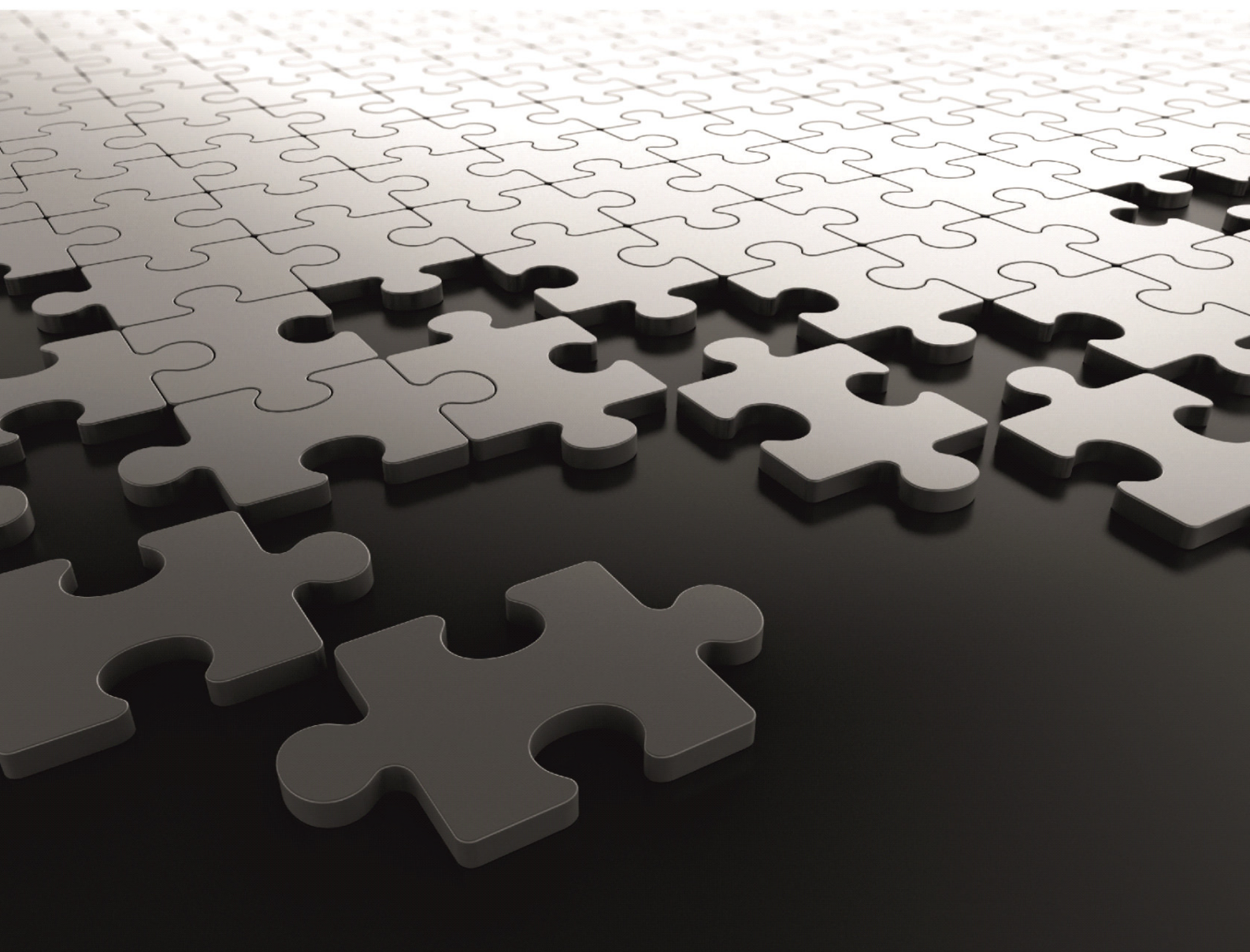


ETERNITY NE

Quick Start



ETERNITY NE
The Next Generation IP PBX for Small Businesses

Quick Start



Documentation Disclaimer

Matrix Comsec reserves the right to make changes in the design or components of the product as engineering and manufacturing may warrant. Specifications are subject to change without notice.

This is a general documentation for all models of the product. The product may not support all the features and facilities described in the documentation.

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Welcome

Thank you for choosing the Matrix ETERNITY NE! We hope you will make optimum use of this intelligent and versatile Unified Communication Server. This Quick Start provides you step-by-step instructions and guidelines for installing and configuring the basic parameters of ETERNITY NE.

ETERNITY NE has three variants built on the ETERNITY NENX platform, denoted as ETERNITY NENXIP50, ETERNITY NENX416 and ETERNITY NENX312.

This is the common document for all the variants of ETERNITY NENX, that operate using the SARVAM UCS SOHO Application. This document is written with reference to ETERNITY NENXIP50.

If you have any concerns regarding the installation procedure, consult the Matrix Customer Care.

You can refer to ETERNITY NE System Manual to know more about the product. To view or download the System Manual, scan the QR Code printed on the Product Label/Packaging Label.

You may also view or download the System Manual from <https://www.matrixcomsec.com/support/telecom-product-manuals/>

For product registration and warranty related details, please visit <https://www.matrixcomsec.com/warranty/#telecom>

Overview

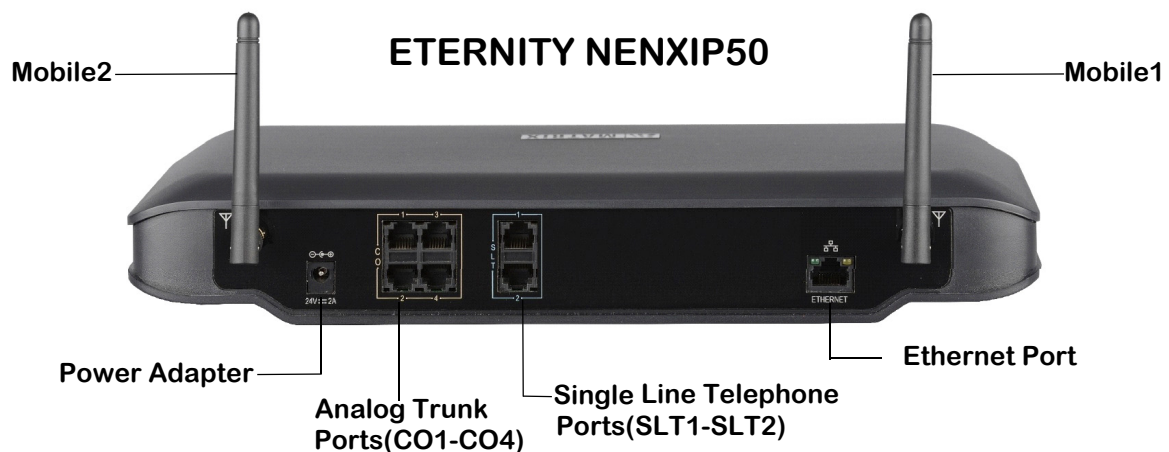
Matrix ETERNITY NE provides the NENX Platform to run the SARVAM UCS SOHO Application. There are three variants of ETERNITY NE built on the NENX platform:

- ETERNITY NENXIP50
- ETERNITY NENX312
- ETERNITY NENX416

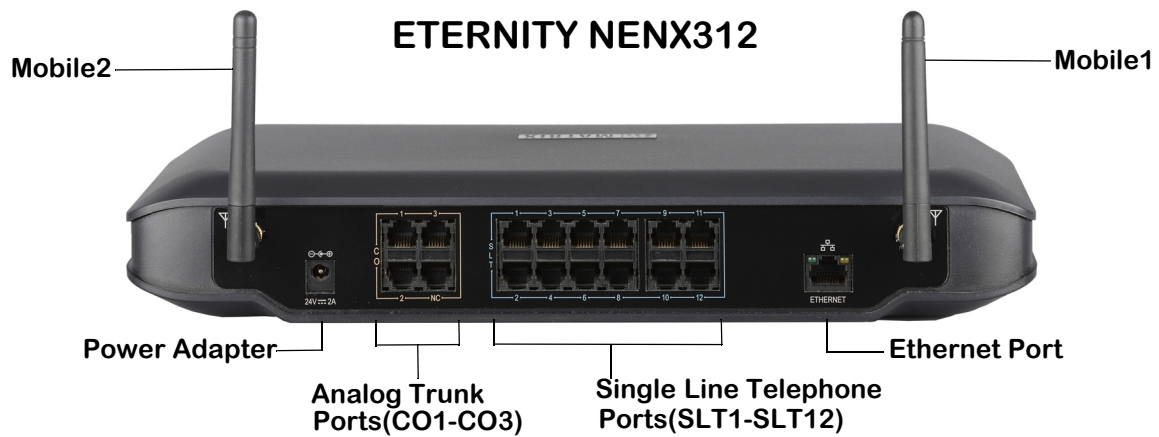
Illustrated below are design of the enclosure and position of connectors on different configurations of the product.

To know about the licenses activated in your system, refer to [“Pre-activated Licenses”](#).

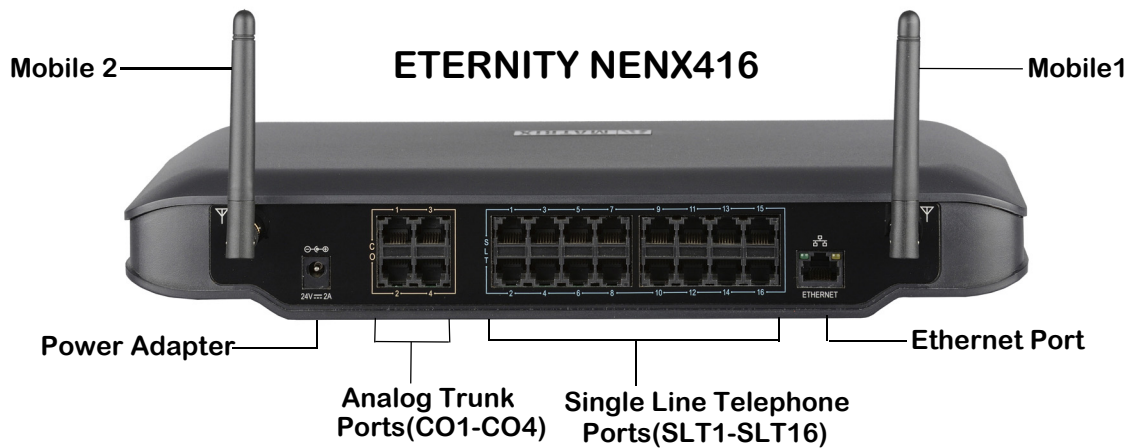
ETERNITY NENXIP50



ETERNITY NENX312



ETERNITY NENX416



ETERNITY NENXIP50	4 CO Ports, 2 GSM/UMTS/LTE ^a Ports, 8 SIP Trunks, 2 SLT, 50 SIP ^b Extensions
ETERNITY NENX312	3 CO Ports, 2 GSM/UMTS/LTE Ports, 8 SIP Trunks, 12 SLT, 50 SIP Extensions
ETERNITY NENX416	4 CO Ports, 2 GSM/UMTS/LTE Ports, 8 SIP Trunks, 16 SLT, 50 SIP Extensions

a. Mobile (GSM/UMTS/LTE) interface is optional in all the variants.

b. By default, a VoIP module is factory fitted in ETERNITY NENXIP50. However, you need to purchase the same for ETERNITY NENX312 and ETERNITY NENX416, if required.

Ports and Connectors

Port	Description
24VDC-2.5A(Max)	This is the connector for the Power Adapter.
CO	This is the Analog Trunk Port to connect the Analog Trunk Line.
SLT	This is the SLT Port to connect any standard Analog Telephone and Fax Machine.
Ethernet	This is the Ethernet Port and can be used as LAN or WAN. <ul style="list-style-type: none">• LAN Interface to connect the a Computer/LAN Switch.• WAN Interface to connect to an IP Network. As Ethernet WAN , you can connect a Router/Modem or a LAN Switch.
Mobile1 & Mobile2	These are the Single SIM Mobile Ports to connect to the GSM/UMTS /LTE Network.

LED

LED	Description	Color and Cadence
PWR	This is the Power LED which turns on when power is supplied.	Continuous ON (Green)
STS	This is the Status LED which blinks to indicate the status of the System.	1 Sec ON-1 Sec OFF (Green), on completion of boot-up.

Before you Start

Have the items listed below ready:

- A suitable location to install ETERNITY NENX.
- Necessary telecom wiring in place, with wall jacks for extension lines at the required locations.
- Standard, good quality, twisted pair telephone cables with RJ11 plugs.
- A dedicated Power Supply outlet close to the system.
- Standard analog telephone instruments to connect as SLT extensions, if required. You may select any standard telephone instrument like Rotary Phone, Pulse/Tone Switchable Push-button Phone, Feature Phone or Cordless Phone.
- A fax machine, if you want to connect one to the SLT Port.
- One or more active, analog trunk lines from the CO network, as required.
- A SIM card to test mobile network connectivity, if GSM/UMTS/LTE¹ is to be installed.
- SIP Account information to be configured in the system to test SIP² calls.
- Any standard Open IP Phone or the Matrix Extended IP Phone to register as SIP Extension of ETERNITY NENX, if required.
- The Pen Drive is factory fitted in the system. The Pen Drive contains all the required firmwares. Keep the VMS License Voucher ready (you need to purchase this from Matrix/Dealer), if you wish to use the Voice Mail System (VMS).
- A standalone computer or a computer connected in a LAN to access *Jeeves*, the web-based configuration tool of ETERNITY NENX.

1. Mobile (GSM/UMTS/LTE) interface is optional in all the variants

2. By default, a VoIP module is factory fitted in ETERNITY NENXIP50. However, you need to purchase the same for ETERNITY NENX312 and ETERNITY NENX416, if required.



You will be able to use the VoIP interface only if the system is connected to the LAN network.

Selecting the Site

Select an appropriate site to install ETERNITY NENX. The site should:

- be well-ventilated, moisture and dust free, not exposed to direct sunlight, heat or excessive cold, or water, away from water bodies and sources of water.
- be away from sources of electromagnetic noise such as any radio equipment, heavy transformers.
- have sufficient network coverage available, if the GSM/UMTS/LTE module is present in the system.



- *This is an electronic device. Protect yourself from shock hazards. Never handle the product in power ON condition. Always wear an electrostatic discharge prevention wrist strap/belt and use a grounding mat when handling the product.*
- *Protect ETERNITY NENX from heavy voltages entering from CO trunk and Extension lines. Install Primary Protection Modules (PPM) with Gas Discharge Tubes (GDT) and fuses on entry points for all trunk lines and extensions.*
- *ETERNITY NENX contains a 3VDC/18mAh (Li-Al) alloy-Manganese Dioxide Coin Battery (ML 1220 - Rechargeable) of diameter 12.5mm and height 2.0mm. Battery should be replaced only by authorized dealers of Matrix. There is a risk of explosion if the Battery is replaced in an incorrect manner. Please dispose-off used Batteries.*
- *For Safety Instructions, see "Protecting ETERNITY NENX and Yourself" in the ETERNITY NE System Manual.*

Getting Started

Unpack ETERNITY NENX and verify the package contents. In case, any of the items is missing or damaged, contact your Dealer/Distributor.

Package Contents³

- ETERNITY NENXIP50
- ETERNITY NE VS (VoIP Server Module, factory fitted)
- Power Adapter
- 8 GB USB 2.0 Pen-Drive (Flash Drive, factory fitted)
- Power Cord as per country standard
- Wall Mounting Template
- Two self tapping screws and screw grips for wall mounting

You can view or download the Product documentation by scanning the QR code printed on the Product Label/ Packaging Label.

3. *This is the common packaging list for all the variants. However, for ETERNITY NENX312 and ETERNITY NENX416, the VoIP module is optional and is not send in the packaging content. You must purchase the same, if required.*

Installing Modules

GSM/UMTS/LTE Module



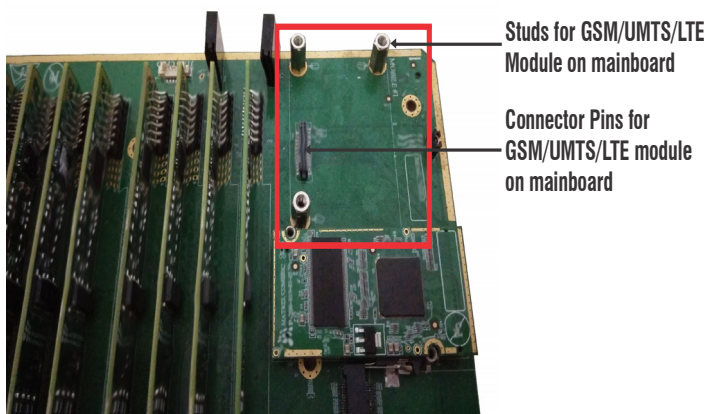
For compatibility and use of Matrix GSM products (2G/3G/4G) in Russia and Iran Province connect with Matrix Sales or Technical Support Team.

- Unpack the GSM/UMTS/LTE Module.
- Make sure power supply is turned off before you begin installation.
- Unscrew and remove the top cover of the enclosure. Keep the screws and the cover aside.
- Select the Mobile Port for which you want to install the GSM/UMTS/LTE module on the mainboard. Locate the studs for GSM/UMTS/LTE module on the mainboard to install the GSM/UMTS/LTE module.



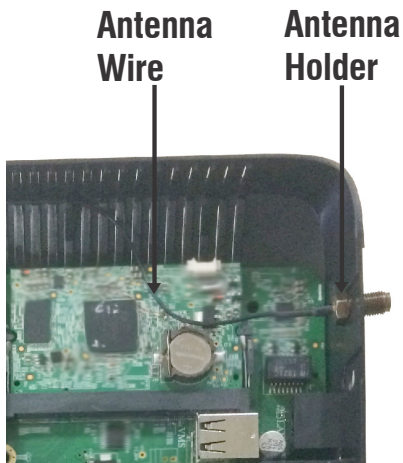
If you want to use internet for SIP services, you must install 3G/4G module in Mobile Port1 slot. Whether you install 2G or 3G or 4G module in Mobile Port2 slot, it will be used only for voice calls.

- Gently seat the GSM/UMTS/LTE module on the studs on the mainboard. The connector pins on the module must make complete contact with those on the mainboard. Do not apply pressure.

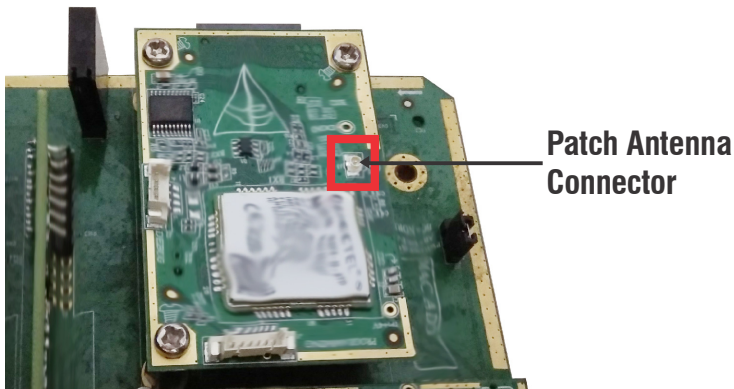


- When the module is seated firmly on the studs on the mainboard, secure the module with the screws.

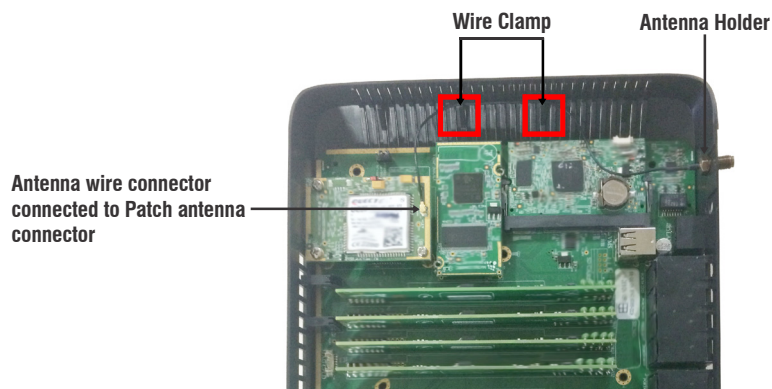
- Remove the rubber cap and fix the antenna holder of the Antenna wire onto the Antenna connector of the enclosure.



- Locate the patch antenna connector on the GSM/UMTS/LTE Module.



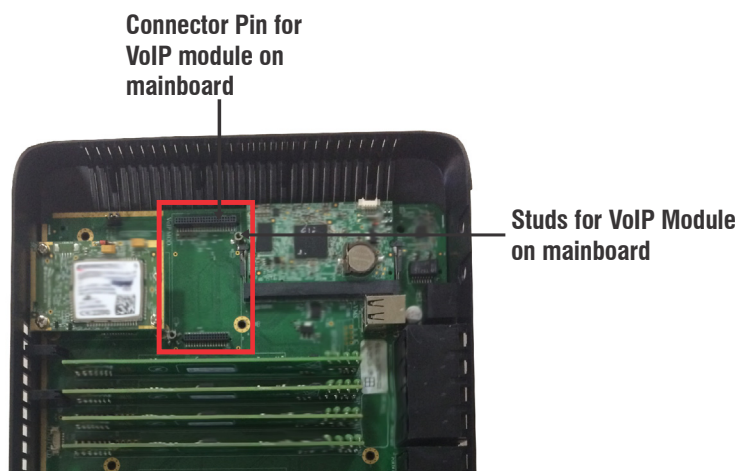
- Fix the antenna wire in the clamp and route the cable carefully to the GSM/UMTS/LTE module. Press the antenna wire connector onto the patch antenna connector on the GSM/UMTS/LTE Module as shown below.



- Similarly, you can install another GSM/UMTS/LTE module.
- If you do not want to install any other module, replace the top cover and secure the cover with the screws.

VoIP Module

- Unpack the VoIP module.
- Make sure power supply is turned off before you begin installation.
- Unscrew and remove the top cover of the enclosure. Keep the screws and the cover aside.
- Locate the studs and connector of the VoIP module on the mainboard.
- Gently seat the VoIP module on the connector on the mainboard. The connector pins on the module must make complete contact with those on the mainboard. Do not apply pressure.

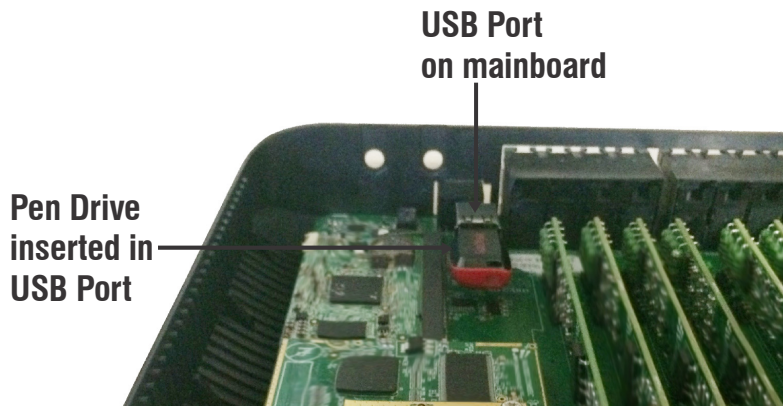


- When the module is seated firmly on the connector on the mainboard, secure the module with the screws on the studs.
- Replace the top cover and secure the cover with the screws.

Voice Mail System

- The Voice Mail System (VMS) is provided in a Pen Drive along with the system. This Pen Drive is factory fitted in the system. However to activate it, you must purchase the VMS License.
- In case you need to remove/insert the Pen Drive, you can follow the steps given below.
- Make sure power supply is turned off before you begin installation.
- Unscrew and remove the top cover of the enclosure. Keep the screws and the cover aside.

- Locate the USB Port on the mainboard. Insert/remove the Pen Drive into the upper USB Port on the mainboard.



- Replace the top cover and secure the cover with the screws.
- You must purchase the VMS License to activate it. See [“Activating License Key”](#) under Configuring ETERNITY NENX for instructions.

Connecting to Trunks

CO Trunks (Analog two-wire Trunks)

- Use standard, good quality, twisted-wire pair telephone cables with RJ11 plugs to connect the CO Ports of ETERNITY NENX to the Trunk Lines from your CO (central office).

Mobile Networks

Enabling SIM PIN Protection

- Protect the SIM Card from unauthorized use with a Personal Identification Number (PIN) on the SIM (in consultation with the customer/owner of the SIM).

To enable SIM PIN protection,

- get a mobile handset. Insert the SIM Card into the mobile handset.
- from the mobile handset, enable PIN Protection.
- change the SIM PIN to 1234 (this is the default PIN for both SIM Cards used in the system). You can change this SIM PIN later from the Jeeves when configuring the Mobile Port.
- remove the SIM Card from the mobile handset.



If you do not want to use PIN protection, insert the SIM in the mobile handset and disable PIN protection. Remove the SIM Card from the mobile handset and insert it in the Mobile Port of ETERNITY NENX.

Inserting SIM Card in the Mobile Port

- To insert the SIM Card in ETERNITY NENX,

- insert the SIM into the SIM slot, with its contact side facing up.
- push the SIM backwards into the slot. The SIM is locked inside the slot.
- to unlock the SIM within the slot, push the protruded portion of the SIM backwards again.
- repeat the same steps to insert the other SIM Card.
- Connect the Antenna to the antenna connector.
- Switch On power supply, if you have finished connecting all the required ports.
- At every power on of the system, it takes about 3 minutes for the Mobile Ports to get registered with the network. Once registration with the mobile network is completed, the Mobile Port can be used.
-



The UMTS/LTE Mobile Ports of ETERNITY NENX also provide Wireless WAN Interface. If you want to use wireless WAN over the Mobile Port, you must have UMTS/LTE module installed in the system and Internet services activated on the SIM.

VoIP Network



Before you connect the system to WAN, we recommend that you first connect a computer to the Ethernet Port of ETERNITY NENX, configure the Basic Settings and then connect to WAN.

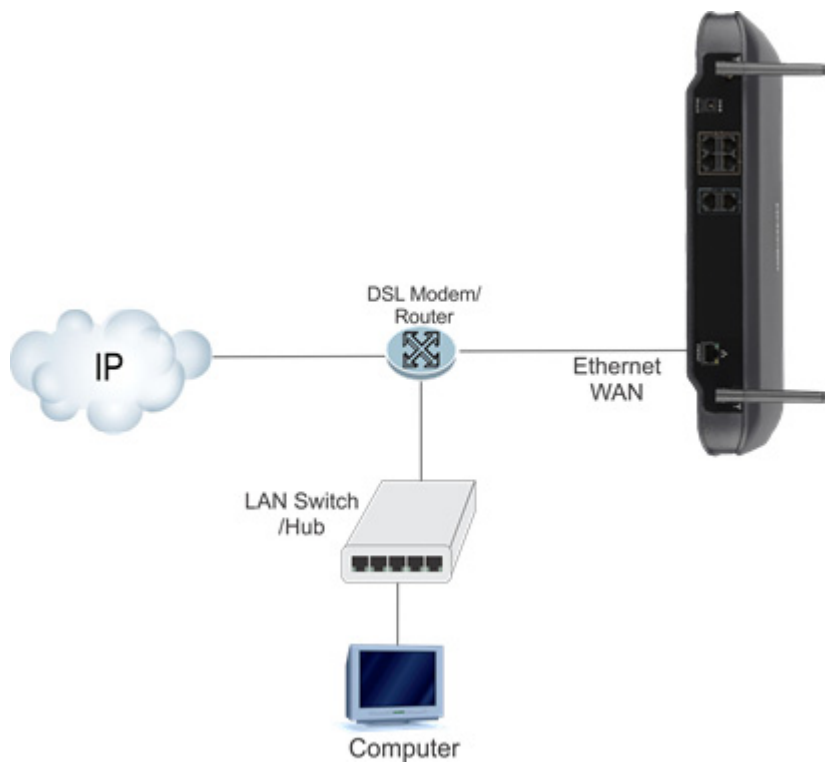
- You can connect ETERNITY NENX to WAN either over Ethernet Port (Ethernet WAN) or over Mobile Port 1 (Wireless WAN).
- While several installation scenarios are possible, only three most common and most typical scenarios are depicted here.

Ethernet WAN

- Use the RJ45 Ethernet cable supplied for the Ethernet Port of ETERNITY NENX to connect the system to the IP network, which may be Public Internet or a LAN.

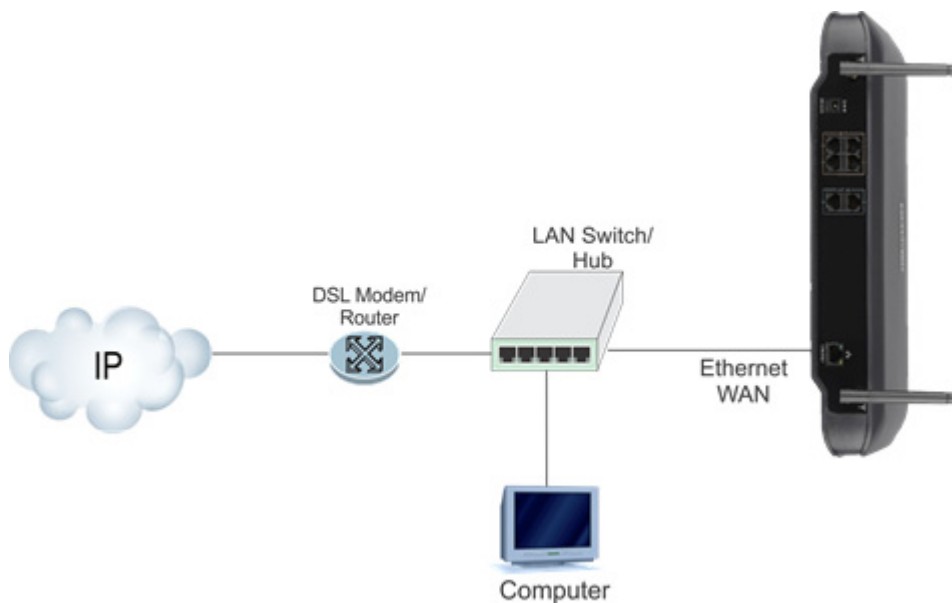
If connecting to the Public IP Network,

- Plug one end of the RJ45 Ethernet cable into the Ethernet Port of ETERNITY NENX and the other end into the Broadband Router/Modem.



If connecting to a Private Network (Behind a NAT Router),

- Plug one end of the RJ45 Ethernet cable into the Ethernet Port of ETERNITY NENX and the other end into the LAN Switch/Hub.

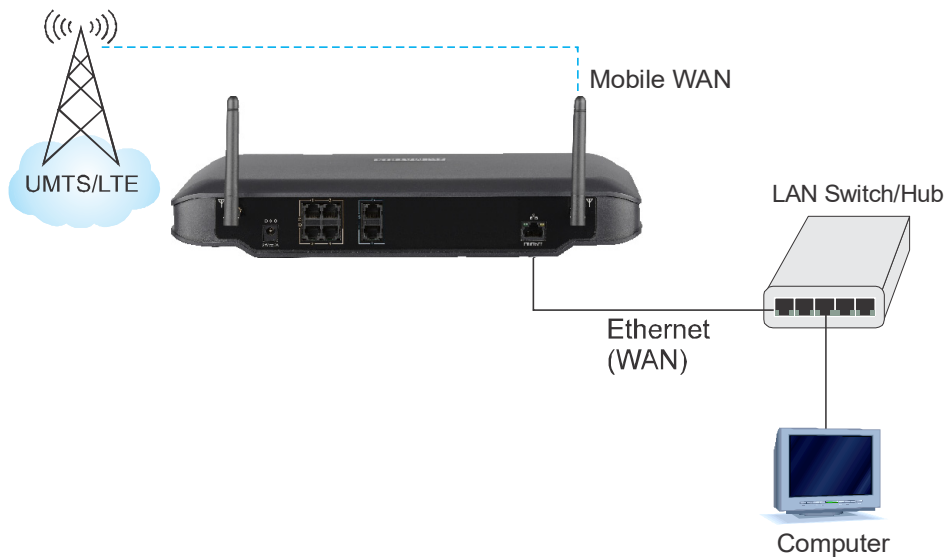


Wireless WAN

- Make sure that:
 - you have installed a 3G UMTS/4G LTE module.
 - a SIM is present in the Mobile port.
 - Internet Services are activated on the SIM.



Wireless WAN in ETERNITY NENX is used only for making SIP Calls and not for configuring the system.



Connecting Extensions

Single Line Telephones (SLT)

- Use standard twisted wire pair cables of good quality with RJ11 plugs to connect the analog single line telephone instruments to the SLT Ports of ETERNITY NENX.
- Place the SLTs, fax machine at the desired locations. Connect the SLTs, Fax machine to the wall jacks.
- Plug the RJ11 end of the telephone cables into the SLT Ports of ETERNITY NENX.

Terminate the other end of the cables from the SLT Ports on the wall jacks to which the SLTs, fax machine are connected.

SIP Extensions

ETERNITY NENX supports up to 50 SIP Extensions. You can register SIP enabled devices like an IP Phone, a Softphone, Analog Telephone Adapter as SIP Extension of ETERNITY NENX.



By default, ETERNITY NENXIP50 supports registration and configuration of 50 SIP Extensions and ETERNITY NENX312⁴ and ETERNITY NENX416⁵ supports registration and configuration of 10 SIP Extensions only. To configure and register additional SIP Extensions, you need to purchase and activate the IP Subscriber license as per your requirement. To know how to activate the same, refer to [“Activating License Key”](#).

You may also connect/register the following as SIP Extensions of ETERNITY NENX:

- SPARSH VP248, the Extended IP Phone
- SPARSH VP310, the Executive IP Phone
- SPARSH VP330, the Intuitive Touch Screen Extended IP Phone
- SPARSH VP510, the Premium IP Phone
- Extended SPARSH VP710, the Smart IP Deskphone
- SPARSH VP210, the Entry Level IP Phone
- Matrix VARTA WIN200, Unified Communication Client for Windows
- Matrix Mobile UC Clients,
 - Matrix VARTA AMP100, the Mobile UC Client for iPhones
 - Matrix VARTA ADR100, the Mobile UC Client for Android Smartphones
- Third Party IP (Open) Phones

The SIP Extensions may be registered either over *Ethernet WAN* or over *Wireless WAN*, according to your preference and your IP network installation scenario. SPARSH VP248, SPARSH VP310, SPARSH VP330, Extended SPARSH VP710, Mobile UC Clients as well as VARTA WIN200 can be registered using IPv4 Addresses only.

Ethernet WAN

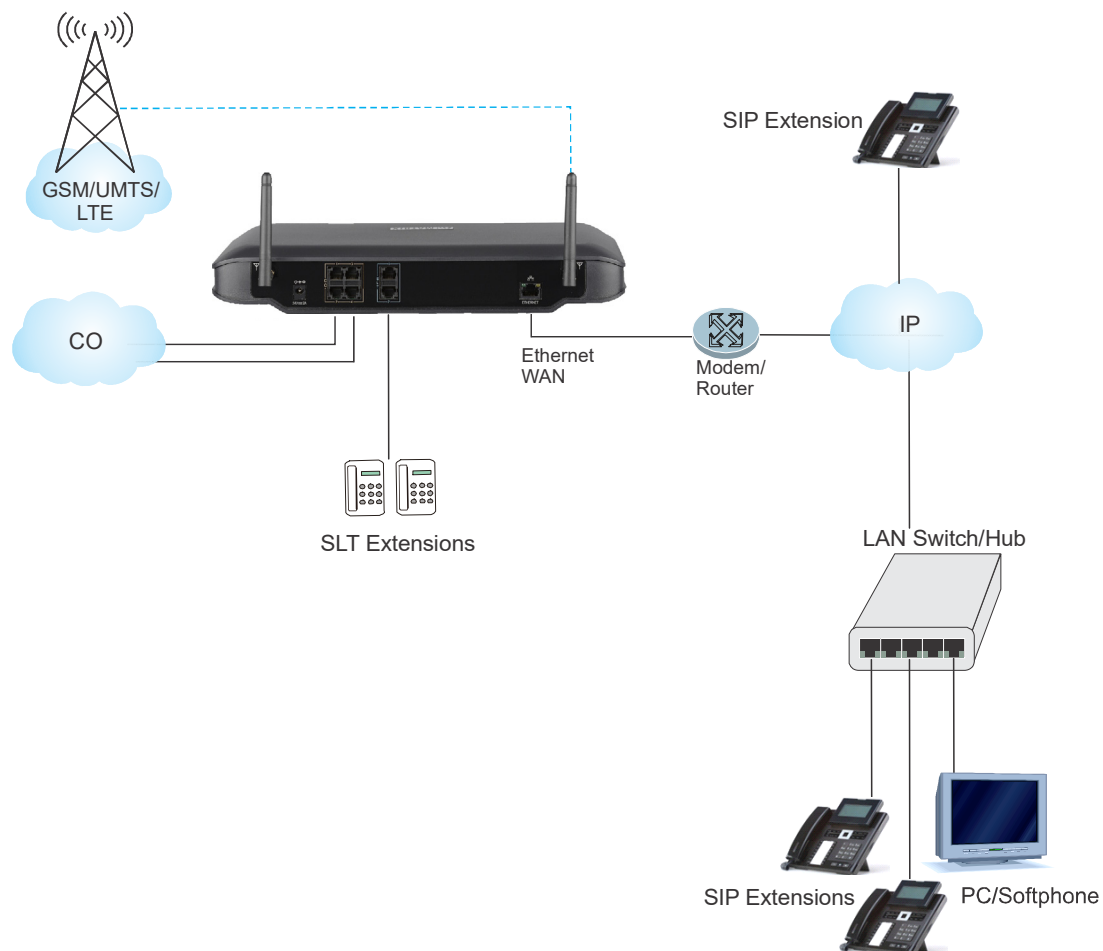
If ETERNITY NENX is connected to a Public Network,

- Connect the Extended IP Phone, or any Open IP Phone to the LAN Switch.
- Register any SIP device (Extended IP Phone/ Softphone client or Open IP Phone) on the public network as SIP Extension.



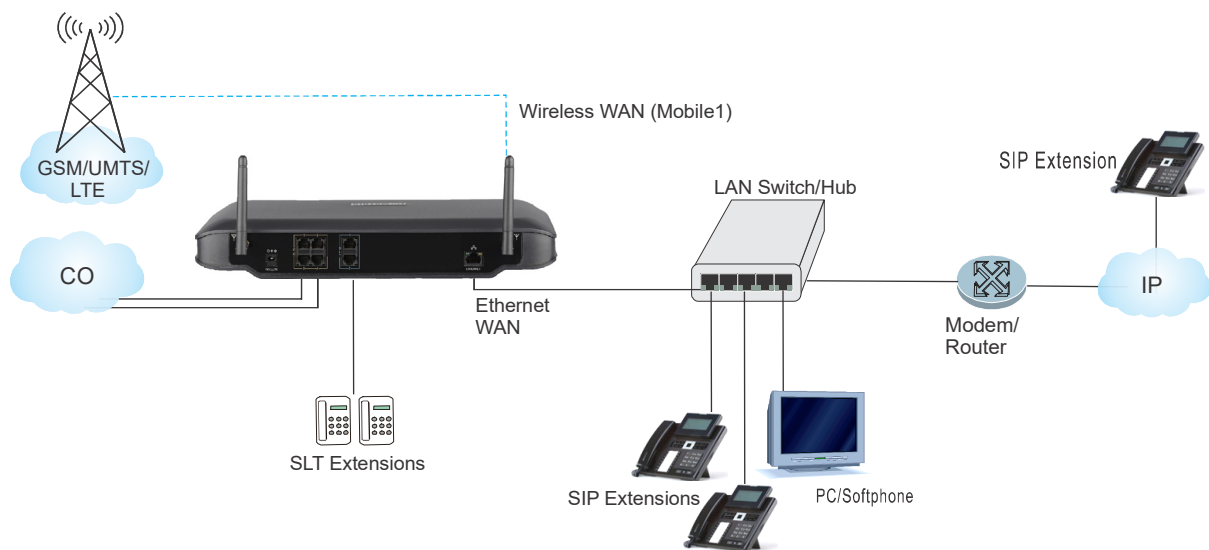
When you register any SIP device, other than the Extended IP Phone, on the public network as SIP Extension, you must configure the Registrar Server Address of ETERNITY NENX, the Registrar Server Port, the SIP ID, Authentication ID and Password in the SIP Device.

4. Make sure you have purchased and installed the VoIP module.
5. Make sure you have purchased and installed the VoIP module.



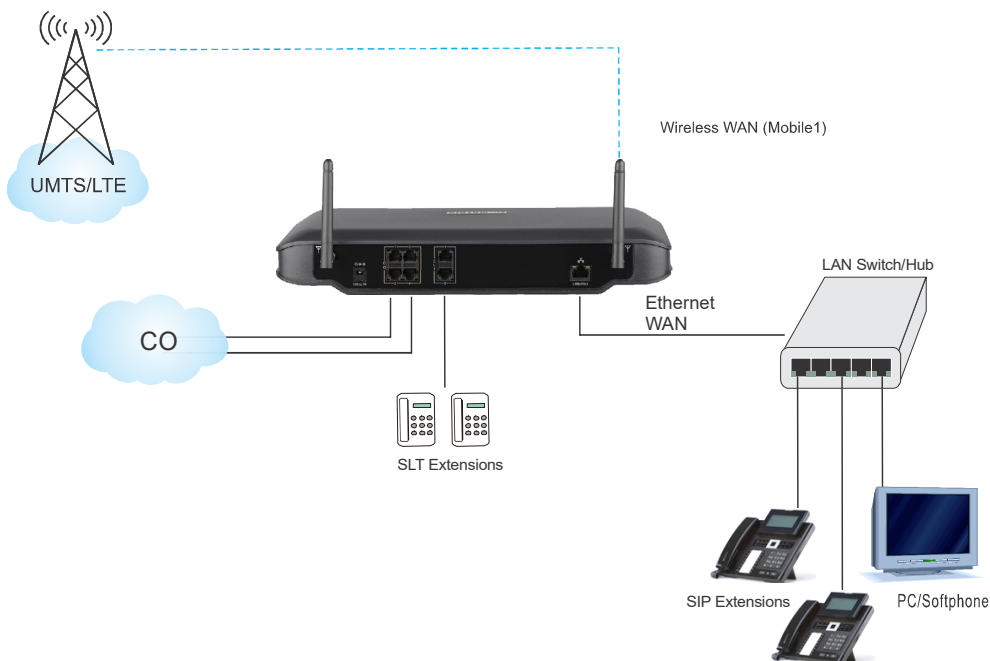
If ETERNITY NENX is connected to a Private Network (Behind the NAT),

- Connect the Extended IP Phone, or any Open IP Phone to the LAN Switch.
- Register any SIP device (Extended IP Phone/ Softphone client or Open IP phone) on the public network as SIP Extension. In this case, configure Port Forwarding for SIP and RTP on the Router.



Wireless WAN

- Connect any Extended IP Phone, or any standard Open IP Phone to the LAN Switch.
- Register any SIP device (Extended IP Phone/Softphone client or Open IP Phone) on the public network as SIP Extension.



SPARSH VP248

SPARSH VP248 is available in two models:

- **SPARSH VP248S** - the standard model, with a 2-line x 24-character LCD display.
- **SPARSH VP248P** - the premium model, with a 6-line x 24-character LCD display.

SPARSH VP248S



SPARSH VP248P



- For instructions on installing and connecting the phone, refer the SPARSH VP248 Quick Installation Guide (QIG).
- For detailed configuration instructions, refer the ETERNITY NE System Manual.
- For information regarding the features that can be accessed from the phone, refer the EON48_310_SPARSH VP248_310_User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

You can also view or download the respective document by scanning the QR Code printed on the Product Label/Packaging Label.

SPARSH VP310



- For instructions on installing and connecting the phone, refer the SPARSH VP310 Quick Installation Guide (QIG).
- For detailed configuration instructions, refer the ETERNITY NE System Manual.
- For information regarding the features that can be accessed from the phone, refer the EON48_310_SPARSH VP248_310_User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

You can also view or download the respective document by scanning the QR Code printed on the Product Label/Packaging Label.

SPARSH VP330



- For instructions on installing and connecting the phone, refer the SPARSH VP330 Quick Installation Guide (QIG).
- For detailed configuration instructions, refer the ETERNITY NE System Manual.
- For information regarding the features that can be accessed from the phone, refer the SPARSH VP330 User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

You can also view or download the respective document by scanning the QR Code printed on the Product Label/Packaging Label.

SPARSH VP510



- For instructions on installing and connecting the phone, refer the SPARSH VP510 Quick Installation Guide (QIG).
- For detailed configuration instructions, refer the ETERNITY NE System Manual.
- For information regarding the features that can be accessed from the phone, refer the EON510_SPARSH VP510 User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

You can also view or download the respective document by scanning the QR Code printed on the Product Label/Packaging Label.

Extended SPARSH VP710



- For instructions on installing and connecting the phone, refer the SPARSH VP710 Quick Start Guide.
- For detailed configuration instructions, refer the ETERNITY NE System Manual.
- For information regarding the features that can be accessed from the phone, refer the Extended SPARSH VP710 User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

You can also view or download the respective document by scanning the QR Code printed on the Product Label/Packaging Label.

SPARSH VP210

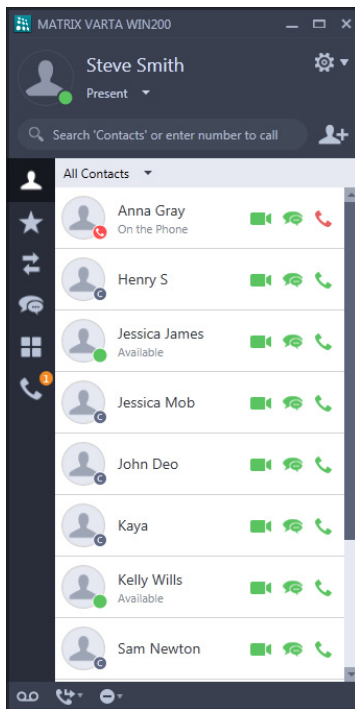


- For instructions on installing and connecting the phone, refer the SPARSH VP210 Quick Installation Guide (QIG).
- For detailed configuration instructions, refer the ETERNITY NE System Manual.
- For information regarding the features that can be accessed from the phone, refer the SPARSH VP210 (Extended) User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

You can also view or download the respective document by scanning the QR Code printed on the Product Label/Packaging Label.

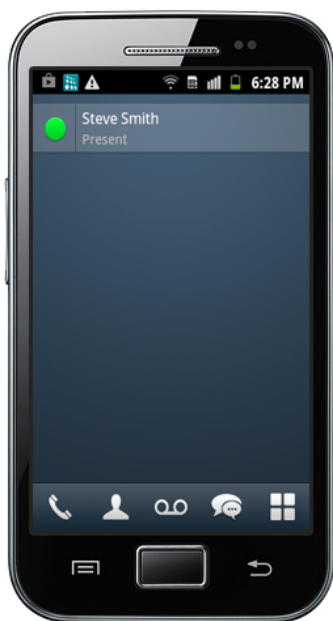
VARTA WIN200



- For detailed configuration instructions, refer the ETERNITY NE System Manual.
- For instructions on installing the Windows Client and operating the features, refer the VARTA WIN200 User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

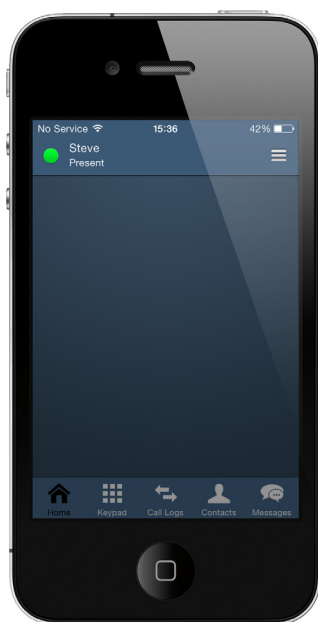
VARTA ADR100 UC Client



- For detailed configuration instructions, refer the ETERNITY NE System Manual.
- For instructions on installing the Softphone Client and operating the features, refer the VARTA ADR100 User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

VARTA AMP100 UC Client



- For detailed configuration instructions, refer the ETERNITY NE System Manual.
- For instructions on installing the Softphone Client and operating the features, refer the VARTA AMP100 User Guide.

To download the respective documents, click <https://www.matrixcomsec.com/support/telecom-product-manuals/>

Setting up the Voice Mail System

To complete the installation of the Voice Mail System (VMS), all you need to do is:

- connect a computer to the Ethernet Port of ETERNITY NENX using the RJ45 cable supplied for the port.
- open a Web browser on the computer to access the embedded web-server, *Jeeves*.
- activate the VMS License. For instructions, see [“Activating License Key”](#).

Powering on ETERNITY NENX

- Check the mains voltage at the power plug from where the power supply is to be fed to the system. It should be as per the specifications mentioned in the “Technical Specifications” in the System Manual.

- Make sure system's earthing is proper.
- Connect the Power Adapter into the power jack and plug it into a power outlet.
- Switch ON the power supply and observe the reset cycle.

LED Indication

- At Power ON, Power LED will turn ON (Continuous Green).
- System LED (STS) will display following error/events/status:

LED Status	Color	Color and Cadence
1 sec ON-1 sec OFF (Continuous)	Green	ETERNITY NENX started successfully.
5 sec ON-5 sec OFF (Continuous)	Green	Software Mismatch (uboot checksum did not match)
10 sec ON-10 sec OFF (Continuous)	Green	Flash Lock due to License
100 msec ON-100 msec OFF-100 msec ON-100 msec OFF-100 msec ON-5000 msec OFF (Continuous)	Green	Recovery mode*
* If you get Recovery Mode LED Status, contact Matrix Technical Support Team.		

- Mobile Ports take about 3 minutes to get registered with the network.

You may now access the web-based programming tool, *Jeeves*, and configure ETERNITY NENX.

ETERNITY NENX provides a Graphic User Interface (GUI), Jeeves, for configuration. The accessibility to the web-based GUI is secured by a password.

To access Jeeves, you will need to connect a computer to ETERNITY NENX.

Connecting a Computer

You may connect a standalone computer to ETERNITY NENX or grab any computer connected in the same LAN as ETERNITY NENX.



- *Connect a standalone computer to ETERNITY NENX, when installing the system for the very first time. You may connect it to a computer in the LAN at a later stage, once you have finished installation and configuration of the system.*
- *You will be able to use the VoIP interface only if the system is connected to the LAN network.*

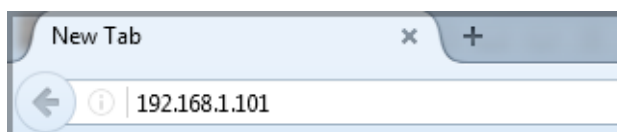
To connect a standalone computer,

- Plug one end of the RJ45 cable into the Ethernet Port of ETERNITY NENX and the other end into the LAN port of the computer.
- Make sure the IP Address of the computer and the Ethernet Port of ETERNITY NENX do not conflict and both are in the same Subnet.

The default IP Address of the Ethernet Port is **192.168.1.101**

The default Subnet Mask of the Ethernet Port is **255.255.255.0**

- Change the Subnet of the computer, if necessary.
- Open the Internet Explorer 7 or later or Mozilla Firefox 3.5.1 or later on the computer.
- Enter the IP address of ETERNITY NENX in the address bar of the browser.



- You will be redirected to the HTTPS protocol for secure access.

- Click the <https://192.168.1.101> link.
- The Login Page will open.

Matrix SARVAM UCS

Language: English

Login As: System Engineer

Password:

Login

Browser Requirement Internet Explorer 7 and Later or Mozilla Firefox 3.5.1 and Later

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- In **Login as** select **System Engineer**.
- In **Password**, enter the default SE password, 1234.
- Click **Login**.

! Before you start configuring the system, if you wish to view or download the *ETERNITY NE System Manual* or any other related documents, you can click or scan the QR Code present in the login page of Jeeves.

- You will be prompted to change the default SE Password for accessing Jeeves.

Change Password

Login through default password is not allowed. Change the password to login.

Current Password:

New Password:

Confirm New Password:

Submit

Note :- Password must follow following requirements:

- Minimum length must be 6 characters.
- Password must include atleast 1 uppercase, 1 lowercase, 1 number and 1 special character.
- Allowed characters are 0-9, a-z, A-Z, all special characters except %, =, #, +, &, \, <, >, ' and space.

- In **Current Password**, enter the default SE Password, 1234.
- In **New Password**, enter the desired Password.

All ASCII characters (except Percentage %, Hash #, Equal to =, Plus +, And &, Backslash \, Less than <, Greater than >, Apostrophe ' , Double Quote " and **Space**) are allowed. The new password must be:

- a minimum of 6 characters to a maximum of 12 characters.
- include atleast one upper-case, one lower-case, one number and one special character.

- In **Confirm New Password**, re-enter the new password to confirm.
- Click **Submit**.

You will be re-directed to the Login Page again.



As this password is meant for restricting access to the SE mode, we strongly recommend you to:

- *Keep the password confidential.*
- *Select a complex password that cannot be easily guessed.*
- *Change the password regularly.*
- *Not to use the “**Remember Password**” property of your Web Browser.*

- Now, in **Login as** select System Engineer and in **Password** enter the new password.

You will be prompted to change the default **SE Extension Password**.

SE Extension Password

Please provide SE Password for Programming from Extension

New Password

Confirm New Password

Submit

- Enter the **New Password**. The new password can be a minimum of 4 digits to a maximum of 12 digits. The valid digits are from 0 to 9.



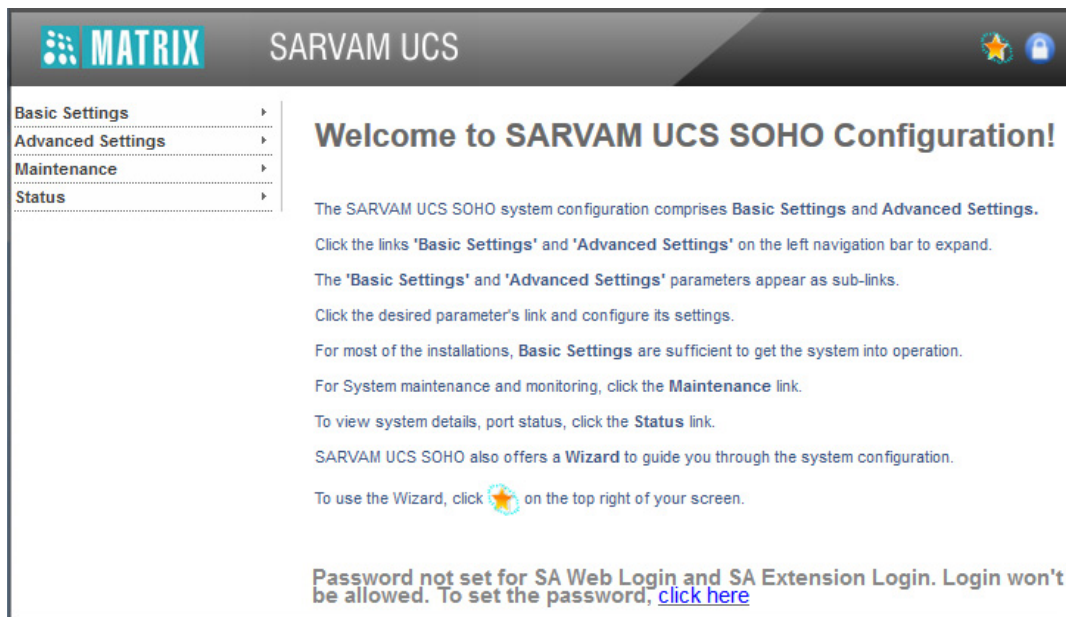
You cannot set 1234 as the New SE Extension Password as it is the default SE Extension Password.

- In **Confirm New Password**, re-enter the new password to confirm.



Due to security concerns the default settings in the systems dispatched with Firmware Versions later than V1R6.7, have been modified. For details refer to “[Modified default parameter values for Firmwares later than V1R6.7](#)”. With these default settings you will not be able to make outgoing calls, however incoming calls will be placed on the system. You need to change the settings as per your requirement to make outgoing calls.

- Click **Submit**. The Welcome page opens.



- The left pane shows the links **Basic Settings**, **Advanced Settings**, **Maintenance** and **Status**.

Basic Settings break down the complexities of configuration and are sufficient to get your system into operation.

Advanced Settings enable you to configure the advanced features and facilities of ETERNITY NENX.

Maintenance allows you to carry out system maintenance and monitoring like uploading configuration and firmware, debug, system restart.

Status allows you to view the system details and status of all trunk and extension ports.

You may now configure the Basic Settings of ETERNITY NENX using the SARVAM UCS SOHO Application.


There are two ways to do the basic system configuration using Jeeves:

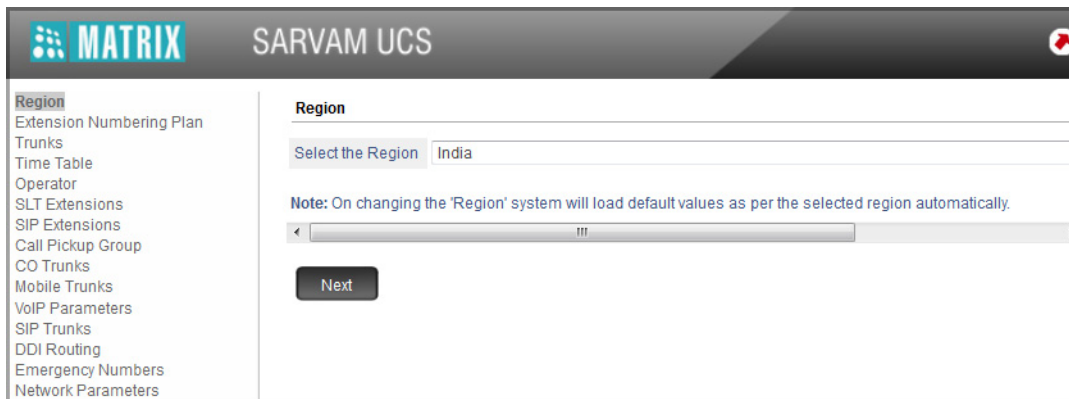
- using the *Wizard*
- Or
- through Selective Configuration of Basic Settings




Using the Wizard




The configuration Wizard leads you step-by-step through the configuration of the basic settings.

To use the Wizard,

- Click the **Wizard** icon  on the top right of your screen. The home page of the Wizard opens.



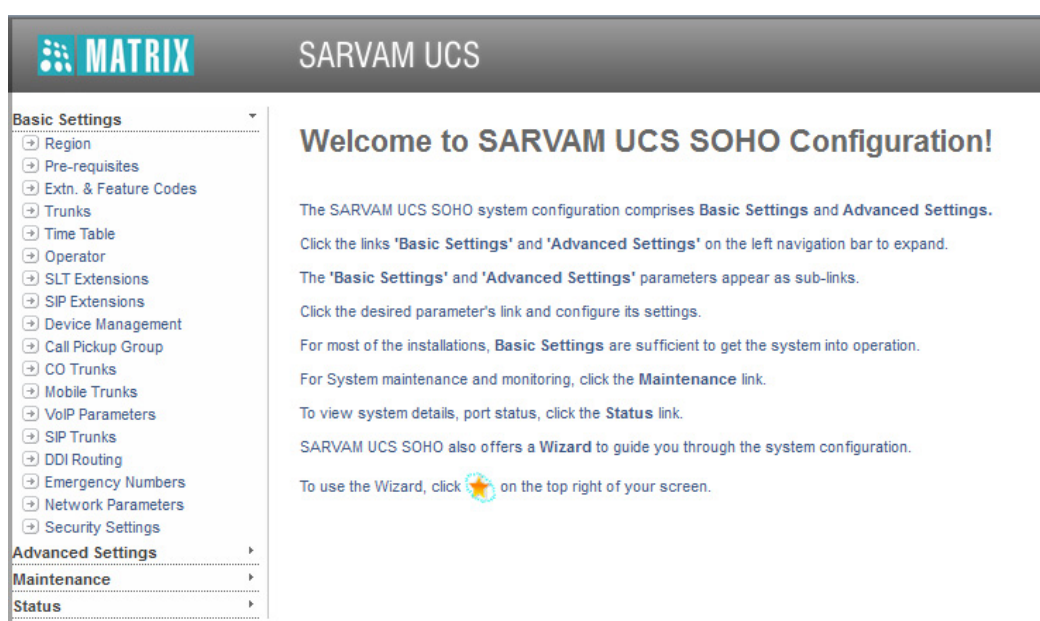
- To navigate the Wizard pages use the **Next** and **Back** buttons.
- When you press the **Next** button, the changes on the current page are saved and the Wizard takes you to the next page.
- When you press the **Back** button, you will be prompted to save changes made on the current page.
- The **More** button  and the **Less** button  on the page allow you to expand and collapse respectively, the parameters on the page.
- The **Expand** button  expands a link on the page to display all parameters under the link.

- The **Collapse** button  collapses a link hides all the parameter under a link on the page.
- The **Settings** icon  allows you to configure the settings of a parameter further.
- You may exit the Wizard at any time by clicking the **Quit** button . The last changes you made in previous pages will be saved but the changes in the current page will not be saved if you exit before clicking **Submit**.


Using Selective Configuration

You can choose the parameters you want to configure as per your requirement. To do this,

- Click **Basic Settings**.



- The parameter sub-links appear on the left pane. Click the parameter sub-link you wish to configure.
- The respective parameter page opens.
- Get familiar with the buttons and icons listed below before you begin to change the settings of the parameters on each page.

 **More:** displays all the parameter links on the page.

 **Less:** displays the essential parameter links on the page.

 **Expand:** expands a link to display all parameters under the link.

 **Collapse:** collapses a link. Hides all parameters under the link.

 **Settings:** enables you to configure the settings of a parameter further.

.... **More link:** displays all additional parameters on the page.



Logout: enables you to exit Jeeves.

- Set the desired values on this page and click **Submit** button to save.

You may use the Wizard or selectively configure the Basic Settings pages, whichever works best for you.

Read the ETERNITY NE System Manual for detailed instructions.

Activating License Key

You will have to activate a valid License Key for the following:

- SIP Extensions
- MATRIX VARTA User Licenses
- Voice Mail System
- SMS Gateway
- SMS Server
- Computer Telephony Integration (CTI)

For more information see the topic License Management in the ETERNITY NE System Manual.

Instructions for Matrix Channel Partners

Your license voucher is a PDF (protected) file. You may activate your License Online. For this, keep the following items ready:

- The License Voucher containing the 16-digit PIN.
- A valid, unique User ID and Password from the Matrix License Support Centre.
- Access to Internet.
- Current License Key of the System.

To activate the License Key online,

- Login as System Engineer.
- Under **Advanced Settings**, click **License Management**.
- The **License Management** Page displays the following:

The screenshot shows the 'License Management' page. At the top, there's a header 'License Management'. Below it, a 'License Key' field displays 'D02E-CD94-00FA-0000-0000-0000-0000-0000' with a green 'In use' button to its right. To the right of the key field are two buttons: 'View Profile' and 'Enter License Key'. Below the license key section, there's a 'Demo Period' section. It shows 'Available: 60 Days, 00 Hours' and a 'Start' button.

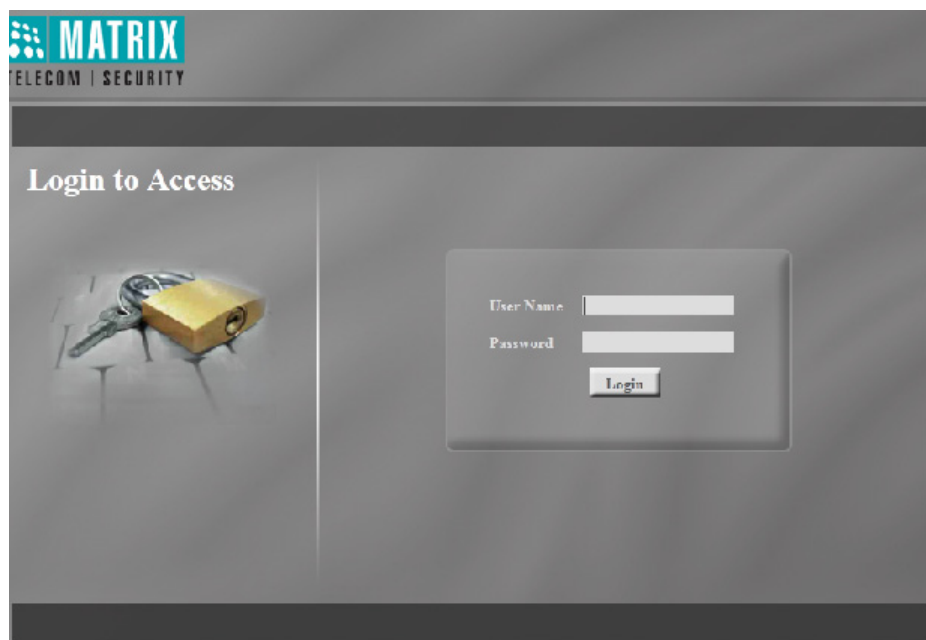
If you wish to view the features and facilities currently available to your system, click the **View Profile** button.

View Profile	
Service Profile	As per System
SARVAM UCS SOHO	Yes
SIP Extensions	50
VARTA Essential Users	5
VARTA Professional Users	0
VARTA Collaboration Users	0
Voice Mail	No
SMS Server	No
CTI	No
SMS Gateway	No
<button>Close</button>	

- Click **Close**.
- Now, note down or copy the License Key on this page.
- Keep your Current License Key and the License Voucher ready.
- Open a new window on your browser.

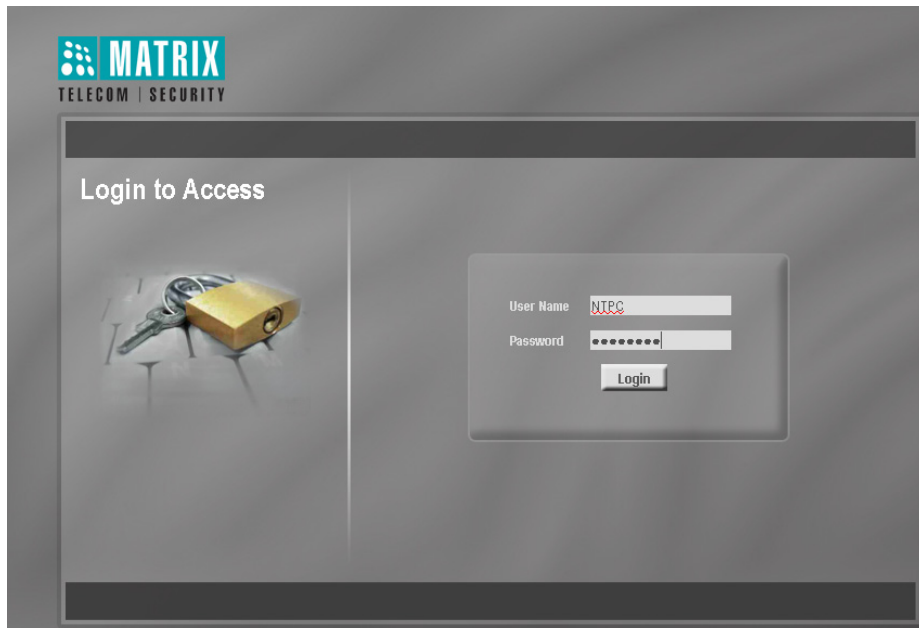
Enter <http://www.matrixcomsec.com/support/license-activation/> in the address bar.

The Login to Access page will open.



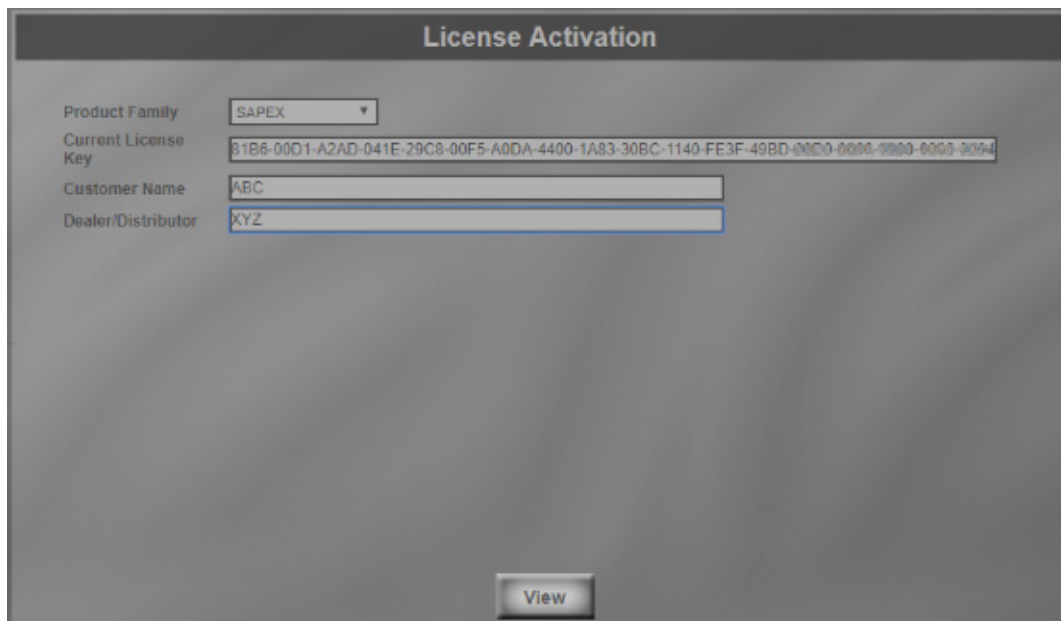
The image shows a web page for Matrix Telecom Security. At the top left is the logo with the text "MATRIX TELECOM | SECURITY". Below the logo, on the left, is a graphic of a yellow padlock and a key. To the right of the graphic, the text "Login to Access" is displayed. Further right is a login form with two input fields labeled "User Name" and "Password", and a "Login" button below them.

- Enter the **User Name** and **Password** as provided by Matrix and click **Login**.



The screenshot shows the Matrix Telecom Security login interface. At the top left is the Matrix logo with the text 'MATRIX TELECOM | SECURITY'. Below the logo, the text 'Login to Access' is displayed. To the left of the login form is an image of a yellow padlock and a key. The login form itself has two input fields: 'User Name' with the text 'NTRC' and 'Password' with masked characters. A 'Login' button is positioned below the password field.

- On successful login, the **License Activation** page will open.



The screenshot shows the License Activation page. The title 'License Activation' is at the top. Below the title, there are four input fields: 'Product Family' with a dropdown menu showing 'SAPEX', 'Current License Key' with a long alphanumeric string, 'Customer Name' with the text 'ABC', and 'Dealer/Distributor' with the text 'XYZ'. A 'View' button is located at the bottom center of the form.

- As **Product Family**, select the option **SAPEX**.
- In **Current License Key**, type the Current License Key you noted or paste the key you copied from the **License Management** page of Jeeves.

- Click **View**.

License Activation

Product Family: SAPEX
 Current License Key: 2041-A069-00E3-11FE-80CE-422D-7048-F584-BEF7-00D2-65C0-5800-114E-0083-0000-0000-0000
 Customer Name:
 Dealer/Distributor:

Current License Profile

Product : ETERNITY NENXIP50
 MAC Address : 00:00:00:23:33:44
 IP Subscriber : 50
 Essential User: 5
 Professional User: 0
 Collaboration User: 0

Optional Modules

UCS SOHO :	✓	VMS :	*
SMS Gateway :	*	CTI :	*
SMS Server :	*		

The page will show the current License Profile on the System.

- Click **Next** to continue.

The **License Activation** page opens.

License Activation

Product Family: SAPEX
 Current License Key: 2041-A069-00E3-11FE-80CE-422D-7048-F584-BEF7-00D2-65C0-5800-114E-0083-0000-0000-0000
 Customer Name: aaa
 Dealer/Distributor: bbb

Sr No.	License PIN	Details	Product Family	Product Name	Product Variant	Remarks	Close
1	Enter License PIN						*

- In **License PIN** on this page, enter or paste the 16-digit License PIN from the Voucher.

How to Activate the License:

Step 1: Ensure compatibility of this new license with Matrix product by checking the product name, variant and version.
 Step 2: Open web interface of the product and go to the License Management page.
 Step 3: Verify existing licenses active on the product and note down the existing license code.
 Step 4: Ensure that this new license is meaningful on the product.
 Step 5: Send existing license key and this PIN together to Matrix.
 Step 6: Matrix will send you new license key.
 Step 7: Enter new license key you received from Matrix on the License Management page of the product.
 Step 8: The new license is activated on your Matrix product.
 Step 9: The License Management page should now show all the licenses including the new license you just activated.

SOFTWARE LICENSE PIN: 5476-30

Where to Contact for License Information:
 Matrix ComSec Pvt. Ltd.
 39-GIDC, Waghodia-391760, Dist. Vadodara, India
 Ph: +91 2668 262056/57
 E-mail: License@MatrixComSec.com

CAUTION:
 Once a license is activated on a product, it cannot be uninstalled or reinstalled on any other product.

- Click **Details**.

License Activation

Product Family: SAPEX
 Current License Key: 2041-A069-00E3-11FE-80CE-422D-7048-F584-BEF7-00D2-65C0-5800-114E-0000-0000-0000-0000
 Customer Name: aaa
 Dealer/Distributor: bbb

Sr No.	License PIN	Details	Product Family	Product Name	Product Variant	Remarks	Close
1	1642154613211218		SAPEX	ETERNITY NENXIP50	SARVAM VMS SOHO		*

- The details appear in the fields **Product Family**, **Product Name**, **Product Variant**.

- Click **Next**. Your **Current License Profile** and your **New License Profile** will appear on this page.

License Activation

Product Family : SAPEX
 Current License Key : 2041-A069-00E3-11FE-80CE-422D-7048-F584-BEF7-00D2-65C0-5800-114E-0083-~~0000-0000-0000~~
 Customer Name : aaa
 Dealer/Distributor : bbb

Current License Profile		New License Profile	
Product :	ETERNITY NENXIP50	Product :	ETERNITY NENXIP50
MAC Address :	00:00:00:23:33:44	MAC Address :	00:00:00:23:33:44
IP Subscriber :	50	IP Subscriber :	50
Essential User:	5	Essential User:	5
Professional User:	0	Professional User:	0
Collaboration User:	0	Collaboration User:	0
Optional Modules		Optional Modules	
UCS SOHO :	✓ VMS : *	UCS SOHO :	✓ VMS : ✓
SMS Gateway :	* CTI : *	SMS Gateway :	* CTI : *
SMS Server :		SMS Server :	

- Click **Activate** and wait for a few seconds, as the activation is initiated.

On successful activation, the confirmation message will appear on your screen along with the activation date and time.

- A confirmation mail will also be sent to your e-mail ID (registered with Matrix).

License Activation

Successfully Activated
 Activation Date : 21/12/2018 16:43:57

Product Family : SAPEX
 Current License Key : 2041-A069-00E3-11FE-80CE-422D-7048-F584-BEF7-00D2-65C0-5800-114E-0083-~~0000-0000-0000~~
 Customer Name : aaa
 Dealer/Distributor : bbb
 New License Key : 3061-110C-01F3-620D-8039-0038-004C-BA66-7D36-00E0-DC60-6700-~~0000-0000-0000~~

Current License Profile		New License Profile	
Product :	ETERNITY NENXIP50	Product :	ETERNITY NENXIP50
MAC Address :	00:00:00:23:33:44	MAC Address :	00:00:00:23:33:44
IP Subscriber :	50	IP Subscriber :	50
Essential User:	5	Essential User:	5
Professional User:	0	Professional User:	0
Collaboration User:	0	Collaboration User:	0
Optional Modules		Optional Modules	
UCS SOHO :	✓ VMS : *	UCS SOHO :	✓ VMS : ✓
SMS Gateway :	* CTI : *	SMS Gateway :	* CTI : *
SMS Server :		SMS Server :	

You may **Save**, **Print** or **Email** this information for your records, by clicking the relevant button.

- Note down or copy the New License Key generated on this page.

- Go back to the Jeeves window (or log in as System Engineer again, if your session has ended).
- Under **Advanced Settings**, click **License Management**.

License Management

License Key: D02E-CD94-00FA-8057-8080-8080-8080-8080 In use View Profile Enter License Key

Demo Period

Available: 60 Days, 00 Hours Start

- Click the **Enter License Key** button. A new window opens.

Enter License Key

Enter License Key: [] - [] - [] - [] - [] - [] - [] - [] - [] - [] - [] - []

Submit Close

- In **Enter License Key**, paste or enter this New License Key.
- Click **Submit**.
To view the status of licenses activated by you, click the **View Profile** button again.

View Profile

Service Profile	As per System
SARVAM UCS SOHO	Yes
SIP Extensions	50
VARTA Essential Users	5
VARTA Professional Users	0
VARTA Collaboration Users	0
Voice Mail	Yes
SMS Server	No
CTI	No
SMS Gateway	No

Close

A new window opens which displays the updated service profile.

- To log off, click **Logout**.



If you are unable to use Online Activation of the License Key or have no internet access, contact the Matrix License Support Centre for assistance in generating the New License key.

Instructions for Customers

To activate your License, you would need the License Voucher containing the 16-digit License PIN. Contact your Dealer/Distributor in this regard. Your License Voucher may be a paper or a protected PDF file.

- Open Jeeves.
- Login as System Engineer.
- Under **Advanced Settings**, click **License Management**.



License Management

License Key: D02E-CD94-00FA-8057-0000-0000-0000-0000 In use View Profile Enter License Key

Demo Period

Available: 60 Days, 00 Hours Start

If you wish to view the features and facilities currently available to your system, click the **View Profile** button.



View Profile

Service Profile	As per System
SARVAM UCS SOHO	Yes
SIP Extensions	50
VARTA Essential Users	5
VARTA Professional Users	0
VARTA Collaboration Users	0
Voice Mail	No
SMS Server	No
CTI	No
SMS Gateway	No

Close

- Click **Close**.
- Note down or copy the Current **License Key** on this page.
- Now, send your Current License Key and the License PIN (on the Voucher) to the Matrix License Support Centre
- You will receive a New License Key.
- Open Jeeves again.
- Login as System Engineer.

- Under **Advanced Settings**, click **License Management**.

License Management

License Key
D02E-CD94-00FA-0000-0000-0000-0000-0000
In use
View Profile
Enter License Key

Demo Period

Available: 60 Days, 00 Hours
Start

- Click **Enter License Key** button. A new window opens.

Enter License Key

Enter License Key

Submit
Close

- In **Enter License Key**, paste or enter this New License Key as obtained from Matrix.
- Click **Submit**.
To view the status of licenses activated by you, click the **View Profile** button again.

View Profile

Service Profile	As per System
SARVAM UCS SOHO	Yes
SIP Extensions	50
VARTA Essential Users	5
VARTA Professional Users	0
VARTA Collaboration Users	0
Voice Mail	Yes
SMS Server	No
CTI	No
SMS Gateway	No

Close

A new window opens which displays the updated service profile.

- To log off, click **Logout**.



The current License Key and Service Profile will remain unchanged when the system is set to default or the firmware is upgraded.

Pre-activated Licenses

Pre-activated licenses	ETERNITY NENXIP50 purchased after January 1, 2021 and later	ETERNITY NENXIP50 purchased before January 1, 2021	ETERNITY NENX312	ETERNITY NENX416
SARVAM UCS SOHO	Yes	Yes	Yes	Yes
SARVAM VARTA USER5E	40	5	0	0
SARVAM VARTA USER5P	5	0	0	0
SARVAM VARTA USER5C	5	0	0	0
SARVAM VMS SOHO	Yes	No	No	No
SARVAM SMS SERVER SOHO	Yes	No	No	No
SARVAM SMS GATEWAY SOHO	Yes	No	No	No
SARVAM CTI SOHO	Yes	No	No	No

For more information refer to the topic License Management in the ETERNITY NE System Manual.

Modified default parameter values for Firmwares later than V1R6.7

Parameters	Old Default Value	New Default Value	New Default Value's impact on the functionality
Extensions - SLT and SIP			
Class of Service			
Closed User Group (CUG)	Enabled	Disabled	Extension Users will not be able to access this feature by default.
Global Directory Part-1	Enabled	Disabled	Extension Users will not be able to access this feature by default.

Trunk-Trunk Transfer	Enabled	Disabled	Extension Users will not be able to access this feature by default.
Toll Control			
Calls allowed during Day	All Calls	No Calls	Extension Users will not be able to make external call.
Calls allowed during Night/Break	All Calls	No Calls	Extension Users will not be able to make external call.
Calls allowed for Lock Level 1	Local	No Calls	Extension Users will not be able to make external call.
Calls allowed for Lock Level 2	National	No Calls	Extension Users will not be able to make external call.
Calls allowed for Lock Level 3	No Calls	No Calls	Extension Users will not be able to make external call.
More			
Call Duration Control	Apply as per CDC profile 1 (the Apply CDC for calls matching with numbers is blank)	Apply as per CDC profile 1 (the Apply CDC for calls matching with numbers is configured)	CDC will be applied on All Extension for external calls.
CO Trunks			
Call Budget	Disabled	Enabled	Call Budget will be applied on the Trunk. It is set as 300 minutes.
SIP Trunk and Mobile Ports			
Call Budget	Disabled	Enabled	Call Budget will be applied on the Trunk. It is set as 300 minutes.
SIP Trunk as Peer-to-Peer and Treat Incoming Calls as Station			
Class of Service			
Global Directory Part-1	Enabled	Disabled	Extension Users will not be able to access this feature by default.
Toll Control			
Calls allowed during Day	All Calls	No Calls	Extension Users will not be able to make external calls.
Calls allowed during Night/Break	All Calls	No Calls	Extension Users will not be able to make external calls
More			
Call Duration Control	Apply as per CDC profile 1 (the Apply CDC for calls matching with numbers is blank)	Apply as per CDC profile 1 (the Apply CDC for calls matching with numbers is configured)	CDC will be applied on All Extensions for external calls

Logical Partitioning	CO, Mobile, VoIP	CO, Mobile, SIP, SIP Extension	Users will not be able to make SIP Trunk calls from SIP Extensions. Logical Partition Table will be set to default for all regions respectively.
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