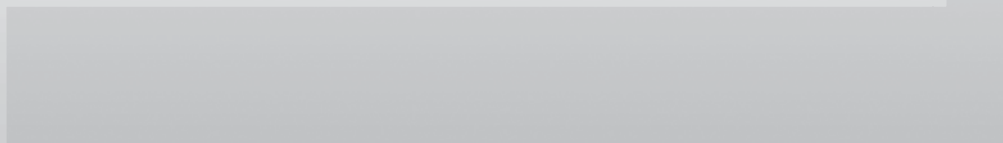
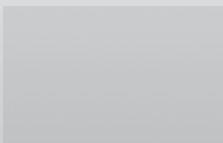
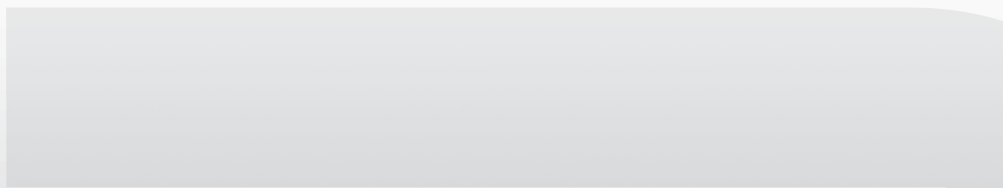
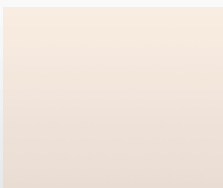




**iPECS**

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 4 room guesthouse right up to 800 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...



## LIK, iPECS Call Server and Gateway for Hospitality

At the heart of the iPECS Hospitality Platform is the iPECS call server. This highly reliable purpose-built server controls and maintains communications between end-points and shared network resources. You can select the Call Server to best meet your needs based on the size of the business from 4 to 1000 users. Modular type iPECS Gateways, which easily connect to the call server over any IP network, interface to an array of resources including analog, digital and SIP connections both for trunk and extension side. The simple modular structure yields flexible configurations and installations to meet your business needs now and in the future.

LG-Ericsson delivers a range of software applications designed to improve employee productivity and enhance the customer calling experience. Ez-Attendant improves Attendant call handling ; Unified Messaging speeds handling voice, FAX and e-mail messages; Unified Communication Solution (UCS) combines voice, video and messaging under a single user interface. In addition, iPECS Application Integration Message (AIM) as well as Microsoft standard TAPI lets both LG-Ericsson and 3rd party applications combine to deliver a seamless overall communication solution for your small to mid-sized business.





## 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.

### 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 4digits).

### 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).



# LIP 8000 series IP Terminals

iPECS includes a wide variety of user desk-top terminals. The LIP 8000 series includes five handset models and four types of DSS Consoles to provide a solution tailored to the needs of each user. From the LIP-8004D basic lobby phone to the Executive LIP-8040L, the

LIP-8000 terminals are simple to use yet feature rich. Users quickly learn to use the LIP phone thanks to one button operations and user friendly features such as the navigation and soft-menu keys. The full duplex HD quality speakerphone in most models let users

converse handsfree, assured of the highest quality through advanced VoIP technology. The LIP-8000 terminals can connect anywhere there is a LAN connection and support the IEEE 802.11af Power-over-Ethernet standard so a separate power connection is not required.



### 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.



### COLOUR DISPLAY/VIDEOPHONE

Allows in house video calling between iPECS users and area monitoring



### WIRELESS HANDSETS

The system can be equipped with LG-Ericsson's system integral DECT or WIFI handsets. These 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!



## EZ-ATTENDANT – IPECS PC based attendant console

iPECS optional Ez-Attendant comes equipped with an impressive array of call handling features. Attendants are alerted to incoming calls and can access a comprehensive database for information about the requested extension. A call log keeps a record of each user's incoming and outgoing calls in addition to the time, date and length of each call along with caller ID information. Notes can be attached to each call log entry, which can help attendants to provide a more informed level of service.

Ez-Attendant provides easy access to the basic call handling functions. Transferring calls is as simple as pointing and clicking a mouse, or if you select Ez-Attendant with LG's touch-screen technology, as simple as touching the LCD screen. Other basic functions include answer, hold, conference, dial, page and park. Attendants can type a message and send it via email or as a text message to someone who is on the phone. They can record a conversation, save it as a .wav file and forward it as an email attachment.

Multi-tasking has never been easier! The attendant can monitor all extensions, local and across a network, and can tell at a glance if the required station is idle, busy, in Do not disturb mode – or even on vacation! As well as being able to manage system and programming changes such as speed-call numbers, the attendant can assign keyboard functions to suit his/her requirements and thus tailor Ez-Attendant to the operation. Faster call processing speed, touch-screen option and a windows interface assist in making Ez-Attendant easy to learn and intuitive to use. Added functionality such as in-built directory with dial by name, station status and call-queue windows improve call handling efficiency and reduce wait time. Those requiring the flexibility of alternative attendant positions, multiple Ez-Attendant consoles can be installed.

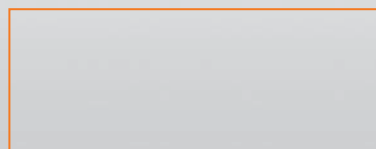


## iPECS Hospitality – A Smart Decision

An iPECS Hospitality IP phone system from Australian market leader, LG-Ericsson is the right solution for maximum efficiency for your staff and guests. Not only will an iPECS IP phone system provide you with a reliable solution to your communication needs today, with its modular architecture it also has the ability to "future proof" your hotel with the addition of new technologies and revenue streams as they become available.

## 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-Ericsson channel partner for details.





895 Wellington Road  
Rowville, Victoria 3178  
Telephone +61 3 9213 9777  
Facsimile + 61 3 9213 9710

