ETERNITY

The Telecom Gateway for Professional Hotels

Prompt and efficient service is the key area of Hospitality Business. It is the quality of service that builds the reputation of Hotels and creates a loyal customer base. Amongst various services offered, communication is of prime importance and is the life line of Hospitality Industry. An effective communication system reflects the professional competence of a Hotel.

Presenting Matrix ETERNITY, The Hospitality Management PBX that not just plays a role of a communication system, but also actively contributes in the routine functioning of the Hotel thereby increase the productivity of its staff. With features that facilitate to serve guests more efficiently without any human error, Matrix ETERNITY truly is a boon to hoteliers.

With license-free built-in front desk management software, PMS and CAS protocol support, utilitarian and cost-saving features, Matrix ETERNITY is a must for all professional and customer focused hotels. Because only when the rings of the guests are attended efficiently, do the cash register rings!

MATRIX

TELECOM SOLUTIONS

Matrix ETERNITY offers superlative quality, robust architecture and intelligent software for efficient, reliable and maintenance-free communication for hospitality industry. Powered by a 32-bit RISC processor and distributed processing architecture, it ensures immediate response. Its 100% non-blocking PCM-TDM design ensures unrestricted communication simultaneously by all the users. The modular design of its cards offers flexibility of varied interface on a single platform.

Flexible and Scalable Matrix ETERNITY with its modular design and Universal Platform allows you to invest progressively with your Hotel's growth and its growing communication needs. Matrix ETERNITY is a designed to provide very high level of flexibility and to meet all future communication needs for any Hotel. Matrix ETERNITY allows a Hotel to start with the minimum required configuration and expand the system capability later by adding more cards to its universal slots.

Multi-Port GSM Gateway card in ETERNITY Offers interfaces for multiple GSM Ports with distinct SIM Card support on each port. ETERNITY with multi-port GSM gateway dynamically routes the outgoing calls through respective service provider networks effecting cost saving and improved Quality of Service (QoS).

Multi-Channel VoIP Gateway card in ETERNITY Offers intrinsic benefits of cost and flexibility using the most advanced Session Initiation Protocol (SIP) based Internet telephony. It supports both Peer-to-Peer and Registrar/Proxy calls. It offers advantages of low-tariff Internet telephony for long distance and international calls.

Video Conferencing and Data Connectivity is offered by Matrix ETERNITY with ISDN PRI or ISDN BRI card that supports video conferencing solutions (H.320) through the BRI and PRI NT port on the respective cards.

Voice Mail System (VMS) card in Matrix ETERNITY is a full-fledged Voice Mail System designed to provide a variety of voice applications usually supported by any external Voice Mail System.

Intelligent features like Auto Attendant, CLI Based Routing and Dial-by-Name not only ensure efficient call management but also help in giving a prompt and professional response to the Callers. Features like Least Cost Routing, Flexible Call Cost Calculation, Pre-paid call limit, help in reducing communication cost and enhance Hotel staff's productivity.

Matrix ETERNITY is a unique mix of Integration, Intelligence and Innovation, making it the preferred PBX for small to large Hotels.

◼ HOTEL PBX PRODUCT RANGE

- ETERNITY PE HEXA (6 Universal Slots)
- ETERNITY GE6S (6 Universal Slots)
- ETERNITY GE12S (12 Universal Slots)
- ETERNITY ME10S (10 Universal Slots)
- ETERNITY ME16S (16 Universal Slots)

◼ ETERNITY INTERFACE OPTIONS

Single Line Telephone (SLT)	E&M Lines
Digital Key Phones (DKP)	Magneto Trunk
Analog CO Lines (TWT)	Mobile (GSM/CDMA)
ISDN BRI (TE/NT)	VoIP (SIP Based)
ISDN T1/E1/PRI (TE/NT)	Voice Mail System (VMS)

ETERNITY PE HEXA

ETERNITY GE6S

ETERNITY GE12S

ETERNITY ME10S

ETERNITY ME16S

A Range of Hotel PBX

Integrated Hotel-Motel Features
Flexible to Meet Future Communication Requirement
Reliable Functioning
Cost-Effective

■ **KEY FEATURES**

Background Music
It allows you to connect an external music source like CD Player, FM Radio etc. to play music or jingle while a person is kept on hold. Moreover, the guest can use the DKP or normal speaker phone as a device to play soft background music. Hence, it will save on cost incurred for putting up speakers and make wiring in each room. In case of incoming call received while a user listening to the music, it changes it to ring back tone.

Built-in Flexible Call Cost Calculation
The structure of the call charges for the calls made by the guests in the hotel can be decided. Options of fixed service charge, unit wise service charge, percentage wise service charge etc. are available. Special charges can be defined for special days like New Year, holidays etc. Moreover, Call rates depending on the time zone can also be defined.

Call Block
For Hotels who wants to provide complete privacy to guests, Matrix ETERNITY offers the call block feature with which hotels can block room-to-room calls completely or block during certain hours in a day e.g. during night time. However, internal calls from guest room to administration phones and to the guest rooms with the same guest group are allowed.

Call Detail Report
With the Advanced Search Module detailed reports for each outgoing, incoming and internal calls, can be generated and printed for better analysis. Filters for selecting what calls to be stored and filters for different types of analysis are available in Matrix ETERNITY. A buffer capacity of 12,000 calls is available for outgoing, incoming and internal calls in total.

Call Privilege
It facilitates Hotels to set the calling perivileges i.e. allow or restrict long-distance national, international, and local calls on a guest-by-guest basis. With this feature, the operator can set Calling permission for each phone of Hotel room.

CAS Interface
Matrix ETERNITY offers interface for most types of Call Accounting System protocol available world-wide. This facilitates easy integration of the third party Call Accounting Software with Matrix ETERNITY.

Check-in/Check-Out with Unique Guest Number
On giving the Check-In command, a new guest account is opened and dialing facility is enabled for the room along with other related status changes. At the same time a unique guest number is generated. Now when the check-out command is given, call details of the room is printed, dialing facility is locked along with other related status changes. The guest number generated is unique which cannot be destroyed. A feature that ensures the hotel staff do not manipulate for their personal use.

Emergency Call Detection and Reporting
Any emergency number like 100, 101, 911 etc. can be dialed from any extension even without accessing the trunk line or having dialing facility. This critical information about which extension has dialed the emergency number is immediately given to the operator with continuous ring. The operator with DKP can have display of the user name, number and the emergency number dialed. In such cases appropriate action can be taken by the hotel management.

Fire/Smoke Sensor Port with Security Dialer
It allows you to connect any type of sensor like glass break sensor, fire/smoke detector etc. to the digital input port. In case of sensor getting activated, immediately emergency calls can be made to three different numbers say fire station, police station and mobile number of the hotel owner. An appropriate pre-recorded voice message can be given to these called parties. Moreover, a hooter can be activated in such emergencies.

Flexible Numbering
The room phone numbers are always expected to match the room numbers for natural association. The Matrix ETERNITY offers completely flexible numbering plan. It can be possible to mix 2,3 and 4 digits numbers thus offering complete numbering flexibility.

Floor Service Destination(s)

In a multi-storey hotel, each floor will have separate service sections. But still as required by hotels a common access code for these service sections is possible. Say room service access code is 7. If guest on the first floor dials 7, he gets connected to room service on the first floor. Similarly if the guest on the third floor dials 7, he gets connected to the room service on the third floor.

Front Desk Management

Matrix ETERNITY supports web based Front Desk Management with which the following guest management functions can be performed.
- Check-In/Check-Out the Guest
- Set/Cancel Wake-Up Calls for the Guest
- Set/Cancel Call Block to Restrict/Allow Room-to-Room Calls
- Set/Cancel Call Forward for the Guest
- Set/Cancel Do Not Disturb(DND) for the guest
- Set/Cancel Message Wait for the Guest
- Guest-In/Guest-Out (Change Guest Presence)
- Print Hotel Reports (Reports of Wake-Up Calls, Reminders, Room Occupancy and Clean Status)
- Print Hotel-Motel Activity Logs like Date and Time when Alarm is Set/Served/Cancelled, Guest Check-in, Guest Check-Out etc.
- Reprint Check-Out Reports
- Shift Guests from one Room to another
- Reserve Rooms for the Guests

Front Desk Wizard

The basic functions of independent Property Management and Call Accounting software can be performed by Matrix ETERNITY with the help of Front Desk Wizard and call management features. These features normally ask for additional investment or are not available in most of the brands. A very useful feature tool for small range of Hotels where PMS is not used.

GSM, VoIP and T1/E1 Connectivity

GSM SIM, VoIP and T1/E1 lines can be connected to Matrix ETERNITY through optional card.

Guest-in/Guest-out

This feature helps to monitor the presence of guests enabling to offer prompt non-intrusive guest service. For instance, whenever guests leave their rooms or the hotel for some time, the operator can inform housekeeping to clean the room, replace consumables, replenish the mini-bar and so forth. With the Guest-out command from the operator will restrict calling permission to internal calls only. This helps to avoid misuse of Telephone from the room by service personnel.

Hotel Installation Wizard

An integrated wizard to speed up the installation process of ETERNITY in Hotel Profile. It helps in quick configuration of Hotel Name, Number of Rooms, Type of Rooms, Hotel Access Codes and many more.

Hotline Phones

These phones can be placed in areas such as the lobby or car parking. Guests or Visitors can access the operator, taxi services or any information by simply lifting the handset.

ISDN Switching Platform

Matrix ETERNITY uses an ISDN switching platform. Optional cards are offered for ISDN BRI (S/T – 2B+D) interface and PRI (23B+D or 30B+D) interface. Even SLT (Analog phone) user can make and receive calls on ISDN lines.

Least Cost Routing

This unique feature, designed using structured programming, selects the most cost effective trunk from the allotted trunks to make outgoing calls depending upon the time of call and the destination number, resulting in major savings.

Mini Bar

The consumption by the checked-in guest from the mini bar can be keyed in by the service personnel from the room phone at the time of replenishing the mini bar or guest check-out. This information will be passed on to the PMS which will help in generating statement without any manual calculation.

PMS Interface

A Hotel can use a third party Property Management System (PMS) to manage other functions such as accounting, guest status, room status, billing etc. Matrix ETERNITY offers PMS interface which supports full duplex communication over RS232C Port. It accepts commands such as Check-in/Check-out, Guest-in/Guest-out, Remote Alarms, Guest Name, Do Not Disturb, Message Wait, Alarm Status, Room Shift etc. It can send command such as SMDR for Outgoing calls, Mini Bar etc. to the PMS. This integration helps in smooth functioning of the PMS with PBX.

Pre-paid Call Limit

Specified budget for calls can be allocated to the room when guest checks in. This helps in monitoring and keeping the guest informed about the total amount he has spent on telephone calls. Once this budget is exhausted, if programmed, the dialing facility gets blocked automatically. Now the guest can be informed about this and if required money can be collected and dialing facility can be activated. A useful feature to avoid embarrassing moment for guests who over spend on telephone calls.

Public Address System Port

It allows any station user to make announcements on external speakers.
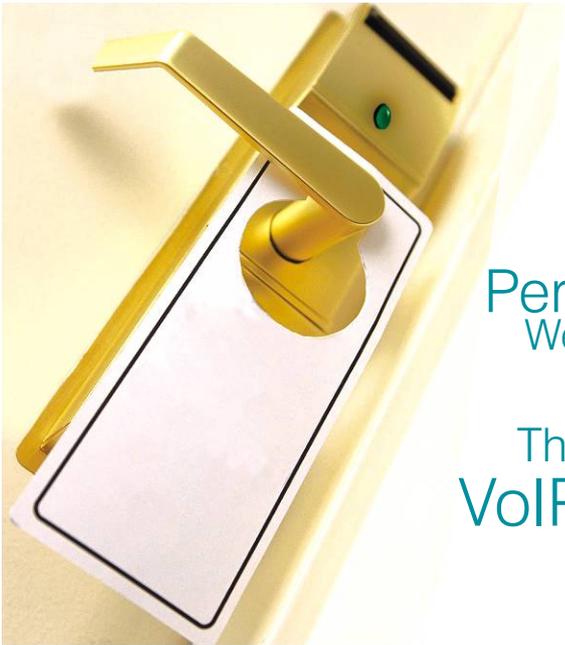
Personalized Guest Services
Web-based Front Desk Management
Voice Mail System
Third Party PMS and CAS Support
VoIP, GSM, ISDN Connectivity

Remote Programming

Matrix ETERNITY incorporates the built-in web server functionality, which in turn allows the user to access ETERNITY and program it through the web browser. Matrix ETERNITY can be programmed remotely through internet, phone and even from mobile.

Room Clean Status

The room clean status options offered by the system are

I. **Dirty:** On every guest check-out, the system automatically changes the clean status of the room to "Dirty". The Operator sends the Maid to tidy the room.

II. **Maid in Room:** Maid enters in the room and either calls to operator or Dial a code to inform Operator to change the status of the room to "Maid in Room."

III. **To be inspected:** Hotel has the practice of having rooms inspected before certifying them as clean. Maid cleans the room then either calls to operator or dial a code to inform Operator to change the status of the room to "To be inspected" and leaves the room.

IV. **Clean**: The supervisory staff inspect the room and either calls to operator or Dial a code to inform Operator to change the status of the room to "Clean."

V. **Out of Service:** The Maid has found that an appliance or fixture in the room is not working or needs repair then she either calls to operator or dial a code to inform Operator to change the status of the room to "Out of Service."

Room Shift

Many a times it happens that guest has to be checked in some other room till the actual room booked for the guest gets ready. In such cases when the room is shifted, all the call details, Alarms/Reminders of the earlier room are shifted to the new room just by a single command. This helps in presenting the guest a consolidated statement of all calls instead of two different statements, one for each room.

Suite Services

There are multiple extensions. However, using this feature of Matrix ETERNITY, a consolidated statement of calls can be generated at the time of check-out.

Room Status Display

A single click from the front desk can give status of total occupied rooms, rooms vacant but not ready, rooms vacant and ready. A very useful feature for the front desk of the hotel.

Voice Guidance on Tones

Matrix ETERNITY offers this unique feature for guiding the guests at various tones. Voice Message can be recorded for various tones like dial tone, engaged tone, error tone and ring back tone. Say a guest is trying to room service and that extension is busy. In such case a message "The extension you are trying is busy. Please press 2 for speaking to the extension as soon as it is free", can be played to the guest. A feature that provides service at each step.

Voice Mail Gateway

Matrix ETERNITY offers a specialized gateway such that it can be easily integrated with voice mail system of any other brand which supports the gateway operation.

Wake-up Call and Status

Wake-up calls for any room can be set by the front desk or by the guests from their room phones as per requirement. It can be personalized or automated, once or daily. At a time, ETERNITY can register as many as 960 requests set by guests or Operator. At the set time, guest will receive a call and on lifting the handset can get a pre-recorded message like "Good Morning, This is a wake-up call". An option of 'snooze' is also available. If the Guest does not answer the calls after multiple attempts then the operator phone displays the number of the room phone with the message "No Reply" so that necessary action can be taken. An operator can find out status of pending Wake-up calls with single click. A very user friendly and convenience enhancing feature for hospitality industry.

■ EONSOFT

PC based Digital Key Phone with two numbers of PC based DSS64

An innovation from Matrix, EONSOFT offers integration of your PC with your PBX. A feature of great utility to those techno-savvy people who have a computer on their desks and do not wish to keep a separate telephone.

Forced Answer
When a called party (on EON42S, EON48 and EONSOFT) does not respond to continuous ringing, the caller can use this feature to make the destination station's speaker go Off-Hook, forcing the called party to answer the call.

Help Menu
The EONSOFT offers a user-friendly help menu for ease of operation.

Integration with Microsoft Address Book
The EONSOFT is integrated with Microsoft address book. This helps the users to directly call the numbers stored in the address book at a mouse click.

Keyboard and Mouse Operation
The EONSOFT can be operated both, through keyboard and with mouse.

Shortcut Keys
Shortcut keys can be defined for different functions for their easy usage.

Tool Tips on Mouse Over
Tool tips are displayed on mouse over. These tips can be programmed to help the user to know details about each key. It is also useful in intuitive operation of the EONSOFT.

EONSOFT Features
- Automatic Sensing of PC Status
- Automatic Sensing of Software Status
- Operator Mode (with 148 Keys)
- Handset Connectivity
- Help Menu
- Integration with Microsoft Address Book
- Keyboard Macros
- Keyboard and Mouse Operation
- Programmable Tool Tips
- Shortcut Keys
- Standard Windows User Interface
- Tool Tips on Mouse Over

■ VOICE MAIL SYSTEM

In-skin 16 Port Voice Mail System with 512 Mail Boxes

Matrix ETERNITY supports Voice Mail System (VMS) through an optional VMS card. An efficient Voice Mail System can work wonders for your organisation's productivity. The one that can provide efficient call management and accurate messaging, saves precious time of your employees, yet allowing a non-interfering work environment.

Message Wait Indication
Indication can be provided to the extension (DKP and SLT) user regarding any new message in the mailbox. There are three ways to indicate a new message. (1) Change in dial tone (stuttered dial tone), (2) LED indication on the telephone (DKP and SLT with message wait LED) (3) Voice message before dial tone on lifting the handset.

Call Taping
The system utilizes a Customized Information Exchange Protocol wherein, it allows users to record conversations without any indication. Calls made to or received from selected external numbers, can be recorded. This feature is possible both on DKP and SLT. A very helpful feature to record important voice conversations. This feature should be used in accordance with the local laws.

Conversation Recording
The user can ask the VMS to record his conversation in his mailbox. This helps the user to keep record of the points discussed and agreed upon with the opposite party. This feature can be activated both for DKP and SLT extensions. A boon for businesses that work on verbal commitments. This feature should be used in accordance with the local laws.

Live Call Screening
The Customised Information Exchange Protocol allows DKP users to listen to an incoming voice mail message for the first few moments. This feature lets the user determine whether it requires his attention or not, giving him the option to either talk to the caller or store the message in the mailbox.

Voice Mail Features

- Auto Attendant
- Broadcast Message
- Call Taping
- Call Transfer Types
- Conversation Recording
- Customised Mailbox Size
- Dial By Name
- Distribution Lists
- Flexible Graph
- General Mailbox
- Individual Mailboxes
- Information Node
- Live Call Screening
- Message Forward
- Message Nodes
- Message Notification
- Message Verification
- Message Wait Indication
- Multiple Mailboxes on a Single Extension
- Password
- Personalized Greetings
- Redirecting Messages
- Remote Access
- Transfer Node
- Voice Greetings

■ DIGITAL KEY PHONES

'EON', the Digital Key Phone, is a versatile, feature-rich, easy to use station. It supports a host of additional features providing the user fast access to the functions of Matrix ETERNITY at a single touch of a button. Matrix Digital Key Phone (DKP) is available in three models - EON48P, EON48S and EON42S. All models are available in two colour variants - Black and White.

EON48P

EON48S

EON42S

EON48 KEY FEATURES

- Full-Duplex Speaker Phone
- 2x24 and 6x24 LCD with Swivel, Backlite and Contrast Control
- Message Wait Lamp
- Ringer Lamp
- 16 Programmable Keys
- 17 Touch-Sense Keys for Features
- More Direct Station Keys on Optional Attachment (DSS16x4)
- Upright and Horizontal Angles
- Desk-Top and Wall Mounting

■ DSS CONSOLES

EON48P with DSS16x4

DSS16x4 is an attachment to EON48S and EON48P. It offers 64 Direct Station Selection Keys.

Adjustable Ringer Volume and Speech Level
User has the option of adjusting the ringer volume level as per the requirement. The added advantage is that both receive and transmit speech levels can also be adjusted by the user.

DSS Keys
The EON offers keys (24 in EON42S and 16 in EON48) that can be programmed for each user, to access trunk line, SLT, DKP and even features, at a single touch of the key.

Executive and Operator Functionality
The EON provides user functionality of Operator or Executive by means of dedicated keys to perform specific task by single touch of buttons.

Last Dialed Calls
Last 16 dialed calls can be stored.

EON42S with DSS72

DSS72 is an attachment to EON42S. It offers 72 Direct Station Selection Keys.

Message Paging
User of the EON can page different pre-defined messages, like Meet Me, Congratulations, Meeting Today, etc., to other DKP users. These messages can be programmed by the system engineer.

Missed Calls
Details of last 20 missed calls can be viewed on the LCD of the EON. A useful feature for the user to find details of calls missed.

Tri Colour LEDs for Port Status
Status of other extensions (DKP and SLT) and trunk lines can be displayed on the Digital Key Phone. The status of the user's extension as well as that of other extensions or trunks can be known through the LEDs.

■ HOSPITALITY FEATURES

- Alarm Multiple
- Alarm Snooze
- Alarm Status Display and Printing
- Alarms (Time, Daily, Future Date & Time, Remote)
- Background Music
- Call Budgeting
- Call Chaining
- Check-in/Check-out
- CLI Display on SLT and DKP
- CLI on FXO, ISDN, GSM and VoIP Trunks
- DID with Voice Message
- Do Not Disturb
- Emergency Call Detection and Reporting
- Flexible Numbering (1,2,3,4 digits and combination)
- Front Desk Management
- Front Desk Wizard
- Guest Groups
- Guest Name Display
- Guest Number
- Guest Room Number Display on Service Extension
- Guest-in/Guest-out
- Hotel Installation Wizard
- Hotel Name

- House Keeping
- In-skin Voice Mail System
- In-skin Voice Mail System (Optional)
- In-skin VoIP Card
- ISDN Interface (BRI/PRI)
- Least Cost Routing (Time, Number & Service Provider to Service Provider)
- Mini Bar
- Paging Port
- Printer Port (ETERNITY ME)
- Remote programming from PC/Phone/Mobile
- Reprint of Call Detail Record
- Room Clean Status Report and Printing
- Room Shift
- Security Dialer
- Selective Deletion of Call Detail Record
- Serial Port for PMS and other Computer Applications
- Single Digit Access of Service Extensions
- SMDR Buffer of total 12,000 Calls
- SMDR with built-in Flexible Call Cost Calculation
- Suite Services
- Voice Message for Tones

■ For detailed technical information, please refer ETERNITY Technical Specifications brochure.
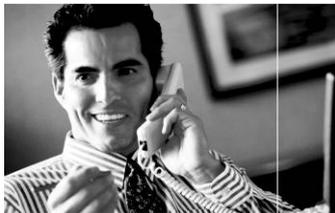
■ ABOUT MATRIX

An ISO 9001 Company, Matrix is a leader in the VoIP, GSM, Key Phone System and PBX market. An innovative, technology driven and customer focused organization; the company is committed to keep pace with revolutions in the telecom industry. This has resulted in bringing forth cutting edge products like VoIP Phones, VoIP Gateways, VoIP ATA, GSM FCT, GSM Gateways, SMB PBX, Enterprise PBX, Hotel PBX, Voice Messaging Products , Communication Security Products and PLCC Switches. With over 1,500,000 line units installed and growing by over 1500 line units per day, the installed base of Matrix connects over 15,000,000 calls everyday. Thus, Matrix has gained the trust and admiration of users representing the entire spectrum of industries. Matrix has won many awards for its innovative products.

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MATRIX
TELECOM SOLUTIONS

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