MiVoice MX-ONE Hospitality

The complete multimedia communications solution designed for the unique needs of the hospitality industry

Key Features

- Full communication server functionality for all staff phones
- Supported phones give guests and hotel staff a complete array of optimal communications tools to choose from
- Account and authorisation codes facilitate authorised staff use of phones throughout the hotel as well as charging of calls to the proper account

We understand your customers aren't merely customers – they're guests. They expect your hotel to be their home away from home, with services that allow them to forget the inconveniences of being on the road.

Your business depends on a communications system that serves your guests' needs while enabling your staff to perform their jobs efficiently. The MiVoice MX-ONE Hospitality solution is designed to be fully integrated with your front-office system, making guest information available to those who need it. With purpose-built phones and open interfaces to integrated or stand-alone partner hospitality applications, it has been tailored to the needs of hotels, hospitals, cruise ships, conference centers and exhibitions, as well as other customers wanting to offer this type of functionality (such as university campuses).

The MX-ONE Hospitality solution is based on the standard MX-ONE multimedia solution. It's flexible and based on open standards, seamlessly fitting into the system being used today, as well as the one you may be using tomorrow. Messages, wake-up calls, room service, complaints, special requests – the communications demands placed on a hotel are endless. The service quarter phones have a large display function that can provide information about the guest from the front-office system, such as name, extension number, and language, enabling staff to provide more personalised service. All guest room phones have message-waiting indicators.

An additional feature of the Hospitality solution is that it can be integrated with a cordless phone system for complete staff mobility. Cordless phones can even be made available to hotel guests for their added convenience.

Technology can have a huge impact on your business. Selecting a completely flexible system that grows with your business, improves the efficiency of your staff and increases your guests' satisfaction, means a better return on your hotel network investment. The Hospitality Media Gateway from Diavox, integrated into the MX-ONE Hospitality solution, makes this a complete solution for the hospitality industry.

Guest Room Management Features

- *Call control of individual rooms upon request*
- *Configurable call controls that blocks after-hours calling, do-not-disturb bypass etc.*
- *Staff report on services such as mini-bar use, housekeeping status and repair requirements*
- *Service area phones with guest name display*
- *Guest room phone activated/cleared*
- *Calls billed via complete call charge information*

System Features

- *Integration with front-office system*
- *Numbering scheme adaptable to hotel's own numbering system (1 – 10 digits)*
- *Offers communications server networking and Least Cost Routing*
- *Direct Inward Dialing (DID) bypasses switchboard for administrative and fax lines*
- *On-hold music optional*
- *Management reports with complete calling statistics*
- *Option to integrate cordless phones and paging*
- *Decentralised exchange available via remote units*
- *Temporary fax lines available to guests*

Contact Centers

Easy booking is the key to gaining and retaining customers. Our contact centers based on Mitel Solidus eCare™ combine phone and data processing to handle just about any business transaction more efficiently, while ensuring that guests receive the quality service they deserve.

Staff Phones

The guest name display function improves efficiency and enhances service by adding a personal touch. The display provides information about the guest, so that staff can quickly identify the caller and give a personalised greeting in the appropriate language. If more guest data is desired, optional functions can be implemented as long as the information is available in the front office system.

Cordless Phones

Cordless phones can be integrated into the system for use by either staff members or guests. Stylishly designed and discrete, the phones allow key staff members to be reached anywhere on the premises, shortening decision-making and response time considerably. Cordless phones can be provided as an added service for VIP guests and conference organizers. These phones support 5 – 11 languages (depending on local configuration), making them suitable for guest use.

Office Phones - for Guests or Office Staff

The system offers lightweight phones with excellent voice quality, a range of expansion options to suit your requirements and can be personalised for the demands of your job. You can set your preferred ringing tone or language.

Guest Room Phones

Guest rooms can be equipped with analog, digital, DECT, mobile extension or SIP/IP phones, including phones from both Mitel and Teledex.

Mitel InAttend
- Multi-Featured Attendant Solution

The InAttend attendant console provides all necessary information for efficient call handling. It offers powerful search options, calendar integration, Microsoft Lync presence information, line state/presence/activity status as well as SMS text messaging and many other collaboration features. The InAttend SIP-based platform opens a way for integration with various communication servers and offers multi-language support.

Technical Specifications

For complete solution information, please refer to the datasheets for the MiVoice MX-ONE and Hospitality Media Gateway from Diavox .

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