# Hospitality Solution
## *for* Nortel

**DuVoice**

## HMS 400 replacement for
## Nortel CS1000 and Meridian PBX systems

## No Nortel PBX upgrade is required!
### Get current technology with *more* features and functionality for a fraction of the cost.

### System Features:

- Digital and SIP interfaces for CS1000
- Digital interface for Meridian
- IP or serial interface to PMS
- Multiple PMS support for one PBX
- Web Management Console for staff
- Guest messaging
- Staff messaging with integration to Email
- Wake-up calls set by guest or staff
- Group messaging and wakeups
- Remote support (no traveling tech)
- Call Accounting options
- 18 Languages
- Easy backup and recovery
- Voicemail to Email integration for staff
- Automatic Guest Welcome Message
- Windows 7 Pro 64 bit PC available
- VMWare support

### PMS Interface

#### Check In
- Guest name into Nortel PBX
- Enable guest room telephone
- Enable room mailbox
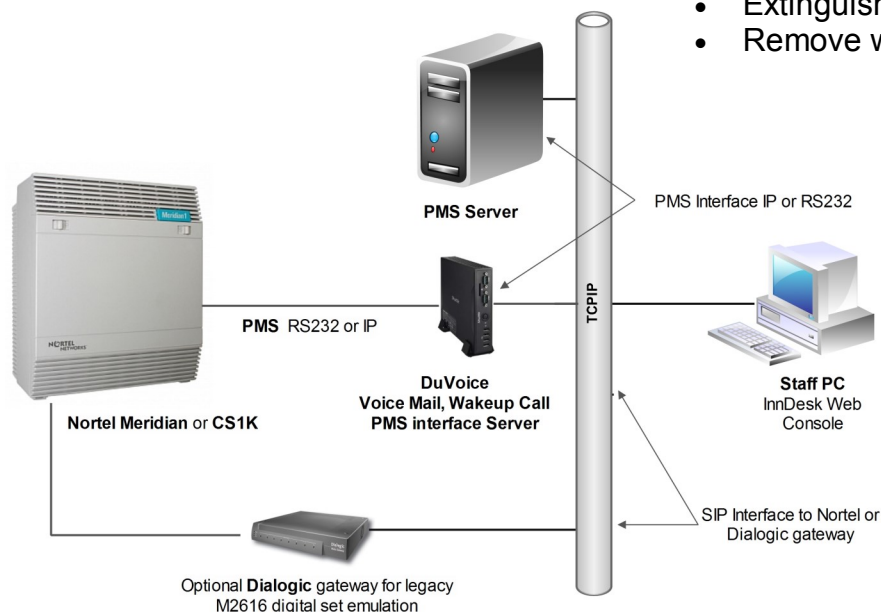- Deliver welcome message (optional)

#### Room Move
- Move messages to the new room
- Move scheduled wakeup calls

#### During Stay
- Receive 'call front desk' messages
- Set Wakeup Calls (Opera)
- Pass room clean/dirty status
- Maid ID

#### Check Out
- Disable mailbox
- Archive messages
- Extinguish message waiting light
- Remove wakeup calls for that

**PMS Server**

PMS Interface IP or RS232

**PMS** RS232 or IP

TCPIP

**DuVoice**
**Voice Mail, Wakeup Call**
**PMS interface Server**

**Staff PC**
**InnDesk Web**
**Console**

**Nortel Meridian or CS1K**

SIP Interface to Nortel or
Dialogic gateway

Optional **Dialogic** gateway for legacy
M2616 digital set emulation

**AVAYA**
**DevConnect**
TECHNOLOGY PARTNER

# InnDesk Web Console for Staff

In addition to the robust PMS interface, staff can also manage guest rooms with an easy to use point and click web based interface from any staff PC on the hotel network.
InnDesk  provides easy  management of :

| | |
|---|---|
| Pending Wakeups | Failed Wakeups |
| Wakeup Reports | Checked-in Status |
| Clean / Dirty Status | Guest Name |
| Telephone Control | Do Not Disturb |
| Guest Language Preference | Set "Call Front Desk" Guest Message |

## Wakeup Calls

With a few keystrokes,  guests can schedule their own wakeup calls on their room phones. User friendly prompts walk them through the process and play a confirmation of the time and date.  Guests can even set multiple wake-up calls for the same room.

Hotel staff can also schedule wakeup calls for the guests, either by touch-tone commands on the telephone set, or through InnDesk with a point and click interface on any PC on the network.

A friendly call Unlike other systems that simply ring the phone, DuVoice plays a custom wakeup greeting when the guest answers.  This greeting can be changed daily if desired. Guests can even specify one or more 'snoozes' after the initial wakeup call.

Reports Hotel staff has access to detailed reports on wake-up call activity.
- Pending Wakeup Report shows all scheduled calls.
- Failed Wakeup shows all rooms where wake-up calls were not answered by the guest.
- Wakeup Report shows all wakeup activity for a specific room; including when calls were scheduled, who scheduled the calls as well as the result of completed calls.

Failed Wakeup Alert In the event a wakeup call is not answered by the guest, the system will place an automated call to a pre-determined location to alert staff of the failed wakeup call.