

## DuVoice

### Overview

The DV2000 system provides the ShoreTel® IP PBX with guest wake up calls, guest messaging, and connection to property management systems (PMS) for hospitality industry applications. Hospitality call accounting can also reside on the DuVoice system.

### Products

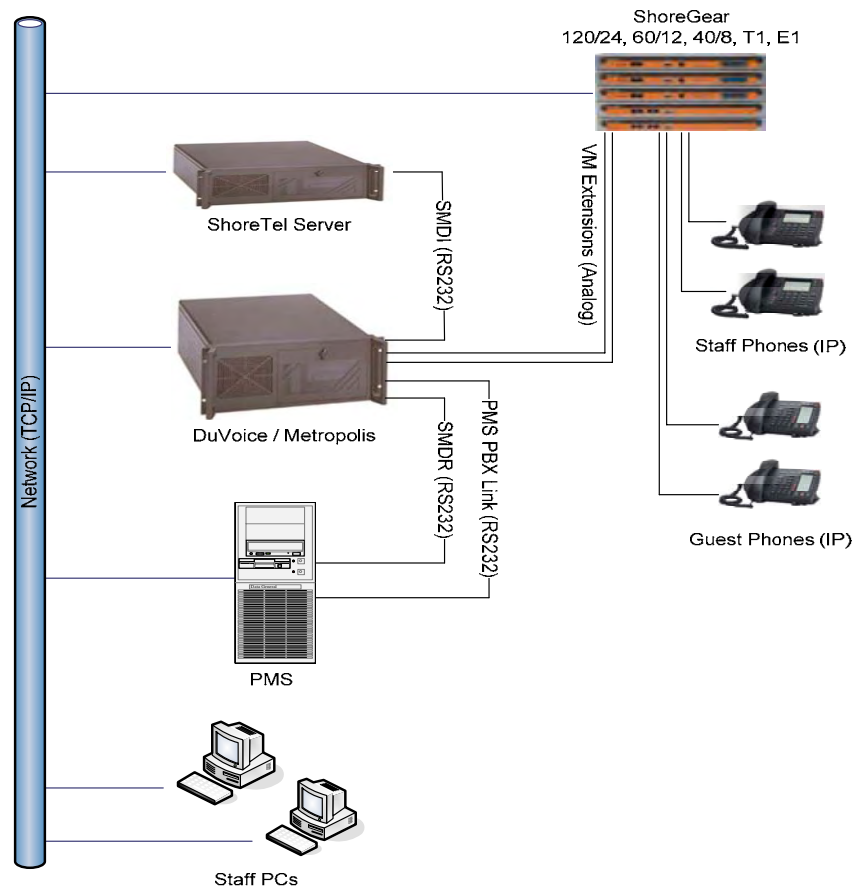
- DV2000
- InnDesk

### Solution

The DV2000 hospitality system consists of a Windows XP Professional PC or Windows server that connects to the ShoreTel IP PBX using analog extension ports and a Simplified Message Desk Interface (SMDI) link for call control.

An IP interface to the ShoreTel IP PBX is used for automated hotel guest room telephone restriction based on occupancy and billing status. Upon checkout, guest mailboxes are automatically cleared of all messages and wake up calls. Housekeeping staff can also enter room "clean/dirty" status using the ShoreTel IP room telephone.

The DV2000 offers a Web server (InnDesk) to provide hotel staff a Web console for management of wake up calls and other guest room telecommunications services.



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## Key Features/Benefits

### Guest Messaging

Special guest classes of service provide messaging features tailored specifically for the type of guest being served. Short stay guests might only be able to listen to messages and set wake-up calls while extended stay guests are able to personalize greetings and passwords. Staff can even arrange to have copies of voice messages sent to guest email accounts. Regardless of the level service provided, the guest Touch-tone User Interface (TUI) is kept simple and easy to use.

### Staff Messaging

Hotel staff gets a full fledged business messaging solution including elaborate automated attendant features, copies of voice mail messages delivered to email, and the ability to delete messages from voice mail via the email client. Inbound faxes are also delivered to email.

### Guest Wake-up Calls

Guests can schedule their own wake up calls using telephone keypads, or they can request staff to schedule the call for them. With the easy to use InnDesk Web console, staff members can set wake up calls using any PC on the hotel network or they can use a special staff TUI to set wake up calls from any telephone. The system can be configured to retry wake up calls for a preset number of attempts. In the event that all calls go unanswered, the system can generate a notification call to staff to alert them of the failed wakeup call. A detailed report of wakeup call activity is also available to staff.

### Integration with Any PMS

DuVoice supports a basic integration with any Property Management System by emulating one of two popular hospitality switches. The specific feature set supported varies with different PMS products.

### Track Housekeeping

Housekeeping staff can enter a special code into the guest room telephone to indicate that they are working in that room. Upon completion of room cleaning, staff can enter a code to indicate that the room is clean, still dirty or in need of maintenance. The DuVoice DV2000 can update that information on the PMS depending on the system in use.

### Call Accounting Host

The Metropolis hospitality call accounting software can also be loaded on the same PC or server, with the DV2000 application software allowing one server to provide all hospitality functionality.

### Customer Value

DuVoice and ShoreTel provide a cost effective, scalable solution for mid-sized to large hotels, resorts, convention facilities and casinos. Web features set this combination apart from other providers in the industry.

### About DuVoice

DuVoice has created messaging solutions since 1990. Since the mid-1990's, DuVoice has put a special focus on providing messaging solutions to the hospitality industry. Product development, technical support, and professional services combine to make DuVoice a leader in the industry.

### About ShoreTel

ShoreTel is a leading provider of enterprise IP telephony solutions. The DuVoice ShoreTel solution provides customers with a number of key benefits, including ease of use, manageability and lower total cost of ownership.

### Disclaimer

To be "ShoreTel Certified" means that Technology Partner's product will inter-operate with the ShoreTel system, but ShoreTel does not certify that the features or functionality of Technology Partner's product will perform as specified by Technology Partner nor that Technology Partner's product will meet your specific application needs or requirements. To inter-operate means that Technology Partner's product is able to exchange, use and share information with the ShoreTel system.



Web: [www.duvoice.com](http://www.duvoice.com)

Address: 608 State Street South  
Kirkland, WA 98033  
Phone: 800.888.1057  
Fax: 425.889.8799  
Technical Support: 425.250.2393

