

FREQUENTLY ASKED QUESTIONS

SPARSH VP330EE, ETERNITY NE

What
When
Which
Where
How
Who
Why



Date: 13th February, 2017

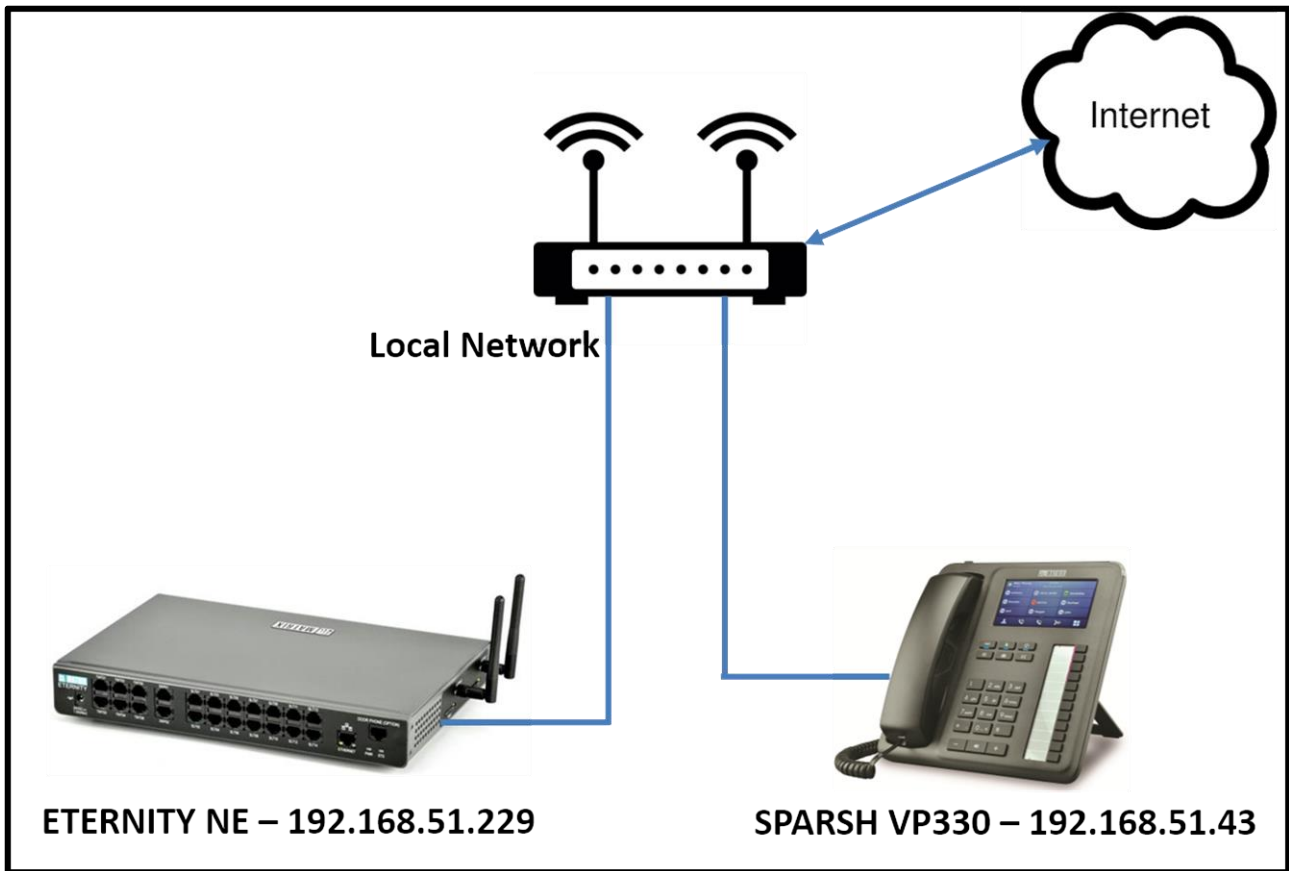
Version: V1R1

Author: Niral Prajapati

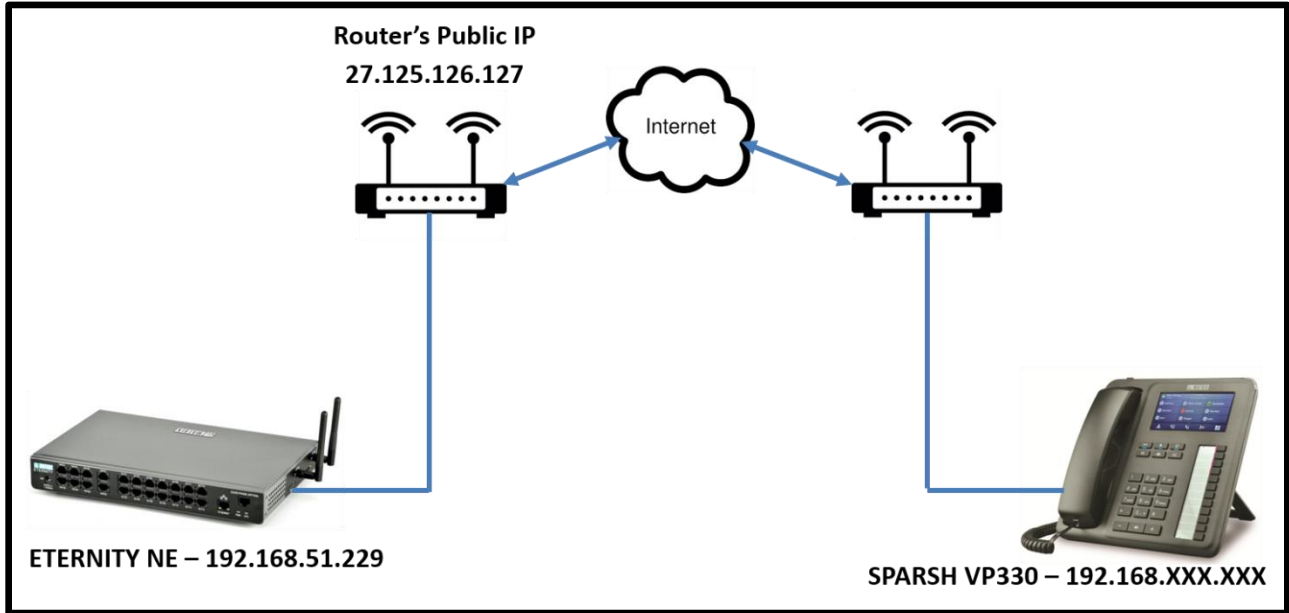
How to configure SPARSH VP330EE in ETERNITY NE?

There are two scenarios possible while configuring SPARSH VP330E.

- In Office Configuration:** The SPARSH VP330E user is in the same network as that of ETERNITY's Master Ethernet Port



- II. **Out of Office configuration:** The SPARSH VP330E user is in the different network than that of ETERNITY’s Master Ethernet Port



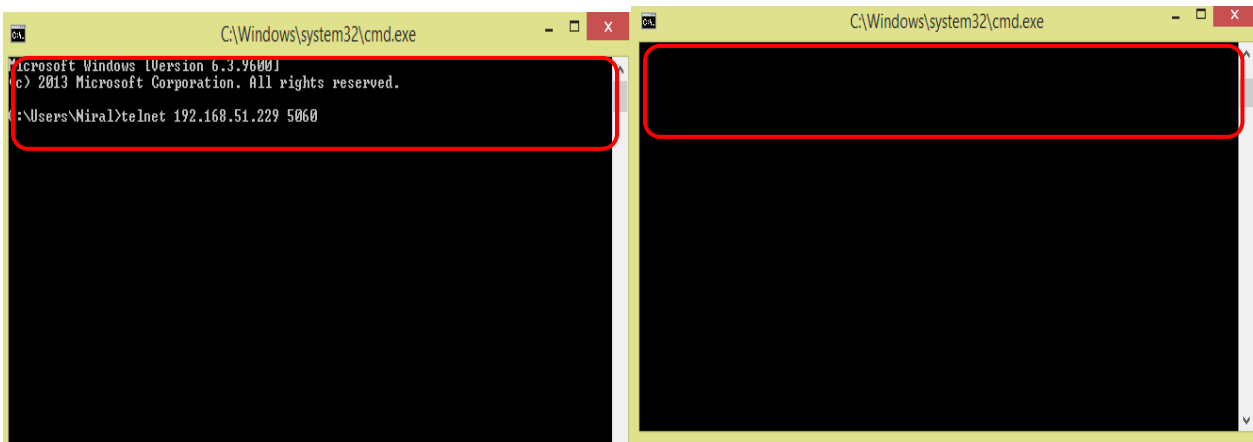
- ✓ Master Ethernet Port (ETERNITY Ethernet Port IP Address): **192.168.51.229**
- ✓ Router’s Public IP Address: **27.125.126.127**
- ✓ Port Forwarding required in the Router/Firewall:

Name	Start Port	End Port	Internal IP (Master Ethernet Port)
SPARSH Port	80	80	192.168.51.229
SIP Port	5060 (TCP & UDP)	5060 (TCP & UDP)	192.168.51.229
SIP TLS Port	5061 (TCP & UDP)	5061 (TCP & UDP)	192.168.51.229
RTP Ports	8000(UDP)	9000(UDP)	192.168.51.229

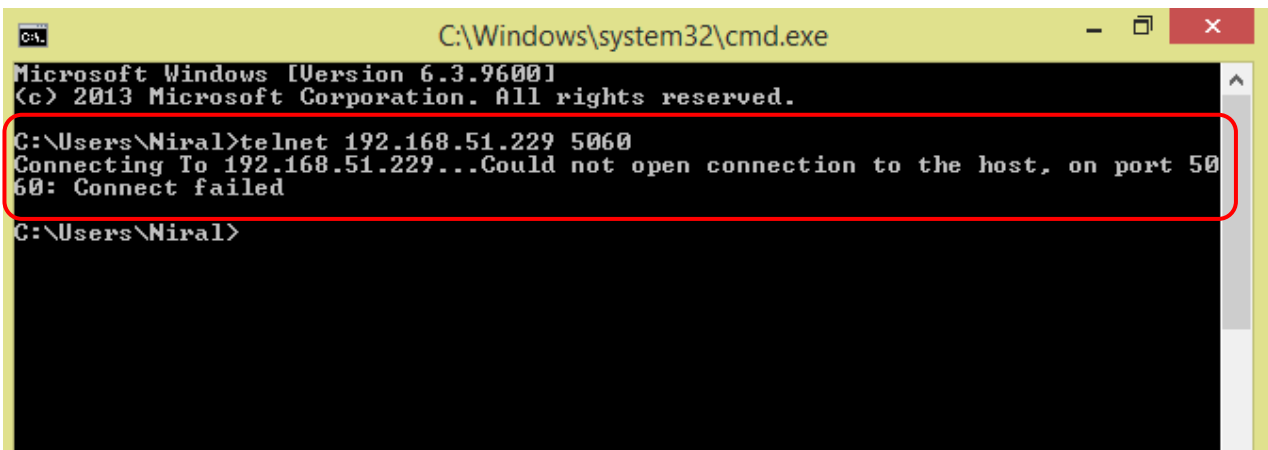
- ✓ Make sure that below requirements are fulfilled by programming respective parameters in Router/Firewall.
 1. Disable the SIP ALG Flag
 2. Disable TCP/UDP Flooding flag

3. Verify whether the TCP ports are forwarded or not by the Telnet command **telnet <IP Address> <Port>** (Note: This command will not be applicable on UDP port). After entering the command if it shows the blank screen in command window it means port is forwarded

- **Note:** You need to enter the IP address of Router/Firewall





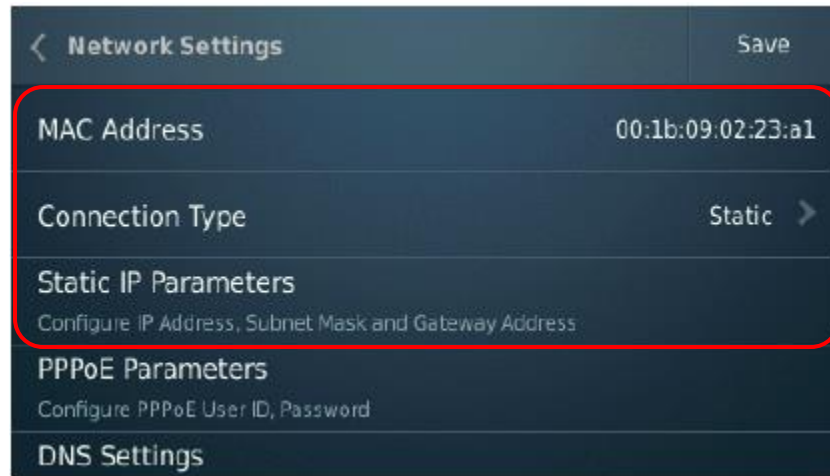
- If it shows the error of “Connecting to 192.168.XXX.XXX” than TCP port is not Forwarded



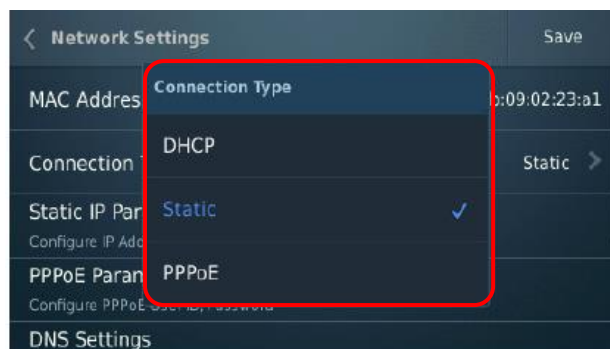
Configuration Steps in SPARSH VP330E:

1. **Configure the Network Settings:** To access Network Settings,

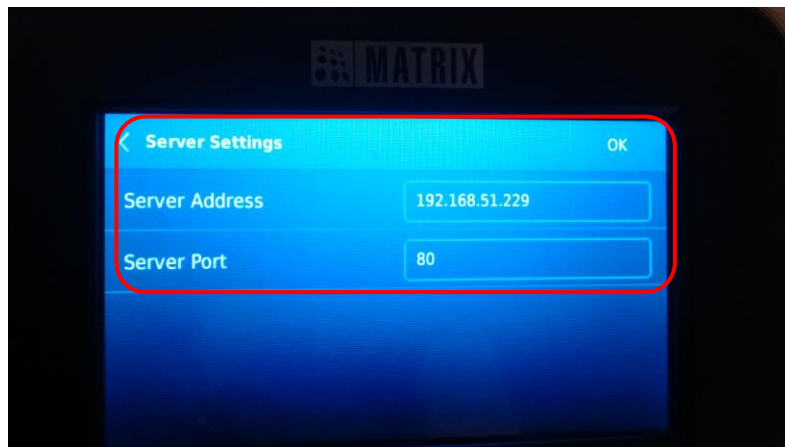
- Tap Settings  on the Menu Screen
- Tap Network Settings 



- ✓ Tap Connection Type, select the desired option (in our case Static)
Static: You need to assign the IP Address, Subnet Mask, Gateway Address and DNS Address manually to SPARSH VP330E
DCHP: SPARSH VP330E will automatically get the free IP address from DHCP Server



2. Enter **Server Address** as 192.168.51.229 (Master Ethernet Port IP Address) and **Server Port** as 80 (SPARSH PORT).



- ✓ In a case where ETERNITY NE is connected behind the Router/Firewall, the Server Address would be ROUTER'S PUBLIC IP Address (as in case II, it is 27.125.126.127).

Configuration Steps in ETERNITY NE:

1. Go to **Device Management** and you can see already available SIP account request from SPARSH VP330E.

Serial No.	Device Name	MAC Address/Device ID	IP Address	Last Seen	Assign	Reboot
1	SPARSH VP330 V01R08	00:1b:09:02:78:6a	192.168.51.43	02/11/2017, 12:37	Not assigned	Reboot

- ✓ Select the SIP Extension Number for SPARSH VP330E and assign Name, SIP ID (Extension Number), Authentication ID and Authentication Password

The screenshot shows the 'Assign Extension' form in the MATRIX ETERNITY interface. The form fields are as follows:

Select SIP Extension	1
Name	MATRIX TEST
SIP ID	3749
Authentication ID	3749
Authentication Password	*****

A callout bubble points to the 'Select SIP Extension' dropdown with the text: "Select the SIP Extension Number and Program the other details".

If SPARSH VP330E and ETERNITY NE are in same network (Case I), select 'Use Ethernet IP Address' in Registrar Server Address and if ETERNITY NE is behind router (Case II) select 'Router's Public IP Address' in this

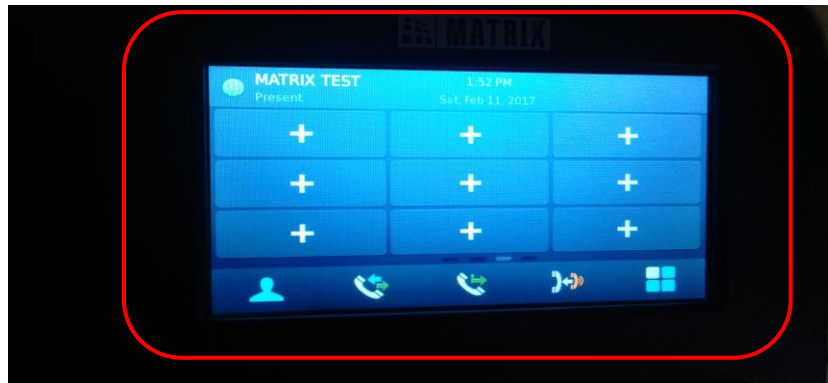
The screenshot shows the 'Device Management' table in the MATRIX ETERNITY interface. The table has the following data:

Serial No.	Device Name	MAC Address/Device ID	IP Address	Last Seen	Assign	Reboot
1	SPARSH VP330 V01R08	00:1b:09:02:78:6a	192.168.51.43	02/11/2017, 12:55	MATRIX TEST(3749) - Location-1	Reboot

Callout bubbles provide the following information:

- Click Refresh to check the assigning status (points to the Refresh button)
- MAC ID/Device ID of SPARSH VP330E (points to the MAC Address/Device ID column)
- IP Address of SPARSH (points to the IP Address column)
- SIP Extension Assignment along with location details (points to the Assign column)

- ✓ Click on **Refresh** button on SPARSH VP330E and phone will take the configuration from ETERNITY NE. SPARSH VP330E is ready for use



SIP Extension		REGISTRATION			
SIP Extension	Name	SIP ID	Status	Contact 1	Contact 2
1	MATRIX TEST	3749	Registered	SIP<3749@192.168.51.43:05060>-03600 IP<192.168.51.43:01024>	
2		41	Not Registered		
3	42	42	Not Registered		
4		43	Not Registered		
5		44	Not Registered		
6		45	Not Registered		
7		46	Not Registered		
8		47	Not Registered		

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