PBX PRODUCT CATALOG

PBX with Superior Technology, Features and Performance

MATRIX IP-PBX-KTS RANGE OF PRODUCTS

- ENTERPRISE IP-PBX
- SMB IP-PBX
- HOSPITALITY IP-PBX
- PLCC IP-PBX
- SOHO IP-PBX
- SOHO PBX
- OFFICE-IN-A-BOX
- USER TERMINALS
- APPLICATIONS
**MATRIX R&D**

All Matrix products are indigenously designed passing through various development stages beginning with Product Conceptualization, Hardware Design, Software Designing and Engineering. With more than 35% of its human resources dedicated to the development of new products, Matrix R&D is the foundation of its growth and sustenance. The R&D team designs products conforming to relevant international standards. Matrix makes substantial investment in R&D tools and equipment to stay abreast of the latest technological changes. The Indian Ministry of Science and Technology has granted DSIR (Department of Scientific & Industrial Research) recognition to the Matrix R&D Center for its contribution to the Industry.

**MATRIX MANUFACTURING**

Based at Vadodara in India, Matrix Manufacturing unit is operated and managed by a team of professionally qualified and dedicated engineers. The structure houses various sections like Production, Quality Control and Supply Management with a production capacity of about 1,000,000 ports per annum. With more than 50 products, Matrix Manufacturing has been delivering cutting-edge technology products for more than two decades now.

**MATRIX MARKETING**

The marketing team at Matrix strongly believes in value-based marketing and strong networking. Right from product conceptualization, designing to the commercial marketing, Matrix adopts a completely global approach. Backed by an extensive network of more than 500 channel partners across the globe, Matrix ensures that the products serve the customer needs faster and longer. Various Marketing Tools and activities including strong marketing collaterals, solution designing, online and print media communication, promotional and networking activities form very elemental to Matrix Marketing.

**MATRIX TECHNICAL SUPPORT**

A full-fledged Technical Support Centre offers 24x7 support to Matrix Customers and Channel Partners. Manned by trained and efficient engineers the Technical Support Centre offers upfront, proactive and prompt assistance. Dedicated regional support teams expertize in offering local support services. Latest CRM tools are used for faster problem solving and assistance. The support technicians conduct regular in-house and field training, providing hands-on the product and its features.

**MATRIX AT A GLANCE**

- 50+ Telecom Products
- 700+ Man-years of R&D Experience
- 500+ Channel Partners
- 350,000+ Satisfied Customers
- 3,500,000+ Line-units installed
- 15,000,000+ Calls Connected Everyday
- Growing at 1500+ Line-units a Day
- Global Footprint
- Quality Certifications: CE, FCC, TEC, RoHS
Matrix ETERNITY and VISIONPRO series of products are family of PBXs. This PBX range of products offer interfaces such as IP GSM/3G, T1/E1 PRI, ISDN BRI, E&M, CO (FXO), Analog Extension (FXS), Digital Extension (DKP), Magneto Phones, IP Extension and Mobile Extension. They come in different foot-prints to match the exact needs of any organization.

**PBX-KTS Application Areas**

Matrix PBX and Key Phone Systems meet the varied communication requirements of customers from diverse industries, businesses and institutions. These products find application in:

- SOHO (Small Offices Home Offices)
- Call Centers
- Businesses and Enterprises
- Power Utilities
- Hospitality PBX
- Defence PBX
- Housing Complexes
- Service Providers

Given below is a snapshot view of the Matrix range of PBX and Key Phone Systems along with their key specifications:

<table>
<thead>
<tr>
<th>PBX and Key Phone Systems</th>
<th>VISIONPRO206</th>
<th>VISIONPRO308</th>
<th>VISIONPRO412</th>
<th>ETERNITY NE4/NE6/NE312/NE416</th>
<th>ETERNITY PESS</th>
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ENTERPRISE IP-PBX

Matrix offers a wide range of enterprise switches to meet the diverse and specific needs of medium and large enterprises. These products have evolved out of an in-depth understanding of the way modern businesses operate. Providing a high performance, reliable and expandable communication infrastructure these products enhance organizational productivity by leaps and bounds.

ETERNITY GE/ME/LE: The IP-PBX with Seamless Mobility and Universal Connectivity

ETERNITY GE, ME and LE is a family of IP-PBX solutions. It is specially designed to meet enterprise applications. It can offer solution for organizations having requirement up to 1000 IP and 1344 TDM users.

CONNECTIVITY

ETERNITY GE: The All-Integrated Communication Platform for Growing Enterprises ETERNITY GE is offered in two variants – 6 and 12 Universal Slots. All the cards including CPU and Power Supply are interchangeable.

ETERNITY ME: The Complete Communication System for Modern Enterprises ETERNITY ME is offered in two variants – 10 Universal Slots and 16 Universal Slots

ETERNITY LE: The Communication Platform for Large Enterprises ETERNITY LE is the eldest and the biggest in the family and targeted to large enterprises. It is offered with 28 Universal Slots.

Connectivity

- Single Line Telephone (SLT)
- Digital Key Phone (DKP)
- Operator Console (DSS)
- IP Phone (SIP)
- Magneto Phone (ETERNITY ME)
- Voice Mail System
- Analog CO Line (TWT)
- ISDN BRI (TE/NT)
- ISDN T1/E1/PRI
- GSM/3G (Mobile)
- VoIP Trunk
- Radio (HF/VHF/UHF)
- E&M Line

Key Features

- Auto-Attendant
- Automatic DISA
- Call Budget on Trunk
- Call back on Trunk
- Call Detail Record of 12,000 calls
- Call Forking (IP Extensions)
- Caller-ID based Routing
- Class of Service
- Conference Dial-In
- Dynamic DNS
- External Music Port
- Hot-Swap (ETERNITY ME/LE)
- Hot Standby (ETERNITY ME/LE)
- Mobile Trunks and Extensions
- NAT and STUN Support
- Presence and IM
- Public Address System Port
- Relay Port
- QSIG (T1/E1 PRI)
- Registrar Server
- Return Call to Original Caller (RCOC)
- Scheduled Call Forward
- Security Dialer
- Sensor Port
- SNMP
- Universal Routing with Least Cost
- Video Conferencing
- Voice Mail
- Web based Programming
ETERNITY PE: The SMB IP-PBX with Seamless Mobility and Universal Connectivity

Modern growing businesses require communication system to be more agile and productive with limited resources. Presenting Matrix ETERNITY PE – The SMB IP-PBX designed specifically for small and mid-sized businesses destined to become tomorrow’s enterprises.

ETERNITY PE offers interface to all-pervasive legacy and new generation wireless telephony networks like POTS, ISDN, GSM/3G and VoIP for seamless connectivity and least cost routing. Further, ETERNITY PE offers flexibility to choose from variety of user terminals such as analog phones, digital key phones, IP phones, SIP softphone, SIP handsets and even mobile phones as office extensions. This flexibility provides complete freedom from being tied to your desk and ability to communicate from anywhere.

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**Connectivity**
- Single Line Telephone (SLT)
- Digital Key Phone (DKP)
- Operator Console (DSS)
- IP Phone (SIP)
- Voice Mail System
- Analog CO Line (TWT)
- ISDN BRI (TE/NT)
- T1/E1 PRI (TE/NT)
- GSM/3G (Mobile)
- VoIP Trunk

**Key Features**
- Auto-Attendant
- Call Budget on Trunk
- Call back on Trunk
- Call Detail Record of 12,000 Calls
- Call Forking (IP Extensions)
- Class of Service
- Caller-ID based Routing
- Dynamic DNS
- External Music Port
- Mobile Trunks and Extensions
- NAT and STUN Support
- Presence and IM
- Public Address System Port
- Registrar Server
- QSIG (T1/E1 PRI)
- Return Call to Original Caller (RCOC)
- Security Dialer
- Universal Routing with Least Cost
- Video Conferencing
- Web based Programming
HOSPITALITY IP-PBX

The Communication Lifeline of Hospitality Industry

Matrix offers a wide range of products for the hospitality industry. Designed after an intensive research of a number of leading hotels, these products offer features that have been developed for the hospitality industry with the singular objective of enhancing efficiency and maximizing customer satisfaction.

In today’s highly competitive market, hoteliers are looking for ways to differentiate themselves. Professional service, rich guest experience and systematic hotel activities build the reputation of hotels and creates a loyal customer base. Guest-centric hotels require specialized communication solution to automate hotel operations and enable staff to quickly respond from anywhere in hotel property.

Matrix offers a complete hospitality solution for small budget to luxury hotels with 20 to 1000 rooms. Based on the cutting-edge IP technology and state-of-the-art design, Matrix hospitality solution is scalable as per hotel requirements. Hotels can enhance guest experience and improve staff productivity with built-in hotel features, front desk, PMS integration, staff mobility extensions and voice mail with personalized greetings. Because only when the rings of the guests are attended efficiently, does the cash register rings!

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<td>ETERNITY LE</td>
<td>Up to 1000 Rooms</td>
</tr>
</tbody>
</table>

Hotel-Motel Features

- Specialized Hospitality Module
- Built-in basic functionalities of PMS
- Call Detail Record of 12,000 Calls
- Check-in and Check-out
- Designer Key Phone with Operator Console
- Floor Service Extensions
- Guest-in and Guest-out
- Guest Call Budgeting
- Hotel-Motel Activity Log
- Hotel Installation Wizard
- Integrated Voice Mail with Auto-Attendant
- Guest Shift
- Room Status Display
- Third Party PMS and CAS Protocol Support (Ethernet/RS232C)
- Voice Guidance on Tones
- Wake-up Calls with Voice Greetings

Connectivity

- Single Line Telephone (SLT)
- Digital Key Phone (DKP)
- Operator Console (DSS)
- IP Phone (SIP)
- Voice Mail System
- Analog CO Line (TWT)
- ISDN BRI (TE/NT)
- ISDN T1/E1/PRI (TE/NT)
- GSM/3G
- VoIP Trunk
- E&M Line
PMS Integration
Matrix hospitality solution is open and easy to integrate with any third-party Property Management System (PMS). Adjacent is the list of PMS/HMS which can be readily integrated with Matrix Hotel-Motel IP-PBX.

- Micros Opera
- IDS
- RMS
- eZeeTechnosys – eZee
- Protel
- Winsar Infosoft – WINHMS

- Auto Clerk
- Acumen Software – HOTSOFT
- CHaR
- Power Brain – POWER HMS
- Amadeus
- RSI
PLCC IP-PBX

Meeting the Need of Digital Communication for Power Grids
Matrix Power Line Carrier Communication (PLCC) IP-PBX integrates with the existing power line infrastructure and uses the same network for communication across various sites. Matrix PLCC IP-PBX supports dial up lines and works as local and transit exchange simultaneously. Matrix PLCC IP-PBX is the advanced technology switch with the support for all types of networks present in the modern power grids. Besides traditional E&M, CO and ISDN connectivity, the switch empowers power grids to avail multilateral benefits of cost effective IP and GSM networks. The system architecture with optional redundancy and hot-swap capabilities offers higher reliability and ease of maintenance.

Matrix PLCC IP-PBX offered in two variants:
- ETERNITY GE6S
- ETERNITY ME10S

Key Features
- Alternate Routes
- Built-in Auto Attendant Features
- Comander Control Signal
- Field Programmable
- Flexible Numbering
- Hot-Swap
- Multiple Station Identity
- PBX Operation (Optional)
- POTS, E&M, GSM/3G, ISDN BRI, T1/E1 PRI, VoIP Connectivity
- Priority
- QSIG
- Redundancy (ETERNITY ME10SDC)
- Routing Table
- Transit Barring
- Universal Slots for Expansion
- Web based Programming

SOHO PBX

VISIONPRO: The Digital PBX for Small Offices
Communication is of prime importance, be it a business organization or a small office setup.

Introducing Matrix VISIONPRO, a compact digital PBX for small offices, home offices, restaurants and clinics offering efficient communication and call management. Loaded with value added features, it reduces communication cost and enhances productivity. Unlike other PBXs in this range, it is a digital PBX with built-in one port power fail transfer, DTMF and FSK CLI support and 100% non-blocking. VISIONPRO is available in three variants. This provides the option of selecting the right model that suits the requirement of any small organization.

<table>
<thead>
<tr>
<th>PORTS/HARDWARE</th>
<th>VISIONPRO206</th>
<th>VISIONPRO308</th>
<th>VISIONPRO412</th>
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<tbody>
<tr>
<td>CO Ports</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>SLT Ports</td>
<td>6</td>
<td>8</td>
<td>12</td>
</tr>
</tbody>
</table>

Key Features
- Abbreviated Dialing
- Allowed and denied list
- Alternate Number Dialing
- Auto Attendant
- Auto Call Back
- Auto Redial
- Auto Shut Dynamic Lock
- Caller Line Identification (DTMF and FSK)
- CLI based External Call Forwarding (ECF)
- CLI based Routing
- Conference
- Direct Inward Dialing
- Direct Outward System Access (DOSA)
- Flexible Numbering
- Least Cost Routing
- Remote Programming
- Walk-In Class of Service
SOHO IP-PBX

ETERNITY NE: The Next Generation IP-PBX for Small Businesses
Matrix ETERNITY NE is a small yet powerful phone system for small business delivering all advance features and functionalities as available with enterprise-grade IP-PBXs.

Based on modular architecture and state-of-the-art design, ETERNITY NE provides connectivity to CO (FXO), GSM/3G and VoIP networks from a single platform. Range of phone options such as Analog, Digital, IP and Mobile extensions provides flexibility to communicate from anywhere and anytime. Furthermore, ETERNITY NE offers integrated voice mail system, multiple auto-attendants and web-based remote management.

ETERNITY NE CONNECTIVITY

<table>
<thead>
<tr>
<th>SPECIFICATIONS</th>
<th>ETERNITY NE312</th>
<th>ETERNITY NE416</th>
<th>ETERNITY NE4</th>
<th>ETERNITY NE6</th>
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<tr>
<td>Single Line Telephones</td>
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<td>16</td>
<td>10</td>
<td>14</td>
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<tr>
<td>Digital Key Phones</td>
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<tr>
<td>VoIP Trunks*</td>
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<td>8</td>
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</tr>
<tr>
<td>IP Extensions*</td>
<td>16</td>
<td>16</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td>GSM/3G Trunks*</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

**Key Features**
- Auto-Attendant
- Automatic DISA
- Call Budget on Trunk
- Call back on Trunk
- Call Detail Record of 12000 calls
- Call Forking (IP Extensions)
- Class of Service
- Caller-ID based Routing
- Conference - 6 Party
- Conference Dial-in
- Dynamic DNS
- VoIP calls over GSM/3G
- Least Cost Routing
- Mobile Trunks and Extensions
- NAT and STUN Support
- Presence and IM
- Registrar Server
- Web based Programming

**Connectivity**
- Single Line Telephone (SLT)
- Digital Key Phone (DKP)
- Operator Console (DSS)
- IP Phone (SIP)
- Voice Mail System
- Analog CO Line (TWT)
- GSM/3G
- VoIP Trunk
OFFICE-IN-A-BOX

NAVAN CNX200: Office-in-a-Box Solution for Small Businesses

NAVAN CNX200 is a single box solution designed for small set-ups and branch offices with up to 24 users. It delivers office telephony, data networking, high-speed internet, wireless mobility, firewall security and VPN features in a compact and elegant single box. This eliminates the need to buy racks of equipment and deal with multiple vendors.

A true office-in-a-box, CNX200 redefines the way businesses communicate and manage infrastructure. Resulting into huge savings on future investments, maintenance & repair costs and expensive IT staff to manage separate voice & data networks.

Key Features

- **Fully Featured IP-PBX**
  - VoIP, GSM/3G, FXO Lines
  - 24 IP Users, 8 Analog Users

- **Mobility**
  - Softphone for iPhone and Android Phones
  - IP-DECT and SIP Phone Interoperability

- **High-Speed Internet**
  - 3G/HSPA/LTE, USB Modem, Ethernet
  - Auto Fallback Option

- **Messaging**
  - Auto-Attendant, Voice Mail, SMS Server
  - Conversation Recording, Email Notification

- **Wireless Connectivity**
  - Wi-Fi b/g/n Access Point
  - GSM/3G for Voice and Internet

- **Networking**
  - Virtual Private Network
  - (SSL, IPsec, PPTP, L2TP VPN)

- **Security**
  - Firewall and Access Restriction
  - TLS/SRTP, DMZ, HTTPS Web Log-in

- **Data Router**
  - Static Routing, NAT, DHCP Server, Dynamic DNS
  - 8-Port Fast Ethernet Switch
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 management and one-touch access to system features. Matrix Digital Key Phone (DKP) is available in three variants- EON48P, EON48S and EON310.

Key Features
- Full-Duplex Speaker Phone
- 6x24 and 2x24 LCD with Swivel, Backlit and Contrast Control
- Message Wait Lamp
- Ringer Lamp
- Programmable Keys
- Touch Sense Keys for Features
- More Direct Station Keys on Optional Attachment (DSS16x4)
- Upright and Horizontal Angles for Desktop Mounting
- Desk-Top and Wall Mounting

OPERATOR CONSOLE
DSS16x4 is an attachment to EON48S and EON48P. It offers 64 Direct Station Selection Keys

IP PHONES

SPARSH VP : SIP based VoIP 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- VP248S, VP248SE and VP110

SPARSH VP248: Feature-rich SIP Phones
SPARSH VP248 is a high-definition VoIP phone built with superior acoustics and elegant design to provide unsurpassed audio quality and rich user experience. Their standard SIP based design makes them compatible with any SIP infrastructure like soft switches, IP-PBXs, Registrar and Proxies.

SPARSH VP248SE with 2 Lines x 24 Characters LCD Display with PoE
SPARSH VP248S with 2 Lines x 24 Characters LCD Display

Key Features
- HD Audio
- Adjustable LCD
- Touch Sense Keys
- Programmable Feature Keys
- Busy Lamp Field (BLF) Indication
- Multi-language Support
- Phone Book (100 Entries)
- Anonymous and Selective Call Rejection
- Auto Answer with Headset Interface
- Conference
- DHCP, PPPoE, NAT and STUN
- Voice Mail Indication
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.

Perfect fit for everyday users with basic communication needs, SPARSH VP110 finds its applications in call centers, enterprises, small businesses and branch offices.

At-a-Glance

- **Enhanced Desktop Viewing**
  132 x 64 Pixel Graphical Display
- **Easy to Use**
  Context Sensitive and Fixed Function Keys
- **Clear Voice**
  Full Duplex Speakerphone with AEC, VAD, CNG
- **Secure Communications**
  TLS/SRTP for Voice Security
- **Simple Power Management**
  Integrated PoE (802.3af)
- **Suitable for Mass Deployment**
  Auto Provision, TR069
- **Future Ready**
  IPv6 Ready, PC and LAN Ports
- **Phone Book**
  Stores up to 1000 Entries
- **Installation**
  Wall Mount, Table-top

MOBILE SOFTPHONE for Android/iOS – SPARSH M2S

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.

Key Features

- **Comprehensive Call Management**
- **One-Touch Access to PBX Features**
- **Call Hold, Transfer, Conference, Return, Forward, Pick-up**
- **Corporate Directory Integration**
- **Video Calling**
- **Presence Sharing and Instant Messaging**
- **Voice Mail Access**
- **Conversation Recording**
- **Busy Lamp Field (BLF) Keys**
APPLICATIONS

Computer Telephony Integration (CTI)
CTI Interface with Matrix ETERNITY IP-PBX systems allows control of telephone from the PC which includes answering calls or hanging up, transferring, forwarding, conferencing, or placing calls on hold. Third-party CTI software with TAPI 2.2 support can be used as medium between CTI Application and IP-PBX.

Key Features
• Create Innovative Business Applications like IVR, ACD, Dialers, Voice Logging, etc. with third-party CTI Applications
• Integration with Various Customer Database like MS Outlook, CRM, ERP, etc.
• Live Monitoring of Trunks and Extensions
• Get Customer Information Prior to Call Connection

Email to SMS
Email to SMS feature of ETERNITY IP-PBXs allows business to avail the benefits of SMS messaging through the existing email platforms. Email to SMS enable users to send SMS from their email client using GSM SIM in the Matrix IP-PBX. It supports Bulk SMS with flexibility of assigning it to selective users.

Key Features
• Compatible with Majority of Email Clients (Gmail, MS Outlook, Yahoo Mail, etc.)
• Saves Cost as No Third-party Software Required
• Send Bulk Messages with up to 999 Numbers
• Get Report of Delivery Status on Email
SMS Gateway
Easy to use SMS client software installed on computer can send/receive SMS using GSM SIM of Matrix IP-PBX. SMS Gateway is used for SMS marketing, Reminders, Greetings, Confirmations, Information Updates, Surveys, Notifications and e-mail Integrations.

Key Features
- No need of Internet Connection
- Send Confidential and Secured Messages
- Instant Delivery of the Message and its Status Report
- Two-way Messaging for Customer Feedback

Applications
- One Time Password (OTP) Generation for Online Payments
- Traffic Updates to Inform the Traffic Environment and Accident Prone Zones
- Bulk SMS
- Fire Alert for Accident Safety

Voice Mail
ETERNITY IP-PBX supports Voice Mail System (VMS) through an optional VMS card. It provides a full-fledged in-skin Voice Mail System designed to provide variety of applications usually supported by any external voice mail system.

Key Features
- Multi-lingual Auto-Attendants for Efficient Call Routing
- Conversation Recording for Critical Business References and Record Keeping
- Notification via Email for Quick Access to Message
- Multiple Mailboxes for Resource Sharing
### System Resources

<table>
<thead>
<tr>
<th>System Capacity</th>
<th>VISIONPRO</th>
<th>ETERNITY NE</th>
<th>ETERNITY PE</th>
<th>ETERNITY GE</th>
<th>ETERNITY ME</th>
<th>ETERNITY LE</th>
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<td>SLT Ports</td>
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</tbody>
</table>

### Trunk Options
- Fixed Telephony (CO/TWT)
- E&M
- ISDN BRI
- ISDN T1/E1/PRI
- SIP Trunking (VoIP)
- Mobile Voice GSM SIM
- Radio

### User Options
- Analog Phone
- Digital/IP Phone
- Digital Operator Console
- IP Phone
- SIP Phone
- Android/iOS based Smartphone
Over the past 18 years, Matrix products have contributed significantly to improving efficiency and productivity of many organizations by providing dependable telecom solutions to them. Matrix customers are diverse and include large corporate offices, telecom service providers, institutions, factories, call centers, hotels, hospitals, housing societies and apartment buildings and residences. To name a few:

- ABB
- Apollo Hospitals
- American Express
- Bajaj Auto
- Bharti Airtel
- Bharat Petroleum
- Blue Dart Express
- Cadila Pharmaceuticals
- Carrier Aircon
- Cipla
- Dr. Reddy's Lab
- Domino's Pizza
- Defence Research & Development Organization
- Du-Pont
- Garnier Laboratories
- GEC Alstom
- Grindwell Norton
- Glenmark Pharmaceuticals
- Indian Oil Corporation
- Indian Space Research Organization (ISRO)
- Johnson & Johnson
- KFC
- Larsen & Toubro
- L'Oréal India
- McDowell
- Micromax
- MTS India
- National Bank of Abu Dhabi
- Pepsi
- Price Waterhouse Coopers
- Raymond
- Reliance Communications
- State Bank of India
- Sun Pharmaceutical
- Tala Tele Services
- Telenor
- Tommy Hilfiger
- Hindustan Unilever
- Vodafone
- woodland
- World Bank, Ghana
- Writers Corporation

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 footprints 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.