



## IP Telephony Solutions for Hospitality



Nevotek's proven IP Telephony solutions for hospitality and healthcare offer wide-ranging voice and information services boosting up in-room guest experience and simplifying operations in a most effective and cost-efficient way.

VIPConnect is a complete solution set for integrating various hotel systems with data and voice seamlessly for various services in a unified platform by our technology partner Cisco.

### Product Highlights

- ✓ Customized hotel room phones for the hotel's brand identity and services
- ✓ Customized language and services specific to guests checked in a room and guest name display on phones
- ✓ Call restriction in vacant rooms
- ✓ Multilanguage support
- ✓ Services menus for in room ordering, wakeup, weather, flights, DND and many other hotel services
- ✓ Billing and auto-posting to guest folio
- ✓ Reporting services for calls & services
- ✓ Auto attendant IVR and IVR based hospitality services
- ✓ Voice mail and messaging system for guests and employees
- ✓ Staff services through the phones
- ✓ Environmental controls through IP phones over lights curtains and HVAC as integrated with various Room Management Systems(RMS)
- ✓ Ad's and promotions can be displayed alternatingly when phones are idle
- ✓ Fire and Emergency alarm notifications as integrated with various RMS
- ✓ Multiple properties are supported

**Phone Customization**

- ✓ Customized speed dial buttons for hotel services
- ✓ Hotel background image and logo on image supported phones
- ✓ Phone language, call rights and XML services are customized for the guest checked into the room and guest name is displayed on phone screen



**Hospitality Voicemail (VM) System**

- ✓ Private voice mailbox for each guest room MWI is lit for unread messages
- ✓ Hotel admins can leave voice mail (VM) to a room, to a group, or to all in-house guests without calling the room
- ✓ Callers can leave VMs to guest rooms
- ✓ Automatic welcome greeting voice mail sending with check-in
- ✓ When DND (Do Not Disturb) is set all calls are directed to VM system
- ✓ Guests can listen, re-listen delete VMs
- ✓ Clearing VM boxes with check out, moving VM boxes with Room Move
- ✓ Wakeup Call Service for guests

**Hospitality Broadcast Messaging**

- ✓ Hotel staff can send text messages to a room, to a group, or to all guests
- ✓ Guests can read, re-read or delete their messages from the services menu

**Billing and Reporting**

- ✓ Flexible tariff implementation with Surcharge and mark-up adjustments
- ✓ Automatic posting to guest folio in PMS

- ✓ Web based reporting interface



**Guest Phone XML Services**

- ✓ View Bill Service
- ✓ Wakeup DND (Do Not Disturb) Service
- ✓ Room Ordering Service
- ✓ Hotel and City Guides
- ✓ Minibar / Amenities Requests
- ✓ Weather forecasts for multiple cities
- ✓ Airline / Flight information service
- ✓ RSS News and World Clock for cities

**Promotions and Advertisement**

- ✓ Ad's and promotions can be displayed when phone is idle and/or can be sent through messaging system

**Shopping**

- ✓ Hotel outlets can sell items and charge to guest portfolio from over IP Phones

**Staff Services**

- ✓ Maid service accessible by pin code for room status update on PMS
- ✓ Minibar and Amenities services by pin code for minibar posting to PMS

**Integrated Services**

- ✓ Fire alarm, BMS/RMS integrations over APIs and OPC support



## About Us

Nevotek empowers its customers by providing unparalleled user experiences to their guests and end-users.

Nevotek with its broad vision and expertise is fully dedicated to provide dynamic, value-added info-tainment solutions bolstered by its distinct position in Cisco Systems' Technology Partner Program.

Nevotek pivots on advanced technologies of highly programmable unified communications platform in compliance with international standards that results in an innovative product suite addressing the integration needs of different types of customers and by providing unparalleled user experience for their end-users.

Our customers count on our excellence combining benefits of our extensive business expertise with strong industry alliances, ease of use with innovations, and our reliable responsiveness and availability anywhere on five continents and the seven seas.

## Contact Us



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