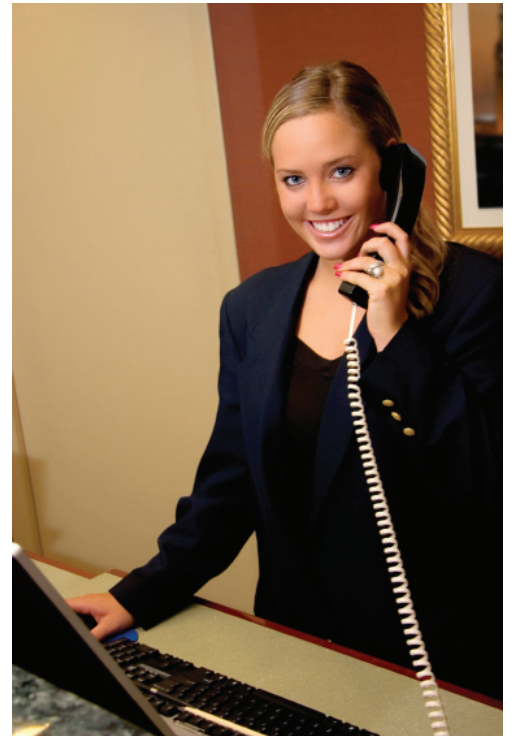


## Voice Smart Networks Phone Systems for Hospitality/Lodging

### We Understand the Demands of Today's Independent Hotel/Motel Owners...

That's why we provide our lodging and hospitality customers **Voiceware** by PhoneSuite, a phone system that meets guests expectations and brand requirements. **Voiceware** provides your guests and administrative staff features typically only found in expensive large luxury hotel phone systems, but without the high costs.

**Voiceware** is designed and engineered by hoteliers for hoteliers, transforming traditional hotel telephone systems by tailoring VoIP (Voice over Internet Protocol) and SIP (Session Initiation Protocol) technology to the business needs of the property. Utilizing these ground-breaking technologies provides Independent Hotel Owners with an affordable full-featured system for wake-up calls, group management, front desk operations and more.



### The **Voiceware** Difference

- **VoIP/SIP Technology** - Eliminates costly monthly local and long distance phone bills dramatically cutting the hotel's operational expenses.
- **No Infrastructure Upgrades Required** - Use existing room phones and wiring
- **Built in Call Accounting** - Call Accounting is a standard feature of **Voiceware**. Calls are measured in a Call Detail Record (CDR) and can be printed out as a PDF report by room, or posted to the guest folio in the PMS.
- **E911 Priority** - Whether guests dial 9 first or not, a 911 call goes out, even if the room phone is blocked from making outside calls. The front desk console flashes an alarm and displays "911 dialed from room xxxx". When a guest dials 911 and all phone lines are in use, **Voiceware** will drop a non-emergency call to give priority to the emergency call.
- **Fail-safe Mode** - In case of a server, LAN, or Internet failure, the Voiceware system will automatically shift into failsafe mode using traditional phone lines. Calls, including 911 calls, will go through regardless of the state of internet connection. When the server or network problem is solved, **Voiceware** will detect this and shift back into **Voiceware** Internet driven mode.

# Voiceware™

By  **PhoneSuite®**  
A Division of Call Management Products, Inc.

*A full-featured, server-based IP-PBX designed exclusively for hospitality by the industry's feature and price leader since 1998.*

## Overview

**Voiceware by PhoneSuite** is a VoIP phone system (IP-PBX) application designed for today's hospitality voice communication needs. The server-based core makes **Voiceware** extremely flexible, and enables **PhoneSuite** to continually enhance and improve your hotel PBX feature set without expensive equipment upgrades.

**Voiceware** is designed and built by a U.S.-based company that has been providing hotel voice communication solutions for over 20 years, and whose sole focus is to produce inexpensive yet feature rich hotel phone systems. We have decades of voice communication and hospitality expertise.

## Voiceware Advantages

**Economical** - **PhoneSuite** has been the hospitality-focused phone system price leader since 1998, and this philosophy continues with our latest technological advance. We are focused on providing the hospitality industry with more features at a better price.

**Browser Based Console** - **Voiceware** does away with traditional consoles, and puts the console on existing computer screens at the registration desk, sharing that screen with the PMS.

**Feature Rich** - **Voiceware** comes with a complete Unified Communications package, including; **Automatic Call Distribution, Auto Attendant, and Interactive Voice Response.** This allows for independent answering and handling of calls to different parts of a property like the bar, restaurant, room service, etc. **Voiceware** is a complete system with all these features built in, meaning you save even more because you don't have to pay to add these capabilities in the future.

**We know hospitality** - **Voiceware** has been designed specifically for the hospitality industry. Never again will you have to adapt a generic system to meet your operational needs.

**Scalable** - **Voiceware** runs any size hotel with the same set of features. No property is too big or too small. Starting now, your phone system can be consistent among all your properties.



PhoneSuite's unique browser based console interfaces directly with PMS making it easy to set wake-up calls, transfer calls, etc.

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## Administrative:

- Extensive find me/follow me capabilities
- Voice mail to email forwarding
- Conference rooms
- Handle multiple calls simultaneously
- Unlimited call/staff groupings, ring groups, and role-based queues
- Automated or on-demand staff call recording
- Perform most console functions from a cordless phone, giving freedom to move about the property.
- Day and night modes with ability to ring after-hours calls to a night station.
- Answer incoming trunk calls from any administrative extension.
- Compact main cabinet takes up little space and in most cases will operate with existing wiring.



## For Your Front-Desk and Administrative Staff:

- Easy-to-use, intuitive front desk console with one-touch access to the most frequent guest room features – requires minimal staff training.
- Handle up to four simultaneous calls (four answer/hold positions per console).
- Easy check in/out automatically sets dialing restrictions, resets voice mail and, deactivates the phone upon check out.
- Set credit limits, track costs, print phone bills, and store call records to your PMS automatically at check-out with our Call Accounting option.
- Answer, take messages, and transfer calls with our Auto-Attendant and Voice Mail options – customize voice mail with professional messages.
- Wake-up call monitoring tracks answered and missed wake-up calls.
- Conference calling, call forwarding, and paging.
- Call pickup groups allow staff to answer coworkers' calls without leaving their desks.
- Incoming calls on toll-free lines can be blocked from transfer to guest rooms.

## For Your Guests:

- Works with standard guest room phones.
- Optional automated attendant allows outside callers to reach guests even when the front desk is closed.
- Cash (blocked) or credit card (open) long distance control.
- Set wake-up calls from either guest room or the front desk; guests hear a professional voice greeting.
- Voice mail automatically turns message waiting light on and off.
- Emergency 9-1-1 calls are given priority and immediately notify the front desk.
- Speed-dial compatibility with programmable guest room phone buttons to quickly dial the area businesses of your choice (e.g., "Order Pizza").

## Voiceware Has Gained Industry Wide Adoption

The following hotel/motel brands have approved **Voiceware by PhoneSuite** with more than 4,000 systems installed in lodging and hospitality properties across the US & Canada.

All Best Western	Hampton Inns	Motel 6
Americas Best Value Inn	Hawthorn	Planet Hollywood
AmericInn	HI Crowne Plaza	Quality
Baymont	HI Express	Ramada
Budget Inn	Hilton franchises	Red Roof Inns
Cambria Suites	Hilton Garden Inn	Residence Inn
Candlewood Suites	Holiday Inn	Rodeway Inn
Clarion	Home2 Suites	Sheraton
Comfort Inn	Homewood Suites	Sleep Inn
Comfort Suites	Hotel Indigo	Springhill Suites
Courtyard	Howard Johnson	Staybridge Suites
Days Inn	Intown Suites	Suburban Inns
Doubletree	Knight	Super 8
EconoLodge	Knights Inn	Travelodge
Embassy	La Quinta, all franchises	Value Place
Executive Inn	Lexington	Vantage
Fairfield Suites	Mainstay Suites	Wingate
Four Points	Marriott Franchises	Wyndham
Hampton	Microtel	Wyndham Garden

## About Voice Smart Networks

Founded in 1982, Voice Smart Networks (VSN) is a leading Voice and Data sales and service company specializing in the Hospitality and Lodging Industry. We are the go-to experts for all hotel/motel technology including:

- **Phone Systems** - We offer state-of-the-art (VoIP/SIP) phone systems designed specifically for hotel/motels. Our cost saving solutions dramatically impact the property's bottom line while improving the guest experience.
- **Video Surveillance Systems** - Secure your property and reduce your liability risks with state-of-the-art IP-based video surveillance that you can monitor even when you are off site.
- **Managed WiFi** - VSN assures 99.99% up time with our secure, scalable hosted WiFi solution.
- **Video Conferencing** - experience simple, affordable and scalable video-conferencing by choosing VSN as your cloud video services provider.
- **Managed Services** - Our bundled program proactively monitors your network, backs up your data on and off-site resolves your employees computer issues and helps you profit from cloud technologies.



Call Today!  
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