MATRIX HOSPITALITY SOLUTION
The Communication Lifeline of Hospitality Industry

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 1000 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.

MATRIX
TELECOM SOLUTIONS

SOLUTION OVERVIEW

Hotel Features Suite	
	Front Desk
	Guest-in/out
	Check-in/out
	Wake-up Calls
	Room Status

Ready PMS Integration	
	Micros Opera
	IDS
	RMS
	Infor

Mobility for Service Staff	
	Mobile Smartphones
	IP-DECT
	WI-FI SIP Phones

Voice Mail	
	Personalized Greetings
	Auto-Attendant
	Conversation Recording

Call Accounting	
	Built-in Feature
	Ready Integration with Third-Party Software

CONNECTIVITY OPTIONS

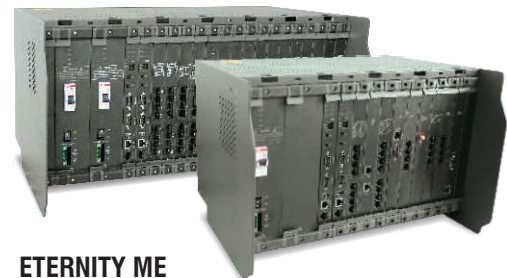| TRUNKS	EXTENSIONS
GSM/3G	Digital Key Phones
VoIP (SIP)	IP-DECT Phones
Analog Lines	Analog Phones
ISDN BRI	Voice Mail System
T1/E1/PRI	Softphone Client
Radio	IP/SIP Phones

MATRIX HOTEL IP-PBX PRODUCT RANGE

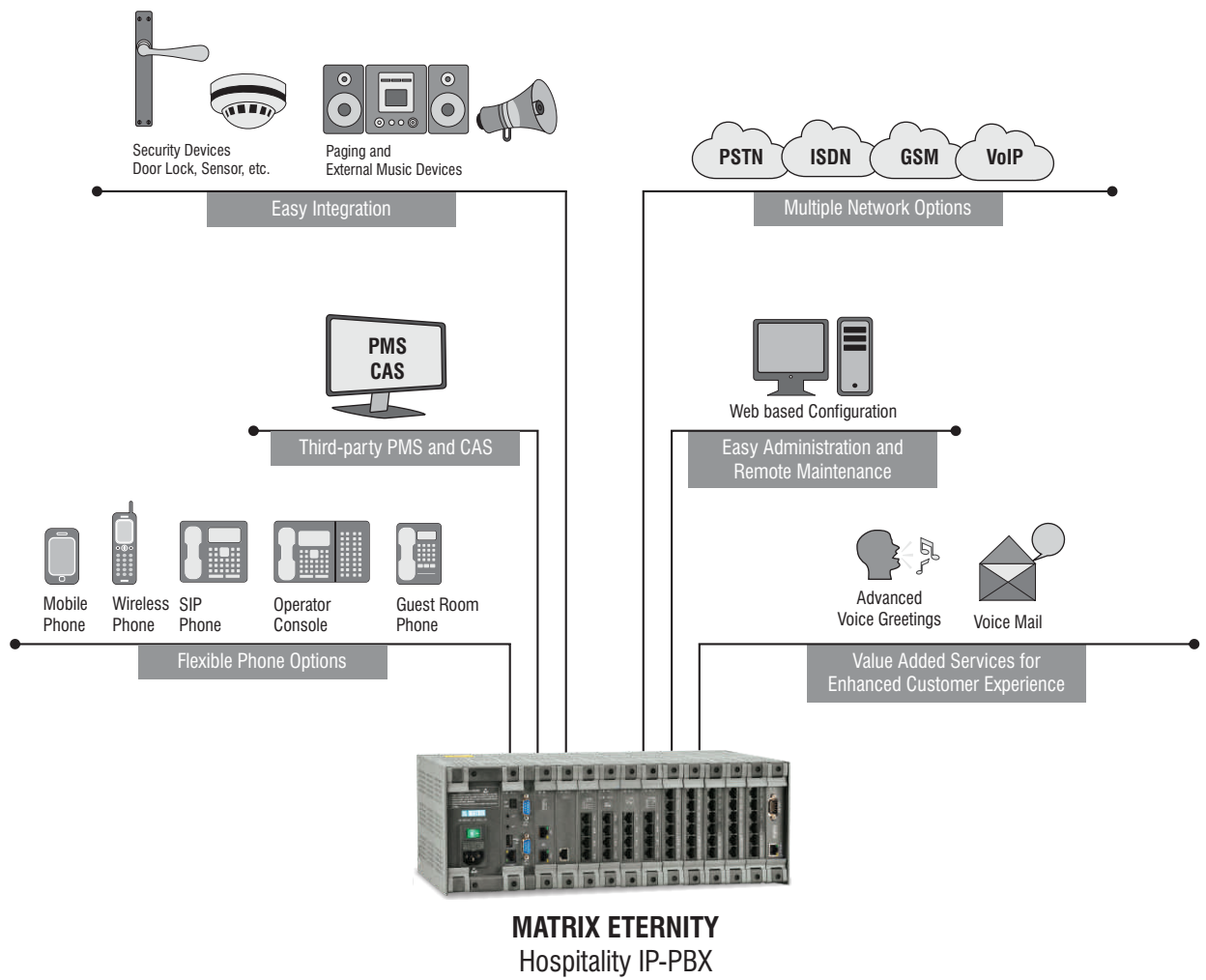**ETERNITY PE**
Small Hotels and Motel (Up to 40 Rooms)

ETERNITY GE
Medium Hotels (Up to 200 Rooms)

ETERNITY ME
Large Hotels (Up to 400 Rooms)

ETERNITY LE
Large Hotels (Up to 1000 Rooms)

Security Devices
Door Lock, Sensor, etc.

Paging and
External Music Devices

PSTN   ISDN   GSM   VoIP

Easy Integration

Multiple Network Options

PMS
CAS

Third-party PMS and CAS

Web based Configuration

Easy Administration and
Remote Maintenance

Mobile
Phone

Wireless
Phone

SIP
Phone

Operator
Console

Guest Room
Phone

Advanced
Voice Greetings

Voice Mail

Flexible Phone Options

Value Added Services for
Enhanced Customer Experience

MATRIX ETERNITY
Hospitality IP-PBX

Luxury Hotels

5
STAR

Motels

Hospitals

Limited Service Hotels

Nursing Homes

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.

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.

Radio Interface

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

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-HOTSOFT
- Power Brain-Power HMS
- Infor Classic Starlight

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

TERMINALS

MOBILE SOFTPHONE FOR ANDROID/iOS

Matrix Mobile Softphone client for Android/iOS Smartphones offers flexibility to mobile workers by allowing them to use it as an extension. It makes workforce anytime reachable, more productive and responsive delivering a better guest experience.

- Comprehensive Call Management
- One-Touch Access to PBX Features
- Corporate Directory Integration
- Video Calling
- Presence Sharing and Instant Messaging
- Voice Mail Access
- Conversation Recording

IP PHONE

Matrix SPARSH is a range of high-definition VoIP phones built with superior acoustics and elegant design that provides clear audio quality and rich user experience. It is ergonomically designed with state-of-the-art call management features and functions providing hotel guest, a better telephony experience.

- HD Audio
- Adjustable LCD Display
- Touch Sense Keys
- Programmable Feature Keys
- Easy Access to Voice Mails

SPARSH VP248S

SPARSH VP248P

DIGITAL KEY PHONE

Matrix EON Digital Key Phone is a versatile, aesthetically designed, feature rich and easy-to-use device for hotel's front desk operator. Like a communication nerve center it facilitates access, control and application of all system features from the operator's desk.

- 2 Line and 6 Line LCD Display
- Fixed Feature Keys
- Programmable Feature Keys
- 12 Direct Station Selection with Busy Lamp Field (DSS)
- Ringer Lamp
- One Touch Speed Dialing
- Touch Sense Feature Keys
- Call Cost Display
- Full-Duplex Speaker Phone

EON48S

EON48P

OPERATOR CONSOLE

DSS16x4 is an attachment to Matrix Digital Phones offering 64 Direct Station Selection keys.

EON48P with DSS16x4

ANALOG PHONE

Matrix analog phones offer elegant looks and convenient features to enhance telephony experience of the users. These phones are well engineered and offer functionality that is in tune with the communication requirements of efficient hotels. These phones offer wall and desk mounting options and are line-powered to ensure operation even during power failures.

NEO10

- Compact size, perfect for guest rooms with limited space.
- One-Touch Speed Dial: 10 Keys
- LCD Display - 3 Lines
- Volume Control for Handset, Speaker Phone and Ringer
- Supports Flash, Hold, Mute, Intercom and Conference
- Auto Redial on Busy
- Battery-free Operation
- Caller ID - FSK and DTMF
- Message Wait Indication
- Desk or Wall Mount

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

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

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

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

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 around 30% of its human resources dedicated to the development of new products, Matrix has launched cutting-edge products like IP-PBX, Universal Gateways, VoIP Gateways and Terminals, GSM Gateways, Access Control and Time-Attendance Systems, Video Surveillance System and Fire Alarm Systems. 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:

MATRIX

TELECOM SOLUTIONS

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