

They're taking us
for granted.

And you will, too....



InnLine 2020[™]

VOICE MESSAGING SYSTEM

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

InnLine 2020™
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.

InnLine 2020 by Innovation is specifically designed for
the lodging industry. We've combined voice mail, automated
attendant, and wake-up calls into one powerful system.

InnLine 2020 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.

InnLine 2020 will interface with your existing equipment,
so there's no need to replace your phones. It's so dependable
and seamless, you'll forget it's there.

We fit inn, so you'll stand out.



BENEFITS

- ▶ **Guest voice messaging** eliminates the need for message taking and delivery, freeing up valuable staff time.
- ▶ **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, local information about restaurants, theaters, shopping, and other attractions.
- ▶ **Call routing** transfers outside calls directly to departments or individuals, further reducing switchboard traffic.
- ▶ **Staff voice messaging** creates more efficient staff communications. Special instructions, work schedules, and maintenance orders can all be communicated through InnLine 2020 — and it even delivers messages to pagers.
- ▶ **Automated Attendant** routes outside calls automatically while your operator remains available.
- ▶ **Property management integration** allows your computer system to integrate with voice mail features, maintaining guest confidentiality at all times.
- ▶ **Wake-up calls** are guest-programmable and are handled automatically by the system.

FEATURES

GUEST VOICE MESSAGING

- Easy-to-use guest voice mail
- Access to Automated Guest Services
- Automatic station log-in
- Guest voice mail tutorial
- Message count announcement
- Automatic new message playback
- Automatic message playback
- Message disposition: *save, delete, hear again, rewind*
- Message playback options: *fast forward, rewind, skip, go back, pause, increase/decrease playback speed*
- 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)

AUTOMATED GUEST SERVICES

- Fully configurable guest services menu
- Unique menus based on guest service class
- Guest configurable greeting
- Guest configurable passcode
- Guests can set multiple wake-up calls
- Guest configurable inclusion in directory
- Access to accurate time
- Informational recordings
- Informational faxes
- Guest surveys
- Guest comment boxes

- Direct connect to hotel services
- Direct connect to external services

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)

FEATURES *(continued)*

STAFF VOICE MESSAGING-*continued*

- 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

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 language module)
- 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
- Multiple languages (requires HASP activation)

PMS INTEGRATION*

- Automated guest mailbox resetting
- Automatic guest directory registry
- Guest check-in/checkout
- Automatic message at check-in
- Sending of comfort message
- Sending of checkout message
- Guest room change
- Guest dialing directory support
- Voice message count resynchronization
- PMS text message notification
- PMS text message indicator control
- PMS database resynchronization

**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*

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*
- 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 (certain PBX types)
- 911 notification (certain PBX types)
- Configurable maximum message life for both guest and staff mailboxes





InnLine 2020™

SPECIFICATIONS

PHYSICAL CHARACTERISTICS

Industrial grade shock-mount enclosure

19" rack-mountable

19" w x 18" d x 7" h

PROCESSOR

Intel/Celeron-class 600+ Mhz

256 Megabytes RAM

20 Gigabyte hard drive

NUMBER OF PORTS

4, 6, 8, 12 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

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

Remote maintenance and diagnostic software

OPERATING ENVIRONMENT

110 VAC 60Hz

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

PLEASE NOTE: Terms and specifications subject to change without notice. Hardware subject to change with availability. For a complete list of features, please refer to the current InnLine 2020 software and hardware specifications in your Innovation Technologies Distributor Agreement.



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“Without a doubt
the **BEST** investment
we have *ever* made.”

JACQUE LEVINS —

resident manager & InnLine 2020 user
Holiday Inn Select, Orlando, FL

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