

# SPARSH VP110

The Business IP Phone



## Quick Start Guide

### Copyright

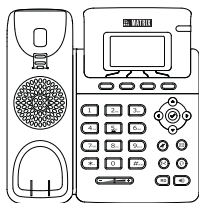
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### Warranty

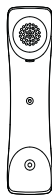
Limited Warranty. Valid only if primary protection is provided, mains supply is within limit and protected, and environment conditions maintained within product specifications. Complete warranty statement is available on our website: [www.MatrixComSec.com](http://www.MatrixComSec.com)

## Packaging Contents

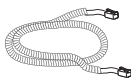
The following items are included in your package. If you find anything missing, contact your system administrator.



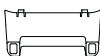
IP Phone



Handset



Handset Cord



Stand



Ethernet Cable



Power Adapter



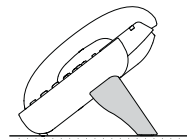
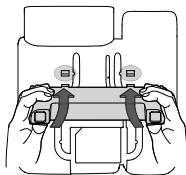
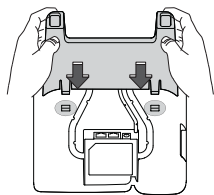
Quick Start Guide

**Note:** We recommend that you use approved accessories. The use of unapproved third-party accessories may result in reduced performance.

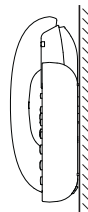
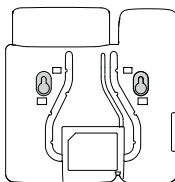
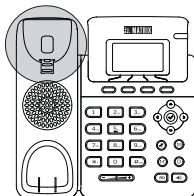
## Assembling the Phone

1. Attach and detach the stand, as shown below:

a) Attach the stand:



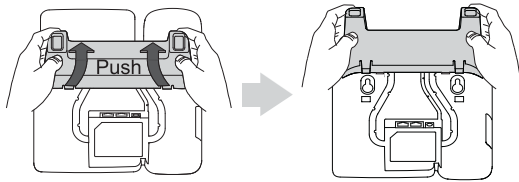
Desk Mount Method



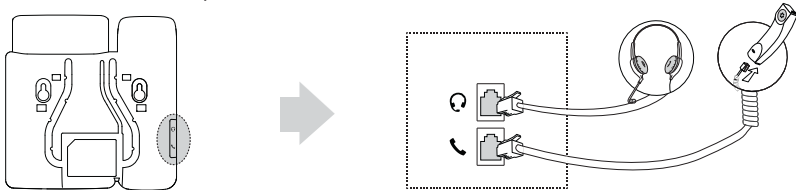
Wall Mount Method

**Note:** The hookswitch tab has a lip which allows the handset to stay on-hook when the IP phone is mounted vertically.

b) Detach the stand:



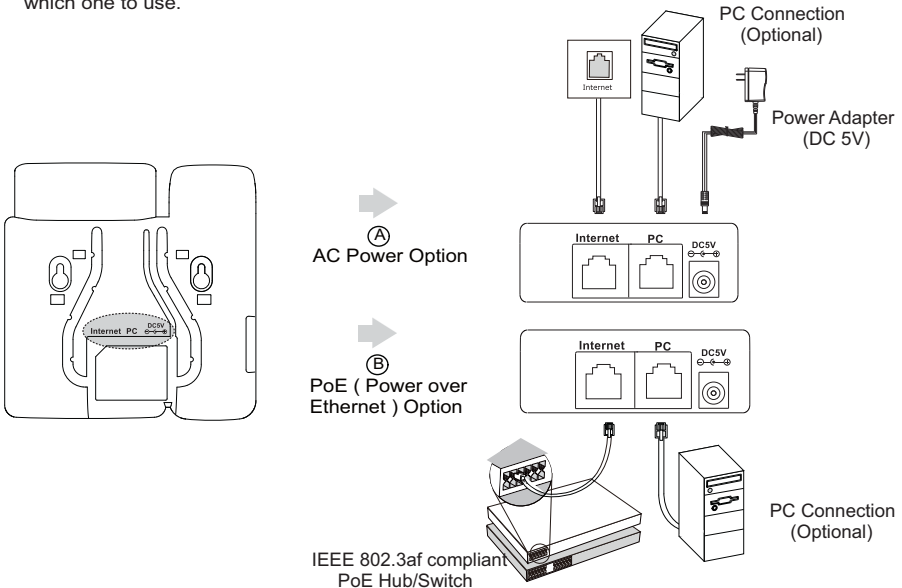
2. Connect the handset and optional headset, as shown below:



Note: The headset should be purchased separately.

3. Connect the network and power, as shown below:

You have two options for network and power connections. Your system administrator will advise you which one to use.



Note: The IP phone should be used with Matrix original power adapter (5V/600mA) only. The use of third-party power adapter may cause damage to the phone.  
If inline power (PoE) is provided, you don't need to connect the power adapter. Make sure the hub/switch is PoE-compliant.

## Startup


After the IP phone is connected to the network and supplied with power, it automatically begins the initialization process. After startup, the phone is ready for use. You can configure the phone via web user interface or phone user interface.

Welcome  
Initializing...please wait

## Configuring Your Phone

Configuring via web user interface

Accessing the web user interface:

1. Press the  key when the phone is idle to obtain the IP address of the phone.
2. Open a web browser on your computer, enter the IP address into the address bar (e.g., "http://192.168.0.10" or "192.168.0.10"), and then press the Enter.
3. Enter the user name (default: admin) and password (default: 1234) in the login page and click Confirm.

Network Settings: Click on Network->Basic->IPv4 Config

You can configure the network settings in the following ways:

**DHCP:** By default, the phone attempts to contact a DHCP Server in your network to obtain its valid network settings, e.g., IP Address, Subnet Mask, Gateway Address and DNS Address.

**Static IP Address:** If the phone cannot contact a DHCP Server for any reason, you need to configure the IP Address, Subnet Mask, Gateway Address, Primary DNS Address and Secondary DNS Address for the phone manually.

**PPPoE:** If you are using an xDSL modem, you can connect your phone to the Internet via PPPoE mode. Contact the ITSP for the PPPoE User Name and Password.

Note: The IP phone also supports IPv6, but IPv6 is disabled by default.

The wrong network settings may result in inaccessibility of the phone and may have an impact on the network performance. Contact your system administrator for more information.

Account Settings: Click on Account->Register

Parameters of the account:

Register Status:	It shows the register status of the current account.
Line Active:	You can select Enabled/Disabled to enable/disable the account.
Label:	It is shown on the LCD screen to identify the account.
Display Name:	It is shown as Caller ID when placing a call.
Register Name:	It is an authenticated ID for authentication provided by ITSP (required).
User Name:	It is provided by ITSP for registration (required).
Password:	It is provided by ITSP for registration (required).
Server Host:	It is provided by ITSP for registration (required).

Register status icons on the LCD screen:



Registered



Register Failed



Registering

Note: Check with your system administrator if any error appears during the registration process or a specific configuration is required for your registration.

Configuring via phone user interface

Network Settings:

Press the Menu soft key when the phone is idle, select Settings->Advanced Settings (default password: admin) ->Network-> WAN Port/VLAN/Webserver Type/802.1x Settings/VPN/LLDP/CDP/NAT to configure the network.

## Account Settings:

Press the Menu soft key when the phone is idle, select Settings->Advanced Settings (default password: admin)->Accounts to configure the account.

Note: For more information on account parameters, refer to Configuring via web user interface.


## Basic Call Features

### Placing a Call

Using the handset:

1. Pick up the handset.
2. Enter the number, and then press the Send soft key.

Using the speakerphone:

1. With the handset on-hook, press .
2. Enter the number, and then press the Send soft key.

Using the headset:

1. With the headset connected, press  to activate the headset mode.
2. Enter the number, and then press the Send soft key.

Note: During a call, you can alternate between the headset, hands-free speakerphone and handset modes by pressing the Headset key, the Speakerphone key or by picking up the handset. Headset mode requires a connected headset.

### Answering a Call

Using the handset:

Pick up the handset.

Using the speakerphone:

Press .

Using the headset:

Press .

Note: You can reject an incoming call by pressing the Reject soft key.

### Ending a Call

Using the handset:

Hang up the handset or press the EndCall soft key.






Using the speakerphone:

Press  or the EndCall soft key.



Using the headset:

Press the EndCall soft key.

### Redial

- Press  to enter the Placed Calls list, press  or  to select the desired entry, and then press  or the Send soft key.
- Press  twice when the phone is idle to dial out the last dialed number.

### Call Mute and Un-mute



- Press  to mute the microphone during a call.
- Press  again to un-mute the call.

### Call Hold and Resume

To place a call on hold:

Press the Hold soft key during an active call.



To resume the call, do one of the following:

- If there is only one call on hold, press the Resume soft key.
- If there is more than one call on hold, press  or  to select the desired call, and then press the Resume soft key.




### Call Transfer

You can transfer a call in the following ways:




#### Blind Transfer

1. Press  or the Tran soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to.
3. Press  or the Tran soft key.

#### Semi-Attended Transfer



1. Press  or the Tran soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press .
3. Press  or the Tran soft key when you hear the ring-back tone.

#### Attended Transfer

1. Press  or the Tran soft key during a call. The call is placed on hold.
2. Enter the number you want to transfer to, and then press .
3. Press  or the Tran soft key when the second party answers.

### Call Forward

To enable call forward:

1. Press the Menu soft key when the phone is idle, and then select Features->Call Forward.
2. Select the desired forward type:  
Always Forward----Incoming calls are forwarded unconditionally.  
Busy Forward----Incoming calls are forwarded when the phone is busy.  
No Answer Forward----Incoming calls are forwarded if not answered after a period of time.
3. Enter the number you want to forward to. For No Answer Forward, press  or  to select the desired ring time to wait before forwarding from the After Ring Time field.
4. Press the Save soft key to accept the change.

### Call Conference


1. Press the NewCall soft key during an active call. The call is placed on hold.
2. Enter the number of the second party, and then press the Send soft key.
3. Press the Conf soft key when the second party answers. All parties are now joined in the conference.
4. Press the EndCall soft key to disconnect all parties.

Note: You can split the conference call into two individual calls by pressing the Split soft key.

### Voice Message



Message waiting indicator on the idle screen indicates that one or more voice messages are waiting at the message center. The power indicator LED slowly flashes green.

To listen to voice messages:

1. Press  or the Connect soft key.
2. Follow the voice prompts to listen to your voice messages.

## Customizing Your Phone

### Call History

1. Press the History soft key when the phone is idle, press  or  to scroll through the list.
2. Select an entry from the list, you can do the following:
  - Press the Send soft key to place a call.
  - Press the Delete soft key to delete the entry from the list.

If you press the Option soft key, you can also do the following:



- Select Detail to view detailed information about the entry.
- Select Add to Contacts to add the entry to the local directory.
- Select Add to Blacklist to add the entry to the blacklist.
- Select Delete All to delete all entries from the list.

### Contact Directory



To add a contact:

1. Press the Dir soft key when the phone is idle, and then select All Contacts.
2. Press the Add soft key to add a contact.
3. Enter a unique contact name in the Name field and contact numbers in the corresponding fields.
4. Press the Add soft key to accept the change.

To edit a contact:



1. Press the Dir soft key when the phone is idle, and then select All Contacts.
2. Press  or  to select the desired contact, press the Option soft key and then select Detail from the prompt list.
3. Edit the contact information.
4. Press the Save soft key to accept the change.

To delete a contact:





1. Press the Dir soft key when the phone is idle, and then select All Contacts.
2. Press  or  to select the desired contact, press the Option soft key and then select Delete from the prompt list.
3. Press the OK soft key when the LCD screen prompts "Delete selected item?".

Note: You can add contacts from call history easily. For more information, refer to Call History above.

### Volume Adjustment

- Press  during a call to adjust the receiver volume of the handset/speakerphone/headset.
- Press  when the phone is idle to adjust the ring volume.

### Ring Tones

1. Press the Menu soft key when the phone is idle, and then select Settings->Basic Settings->Sound->Ring Tones.
2. Press  or  to select Common or the desired account and then press the Enter soft key.
3. Press  or  to select the desired ring tone.
4. Press the Save soft key to accept the change.



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