



## CADENCE

Voice Mail System

### **The Productivity Multiplier**

Modern businesses require communication tools that can reduce human intervention and enhance productivity. Presenting Matrix Cadence a versatile auto-attendant cum voice mail system. It is final step in efficient call management.

The specialised voice mail gateway allows seamless integration of Matrix Cadence with most major brands of PBX and Key Phone Systems. State-of-the-art technological design of the system ensures robust and reliable performance.

Through its versatile features, Matrix Cadence not only reduces human intervention but also ensures that professional response is given to the callers thus enhancing image of an organisation. The unique messaging features in Matrix Cadence allows you to work undisturbed at the same time keeping you abreast of important messages for you.

Allow Matrix Cadence to work for you and see your organisational productivity take a leap!



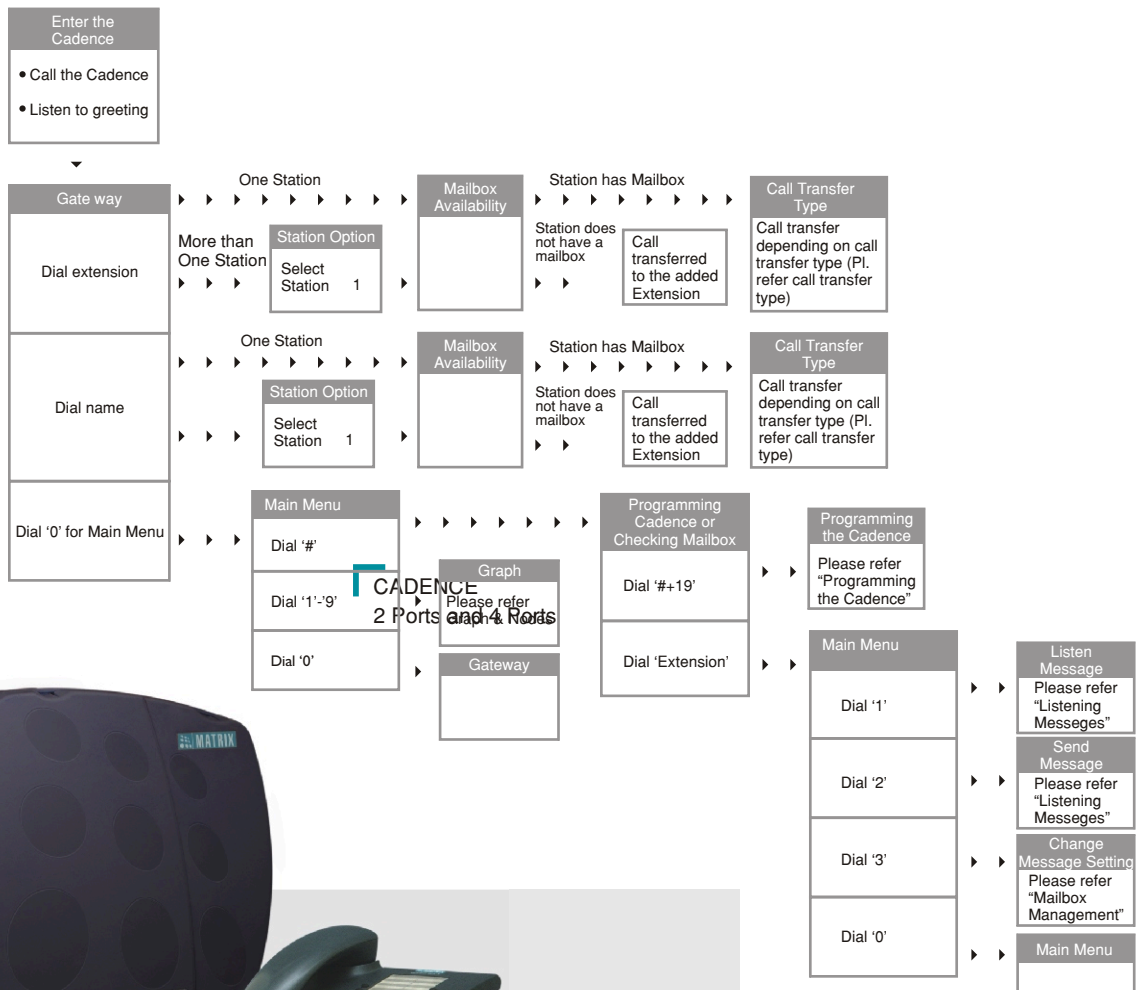
## ■ WELCOME TO THE COMMUNICATION AGE! ■■■

Businesses thrive on an efficient communication backbone. A communication system should satisfy three basic needs of an organisation: (1) Prompt and professional handling of all incoming calls, (2) Taking and retrieving messages for busy or unavailable employees and (3) Automated disbursement of standard information to the callers. This is the reason, why, a PBX alone is no longer sufficient. An efficient Voice Mail System is need of the hour. An efficient Voice Mail System can work wonders to your organisation's productivity. The one that can provide efficient call management and accurate messaging, saves precious time of your employees yet allowing a non interfering work environment.

The Cadence is an integrated single box solution with auto-attendant and voice mail features rolled into one. Features like Voice Greetings, Call Transfer Types and Dial By Name, helps in efficient call management. This enhances image of the organisation. Special features like Distribution Lists, Message Notification and Redirecting Messages help in increasing productivity of the organisation. Built around micro-controller and state-of-art ADPCM technology, the Cadence ensures better reliability and compact design. A compact single box solution, the Cadence offers 2 ports and 4 ports options for multiple access. Matrix Cadence is just what today's progressive, knowledge based organisations need. Your organisation's communication system is incomplete without the power of Matrix Cadence.

Get the power of Matrix Cadence in your organisation and see the productivity take a leap!

## ■ FUNCTIONAL FLOW-CHART ■■■



## ■ TECHNOLOGICAL EDGE ■■■

Matrix Cadence with its unique architecture offers better reliability and an uninterrupted performance for years to come.

### ■ ADPCM FOR VOICE COMPRESSION

Matrix Cadence uses Adaptive Differential Pulse Code Modulation (ADPCM) technology for voice compression. This advanced technology helps

### ■ BATTERY CHARGER CIRCUIT

Matrix Cadence has built-in battery charger circuit. A 12V, 7AH battery can be attached to it that offers an uninterrupted functioning upto 4 hours at full load

### ■ COMPATIBILITY WITH PBX/KTS

Matrix Cadence supports built-in gateways for many renowned PBX/KTS like Panasonic, Siemens, LG Aria, NEC and others. This helps in seamless integration between PBX/KTS and the voice mail system, resulting in smoother call management. For integration of Matrix Cadence with a specific model of PBX/KTS, you can write to [Support@MatrixTeleSol.com](mailto:Support@MatrixTeleSol.com).

### ■ JEEVES

Matrix Cadence can be easily programmed through Graphic User Interface (GUI) based programming tool called Jeeves. With help of Jeeves, you can even download voice mails on a computer for back-up. You can even record greetings on the computer, and with the help of Jeeves, upload them to Matrix Cadence as and when required.

### ■ NEW-AGE DESIGN

Matrix Cadence stores messages in the latest semi-conductor memory instead of a hard-disk involving moving parts. This leads to greater reliability and less power consumption. It also indicates the prevailing time zone and status of each port through the LEDs on the system.

### ■ REMOTE PROGRAMMING

Matrix Cadence can be easily programmed from any remote location, even from a mobile. This helps in easy maintenance of the system.

### ■ STAND-ALONE

It does not require a computer to operate Matrix Cadence. As a stand-alone system, it provides a distinct cost advantage by saving on cost of a computer.

## ■ PRODUCTIVITY ENHANCER ■■■■

Matrix Cadence is bundled up with a host of productivity enhancing features like:

### ■ AUTO ATTENDANT

The Cadence attends the call and guides the caller to desired extension with the help of voice prompts. The calls can be directly transferred to 512 extensions. It saves operator's precious time, which can be utilised for other productive tasks. This feature attends all incoming calls as programmed, reducing chances of any human error. What's more, it works round the clock and even on holidays. It greets the caller depending on the time of the day. Different greetings can be used on holidays. Thus attending each call promptly and professionally.

### ■ CALL FORWARD ON VOICE MAIL SYSTEM

An efficient, less intrusive system that lets you work without being disturbed, yet taking up calls and messages. From now on, there is no need to worry

### ■ INDIVIDUAL MAILBOXES

From now on, the office remains open practically 24 hours a day, 7 days a week. Not just the office, each employee in your organisation can work 24 hours a day. Each user can be provided with a personalised mailbox. Messages can be left, if the user does not attend the call. These password protected mailboxes can be accessed at anytime from anywhere in the world and offer a large storage capacity.

### ■ MESSAGE FORWARD

Matrix Cadence allows users to share messages with other users. This helps in saving precious time and increasing flow of information.

### ■ REDIRECTING MESSAGES

In case a user is on a long leave, all his messages can be redirected to the mailbox of his colleague or subordinate.

### ■ MESSAGE VERIFICATION

This feature gives a confirmation that the recipient has retrieved your message. This facility is for the messages sent internally.

### ■ MESSAGE WAIT INDICATION

Indication can be provided to the user regarding any new message in the mailbox. There are three ways to indicate this: (1) Change in 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. This feature works only if the PBX/KTS supports it.

## CALL TAPING

The system utilises a Customised Information Exchange Protocol where in, it allows users to record conversations in the organisation. Calls made to or received from selected external numbers, can be recorded. A very helpful feature to document important voice conversations. This feature works only if the PBX/KTS supports it. This feature should be used in accordance with the local laws.

## CONVERSATION RECORDING

User can ask the Cadence to record his conversation in his mailbox. This helps the user to keep record of the points discussed and agreed with the opposite person. A boon for businesses that work on verbal commitments. This feature works only if the PBX/KTS supports it. This feature should be used in accordance with the local laws.

## JEEVES

A flexible and user friendly software package, Jeeves helps undertake programming of the features at the click of the mouse. The simple to understand Graphical User Interface (GUI) based programming tool, allows you to program the Eternity as per your needs, in no time.

## ENHANCED CORPORATE IMAGE

Designed with features that help you to be more customer friendly and receptive, Matrix Cadence is undoubtedly the right choice for knowledge based organisations.

## ALL CALLS ANSWERED

Each call is answered with the same warmth and is routed to its destination efficiently. With 4 ports, Matrix Cadence can attend upto 4 calls simultaneously, a feat virtually impossible for human operator. This ensures no missed calls and hence no missed business opportunities.

## DIAL BY NAME

The callers do not have to remember the extension number of the user. Instead, by simply dialing the first 3 alphabets of the name of the extension

## INFORMATION NODE

It allows Matrix Cadence to act as an information disbursement device as well. Messages about product details, company profile, ad jingles, promotions,

## MESSAGE NOTIFICATION

Matrix Cadence notifies the user about arrival of any new messages in the mailbox. This notification can be given to any internal or external telephone number including mobile number. For eg., notification at 8am can be received at your residence number and notification at 9pm can be received at your mobile number. Matrix Cadence offers two types of Message Notifications: (1) Immediate - User is notified immediately on receipt of every new message in the mailbox. (2) Scheduled - User is notified at 5 programmable timings.

## ■ NO MESSAGES LOST

In case the mailbox is full, the new message would not get lost. Once the mailbox is full, Matrix Cadence offers 3 options to the user: (1) Record message in a general mailbox, (2) Discard the new message and (3) Overwrite the old message.

## ■ PERSONALISED GREETINGS

Each user can define 4 time zones and record customised greeting message for these zones. The callers shall be greeted as per the prevailing time thus

## ■ VOICE GREETINGS

Each caller is greeted with a pre-recorded greeting messages. Matrix Cadence allows recording of greeting messages as per the prevailing time of the day i.e. Morning, Afternoon and Evening. Different greeting messages can be recorded for working hours, non working hours and holidays.

## ■ HEIGHTENED FLEXIBILITY ■■■

Matrix Cadence is designed with features that allow you the room to customise it as per your needs.

## ■ CALL TRANSFER TYPES

Matrix Cadence allows 5 options for call transfer namely, None, Blind, Wait for Ring, Wait for Answer and Screened. Each extension user has the option to choose call transfer type of his choice:

- 1) None: User does not answer the call directly. Caller has the option of leaving a message, trying another extension or going the operator. Very useful for people at senior positions in the organisation.
- 2) Blind: Call is directly transferred to the extension without checking the status.
- 3) Wait for Ring: Call is transferred only if Matrix Cadence gets ring back tone from the called extension. In case the extension is busy, call is transferred to mailbox of the extension user.
- 4) Wait for Answer: Call is transferred once the extension user answers the call.
- 5) Screened: In this case, as soon as the caller dials the extension number, Matrix Cadence will ask the caller to record his name. Then it will play the caller's name to the extension user. Now he has an option of accepting the call or rejecting it depending on the caller. He can talk to the caller by accepting the call. If he rejects the call, it goes to his mailbox.

## ■ AUTO AND MANUAL MODE

Matrix Cadence can be programmed (Automatically and Manually) to work in different modes working hours, non working hours and holidays.

## ■ BROADCAST MESSAGE

A message can be sent to all mailbox users. This feature is quite useful when the system administrator wants to convey a message to all the users.

## CUSTOMISED MAILBOX SIZES

The data storage capacity of mailbox is flexible and can be customised

## MULTIPLE MAILBOXES ON A SINGLE EXTENSION

Multiple mailboxes can be assigned to a single extension. Each mailbox user has an individual password. The caller shall not get any indication that the

## DISTRIBUTION LISTS

This feature is very useful in conveying a message to selected group of people. These lists can be defined and whenever a message has to be conveyed all you need to do is just record the message and dial a code. All the users included in the list shall receive the message. A very handy feature for people at senior positions in the organisation.

## FLEXIBLE GRAPH

Matrix Cadence allows separate graph structure for each port. The callers landing on different ports can be routed differently based on the requirement. It offers 4 types of nodes, namely Menu, Transfer, Message and Information. A maximum of 64 nodes can be programmed on a port.

- 1) Menu Node: This node offers the user, option of traversing the graph further with the help of voice prompts.
- 2) Transfer Node: It helps the caller to reach a specific extension at the touch of a single key. The call is transferred to the extension as per the call transfer type set by the extension user.
- 3) Message Node: This node helps the callers to record messages. Product information, promotional schemes, etc. can also be recorded wherein after listening the same, the user has an option of leaving a message. For example, you can record a promotional scheme. After listening to the scheme, the caller has an option of leaving his contact details.
- 4) Information Node: When the caller reaches information node, pre-recorded information is played back to the caller.

## FEATURES

### Auto Attendant Features

- Welcome greetings depending on time of the day
- Voice greetings for different time zones
- Special greetings for holidays
- Flexible graph
- Five call transfer types: none, blind, wait for ring, wait for answer and screened
- Call transfer on operator if extension is busy
- Dial by extension number
- Dial by name
- Transfer nodes
- 24x7 operations

### Voice Mail Features

- Personalised greetings for each mailbox
- Auto and manual mode
- Individual mailbox size
- Call forward on voice mail
- Message forwarding
- Distribution lists
- Broadcast message
- Message wait indication
- Redirecting messages
- Multiple mailboxes on a single extension

### Special Features

- Information nodes
- Traffic and utilisation reports
- Configuration reports
- Programming using Jeeves
- Gateway for integration with PBX/KTS
- Remote programming
- Message nodes
- Call taping
- Conversation recording
- Message notification
- Message verification

### General Features

- Auto-attendant and voice mail system
- Stand-alone solution, PC is not required
- Programming using phone or computer
- Messages stored in semiconductor memory
- Long retention - 10 years
- Low power consumption
- Compact, wall-mountable
- Easy to install and use
- Serial port for computer connectivity
- Parallel port for printer connectivity

## ■ TECHNICAL SPECIFICATIONS ■■■

System Capacity and Resources	Cadence
Total No. User ports	2 or 4
Port Interface	FXO
Call Progress Detection	Tone Sensing and DTMF Gateway
Number of Stations	512
Number of Mail Boxes	255
Total Message Capacity	7 hrs
Message Length in a Mailbox	Programmable
Number of Messages per Mailbox	100
Number of Nodes per Port	64
Number of Greetings per Port	3
Number of Welcome Messages per Port	3
Printer Port (Centronics)	1
Communication (RS232C) Port	1

**Control Architecture** : Stand alone, Stored Program Control based on Processors

**Analog Trunks (FXO)**

Pulse Dialing : 10 PPS +/-10%, Make/ Break =1:2  
 IDP : 667ms  
 DTMF Dialing : As per ITU-T recommendation Q.23  
 Off Hook Line Impedance : 600  
 Loop Limit : 1500

**Power supply**

Supply Input : Mains 90-265VAC, 47-65Hz  
 Power Consumption (Typical) : 20W

**Battery Specifications**

Ratings : 12V, 7-10 AH  
 Charging Current : 0.5 Amp  
 Under Voltage Cut Off : 10 Volts

**Connections**

Port connection : RJ-11

**Operational Conditions**

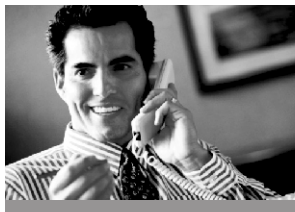
Temperature : -10o C to +55o C (14 o to131 o Fahrenheit)  
 Humidity : 5-95% RH, non-condensing

**Storage Conditions**

Temperature : -40o C to + 85o C(-40 o to 185 o Fahrenheit)  
 Humidity : 0-95% RH, non-condensing

## ■ MECHANICAL PARAMETERS ■■■

Dimensions (LxWxH)	23x22x7cm (9.06x8.66x2.76inch)
Weight	2.5kg (5.5 lbs)
Mounting	Wall Mounting



### ■ ABOUT MATRIX

An ISO 9001 Company, Matrix is a leader in the Key Phone System and PBX market. An innovative, technology driven and customer focused organisation; the company is committed to keep pace with revolutions in the telecom industry. This has resulted in bringing forth cutting-edge products like the Digital and ISDN Key Phone Systems, Digital PBXs, Voice Messaging Products, GSM FCT Products, Intercom Security Products and PLCC EPAXs. With over 1,000,000 line units installed and growing by over 700 line units per day, the installed base of Matrix connects over 10,000,000 calls everyday. Thus, Matrix has gained the trust and admiration from users representing the entire spectrum of industries. No wonder, Matrix has won awards for the Best PBX and Key Phone System Company.

For further information contact:



**MATRIX TELECOM PVT. LTD.**

394-GIDC, Makarpura,  
 Vadodara-390 010, India.  
 Ph: +91 265 2630555  
 Fax: +91 265 2636598  
 E-mail: Info@MatrixTeleSol.com  
 URL: www.MatrixTeleSol.com