



## DATASHEET

# DYNAMIC, COST-EFFECTIVE COMMUNICATIONS SOLUTIONS FOR THE HOSPITALITY INDUSTRY

Built for the hospitality industry, XM Hospitality™ brings top of the line guest voicemail, wake-up, and staff communications to your properties, helping you improve operational efficiency and deliver a boost to customer service.

Highly compatible with over 150 telephony systems and over 60 Property Management Systems, XM Hospitality leverages your existing infrastructure, delivering expanded system functionality in a single, cost-effective solution.

## FEATURES

### GUEST MESSAGING

- › Guests Directory
- › Guest Welcome Message
- › Personalized Guest Greeting
- › Multiple Extensions per Guest Room
- › Caller Routing to Guest Voicemail
- › Caller Routing to Guest Mobile Phone
- › Guest and Administrative Messaging
- › Unlimited Guest Messages
- › Guest Message Retrieval
- › Scheduled Messages
- › Message Waiting Indicator
- › Message Retention
- › Message Notification
- › Message Archiving

### WAKE-UP CALLS

- › Optional Recurrence
- › Set by Admin or Guest
- › Group Wake-up Administration
- › Custom Greeting
- › Call Reports

### GROUP MESSAGING AND ADMINISTRATION

- › Broadcast Messaging to All Hotel Guests
- › Private Guest Groups
- › Web Administration Interface
- › Unlimited Information Menus
- › Guest Template
- › Hospitality Reports
- › Scheduled Messages

### TELEPHONY AND PMS

- › Integration to Leading Telephony Systems & PMS
- › Automatic Check-in/Check-out
- › Guest Name Update via PMS
- › Password Assignment via PMS
- › Language Assignment via PMS (17 Options)
- › Room Move/Merge
- › Room Restore (Undo Check-out)
- › Front Desk Message Indication
- › Private Guest Groups setup via PMS

**Empower your staff without a costly rip and replace of existing systems.**

Through its connection with your PMS, XM Hospitality dynamically shifts functionality based on guest check-in, check-out, and personal preferences. Staff can quickly send messages between each other, enabling fast response times and improving the guest experience.

## PMS INTEGRATIONS

- › Active Voice
- › Anasazi
- › Best Western Star 3
- › Best Western Nova Plus
- › Centigram
- › Choice Hotels
- › CLS
- › Computel
- › Courtyard
- › CSS Hotel Systems
- › CSS LAN Based
- › Double Tree
- › DSC Hotel Management
- › Encore
- › Executech
- › Fabco
- › Micros Fidelio
- › Micros Fidelio (IP)
- › Micros Opera
- › Micros Opera (IP)
- › First Resort
- › GEAC (Cdn.)
- › GEAC 2.0
- › Gibb
- › Hilton PPIC
- › HIS
- › Hitachi
- › ImagInn
- › InnControl
- › InnQuest
- › InnTime
- › INSI DOS
- › INSI Windows NT
- › LightSpeed / Galaxy
- › LMS
- › Lodging & Gaming Systems
- › Lodging Touch
- › Logistix
- › Logistix Compusolv
- › Logistix Lanmark
- › Logistix Sulcus
- › Logistix System 1
- › LS2000 Version 2
- › Marriott
- › MBS (Chess)
- › Megasys
- › Mitel
- › Multi Systems Inc
- › National Guest Systems
- › NEC 1400/2400 Model 60
- › NEC 2400 Model 90
- › NEC PMS Lite
- › NEC PMSU
- › NEC PVA (IP)
- › NEC SV8100
- › Princess Hotels
- › Promus Systems 21
- › Protocol Technologies
- › Quantel
- › Red Lion
- › REMco - Night Clerk
- › Residence Inn (Marriott)
- › Resort Data Processing
- › Resort Systems Inc.
- › SDD Jazz (IP)
- › SL1
- › Springer Miller
- › Sterling
- › Westin

## SPECIFICATIONS

SYSTEM FEATURES	
Maximum Users	5,000
Maximum UM Users per Node (Internal)	1,250
Maximum Voice Ports	72 TDM or 72 IP
Maximum Fax Channels	8
Maximum Storage Hours	Unlimited (limited by HDD size)
Supported PBX Integrations	Over 150 Analog / TDM & IP
System Operating System	Linux CentOS
Voice Mail Networking	AMIS & PlusNet
Hardware Redundancy	✓ Level II
Virtualization	✓

USER FEATURES	
Multiple Language Prompts & TUI	✓
New Mailbox Tutorial	✓ (TUI or Web)
Password Protection	✓
Personal Greetings	✓
Presence Greetings	✓
Alternate and Busy Greetings	✓
Personal Transfer Menu	✓
Message Rewind/Fast Forward	✓
Urgent Message	✓
Private Message	✓
Return Receipt Message	✓
Future Delivery Message	✓
First In / First Out (FIFO)	✓
Last In / First Out (LIFO)	✓
Personal Distribution List (Private Groups)	✓
System Distribution List (Broadcast Groups)	✓
Live Record	✓ (Client Apps via Barge-In)
Message Notification	✓
Cascading Notification	✓
Pager and Message Delivery	✓
User Class Of Service	Individual Mailbox Settings
Administration via TUI	✓
Administration via WEB	✓

MAILBOX FEATURES	
TUIs (Telephone User Interfaces)	Native, Octel (Aria), Centigram/NuPoint
Interview Boxes	Unlimited
Transaction Boxes	Unlimited
Auto-Copy	✓
Extension Remapping	✓
Unified Messaging (UM)	✓
Mobility	✓
ActiveSuite Client Apps (UM) (Microsoft Clients)	Microsoft Outlook UM (VMM), IBM Lotus Notes UM (VML), ViewFax, ViewMail
Fax Support (UM)	✓
Presence Greetings	✓
System Reporting	Logs, Errors, Statistic & Usage

MOBILITY FEATURES	
Web Mailbox Access (UM)	✓
Mobile Web Mailbox Access (UM)	✓
Web Administration Access (UM)	✓
Text-to-Speech (UM)	✓
Voicemail-to-Text	Optional
IMAP4/SMTP Support (UM)	✓
RSS & IGoogle Support (UM)	✓

AUTO-ATTENDANT FEATURES	
Supervised & Blind Transfer Options	✓
Multiple Menu Levels	✓
Multiple Language Support	✓
Schedule Based Greetings	✓ (Up to 10 Greetings)
Flexible Mailbox Numbering	✓
Transfer to Any Extension	✓
Dial By Name Directory	✓
Multiple Schedule	100

## SUPPORTED LANGUAGES

Cantonese / Danish / Dutch /  
 English (Australia) / English (United Kingdom) /  
 English (United States) /  
 French (Canada) / French (France) /  
 German / Italian / Japanese / Mandarin /  
 Portuguese / Portuguese (Brazil) /  
 Spanish (Latin American) /  
 Spanish (Mexico) / Spanish (Spain)

## ABOUT XMEDIUS

XMedius is a global leader in the field of enterprise communications solutions. Its suite of enterprise-grade on-premises and cloud communications offerings enable businesses to benefit from secure unified communications and the ability to exchange sensitive and confidential data while meeting and exceeding regulatory standards.

For more information about XMedius and its products, visit our website.

[WWW.XMEDIUS.COM](http://WWW.XMEDIUS.COM)