

Matrix NAVAN CNX200 - Voice Features

Call Management Features

Abbreviated Dialing	Personal and Global Directory
Alarms and Reminders with Snooze	Time, Daily, Future Date and Time, Remote
Allowed and Denied Numbers	Minimum 999 Entries
Auto Call Back	Busy, No Reply
Auto-Attendant	Greetings for Minimum 4 Calls Greetings by Day/Night Hours, Holidays Direct Inward Dialing Support
Background Music	Play Desired Piece of Music in Phone Stand-by Mode Ability to Upload Music File via Web-based Management
Call Budgeting	On Trunks (POTS, GSM/3G and VoIP/SIP Trunks) On Extensions
Call Back on Trunk Ports	Receive a Call Back from Mobile and SIP Trunks
Call Cost Calculation	Time, Date, Duration, Area Code, Pulse
Call Duration Control	Internal, Incoming and Outgoing Calls
Call Forward	Scheduled, Busy, No Reply, Dual Ring, External Number
Call Maturity	Polarity Reversal, Delay
Call Park	Personal and General Orbits
Call Pick-Up	Group, Selective
Call Priority	Internal Calls, Trunk Calls
Call Transfer	Screened, On busy, Trunk-to-Trunk
Caller ID Based Routing	Route Pre-defined External Calls to Desired Extensions
Caller ID Display	DTMF, FSK
Closed User Group	Integration with Other PBX over CO Lines and SIP Trunks
Conference	3 Party Conference, 6 Party Conference
Department Group	Minimum 5 Department Groups Each with 32 Extensions
Direct Inward System Access (DISA)	CLI based Automatic DISA Not less than 999 Entries in DISA Table
Distinctive Ringing	Internal Calls, Emergency, Door Phone, Alarms, Auto Redial
Do-Not-Disturb	Remote, Override
Dynamic Lock	Automatic and Manual
Emergency	Emergency Calls Detection, Reporting and Dialing
Flexible Extension Numbering Plan	6 Digit, 5 Digit, 4 Digits, 3 Digits
Flexible Extension Ring Groups	Day and Night Mode
Hot Outward Dial	Automatic Access to Trunk Line when User goes Off-hook
Least Cost Routing	Time, Number, Time and Number, Carrier Pre-selection
Logical Partitioning	Allow/Restrict calls between FXO, GSM, UMTS(3G) and VoIP Networks
Message Wait Indication (MWI)	Message Wait Lamp, LED Display, Change in Dial Tone, Voice Message
Music on Hold	Play Desirable Music when Caller is put on Hold
Name Display	Extension and Trunk Names
Paging (Internal)	Make Announcements over Speaker Phones of Extensions in Paging Group
PC/Laptop Telephony Integration	Third-Party SIP Softphones, SIP DECT Phones and SIP Door Phones

Return Call to Original Caller (RCOC)	Directly Route an Incoming Call to the Extension User who Attempted the Call in case the Called Person is Busy or the Call is Unanswered
Room Monitoring (Baby Listening)	Silently Listen to Room Activities without Notifying the Extension Users
SMDR Buffer Capacity	12000 Call Records (6000 Outgoing, 5000 Incoming, 1000 Internal Calls)
SMDR Report Filters	Trunk, Station, Account Code, Timeline, Speech/Hold Duration, DID/DISA Calls, Answered/Missed Calls, Specific Numbers
System Configuration	Local and Remote Programming over HTTP/HTTPS Simple and Easy to Use Web-based GUI
Toll Control	Day and Night Modes, Local and Long Distance Calls
Virtual Extensions	Share Telephone Instrument among Multiple Users Up to 14 Virtual Extensions
Voice Messages	16 Messages for Alarms, MWI, DND, Dial Tone, Busy, RBT, Error etc.
Walk-in Class of Services	For All Extensions Users

IP Telephony Features

Open-Standard SIP	SIP v2 (RFC 3261)
VoIP Users	Maximum 24 IP Users IP Phones/SIP Phones
Portable Extensions	Mobile Softphone Client - SPARSH M2S for Android/iOS Third-Party SIP Phone PC/Laptop Softphone (I.e. Zoiper, X-lite)
SIP Trunks	8 SIP Trunks for Outbound VoIP Calls (Readily tested with Broadvox, BabyTel, Nexvortex, Sotel Systems, Megaph, Momentum, BandTel)
VoIP over UMTS (3G)	In-skin UMTS (3G) module for SIP Proxy Registration over UMTS (3G) Mobile Network
NAT and STUN Support	Discover and Connect IP devices Located behind NAT Router and LAN Infrastructure
Presence Indication	Available, Busy, Away, On the Phone, Offline Feature is available on PC/Laptop Softphone
Instant Messaging (IM)	For Text based Communications Feature is available on PC/Laptop Softphone
Call Forking	Parallel Ringing on Three IP devices
Fax over IP (FoIP)	Reliable Transmission of Fax over Internet with T.38 and Pass-Through Protocols
Dynamic DNS	Dynamic DNS Client
Global User Group	Department/Group Call for Distributed Users
Peer-to-Peer Calls	Communicate Directly over IP without SIP Proxy 999 Table Entries

Mobility Features

What can be Mobile Extensions?	Matrix Mobile Softphone - SPARSH M2S (Android/iOS) Free SIP Softphones (I.e. 3CX, SIPdroid) Standard GSM Mobile Phones SIP enabled Wi-Fi handsets
On-site Mobility	Using SIP enabled Wi-Fi Phones within WLAN coverage
Off-site Mobility	Mobile Softphone for Android and iOS Smartphones Using any Standard GSM Mobile Phone
Automatic DISA	Access System Resources from Remote Location Auto-Attendant, Operator, Extension, Trunk
DISA Table Entries	Minimum 999 Entries
System Call Back	From Any Trunk – GSM/3G and VoIP (SIP)
SIM Balance Inquiry and Recharge	Inquiry and Recharge from Web based GUI
Scheduled Call Forward	Receive Calls on Mobile or Home Phone after Office Hours

Voice Mail System

Mailboxes	Mailboxes for Individual Users (Up to 32) Provision for Group Mailboxes (Up to 5)
Auto-Attendant	Personalized Greetings for Mailbox Users
Message Notification	Message Wait Lamp, Change in Dial Tone, Voice Message on Off-hook
Unified Messaging	Voice Mail to Email Notification
Conversation Recording	Up to 72 Hours (4320 Minutes)
Mailbox Size	Customizable Mailbox Size
Distribution Lists	For Creating Internal Distributions
Message Broadcast	To All Mailboxes
Live Call Screening	Listen Voice Mail for Few Seconds, Attend if the Active Call is Important
Graph and Nodes	Flexible IVR Structure for Setting Voice Greetings and Call Routing
Types of Nodes	Home, Transfer, Information, Message
Call Taping	Automatic and On-Demand Taping of Calls To/From Selective Internal or External Numbers

Easy Management

Easy to Add Lines	Dedicated RJ11 Ports for Plug-n-Play Operation
System Configuration	HTTPS Access to GUI for Local or Remote Management
Monitoring	SNMP Support
Security	SA and SE Mode with 12 Digit Alpha-Numeric Password
Localization	Call Progress Tones, CLIP Variants, Impedance Matching, Time Zones, Day Light Saving, Date-Time Format
Languages Supported	English, Spanish, Portuguese, French, German, Italian
Software Upgrade	Free Software Updates available via Email, FTP etc.
Back-Up	SMDR, System Configuration, Software
Status Indication	Network, System, Trunks (CO, Mobile, SIP Trunks Status) SIP Extensions VoIP Status, VPN Connections
Firmware Upgrade	Auto Firmware Upgrade over HTTP Server Firmware Upgrade over Matrix Hosted Server Upgrade over FTP