

# Hospitality Messaging & Wake-up Calls For AVAYA IP Office\*



Messaging

Wake-UP Calls

Auto Attendant

PMS Interface

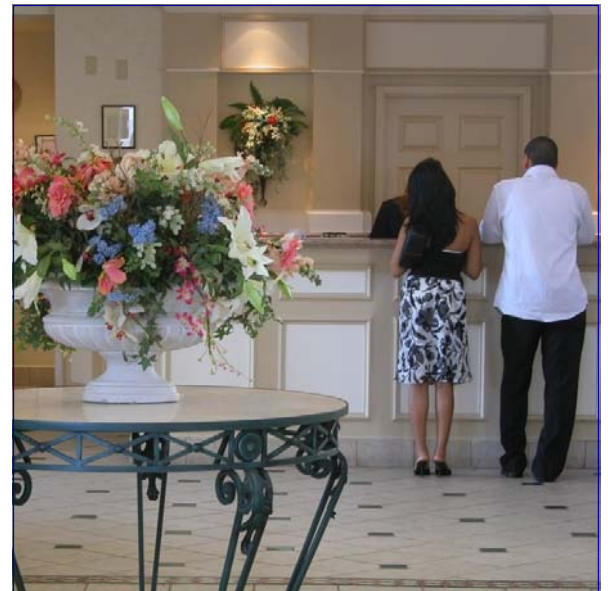
Combine the latest hotel switch from Avaya and DuVoice hospitality messaging for a powerful, affordable 'future proof' telecommunications package.

Since 1990, DuVoice has created messaging systems for hospitality applications. As a member of the Avaya Developer Connection program, DuVoice has worked with Avaya to create a combined solution integrating the Avaya IP Office telephone system with the DuVoice Voice Mail and various Property Management Systems (PMS), and call accounting software packages to provide a comprehensive hospitality solution.



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

DuVoice has earned a reputation for providing the best support in the business, so you can be assured that your Avaya reseller will be able to provide you with the service that you and your guests deserve.



## Managing guest rooms.

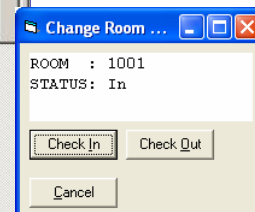
In addition to automatic check-in / check-out from PMS, staff can also manage guest rooms with an easy to use point and click interface that can be accessed by any PC on the network through remote desktop.

The Room Status Monitor shows

- Checked-in status,
- Class of Service
- Message Count
- Clean / Dirty status
- Wake-up Call status

To Change check-in status, get wakeup details, or set a wake-up call, just click in the appropriate

Room	Class	Msgs	Next Wakeup	Last Wakeup
✓ 1000	Guest	0		05/03/2005 10:27 [call 1; answered]
1001	Guest	0		
✓ 1002	Guest	0	200508230915	08/23/2005 09:11 [schedule; OK]
✓ 1003	Guest	0		
✓ 1004	Guest	0	200508231000	08/23/2005 09:12 [schedule; OK]
1005	Guest	0		
✓ 1006	Guest	0		08/23/2005 07:50 [call 1; answered]
1007	Guest	0		
✓ 1008	Guest	0		
✓ 1009	Guest	0		04/28/2005 11:54 [call 1; answered]



Check-in status

Room Status Monitor

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 IP Office, automatically restricting room phone long distance access upon check-out.

### 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

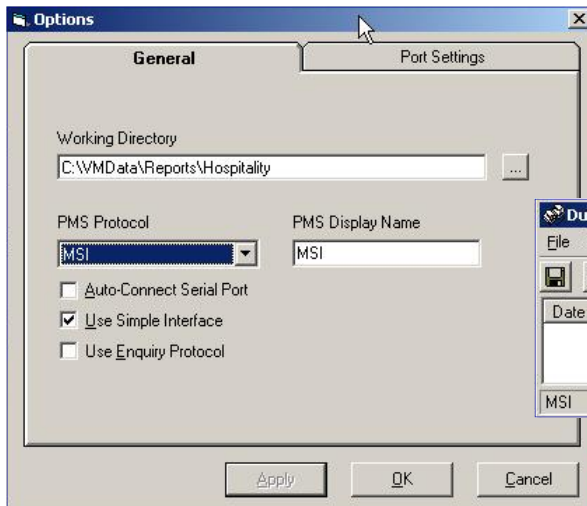
- Disable mailbox
- Archive messages
- Extinguish message waiting light
- Remove wakeup calls for that room
- Archive wake up call data
- Remove any personal greetings
- Remove any personal password
- Reset extended stay class of service

### Popular PMS Integrations

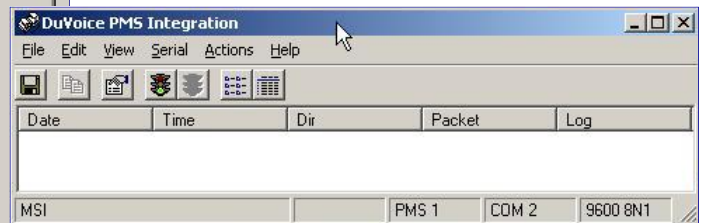
- AutoClerk Inc.
- Brilliant
- Choice
- DSC Hotel Systems
- Encore
- Five Star
- Hilton System 21
- HMS Promus
- HSS Front Clerk
- Image
- Inn Soft Check-Inn
- Infinity Hospitality
- InnQuest
- Landmark PMS
- Marriott Fosse
- Meastro / Northwind
- Micros Fidelios
- MSI
- Nova Plus
- Pegasus
- Protocol
- Remco NightClerk
- SDD
- Springer Miller Systems

If you don't see your PMS product, please call. If DuVoice does not already integrate with this product, we probably can.

For easy integration, DuVoice can emulate a number of other voice mail systems as well as the Mitel PBX to PMS systems. Because there is only one PMS link you save money on your PMS purchase as most PMS manufacturers charge for each link.



PMS Set-up Screen



Real Time PMS Monitor

**PMS Integration Monitor** The real time monitor allows you to monitor the status of the link to the PMS, seeing each and every transaction as it occurs. This feature greatly simplifies troubleshooting and configuration of the PMS link.

**Optional on board PMS.** Finally, you can purchase the Check Inn PMS and call accounting package by Inn Soft as an option on your DuVoice messaging system. Since the PMS resides on the duvoice system, you save the space and expense of an dedicated PC to support PMS.

Wakeup Calls

Detailed Reports

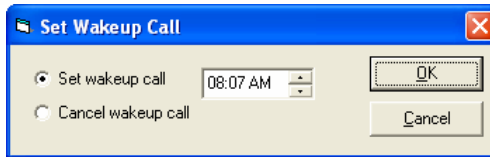
Room Clean

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 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.

Scheduled Time	Room	Calls	Rekurs
08/23/2005 07:50	1006	0	No

Room	Scheduled Time	Reason Failed
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Date/Time	ID#	Actor	Action	Result	Notes
04/27/2005 14:53:10	200504280852	RSM	schedule	OK	04/28/2005 08:52
04/28/2005 08:52:04	200504280852	system	call 1	answered	
05/03/2005 10:23:48	200505031024	RSM	schedule	OK	05/03/2005 10:24
05/03/2005 10:24:06	200505031024	system	call 1	answered	
05/03/2005 10:26:27	200505031027	RSM	schedule	OK	05/03/2005 10:27
05/03/2005 10:27:05	200505031027	system	call 1	answered	



### Call Accounting

IP Office Station Message Detail Recording (SMDR) output is compatible with most industry standard call accounting systems.

To help save the expense of extra computers and space in the telephone closet, you can install the following call accounting systems directly on your DuVoice Messaging System.

- **CASH** by Hanson Software Development
- **Tality** by Trisys
- **Profit Manager** by Metropolis (*Metropolis is a Developer Connection member*)

### 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

Wakeup call reports

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



DV2000 / DV4

DuVoice products are also available as software only and software / voice card bundles. Talk to your telecommunication reseller about the package that best fits your needs.

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 a 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 files attached to Email messages.

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 DV4 or DV2000

- 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** You can back up critical files to other drives on your network without interruption of service. Disaster recovery involves little more than copying the backed-up folders onto the new system.

DuVoice Configurations

DuVoice Messaging systems are available in two basic configurations.

- DV4 is ideal for under 200 room applications .
- DV2000 is appropriate for larger applications.

	DV4	DV2000
Min / Max voice ports	4 / 8	4 / 48
Min / Max fax ports	1 / 8	1 / 8
Max Mailboxes	225 MB	5000 MB
Voice Storage	2000 hours	2000 hours
Operating Sys.	Windows XP Pro	Windows XP Pro
Processor	1.2 Gig Intel	1.7 Gig Intel
Weight	20 lb.	20 lb.
Dimensions	17" x 16" x 6"	17" x 16" x 6"
Power	120 Watts 120 VAC	120 Watts 120 VAC

Connection to IP Office

DuVoice connects to the IP Office through single line extensions. The TAPI Pro CTI link provides call control and enables the DuVoice System to control long distance restriction on IP Office.

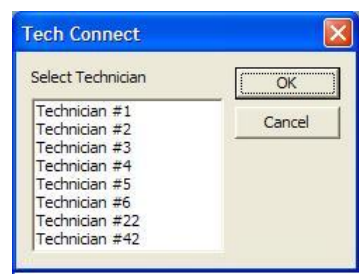
You can run the Avaya IP Office Manager Software on the DuVoice messaging system.



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.