

They're taking us  
**for granted.**

And you will, too...



*Elite*<sup>™</sup>

VOICE MESSAGING  
SYSTEM

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

*Elite*<sup>™</sup>  
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*<sup>™</sup>

## *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<sup>®</sup> 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.