

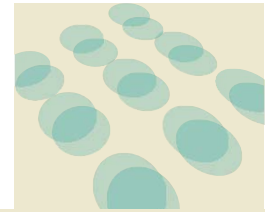
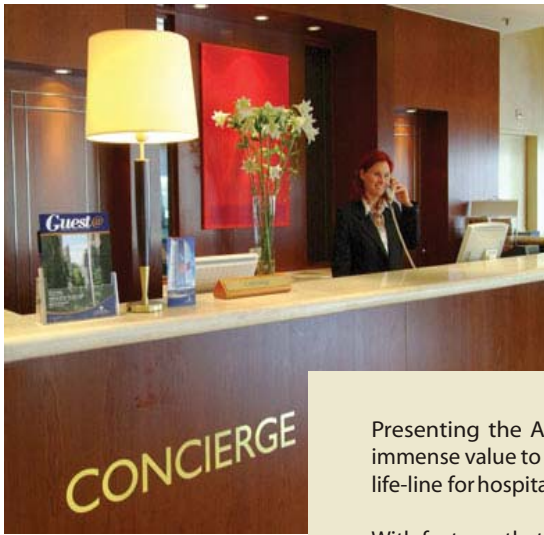
ATLAS Matrix Hotel PBX



THE COMMUNICATION LIFE-LINE FOR THE HOSPITALITY INDUSTRY

The hospitality industry has evolved to a stage where it's expected to offer a host of services. Hotel systems are not expected to make any mistakes, and are required to offer services 24x7. The Atlas Matrix Hotel PBX not just works as a PBX, but as your communication partner, helping you wow your guests.

AtlasTM
TELECOM



Presenting the Atlas Matrix Hotel PBX, a revolution in efficient hotel management. Offering immense value to the hotelier, by providing a host of intelligent features, it is truly the communication life-line for hospitality businesses.

With features that allow you to serve your guests more efficiently and without human error; the Atlas Matrix is a boon to hoteliers. It seamlessly supports the front desk, opening up accounts, checking-in guest, letting the front-desk call them by name with their name appearing, allocating budgets for each room, printing of SMDR reports and locking the extensions as soon as the guest checks out.

With such value added, utilitarian features, Atlas Matrix is a must for all modern, customer focused hotels.



KEY FEATURES



12KHz/16KHz Signal Detection for Accurate Call Billing

This feature helps in generating accurate telephone bills for the calls made by the guests from their rooms. Calls not connected are not charged and those that are connected are not missed. A very useful feature that can help in avoiding any arguments with the guest over telephone bills at the time of checking out.



Alarms & Alarms' Status Display (wake-up)

Alarm for any room can be activated by the front desk as required. At the set time, guest will receive a call and on lifting the handset can get a pre-recorded message like "Good Morning, this is a wake up call". An option of alarm snooze is also available. If the guest does not wake up the reception gets the indication so that necessary action can be taken. At single touch of a button the front desk can find out status of all alarms. A very user friendly and convenience enhancing feature for hospitality industry.



Call Budgeting

A specific budget for calls can be allocated to the room when guest checks in. This helps in monitoring and keeping the guest informed about the total amount they have spent on telephone calls. Once this budget is exhausted, if programmed, the dialing facility gets selectively blocked automatically. The guest can be informed about this and if required money can be collected and dialing facility can be activated. A useful feature to avoid those embarrassing moments for the guests who over spend on telephone calls.



Check-In/Check-Out with Unique Serial Number

On giving the check-in command, a new phone account is opened and dialing facility is enabled for the room along-with other related status changes. At the same time a unique check-in serial number is also generated. When the check-out command is given, call details of that room are printed and dialing facility is locked. No calls can be made from the room until a guest is checked-in and once checked-in a unique serial number is generated which cannot be deleted. A feature that not only avoids misuse of telephone facility but also ensures that even the hotel staff cannot manipulate the system for their personal use.





Dedicated DTMF

Atlas Matrix offers dedicated DTMF circuit for each user making it 100% non-blocking even while dialing. This is what makes Atlas Matrix a 100% non-blocking system in true sense. This is a critical parameter for hotels who want to offer better services to their guests.



Emergency Call Detection and Reporting

Any emergency number like 100, 101, 911 etc. can be dialed from any extension even without accessing the trunk line or having dialing facility. This critical information about which extension has dialed the emergency number is immediately given to the operator of the hotel. In such case appropriate action can be taken by the hotel management.



External Music Port

The external music port allows you to connect an external music source to play music or recordings while a person is kept on hold.



Fire/Smoke Sensor Port with Security Dialer

In case of any smoke detector getting activated, immediately emergency calls can be made to three different numbers like fire station, police station and mobile number of the hotel owner. An appropriate pre-recorded voice message can be given to these called parties. Not only that but even an alarm can be activated in such emergencies. All this is possible through the sensor port along-with the security dialer available in Atlas Matrix.



Floor Service Destinations

In a multi-story hotel, each floor will have separate service sections. But still a common access code for these service sections is possible. Example room service access code is 7. If guest on the first floor dials 7, he gets connected to room service on the first floor. Similarly if the guest on the third floor dials 7, he gets connected to the room service on the third floor.



Guest-In/Guest-Out

This facility helps in avoiding misuse of the telephone facility by the hotel staff especially when the guest is away from the hotel. Guest-out feature can be enabled as soon as a guest goes out of the hotel and this will block dialing facility from the room temporarily until a guest-in command is given.



House Keeping

When the guest goes out of the hotel, normally the room has to be cleaned. The front desk can give a command so that room status will be changed to "Not Cleaned". Now the house keeping personnel will know that the appropriate action can be taken. Once the room is cleaned, the house keeping can dial a code either from the room or any other extension so the room status will be changed to "Clean". This helps manage for the house keeping department.



Least Cost Routing

It is a unique function designed using structured programming. It selects the most cost effective trunk from the allotted trunks to make outgoing calls depending upon the time of call and the destination number leading to major savings. Three options for least cost routing are available. (1) Time based, (2) Number based and (3) Service Provider to Service Provider based. Almost any option of availing least cost facility can be programmed. What's more, even combinations of the above parameters for least cost routing can be defined. For example, you can program the system to select only a particular trunk line for making long distance calls and another trunk to make all local calls during day time but a different trunk for making local calls during night time. All this happens automatically! With Atlas Matrix by your side, you can be rest assured that every call being made from your hotel is always at the least cost.



Mini Bar

The consumption by the guest from the mini bar can be keyed in by the service personnel from the room at the time of check-out. This information can be sent to the PMS which will help in generating a bill without any manual calculations.





PMS Interface

Normally hotels use Property Management Software (PMS) for managing other functions in the hotel such as accounting, billing etc. Atlas offers a unique PMS Interface in the Matrix that supports full duplex communication over RS-232 port. Atlas Matrix can accept commands such as Check-In/Check-Out, Guest-In/Guest-Out, Remote Alarms, Guest Name, Message Waiting, Do Not Disturb, Alarm Status, Room Status, Room Shift etc. from the PMS software. Atlas Matrix can send the commands such as SMDR for outgoing calls, Mini Bar, Do Not Disturb, Room Status, Alarms etc. to the PMS. This integration helps in smooth functioning of the PMS with PBX.



Public Address System (PAS)

The PAS Port allows any authorized station user to make announcements on external speakers.



Remote Programming

Atlas Matrix can be set up to allow changes in its programming from a remote location. This does not require a PC or any other specialized device at the site.



Room Monitor (Baby Listening)

Allows the station user to listen to the sounds in another room where the Digital Key Phone is installed without letting the people in that room know about it.



Room Shift

Many a times it happens that guest has to be checked in some other room until such time that the actual room booked for the guest gets ready. In such cases when the room is shifted, all the call details of the earlier room are shifted to the new room just by a single command. This helps in presenting the guest a consolidated statement of all calls instead of two different statements, one for each room.



Room Status Display

A single command from the operator console can give status of total occupied rooms, rooms not occupied and not ready, and rooms not occupied but ready. A very useful feature for the front desk of the hotel.



SMDR with built-in Flexible Call Cost Calculation

The structure of the call charges for the calls made by the guests in the hotel can be decided. Options of fixed service charge, unit-wise service charge, percentage-wise service charge etc. are available. Special charges can be defined for special days like new year, holidays etc. Calls rates depending on the time zone can also be defined.



SMDR Reports (Outgoing, Incoming and Internal)

The Advanced Search Module allows detailed reports for each outgoing, incoming and internal calls, to be generated and printed for better analysis. Filters for selecting what calls to be stored and filters for different types of analysis are available in Atlas Matrix. Separate buffer capacity of 10,000 calls is available each for outgoing, incoming and internal calls.



Suite Services

In suites there are multiple extensions. However using the suite services feature of Atlas Matrix, a consolidated statement of calls can be generated at the time of check-out. This avoids hassles of taking separate printouts of calls made from each extension.



Voice Mail Integration

Atlas Matrix offers a specialized gateway such that it can be easily integrated with voice mail system of any other brand. However, the handshake is possible only if the voice mail system also supports integration. Please check for exact details regarding this handshake with the supplier of the voice mail system.



Voice Message for Tones

This feature guides the guests in case the extension number he is dialing is busy, some wrong number is dialed etc. These messages can be recorded for dial tone, busy tone, ring back tone and error tone. Say a guest is trying room service and that extension is busy. In such case a message "The extension you are dialing is busy. Please press 2 for speaking to the extension as soon as it is free", can be played to the guest. A feature that provides service at each step. A boon for the hospitality industry.



Upgrading Software

The programming of the software can be conveniently upgraded through a CD. What's more, the software can be upgraded even with a file transferred through email.



E45
Digital Key Phone



Your Personal Communication Manager
A perfect aid for managing the decision maker's time most effectively.

E45 and DSS64
Digital Key Phone with Direct Station Selection Unit



The Perfect Call Management Tool for Heavy Call Traffic
You can connect two DSS64 units with one E45, to offer a maximum of 148 direct station selection keys. Operator's best friend!

E45 The Digital Key Phone as part of Atlas Matrix, is a feature-rich, easy to use station. It supports a host of additional features providing the user fast access to the functions of the the Atlas Matrix at a single touch of a button. Available in Black and White.

20 DSS Keys

The E45 offers 20 soft keys that can be programmed for each user, to access trunk line, SLT, DKP and even feature, at a single touch of the key.

Ringer Volume and Speech Level

User has the option of adjusting the ringer volume level, transmit speech level and received speech level as per requirement.

Directory Dialing by Name

With Atlas E45 by your side, you need not remember telephone numbers of important callers. Names of the important callers can be stored and these numbers can be dialed just by dialing the name as in case of mobile.

Dual Colour LEDs for Port Status

The status of the user's extension as well as that of other extensions or trunks can be known through the dual color LEDs provided on the E45.

Missed Calls

Details of last 5 missed calls can be viewed on the LCD of the E45. A useful feature for the user to find out who called in his absence.

Text Message

Extension users (DKP and SLT) can select and set any of the 10 pre-defined messages on their extension. Whenever a call is made from DKP extension to this extension, set message is displayed on the LCD of the E45.

E45 Features

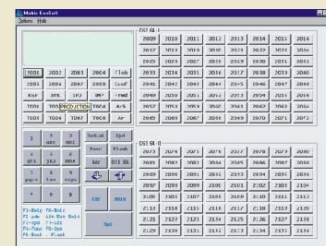
- 13 Feature Keys
- 2 Line x 16 Character LCD
- 20 DSS Keys
- Absent/Present Settings
- Auto Answer
- Adjustable Ringer Volume Level
- Adjustable Speech Level
- Background Music (BGM)
- Call Duration Display
- Call Chaining
- Call Cost Display
- Directory Dialing by Name
- Dual Colour LEDs for Port Status
- Forced Answer
- Hands Free Operation
- Headset Connectivity
- Key Pad Lock
- Live Call Screening
- Menu based Settings
- Message Paging
- Missed Calls
- Multiple Ringer Tones
- Room Monitor
- Text Message

ESOFT (PC based Digital Key Phone):

An innovation from Atlas, the Esoft offers integration to use your PC as a Digital Key Phone. A feature of great utility to those techno savvy people who have computer on their desks and do not wish to keep a separate telephone. It is available in 2 variants: 1) Esoft Executive 2) Esoft Operator.



Esoft Executive (with 20 DSS Keys)



Esoft Operator (with 148 DSS Keys)

The Esoft offers all the features offered by the E45 and in addition to those, offers other user friendly features.

Shortcut Keys: Shortcut keys can be defined for different functions.

Integration with Microsoft Address Book: The Esoft is

integrated with Microsoft address book. This helps the users to directly call the numbers stored in the address book at a click of the mouse.

Tools Tips on Mouse Over: Tool tips shall be displayed on mouse over. These can be programmed for each key and is very helpful in intuitive operation of the Esoft.

Additional Features Available in ESOF

- Automatic Sensing of PC Status
- Automatic Sensing of Software Status
- Executive Mode (with 20 DSS Keys)
- Handset Connectivity
- Help Menu
- Integration with Microsoft Address Book
- Key Board and Mouse Operation
- Operator Mode (with 148 DSS Keys)
- Programmable Tool Tips
- Shortcut Keys
- Standard Windows User Interface
- Tool Tips on Mouse Over

Voice Mail Features

Atlas Matrix offers an option of card based internal voice mail. Two options are available. 16 ports cards, 8 ports card, up to 600 mailboxes and 300 hours storage capacity. This card can be inserted in any of the universal slots offering all voicemail features that can help raise service standards of your hotel.



Message Waiting Indication

Indication can be provided to the extension (both DKP and SLT) user regarding any new message in the mailbox. There are three ways to indicate this: (1) Change in dial tone (stuttered dial tone), (2) LED indication on the telephone (both DKP and SLT with message wait LED) and (3) Voice message before dial tone on lifting the handset.

Call Recording

The system utilizes a Customized Information Exchange Protocol where in, it allows users to record conversations in the organization. Calls made to or received from selected external numbers, can be recorded. This feature is possible both on DKP and SLT. A very helpful feature to document important voice conversations. This feature should be used in accordance with the local laws.

Conversation Recording

User can ask the system to record his conversation in his mailbox. This helps the user to keep record of the points discussed and agreed to. This feature can be activated both for DKP and SLT extensions. A boon for businesses that work on verbal commitments. This feature should be used in accordance with the local laws.

Live Call Screening

The Customized Information Exchange Protocol allows DKP users to listen to an incoming voice mail message for the first few moments. This feature lets the user determine whether it requires his attention or not, giving him the option to either talk to the caller or let the message be stored in the mailbox for retrieval in the future.

Voice Mail Features

Auto and Manual Mode	Message Forward
Auto Attendant	Message Nodes
Broadcast Messages	Message Notification
Call Forward on Voice Mail	Message Verification
Call Recordings	Message Wait Indication
Call Transfer Types	Multiple Mailboxes on
Configuration Reports	a Single Extension
Conversation Recording	Parallel Printer Port
Customized Mailbox Size	Personalized Greetings
Dial By Name	Programming through Jeeves
Distribution Lists	Redirecting Messages
Flexible Graph	Remote Programming
Greetings	Serial Communication Port
Individual Mailboxes	Traffic and Utilization Reports
Information Node	Transfer Nodes
Live Call Screening	Voice Greetings
Mailbox Sizes	Voice Memo





MX-6



MX-10



MX-16

Technical Specifications of Atlas Matrix

	MX-6	MX-10	MX-16
Universal Slots	6	10	16
Maximum Ports	192	276	468
Built-in H/w:	PSU, Master Card, Switch Card & Mother Board		
Built-in Ports:	4 Digital Key Phone Ports, AIP, AOP, DIP, DOP, RS232C, Parallel Port, USB Port & Ethernet Port		
Important Features:	Auto Attendant, CLI, LCR, SMDR, 21 Party Conference, Hotel Features & PMS Interface Protocol		
Power Supply	SMPS, 90-265V AC, 50/60Hz		
Temperature	0 to 40°C		
Humidity	0-95%		
Mounting	Wall and Table Top Optional 19" rack mounting		



Cards for Universal Slots

SLT32	32 SLT extensions
SLT16	16 SLT extensions
SLT8	8 SLT extension
TRK8	8 analog trunks
TRK8+SLT24	8 analog trunks and 24 SLT extensions
TRK4+SLT12	4 analog trunks and 12 SLT extensions
DKP8	8 DKP extensions
DKP8+SLT16	8 DKP extensions and 16 SLT extensions
DKP4+SLT8	4 DKP extensions and 8 SLT extensions
BRI4	4 BRI ports
BRI4+SLT24	4 BRI ports and 24 SLT extensions
BRI2+SLT12	2 BRI ports and 12 SLT extensions
PRI	1 PRI port
T1/E1	T1/E1 connectivity
E&M4	4 E&M ports
E&M4+SLT12	4 E&M ports and 12 SLT extensions
VMS16	16 port internal voice mail
VMS8	8 port internal voice mail
VMS4	4 port internal voice mail

Built-in Hardware for MX-6/MX-10/MX-16

Digital Key Phone Ports	4
Conference	24 party
Public Address System Port	1
External Music Port	1
Communication Ports (RS-232)	2
Parallel Printer Port	1
Digital Voice Modules	16 of 16 seconds each
Digital Input Port (For Sensors)	1
Digital Output Port (For Control)	1

Accessories

E45	Digital Key Phone
DSS64	Direct Station Selection Console, with 64 keys
ESoft	PC based Digital Key Phone with 2 nos. of PC based DSS64
PFT8	Microcontroller based Intelligent Power Fail Transfer Module for 8 analog trunks
Jeeves	Graphic User Interface (GUI) based programming software for Atlas Matrix

Definitions

DKP	Digital Key Phone
SLT	Single Line Telephone
BRI	Basic Rate Interface
PRI	Primary Rate Interface

SYSTEM FEATURE

12KHz/16KHz Metering
 Abbreviated Dialing (Global & Personal)
 Account Codes
 Alarms (Time, Daily, Future Date & Time, Remote)
 Alarm-Snooze
 Allowed and Denied Lists
 Analog Input Port
 Analog Output Port
 Auto Call Back (Busy, No Reply)
 Auto Redial
 Automated Control Applications
 Barge-In
 Behind the PBX Applications
 Boss Ring
 Call Budget
 Call Cost Calculation
 Call Duration Control
 Call Forward (Busy, No Reply and To external number)
 Call Park (General and Personal Orbit)
 Call Pick Up (Group and Selective)
 Call Splitting
 Call Recording
 Call Transfer (Screened, Busy, Ringing, Trunk to Trunk)
 Calling Line Identification and Presentation (CLIP)
 Calling Line Identity Restriction (CLIR)
 Calling Line Identification-Station (DKP and SLT)
 Calling Line Identification-Trunk (Analog and ISDN)
 Central Ringer
 Class of Service (COS)
 Closed User Group
 Closed User Group-with Exchange ID
 Communication Ports
 Conference-24 Party
 Conference Dial-in
 Conference-Multiple
 Conference Transfer
 Configuration Reports
 Continued Dialing
 Conversation Recording
 Customer Name
 Date and Time Format
 Day Light Saving
 Department Call
 Digital Input Port
 Digital Output Port
 Direct Inward Dialing (DID)
 Direct Inward System Access (DISA)
 Direct Outward System Access (DOSA)
 Distinctive Rings
 Do Not Disturb (DND)
 Dynamic Lock (Auto and Manual)
 E&M Connectivity
 Emergency Call Detection and Reporting
 Error Alarm
 External Call
 External Call Forward (ECF)
 External Music
 Flash Timer
 Flexible Numbers
 Follow Me
 Forced Call Disconnection
 Help Reports
 Hold
 Hot Desking
 Hotline (Immediate and With Delay)
 Hot Outward Dialing (With/Without number, With/Without Delay)
 Hotel/Motel Features
 Internal Call
 Interrupt Request
 ISDN-BRI Connectivity
 ISDN-PRI Connectivity
 Last Caller Recall
 Last Number Redial
 Least Cost Routing (Number, Time and Service Provider to Service Provider)
 Maturity (12KHz/16KHz, Reversal, Delay, CPD)
 Meet Me Paging
 Message Wait
 Multiple Operators
 Music on Hold
 Operator
 Override
 Paging (Internal and External)
 Paging Override
 Printer Port
 Priority (Intercom and Trunk)
 Privacy
 Programmable Access Codes
 Programming Using a Computer
 Programming Using Jeeves
 Public Address System Port
 Raid
 Real Time Clock
 Remote Alarm
 Remote Programming
 Security Dialer
 Selective Trunk Access
 Station In-Service/Out-Service
 Station Message Detail Recording (SMDR)
 Station Message Detail Recording-Incoming
 Station Message Detail Recording-Internal
 Station Message Detail Recording-Outgoing
 Station Name
 System Activity Log
 System Security
 T1/E1 Connectivity
 Tenant Services
 Time Tables
 Time Zone Display
 Toll Control
 Trunk Access Groups
 Trunk Landing Group
 Trunk Parameters
 Trunk Reservation
 Upgrading the Software
 Virtual Users
 Voice Help
 Voice Mail Integration
 Voice Message Applications
 Voice Prompts for Tones
 Walk-in Class of Service

HOTEL FEATURES

12 KHz / 16 KHz Signal Detection for Accurate Billing
 Alarms (Time, Daily, Future Date & Time, Remote)
 Alarm-Multiple
 Alarm-Snooze
 Alarms Status Display and Printing
 Alarm Event Notification to PMS
 Baby Listening (Room Monitoring)
 Background Music
 Call Budgeting
 Call Chaining
 Check-In/Check-Out
 Check-In Serial Number
 CLI Detection on Normal and ISDN Trunks
 CLI Display on SLT
 Customer Name
 DID with Voice Message
 Emergency Call Detection and Reporting
 External Music Port
 Fire/Smoke Sensor Port with Security Dialer
 Flash Timer
 Flexible Numbering (1, 2, 3, 4 digits and combination)
 Floor Service Destinations
 Forced Call Disconnection
 Ground Start/ Loop Start Trunk Interface
 Guest Groups
 Guest Name
 Guest-In/Guest-Out
 Guest Room Number Display on Service Extensions
 Hotel Name
 House Keeping
 In-Skin Voice Mail System (Optional)
 Intelliswitch
 ISDN Interface (BRI/PRI)
 Least Cost Routing (Time, Number & Service Provider to Service Provider)
 Maid-In/Maid-Out
 Message Wait Indication (LED, Stuttered Dial Tone, Voice Message)
 Mini Bar
 Paging Port
 Piggy-back Port (Optional)
 PMS Interface
 Printer Port
 Private Trunk
 Remote DND
 Remote Programming from Phone/Mobile
 Room Shift
 Room Status Display
 Security Dialer
 Selective Deletion of SMDR Reports
 Serial Ports for PMS and other Computer Applications
 Single Digit Access for Service Extensions
 SMDR with built-in Flexible Call Cost calculation
 SMDR for Incoming Calls (10000)
 SMDR for Internal Calls (10000)
 SMDR for Outgoing Calls (10000)
 Suite Services
 Voice Help for Features or Information
 Voice Message for Tones
 Voice Mail Integration
 Walk-in Class of Service (Single, Multiple calls)



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