

VOICWARE VOIP/SIP HOSPITALITY PHONE SYSTEM

Taking Hotel Communications to the Next Level for a Whole Lot Less

The phone system has been called one of the most important and often used technologies in a hotel. Staff and guests say it is a very convenient way to communicate with one another and is an easy way for guests to access many of the hotel's services or to receive vital information during their stay.

However, many hotels still rely on a 10-20 year-old phone system that is no longer manufactured or supported, and has early generation technology that is missing many of the popular features available with *Voiceware*.

Older phone systems are expensive for the hotel to maintain and are at risk of breaking down at any time, resulting in extended system down time, causing major inconveniences for guests in communicating with staff and accessing guest services.

Voiceware is also fully compliant with Kari's Law and Ray Baum's Act. By installing a *Voiceware* Hospitality Phone System, hotel owners and managers can rest comfortably knowing that guests and staff can always reach a 911 Emergency Responder Organization.

It's Time to Move Up to *Voiceware*

Engineered with a software-based application to be extremely scalable, flexible and reliable, *Voiceware* is designed to meet the ever-changing needs of hotels without expensive hardware and software upgrades that older systems require.

Why the i-NETT/*Voiceware* Solution is Right for Your Hotel

- *Voiceware* saves hotel money monthly/annually yielding high ROI
- *Voiceware* designed exclusively for the hospitality industry
- *Voiceware* adds ability to increase Ancillary Revenue
- *Voiceware* is Preferred/Endorsed/ Approved by all major hotel Brands
- *Voiceware* enables hotel staff to provide unequalled guest experience - driving loyalty
- *Voiceware* is a server-based technology protecting your investment from obsolescence
- *Voiceware* is a proven technology with industry leading reliability ratings
- i-NETT is a longtime PhoneSuite Authorized Certified Dealer - strong customer support



PhoneSuite's Voiceware is the preferred choice of major Brands

OVERVIEW

Unlike traditional hardware-based PBXs, the *Voiceware* platform is fully integrated into one software-based application designed specifically for today's hospitality environment with features to serve both guests and staff. The system has been built from the ground up for IP based communications to provide the greatest performance while reducing telecom expenses.

Voiceware includes all the features that hoteliers want and need such as Browser Console, PMS Compatibility, Call Accounting, Staff & Guest Voicemail, Location Specific Data E911, Voicemail to E-mail, Call Recording, and more.

VOICWARE ADVANTAGES

- **VoIP/SIP Technology** - *Voiceware* is designed to utilize VoIP/SIP to take advantage of today's most cost-effective and highest quality communications services.
- **No Infrastructure Upgrades Required** - Use existing room phones and wiring.
- **Economical** - Native SIP, utilizing existing infrastructure provides low cost and high ROI.
- **Integrates With Your Property Management System (PMS)** - Seamless installation & cutover.
- **Feature Rich** - The best of today's and tomorrow's technology meeting guest expectations.
- **Call Accounting** - A standard feature of *Voiceware*. Call Detail Records can be easily printed or posted to Guest Folio.
- **Staff Voicemail** - A voicemail message can be picked up from anywhere. After a voicemail is left by a caller, the system immediately sends the voicemail message as an attached sound file to the users e-mail. The e-mail contains the caller ID, date, time and length of the message. After retrieving a message it can be saved, forwarded, or deleted.
- **Guest Voicemail** - Voicemail messages will light the message waiting light on room phone. Guests can listen to messages, save or delete them. Messages not retrieved by guests before check-out can be e-mailed as a voice file.
- **Fail-Safe** - In the event of a server, LAN or Internet failure, *Voiceware* will automatically shift into fail-safe mode if the system is equipped with analog lines. The number of calls that can be processed is determined by the number of analog lines in the system. When the Internet or LAN problem is resolved, *Voiceware* will detect this and shift back into full operational mode.
- **Advanced E911** - When any extension dials 911, the *Voiceware* system will immediately seize an outside line, whether the caller dialed *9* or not. Once the call is connected, the phone system will send location specific data to the 911 center, including the hotel's phone number, street address and the guest room number or extension number that called.* The *Voiceware* system will simultaneously alert the front desk and/or designated staff members that a room phone or other extension in the hotel has placed a 911 call.

* Please note that not all E911 Organizations are equipped at this time to receive the room or extension number of the caller, but all will receive the hotel phone number and street address.

Voiceware Meets the Needs of Hotel Guests, Staff and Owners

Feature Rich Communications System Designed Specifically for the Hospitality Industry

Front Desk - Voiceware Improves Staff Efficiency and Guest Satisfaction

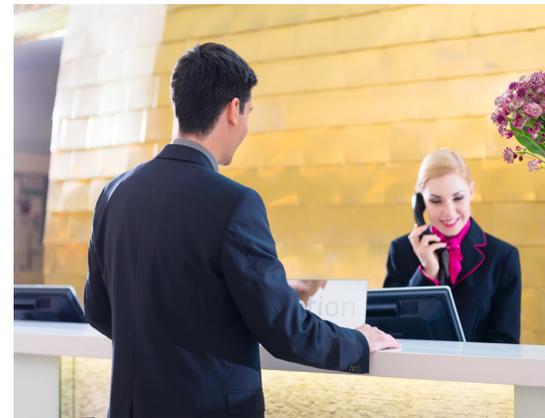
- Powerful, easy to use browser-based front desk console with one touch access to most popular features
- Pop-up screen of guest information when answering guest calls, includes
 - Guest name
 - Group affiliation
 - Native language
 - Dialing permissions
 - VIP/Membership status
 - Wake-up calls set
- Setting wake up calls is a snap requiring almost no training
- All wake-up activity is logged. See who set, answered or canceled a wake-up call
- An E911 call from any phone activates an alert at front desk and designated extensions
- Easy check-in/check-out - Activate phone on check-in - deactivate phone at check-out
- Room Status - Integrates with PMS to show room status, e.g., clean, dirty, inspected, etc.

Guests - Direct Access to Hotel Staff & Services

- Guest can set wake-up call from room phone
- Wake up calls and Voicemail prompts in guest's native language
- Wake-up calls can include local weather & easy transfer to hotel services, e.g., Room Service
- Voicemail notification and easy access on room phone
- Room phones can be set with Speed Dial to local attractions
- E911 calls go directly to Local Emergency Responder Organizations and alerts hotel staff

Administrative Staff - Increased Support to Staff & Guests

- Full-featured, easy to use SIP phones
- Extensive find me/follow me capabilities
- Voicemail to e-mail forwarding
- Unlimited call groups, ring groups, and queueing
- Automated or on-demand call recording
- Personal Conference Bridge for professional group calls
- Built-in Soft Phone feature can eliminate phones at Operator and Reservations positions



Hotel Owners - Savings Realized Pays for the Voiceware System

- High ROI - Cost savings gained pays for the phone system at most hotels
- Reduce or eliminate costly legacy Carrier services e.g., phone lines/Internet
- Full one-year warranty, with best in industry extended warranty Partner Plans after first year
- Improved communications with guests - enhances guest experience
- Connect Multiple Properties within ownership group
 - Calls can be answered, handled and/or transferred between properties
 - Allows sharing of Front Desk resources and staffing flexibility - Huge Savings!
 - Simplified cost-effective connectivity solutions between properties
 - No special or proprietary applications required as with other systems
 - Increase Ancillary Revenue - promote room service, restaurant specials or other hotel events during automated wake-up calls

Voiceware Has Gained Industry-Wide Adoption

Voiceware has been named as a preferred, endorsed or approved phone system by major Brands and Independent hotels across the country. Below is a partial list of groups endorsing Voiceware.



About i-NETT

Founded in 1982, i-NETT is a leading Managed Technology Services Provider (MTSP) in Southern California and Arizona. The company's mission is to increase its customers' profitability, improve their productivity and give them a competitive advantage by implementing the right technology.

i-NETT has provided phone systems and other technology services to hotels from the very early days of our company. As a result, we understand the unique requirements that hotels have in serving their guests. We provide technology solutions to improve staff efficiency, provide better communications, increase guest safety, and enhance the overall guest experience.

We carefully evaluated all the hospitality phone systems and selected Voiceware as the best value for our customers. We chose Voiceware because the system is designed exclusively for the hospitality industry with advanced hotel specific features, it is a fully integrated software-based application, it has a reputation of great performance & reliability, and its affordable. And last, but not least, PhoneSuite shares i-NETT's commitment to bring continued innovation and advanced communications solutions to the hospitality industry.

Call to schedule a No Cost - No Obligation Assessment of your current phone system and Telecom & Internet services.



Call Today!
619-857-4638
dales@i-NETT.com