

# FREQUENTLY ASKED QUESTIONS

SPARSH VP310, ETERNITY NE

What  
When  
Which  
Where  
How  
Who  
Why



**Date:** 13<sup>th</sup> February, 2017

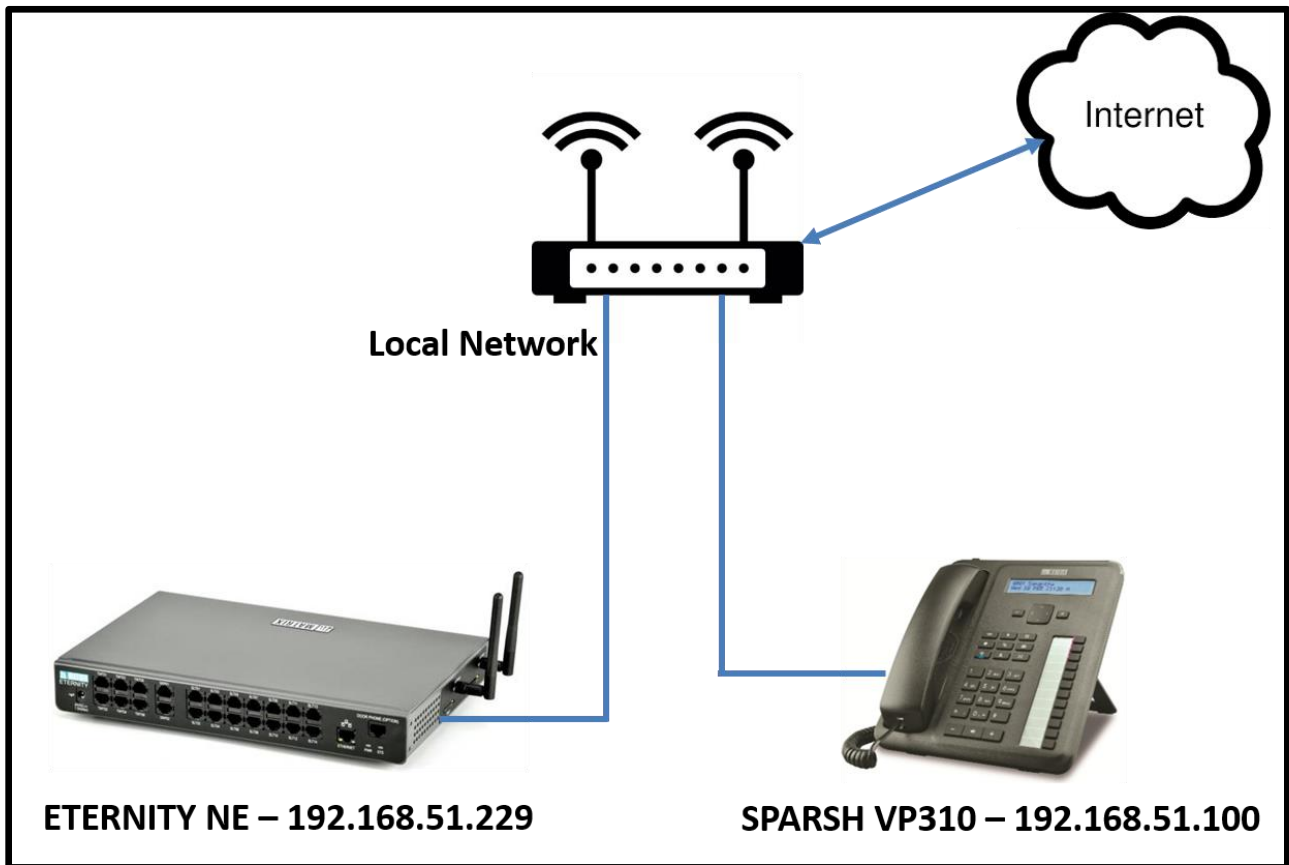
**Version:** V1R1

**Author:** Roshan Christy

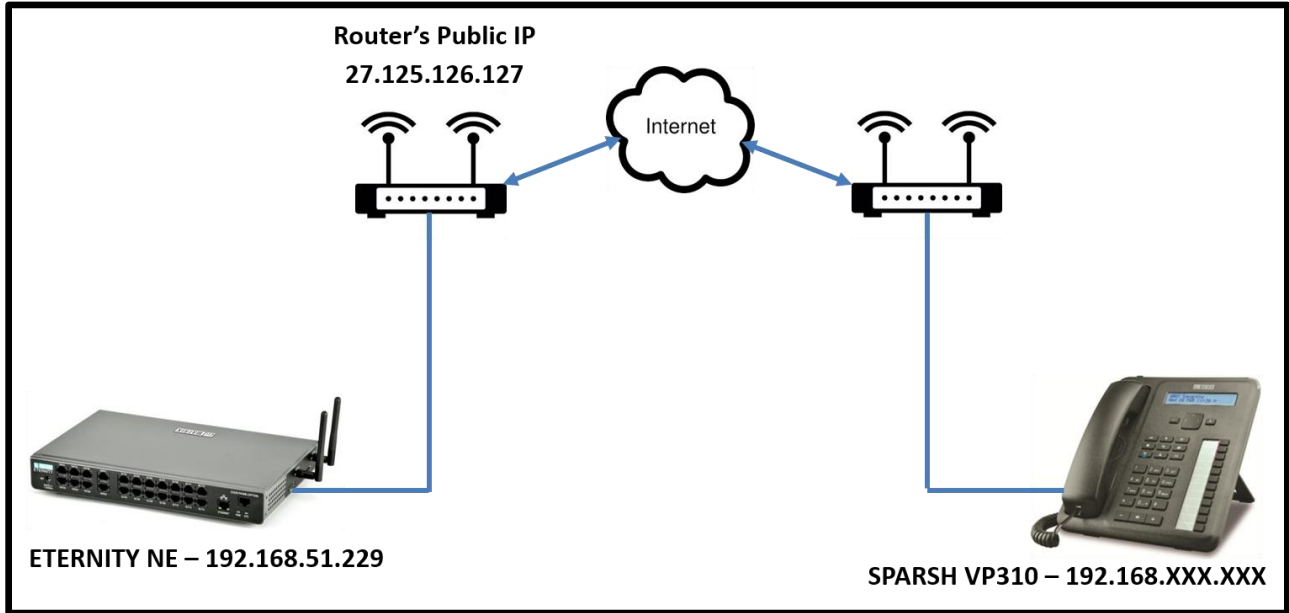
## How to configure SPARSH VP310 in ETERNITY NE?

There are two scenarios possible while configuring SPARSH VP310.

- I. **In Office Configuration:** The SPARSH VP310 user is in the same network as that of ETERNITY's Master Ethernet Port



**II. Out of Office configuration:** The SPARSH VP310 user is in the different network than that of ETERNITY’s Master Ethernet Port



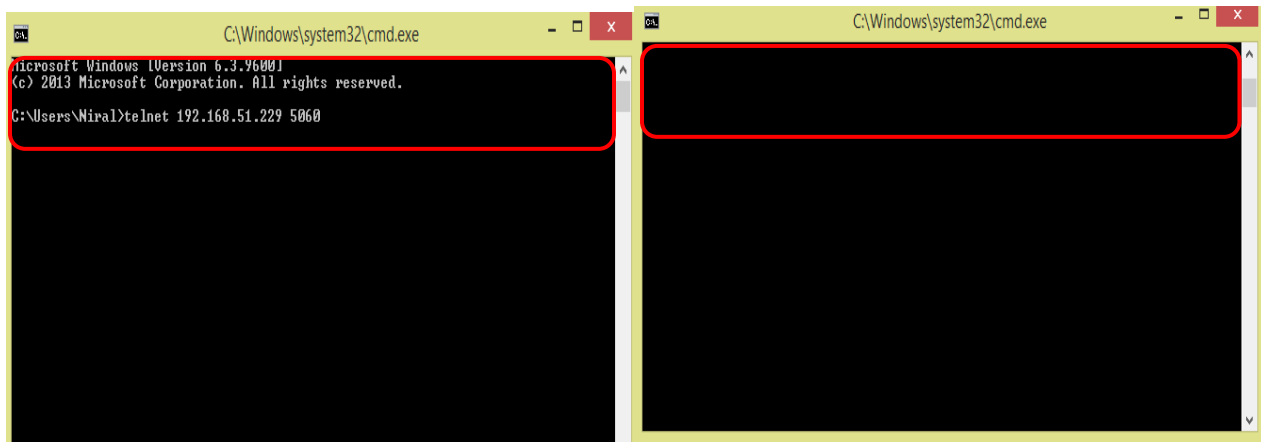
- ✓ Master Ethernet Port (ETERNITY Ethernet Port IP Address): **192.168.51.229**
- ✓ Router’s Public IP Address: **27.125.126.127**
- ✓ Port Forwarding required in the Router/Firewall:

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

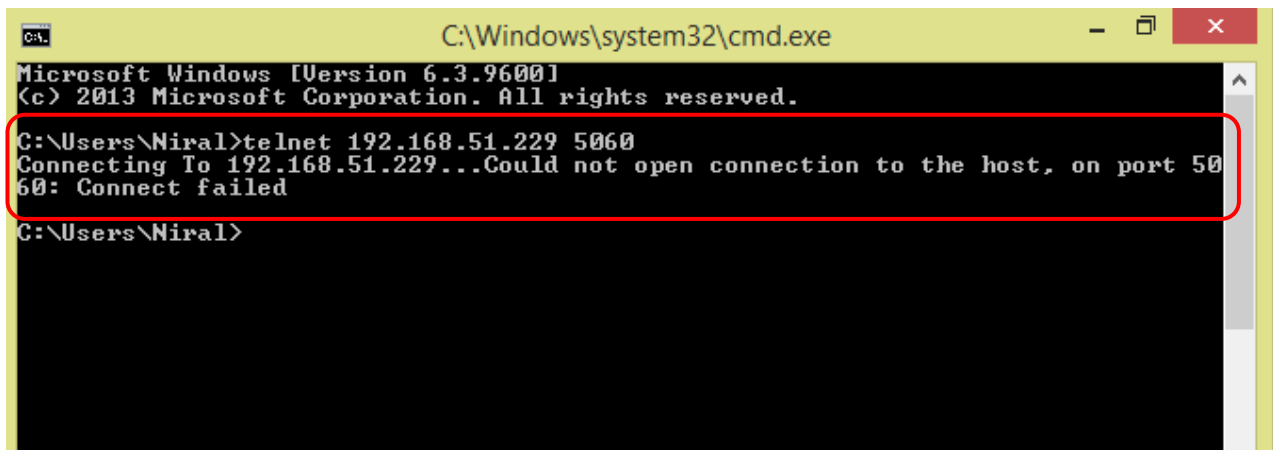
- ✓ Make sure that below requirements are fulfilled by programming respective parameters in Router/Firewall.
  1. Disable the SIP ALG Flag
  2. Disable TCP/UDP Flooding flag

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

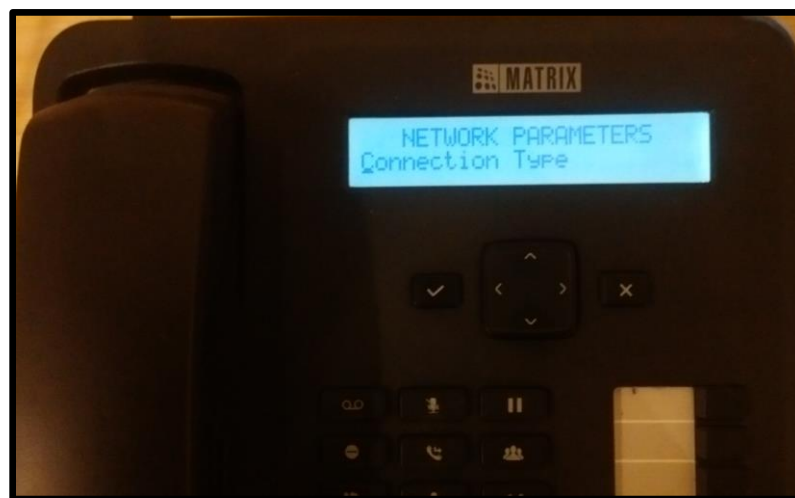


## Configuration Steps in SPARSH VP310:

1. **Configure the Network Parameters:** To access Network Settings, select 'Yes' when asked whether you want to 'Change the Network Settings?'

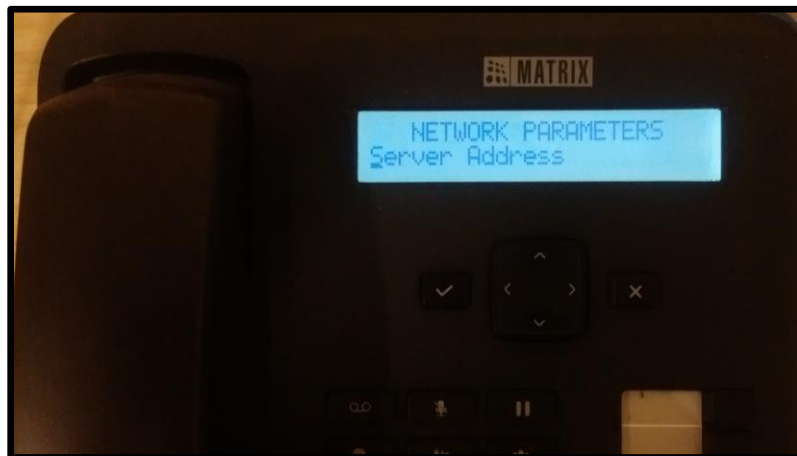


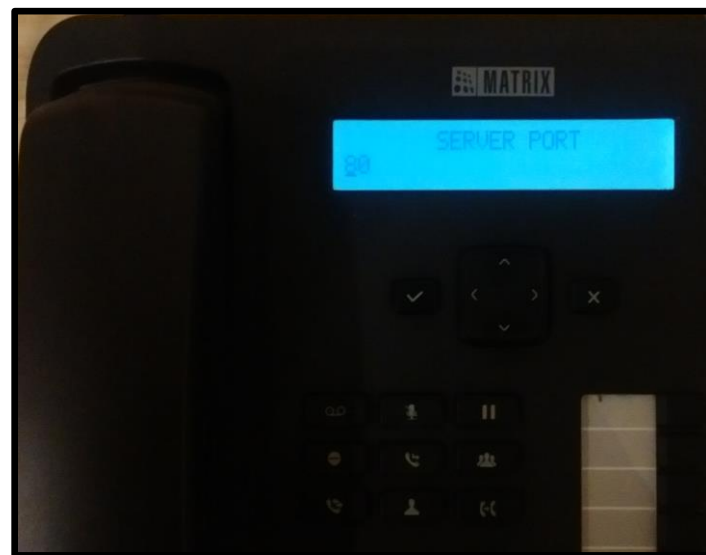
- ✓ Tap Connection Type, select the desired option (in our case Static)  
**Static:** You need to assign the IP Address, Subnet Mask, Gateway Address and DNS Address manually to SPARSH VP310  
**DCHP:** SPARSH VP310 will automatically get the free IP address from DHCP Server





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 VP310.

The screenshot shows the ETERNITY web interface. On the left is a navigation menu with categories like Basic Settings, Advanced Settings, Maintenance, and Status. The main area is titled 'Device Management' and contains a table with the following data:

Serial No.	Device Name	MAC Address/Device ID	IP Address	Last Seen	Assign	Reboot
1	SPARSH VP310 V01R06	00:1b:09:03:0d:1c	192.168.51.100	02/11/2017, 20:01	Not assigned	Reboot

Below the table are buttons for 'Clear All Assigned Entries' and 'Refresh'. A callout bubble points to the 'Device Name' cell with the text: 'Compare this firmware with ExIP\_BuiltInfo.txt File of FTP'.

```
VP248-2:V05R19:extip_V05R19.tar.gz:dd88ea792e2f3608c22c1c7be751c3b7
VP248-6:V05R19:extip_V05R19.tar.gz:dd88ea792e2f3608c22c1c7be751c3b7
VP310-2:V01R06:VP310_EXTIP_V01R06.tar.gz:2c337cc4a381b6439c5baaff2d27a3eb
VP340:V01R08:
VP510:V01R02:VP510_EXTIP_V01R02.tar.gz:f5904fadbd7ae3491659f14cbf5aa8e2
androidApp:V01R01:
iPhoneApp:V01R01:
vartaWIN200:V01R01:
```

If both the firmwares are not the same then follow the procedure to upgrade the phone as per FAQ below:

[http://www.matrixtelesol.com/faqs/eternity-pe-ge-me-le/SPARSH\\_VP310\\_Upgrading\\_Procedure.pdf](http://www.matrixtelesol.com/faqs/eternity-pe-ge-me-le/SPARSH_VP310_Upgrading_Procedure.pdf)



✓ Assign SIP Extension to SPARSH VP310

The screenshot shows the ETERNITY web interface. On the left is a navigation menu with categories like Basic Settings, Advanced Settings, Maintenance, and Status. The main area is titled 'Device Management' and contains a table with the following data:

Serial No.	Device Name	MAC Address/Device ID	IP Address	Last Seen	Assign	Reboot
1	SPARSH VP310 V01R06	00:1b:09:03:0d:1c	192.168.51.100	02/11/2017, 20:01	Not assigned	Reboot

Below the table are buttons for 'Clear All Assigned Entries' and 'Refresh'. A red box highlights the 'Not assigned' text in the 'Assign' column, with a callout bubble pointing to it that says 'Click to Assign the SIP Extension'.

✓ Select the SIP Extension Number for SPARSH VP310 and assign Name, SIP ID (Extension Number), Authentication ID and Authentication Password

The screenshot shows the 'Assign Extension' form in a browser window. The URL is <https://192.168.51.229/AssignExtension.html?SIPNUM=1&SubPageIndex=1>. The form fields are:

- Select SIP Extension: 1 (highlighted with a red box and callout: 'Select the SIP Extension Number which want to assign')
- Name: 3301
- SIP ID: 3301
- Authentication ID: 3301
- Authentication Password: [masked]

**Note :- 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.

Below the note are additional fields:

- Select Location: Location 1
- Location Name: [empty]
- Registrar Server Address: Use Ethernet IP Address

A callout bubble at the bottom explains the Registrar Server Address options: 'If SPARSH VP310 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 field'. A 'Submit' button is at the bottom left.

**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

**Device Management**

Serial No.	Device Name	MAC Address/Device ID	IP Address	Last Seen	Assign	Reboot
1	SPARSH VP310 V01R06	00:1b:09:03:0d:1c	192.168.51.100	02/11/2017, 20:05	3301(3301) - Location-1	Reboot

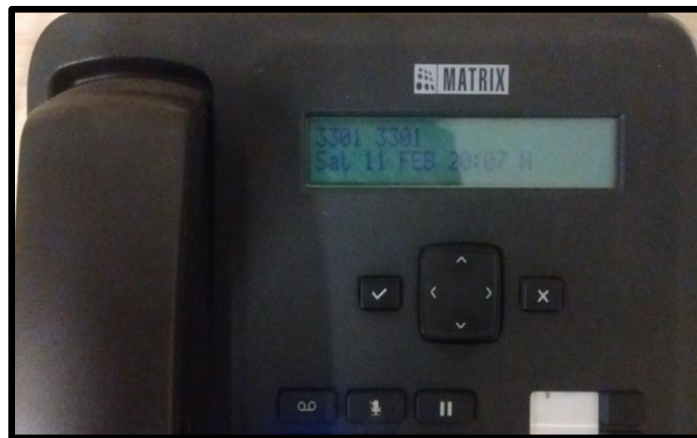
Buttons: Clear All Assigned Entries, Refresh

Callout 1: Click Refresh to check the assigning status

Callout 2: IP Address of SPARSH VP310

Callout 3: SIP Extension Assignment along with location details

✓ SPARSH VP310 is registered with ETERNITY NE. SPARSH VP310 is ready for use



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