

# FREQUENTLY ASKED QUESTIONS

SPARSH VP330

What  
When  
Which  
Where  
How  
Who  
Why



**Date:** 25<sup>th</sup> January, 2016

**Version:** V1R1

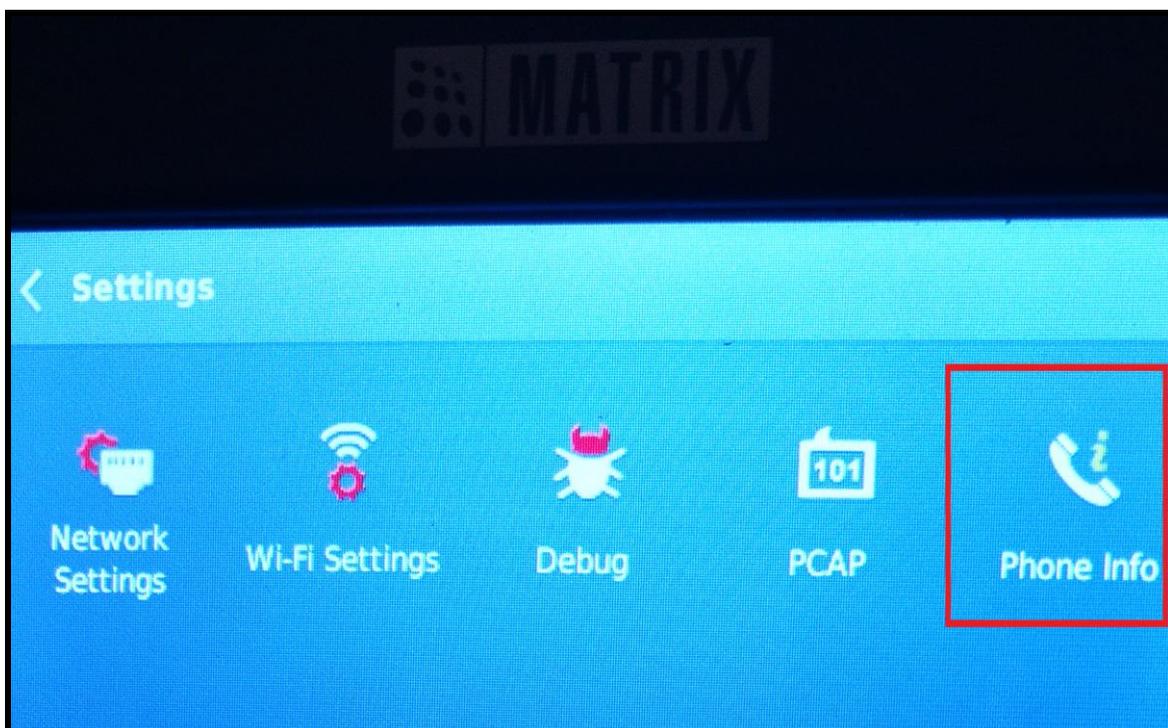
**Author:** Jigar Bharatiya

## How to Upgrade SPARSH VP330?

**Step 1:** Note the current firmware version of the SPARSH VP330 phone from the **Settings** menu.



Go to **Phone Info** followed by Settings.

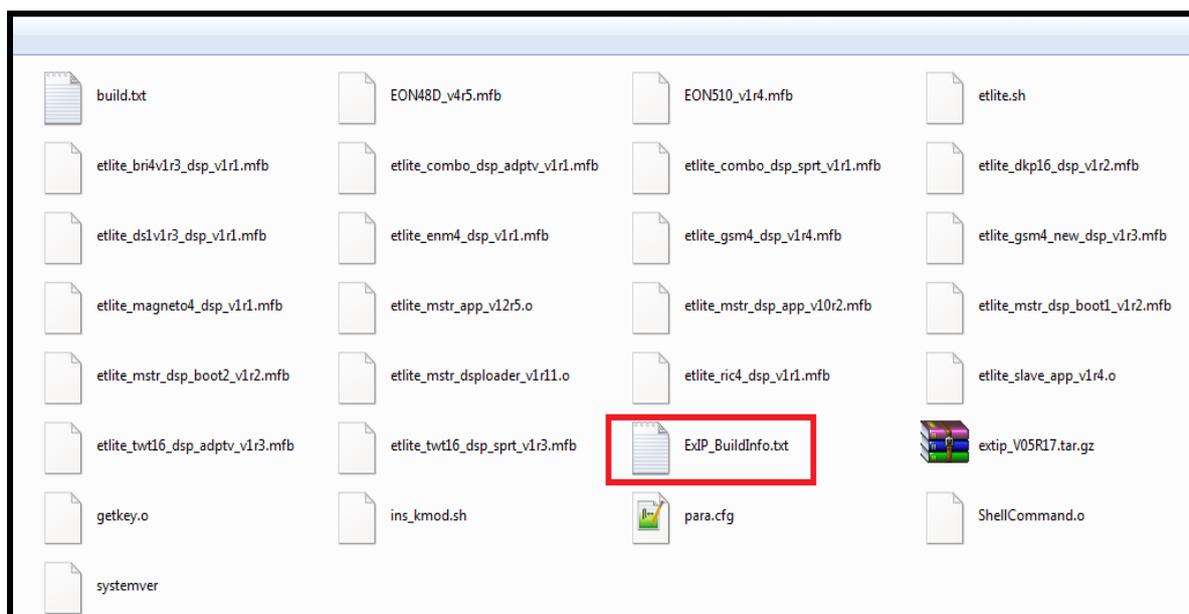


Check the current firmware version of the phone

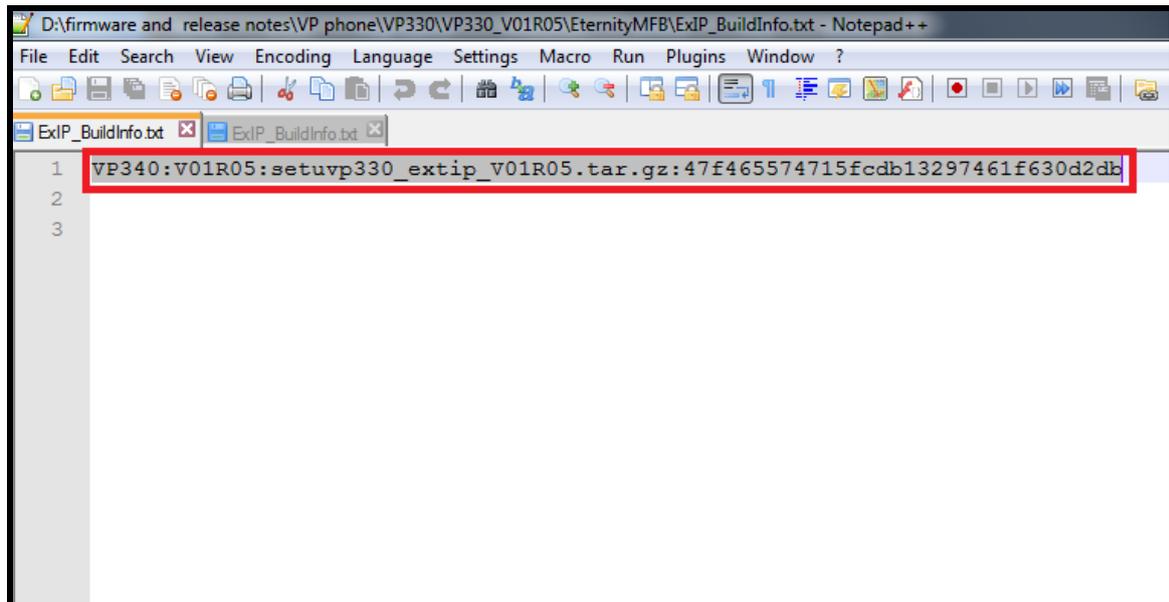


**Step 2:** Download the latest firmware for SPARSH VP330 from the Matrix ftp (<ftp://matrixtelecomsolutions.com>). In this case, SPARSH VP330 will be upgraded to V1R5 from V1R4.

**Step 3:** Open the ftp of ETERNITY and go to system folder. Copy the "ExIP\_BuildInfo" file from the system folder to your PC.

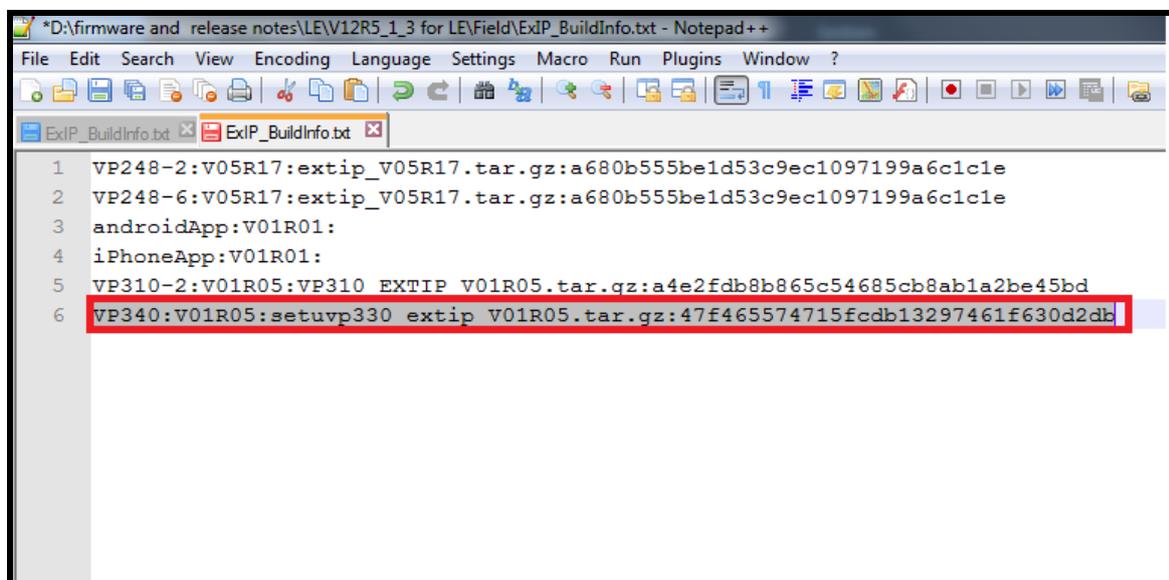


**Step 4:** Open the “ExIP\_BuildInfo” file in the firmware folder (downloaded from Matrix ftp) of SPARSH VP330 and copy the string for SPARSH VP330.



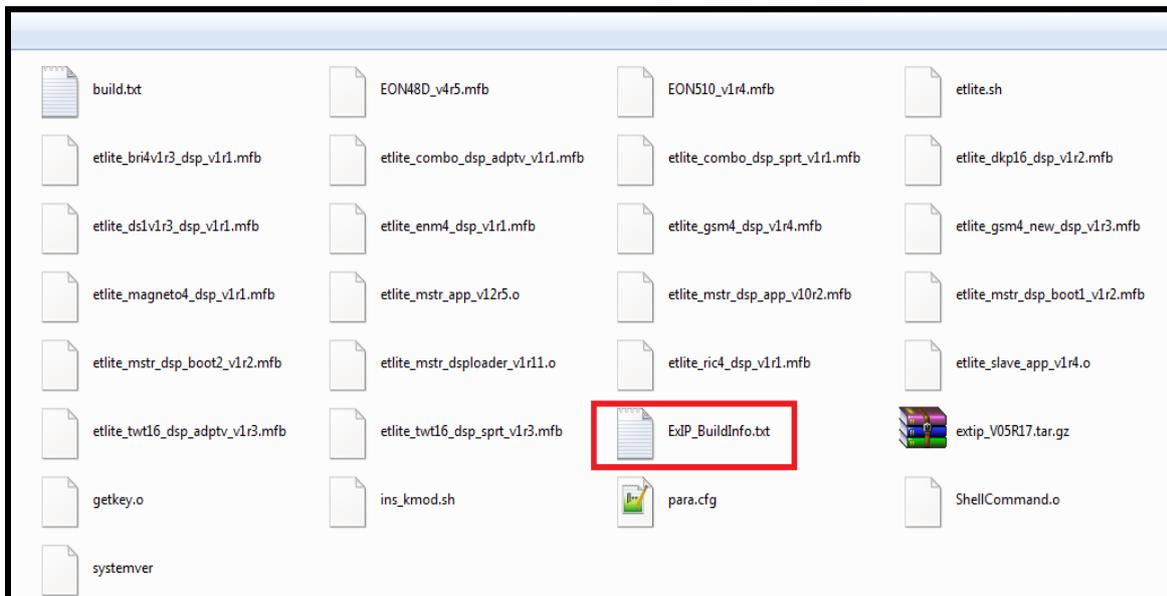
```
D:\firmware and release notes\VP phone\VP330\VP330_V01R05\EternityMFB\ExIP_BuildInfo.txt - Notepad++
File Edit Search View Encoding Language Settings Macro Run Plugins Window ?
ExIP_BuildInfo.txt
1 VP340:V01R05:setuvp330_extip_V01R05.tar.gz:47f465574715fcd13297461f630d2db
2
3
```

**Step 5:** Edit the “ExIP\_BuildInfo” file copied from the ETERNITY ftp. Replace existing V1R4 string with the new V1R5 string. Then paste the copied string (copied from “ExIP\_BuildInfo”) for SPARSH VP330 and save the file.

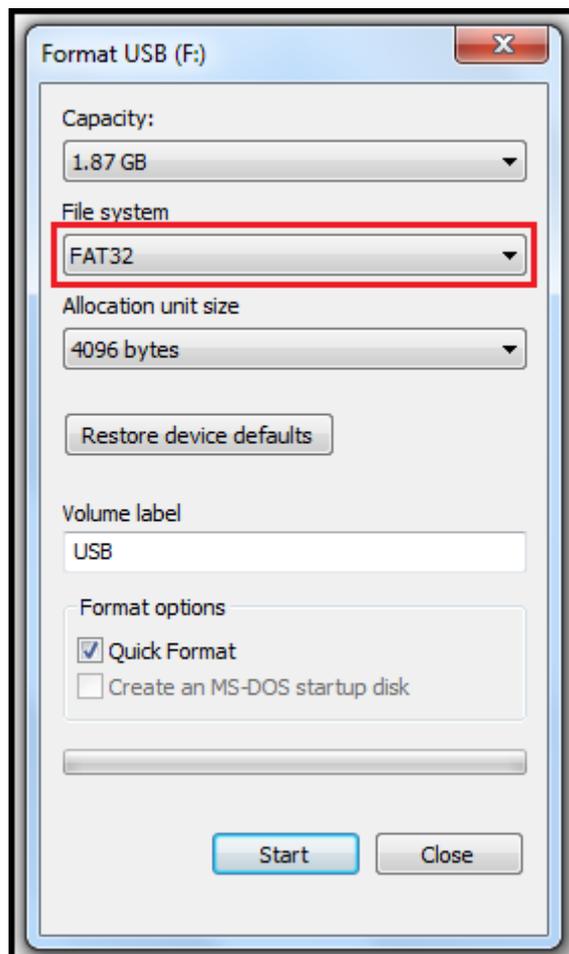


```
*D:\firmware and release notes\LE\V12R5_1_3 for LE\Field\ExIP_BuildInfo.txt - Notepad++
File Edit Search View Encoding Language Settings Macro Run Plugins Window ?
ExIP_BuildInfo.txt
1 VP248-2:V05R17:extip_V05R17.tar.gz:a680b555be1d53c9ec1097199a6c1c1e
2 VP248-6:V05R17:extip_V05R17.tar.gz:a680b555be1d53c9ec1097199a6c1c1e
3 androidApp:V01R01:
4 iPhoneApp:V01R01:
5 VP310-2:V01R05:VP310_EXTIP_V01R05.tar.gz:a4e2fdb8b865c54685cb8ab1a2be45bd
6 VP340:V01R05:setuvp330_extip_V01R05.tar.gz:47f465574715fcd13297461f630d2db
```

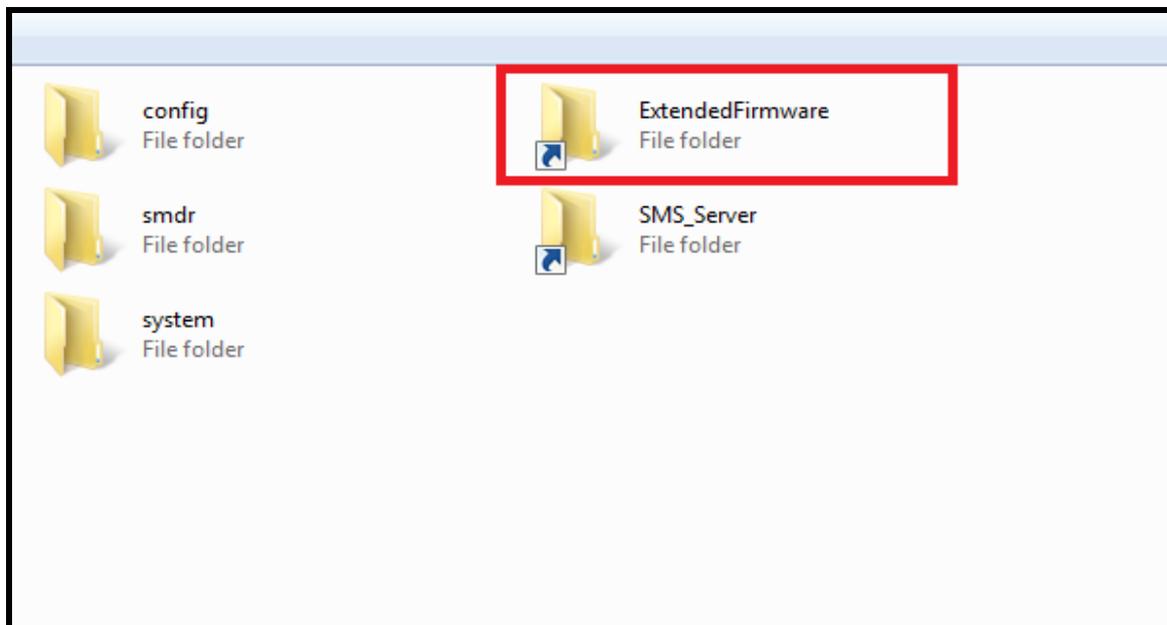
**Step 6:** Copy this (edited) “ExIP\_BuildInfo” file back to the system folder of ftp (Delete the existing file and paste the updated file).



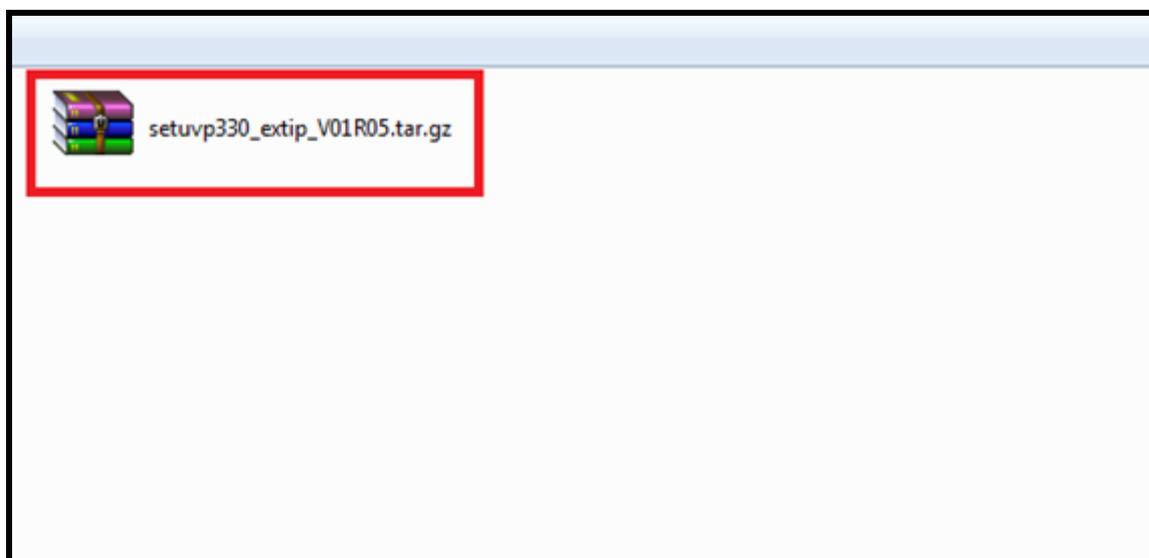
**Step 7:** Format a USB with FAT-32 format.



**Step 8:** Insert the USB flash drive into USB port of the CPU Card of ETERNITY. A folder named Extended Firmware will appear on the ftp of ETERNITY. (If it does not appear, then refresh the ftp connection).



**Step 9:** Copy the firmware file (downloaded from Matrix ftp) in tar.gz format to this Extended firmware folder of ETERNITY ftp.



**Step 10:** In the phone menu of SPARSH VP330, go to network settings and configure IP Address parameters of the phone, as per the network setup.

**Step 11:** Enter the IP Address of Master Ethernet port of ETERNITY as the Server Address and the SPARSH Port as Server Port in network parameters of SPARSH VP330.

The screenshot shows the 'MATRIX ETERNITY' configuration interface. On the left, a navigation menu includes 'Parameters' with a sub-item 'Parameter' highlighted in red. The main content area is titled 'Network Parameters' and contains several sections: 'Master Ethernet Port', 'IPv4 Settings', 'Domain Name Server (DNS) for IPv4', 'IPv6 Settings', 'Domain Name Server (DNS) for IPv6', 'Dynamic DNS (DynDns.org)', 'Router's Public IP Address', 'Simple Traversal of UDP over NAT (STUN)', 'Use MAC Clonning', and 'Web Server Management'. Under 'IPv4 Settings', the 'Connection Type' is set to 'Static'. The 'IP Address' field is highlighted in red and contains the value '192 . 168 . 065 . 245', with an arrow pointing to it from the label 'Server Address'. Below it, the 'Subnet Mask' is '255 . 255 . 255 . 000' and the 'Default Gateway' is '192 . 168 . 065 . 001'. A 'Submit' button is visible at the bottom.

The screenshot shows the 'MATRIX ETERNITY' configuration interface, specifically the 'Web Server Management' section. The left navigation menu is the same as in the previous screenshot, with 'Parameter' highlighted in red. The 'Web Server Management' section contains three input fields: 'HTTP Server Port' with the value '00080', 'HTTPS Server Port' with the value '00443', and 'SPARSH Port' with the value '00080'. The 'SPARSH Port' field is highlighted in red and has an arrow pointing to it from the label 'Server Port'. A 'Submit' button is located at the bottom of the configuration area.

**Step 12:** Reboot the phone. After reboot, phone will load the firmware files automatically from ETERNITY and upgrade itself.

**Step 13:** Go to phone info and verify the firmware version of the phone.



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