

Matrix ETERNITY U EVCE vs. Grandstream UCM6510

Parameters	Matrix ETERNITY U EVCE	Grandstream UCM6510
Architecture	<ul style="list-style-type: none"> • IP at Core with with diverse network and extension types • Universal slots based architecture 	<ul style="list-style-type: none"> • Converged IP Platform (Traditional Switching through gateways)
System Components	ETERNITY MENX platform with Expansion Cards as per requirement IP Communication Sever with an option of TDM extensions	IP Communication Server
Network Support and System Capacity	<ul style="list-style-type: none"> • Scalability up to 2000 IP Users • Trunks: <ul style="list-style-type: none"> ○ Analog – Max. 128 Ports ○ ISDN BRI – Max. 32 Ports ○ ISDN PRI – Max. 8 Ports ○ GSM – Max. 64 ○ IP – 99 SIP accounts ○ Radio – Max. 16 port • Subscribers: <ul style="list-style-type: none"> ○ Analog – Max. 288 ○ Digital – Max. 128 ○ Mobility –GSM Mobile phones, Mobile phones with SIP client (SPARSH M2S) for Android & iOS, Laptop (PC soft phone), IP-DECT phones ○ IP Users – 2000 Users • Matrix offers Universal connectivity - No external Gateway • Matrix solution offers on-campus and off-campus mobility by extending extension features to user’s Smartphone • Communication over radio where cabled infrastructure is not available 	<ul style="list-style-type: none"> • Scalability from 2000 IP Users • Up to 2 FXS-FXO ports (both with lifeline capability in case of power outage) • Trunks: <ul style="list-style-type: none"> ○ 2 Analog Trunks (both with lifeline capability in case of power outage) ○ IP –50 SIP accounts ○ Requires VoIP gateway for PSTN trunks ○ 1 T1/E1/J1 interface ○ No BRI, Radio and GSM interface • Subscribers: <ul style="list-style-type: none"> ○ Analog – 2 FXS port ○ IP Users – Max. 2000 ○ Mobility – Mobile phones with SIP client (Grandstream Wave) for Android, Laptop, DECT phones • No specialized cards for Intercom

Features required by Enterprise		
Directory Lookup	Simple access to Corporate Directory (LDAP) support with search parameters, output of results on the display and direct dialing from the displayed number	No information available
Conference	<ul style="list-style-type: none"> • Multiple Participants conference is possible. • Maximum 62 Participants per conference is possible with SARVAM series - Built-in feature 	<ul style="list-style-type: none"> • Multiple Participants conference is possible. • Maximum 64 Participants per conference is possible
Voice Mail	<ul style="list-style-type: none"> • In-skin Voice Mail expansion card • 64 Chnls, mailboxes equivalent to users, up to 2170hrs storage • Voice Mail Notifications - Differnet options • Voice Mail to E-mail • Conversation Recording 	<ul style="list-style-type: none"> • Voice Mail • Voice Mail to E-mail
Fail-over	Automatic fail-over to secondary network and alternate routing	No information available
Reliability and Redundancy	<ul style="list-style-type: none"> • Redundancy of Power Supply and CPU Card* • Hot Swap architecture enables insertion and removal of cards in Power-on Condition • Voice codecs: G.723, G.729AB, G.711 a/u-law, GSM-FR and iLBC 	<ul style="list-style-type: none"> • Redundancy for Power Supply • Support for Hot-standby Clustering • Voice codecs G.729, G.711, G.722, G.723.1, G.726, iLBC, GSM
Feature list	<ul style="list-style-type: none"> ○ Non-blocking Communication ○ Built-in Auto-attendant ○ Flexible Extension Numbering ○ Noise - free Multi – party Conference ○ Conference Dial-in ○ Do Not Disturb (DND) ○ Caller Line Display ○ Emergency Calling ○ Multiple Alarms (Day, Date & Time) ○ Multiple Security Extensions ○ Security Station Monitoring ○ External Music Port ○ Public Announcements via Public Address System Interface ○ Security Dialing and Reporting 	<ul style="list-style-type: none"> ○ Call Routing ○ Auto Attendant ○ Call Forwarding ○ Call Retrieval ○ Call Conference ○ Music on Hold ○ Call Transfer ○ Voicemail ○ Ring Group/Hunt Group ○ Call Queue ○ Call Recording ○ Call Park ○ Message Waiting Indication (MWI) ○ Busy Lamp Field (BLF)

	<ul style="list-style-type: none"> ○ Networking Multiple Buildings over QSIG or VoIP to function as one ○ Call Taping ○ Hotline ○ Attended or supervised call transfer ○ Unattended or Unsupervised call transfer ○ Call hold and resume ○ Call transfer ○ Call forward ○ Call forking ○ Call Park ○ Call Budgeting ○ Call Pick-up Groups ○ Hotel features ○ Live Call Supervision ○ Least Cost Routing ○ Logical Partitioning ○ Music on Hold ○ Presence and IM ○ Retrieve voicemail from a remote system (DISA) ○ Return Call to Original Caller ○ Busy Lamp Field (BLF) ○ Fax Support ○ Operator Console/Attendant Console ○ DID ○ Parallel Ringing ○ Radio Interface ○ CUG over GSM 	<ul style="list-style-type: none"> ○ Intercom/Paging ○ Click to Dial ○ Multi-Language Support ○ Call Hold ○ Do Not Disturb (DND) ○ Remote extension dialing
CTI	Yes-Support to third party CTI applications for call centers and contact centers	Yes
Management	<ul style="list-style-type: none"> ● Web based management through any computer. Not any additional application required to access advance functions ● Web-based GUI includes Configuration management, Backup and restore, system log and SMDR 	<ul style="list-style-type: none"> ● Web based management (web intuitive user) ● It includes maintenance, administration, call recordings

Call Detail Record	<ul style="list-style-type: none"> • Call Detail Records – Incoming, Outgoing, Internal, Networked Systems • Up to 12000 call records 	<ul style="list-style-type: none"> • Call Detail Records
Networking	<ul style="list-style-type: none"> • Networking through SIP and QSIG (ISDN) • No Separate Gateway required. Networking possible through VoIP Card or T1/E1/PRI card 	<ul style="list-style-type: none"> • Multi office peering
Installation	<ul style="list-style-type: none"> • 19" Rack Mount, Table Top and Wall Mount 	<ul style="list-style-type: none"> • Rack Mount and Desktop

Summary:

- **System Reliability:**
 - SARVAM UCS has hot-swappable expansion card, modular design ensuring continuous operation and virtually no downtime to users with the option of redundant system
- **Extended Connectivity:**
 - Support for GSM
 - Support for ISDN BRI
 - Support for Radio (HF/VHF/UHF)
 - Matrix Business Application Client VARTA ADR100/iOS100 for on-site and off-site mobility (for Android & iOS based smartphones) for one-touch access to PBX features
- **Enhanced Flexibility:**
 - Added flexibility through mixed configuration Expansion cards – saves on investment for smaller requirements or changing requirements
 - Flexibility of using the expansion cards of small capacity system (ETERNITY ME) in ETERNITY MENX – extended Hassle free scalability to users
- **Ease of Installation:**
 - No hassle of maintaining additional gateway units- saving over space in the server room or telecom room and reducing the maintenance inconvenience
 - External applications and hardware – only single box to manage
 - All the features and extensions are configurable through web-based GUI, no need of extra software. Even the comprehensive Hotel/Motel features are built-in and do not require any external software

- Return on Investment:

Matrix SARVAM UCS - an Enterprise grade Unified Communication solution that offers Collaboration, Communication, Messging and Mobility.

It brings diverse users from multiple locations to a common communication platform for real-time collaboration and communication. It is a comprehensive single box solution providing ROI with features like Least cost routing, Call Budgeting and Toll Control with scalability to reduce TCO.

Comparisons are based on information available from respective product catalogues and manuals to the best of our knowledge.

For more details, please contact respective manufacturer

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