



DV2000 for Hospitality

- Easy to Install and Maintain
- 1,000 Mailbox
- Guest Class of Service
- Extended Stay Guest Class of Service
- Staff Mailboxes
- Automated Attendant
- Wake-up Calls
- Wake-up Call Reports
- Manager's Greeting Message
- PMS Integrations
- Integrates with all popular hotel phone switches
- Supports Multiple Extensions per Room
- Professional Custom - Recorded Prompts Available

www.duvoice.com
800-888-1057



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 telephone system becomes a powerful hospitality communication solution. DV2000 combines voicemail, call accounting, and an optional 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.

PMS

DV2000 interfaces with most popular PMS programs. Guest mailbox check-in / check-out and room move are automatically managed by commands from the PMS system.

A PMS and Call Accounting software package from InnSoft are available as an option on DV2000.

Wake Up Call That Work For Your Guests - and for YOU

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.

Use this custom greeting to alert your guests to upcoming local events, invite them to use the restaurant, or more. You can choose the number and interval wake-up call re-tries.



Detailed reports help end "free" rooms for those "mysterious" un-delivered wake-up calls. Using the optional screen and keyboard, voicemail from DuVoice provides you with a report of when the guest scheduled the call, when the guest scheduled the call to be delivered, when it was delivered, how many re-tries and whether the wake up call was ultimately answered.

Automated Attendant

Have you ever been awoken in the middle of the night to transfer a call to a guest, to take or deliver a message or to schedule a wake-up call? With voice mail, most of these interruptions are a thing of the past.

After business hours, you can direct incoming calls to an automated attendant that will answer the call and give the caller the opportunity to dial a guest room directly. (Of course, in an emergency, the caller may be allowed to ring the manager's room.)

Calls to unanswered phones are automatically forwarded to a voice mailbox, where the caller can leave a detailed and confidential message for later retrieval by the guest.

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DV 2000 for Hospitality

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 (see DV2000 InnServer)
- Avaya GuestWorks
- Mitel
- Nortel
- NEC
- ...others

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 4-32
- 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

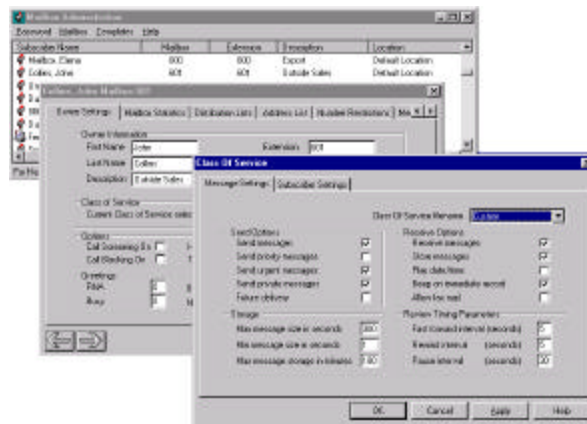
DV2000 for Hospitality DuVoice supports several third party software packages to provide a seamless, easy to install, easy to maintain single platform solution for many of your communication needs.

- **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

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