

- Easy to Install and Maintain
- 500 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

Hospitality Voice Mail

Installing voice mail at your property will please your guests, increase occupancy, and make your life better. Once voice mail was a luxury offered only by large chain properties. Now, even if you thought you couldn't afford it before, cost effective voice mail solutions from DuVoice can make voice mail a reality in your property.

Please Your Guests

By providing guests with accurate, timely and confidential messaging, you will have a leg up on your competition that doesn't offer voice messaging. When a satisfied guest returns to your town, which property are they going to choose?



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.

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 comped 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.

Simple To Use

If you thought that voice mail was too complicated for you and your staff to use, it's time to think again. DuVoice is the solution you've been waiting for. Depending on how you have the system installed, you can check guests in or move guests from room to room using your touch-tone telephone or with the optional monitor and keyboard. If your property uses a Property Management System, these functions are done automatically through the optional PMS interface .

DuVoice technical support and available extended service agreement mean that your investment will last for many years to come.

Voice Mail

- Manager's Welcome Message
- Wake-Up Calls
- Wake-up Call Reports
- Manager's Good Morning Message
- Message Notification via Lamp
- 130 Hours Storage
- 2 to 8 Ports
- 500 Mailboxes
- Supports second phone in room
- Extended Stay Class of Service
- Direct Page to Pagers for staff
- Scheduled Notification to Three Pager of Telephone Numbers on Urgent or All Messages for staff.
- Personal and System Wide Distribution Lists for staff

Auto Attendant

- Single Digit Dialing—system Menus
- Supports Second Phone in Room
- Powerful Unlimited Menu Tree Applications
- Audiotext (information) Mailboxes
- Day and Night Greetings by Schedule
- Holiday or Emergency Greetings
- Greetings by Trunk
- Receptionist Overflow
- Interruptible Voice Prompts
- Fax Detect and Routing

Hardware

- Pentium Class, Wall Mountable PC Based.
- Dimension 17" x 16" x 6"
- Brooktrout or Dialogic Based Voice Cards
- Supports Screen and Keyboard Administration, but Screen and Keyboard are not required.
- Clear 8 Kb/s Digitization Rate
- Power 120 Watts, 120 VAC
- Operating Temp: 50°F—95°F

Integration

PBX

- Avaya Partner
- Avaya Magix
- Avaya GuestWorks
- Hitachi HCX
- Mitel ONS
- Mitel COV
- Nortel Norstar
- Nortel Meridian opt 11

...and many more— please call

PMS

- Choice
- MSI
- Encore
- Ritchi
- InnSoft
- System 21

...and many more— please call

Administration

- Touch tone Programming
- Setup and Administration via Keyboard & Monitor, Laptop or via Modem
- Hotel Staff Self Enrollment Tutorial
- Re-Recordable System Prompts
- Software for Factory Remote Maintenance
- Automatic Message Purge 0 to 99 Days
- Configurable Minimum and Maximum Message Lengths
- 2, 3, or 4 Digit Mailboxes

The screenshot shows a window titled 'FDACCESS.COM' with a sub-window 'Guest Room Status Report'. It displays a table with columns: Room, Last Wakeup Call, Next Call, Mags, and LMC Result. The LMC Result column includes a legend: + : success, - : failure, s : snoozed, * : no resp, ? : unknown.

Room	Last Wakeup Call	Next Call	Mags	LMC Result
109-	----	----	1	0
110-	----	----	0	0
111-	08/20/2002 06:05-	----	1	0
112-	----	----	0	0
113-	----	----	0	0
114-	----	----	0	0
115-	08/06/2002 06:50-	----	0	0
116-	----	----	0	0
117-	08/06/2002 05:37-	----	2	0
118-	----	----	0	0
119-	----	----	3	0
120-	----	----	1	0

Room State: In (<+) or Out (<-)

For more detail, enter the Room#.
To quit, press Esc/*; for next page, press ,/# > _

Optional Items

- Monitor and Keyboard
- PMS Interface
- Professionally Recorded Custom Voice Prompts
- Extended Warranty