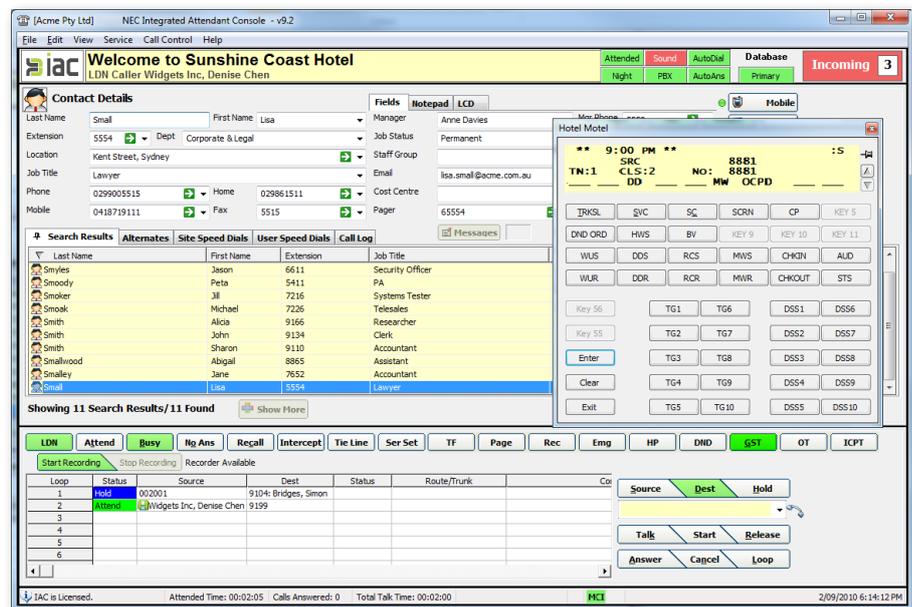


IAC Hotel Console

To be successful, products need to be innovative and have the ability to complement the image of your business and that of your guests. The IAC Hotel Console is one such product. The IAC console combines the Switchboard, Property Management System data and NEC hospitality PBX to bring you a fully integrated solution.

The IAC Hotel/Motel has been design to provide the operator with all relevant information, enabling them to make informed decisions during each call.

An operator has the ability to search for guests, leave operator notes on the guest, transfer the call with the touch of a button, view other guests in the same group (e.g. conference) and prioritise the order in which calls are to be answered.



Some of the unique benefits of the IAC console include:

- » Search for records via any field or combination of fields
- » Greeting banner screen pops with the intended recipient
- » Alternate contacts in the same 'department' are listed so that the caller can always be put through to a physical person and not just an answering machine
- » One touch transfer to voicemail, mobile/cell phone and extensions
- » Integration to e-mail and paging systems
- » Itinerary functionality to track staff (in office, in meeting, annual leave, and so on).

The IAC Hotel/Motel allows an operator to utilise all of the great features that the NEC PBX provides in the hospitality environment.

These features are accessed via a sliding window which appears from the right hand side of the screen when required. Large PBX system features include:

- » Do not disturb Set/Reset
- » Wake up Call Set/Reset
- » Check in/Check out
- » Room cut off
- » House Phone
- » Message waiting Set/Reset
- » Room Status
- » Serial Key
- » Emergency Key
- » Trunk Busy Keys
- » DSS

PMS INTEGRATION

The IAC Hotel/Motel now allows operators to see call and guest information from the one screen.

This means the operator no longer needs to task switch between applications or move to another PC. The operator can address the caller personally and is more informed about the caller.

IAC Hotel/Motel has two levels of integration with PMS systems:

A. BASIC PMS INTEGRATION

Basic integration has been designed to receive information on guests from most existing Property Management Systems simply by intercepting the PMS message cable.

Below are examples of what can be achieved with this basic level of integration:

- » Displays guest first name and last name, or surname and title
- » Display additional guests for each room
- » Screen pops for attendants when answering a guest call
- » Search for guests by their name, room number or group

B. FIDELIO PMS INTEGRATION

Advanced integration with the Fidelio PMS is also available. This integration allows the attendant to see a great deal more information. This information includes:

- » Full Guest details
- » Full search capability
- » Guests can be associated by groups
- » Operators can retrieve guest text messages
- » Operator can see the Language the guest speaks
- » Display of guests country/city of origin
- » Unlimited amount of entries per room (great for conferences)
- » Guests VIP status
- » Guests title (Dr, Prof)
- » Screen pops for attendants when answering a guest call

FEATURES

- » Full access to PBX Hospitality functionality
- » Integration with PMS systems
- » One point of entry and viewing by staff
- » Operator can see full details when answering guest call
- » CLI (Caller Line Identification) with ISDN trunks
- » Statistics reporting package
- » Powerful search capabilities
- » Improved productivity for operators
- » Fully tested and supported by NEC
- » Integration with Voicemail Systems

SPECIFICATIONS

- » NEC Large PBX systems only
- » Desktop: Windows 7, Windows XP Pro
- » DB Server: Windows Server 2008 (or 2003), SQL Server 2008 Express (or 2005)
- » Simple installation: no need for OAI or TAPI Hardware
- » Dterm phone not required
- » Enterprise maintenance using a simple configuration utility
- » Scalable from 1 to 64 consoles (dependent on PBX type)
- » Supports PBX's networked over CCIS No 7 or Fusion®
- » Transfer to local or remote Voice Mail systems
- » High level of Redundancy :
 - › Directory database is backed up to the local hard disk
 - › System configuration is shared and backed up to the local hard disk
 - › No single point of failure in multiple console environment
 - › Can start up, handle calls and provide directory lookup even after total LAN failure
- » Open Standards: SQL, ODBC, SMTP, LDAP