

Hospitality Solution

In the ever-expanding world of computer-telephony technologies, businesses are faced with new communication challenges. The search for new market opportunities and the constant addition of communication tools and functionalities has forced telephony managers to find innovative ways to provide seamless integration.

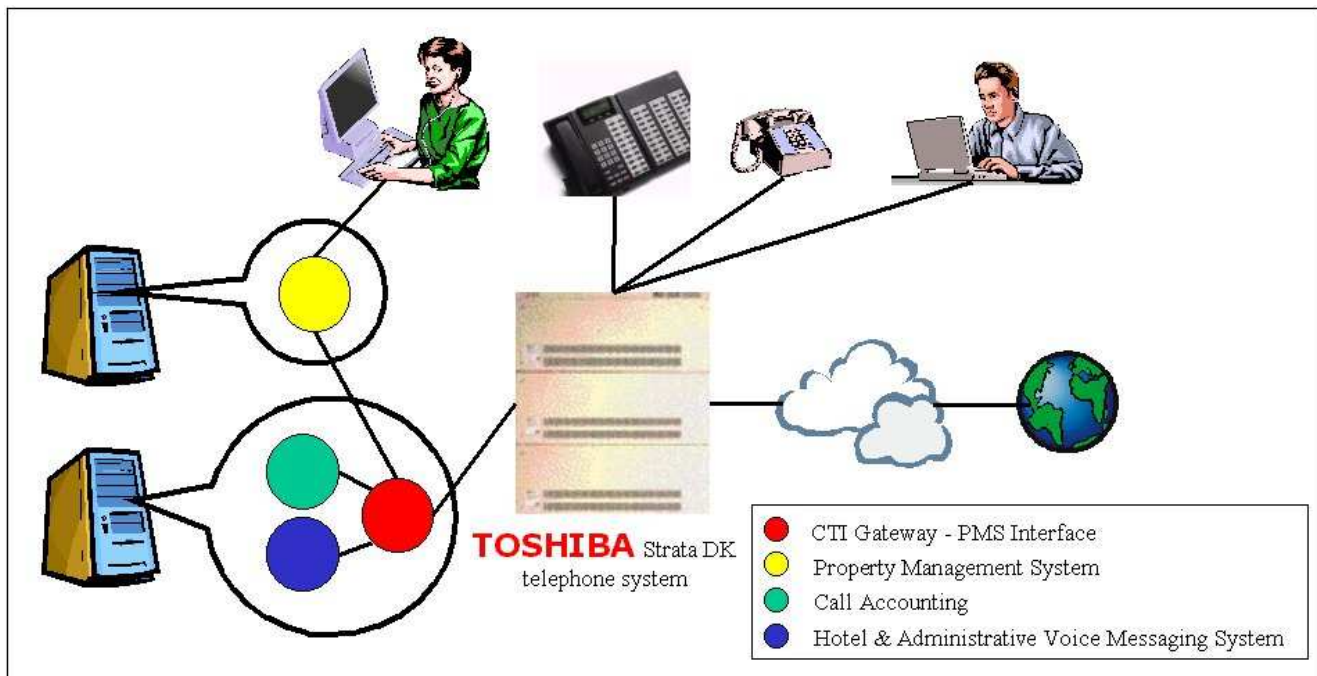
The **CTI Gateway for Toshiba** software was designed to function as a drop-in component of the complete suite of hospitality applications provided by CDS Communications Group. Its main function is to act as a combination translator/controller for the Toshiba CTX and CIX systems.

New opportunities

Because of their wealth of functions and price-performance characteristics, Toshiba phone systems have enjoyed a strong position in the General Business Market. Such a base of proven stability and reliability makes these systems immediately attractive to other markets provided they can offer market-specific features. A unique aspect of the Hospitality industry is the real-time requirement to activate/deactivate phones, set local/long distance restrictions, gather call information for billing purposes, have automated wake-up calls, etc. These features were not designed as an inherent component of the Toshiba switch itself and are implemented via CDS software-based control. The ability to adapt to existing applications (such as a Property Management System) is a high priority. For this purpose, the CTI Gateway for Toshiba is the ideal solution.

A member of the family of the CDS Hospitality Suite

The CTI Gateway for Toshiba is fully compatible with all other components in the CDS Hospitality Suite including Call Accounting, Voice Mail/Auto-Attendant, Property Management, Point-of-Sale and high-speed Internet access. The Gateway will automatically adapt to the existence of these components to provide the highest possible functionality.



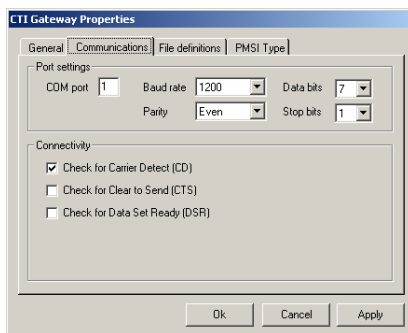
CDS Hospitality Suite

Flexibility and Adaptability = “Environment” Friendly

The CTI Gateway for Toshiba was designed specifically to address the ever-changing environments of the Hospitality Market. Potential customers may prefer to keep key legacy components while at the same time replacing or adding other components. The complete implementation may also need to be gradual. In adherence with the overall approach of the CDS Hospitality Suite, **the customer will have the flexibility** to replace components in a more uniform and controlled manner. No longer is the customer forced to abandon all components because a new phone system is installed or even to lose functionality because a new “ non-compatible” component is added.

The power of this characteristic is most evident where a legacy component has no interface to a Toshiba phone system but does support other PMS Interface specifications. Not only is the customer able to continue using the legacy system, but also there is no requirement to modify the existing interface parameters. Alternatively, the customer is free to choose another interface specification that may contain functionality that the older interface did not support. This adaptability empowers the customer to do what is best for the property and eradicates the previous choice of either changing everything or simply do nothing at all.

Connectivity



The Gateway provides a centralized solution that enables a Toshiba phone system to react appropriately to a Property Management System Interface (PMSI) protocol. At the core of this feature is the Gateway’s ability to accept messages from a multitude of different protocols and convert them into Toshiba-proprietary instructions. All of this is achieved while retaining a major element - **no additional hardware is required.**

Most popular PMSI specifications are supported and can be selected via the configuration module embedded within the application. Furthermore, **there is no additional licensing required to activate these interfaces.**

Reliability and fault-tolerance

CDS’s vast experience in communication protocols and methods has been applied to the CTI Gateway to ensure that any downtime is limited. The Gateway has been tested for reliability to the point that even if the link is down, communication will successfully continue once the link is re-established without loss of data or integrity. Alarms management is included, permitting rapid notification of any detected problems.

Supported Features

<ul style="list-style-type: none"> • Phone restriction level (Class of service) • Name display • Multi-Language • Wake-up calls (including creation of wakeups) • VIP reaction (customizable) 	<ul style="list-style-type: none"> • Do Not Disturb • Room cleaning status • Maid codes • Real-time monitoring of link communication • Voice Mail activation (with STAT HVS)
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Partial list of supported PMS software

PMSI Specifications	PMS Software
<ul style="list-style-type: none"> • ALCATEL • Centigram-HIS and Hyatt • Fujitsu • Hitachi HCX5000 • Lucent • Meridian-1 (PMS1 and PMS3) • Mitel • NEC/NEAX • Nitsuko 	<ul style="list-style-type: none"> • IQWare • Hotello • Fidelio • Geac Hotel Systems • Hotel Information Systems (HIS) • HMI • Marriot • Multi-Systems Inc (MSI) • Northwind Maestro • Springer-Miller Systems • System 21