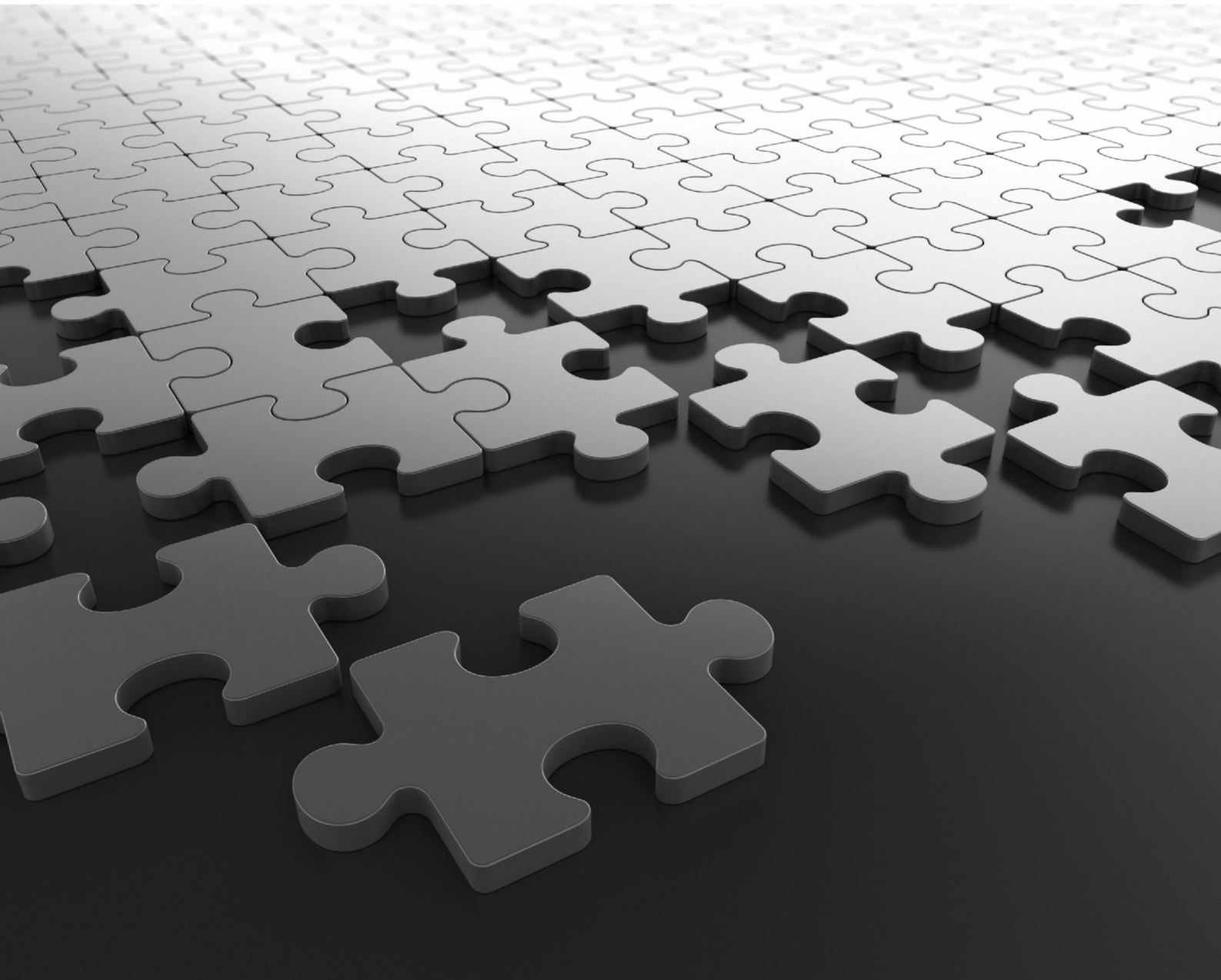


EON510/SPARSH VP510
User Guide



EON510

Premium Digital Key Phone

SPARSH VP510

Premium IP Phone

User Guide



Documentation Disclaimer

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

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

Information in this documentation may change from time to time. Matrix Comsec reserves the right to revise information in this publication for any reason without prior notice. Matrix Comsec makes no warranties with respect to this documentation and disclaims any implied warranties. While every precaution has been taken in the preparation of this system manual, Matrix Comsec assumes no responsibility for errors or omissions. Neither is any liability assumed for damages resulting from the use of the information contained herein.

Neither Matrix Comsec nor its affiliates shall be liable to the purchaser of this product or third parties for damages, losses, costs or expenses incurred by the purchaser or third parties as a result of: accident, misuse or abuse of this product or unauthorized modifications, repairs or alterations to this product or failure to strictly comply with Matrix Comsec's operating and maintenance instructions.

Copyright

All rights reserved. No part of this manual may be copied or reproduced in any form or by any means without the prior written consent of Matrix Comsec.

Version V3

Release date: October 16, 2024

Contents

Introduction.....	1
<i>Intended Audience</i>	<i>1</i>
<i>Scope</i>	<i>1</i>
<i>How to read the User Guide</i>	<i>1</i>
Know Your EON510	4
Know Your SPARSH VP510.....	11
Getting Started with EON510.....	18
<i>Protecting the Phone and Yourself</i>	<i>18</i>
Getting Started with SPARSH VP510.....	20
<i>Protecting the Phone and Yourself</i>	<i>20</i>
Connecting and Configuring EON510	23
<i>Connecting the Phone</i>	<i>23</i>
Connecting and Configuring SPARSH VP510.....	27
<i>Connecting the Phone</i>	<i>27</i>
Installing and Configuring Direct Station Selection (DSS) Console.....	44
Phone Home Screen.....	46
Customizing Your Phone	48
<i>Change User Password</i>	<i>48</i>
<i>Speech Controls</i>	<i>48</i>
<i>DTMF Transmit Level</i>	<i>49</i>
<i>DTMF Generation Control</i>	<i>49</i>
<i>Ringer Controls</i>	<i>49</i>
<i>Call Answer Type</i>	<i>51</i>
<i>Headset Connectivity</i>	<i>52</i>
<i>Display Settings</i>	<i>52</i>
<i>Language Selection</i>	<i>53</i>
Making Calls.....	54
<i>Making Calls using Keypad</i>	<i>54</i>
<i>Making Calls using Dir Key</i>	<i>54</i>
<i>Making Calls using Logs Key</i>	<i>55</i>

<i>Making Calls using DSS Key</i>	55
Receiving Calls	56
Handling Multiple Calls	57
<i>Making a New Call</i>	57
Making a Second Call	58
Receiving a Waiting Call	60
Call Features	61
<i>Call Hold</i>	61
<i>Call Transfer</i>	63
<i>One Touch Transfer</i>	65
<i>Call Toggle</i>	66
<i>Conference 3-Party</i>	67
<i>Multiparty Conference</i>	69
<i>Auto Callback (ACB)</i>	71
<i>Auto Redial</i>	72
<i>Account Code</i>	73
<i>Authority Code</i>	75
<i>Barge-In</i>	76
<i>Background Music</i>	77
<i>Call Chaining</i>	78
<i>Call Park</i>	79
<i>Conversation Recording</i>	81
<i>DSS Call Pick-Up</i>	82
<i>Emergency Call</i>	83
<i>Forced Answer</i>	84
<i>Forced Disconnection</i>	85
<i>Flashing on Trunks</i>	86
<i>Headset</i>	87
<i>Interrupt Request</i>	88
<i>Last Number Redial</i>	89
<i>Last Caller Recall</i>	90
<i>Message Wait</i>	91
<i>Mute</i>	93
<i>Raid</i>	94
<i>Trunk Reservation</i>	95
Contacts	96
<i>Viewing Contacts</i>	96
<i>Adding Contacts</i>	97
<i>Editing and Deleting Contacts</i>	98
Call Logs	100
<i>Viewing Call Logs</i>	100
<i>Creating New Contacts from Call Logs</i>	102
<i>Editing an Entry before Placing a Call</i>	104
<i>Missed Call Notification</i>	105
Other Features	106
<i>Alarm and Reminder</i>	106
<i>Call Forward</i>	109
<i>Do Not Disturb</i>	113
<i>DND-Override</i>	115

<i>Presence</i>	116
<i>Call Pickup</i>	117
<i>Cancel All Features</i>	119
<i>Dynamic Lock</i>	120
<i>Keypad Lock</i>	122
<i>Dial-In Conference</i>	124
<i>Hotline</i>	126
<i>Calling Line Identification Restriction</i>	128
<i>Live Call Supervision</i>	129
<i>Live Call Screening (LCS)</i>	130
<i>Paging</i>	131
<i>Follow Me</i>	132
<i>Room Monitoring</i>	133
<i>Selective Port Access</i>	134
<i>Software Version/Revision Display</i>	135
<i>System Administrator (SA) Mode</i>	136
<i>Meet Me Paging</i>	137
<i>Open Cosec Door</i>	138
<i>Voicemail</i>	139
<i>Voice Help</i>	140
<i>Walk In</i>	141
Redundancy	142
<i>Redundancy Notification Call</i>	143
Hospitality Features	145
<i>Floor Service</i>	145
<i>Mini Bar</i>	146
<i>Room Maid Status</i>	147
<i>Housekeeping</i>	148
<i>Alarm</i>	149
<i>Call Block</i>	150
<i>Call Budget</i>	151
<i>Call Privilege</i>	152
<i>Check-In</i>	154
<i>Change Check-In Profile</i>	155
<i>Check-Out</i>	156
<i>Database Synchronization Request</i>	157
<i>Do Not Disturb</i>	158
<i>Greeting Message</i>	159
<i>Guest Group</i>	161
<i>Guest Name</i>	162
<i>Guest In, Guest Out</i>	163
<i>Hotel Motel Activity Log</i>	164
<i>Mailbox Assignment</i>	167
<i>Phone Ringing Pattern</i>	168
<i>Print Check-Out Report</i>	169
<i>Reminder</i>	170
<i>Room Shift</i>	172
<i>Room Status Report</i>	173
<i>Scheduled Alarm Report</i>	174
<i>Scheduled Change of Room Clean Status</i>	175
<i>Scheduled Reminder Report</i>	176
<i>Scheduled Room Status Report</i>	177
<i>VIP Status</i>	178
<i>User Definable Fields</i>	179

Appendix	180
<i>Frequently Asked Questions (FAQs)</i>	<i>180</i>
<i>Troubleshooting Tips</i>	<i>182</i>
<i>Converting SPARSH VP510 Extended SIP Phone to SPARSH VP510 Standard SIP Phone</i>	<i>184</i>
<i>Technical Specifications</i>	<i>185</i>
<i>Warranty Statement</i>	<i>187</i>
<i>Regulatory Information</i>	<i>188</i>
<i>Disposal of Products/Components after End-Of-Life</i>	<i>192</i>
<i>E-Waste Management and Handling Rules</i>	<i>193</i>
Index	197

This User Guide provides you all the necessary information about the EON510/SPARSH VP510 such as, installing and connecting the phone, using the phone for making/receiving calls and accessing the features of the System¹.

Intended Audience

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

Scope

This User Guide is meant to help you

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

How to read the User Guide

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

You may use the **Table of Contents** and the **Index** to navigate through this document to the relevant topics or information you want to look up.

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

Instructions

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

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

Notices

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



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



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

Terminology

Throughout this User Guide, the terms “**Phone**” are used synonymously to denote EON510/VP510. Only for phone specific features the respective phone name is mentioned.

The SPARSH VP510 supports IPv4 as well as IPv6 configurations. Where-ever necessary the same has been mentioned.

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

- **Called party/Callee:** the person to whom the call is made.
- **Calling party/Caller:** the person who makes a call.
- **CO Network:** the public telephone exchange. They are the providers of the CO lines.
- **CO Lines:** the lines subscribed from the CO Network. These may be Two-wire Trunk Lines, ISDN BRI, ISDN PRI, etc.
- **CO Trunks:** refers to the Two-wired trunks, that is, analog trunk lines from the POTS network.
- **Digital Key Phone (DKP):** refers to EON, the proprietary digital key phone of Matrix. The term 'Digital Key Phone' refers to all models of EON. These are proprietary phones offered by Matrix, which can be used with specific Matrix PBXs only.
- **Extended IP Phone:** refers to SIP (Session Initiation Protocol) protocol based proprietary phones offered by Matrix which can be used with specific Matrix PBXs only.
- **Enterprise Application/Features:** pertaining to the general and special telephone and call management features required by business establishments, public and private organizations.
- **Extension/Station:** it is a telephone instrument, SLT, DKP, ISDN Terminal, IP-Phone connected to the System.
- **External Calls:** calls made by users of the System to subscribers of PSTN, PLMN, ITSPs, etc.
- **External Numbers:** numbers of parties/individuals outside the PBX or PBX network. The unique number string given to subscribers of PSTN, PLMN, ITSP, etc.
- **Hospitality Application/ Features:** pertaining to the special telephone and guest/patient management features required by accommodation establishments like hotels and hospitals.
- **Internal Calls:** calls made from and received by one extension to another extension of the System.

- **Internal numbers:** same as extension numbers.
- **Port:** the physical interfaces on the cards for trunk lines and extension lines.
- **Single Line Telephone (SLT):** any standard two-wire telephone attached as extensions of the System.
- **System Administrator Commands/SA Commands:** number strings dialed from the System Administrator access/mode to operate features or set/cancel features for other extensions.
- **System Commands/SE Commands:** number strings dialed from the System Engineer access/mode to program the system features/functions.
- **CO trunks:** Two-wire trunks, that is, analog trunk lines from the POTS network.

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

Additional Information

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

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

You may also view or download this document by scanning the QR Code printed on the Product Label/Packaging Label.

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

EON510 sets the benchmark for quality performance with elegant design and crystal-clear voice. EON510 features a Vivid LCD Graphical Display, Direct Station Selection (DSS) Keys, 3.5mm Headset connectivity, High Quality speakerphone and high definition audio quality.

Engineered to deliver full feature access of the System, EON510 acts as face of your communication system covering wide array of business environments.

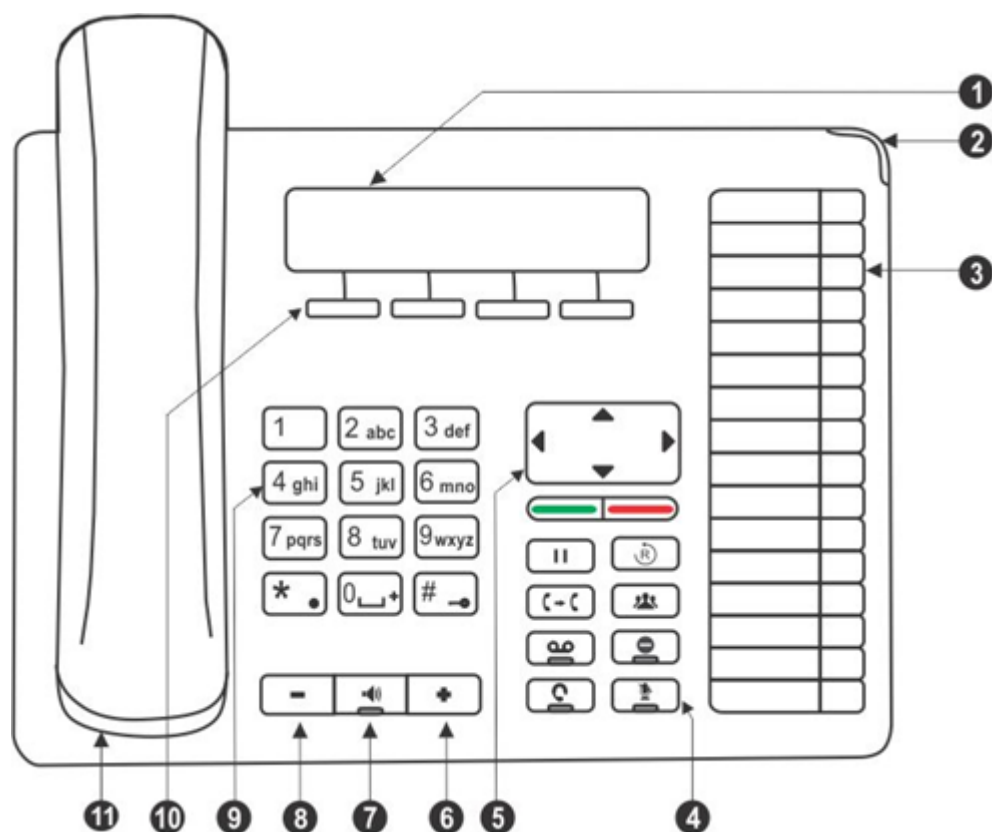
The State-of-the-art Deskphone is best suited to deployment for Reception, Supervisors, Managers, Executives, Call Center Agents and Office professionals. These phones offer flexibility to streamline communications and attain higher return over investment.

EON510 provides an interface to connect the DSS532 (Direct Station Selection Console). To know more, see [“Installing and Configuring Direct Station Selection \(DSS\) Console”](#).

Key Features

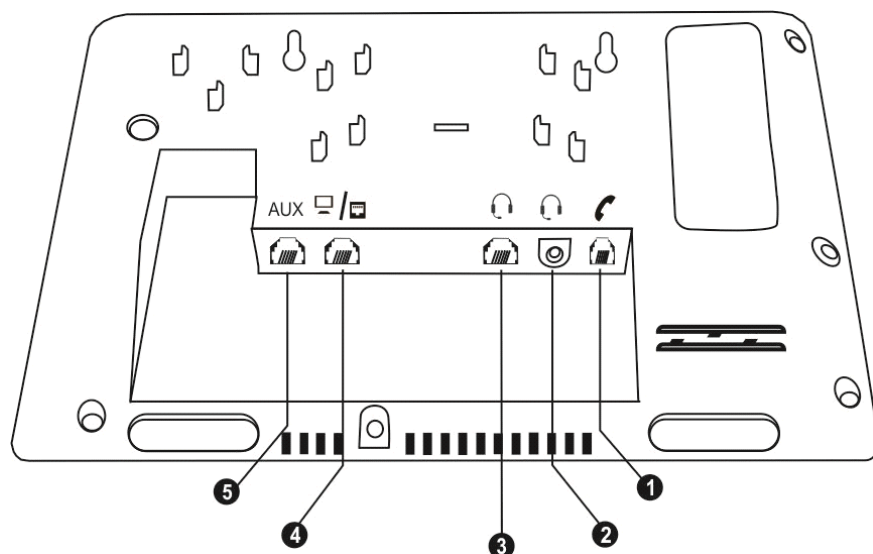
- 240*64 Pixels Graphical LCD with Backlit
- 4 Context Sensitive Keys
- Alphanumeric Dial pad Keys
- Fixed Function Keys (with LED) - Voice Mail, Mute, Do Not Disturb, Headset, Speaker
- Fixed Function Keys (without LED) - Hold, Conference, Redial, Transfer
- Built-in 16 DSS Keys for Feature, Line, Extension
- Message Wait and Ringer Lamp
- 3.5mm / RJ9 Headset Connectivity
- Volume Adjust Keys
- Desk-Top and Wall Mounting
- Adjustable Foot Stand

Front View



1	LCD Screen
2	Ring LED
3	DSS (Direct Station Selection) Keys
4	Fixed Function Keys
5	Navigation Keys
6	Volume Increase Key
7	Speaker Key
8	Volume Decrease Key
9	Dial Pad/ Key Pad Keys
10	Context Sensitive Keys
11	Handset

Bottom View



1	RJ9 connector to connect the Spring Cord of the Handset
2	3.5 mm Audio Jack Connector to connect the Headset
3	RJ9 Connector to connect the Headset
4	RJ11 Connector to connect the Line Cord
5	RJ11 Connector to connect DSS532

LCD Display





The LCD display of the phone is backlit. The LCD backlight can be turned on and off as well as adjusted for contrast and brightness from the [“Display Settings”](#) of the Phone Menu.


Ringer LED

The Ringer LED will glow in Blue to indicate incoming internal and external calls.

Navigation Keys

The functions of each are described briefly below.

- **Up Key**  : To scroll upwards while navigating the Menu/sub-menu.
- **Down Key**  : To scroll downwards while navigating the Menu/sub-menu.
- **Forward Key**  : To move forward when dialing a number or scroll to view the Context Sensitive Key options.
- **Back Key**  : To move backwards when dialing a number, to go back one level in the Menu or scroll backwards to view the Context Key options.









- **Menu or Select / OK Key**  : To enter the Menu; when phone is in the idle state (without any incoming or outgoing call being made).

Menu Key functions as the **Select / OK** Key to make a selection from the Menu/sub-menu options or to complete an action. When there is an incoming call it functions as the **Answer** Key.

- **Cancel Key** : To Cancel all features set by you or exit the Menu/sub-menu.

Feature Keys

There are 8 Feature Keys. Each Feature Key is accompanied by a feature icon that describes its function. Default features assigned to these keys are as follows.

Feature icon	Assigned Feature	LED	Programmable
	Hold	No	Yes
	Redial	No	Yes
	Transfer	No	Yes
	Conference	No	Yes
	Voicemail	Single Color - Blue	Yes
	Do Not Disturb	Single Color - Blue	Yes
	Headset	Single Color - Blue	No
	Mute	Single Color - Blue	No

You can reprogram and assign other features to — Hold, Redial, Transfer, Conference, Voicemail and DND keys only. However, it is not possible to re-label these feature keys, hence it is recommended that you do not change the default features assigned to these keys.

If you still decide to reprogram features on these keys, keep a note of the changes you have made. To re-assign features on the DSS keys as per your requirement contact the System Administrator. For detailed instructions, please refer to the respective System Manual.

DSS (Direct Station Selection) Keys

There are 16 DSS Keys that can be assigned to Stations (Extensions) and Trunks and important or frequently accessed features. For example, to dial an extension number you just need to press the DSS key assigned to that extension and the call will be placed automatically. To assign features/facilities to these keys, contact the System Administrator.

DSS Key LEDs

Each DSS Key is equipped with an LED which glows to indicate the status of the Trunk/Station or Feature assigned to it.

- **Status of Stations and Trunks:** The LED of DSS keys assigned to Stations/Trunks glow in three colors to indicate status of the call event on the Stations/Trunks and on the phone.

Thus, the status of the phone user's own Station as well as that of the other Stations and the status of Trunk lines are indicated by the LED of the DSS keys assigned to those Stations and Trunks on the phone.

- **Blue** indicates the state of the station/trunk you access.
- **Red** indicates the state of other Stations/Trunks.
- **Violet** indicates the state of the trunk you are in speech with.

The following table shows the relationship between the color of the LED and various events:

LED Color	LED Mode		
	Continuously ON	Slow Blink	Fast Blink
Blue	The key assigned to the Station you are in speech with.	The key assigned to the Station you have kept on hold.	The key assigned to the Station you are calling or from which you are being called.
Red	The key assigned to the Station that is now busy with another Station/Trunk.	The key assigned to the Station which has put another Station/Trunk on hold.	The key assigned to the Station/Trunk that is called or being called by another.
Violet	You are talking on a Trunk (external call)	You have held a Trunk (external call)	You have an incoming call on the Trunk (external call)

Dial Pad/Key Pad

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

Speaker Key

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

Speaker Key LED

The Speaker Key on the phone is equipped with a single color LED which glows Blue when pressed for the speaker mode and is turned off, when you exit the speaker mode.

Volume Keys

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

Headset Connectivity

The phone provides two Headset interfaces: A 3.5mm Audio Jack and an RJ9 connector at the bottom of the phone body.

So you can use any stereo headset of standard make with a 3.5 mm single connector or a headset with an RJ9 connector.

To use the Headset, a Headset Key is assigned on the phone. The Headset Key on the phone is equipped with a single color LED which glows Blue when pressed to indicate that the Headset mode is turned on and is turned off, when you press it again to indicate that you have exit the headset mode.

LEDs of CA Keys

The LEDs of DSS Keys that are designated as Call Appearance (CA) Keys will function as follows:

LED Color	LED Mode		
	Continuously ON	Slow Blink	Fast Blink
Blue	When you are in speech with a Station (internal call).	When you have put a Station on hold (internal call).	When any Station is calling (internal call).
Red	The key assigned to the Station that is now busy with another Station/Trunk.	The key assigned to the Station which has put another Station/Trunk on hold.	The key assigned to the Station/Trunk that is called or being called by another.
Violet	When you are in speech with Trunk (external call).	When you have put a Trunk on hold (external call).	When any Trunk is calling (external call).

- **Status of Features:** The LED of a DSS key is activated when the feature assigned to this key is used.



Not all features require LED indication. Hence the LED on a DSS Key is activated only if the feature assigned to that key requires LED. Thus, the LEDs of the DSS keys function only if the LED is relevant for the feature/ function assigned to the keys, and otherwise remain inactive for example, Raid, Interrupt Request, Barge-In, Last Caller Recall.

Phone Menu



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

Menu option	Description
Call Logs	To view call history of internal and external Missed, Answered and Dialed calls. You can also edit numbers in the call logs and store them in the Personal Directory.
Contacts	To add, edit, delete names and numbers of contacts in the Global Directory Part 1.
Call Forward	To set and cancel Call Forward-Unconditional, Call Forward-Busy, Call Forward No Reply, Forward On Busy/No Reply and Follow Me.
Dynamic Lock	To change the Toll Control level of the phone.
User Status	To set User Present or User Absent and Presence Status.
Keypad Lock	To lock the keypad of the phone.
Do Not Disturb	To set/cancel Do Not Disturb on the phone, that is, block incoming internal and external calls.


Menu option	Description
Call Cost Display	To view the cost of calls made from the phone.
Hotline	To set/cancel Hotline and Delayed Hotline.
Alarm	To set/cancel Personalized and Automated Alarms.
Background Music	To start/stop Background music on the phone.
Change User Password	To change User Password.
One Touch Transfer	To set/clear the fixed destination number for One Touch Transfer.
Phone Settings	To customize settings of the phone.

Navigating the Phone Menu

To navigate the menu,

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

To exit menu,

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

Call Waiting Indication

During an on-going call, if there is another incoming call, an indication will be provided to you for the waiting call.

Ringer Mode — Ring if Idle, Ring Immediately or Ring After Delay

If you are in speech using the handset/headset and there is a waiting call for you,

- the ring will be on the speaker.
- the LCD will display the Caller ID of the extension/trunk.



For SPARSH VP510, the ring of the second call will not be played on the speaker.

If you are in speech on a speaker and there is a waiting call for you,

- the *Call Waiting Tone* will be played as per the option you select — Beep Once, Beep until answered or Off. To configure the desired option, refer *Configuring DKP Extensions* in the System Manual.
- the LCD will display the Caller ID of the extension/trunk.

Ringer Mode — Silent

If you are in speech using the handset/headset/speaker and there is a waiting call for you,

- the LCD will display the Caller ID of the extension/trunk.

SPARSH VP510, the Premium IP Phone sets the benchmark for quality performance with elegant design and crystal-clear voice. SPARSH VP510 features a Vivid LCD Graphical Display, Direct Station Selection (DSS) Keys, 3.5mm Headset connectivity, High Quality speakerphone and high definition audio quality.

Engineered to deliver full feature access of the System, SPARSH VP510 acts as face of your communication system covering wide array of business environments.

The State-of-the-art Deskphone is best suited to deployment for Reception, Supervisors, Managers, Executives, Call Center Agents and Office professionals. These phones offer flexibility to streamline communications and attain higher return over investment.

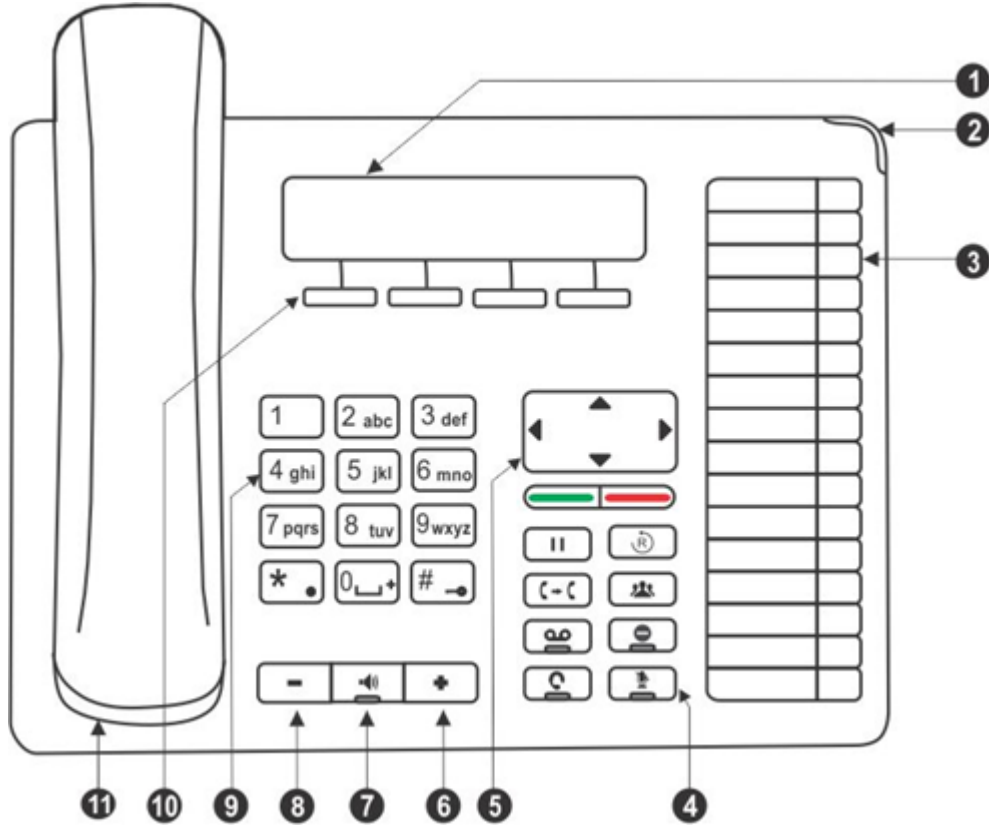
SPARSH VP510 provides an interface to connect the DSS532 (Direct Station Selection Console). To know more, see ["Installing and Configuring Direct Station Selection \(DSS\) Console"](#).

Key Features

- Minimum 240*64 pixel and above graphical LCD with Back light
- Message Wait and Ringer Lamp
- Built-in 16 DSS Keys for Feature, Line, Extension
- Add-on DSS module facility
- HD Voice, HD Handset, HD Speaker
- 4 Context Sensitive Keys
- 5 Features Keys (With LED) — Voicemail, Headset, Mute, DND, Speaker
- Fixed Function Keys (Without LED) — Hold, Conference, Redial, Transfer
- Tight integration with Server over SIP protocol /Proprietary Protocol
- HTTP Auto Provisioning
- Dual Color illuminated LED for line status
- One Touch Transfer
- Call logs
- Ringtone selection
- Wideband Codec : G722
- Narrowband Codec: G.711,G.723,G.729ab,GSM
- VAD, CNG, AEC, AJS, AGC
- Full Duplex speaker phone with AEC, VAD, CNG
- IP Assignment : Static / DHCP
- TCP/ DNS-SRV
- AEC encryption for config file
- IEEE802.1x
- 3.5 mm / RJ9 headset port
- Dual port 10/100/1000 Mbps Ethernet

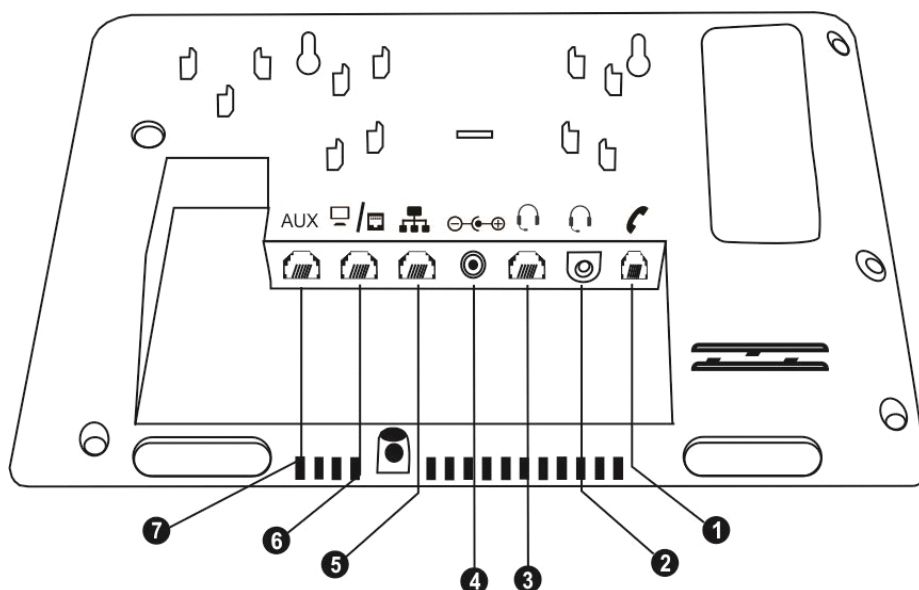
- IPv4 and IPv6 Support
- Stand with 2 adjustable angles
- PoE (IEEE 802.af) class2

Front View



1	LCD Screen
2	Ringer LED
3	DSS (Direct Station Selection) Keys
4	Fixed Function Keys
5	Navigation Keys
6	Volume Increase Key
7	Speaker Key
8	Volume Decrease Key
9	Dial Pad/ Key Pad Keys
10	Context Sensitive Keys
11	Handset

Bottom View



1	RJ9 Connector to connect Spring Cord of the Handset
2	3.5 mm Audio Jack connector to connect the Headset
3	RJ9 Connector to connect the Headset
4	DC Jack to connect the Power Adapter (Optional) ^a
5	RJ45 Connector to connect the Router/LAN Switch
6	RJ45 Connector to connect the PC/Computer
7	RJ11 Connector to connect DSS532

^a. It is a PoE enabled phone and can be powered over Ethernet by connecting it to a PoE enabled LAN Switch (IEEE 802.3af Compliant). If you do not want to use PoE, plug in the connector of the Adapter into the power jack (DC Jack) at the bottom of the phone. The IP phone should be used with Matrix original power adapter (5V/2A) only.

LCD Display

The LCD display of the phone is backlit. The LCD backlight can be turned on and off as well as adjusted for contrast and brightness from the ["Display Settings"](#) of the Phone Menu.


Ringer LED

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

Navigation Keys

The functions of each are described briefly below.

- **Up Key:** To scroll upwards while navigating the Menu/sub-menu or to access Phone Settings and set the Ringtone (when phone is in the idle state).









- **Down Key:** To scroll downwards while navigating the Menu/sub-menu or to access Network Parameters (when phone is in idle state).
- **Forward Key:** To move forward when dialing a number or scroll to view the Context Sensitive Key options.
- **Back Key:** To move backwards when dialing a number, to go back one level in the Menu or scroll backwards to view the Context Key options.
- **Menu or Select / OK Key ** : To enter the Menu; when the phone is in the idle state (without any incoming or outgoing call being made).

Menu Key functions as the **Select / OK** Key to make a selection from the Menu/sub-menu options or to complete an action. When there is an incoming call it functions as the **Answer** Key.

- **Cancel Key **: To Cancel all features set by you or exit the Menu/sub-menu.

Feature Keys

There are 8 Feature Keys. Each Feature Key is accompanied by a feature icon that describes its function. Default features assigned to these keys are as follows.

Feature icon	Assigned Feature	LED	Programmable
	Hold	No	Yes
	Redial	No	Yes
	Transfer	No	Yes
	Conference	No	Yes
	Voicemail	Single Color - Blue	Yes
	Do Not Disturb	Single Color - Blue	Yes
	Headset	Single Color - Blue	No
	Mute	Single Color - Blue	No

You can reprogram and assign other features to — Hold, Redial, Transfer, Conference, Voicemail and DND keys only. However, it is not possible to re-label these feature keys, hence it is recommended that you do not change the default features assigned to these keys.

If you still decide to reprogram features on these keys, keep a note of the changes you have made. To re-assign features on the DSS keys as per your requirement contact the System Administrator. For detailed instructions, please refer to the respective System Manual.

DSS (Direct Station Selection) Keys

There are 16 DSS Keys which that can be assigned to Stations (Extensions) and Trunks and important or frequently accessed features. For example, to dial an extension number you just need to press the DSS key assigned to that extension and the call will be placed automatically. To assign features/facilities to these keys, contact the System Administrator.

DSS Key LEDs

Each DSS Key is equipped with an LED which glows to indicate the status of the Trunk/Station or Feature assigned to it.

- **Status of Stations and Trunks:** The LED of DSS keys assigned to Stations/Trunks glow in three colors to indicate status of the call event on the Stations/Trunks and on the phone.

Thus, the status of the phone user's own Station as well as that of the other Stations and the status of Trunk lines are indicated by the LED of the DSS keys assigned to those Stations and Trunks on the phone.

- **Blue** indicates the state of the station/trunk you access.
- **Red** indicates the state of other Stations/Trunks.
- **Violet** indicates the state of the trunk you are in speech with.

The following table shows the relationship between the color of the LED and various events:

LED Color	LED Mode		
	Continuously ON	Slow Blink	Fast Blink
Blue	The key assigned to the Station you are in speech with.	The key assigned to the Station you have kept on hold.	The key assigned to the Station you are calling or from which you are being called.
Red	The key assigned to the Station that is now busy with another Station/Trunk.	The key assigned to the Station which has put another Station/Trunk on hold.	The key assigned to the Station/Trunk that is called or being called by another.
Violet	You are talking on a Trunk (external call)	You have held a Trunk (external call)	You have an incoming call on the Trunk (external call)

Dial Pad/Key Pad

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

Speaker Key

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

Speaker Key LED

The Speaker Key on the phone is equipped with a single color LED which glows Blue when pressed for the speaker mode and is turned off, when you exit the speaker mode.

Volume Keys

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

Headset Connectivity

The phone provides two Headset interfaces: A 3.5mm Audio Jack and an RJ9 connector at the bottom of the phone body.

So you can use any stereo headset of standard make with a 3.5 mm single connector or a headset with an RJ9 connector.

To use the Headset, a Headset Key is assigned on the phone. The Headset Key on the phone is equipped with a single color LED which glows Blue when pressed to indicate that the Headset mode is turned on and is turned off, when you press it again to indicate that you have exit the headset mode.

LEDs of CA Keys

The LEDs of DSS Keys that are designated as Call Appearance (CA) Keys will function as follows:

LED Color	LED Mode		
	Continuously ON	Slow Blink	Fast Blink
Blue	When you are in speech with a Station (internal call)	When you have put a Station on hold (internal call)	When any Station is calling (internal call)
Red	The key assigned to the Station that is now busy with another Station/Trunk.	The key assigned to the Station which has put another Station/Trunk on hold.	The key assigned to the Station/Trunk that is called or being called by another.
Violet	When you are in speech with Trunk (external call)	When you have put a Trunk on hold (external call)	When any Trunk is calling (external call)

- **Status of Features:** The LED of a DSS key is activated when the feature assigned to this key is used.



Not all features require LED indication. Hence the LED on a DSS Key is activated only if the feature assigned to that key requires LED. Thus, the LEDs of the DSS keys function only if the LED is relevant for the feature/ function assigned to the keys, and otherwise remain inactive for example, Raid, Interrupt Request, Barge-In, Last Caller Recall.



Phone Menu

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

Menu option	Description
Call Logs	To view call history of internal and external Missed, Answered and Dialed calls. You can also edit numbers in the call logs and store them in the Personal Directory.
Contacts	To add, edit, delete names and numbers of contacts in the Global Directory Part 1.
Call Forward	To set and cancel Call Forward-Unconditional, Call Forward-Busy, Call Forward No Reply, Forward On Busy/No Reply and Follow Me.



Menu option	Description
Dynamic Lock	To change the Toll Control level of the phone.
User Status	To set User Present or User Absent and Presence Status.
Keypad Lock	To lock the keypad of the phone.
Do Not Disturb	To set/cancel Do Not Disturb on the phone, that is, block incoming internal and external calls.
Call Cost Display	To view the cost of calls made from the phone.
Hotline	To set/cancel Hotline and Delayed Hotline.
Alarm	To set/cancel Personalized and Automated Alarms.
Change User Password	To change User Password.
One Touch Transfer	To set/clear the fixed destination number for One Touch Transfer.
Phone Settings	To customize settings of the phone.

When the phone is in idle state,


- Press the Down key  , to access the Network Settings.
- Press the Up key  , if you wish to change the Ringtone and Play Key Tone option.

Navigating the Phone Menu

To navigate the menu,

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

To exit menu,

- Press Cancel  Key.
or
Go ON-Hook.

Call Waiting Indication

During an on-going call, if there is another incoming call, an indication will be provided to you for the waiting call.

The call waiting indication depends on the **Call Waiting Tone (for SPARSH VP248/VP310/VP510)** option selected in General Parameters under SIP Extensions. Refer to *Configuring Matrix SPARSH VP510*, in the System Manual for instructions.

Package Contents

- EON510 phone body, Handset and Spring Cord
- Line Cord
- Foot Stand
- Mounting Template
- Screws and Screw Grips

When you unpack the EON510 box, please verify whether the above items are present in the package.

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

Protecting the Phone and Yourself

Using External Devices

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

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

Cleaning the Product

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

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

Disposing the Product

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

Avoiding Discomfort

To avoid strain or discomfort to your body:

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

Getting Started with SPARSH VP510

Package Contents

- SPARSH VP510 phone body, Handset and Spring Cord
- Ethernet Cable
- Foot Stand
- Mounting Template
- Screws and Screw Grips

When you unpack the SPARSH VP510 box, please verify whether the above items are present in the package.

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

Protecting the Phone and Yourself

Power Supply

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

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

Using External Devices

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

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

Cleaning the Product

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

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

Preparing for Disruptions in Power Supply and Internet Connectivity

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

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

Dialing Emergency Services

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

Disposing the Product

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

Avoiding Discomfort

To avoid strain or discomfort to your body:

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

Protecting Against Security Threats/Risks

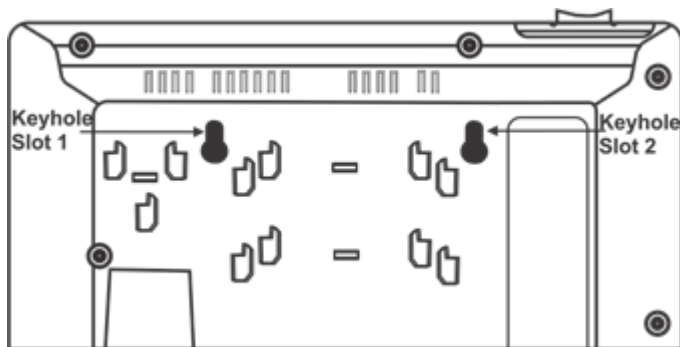
As VoIP is a form of communication over the internet, the security threats and risks associated with VoIP are very similar to those inherent to any internet application. Like spam and phishing are common forms of email abuse, Spam over Internet Telephony (unsolicited calls and voice mail), and Spoofing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

Connecting the Phone

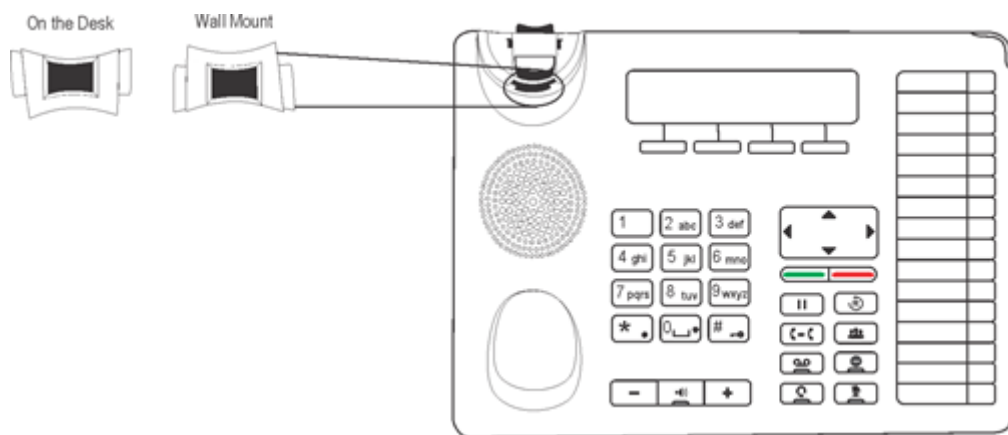
- Unpack the box and verify the package contents. See [“Package Contents”](#).
- You can mount the phone on a wall or desk at a convenient location.

Mount EON510 on the Wall,

- Use the mounting template to drill holes of appropriate size and distance.
- Fix the screw grips in the holes you drilled.
- Fix two screws in the holes on the wall, ensuring that they are aligned with the Keyhole Slots 1 and 2 of EON510. The screws should protrude from the wall to fit into the Keyhole Slots.



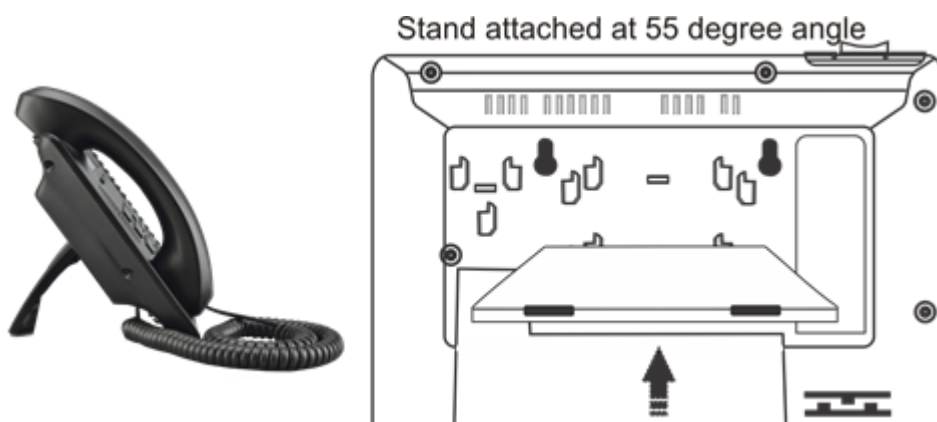
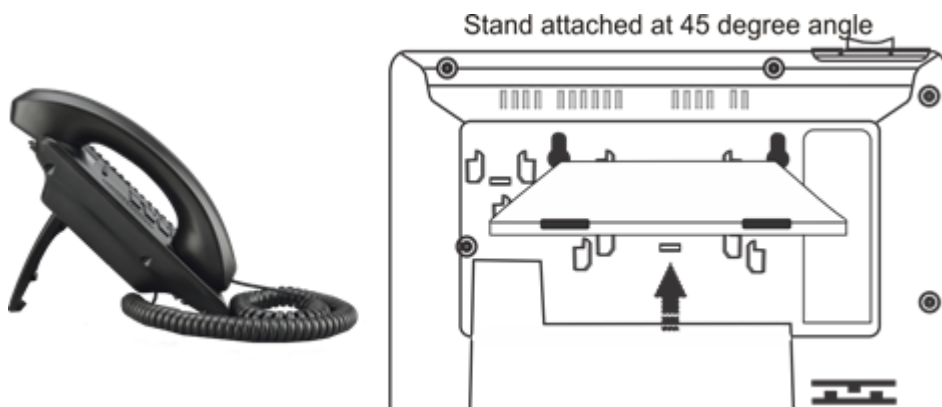
- Now, mount the phone with the screws into the Keyhole Slots.
- Reverse the handset wall mount tab to make sure that the handset remains intact when you mount the phone. Push the handset wall mount tab upwards to remove it from the slot. Rotate it 180 degrees clockwise and push it downwards into the slot.



If you are unable to remove the wall mount tab, you may use a tool like a minus screw-driver to remove it.

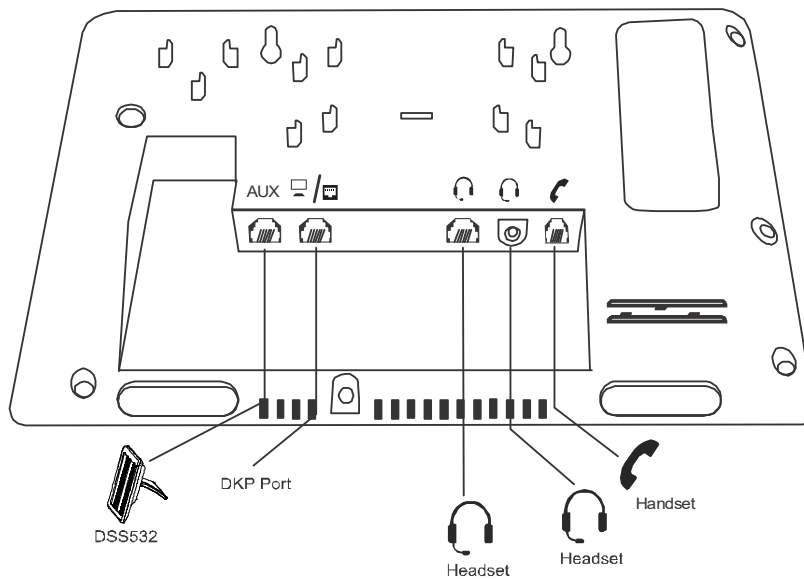
Mount EON510 on the Desk,

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




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


Refer to the diagram below to connect the Handset, Headset and the cable.




Connect the Handset

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


Connect the Headset (not supplied by Matrix)

- To use a Headset (not supplied with the phone), plug any standard stereo headset with 3.5mm single connector into the headset audio jack at the bottom of the phone, marked with the symbol .

OR

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

Connect the Cable

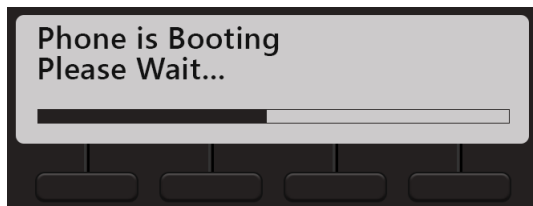
- Plug one end of the Line Cord supplied with the phone into the RJ11 connector at the bottom of the phone, marked with the symbol  and the other end into the wall jack/DKP port. The cable in the wall jack originates from the DKP card through the MDF.

Connect DSS532 to the Phone

- Plug one end of the RJ11 Cable into the Auxiliary Port at the bottom of the phone, marked with the symbol **AUX** and the other end into the **IN** Port of your DSS532. To know more about DSS532, see [“Installing and Configuring Direct Station Selection \(DSS\) Console”](#).

Powering On

1. When the System is powered ON, the EON will boot.



2. When the EON communicates with the System the firmware will be loaded.



3. After the phone starts successful the extension number, day, date and time will appear on the LCD of the phone. To configure the name and extension number, contact your System Administrator.



4. You may adjust the LCD for brightness, contrast and backlight. For instructions, see ["Customizing Your Phone"](#).

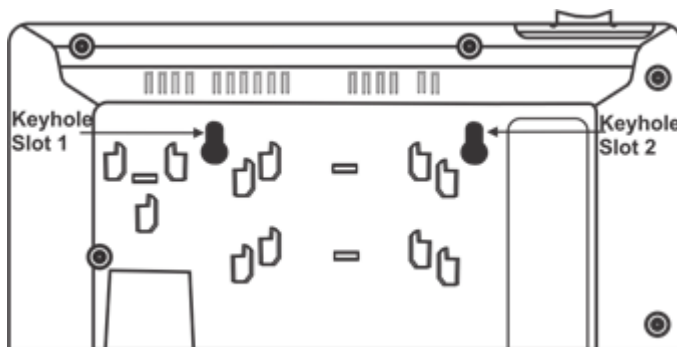
Connecting and Configuring SPARSH VP510

Connecting the Phone

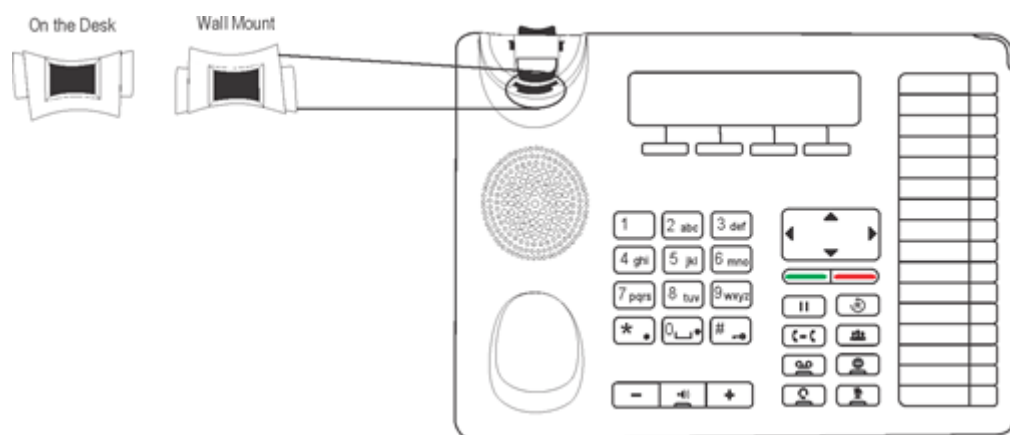
- Unpack the box and verify the package contents. See [“Package Contents”](#).
- You can mount the phone on a wall or desk at a convenient location.

Mount SPARSH VP510 on the Wall,

- Use the mounting template to drill holes of appropriate size and distance.
- Fix the screw grips in the holes you drilled.
- Fix two screws in the holes on the wall, ensuring that they are aligned with the Keyhole Slots 1 and 2 of SPARSH VP510. The screws should protrude from the wall to fit into the Keyhole Slots.



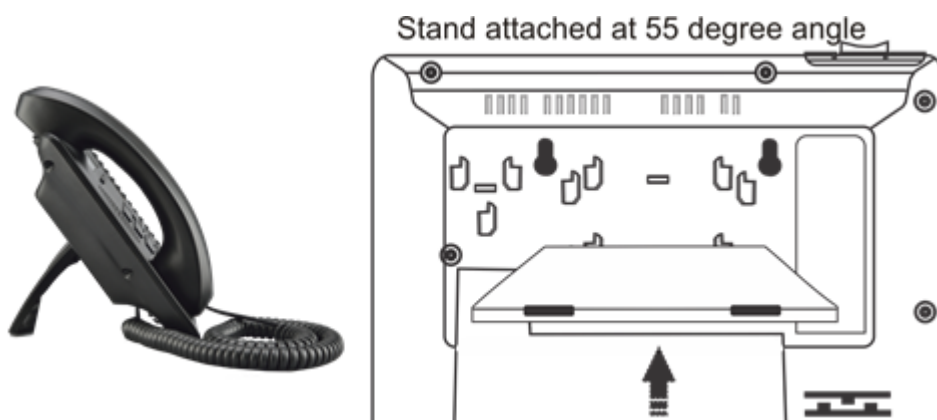
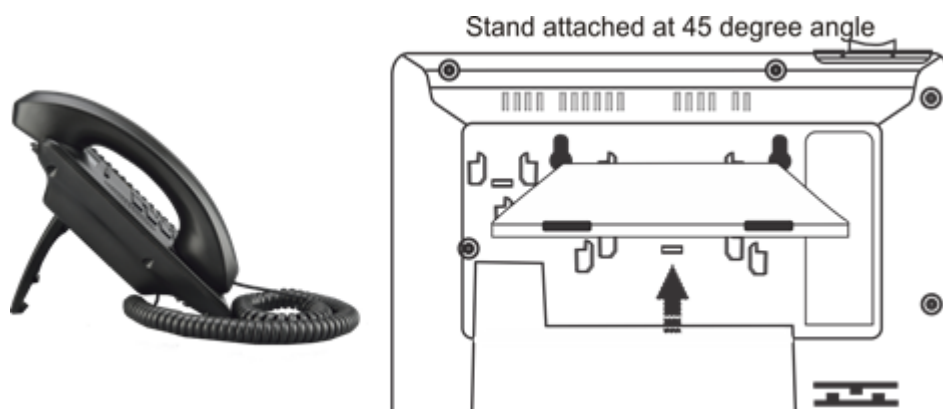
- Now, mount the phone with the screws into the Keyhole Slots.
- Reverse the handset wall mount tab to make sure that the handset remains intact when you mount the phone. Push the handset wall mount tab upwards to remove it from the slot. Rotate it 180 degrees clockwise and push it downwards into the slot.



If you are unable to remove the wall mount tab, you may use a tool like a minus screw-driver to remove it.

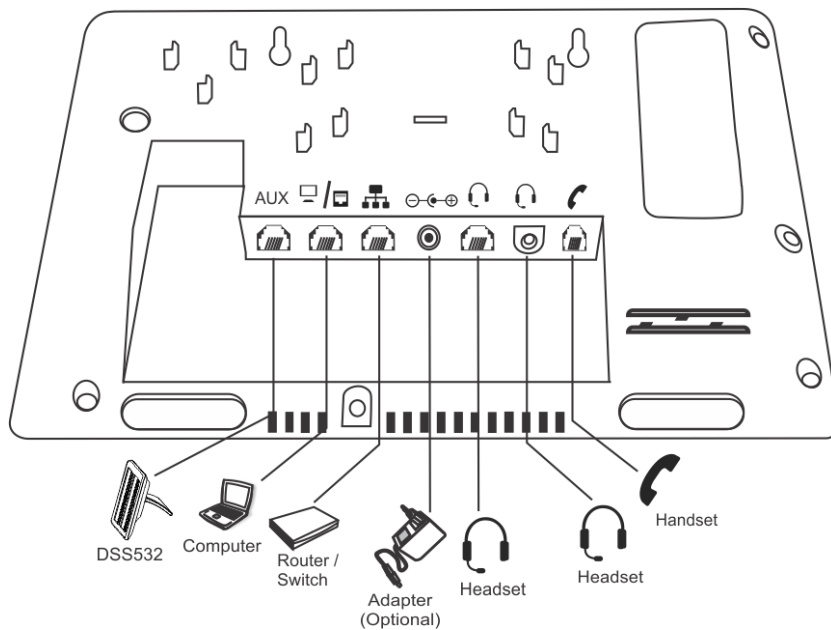
Mount SPARSH VP510 on the Desk,

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




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


Refer to the diagram below for connectivity.




Connect the Handset

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


Connect the Headset (not supplied by Matrix)

- To use a Headset (not supplied with the phone), plug any standard stereo headset with 3.5mm single connector into the headset audio jack at the bottom of the phone, marked with the symbol .


OR

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

Connect to the IP Network

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

Connect a PC to the Phone

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


Connect DSS532 to the Phone

- Plug one end of the RJ11 Cable into the Auxiliary Port at the bottom of the phone, marked with the symbol **AUX** and the other end into the **IN** Port of your DSS532. To know more about DSS532, see [“Installing and Configuring Direct Station Selection \(DSS\) Console”](#).

Connect the Power Supply

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

If you do not want to use PoE, plug in the connector of the Adapter into the power jack (DC Jack) at the

bottom of the phone, marked with the symbol . Plug in the Power Adapter into a power outlet.



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

The IP phone should be used with Matrix original power adapter (5V/2A) only. The use of any third-party power adapter may cause damage to the phone.

- Switch ON power supply.

Powering On

After your phone is powered on:

By default, the phone will boot in the Extended mode. To convert the mode to Standard, refer to [“Converting SPARSH VP510 Extended SIP Phone to SPARSH VP510 Standard SIP Phone”](#).



SPARSH VP510 with Serial Number: 10016001 and onwards only can be converted to Standard SIP Phones.

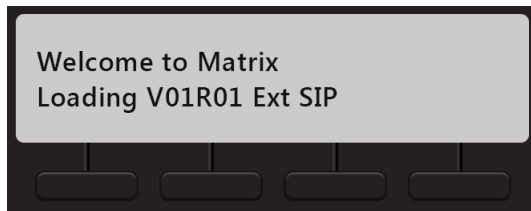
The booting process is initiated in the following sequence.

All keys with LED, including the Speaker key, and the Ringer LED, will glow.

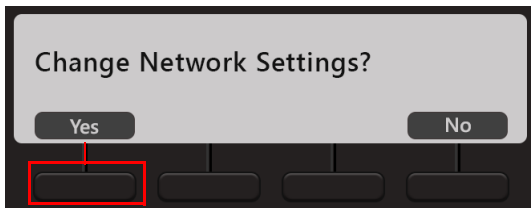
1. The LCD display will light up and the following message will appear on it, as the phone boots.



2. When the phone will start loading the Extended IP Phone Firmware. It will display current firmware being loaded.



3. After loading the firmware, the phone will prompt you to change Network settings.

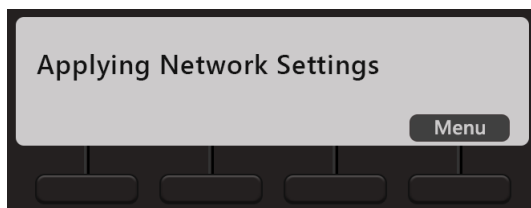


Wait for a few seconds.



If you want to change the Network Settings, press Yes key. Detailed instructions for changing the Network Settings of the phone are provided at the end of this topic. See ["Network Settings"](#) at the end of this topic.

4. The phone applies the settings.



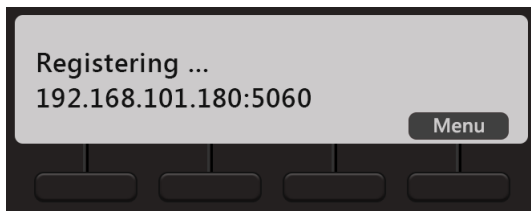
5. The phone makes DHCP Discovery and fetches its IP Address and Server Address from the DHCP Server.



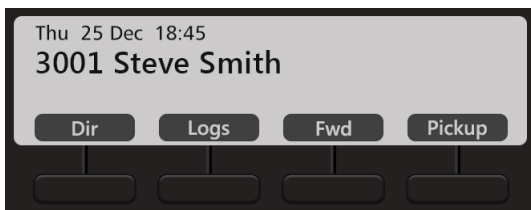
On getting the IP Address and Server Address, the phone initiates Auto Configuration to download the configuration files from the System.

As the phone downloads the configuration files, the file names will appear one by one.

6. On successful download of all configuration files, the phone attempts to register with the System.



7. After the phone starts successful the extension number, day, date and time will appear on the LCD of the phone. To configure the name and extension number, contact your System Administrator.



8. You may adjust the LCD for brightness, contrast and backlight. For instructions, see ["Customizing Your Phone"](#).

Network Settings

You can change the network settings of the Extended IP Phone. Press the Down key **▼** when the phone is in idle state. To move the cursor and scroll through the menu and submenu options, use the navigation keys on your phone.

The cursor is a non-blinking underscore that appears under the first letter of the first option in the menu. To make a selection in the menu, you must move the cursor in the desired direction using the Up, Down, Forward and Back key. When the cursor is at the desired position, press Enter key to make a selection.

Accessing Network Settings

You can access the Network Settings of the Extended IP Phone in any of the following stages:

1. During start-up, when the phone prompts you to change the network settings after loading the firmware.

You must press **Yes** Key and access network settings.

2. When the phone is Applying the Network Settings, making Network Discovery, downloading Configuration files, Attempting Registration.

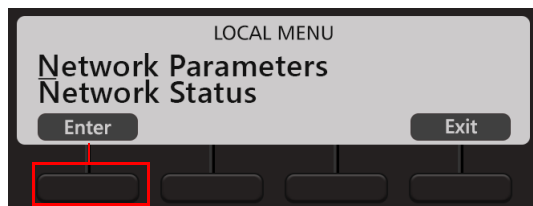
You must press the **Menu** Key to access network settings.

3. When the phone is in idle state, press the Down key **▼**.

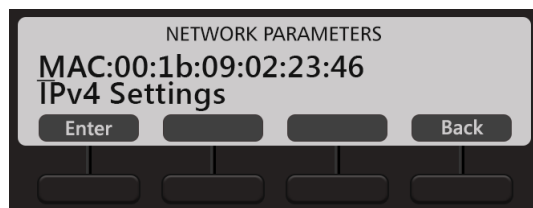
You can configure Network Parameters and view Network status from the Local Menu.

Configuring Network Parameters

- In the Local Menu of the phone, select Network Parameters and press the **Enter** Key.



- The Network Parameters submenu appears.



- Use the Down/Up key to reach the desired network parameter and press **Enter** key to select. Change the settings as per your requirements.
- Press **Save** the changes you make.
- You can configure all network parameters described below, except the MAC Address.

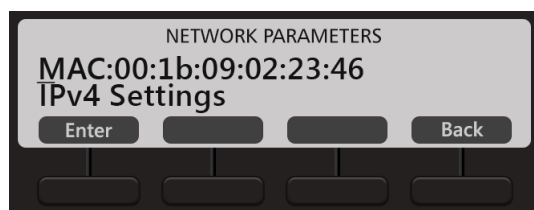


- To enter a dot in the editable fields — IP Address, Subnet Mask, Gateway Address, DNS Address, Server Address — press * (Star) Key.
- If you want to clear a single digit/character, move the cursor to the right of the digit/character you wish to clear. Now press the Delete Key. The digit to the left of the cursor will be deleted.

Before you start configuring the Network Parameters, get acquainted with following context keys:

Context Keys	Description
Enter/OK	To select a particular parameter
Save	To save the changes
Back	To move a step backwards without saving the changes
Delete	To delete a previous characters from the cursor position
2Ab/123	2Ab - Alphanumeric Mode 123 - Numeric Mode

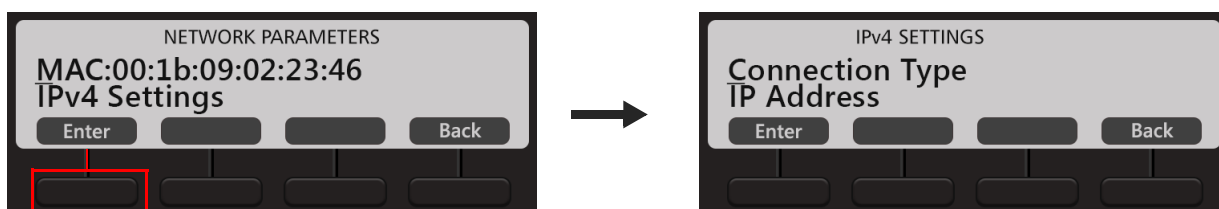
MAC Address



- It displays the MAC Address of your Phone.

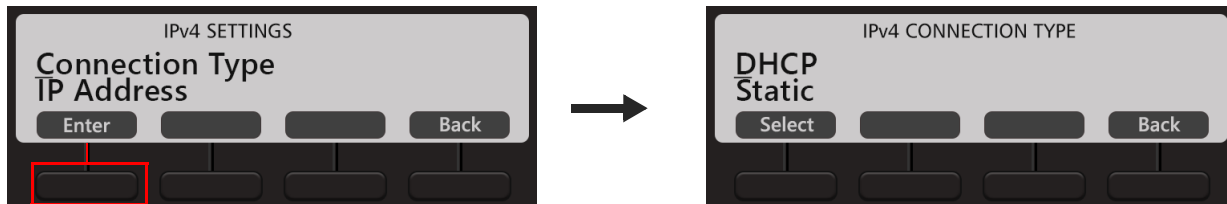
IPv4 Settings

- Select the **IPv4 Settings** using the navigation keys, press **Enter** Key.



Connection Type

- Select the **Connection Type** using the navigation keys, press **Enter** Key.



- Scroll using the navigation keys to select the desired Connection Type — **DHCP**, **Static**, **PPPoE**. Default: DHCP.



Connection Type PPPoE is not supported from V2R1 and later.

- Press **Select** Key.

If your connection type is *DHCP*,

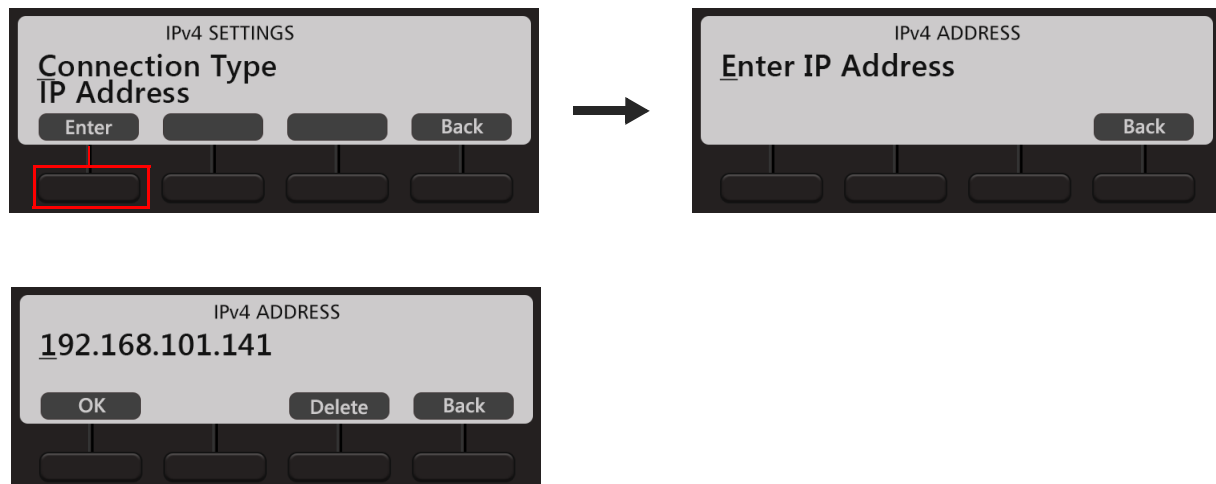
- The phone will be assigned **IP Address**, **Subnet Mask**, **Gateway Address**, **DNS Address** and **Server Address** automatically by the DHCP Server.



If your DHCP Server does not provide DNS Settings and/or Server Settings automatically, you must configure them manually.

If you select *Static*, configure the following:

- Scroll to **IP Address** and press **Enter** Key.

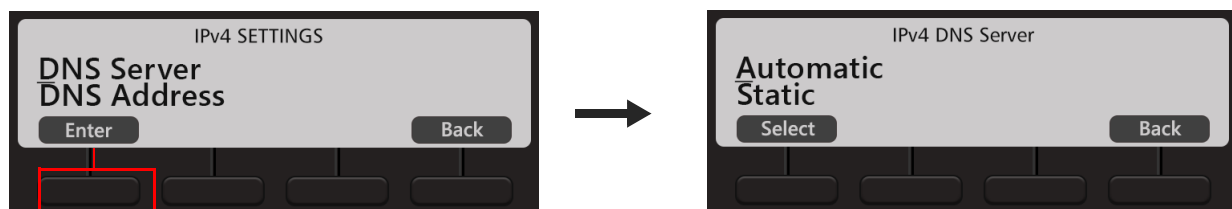


- Enter the **IP Address**, and press **OK** Key.

Similarly, enter the **Subnet Mask** and **Gateway Address**.

DNS Server

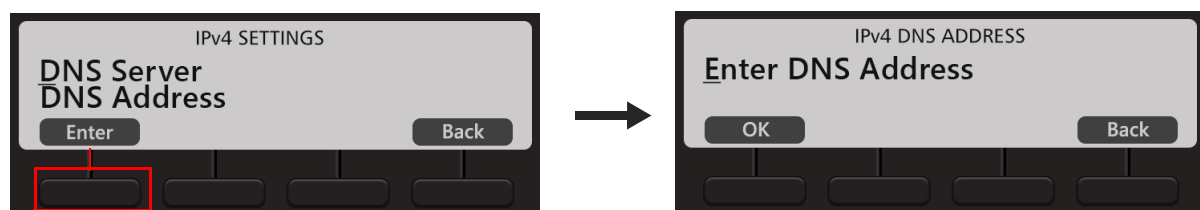
- Scroll to **DNS Server** and press **Enter** Key.



- If you have selected Static as Connection Type, select the DNS Server option Static. You must configure the DNS Address.
- If you have selected DHCP or PPPoE as Connection Type and your Internet Service Provider provides DNS Address, select the DNS Server option Automatic. However, if your Internet Service Provider does not provide DNS Address, select Static and configure the DNS Address.

DNS Address

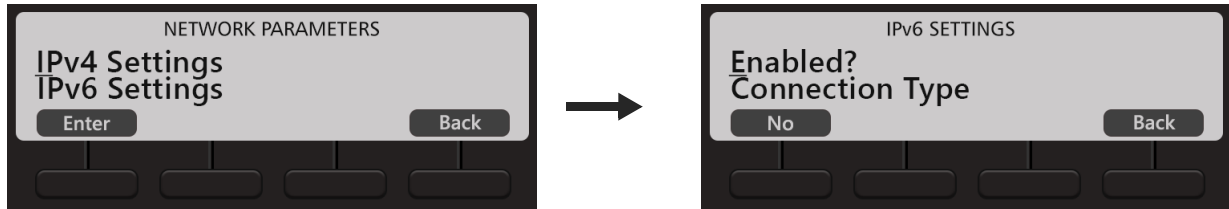
- Scroll to **DNS Address** and press **Enter** Key.



- Enter the IP Address and press **OK** Key.

IPv6 Settings

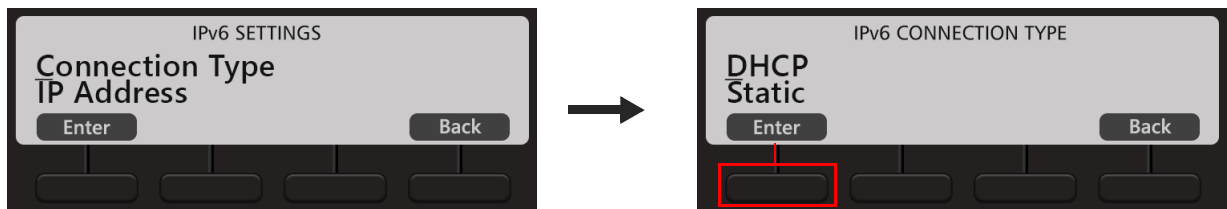
- Select the **IPv6 Settings** using the navigation keys, press **Enter** Key.



- Scroll to **Enabled?** and press **No** Key. The toggles to **Yes**. To disable, press the **Yes** Key.

Connection Type

- Select the **Connection Type** using the navigation keys, press **Enter** Key.



- Scroll using the navigation keys to select the desired Connection Type — **DHCP**, **Static**, **SLAAC**. Default: DHCP.
- Press **Select** Key.

If your connection type is *DHCP*,

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



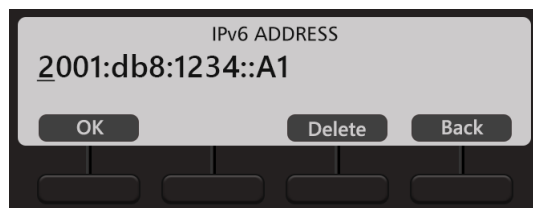
If your DHCP Server does not provide DNS Settings and/or Server Settings automatically, you must configure them manually.

If your connection type is *SLAAC*,

- The phone will be assigned **IP Address**, **Prefix Length**, **Gateway Address** and **DNS Address** automatically by the Router.

If you select *Static*, configure the following:

- Scroll to **IP Address** and press **Enter** Key.

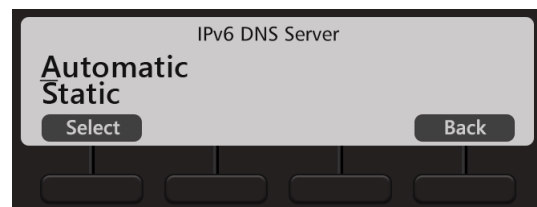
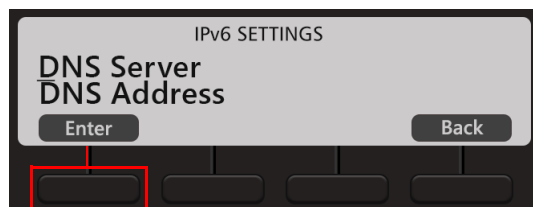


- Enter the **IPv6 Address**, and press **OK** Key.

Similarly, enter the **Prefix Length** and **Gateway Address**.

DNS Server

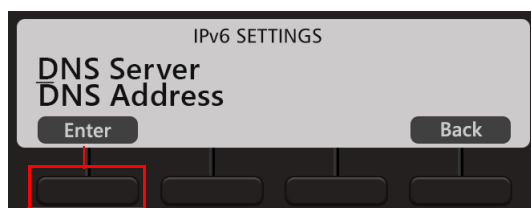
- Scroll to **DNS Server** and press **Enter** Key.



- If you have selected Static as Connection Type, select the DNS Server option Static. You must configure the DNS Address.
- If you have selected DHCP, SLAAC or PPPoE as Connection Type and your Internet Service Provider provides DNS Address, select the DNS Server option Automatic. However, if your Internet Service Provider does not provide DNS Address, select Static and configure the DNS Address.

DNS Address

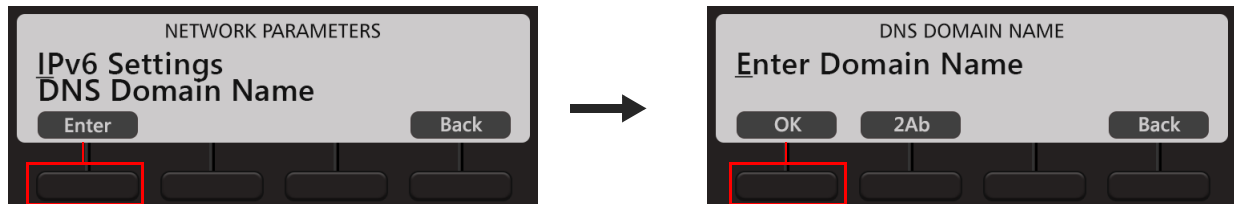
- Scroll to **DNS Address** and press **Enter** Key.



- Enter the IP Address and press **OK** Key.

DNS Domain

- If you select DNS Server as Static, enter the DNS Domain Name. DNS Domain Name is optional.
- Scroll to DNS Domain Name and press **Enter** Key.



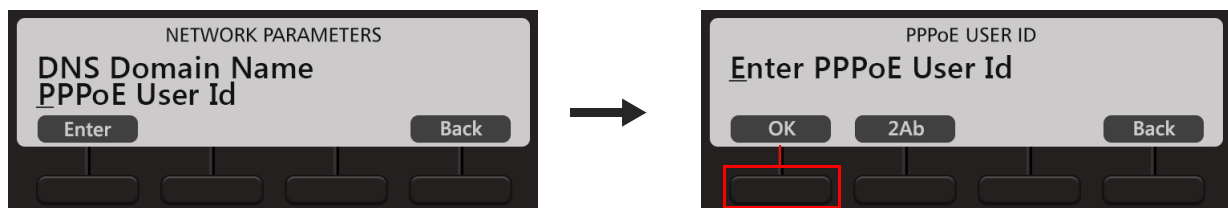
- Enter the DNS Domain Name and press **OK** Key.

PPPoE



Connection Type PPPoE is not supported from V2R1 and later.

If you select PPPoE, configure the **PPPoE User ID**, **PPPoE Password** and **PPPoE Service Name**.



- Enter the PPPoE User ID and press **OK** Key.
- Similarly enter the PPPoE Password and PPPoE Server Name



PPPoE Server assigns DNS Settings automatically. If your PPPoE Server does not provide DNS Settings automatically, you must configure them manually.

Primary Server Address

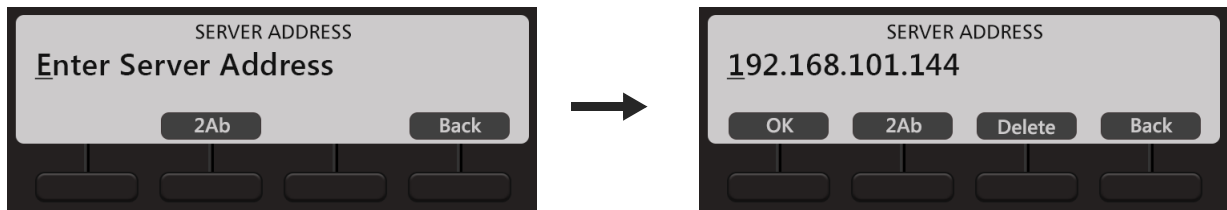
To register your phone with the System, obtain the Primary Server Address from your System Administrator. The Primary Server Address can be the IP Address/Domain Name of System.

If you have selected DHCP as Connection Type, the phone will get the Server Address and Port automatically from the DHCP Server. For this, use **DHCP option 224** and **Data Type** as '**String**' to provide Server Address and Port from the DHCP Server.

For PPPoE, SLAAC or Static Connection Types, you need to enter the Primary Server Address.

- Scroll to Primary Server Address and press **Enter** Key.

- Enter the **Primary Server Address** provided to you by your System Administrator and press **OK** Key.



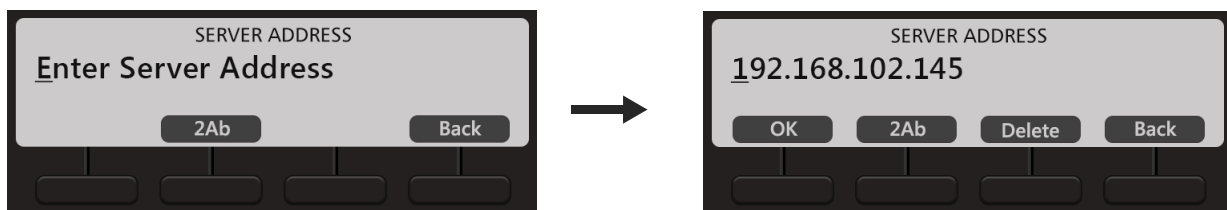
- Similarly, enter the **Primary Server Port**. provided to you by System Administrator. This is the SPARSH Port of the System.

The phone sends the request for configuration files to this port. It can be 80 or any value ranging from 1025 to 65535. Default: 80.

Secondary Server Address

If required, you can configure the Secondary Server as a fallback option when the Primary Server fails. The phone will send registration and configuration requests to this server when the Primary Server fails. Obtain the Secondary Server Address from your System Administrator. Speech-cut or unclear speech may be observed during on-going mature calls.

- Scroll to Secondary Server Address and press **Enter** Key.
- Enter the **Secondary Server Address** provided to you by your System Administrator and press **OK** Key.



- Similarly, enter the **Secondary Server Port**. provided to you by System Administrator.

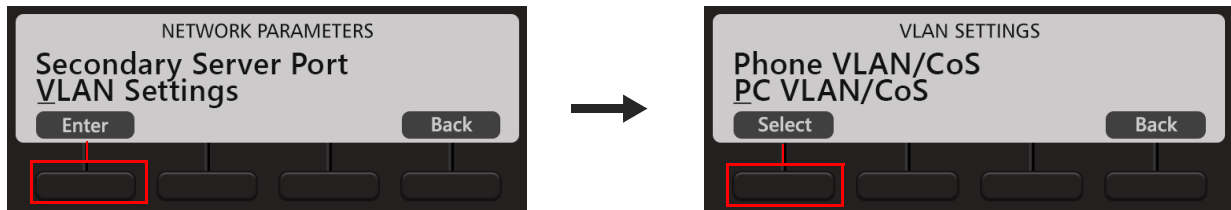
The phone sends the request for configuration files to this port when the Primary Server fails. It can be 80 or any value ranging from 1025 to 65535. Default: 80.

VLAN Settings

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

To add VLAN header to the packets generated by the phone, and add VLAN header to the packets relayed from the PC to its LAN port (packets generated by the PC connected to its PC port),

- Scroll to VLAN Settings and press **Enter** Key.



- Select **Phone VLAN/COS** and press **Select** Key.
- Select **Enabled?** and press **Yes** Key.

The VLAN ID will be tagged on all packets generated by the phone (SIP, RTP, DNS, ARP, etc.). Default: Disabled.

- Scroll to select **VLAN ID** and press **Enter** Key.

Enter the VLAN ID that you have assigned to the VLAN in which the IP Phones are connected. Valid range: 0-4094. Default: 1. Press **OK** Key.

- Scroll to **SIP CoS** and press **Enter** Key.

Enter the CoS (priority) value for all SIP packets. Valid range: 0-7. Default: 3 Press **OK** Key.

- Scroll to **RTP CoS** and press **Enter** Key.

Enter the CoS (priority) value for all RTP packets. Valid range: 0-7. Default: 6. Press **OK** Key.

To add VLAN header to all packets entering the PC Port and leaving the LAN port of the phone,

- Scroll to **PC VLAN/CoS** and press **Select** Key.
- Select **Enabled?** and press **Yes** Key.

The VLAN ID will be tagged on all packets generated by the phone (SIP, RTP, DNS, ARP, etc.). Default: Disabled.

- Scroll to select **VLAN ID** and press **Enter** Key.

Enter the VLAN ID that you have assigned to the VLAN in which the IP Phones are connected. Valid range: 0-4094. Default: 1. Press **OK** Key.

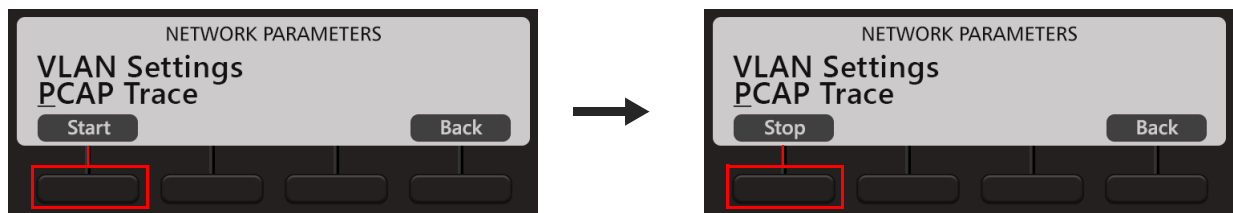
- Scroll to **CoS** and press **Enter** Key.

Enter the Layer 2 CoS (priority) value. Valid range: 0-7. Default: 0 Press **OK** Key.

PCAP

To capture packets sent and received from and by the phone for monitoring and troubleshooting, you can enable PCAP on the phone. The phone captures up to 1 MB of packets.

- Scroll to PCAP.

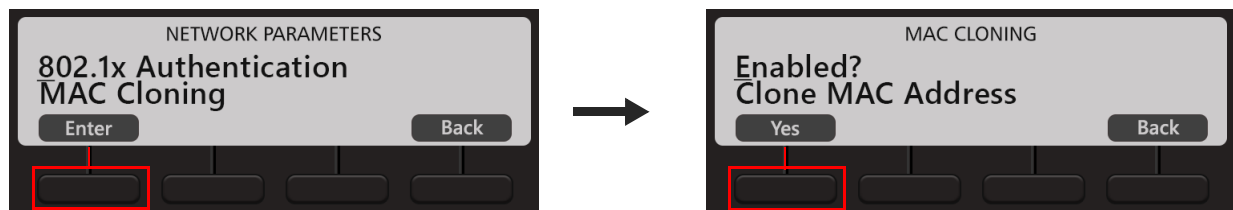


- To start PCAP, when the cursor is placed on PCAP, press **Start** Key.
- To stop PCAP, press the **Stop** Key.

MAC Cloning

If you want the phone to use Cloned MAC Address,

- Scroll to MAC Cloning and press **Enter** Key.



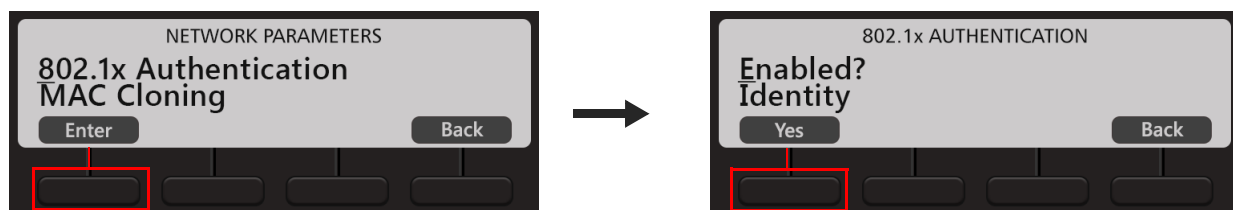
- Select **Enabled?** and press **Yes** Key.
- Scroll to Clone MAC Address and press **Enter** Key.

Enter Clone MAC Address and press **OK** Key.

802.1x Authentication

If you want to restrict unauthorized clients from connecting to your LAN, you need to enable 802.1x Authentication. Using EAP MD5 protocol the PC connected to the LAN port of the IP Phone is first authenticated and then it gets connected to LAN.

- Scroll to 802.1x Authentication and press **Enter** Key.



- Select **Enabled?** and press **Yes** Key.
- Select **Identity** and press **Enter** Key.

Enter the 802.1x Authentication Identity provided by you network administrator. Press **OK** Key.

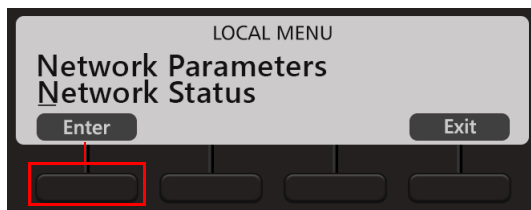
- Select **MD5 Password** and press **Enter** Key.

Enter the 802.1x Authentication MD5 Password associated with identity provided by your network administrator. Press **OK** Key.

To save the changes you made in Network Settings, press **Save** Key. The phone will restart.

Viewing Network Status

- When the phone is in idle state. You must press the Down key **▼** to access the Network Settings.
- Again press Down key **▼** to select Network Status and press the Enter key.



- The Network Status submenu appears.

Use the Down/Up key to view the status of the various network parameters. The status of the following parameters appear on your display as you scroll.

- **MAC:** This is the MAC Address of the phone.
- **IPv4:** The current IPv4 Address assigned to the phone.
- **MASK:** The current IPv4 Subnet mask assigned to the phone.
- **GWv4:** The current IPv4 Gateway Address assigned to the phone.
- **DNSv4:** The IPv4 Domain Name Server Address assigned to the phone.
- **IPv6:** The current IPv6 Address assigned to the phone.
- **Prefix Length:** The current Prefix Length assigned to the phone.
- **GWv6:** The current IPv6 Gateway Address assigned to the phone.
- **DNSv6:** The IPv6 Domain Name Server Address assigned to the phone.
- **Active Server:** This is the current server that is active with which the phone is registered.
- **S. ADD:** This is the IP Address of the Active Server.
- **S. PORT:** This is the Port of the Active Server.
- **DOMAIN:** The Domain Name assigned to the phone.
- **802.1x Authentication:** The 802.1x authentication status is displayed—Success, Failure, Authenticating or Disabled.

- **FIRM:** The version of the current Firmware of the phone.
- **UBOOT:** The UBOOT release date.
- **KERNEL:** The KERNEL release date.

Installing and Configuring Direct Station Selection (DSS) Console

DSS532, the Direct Station Selection Console is an add-on module with tri-color LEDs for the EON510 and SPARSH VP510.

It provides you quick access to Extensions, Trunks, Features/Functions of the System; also making calling operations easy to use.

While the DSS Console is generally used by the Operator/receptionist in an organization, it is also meant to be used by anyone who needs to access various features of the System at a touch of a single key.

Its compact design and elegant look makes it an ideal choice for Executives and Managers, for one touch access.

DSS532



A maximum of four DSS532 can be attached to EON510/SPARSH VP510. With each DSS532, 32 additional keys are at your disposal to be used as DSS keys. Similarly, if four DSS532 are attached, 128 additional keys are at your disposal to be used as DSS keys.

For installation instructions, refer to the *DSS532 Quick Installation Guide* or contact your System Administrator.

You can personalize the DSS Key map as per your requirement by assigning the desired features/functions. To assign features on the DSS keys as per your requirement contact the System Administrator. For detailed instructions, please refer to the respective System Manual.

DSS Keys

You can assign Station numbers or features/functions to the keys on the DSS Console, so that they can be accessed easily simply by pressing a single key.

LEDs

Each DSS Key is equipped with an LED which glows to indicate the status of the Trunk/Extension or Feature assigned to it.

Status of Extensions and Trunks

The LED of DSS keys assigned to Extensions/Trunks glow in three colors to indicate status of the call event on the Extensions/Trunks and on the phone.

Thus, the status of user's own Extension, status of other Extensions and status of the trunk lines are indicated by the LED of the DSS keys assigned to those Extensions and Trunks on the phone.

The following table shows the relationship between the color of the LED and various events:

LED Color	LED Mode		
	Continuously ON	Slow Blink	Fast Blink
Blue	The key assigned to the Extension you are in speech with.	The key assigned to the Extension you have kept on hold.	The key assigned to the Extension you are calling or from which you are being called.
Red	The key assigned to the Extension that is now busy with another Extension/Trunk.	The key assigned to the Extension which has put another Extension/Trunk on hold.	The key assigned to the Extension/Trunk that is called or being called by another.
Violet	You are talking on a Trunk (external call)	You have held a Trunk (external call)	You have an incoming call on the Trunk (external call)

- **Blue** indicates the state of the extension/trunk you access. For example, when you make a call to another Extension 203, the LED of the DSS key assigned to Extension 203 blinks Blue to indicate ringing at the Extension. If you have successfully established speech with Extension 203 the LED glows Blue continuously.
- **Red** indicates the state of other Extension/Trunks. For example, if the LED of the DSS key assigned to Extension 201 is glowing Red continuously, it means Extension 201 is busy with another Extension or Trunk.
- **Violet** indicates the state of the trunk you are in speech with. For example, when you are in speech on an outgoing call on Trunk 1, the LED of the DSS Key assigned to Trunk 1 will be continuously ON. When you put the call on hold, the LED will blink slowly.

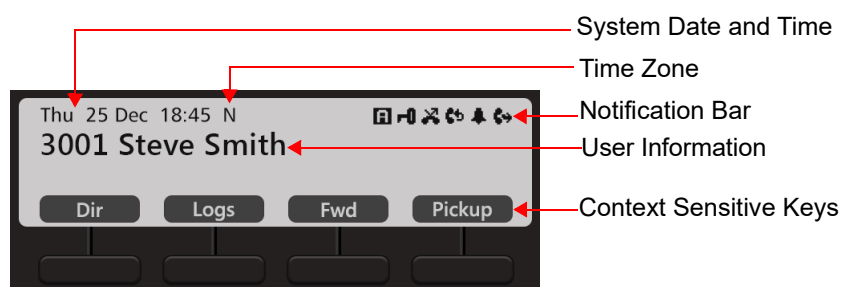
Status of Features

The LED of a DSS key is activated when the feature assigned to this key is used.

















Not all features require LED indication. For example, the feature Call Pick-Up does not require an LED. So when you assign this feature to a DSS key, the LED of the key remains inactive, when Call Pick-Up is accessed.

Feature like Auto Redial requires an LED to show that it has been set or canceled. So, the LED of the DSS key to which the Auto Redial feature has been assigned will glow Red, when Auto-Redial is set, and the LED is turned off when the feature is canceled.

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



Name	Description
User Information	Displays your Name and/or Number.
System Date and Time	Displays the System Day, Date and Time.
Time Zone	Displays the Time Zone (Working, Non-working, Break) according to the system Time Table assigned to your extension. For Working Hours nothing is displayed. N Non-working Hours B Break Hours

Name	Description
Notification Bar	<p>The respective icons appear in the Notification Bar when you set the below mentioned features. This bar also displays the notification for missed calls.</p> <p> Displayed when you have set your status as Absent. Refer “Presence”.</p> <p> Displayed when you have locked the Phone Keypad. Refer “Keypad Lock”.</p> <p> Displayed when you have missed calls. Refer “Call Logs”.</p> <p> Displayed when you have set Auto Callback. Refer “Auto Callback (ACB)”.</p> <p> Displayed when you have set an Alarm or Reminder. Refer “Alarm and Reminder”.</p> <p> Displayed when you have set Call Forward. Refer “Call Forward”.</p>
Context Sensitive Keys	<p>The functions of the Context Sensitive Keys is dependent on the Class of Service (CoS) assigned to your extensions. Please contact your System Administrator to know the features and facilities you can access. The functions of these keys differ according to the state of the call. Scroll using  and  Navigation Keys to view all the options.</p> <p> Dir Press to make a call by dialing a Name. Refer “Making Calls using Dir Key”</p> <p> Logs Press to view the list of Call Logs. Refer “Call Logs”.</p> <p> Fwd Press to set Call Forward. Refer “Call Forward”.</p> <p> Pickup Press to pickup a call ringing in your group. Refer “Call Pickup”.</p> <p> A/C C Press to enter the Account Code Number. Refer “Account Code”.</p> <p> A/C N Press to enter the Account Code Name. Refer “Account Code”.</p> <p> Dlock Press to set Dynamic Lock. Refer “Dynamic Lock”.</p> <p> Page Press to enter the Page Zone Number. Refer “Paging”.</p>

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

Change User Password

To change the User Password,

- Press **Menu** Key.
- Scroll using the Navigation Key to select **Change User Password**.
- Enter Old User Password.
- Enter New User Password.

You must change the User Password if you wish to use the features Follow Me, Dynamic Lock, DISA, Walk-In Class of Service, User Absent/Present, Hot Desk, Voice Mail as well as customize the Phone Settings.

Speech Controls

- Press **Menu** Key.
- Scroll using the Navigation Key to select **Phone Settings**.
- Enter **User Password**.
- Scroll using the Navigation Key to select **Speech Controls**.
- Press **Select** Key.
- Scroll using the Navigation Keys to select the desired option — Headset Speaker Volume, Headset MIC Volume, Speaker Phone Speaker Volume, Speaker Phone MIC Volume, Key Click Volume.
- Press **Select** Key.
- Scroll using the Navigation Keys to set the desired Volume Level for the option you select.
- Press **Select** Key.

DTMF Transmit Level

- Press **Menu** Key.
- Scroll using the Navigation Key to select **Phone Settings**.
- Enter **User Password**.
- Scroll using the Navigation Key to select **Speech Controls**.
- Press **Select** Key.
- Scroll using the Navigation Key to select **DTMF Transmit Level**.
- Scroll using the Navigation Key to set the desired Level.
- Press **Select** Key.

DTMF Generation Control

- Press **Menu** Key.
- Scroll using the Navigation Key to select **Phone Settings**.
- Enter **User Password**.
- Scroll using the Navigation Key to select **Speech Controls**.
- Press **Select** Key.
- Scroll using the Navigation Key to select **DTMF Generation Control**.
- Scroll using the Navigation Keys to select **DTMF Generation On/ DTMF Generation Off**.
- Press **Select** Key.

Ringer Controls

- Press **Menu** Key.
- Scroll using the Navigation Key to select **Phone Settings**.
- Enter **User Password**.
- Scroll using the Navigation Key to select **Ringer Controls**.
- Press **Select** Key.

Ringer Tune/Ringtones and Key Tone

For EON510

- Scroll using the Navigation Key to select **Ringer Tune**.
- Press **Select** Key.
- Scroll using the Navigation Keys to select the desired tune.
- Press **Select** Key.

For SPARSH VP510

When the phone is in idle state press the Up key **▲** , if you wish to change the Ringtone or Play Key Tone option.

To set the Ringtone,

- Scroll using the Navigation Key to select **Ringtones**.
- Press **Enter** Key.
- Scroll using the Navigation Keys to select the type of call for which you wish to set the Ringtone — Internal Calls, External Calls, Priority Calls, Alarm Calls, Emergency Calls, Notification Calls .
- Press **Enter** Key.
- Scroll using the Navigation Keys to select the desired Ringtone.
- Press **Enter** Key.

To Play Key Tone,

- Scroll using the Navigation Key to select **Play Key Tone**.
- Press **Yes** Key.

Press **Exit**.

Ringer Selection

- Scroll using the Navigation Key to select **Ringer Selection**.
- Press **Select** Key.
- Scroll using the Navigation Keys to select the desired option — Ring on Speaker, Ring on Headset.
- Press **Select** Key.

Ringer Volume

- Scroll using the Navigation Key to select **Ringer Volume**.
- Press **Select** Key.
- Scroll using the Navigation Keys to select the desired volume level.
- Press **Select** Key.

Ringer Mode

- Scroll using the Navigation Key to select **Ringer Mode**.
- Press **Select** Key.
- Scroll using the Navigation Keys to select the desired mode — Ring Immediate, Ring If Idle, Ring After Delay, Ring Off.
- Press **Select** Key.



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

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

Ringer Auto Acknowledge Timer

- Scroll using the Navigation Key to select **Ringer Auto Ack Timer**.
- Press **Select** Key.
- Enter the time.

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



If you set this timer as 00, the Ringer Auto Acknowledgement is disabled and you must acknowledge the incoming call ring manually by pressing the Acknowledge (Ringer Acknowledge) DSS key or by answering the call. If you do not acknowledge, the ring will be played till you answer/reject the call.

Call Answer Type

- Press **Menu** Key.
- Scroll using the Navigation Key to select **Phone Settings**.
- Enter **User Password**.
- Scroll using the Navigation Key to select **Call Answer Type**.

- Press **Select** Key.
- Scroll using the Navigation Keys to select the desired option — Manual or Auto.
- Press **Select** Key.

Headset Connectivity

- Press **Menu** Key.
- Scroll using the Navigation Key to select **Phone Settings**.
- Enter **User Password**.
- Scroll using the Navigation Key to select **Headset Connectivity**.
- Press **Select** Key.
- Scroll using the Navigation Keys to select the desired option — Headset Not Connected or Headset Connected.
- Press **Select** Key.

Display Settings

- Press **Menu** Key.
- Scroll using the Navigation Key to select **Phone Settings**.
- Enter **User Password**.
- Scroll using the Navigation Key to select **Display Settings**.
- Press **Select** Key.
- Scroll using the Navigation Keys to select the desired option — LCD Back Light Level or LCD Contrast Level.
- Press **Select** Key.
- Scroll using the Navigation Keys to set the desired Level for the option you select.
- Press **Select** Key.

You can also set the timer to off the LCD Back Light. To do so,

- Scroll using the Navigation Key to select **Display Settings**.
- Press **Select** Key.

- Scroll using the Navigation Key to select **LCD Back Light Off Timer**.
- Press **Select** Key.
- Enter the desired time.



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

Language Selection

- Press **Menu** Key.
- Scroll using the Navigation Key to select **Phone Settings**.
- Enter **User Password**.
- Scroll using the Navigation Key to select **Language Selection**.
- Press **Select** Key.
- Scroll using the Navigation Keys to select the desired language.
- Press **Select** Key.

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

Making Calls using Keypad

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

To call an external number using a Trunk Access Code,

- Press the DSS Key assigned to the Trunk or dial the desired Trunk Access Code.
- Dial the desired external number.



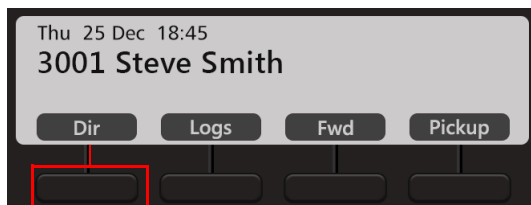
Consult your System Administrator to know the Trunk Access Code values.

To make an external call using the Global Directory²,

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

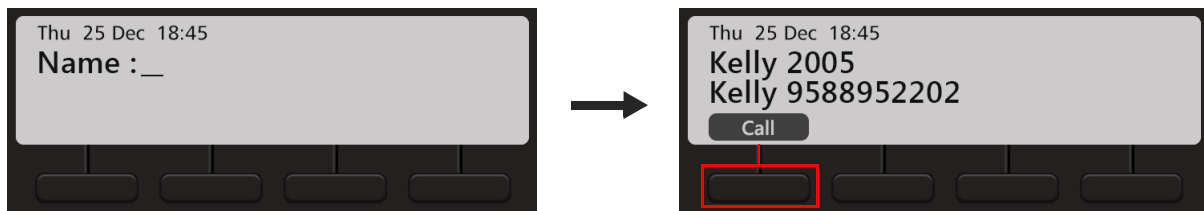
Making Calls using Dir Key

- Press **Dir Key**.



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

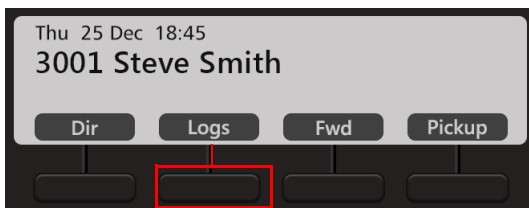
² The System maintains a system wide corporate directory containing the external numbers accessible to its registered extensions. This is known as the Global Directory. You can get more information about Global Directory contact your System Administrator.



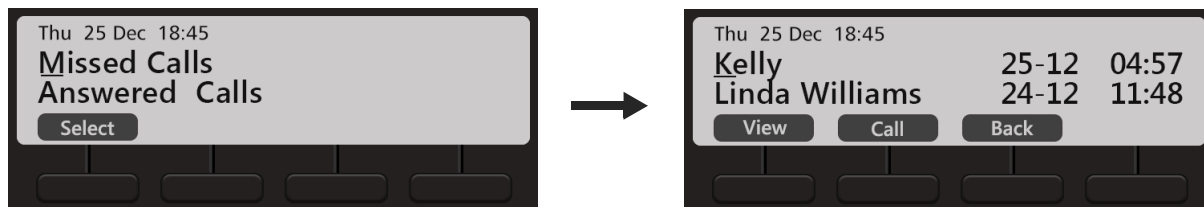
- Scroll using the Navigation Key to select the Contact from the matching entries.
- Press **Call** Key or **Select/OK** Key.

Making Calls using Logs Key

- Press **Logs** Key.



- Scroll using the Navigation Keys to the desired Call Log: Missed Calls, Answered Calls, Dialed Calls.



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

Making Calls using DSS Key

To call an internal number,

- Press the DSS Key assigned to the Extension / Department Group / Operator.

To call an external number,

- Press the DSS Key assigned to the Trunk.
- Dial the desired number.

You can either answer or reject an incoming call. You can also mute the ring of an incoming call.



- Press **Ans** Key, to answer an incoming call.
- Press **Silent** Key, to mute the ring of an incoming call.
- Press **Reject** Key, to reject an incoming call.


If you have multiple incoming calls, scroll up/down using the Navigation Keys to select the incoming call you want to answer. Press the **Ans** Key.



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

During an active call, you can access the features and facilities of the System. You can also make a new call.



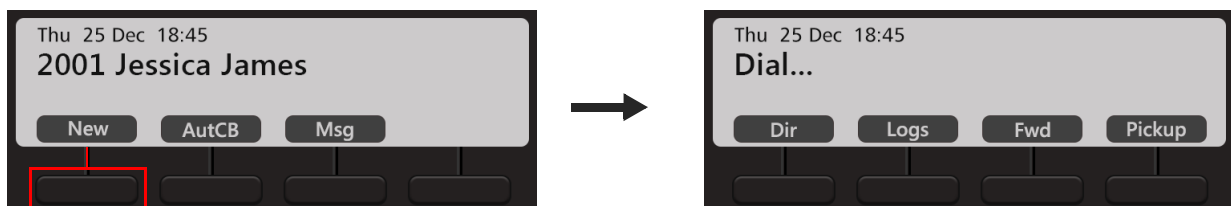
- Press **Rel** Key to disconnect the active call.
- Press **E.Hold** Key, to put the call on Exclusive Hold. Refer [“Call Hold”](#).
- Press **G.Hold** Key, to put the call on Global Hold. Refer [“Call Hold”](#).
- Press **Park** Key, to park the call. Refer [“Call Park”](#).
- Scroll using  Navigation Key and press **Dir** Key. The active call is put on hold and you can select the desired contact's number from the list. Refer [“Making a Second Call”](#).

Making a New Call

You can make a new call using the Keypad, Dir Key or Logs Key when the dialed number is ringing. When you make a new call, the first dialed number will be disconnected automatically.

When the dialed number is ringing,


- Press **New** Key.

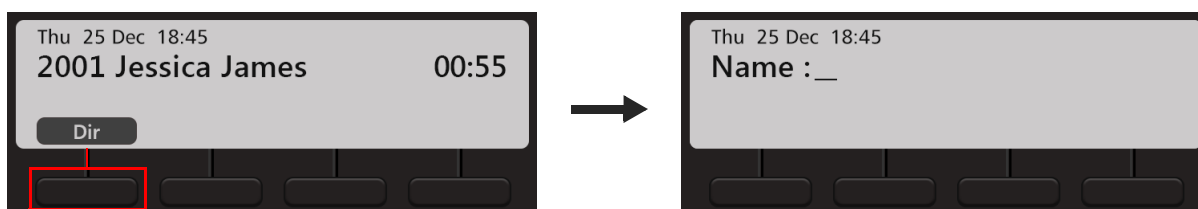


- Dial the desired number using the Keypad or Dir Key or Logs Key. Refer [“Making Calls”](#).

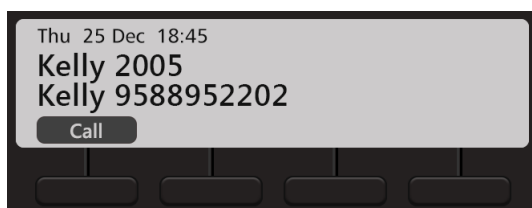
You can make a second call using the Dir Key when you have an ongoing call or by putting an ongoing call on hold.

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

- During an active ongoing call, scroll using  Navigation Key to view the **Dir** Key option.
- Press **Dir** Key. The ongoing call is put on consultation hold.
- Enter the Initial letter(s) of the Contact's name.



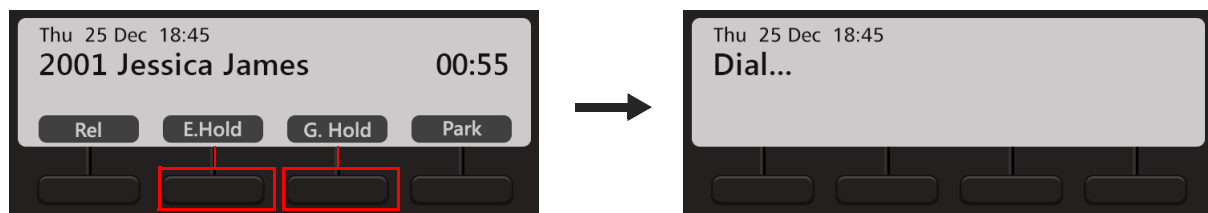
- Scroll using the Navigation Key to select the Contact from the matching entries.



- Press **Call** Key.
- After speech if you go On-Hook / Idle, the call of Party 2 will get transferred to the held call (Jessica James).

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

- During an active ongoing call, press **E.Hold (Exclusive Hold)** or **G.Hold (Global Hold)** Key.



- Dial the desired number.

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

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



- Press **R+Ans** Key, to release the first call and answer the waiting call.
- Press **H+Ans** Key, to put the first call on Exclusive Hold and answer the waiting call.
- Press **Reject** Key, to reject the call.

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




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

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

Call Hold


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

Exclusive Hold

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



To resume a call put on Exclusive Hold,

- Press **Hold**  Key again.
- or
- Press the DSS key assigned to the extension or the trunk put on Exclusive Hold. If the held party is an internal extension, then you can also dial the extension number to resume the call.

Global Hold

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





To resume a call put on Global Hold,

- Press the DSS key assigned to the extension or the trunk put on Global Hold. If the held party is an internal extension, then you can also dial the extension number to resume the call.

Call Transfer

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



Unattended Transfer

- During an ongoing call, press **Transfer**   Key. The ongoing call is put on consultation hold.
- Dial the number of the desired party to whom you want to transfer the call. You can make the call using the Keypad or Dir Key or Logs Key. To know more, see [“Making Calls”](#).



- The dialed number rings.





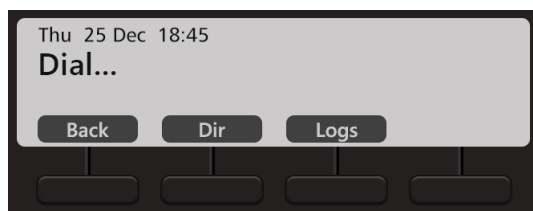
- Press **T'fer** Key or **Transfer**   Key or go On-Hook, to transfer the call.
- Press **Back** Key, to return to the party on consultation hold.



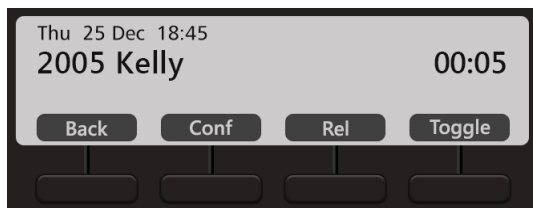
If the party to whom the call is transferred, does not answer, the call will be returned back to you.

Attended Transfer

- During an ongoing call, press **Transfer**   Key.
- Dial the number of the desired party to whom you want to transfer the call. You can make the call using the Keypad or Dir Key or Logs Key. To know more, see [“Making Calls”](#).



- The dialed party answers the call.



- Press **Transfer** Key or go On-Hook, to transfer the call.
- Press **Back** Key, to return to the party on consultation hold.

Transferring a call using DSS Key

- During an ongoing call, press **Transfer** Key.
- Press the DSS Key assigned to the extension, to transfer the call to an internal number.
or
- Press the DSS Key assigned to the trunk and dial the desired external number, to transfer the call to an external number.
- Press **Transfer** Key or go On-Hook.

One Touch Transfer

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

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

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

- Press the **Menu** Key.
- Scroll using the Navigation Key to select **One Touch Transfer**.
- Press **Select** Key.
- Scroll using the Navigation Key to select **Set Transfer Number**.
- Press **Select** Key.
- Enter the extension number to which you wish to transfer the call.


To use One Touch Transfer,

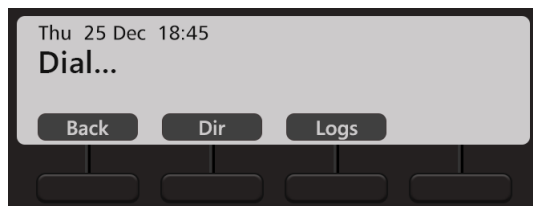
- During an ongoing call, press the DSS Key assigned to One Touch Transfer.
- The call is transferred to the configured extension.

If you do not wish to use One Touch Transfer, you can also transfer the call using the DSS Key assigned to an extension. For detailed instructions, see ["Transferring a call using DSS Key"](#).

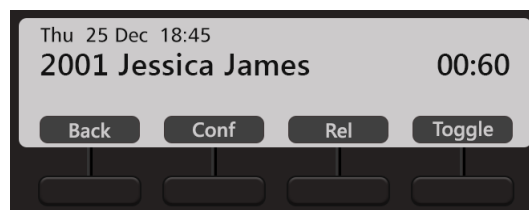
Call Toggle

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

- During an ongoing call, press **Transfer**  Key.
- Dial the number of the desired party. You can make the call using the Keypad or Dir Key or Logs Key. To know more, see [“Making Calls”](#).



- When the dialed party answers the call, press **Toggle** Key. Speech is established with the party on hold. The active call is put on hold.




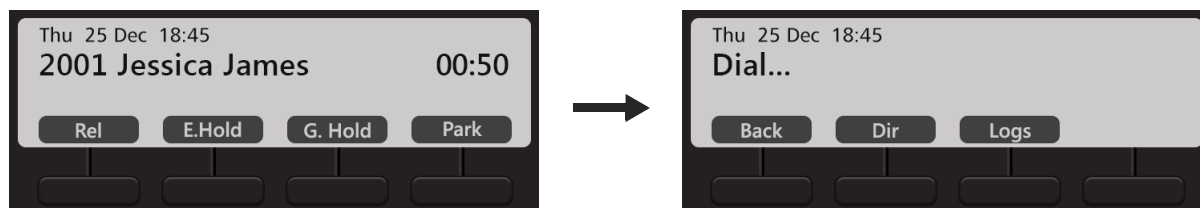
- Repeat the previous step again, to talk to the party on hold.

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

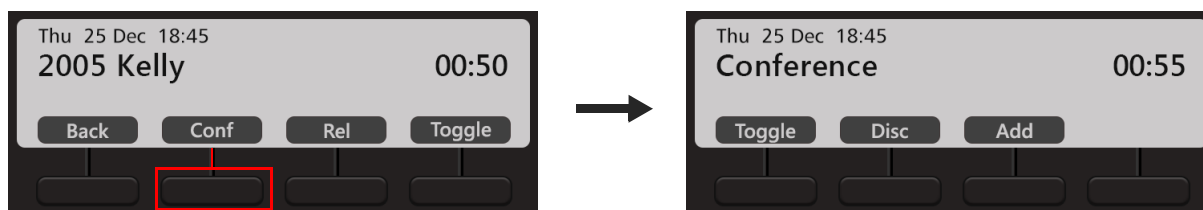
Conference 3-Party


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

- During an ongoing call, press **Conference**  Key.
- Dial the number of the desired party with whom you want to make a conference. You can make the call using the Keypad or Dir Key or Logs Key. To know more, see ["Making Calls"](#).



- The dialed party answers the call.



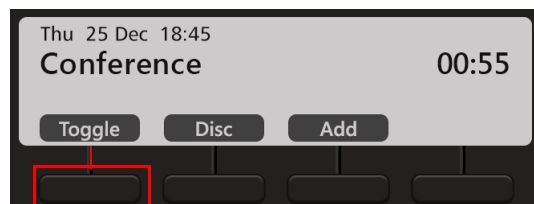
- Press **Conf** Key or **Conference**  Key.

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.

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



- Speech is established with the first party. The second party is put on hold.

Terminating the Conference

You can terminate the Conference at any point of time.



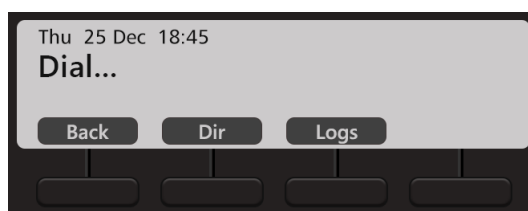
- Press **Disc** Key during a Conference. All the participants in the conference are disconnected.

Multiparty Conference

A Multiparty Conference³ is a conference of more than three participants. Adding the fourth participant to an established 3-Party Conference creates a Multiparty Conference.


During an active 3-Party Conference,

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



- The dialed party answers the call.



- Press **Conf** Key or **Conference**  Key.

A Multiparty Conference is established.

- Similarly you can add other participants.

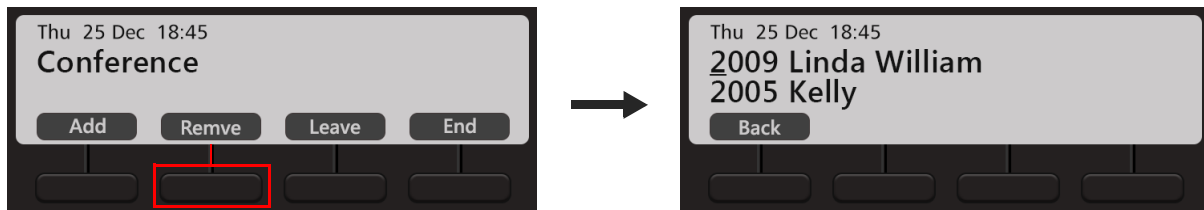



In Multiparty Conference, other participants can add / remove a new participant or terminate the conference depending on the level of access provided to them in the Class of Service (CoS) by the System Administrator.

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

Removing a Participant from the Conference


- During a Conference, press **Remve** Key.



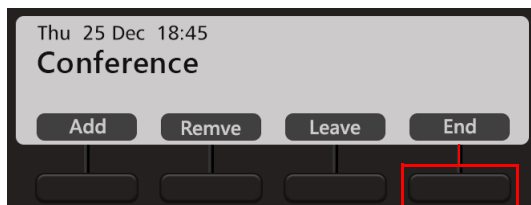
- The list of participants is displayed on the phone's LCD.
- Scroll using the Navigation Keys to select the desired participant you wish to remove from the Conference.
- Press **Select / OK**  Key to remove the selected participant.

Temporary Leaving and Rejoining the Conference



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

Terminating or Permanently Leaving the Conference



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

Auto Callback (ACB)

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

Setting Auto Callback

- Dialed extension is busy.



- Press **AutCB** Key.
- 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

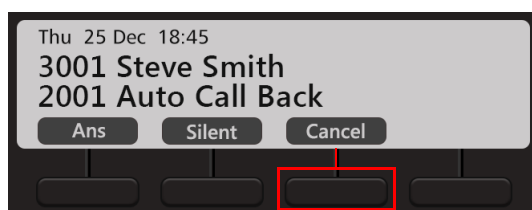
- After you set Auto Callback, the **Callback Notification**  appears on the Home screen.

Canceling Auto Callback

To Cancel Auto Callback,

- Dial **102**
or

When the system places the Auto Callback call on your extension, press **Cancel**  Key.

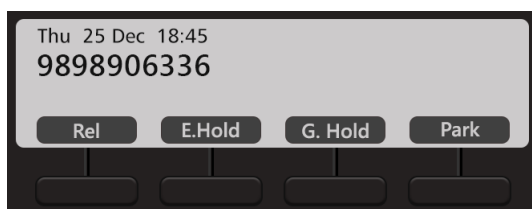


Auto Redial

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

Setting Auto Redial

- The external number you are trying is busy.



- Press the DSS Key assigned to Auto Redial.
or
Dial **17**
- When the number is available, the System will automatically place a call on your extension.

Canceling Auto Redial

To Cancel Auto Callback,

- Dial **1070**
or

When the system places the Auto Callback call on your extension, press **Cancel**  Key.

Account Code

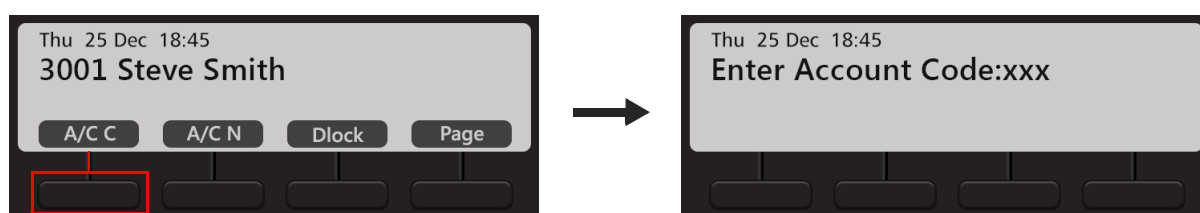
Account Codes are useful when you have to make external calls to third parties on behalf of your clients. This feature is useful in consultant firms, law firms or media agencies where employees need to make external calls on behalf of their clients.

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

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

To assign Account Code by Number,

- On the Home Screen, scroll using  Navigation Key to view the other options. Press **A/C C** Key.



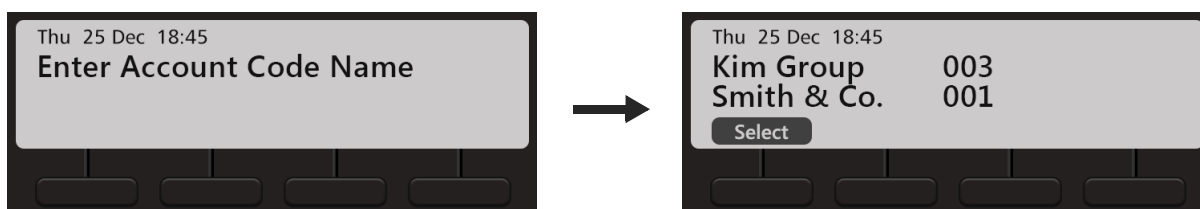
- Enter Account Code** Number manually.
- Dial the desired external number.

To assign Account Code by Name,

- On the Home Screen, scroll using  Navigation Key to view the other options. Press **A/C N** Key.



- Enter Account Code Name.** You may enter the initials letters, the list of Account Names will appear on the phone's display.



- Scroll using the Navigation Key to select the desired name and press **Select**.

- Dial the desired external number.

Forced Account Code

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

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

Authority Code⁴

Authority Code is a unique password-protected code with an associated Class of Service, Toll Control and Call Budget. Using this code you can make calls or access features from any other extension as per the Class of Service and Toll Control assigned to your code.

To be able to Walk-In into your extension,

- Press the DSS Key assigned to Walk-In Class of Service.
or
Dial **111**
- Scroll using the Navigation Key to select **Walk in by Authority code**.
- Press **Select** Key.
- Enter the Authority Code (The code is a three digit number).
- Enter the Password assigned to you for the code.

The system will allow you to make calls as per the Call Privilege assigned to the Authority Code dialed by you. When you go idle, the Call Privilege is cleared.

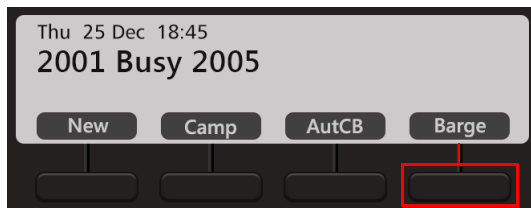
4. This feature is not supported in ETERNITY NE.

Barge-In

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

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

- The dialed number is busy.



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

Background Music⁵

Using Background Music you can listen to music on your extension as you work, without affecting communication (incoming and outgoing calls). Music will be played on the speaker of the phone when the phone is idle.



This feature is supported in EON510 only.

To start Background Music,

- Press the **Menu** Key.
- Scroll using the Navigation Key to **Background Music**.
- Press **Select** Key.
or
Dial **1099**

To stop the Background music,

- Follow the same steps as above.
or
Dial **1099**

5. This feature is not supported in PRASAR UCS, ANANT UCS and ETERNITY NE.

Call Chaining

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

- During an ongoing call, press the DSS Key assigned to Call Chaining.
or
- Press **Transfer** Key and dial 1050.
- The call is chained.
- Complete the Transfer to the desired party. For instructions, see [“Call Transfer”](#).
- The chained call will return back to you as soon as their conversation ends.

Call Park

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

There are two types of Call Park facility:

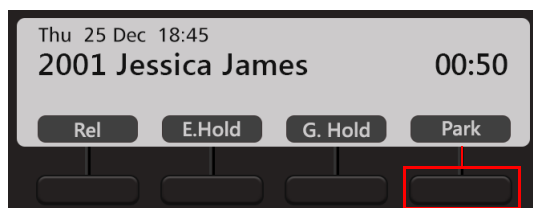
- **Call Park-General Orbit:** The calls can be parked either manually or automatically in the General Orbit. The calls parked in the General Orbit can be retrieved from any extension including your own extension. General Orbit number can vary from 2 to 9.
- **Manual Call Park:** You can manually park calls in any of the 8 'general' Orbits, which are like fictional extensions located in the system. The calls parked in the General Orbit can be picked up from any extension by dialing the General Orbit Number. At a time, only one call can be parked in each General Orbit.

You can assign a separate DSS key for each General Orbit, this will help you to know the status of the Orbit - available, occupied. During an ongoing call, you can park the call by pressing the DSS key of the available orbit depending on the LED indication. When the call is parked in the orbit, the LED blinks in blue and when it is free, the LED is off.

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

To Park a call,

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



Or

Press the DSS key assigned to General Call Park-Auto.

Or

- Press Transfer key and dial **115**.

- Enter Orbit Number.

Enter **1** to Park the call in the **Personal Orbit**.

Enter any number from **2 to 9** to Park the call in the **General Orbit**.

To park a call manually in the available (indicated through LED) General Orbit:

- During an ongoing call, press the DSS key assigned to specific General Orbit (2-9).

Once the call is parked in the specific free orbit, a confirmation message appears on the LCD of the phone — **Call Parked in Orbit X** (where value of X may vary from **2 to 9**) and the LED of the assigned DSS key blinks in blue.

To Park a call automatically in the General Orbit,

- During an ongoing call, scroll using Navigation Key **>** to view the other options.
- Press **Apark** key.
Or
- Press Transfer key and dial **115-0**
Or
Press the DSS key assigned to General Call Park-Auto.

The system searches for the available free General Orbit and parks the call in it.

Once the call is parked automatically in the free orbit, a confirmation message appears on the LCD of the phone — **Call Parked in Orbit X** (where value of X may vary from **2 to 9**).

To retrieve the parked call,

- Press the DSS Key assigned to the extension **or** dial **116 - Orbit Number** (Personal Orbit 1; Global Orbit 2 to 9).



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

Conversation Recording

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



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



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

To record an ongoing conversation,

- Press **Rec** Key (the called party is put on hold and music on hold is played).
or
Press **Transfer** Key (the called party is put on hold and music on hold is played) and dial **1095**
- Speech is resumed with the called party and recording starts. The called party will get a beep once to indicate that the call is being recorded.
- The recording will stop if either party disconnects the call.

Listening to the Recorded Conversation

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

DSS Call Pick-Up

DSS Call Pick-Up allows you to answer calls ringing on other extensions or incoming calls on trunks by pressing the DSS Keys assigned to those extensions/trunks from your phone.

There are two types of DSS Call-Up:

- **DSS Call Pick-Up-Station** - internal or external calls ringing on any extension, can be picked-up by pressing the DSS Key assigned to that extension on your phone.
- **DSS Call Pick-Up-Trunk** - incoming calls on any trunk for any extension can be picked-up by pressing the DSS Key assigned to that trunk on your phone.

DSS Call Pick-Up - Station

To answer the call ringing on another extension,

- When the DSS Key assigned to the extension blinks fast in Blue color, press the DSS Key.
- Speech with calling party.

DSS Call Pick-Up - Trunk

To answer the call ringing on the trunk,

- When the DSS Key assigned to the trunk blinks fast in Violet color, press the DSS Key.
- Speech with calling party.

Emergency Call

You can dial Emergency numbers immediately without any blocking.

To dial an Emergency number,

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

Forced Answer

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

Forced Answer is possible when the called extension is a Matrix proprietary Digital Key Phone (DKP) or an Extended IP Phone and when the phone is idle. Forced Answer cannot be used on SPARSH M2S users.

- The dialed extension is ringing.

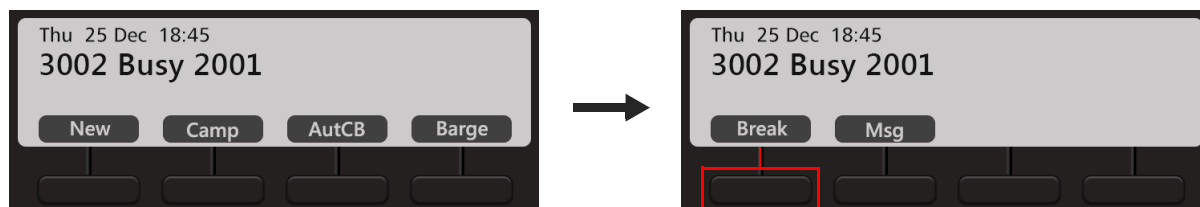



- Press **Force** Key.
- Speech is established as the called party's Speaker is turned on automatically.

Forced Disconnection

Forced Call Disconnection enables you to disconnect a busy extension or a trunk when required and free the system resources for your use.


- The dialed extension is busy.



- Scroll using  Navigation Key to view the other options. Press **Break** Key.
- The call between the busy extensions disconnects.
- Similarly, you can also forcibly disconnect a busy trunk.

Flashing on Trunks

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

- During an ongoing call, press the DSS Key assigned to Flashing on Trunks.
- Dial the service provider feature access code.
or
- Press **Transfer**  Key, dial * followed by the service provider feature access code.

Headset



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

You can also get the ring on the headset, if required. To do so, set the **Ringer Selection** option as **Ring on Headset**. For instructions, see [“Ringer Selection”](#) in [“Customizing Your Phone”](#).



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

To enable the Headset mode,

- Press Headset  Key. The LED of the Headset  Key glows in blue.

To disable the Headset mode,

- Press Headset  Key. The LED of the Headset  Key is turned off.

Interrupt Request

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

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

- The dialed number is busy.




- Press **Camp** Key.
- The called extension is busy. If the called extension user answers the waiting call, speech is established else it is disconnected.

Last Number Redial

Using Last Number Redial you can redial the last number string dialed from your extension.

To make a call to the last number,

- Press **Redial**  Key.
- The list of last 16 numbers dialed from your extension appears on the LCD.
- Scroll using the Navigation Key to select the desired number.
- Press **Select** Key.



The Redial list will be cleared when the system restarts.

Last Caller Recall

Using Last Caller Recall you can trace the extension that last made the call to your extension.

To make a call to the last extension number,

- Press the DSS Key assigned to Last Caller Recall.
or
Dial **1092**
- The last extension number is dialed.

Message Wait

You can set Message Wait on other extensions to deliver important messages. Message Wait will be indicated to users according to the Type of Message Wait Indication set for their extensions, contact your System Administrator for details.

Set Message Wait

- When the dialed extension is ringing.



- Press **Msg** Key. You get confirmation tone.
- Similarly, you can set Message Wait when the number is busy.



If the extension on which you set Message Wait is an EON510/VP510 user, the LED of the Voicemail Key glows in Blue. It is the Message Wait notification provided to the user. When the user dials the feature access code to Retrieve Message Wait, the call will be placed on your extension.

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


Cancel Message Wait

- Dial **1076**

All the Message Wait set by you will be cleared.

Retrieve Message Wait

- Press DSS Key assigned to Retrieve Message Wait.
or
Dial **1077**
- The call will be placed on the extension that has set Message Wait.

After this, if the Voicemail  Key still glows in Blue, it means that there are other Message Wait requests set on your extension. You need to dial the Retrieve Message Wait access code again.





Voice Mail has priority over extension **Message Wait** set by extensions. If an extension user has both Message Wait and a new Voice mail, and when the extension user presses the Retrieve Message Wait Key or dials the feature access code to Retrieve Message Wait, the call will first be placed to the Voice Mail System. When the extension user presses the Retrieve Message Wait Key again, the call will be placed on the extension that set Message Wait.



Mute

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



To mute a call before making a call,

- Press Mute  Key. The LED of the Mute  Key glows in Blue.
- Dial desired number.

To mute a call during speech,

- Press Mute  Key. The LED of the Mute  Key glows in Blue.

To unmute a call during speech,

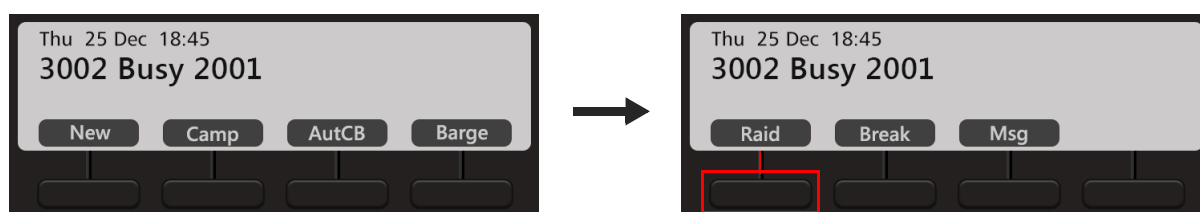
- Press Mute  Key again. The LED of the Mute  Key is turned off.


Raid

Raid allows you to interrupt a telephone conversation between two extension users, turning the conversation into a three-way call.

You can use Raid to land in a conversation between two extension users, and between an extension user and an external caller, with a warning beep to the extension user. The extension user will hear a beep when you raid and you will enter into three-way speech with both parties.

- The dialed number is busy.



- Scroll using  Navigation Key to view the other options. Press **Raid** Key.
- 3-way speech is established.

Trunk Reservation⁶

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

Reserving a Trunk

You can access a trunk by dialing Trunk Access Code (TAC) or using Selective Port Access. To know more about Selective Port Access, see [“Selective Port Access”](#).

- Accessed trunk is busy.
- Press the DSS Key assigned to Trunk Reservation
or
Dial **6**
- When the trunk is available, the system will automatically place the call on your extension.

Canceling Trunk Reservation

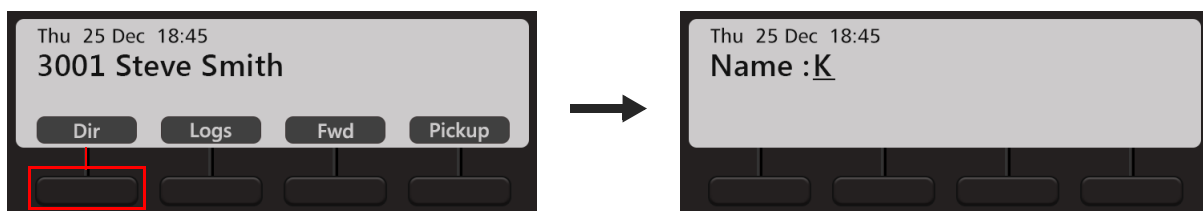
- Dial **102**
or
If not canceled manually, Trunk Reservation will be canceled automatically after the expiry of the Trunk Reservation Timer.

6. This feature is not supported in PRASAR UCS and ANANT UCS.

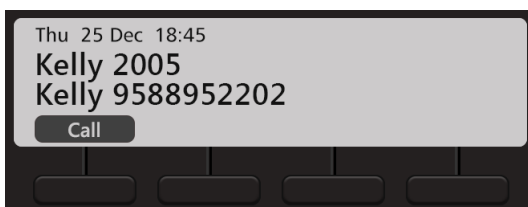
The Contacts list displays the Extensions, Corporate Directory (Global Directory) and well as Personal Directory contacts.

Viewing Contacts

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



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



- Scroll using the Navigation Key to the desired Contact from the matching entries.
- Press **Call** Key.



You can only Call the desired contact from the list. To Add, Edit or Delete a contact, refer [“Adding Contacts”](#) and [“Editing and Deleting Contacts”](#).

Adding Contacts

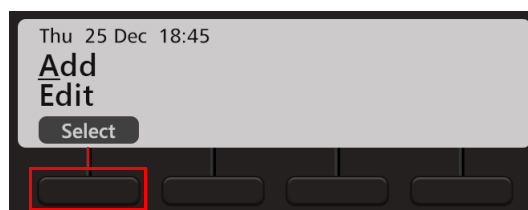
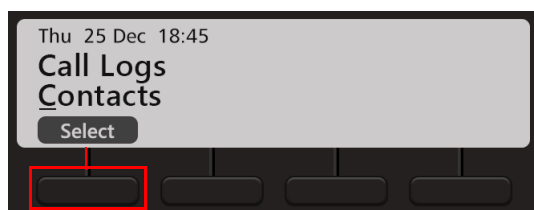
You can add new contacts to the existing Contacts list using the Add Contacts option. You can add a contact using the Menu only.



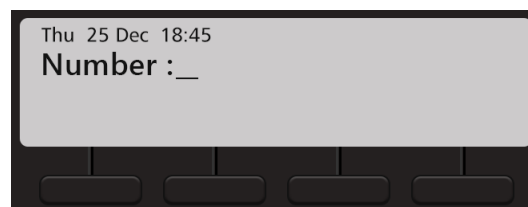
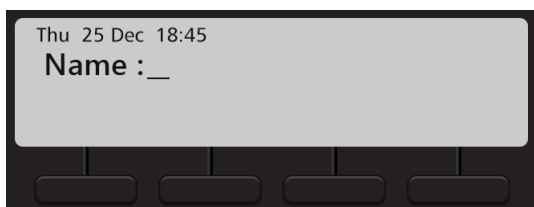
*You can add new contacts only if, **Global Directory Part-1** and **Global Directory Programming**, both options are enabled in the Class of Service (CoS) assigned to you. The new contact will be added in **Global Directory Part-1** of the System.*



To add a new Contact,

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



- Select **Add** and press **Select** Key.



- Enter the **Name** and press **Select / OK**  Key. Then enter **Number** and press **Select / OK**  Key.
- The contact is automatically stored at a free index number. The phone's LCD displays the Index at which it is stored.

Editing and Deleting Contacts

You can edit or delete contacts, if required.

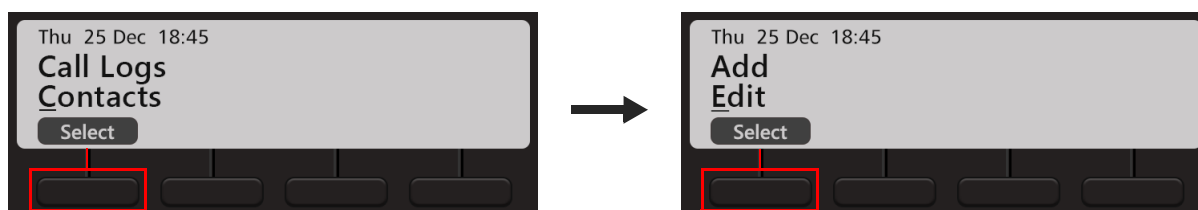




You can Edit and/or Delete Global Directory Contacts only. The changes you make will be applicable to all the users of the system.

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

Editing Contacts

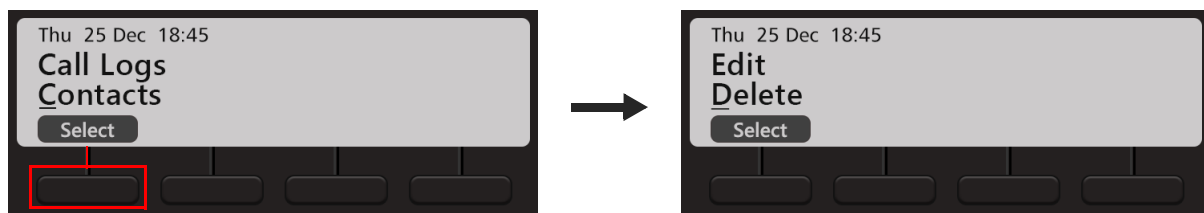
- Press the **Menu** Key.
- Scroll using the Navigation Key to select **Contacts**.
- Press **Select** Key.



- Select **Edit** and press **Select** Key.
- Enter the Initial letter(s) of the Contact's name.
- Scroll using the Navigation Key to the desired Contact from the matching entries. Press **Select** Key.
- Edit the **Name**, if required and press **Select / OK**  Key.
- Edit **Number**, if required and press **Select / OK**  Key.

Deleting Contacts

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



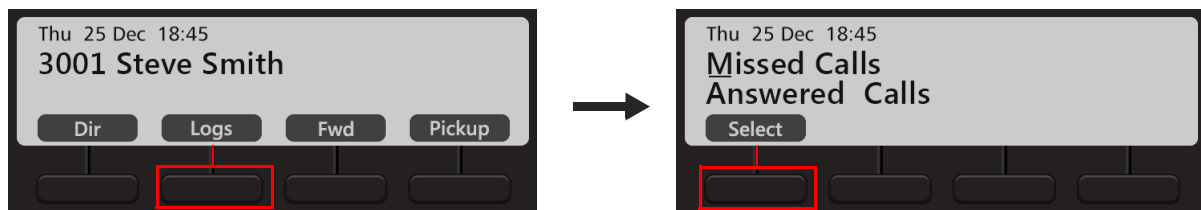
- Select **Delete** and press **Select** Key.
- Enter the Initial letter(s) of the Contact's name.
- Scroll using the Navigation Key to the desired Contact from the matching entries. Press **Select** Key.
- The selected contact is deleted.

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

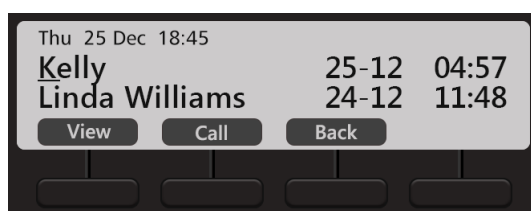
Viewing Call Logs

To view the Call Logs,

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



- Scroll using the Navigation Keys to the desired Call Log: Missed Calls, Answered Calls, Dialed Calls.
- Press **Select** Key.



- The phone displays the list of last 20 calls. The details displayed are: Name, Date and Time.
- Scroll to the desired entry using the Navigation Key.
- Press **View** Key, to view the number of the selected contact.
- Press **Call** Key, to make a call.
- Press **Back** Key, to select another Call Log.



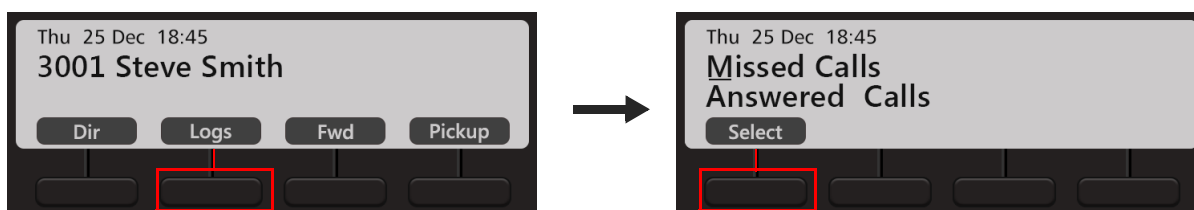
*Some entries in the Call Logs may appear as **Unknown/Private**, if the Number of that entry is not available. Calls cannot be made to these numbers.*

Creating New Contacts from Call Logs

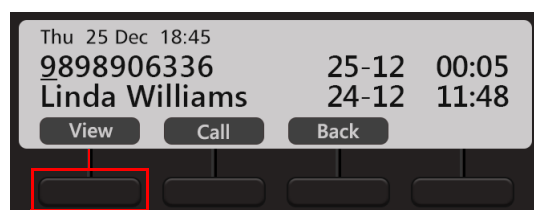
You can create new contacts for external numbers that appear in the Call Logs. You can add the number to the Global Directory.

To add the number as a new contact,

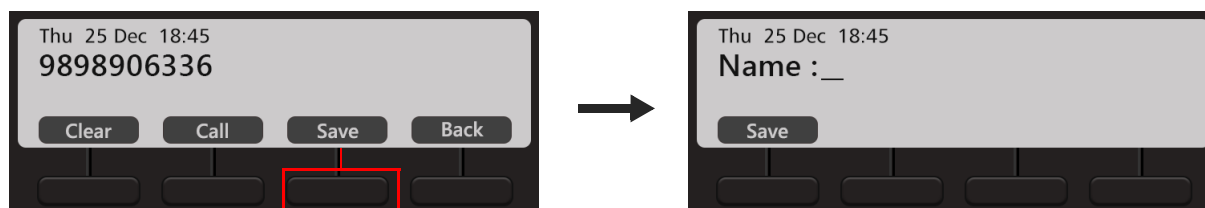
- Press **Logs** Key on the Home Screen.
- Scroll using the Navigation Keys to the desired Call Log: Missed Calls, Answered Calls, Dialed Calls.



- Press **Select** Key.
- The phone displays the call log details by: Name, Date and Time.
- Scroll to the desired entry using the Navigation Keys.



- Press **View** Key.



- Then press **Save** Key to save the contact as a Global Directory contact.
- Enter the Name and press **Save** Key again.
- The entry is automatically stored at a free index number. The phone's LCD displays the Index at which it is stored.



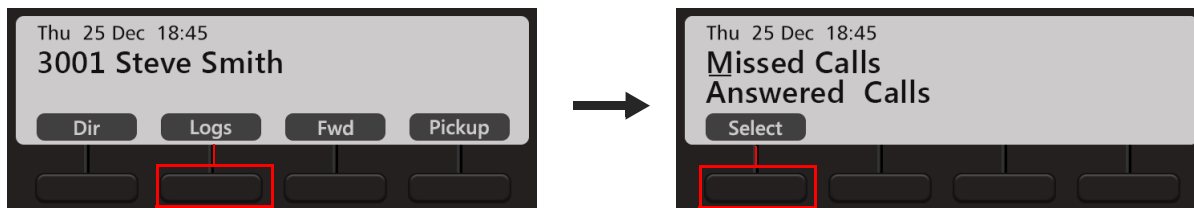
You can add new contacts only if, **Global Directory Part-1** and **Global Directory Programming**, both options are enabled in the Class of Service (CoS) assigned to you. The new contact will be added in Global Directory Part-1 of the System.

Editing an Entry before Placing a Call

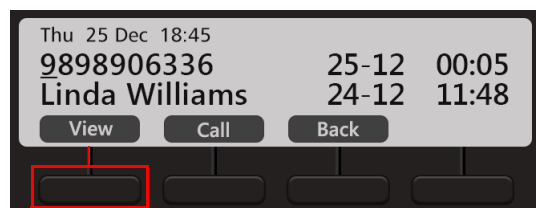
You can edit an external number present in the Missed or Received or Dialed Call Logs list.

To edit an entry in the Call Log,

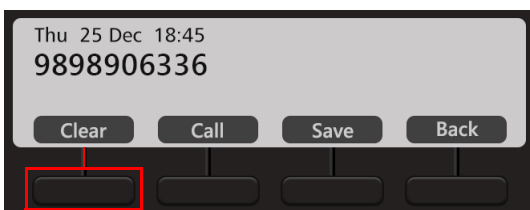
- Press **Logs** Key on the Home Screen.
- Scroll using the Navigation Keys to the desired Call Log: Missed Calls, Answered Calls, Dialed Calls.



- Press **Select** Key.
- The phone displays the call log details by: Name, Date and Time.
- Scroll to the desired entry using the Navigations Key.




- Press **View** Key.



- Press **Clear** Key to edit a single digit. You can edit the entry as per your requirement.
- Press **Call** Key to make a call.
- Press **Save** Key to save the changes you made.
- Press **Back** Key to view the list of entries in the call log.

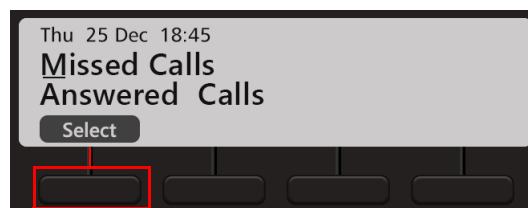
Missed Call Notification

If you have missed any calls,

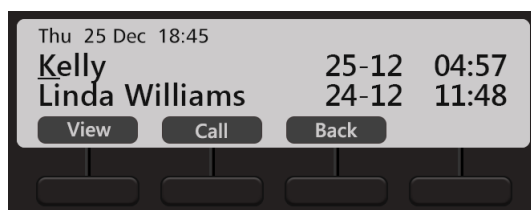
- a Missed Call Notification  appears on the Home Screen.
- the Ringer LED will turn 1 second on and 5 seconds off.

To view the missed calls,

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



- Make sure the Missed Calls log is selected.
- Press **Select** Key.



- The phone displays the call log details by: Name, Date and Time.
- Scroll to the desired entry using the Navigations Key.
- Press **View** Key, to view the number of the selected contact.
- If you wish to call, press **Call** Key.



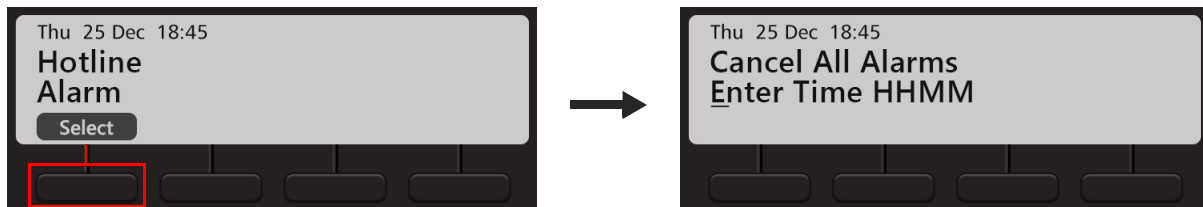
As soon as you access the Missed Calls log, the notification will disappear.

Alarm and Reminder

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

To Set an Alarm,

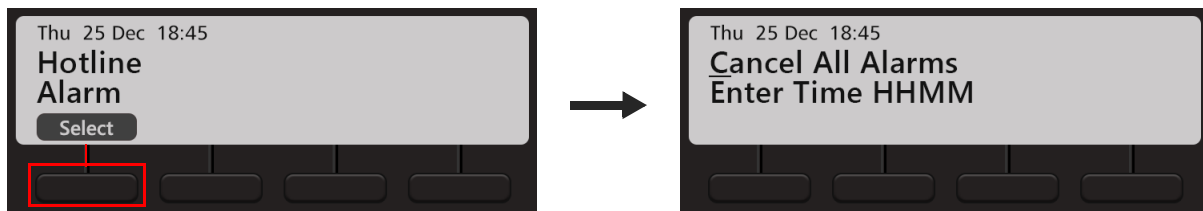
- Press the **Menu** Key.
- Scroll using the Navigation Key to select **Alarm**.
- Press **Select** Key.




- Scroll to **Enter Time HHMM**.
- Enter the time.
- The Alarm is set and the Alarm Notification  appears on the Home Screen.

To Cancel all the Alarms,

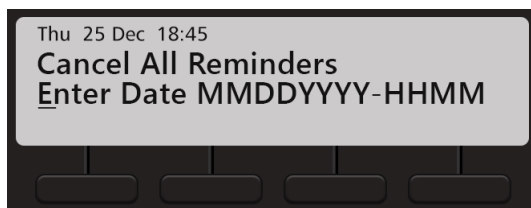
- Press the **Menu** Key.
- Scroll using the Navigation Key to select **Alarm**.
- Press **Select** Key.



- Scroll to **Cancel All Alarms** and press **Select / OK**  Key.

To Set a Reminder,

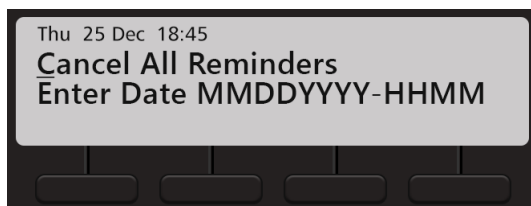
- Press the DSS Key assigned to Reminder.
or
- Dial **162**




- Scroll to select **Enter Date MMDDYYYY-HHMM**.
- Enter the date and time as per the format. The reminder is set.

To Cancel all the Reminders,

- Press the DSS Key assigned to Reminder.
or
- Dial **162**



- Scroll to select **Cancel All Reminders**.
- Press **Select / OK**  Key.



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

An Alarm/Reminder Call

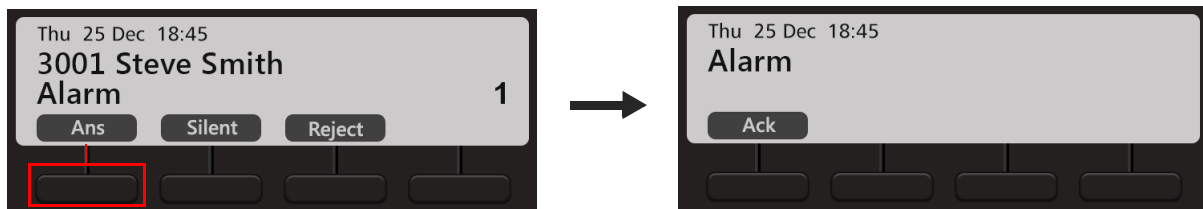
- At the set time, the Alarm call rings.



- Press **Ans** Key. You get music on hold.
- Press **Silent** Key, to mute the ring.
- Press **Reject** Key, to reject the call.
- Similarly, you can answer or reject a Reminder call.

Alarm/Reminder Call with Snooze

The **Snooze** option is set for the Alarm/Reminder Call to ensure that the call is acknowledged by the users.



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

Call Forward

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

The Call Forward screens differ according to the System (Server) with which EON510/VP510 is connected.

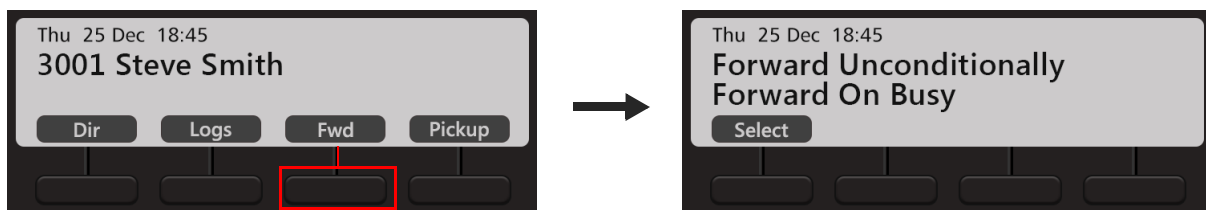
If your phone is connected with ETERNITY LE, ME, GE, PE, SARVAM UCS, PRASAR UCS or ANANT UCS you can set Call Forward as well as Call Forward Scheduled. Call Forward Scheduled is when call forward can be set separately for each time zone — Working Hours, Break Hours and Nonworking Hours.

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

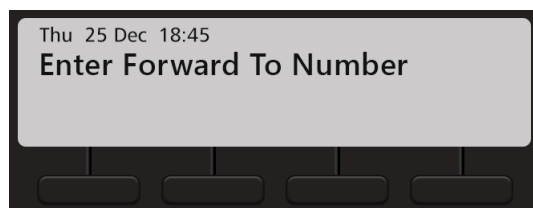
Setting Call Forward

To Set Call Forward,

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



- Scroll using the Navigation Keys to select the desired type of Call Forward — Forward Unconditionally, Forward On Busy, Forward On No Reply, Forward On Busy/No Reply.
- Press **Select** Key.
- **Enter Forward to Number.**



- To forward calls to an internal number, dial the desired number directly.

To forward calls to an external number, dial the Trunk Access Code (TAC) followed by the desired number.

Call Forward is set and the set indication  appears on the Home Screen.

To Cancel Call Forward,

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

- Scroll using the Navigation Key to select **Cancel Call Forward**.
- Press **Select** Key.

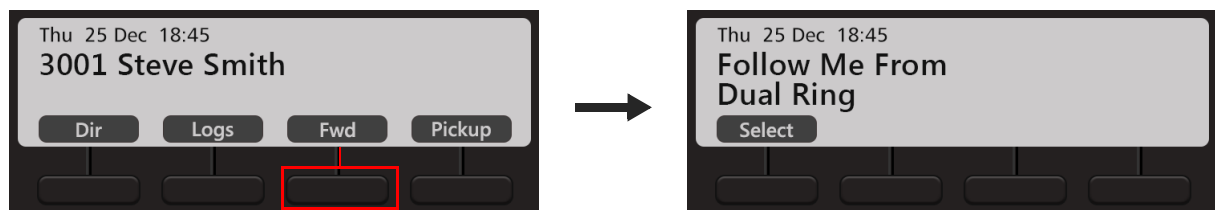
You can also set/cancel Call Forward from the Phone Menu.

Dual Ring

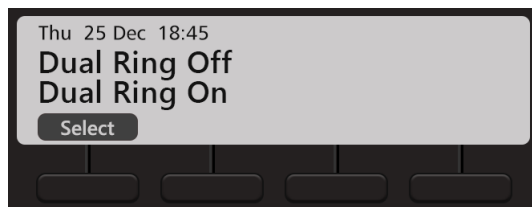
Dual Ring enables you to play ring simultaneously on your phone and the destination phone.

To Set Dual Ring,

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



- Scroll using the Navigation Key to select **Dual Ring**.
- Press **Select** Key.



- Scroll using the Navigation Key to select **Dual Ring On** and press **Select** Key.

To Cancel Dual Ring,

- Press **Fwd** Key on the Home Screen.
- Scroll using the Navigation Key to select **Dual Ring**.
- Press **Select** Key.



- Scroll using the Navigation Key to select **Dual Ring Off** and press **Select Key**.



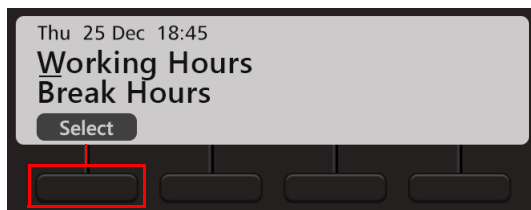
Dual Ring can be set/canceled individually for each time zone.

Setting Call Forward-Scheduled

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

To set Call Forward-Scheduled,

- Press the DSS Key assigned to Call Forward-Scheduled
or
Dial **1175**

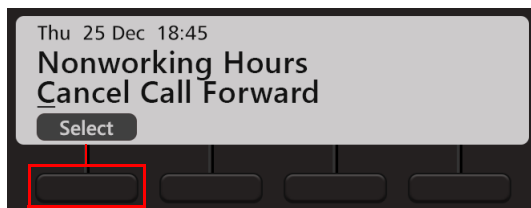


- Scroll using the Navigation Keys to select the desired time zone — Working Hours, Break Hours, Nonworking Hours.
- Press **Select Key**.
- Scroll using the Navigation Key to select the desired type of Call Forward — Forward Unconditionally, Forward On Busy, Forward On No Reply, Forward On Busy/No Reply.
- Press **Select Key**.
- **Enter Forward to Number.**
- To forward calls to an internal number, dial the desired number directly.

To forward calls to an external number, dial the Trunk Access Code (TAC) followed by the desired number.

To cancel Call Forward-Scheduled,

- Press the DSS Key assigned to Call Forward-Scheduled
or
Dial **1175**



- Scroll using the Navigation Key to select **Cancel Call Forward**.

- Press **Select** Key.



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

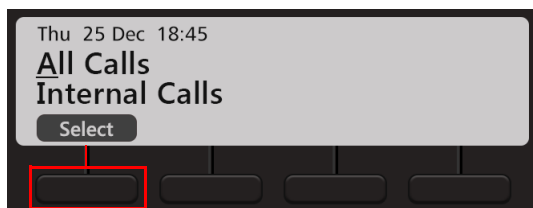
You can also set Dual Ring for each time zone. To do so, follow the same steps as mentioned above to set Call Forward for each time and within that select the Dual Ring On option.


Do Not Disturb

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

Setting Do Not Disturb

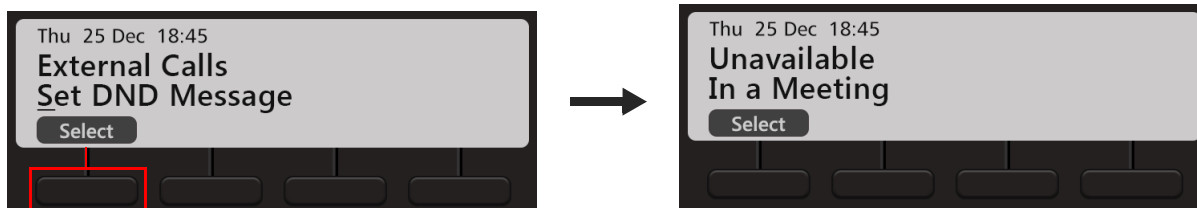
- Press DND  Key.



- Scroll using the Navigation Keys to select the type of calls for which you want to set DND — All Calls, Internal Calls, External Calls.
- Press **Select** Key.
- The LED of the DND  Key glows in Blue.

Set Do Not Disturb Message

- Press DND  Key.
- Scroll using the Navigation Key to select **Set DND Message**. This message will be displayed to the caller (provided the phone supports CLI display).
- Press **Select** Key.




- Scroll using the Navigation Keys to select the desired DND message — Unavailable, In a Meeting, In a Conference, Try on Mobile, On Vacation, On Business Trip, Out of Office, With a Guest.
- Press **Select** Key.

Canceling Do Not Disturb

- Press DND  Key again.



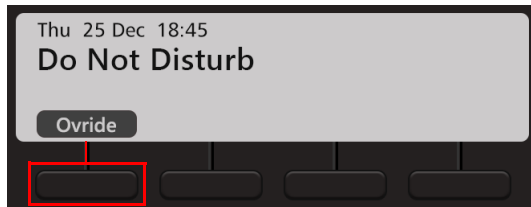
- Scroll using the Navigation Key to select **Cancel DND**.
- Press **Select** Key.
- The LED of the DND  Key is turned off.

You can also set/cancel DND from the Phone Menu.

DND-Override

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

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



- Press **Ovrider** Key.
- The dialed extension starts ringing.

Presence

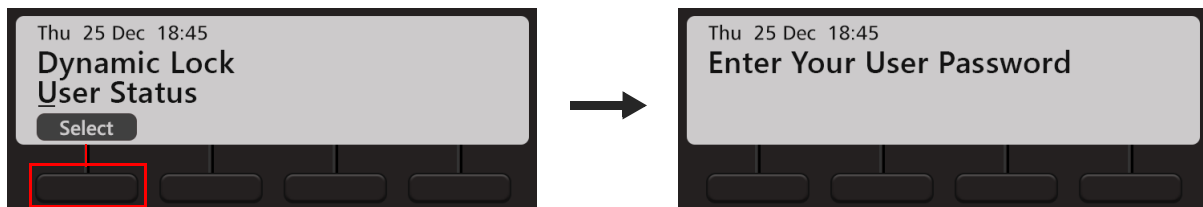
Using Presence, you can inform other users about your availability status. You can change your presence status.



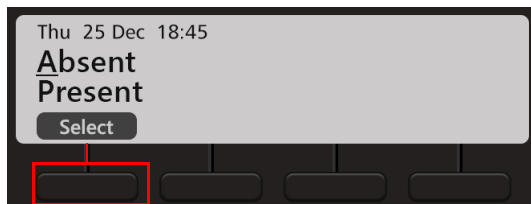
You cannot use the default User Password (1111) to change your status. Make sure, you have changed it. For detailed instructions, see [“Change User Password”](#).

Changing Your Presence Status

- Press the **Menu** Key.
- Scroll using the Navigation Key to select **User Status**.
- Press **Select** Key.
or
Dial **104**



- **Enter Your User Password.**



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

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

Call Pickup

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

You can pick-up calls:

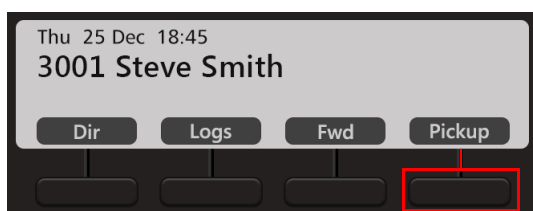
- Call Pickup - Group - extensions are assigned to Pick-Up Groups. Any extension in a Pick-Up Group can answer calls ringing on other extensions within the same group only.

If you have a call ringing in the same Call Pickup Group, a Call Pickup Notification will be displayed on your LCD as well as the phone back-light will be lit. Call Pickup Notification is applicable to SPARSH VP510 only. For details, refer to [“Call Pickup Notification”](#).

- Call Pickup - Selective - calls ringing on any extension of the system can be answered.

Call Pickup-Group

To pick-up a ringing call within your group,



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

Call Pickup-Selective

To pick-up any ringing call,

- Press DSS Key assigned to Call Pickup-Selective.
or
Dial **12**
- Dial the number of the extension you wish to pick.

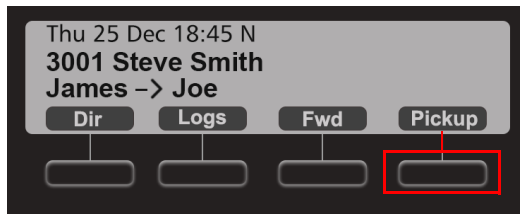
Call Pickup Notification

When a call is ringing in the same Call Pickup Group, a notification will be provided on your phone (idle or dial state). The phone LCD will be lit and it will display the name/number of the Caller as well as name/number of the Called party.



- To receive the Call Pickup Notification on your SPARSH VP510, make sure the necessary Call Pickup parameters are configured in the Server. To know more, contact your System Administrator.
- You may also refer the topic Configuring Matrix SPARSH VP510 in the respective Server System Manual for more information.

- When a call is ringing within the same Call Pickup Group assigned to you, the Call Pickup Notification is displayed on the LCD.



- Press **Pickup** Key to answer the call.



If names of the Caller and Called parties are not available, then their numbers will be displayed. For example: 2002-> 2001. If name of either the Caller or Called party is available then the following will be displayed: James -> 2001 or 2002 -> Joe.

Cancel All Features

You can cancel *all* features set on your extension by dialing a feature access code or by pressing the Cancel Key (in idle state).

When you dial the '*Cancel All Station Features*' access code, the following features, if set, will be canceled from your extension:

- Auto Answer
- Auto Call Back
- Auto Redial
- Background Music
- Call Forward
- Do Not Disturb
- Hot Line
- Trunk Reservation
- Walk-In Class of Service

When you press the Cancel Key, you can select the feature you wish to cancel.

To Cancel All Features,

- Press DSS Key assigned to Cancel All Features.
- or**
- Dial **1051**

All the features are cancelled and a confirmatory message is displayed on your phone LCD.

To Cancel All Features using the Cancel Key,

- Press **Cancel**  Key.

The list of features set by you appear on the LCD.

- Scroll using the Navigation Keys to select the feature you wish to cancel.
- Press **Select** Key.

Dynamic Lock

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

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


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

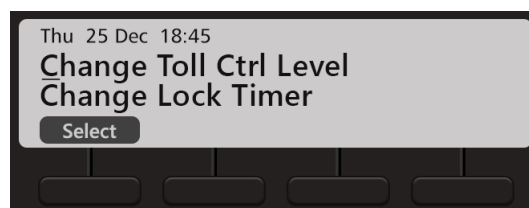


You cannot use the default User Password (1111) to set the Dynamic Lock. Make sure, you have changed it. For detailed instructions, see ["Change User Password"](#)

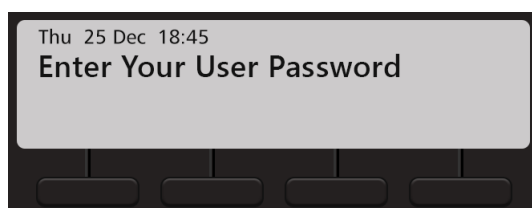
Setting Dynamic Lock

To change the Toll Control Level,

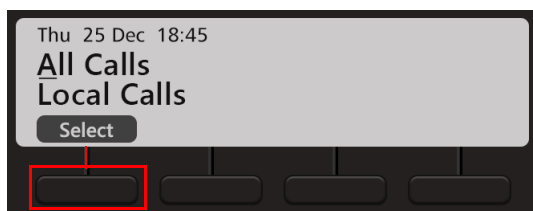
- On the Home Screen, scroll using  Navigation Key to view the other options.
- Press **Dlock** Key.



- Scroll using the Navigation Key to select **Change Toll Ctrl Level**.
- Press **Select** Key.




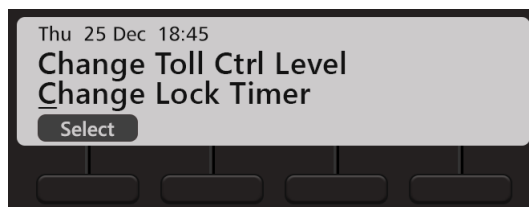
- **Enter Your User Password.**



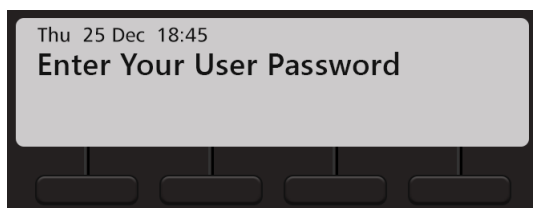
- Scroll using the Navigation Key to select the desired Level — All Calls, Local Calls, National Calls, No Calls.
- Press **Select** Key.

To change the Lock Timer,

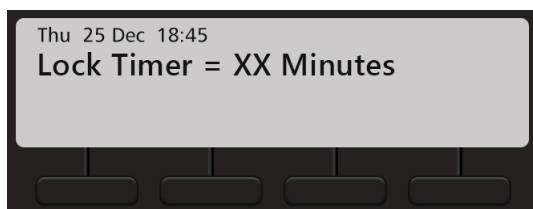
- On the Home Screen, scroll using  Navigation Key to view the other options.
- Press **Dlock** Key.



- Scroll using the Navigation Key to select **Change Lock Timer**.
- Press **Select** Key.



- **Enter Your User Password.**



- Enter desired Lock Time in minutes.

You can also set/cancel Dynamic Lock from the Phone Menu.

Keypad Lock

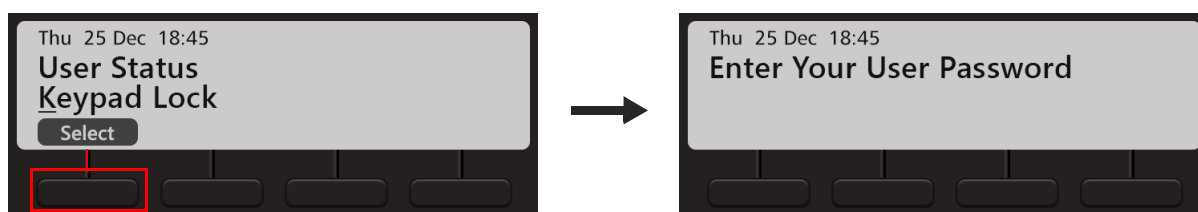
You can lock your Keypad to avoid misuse of your extension phone, while you are away from your desk.



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

To Lock the Keypad,

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




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



If your Keypad is locked,

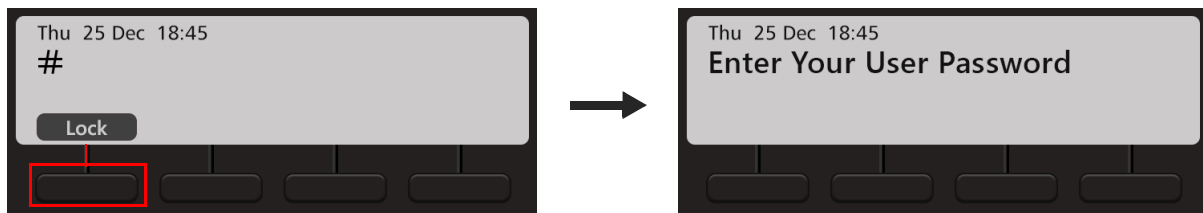
- *you can dial Emergency Numbers.*
- *during a call, you cannot access any Call feature.*

To Unlock the Keypad,

- Follow the same steps as mentioned above.
- The Keypad is unlocked and the lock  icon disappears.


To lock the Keypad using the Lock Key on the Dial Pad,

- Press the Lock Key on the Dial Pad.
- Press **Lock** Key.



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

To lock the Keypad using the Lock Key on the Dial Pad,

- Press the Lock Key on the Dial Pad.
- Press **Unlock** Key.
- **Enter Your User Password.**
- The Keypad is unlocked and the lock  icon disappears.

Dial-In Conference

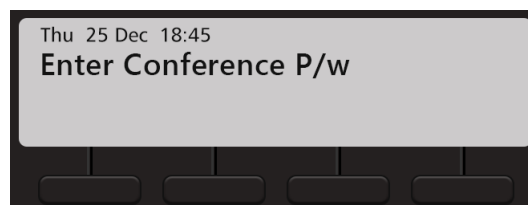
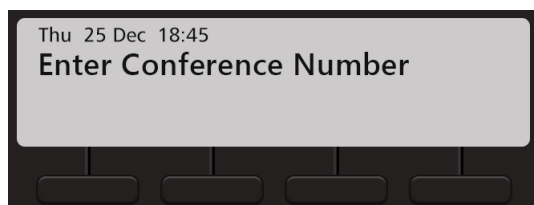
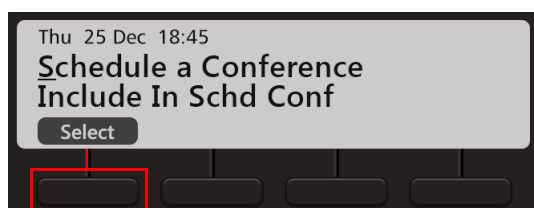
Dial-In Conference allows you to schedule a Multi-party conference in advance, so that the desired participants can join the conference at the scheduled time.

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

Variant	Conference Number Range
SARVAM UCS ENT	01 to 15
SARVAM UCS SME	01 to 20
SARVAM UCS SOHO	1 to 2
PRASAR UCS	01 to 15
ANANT UCS	01 to 64
ETERNITY LE	01 to 15
ETERNITY ME	1 to 7
ETERNITY GE, ETERNITY PE 6S	1 to 5
ETERNITY PE 3SS, ETERNITY PE 3SP	1 to 2

Schedule a Dial-In Conference

- Dial ***19**
- Scroll using the Navigation Key to select **Schedule Conference**.



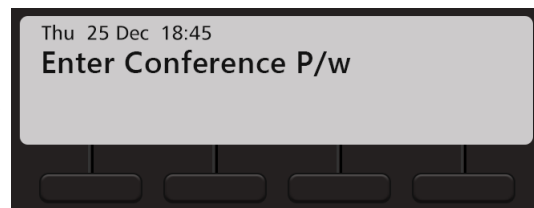
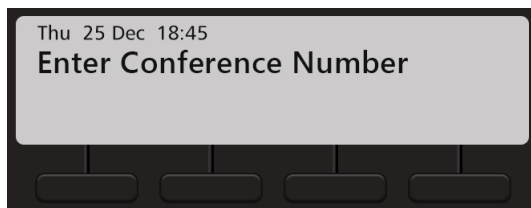
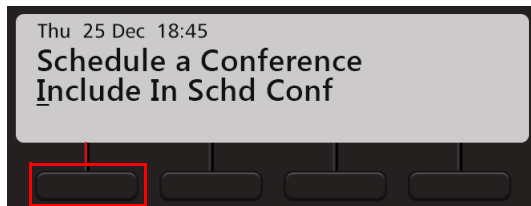
- Enter the **Conference Number** and the four digit **Conference Password**.



The Conference Password cannot be 1111.


Join/Leave/Cancel the Dial-In Conference

- Dial ***19**
- Scroll using the Navigation Key to select **Include in Schd Conference**.



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



- Press **Add**, to include another participant in the conference.
- Press **Leave**, if you wish to temporarily leave the conference. You can join the conference again at any time. To do so, press the **Conference**  Key.
- Press **End**, to terminate/cancel the conference.



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

Hotline

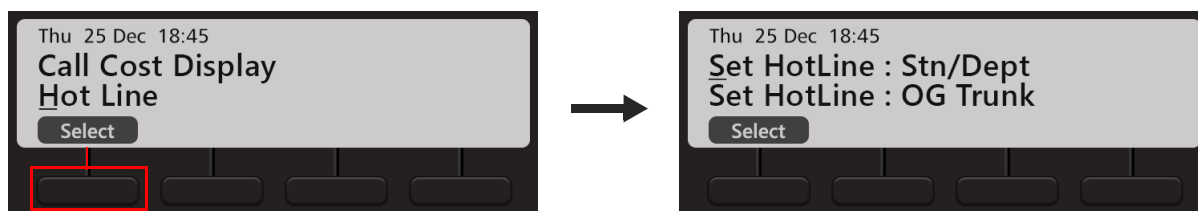
Hotline feature enables you to connect automatically to an extension (or, a Department Group) or an external number or a trunk, whenever you lift the Handset or press the Speaker/Headset key.

Hotline can be:

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

Setting Hotline

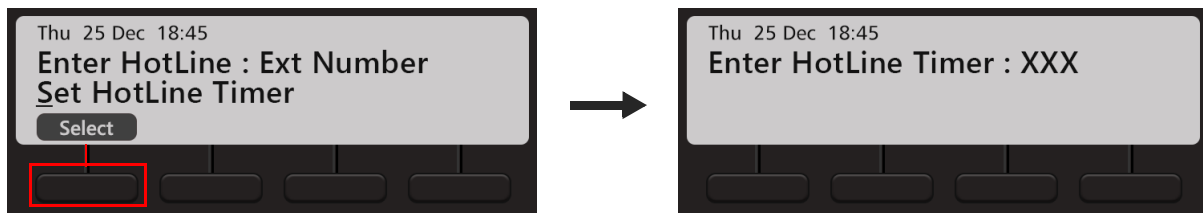
- Press the **Menu** Key.
- Scroll using the Navigation Key to select **Hot Line**.
- Press **Select** Key.



- Scroll using the Navigation Keys to select the desired option — Set Hotline: Stn/Dept, Set Hotline: OG Trunk, Set Hotline: Ext Number.
- Press **Select** Key.
- If you select **Set Hotline: Stn/Dept**, enter the Station (Extension) or Department Group Access Code.
- If you select **Set Hotline: OG Trunk**, enter the Trunk Access Code.
- If you select **Set Hotline: Ext Number**, enter the Trunk Access Code followed by the desired number.

To set delayed Hotline for the option you select,

- Press the **Menu** Key.
- Scroll using the Navigation Key to select **Hot Line**.
- Press **Select** Key.



- Scroll using the Navigation Key to select **Set HotLine Timer** and enter the desired time.

Canceling Hotline

- Press the **Menu** Key.
- Scroll using the Navigation Key to select **Hot Line**.
- Press **Select** Key.
- Scroll using the Navigation Key to select **Cancel HotLine**.
- Press **Select** Key.

Calling Line Identification Restriction

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

Enable CLIR

- Press the DSS Key assigned to CLIR.
or
Dial **1031**

Disable CLIR

- Press the DSS Key assigned to CLIR again.
or
Dial **1030**

Live Call Supervision

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

To use Live Call Supervision,

- Press the DSS Key assigned to Live Call Supervision.
or
Dial **1098**
- Enter the Extension Number to be supervised.
- The last external number out-dialed by the supervised extension number appears on the LCD.

Live Call Screening (LCS)⁷

Using Live Call Screening you can screen callers before attending their calls.



This feature is supported in EON510 only.

To enable Live Call Screening,

- Press the DSS Key assigned to Live Call Screening.
or
Dial **1094**
- Scroll using the Navigation Key to select **LCS On**.

To answer a caller who is recording a message in your mailbox,

- Go Off-Hook by pressing the speaker key or lifting the handset.
- Speak to the caller.

To ignore the message of the caller,

- Dial any digit.

To deactivate Live Call Screening,

- Press the DSS Key assigned to Live Call Screening.
or
Dial **1094**
- Scroll using the Navigation Key to select **LCS Off**.


⁷. This feature is not supported in PRASAR UCS, ANANT UCS and ETERNITY NE.

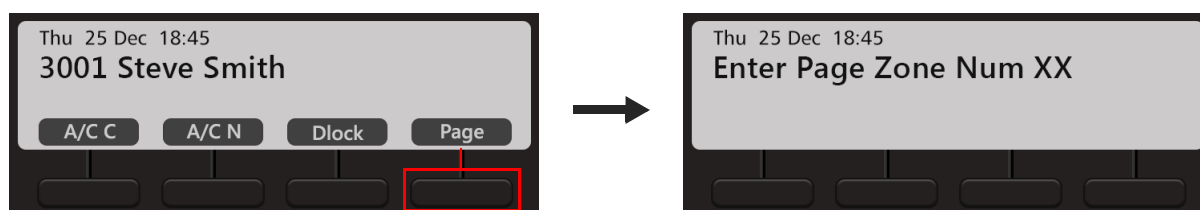
Paging

Paging allows you to make announcements to a group of extension users⁸ configured in a Page Zone. Extension users you are Paging, can only listen to your announcement. To answer your live Paging Call, extension users must use the feature *Meet Me Paging* from their extensions. To use Meet Me Paging, see [“Meet Me Paging”](#).

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

To initiate a Paging announcement,

- On the Home Screen, scroll using  Navigation Key to view the other options.
- Press **Page** Key.
- Press **Select** Key.



- Enter the Page Zone Number.
- Make your announcement. The speakers of the extensions configured in the specified Page Zone will be turned on automatically.

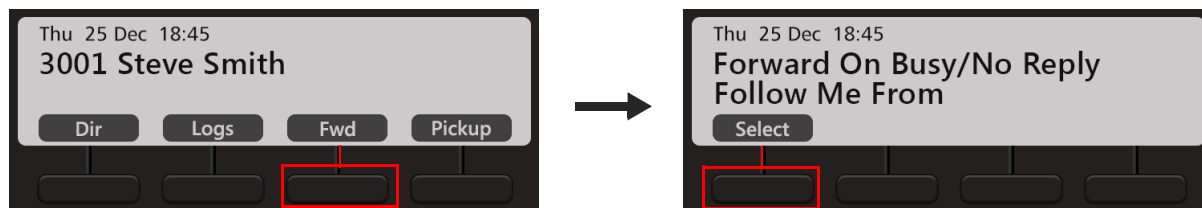
8. These extensions must be either Matrix proprietary Digital Key Phones (DKP), or any type of SIP Phones (for example, Matrix proprietary Extended SIP Phones or any Standard (Open) SIP Phone which supports Auto Answer feature). A Public Address System (PAS) connected to the Analog Output Port (AOP) of the ETERNITY, can also be included in a Page Zone. AOP is not supported in SARVAM UCS, PRASAR UCS, ANANT UCS and ETERNITY NE.

Follow Me

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

Setting Follow Me

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



- Scroll using the Navigation Key to select **Follow Me From**.
- Press **Select** Key.
- Enter the **Source Station Number**.
- **Enter Your Password**.

Canceling Follow Me

You can cancel Follow Me from your own extension only.

- Press **Fwd** Key on the Home Screen.
or
Dial **130**

Room Monitoring

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



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



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

To start Room Monitoring,

- Press the DSS Key assigned to Room Monitor.
or
Dial **1073**
- Enter the Phone Number to be monitored.

Selective Port Access

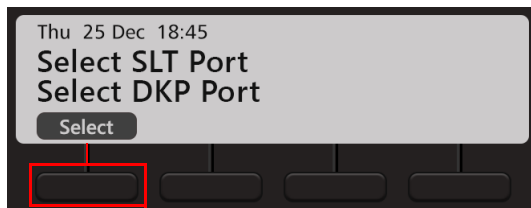
The System supports different trunk port types. Using Selective Port Access, you can access the desired trunk port.



The Port Types and Port Numbers differ according the variant of the System with which your phone is connected. Contact your System Administrator for details.

To use Selective Port Access,

- Press the DSS Key assigned to Selective Port Access.
or
- Dial **69**



- Scroll using the Navigation Keys to the desired **Port Type** — SLT Port, DKP Port, CO Port, BRI Port, T1E1 Port, E&M Port, MOB Port, SIP Port, Magneto Port, ISDN Terminal, SIP Extn Port, LD Port, Virtual Port.
- Press **Select** Key.
- **Enter Port Number** corresponding to the selected Port Type.

Software Version/Revision Display

You can view the Software Version-Revision on your phone LCD.

To do so,

- Dial **1072-191**
- The Version-Revision is displayed on the LCD.

System Administrator (SA) Mode

You can enter the SA mode from the phone to execute the SA commands.

To enter the SA Mode,

- Press the DSS Key assigned to SA Mode.
or
Dial **1#92**
- Enter the SA Password.
- You can now dial the desired SA command.

To exit the SA Mode,

- Dial Press the DSS Key assigned to SA Mode again.
or
Dial **1#92**

Meet Me Paging

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

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

To answer a Paging call,

- Press the DSS Key assigned to Selective Port Access.
or
Dial **1093**
- **Enter Station Number** (this is the Paging Extensions Number).
- You will be connected to the Pager immediately.



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

Open Cosec Door

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



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

To open the Cosec Door,

- Dial *7.
- The Cosec Door opens.


Voicemail

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



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

Accessing Voicemails

- Press **Voicemail**  Key.
- Follow the voice prompts.
- During the call you can press **Rel** Key, if you want to Release the call.

Voice Help⁹

Voice Help allows you to record and play short (16 second duration) voice messages to provide quick help to extension users. Voice Help messages may contain important instructions, or frequently accessed feature codes, or important phone numbers, etc.

To access Voice Help,

- Press DSS Key assigned to Voice Help.
or
Dial **1090**
- The Voice Help message will be played.
- Press any key to stop.

9. This feature is not supported in PRASAR UCS and ANANT UCS.

Walk In

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

Using Walk-In feature you can,

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

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

To be able to Walk-In into your extension,

- Press the DSS Key assigned to Walk-In Class of Service.
or
Dial **111**
- Scroll using the Navigation Key to select **Walk in from Extension**.
- Press **Select** Key.
- Enter the extension from which you want to walk-in (**WalkIn from which Station**).
- **Enter Your User Password**.

Walk-Out of an Extension

- If your **Walk Out** mode is set as **One Call** by the System Administrator, you will be walked out automatically after a call.
- If your **Walk Out** mode is set as **Multiple Calls**, you must walk out. To do so.
 - Press the DSS Key assigned to Walk-In Class of Service.
or
Dial **111**
 - Scroll using the Navigation Key to select **Walk out**.
 - Press **Select** Key.

If the server with which the IP phone is registered supports redundancy, the standby card¹⁰ takes over the control whenever the active card fails. This allows the IP phone to automatically fetch the configuration files from the standby card which is now active.

Once the redundancy process is completed, the IP phone receives an incoming Redundancy Notification Call. You will receive this notification call, only if you have configured the IP Phone as the landing destination in the server. To know more, refer to [“Redundancy Notification Call”](#).



This feature is supported in SPARSH VP510 only.

This feature will not be applicable, if you have registered your IP phone with ETERNITY NE and ETERNITY LE, ME, GE, PE.

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

Redundancy Notification Call

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

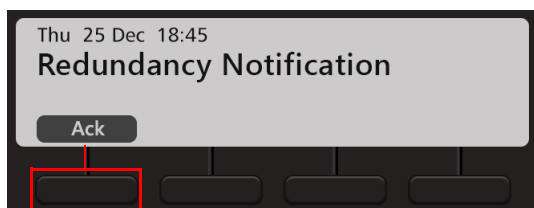


- To receive the Redundancy Notification Call on your SPARSH VP510, make sure the necessary Redundancy Notification parameters are configured in the Server. To know more, contact your System Administrator.
- You may also refer the topic Redundancy Notification Call in the System Manual for more information.

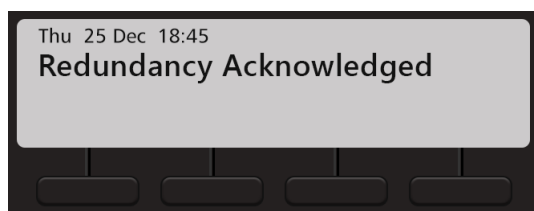
- You will receive a Redundancy Notification Call, after the redundancy process is completed.



- Press **Ans** Key to answer the Redundancy Notification Call. You will hear a piece of music or a voice message.



- Press the **Ack** Key, 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 IP phone is in the idle state. In case, the IP phone is busy, the notification call will be received once the IP phone becomes idle.

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

The Hospitality features meet specific requirements of hospitality undertakings like Hotels, Motels, Resorts, Halls of Residence, and Hospitals.

Certain features can be accessed from Guest phones (by guests) whereas others can be accessed from Administration phones (by Hotel Administrative staff, Reception, Front Office). While using commands you must:

- dial the Room Number, if the Check-In Profile of the guest is Single or Family.
- dial Phone Number or Guest Number, if the Check-In Profile of the guest is Budget.

For detailed information please refer to the Hospitality System Manual. The documentation can be found at <https://www.matrixcomsec.com/support/telecom-product-manuals/>



Hospitality Features are not supported in ETERNITY NE.

Floor Service

The Floor Service feature allows you to provide a common access code to extension users which they can dial to call floor service.

Just as all extension users can reach the Operator by dialing the common access code '9', they can reach the floor service by dialing a common access code, '38'. This is the default Floor Service access code.

To call Floor Service.

- Press the DSS Key assigned to Floor Service.
or
Dial **38**

Mini Bar



This feature is not supported in PMS Type 2 Interface of the System. Contact your System Administrator for details.

Hotels offer Mini Bar in the room for the guest. The Mini Bar in the room has edibles like mineral water, beverages, chocolates, snacks, etc. These can be consumed by the guests.

Room Service Staff replenishes the stock of edibles and informs verbally about the consumption to the administration department. The administration department enters these details manually in the property management system.

Hotel Management wants the Mini Bar details (of consumption) to be sent to the hotel management system (Property Management System) automatically (without any verbal communication). Mini Bar feature serves this requirement.

On replenishing the Mini Bar stock, the room service staff must dial a code followed by Item number and quantity from the room phone (the quantity can be the quantity consumed or the quantity remaining in the Mini Bar. The Hotel administration must define whether 'quantity' denotes number of items consumed or number of items remaining. The System on receiving this information passes it on to the PMS.

To update the consumption,

- Press the DSS Key assigned to Mini Bar.
or
Dial **1056**
- Enter the Item Number.
- Enter the Quantity.

The information is sent to the PMS.

Room Maid Status

'Maid' is an extension of the housekeeping feature Room Clean Status. It helps the Hotel Administration to keep track of the cleanliness of rooms, as well as the functioning of the housekeeping staff. You can change the Room Maid Status from the Guest Room phones.

To change the Room Status from the Guest Room phone,

- Press the DSS Key assigned to Room Status.
or
Dial **1054**
- Scroll using the Navigation Keys to select the status — Clean, To be Inspected, Out of Service, Maid Present, Dirty.
- Press **Select** Key.

Housekeeping

Housekeeping enables you to change the Room Clean Status as well as the Room Occupancy Status. You can access this feature from Administration Phones only.

To change the Room Status,

- Press DSS Key assigned to Remote-Change Room Clean Status.
or
Dial **1072 - 909**
- Enter Room/Phone Number.
- Scroll using the Navigation Keys to select the status — Clean, To be Inspected, Out of Service, Maid Present, Dirty.
- Press **Select** Key.


To change the Room Occupancy Status,

- Press the DSS Key assigned to Change Occupancy Status.
or
Dial **1072 - 908**
- Enter Room/Phone Number.
- Scroll using the Navigation Keys to select the occupancy status — Vacant, Reserved, Guaranteed, Occupied.
- Press **Select** Key.

Alarm

Alarm is a signal set to remind you of some important event/task on a specific date and/or time.


To Set an Alarm,

- Press DSS Key assigned to Alarm.
or
Dial **1072-003**
- Enter the Room/Phone Number.
- Scroll using the Navigation Key to select **Enter Time HHMM**.
- Enter the time.
- The Alarm is set and the Alarm Notification  appears on the Home Screen of the guest phone for whom the Alarm has been set.



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

To Cancel all the Alarms,

- Press DSS Key assigned to Alarm.
or
Dial **1072-003**
- Enter the Room/Phone Number.
- Scroll using the Navigation Key to select **Cancel All Alarms** and press **Select / OK**  Key.

Alarm Status Report

You can know the status of Alarms (details of Alarms that have not been served) from the WakeUp Alarms Reports. The status of Alarms set by Operator as well as extension users appears on this report, with details of time (hours and minutes), type (once only, daily), and serving mechanism (personalized, automated). The Alarm Report generated by the system can be printed or sent to a computer.

To print the Alarm Status Report,

- Press DSS Key assigned to Print Alarm Status Report.
or
Dial **1072-913**

The destination port for reports can be the Ethernet Port or Communication Port. Contact your System Administrator to know which option is set.

Call Block

Call Block allows you to block internal calls between guest rooms all the 24 hours or block internal calls between guest rooms during certain period of the day.

When calls are blocked,

- guests within the same guest groups can call each other.
- calls can be made to the Administration phones by all the guests.

To Block Room-to-Room Calls,

- Press the DSS Key assigned to Call Block.
or
Dial **1072 - 045**
- Scroll using the Navigation Key to select **Block Internal Calls**.
- Press **Select** Key.

To Allow Room-to-Room Calls,

- Press the DSS Key assigned to Call Block.
or
Dial **1072 - 045**
- Scroll using the Navigation Key to select **UnBlock Internal Calls**.
- Press **Select** Key.

Call Budget

Call Budget is the credit limit that is set for each guest room phone to restrict the total cost of phone calls made from that phone.

To assign Call Budget Amount,

- Press DSS Key assigned to Assign Call Budget.
or
Dial **1072-004**
- Enter Room/Phone Number.
- Enter Call Budget Amount.

Call Privilege

Call Privilege can be used to set the calling permissions on a guest-by-guest basis.

The hotel administration, at the time of installation or thereafter, can ask the System Administrator to configure the System to allow Internal Calls only Or Local calls Or Regional Calls, Or National Calls Or International Calls Or All calls from the room phones. These settings are known as 'Preset Call Privilege'.

Also, the Operator at the time of check-in or after check-in can set/change Calling Permissions for each phone (guest room and administration phones).

To change the Toll Control Level,

- Press DSS Key assigned to Dynamic Lock Remote.
or
Dial **1072-002**
- Enter Room/Phone Number.
- Scroll using the Navigation Key to select **Change Toll Ctrl Level**.
- Press **Select** Key.
- Scroll using the Navigation Keys to select the desired Level — All Calls, Local Calls, National Calls, No Calls.
- Press **Select** Key.

To set Auto Dynamic Lock,

- Press DSS Key assigned to Dynamic Lock Remote.
or
Dial **1072-002**
- Enter Room/Phone Number.
- Scroll using the Navigation Key to select **Change Lock Timer**.
- Press **Select** Key.
- Enter the Time (01 - 99 minutes)

To set Manual Dynamic Lock,



- Press DSS Key assigned to Dynamic Lock Remote.
or
Dial **1072-002**
- Enter Room/Phone Number.

- Scroll using the Navigation Key to select **Change Lock Timer**.
- Press **Select** Key.
- Enter the Time as 00 minutes.

Check-In

When guests arrive you need to perform a Check-In.

To perform a guest check-in,

- Press DSS Key assigned to Check-In.
or
Dial **1072-901**
- Scroll using the Navigation Keys to select the Check-In profile — Check-In as Single, Check-In as Family, Check-In as Budget.
- Enter Room/Phone Number.
- Enter Guest Title.
- Press **Select / OK**  Key.
- Enter Guest Name.
- Press **Select / OK**  Key.

Change Check-In Profile

If required you can change the Check-In Profile of a guest.

To change the Check-In profile,

- Press DSS Key assigned to Check-In Profile.
or
Dial **1072-907**
- Enter Room/Phone Number.
- Scroll using the Navigation Keys to select the Check-In profile — Single, Family, Budget.
- Press **Select** Key.

Check-Out

When guests leave you need to perform a Check-Out.

To Check-Out,

- Press DSS Key assigned to Check-Out.
or
Dial **1072-902**
- Enter Room/Phone Number.
- Scroll using the Navigation Keys to select the Check-In profile — Single, Family, Budget.
- Press **Select** Key.

Database Synchronization Request



This feature is not supported only when the System is interfaced with Micros Opera PMS.

The information/messages flow from PMS to the System only; which means, Check-In and Check-Out, Guest-In/ Guest-Out, performing Room Shift, changing Guest Details - Name and Title, Guest Group - are allowed from Property Management application software only. When the communication between the PMS and the system is interrupted then you need to sync the data manually to get the updated information. Hence synchronization with the PMS is essential.

To make a synchronization request,

- Press DSS Key assigned to Database Synchronization Request
or
Dial **1072-040**

Do Not Disturb

The guests can set DND on their room phone by dialing a code/pressing a key or can ask the Operator to set DND on their room phone. Using DND guests can restrict—all calls, internal calls (calls from other room phones and administration phones) or external calls. However even if DND is set, guests can also route their incoming calls to an Intercept Destination. This destination can be the guests own mailbox or another extension. In this way, guests can ensure that they do not miss any important calls.

To set DND,

- Press DSS Key assigned for DND-Remote.
or
Dial **1072-001**
- Enter Phone Number.
- Scroll using the Navigation Keys to select the type of calls for which you want to set DND — All Calls, Internal Calls, External Calls.
- Press **Select** Key.

To cancel DND,

- Press DSS Key assigned for DND-Remote.
or
Dial **1072-001**
- Enter Phone Number.
- Scroll using the Navigation Key to select **Cancel DND**.
- Press **Select** Key.

Greeting Message

The Voicemail also allows guests to record personal mailbox greeting messages. These messages will be played to the callers when they are diverted to the guest's mailbox. The Voicemail also offers guests the facility to customize the greeting messages for their mailbox. Guests can record a different message for each time zone, namely working hours, break hours and non-working hours.

To set Greeting Message,

- Press DSS Key assigned to User Greeting Message.
or
Dial **1072-008**
- Enter Phone Number.
- Scroll using the Navigation Key to select the **Greeting Message**.
- Press **Select** Key.
- Scroll using the Navigation Key to select **Enable**.
- Press **Select** Key.

To record a greetings message,

- Dial **3931**.
- Dial your mailbox password when VMS answers. Follow the voice prompts.
- Dial **4** to select Mailbox Settings.
- Dial **4** to select Mailbox Greetings.
- Dial **1** to select Personal Greetings.
- Dial **1** to select Working hours, dial **2** to select Break hours or dial **3** to select Non-Working hours.
- Dial **1** to Record your message or dial **2** to Listen to the recorded message.
- Dial **1** to record the message. You can record a greeting message of 60 seconds. If the message duration is less than 60 seconds, press # after you have completed the message.

To cancel Greeting Message,

- Press DSS Key assigned to User Greeting Message.
or
Dial **1072-008**
- Enter Phone Number.
- Scroll using the Navigation Key to select the **Greeting Message**.

- Press **Select** Key.
- Scroll using the Navigation Key to select **Disable**.
- Press **Select** Key.

Guest Group

The system allows the flexibility to preset the type of Guest Group to be assigned to the room according to their occupancy status, which can later be changed on a guest-by-guest basis, if required.


To assign a guest group,

- Press the DSS Key assigned to Guest Group.
or
Dial **1072-904**
- Enter Room/Phone Number.
- Enter Guest Group Number.

Guest Name

Guest Name and Title are to be entered at the time of checking in the guest, but can be entered, changed or corrected at a later stage during their stay.

To configure guest name,

- Press the DSS Key assigned to Guest Name.
or
Dial **1072-903**
- Enter Room/Phone Number.
- Enter Guest Name.
- Press **Select / OK**  Key.

Guest In, Guest Out

The 'Guest In, Guest Out' feature is used to monitor the presence of guests in the Hotel. When a guest leaves the room or Hotel, the Operator set guest presence as 'Guest Out'.

To configure Guest-In,

- Press the DSS Key assigned to Guest In/Out.
or
Dial **1072-905**
- Enter Room/Phone/Guest Number.
- Scroll using the Navigation Key to select **Sign In Guest**.
- Press **Select** Key.

To configure Guest-Out,

- Press the DSS Key assigned to Guest In/Out.
or
Dial **1072-905**
- Enter Room/Phone/Guest Number.
- Scroll using the Navigation Key to select **Sign Off Guest**.
- Press **Select** Key.

Hotel Motel Activity Log

The Hotel-Motel Activity Log is an informative record of hotel functions performed by the System.

The System logs the following hotel activities — Wake-up Calls, Reminders, Check-In, Check-Out, Deletion of Checked-Out Calls, Guest-In, Guest-Out, Maid Presence, Call Budget Amount Consumed, Emergency Number Dialing and PMS Interface.

The Hotel-Motel Activity log can be generated in real time, as soon as the activity is performed; this is referred to as 'Online'. It is also possible to generate a Report of the Hotel-Motel Activity Log. The Report contains the last 500 activities logged by the system. Activities are logged using the First-In-First-Out (FIFO) logic. Each activity is logged in the following format, <DD-MM-YYYY> < HH:MM:SS> <Activity Text>

This Hotel-Motel Activity log Report can be printed or downloaded on to a computer. It is also possible to view activity on the display of the digital key phone, EON or SPARSH phone.

To view Hotel-Motel Activity Index,

- Press DSS Key assigned for Hotel-Motel Activity Display.
or
Dial **1072-178**

You will get Activity Index with Date-Time on the LCD display. To know the activities logged at the indexes, see ["Activity Index"](#).

To Start Hotel-Motel Activity Log Online,

- Press DSS Key assigned for Hotel-Motel Activity Log.
or
- Dial **1072-177**
- Scroll using the Navigation Key to select **Start Report**.
- Press **Select** Key.

The report will be available at the Destination Port.

To Stop Hotel-Motel Activity Log Online,

- Press DSS Key assigned for Hotel-Motel Activity Log.
or
Dial **1072-177**
- Scroll using the Navigation Key to select **Stop Report**.
- Press **Select** Key.

To Start Hotel-Motel Activity Report,

- Press DSS Key assigned for Hotel-Motel Activity Log.
or
Dial **1072-176**
- Scroll using the Navigation Key to select **Start Report**.
- Press **Select** Key.

The report will be available at the Destination Port.

To Stop Hotel-Motel Activity Report,

- Press DSS Key assigned for Hotel-Motel Activity Log.
or
Dial **1072-176**
- Scroll using the Navigation Key to select **Stop Report**.
- Press **Select** Key.

Activity Index

Activity Index	Meaning
01	Check In
02	Check Out
03	Guest Out
04	Guest In
05	Maid In
06	Maid Out
07	Deletion of checked out phone's calls
08	Wake-up alarm set by extension
09	Wake-up alarm set by Front Desk
10	Wake-up alarm - Personal set by Front Desk
11	Wake-up alarm cancelled by phone
12	Wake-up alarm cancelled by Front Desk
13	Wake-up alarm answer
14	Wake-up alarm no reply
15	Wake-up alarm acknowledgement
16	Reminder (personal) set from Front Desk
17	Reminder set by Front Desk
18	Reminder set by phone

19	Reminder cancelled by phone
20	Reminder cancelled by Front Desk
21	Reminder answer
22	Reminder no reply
23	Reminder acknowledgement
24	Daily alarm set by phone
25	Daily alarm set by Front Desk
26	Daily alarm (personal) set by Front Desk
27	Daily alarm cancelled by phone
28	Daily alarm cancelled by Front Desk
29	Daily alarm answer
30	Daily alarm no reply
31	Daily alarm acknowledgement
32	Alarm notification to Front Desk
33	Guest phone busy at alarm time
34	PMS - Link down
35	PMS - Link restored
36	PMS - Invalid STX
37	PMS - No STX
38	PMS - Invalid ETX
39	PMS - No ETX
40	PMS - Invalid function code
41	PMS - Invalid status code
42	PMS - Invalid room number
43	PMS - Invalid alarm time
44	PMS - ETERNITY/SARVAM UCS cannot send message
45	PMS - ETERNITY/SARVAM UCS buffer full
46	Call budget exhausted by guest phone
47	Emergency number dialing notification
48	PMS - Message posting failed

Mailbox Assignment

The guests can be assigned mailbox so that if they are not available, callers can leave messages for them.

To assign a mailbox,

- Press DSS Key assigned to Mailbox Assignment.
or
Dial **1072- 005**
- Enter Room/Phone Number.
- Scroll using the Navigation Key to select **Assign Mailbox**.
- Press **Select** Key.

To de-assign a mailbox,

- Press DSS Key assigned to Mailbox Assignment.
or
Dial **1072- 005**
- Enter Room/Phone Number.
- Scroll using the Navigation Key to select **De-assign Mailbox**.
- Press **Select** Key.

Phone Ringing Pattern

You can select the Phone Ringing Pattern. Phone Ringing Pattern is the sequence in which the phones in the room shall ring when a call is received

To change phone ringing pattern of room,

- Press DSS Key assigned to Phone Ringing Pattern.
or
Dial **1072 - 916**
- Enter Room Number.
- Scroll using the Navigation Keys to select the desired ringing pattern — First Only, Simultaneous, One after other - 15 Sec, Stepped - 15 Sec, First foll. by All - 15 Sec.
- Press **Select** Key.

Print Check-Out Report

The Check-Out Report can be viewed on your computer screen and the same can be printed using the local printer connected to the PC. The Check-Out reports can also be printed on the Communication or Ethernet Port.

To print a check-out report,

- Press DSS Key assigned to Reprint Check-Out Report.
or
Dial **1072 - 911**
- Enter Room/Phone/Guest Number.

The destination port for reports can be the Ethernet Port or Communication Port. Contact your System Administrator to know which option is set.

Reminder

Reminders are a variation of the “Alarms” feature, requiring the Date and Time to be set for each Reminder call. Reminder calls can be set for important tasks or appointments.


Reminders can be set by the guests from the room phones by themselves. Alternatively, the guest can ask the Operator to set reminder call from him.

The Hotel using Voice Mail System card can offer Voice Guided Reminder call feature to the guests. Voice guided reminder call feature offers the guest, the voice messages guiding him through a menu to set the reminder call in a step-by-step manner. The guest would get a voice message announcing the reminder call with the time.

To set a Reminder,

- Press DSS Key assigned to Remote Reminder.
or
Dial **1072 - 033**
- Enter Room/Phone Number.
- Scroll using the Navigation Key to select **Enter Date MMDDYYYY-HHMM**.
- Enter the date and time as per the format.

To cancel Reminder Calls,

- Press DSS Key assigned to Remote Reminder.
or
Dial **1072 - 033**
- Enter Room/Phone Number.
- Scroll using the Navigation Key to select Cancel All Reminders.
- Press **Select / OK**  Key.

To set/cancel Voice Guided Reminders,

- Press DSS Key assigned to Remote Voice Guided Reminder.
or
Dial **1072-035**
- Follow voice prompts.

Reminders Status Report

- Press DSS Key assigned to Print Reminder Status Report.

or

Dial **1072-917**

The destination port for reports can be the Ethernet Port or Communication Port. Contact your System Administrator to know which option is set.

Room Shift

Room Shift is the moving of guests from the room they have been checked-in to another room in the hotel.

To shift a guest,

- Press DSS Key assigned to Room Shift.
or
Dial **1072-910**
- Enter Room/Phone/Guest Number.
- Enter Destination (New Room/Phone Number).

Room Status Report

The Operator can view and print the Occupancy Status of rooms, so that s/he can allot rooms quickly and efficiently.

To print the Room Status Report,

- Press DSS Key assigned to Print Room Status Report.
or
Dial **1072-912**

The destination port for reports can be the Ethernet Port or Communication Port. Contact your System Administrator to know which option is set.

Scheduled Alarm Report

You can generate Scheduled Wake-up Call Report.

To enable Scheduled Alarm Report,

- Dial **1072-036**
- Scroll using the Navigation Key to select **Enable**.
- Press **Select** Key.

To set the Time for Scheduled Alarm Report,

- Dial **1072-037**
- Enter Time HHMM.

To disable Scheduled Alarm Report,

- Dial **1072-036**
- Scroll using the Navigation Key to select **Disable**.
- Press **Select** Key.

Scheduled Change of Room Clean Status

Using the Scheduled Change of Room Clean Status feature the status of all occupied rooms in the hotel can be automatically changed to 'Dirty' at a particular time every day.

To enable Scheduled Change of Room Clean Status,

- Dial **1072-043**
- Scroll using the Navigation Key to select **Enable**.
- Press **Select** Key.

To set the Time for Scheduled Change of Room Clean Status,

- Dial **1072-044**
- Enter Time HHMM.

To disable Scheduled Change of Room Clean Status,

- Dial **1072-043**
- Scroll using the Navigation Key to select **Disable**.
- Press **Select** Key.

Scheduled Reminder Report

You can generate Scheduled Reminder Call Report.

To enable Scheduled Reminder Report,

- Dial **1072-038**
- Scroll using the Navigation Key to select **Enable**.
- Press **Select** Key.

To set the Time for Scheduled Reminder Report,

- Dial **1072-039**
- Enter Time HHMM.

To disable Scheduled Reminder Report,

- Dial **1072-038**
- Scroll using the Navigation Key to select **Disable**.
- Press **Select** Key.

Scheduled Room Status Report

Using the Scheduled Room Status Report feature the Room Status report can be printed automatically at a particular time every day.

To enable Scheduled Room Status Report,

- Dial **1072-041**
- Scroll using the Navigation Key to select **Enable**.
- Press **Select** Key.

To set the Time for Scheduled Room Status Report,

- Dial **1072-042**
- Enter Time HHMM.

To disable Scheduled Room Status Report,

- Dial **1072-041**
- Scroll using the Navigation Key to select **Disable**.
- Press **Select** Key.

VIP Status

A guest is assigned VIP status at the time of check-in. The VIP status can also be changed during his stay.

To assign VIP Status to a Guest,

- Press the DSS Key assigned to Guest Group.
or
Dial **1072-915**
- Enter Room/Phone Number.
- Scroll using the Navigation Key to select **VIP**.
- Press **Select** Key.


To assign Non-VIP Status to a Guest,

- Press the DSS Key assigned to Guest Group.
or
Dial **1072-915**
- Enter Room/Phone Number.
- Scroll using the Navigation Key to select **Non VIP**.
- Press **Select** Key.


User Definable Fields

User Definable Fields supports flexibility of customizing PMS interface as per customer's need. The hotel staff can input strings of a maximum of 78 digits each. On receiving this input, PMS Interface of the System will transparently pass this information to External PMS Software. The External PMS Software can decode this string as configured by the PMS Installer.

To inform PMS the User Defined String from the Guest Phone,

- Dial **1096**
- Enter Digit String
- Press **Select / OK**  Key.

To inform PMS the User Defined String from the Administration Phone,

- Dial **1072-920**
- Enter Phone Number.
- Enter Digit String
- Press **Select / OK**  Key.

Appendix

Frequently Asked Questions (FAQs)

General

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

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

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

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

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

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

Q. I cannot make calls on Global Directory numbers using 3 digit index numbers in ETERNITY LE, SARVAM UCS ENT, PRASAR UCS or ANANT UCS.

A. When you dial Global Directory Index Number using Dial Pad, you need to dial Global Directory Access Code along with the 4 digit Index Number for ETERNITY LE, SARVAM UCS ENT, PRASAR UCS or ANANT UCS and the 3 digit Index Number for the other variants. For example, "80555" in case of LE and "8055" in case of other variants. Contact your System Administrator to know the codes you need to dial.

Q. I cannot access Blind Transfer to Voicemail.

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

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

A. To access this feature make sure:

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

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

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

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

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

Model	Number of Simultaneous Dial-In Conferences supported
SARVAM UCS ENT	15
SARVAM UCS SME	20
SARVAM UCS SOHO	2
PRASAR UCS	15
ANANT UCS	64
ETERNITY LE	15
ETERNITY ME	7
ETERNITY GE	5
ETERNITY PE 6S	5
ETERNITY PE3SS/ PE3SP	2

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

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

Q. I cannot access Forced Disconnection for a busy trunk although it is allowed to me.

A. Forced Disconnection for a busy trunk is only accessible when you try to access the busy trunk using Selective Port Access and not by Trunk Access Code (TAC). For more details refer [“Forced Disconnection”](#).

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

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

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

A. Interrupt Request will work only if the called party is in a normal 2-way speech with some other extension user or an external party. If the extension is busy due to being Off-hook (for example, Handset is not placed on the cradle properly) or in the middle of dialing or accessing some System feature, then you will not be able to access Interrupt Request.

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

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

SPARSH VP510

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

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

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

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

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

A. SPARSH VP510 does not support the features Live Call Screening, Background Music.

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

A. SPARSH VP510 does not support the CO Call Waiting (or, Trunk Call Waiting) feature even if it is enabled in the Class of Service assigned to your extension. So if there is an incoming call on a trunk for the SPARSH VP510, then you will not get any trunk call waiting indication.

Troubleshooting Tips

Problem	Probable Reason(s)
Alarm cannot be set.	Maximum number of Alarms supported by the System have already been set. So new alarms can be added only after deleting the old ones.
Beeps are played in an established call and after sometimes the call gets disconnected.	Call Duration Control (CDC) may be enabled in the System. Ask your System Administrator for assistance.
Using Meet Me Paging, I cannot connect to the Pager.	Pager may have disconnected the call. To connect to the Pager, dial the number of his/her extension.

Problem	Probable Reason(s)
The phone does not ring.	The Ringer Volume may be very low or you have turned off the Ringer. To adjust proper Ringer Volume, see "Ringer Volume" .
I cannot access the FTP folder of the phone. (for SPARSH VP510)	Make sure that you have typed the correct IP address assigned to the phone and have entered the 'Login Mode' as 'se' and 'Password' as the System's Web Jeeves password for System Engineer (SE) login mode.

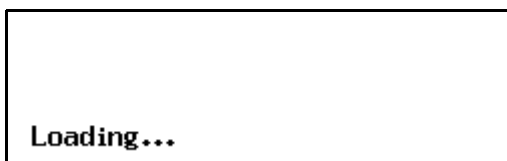
Converting SPARSH VP510 Extended SIP Phone to SPARSH VP510 Standard SIP Phone

To convert the SPARSH VP510 Extended SIP Phone to SPARSH VP510 Standard SIP Phone, follow the steps given below:



SPARSH VP510 with Serial Number: 10016001 and onwards only can be converted to Standard SIP Phones.

- When the Phone is powered on and the Loading screen appears press #2.



- The message "Do you want to start in Standard SIP Mode?" appears.
- Press **Yes** Key.
- The phone will reboot and start as a Standard SIP Phone. The Factory Default values for this mode will be assigned to all the parameters.

Technical Specifications

EON510

Mechanical	
Weight	805 gm
Dimension in mm [L*B*H]	247*183*43
Material	ABS Plastic
Installation Mounting	Wall Mount and Table - Top
Environmental Conditions	
Operating Temperature Range	0 to 45 degree C
Storage Temperature	-20 to 70 degree C
Operating and Storage Humidity	5 to 95%, RH, Non-Condensing

SPARSH VP510

VoIP	
VoIP Protocols	SIP v2, SDP, RTP, RFC 2833
Network Protocol	IPv4, TCP, DHCP, PPPoE
Voice CODECS	G.722 Wideband, G.711 A/μ-Law, G.723, G.729
Voice	Dynamic Jitter Buffer (Adaptive)
Quality of Service	Layer 2 CoS, Layer 3 Diffserv and TOS
Data Network	LAN Port (RJ45), 10/100 Base T (PoE Optional) PC Port (RJ45), 10/100 Base T
Security	TLS, SRTP
LCD	240*64 Pixel Graphic LCD Display
Power Supply	
Input	5VDC @2A through External Adapter (100-240 VAC, 50 - 60 Hz) (Optional)
Power Consumption	2.25W (stand alone)
Mechanical	
Weight	805 gm
Dimension in mm [L*B*H]	247*183*43
Material	ABS Plastic
Installation Mounting	Wall Mount and Table - Top
Environmental Conditions	

Operating Temperature Range	0 to 45 degree C
Storage Temperature	-20 to 70 degree C
Operating and Storage Humidity	5 to 95%, RH, Non-Condensing

DSS532

Terminals Supported	EON510, SPARSH VP510
Source of Power	Powered from the Host Phone
Type	Paper Overlay
Programmable Keys	32
Stackable	upto 4 modules
LED Indicator	Dual Colour, Red/Blue
Signaling	Proprietary Digital (2B+D)
Interface	Single Pair for Speech, Signaling and Power
Physical Connector	RJ11
Physical Port	IN Port: Connects the phone to the first DSS532 attached.
	OUT Port: Connects the two DSS532 (first DSS532 with the second, second to the third and so on).
Installation Option	Table Mount
Mechanical	
Weight (Product + Stand)	235g
Product Weight	218g
Stand Weight	17g
Dimension in mm [L*B*H]	178.7mm * 100mm * 40.5mm
Environmental Conditions	
Operating Temperature Range	0 to 45 degree C
Operating and Storage Humidity	5 to 95%, RH, Non-Condensing
Storage Temperature	-20 to 70 degree C
Storage Humidity	0 to 95%, RH, Non-Condensing

Warranty Statement

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

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

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

This warranty is voidable by Matrix:

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

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

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

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

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

Regulatory Information

EON510

FCC Class B Information

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

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

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

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

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

Declaration of Conformity

Manufacturer's Name: Matrix Comsec Pvt. Ltd.

Manufacturer's Address : 15 & 19-GIDC, Waghodia,
Dist: Vadodara 391760
Gujarat, India

Declares that the product/s
Product: Premium Digital Key Phone

Model Type: EON 510

Trade Name: MATRIX

Product Options: This declaration covers all options of the above product,
conforms to the following product specifications:

EMI/EMC Standards:

EN 55022 : 2010
EN 55024 : 2010
EN 61000-4-2 : 2009
EN 61000-4-3 : 2010
EN 61000-4-4 : 2012
EN 61000-4-5 : 2014
EN 61000-4-6 : 2014
EN 61000-4-8 : 2010

SAFETY Standard:

IEC 60950-1 : 2005 (2nd Edition) + A1:2009 + A2:2013

Supplementary Informations :
The Product herewith complies with the following directives :

EMC	2014/30/EU
Low Voltage Directive	2014/35/EU
RoHS Recast (RoHS 2)	2011/65/EU (as per standard EN 50581:2012)



Mr. Ganesh Jivani
Director
Date: 17.07.2017



MATRIX COMSEC PVT. LTD.

Registered/Head Office: 394-GIDC, Makarpura, Vadodara-390 010, India. Ph: +91 265 2630555, Email: Inquiry@MatrixComSec.com • www.MatrixComSec.com
Manufacturing Unit: 15 & 19-GIDC, Waghodia, Dist. Vadodara-391 760, India. Ph: +91 2668 263172/73 • CIN: U72200GJ1998PTC034047

SPARSH VP510

FCC Part 15B ID : 2ADHNP510

FCC Class B Information

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

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

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

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

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

Declaration of Conformity

Manufacturer's Name: Matrix Comsec Pvt. Ltd.

Manufacturer's Address : 15 & 19-GIDC, Waghodia,
Dist: Vadodara 391760
Gujarat, India

Declares that the product/s
Product: Premium IP Phone

Model Type: SPARSH VP510

Trade Name: MATRIX

Product Options: This declaration covers all options of the above product,
conforms to the following product specifications:

EMI/EMC Standard:

EN 55022 : 2010
IEC 61000-3-2 : 2014
IEC 61000-3-3 : 2013
EN 55024 : 2010
IEC 61000-4-2 : 2008 (Edition 2:2008-12)
IEC 61000-4-3 : 2010
IEC 61000-4-4 : 2012
IEC 61000-4-5 : 2014
IEC 61000-4-6 : 2013
IEC 61000-4-8 : 2009 (Edition 2: 2009-09)
IEC 61000-4-11 : 2004 (Edition 2:2004)

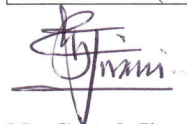
SAFETY Standard:

EN/IEC 60950-1 : 2006(Edition 2.0) + A1:2009 + A2:2013

Supplementary Information's:

The Product herewith complies with the following directives :

EMC	2014/30/EU
Low Voltage Directive	2014/35/EU
RoHS Recast (RoHS 2)	2011/65/EU (as per standard EN 50581:2012)



Mr. Ganesh Jivani
Director
Date: 28.09.2017



MATRIX COMSEC PVT. LTD.

Registered/Head Office: 394-GIDC, Makarpura, Vadodara-390 010, India. Ph: +91 265 2630555, Email: Inquiry@MatrixComSec.com • www.MatrixComSec.com
Manufacturing Unit: 15 & 19-GIDC, Waghodia, Dist. Vadodara-391 760, India. Ph: +91 2668 263172/73 • **CIN:** U72200GJ1998PTC034047

Disposal of Products/Components after End-Of-Life

Main components of Matrix products are given below:

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

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

Make sure these are returned with:

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

Such products will be disposed-off by Matrix.

"SAVE ENVIRONMENT SAVE EARTH"

E-Waste Management and Handling Rules

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

Benefits of E-waste Recycling

Electronics Recycling Conserves Natural Resources

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

Electronics Recycling Supports the Community

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

Electronics Recycling Creates Employment Locally

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

Electronics Recycling Helps Protect Public Health and the Environment

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

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

Creates Jobs

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

Do's & Don'ts

Do's:

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

Don'ts:

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

E-Waste Management Plan

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

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

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

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

Collection Centers:

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

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

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

Index

A

Accessing Voicemails 139
Account Code 73
Alarm 149
Alarm and Reminder 106
Attended Transfer 63
Authority Code 75
Auto Callback 71
Auto Callback Notification 71
Auto Redial 72

B

Background Music 77
Barge-In 76
Boot process 30

C

CA Keys 9, 16
Call Answer Type 51
Call Block 150
Call Budget 151
Call Chaining 78
Call Features 61
Call Forward 109
Call Hold 61
Call Logs
 Creating New Contacts 102
 Viewing Call Logs 100
Call Park 79
Call Pickup-Group 117
Call Pickup-Selective 117
Call Privilege 152
Call Toggle 66

Call Transfer 63
Call Waiting Indication 10, 17
Called party/Callee 2
Calling Line Identification Restriction 128
Calling party/Caller 2
Cancel All Features 119
Cancel Follow Me 132
Cancel Message Wait 91
Canceling Auto Callback 71
Canceling Auto Redial 72
Canceling Do Not Disturb 114
Canceling Hotline 127
Canceling Trunk Reservation 95
Change User Password 48
Check-In 154
Check-In Profile 155
Check-Out 156
CO Network 2
Conference 3-Party 67
Connecting
 Cable 25, 29, 30
 Handset 25, 29
 Headset 25, 29
 Mount on the Desk 24, 28
 Wall Mount 23, 27
Contacts
 Adding Contacts 97
 Deleting Contacts 98
 Editing Contacts 98
 Viewing Contacts 96
Conversation Recording 81
Customizing Your Phone 48

D

Database Synchronization Request 157
Dial-In Conference 124
Dialing Emergency Services 21
Display Settings 52
DND-Override 115
Do Not Disturb 113, 158
DSS (Direct Station Selection) Keys 7, 15
DSS Call Pick-Up - Station 82
DSS Call Pick-Up - Trunk 82
DTMF Generation Control 49
DTMF Transmit Level 49
Dual Ring 110
Dynamic Lock 120

E

Editing an Entry before Placing a Call 104
Emergency Call 83
Exclusive Hold 61

F

Feature Keys 7, 14
Flashing on Trunks 86
Floor Service 145
Follow Me 132
Forced Account Code 74
Forced Answer 84
Forced Disconnection 85

G

Global Hold 61
Greeting Message 159
Guest Group 161
Guest In, Guest Out 163
Guest Name 162

H

Headset 87
Headset Connectivity 9, 16, 52
Hospitality Features 145
Hotel Motel Activity Log 164
Hotline 126
Housekeeping 148

I

Interrupt Request 88

J

Join/Leave/Cancel the Dial-In Conference 125

K

Keypad Lock 122
Know Your EON510 4
Know Your SPARSH VP510 11

L

Language Selection 53
Last Caller Recall 90
Last Number Redial 89
Live Call Screening (LCS) 130
Live Call Supervision 129

M

Mailbox Assignment 167
Making Calls 54
Meet Me Paging 137
Message Wait 91
Mini Bar 146
Missed Call Notification 105
Multiparty Conference 69
Multiple Calls 57
Mute 93

O

One Touch Transfer 65

P

Package Contents 18
Paging 131
Permanently Leaving the Conference 70
Phone Menu 9, 16
Phone Ringing Pattern 168
Power Supply 20
Presence 116
Print Check-Out Report 169
Protecting the Phone and Yourself 18, 20

R

Raid 94
Receiving Calls 56
Reminder 170
Removing a Participant from the Conference 70
Reserving a Trunk 95
Retrieve Message Wait 91

Ringer Controls 49
Room Clean Status 175
Room Maid Status 147
Room Monitoring 133
Room Shift 172
Room Status Report 173

S

Schedule a Dial-In Conference 124
Scheduled Alarm Report 174
Scheduled Reminder Report 176
Scheduled Room Status Report 177
Scope 1
Second Call 58
Selective Port Access 134
Set Do Not Disturb Message 113
Set Follow Me 132
Set Message Wait 91
Setting Auto Callback 71
Setting Auto Redial 72
Setting Call Forward 109
Setting Call Forward-Scheduled 111
Setting Do Not Disturb 113
Setting Dynamic Lock 120
Setting Hotline 126
Software Version/Revision Display 135
Speech Controls 48
Splitting the Conference 67
System Administrator (SA) Mode 136

T

Temporary Leaving and Rejoining the Conference 70
Terminating the Conference 68
Trunk Reservation 95

U

Unattended Transfer 63
User Definable Fields 179
Using External Devices 21

V

VIP Status 178
VMS Debug 193
Voice Help 140
Voicemail 139

W

Waiting Call 60
Walk In 141
Walk-Out 141



MATRIX COMSEC

Head Office

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

Ph: (+91) 1800-258-7747

E-mail: Customer.Care@MatrixComSec.com

www.MatrixComSec.com