



DV2000 Inn-Server



DV200 Hospitality Server

Voice Mail—Property Management—Call Accounting

In today's competitive lodging environment, you must provide your guests with modern voice mail features, control your costs, and maximize your revenue. DV2000 Inn-Server is one tool that can help you do all three. With Inn-Server, your PARTNER ACS or Magix PBX telephone system becomes a powerful hospitality communication solution. DV2000 Inn-Server combines voicemail, call accounting, and a Property Management System (PMS) all on one platform. Install all three modules—or just the ones you need.

Voice Mail Designed to Please Your Guests

Whether traveling for business or pleasure, your guests expect the same telecommunications tools they have at home and at work. Your guests expect callers to be able to leave them detailed and confidential messages any time day or night. They also expect to get a friendly, timely wake-up call that they can schedule themselves. They *don't* expect to have to "learn" a voice mail system. The easy to use DV2000 fulfills your guests needs simply and inexpensively.

Property Management

Check-Inn Property Management System (PMS) software and hardware is available on DV2000 Hospitality server. With the CTI link unique to DV2000, you can now **integrate Check-Inn or a third party PMS with Magix.**

Check-In Simple check-in with automatic tax calculations supports individual and quick group check-in as well as instant check-in for guests or groups with reservations. Quick historical guest searching allows you to better serve regular guests. Check-Inn supports magnetic stripe reader for quick check-in using drivers license and credit card

Check-Out Check-Inn provides a quick and easy check-out process, and maintains room status (clean, dirty, not available). House keeping reports help you manage staff and room availability.

To help you better serve your guests, Check-Inn even keeps a guest history for future tracking.

Check-Inn for Windows (Guest #1327)

GUEST SCREEN / (ROOM: 124 QUEEN NS)

GUEST INFORMATION
 First Name: DHH Last Name: BAKER
 Address (Line 1): 5515 N.W. SKYVIEW LANE
 Address (Line 2): APT # 223
 City: SEAVERTON State: OR Zip Code: 97007
 Country: U.S.A. Phone: (503) 255-5535
 Company: E-mail:

RATE INFORMATION
 Rate: 20.00 L7 Nights: 21 A: 1 C: 0 D: 0
 CLERK: ARV

CREDIT CARD INFORMATION
 Card Number: Exp.:

VEHICLE INFORMATION
 Make: HONDA License: ABC 302 State: OR

In: Friday, March 01, 2002 Out: Friday, March 22, 2002

RUNNING BALANCE: \$5146 PROJECTED BALANCE: \$5348

Buttons: F2 New Room, F3 View Bill, F4 Edit Bill, F5 Call Register, F6 Check-In Date, F7 Delete Guest, F9 Phone Charge, F11 Remarks, F12 Enter Profile, Continue <F10>

Call Accounting

The Call-Inn call accounting module is fully integrated with Check-Inn. Call-Inn tracks guest calls and post charges directly into the Check-Inn guest portfolio. The call accounting package calculates local, domestic and international calls, as well as directory assistance and specialty calls. This system also works properly with alternate long distance carriers and you can easily define fixed, flat and variable rate structures. You can also set credit limit with over credit warning.

Origin Period	First Min.	Additional PerMin.	Markup	Adjust	Evening Discount	Weekend Discount
7 - Digit Band 1 (local)	45	0.00	0.00	0%	0%	0%
7 - Digit Band 2 (local)	45	0.00	0.00	0%	0%	0%
7 - Digit Band 3 (local)	45	0.00	0.00	0%	0%	0%
7 - Digit Band 4 (local)	20	0.25	0.00	0%	0%	0%
1 - Area Code	45	0.45	0.45	0%	0%	0%
1 = 902 (Number)	45	0.45	0.45	0%	0%	0%

Rate Tables are available through an annual subscription and are Updated for North American area code plan (for USA and Canada) All prefix tables are also user-definable.

Wake Up Calls That Work for Your Guests -

They'll work for you too. With voice mail from DuVoice, guests can schedule their own wake-up calls, or your staff can do it for them. The DuVoice voice mail system will then deliver the wake up call – either with the cheerful, professional prompt that is pre-recorded on the system, or with any prompt you record in its place. You can choose the number and interval of wake-up call re-tries to the guest.

Any PC on the network can be configured to display a report showing the status of guest wake-up calls. This report identifies pending and recently executed wake-up calls, the result of the call, and the pending scheduled action (call, re-try, etc...) Wake-up calls that were not answered by a guest after the programmed number of retry attempts, are displayed in red for easy identification and further action by your staff.

Date/Time	Room	ID #	Call #	Result	Action
12/21/2000 18:24	102	0024	1	HRA	reschedule per template scheduled: 12/21/2000 18:24
12/21/2000 18:23	102	0024	1	HRA	reschedule per template scheduled: 12/21/2000 18:00
12/21/2000 18:00	102	0024	1	HRA	reschedule per template scheduled: 12/21/2000 18:00
12/21/2000 17:19	102	0024	1	HRA	reschedule per template scheduled: 12/21/2000 18:00
12/20/2000 16:01	102	0022	2	answered	completed
12/20/2000 16:00	102	0022	2	answered	failed
12/20/2000 16:00	102	0022	1	busy	reschedule per template
12/20/2000 15:59	102	0022	4	busy	reschedule per template
12/20/2000 15:58	102	0022	3	busy	reschedule per template
12/20/2000 15:57	102	0022	2	HRA	reschedule per template
12/20/2000 15:56	102	0022	1	HRA	reschedule per template
12/20/2000 15:54	102	0022	1	HRA	reschedule per template scheduled: 12/20/2000 16:00
12/20/2000 15:54	102	0022	1	HRA	reschedule per template scheduled: 12/20/2000 15:54
12/20/2000 15:47	102	0022	3	answered	completed
12/20/2000 15:46	102	0022	2	HRA	reschedule per template
12/20/2000 15:45	102	0022	1	HRA	reschedule per template
12/20/2000 15:42	102	0022	1	HRA	reschedule per template scheduled: 12/20/2000 15:45
12/20/2000 08:34	102	0022	4	answered	failed
12/20/2000 08:02	102	0022	4	HRA	reschedule per template
12/20/2000 08:02	102	0022	3	HRA	reschedule per template
12/20/2000 08:01	102	0022	2	HRA	reschedule per template
12/20/2000 08:00	102	0022	1	HRA	reschedule per template
11/30/2000 12:45	102	0022	1	HRA	reschedule per template scheduled: 12/01/2000 08:00
11/30/2000 08:02	102	0022	3	answered	completed
11/20/2000 08:01	102	0022	2	busy	reschedule per template
11/20/2000 08:00	102	0022	1	HRA	reschedule per template
11/20/2000 12:15	102	0022	1	HRA	reschedule per template scheduled: 11/20/2000 08:00
11/17/2000 16:28	102	0022	4	HRA	reschedule per template
11/17/2000 16:28	102	0022	3	HRA	reschedule per template
11/17/2000 16:28	102	0022	2	HRA	reschedule per template
11/17/2000 16:28	102	0022	1	HRA	reschedule per template
11/17/2000 16:25	102	0022	4	HRA	reschedule per template scheduled: 11/17/2000 16:26
11/17/2000 16:21	102	0022	4	HRA	reschedule per template
11/17/2000 16:20	102	0022	3	HRA	reschedule per template



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Guest Voice Mail Features

- Hotel guest Class of service mailboxes
- Wake-up Calls
- Rewind & fast forward
- Change playback speed and
- Volume
- Time, date and messages source stamp

Staff Voice Mail Features

- Scheduled notification to multiple pager or telephone numbers on urgent or all messages
- Notification to email
- Scheduled message delivery
- Direct page to pagers
- VeMail delivery (optional)
- New user self enrollment tutorial
- Multiple personal greeting
- Personal & system wide distribution lists
- New and reviewed message queues
- Archived message folders
- Undelete messages (for 24 hours after deletion)
- Forward messages with comments
- Forward messages to distribution groups
- Append to a message
- Interview boxes
- Reply to a message
- Urgent messages
- Priority messages

Integrations

PBX

- Avaya Magix
- Avaya ACS



PMS Systems

In addition to Innsoft PMS products, DV2000 integrates with most popular third party PMS systems. Please contact DuVoice for a complete list and integration details.

General Specifications

- Port Size 4-16
- Hours of Storage 500
- Number of mailboxes—500
- **For larger applications contact DuVoice**
- LAN Requirements: Any TCP/IP or IPX Connection
- Optional PMS and call accounting software available

Hosted Software Solutions

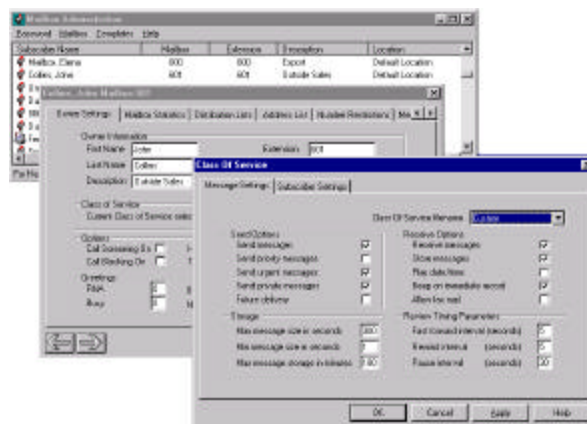
InnServer by DuVoice supports several third party software packages to provide a seamless, easy to install, easy to maintain single platform solution for many of your communication needs.

- **PMS** The Check-Inn PMS software package from Innsoft provides automated check-in, check-out, call accounting and folio functions integrated with voicemail, telephone switch, key lock system, card readers and more.
- **Call Accounting** In addition to the call accounting features available as an option in the Innsoft package, we also offer the CASH call accounting from Hanson Software Development. CASH has a specially developed module for the hospitality industry.
- **Fax Server** For inbound / outbound fax applications, specify NetSatisFAXtion software from FaxBack. This fax server package integrates with Microsoft Outlook, WinFax, or can stand alone. Send and receive faxes from the desktop, send broadcast faxes, and provide high-end fax on demand applications.

Administrative Features

The intuitive GUI is available at the system, through your network, via modem, or using the Internet and your dedicated Internet network access. A 10BASE-T / 100 BASE-TX network interface is included standard on DV2000. Extensive classes of service, scheduled events, message delivery and notification options, and more allow you to develop messaging solutions that exactly suit the needs of your property.

- Local screen / keyboard programming
- Remote programming via LAN
- Remote programming via modem
- Automatic back to any location on the LAN or to an optional second hard disk drive
- Content sensitive help screens
- New user self-enrollment tutorial
- Software for factory remote maintenance



An easy to use Graphical User Interface is employed throughout the system

Hardware

- Pentium PC based
- Modem & remote software
- Clear 8 kbps digitization rate
- 1 RJ14 per two ports
- Weight: 20 lb.
- Dimensions: 17" x 16" x 6"
- Power: 120 Watts 120 VAC
- Operating temp: 50 F- 95oF

DuVoice
www.duvoice.com

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