

FREQUENTLY ASKED QUESTIONS

ETERNITY NE, SPARSH M2S

What
When
Which
Where
How
Who
Why



Date: 6th July, 2015

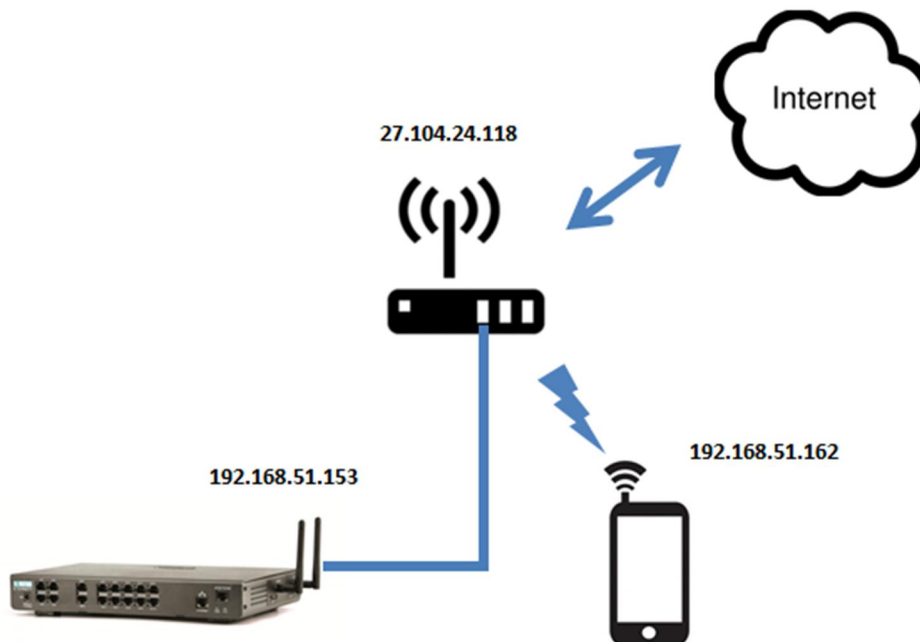
Version: V1R1

Author: Tapan Upmanyu

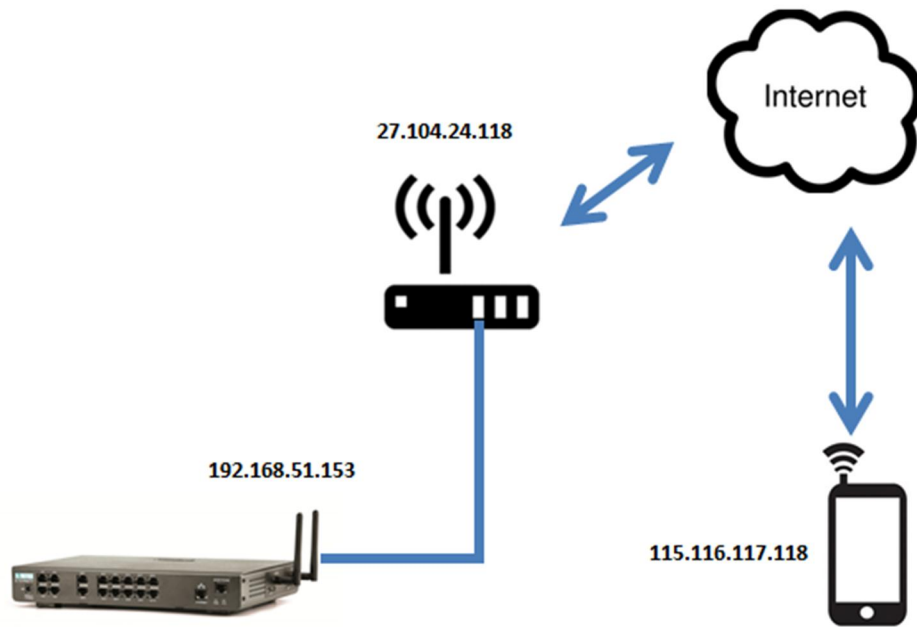
How to Configure Matrix SPARSH M2S Client Application in Android Devices?

There are two scenarios possible while configuring SPARSH M2S

- I. The SPARSH M2S user is in the same network as that of ETERNITY's Master Ethernet Port (In Office configuration).



- II. The SPARSH M2S user is in the different network than that of ETERNITY's Master Ethernet Port (Out of Office configuration).



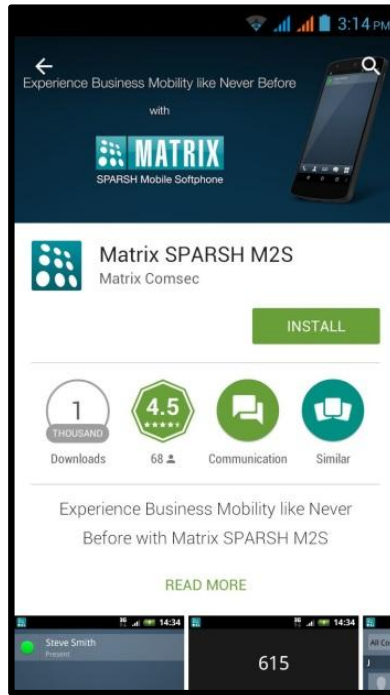
Master Ethernet Port (ETERNITY IP Address): **192.168.51.153**
 Router's Public IP Address: **27.104.24.118**

Port Forwarding required in the router:

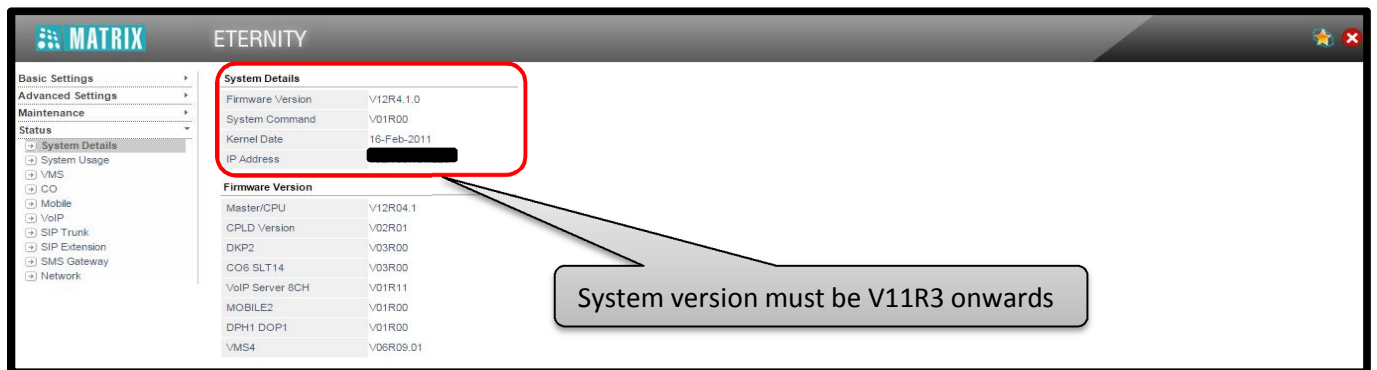
Name	Start Port	End Port	Internal IP
Web Server Port	80	80	192.168.51.153
SIP Port	5060	5060	192.168.51.153
RTP Port	8000	9000	192.168.51.153

Configuration Steps:

- Install SPARSH M2S Application from the Google Play Store



 ... The Android OS version must be Version 2.2 or later.



System Details

Firmware Version	V12R4.1.0
System Command	V01R00
Kernel Date	16-Feb-2011
IP Address	[REDACTED]

Firmware Version

Master/CPU	V12R04.1
CPLD Version	V02R01
DKP2	V03R00
COE SLT14	V03R00
VoIP Server 8CH	V01R11
MOBILE2	V01R00
DPH1 DOP1	V01R00
VMS4	V06R09.01

System version must be V11R3 onwards

- Log in as System Engineer and go to Basic Settings followed by SIP Extensions. Click on any SIP Extension and fill the details as shown below.

Basic Settings

- Region
- Pre-requisites
- Extn. & Feature Codes
- Trunks
- Time Table
- Operator
- SLT Extensions
- DKP Extensions
- SIP Extensions**
- Device Management
- Door Phone
- Call Pickup Group
- CO Trunks
- Mobile Trunks
- VoIP Port
- SIP Trunks
- DDI Routing
- Emergency Numbers
- Network Parameters
- Security Settings

Advanced Settings

Maintenance

Status

MATRIX SPARSH M2S(3301) SIP Extn.-2 SIP Extn.-3 SIP Extn.-4 SIP Extn.-5 SIP Extn.-6 SIP Extn.-7

Enable SIP Extension

Authentication ID

Authentication Password

HTTP Authentication Password (Third Party IP-Phone)

Note :- Authentication Password and HTTP Authentication Password must follow following requirements:

- Minimum length must be 6 characters.
- Password must include atleast 1 uppercase, 1 lowercase, 1 number and 1 special character.
- Allowed characters are 0-9, a-z, A-Z, all special characters except %, =, #, +, &, \, <, >, ", ' and space.

User Details

Class of Service

Toll Control

Select Trunks for Outgoing Calls

Voice Mail Settings

VoIP

Voice Mail Auto Attendant

DND Intercept Routing

SMDR Storage

Call Budget

Caller ID on Call Transfer

Walk-In/Out

Call Forward

Device Settings - Location1

Device Settings - Location2

Device Settings - Location3

.....

Submit Default Copy

- Expand the menu and click on Location 1 and fill in the details as given below.

MATRIX ETERNITY

Basic Settings

- Region
- Pre-requisites
- Extn. & Feature Codes
- Trunks
- Time Table
- Operator
- SLT Extensions
- DKP Extensions
- SIP Extensions**
- Device Management
- Door Phone
- Call Pickup Group
- CO Trunks
- Mobile Trunks
- VoIP Port
- SIP Trunks
- DDI Routing
- Emergency Numbers
- Network Parameters
- Security Settings

Advanced Settings

Maintenance

Status

MATRIX SPARSH M2S(3301) SIP Extn.-2 SIP Extn.-3 SIP Extn.-4 SIP Extn.-5 SIP Extn.-6 SIP Extn.-7

HTTP Authentication Password (Third Party IP-Phone)

Note :- Authentication Password and HTTP Authentication Password must follow following requirements:

- Minimum length must be 6 characters.
- Password must include atleast 1 uppercase, 1 lowercase, 1 number and 1 special character.
- Allowed characters are 0-9, a-z, A-Z, all special characters except %, =, #, +, &, \, <, >, ", ' and space.

User Details

Class of Service

Toll Control

Select Trunks for Outgoing Calls

Voice Mail Settings

VoIP

Voice Mail Auto Attendant

DND Intercept Routing

SMDR Storage

Call Budget

Caller ID on Call Transfer

Walk-In/Out

Call Forward

Device Settings - Location1

Device Settings - Location2

Device Settings - Location3

.....

Submit Default Copy

MATRIX ETERNITY

MATRIX SPARSH M2S(3301) SIP Extn.-2 SIP Extn.-3 SIP Extn.-4 SIP Extn.-5 SIP Extn.-6 SIP Extn.-7

Basic Settings

- Region
- Pre-requisites
- Extn. & Feature Codes
- Trunks
- Time Table
- Operator
- SLT Extensions
- DKP Extensions
- SIP Extensions
- Device Management
- Door Phone
- Call Pickup Group
- CO Trunks
- Mobile Trunks
- VoIP Port
- SIP Trunks
- DDI Routing
- Emergency Numbers
- Network Parameters
- Security Settings

Advanced Settings

Maintenance

Status

SMUX Storage

Call Budget

Caller ID on Call Transfer

Walk-In/Out

Call Forward

Device Settings - Location1

Enable Device

Location Name

Device Type

MAC Address/IMEI/ESN Number

Internal Registrar Server Address

External Registrar Server Address

Language

Transport Mode and SRTP

Transport Mode

Enable SRTP?

Note: Please ensure that "Enable SIP Over TCP" or "Enable SIP Over TLS" flag must be enabled in VoIP Port Parameters for working of Phone.

SMS Over IP

Enable SMS Over IP

RTP Ports

RTP Listening Port

Quality of Service (QoS)

Fill in the Location details for the SIP Extension to be registered

Server Settings

Device ID
911304254855673

Internal Server Address
Provide private server address which is used when you are in the office.

Internal Server Port
80

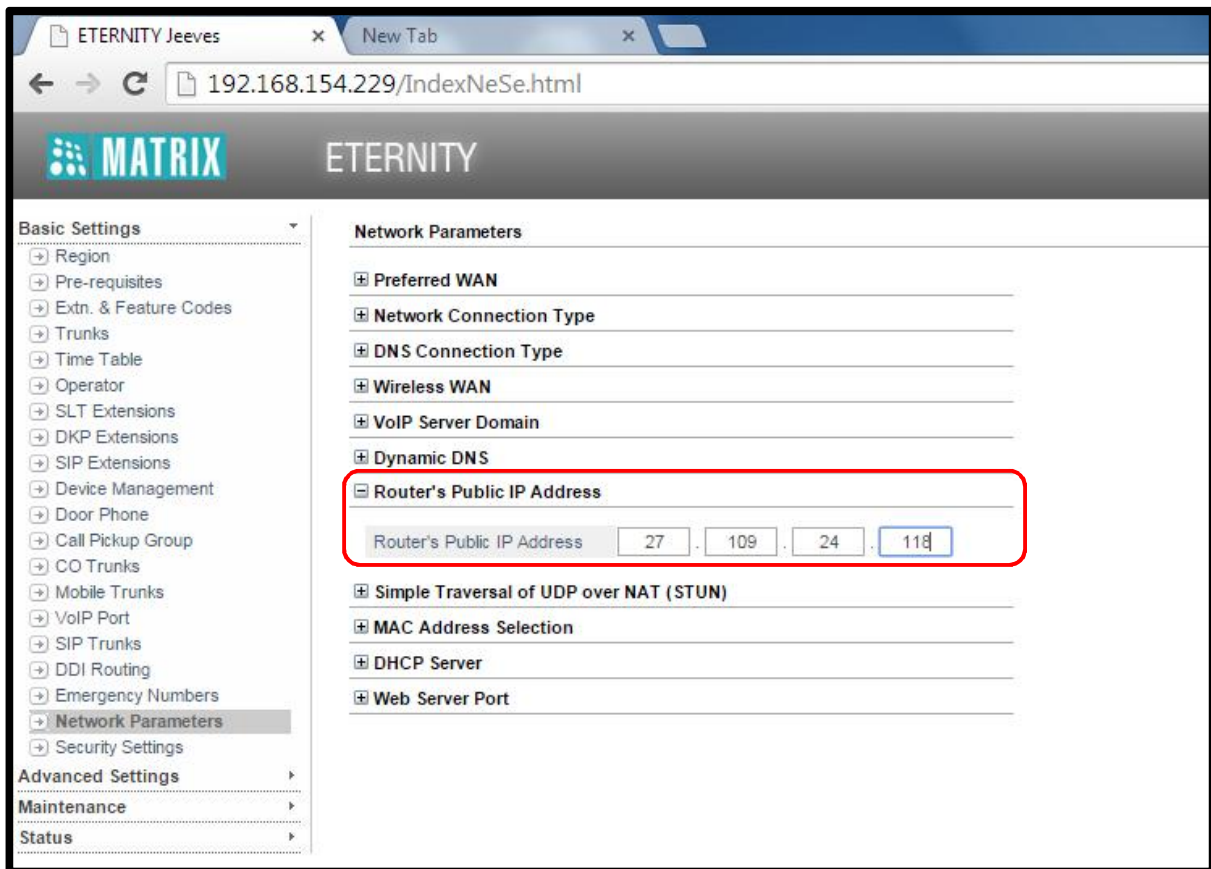
External Server Address
Provide public server address which is used when you are out of the office.

External Server Port
80

User Location
Automatic

OK Cancel

- Enter the public address of the router in Network Parameters behind which ETERNITY is connected.



~~✎~~ ... The Internal Registrar Server Address will be used when SPARSH M2S user is in the office (Scenario1) (Master Ethernet Port IP Address)

~~✎~~ ... The External Registrar Server Address will be used when SPARSH M2S user is out of the office (Scenario2) (Router's Public IP Address)

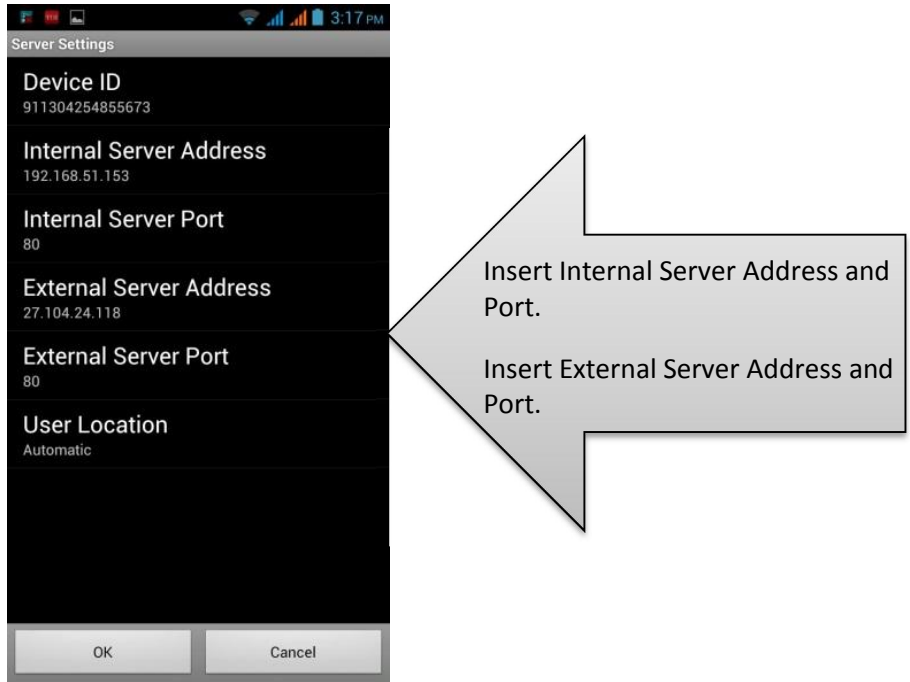
- Now go to VoIP Port, then **General Parameters for SIP Extensions** and Select Source Port IP Address as **'Use Router's Public IP Address'**.

The screenshot displays the ETERNITY web interface. The browser address bar shows the URL `192.168.154.229/IndexNeSe.html`. The page title is "ETERNITY". The left sidebar contains a menu with "VoIP Port" highlighted. The main content area is titled "VoIP Network" and includes several expandable sections: "VoIP Network", "RTP Mode", "Quality of Service (QoS)", "Disconnection on Silence Detection", "Channel Reservation for SIP Trunks", "SIP 100rel", "SIP Over TCP", "SIP Over TLS", "SIP/RTP Ports", "UDP NAT Keep Alive", "TCP NAT Keep Alive", and "Timers". The "Timers" section is expanded to show "General Settings for SIP Extension", which is highlighted with a red box. This section contains the following fields:

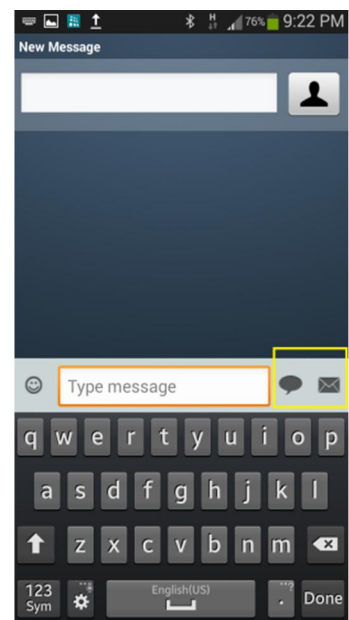
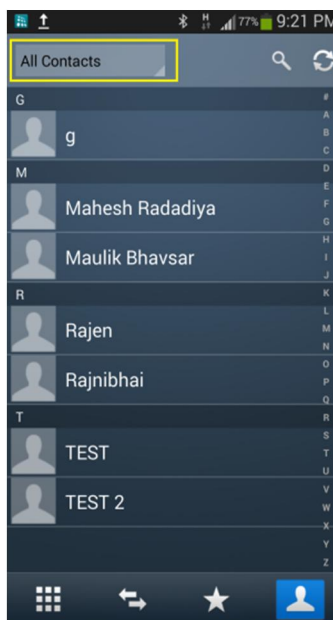
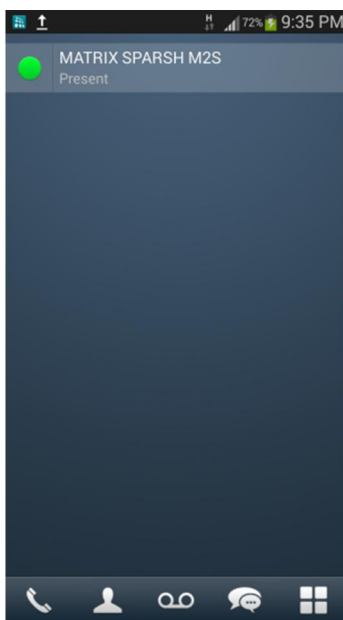
Source Port IP Address	Use Router's Public IP Address
Maximum Registration Timer(sec)	03600
Minimum Registration Timer(sec)	00045
Private Key	

At the bottom of the page, there are "Submit" and "Default" buttons.

- Open the SPARSH M2S Client Application and configure the parameters as shown below.

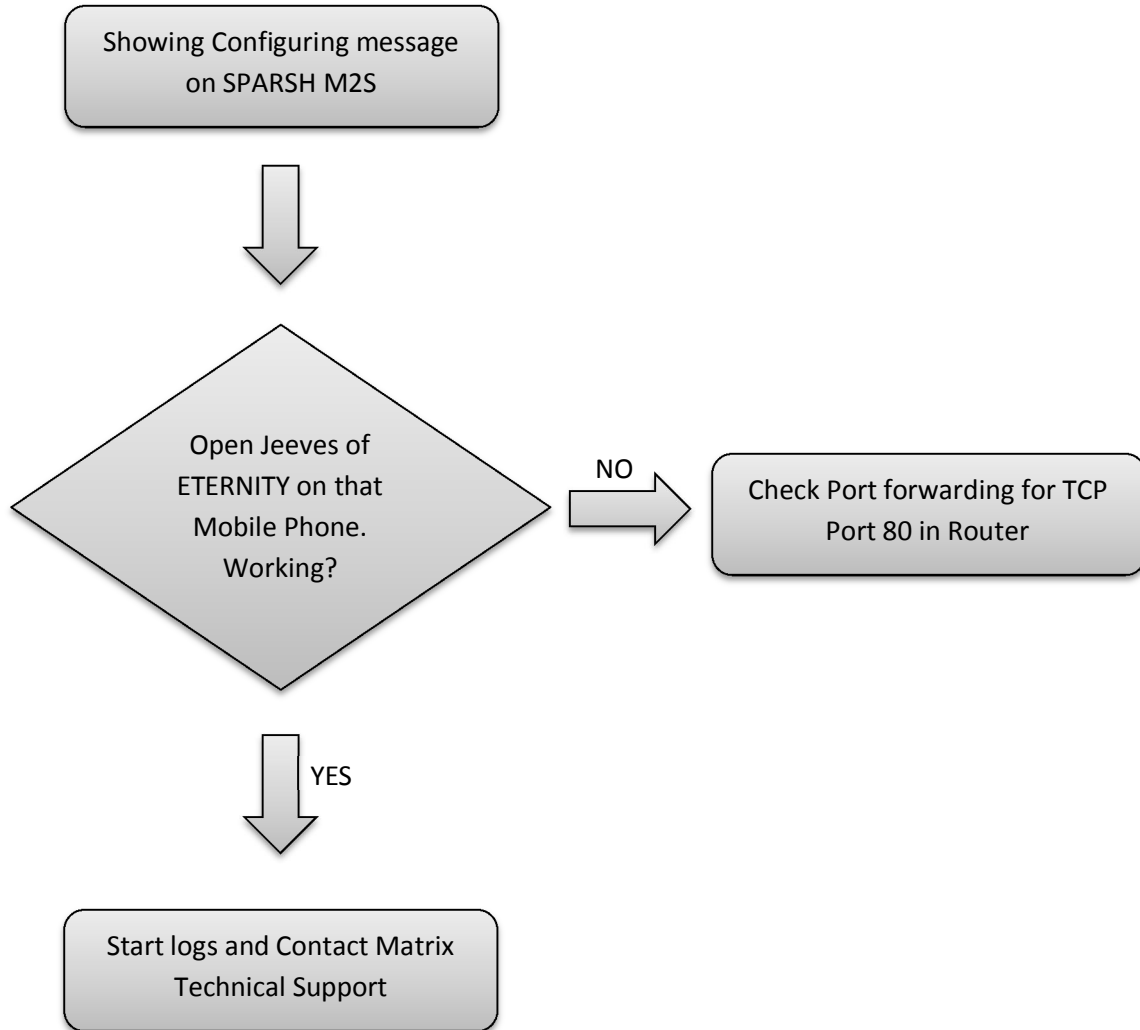


- The SIP Extension will get registered and can be used as a normal extension of ETERNITY.

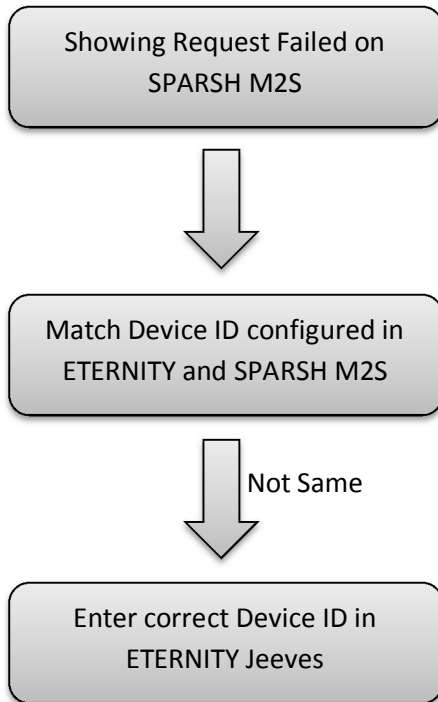


- If you are unable to register SPARSH M2S. Follow the given steps:

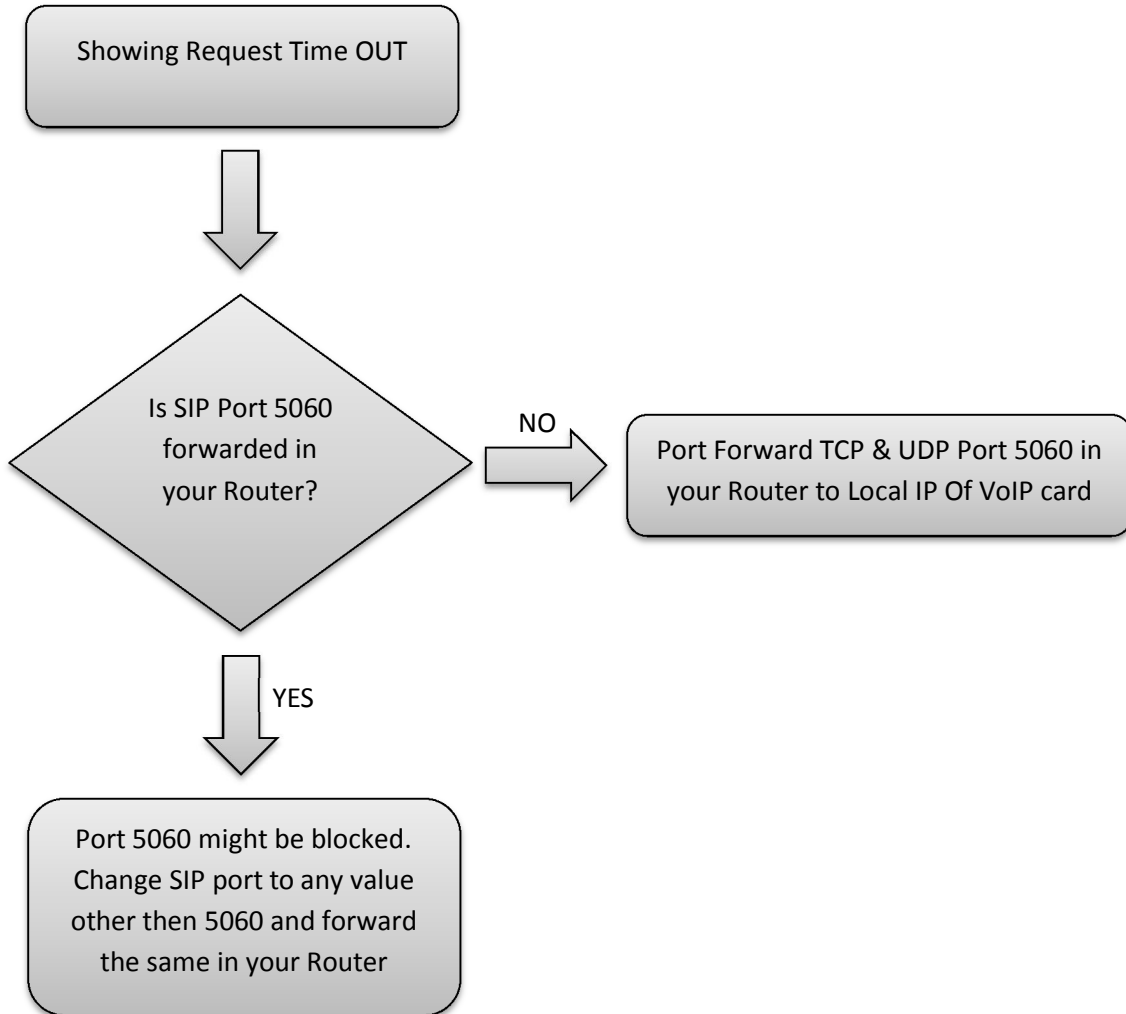
1. Showing Configuring:



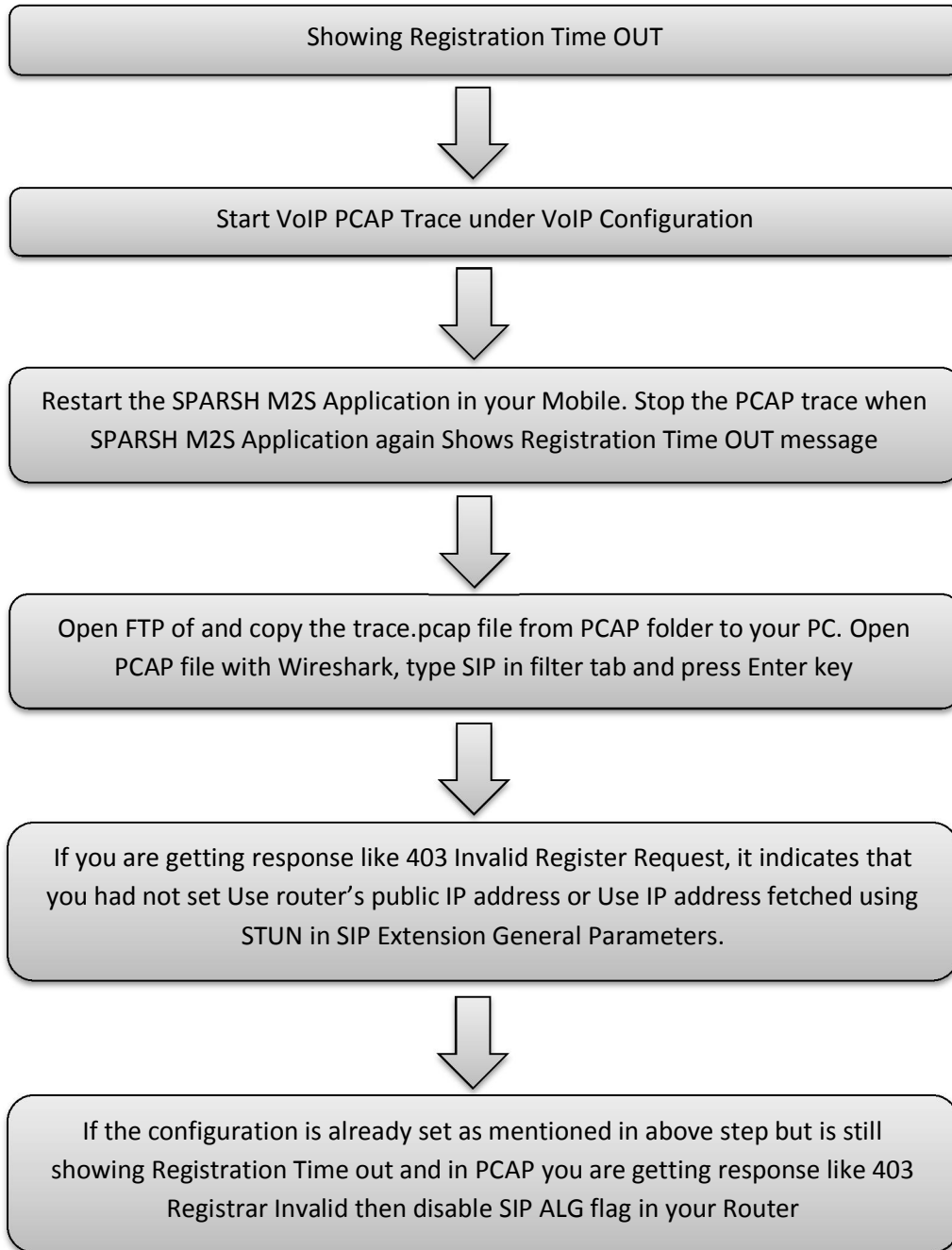
2. Showing Request Failed:



3. Showing Request Time Out:



4. Showing Registration Time Out:



No.	Time	Source	Destination	Protocol	Length	Info
39	3.966372	192.168.1.2	192.168.1.101	SIP	484	Request: REGISTER sip:60.254.50.145
41	4.017927	192.168.1.101	192.168.1.2	SIP	469	Status: 403 Invalid Register Request (0 bindings)
43	4.150518	192.168.1.2	192.168.1.101	SIP	482	Request: REGISTER sip:60.254.50.145
45	4.197896	192.168.1.101	192.168.1.2	SIP	469	Status: 403 Invalid Register Request (0 bindings)
88	14.443262	192.168.1.2	192.168.1.101	SIP	478	Request: REGISTER sip:60.254.50.145
107	16.038445	192.168.1.2	192.168.1.101	SIP	482	Request: REGISTER sip:60.254.50.145
109	16.088140	192.168.1.101	192.168.1.2	SIP	467	Status: 403 Invalid Register Request (0 bindings)
112	16.746890	192.168.1.101	192.168.1.2	SIP	467	[TCP Retransmission] Status: 403 Invalid Register Request
115	16.901585	192.168.1.2	192.168.1.101	SIP	479	Request: REGISTER sip:60.254.50.145
117	16.947927	192.168.1.101	192.168.1.2	SIP	466	Status: 403 Invalid Register Request (0 bindings)

Disclaimer: The information contained in this e-mail and/or attachment may contain confidential or privileged information. Unauthorized use, disclosure or copying is strictly prohibited and may constitute unlawful act and can possibly attract legal action, civil and/or criminal. The contents of this message need not necessarily reflect or endorse the views of Matrix Comsec on any subject matter. Any action taken or omitted on this message is not entirely at your risk and the originator of this message nor does Matrix Comsec take any responsibility or liability towards the same. If you are not the intended recipient, please notify us immediately and permanently delete the message.