



## MATRIX HOSPITALITY SOLUTION

Communication is the lifeline for Hotels. Hotels seek a communication solution that enables them to easily tackle the challenges of optimizing their resources, offering better services, enhancing customer experience and keeping their cash register ringing. To offer that extra ounce of delight to their customers, they need specialized communication solution that automates hotel operations and enables hotel staff to deliver services faster and better.

Matrix presents ETERNITY – a comprehensive range of communication solutions engineered for small budget to luxury Hotels with 20 to 1500 rooms. Based on the cutting-edge IP technology and state-of-the-art design, ETERNITY offers more functionality, more technology, more reliability and more performance. These solutions encompasses a host of features that deliver tangible values such as more productivity, more cost reduction, more guest satisfaction and more profits. These workhorses offer built-in hotel features like Front Desk Management, PMS Integration, Staff Mobility Extensions and Voice Mail functions that optimize process and functional management as desired by professional Hotels.

## SOLUTION OVERVIEW

<b>Hotel Features Suite</b>	Front Desk
	Guest-in/out
	Check-in/out
	Wake-up Calls
	Room Status
<b>Ready PMS Integration</b>	Micros Opera
	IDS
	RMS
	Infor
<b>Mobility for Service Staff</b>	Mobile Smartphones
	IP-DECT
	WI-FI SIP Phones
<b>Voice Mail</b>	Personalized Greetings
	Auto-Attendant
	Conversation Recording
<b>Call Accounting</b>	Built-in Feature
	Ready Integration with Third-Party Software

## CONNECTIVITY OPTIONS

TRUNKS	EXTENSIONS
GSM/3G	Digital Key Phones
VoIP (SIP)	IP-DECT Phones
Analog Lines	Analog Phones
ISDN BRI	Voice Mail System
T1/E1/PRI	Softphone Client
Radio	IP/SIP Phones

## MATRIX HOTEL IP-PBX PRODUCT RANGE



**ETERNITY PE**  
Small Hotels and Motel (Up to 40 Rooms)



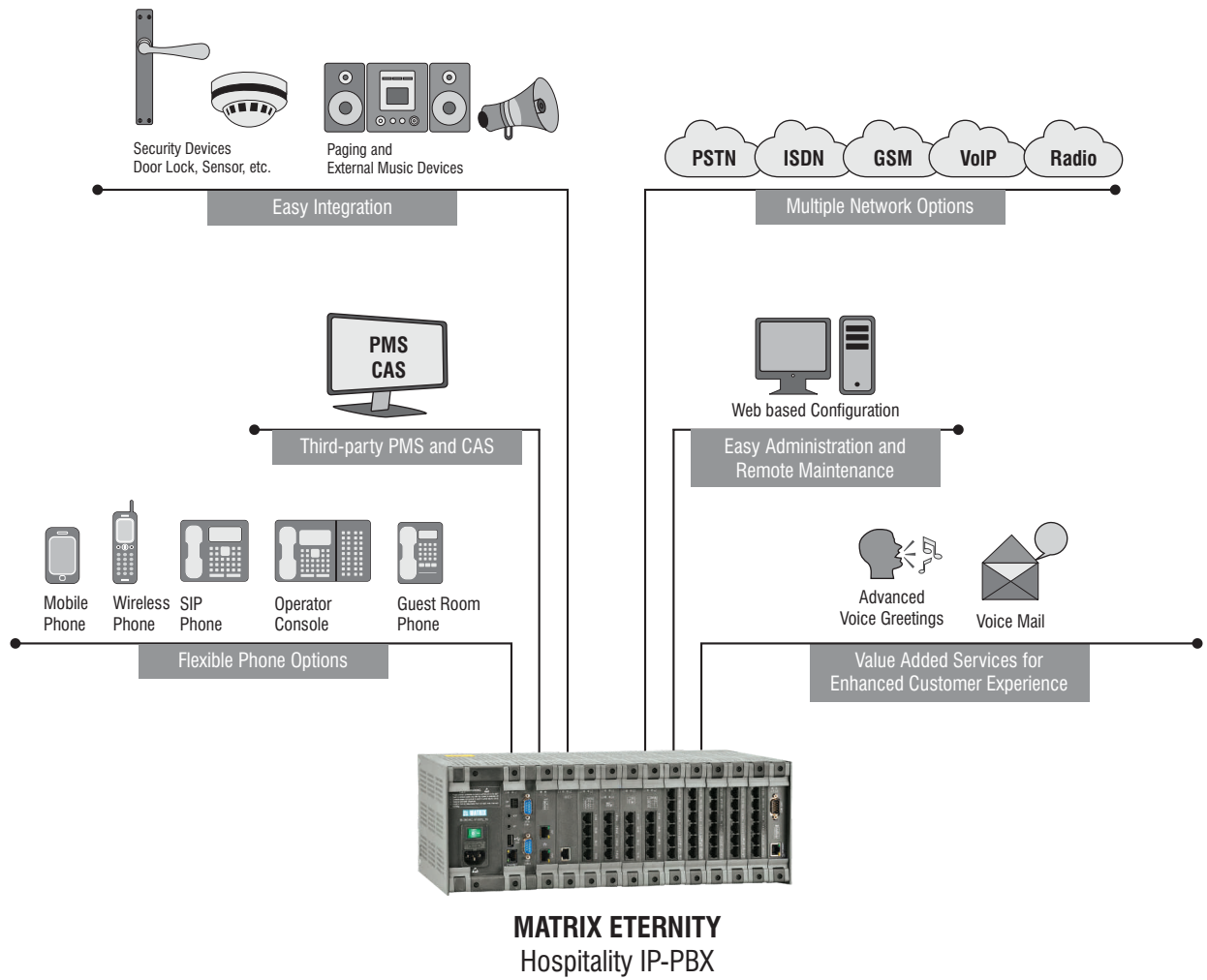
**ETERNITY GE**  
Medium Hotels (Up to 200 Rooms)



**ETERNITY ME**  
Large Hotels (Up to 400 Rooms)



**ETERNITY LE**  
Large Hotels (Up to 1500 Rooms)



Luxury Hotels



Hospitals



Nursing Homes



Motels



Limited Service Hotels



Guest Houses



## IMPORTANT FEATURES

### Web-based Front Desk Management

Web-based Front Desk Management is easy-to-use solution ideal for small and medium hotels where PMS is not used. Hotel features suite performs many functions of PMS and saves on extra investment by offering guest management features such as:

- Check-in and Check-out
- Guest-in and Guest-out
- Wake-up Calls
- Alarms and Reminders
- Call Blocking between Rooms
- Do-Not-Disturb
- Hotel Activity Log
- Guest Shift
- Call Budgeting
- Room Clean Status
- Call Privilege
- Message Wait Indication
- Voice Mail
- Distinctive Ringing

### Check-in/Check-out

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 are printed, dialing facility is locked along with other related status changes.

### Guest-in/Guest-out

This feature helps to monitor the presence of guests enabling the staff to offer prompt non-intrusive guest service. For instance, whenever guests leave the hotel, the operator can inform housekeeping to clean the room, replace consumables, and replenish the mini-bar. It also facilitates restriction of calling when the guest is not in room to avoid any misuse by the hotel staff.

### Room Shift

At times a hotel guest has to be temporarily allotted some other room till the actual room booked gets ready. In such case when the room is shifted, all the call details, alarms/reminders of the temporary room are shifted to the new room. This helps in presenting a consolidated statement of all calls instead of two different statements of the respective rooms the guest occupied.

### Room Status Display

This is a very useful feature for the front desk of hotels. The executive at the front desk can know the status of a room i.e. occupied, vacant but not ready, vacant and ready. This helps the front desk executive in streamlining room allocation process.

### Flexible Numbering

The room phone numbers are always expected to match the room numbers. ETERNITY offers flexibility of number allocation by mixing up to 6 digit numbers.

### Wake-up Calls and Reminders

Wake-up calls for any room can be set by the front desk or by the guests from their room phones. User can select any music, recorded message or a personalized greeting as a wake-up call. The operator can find out if the guest doesn't answer the wake-up calls after multiple attempts. A very user friendly and convenient feature for the hospitality industry.



### Radio Interface

Multi-port Radio Interface offers mobility to hotel staff with enhanced reach. Multiple Radio Nets can speak to each other through PBX.

### Floor Service Stations/Extensions

Each floor of hotel has a different service section but there is a common access code for service extensions. The system connects the guest to the service extension of their respective floor for easy and faster service accessibility.

### Mini Bar

Each room in a hotel is equipped with a mini bar which provides food and beverages to guests. The consumption of mini bar items can be managed by the service personnel from the room phone. This information can be passed on to the PMS which will further generate bills in accordance to the consumption.

### Call Privilege

The Call Privilege facility allows/restricts a guest to dial local or long distance number from a hotel phone. The operator can set this facility for each guest room phones as per the requirement.

### Built-in Flexible Call Cost Calculation

Built-in call cost accounting feature provides flexibility to calculate call charges for individual guest phones. Call charges based on unit, time zone, region and special days can be allocated for the calls made by guests.

### Hotline Phones

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

### Least Cost Routing

A unique cost control feature that automatically selects the most cost-effective route to place any local or long distance calls based on time of the day, dialed number and carrier pre-selection.

### Prepaid Call Limit

Budget for calls can be allocated to the room when guest checks-in. This helps in monitoring and keeping the guests informed about the amount spent on telephone calls. The dialing facility can be seized automatically once the budget gets exhausted.

### Emergency Call Detection and Reporting

Whenever any guest dials out an emergency number, the operator or front desk can be immediately notified by a continuous ring on the operator's phone with the guest name, phone number and the emergency number dialed.

### Integration with Security Systems (ETERNITY GE/ME)

Built-in security ports allow connection of sensor and relay-activated devices such as smoke detector, glass-break detector, hooter or door lock/release devices. On activation of a sensor device, the system automatically places calls with pre-recorded voice messages to three different destinations such as police, fire or medical emergencies.

### Interoperable with Radios:

- MOTOROLA Gm338
- TADIRAN RT 6001/PRC 6020 (HF)
- TADIRAN RT-7330M (VHF)
- STARS V MKII 25W
- LUP 322 (VHF)
- HYT TM-610
- ICOMM F110



### **MOBILITY EXTENSIONS FOR HOTEL STAFF**

This feature enables the staff to use standard mobiles, Wi-Fi SIP phones or IP-DECT phones as wireless service extensions. With this function, the hotel guests can easily reach-out to hotel staffs which in-turn quickly respond to their requests. More accessible hotel staff means faster service and better experience to hotel guests.

- Single Number Reach
- Superior Voice Quality
- Multi-Party Conference
- Directory Access
- One-Touch Voice Mail
- Presence Indication



### **PMS INTERFACE**

Matrix hospitality solutions have built-in hotel features and offer ready integration with third-party PMS. PMS can interface with Matrix ETERNITY by serial communication or via Ethernet. Following is the list of PMS/HMS with ready integration to Matrix hospitality IP-PBX.

- Micros Opera
- IDS
- RMS
- eZeeTechnosys-eZee
- Auto Clerk
- cHaR
- Acumen Software-HOTSOF
- Power Brain-Power HMS
- Infor Classic Starlight
- Amadeus



### **INTEGRATION**

Matrix hospitality IP-PBX offers interfaces for new age IP, GSM, ISDN BRI, T1/E1 ISDN PRI networks and even for traditional networks such as E&M and CO (TWT). On the extensions side it supports analog, Magneto phones, digital stations, IP and mobile extensions. Its multi-port RADIO interface offers integration with HF/VHF/UHF radios.

- Computer Telephony Integration
- Call Accounting System (CAS) Interface
- Built-in External Music Port (AIP)
- Built-in Paging Port (AOP)
- PBX Networking over PRI/QSIG
- Email to SMS



### **VOICE MAIL SYSTEM**

Matrix hospitality solutions enhance the guest experience by offering voice mail access from room phone. Going beyond a simple messaging solution, the Matrix voice mail system encompasses various value added features like auto-attendant, personalized greetings into a simple and easy-to-use solution.

- Auto-Attendant
- Broadcast Message
- Call Taping
- Conversation Recording
- Customized Mailbox Size
- Voice Greetings
- Individual Mailboxes
- Message Wait Indication
- Message Notification
- Personalized Greetings

## USER TERMINALS

### DIGITAL KEY PHONES

Matrix EON series is the Digital Key Phone elegantly designed to offer intuitive user interface and touch-sense navigation. With a unique blend of style and substance, it offers efficient call

#### EON48

EON48 delivers Easy-to-use features and superior voice quality for communication convenience. This Digital Key Telephone provides flexible LCD Display, HD audio quality, 64 keys expansion module, Headset Connectivity for increasing Staff Productivity and Efficiency.



EON48S

### OPERATOR CONSOLE

#### EON48P/S with DSS16X4

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











EON48P

#### EON310 - Executive Digital Key Phone

EON310 is an Executive Digital Key Phone engineered to deliver feature-rich, reliable and efficient business communications. With its sophisticated design and classy looks, EON310 is tightly integrated with ETERNITY IP-PBX systems for speed of operations and better workforce collaboration. The smart and intelligent Deskphone is suitable for business executives, office professionals and knowledge workers of any small to large sized organizations.

#### 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           |













### EON510- Premium Digital Key Phone

EON510 sets the benchmark for quality performance with elegant design and crystal-clear voice. EON510 features a Vivid LCD Graphical Display, Context Sensitive Keys, Direct Station Selection (DSS) Keys, Headset Connectivity, High Quality Full Duplex Speaker Phone and HD Audio Quality.

EON510 acts as a face of your communication system by delivering advanced features such as multiple line appearance, context sensitive soft keys, busy lamp field, voice mail, speed dial and corporate directory. EON510 is suitable for mid-level managers, business executives, office professionals, concierge and knowledge workers. The state-of-the-art Deskphone designed for intensive business use offers advance telephony features and efficient business communications.

#### Key Features







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



### IP PHONES

SPARSH VP is a Matrix Flagship range of IP Phones engineered to meet the needs of business communications. With revolutionary looks and advanced Technical Design, it delivers a feature rich experience offering High-Definition Voice, adjustable LCD screen and touch sensitive keys. Matrix SPARSH VP series of IP Phone is available in three variants- VP248, VP310 and VP330E.

#### Key Features

-  Full-Duplex Speaker Phone
-  2 Line Adjustable LCD with Backlit
-  12 Touch Sense Features Keys - Call Back, Hold, Transfer, Forward, Conference, Redial, Release, Do Not Disturb, Mute, Phonebook, Cancel, Voice Mail
-  Message Wait and Ringer Lamp
-  64 Keys Expansion Module (DSS16x4)
-  Desk-Top and Wall Mounting













**SPARSH VP248SE** - IP Phone with 2 Line LCD and PoE Support  
**SPARSH VP248S** - IP Phone with 2 Lines LCD

### SPARSH VP310 - Executive IP Phone

SPARSH VP310 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 VP310 an easy to use phone for executives. SPARSH VP310 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<br>- 3.5mm, RJ9            |
|  Fixed Function Keys<br>(with LED) Voice Mail, Mute,<br>Do Not Disturb, Logs, Speaker |  High Quality Full<br>Duplex Speaker<br>Phone |
|  Fixed Function Keys<br>(without LED) Hold,<br>Conference, Redial, Transfer           |  Adjustable Desk<br>Stand                     |
|  12 DSS/BLF Keys for<br>Feature, Line, Extension                                      |  Message Wait<br>and Ringer Lamp              |
|  PC and LAN Ethernet Ports   |  Power over Ethernet<br>(IEEE 802.3af)       |



### SPARSH VP510E - Premium IP Phone for Smart Enterprises

SPARSH VP510E is an Enterprise Grade IP Phone offering intelligent context sensitive keys which changes according to the usage functionalities making it an intuitive User Interface. Perfect for smart enterprises, SPARSH VP510E comes loaded with 16DSS Keys, Busy Lamp Field and built-in PoE offering productivity features for faster operations and collaboration.

#### Key Features

- |   |   |
|---|---|
|  240*64 Pixels Graphical<br>LCD with Backlit   |  Built-in 16 DSS Keys<br>for Feature, Line,<br>Extension |
|  4 Context Sensitive Keys  |  Message Wait and<br>Ringer Lamp                         |
|  Polyphonic Ringtone   |  Headset Interface –<br>3.5mm, RJ9                       |
|  Power over Ethernet<br>(IEEE 802.3af)   |  Adjustable Desk<br>Stand                                |
|  Fixed Function Keys (with LED) –<br>Voice Mail, Mute, Do Not Disturb,<br>Headset, Speaker |  High Quality Full<br>Duplex Speaker Phone               |







### SPARSH VP330E - The Touch Screen IP Phone

SPARSH VP330E is an intuitive touch screen IP phone with 4.3" vivid color display offering superior calling experience and efficient call management. Ideal for use by knowledge workers, executives, mid-level managers and supervisors, SPARSH VP330E provides productivity features such as crystal-clear voice, on-screen DSS/BLF screens, presence, 6 Fixed function keys, 12 DSS keys, and Power over Ethernet (PoE) support.

#### Key Features

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







### SPARSH VP110 - The Business IP Phone

SPARSH VP110 is a new breed of entry-level SIP phone that redefines the desktop telephony experience and quality of business communications. It provides features and functions normally available in high-end phones such as large graphical LCD, 5-line display, context sensitive keys, full-duplex speakerphone, integrated PoE, auto provisioning and 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

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

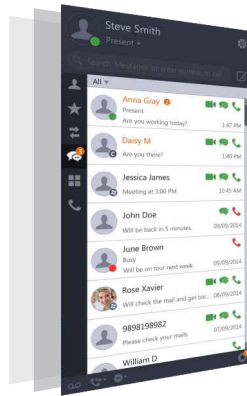


## VARTA WIN200 – The UC Client for Seamless Collaboration

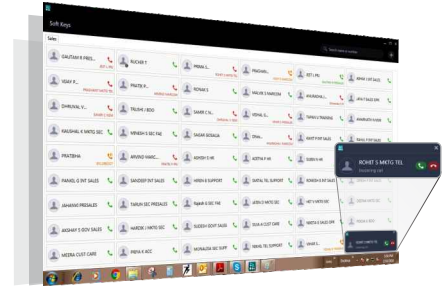
VARTA WIN200 is a UC Client redefining communication experience with its variety of collaboration features and intuitive user interface. Powered by MATRIX SARVAM UCS, VARTA WIN200 empowers user to switch or extend the extension to their desktop computer. It offers real-time features such as Video Calling, Presence Sharing, Instant Messaging, Drag-and-Drop Conference and BLF Keys (up to 600). VARTA WIN200 elevates communication effectiveness and business productivity to the next level.



VIDEO CALLING



INSTANT MESSAGING



DSS, BLF & POP-UP NOTIFICATION



1000 DSS & 600 BLF keys



Call Management



Corporate Directory Integration



Drag and Drop Conference



Presence Sharing



Contact Grouping

## 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 MS offers advance call management features to deliver consistent in-office experience.



## HOSPITALITY FEATURES



### Enhance Guest Experience

- Guest-in/ Guest-out
- Guest Groups
- Guest Name Display
- Guest Number
- Guest Room Number Display on Service Extension
- Suite Services
- Room Monitor (Baby Listening)
- Alarms (Time, Daily, Future Date & Time, Remote)
- Alarm Snooze
- Alarm Status Display and Printing
- Background Music
- Do-Not-Disturb
- Voice Messages for Tones



### Improve Staff Efficiency

- Check-in/Check-out
- CLI Display on SLT and DKP
- CLI on FXO, ISDN, GSM and VoIP Trunks
- Emergency Call Detection and Reporting
- Security Dialer
- Flexible Numbering up to 6 Digits
- Hotel Installation Wizard
- House Keeping
- Minibar
- Room Shift
- Room Status
- Call Detail Report and Printing
- Remote Programming from PC/Phone/Mobile
- Reprint of Call Detail Record
- Paging Port
- Serial Port
- Single Digit Access of Service Extension



### Streamline Operations

- Call Budgeting
- PMS and CAS Interface
- SMDR Buffer of 12000 Calls
- SMDR with Built-in Flexible Call Cost Calculation
- Voice Mail and Auto-Attendant



### Reduced Telephony Cost

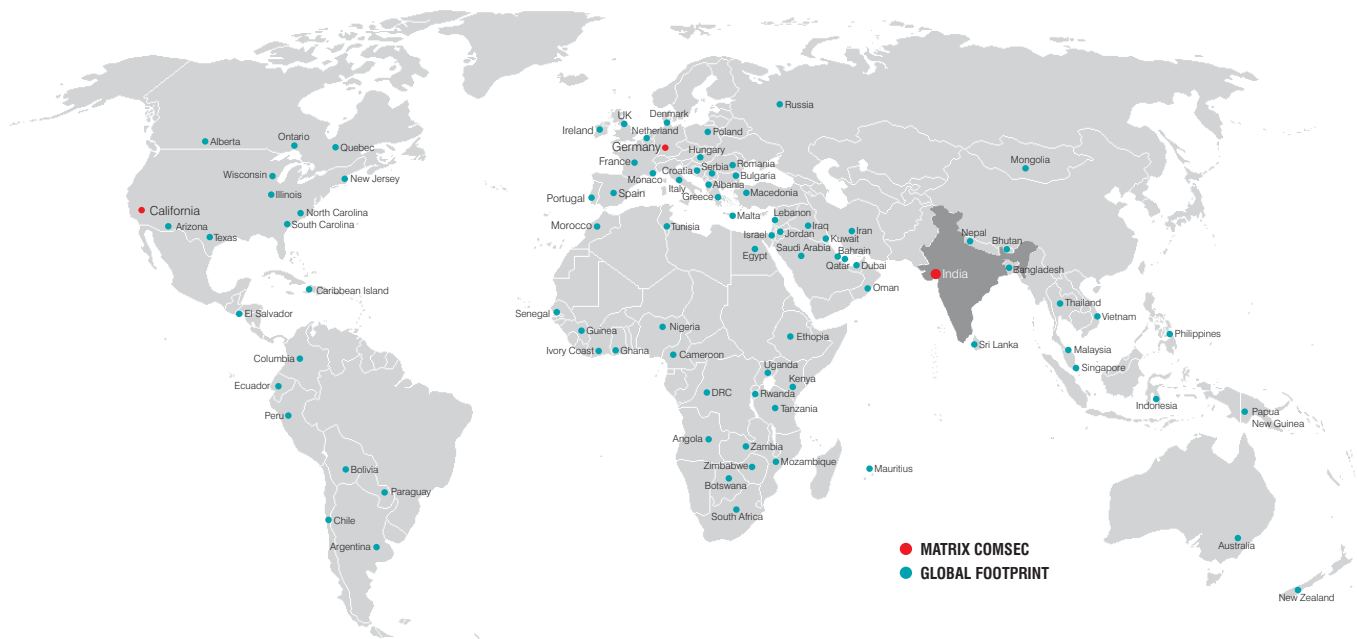
- Universal Network Connectivity (POTS, GSM/3G, ISDN, VoIP)
- Least Cost Routing (Depending on Time and Number)

## SYSTEM RESOURCES

SYSTEM CAPACITY	ETERNITY PE	ETERNITY GE	ETERNITY ME	ETERNITY LE
Universal Slots	6	12	16	28
CO Ports	16	64	128	128
SLT Ports	48	240	512	1344
DKP/DSS Ports	32	96	128	128
IP Extensions	50	500	999	1500*
BRI Ports	12	32	32	32
T1/E1/PRI Ports	6	8	8	24
GSM/3G Ports	8	40	64	128
E&M Ports	-	32	128	128
Voice Mail System	16 Channels, Mailboxes for Individual Users, Email Notification			
Magneto Ports	-	16	128	128
Radio Ports	-	16	16	16

\* From onwards ETERNITY LE V12R5.1.3, VoIP Card V2R6

## MATRIX NETWORK



## CUSTOMER REFERENCE

- Cambay Hotels & Resorts, India
- Corporate Suites Inc., India
- Ever Green Resort, India
- O'Callaghan Hotel, Ireland
- HM Suites & Studios, India
- Hotel Alexandra Plaza, Riccione, Italy
- Hotel Audi, Rimini, Italy
- Hotel Calvanella, Sestola, Italy
- Hotel Cambiagio, Cambiagio, Italy
- Hotel Club Roccaruja, Stintino, Italy
- Hotel Dynasty, Sassuolo, Italy
- Hotel Elba, Rimini, Italy
- Hotel Jora Palace, India
- Hotel International Residency, India
- Hotel La Aqualux, Italy
- Hotel Le Grande, India
- Hotel Maurya Rajdhani, India
- Hotel Mediterraneo, Lungomare, Italy
- Hotel Mogul Palace, India
- Hotel Posta, Como, Italy
- Hotel Prati, Castrocaro Terme, Italy
- Hotel Regal Palace, India
- Hotel Schiller, Cervia, Italy
- RAS Resort, India
- Residence Il Mulinaccio, Pievepelago, Italy
- Regency Group of Hotels, Gwalior-India
- Royal Garden Resort, India
- Royal Orchid Hotels, India
- The Travancore Heritage, India
- Thiruvambadi Beach Resort, India
- Zoia Resorts, India
- The Riviera Golf Club Inc., Philippines
- Buma Subic Development & Management Corporation, Philippines
- Green Canyon Leisure Farms Corp., Philippines
- Subic Yacht Club, Philippines
- Roma Hotel, Philippines
- T-Villa, Thailand
- The Sense Resort, Thailand

## ABOUT MATRIX

Established in 1991, Matrix is a leader in Telecom and Security solutions for modern businesses and enterprises. An innovative, technology driven and customer focused organization; Matrix is committed to keep pace with the revolutions in the telecom and security industries. With more than 40% of its human resources dedicated to the development of new products, Matrix has launched cutting-edge products like Video Surveillance solutions, Access Control, Time-Attendance, IP-PBX, Universal Gateways, Terminals, Convergence solution, VoIP Gateways and GSM Gateways. These solutions are feature-rich, reliable and conform to the international standards. Having global foot-prints in Asia, Europe, North America, South America and Africa through an extensive network of more than 500 channel partners, Matrix ensures that the products serve the needs of its customers faster and longer. Matrix has gained trust and admiration of customers representing the entire spectrum of industries. Matrix has won many international awards for its innovative products.

For further information, please contact:



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