

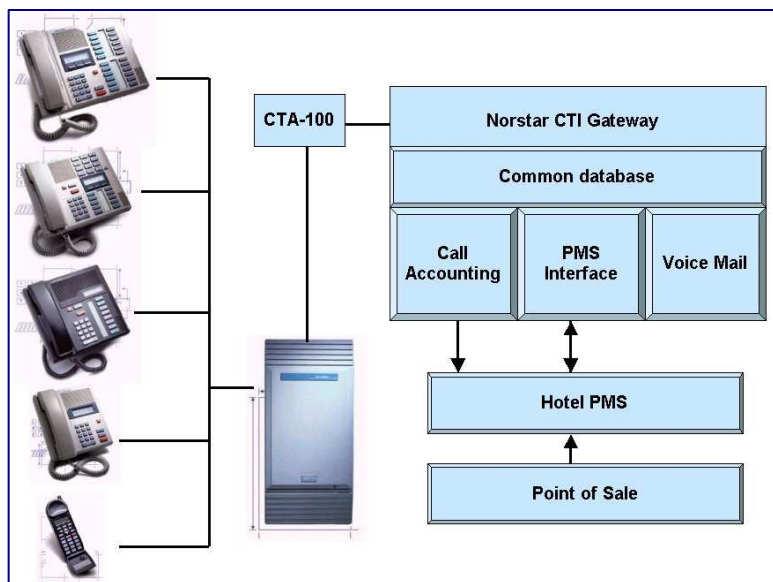
Hospitality Package

Because of their wealth of functions, Norstar / BCM phone systems have enjoyed a strong position in the General Business Market. Unfortunately, these same functions have prevented Norstars from realizing their full potential in the Hospitality Market. The Hospitality industry has unique, real-time, requirements to activate/deactivate phones, set local/long distance restrictions, gather call information for billing purposes, have automated wake-up calls, etc. These features are not incorporated into the Norstar (or exist in limited implementation); hence the need for software-based control.

Hospitality Environment

The **CTI Gateway for Norstar / BCM** developed by **CDS Communications Group**, was specifically designed to provide a bridge between the Norstar telephone system and other applications such as a Property Management System (PMS), Voice Messaging System, and Call Accounting.

The Gateway expands on the basic functionality of the Nortel **CTA-100** unit (Lan CTE on BCM) to provide real-time, system-wide monitoring. Its modular implementation allows it to perform two-way communication and, combined with other components of the CDS Hospitality Suite, is able to provide enhanced service and functionality specific to the Hospitality market.



PMS Interface

A Property Management System Interface (**PMSI**) is a protocol used by a PMS to communicate with telephone systems that support such conversations. While there is no inherent PMSI connectivity in a Norstar Telephone System, the Gateway provides the capability of understanding and interpreting these messages and then performing the appropriate action on the Norstar.

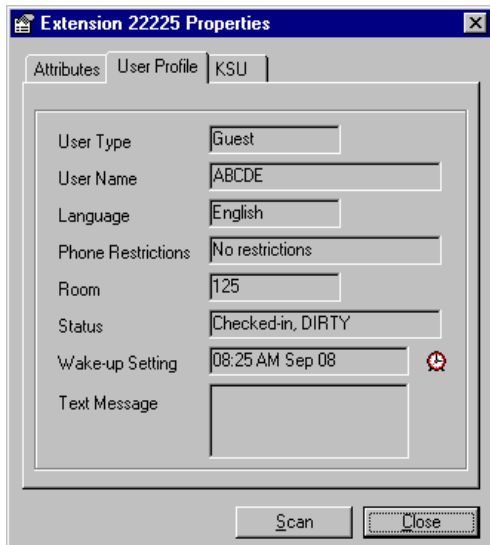
The Gateway expands on features common in Hospitality products but not previously available on the Norstar / BCM. Functionalities such as long distance restriction, call blocking, language choice and cleaning codes are now a reality.

Call Accounting

The Gateway's ability to perform real-time monitoring enables it to provide not only phone restriction management, but also to generate call detail records (CDR) used by STAT Guest Billing systems to invoice guests phone calls including service charges and mark-ups. Because this capability is integrated, it eliminates the need to purchase a separate SMDR unit. Additionally, enhanced features such as authorization codes are also available.

M	ID	DN	Room	Current Status
X		3055	175	<not currently monitored>
X		3056	176	<not currently monitored>
X		3057	177	<not currently monitored>
X		9999	Admin	<not currently monitored>
	0	22221	301	notification due to Auto Call Query (call ID:1)
	1	22223	123	no activity
	2	22225	125	Calling (call ID:1)

Hospitality Voice Messaging

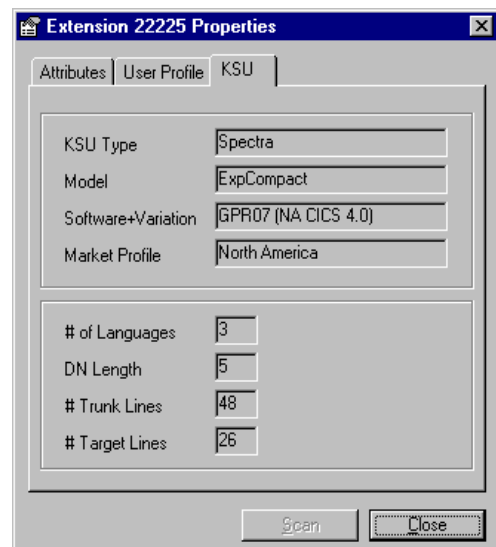


The **CTI Gateway for Norstar / BCM** also serves as portal for the **STAT Hospitality Voice Server (HVS)** supplying high-end voice messaging services to both guests and hotel administrative staff.

Hospitality-specific features such as guest language support, auto-login and auto-play, and interactive wake-up calls with snooze capability are available. The PMS integration also provides important information to allow appropriate handling of room moves, guest name (for dial-by-name), password reset, undo checkout, and message count.

Norstar Compatibility

The current version of the CDS CTI Gateway may be used with one of the following Norstar software releases:



North American switch software from DR5 up to MICS 4.1 and CICS 4.1 (please note that the first supported working issue of the Modular DR5 switch software is 11.11).

UK switch software from DR6 DASS2/E up to UK Norstar Plus and UK Turbo.

The CDS CTI Gateway for Norstar may also be used with some limitations on pre-DR5, Australian, Brazilian and CALA switches software releases.

Norstar / BCM CTI Gateway Features

- Bilingual guest language support (English, French)
- Display phones provide interactive sessions for guest features (ex. wake-up calls, text messaging, etc...)
- Set blocking / Phone restrictions (for use with a Property Management System)
- User-definable emergency calls (ex. 911) even if set is blocked
- View Text Messages on room phone
- Set wake-ups with answer confirmation/alarm from room phone
- Set Wake-up Call from PC or administration phone
- Set Customized Wake-up messages (with STAT HVS)
- Cleaning codes
- Support for STAT HVS Hospitality voice mail (for Guests and Administration)
- Alarm generation if CTI link is disconnected
- Call Detail Record (CDR/SMDR)
- Express Voice Messaging (with STAT HVS)
- Supports multiple extensions per room
- Supports both digital and analog phone sets