP100 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 within the Wi-Fi network again, you can move the call from your cellular number to VARTA AMP100. The call is moved without being disconnected and redialing the number.

Wi-Fi to Cellular Handover

To perform the handover from the Wi-Fi to the Cellular network, configure the **Cellular Number** within **Call Settings**. If the Cellular Number is not configured, the call will be transferred to your Mobile Number[9] as configured in the System by your system administrator. For more details, see "Call Settings".

> *If the Mobile Number is also not configured, you cannot Handover the call. In such a condition, contact your system administrator.*

To access handover,

- During an ongoing call, tap **More** [...].
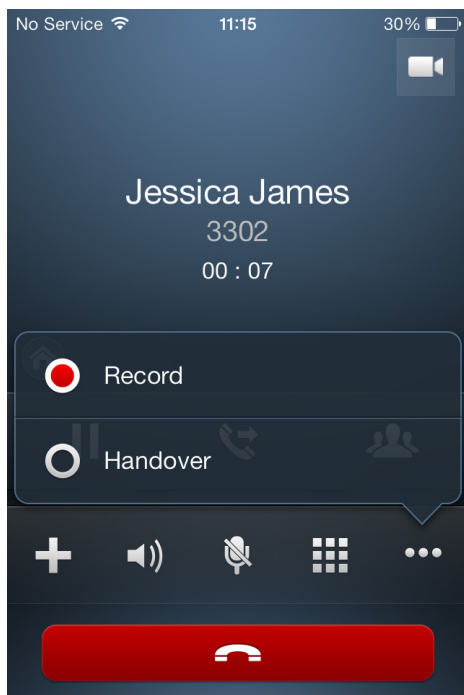
- Tap **Handover**.

- You will get incoming call on your Cellular Number.

---

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

Cellular to Wi-Fi Handover

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

- There is an ongoing Cellular call on your cellular number.

- You will get notification[10] for the ongoing Cellular call when Cellular-to-Wi-Fi Handover is possible (that is, you come within the vicinity of the Wi-Fi network).

- Tap the notification.

- You receive Handover call on your VARTA AMP100 application.

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

In case you do not receive notification on the Native iPhone screen but want to access Cellular-to-Wi-Fi Handover,

- Bring VARTA AMP100 application in the foreground. You will see notification for ongoing Cellular call on the User Status bar of VARTA AMP100 application.

Ongoing Cellular Call Notification
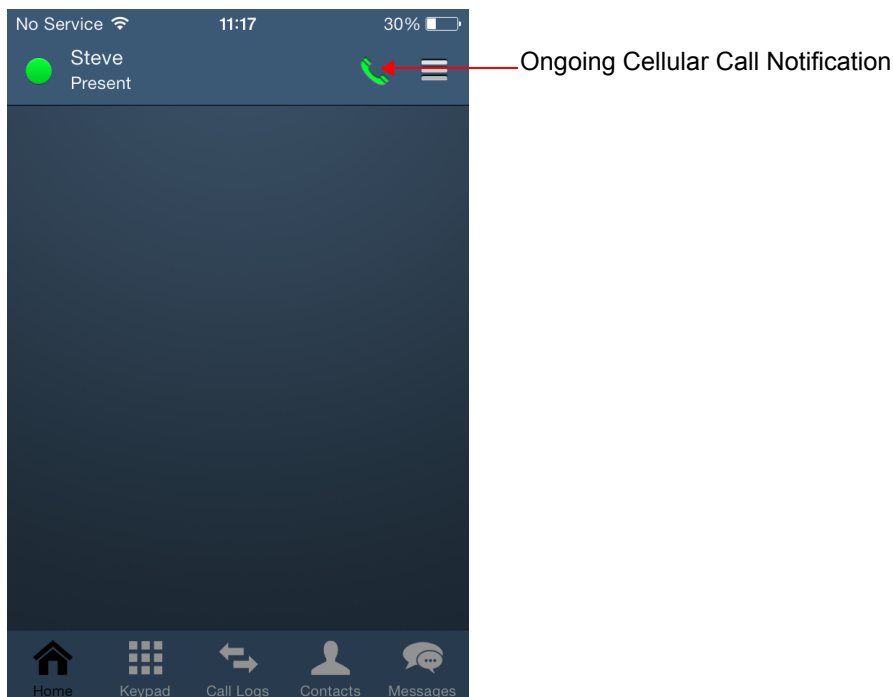
- Tap the **Ongoing cellular call** notification on the User Status bar.

- Tap the **Ongoing cellular call** notification bar on the Content area of the Home screen.

- You receive Handover call on your VARTA AMP100 application.

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

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10. Make sure you have configured Notification parameters for VARTA AMP100 within **Native iOS Settings** to receive notifications/ alerts. See, *"Receiving Notifications when MATRIX VARTA AMP100 Application is in the Background"*.

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

Native Integration[11]

> *Native Integration is applicable only for iOS Version 10 and later. Make sure you enable the Native Integration option in the "Call Settings".*

Native Integration allows you to answer the VARTA Calls just like any Native Call when your application is in foreground, background or your device is locked.

The VARTA Calls will be given same priority as the Native Calls.

In addition to making and receiving calls, Native Integration also offers the following:
- You can switch between a native call and a VARTA call.
- VARTA call has the same priority as the Native call. The Native incoming call no longer takes over during a VARTA call and initiates Call Waiting in this case.
- All the VARTA Call logs are displayed in the Native Call Logs List.
- Support for Bluetooth headset. You can answer or reject the VARTA call using the button on your Bluetooth device.

Receiving Calls

VARTA AMP100 is in Foreground or Background

During an Incoming Call when the application is in foreground or background, the native incoming call screen will be displayed with the VARTA AMP100 application name.
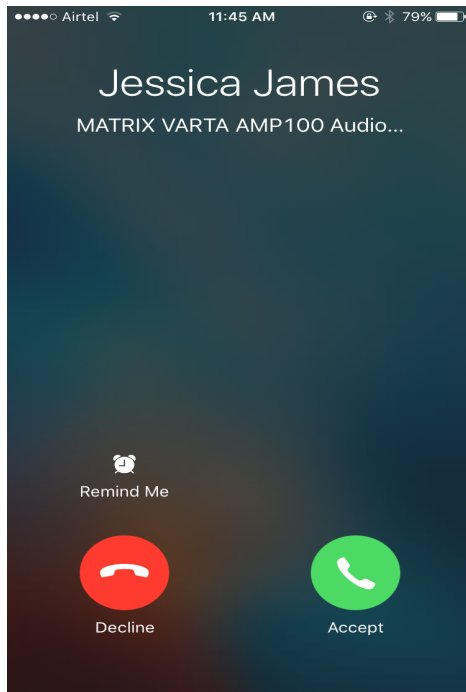
- Tap **Decline** or **Accept**.

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11. To comply with the Chinese (MIIT) laws and regulations, this feature is not supported in China, Macau and HongKong.

If you tap **Accept**, the call will be answered through the VARTA AMP100 Application.

When your Device is Locked

During an Incoming Call when your iPhone is locked, the native incoming call screen will be displayed with the VARTA AMP100 Application name.

The VARTA Ringtone will be played in this case.
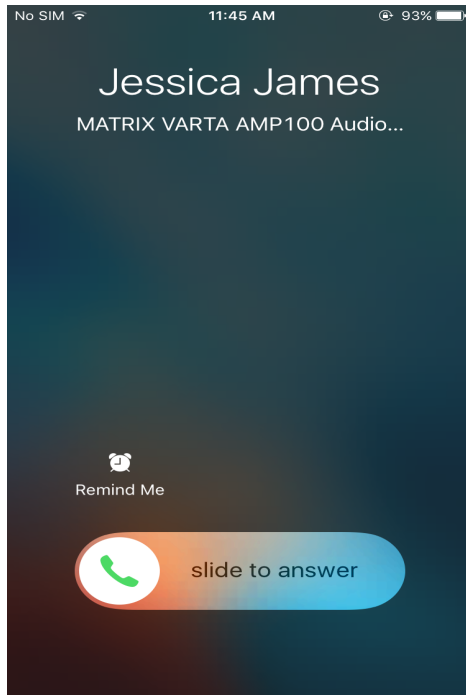
- Slide to answer the call.

To access the VARTA AMP100 Application,

VARTA AMP100 icon

- Tap **VARTA AMP100 icon** and enter the passcode (if any) of your iPhone. You will be directed to the VARTA Application.

To reject the incoming call, press the iPhone power button twice.

If the incoming call is a video call when you accept it from the locked screen, it will function as an audio call with the speaker turned ON.

To get redirected to the VARTA AMP100 Application for proper video call functioning, tap the video icon or the VARTA AMP100 icon and enter the passcode (if any) of your iPhone.

When You Are on Another Call

When you are on another call and there is an incoming call from a third party application or a native call, you will be provided with the following options:

Option	Description
End and Accept	Tap to end the ongoing call and accept the incoming call.
Decline	Tap to end the incoming call and continue with the outgoing call.
Hold and Accept	Tap to put the ongoing call on hold and accept the incoming call.

- Select the desired option.

The above options will not be applicable if the ongoing call is a VARTA call and the second incoming call is also a VARTA call. Multiple VARTA incoming calls are not handled by VARTA AMP100 Application when Native Integration is enabled.

Contacts

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

Viewing Contacts

- Tap **Contacts** ![icon] on the **Home** screen.

Contacts Filter

Corporate Directory Contact

Extension Contact

Contact's Presence Status

Native iPhone Contact
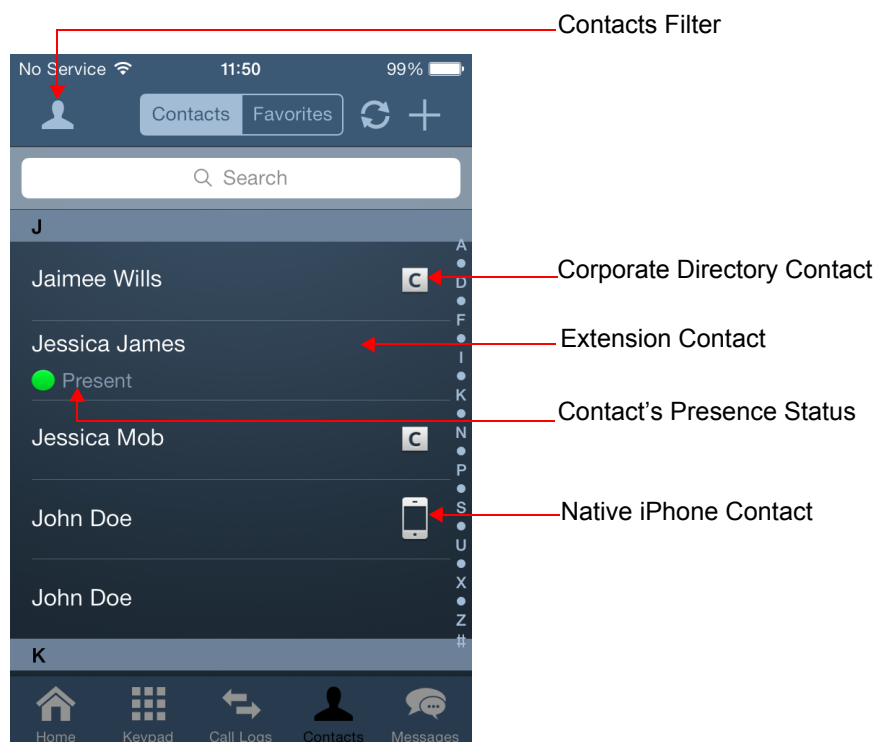
Icon	Name	Description
🔍	Search Contacts	Tap to search a contact from the list. See "Searching Contacts".
⟳	Sync Contacts	Tap to synchronize your contacts with that of the System. See "Synchronizing Contacts".

Icon	Name	Description
➕	Add Contacts	Tap to add a contact to the Corporate Directory (Global Directory) of the System. See "Adding Contacts" for details.

Native iPhone contacts may not be displayed at all times in your Contacts list. For details regarding the options needed to be configured to view the Native iPhone contacts, refer "Filtering Contacts".

Contact Details

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

- Tap the desired entry on your **Contacts** list to view its details.

Button	Description
Audio Call	Tap to place an audio call to this number. When multiple numbers are present for the same contact, you are prompted to select the desired number on which you want to place the audio call. For details, see "Making Calls".
Video Call	Tap to place a video call to this number. When multiple numbers are present for the same contact, you are prompted to select the desired number on which you want to place the video call. For details, see "Making Calls".
Message	Tap to send IMs or SMS messages to this number. When multiple numbers are present for the same contact, you are prompted to select the desired number where you want to send the message. For details, refer "Sending Messages".
Disable Presence or, Enable Presence	Tap **Disable Presence** if you do not wish to view the presence status of the selected contact. Tap **Enable Presence** to view the presence status of the selected contact. For more details, refer "Presence".

Button	Description
Remove from Favorites or, Add to Favorites	Tap **Remove from Favorites** to delete the contact from your Favorites list. Tap **Add to Favorites** to add the selected contact to your Favorites list. For details, refer "Adding Contacts to Favorites".

Filtering Contacts

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

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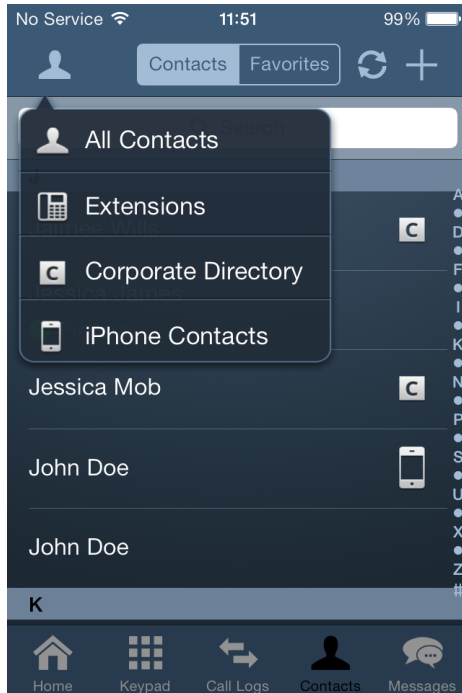
- Tap the desired filter option (for example, Extensions or Corporate Directory or iPhone Contacts) to view contacts of similar type.

Native iPhone contacts are displayed in the Contacts list only when:

- *Display Phone Contacts option is enabled in the application **Settings**.*
- *Make sure you have allowed the permission required to access your native contacts.*
- *Permissions for VARTA AMP100 Application can be managed through your Device's Settings.*

.

*For more details about the **Display Phone Contacts** option, see "Settings".*

Searching Contacts

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

To search a contact,

- Tap the **Search** bar.

- Type characters using the onscreen keyboard.

  A list of matching search result(s) appears on the screen, if found.
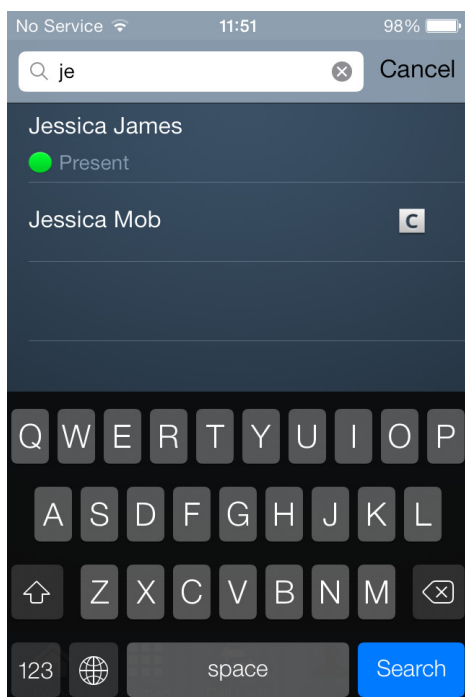
- To clear all the characters from the Search bar, tap **Clear All** .

Adding Contacts
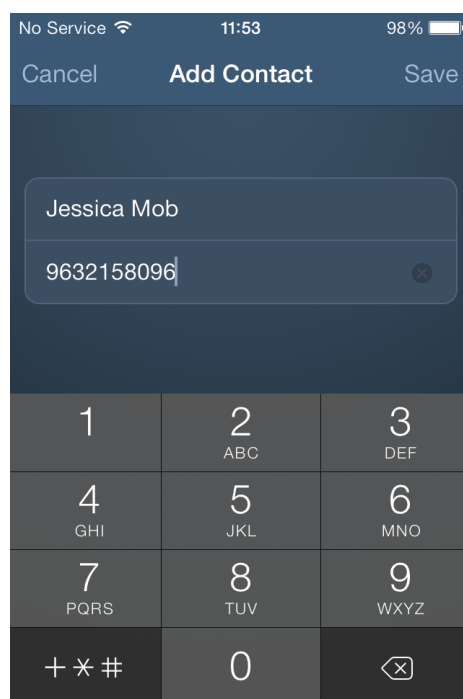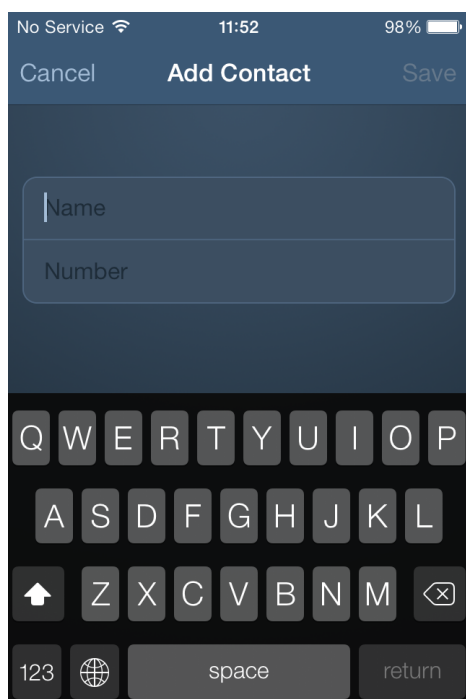
You can add new contacts to the existing Contacts list using the Add Contacts option.

> • *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 list of your phone.*

To add a new Contact,

• Tap **Add Contacts** [+] .

• Enter the **Name** and the **Number**.

• Tap **Save**.

Editing and Deleting Contacts

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

- *Extension and Native iPhone 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

- On the **Contact Details** screen, tap **Edit**.
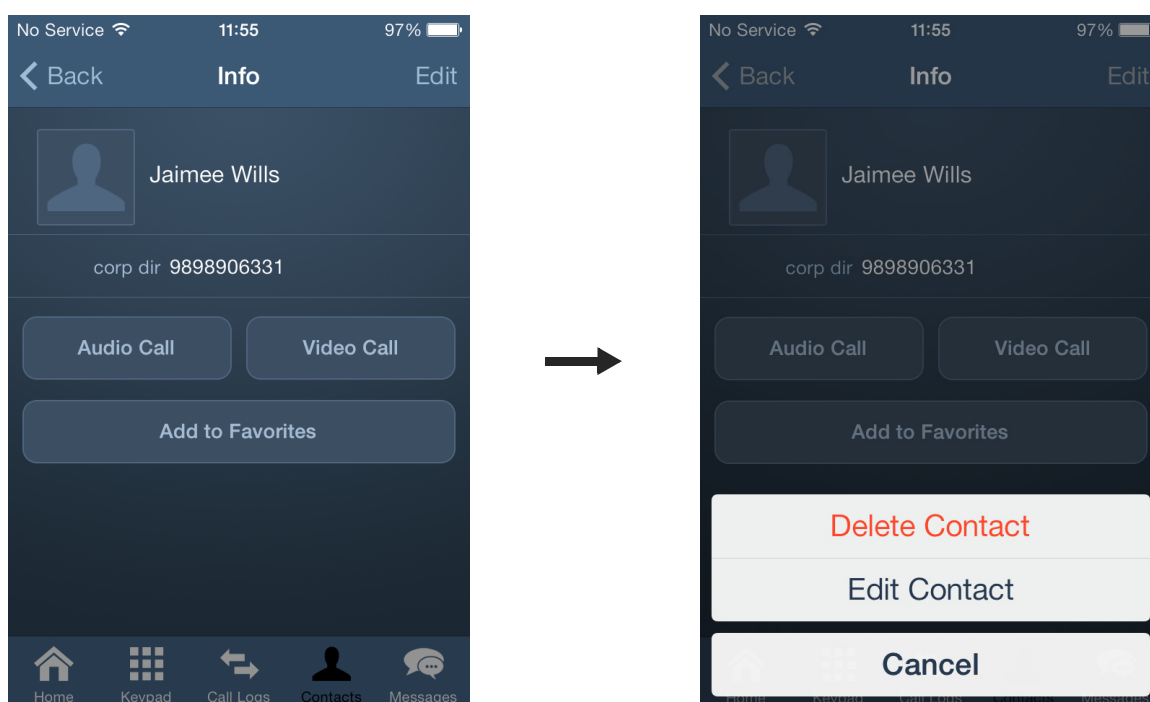
- Tap **Edit Contact**.

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

- Tap **Save**.

Deleting Contacts

- On the **Contact Details** screen, tap **Edit**.

- Tap **Delete Contact** and confirm deletion.

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] 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** [icon] . The Contact list is 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 be configured with specific numbers whom you call frequently. You can add Extension, Global Directory and Native iPhone contacts to the Favorites list.

Viewing Favorites

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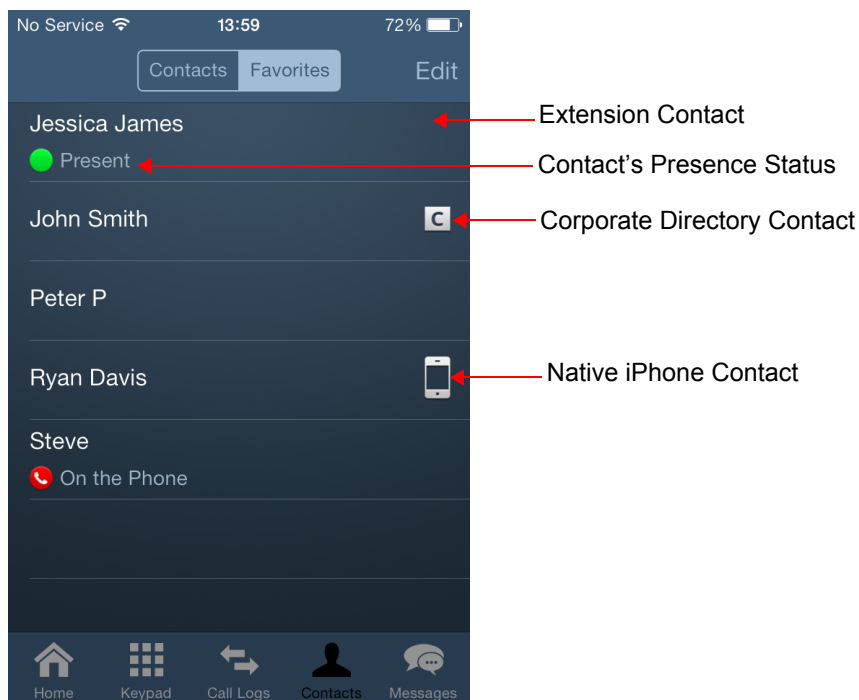
- Tap **Favorites**.

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.

Button	Description
Audio Call	Tap to place an audio call to this number. When multiple numbers are present for the same contact, you are prompted to select the desired number on which you want to place the audio call. For details, see "Making Calls".
Video Call	Tap to place a video call to this number. When multiple numbers are present for the same contact, you are prompted to select the desired number on which you want to place the video call. For details, see "Making Calls".
Message	Tap to send IMs or SMS messages to this number. When multiple numbers are present for the same contact, you are prompted to select the desired number where you want to send the message. For details, refer "Sending Messages".
Disable Presence or Enable Presence	Tap **Disable Presence** if you do not wish to view the presence status of the selected contact. Tap **Enable Presence** to view the presence status of the selected contact. For more details, refer "Presence".

Button	Description
Remove from Favorites or Add to Favorites	Tap **Remove from Favorites** to delete the contact from your Favorites list. Tap **Add to Favorites** to add the selected contact to your Favorites list. For details, refer "Adding Contacts to Favorites".

Adding Contacts to Favorites

You can create your customized Favorites list from the Contacts or Call Logs. You can add Extension, Global Directory and even Native iPhone contacts to the Favorites list of the application.

To create your Favorites list,

- Tap the desired entry on Contacts.

- Tap **Add to Favorites**.
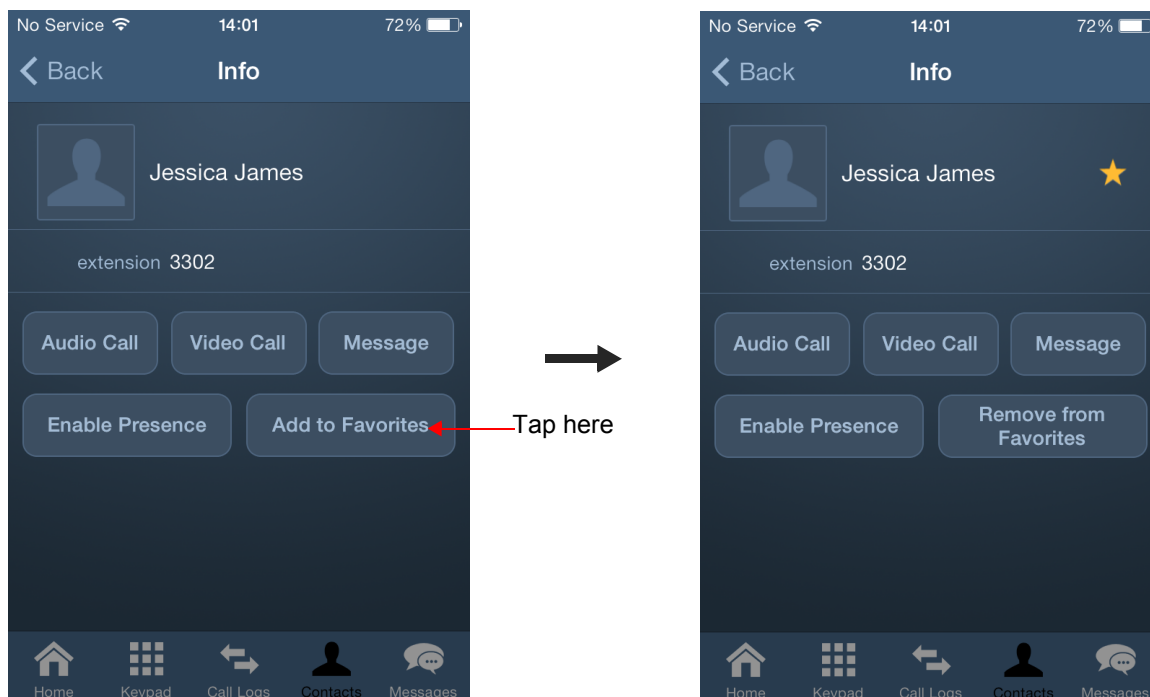
*Similarly, you can add an entry from the **Call Log Details** view to your **Favorites** list. For details, refer "Call Log Details".*

Editing Favorites

Using the Edit button, you can,

- rearrange the entries in the Favorites list.
- delete entries from the Favorites list.

Rearranging Favorites using Edit Button

- Tap **Edit** on the **Favorites** list.
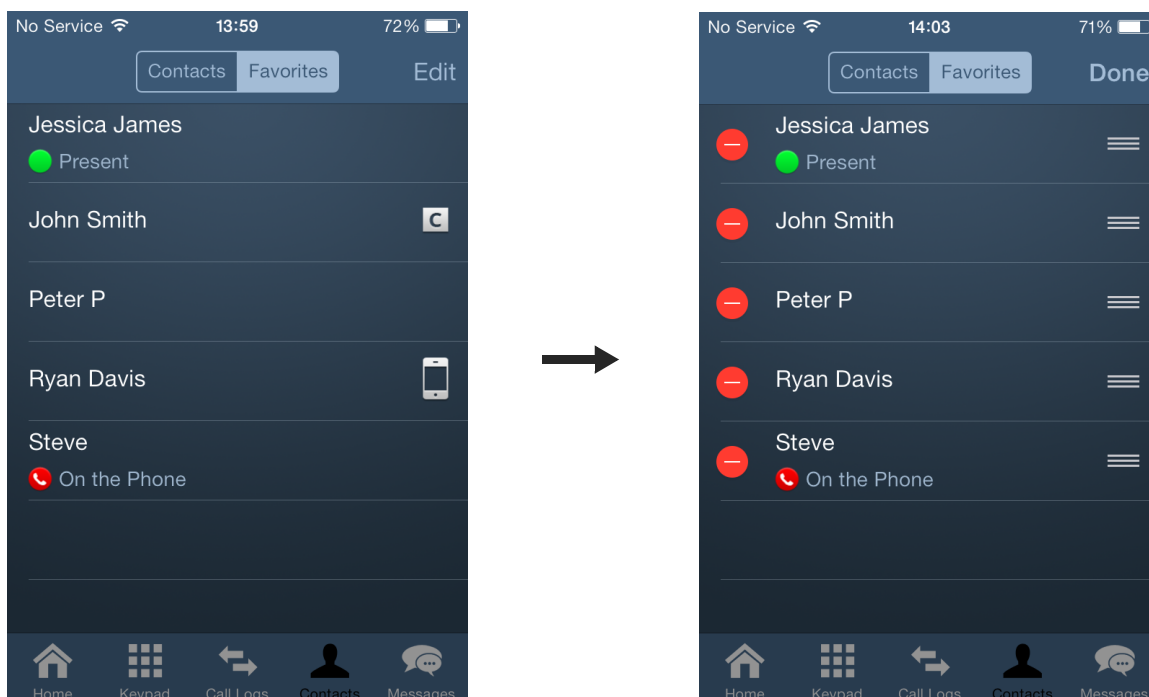
- Drag the desired entry using the **Up-Down** ☰ button and rearrange the list.

- Repeat similar steps to arrange other entries, if required.

Deleting Favorites using Edit Button

- Tap **Edit** on the **Favorites** list.
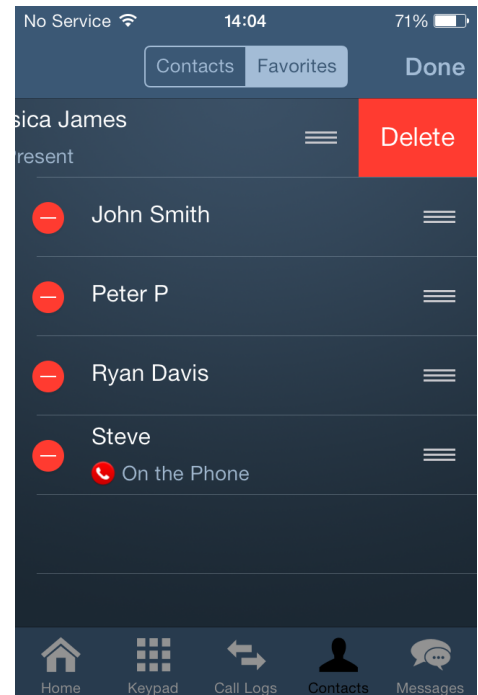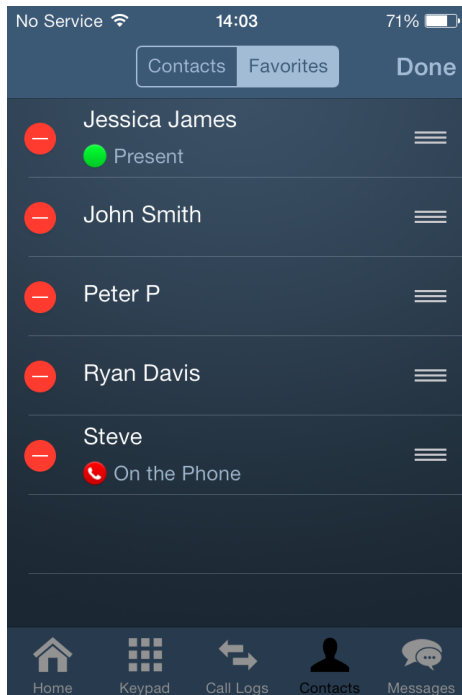
- To delete an entry, tap **Delete selected** corresponding to it.

- Tap **Delete**.

- Repeat similar steps to delete more entries.

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

- *To delete an entry from the Favorites Details, see "Removing Contacts from Favorites".*

Removing Contacts from Favorites

You can remove a Contact from Favorites in two ways,

- Using the **Edit** button. See *"Deleting Favorites using Edit Button"*.
- Tapping the **Remove from Favorite** option. See below for details.

To remove a Contact from the Favorites Details,

- Tap the desired entry on the **Favorites** list.
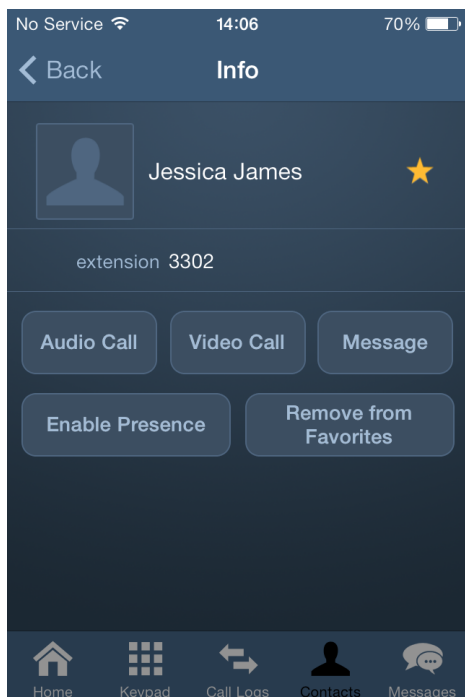
- Tap **Remove from Favorites**.

- *To remove a **Favorite** from the **Contact Details** or the **Call Log Details**, perform similar steps on the corresponding screens. For more details, refer "Contact Details" and "Call Log Details".*

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

The Call Logs of the iPhone application displays a single list of **All** calls (including missed, received and dialed calls combined) and a separate list only for **Missed** calls.

Viewing Call Logs

To view the Call Logs,

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

Total Call Count

Call Log Details Button
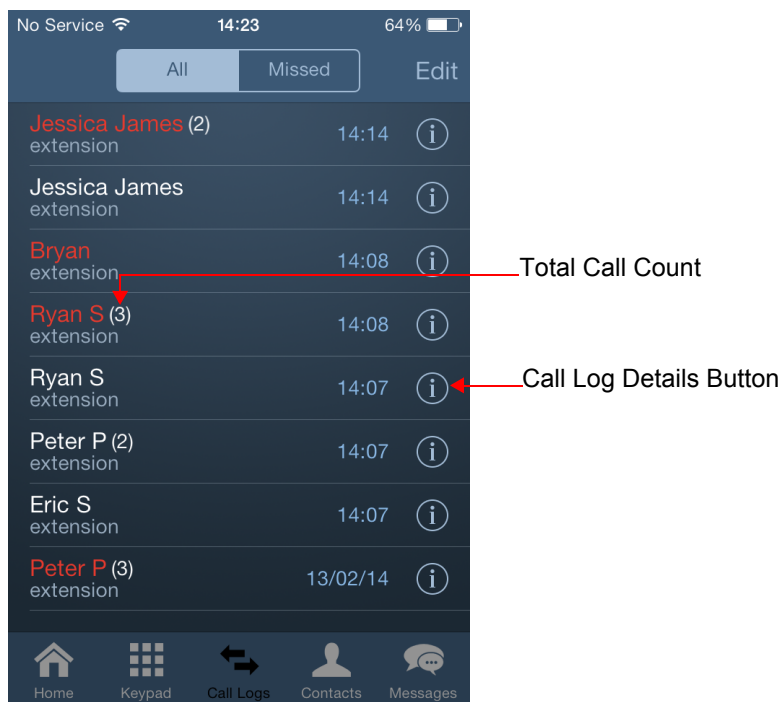
- *Missed calls are displayed in red color on **All/Missed** call logs.*

- *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 by tapping an **Unknown** or **Private** entry.*

Call Log Details

You can view the details of each entry appearing in Call Logs. To view the details,

- On **All/Missed** call logs, tap **Call Log Details** ⓘ for the desired entry.

| Button	Description
Audio Call	Tap to place an audio call to this number. For details, see "Making Calls".
Video Call	Tap to place a video call to this number. For details, see "Making Calls".
Message	Tap to send IMs or SMS messages to this number. For details, refer "Sending Messages".
Disable Presence or Enable Presence	Tap **Disable Presence** if you do not wish to view the presence status of the selected entry. Tap **Enable Presence** to view the presence status of the selected entry. For more details, refer "Presence".
Remove from Favorites or Add to Favorites	Tap **Remove from Favorites** to delete the entry from your Favorites list. Tap **Add to Favorites** to add the selected entry to your Favorites list. For details, refer "Adding Contacts to Favorites".

Missed Call Notification

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

To view the missed calls,

- Tap **Call Logs** on the **Home** screen.
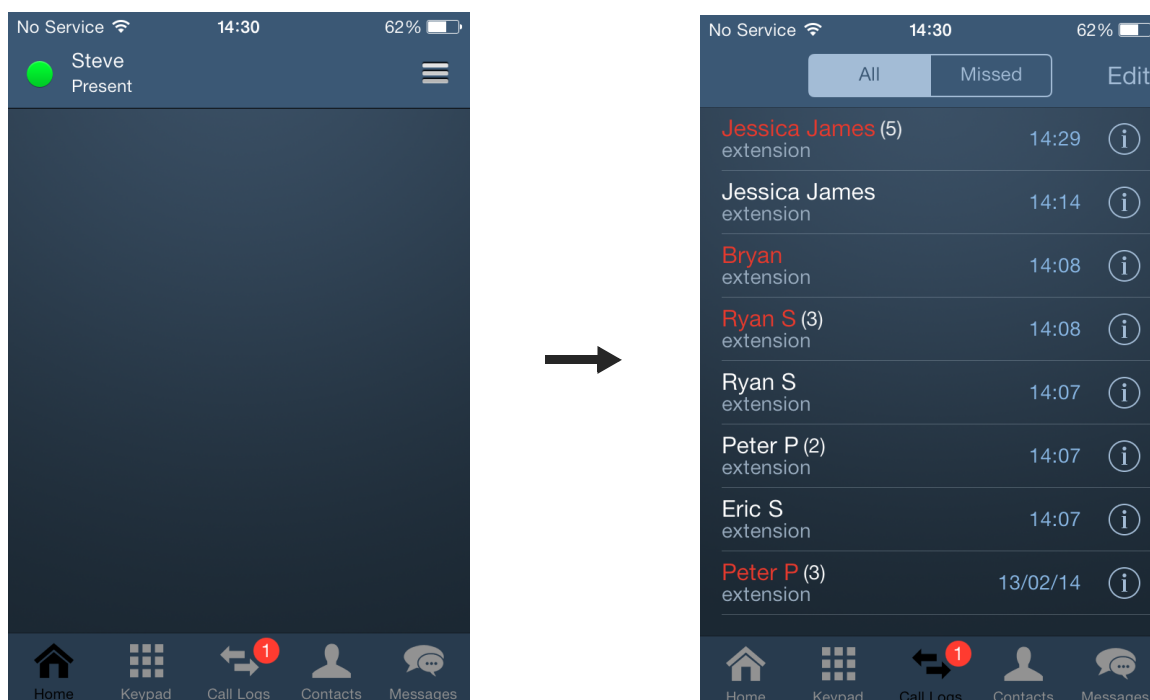
The **All** logs list appears where missed calls are displayed in red color. If a single caller left multiple missed calls, the number of missed calls are displayed as the **Total Call Count**.

If there are multiple missed calls from different callers, each of those entries will display **Total Call Counts** indicating the corresponding number of calls that you have missed.

- To view only missed calls, tap the **Missed** tab.

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 iPhone Contacts or to the Global Directory.

To create a new contact of an external number,

- On **All/Missed** call logs, tap **Call Log Details** ⓘ for the desired number.
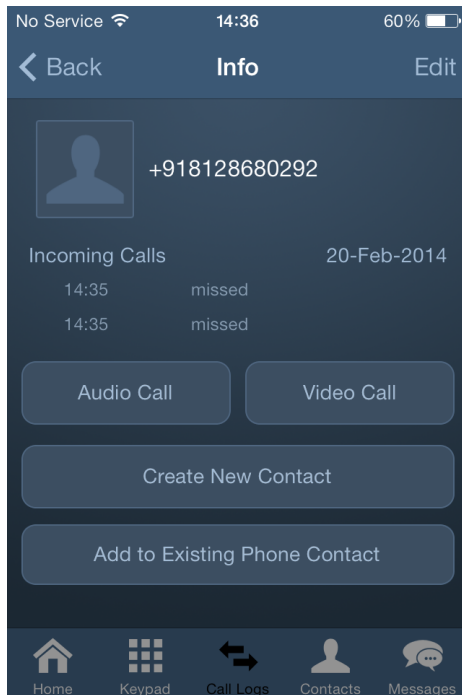
- Tap **Create New Contact**.

> *If the options **Global Directory Part-1** and **Global Directory Programming** are not allowed to 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**.

Editing an Entry before Placing a Call

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

- On **All/Missed** call logs, tap **Call Log Details** ![info icon] for the desired number.

- Tap **Edit**.
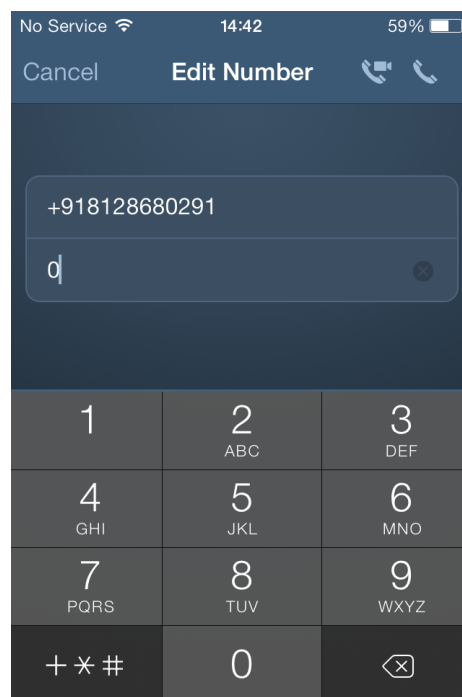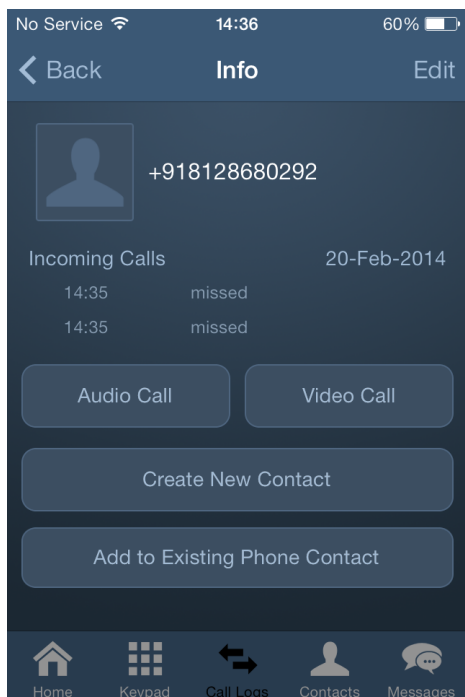
- Edit the number and/or the Trunk Access Code[12] as required.

- Tap **Audio call** ![audio call icon] or **Video call** ![video call icon] as desired.

---

12. *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.

Deleting a Single Entry using Swipe

- On **All/Missed** call logs, swipe the entry which you want to delete.
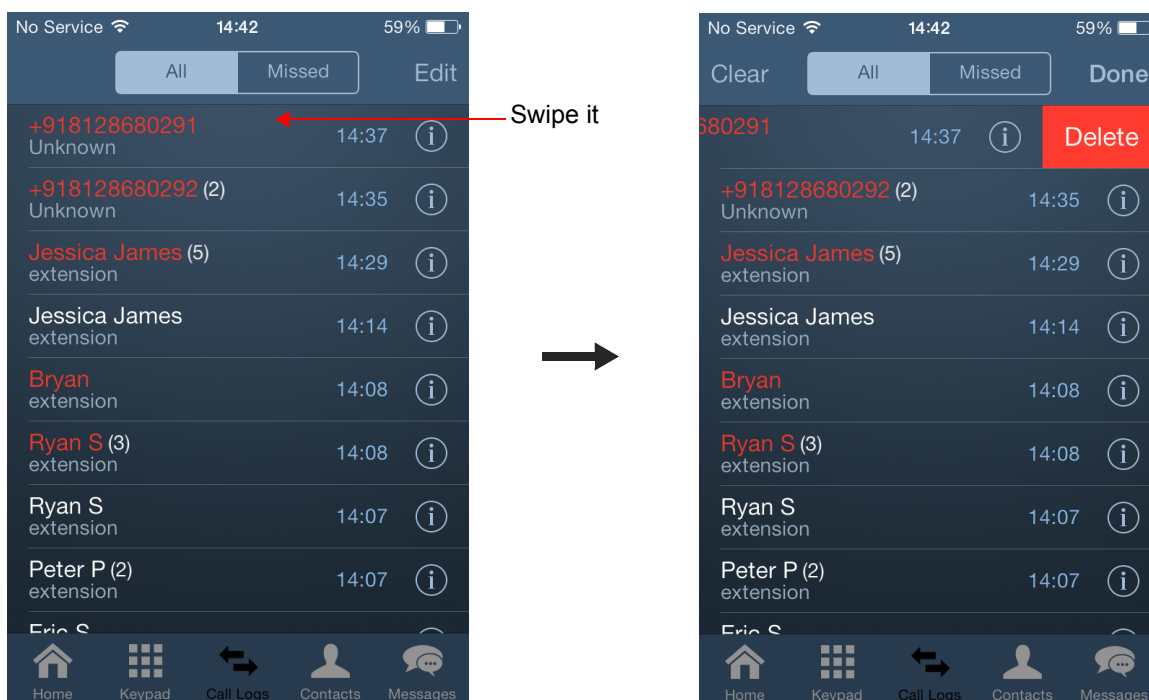
- Tap **Delete**.

- Repeat similar steps to delete more entries.

*If you delete an entry from **All** call logs, corresponding entry, if present in the **Missed** call logs, will also be deleted.*

Deleting a Single Entry using Edit Button

- On **All/Missed** call logs, tap **Edit**.
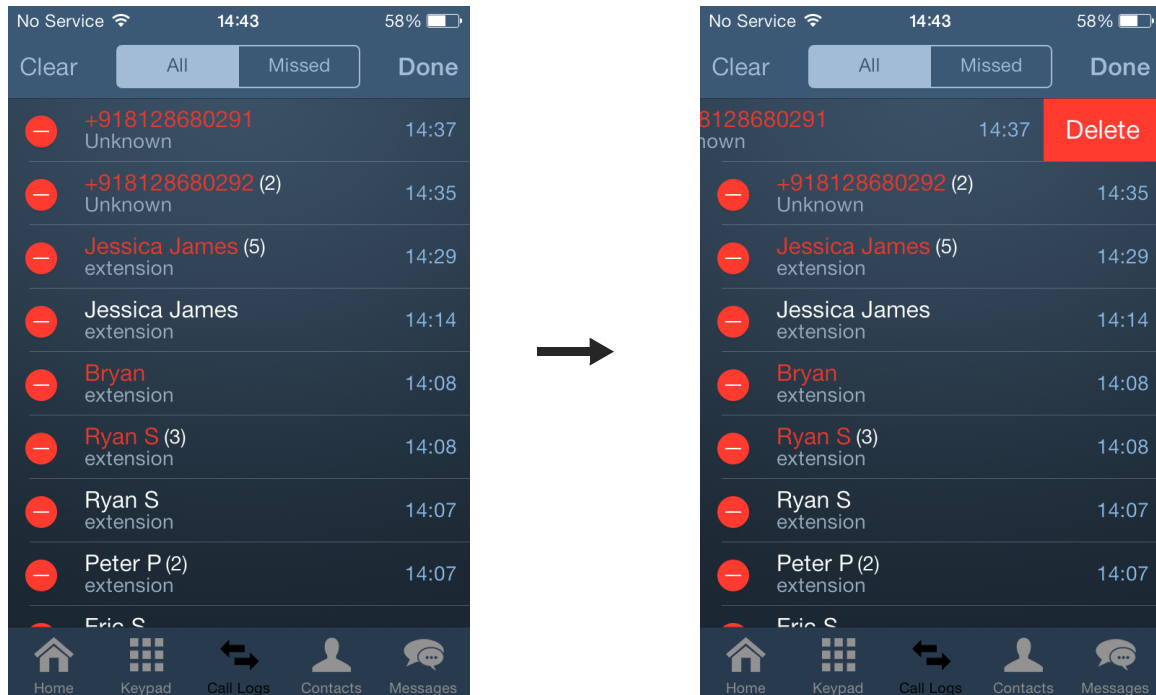
- To delete a single entry, tap **Delete selected** corresponding to the entry you want to delete.

- Tap **Delete**.

- Repeat similar steps to delete more entries.

Deleting All Entries at Once

- On **All/Missed** call logs, tap **Edit**.

- Tap **Clear** and confirm deletion.

*If you delete all entries from the **All** call logs, entries are deleted from the **Missed** call logs also.*

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

Viewing Messages

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

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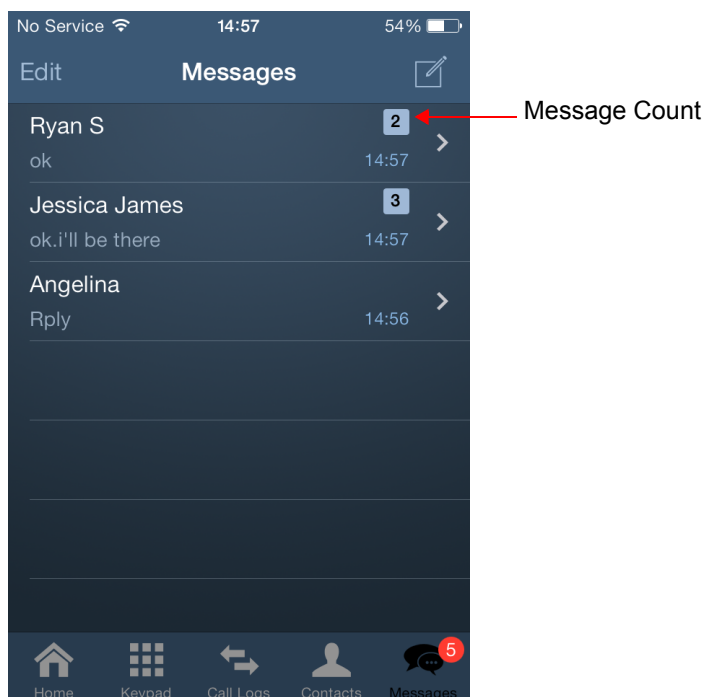
Icon	Name	Description
[compose icon]	Compose Message	Tap to compose a new message which can be sent to any number of your preference. See "Sending Messages".

Message Details

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

To view the message details,

- On **Messages**, tap the desired conversation.

Remote Party Typing Indication

IM Indication

Message Sending Fail Indication

SMS Indication

Type Message Box
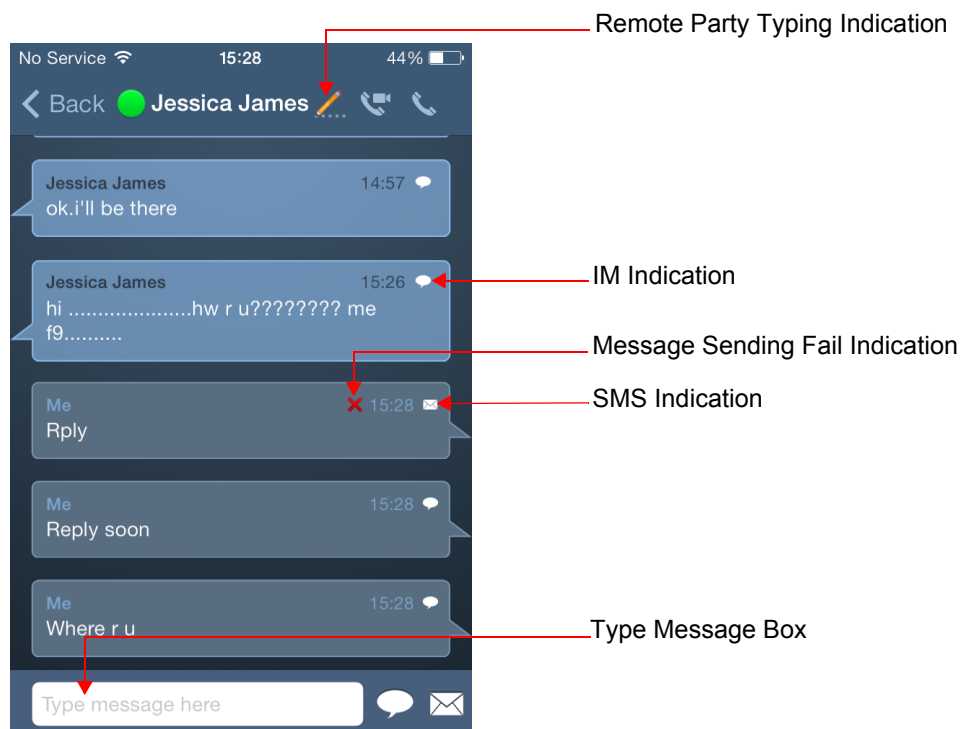
Icon	Name	Description
	Audio Call	Tap to make an audio call to this number. See, "Making Calls".
	Video Call	Tap to make a video call to this number. See, "Making Calls".
	Send IM	Tap to send an IM to this number.
	Send SMS	Tap to send an SMS to this number. It will be available only when SMS feature is enabled in the server for your extension. For more details, ask your system administrator.

New Message Notification

If you have unread messages, New Message notification is displayed as a badge on the **Messages** [icon] icon. The badge indicates the number of new/unread messages.

To view the unread messages,

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

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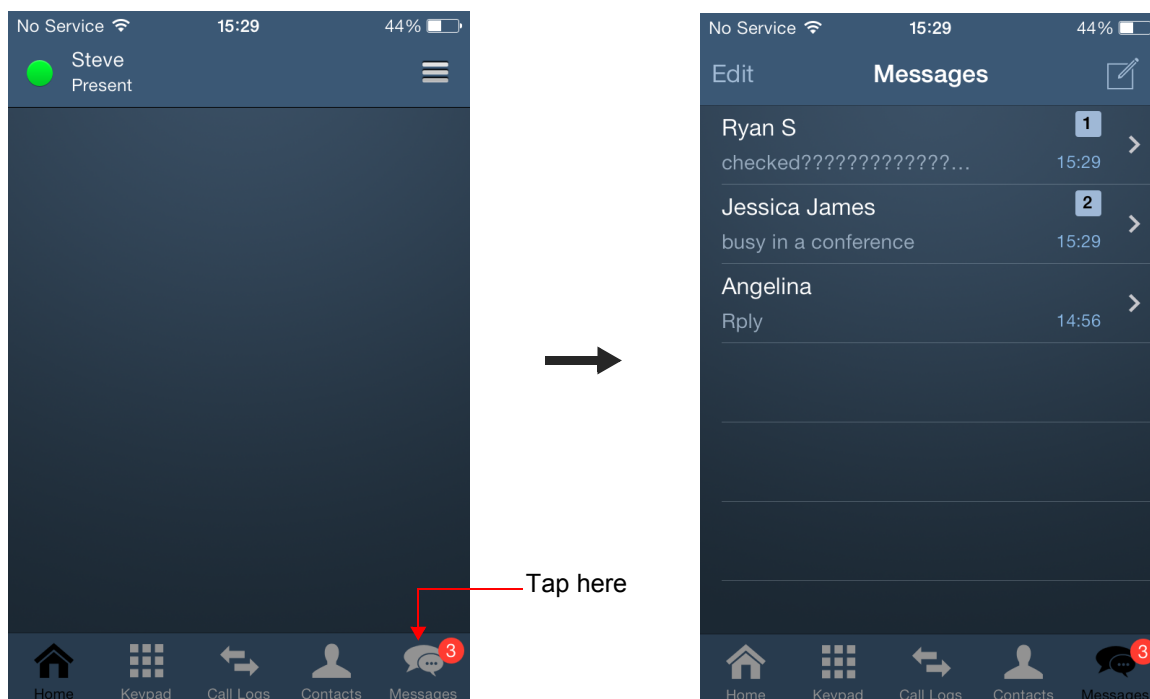
- Tap the conversation having the Message Count indication.

New Message Notification when Application is in the Background

You will receive notification for new messages, when your application is in the background only when you have a persistent internet connection. Make sure, you have enabled **Notifications** and have set the appropriate **Alert Style** in **Native iOS Settings** for VARTA AMP100. For details, see "Receiving Notifications when MATRIX VARTA AMP100 Application is in the Background".

Sending Messages

MATRIX VARTA AMP100 allows you to send and receive IMs and/or SMS messages. Make sure that following conditions are satisfied for the availability of *Send IM* and *Send SMS* icons.

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 in the System. Ask your system administrator for further clarifications.

To use Emoticons (Smileys) in your messages, you must add the **Emoji keyboard** to iOS using the **Native iOS Settings**. To do that,

- Tap **Native iOS Settings**.

- Tap **General**.

- Tap **Keyboard**.

- Tap **Keyboards**.

- Tap **Add New Keyboard**.

- Scroll down and tap **Emoji**.

To use the **Emoji** keyboard in **VARTA AMP100**,

- Tap the **Globe** icon on the VARTA AMP100 keyboard.

Sending a New Message using the Compose Button

- Tap **Messages** ![messages icon] on the **Home** screen.

- Tap **Compose Message** ![compose icon] .
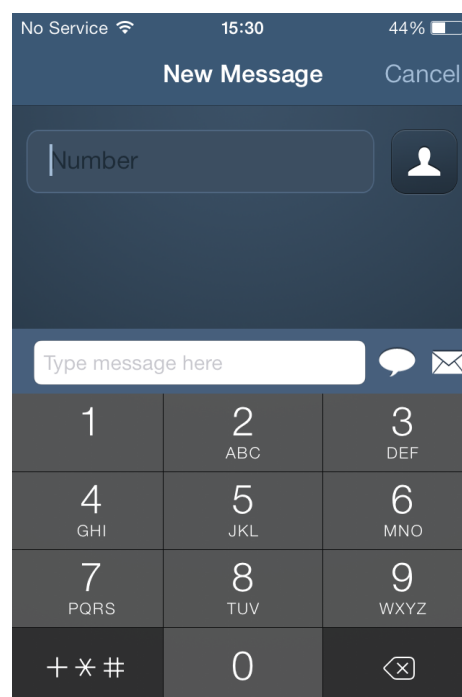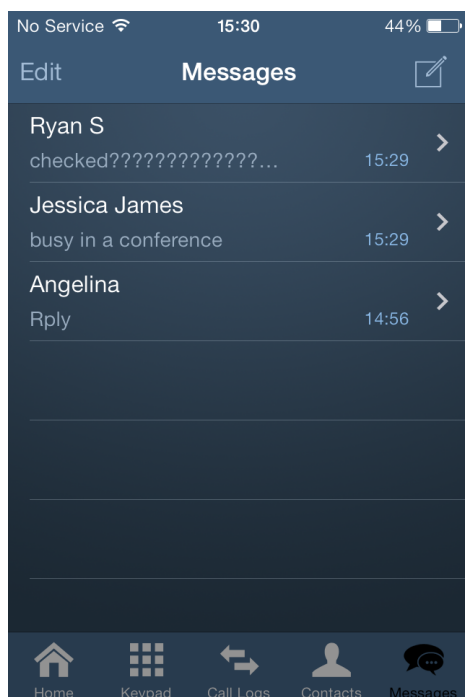
- Enter the number manually or tap **Contacts** ![contacts icon] to select the desired extension from your Contacts.

- Type the message.

- Tap **Send IM** ![IM icon] or **Send SMS** ![SMS icon] as desired.

Sending a New Message from the Contacts

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

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

- On its details, tap **Message**.

- Type your message.

[screenshot: Info screen for Jessica James] → [screenshot: message conversation with Jessica James showing keyboard]

- Tap **Send IM** [icon] or **Send SMS** [icon] as desired.

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 to reply.

- Tap the **Type Message** box and type your message.
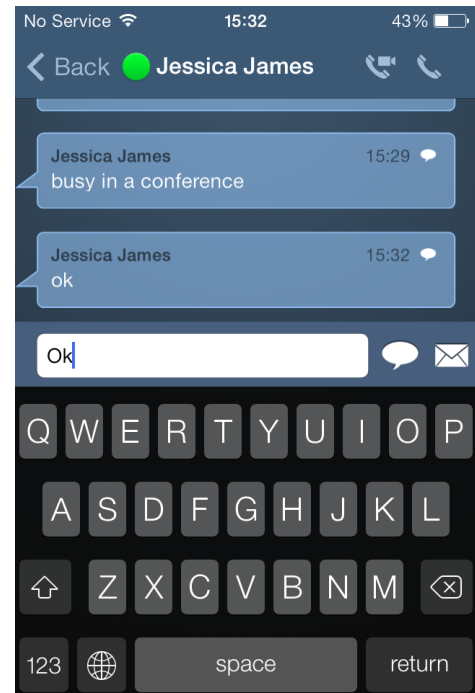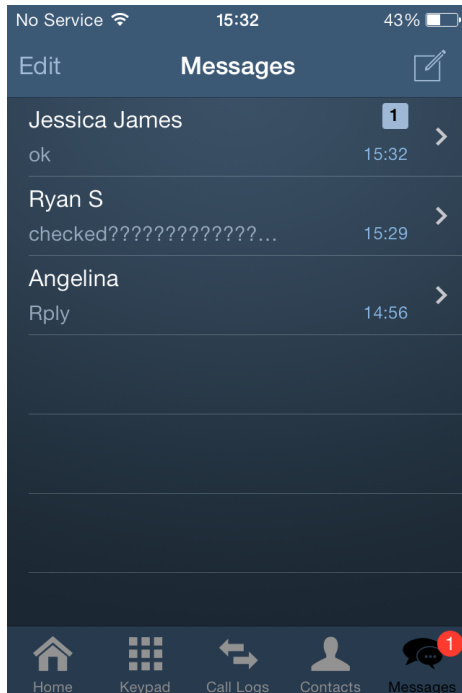
- Tap **Send IM** or **Send SMS** as desired.

Re-sending Messages

To re-send undelivered messages,

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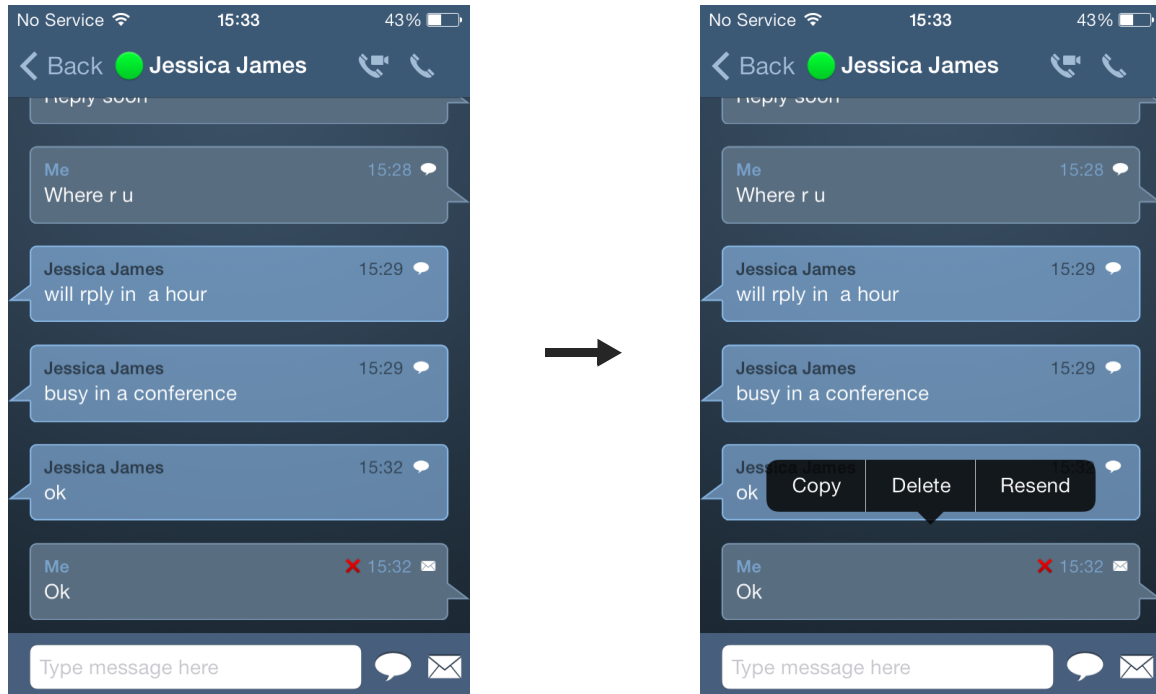
- Tap **Resend**.

Copying Messages

To copy a message,

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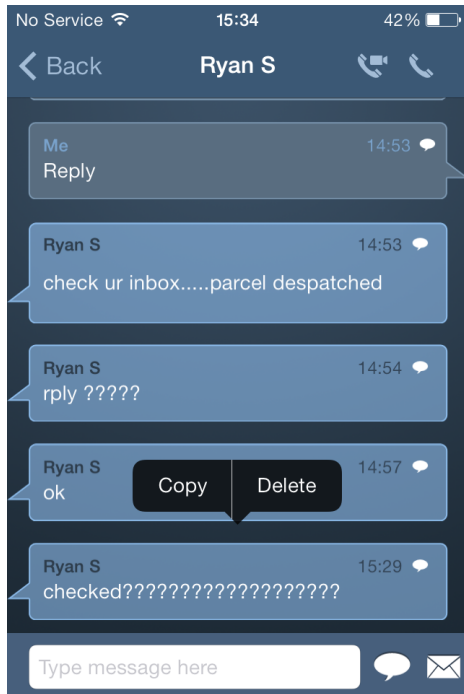
- Tap **Copy**.

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

Deleting Messages and Conversations

You can delete a single message within a conversation or a single conversation or all conversations at once.

Deleting a Single Message

- Long tap the message you want to delete on **Message Details**.

- Tap **Delete** and confirm deletion.
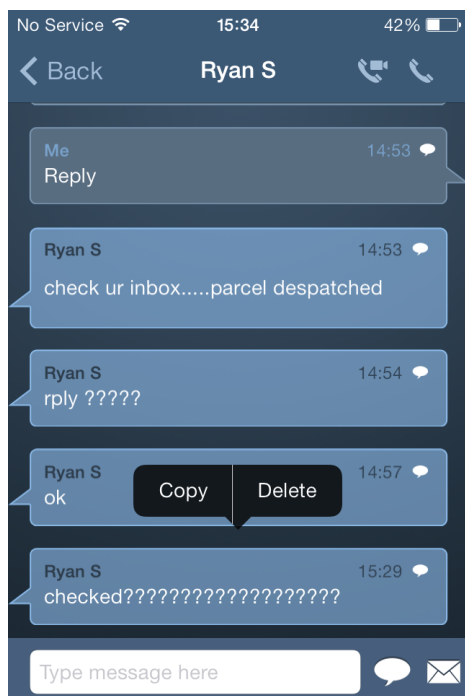
Deleting a Single Conversation using Swipe

You can delete a single conversation using Swipe as well as the Edit button.

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

Deleting a Single Conversation using Swipe

To delete a conversation,

- On **Messages**, swipe the conversation which you want to delete.
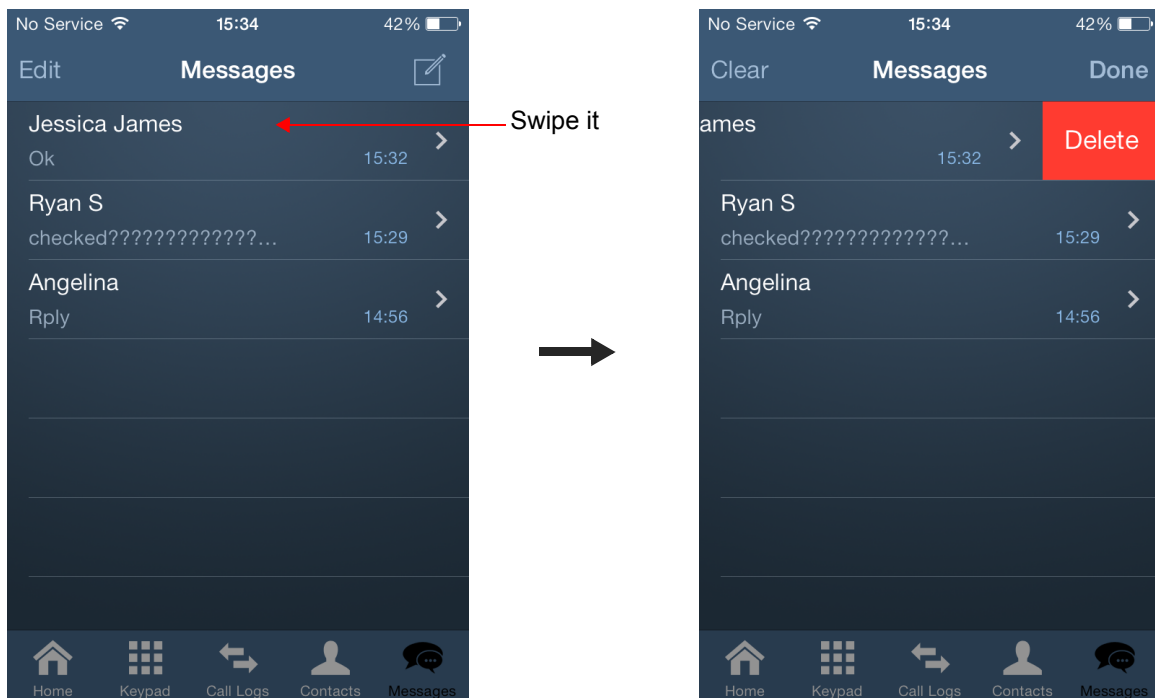
- Tap **Delete**.

Deleting a Single Conversation using Edit Button

To delete a conversation,

- On **Messages**, tap **Edit**.

- Tap **Delete selected** ⊖ corresponding to the conversation you want to delete.
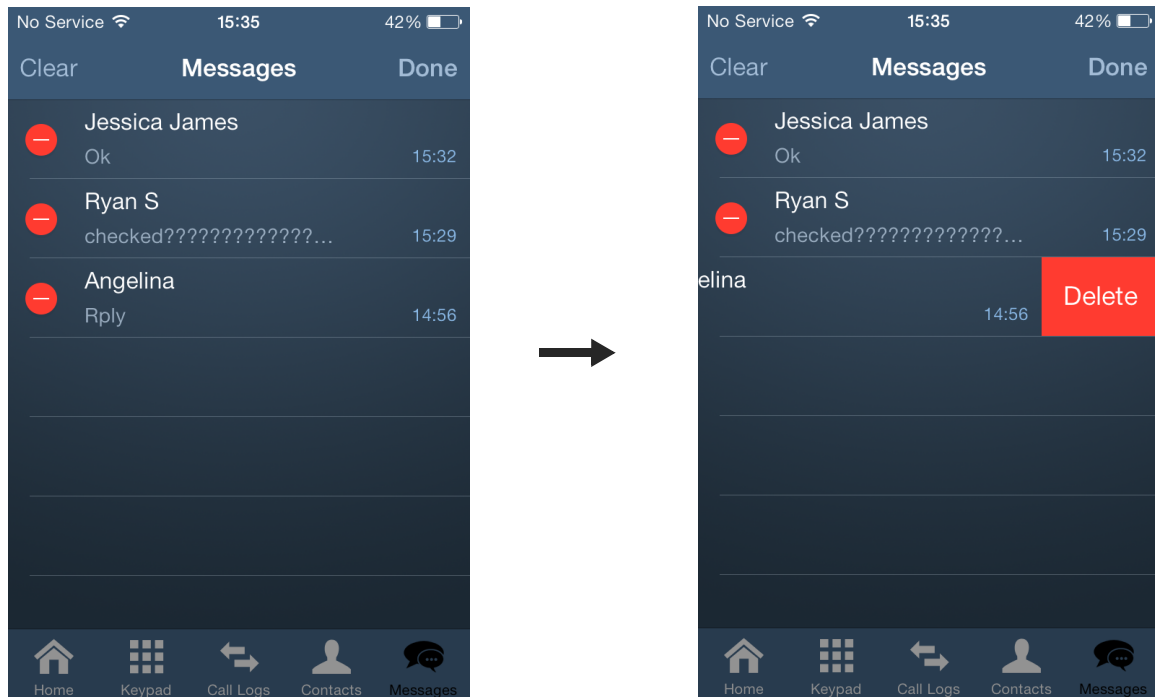
- Tap **Delete**.

Deleting All Conversations

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

To delete all conversations,

- On **Messages**, tap **Edit**.
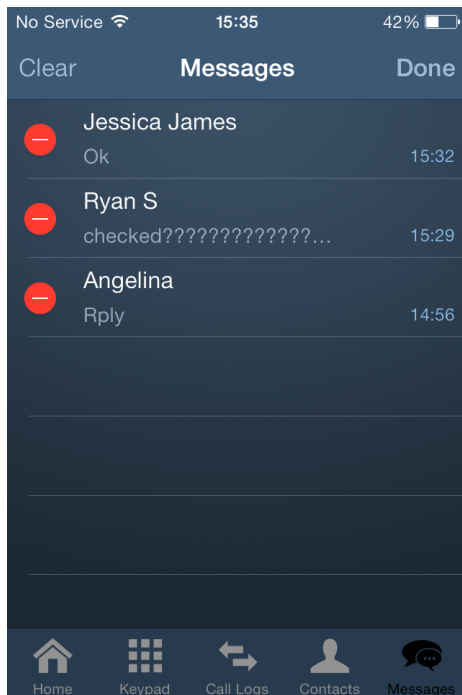
- Tap **Clear** and confirm deletion.

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

Changing Your Presence Status

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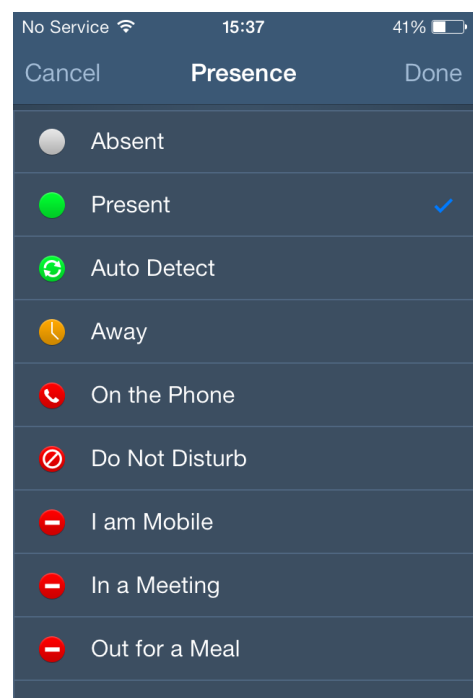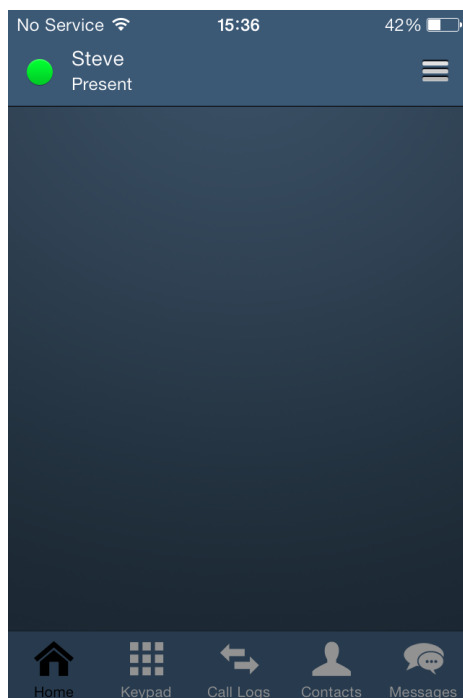
- Tap the desired status message on the list.

- Tap **Done**.

Viewing Others' Presence Status

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

Presence Subscription allows you to view the latest presence status of a remote user. This feature is helpful while using Instant Messaging (IM). To learn about 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 Presence Subscription for a remote user from the **Contacts** or **Call Logs** or **Favorites Details**.

Enabling Presence Subscription

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

- On Contact Details, tap **Enable Presence**.
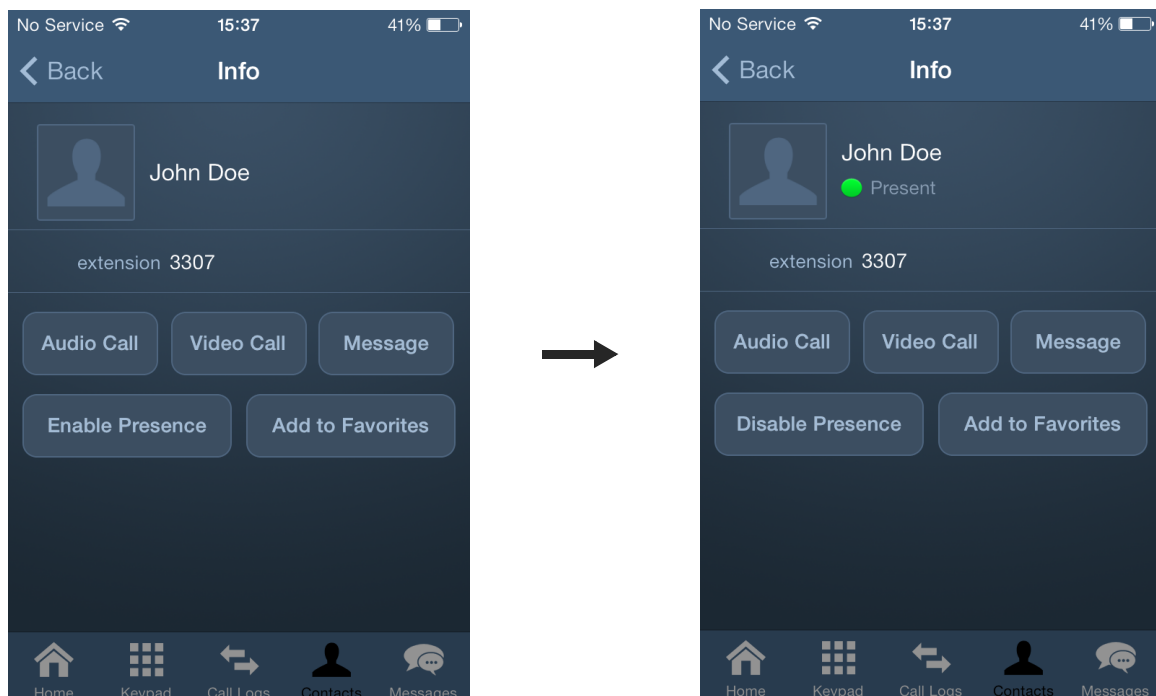
The presence status of the remote user is displayed.

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

Disabling Presence Subscription

To disable the Presence Subscription of the remote user,

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

- On the Contacts Details, tap **Disable Presence**.

Menu

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

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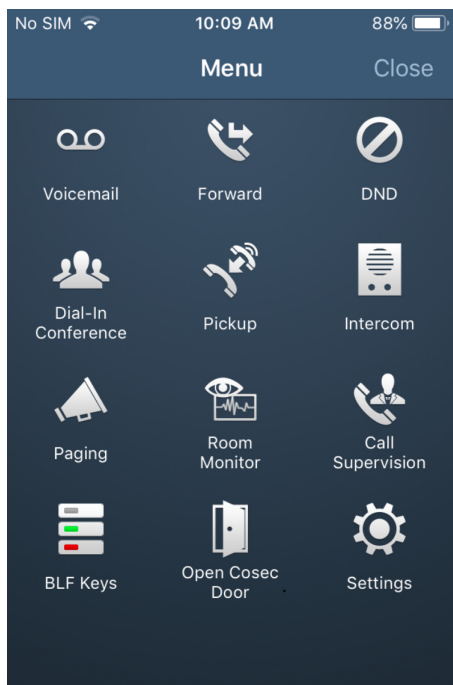
- Tap **Close** to return to the Home screen.

[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 on the **Home** screen.
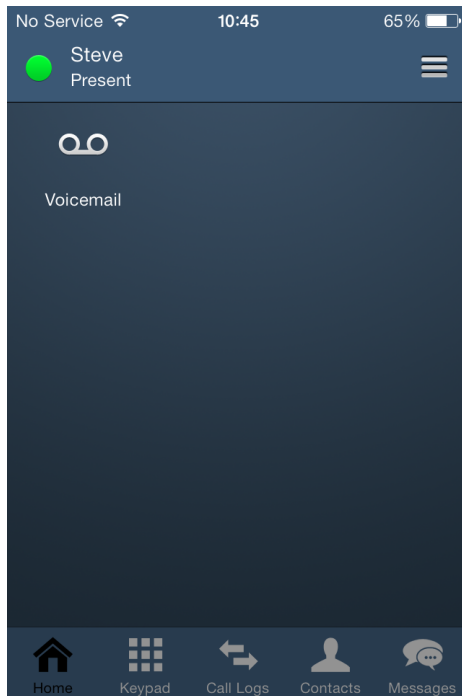
Removing Shortcuts

- Long tap the Shortcut icon placed on the **Home** screen.

- Tap **Remove** . The icon is removed from the **Home** screen.
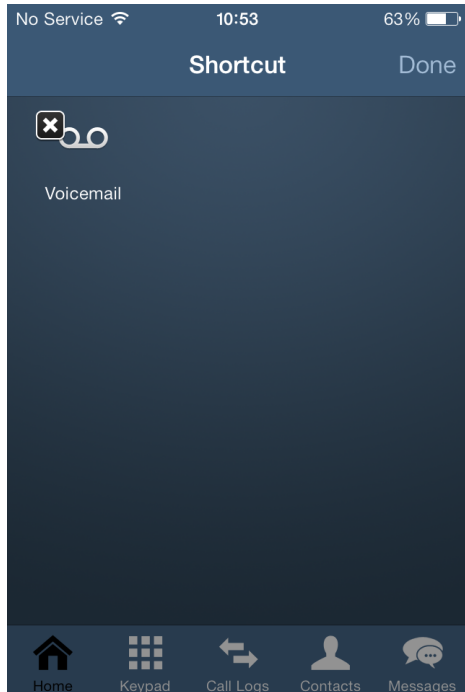
Voicemail

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

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

- Tap **Voicemail** .

- 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** .

- Once you are done, you can tap **End Call** to disconnect.

New Voicemail Indication

Arrival of a new Voicemail(s) will be indicated on the **Menu** as well as the **Voicemail** icon using a badge. The number on the badge indicates the number of new/unread voicemail(s) you have.
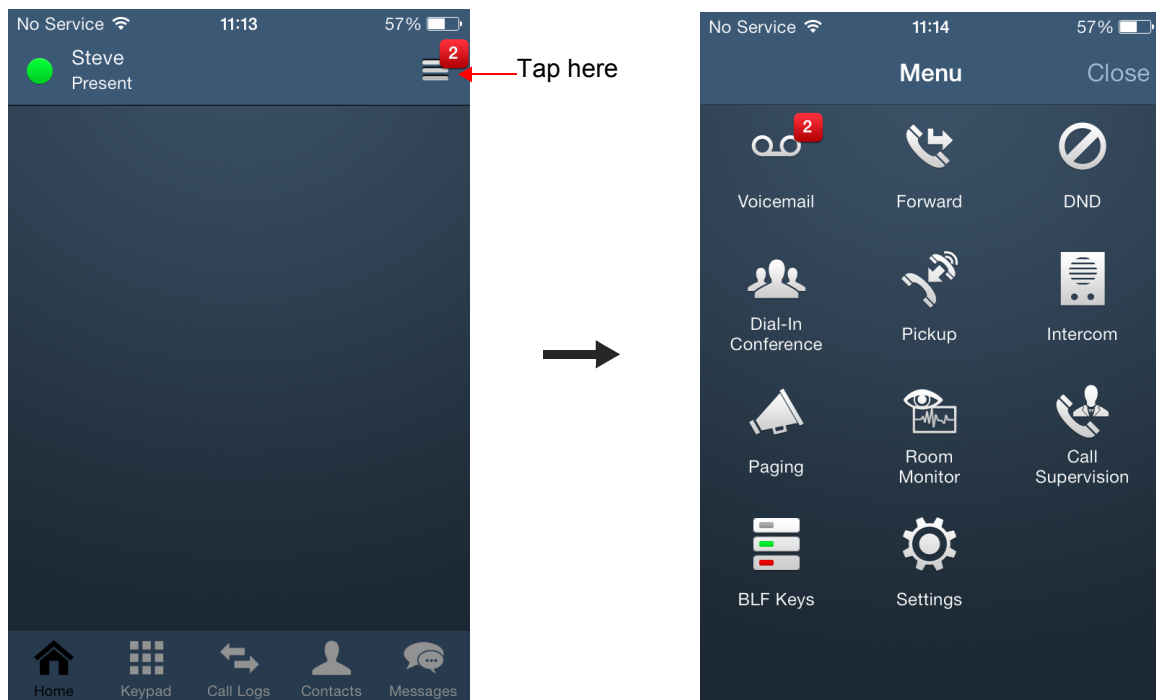
New Voicemail Notification when Application is in the Background

You will receive notification for new Voicemail(s), when your application is in the background only when you have a persistent internet connection. Make sure, you have enabled **Notifications** and have set the appropriate **Alert Style** in **Native iOS Settings** for VARTA AMP100. For details, see "Receiving Notifications when MATRIX VARTA AMP100 Application is in the Background".

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 AMP100 is registered, that is SARVAM UCS, PRASAR UCS, ANANT UCS or ETERNITY NE.

- If your AMP100 is registered with SARVAM UCS or PRASAR UCS or ANANT UCS 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 **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 AMP100 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

To Set Call Forward,

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

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

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

- To forward calls to a number, tap the **Forward on Voicemail** ON/OFF switch.
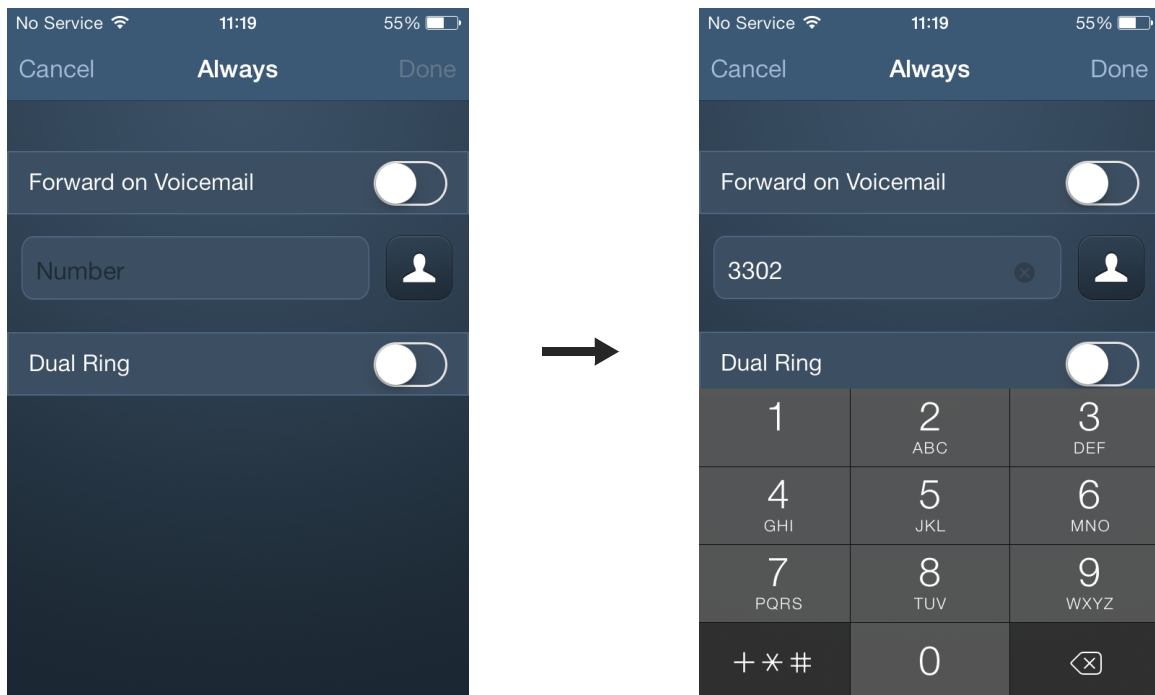
- Enter the **Number** manually or tap **Contacts** to select the desired number.

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

Set Indication
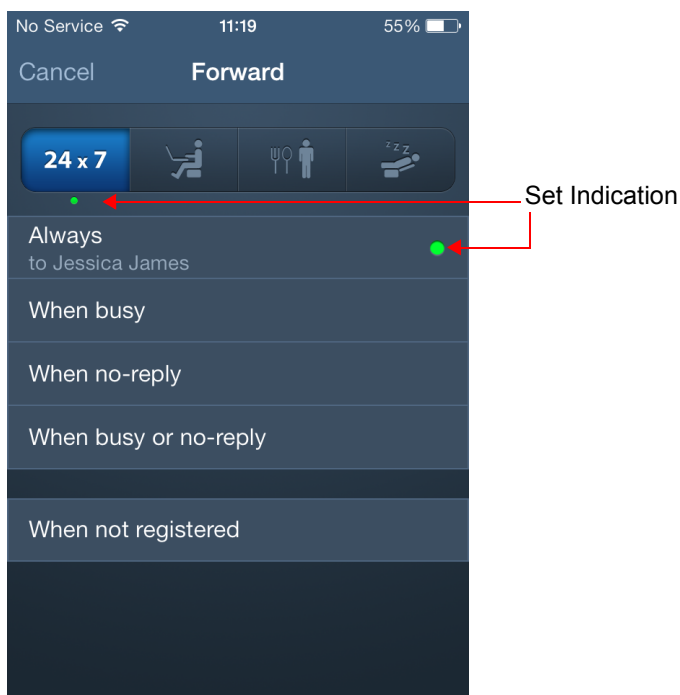
To cancel Call Forward,

Tap here to cancel
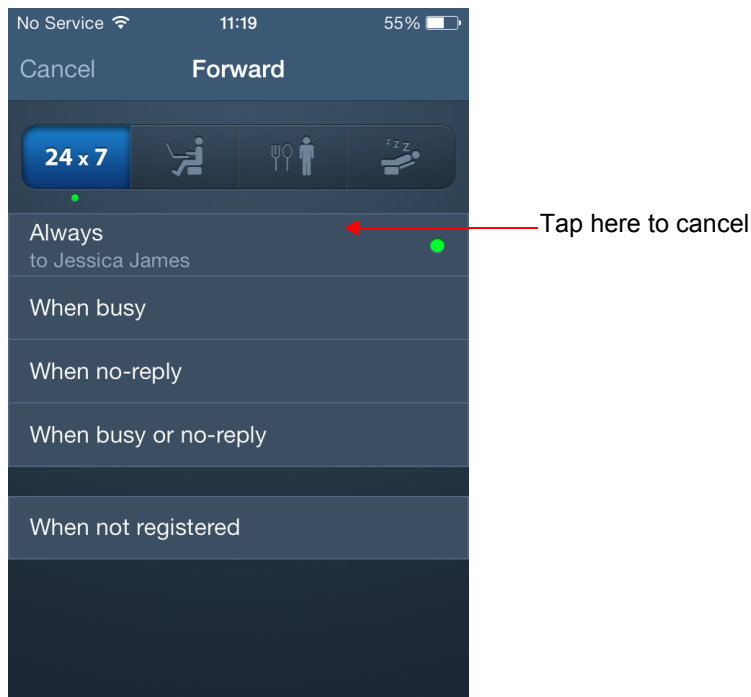
To set/cancel Call Forward for any specific time zone, perform similar steps within the desired Call Forward - Time Zone tab.

Setting and Canceling Call Forward When Not Registered

To set Call Forward - When not registered,

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

- Tap **When not registered**.

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

- To forward calls to a number, tap the **Forward on Voicemail** ON/OFF switch.

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

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

Set Indication

To cancel Call Forward - When not registered,

Tap here to cancel
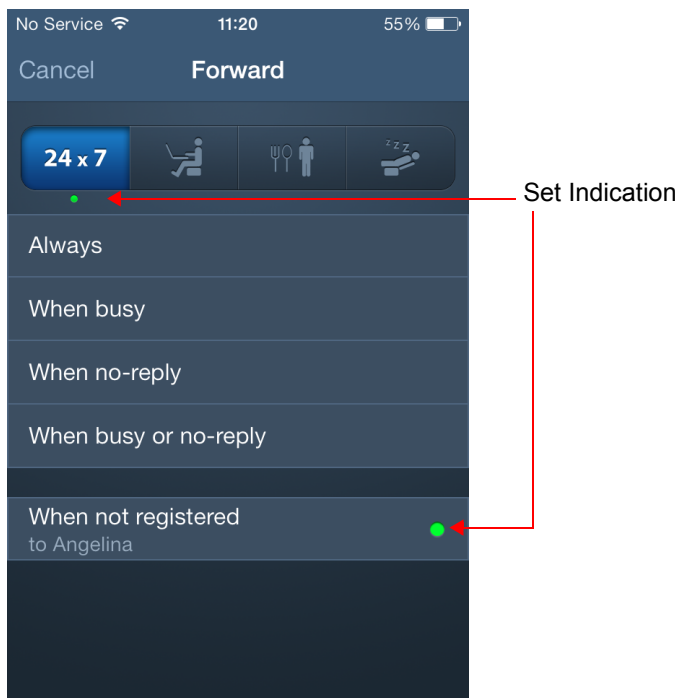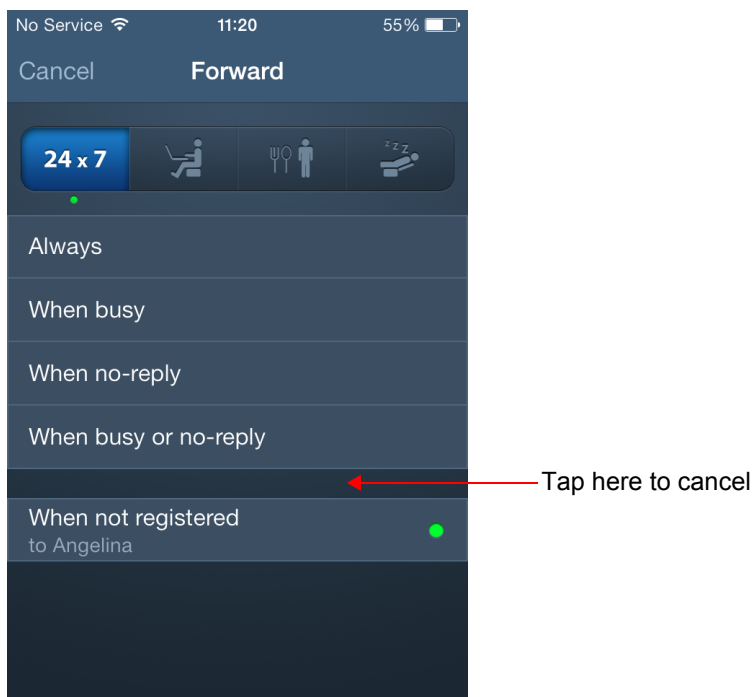
To set/cancel Call Forward - When not registered for any specific time zone, perform similar steps within the desired Call Forward - Time Zone tab.

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.

- Set Call Forward from **Always** or **When busy** or **When no-reply** or **When busy or no-reply** as described above. At a time, you can set only one out of these four options.

- By default, Dual Ring is disabled. To set, tap the **Dual Ring** ON/OFF switch.

No Service 📶	11:21	54% 🔋
Cancel	**Always**	Done

Forward on Voicemail

3302
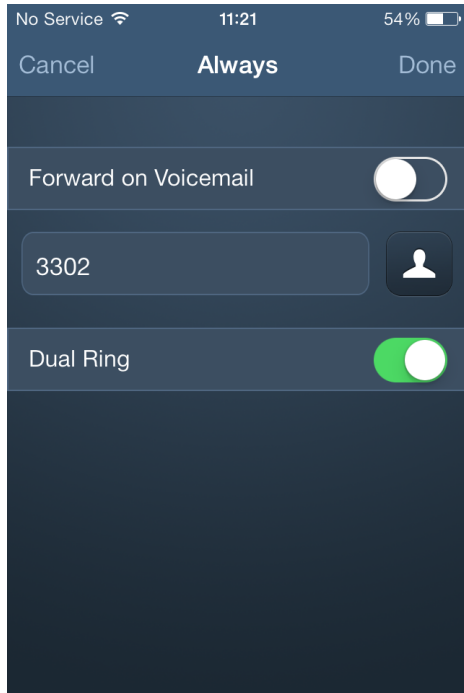
Dual Ring

- Tap **Done**.

- To cancel Dual Ring, tap the ON/OFF switch and tap **Done**.

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

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

- *Dual Ring cannot be set for **Call Forward When Not Registered**.*

Do Not Disturb (DND)

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

Setting Do Not Disturb

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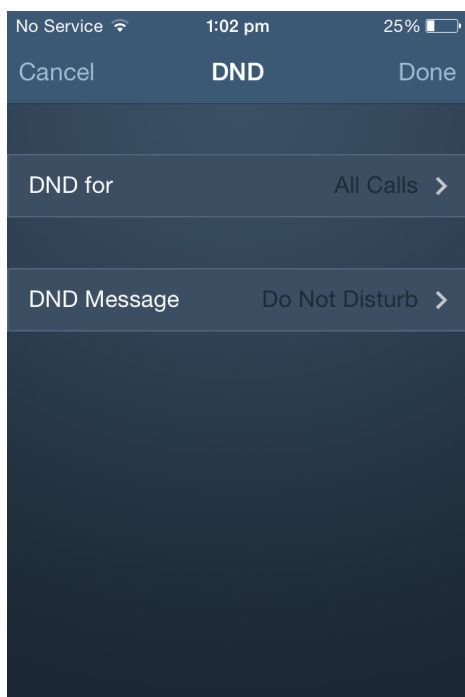
- To select the type of calls for which DND is to be set, tap **DND for**.

    - 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 **Done**.

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

Canceling Do Not Disturb

Tap here
to cancel
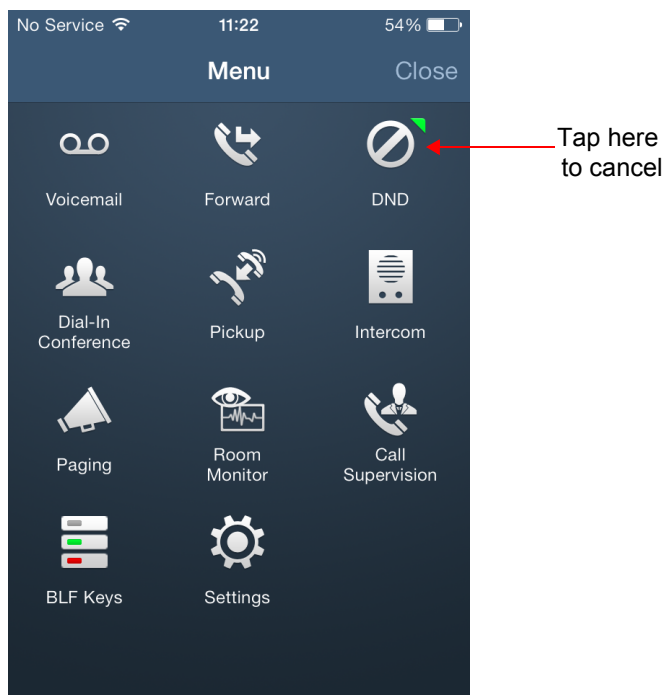
Dial-In Conference

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 your 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	Maximum simultaneous conferences
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**.
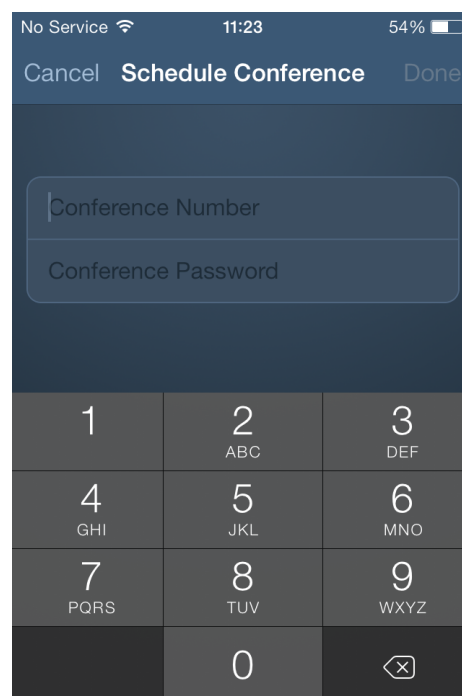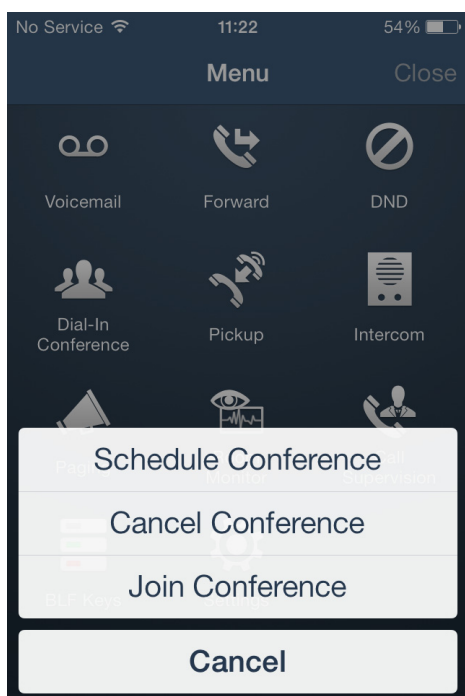
- Enter the **Conference Number** and the four digit **Conference Password**.

- Tap **Done**.

You cannot use the default Password 1111.

Joining a Dial-In Conference

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

- • Tap **Join Conference**.

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

- • Enter the corresponding **Conference Password**.

- • Tap **Done**.

After the Dial-In conference is initiated, it functions as a Multi Party Conference. To access features during the conference, see "Multiparty Conference".

Canceling a Dial-In Conference

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

- • Tap **Cancel Conference**.

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

- • Enter the corresponding **Conference Password**.

- • Tap **Done**.

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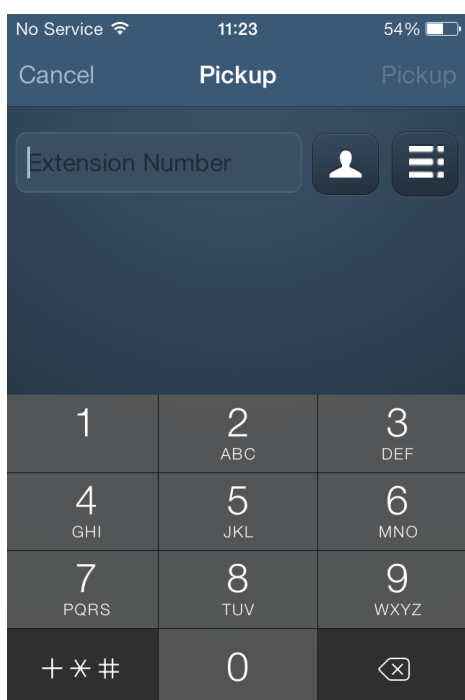
- Enter the **Extension Number** manually or tap **Contacts** to select the desired extension.

- Tap **Pickup**.

Pickup from the Incoming Call list

To pick-up a ringing call,

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

- Tap **Incoming Calls**[13] list.

Ringing Extension

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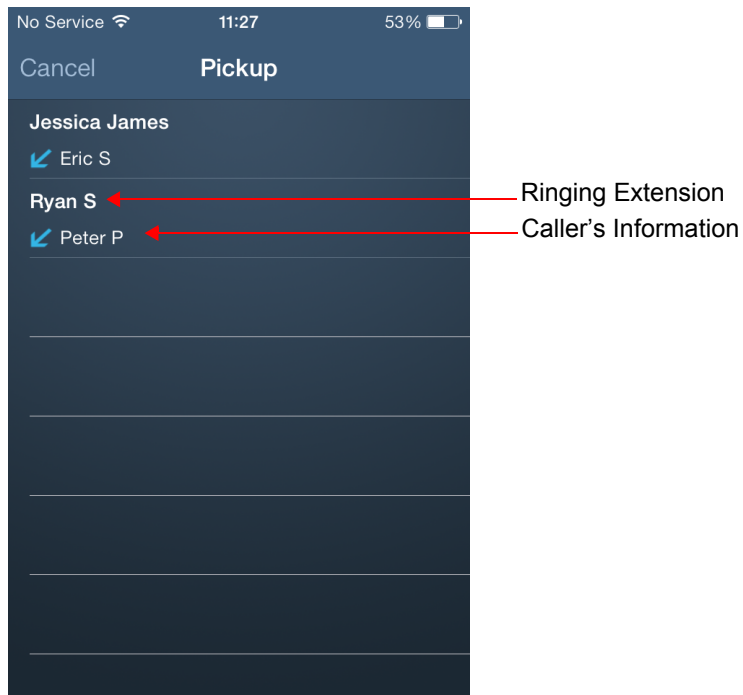
- From the list of ringing extensions, tap the desired extension you want to pickup.

---

13. *The Incoming Calls list displays the extension(s) in your pickup group only.*

Intercom

Intercom allows you to get connected immediately 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 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.
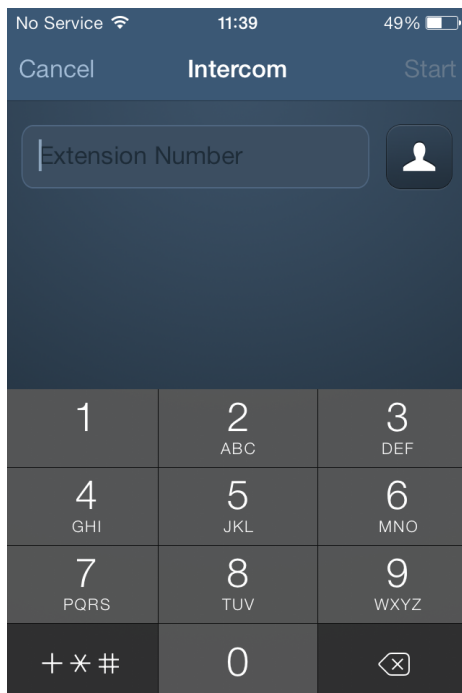
- Enter the **Extension Number** manually or tap **Contacts** ![icon] to select the desired extension.

- Tap **Start**.

Paging

Paging is a one-way communication which allows you to make announcements to a group of extension users[14] configured in a Page Zone. Extension users you are Paging, can only listen to your announcement.

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

To be able to make a Paging call, contact your system administrator and get the **Page Zone Number(s)**. The Page Zone Number can vary from 1 to 12.

To initiate a Paging announcement,

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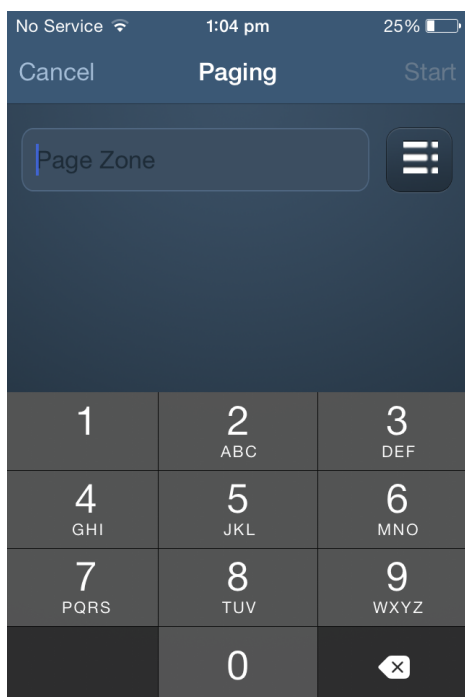
- Enter the desired **Page Zone Number** manually or tap **Page Zone Name** to select the desired Page Zone Name.

- Tap **Start**.

- **Paging** starts. Make your announcement.

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14. *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.
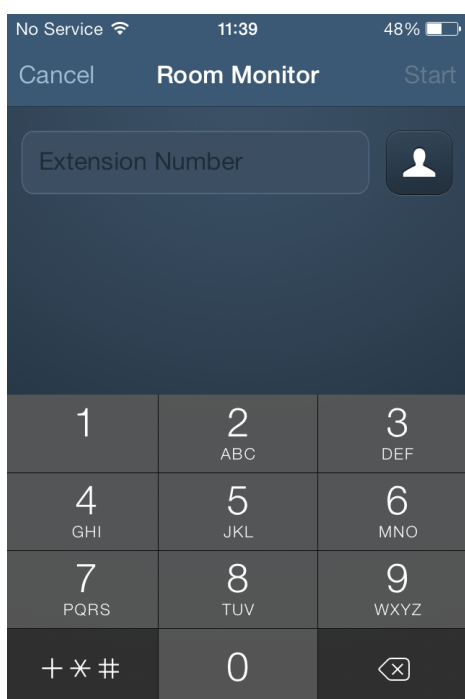
- Enter the **Extension Number** manually or tap **Contacts** to select the desired extension.

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

To access Call Supervision,

- Tap **Call Supervision** on the **Menu** screen.
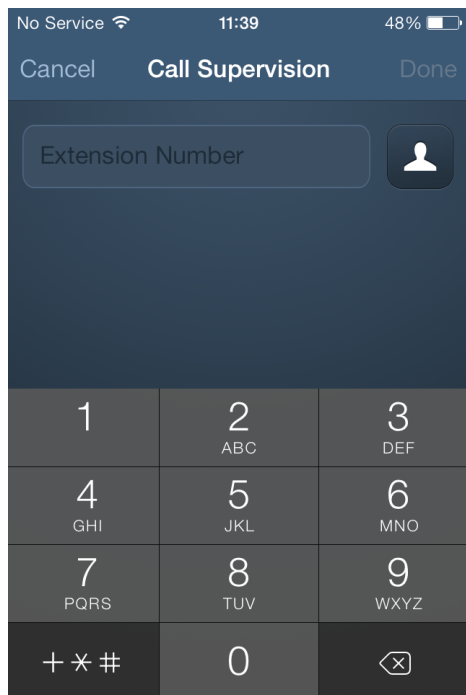
- Enter the **Extension Number** manually or tap **Contacts** to select the desired extension.

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

Busy Lamp Field (BLF) Keys

Using BLF Keys you can monitor the status of another extension or trunk and confirm whether it is available or busy or 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** ▤ on the **Menu** screen.
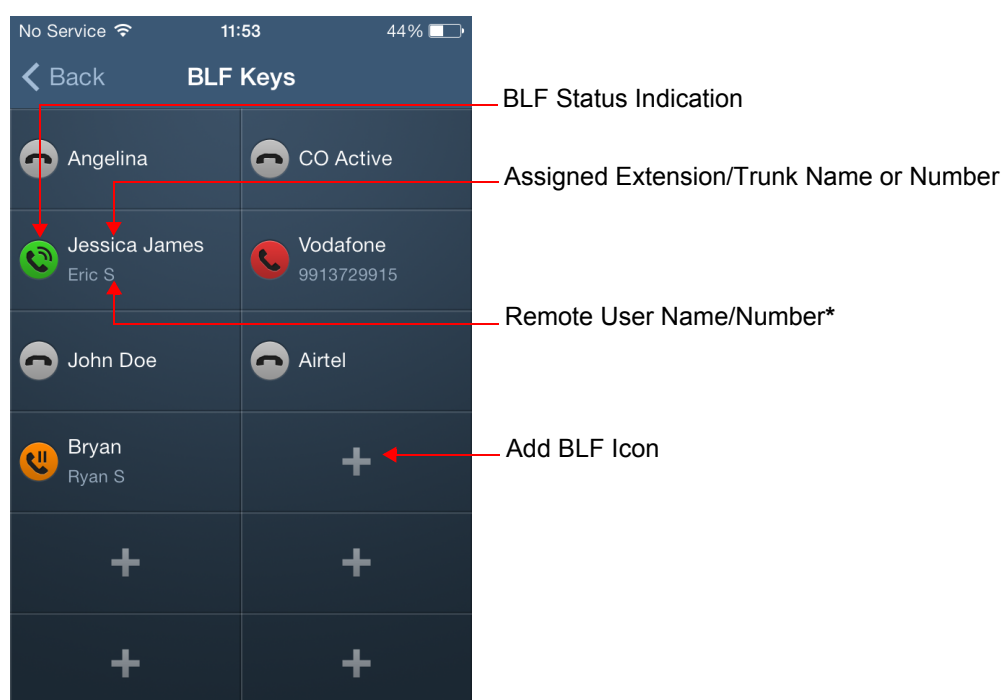
* It denotes the name or the number of the remote party with whom the BLF assigned extension/trunk is engaged. Depending on certain conditions, Remote User Name/Number may not be available to you.

The BLF keys indicate the following:

Icon	Name	Description
	Idle	When the monitored extension or trunk is idle.
	Ringing (Incoming call)	When the monitored extension or trunk has an incoming call ringing on it.
	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** .

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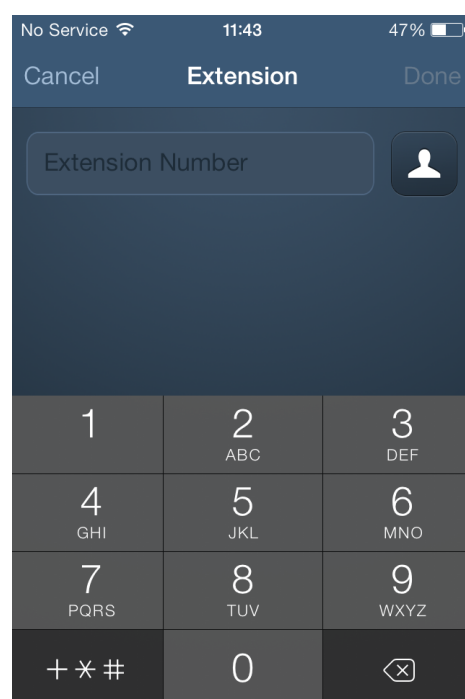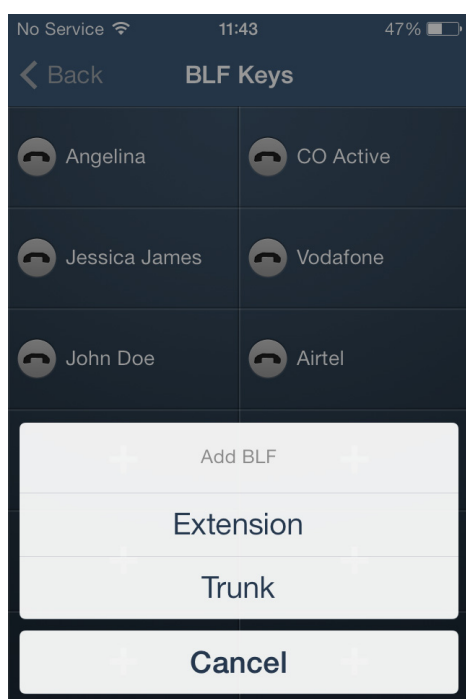
- Enter the **Extension Number** manually or tap **Contacts** to select the desired entry.

- Tap **Done**.

Assigning BLF Key to a Trunk

- Tap **Add BLF** .

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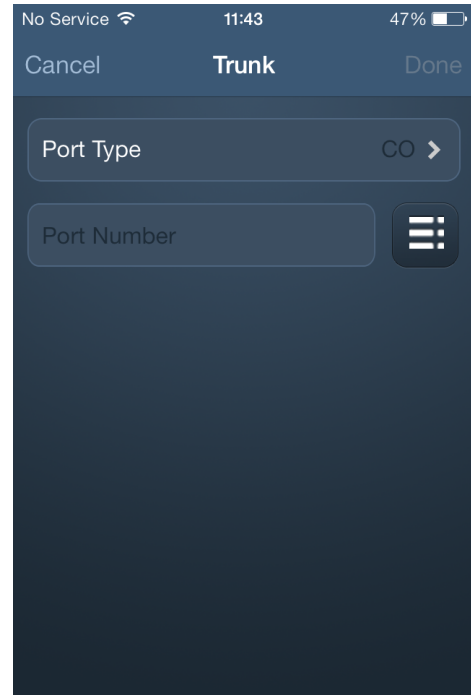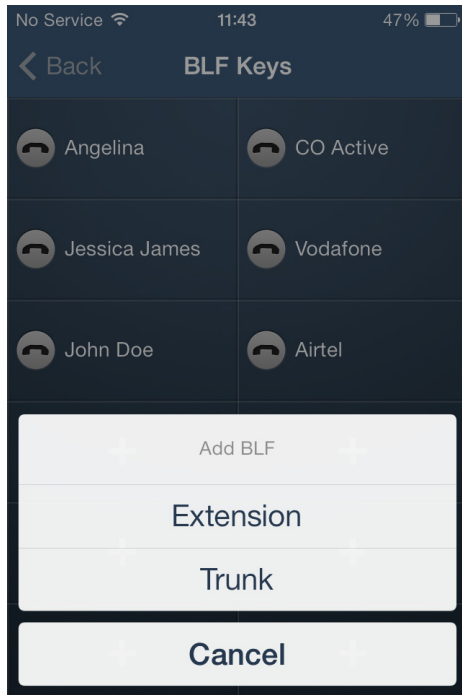
- Tap **Port Type** and select the desired trunk.

- Enter the **Port Number** manually or tap **Trunk Name**[15] ⬚ list to select the desired trunk.

- If you select BRI or T1E1 trunk (as the **Port Type**), 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 **Done**.

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.

---

15. *Trunk Name 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.
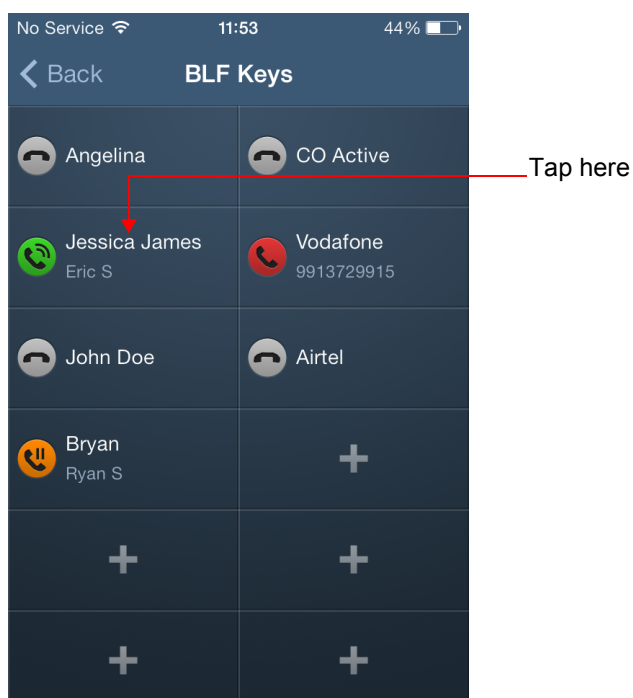
Removing BLF Key

To remove a BLF Key,

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

- Tap **Remove BLF**.

- Tap **Remove** 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 AMP100 application is registered supports redundancy, the standby card[16] 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 AMP100 application receives an incoming Redundancy Notification Call. You will receive this notification call, only if you have configured the VARTA AMP100 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 AMP100 application with ETERNITY NE.

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16. *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 AMP100 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 AMP100 application receives a Redundancy Notification Call, after redundancy process is completed.
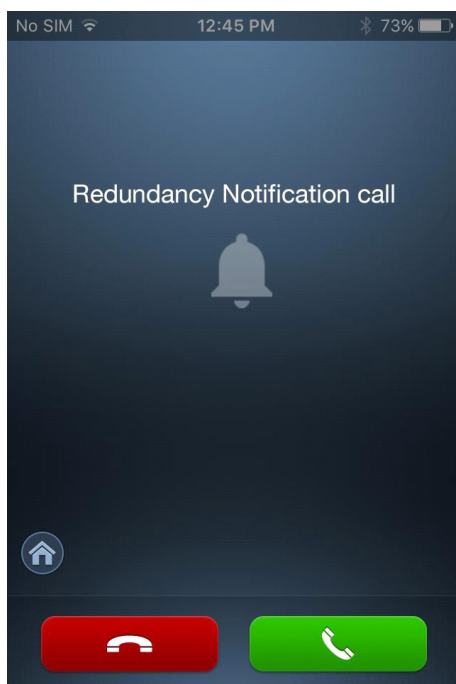
- Tap **Audio Answer** [icon] to answer the Redundancy Notification Call.

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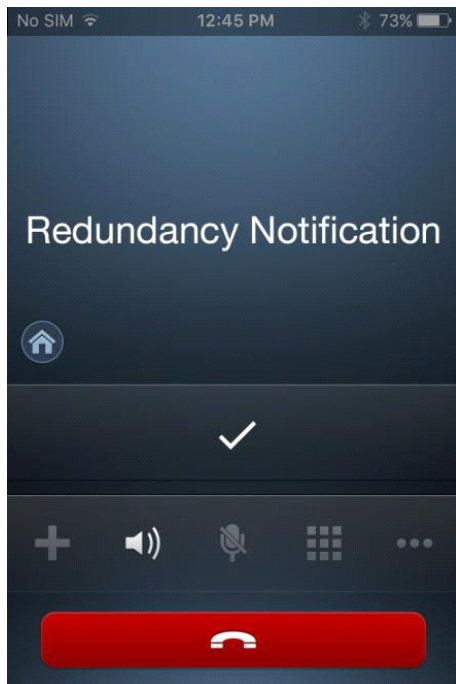
- Tap **Acknowledge** ✓ , after you have answered the redundancy notification call.
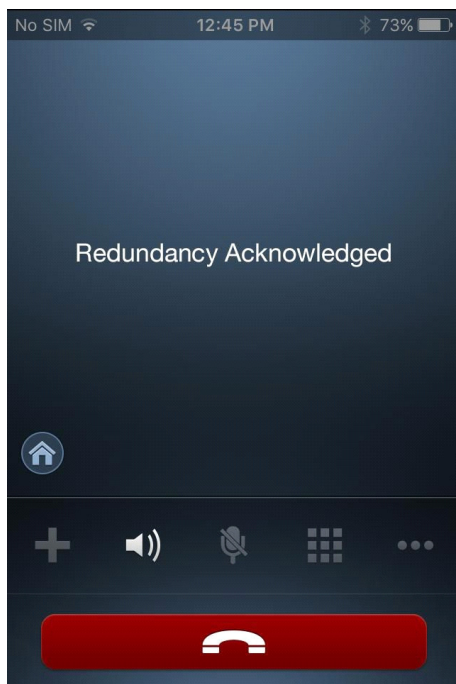
- The Redundancy Notification Call is acknowledged.

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 AMP100 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 AMP100 application will receive the Redundancy Notification Call, even when DND or Call Forward is set on your application.

User Location

User Location 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.

You can access User Location either during startup or after the application has been configured.

To access **User Location** when you launch the application for the first time,
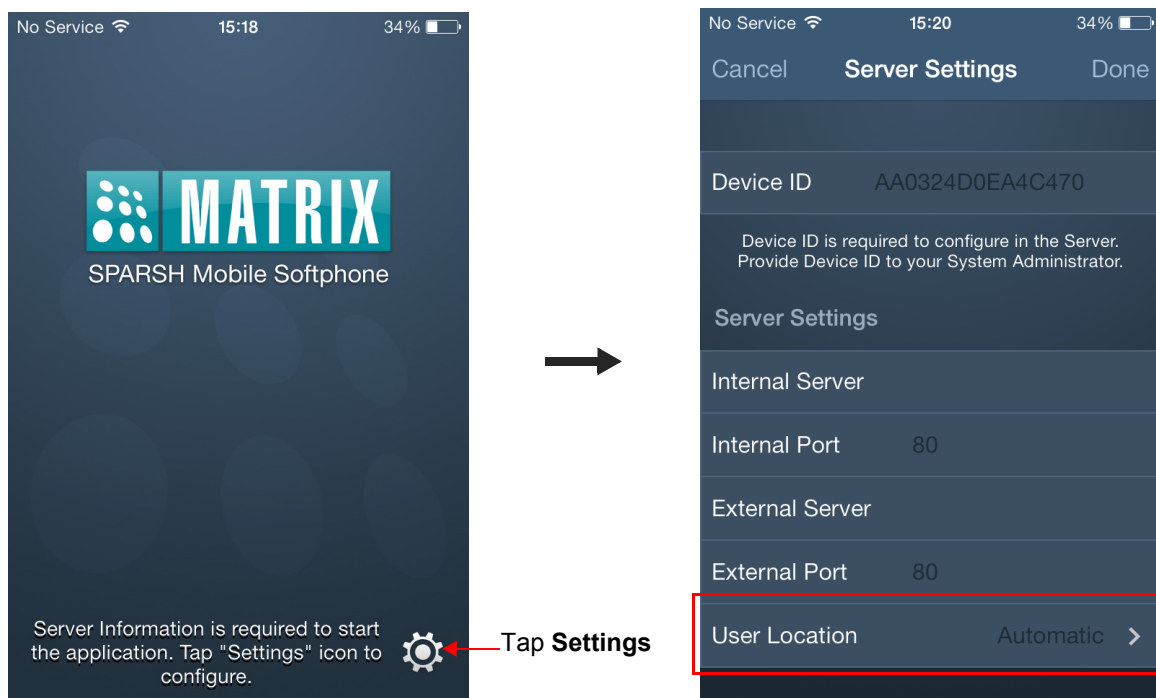
Tap **Settings**

To access **User Location** once the application has been configured or registered,

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

- Tap **Settings** .

- Tap **Server Settings**.

- Tap **User Location**.

- Tap the desired option as explained in the following table.

Parameter	Description
Automatic	By default it is enabled. The application automatically identifies your location (that is, whether you are connected in the **Private** or the **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".

CHAPTER 23   *Settings*

Settings can be accessed either during startup or after the application has been configured.

During Startup when you launch the application for the first time, you will be asked to configure the Server Address. Once you configure the Server Address and save the changes, the following parameters will be displayed within Settings,

- Server Settings
- Use Cellular Data
- Call Settings
- Enable Log
- Send Log
- Configuration Status
- About

Once the application has been registered, the following parameters will be displayed within Settings,

- Server Settings
- Codec Selection
- Ringtone
- Alert Tone
- Gain Settings
- Password
- Display Phone Contacts
- Use Cellular Data
- Call Settings
- Enable Log
- Send Log
- Configuration Status
- About

To access Settings when you launch the application for the first time,
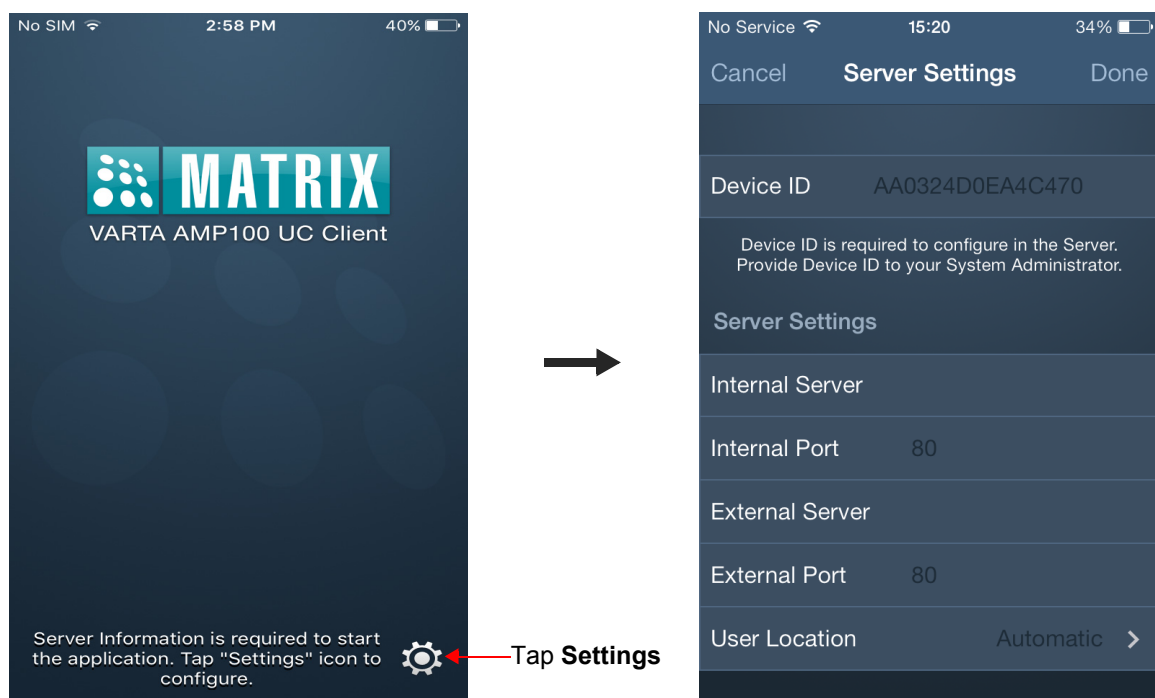
Tap **Settings**

To access Settings once the application has been registered,

- Tap **Menu** on the **Home** screen.
- Tap **Settings** .

Parameter	Description
Server Settings	It contains 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".
Ringtone	It allows you to customize the ringtone for incoming calls.
	Tap to change the ringtone. For details, see "Ringtone".
Alert Tone	It allows you to customize the alert tone for incoming alerts/notifications.
	Tap to change the alert tone. For details, see "Alert Tone".
Gain Settings	It allows you to customize the volume gain parameters for the Speaker, Handset (iPhone), Headset and Bluetooth Headset.
	Tap to change the volume gain parameters. For details, see "Gain Settings".
Password	It allows you to change the User Password.
	Tap to change the Password. For details, see "Password".
Display Phone Contacts	If it is enabled, the Native iPhone contacts will be displayed when "All Contacts" filter is selected in Contacts screen[a]. For details see, "Contacts".
	By default, it is disabled. To view the Native iPhone contacts, tap the ON/OFF switch.
Use Cellular Data	If it is enabled, the application will use Cellular Data[b] for placing calls and 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 take place from the application.
	By default, it is enabled. Tap the ON/OFF switch to disable.
Call Settings	It allows you to set various call related parameters.
	Tap to change the call parameters. For details, see "Call Settings".
Enable Log	If it is enabled, then only the application will start advanced logging (containing details of GUI events, SIP and HTTP messages) and allow you to send logs by tapping the *Send Logs* button. Detailed logs are helpful to troubleshoot problems by the Technical Support Team.
	If it is disabled, the application will not log any events.
	By default, it is disabled. Tap the ON/OFF switch to enable.

Parameter	Description
Send Log	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 Log".
Configuration Status	It displays status of configuration. For details, see "Configuration Status".
About	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 that in Native iOS Settings, you have disabled Privacy of Contacts for VARTA AMP100 Application. For more information, refer "Filtering Contacts"

b.Service Provider's Cellular Data charges will be applicable.

Server Settings

Server Settings allows you to configure the parameters required by the application to register with the Server automatically as well as the User Location. Contact your system administrator to get 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 iPhone which is required to be configured in the System by your system administrator to register the application. If you uninstall the application and reinstall again in the same iPhone, the Device ID will change. In that case, you must inform your system administrator about the new Device ID. For more information, see "Starting and Configuring the Application".
Internal Server	Tap to configure, when your phone is connected using the **Private** network. Enter the Internal Server Address as provided to you by your System Administrator.
Internal 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	Tap to configure, when your phone is connected using the **Public** network or the Internet. Enter the External Server Address as provided to you by your System Administrator.
External 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.

Parameter	Description
Secure Connection with Server	This parameter allows the application to establish a secure connection with the server. To receive the configuration files securely, enable this parameter. By default, this parameter is disabled.
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 to Automatic. For more details refer, "User Location".

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 codecs 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.

Codec List	Description
Cellular Audio Codecs	It contains the list of audio codecs supported 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 contains the list of video codecs supported 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
Wi-Fi Audio Codecs	It contains the list of audio codecs supported 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 contains the list of video codecs supported 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

By default, all codecs are enabled. To disable a codec,

- Tap the corresponding **ON/OFF switch**.
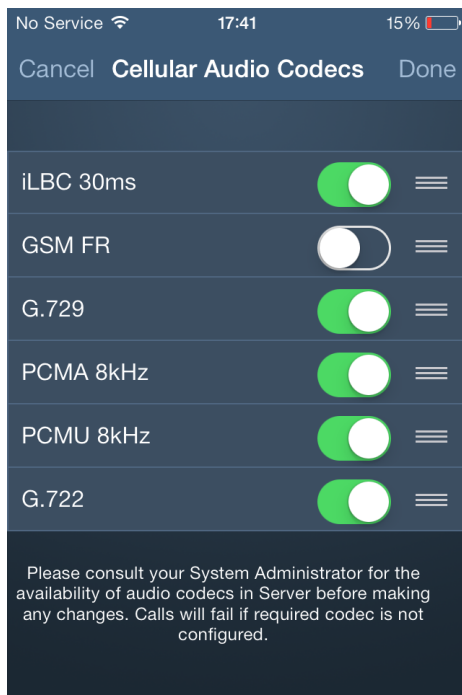
- Tap **Done** to save.

Do not change the default settings of Audio Codecs without consulting your system administrator. Depending on the server, availability of Audio Codecs is liable to change and calls may fail if the required codec is not configured.

To change the codec preference within a selected codec list,

- Drag the desired codec using the **Up-Down** button to change its relative preference over others.

- Tap **Done** to save.

Ringtone

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

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

- To set a ringtone, tap the desired tone from the list. A check mark appears beside the selected ringtone and the demo ring is played.

- Return to the previous screen. Your changes are saved automatically.

Alert Tone

You may customize the Alert Tone for incoming alerts as per your preference.

- Tap **Alert Tone** on the **Settings** screen.

- To set an alert tone, tap the desired tone from the list. A check mark appears beside the selected alert and the demo tone is played.

- Return to the previous screen. Your changes are saved automatically.

Gain Settings

Using the Gain Settings, you can change the received audio gain level as per your requirement.

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

- Tap the desired option from Speaker, Handset, Headset or Bluetooth headset, whose gain values you want to change.

- Tap the desired receive gain level from Very Low, Low, Medium, High or Very High.

- Tap **Gain Settings** to return to the previous screen. Your selection is saved.

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 **Done**.

Call Settings

Call Settings allows you to set various call related parameters.

- 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 while high quality video requires high bandwidth. By default, Low Quality is selected. Tap the desired option to change your preference.
Always on Speaker	If it is enabled, Speaker will be activated by default while making or answering video calls. If it is disabled, preference will be given to the Handset/Wired headset or the Bluetooth headset for video calls. By default, it is enabled. Tap the ON/OFF switch to disable.
On Video Answer	It 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, VARTA AMP100 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 the ON/OFF switch to enable.
Fixed Transfer Number	When you use One Touch Transfer, the calls will be transferred to this number. Tap and enter the number. You can also select the number from the Contacts by tapping **Contacts** . You cannot use One Touch Transfer, if this number is not configured. For more details, see "One Touch Transfer".
Cellular Number[a]	This is the cellular number on which Handover calls will be transferred. Tap and enter the number.

Parameter	Description
Call Waiting Beeps	It allows to set beep as indication for incoming Internal and/or External calls during on going conversations. If you select the **Don't play** option, no waiting beeps will be played for the Internal/External calls. If you select the **Play once** option, the waiting beeps will be played once for the Internal/External calls. if you select the **Play always** option, the waiting beeps will be played continuously for the Internal/External calls. By default, Play once is selected for Internal as well as External Calls.
Calls and Messages after Exit	If it is enabled, you will receive 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 disabled. Tap the ON/OFF switch to enable.
Native Integration	This is applicable only for iOS10 and above. If it is enabled, the Callkit Native Call Integration will be applicable in your VARTA AMP100 Application.By default, it is enabled. For details, see "Native Integration" and "Making Calls from Native Contacts".

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". This parameter is visible only if you have activated the VARTA Professional or VARTA Collaboration license.

Enable Log

By default, Logs are disabled. If you want the application to generate log files of all the necessary debug levels including the GUI events and the SIP Library[17] related events, then tap the **Enable Log** ON/OFF switch.
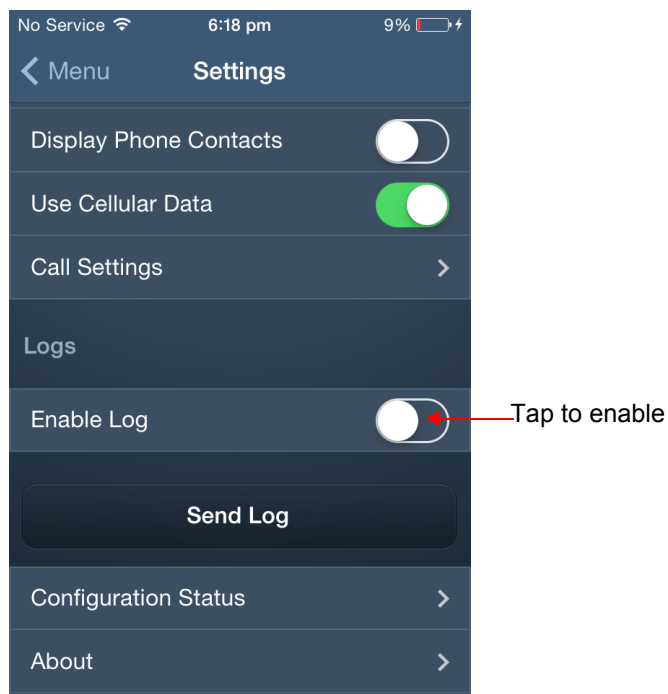
To send the generated log file to the Technical Support Team, refer *"Send Log".*

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17. *Logs of SIP Library related events are required by the application developers for troubleshooting.*

Send Log

In case you face any problem while using MATRIX VARTA AMP100, 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 iPhone.

To send the generated Log report to the customer support,

- Tap **Send Log** on the **Settings** screen.

- 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 **Yes** on the alert message to confirm.
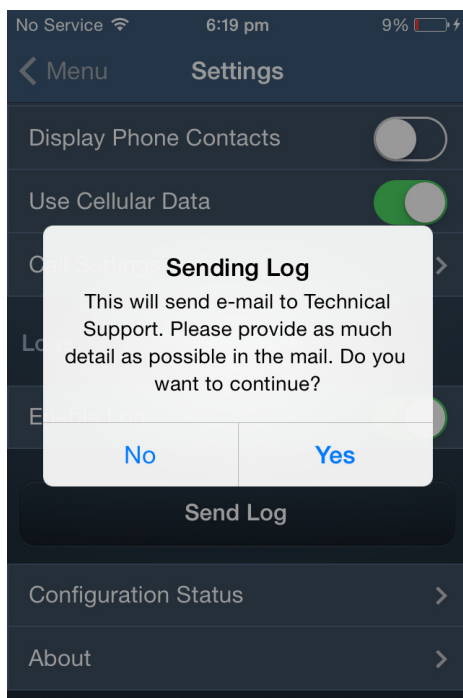
The generated log file will be added in the attachment automatically along with other relevant information.

- Tap **Send**.

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.

The maximum file size limit for the log file is 1MB. Once, the log file size exceeds this 1MB limit, old data will be deleted and a new log file will be generated.

Configuration Status

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

- 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 whenever your want the application to fetch configuration files from the Server.

About Application

You can access **About** to get important details regarding the VARTA AMP100 Application.

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

Parameter	Description
Version	Displays the Version and the Revision number of the VARTA AMP100 application.
Compatible Server Version	Displays compatibility information about the version and the revision of the Server (that is, the System) to which MATRIX VARTA AMP100 can be registered.
Internal Server Address	Displays the Internal Server Address configured in Server Settings. For more details, refer "Server Settings".
Internal 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 Port	Displays the External Server Port configured in Server Settings. For more details, refer "Server Settings".
SIP ID	Displays the SIP ID configured in the Server for your application.
Internal Registrar Address	Displays the Internal Registrar Server Address and Port.
External Registrar Address	Displays the External Registrar Server Address and Port.
Active Server Address	When the Server supports redundancy, the standby card 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.
Supported Languages	Displays the list of languages supported by the application.

Appendix

This chapter will help you to get answers of the Frequently Asked Questions (FAQ) about MATRIX VARTA AMP100 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 AMP100?

A. VARTA AMP100 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 iPhones. VARTA AMP100 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 AMP100. For details refer, "Making Calls from Keypad".

Q. While on a Native call, there is an incoming call the VARTA AMP100 application. What will happen?

A. You will get notification, if enabled, for the incoming VARTA AMP100 call. You can tap **View** to see the incoming call information. However, to answer the call you must disconnect your Native call first.

Q. While on a VARTA AMP100 call, I receive a Native incoming call. What will happen?

A. VARTA AMP100 call will be put on hold automatically, when you receive a Native incoming call. However, if due to any reason, the VARTA AMP100 call cannot be put on hold, it will be dropped. Refer "Handling a VARTA AMP100 Call and a Native Call" for more information.

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. To know more contact your system administrator.

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

A. Change the Gain Settings of your VARTA AMP100 application to change the received audio gain level. See "Gain Settings".

Q. Why the access codes to log into SE (System Engineer) Mode and SA (system administrator) Mode from VARTA AMP100 do not work?

A. VARTA AMP100 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 of the System to access specific features (for example, dialing 4 to access Barge-In). But in most of the cases it is not working. Why?

A. MATRIX VARTA AMP100 does not allow dialing of most of the feature Access Codes of the System except the following ones,

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

Q. In VARTA AMP100 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 AMP100 Call Forward GUI. 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 AMP100 does not support the CO Call Waiting (or, Trunk Call Waiting) feature even if it is enabled in the Class of Service assigned to your application. So, if there is an incoming call on a trunk for the VARTA AMP100, then you will not get CO Call Waiting indication.

Q. I cannot see VARTA AMP100 in the Notification Center. What can I do?

A. You must configure Notification parameters for VARTA AMP100 in the iPhone. Follow the steps as described in "Receiving Notifications when MATRIX VARTA AMP100 Application is in the Background".

Q. I cannot see any notification of VARTA AMP100, when application is in the background. What can I do?

A. You must configure Notification parameters for VARTA AMP100 in the iPhone. Follow the steps as described in "Receiving Notifications when MATRIX VARTA AMP100 Application is in the Background".

Q. I cannot see the badge for Missed Calls/New Voice Messages/New Messages in the VARTA AMP100 Application. What can I do?

A. You must configure Notification parameters for VARTA AMP100 in the iPhone. Follow the steps as described in "Receiving Notifications when MATRIX VARTA AMP100 Application is in the Background".

Q. I cannot hear sound for alerts when VARTA AMP100 Application is in the background. What can I do?

A. You must configure Notification parameters for VARTA AMP100 in the iPhone. Follow the steps as described in "Receiving Notifications when MATRIX VARTA AMP100 Application is in the Background".

Q. I do not receive notifications for VARTA AMP100 on the Lock screen, when the application is in background. What can I do?

A. You must configure Notification parameters for VARTA AMP100 in the iPhone. Follow the steps as described in "Receiving Notifications when MATRIX VARTA AMP100 Application is in the Background".

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 variant of the System with which your VARTA AMP100 is currently registered. The number of Conferences supported by the SARVAM UCS SME is 01 to 20, SARVAM UCS ENT is 01 to 15, SARVAM UCS SOHO is 1 to 2, ANANT UCS is 01 to15 and PRASAR UCS is 01 to 15.

Q. Why do I find Auto Callback/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 AMP100 application) in some other location(s). This is possible since the System allows registering of SIP Extensions/ VARTA AMP100 applications with the same SIP ID from a maximum of 3 different locations. For example, you can have 3 SIP Phones/VARTA AMP100 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 Callback/Auto Redial has been set from some other location and you find the updated status in the VARTA AMP100 application which you are currently using.

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

A. VARTA AMP100 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 that **Basic features** are enabled in the CoS assigned to you and the Fixed Transfer Number is configured in your application. See "Call Settings" for more details. You can use One Touch Transfer only if you have a matured call or a Multiparty Conference call.

Q. Can I access One Touch Transfer to transfer the VARTA AMP100 call to a desk-phone having the same SIP ID?

A. Yes, you can transfer your VARTA AMP100 call to a desk-phone having the same SIP ID as your VARTA AMP100 extension. Since the System allows registering of Extended SIP Extensions to a maximum of 3 locations having the same SIP ID, so One Touch Transfer call will be placed to all the remaining locations (maximum 2), if registered.

Q. Can I use emoticons/smileys in messages?

A. You can send emoticons/smileys in messages using the Emoji keyboard. To use the Emoji keyboard, refer "Sending Messages".

Q. Can I resend my undelivered messages?

A. You can resend all your undelivered messages using the **Resend** option. See "Re-sending Messages".

Q. I do not find the Native ringtones on accessing Application **Settings** > **Ringtone**. How can I set Native ringtones for incoming calls on VARTA AMP100?

A. You cannot set Native ringtones for incoming calls on VARTA AMP100. iOS does not allow to retrieve the ringtones supported by the Native Ringtone Manager. So Native Ringtones will not be available for application calls. You must select from the fixed ringtones list provided for the VARTA AMP100 for application calls.

Q. I do not find the Native alert tones on accessing Application **Settings** > **Alert Tone**. How can I set Native alert tones for incoming alerts/notifications on VARTA AMP100?

A. You cannot set Native alert tones for incoming alerts/notifications on VARTA AMP100. iOS does not allow to retrieve the alert tones supported by the Native Alert/Notification Tone Manager. So Native alert tones will not be available for application alerts/notifications. You must select from the fixed alert tones list provided for the VARTA AMP100.

Q. I cannot find the Native iPhone Contacts in spite of enabling the option **Display Phone Contacts** from VARTA AMP100 **Settings**. What has gone wrong?

A. The problem may appear if Privacy on Contacts (Native Contacts) is enabled for VARTA AMP100 in Native iOS Settings. So the application is unable to fetch Native Contacts and does not display them.

To view the Native Contacts in the VARTA AMP100 application, access the Native iOS Settings and disable Privacy on Contacts for VARTA AMP100. Privacy option can be found in iPhones and its availability may change depending on the iOS version.

Q. The Proximity Sensor of iPhone does not function in the Landscape mode. What has gone wrong?

A. iOS does not support Proximity Sensor handling in Landscape mode. So, proximity functionality will not work in Landscape mode.

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.

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.

Q. The application asks to grant access to the Camera when I tap **Show me** option. Why?

A. Depending on the iOS version, Privacy settings may be provided in the Native iOS Settings for third party applications to access the Camera. If the Camera access is not permitted to VARTA AMP100, you will not be able to send your video. When you tap the **Show me** option you will get a pop-up message which will ask you to provide the access. Check your Native iOS Settings to allow Camera access. When you change the Privacy settings the active VARTA AMP100 calls will be disconnected.

Troubleshooting

Q. Why do I get messages like 'Network connectivity not available. Please check your Wi-Fi or Cellular Data connection'?

A. There is no Wi-Fi or 3G (Data) or GSM (Data) connectivity available in your vicinity. Move to the area, where you can avail data connectivity.

Q. While trying to register the MATRIX VARTA AMP100, the screen displays "Configuring" but the application is not getting registered.

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

- Check Data connectivity options, that is Wi-Fi or 3G network connectivity as applicable.
- Ask your system administrator to check all the necessary parameters which must be 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 that the phone can reach the System. 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 AMP100 when I'm not physically on-site at my office?

A. To use VARTA AMP100 when you are in the office, you can connect to your enterprise network using the corporate Wi-Fi. But, when you are away from the office, you must have access to a mobile 3G or a non-corporate Wi-Fi network (with the Internet access) to register VARTA AMP100. You must set up this connection on your phone before you use VARTA AMP100 outside the office. Refer "Starting and Configuring the Application" or contact your system administrator.

Q. I'm within the company premises and I'm connected to the corporate Wi-Fi network, but I cannot get VARTA AMP100 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 AMP100 should automatically register and start functioning. If VARTA AMP100 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 or VARTA Collaboration license must be activated. Contact your System Administrator.

Q. I get the License not assigned message, when I access any Menu Features. Why?

A. To access the Menu features you must have atleast one license — VARTA Essential, VARTA Professional or VARTA Collaboration assigned. Contact your System Administrator.

Q. 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 iPhone.

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 AMP100 automatically removes the icon so that you cannot set it again in the current time zone.

However, when your time zone changes and VARTA AMP100 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 AMP100 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. Can I access Call Recording for a Video call?

A. Yes, Call Recording can be accessed for Video calls. However, when recording starts, the Video call will be converted to an Audio call. Due to this, the remote user may come to know that recording has been initiated. So you are recommended to use the Record feature accordingly.

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 AMP100 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 AMP100 application (extension) from the System. But I do not receive any Alarm or Reminder call. Why?

A. MATRIX VARTA AMP100 does not support Alarm and Reminder calls. You must set Alarms and/or Reminders, if required, using the Native application of your iPhone. The System will never place such calls on your iPhone even if these are set.

Similarly, Emergency Reporting calls will not be placed on MATRIX VARTA AMP100 even if your VARTA AMP100 application (extension) is configured to receive such calls in the System.

Q. The application asks to grant access to the microphone. What should I do?

A. Depending on the iOS version, Privacy settings may be provided in the Native iOS Settings for third party applications to access the Microphone. If the microphone access is not permitted to VARTA AMP100, you will get a pop-up message which will ask you to provide the access. Check your Native iOS Settings to allow microphone access.

Q. Can I use Bluetooth headset?

A. Yes, you can use Bluetooth headset, if connected. However MATRIX VARTA AMP100 does not support the Bluetooth headset keys, so you cannot answer or disconnect the call using the Bluetooth headset keys.

Q. Why the Audio Route button is not displayed when I am in an Internet call and my Bluetooth headset is connected?

A. Probably some other application might have changed the audio settings. Follow these steps to return the audio to your Bluetooth headset,

- Press the **Home** button twice to display the multitasking tray.

- Slide your finger to the right twice to display the volume slider.

- Tap the audio button and choose your Bluetooth device.

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 active call (displayed in the middle of the Call screen known as the Active Call Area[18]) and a held call/ waiting incoming call. When I access handover, the held call/waiting incoming call remains in the application. Why?

A. Handover is possible only for the active call (displayed in the middle of the Call screen known as the Active Call Area). Any held call or waiting incoming call will remain in the application.

Q. I have made the Handover request (Wi-Fi to Cellular Handover) and then hold the call. Now, I do not receive 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 receive the Handover call. For further details about Call Handover, refer the topic "Handover".

Q. I do not find the iLBC codec within Cellular Audio Codecs or Wi-Fi Audio Codecs as mentioned in the User Guide. What has gone wrong?

A. iLBC codec is supported only on **armv7** based devices. If your device does not have armv7 architecture, then iLBC codec will not be displayed in the **Codec Selection** list.

Q. After making changes for Audio Codecs (Cellular or Wi-Fi), calls are not routing through VARTA AMP100. What has gone wrong?

A. It is recommended not to change the default settings of Audio Codecs without consulting your system administrator. Depending on the server, availability of Audio Codecs is liable to change and calls may fail if required codec is not configured. Consult your system administrator for details.

Q. As I outdial a number using VARTA AMP100 when it is not registered, the call is routed using my Native cellular application. How is it possible?

A. It occurs as **Call through Native** option is turned ON in the **Call Settings**. Go to Application **Settings** > **Call Settings** and turn OFF this option. See "Call Settings" for details.

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 the 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 supports, then program it as given below:
  - Rx MTU Size >=1300
  - Tx MTU Size <=1500

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18. For more information about the Active Call Area, refer "Call Screen Functionality".

Q. Even after having a persistent internet connection, the VARTA AMP100 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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