NEC
UX5000

UNIVERGE® UX5000
Hospitality Management

NEC's UNIVERGE UX5000 Hospitality Management features complement the standard business package and provide a variety of powerful communication services and solutions to meet the increasingly expanding demands of the hospitality industry.

Built-in Facility Management and Guest Services
These built-in industry-specific features are designed to better service your business and guests with flexibility, and economy as well as efficiency for you.

With its extensive feature-set, the UNIVERGE UX5000 Communications Server provides communication solutions and services that meet all your guest and staff requirements. Select from the latest Voice over Internet Protocol (VoIP) telephones, traditional telephones, or a combination.

The UX5000 system also supports standard single line telephones, cordless and even wireless phones.

Automatic Call Distribution (ACD) routes calls to reservation agents, room service, or even remote workers.

Your guests will appreciate the convenience and ease of use of features they have come to expect. These include Message Waiting, Do Not Disturb, Wake-Up Call, and Single Digit Dialing to extensions and important services such as room service, restaurants, and spa facilities.

The UX5000's advanced technology, tools and applications give your staff a full complement of business mode features that streamline communications, improve efficiency and productivity within your business operations, while providing your guests with a higher, more responsive quality of service.

Power of Integration - Voice Mail and Property Management System (PMS)
Add the UX5000's UX Mail solution with optional lodging software to provide the latest Hospitality Voice Mail services. The Automated Attendant can answer the hotel's calls with a recorded welcome message and dialing instructions. Callers simply follow the dialing instructions to route their call. In addition, each guest can utilize a first time tutorial to guide them through the Voice Mail features, receive a handy Wake-Up Call, or activate a snooze alarm.

For more sophisticated applications, the UX5000 system also offers Property Management System integration (PMS)[1], which provides an unparalleled level of facility management and messaging services.

Integration of the UX5000, with UX Mail and optional lodging software, NEC's PMS interface, and your Property Management System, will offer the most comprehensive hospitality services. This powerful combination provides the ability to automate many routine facility management tasks by instantly exchanging Room Status, Guest Services and Call Record data.

[1]Additional equipment may be required.

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For example, check in a guest at the reservation terminal and automatically update room status, set call restriction, and enable the guest's mailbox. At check-out, the complete management system works together to notify housekeeping, add outside call charges to the guest's bill, automatically archives unanswered messages, and deactivates their mailbox.

Your UX5000 telephone system provides comprehensive Hospitality services in addition to the many features available to business users. These Hospitality services help you run your facility more efficiently, save you time and money, and provide your guests with more responsive service. Hospitality features include:

Wake Up Call - Provide a personal service that is like having an alarm clock in each room — with some unique advantages:

- Guests can set or cancel Wake Up Calls for themselves, or you can set and cancel Wake Up Calls for them
- You can view the status of all your system's Wake Up Calls from your Display Console
- Unanswered Wake Up Calls can automatically call the operator and print on the Room Status Printout report
- Use Wake Up Call as a meeting reminder (e.g., for convention attendees)

Single Digit Dialing - Simplify your guests' calling experience with one-touch access to your important Hospitality services. They can just lift the handset and press a single key for:

- Extensions such as the front desk, reservation services, housekeeping or the maitre d' of your restaurant
- Feature Access Codes for one button access to selected features and outside lines
- Voice Mail, so your guests can leave requests even when your service providers are unavailable
- A Department Calling Group, allowing, for example, your guests to reach the first available agent in your reservation desk group

Message Waiting Indicator - If a guest receives a call while they are away from their room, a message can be left for them and the Message Waiting indicator lamp will start flashing. When the guest returns, they will see the lamp on their phone flashing and know that they have a message waiting. Your staff can utilize this feature to communicate easily with guests by simply leaving a message. Guests will immediately know when they have a message and staff will not have to keep redialing their room. As an added benefit, your console can show all the rooms that have messages waiting.

Room to Room Calling Restriction - Prevent guests in one room from calling guests in another — a handy feature for guests that want to maintain their privacy. If you need to, you can always allow inter-room calling (e.g., for families or groups that have separate rooms).

Toll Restriction - Provides the capability to control the dialing restriction levels of a guest telephone based on a per room, per guest, or occupancy status. You have the ability to make the call restrictions as elaborate as you need them to be. When the room is vacant (Checked-Out), the room's telephone can be restricted. During Checked-In guest status, you may restrict all outside calls, allow only local calls, or provide more permissive dialing privileges for high priority guests.

Room Status/Printouts – By providing an up to the minute, concise overview of all your guest rooms, you can easily coordinate your hotel service and cleaning staff with your reservation desk, and help maximize room usage. Simply view or print a detailed report that shows Room Status, Room Call Restriction, Do Not Disturb, Message Waiting and Wake Up Calls. If your housekeeping staff needs to know which rooms to clean, for example, just print out the report showing room status.

Console Monitoring - Your console provides unique one-touch room monitoring capabilities. Just press a button on your console to check a room's status. Or, see at a glance which rooms have Wake Up Calls set or messages waiting. In addition, you can still use your console for business mode features.

Do Not Disturb (DND) - A guest can activate DND any time they need privacy (for example, if they need to work uninterrupted). Do Not Disturb (DND) blocks the room telephone's incoming calls and Paging announcements. An operator may still call phones that are in DND.

Flexible Numbering Plan - To simplify dialing guests and services in your facility, customize your system to have room numbers match each phone's extension number. For example, if the rooms on the first floor are numbered 100-120, the corresponding room extensions can also be 100-120.

PMS Integration - Your UX5000 telephone system and many Property Management Systems (PMS) can work together to provide fully integrated lodging facility management. PMS Integration can automate Check-In, Check-Out, Room Status and room Toll Restriction.

To find out more about UX5000 and how NEC's powerful and versatile technology platforms can work for you, contact your local authorized NEC dealer, visit our website at www.necux5000.com or call 800-365-1928.

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