



DuVoice Messaging for Hotel and Motel Applications

- Easy to Install and Maintain
- Unlimited Mailboxes
- Short Stay & Extended Stay Guest Classes of Service
- Staff Mailboxes with Unified Messaging
- Automated Attendant
- Wake-up Calls
- Wake-up Call Reports
- PMS Integrations
- Integrates with all popular hotel phone switches
- Supports Multiple Extensions per Room
- Professional Custom - Recorded Prompts Available

Guest Satisfaction with Wake Up Calls That Work For Them - 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.

DV4 and DV2000 voice mail for hospitality are the messaging solutions you need to maximize staff productivity, maximize guest satisfaction and maximize your bottom line. DV4 and DV2000 interface seamlessly with your telephone and property management system (PMS). If need be, a complete PMS and call accounting package is available as an option on DV2000. Whether you need messaging for a 10 room bed and breakfast or a luxury resort with thousands of rooms, DuVoice has a solution for you.

Staff Productivity:

DuVoice messaging for hospitality frees your staff to do their most important job—serve your guests. Automated guest check-in / check-out are just the beginning. Guest Room status and wake-up status screens give your staff the tools they need to quickly and efficiently assist guests.

With DV2000, your staff also gets a state of the art business communication tool. The Unified Messaging features of DV2000 gives your staff instant access to messages where ever they are. Copies of voice mail and fax messages are sent to employees and management as attachments to Email messages. Important messages can be saved and retrieved indefinitely just as you would any other electronic document. Instead of printing each and every fax, print only those faxes that you need to have on paper. Save time, save money. (The average hotel spends over \$900 per year on fax paper and toner alone!) As with voice messages, save, rename, and re-direct fax messages just as you would any other electronic document.



Detailed reports help eliminate those “free” rooms for “mysterious” un-delivered wake-up calls. 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 were attempted, and whether the wake up call was ultimately answered. You can even run a window on any PC on your network showing an ongoing history of wake up calls as they happen.

Multiple ports can deliver wake-up calls assuring that

each of your guests get their call on time.

Automated Attendant

During or 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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DV2000 & DV4 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 Partner
- Avaya IP Office
- Avaya Magix
- Avaya Definity
- Mitel ONS
- Nortel Meridian
- Hitachi
- Vodavi

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—DV4

- Voice Ports 4
- Fax Ports 1-5
- Hours of Storage 500
- Number of mailboxes—225
- LAN Requirements: Any TCP/IP or IPX Connection
- Optional PMS interface available

Hardware

- 1.2 Gig Intel processor
- Modem & remote software
- 1 RJ14 per two ports
- Weight: 17 lb.
- Dimensions: 14" x 7" x 14"
- Power: 120 Watts 120 VAC

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.

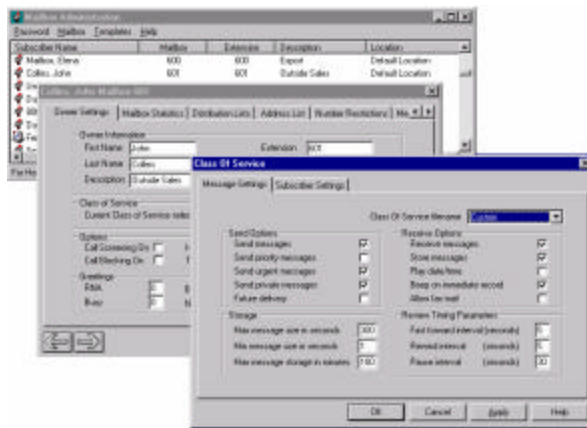
- Local screen / keyboard programming
- Remote programming via LAN
- Remote programming via modem
- Automatic back to any location on the LAN or to an optional second hard disk drive
- Content sensitive help screens
- New user self-enrollment tutorial
- Software for factory remote maintenance
- Free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

General Specifications DV2000

- Voice Ports 4-48
- Fax Ports 1-13
- Hours of Storage 1,000
- Number of mailboxes—unlimited
- LAN Requirements: Any TCP/IP or IPX Connection
- Optional PMS interface available
- Optional InnSoft PMS and call accounting software available

Hardware

- 1.7 Gig Intel processor
- Modem & remote software
- 1 RJ14 per two ports
- Weight: 20 lb.
- Dimensions: 17" x 16" x 6"
- Power: 120 Watts 120 VAC



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

DuVoice
www.duvoice.com

1.800.888.1057