



# Avaya Hospitality

The DV2000 Hospitality Solution for IP Office,  
Aura Communications Manager and CS1000

*Hospitality software that not only delivers but exceeds the standard hospitality requirements while improving both staff efficiency and the guest experience at the same time.*

## Hospitality Experience

With over 2000 Avaya installations in 50 countries, in dozens of brands and PMS interfaces the DV2000 is one of the most widely deployed and successful hospitality solutions available in 18 languages.

## A+ Customer List

The DV2000 has integrated with all major brands, casinos, resorts and PMS systems.

### Customers

Four Seasons ■ Hilton ■ Marriott ■ Starwood ■ Intercontinental ■ Hyatt ■ Wyndham ■ Vail ■ Choice ■ Best Western ■ Sandals ■ Harrah's ■ Carnival ■ Princess ■ Trump ■ Delta ■ Gaylord ■ Hard Rock ■ MGM ■ Tropicana ■ Melia ■ Mandarin ■ Pan Pacific

### PMS Systems

Oracle Opera ■ Agilysys ■ Infor ■ Fosse ■ OnQ ■ Control ■ Galaxy ■ RDP ■ Choice ■ Springer Miller ■ Softbrands ■ RoomMaster ■ IQ Ware ■ Epitome ■ ResortSuite ■ Sihot ■ Northwind ■ Roomkey ■ Timeshareware ■ Autoclerk Control ■ Brilliant ■ Innsist Control ■ HSS ■ Visual Matrix ■ Webrezpro ■ Jonas ■ RezStream



**Implementing smart and creative hospitality solutions to meet the ever changing IP telephony technology**



## AVAYA INTEGRATIONS

### IP OFFICE

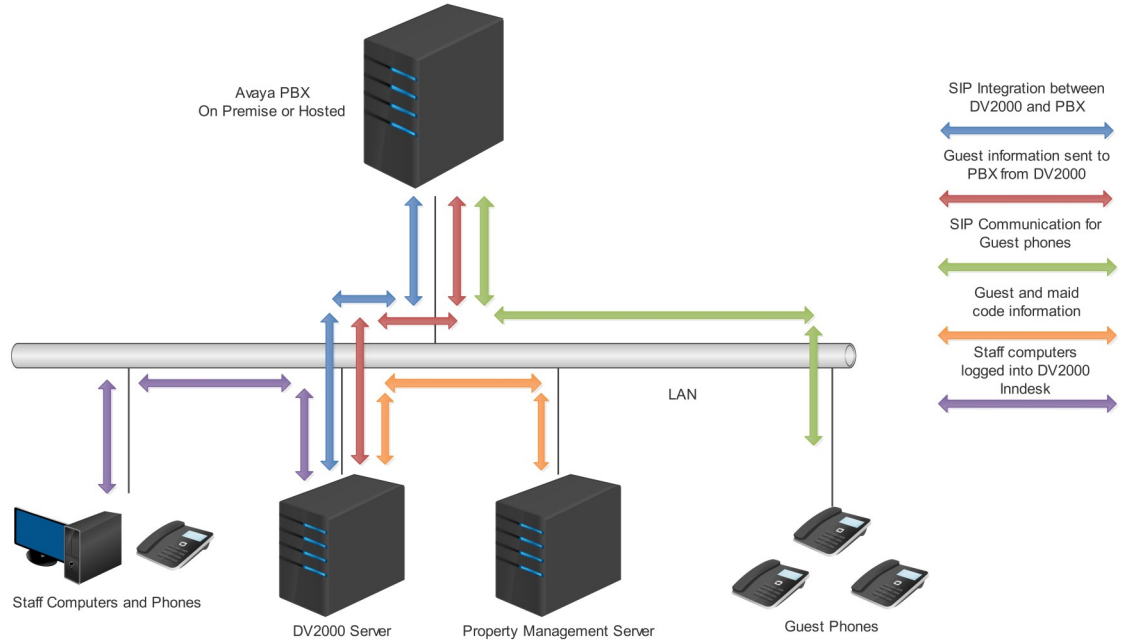
- SIP
- DevLink

### AVAYA CM

- SIP
- Hospitality Interface
- Analog or Digital available

### Nortel CS1000

- SIP
- HMS Replacement



## PMS INTERFACE

The DV2000 provides the necessary link between the PBX and PMS for updating guest names, restricting the guest room telephones and passing housekeeping room clean/dirty status to the PMS. Many other features are supported as well.

## INNDESK WEB CONSOLE

Staff can control guest features such as managing all wakeup call functions, create groups, set guest Do Not Disturb or guest language. With a click of a mouse staff can turn on the guest message light that will advise guests to call the front desk.

## WAKEUP CALL

The DV2000 allows guests or staff to set wakeup calls. Custom messages can be played including celebrity wakeup calls. The InnDesk web console provides simple management and extensive reports, group wakeup calls and failed wakeup notification.

## CALL ACCOUNTING

The DV2000 is a host for several different call accounting solutions all which have PMS interfaces to provide call information for the guest bill. Call accounting management reports for both guests and staff are also available.

## 911 ALERTING

The Emergency Alerting System (EAS) for IP Office feature notifies the front desk of a 911 call via a telephone call announcement to desk or mobile telephone, email and email to text. An unlimited number of notification recipients can be configured.

## MESSAGING

Both staff and guest voice mail are included in the DV2000. Mailboxes can be configured as a basic guest mailboxes or staff mailboxes with unified messaging to staff email. Guest welcome messages can be delivered automatically upon check in.

## GUEST GROUPS

Guest groups for messaging and/or wakeup calls are created automatically on check in or manually through the web console. The groups can be used for informational emergency notification or promotional voice mail messages to the guests.

## PROFESSIONAL SERVICES

Technicians can remotely fulfill a complete scope of work that includes: design, data collection, bench testing, PMS integration, cut over and training. They specialize in hospitality applications so you don't have to!

Providing the path for world class Avaya IP telephony into the hospitality vertical market.

