



# The CTX Front Desk

from



**A cost effective extension management and call accounting solution, and even hospitality voice mail, for the CTX phone systems targeted to the hospitality, hospital, condo, dormitory, apartment and RV park industries.**



*Developed in cooperation with eHospitality  
and CAPA Hospitality Solutions*

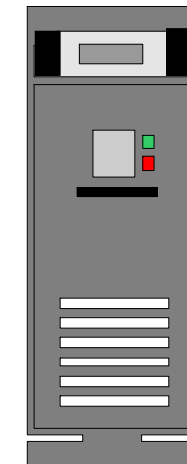


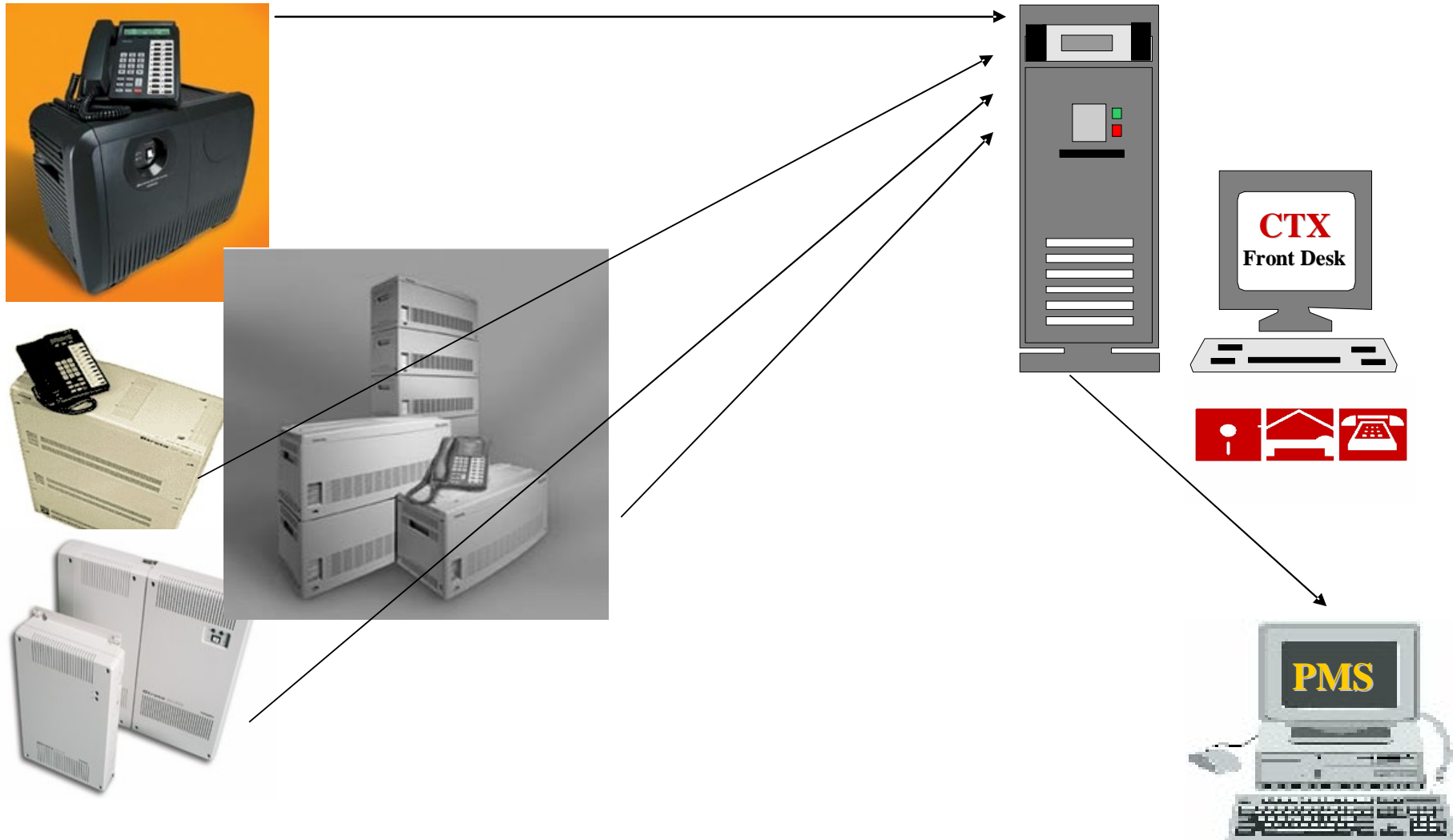


**Connect a Toshiba Phone system to any Windows PC for complete extension/restriction management, as well as call accounting.**



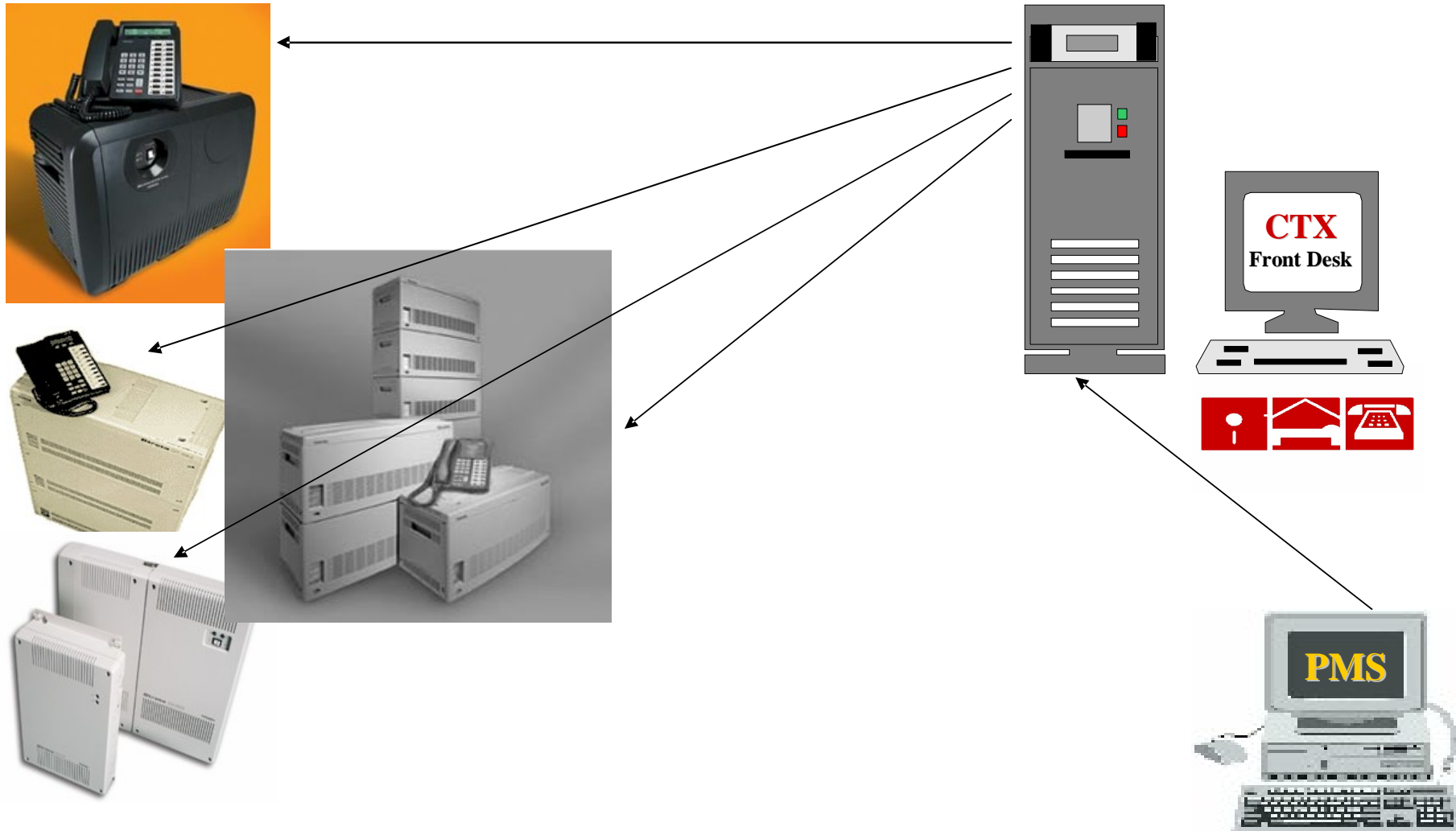
**Optional call exports to property management systems and billing systems are available, as well as wakeup management.**





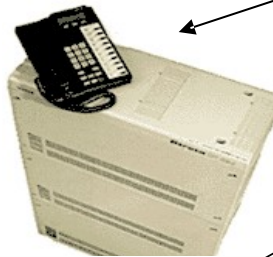
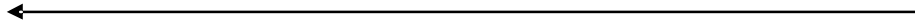
**Export calls to any property management system or billing system that can import call accounting data.**

**Export protocols available: SUMA IV/GENESIS/DBA/.**



**You can even link another PMS with automated PBX management. We can link to any PMS that features standard PMS/PBX integration.**

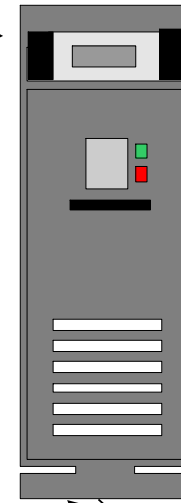
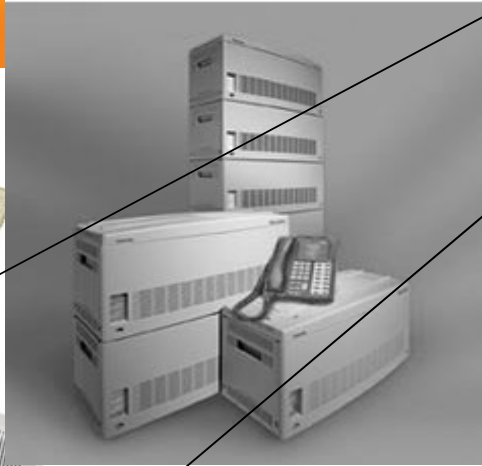
**PBX protocols supported: Mitel and Guestworks/Definity.**



**Your customer already has a Windows based property management or billing system.**

**NO PROBLEM! You can install the CTX Front Desk on any Windows terminal that has the required serial ports. You can even distribute over a network if you want to.**

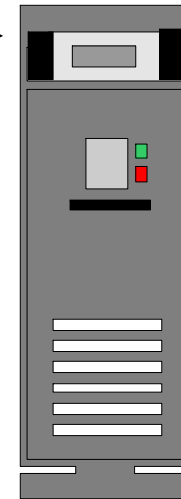
**WINDOWS Formats supported: W95/W98/ME/W2000/XP.**



**NEED HOSPITALITY VOICE MAIL?**

**You can provide a complete solution with all components built into one solution featuring DuVoice Voice Mail with SMDI and PMS/VM integration, the CTX Front Desk with CTX and PMS integration, CARS Call Accounting with export to PMS, and Wakeup call management with complete history logs.**

**And 24/7 support !!**



**IF YOU JUST NEED STANDALONE HOSPITALITY VOICE  
MAIL TO GO WITH THE CTX MANAGEMENT?**

**You can provide a VM solution with all components built into  
one PC featuring DuVoice Voice Mail with SMDI, the CTX  
Front Desk with CTX and VMS integration, CARS Call  
Accounting, with or without an export to PMS, and of course,  
Wakeup call management with complete history logs.**

**And 24/7 support !!**

# The Toshiba Phone systems and DuVoice/CAPA Voice Mail Systems with the CTX Front Desk ....



**Check in** puts the name on the phone, turns the room phone on per guest payment parameters and opens a mail box for the guests.

**Check out** turns off the phone, and takes the guest name off. The voice mail box is closed. If any messages are outstanding, it creates a checked out mail box for that room.

**Room Changes**, such names or payment parameters, for a guest will automatically update the phone system as well.

**Room Moves** are also looked after. The system checks out the original room and checks in the new room automatically.

**PC based wake up calls** are all managed, controlled, and reported, through InnKeeper. Wakeups for the guest's entire stay and all rooms for groups are automated.



**It s'all  
proven  
technology  
and it  
works !!**



# Voice Mail for Hospitality



## *Integrated Voice Mail/IVR Systems*

Your Voice Mail system from DuVoice can do more than just voice mail.

We install it as the server for Call Accounting and PMS Exporting as well.



We install serial integration between the PBX and the VM.

The PMS/VM integration between the two systems is accomplished using another 2 serial ports.

A fourth serial port is installed for the PBX/PMS interface.

It comes standard as a PC with XP embedded.

W2000, RAID, and a rack mounted chassis are available as options.

## Integrated Voice Mail/IVR Systems

### Voice

Incoming messages are stored in the subscriber's voice mailbox and E-mail inbox.

- Automatically sends a copy of each voice message to one or more E-mail addresses.

- "Reply" to a VeMail automatically removes the message from the voice mailbox.

- No special client software is required to play VeMail messages.

- Minimal bandwidth use— compressed-WAV files are only 1k per second of recording. An average sized messages is only 30 K.

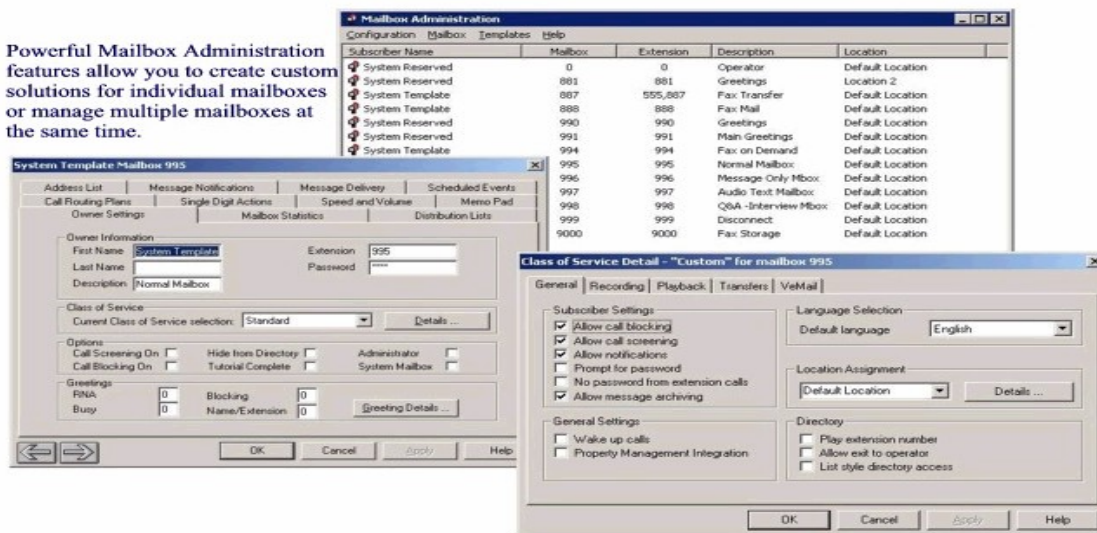
**Manage your voice mail right on your PC with your email.**

**Managing and configuring your voice mail system is easy and straight forward. And voice mail support is always available by internet and phone.**

### Administration

DV2000 Administration is available at the workstation, across the LAN, over the Internet or via the internal modem included in each DV4.

Powerful Mailbox Administration features allow you to create custom solutions for individual mailboxes or manage multiple mailboxes at the same time.



The image displays three overlapping windows from the Mailbox Administration software:

- Mailbox Administration:** A table listing various mailboxes with columns for Subscriber Name, Mailbox, Extension, Description, and Location.
 

Subscriber Name	Mailbox	Extension	Description	Location
System Reserved	0	0	Operator	Default Location
System Reserved	801	801	Greetings	Location 2
System Template	807	555,807	Fax Transfer	Default Location
System Template	808	808	Fax Mail	Default Location
System Reserved	990	990	Greetings	Default Location
System Reserved	991	991	Main Greetings	Default Location
System Reserved	994	994	Fax on Demand	Default Location
System Reserved	995	995	Normal Mailbox	Default Location
System Reserved	996	996	Message Only Mbox	Default Location
System Reserved	997	997	Audio Text Mailbox	Default Location
System Reserved	998	998	Q&A - Interview Mbox	Default Location
System Reserved	999	999	Disconnect	Default Location
System Reserved	9000	9000	Fax Storage	Default Location
- System Template Mailbox 995:** A configuration window for a specific mailbox. Fields include Fast Name (System Template), Extension (995), Last Name, Password, and Description (Normal Mailbox). It also has sections for Class of Service, Options (Call Screening, Call Blocking, etc.), and Greetings (RNA, Busy).
- Class of Service Detail - "Custom" for mailbox 995:** A window for configuring service settings. It includes checkboxes for Allow call blocking, Allow call screening, Allow notifications, Prompt for password, No password from extension calls, and Allow message archiving. It also has sections for Language Selection (Default language: English), Location Assignment (Default Location), and General Settings (Wake up calls, Property Management Integration, Directory options).

## **The CARS Call Accounting Solution**



***Link your phone switch with the CARS call accounting software using the power of a PC... and you will be able to track your incoming and outgoing phone traffic in a streamlined, and cost effective manner.***

A new generation of call accounting systems for PC's to work in DOS or under WINDOWS. A system that can be tailored to operate in a hotel, business, hospital or nursing home environment with the capacity to: rate, surcharge/mark up (if desired) & tax calls provide trunk, department and extension tracking & analysis provide a wide array of management reports

The CARS systems can also capture caller ID when linked with a compatible PBX and a local phone exchange that can provide the Caller ID service.

### ***Tracking your Phone Calls just Became User Friendly***

CARS interfaces easily with state-of-the-art phone systems, featuring SMDR/CDR, to store all incoming (if desired) and outgoing (local calls optional) calls to a hard disk as they are completed for either on-line rating or for batch processing at a later time when it is convenient for you.

CARS is a menu driven system that will rate your calls using user maintained rate tables, and provide you with flexible menus and functions to assist you with the management of your call traffic for tracking and/or billing purposes.



### ***A Full Featured Call Accounting System which will Share a PC or Network***

CARS does not require a dedicated PC unless you require on-line rating of calls. Otherwise CARS will operate in background on your DOS PC or on your Local Area Network (LAN) terminal, store the calls on the hard disk, and process the calls later based on your desired schedule.

# CARS

## CAPA Call Accounting



- Complete package integration



# Support for the Total Solution ”....

**We eliminate the finger pointing and we look after the total solution/integration for you.**

**Peace of mind with CAPA s proven 24/7 support for:**

- 1. The CTX Front Desk operations**
- 2. All of the integration**
- 3. Your Integration to the CTX**
- 4. The Call Accounting rate tables**

**We provide 24/7 by 800 phone and Internet VPN support**



