



UM4730 HOSPITALITY

Unified Messaging for the Lodging Industry

Designed specifically for the lodging industry, the UNIVERGE UM4730® product and its powerful Hospitality package represent a complete messaging solution that combines many types of communications services into one state-of-the-art voice messaging system.

UM4730 and Hospitality give you leading-edge technology that will help you improve guest services and enhance your staff's effectiveness and efficiency. UM4730 with Hospitality is a proven voice messaging system that integrates with the UNIVERGE VoIP family and over 60 Property Management Systems (PMS), providing you with the flexibility you need for your property.

The Personal Touch

Hospitality provides personalized guest messaging in every room, and much more. With Hospitality, you can offer superior guest services and automate time-consuming tasks without sacrificing the personal touch. Guests can receive calls or messages anytime, even if there is no operator on duty—an essential feature for international travelers and guests with late-night emergencies.

With Hospitality, you can offer your guests their choice of voice prompts from our expansive list of foreign languages. When outside callers leave messages for a guest, they also hear Hospitality's easy-to-use prompts in the guest's preferred language. Hospitality's conversational interface has set the standard for easy-to-use hotel voice mail systems. To check or leave messages, guests simply respond to yes-or-no questions by pressing touchtones. And if they ever need assistance, they can press '0' at any time to reach an operator.

More than Guest Messaging

Hospitality's guest directory allows callers to contact hotel guests or leave them messages directly without going through an operator. Incoming calls are not delayed by a switchboard

bottleneck, and operators are free to give personal assistance to those who need it.

Guests can rest assured that their morning wake-up call will be on time with Hospitality's wake-up feature. Guests have direct control over their wake-up calls—adding, deleting, changing, and confirming a wake-up call request at any time during their stay.

Another great way to improve service and reduce operating expenses is to let guests retrieve important information right over the telephone. Guest information lines can answer routine questions about restaurant hours, airport shuttles and other subjects, 24 hours a day. And information lines can even generate revenue through sponsorship from local businesses.

Improved Staff Efficiency

Hospitality also improves internal communications, so your entire facility runs more smoothly. With Hospitality, you can send messages to all hotel staff members instantly. Employees working different schedules can leave each other detailed messages so that customer service isn't interrupted with each shift change. Personnel such as housekeeping, maintenance and room service can be alerted via pager or cell phone about important messages. You can even set up special mailboxes to communicate more efficiently with vendors and important clients.

And since Hospitality runs on the UM4730 voice messaging system, managing messages is a breeze. UM4730 can integrate your local area network (LAN) with your telephone system, providing visual control of all your messages from a desktop PC using NEC's TeLANophy® suite of call management applications. By collecting and distributing information quickly and accurately, UM4730 and Hospitality put reliable information at your staff's fingertips, improving productivity and customer service.

Property Management System Integration

Property Management System (PMS) integration seamlessly couples the Hospitality system with your PMS to automate voice mail management. All check-ins and check-outs are managed directly by the PMS, and front desk personnel can register guests without accessing the voice mail system. When guests check in, the PMS automatically activates their voice mailbox. Upon check-out, the system saves any remaining messages for the guest, and then deletes the mailbox from the voice mail system.



Hospitality currently supports more than 60 different PMS types.

Selection of PMS Systems Supported

- Anasazi - Best
- Western
- CLS
- Chess
- Choice Hotels
- Compusolv
- Computel
- Courtyard
- CSS Hotel Systems
- Doubletree
- DSC
- Encore
- Executech
- Fabco
- Fidelio
- First Resort
- GEAC
- Gibb
- Hilton
- HIS
- Hitachi
- Holiday Inn
- Imaginn
- InnControl
- Inn-Line Systems
- InnTime
- InnQuest
- INSI MS-DOS
- INSI Win Inn
- LMS
- Lodging & Gaming Systems
- Lodging Touch
- Logistix (various models)
- LS2000
- Marlboro (MCorp)
- Marriott
- MBS
- Megasys
- Mitel
- Multi Systems Inc. (MSI)
- National Guest Systems
- NEC
- Princess
- Promus
- Protocol Technologies
- Quantel
- REMco (Nite Clerk)
- Red Lion
- Residence Inn
- Resort Data Processing (RDP)
- Resort Systems Inc. (RSI)
- TimeShareWare
- Springer Miller
- Sterling
- Sulcus
- Westin

Multilingual Options

- American English
- Argentinean
- Spanish
- Australian English
- Brazilian
- Portuguese
- Danish
- Dutch
- European Spanish
- French Canadian
- German
- Hebrew
- Italian
- Japanese
- Latin American
- Spanish
- Mexican Spanish
- New Zealand English
- Swedish
- United Kingdom English

Features

- Automatic check-in and check-out
- Automatic message retrieval by guests
- Automatic password assignment*
- Automatic wakeup calls
- Date and time stamp on every message
- Guest directory
- Hotel information service and Help option
- Merge rooms*
- Message notification at check-out*
- Multilingual outside caller messaging
- Optional password security
- Personalized guest greetings
- Pre-check-in messaging*
- Programmable archive time of former guest messages
- Room move*
- Text message notification*
- Transfer to operator
- Unlimited information menus
- Unlimited messages per guest
- Wake-up calls for guests
- Voice mail disable per room*

* Available only if supported by PMS

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Founded in 1899, NEC Corporation is one of the world's leading providers of Internet, broadband network and enterprise business solutions dedicated to meeting the specialized needs of its diverse base of customers. Ranked as one of the world's top patent-producing companies, NEC has been a global innovator in the design, manufacture, service and installation of communications networks ranging from just a few stations to several thousand.