

commtechmessenger // hotel and resort solutions



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what makes your hotel stand out?

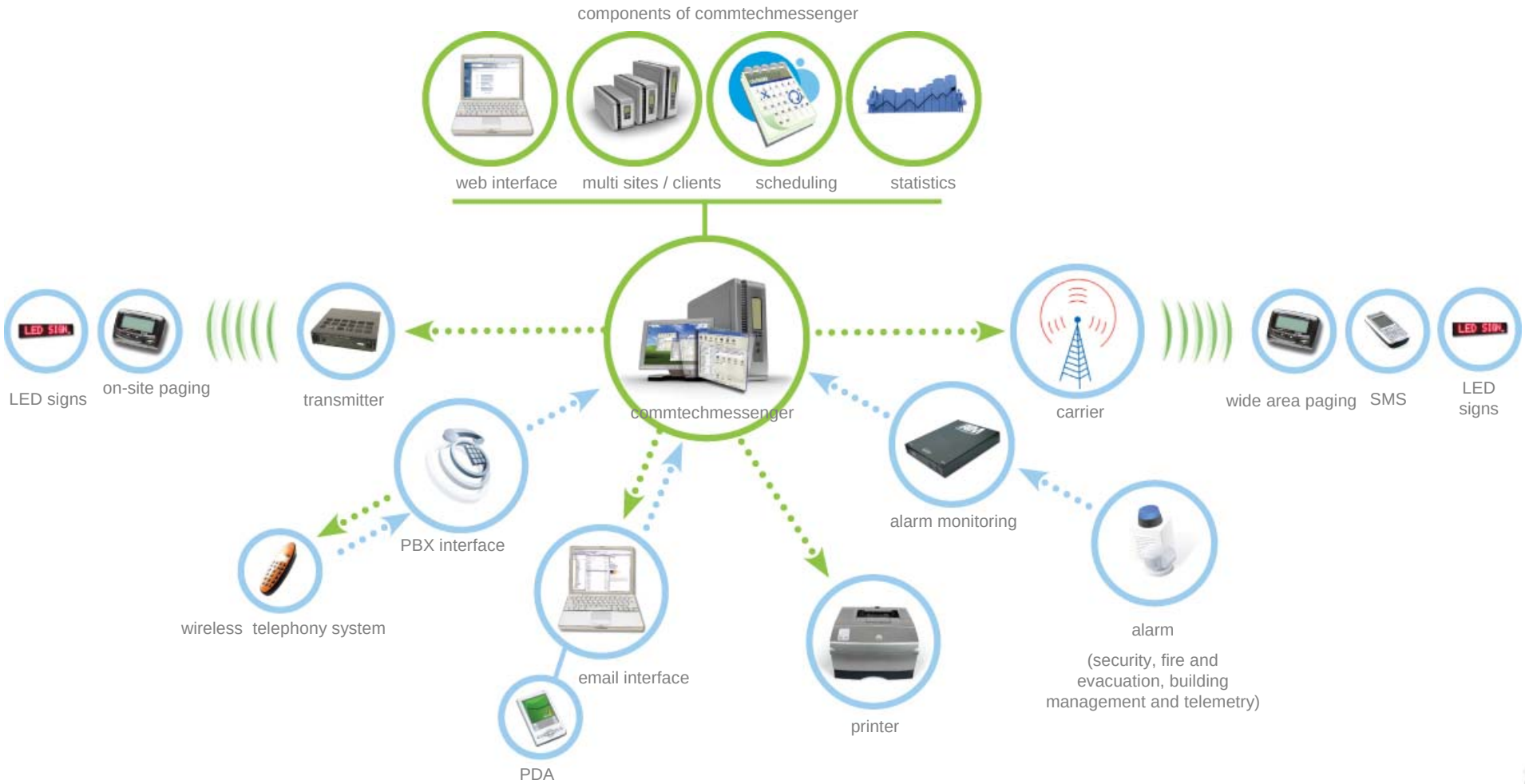
what is commtechmessenger?



- Software application that sends messages to wireless devices and email
- Hospital Networking over the Internet
- Multi-user LAN based system
- Alarm Monitoring
- Email may be delivered directly to wireless devices
- PBX integration

CommtechWireless

commtechmessenger



what is unique about commtechmessenger?



- Seamless integration of ALL forms of messaging
- The only true multi-user messaging system available in the world
- Linking of multiple sites together via the Internet
- Unlimited port capacity
- Priority message queuing
- Intuitive User Interface

device independence



cell phone



email



on-site / wide area paging



wireless telephones

on site paging

- Free message delivery
- Ultra fast message delivery (typically 2 seconds)
- CommtechMessenger delivers messages up to 8 times faster than its competitors
- Limited range (typical with premises) – inter system networking allows virtual wide area networks.



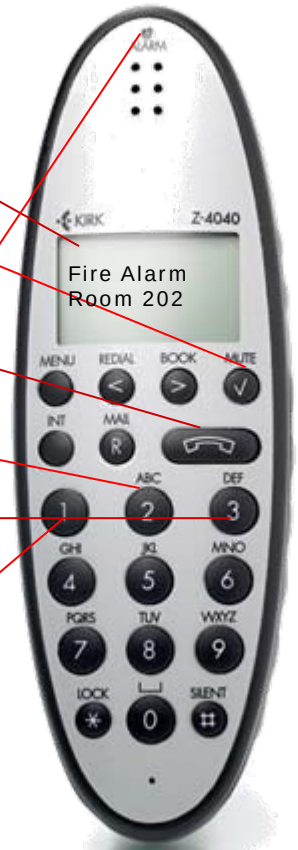
wireless telephone solution



- Free message delivery and mobile voice calls
- Event notification
- Acknowledge and cancel calls
- Escalate calls through various staff handsets
- Location based duress monitoring
- Trigger and cancel alerts

CommtechWireless

1. Event Notification
2. Acknowledge Alarm
3. Callback Extension
4. Cancellation Alarm
5. Force escalation
6. Duress (with location)
7. Trigger & Cancel calls





wide area paging



- Unlimited carriers
- Dial up or direct connection
- Cost savings via call queuing
- Modem pooling for high traffic
- Message splitting

sms - mobiles

- Critical messages can still be received even when staff members are not on the site
- Message splitting for multiple phone brands
- Unlimited carriers
- Email to SMS popular



wireless telephone solution



- Free message delivery and mobile voice calls
- Super fast message delivery (typical 2 seconds)
- Inbuilt PBX Interface
- Limited range (typical with premises) – inter system networking allows virtual wide networks

email

- CommtechMessenger is an email server – send messages in standard email format
- Copies of paging messages sent to email
- Alarms may escalate to email for ease of reference (e.g. monitor service levels)
- Assigns an email address to any wireless device – even pagers!



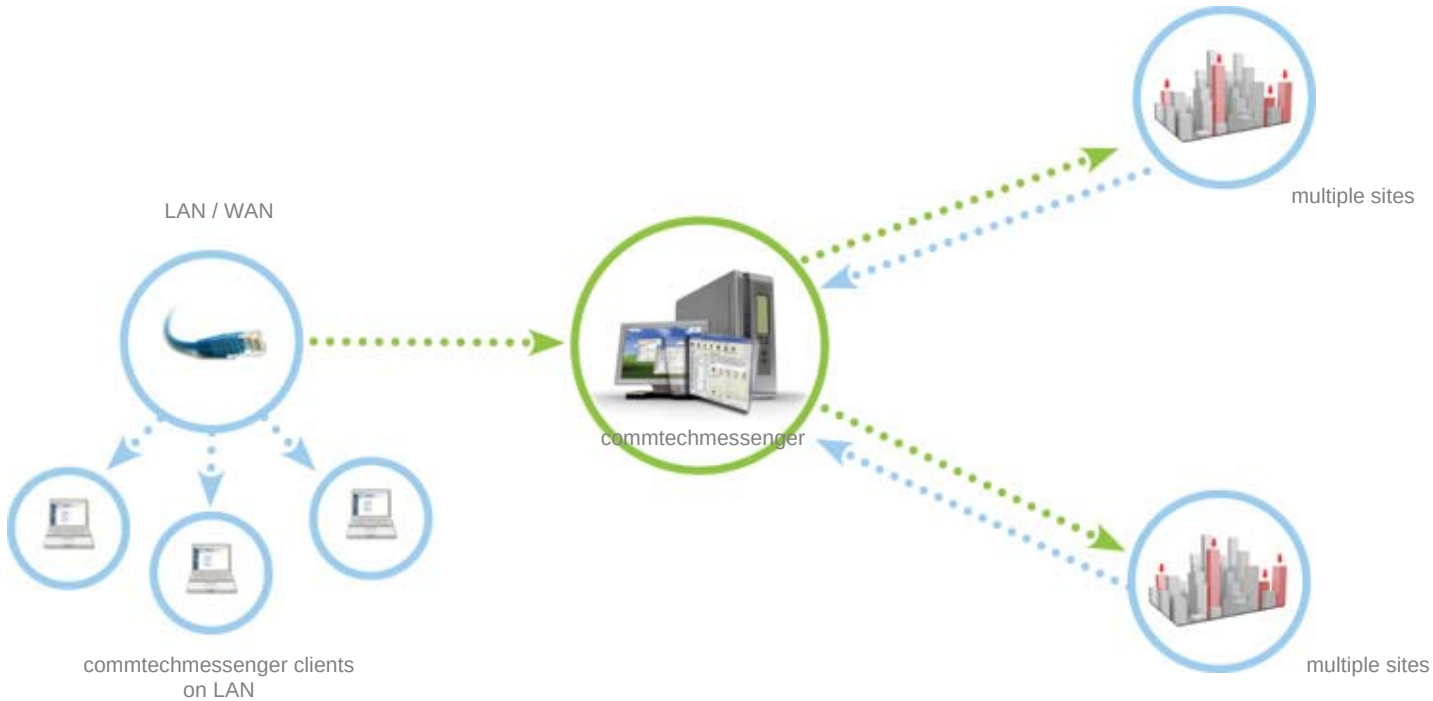
multi-user environment



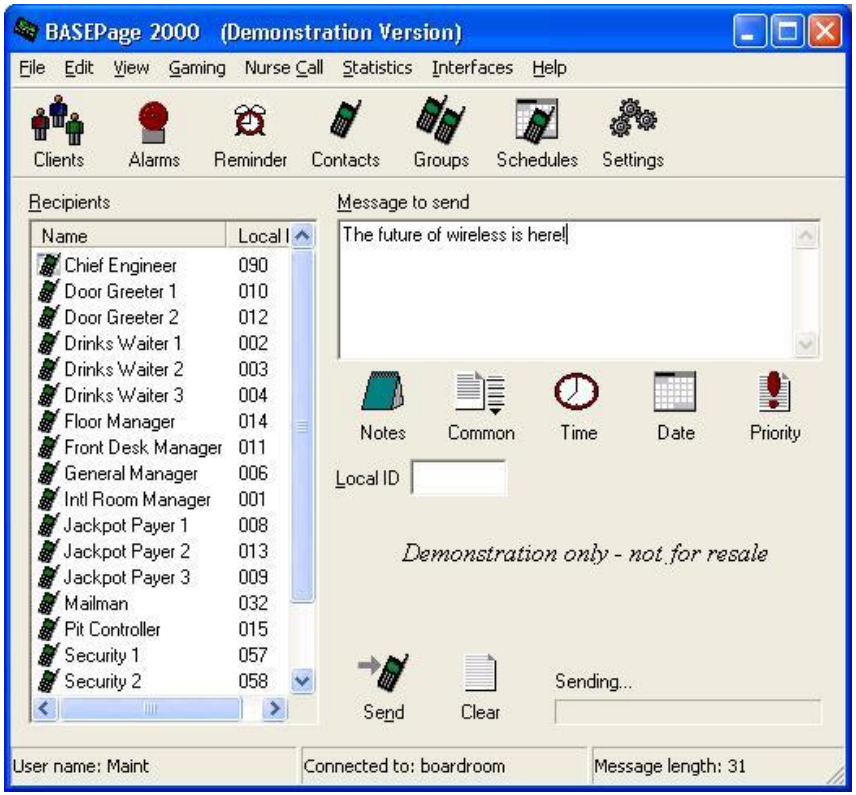
- Users may modify any aspect of the system from any PC on the network
- All communication is over TCP/IP (Internet Protocol), enabling clients to be connected over a LAN/WAN or the Internet
- Modifications are reflected instantaneously to every client
- Security configuration enables any menu option to be hidden from selected users

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multi-user environment



LAN message dispatch



- Messages may be dispatched from any PC connected to the LAN/WAN or internet
- Search by name or extension number
- One click to view a recipient's message history
- Messages may be prioritized for emergency situations

booked calls

- Scheduled reminder messages
- Able to send to any wireless device or group
- Able to be modified from any client



the impact of multi-user

- Any PC on the network can update any aspect of the system
- Users may log on the server from any PC
- Security specifies what facilities each user may access
- All operations may be performed via the Internet



PBX integration



- Send alphanumeric and numeric messages
- Can page recipients, groups, rosters or escalation paths
- Voice-prompted
- Priority calls
- Can use Wireless Telephone

how the PBX integration works





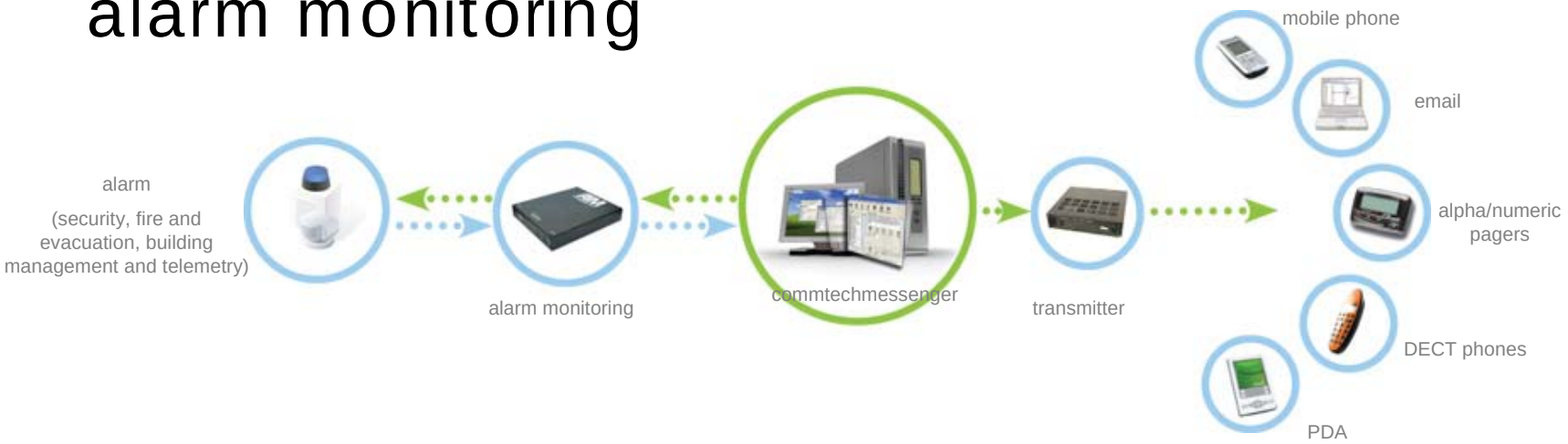
1. Call the CommtechMessenger Extension. Staff are greeted with ‘Enter Pager Number’.
2. Staff type in the recipient they wish to contact
3. CommtechMessenger responds with ‘Enter Message’
4. The user selects from pre-defined messages
5. CommtechMessenger then sends the message to the appropriate recipient(s).

email to wireless devices

- Microsoft Outlook
- Eudora
- Lotus Notes



alarm monitoring



CommtechMessenger can monitor a diverse range of alarms such as security alarms, duress systems and fire alarms.

- Alarms may be sent to any combination of pager, mobile phone, Wireless Telephone handset or email
- Rosters
- Escalations
- Selectable call tone

scheduling system

- Contact different people or different wireless devices depending on the time of the day and the day of the week
- Correct wireless device contacted
- Correct staff contacted
- No restrictions on schedules



escalation paths

- Alarms continue to escalate until resolved
- Unlimited number of escalations
- Configurable escalation time
- No restrictions on escalation paths



reporting

- Permanent log of all messages
- Single click to view message history
- Solve disputes on when and to whom messages were sent
- In the event of litigation or internal auditing you can easily review what happened during a particular time period
- Audit trail maintains a log of who modified the system



CommtechWireless

the future



- Integrated Voice Mail
- Two-Way messaging
- On-screen floor plans showing location of service calls, alarms, calls and duress alarms.
- Voice messaging (Text to voice) and pre-recorded voice announcements
- Voice over IP



end of presentation

Thank you for your time and participation in this presentation