



The Concierge offers dozens of easy-to-use features designed to make hotel management more efficient and cost effective. From call costing to automated wake-up calls to PMS integration, the Concierge provides the advanced functionality busy hotels need.

Profitability/Cost Effectiveness

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| Owner-defined call costing | Operators set their own surcharges and per-minute charges. By contracting with a low cost carrier, profits arise on the spread between guest charges and actual charges. Call costs are set on a two-level rate system and include additional surcharges. |
| Two-tier costing | Operators can establish a surcharge and “grace period” for local and toll-free calls. After the grace period expires, charges may commence for ensuing talk time. This way, operators can charge for extended internet access. |
| Integrated call costing | The call costing is built right into the system. There is no need to purchase costly third-party call accounting systems. |
| ISDN Primary Rate Interface | T1 lines provide up to 24 simultaneous conversations on a single pair and are normally less costly on a monthly basis than a similar number of individual business lines. T1 also delivers “true” answer detection. |
| Automatic room status clearing and updates | When a guest checks out, room status is automatically cleared. |
| Automatic clearing of voice messages | The integrated voice mail clears old messages, again saving clerical time. |
| Cash deposit limits on toll calls | Concierge can be programmed to limit calling privileges to the amount cash customers have left on deposit, thereby eliminating the risk of loss. |
| Outside calling disabled in unused rooms | Added protection against unauthorized toll calling. |
| Simultaneous voice and data | Concierge provides options for simultaneous voice and data calls without costly multiple-line wiring. Both voice and data calls are billable. |
| Scalable to 560 ports | Small to midsize hotels have room to grow. If they later need to add voice mail ports, new guest rooms, or two-line service, simply expand the current system. |

Guest Courtesy and Satisfaction

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| Integrated voice processing | The auto attendant and voice mail capabilities assure that calls are promptly answered and that guests never miss a message. |
| Guests can set their own wake-up calls | Guests can set their own wake-up calls via voice mail or the telephone keypad. Concierge allows two wake-up calls per room. |
| Wake-up call log | Concierge archives wake-up call records. Now owners have the information needed to resolve disputes |
| Direct inward dialing | Guests have their own direct number that can be passed out to clients and friends. Great for extended-stay hotels. |
| Personalized voice mail greetings | For the business traveler, the hotel room is their office. Answering calls in their own voice is more personal and more businesslike. |
| Voice and data extensions in every room | Up to five extension jacks can be provided in each hotel room. This frees the hotel guest to directly connect laptops and portable fax machines at the most convenient location. Each extension shares the same restrictions and credit limits. |
| Guest satisfaction surveys | Through the voice mail, guests can be directed to an automated survey of up to ten questions. Answers can be verbal or keypad entries. |
| Programmable answer detection | Operators can minimize guest complaints about telephone charges for uncompleted calls. Simply pre-set a reasonable courtesy period before billing commences. |
| Do No Disturb | Upon request, hotel personnel can easily program guest phones not to ring. |

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| Room-to-room blocking | Guest phones can also be prevented from calling other hotel rooms. |
| Guest names displayed | Hotel receptionists can greet guests by name. |
| Simultaneous voice and data | Concierge offers two solutions: the wireless Air Impact, which can be used for voice while the room jacks are used for data, or the Impact SCS digital guest phone with IST module. The IST module can be used to connect laptops while the phone itself is used for voice. |
| Call access privileges | Hotel staff set call privileges at check-in. Guests can be denied access to toll calls, 900 calls, etc. This is a great feature for vacationing families who may not want their youngsters running up big telephone bills. |
| Prevent double check-in | Prevents checking a guest into a room that is already occupied, whether the check-in is performed from the Concierge application or the PMS. |

Staff Productivity

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| Intuitive, user-friendly PC screens | Concierge screens are menu driven and easy to understand, The PC makes a much friendlier face than old-fashioned PBX consoles. New employees quickly learn how to use the features. |
| Automated wake-up calls | Guests have two ways to set their own wake-up calls, thus freeing hotel personnel for other duties. |
| Automated attendant | Let voice mail answer and transfer calls during busy times. |
| Wireless integration | Hotel supervisors and staff can keep in touch while on the go. Concierge provides two options: wireless phones that are fully integrated with the switch, or pagers that alert managers of important calls and can even provide alphanumeric messages. |
| Daily maid status reports | Management reports show the time spent by each maid cleaning rooms and lets management know which room a maid is in at any time. |
| Audit reports | Daily report of all calls made and the associated revenues, by telephone. You determine when the report should be printed. |
| Property management System Integration | Concierge uses industry-standard software and integrates smoothly with many popular PMS packages. |
| Room default settings | Default settings speed up the check-in process. They can easily be overridden by the receptionist, if the guest prefers different settings. |

Hotel Security

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| Audible and visual alert for emergency calls and conditions | Concierge provides for 16 emergency numbers of up to 16 digits each. Should a guest dial any of the programmed emergency numbers, a visual alert is displayed and an audible tone emitted. The system reports the origination of the emergency call and hard-copy verification can be printed out. |
| Audible and visual alert for up to eight alarm conditions | Personnel will receive audible and visual alerts for any of the following alarm conditions: admin phone is removed, emergency number is dialed, wakeup call not answered, vacant room call attempt, credit limit exceeded, and guest phone off hook (for an extended time). |
| Alarm notification to office phones | Employees do not have to be standing by the PC to know of an alarm condition. Visual and audible notification will be sent to all administrative phones programmed for alarm notification. |
| E-911 caller ID support | Station identification of E-911 calls that originate from guestrooms is transmitted to the E-911 dispatch center. This requires the purchase and installation of a third-party proxy device. |
| Audible and visual alert for four system failure conditions | Audible and visual alerts are activated for four alarm conditions. These alerts can be integrated with an external bell or Tracker paging system to assure immediate notification. |
| Passwords | Three levels of passwords help assure that only authorized personnel have access to the Concierge software. |

This listing is subject to change without notice. Feature availability varies with software levels.