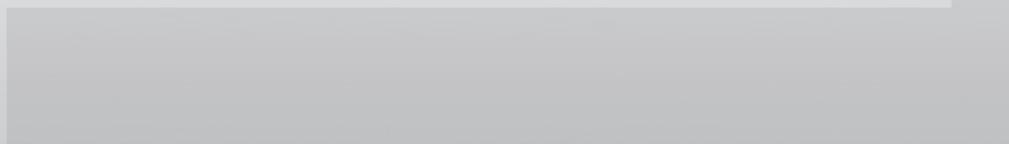
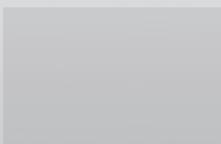




**iPECS**

LG-Ericsson iPECS **Hospitality**



## LG-Ericsson iPECS Hospitality

Checking into a hotel room should be a welcoming and relaxing experience for your guests, so in-room technology needs to be easy and intuitive to use. And whether it's the air-conditioning, TV or phone, if it requires anything other than brief instructions, chances are guests will find it complex and frustrating – turning what should be an asset for your business into a liability.

That's why, unlike some systems that add-on 'hospitality' features to their business switch, LG-Ericsson iPECS Hospitality systems have been specifically designed from the ground up to ensure maximum ease of use for guests, while recognizing that the rotational staffing requirements of the business demand logical, simple operation of the telephone system.

So whether you are operating a guesthouse, motel, hotel, retirement complex or nursing home, the ability to provide flexible and efficient solutions for your guests will help ensure return business. Logical, easy operation for the staff will assist in improving and maintaining a high level of customer service.



## Hospitality environments have unique requirements

Guests demand many of the features they have become accustomed to at home and work, from the hotel's phone system, while retaining easy access to hotel services. Because iPECS Hospitality systems have been designed specifically for the industry, they provide these features, along with the reliability and quality of service that have made LG-Ericsson one of the world's most respected brands in communications.

Extensive voice messaging solutions that help your guests stay in touch. Value added features that help your staff service your guests professionally such as guest name display or maid status. Tailor made features

such as check-in/check-out functions, wake up calls, child monitoring or pre-paid call limit. Just some examples of how iPECS Hospitality provides the features that help maintain guest comfort and satisfaction - and helps to improve your bottom line.

iPECS Hospitality is available in many configurations. The modular design and flexibility makes Hospitality suitable for an 8-room guesthouse right up to 400-room hotel complex.

iPECS Hospitality can be used as a stand-alone system, integrated with hotel management software or interfaced to a new or existing

front of house PMS package. Whichever you choose, be assured that both your guests and staff will have access to one of the leading hospitality solutions in the market place.

Designed for ease of use, manufactured to ensure reliability and competitively priced, iPECS Hospitality systems are an asset to your business. Packed with features that can be invoked to suit your operation and to handle the communications needs from guest rooms and hotel administration, you'll be convinced that nothing is as welcoming as LG's smiling face...



## Guest Satisfaction

### INTELLIGENT MESSAGING

Guests can receive messages in their voice-mail box or as a message from, for example, the front-desk or concierge, all indicated by the phone's message lamp. Message retrieval is as easy as one touch - and the system's intelligence directs the guest's enquiry call to the message origination automatically - voice mail system, front desk etc. The lamp is extinguished when the last message is retrieved (or erased, in the case of voice messages).

On check-out, any remaining voice messages are automatically erased from the integrated messaging system.

### WAKE-UP CALL

Guests can either program their own wake-up call or have the front desk do it for them. A wake-up message can be played to the guest.





### ROOM TO ROOM DIALING

Guests can call friends or colleagues staying in the hotel. This feature can be enabled or disabled on a room, group or system basis.

### GUEST PRIVACY

Guests can activate 'do not disturb' feature on their extension preventing incoming calls. Alternatively calls can be forwarded to the guests mailbox. The 'do not disturb' feature may be overridden by front desk in cases of emergency.

### DIRECT INDIAL

Guest rooms can be called directly by outside parties, which is particularly useful in long-stay businesses such as nursing homes or retirement complexes.

### LISTEN IN FACILITY

This child monitoring facility provides peace of mind for guests. Guests can listen in to their room whilst, perhaps, in another room or elsewhere within the hotel complex.

### INFORMATION MESSAGING

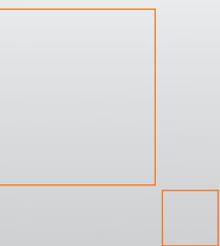
Recorded information about hotel services may be made available to guests. Guests can access this information at the touch of a button.

### GUEST ACCESS RIGHTS – CLASS OF SERVICE

Guests may be assigned various levels of access to telephone functions and outgoing call destinations.

### WIRELESS HANDSETS

The system can be equipped with LG-Nortel's system integral DECT wifi or wireless handsets. This may be made available to your staff or guests, providing them with on-the-move access, just as if they were in their room, and ensuring staff can be contacted at any time. For smaller establishments, these wireless solutions ensure that no call ever goes unanswered, or door-phone unattended by providing a mobile front-desk!





### HOTLINE PHONES

Placed in areas such as the lobby, guests or visitors can access the hotel operator, taxi services or visitor information simply by lifting the handset.



### EFFECTIVE MANAGEMENT

Aria Hospitality's vast array of front desk and administration features leads to the optimization of your front desk operation and of your service areas.



### CHECK-IN/CHECK-OUT

Guests can be checked -in and out easily and efficiently. Guest name can be entered at time of check-in and this information can be displayed each time a call is made to or from a guest room.

Class of service (COS) of guest phone may also be set at check-in and this may be changed at any time. At check-out COS is automatically returned to default and all guest messages are erased from the integrated voice message system.

Payment method, room rate and prepaid call amount are some of the other features that can also be entered at check-in.

### ROOM STATUS

Rooms can be checked from front desk to see if room is clean or requires servicing. The room attendant can update the status of the room from the guest room phone.

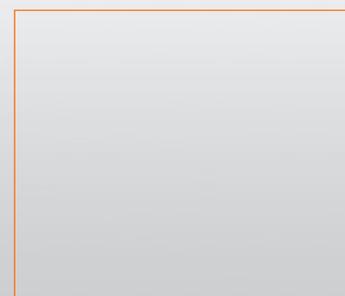
### GUEST NAME DISPLAY

Calls to service stations - front desks, bar, room service etc. can display the guest name & room number.

### LEAST COST ROUTING

Enables calls to be re-routed to a cheaper route or carrier, while the guest bill states the actual number dialed and the cost of the more expensive carrier.

This can provide greater margins on calls.





#### **MULTIPLE FRONT DESKS**

iPECS Hospitality allows you to exercise front desk functionality at points other than the actual front desk area.

#### **ROOM NUMBERING SCHEME**

Room extension numbering may be matched to actual room number (up to 4 digits).

#### **SINGLE DIGIT DIALING**

Hotel facilities such as Restaurant, Front Desk, Concierge, Porter, Housekeeping etc can be assigned single-digit access from guest phones.

#### **CONTROL COSTS**

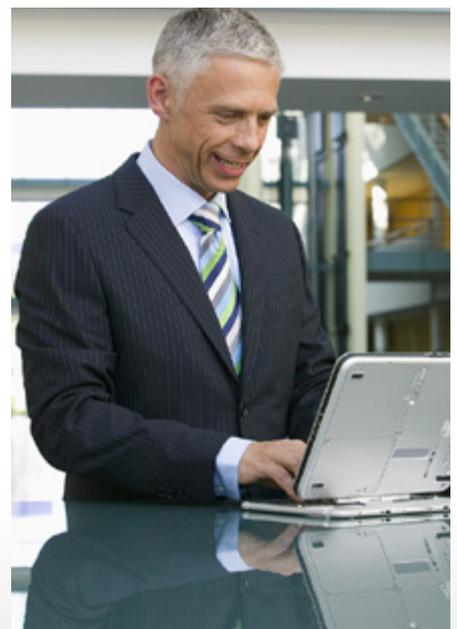
Whether used as a stand alone system or integrated to a front of house PMS, guest accounts can be kept up to date - charges such as bar and restaurant can be added at point of purchase - maximizing staff efficiency and eradicating misplaced dockets and receipts.

#### **VACANT ROOM BARRING**

At check-out, guest room phones are automatically set to "internal calls only" category to prevent illegal use. Maid status (clean/dirty) and minibar charges can still be input, however out calling, except for emergency 000 calls, is denied. On check-in full access is automatically restored.

#### **PRE-PAID CALL LIMIT**

In situations where a pre-paid call limit is required, the Front Desk can enter this \$ amount. Once reached, the guest room phone is barred to further outgoing calls until the credit limit is renewed. (When connected to a front office system, this status is reviewed only on the termination of each call).





## Aria Finance

Finance and rental options make acquiring your new LG-Ericsson system a breeze. And you can add other business related items such as fax, copier, PC's etc to your rental agreement. Ask your LG channel partner for details.





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