DIAVOX HOSPITALITY
AASTRA IP-PBX MX-ONE TELEPHONY SYSTEMS

The DiaVox™ Advantage

Diavox is an internationally recognized voice processing solution provider in Asia Pacific, Middle East and European countries. Established in 1989 with approximately 95,000 public and private exchange lines installed to date, we can safely say that we have successfully penetrated the worldwide market.

Focusing our expertise on the Hospitality industry, our goal is to provide our customers with the latest in technological advancements and continue to expand our product lines to meet the demands of our wide range of end-users.

The DiaVox™ Hospitality Media Gateway (HMG)

The HMG application designed for Aastra MX-ONE Telephony Server offers a robust and versatile solution for the hotel and lodging industry. Offering a wide range of features and functions with guaranteed reliability, it's no surprise that Diavox is the preferred solution.

The **Media Gateway (ProcGate)** TCP/IP interface supports a variety of Property Management Systems providing seamless integration with reputable brands worldwide. Designed to handle voice and data transactions in real-time, pertinent guest information and requirements are just at your fingertips.

The DiaVox™ Hospitality Media Gateway (HMG)

is custom designed to integrate with Aastra IP-PBX MX-ONE Telephony Systems:

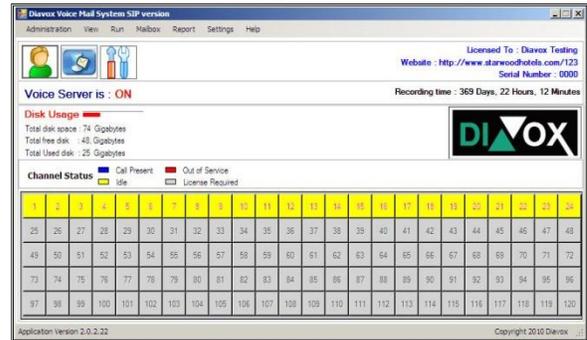MXONE TSW (Analog Interface)
MXONE TSE v3.2
MXONE TSE v4.1 or higher

Illustration #1 Main Administration and Processing

System Features

The Diavox Hospitality Application offers a complete set of easy to use features tailored to fulfill the requirements of small, medium and large sized lodging properties. In addition, the system offers voice messaging, automated attendant and audiotext functionality for hotel staff operations to improve productivity and efficiency offering guests optimum service whether on a business trip or travelling for pleasure.

Some of the commonly used features for the Hospitality Applications are as follows:

- Graphical User Interface
- Front Desk Check-in/Check Out
- Batch or Group Check-In/Out for Cruise Ships; University Campus
- Wake-up Call Module
- PBX Message Waiting Light Control
- Room Swap & Name Swap
- Guest Name Display
- Multiple Languages and Display
- MiniBar Options
- Automated Attendant and Voice Messaging Features
- Email Notification via POP3 account

LANGUAGES

The system supports 6 simultaneous languages and boasts of a growing database containing up to 23 foreign languages to choose from.
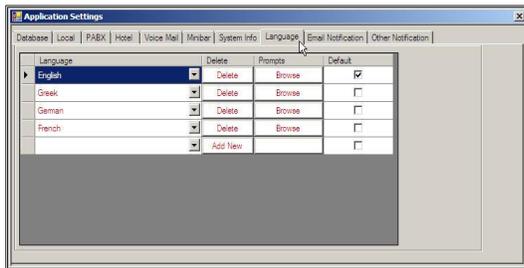

Illustration #2 Language Settings

SYSTEM UTILITIES & TOOLS

Increase productivity, streamline operations and improve efficiency with value added system tools that turns your business into a solution you can trust with world class standards.

- Protocol converter for non-compliant PMS
- Call mapping & Audiotext builder
- Call routing with special holiday scheduler
- Real time trace & diagnostic facility
- Wake-up Call Notification
- Line control and diagnostics
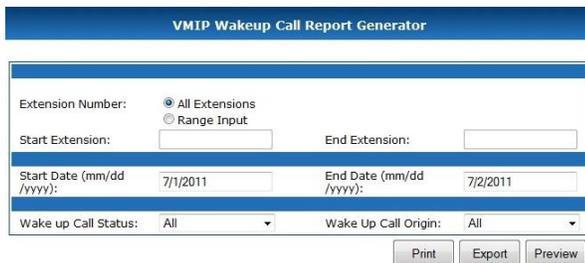- Back-up and restore utility
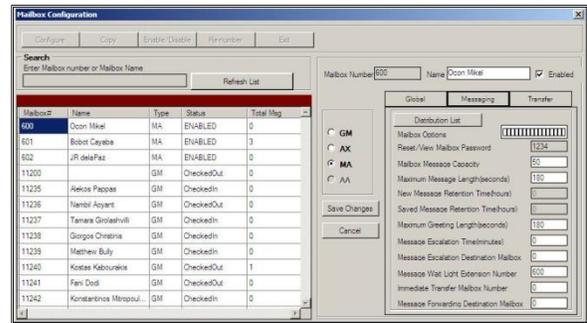

Illustration #3 Wakeup Call Report Generator

Illustration #4 Mailbox Configuration Screen

STATISTICAL REPORTS

Gather vital information from the system administrator on the operational status of the system to help maintain performance and stability

- Mailbox, hard disk and port usage
- Line usage and mailbox statistics
- Minibar consumption and report
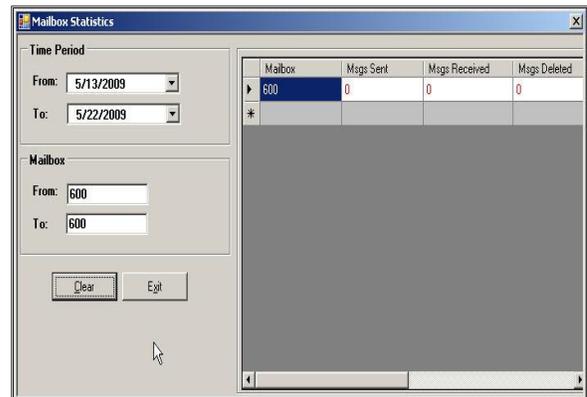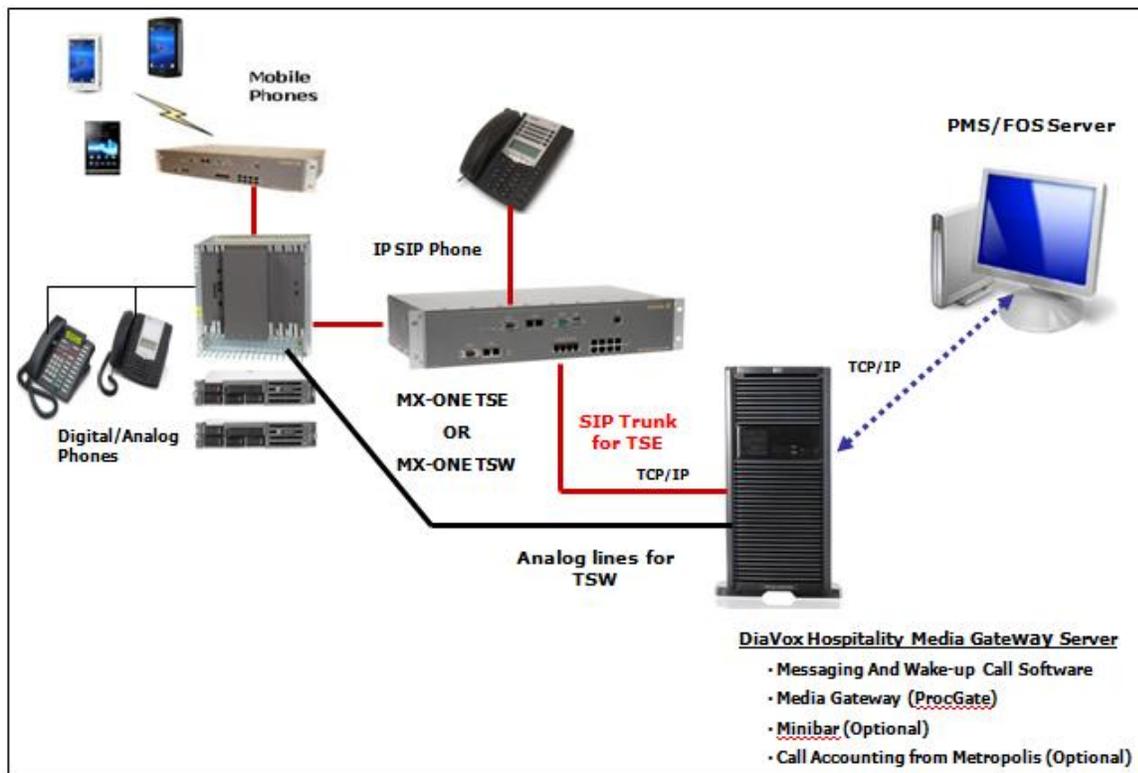- Wake-up call request and delivery report (Web)
- Room status report

Illustration #5 Mailbox Statistical Report

Illustration #6 Wakeup Call Report

SOLUTION OVERVIEW:

SYSTEM REQUIREMENTS:

HARDWARE:	Quad Xeon processor, 8GB Memory, 250GB HDD (2 or more HDDs for RAID 1 or RAID 5
	1GB Ethernet Card, DVD/R Drive
OPERATING SYSTEM:	Windows 2008 Server
CAPACITY:	4 – 120 channels per server; Upgradable
	Approximately 50,000 users/ mailboxes
INTERFACE:	Analog and SIP Trunk
LICENSES:	Aastra HA License and (1) SIP Trunk
	Diavox HMG Software and Runtime License (Capacity)
OTHER SOFTWARE:	
*Optional	Minibar License*
	Wake-up Call Web Notifier*
	Protocol Converter *