

Hospitality Messaging Wake-Up Calls PMS Interface *for IP Office*



Messaging

Wake-UP Calls

Auto Attendant

PMS Interface

DuVoice is a DevConnect member that provides a comprehensive voice mail, automated attendant, wakeup call, PMS interface and call accounting platform for small, mid-sized and large properties.

DuVoice complements IP Office by providing a cost effective package that addresses specific hospitality requirements including:

- PMS Interface
- Guest and Staff Messaging
- Wake-up call functions
- Guest Administration
- Call Accounting

Messaging systems from DuVoice incorporate the Windows 7 Professional operating system from Microsoft. This results in a familiar graphical user interface and an open architecture that supports various third party products.



Room	Scheduled	Attempts
101	Everyday at 07:00	0
204	Everyday at 08:00	0
105	03/11/2008 at 06:00	0
302	03/11/2008 at 06:00	0
801	03/11/2008 at 06:15	0
301	03/11/2008 at 06:30	0
204	03/11/2008 at 07:00	0
205	03/11/2008 at 07:00	0
201	03/11/2008 at 07:30	0

InnDesk Web based Guest Room Management Option

In addition to automatic check-in / check-out from the PMS, staff can also manage guest rooms with an easy to use point and click web based interface from any staff PC on the network.

InnDesk provides easy management of :

- Pending Wakeups
- Failed Wakeups
- Checked-in status
- Clean / Dirty status
- Guest Name
- Phone Control
- Message Light

InnDesk optional web management console

Property Management

Phone Restriction

Mailbox Reset

Welcome Message

Property Management System Interface

Many motels and hotels use Property Management Systems (PMS) to manage reservations, check-in / check-out, billing, and more. DuVoice integrates with most popular PMS products available today.

The DuVoice system acts as 'middleware' between PMS and the telephone system, automatically restricting room phone long distance access upon checkout and passing guest name to the PBX.

PMS Function Summary (dependent on PMS)

Check In

- 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

Check Out

- Disable mailbox
- Archive messages
- Extinguish message waiting light
- Remove wakeup calls for that room
- Archive wake up call data
- Remove any personal greetings
- Remove any personal password
- Reset extended stay class of service

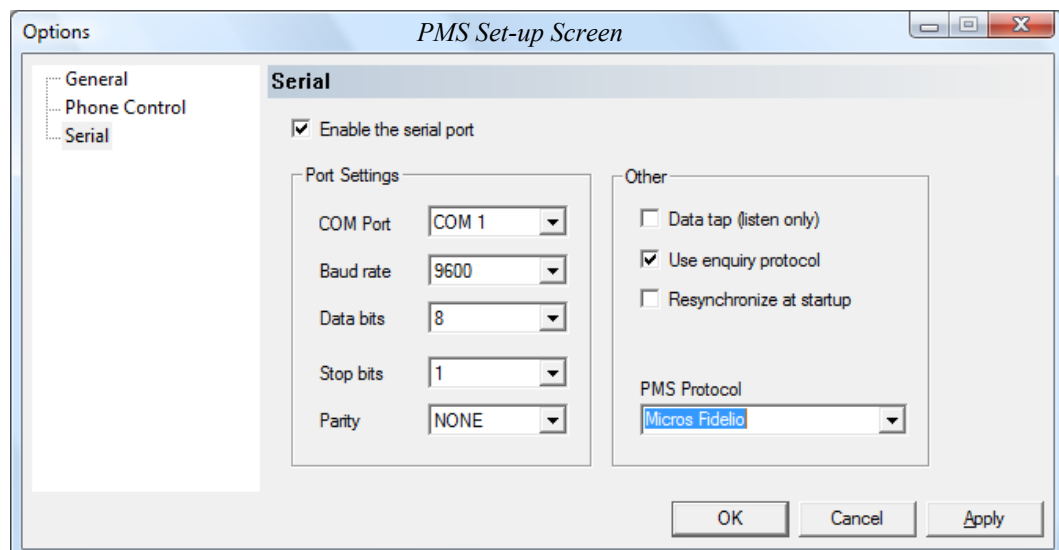
PBX-PMS Functions (Phone Control)

- Turn on/off long distance dialing
- Pass room clean/dirty status
- Pass guest name
- Single interface for both PBX & Voicemail

Popular PMS Integrations

- OnQ by Hilton
- Opera by Micros Fidelio
- LMS Agilisys
- Springer Miller
- Visual One by Agilisys
- Softbrands
- Epitome
- Resort Data Processing RDP
- SDD Jazz
- HIS
- Control Lodging Link
- Autoclerk
- IQ Ware
- Timeshareware
- Rezstream
- InnSoft
- Mingus Hotello
- InnQuest
- Northwind Maestro
- Remco Nightvision
- MSI
- Jonas
- Choice
- SIHOT
- WebRex Pro
- Lanmark

If you don't see your PMS product, please call. If DuVoice does not already integrate with this product, we probably can. DuVoice can emulate several different hospitality PBX and voice mail systems.



Wakeup Calls

Detailed Reports

Room Clean

Call Accounting

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.

Guest Languages

Guests can retrieve messages and set wake up calls in their native language. The language can be provided by the PMS system or set by the hotel staff through InnDesk.

Available languages:

- American English
- British English
- Spanish
- French Canadian
- French (France)
- German
- Portuguese
- Japanese
- Italian



Hosted Call Accounting

DuVoice has tested and certified the following DevConnect products can be hosted on the DuVoice messaging platform.



- **Profit Manager** by Metropolis
- **CASH** by Hanson Software Development
- **Tality** by Trisys
- And others

Hosted IP Office Manager

DuVoice can also host the IP Office manager software. Not only does this save on computers and space, but allows DuVoice technicians to review IP Office programming and function during the trouble shooting process.

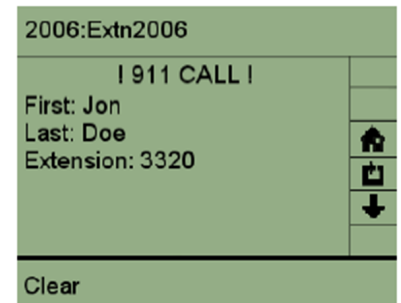
Class of Service

You can create specific guest classes of service to reflect the precise needs of your guests for the entire property or even on a room by room basis. With COS, you can enable

- Guest password
- Remote access to messages
- Guest recorded greeting

911 Alarm

The moment that a guest places a 911 call, DuVoice can send an audible and visual alarm to the displays of one or more IP telephones. Staff can render aid and direct the professional responders to the guest in trouble.

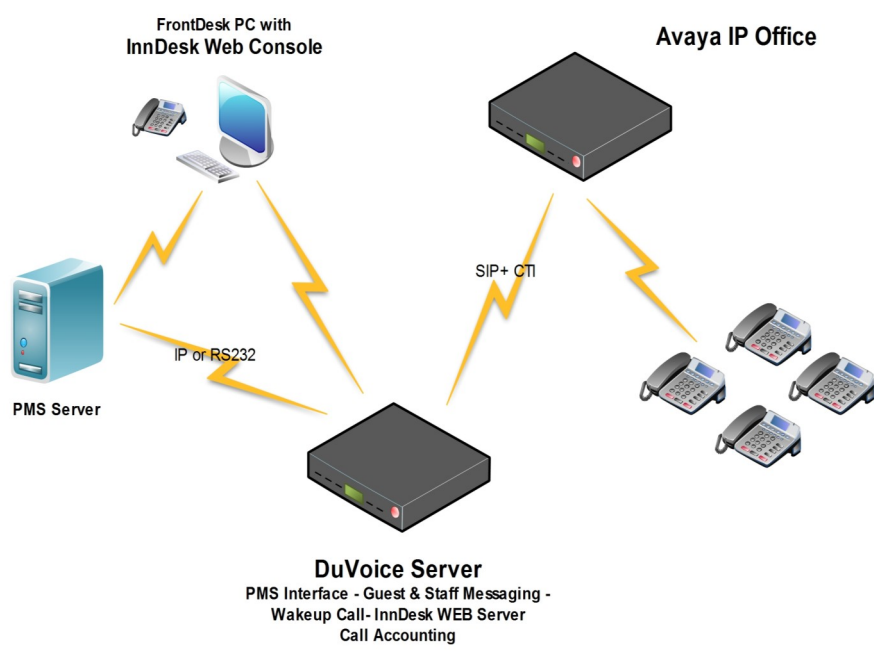


- Turnkey Systems
- Software only
- Software & Card Kits
- Support

Other Hospitality Features

- Multiple hotel guest Classes of Service - Extended Stay COS includes personal greeting and password
- Time and Date Stamp on all messages
- Message Archiving (Staff can retrieve guest messages even after the guest has checked out.)
- Welcome Message
- Multiple extensions per room

Typical IP Office Configuration



Administrative Features

DuVoice is an easy to learn, easy to use system. The intuitive GUI is available through a variety of interfaces.

Access

- You can access the DuVoice Server
- At the system itself,
 - Through your Local Area Network (LAN) using Remote Desktop, VNC, or nearly any other remote access software,
 - Through the Internet and your dedicated Internet access.

Back-up and recovery Critical files can be backed up on other drives on your network without interruption of service. Disaster recovery involves little more than copying the backed-up folders onto the new system.

Unified Messaging for Staff

With DuVoice VeMail, voice mail and fax messages are delivered as attachments to Email messages. There are no special Email server or network requirements, nor do you need a special player to receive, listen to, or view messages. If you can send and receive Email, you can use DuVoice VeMail.

To hear an MP3 or .wav message, simply click on the attachment to the email message, and listen to it over your computer speaker or headphones. To delete it from your voice mail box, just click reply and send.

Fax messages are delivered as .tif Or PDF files attached to Email messages.

DuVoice Configurations

DuVoice Messaging systems are available in two basic configurations.

- DV4SW is ideal for under 225 room applications .
- DV2000SW is appropriate for larger applications.

	DV4SW	DV2000SW
Min / Max voice ports	4 / 8	4 / 48
Max Mailboxes	225 MB	5000 MB
Voice Storage	4000 hours	5000 hours
Operating Sys.	Windows 7 Pro	Windows 7 Pro

DuVoice products are also available as software only and software / voice card bundles.

DuVoice Support

The technical support and professional services provided by DuVoice are among the best in the industry.

DuVoice provides comprehensive installation support for resellers, helping insure that every system is installed correctly and functions as advertised. All DuVoice products include extensive remote access capabilities to facilitate factory support.



Tech Connect provides one touch, on line access to DuVoice

DuVoice professional services can be deployed to assist with system design, programming, or even on site installation and training.