Unified User Clients

Unified Networks

Unified Messaging

Mobility

**100+ Call Management Features**

UNIFIED COMMUNICATION SERVER FOR MODERN ENTERPRISES

Today's dynamic enterprise environment requires smarter communication solution for diversified roles of employees. Flexible device usage and round-the-clock connectivity is the need of an hour of mobile workforce for consistent in-office experience while working from home, between appointments or on the move. Increasing competition, flexible work places and timings fuels the need for more collaborative communication solutions. With Collaboration and Mobility as the key aspects of business communication, the term 'Unified Communications' has been evolved.

Presenting, Matrix SARVAM UCS – an Enterprise-grade Unified Communication solution that offers Collaboration, Communication, Messaging and Mobility. Matrix SARVAM UCS brings diverse users from multiple locations to a common communication platform for real-time collaboration and communication. The users have options of using either Matrix SPARSH desk-phones or Matrix VARTA applications on smartphones, tablets of their choice. With universal connectivity and advanced call management, Matrix SARVAM UCS improves an organization's agility and productivity.

MATRIX
TELECOM SOLUTIONS

SOLUTIONS BY INDUSTRY

Matrix has field-proven solutions tailored for different industries such as Modern Enterprises, Hospitality, Healthcare, Manufacturing, Banking and Retail Chains.
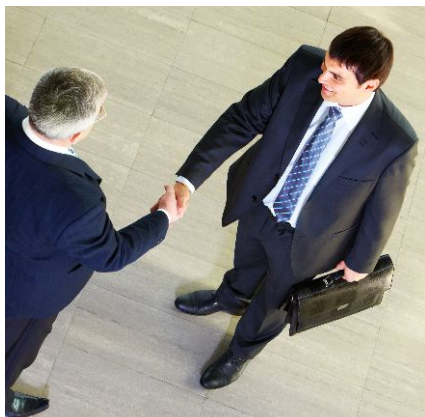
ENTERPRISES
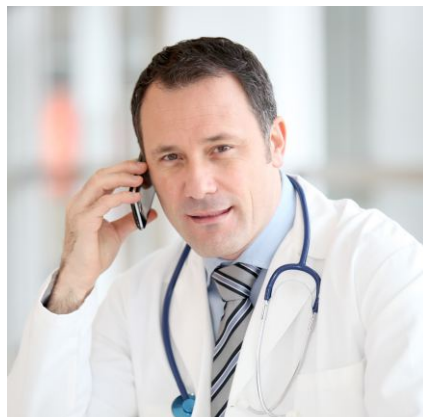
Connect, Communicate and Collaborate

- Flexible Scalability
- One Number Reach
- Video Calling
- Easy Multi-Party Conference Setup

HOSPITALITY

**Advance Communication Solutions for Modern Hotels-Motels**

- All-in-One Hotel Communication Solution
- Automate Hotel Routine Activities
- Boost Staff Productivity
- Enrich Guest Experience

HEALTHCARE

Revitalize Patient Care Capabilities

- Extend Mobility to Service Staff
- Improve Patient Care by Reducing Communication Delays
- Streamline Communication and Control Telephony Costs
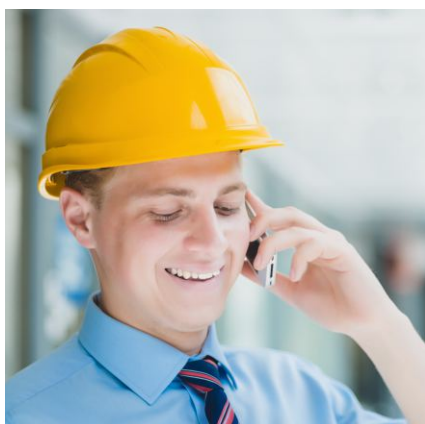
MANUFACTURING

Simplifying the Communication Complexities

- Flexible Scalability for Continual Growth
- Seamless Integration of Multiple Locations
- Uniform Customer Service Regardless of the Location

BANKING

Creating More Business Opportunities

- Establish Anytime Connectivity with Valued Customers
- No Communication Delay with Control over Operational Costs
- Increase Banker/Trader Productivity and Responsiveness

RETAIL CHAINS

Simplify Multiple Location Communication

- Seamless Integration of Multiple Locations
- One-touch Connectivity to Retail Outlets
- Easy Manageability
- Control over Operational Costs

WHY MATRIX SARVAM

The SARVAM UCS is a powerful Unified Communication Solution that provides enterprise-grade features, integration, versatility, scalability, flexibility, mobility and rock-solid reliability.

SARVAM UCS OFFERINGS	BENEFITS
• Video Calling • Multi-party Conference • Business Application for Android/iOS and Windows based PC • Unified Messaging • IM (Chat) and Presence Sharing • Conference Dial-in • On-site and Off-site Mobility • Automated Attendant • Fax over IP (FOIP)	**Workforce Collaboration** • Streamlined Business Operations • Increased Staff Responsiveness to Customers • Increased Employee Effectiveness and Efficiency • Increased Availability to Customers
• Voice Mail System • External Call Forward • Mobility • Handover and Handoff function with Android/iOS Business Application • Return Call to Original Caller (RCOC) • Callback on Trunk • Failover Resiliency – Universal Network Connectivity • Power Supply Redundancy (ETERNITY MENX/LENX) • CPU Redundancy (ETERNITY MENX/LENX) • Multiple Systems Networking through ISDN QSIG and SIP	**Business Continuity and Networking** • Anytime Connectivity with Customers • Customer Assistance whether Inside Office or On-the-Move • Assured Communication between Different Locations even in case of Trunk Failure • Reduced Downtime and Increased Visibility of Entire Infrastructure from Central Location • Minimum Downtime
• On-site Mobility • Off-site Mobility • Unified Messaging – Voice Mail to Email, Email to SMS • Call Back on Trunk • Return Call to Original Caller (RCOC) • DID • Automatic DISA with Built-in DISA Card	**Stay Connected** • Multi-locational Connectivity • Seamless Employee Mobility • Universal Connectivity
• Built-in CLI (DTMF and FSK) on ISDN and Analog Trunk Lines • Enterprise Directory • Automated Attendants • CLI based Routing • Department Group • Call Pick-up • Call Back on Trunk • Automatic DISA • Conversation Recording • Allowed and Denied Call Lists • Multiple Alarms and Reminders with Snooze • Auto-redial • Call Logs to Identify Missed Calls • Flexible Numbering Plan up to 6 Digits • Emergency Numbers • Multiple Devices – Single Number Reach • Video Calling	**Communication Convenience** • Identify Calls before Answering • Reduced Operator Call Volume • Automated Call Treatment • No Need of Changing Accustomed Dialing Patterns • Increased Employee Productivity and Efficiency • Work from Anywhere, Anytime
• Auto-attendant • Voice Mail • Return Call to Original Caller (RCOC)	**Enhanced Customer Experience** • 24X7 Customer Assistance • Uniform Response to all Callers • Prompt Customer Services

SARVAM UCS OFFERINGS	BENEFITS
• Open Standard SIP Support • Mobile Extension through GSM/3G Mobiles • Interoperable with Leading PMS/CAS • Third-party PMS/CAS Support • CTI (TAPI 2.2) • Email to SMS • Interoperable with Leading ITSPs	**Effective Resource Utilization** • Utilize Existing IT Infrastructure with Existing Telephones • Use Same Internet Connection for Voice and Data • Increased Staff Productivity • Smartphone Carrying GSM Number as well as Office Desk Extension
• Fast and Simple Deployment • Modular Architecture • Gateway Functionality • Built-in Auto-attendant • Voice Mail System with Scalable Capacity up to 2170 Hours (64GB) • Easy Integration with other SIP Devices such as VOIP Gateways, SIP Servers and SIP Phones • Hybrid Expansion Card to meet any Requirement	**Lower TCO** • No Need of External Devices such as Voice Mail system, Gateway or ATAs • Support for Diverse Network Types – Investment Protection • Avail Benefits of New-age Networks on a Common Communication Platform • Flexible Scalability • No Need of Changing Existing VOIP Devices (VOIP Gateways, SIP Server, SIP Phones) and Telephone Instruments
• Multiple SIP Accounts • Networking of Multiple Sites and Offices • On-site and Off-site Mobility • Multiple Call Groups • Web-based Interface	**Higher ROI** • Call Cost Saving on each Call • Optimum Utilization of Internet Bandwidth – Using same Bandwidth for Voice and Data • Customer Satisfaction – Increased Responsiveness • Field Upgradable • Reduced Travel Charges within Office Premise and between Office and Field Resources • No Need of Additional Application for Configuration
• Open Standard SIP • Multiple SIP Accounts • Software Configurable Parameters • Least Cost Routing Algorithm • Centralized Maintenance and Administration	**Control over Operational Cost** • Reduced Long-distance Telephony Costs through VOIP • Free Inter-site VOIP Calling • No Need to Invest in New Infrastructure • Increased Organizational Efficiency • No Need of Separate Administrator for Multiple Locations
• VARTA Outlook Integration • Click to Call • Presence Sharing • Instant Messaging • Calendar Integration • Hot Keys	**Multi-tasking becomes Easier** • Convenience of Dialing Outlook Contacts • Presence Status Visible from the Outlook Screen • Quick Communication through Emoticons and Intuitive Dial Pad • Presence Status Automatically Updated during Meetings • Personalized Dialing Experience
• VMS V7 • 20 Simultaneous Call Recordings • Call Queuing • Different Options to Configure Mailbox • Prompt Uploading through GUI	**Improved Connectivity for Mobile Workforce** • Monitoring Call's Length and Quality Becomes Easier • Reduced Number of Dropped Calls • Personalized Mailbox and Ease of Selecting Messages • Intuitive User Interface for Hassle Free Management
CE, FCC, RoHS and TEC	**Certification** • Reliability • Safety • Industry Standard Product

MATRIX SARVAM UCS - BENEFITS

UC SERVER FOR ALL YOUR COMMUNICATION

Leverage your existing infrastructure and connect Analog, Digital, IP/SIP phone and Smartphones on a common communication platform.

COMMUNICATE ANYTIME, ANYWHERE

Extend your on-the-move workforce calling, messaging, video calling features on their own device that they get in the office. It gives them freedom from being tied up to their desk.

SOLUTION THAT GROWS WITH YOUR BUSINESS

Scale your communication infrastructure as your business grows.

SIMPLE ADMINISTRATION AND MANAGEMENT

Organizations prefer communication system that is easy to manage and maintain so that no specialized manpower is required. SARVAM UCS offers web-based configuration that makes it easy to deploy and maintain. Furthermore with the support of SNMPv1/v2c/v3, it helps manage and monitor network elements, audit network usage and detect network faults.

ENHANCE CUSTOMER RESPONSIVENESS

With powerful communication tools that support voice, chat and video calling, it enhances workforce response to customers/clients.

PROTECT YOUR INVESTMENT

As technology continues to move forward across digital, IP and SIP-based solutions, SARVAM UCS is a future-proof solution offering IP at core and application upgrade paths that renew and extend your investment.

UNIFIED NETWORKS

COLLABORATION

USE YOUR OWN DEVICE (UYOD)

MOBILITY

UNIFIED MESSAGING
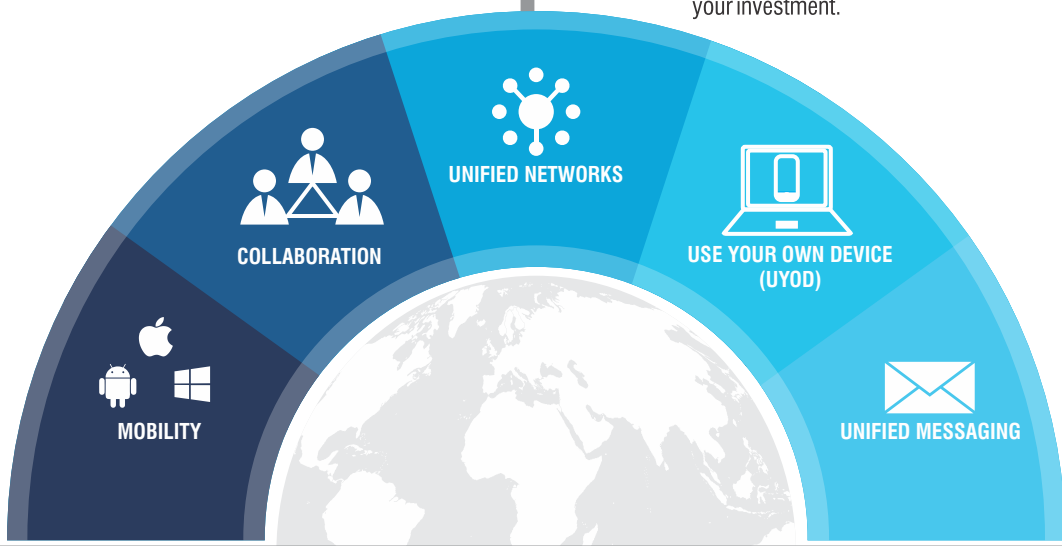
UC FEATURES

MOBILITY

Matrix Mobility solution has been designed to give your workforce freedom and flexibility to use one number extension and Voice Mailbox that travels with them and extends access to UC features. It allows users to setup their phones to ring on the device of their preference. No matter where they are or who is calling, the office extension will always be their caller ID. The workforce will experience a consistency of usage irrespective of smart device – iOS or Android, mobile phones or tablet, they are using at a given time.

UNIFIED USER CLIENTS

Be it Analog, Digital, Proprietary IP, Open SIP Desk-phones or Smartphone Applications for Android/iOS and Windows PC, SARVAM UCS support it all. It allows enterprises to adapt the existing infrastructure with seamless scalability to unified communications.

UNIFIED NETWORKS

SARVAM UCS unifies varied telecom networks with IP-at-core. It protects investment by supporting existing traditional network such as PSTN/TWT, T1/E1 ISDN PRI and wireless network GSM/3G/4G*.

PRESENCE

Built-in presence enable users to know real-time status before the call is made. With diversified modes such as "In a Meeting, Out for a Meal, Availability and Busy", SARVAM UCS enhances quick decision making and workforce collaboration.

TELEPHONY FEATURES

SARVAM UCS takes care of your office communication needs with its full-fledged telephony solution. With Corporate Directory Integration and Pop-up Notification, SARVAM UCS delivers IP telephony solution to office extension complementing it with call handling and convergence capabilities.

- Comprehensive Call Handling capabilities with Transfer, Conference, Hold, Forward and DND
- All Contacts in One Location with Corporate Global Directory Integration for Easy Access
- One-touch Access to Extension Numbers with Direct Station Selection Keys
- Drag and Drop Conference for Meetings offers Convenience to the Users and Saves Time

EMAIL TO SMS

It enables users to send SMS from their email client using in-skin GSM SIM functionality of SARVAM UCS. It also supports Bulk SMS with flexibility of assigning it to selective users. The Bulk SMS user can send as many as 1000 numbers which can also be retrieved from the contact list file in a specific format.

INSTANT MESSAGING

It enable users to quickly communicate with others within the application without switching to another tool. Users can have integrated communication solution for conversations using VARTA – The UC Client. With multi-media features like Emoticons and Search Dial Pad, the experience is seamless and intuitive with a common interface across platforms and devices including Android, iOS and Windows PC.
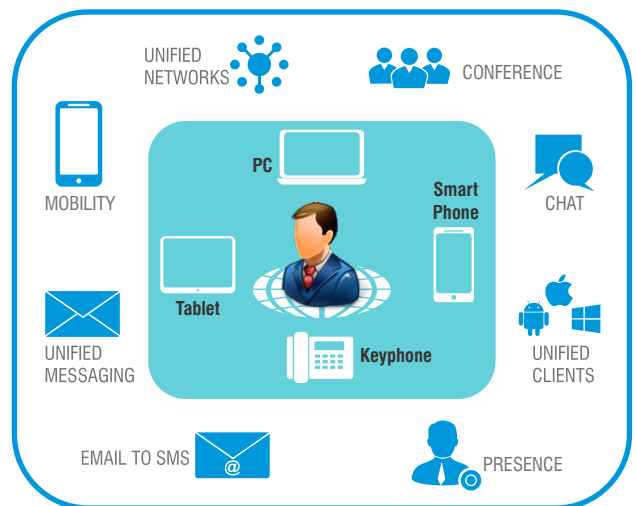
VOICE MAIL

SARVAM UCS with NX DBM VMS64 - DAUGHTER-BOARD MODULE (optional), is a full-fledged Voice Mail System designed to provide a variety of voice mail applications. It utilizes a USB memory stick as a storage media. The default 8 GB USB drive supports up to 260 hours of recording, which can be extended to 2,170 hours by using 64 GB USB drive. The VMS DBM can be configured to work up to 64 channels as per VMS channel license and can have license-free mailboxes equivalent to the number of users.

Voice Mail Features

- Attend up to 64 calls simultaneously with flexibility of routing callers to desired extension or delivering information depending upon the selection.
- Dial-by-Name to Reach the Intended User
- Selectively Allocate Voice Mails to Users with Customized Mailbox Size and Greetings for All/Selective Users
- Group Mailbox to Share Messages between Groups
- Access Voice Mail from Anywhere with just a Phone Call
- Password Protected, Secured Voice Mail Access
- Record Important Conversations for Future Reference
- Live call screening offering the flexibility to screen a call initially and accordingly answer or direct it to the Voice Mail storage.
- Redirection of Voice Mails to Another Extension in case of Non-availability
- Tag Voice Mails while Forwarding Messages to Another Mailbox
- Broadcast Voice Message to a Group of Personnel
- Distribution Lists for Delivery of Voice Mails to Different Users or Groups
- Message Wait Indication via Ring, Change in Dial-tone, Voice Message or Message Waiting Lamp
- Notification of a New Voice Mail via Email Alert or a Phone Call
- Set the Sensitivity of Message as "Urgent" or "Normal" to Guard its Confidentiality
- Options to choose the Date and Time Format of the Mailbox
- Upload Prompts in Six Different Languages
- 128 Auto-attendant Menus for Optimized Call Handling
- Take Back-up of Voice Mail Messages from Local Network/VPN

*GSM 4G Card is available only for ETERNITY GENX.

UC APPLICATION

Matrix SARVAM UCS is a powerful Unified Communication Solution that provides enterprises with integrated mobility and unified messaging which help enterprises improve collaboration (video calling, chat, presence sharing, email to SMS, voice mail to email, conference etc.) among all their employees, irrespective of its size and geographic location. Matrix SARVAM UCS proves to be a complete solution for inter-branch office collaboration and communications. Dispersed branches can be tied together over the IP network, with SARVAM UCS located at the Head Office. Low-tariff internet telephony between geographically spread locations helps reduce the communication cost to a great extent. Multi-site connectivity over IP also facilitates usage of common dial plans and numbering across the geographically distant branches. The seamlessly connected branches can also share a common Auto-attendant and Voice Mail system.

In the world of IP, an end user terminal can be an IP desk-phone, a UC Client and Business App for Android/iOS/Windows PC. Employees can use their own device (smartphones/tablets) for personal and professional purposes, whether they are in the office or working remotely. A user can have multiple contact points mapped to a common user identity. Hence, user has the convenience to be connected irrespective of his location. Presence further determines the availability of a user (such as online, offline), his willingness to participate in a communication session (busy, available on phone, out of office and others) and his preferred mode of communication (call or instant messaging), before an actual conversation begins. A user now has a right to alter his presence status at his will and intimate the same to others, instantly, through presence sharing in real-time.
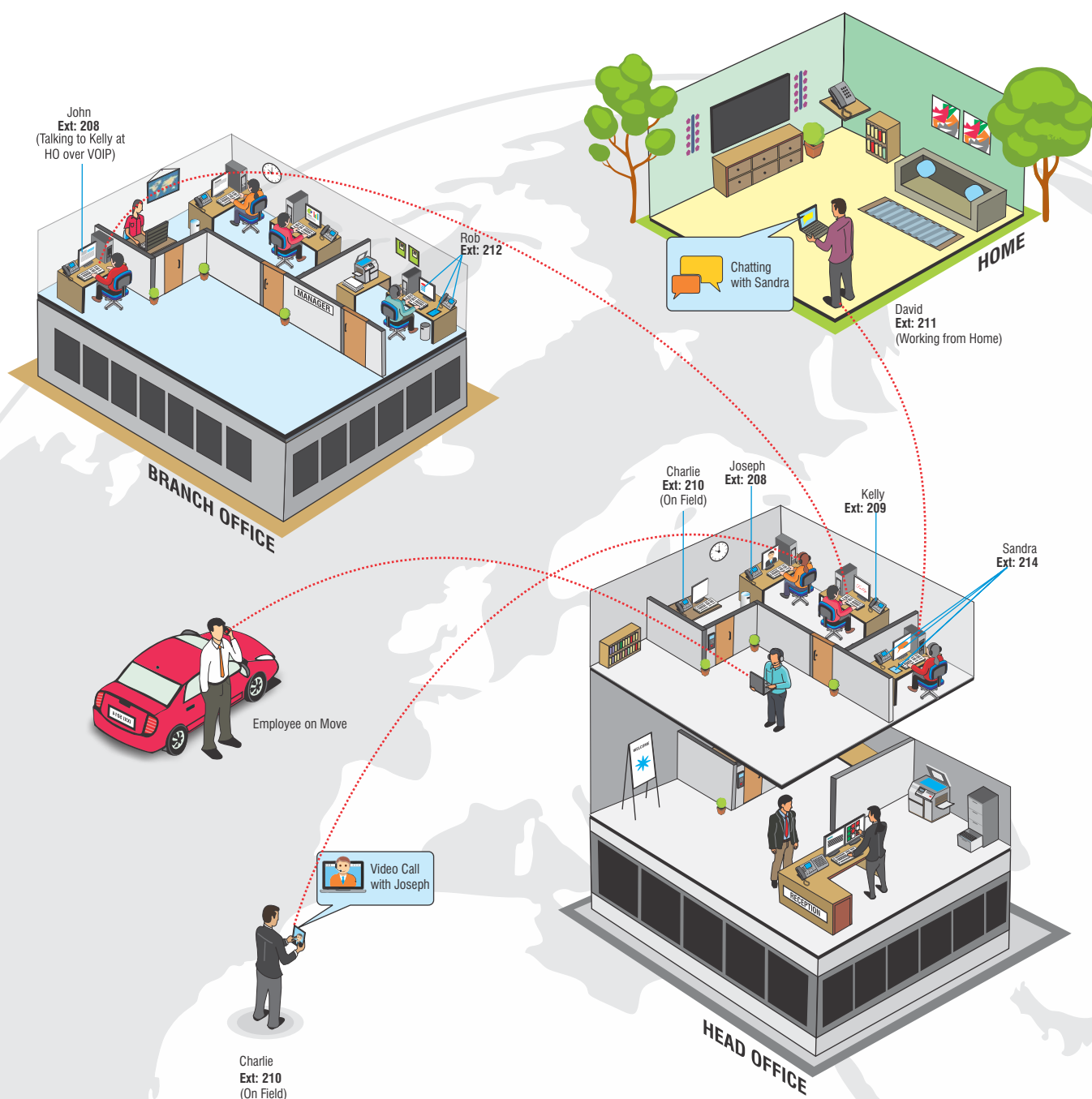
USER TERMINALS

User Terminals are the access points of communication where user meets the technology for their required applications. Matrix provides a diversified range of business phones/App that include in-office, remote, mobile and desktop computer users. With perfect blend of style and substance - Matrix User Terminals offer faster communication, superior aesthetics and intuitive user interface.

Faster Communication	Interoperability with Leading IP-PBXs	Multi-Lingual Platform	Superior Aesthetics and Elegant Design	Reliable and Secured Communication	Style and Substance	Fully Integrated Telephony Solution	Intuitive User Interface

Matrix VARTA – The UC CLIENT for SEAMLESS COLLABORATION

Matrix VARTA is a UC Client series redefining communication experience with its variety of collaboration features and intuitive user interface. Powered by Matrix SARVAM UCS, VARTA empowers user to switch the extension to their desktop computer, Android and iOS mobile devices. 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, Professional and Collaboration.

- **VARTA ADR100**
  UC Client Application for Android Smartphones

- **VARTA AMP100**
  UC Client Application for iOS Smartphones

- **VARTA WIN200**
  UC Client Application for Windows PC

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

HD Voice and Video Experience

Enterprise Mobility

Seamless Collaboration

Real-Time Communication

Faster Operations

Intuitive User Interface

Fully Integrated Telephony Solution

Secured Monitoring

IP DESKPHONES

SPARSH VP series of IP endpoints meet the challenges of today's business for efficient call management and ease of use. Ergonomically designed and feature-packed SPARSH VP Phones increase staff productivity and enhance business communication with High Definition Voice, Touch Screen Interface, Adjustable LCD, Busy Lamp Field and Direct Station Selection Keys. The SPARSH VP series is available in following variants - VP710, VP330E, VP510E, VP310E and VP110.

SPARSH VP710 - *Enterprise Video Collaboration*

- 7 Inch (1024 x 600) Capacitive Adjustable Touch Screen
- 16 SIP Accounts
- 720p @30 Fps HD video
- 2 Megapixel HD Camera with Privacy Shutter
- Bluetooth 4.0+ EDR for Headsets and Pairing Mobile Devices
- Built-in Wi-Fi (802.11b/g/n)
- USB 2.0 Port for USB Headset, Media and Storage Applications

SPARSH VP510E - *Premium IP Phone*

- 240*64 Pixels Graphical LCD with Backlit
- 16 DSS/BLF Keys
- 4 Context Sensitive Keys
- *32 Keys Expansion Module (DSS532)
- Power over Ethernet (POE)
- Proprietary IP Phone

SPARSH VP330E - *The Touch Screen IP Phone*

- 4.3" Color Touch Screen Display
- 12 DSS/BLF Keys
- On-screen BLF Monitoring (18 Contacts)
- 6 Fixed Function Keys
- Presence Indication
- Power over Ethernet (POE)
- Proprietary IP Phone

SPARSH VP310E - *Executive IP Phone*

- 2 Line LCD with Backlit
- 12 DSS/BLF Keys
- 9 Fixed Function Keys
- Power over Ethernet Option
- Proprietary IP Phone

SPARSH VP110 - *Business IP Phone*

- 132*64 Pixel Graphical Display
- Context Sensitive and Fixed Function Keys
- Power over Ethernet
- Open SIP Phone

IP/DIGITAL OPERATOR CONSOLE and DIGITAL KEYPHONES

Matrix EON series of Digital Key Phones are designed to offer performance, quality of business communication and efficient call management. 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. DSS532 - The operator console for business communications, acts as a dashboard for operator helping to manage heavy traffic of incoming calls.

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
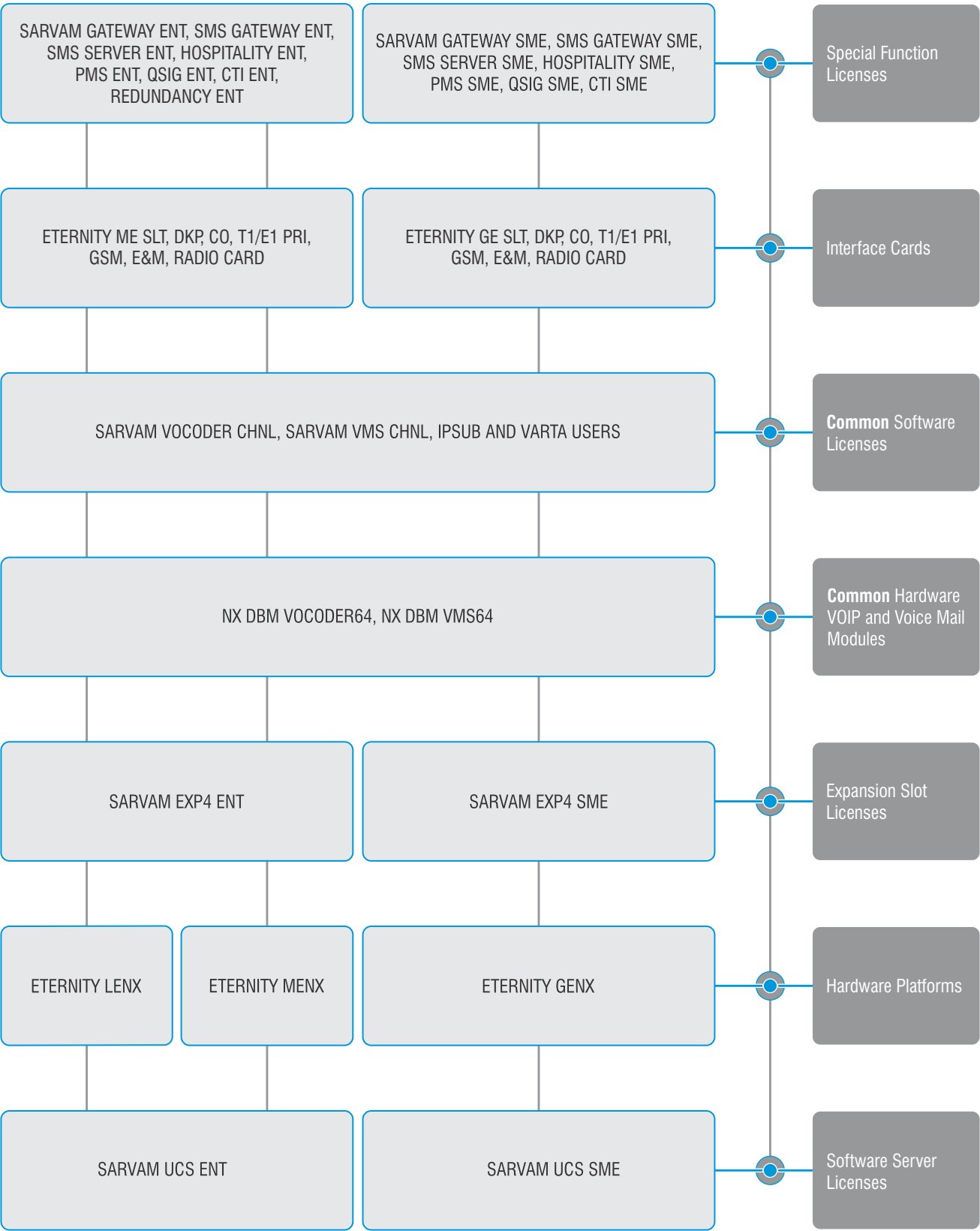- 12 DSS Keys
- 9 Fixed Function Keys

SPARSH VP510E / EON510 WITH DSS532   DSS532

- 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

SYSTEM ARCHITECTURE

SARVAM UCS is a Server Software which runs on ETERNITY NX - The Next Generation Hardware Platform.

SARVAM GATEWAY ENT, SMS GATEWAY ENT, SMS SERVER ENT, HOSPITALITY ENT, PMS ENT, QSIG ENT, CTI ENT, REDUNDANCY ENT	SARVAM GATEWAY SME, SMS GATEWAY SME, SMS SERVER SME, HOSPITALITY SME, PMS SME, QSIG SME, CTI SME	Special Function Licenses
ETERNITY ME SLT, DKP, CO, T1/E1 PRI, GSM, E&M, RADIO CARD	ETERNITY GE SLT, DKP, CO, T1/E1 PRI, GSM, E&M, RADIO CARD	Interface Cards
SARVAM VOCODER CHNL, SARVAM VMS CHNL, IPSUB AND VARTA USERS		**Common** Software Licenses
NX DBM VOCODER64, NX DBM VMS64		**Common** Hardware VOIP and Voice Mail Modules
SARVAM EXP4 ENT	SARVAM EXP4 SME	Expansion Slot Licenses
ETERNITY LENX / ETERNITY MENX	ETERNITY GENX	Hardware Platforms
SARVAM UCS ENT	SARVAM UCS SME	Software Server Licenses

SOFTWARE

SARVAM UCS SME/ENT
Matrix SARVAM Unified Communication Server is preloaded with a license of 5 IP Subscribers, 4 VOCODER Channels (NX DBM VOCODER64 is required) and 4 VOICE MAIL Channels (NX DBM VMS64 is required).

SARVAM UMG SME
SARVAM UMG is a Universal Media Gateway software that comes in the form of license. SARVAM UMG SME is designed to work with ETERNITY GENX to avail Media Gateway functionality.
(Refer Universal Media Gateway Brochure for detailed information.)

SARVAM EXP4 SME/ENT
SARVAM EXP4 SME/ENT is an expansion slot license to be used with ETERNITY GENX/ETERNITY MENX-LENX respectively. It activates 4 expansion slots for UCS/UMG application. This offers flexibility to customer to invest as they grow.

SARVAM IPSUB
The license is required to activate the IP subscribers. The license remains same for ETERNITY GENX/ETERNITY MENX-LENX and is available in the variants IPSUB5/10/50/100/500 to activate 5/10/50/100/500 IP users respectively.

SARVAM VARTA
The license is used for activating VARTA UCS Client users for Hardware Platform ETERNITY GENX/ETERNITY MENX-LENX. According to the type of features required, the license is divided into three categories: Essential, Professional and Collaboration.

Software Server License	Hardware Platform	Pre-activated/Default Expansion Slots	Max. EXP4 Software Licenses	Expansion Software License	Total Hardware Expansion Slots
SARVAM UCS SME OR SARVAM UMG SME	ETERNITY GENX	4	2	SARVAM EXP4 SME	12
SARVAM UCS ENT	ETERNITY MENX	8	2	SARVAM EXP4 ENT	16
SARVAM UCS ENT	ETERNITY LENX	8	5	SARVAM EXP4 ENT	27

ETERNITY LENX

ETERNITY MENX
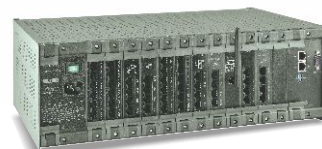
ETERNITY GENX

HARDWARE

ETERNITY LENX
ETERNITY LENX – The Next-generation hardware platform requires to have SARVAM UCS ENT software license to avail UCS functionality. It is a future-proof solution offering IP-at-core with seamless connectivity to all-pervasive legacy and new-generation wireless telecom networks like POTS, ISDN, T1/E1 and GSM/3G. Further it supports up to 99 VOIP (SIP) trunks, 64 GSM ports, 24 T1/E1 ISDN PRI ports and 128 analog trunks with up to 2,000 UC users, 128 digital users and 1,296 analog users.

ETERNITY MENX
ETERNITY MENX – The Next-generation hardware platform requires to have SARVAM UCS ENT software license to avail UCS functionality. It is a future-proof solution offering IP-at-core with seamless connectivity to all-pervasive legacy and new-generation wireless telecom networks like POTS, ISDN, T1/E1 and GSM/3G. Further it supports up to 99 VOIP (SIP) trunks, 64 GSM ports, 8 T1/E1 ISDN PRI ports and 128 analog trunks with up to 2,000 UC users, 128 digital users and 512 analog users.

ETERNITY GENX
ETERNITY GENX – The Next-generation hardware platform requires to have SARVAM UCS SME software license to avail UCS functionality. It is a future-proof solution offering IP-at-core with seamless connectivity to all-pervasive legacy and new-generation wireless telecom networks like POTS, ISDN, T1/E1 and GSM/3G. Further it supports up to 99 VOIP (SIP) trunks, 40 GSM ports, 8 T1/E1 ISDN PRI ports and 64 analog trunks with up to 1,000 UC users, 96 digital users and 240 analog users.

NX DBM VOCODER64
VOCODER DAUGHTER-BOARD MODULE (hardware) for ETERNITY GENX/MENX/LENX CPU cards capable of supporting maximum 64 simultaneous VOCODING channels. UCS server is supplied with 4 built-in VOCODER channels. Additional VOCODER CHNL license is required to activate desired number of channels.

NX DBM VMS64
VOICE MAIL DAUGHTER-BOARD MODULE (hardware) having capability to support maximum 64 simultaneous voice mail sessions for ETERNITY GENX/MENX/LENX CPU cards. UCS server is supplied with 4 built-in VMS channels. Separate VMS CHNL license is required to activate desired number of channels.

BUILT-IN RESOURCES

SYSTEM RESOURCES	DESCRIPTION	ETERNITY GENX	ETERNITY GENX	ETERNITY MENX	ETERNITY LENX
Compatible Software Server	Unified Communication Server	SARVAM UCS SME	SARVAM UMG	SARVAM UCS ENT	SARVAM UCS ENT
RS232C (COM) Ports	SMDR/PMS/CAS Interfaces	1	1	-	-
USB Ports	Internl USB 2.0 External USB 3.0	2	2	2	2
USB Storage	Intenal USB - Up to 64GB (8GB - for Software Firmware and 260 Hours of Recording (Factory Fitted), 64GB Pen Drive can be used for 2170 Hours of Recording) External USB - for future use	8GB	8GB	8GB	8GB
Group Conference (3-Party)	Numbers of 3-Party Conferences	15	-	15	15
Maximum participants in Single Conference	Maximum Participants in Single Conference	21	-	21	21
Voice Messages (16 seconds each)	Auto-Attendant, Voice Help, Voice Tones	15	-	15	15
Ethernet Ports (Gigabit)	Web-based Configuration, PMS, SMDR, System Log, VOIP (LAN and WAN) and VMS	2	2	2	2

SYSTEM SCALABILITY

SYSTEM RESOURCES	DESCRIPTION	SARVAM UCS SME (ETERNITY GENX)	SARVAM UMG (ETERNITY GENX)	SARVAM UCS ENT (ETERNITY MENX)	SARVAM UCS ENT (ETERNITY LENX)
Universal Slots	For Interface Expansion Cards (except VOIP and VMS)	12	12	16	27
SLT/FXS Ports	Single Line Analog Telephones	240	120	512	1296
DKP/DSS Ports	Proprietary Digital Key Phones or DSS Consoles	96	-	128	128
CO/FXO (TWT) Ports	Two Wire Trunk (CO) Lines	64	120	128	128
T1/E1/PRI Ports	T1 or E1 or ISDN PRI Network or Compatible Device	8	8	8	24
GSM/3G/4G* Ports	GSM/3G/4G* Network	40	48	64	64

*GSM 4G Card is available only for ETERNITY GENX

SYSTEM RESOURCES	DESCRIPTION	SARVAM UCS SME (ETERNITY GENX)	SARVAM UMG (ETERNITY GENX)	SARVAM UCS ENT (ETERNITY MENX)	SARVAM UCS ENT (ETERNITY LENX)
UC (SIP/IP) Users	Registration of Hard SIP/IP Phones, UC Client for Android/iOS and Windows PC using Business Application	999	-	2000	2000
SIP Trunks	SIP Trunks (Clients) for ITSP or Peer-to-Peer	99	120	99	99
VOIP Channels	VOIP Channels for simultaneous calling with transcoding	128	128	248	248
NX DBM VOCODER64	DAUGTHER-BOARD MODULE on CPU for VOCODER (VOIP) Channels	2	2	4	4
NX DBM VMS64	DAUGTHER-BOARD MODULE on CPU for simultaneous Voice Mail sessions	1	-	1	1
Voice Mail Channels (Sessions)	Voice Mail System with Auto-Attendant and with dedicated Mailbox for each type of extension (Analog, Digital, IP)	64	-	64	64
Radio Interface Ports	Interface to HF/VHF/UHF Radio Transceiver	16	-	16	16
E&M Ports	E&M Network	32	-	64	64

NX DBM VOCODER AND NX DBM VMS - SYSTEM RESOURCES

SYSTEM RESOURCES	DESCRIPTION	SARVAM UCS SME (ETERNITY GENX)	SARVAM UMG (ETERNITY GENX)	SARVAM UCS ENT (ETERNITY MENX)	SARVAM UCS ENT (ETERNITY LENX)
Max. Concurrent calls from IP User to other IP User	IP-IP Audio Calls without Transcoding	500	-	500	500
Max. Concurrent calls from IP User to other IP User	IP-IP Audio Calls with Transcoding	64	-	128	128
Max concurrent IP-TDM calls	IP-TDM Audio Calls	128	128	248	248
Concurrent Video Calls from IP User to other IP User	VOCODER Channel will not be Occupied (Does not Support Transcoded Video Calls)	55	-	55	55
Concurrent Voice Module (Play Voice Messages)	Concurrent calls management with Auto-attendant	9	-	9	9
Features need transcoding channel (NX DBM - VOCODER Channels)	Conference - for each IP call, Conversation Recording/Call Tapping - for each IP Call, Retrieval of Voice Mail - from each IP user, Trunk auto-answer/VMS Auto-attendant – for each incoming call on SIP Trunk, for each IP to non-IP call				

For redundancy, separate Redundancy license is to be procured additionally.

ORDERING INFORMATION

SARVAM – UNIFIED COMMUNICATION SERVER	
SARVAM UCS ENT	Matrix SARVAM Unified Communication Server for ENT for ETERNITY LENX-MENX*(hardware). Preloaded with licenses for 5 IPSUB, 4 VOCODER CHANNELS and 4 VOICE MAIL CHANNELS. For VOCODER and VOICE MAIL, respective daughter-boards are required.
SARVAM UCS SME	Matrix SARVAM Unified Communication Server for SME for ETERNITY GENX (hardware). Preloaded with licenses for 5 IPSUB, 4 VOCODER CHANNELS and 4 VOICE MAIL CHANNELS. For VOCODER and VOICE MAIL, respective daughter-boards are required.
SARVAM VOCODER CHNL4 SARVAM VOCODER CHNL16	VOCODER CHANNELS for SARVAM UCS to support 4/16 simultaneous calls with transcoding.
SARVAM VMS CHNL4 SARVAM VMS CHNL16	License for VOICE MAIL CHANNELS for SARVAM UCS to support 4/16 simultaneous voice mail sessions.
SARVAM EXP4 ENT	License for activating 4 expansion slots on SARVAM UCS ENT (ETERNITY MENX and ETERNITY LENX). Similar to all other licenses, this license is also installed on the CPU card. Therefore, when the original CPU card is changed, the expansion slots license will also go with the same.
SARVAM EXP4 SME	License for activating 4 expansion slots on SARVAM UCS SME (ETERNITY GENX). Similar to all other licenses, this license is also installed on the CPU card. Therefore, when the original CPU card is changed, the expansion slots license will also go with the same.
SARVAM IPSUB5 SARVAM IPSUB10 SARVAM IPSUB50 SARVAM IPSUB100 SARVAM IPSUB500	License of IP Subscribers for SARVAM UCS to create 5/10/50/100/500 VOIP subscribers. Common for all types of SMB, SME and ENT UCS SERVERS.
SARVAM VARTA USER5E SARVAM VARTA USER10E SARVAM VARTA USER50E SARVAM VARTA USER100E SARVAM VARTA USER500E	License for 5/10/50/100/500 VARTA UCS SOFT CLIENTS with ESSENTIAL features. SARVAM UCS needs this license to register ANDROID/IOS/WINDOWS DESKTOP UCS CLIENTS. This licensee is not required for HARDWARE IP-PHONES. Common for all types of SMB, SME and ENT UCS SERVERS.
SARVAM VARTA USER5P SARVAM VARTA USER10P SARVAM VARTA USER50P SARVAM VARTA USER100P SARVAM VARTA USER500P	License for 5/10/50/100/500 VARTA UCS SOFT CLIENTS with PROFESSIONAL features. SARVAM UCS needs this license to register ANDROID/iOS/WINDOWS DESKTOP UCS CLIENTS. This licensee is not required for HARDWARE IP-PHONES. Common for all types of SMB, SME and ENT UCS SERVERS.
SARVAM VARTA USER5C SARVAM VARTA USER10C SARVAM VARTA USER50C SARVAM VARTA USER100C SARVAM VARTA USER500C	License for 5/10/50/100/500 VARTA UCS SOFT CLIENTS with Premium Collaboration features. SARVAM UCS needs this license to use the collaborative features of VARTA like VARTA - Outlook integration, Calendar Integration, Click to Call and more. Common for all types of SMB, SME and ENT UCS SERVERS.

SARVAM SMS GATEWAY SME/ENT	License to enable SMS GATEWAY functionality for SARVAM UCS SME/ENT to connect to third party SMS GATEWAY CLIENT (SMPP V3.4) to send/receive SMS over GSM SIM installed on GSM Interface card.
SARVAM SMS SERVER SME/ENT	License to enable SMS SERVER functionality for SARVAM UCS SME/ENT to connect to any EMAIL client (i.e. Outlook, Gmail, Yahoo). Used to send/receive EMAIL to SMS and vice-versa over GSM SIM installed on GSM Interface card.
SARVAM HOSPITALITY SME/ENT	License to enable HOSPITALITY functions suite for SARVAM UCS SME/ENT to support HOSPITALITY functions and features used in Hotel-Motel.
SARVAM PMS SME/ENT	License to enable PROPERTY MANAGEMENT SYSTEM interface for SARVAM UCS SME/ENT to integrate with third party PROPERTY MANAGEMENT SYSTEM (PMS) used in Hotel-Motel.
SARVAM GATEWAY SME/ENT	License for SARVAM UCS SME/ENT to support GATEWAY functions in addition to UCS functions. This license allows using SARVAM as UCS and GATEWAY simultaneously. This is different from dedicated UMG GATEWAY APPLICATION.
SARVAM QSIG SME/ENT	License for QSIG interface for SARVAM UCS SME/ENT to connect with other MATRIX OR THIRD PARTY PBX using ISDN PRI for seamless calling and interworking of certain PBX features.
SARVAM CTI SME/ENT	License to enable TAPI 2.2 for SARVAM UCS SME/ENT to Connect to THIRD PARTY CTI APPLICATION
SARVAM REDUNDANCY ENT	License to enable REDUNDANCY functionality for SARVAM UCS ENT. Additional (Redundant) POWER SUPPLY and CPU CARD for ETERNITY MENX or LENX is required for redundancy functionality to work. No License is required to be activated on the redundant hardware for redundancy functionality.
NX DBM VOCODER64*	VOCODER DAUGHTER-BOARD MODULE (hardware) for ETERNITY GENX/MENX/LENX CPU CARDS capable to support maximum 64 simultaneous VOCODING CHANNELS. UCS AND UMG SERVER licenses are supplied with 4 built-in VOCODER CHANNELS. Additional VOCODER CHNL license is required to activate desired number of channels.
NX DBM VMS64*	VOICE MAIL DAUGHTER-BOARD MODULE (hardware) having capability to support maximum 64 simultaneous VOICE MAIL sessions for ETERNITY GENX/MENX/LENX CPU CARD. Separate VMS CHANNEL license is required to activate desired number of channels.
ETERNITY GENX12SAC*	ETERNITY GE NEXT-GENERATION PLATFORM with CPU CARD, 12 UNIVERSAL SLOTS and AC power supply in 19" 4U ENCLOSURE. VOCODER and VOICE MAIL HARDWARE DAUGHTER-BOARD MODULES are NOT INCLUDED.
ETERNITY GENX12SDC*	ETERNITY GE NEXT-GENERATION PLATFORM with CPU CARD, 12 UNIVERSAL SLOTS and DC power supply in 19" 4U ENCLOSURE. VOCODER and VOICE MAIL HARDWARE DAUGHTER-BOARD MODULES are NOT INCLUDED.
ETERNITY GENX12S PSBB	ETERNITY GE NEXT-GENERATION PLATFORM with CPU CARD, 12 UNIVERSAL SLOTS and AC power supply with Battery Backup option in 19" 4U ENCLOSURE. VOCODER and VOICEMAIL HARDWARE DAUGHTER-BOARD MODULES are NOT INCLUDED.
ETERNITY MENX16SAC*	ETERNITY ME NEXT-GENERATION PLATFORM with CPU CARD, 16 UNIVERSAL SLOTS and AC power supply. VOCODER and VOICE MAIL HARDWARE DAUGHTER-BOARD MODULES are NOT INCLUDED.

ETERNITY MENX16SDC*	ETERNITY ME NEXT-GENERATION PLATFORM with CPU CARD, 16 UNIVERSAL SLOTS and DC power supply. VOCODER and VOICE MAIL HARDWARE DAUGHTER-BOARD MODULES are NOT INCLUDED.
ETERNITY LENX27SDC*	ETERNITY LE NEXT-GENERATION PLATFORM with CPU CARD, 27 UNIVERSAL SLOTS and DC power supply in 19" 16U enclosure. VOCODER and VOICE MAIL HARDWARE DAUGHTER-BOARD MODULES are NOT INCLUDED.

* Please refer DATASHEET ETERNITY NX Technical Specifications for information on Next-Generation platforms (ETERNITY GENX/MENX/LENX)

more locations   **more** collaboration   **more** productivity

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.

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