

They're taking us
for granted.

And you will, too...



Elite[™]

VOICE MESSAGING
SYSTEM

...we wouldn't have it
any other way.

Elite[™]
VOICE MESSAGING SYSTEM



When something is this easy to use
and this intuitive, we understand why it might
be taken for granted. That's the way it *should* be.
Technology, at its best, is transparent.

Elite by Innovation is specifically designed for the lodging
industry. We've combined voice mail, automated attendant,
and wake-up calls into one powerful system. **Elite** provides an
extensive set of features that turn your guest phones into complete
information centers. While your guests will appreciate its benefits,
you'll enjoy increased productivity and profitability.

Elite will interface with your existing equipment, so there's no
need to replace your phone system. It's so dependable and seamless,
you'll forget it's there.



Elite Benefits

- ▶ **GUEST VOICE MESSAGING** eliminates the need for message taking and delivery, freeing up valuable staff time.
- ▶ **STAFF VOICE MESSAGING** creates more efficient staff communications. Special instructions, work schedules and maintenance orders can all be communicated through *Elite*.
- ▶ **CALL FORWARDING** means neither guests nor staff need ever miss a call. *Elite's* built-in *InnConnect* feature allows callers the option to connect to another number, such as a mobile phone.
- ▶ **AUTOMATED GUEST SERVICES** provides information to your guests with the touch of a button. Guests can get travel information, weather forecasts, road conditions, current time, room service or local food delivery, directions to the airport, and much more.
- ▶ **AUTOMATED ATTENDANT** transfers outside calls directly to departments or individuals while your operator remains available.
- ▶ **PROPERTY MANAGEMENT SYSTEM INTEGRATION** allows *Elite* to automatically activate and deactivate a guest mailbox in the system. A guest's messages and mailbox settings can be moved automatically when a room move message is received by *Elite* from the hotel PMS.
- ▶ **WAKE-UP CALLS** are guest-programmable and handled automatically by *Elite*.
- ▶ **REDUNDANCY & BACKUP CAPABILITY** are critical built-in features allowing a property to make quick and complete backups of data. In the event of a system failure, recovery is guaranteed.

Elite Features

GUEST VOICE MESSAGING

- Easy-to-use guest voice mail
- Access to Automated Guest Services (AGS)
- Automatic station log-in
- Guest voice mail tutorial
- Message count announcement
- Automatic new message playback
- Automatic message playback
- Message play options: *increase/decrease playback speed, fast forward, rewind, pause, skip, go back*
- Message disposition: *save, delete, hear again, rewind*
- Automatic message recording
- Individual day/night guest operators
- Operator transfer blocking
- Voice mail holding box at checkout
- Off-premises voice mail access
- PMS text message notification
- PMS voice message count updates
- Message receipt date/time stamp
- Automatic check-in message

- Automatic comfort message
- Access to deleted messages
- Wake-up call snooze
- Multiple guest service classes
- Pre-set passcode (certain PMS systems only)
- Configurable language choice (requires HASP activation for additional languages)

STAFF VOICE MESSAGING

- Full-featured business voice mail
- Automatic station log-in
- User tutorial for new staff
- Message count announcement
- Configurable message notification: *pager, telephone*
- Message disposition: *save, delete, hear again, message information, forward (with comment), reply to*
- Message type control: *normal, urgent, private, certified, future or time-limit delivery*
- Message playback options: *fast forward, rewind, skip, go back, pause, increase/decrease playback speed*

- Deleted message recovery
- Automatic message recording
- Automatic message forwarding
- Individual day/night staff operators
- Individual personal operators (receptionist)
- Configurable greeting keys
- Configurable greetings/passcodes
- No passcode required
- Passcode reset for forgotten passcodes
- Full mailbox reset for new staff user
- Operator transfer blocking
- Off-premises voice mail access
- Configurable distribution groups
- Message receipt date/time stamp
- Two prompting levels: *standard, quick*
- Configurable language choice (requires HASP activation for additional languages)
- Help menus

Elite Features

(continued)

InnConnect CALL FORWARDING

- Calls forwarding to mobile phone through simple activation/deactivation
- Can be configured through AGS or staff/guest tutorial
- System provides verbal confirmation of number, performs test call
- Caller has option to leave message or dial mobile phone
- Caller-recorded name
- Guest/staff can accept or reject call
- Staff user assigns key for *InnConnect*
- Staff user alerts caller in greeting how to access InnConnect

AUTOMATED GUEST SERVICES

- Fully-configurable Guest Services menu
- Unique menus based on Guest Service class
- Guest-configurable greetings
- Guest-configurable passcode
- Guests can set multiple wake-up calls
- Guest configurable inclusion in directory
- Access to accurate time
- Informational recordings
- Guest surveys
- Guest comment boxes
- Direct connect to hotel services
- Direct connect to external services

FRONT DESK ADMINISTRATION

- Quick access to administrative functions via front desk phones
- Setting of guest wake-up calls
- Express messaging to guests or staff
- Assist guest access to voice mail
- Assist previous guest access to holding box
- Guest voice mail room change
- Individual guest administration: *check-in room, refresh message lamp*
- Undelete guest messages
- Access to report package

- Change language for guest (requires HASP activation for additional languages)
- Easy daily maintenance (for non-PMS integrated systems)

AUTOMATED ATTENDANT

- Nine automated attendants
- Layered multi-department menus
- Business hours schedule with holidays
- Guest/staff extension dialing
- Guest/staff dialing directory
- Guest transfer security: *timed, name spelling*
- Configurable security failure destinations
- Operator call overflow
- Multi-lingual (requires HASP activation for additional languages)

PROPERTY MANAGEMENT SYSTEM INTEGRATION*

- Automated guest mailbox resetting
 - Automatic guest directory registry
 - Guest check-in/check-out
 - Automatic message at check-in
 - Sending of comfort message
 - Sending of check-out message
 - Guest room change
 - Guest dialing directory support
 - Voice message count resynchronization
 - PMS text message notification
 - PMS text message indicator control
 - PMS database synchronization
- *some features are PMS-dependent*

FAX SERVICES

- Voice mail reports to front desk fax
 - Configurable fax out-dial restrictions*
 - Fax-in mailboxes*
 - Voice mail notification of new faxes*
 - Fax disposition via voice mail: *save, delete, print, forward**
- *requires InnCommand Fax Server*

SYSTEM CONTROL

- Multiple calls per mailbox
- Multiple-layer password security
- Multiple tenants (up to 8)
- Accurate (Atomic Clock) time maintenance
- Remote maintenance software
- Configuration utilities
- Diagnostic utilities
- System event and error logging
- Automatic system failure notification
- System reports scheduler
- Guest mailbox resetting: *manual, PMS & PBX message*
- Configurable maximum message life for both guest and staff mailboxes
- Other mailbox types: *play prompt, record prompt, record message, time branch, extension, reference, menu, group, AGS function, select language*
- Automatic or manual backup/restore
- Multiple languages (*requires HASP activation*)
- Wake-up off-loading
- 9-1-1 notification (*certain PBX types*)

REDUNDANCY & BACKUP CAPABILITY

- Hot spares for the power supply and the hard drive
- Automatic fail-over to the spare
- Hot-swappable power supply, no downtime during replacement
- Twin hard drives running in a mirrored configuration, data written to both drives simultaneously
- In the event of a hard drive failure, the system remains up and running at full capacity
- During replacement of a failed drive, new drive automatically synchronizes with the existing operating hard drive





Elite[™]

Specifications

■ PHYSICAL CHARACTERISTICS

Industrial grade shock-mount enclosure

19" rack-mountable

19" w x 18" d x 7" h

■ PROCESSOR

8-28 PORTS **32-64 PORTS**

Pentium III Pentium 4

256MB RAM 512MB RAM

(2) 20GB IDE hard drive (2) 18GB SCSI hard drive

■ NUMBER OF PORTS

8-64 port configurations

■ OPERATING SYSTEM

Windows[®] 2000 Professional

■ PBX INTEGRATIONS

All major lodging PBX

■ PMS INTEGRATIONS

All major lodging PMS

■ VOICE/INTEGRATION CARDS

Dialogic and Connected Systems fully supported

■ STANDARD FEATURES

Unlimited number of mailboxes

9 physical com ports

1,000 hours of voice storage

InnConnect Call Forwarding

Fax/modem for fax features, remote access

Uninterrupted Power Supply (UPS)

Set of property-specific voice mail prompts professionally recorded

Room cards and front desk tutorial video

■ SOFTWARE

InnConnect Call Forwarding module

Remote maintenance and diagnostic software

■ OPERATING ENVIRONMENT

110 VAC 60Hz

Temperature: 55°F – 75°F, humidity non-condensing



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Elite™

■ The finest hotel communications tool available

Designed for the discriminating property, **Elite** provides guests and hotel staff with convenient, flexible features that allow hotel guests and staff to take control of how and when they communicate. **Elite** is the total package. Quite simply, it's voice mail with *the works*.

■ All of your messages, all of the time

No longer will hotel staff or guests need to check multiple mailboxes. When either activates *InnConnect* Call Forwarding — standard with **Elite** — calls are no longer missed. Upon activation, callers have the option to leave a message or reach the guest/staff person at their mobile phone. Calls can be screened by the recipient who makes choice to take the call or send the call back to the **Elite** voice mail system.

■ Reliability you can trust

Technology should be transparent. It should just work. *All of the time*. **Elite** offers the best software, hardware, and redundancy. **Elite** is designed to perform perfectly, 24-hours-a-day. It's so dependable and seamless, you will forget it's there.

■ Not just a phone — a *complete* information center

Like our other products, **Elite** provides extensive features which turn a telephone into a complete information center. Guests will appreciate that **Elite** is easy to use and convenient, and you'll appreciate its reliability and the improved communication among hotel staff. **Elite** will interface with a hotel's existing equipment, resulting in seamless integration of the hotel's phone switch and Property Management System.

■ Voice mail that can grow with you

Elite's robust messaging features can be enhanced even further at the time of initial install or at a later date.

Elite will accommodate the addition of Innovation's *InnCharge* Call Accounting, *PrivateLine* DID Server, or *InnCommand* Fax Serving Module.

So dependable and seamless,
you'll forget it's there.