

Datasheet

Hospitality Voicemail System

A hospitality voicemail system is an option that can be integrated with the Property Management Interface System to provide hotel guests with voicemail services.

Upon the guest checking in, the hospitality voicemail system allocates a mailbox to the guest. It will also turn on the voice prompt in the guest's native language.

When the Voicemail system receives a message during the guest's absence, the message waiting light on the guest room telephone will light up. The light will automatically reset when the message from the mailbox is cleared. Message indicator can also be shown on the television screen and message can be displayed on the same screen should the guestroom be equipped with interactive IPTV applications.

In the event that the guest changes room, the room swap feature will enable the mailbox to follow the guest to the new room without losing any information.

Upon the guest checking out, the mailbox will be de-allocated. Should there be any un-retrieved message, the front office terminal will be alerted and the message can be retrieved from any nearby telephone prior to the guest check-out.

Reserve mailbox can also be provided for the regular guest such that messages arriving one day before the guest checks in and one day after the guest checks-out. The guest can even retrieve this message from anywhere provided he is provided with password to access the mailbox

Specifications

<ul style="list-style-type: none"> Personalized Guest Mailbox Greeting 	<ul style="list-style-type: none"> The guest has the option to record a personalized greeting message. The caller will hear this message if the guest's telephone is engaged or not answered.
<ul style="list-style-type: none"> User Friendly Instructions to record a Message 	<ul style="list-style-type: none"> Simple voice instructions. If the caller is using a non touch-tone telephone. The caller will be either transferred to the Hotel Operator or allowed to leave a voice message.
<ul style="list-style-type: none"> Automatic Message Waiting Light Control 	<ul style="list-style-type: none"> When a message is recorded. The VMS will turn on the message waiting light on the room telephone. The light will turn off once the message has been retrieved.
<ul style="list-style-type: none"> Retrieval of Voice Message From Guest Room 	<ul style="list-style-type: none"> The VMS detects which room phone is using the system and plays the respective voice message to the guest. No password is required.
<ul style="list-style-type: none"> Remote Retrieval of Voice Message 	<ul style="list-style-type: none"> Guest is able to retrieve voice message anytime even if they are outside the hotel. Operator verifies the caller's identity before allowing access to the voice mail services.
<ul style="list-style-type: none"> Notification by Paging 	<ul style="list-style-type: none"> If this option is selected. VMS will page the guest's whenever there is a new voice message in the mailbox.
<ul style="list-style-type: none"> Operator Assisted Message Retrieval 	<ul style="list-style-type: none"> Guest can opt to have operator assistance in retrieving their messages if they encounter difficulties.
<ul style="list-style-type: none"> User Defined Total Number of Messages 	<ul style="list-style-type: none"> The hotel is able to set the total number of voice messages allocated to each guest and hotel staff.
<ul style="list-style-type: none"> User Defined Maximum Duration of Messages 	<ul style="list-style-type: none"> The hotel is able to set the maximum duration of each voice message for the guests and hotel staffs.
<ul style="list-style-type: none"> Record a Voice Memo For Distribution 	<ul style="list-style-type: none"> This is an administration/staff feature. A voice MEMO can be recorded and distributed to multiple mailboxes within the same phone call.
<ul style="list-style-type: none"> Forward a Voice Message to Another User's Mailbox 	<ul style="list-style-type: none"> Another administration/staff feature. After listening to the voice message, the user is able to forward the voice message to one or more mailboxes within the same phone call.