SOHO PRODUCT CATALOG

IP-PBX
Small and Medium Businesses

SOHO IP-PBX

Small and Medium Business Communication Solutions

Strength, success and growth of small and medium businesses rely on strong relationships with the end customers and business associates. To stay competitive in the market, efficient communication and better customer responsiveness are essential business drivers for small and medium businesses. Also, the new age SMB and SOHO businesses look for IP based communication infrastructure to further enhance employee productivity and mobility leading to quicker decision making of key business aspects.

Matrix presents an IP-PBX for SOHO and Small and Medium Businesses that can easily scale as the organization grows, reduces total ownership cost and enhances customer experience with IP based office communication solution. The key features of Matrix SMB and SOHO IP-PBX are Mobile endpoints, Voice Mail and Integrated Auto-attendant, VoIP based communications, and In-skin GSM trunking, which allows businesses to communicate and collaborate smartly. Matrix range of IP-PBX solution assists small businesses with reliable, scalable and technologically advanced telecommunication solutions, engineered specifically for SMB and SOHO business organization.

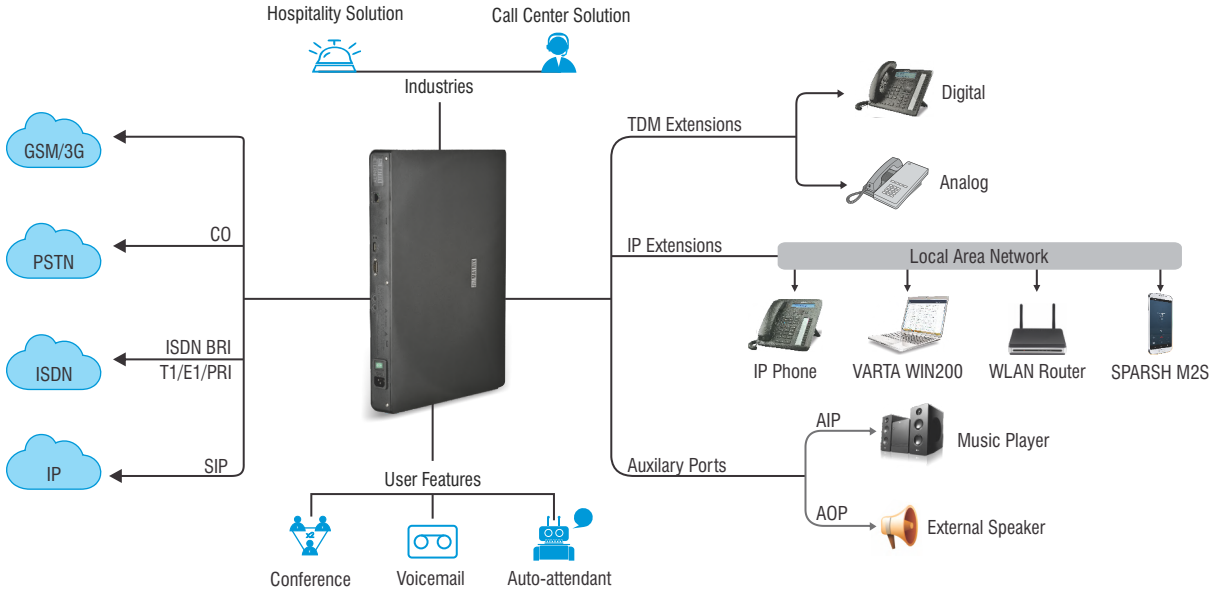
- SMB IP-PBX
- SOHO IP-PBX
- SOHO PBX
- COMMUNICATION ENDPOINTS

MATRIX
TELECOM SOLUTIONS

SMB IP-PBX

ETERNITY PE - The IP-PBX for Small Businesses

Modern growing businesses require communication system to be agile and productive with limited resources. Presenting Matrix ETERNITY PE - the IP-PBX for Small Businesses, designed specifically for small and mid-sized businesses destined to become tomorrow's enterprises. ETERNITY PE supports legacy and new generation wireless telephony networks like POTS, T1E1 PRI, GSM/3G and VOIP for seamless connectivity and least cost routing. Furthermore, ETERNITY PE offers flexibility to choose from a variety of User Terminals such as Analog Phones, Digital Key Phones, IP Phones, SIP Softphone, SIP Handsets and even Mobile Phones as office extensions. The flexibility provides complete freedom from being tied to the desk and offers ability to communicate from anywhere.



Applications and Benefits

- Leverage Benefits of Traditional and New age Networks
- Enterprise Grade Features that Improve Image, Save Money and Offer Quick Connectivity
- Compact Footprint: Saves Mounting Space Utilization
- Easy to Manage: Web based Remote Management

PMS | IP Telephony | CTI | SMS Applications | Mobile Extensions

Multi-site Networking | SIP Trunking | Built-in Gateway | Teleworking | Voicemail

Connectivity

- Mobility Extensions for Android/iOS Smartphones
- IP Phone (SIP)
- Digital Key Phone (DKP)
- Operator Console (DSS)
- Voicemail System
- Single Line Telephone (SLT)
- VOIP Trunk
- GSM/3G (Mobile)
- T1/E1 PRI (TE/NT)
- ISDN BRI (TE/NT)
- Analog CO Line (TWT)

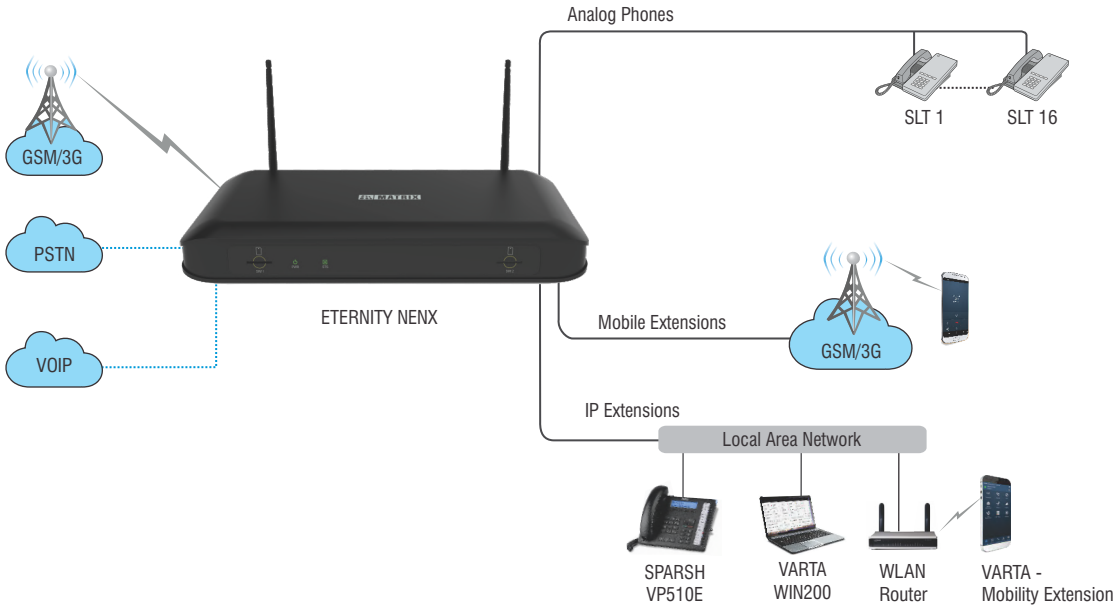
Key Features

- Auto-attendant
- Call Budget on Trunk
- Call Back on Trunk
- Detailed Records of 12,000 Calls
- Call Forking (IP Extensions)
- Class of Service
- Caller-ID based Routing
- Dynamic DNS
- External Music Port
- Mobile Trunks and Extensions
- NAT and STUN Support
- Presence and IM
- Public Address System Port
- Registrar Server
- QSIG (T1/E1 PRI)
- Return Call to Original Caller (RCOC)
- Security Dialer
- Universal Routing with Least Cost
- Video Calling
- Web based Programming

SOHO IP-PBX

ETERNITY NENX - The Next Generation SOHO IP-PBX

Matrix ETERNITY NENX is a small yet powerful phone system for small businesses, offering advanced features and functionalities as available with enterprise grade IP-PBXs. Based on modular architecture and state-of-the-art design, ETERNITY NENX provides connectivity to CO (FXO), GSM/3G and VOIP networks from a single platform. Range of phone options such as Analog, IP and Mobile extensions provides flexibility to communicate from anywhere and at any time. Furthermore, ETERNITY NENX offers integrated voicemail system, multiple auto-attendants and web based remote management.



SPECIFICATIONS	ETERNITY NENXIP50	ETERNITY NENX416	ETERNITY NENX312
Product Photograph			
CO Ports	4	4	3
Single Line Telephones	2	16	12
VoIP Trunks	8	8	8
IP Extensions	50 (Built-in)	50	50
GSM/3G Trunks	2	2	2

Key Features

- Auto-attendant
- Automatic DISA
- Call Budget on Trunk
- Call Back on Trunk
- Detailed Records of 12,000 Calls
- Call Forking (IP Extensions)
- Class of Service
- Caller-ID based Routing
- Conference – 6 Party
- Conference Dial-in
- Dynamic DNS
- VOIP calls over GSM/3G
- Least Cost Routing
- Mobile Trunks and Extensions
- NAT and STUN Support
- Presence and IM
- Registrar Server
- Web based Programming
- Scheduled Backup of Voice Messages/Recordings
- LDAP Client
- COSEC Integration
- Auto Sign-in for Softphones

Connectivity

- Mobility Extension for Android/iOS based Smartphones
- IP Phone (SIP)
- Operator Console (DSS)
- Voicemail System
- Single Line Telephone (SLT)
- VOIP Trunk
- GSM/3G
- Analog CO Line (TWT)

SOHO PBX

VISIONPRO - The Digital PBX for Small Offices

Matrix VISIONPRO, a compact digital PBX for small offices, home offices, restaurants and clinics, offers efficient communication and call management. Loaded with value added features, it reduces communication cost and enhances productivity. Unlike other PBXs in this range, it is a digital PBX with built-in one port power fail transfer, DTMF and FSK CLI support and 100% non-blocking. VISIONPRO is available in three variants. This provides an option of selecting the right model that suits the requirement of any small organization.

VISIONPRO

PORTS/HARDWARE	VISIONPRO206	VISIONPRO308	VISIONPRO412
CO Ports	2	3	4
SLT Ports	6	8	12

100% Non-blocking

Single Port PFT

Auto-attendant

CLI - DTMF and FSK

Audio Conference

Key Features

- Abbreviated Dialing
- Allowed and Denied list
- Alternate Number Dialing
- Auto-attendant
- Auto Call Back
- Auto Redial
- Auto Shut Dynamic Lock
- Caller Line Identification (DTMF and FSK)
- CLI based External Call Forwarding (ECF)
- CLI based Routing
- Audio Conference
- Direct Inward Dialing
- Direct Outward System Access (DOSA)
- Flexible Numbering
- Least Cost Routing
- Remote Programming
- Walk-in Class of Service

USER TERMINALS

IP PHONES

SPARSH VP is a series of IP Endpoints engineered to meet the needs of business communications. With revolutionary looks and advanced technical design, it delivers a feature rich experience by offering High Definition Voice, Adjustable LCD Screen and Touch Sensitive Keys.

Matrix SPARSH VP series of IP Phone is available in four variants - VP710, VP330E, VP510E, VP310E and VP110.

SPARSH VP710 - The Smart Video IP Deskphone

Matrix SPARSH VP710 is a Smart Video IP Deskphone built for business professionals that enhances audio and video communication quality. The new touch screen video IP phone is the next step towards unified communication that delivers better quality of audio calls and provides video collaboration which results into communication convenience and productivity.

Key Features

7" (1024 x 600) Capacitive Adjustable Touch Screen

2 Megapixel HD Camera with Privacy Shutter

Built-in Wi-Fi (802.11b/g/n)

16 SIP Accounts

Five-way Audio/Video Mixed Conferencing

720p @30 FPS HD Video

Bluetooth 4.0+ EDR for Headsets and Pairing Mobile Devices

USB 2.0 PORT for USB Headset, Media and Storage Applications

Three-way Video Conferencing

HD Audio

SPARSH VP330E - The Touch Screen IP Phone

SPARSH VP330E is an intuitive Touch Screen IP phone integrating the traditional desk phone and 4.3 inch vivid color display in a single device. With On-screen BLF Keys, Presence and Power over Ethernet (PoE), SPARSH VP330E offers productivity features for speed of operations and collaboration. The line of functionalities offered makes User Terminal an ideal choice for reliable and flawless communication.

Key Features

- 4.3" Large Color Touch Screen Display
- Ergonomic and Modern Design
- Fixed Function Keys - Hold, Transfer, Conference, Voice Mail, Headset, Mute
- Superior Voice Quality with HD Audio
- On-screen BLF monitoring - 18 Contacts
- Presence Indication
- Local Phonebook (500 Entries) and LDAP Client
- PC and LAN Ethernet Ports
- Power over Ethernet (IEEE 802.3af)
- Built-in 12 DSS Keys for Feature, Line, Extension

SPARSH VP510E - The Premium IP Phone for Smart Enterprises

SPARSH VP510E sets the benchmark for quality performance with elegant design and crystal clear voice. SPARSH VP510E features a vivid LCD Graphical Display, Context Sensitive Keys, Direct Station Selection (DSS) Keys, 32 Keys Expansion Module, Headset Connectivity, High Quality Full Duplex Speaker Phone and High Definition Audio Quality. The IP User Terminal acts as face of communication system by delivering advanced features such as Multiple Line Appearance, Context Sensitive Soft Keys, Busy Lamp Field, Voicemail, Speed Dial and Corporate Directory.

Key Features

- 240*64 Pixels Graphical LCD with Backlit
- 4 Programmable Context Sensitive Keys
- Alphanumeric Dial Pad Keys
- Fixed Function Keys (with LED) Voice Mail, Mute, Do not Disturb,Headset, Speaker
- Fixed Function Keys (without LED) Hold, Conference, Redial, Transfer
- Built-in 16 DSS Keys for Feature, Line, Extension
- Message Wait and Ringer Lamp
- Headset Interface - 3.5mm, RJ9
- Adjustable Desk Stand
- High Quality Full Duplex Speaker Phone

IP/DIGITAL OPERATOR CONSOLE

DSS532 - The operator console for business communications, acts as a dashboard for operator helping to manage heavy traffic of incoming calls. DSS532 offers 32 programmable keys showing line's status for Idle, Ringing, Busy with multi-colored illuminations.

- Flexible Usage (Compatible with IP and Digital Key Phone)
- Max 4 Such DSS532 per Operator
- No need of IP User License / DKP Port
- 32 Programmable Keys

DSS532

SPARSH VP510E / EON510 WITH DSS532

SPARSH VP310E - Executive IP Phone

SPARSH VP310E is engineered to offer a contemporary design with crystal clear audio and feature-rich capabilities at economical price. Elegant design, built-in programmable DSS Keys and plug-n-play connectivity makes SPARSH VP310E an easy to use phone for executives. The User Terminal works in tight integration with ETERNITY IP-PBX systems for speed of operations and efficient call management.

Key Features

- 2 Line LCD with Backlit
- Headset Interface - 3.5mm, RJ9
- Fixed Function Keys (with LED) Voice Mail, Mute, Do Not Disturb, Logs, Speaker
- High Quality Full Duplex Speaker Phone
- Fixed Function Keys (without LED) Hold, Conference, Redial ,Transfer
- Adjustable Desk Stand
- 12 DSS/BLF Keys for Feature, Line, Extension
- Message Wait and Ringer Lamp
- PC and LAN Ethernet Ports
- Power over Ethernet (IEEE 802.3af)

SPARSH VP110 - The Business IP Phone

SPARSH VP110 is a new breed of entry level SIP phone that redefines desktop telephony experience and quality of business communications. Supplied with large graphical LCD, 5-line display, context sensitive keys, full duplex speakerphone, integrated PoE and auto provisioning, the User Terminal is an ideal deskphone for different organizations. The phone improves communication convenience with a broad array of call management features. A perfect fit for everyday users with basic communication needs, SPARSH VP110 finds its applications in call centers, enterprises, small businesses and branch offices.

Key Features

- **Enhanced Desktop Viewing** 132 x 64 Pixel Graphical Display
- **Suitable for Mass Deployment** Auto Provision, Tr069
- **Easy to Use** Context Sensitive and Fixed Function Keys
- **Future Ready** IPv6 Ready, PC and LAN Ports
- **Clear Voice** Full Duplex Speakerphone with AEC, VAD, CNG
- **Phone Book** Stores up to 1000 Entries
- **Secure Communications** TLS/SRTP for Voice Security
- **Installation** Wall Mount, Table-top
- **Simple Power Management** Integrated PoE (802.3af)
- **Feature -Rich User Experience** Dial Plan, Phonebook, Auto Firmware Upgrade

SPARSH M2S - Mobile Softphone for Android/iOS

SPARSH M2S unlocks the new arena of flexibility for dynamic workplaces through tight integration with Matrix IP Phone Systems. While working from anywhere, SPARSH M2S offers advance call management features to deliver consistent in-office experience.

KEY BENEFITS

Anywhere Access

Access to range of call management features while working from field or home increases user productivity and ability to respond quickly.

Single Number Reach

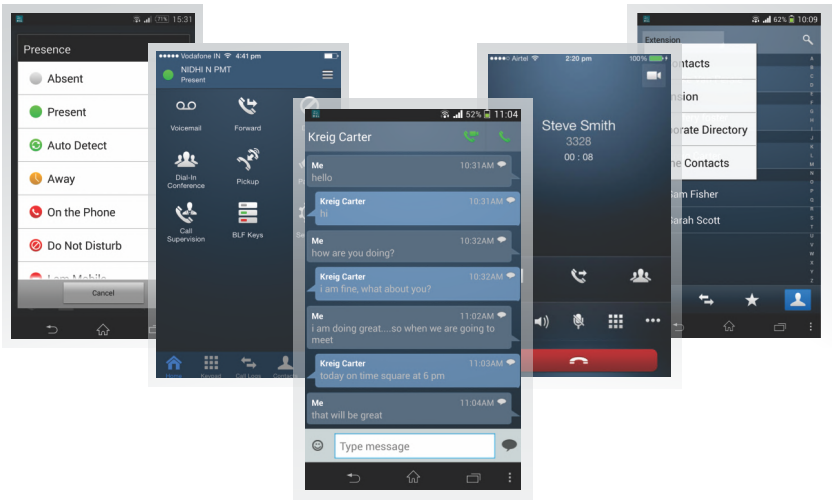
Retain identity of corporate phone system while working away from the office enhances business collaboration and lowers communication delays.

Reduce Cost

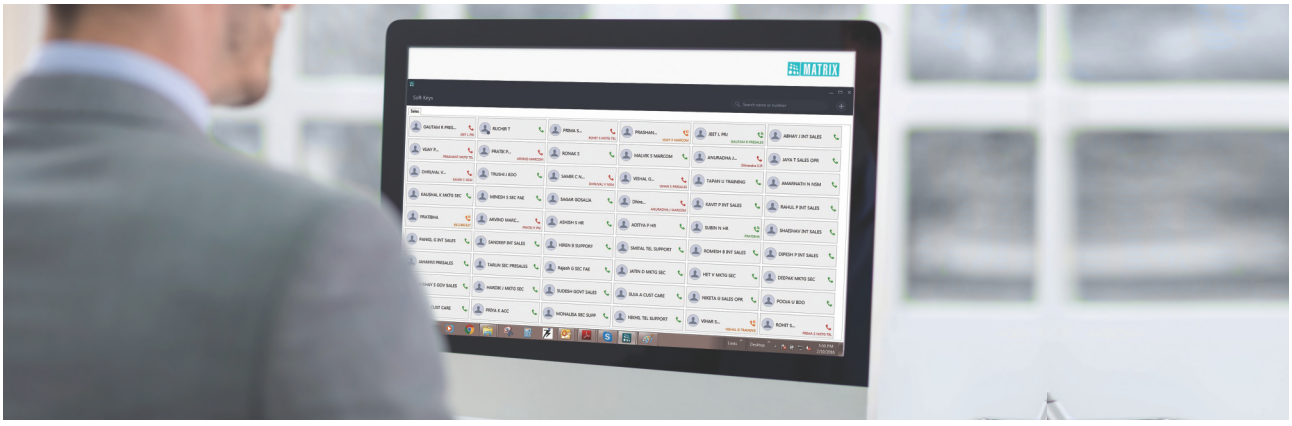
Use widely available wireless (WLAN) and mobile data networks to reduce mobile calling and roaming charges.

Multiple Language Support

Support for English, German, French, Italian, Portuguese and Spanish languages.



MATRIX VARTA WIN200 - The UC CLIENT Application for Windows PC



Matrix VARTA is a UC Client series redefining communication experience with its variety of collaboration features and intuitive user interface. Powered by Matrix IP-PBX, VARTA empowers user to switch the extension to their desktop computer. With a perfect blend of Mobility and Collaboration, Matrix VARTA is a real-time communication solution which elevates communication effectiveness and business productivity to the next level. It comes loaded with two set of features - Essential and Professional. The features are supported in ETERNITY PE and ETERNITY NE platforms.

- 1000 DSS & 600 BLF keys
- Corporate Directory Integration
- Drag and Drop Conference
- Presence Sharing
- Contact Grouping
- Call Management

DIGITAL KEYPHONES

Matrix EON series of Digital Key Phones are elegantly designed to offer reliable performance, quality of business communication and efficient call management. With a unique blend of style and substance, Matrix EON is suitable for office professionals, supervisors, managers and executives. EON provides High Quality Speakerphone, Programmable Feature and DSS Keys, Corporate Directory, Message Wait Lamp, Voice Mail and Intuitive User Interface. Matrix EON range of Digital Key Phones is available in two variants – EON510 and EON310.

EON510

Premium Digital Key Phone

- 240*64 Pixels Graphical LCD with Backlit
- 16 DSS Keys
- 4 Context Sensitive Keys
- 32 Keys Expansion Module (DSS532)

EON310

Executive Digital Key Phone

- 2 Line LCD with Backlit
- 12 DSS Keys
- 9 Fixed Function Keys

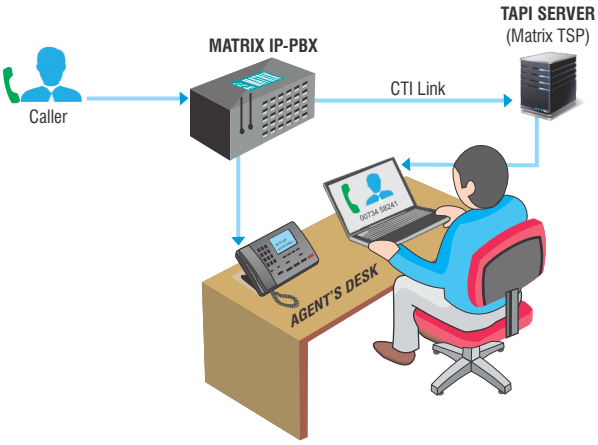
APPLICATIONS

COMPUTER TELEPHONY INTEGRATION (CTI)

CTI interfaced with Matrix ETERNITY IP-PBX systems allows control of telephone from the PC, which includes answering calls or hanging up, transferring, forwarding, conferencing and placing calls on hold. Third party CTI software with TAPI2.2 support can be used as a medium between CTI Application and IP-PBX.

Key Features

- Create Innovative Business Applications like IVR, ACD, Dialers and Voice Logging with Third Party CTI Applications
- Integration with Various Customer Database like MS Outlook, CRM and ERP
- Live Monitoring of Trunks and Extensions
- Get Customer Information Prior to Call Connection

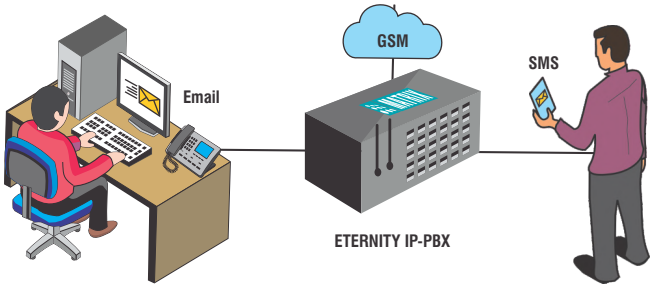


EMAIL TO SMS

Email to SMS feature of ETERNITY IP-PBXs allows businesses to avail benefits of SMS messaging through the existing email platforms. Email to SMS enables users to send SMS from their email client using GSM SIM in the Matrix IP-PBX. It supports bulk SMS with the flexibility of assigning it to selective users.

Key Features

- Compatible with Majority of Email Clients (Gmail, MS Outlook, Yahoo mail and more)
- Saves Cost as No Third Party Software Required
- Send Bulk Messages with up to 999 Numbers
- Get Report of Delivery Status on Email



SMS GATEWAY

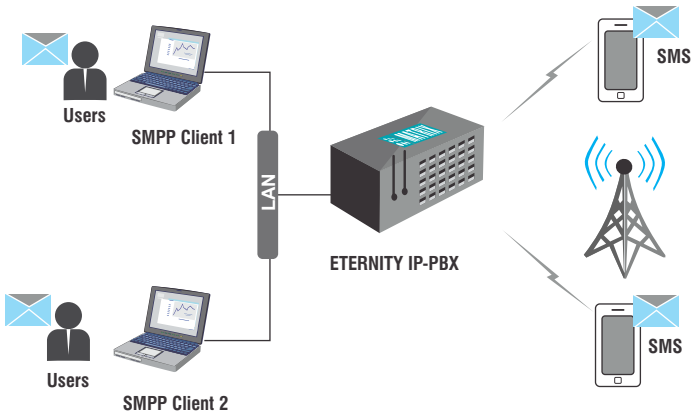
Easy to use SMS client software installed on computer can send/receive SMS using GSM SIM of Matrix IP-PBX. SMS Gateway is used for circulating Reminders, Greetings, Confirmations, Information Updates, Surveys, Notifications, SMS Marketing and Email Integrations.

Key Features

- No need of Internet Connection
- Send Confidential and Secured Messages
- Instant Delivery of the Message and its Status Report
- Two-way Messaging for Customer Feedback

Applications

- One Time Password (OTP) Generation for Online Payments
- Traffic Updates to Inform the Traffic Environment and Accident Prone Zones
- Bulk SMS
- Fire Alert for Accident Safety

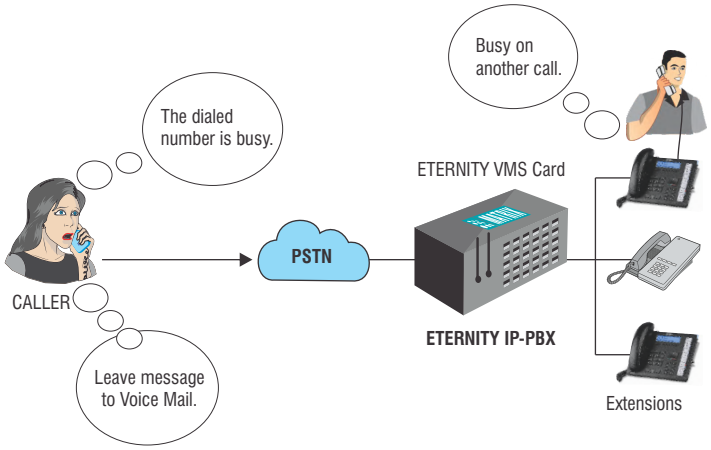


VOICE MAIL

ETERNITY IP-PBX supports Voice Mail System (VMS) through an optional VMS card. It provides a full-fledged in-skin Voice Mail System designed to provide variety of applications usually supported by any external Voice Mail System.

Key Features

- Multi-lingual Auto-attendants for Efficient Call Routing
- Conversation Recording for Critical Business References and Record Keeping
- Notification via Email for Quick Access to Message
- Multiple Mailboxes for Resource Sharing



Detailed Graph and Node Structure

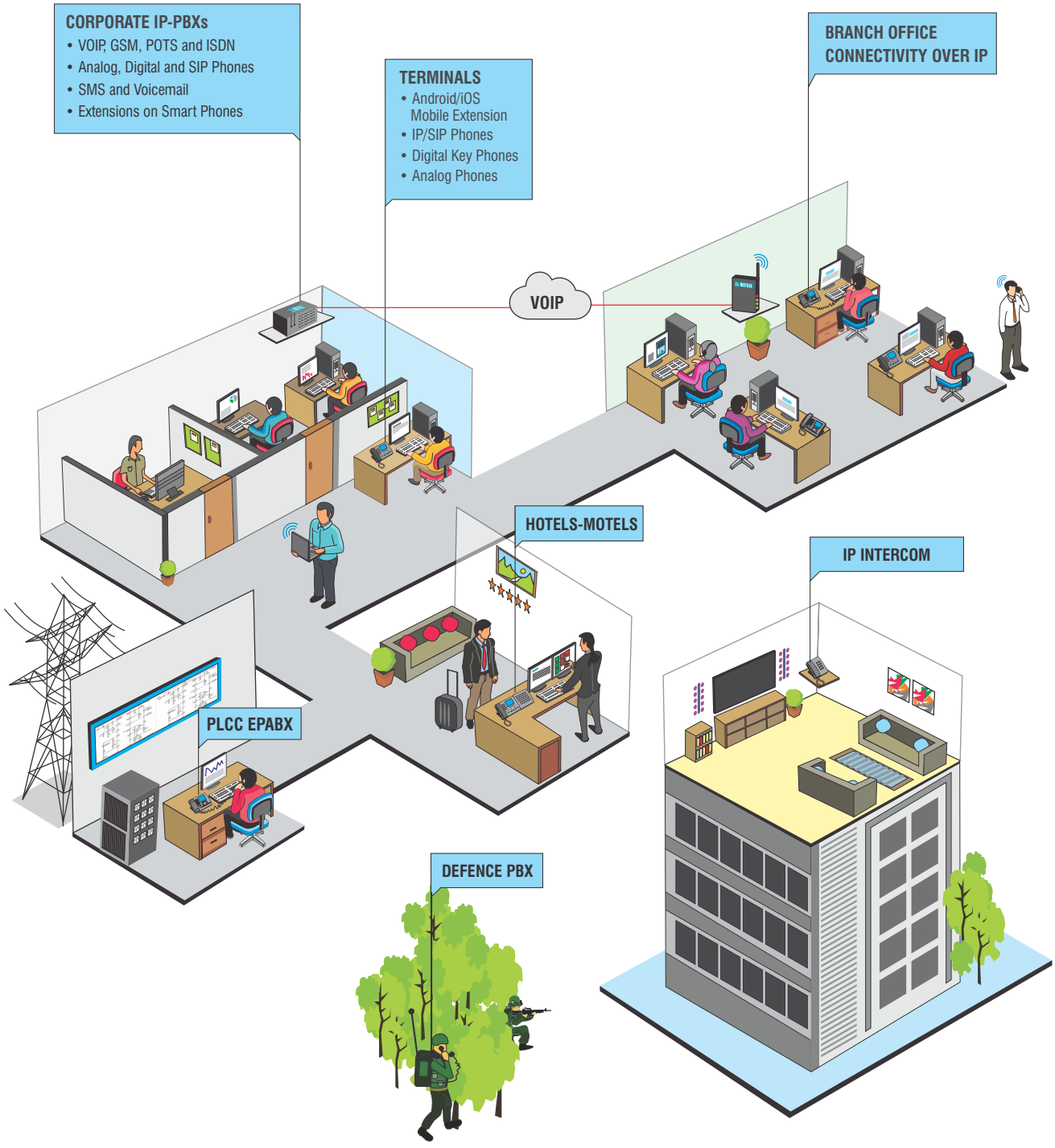
Conversation Recording Up to 576 Hours

Multiple Auto-attendants

Personalized Greetings

TARGET CUSTOMERS

CORPORATE OFFICES | HOTELS-MOTELS | IP INTERCOM | SERVICE PROVIDERS | DEFENCE | PLCC



ORDERING INFORMATION

PRODUCT NAME	DESCRIPTION
ETERNITY PE6SP	SMB IP-PBX for 48 Analog Users and 50 IP Users
ETERNITY NENX312	SOHO IP-PBX with POTS, GSM and VOIP Connectivity. The IP-PBX offers connectivity for 3 Analog trunks, 12 Analog and up to 50 IP users.
ETERNITY NENX416	SOHO IP-PBX with POTS, GSM and VOIP Connectivity. The IP-PBX offers connectivity for 4 Analog trunks, 16 Analog and up to 50 IP Users.
ETERNITY NENXIP50	SOHO IP-PBX with POTS, GSM and VoIP Connectivity. The IP-PBX offers built-in 50 IP Users.
VISIONPRO206	SOHO PBX with 2 Trunks and 6 Analog Extensions
VISIONPRO308	SOHO PBX with 3 Trunks and 8 Analog Extensions
VISIONPRO412	SOHO PBX with 4 Trunks and 12 Analog Extensions

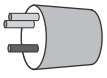
Please refer SOHO Products Technical Specifications Brochure for further information.

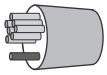
TRUNK OPTIONS

SIP Trunking (VOIP)

Mobile Voice GSM SIM

Fixed Telephony (CO/TWT)


ISDN BRI


ISDN T1/E1/PRI

USER OPTIONS

SPARSH VP710

VARTA WIN200

Android/iOS based Smartphone

SIP Phone

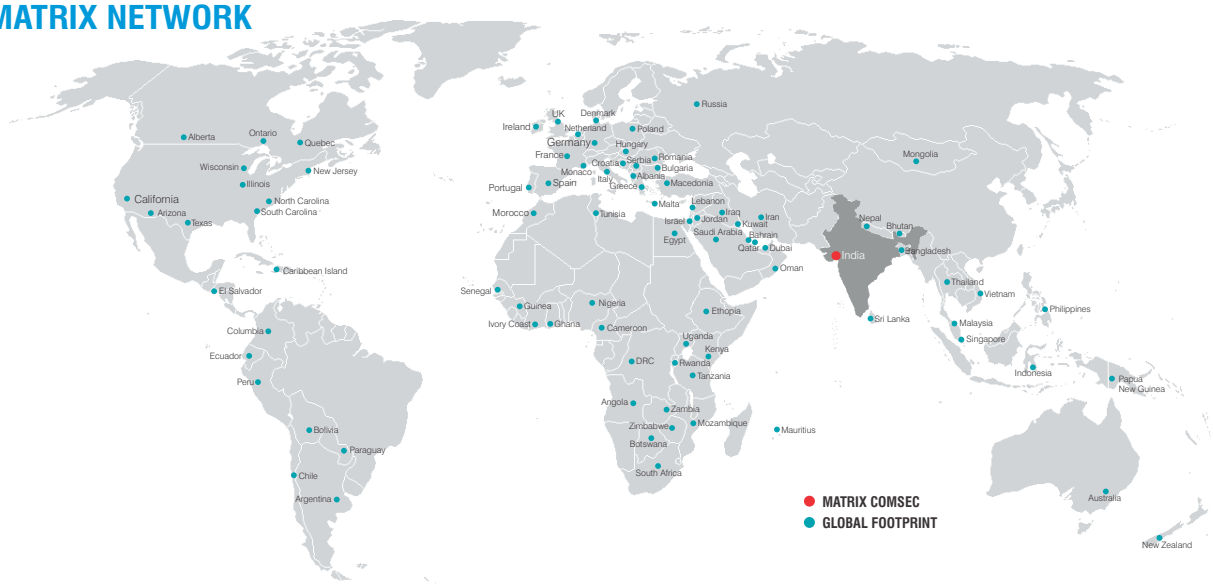
IP Phone

Digital Operator Console

Digital Phone

Analog Phone

MATRIX NETWORK



MATRIX CUSTOMERS

Since 1991, Matrix products have contributed significantly to improving efficiency and productivity of many organizations by providing dependable Telecom solutions to them. Matrix customers include large corporate offices, telecom service providers, institutions, factories, call centers, hotels, hospitals, housing societies and apartment buildings and residences. To name a few:

ABB
Apollo Hospitals
American Express
Bajaj Auto
Bharti Airtel
Bharat Petroleum
Blue Dart Express
Cadila Pharmaceuticals
Carrier Aircon
Defence Research and Development Organization
Dr. Reddy's Lab
Domino's Pizza
Du-Pont
Garnier Laboratories
GEC Alstom
Hindustan Lever
KFC
Indian Oil Corporation
Indian Space Research Organization
Johnson & Johnson
Larson and Tubro
L'Oreal India
McDowell's
Micromax
MTS India
National Bank of Abudhabi
Pepsi
PricewaterhouseCoopers
Raymonds
Reliance Infocom
State Bank of India
Tata Tele Services
Tommy Hilfiger
TV18
US Embassy, Mauritius
Vodafone
Woodland
World Bank, Ghana

ABOUT MATRIX

Established in 1991, Matrix is a leader in Security and Telecom solutions for modern businesses and enterprises. An innovative, technology driven and customer focused organization the company is committed to keep pace with the revolutions in the Security and Telecom industries. With around 40% of its human resources dedicated to the development of new products, Matrix has launched cutting-edge products like Video Surveillance Systems - Video Management Software, Network Video Recorder and IP Camera, Access Control and Time-Attendance Systems as well as Telecom Solutions such as Unified Communications, IP-PBX, Universal Gateways, VoIP and GSM Gateways and Communication Endpoints. These solutions are feature-rich, reliable and conform to the international standards. Having global footprints in Asia, Europe, North America, South America and Africa through an extensive network of more than 2,500 channel partners, Matrix ensures that the products serve the needs of its customers faster and longer. Matrix has gained trust and admiration customers representing the entire spectrum of industries. Matrix has won many international awards for its innovative products.

MATRIX
TELECOM SOLUTIONS

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V1.R3. Feb'19

Due to continuous technology upgradations, product specifications are subject to change without notice.

CE FC RoHS COMPLIANT