

# SARVAM UMG

## The Universal Media Gateway

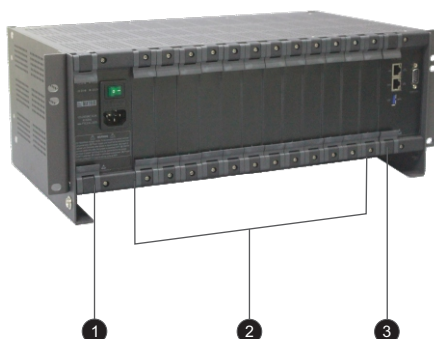


### User Card

This User Card instructs you on how to access various features using the default Access Codes.

For detailed description refer to the System Manual. The documentation can be found at <https://www.matrixtelesol.com/product-manuals.html>

### Know Your SARVAM UMG



- 1 Power Supply Card
- 2 Universal Slots
- 3 CPU Card

### Making/Receiving Calls

#### Making Calls

- Lift the handset of your phone.
- Dial the number.
- Talk.
- Replace handset to disconnect.

OR

- To disconnect call using access code: Dial #92

#### Receiving Calls

- When your phone rings, lift the handset of your phone.
- Talk.
- Replace handset to disconnect.

OR

- To disconnect call using access code: Dial #92

### Telephony Features

#### Call Hold

- Speech with Remote Party.
- Dial Flash to Hold.
- Dial Flash again to Retrieve the held call.
- Talk.

#### Call Toggle

- Speech with Party 1.
- Dial Flash to put Party 1 on hold.
- Dial number of Party 2. Speech with Party 2.
- Dial Flash to put Party 2 on hold.
- Dial #2
- You are in speech with Party 1.
- Dial Flash-#2 again to put Party 1 on hold and speech with Party 2.

#### Call Pick - up

- Ring on another phone in your Call Pick-up Group.
- Dial #5 to pick up.
- You are in speech with the Caller.
- Replace the handset to disconnect.

#### Blind Call Transfer

- Speech with Party 1.
- Dial Flash. Party 1 goes on hold.
- Dial #6-Number of Party 2-#
- Party 1 gets connected to Party 2.

#### Attended Call Transfer

- Speech with Party 1.
- Dial Flash. Party 1 goes on hold.
- Dial Number of Party 2-#
- Speech with Party 2.
- Replace the handset. Party 1 gets connected to Party 2.

#### 3-Party Conference

- Speech with Party 1.
- Dial Flash to put Party 1 on hold.
- Dial Number of Party 2.
- Speech with Party 2.
- Dial Flash-#8 to Conduct Conference.

#### Call Waiting

- To Enable Call Waiting: Dial #16-1
- To Disable Call Waiting: Dial #16-0
- To Reject Waiting Call: Dial Flash-#31
- To Ignore Waiting Call: Dial Flash-#32
- To Hold Current Call and Answer Waiting Call: Dial Flash-#33
- To Disconnect Current Call and Answer Waiting Call: Dial Flash-#34

## Other Features

### Programming Mode

- To enter programming mode: Dial #19-Command Password (Default : 1234)
- To exit from programming mode: Dial 00#\*

### Call Forward-Unconditional

- To set Call Forward-Unconditional: Dial #131-1
- To cancel Call Forward-Unconditional: Dial #131-0
- To program Destination number for Call Forward-Unconditional: Dial #135-Destination Number-#

### Call Forward-When Busy

- To set Call Forward-When Busy: Dial #132-1
- To cancel Call Forward-When Busy: Dial #132-0
- To program Destination number for Call Forward-When Busy: Dial #136-Destination Number-#

### Call Forward-When No Reply

- To set Call Forward-When No Reply: Dial #133-1
- To cancel Call Forward-When No Reply: Dial #133-0
- To program Destination number for Call Forward-When No Reply: Dial #137-Destination Number-#
- To program No-Reply Ring Timer: Dial #139-XX (XX is time in Seconds)

### Do Not Disturb (DND)

- To set DND: Dial #18-1
- To cancel DND: Dial #18-0

### Making New Call (Remotely)<sup>■</sup>

- Speech with Remote Party.
- Dial #91
- Current Call gets disconnected.
- Dial the number to make another call.

<sup>■</sup> *Making a New Call enables you to disconnect the current call and make another call without getting disconnected from the system. This feature can be used only from ports on which the Route for Incoming Calls (with CLI) is selected as 'After Answering the Call and Collecting the Digits'.*

## Supplementary Services of Service Provider

- Speech with Remote Party.
- Dial Flash to hold.
- Dial #4
- Speech with Remote Party.
- Dial Supplementary Services code of Service Provider i.e. Flash or any other digits.

### Hotline

- To set Hotline: Dial #151-1
- To cancel Hotline: Dial #151-0
- To program Hotline Number: Dial #152-Destination Number-#
- To program Hotline Timer: Dial #153-X, Where, X is the timer value.

### Voice Mail of ITSP

- To access Voice Mail: Dial #7 from the phone configured as destination for Message Wait Notification.

## Other Matrix Products



**SETU VG**  
Multi-Port VoIP to GSM Gateway