





# **ETERNITY PENX**

IP-PBX System for SOHO and SMBs

**MAJOR BENEFITS FOR MEDIUM TO MINIMAL ENTERPRISES**

# Why An IP-PBX Solution ?

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1. A Software-Hardware package equipped with VoIP facilities.
2. The PBX to give you privacy and control over your workspace
3. Delivered with value added problem specific features



# Why MATRIX ETERNITY PENX ?



**Unified  
Communication**



**Legacy and New-age  
Network Connectivity**



**High Mobility**



# Why MATRIX ETERNITY PENX ?



**Integration with Existing Infrastructure**



**Seamless Collaboration**



**Anytime and Anywhere Connectivity**

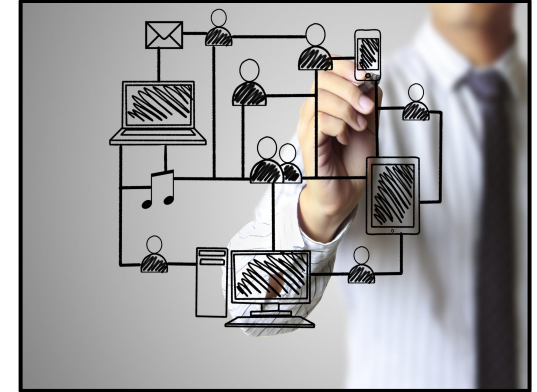
# Why MATRIX ETERNITY PENX ?



**Communication  
Convenience**

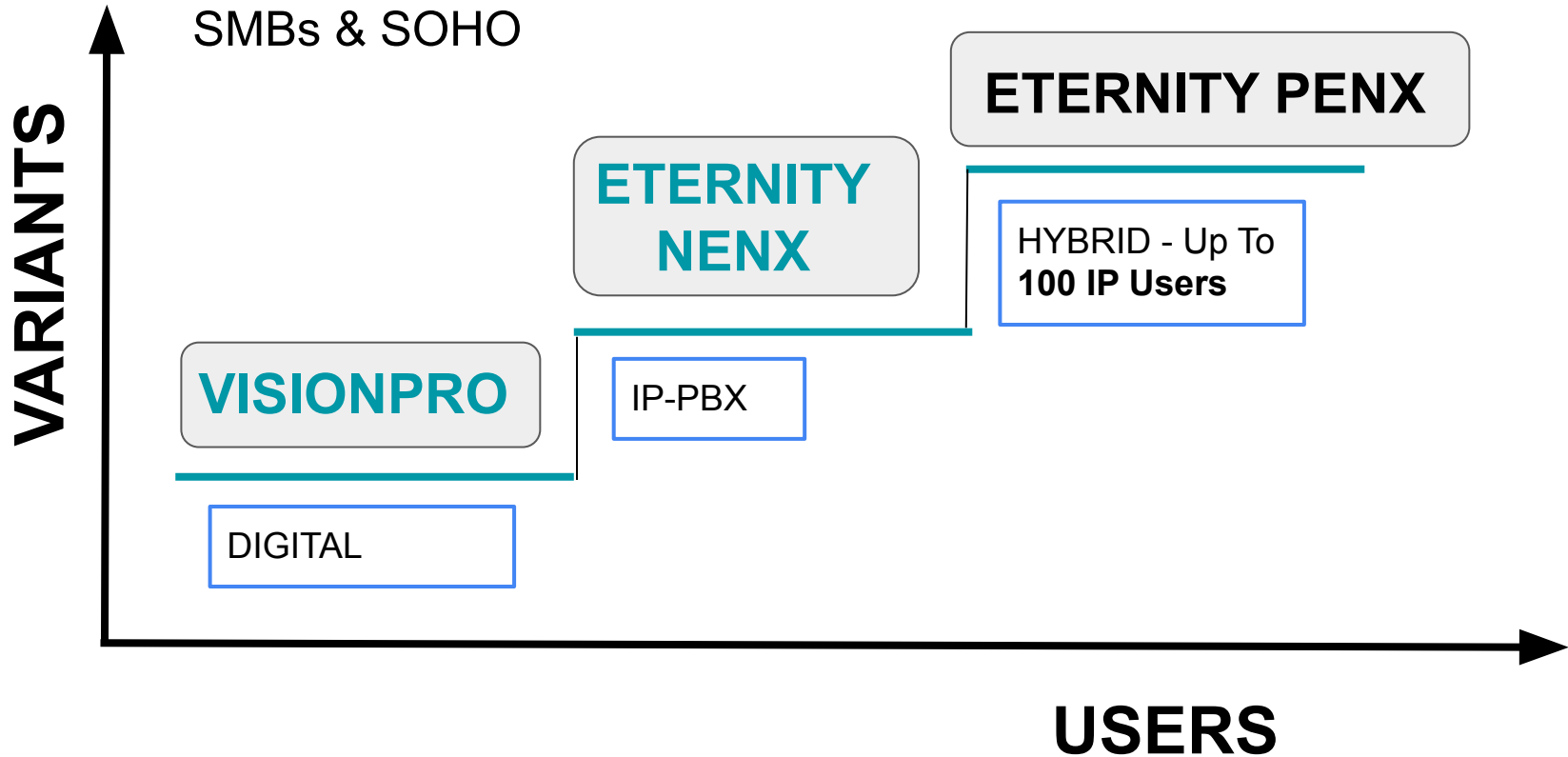


**Reduced Telephony Costs**








**Manage Communication  
Architecture**






# ETERNITY PENX PRODUCT POSITIONING



## PENX

Conventional Methods	ETERNITY PENX	
Outdated Equipment		Futuristic Modern Architecture
Expensive Service Providers		Low Telephony Cost
No Asset Retaining		Retaining The Existing Assets
Disparate Management		Centralized Management
Fault Prone And Complex Maintenance		Easy Troubleshooting And Maintenance

## PENX

Conventional Methods	ETERNITY PENX	
Complex Usage		User-Friendly Interface
Limited Call Features		Advanced Call Features
No Mobility		High Remote Access Mobility
Low Scalability		Highly Scalable
Costly And Slow Deployment		Rapid Low Cost Deployment

# MATRIX ETERNITY PENX - Key Features



## Universal Network Connectivity

- Eliminate Multiple Investments
- Converge Diverse Mediums



## Station Message Detail Recording (SMDR)

- Record All Call Details
- Control Telephony Cost and Usage



## Least Cost Routing

- Least Cost Network
- Automated Cost Cutting



## LDAP Support

- Access and Maintain directory over IP network.
- Manage Company Call Directory



## Direct Inward System Access (DISA)

- Remote Network Access
- Enhanced Connectivity Management



## Presence and Instant Messaging

- Screen Sharing
- Application Sharing



## Intuitive and Easy Web GUI

- User-Friendly interface
- Rapid Deployment.



## GSM/ and 4G-VolTE Support

- Mobile extensions
- Mobility Convenience through BYOD





## Uploading Custom MUSIC on HOLD (MoH)

- Brand Promotion
- Enriched Guest Experience



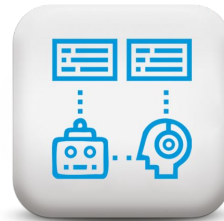
## Scheduled Backup of Voice messages/recordings

- Manual and Scheduled Backups
- Prevention of Data Loss



## Room Monitor

- Enhanced productivity
- Avoid time wastage and misconduct



## Built-in Auto-attendant and Voicemail

- No Missed Messages
- Customer Retention



## Mobile Softphone Extension

- Enhanced Collaboration
- Better In-Office Connectivity



## Hotline

- Immediate connectivity
- Reduced Response Time

# Flexible Subscription Options



# ETERNITY PENX - Call Features

- Abbreviated Dialing
- Access Codes
- Account Codes
- Alternate Number Dialing
- Auto Answer
- Auto Call Back (ACB)
- Auto Redial
- Automatic Number Translation
- Barge-In
- Busy Lamp Field for Trunk
- Call Back on Trunk Ports
- Call Chaining
- Call Duration Display
- Call Pick Up
- Call Logs
- Call Park
- Call Forward-When Not Registered
- Call Forward-Scheduled
- Call Forward-Remote
- Call Forward
- Call Toggle
- Call Transfer
- Conference-3 Party
- Conference-Multiparty
- Dial-In Conference
- Department Call
- Dial by Name
- Distinctive Rings
- Do Not Disturb (DND)
- DSS Call Pick-Up
- Dynamic Lock
- Emergency Conference

# ETERNITY PENX - Call Features

- Emergency Dialing
- Flexible Numbers
- Follow Me
- Forced Answer
- Forced Call Disconnection
- Handover and Handoff
- Hotline
- Hot Desking
- Internal Call Restriction
- Last Caller Recall
- Last Number Redial
- Intercom
- Live Call Supervision
- Macros
- Call Hold
- Mobility Extension
- Multi-Stage Dialing
- Mute
- Number Lists
- OFF-Hook Alert
- One-Touch Transfer
- Paging
- PIN Dialing
- Pre-set Call Forward
- Quick Dial
- Raid
- Reminder
- Shared Call Appearance
- Conflict Dialing
- Call Progress Tones
- Emergency Detection and Reporting

# ETERNITY PENX - Advanced Features

- Auto Attendant
- Conversation Recording
- Day-Night Mode
- COSEC Integration
- BCCH Selection
- AC Impedance Test
- Holiday Table
- Direct Station Selection Console
- Gain Settings
- SMTP
- Flash Timer
- SMS Gateway
- Apple Push Notification Service Support
- Daylight Saving Time (DST)
- LDAP
- Direct Dialing-In (DDI)
- Logical Partition
- Music on Hold (MOH)
- Real-Time Clock (RTC)
- PC/Laptop Telephony Integration
- Room Monitor
- Static Routing Table
- System Configuration
- Call Taping
- Time Zone Display
- Alarms

# ETERNITY PENX - Value Added Features

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- Trunk Reservation
- Closed User Group-With Exchange ID
- Trunk Auto Answer
- Class of Service (COS)
- Dial Plan for SIP Extension
- Trunk Call Waiting
- CLI Based Routing
- Call Budget on Extension
- Call Budget on Trunk
- Call Cost Calculation (CCC)
- Call Cost Display
- Call Duration Control (CDC)
- Toll Control
- Bulk SMS
- SMS Server - Mail Settings
- SMS Routing
- SMS/Email Group
- SMS Server Reports
- SMS over IP



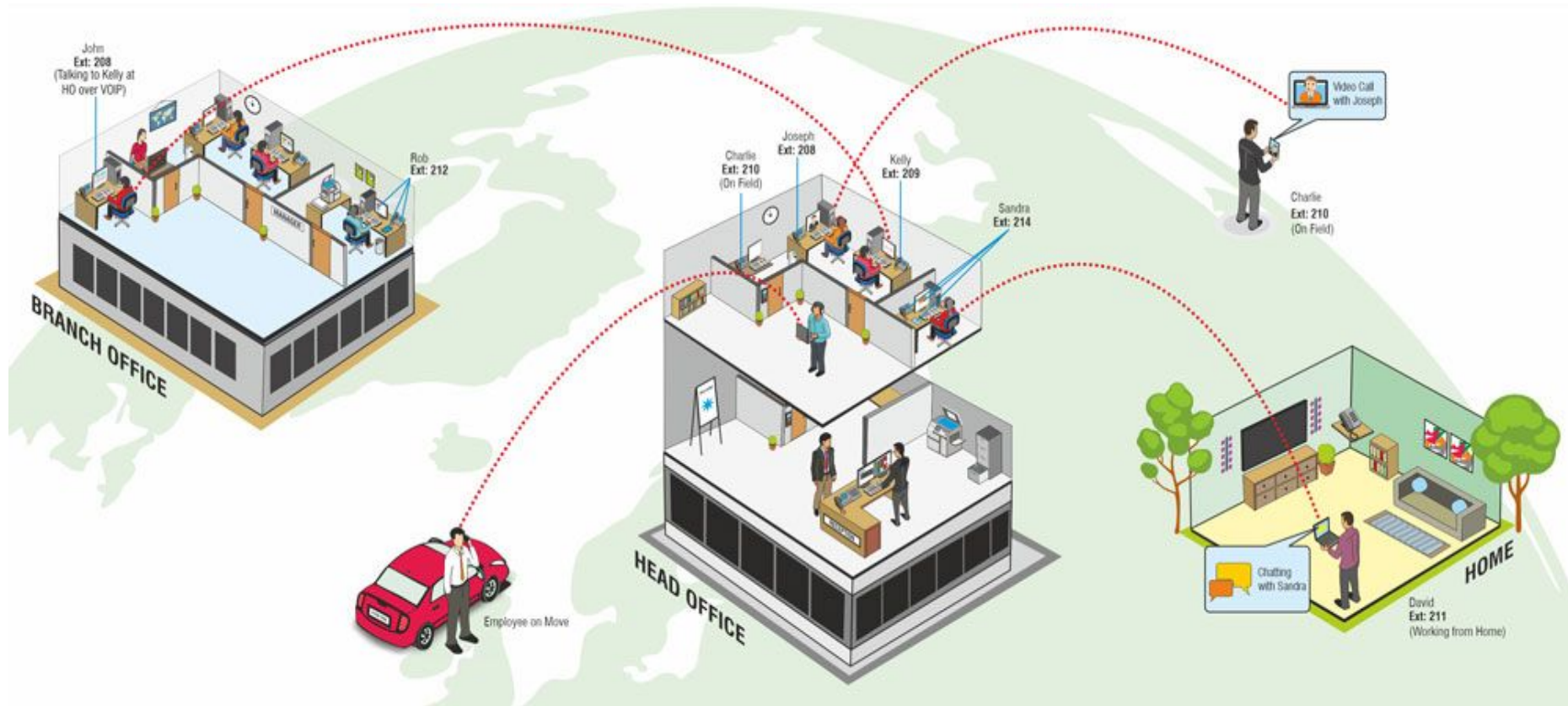
## Voice Mail Features

- Accessing your Mailbox
- Alarms and Reminders
- VMS DISA Login
- Sending Messages
- Redirecting Message
- Auto & Scheduled Backup of VMS
- Recording Conditional Greetings
- Message Verification
- Message Notification
- Mailbox Settings
- Listening to Messages
- Leaving a Message
- Accessing the General Mailbox
- Forwarding Messages
- Email Based Notification
- Message Wait Notification via Call
- Dial by Extension Number

## Maintenance And Troubleshooting

- System Activity Log
- System Fault Log
- System Debug
- Restart the System
- System Security
- Configuration Backup/Restore
- Firmware Management
- Default Settings
- Network Diagnosis
- VoIP Debug
- VMS Debug
- System Log Notification
- System Details
- PCAP Trace
- Network Drive Settings

# ETERNITY PENX - Application Diagram



# ETERNITY PENX - Industry Applications



**Modern Enterprises**  
- Futuristic Conveyance



**BFSI**  
- Transparent Communication  
Management



**Manufacturing Industries**  
- Multi-Location Connectivity

# ETERNITY PENX - Industry Applications



**Government Sector**  
Secure Communication



**Guest Centric Hotels**  
Efficient Hospitality Management



**Transportation and Logistics**  
Remote Monitoring



# ETERNITY PENX - Industry Applications



## **Hospitals and Healthcare Centers**

Faster Patient Care Response

**Corporate Offices**  
Transparent And Disciplined  
Workflow

**Educational Institutes**  
Transparent And Easy To  
Use

# ETERNITY PENX - Technical Specifications

<b>Universal slots</b>	6
<b>FXS Ports (SLT)</b>	48
<b>DKP Port</b>	16
<b>IP User</b>	100
<b>FXO Ports (CO)</b>	16
<b>PRI ports</b>	2
<b>GSM/3G/LTE Ports</b>	8
<b>SIP Trunks</b>	50

<b>Max. VoIP Channel</b>	64
<b>Max. VMS Channel</b>	16
<b>Max. IP to IP Call (Transcoding)</b>	32
<b>Max. IP to IP Call (DRTP/Relay RTP)</b>	64
<b>Max. IP to TDM Call</b>	64
<b>Max. TDM to TDM</b>	Non-Blocking
<b>No of Voice Module</b>	16

# ETERNITY PENX - Technical Specifications

<b>Simultaneous Voice Module Playback</b>	5
<b>Max. Audio conference Participants (System- Wide)</b>	48
<b>Max. Audio conference Participants (In single Multi-Party Conference)</b>	15
<b>Max. Number of Simultaneous 3-party conference</b>	16
<b>VoIP Protocol</b>	SIP,SDP,RTP,SRTP
<b>Simultaneous Voice Module Playback</b>	5
<b>Max. Audio conference Participants (System- Wide)</b>	48



# ETERNITY PENX - Technical Specifications

<b>Network Protocol</b>	IPV6,IPV4,TCP,UDP,VLAN,DHCP,PPPoE,QOS,STUN
<b>Transport Protocol</b>	UDP, TCP, TLS
<b>Codec</b>	G.711(A-law, $\mu$ -law),G.723,G.729AB,GSM-FR,iLBC
<b>DTMF</b>	RTP(RFC2833), SIP Info, IN-Band
<b>LAN</b>	Gigabit port
<b>WAN</b>	Gigabit port
<b>Voicemail</b>	Yes

# Who Are We

**1 Million+**  
Customers

**2,500+**  
Partners

**60+**  
Products

**50+**  
Countries



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