

Residential Communications

Connecting Your Residence to the World

Increased Tenant Services. Enhancing Profitability.

At Hitachi, we understand that the competition among communities to attract residents has never been stronger. We also know that more and more developers of "planned" subdivisions, condominiums, apartment complexes are pursuing top-of-the-line amenities and services to provide their properties with a competitive edge. Because these value-added offerings often include cable television, movie rentals, and more importantly---a wide range of communications services---Hitachi can help you to profit

Our Residential Communications software is designed to transform you into a custom provider of local and long distance telephone services. This not only attracts residents, but it also directly enhances your property's cash flow. With the flexibility of our Residential Communications software and Hitachi's integrated call accounting, you can create a service package that generates ongoing revenue by allowing you to bill for features and telephone usage.

The HCX5000 can also help you attract and retain tenants at your property with exclusive, lifestyle-enhancing telecommunications features. Because these features extend far beyond those typically available from the local phone company, your residents will have access to a wide array of communication conveniences that will serve to increase their satisfaction with your property and lengthen their stay.

Furthermore, our HCX5000 provides you with control over your telephone system. That means your new tenants will enjoy the luxury of immediate service---without the inconvenience of costly telephone company deposits and installation charges. In addition, our system also provides full digital telephone services for your administrative staff, which allows your employees to benefit as well.

Hitachi's Residential Communications Software: Connecting residents to the world, Helping properties to profit.

Advanced End-User Features

Hitachi's Residential Communications System enables you to offer your tenants everything they would expect from the local telephone company and much more.

- ▶ **High Speed Data Access**
Provides tenants access to the Internet with simultaneous use of voice and data over the existing telephone wire.
- ▶ **Enhanced Caller ID**
Enables calls transferred through the switch to retain and display the original calling party's caller ID.
- ▶ **Automatic Call Return**
Allows users to enter an access code that automatically redials the number of the last incoming caller over PRI or within an HCX network.

HCX5000 Family

- ▶ **ANI Block**
Provides the ability to allow or prevent transmission of a tenant's caller ID on all calls. Also provides a tenant the ability to override the setting on a call-by-call basis.
- ▶ **Call Block**
Allows a resident to reject calls from a specified number such as a harassing caller.
- ▶ **Residential Distinctive Ringing**
Allows multiple telephone numbers to be assigned to a single telephone line with a unique ringing pattern for each.
- ▶ **Call Waiting Caller ID**
Allows users to identify an incoming caller while off-hook on an existing call.
- ▶ **Universal Voice Messaging**
Provides cost effective voice messaging service for a networked HCX5000*i* by using one centralized VMS.

Call Accounting: Your Bottom Line

Hitachi's integrated call accounting for its Residential Communications System accurately tracks billing information for each resident's calls and enables easy data collection for creating telephone bills. With accurate call accounting, you can ensure that your telephone system is playing an active role in enhancing your bottom line.

- ▶ **Centralized Call Accounting**
Allows you to store SMDR data for all systems in a network at one centralized location. This enables call matching with tenants for resale of services. Records can be printed in HCX reports or sent to an external call accounting system for billing. Hitachi's HCX identifies and directs calls within the switch, ensuring all calls are sent in the most efficient manner.
- ▶ **IntraPBX Routing**
Allows for calls between stations in the property to be processed in the switch rather than entering the public network. This frees up external lines for revenue generating calls.



Apartment Complex

Residential Communications

Call Accounting: Your Bottom Line (cont'd)

- ▶ **Special Number Routing**
Facilitates the routing of specified types of external calls to a particular route, trunk or carrier while saving money by bypassing the local exchange carrier.
- ▶ **Inhibit Local Calls**
Gives you the option to exclude call record creation for local calls made from the property. This lowers printing costs and reduces the number of call records to be processed. For security and call accounting accuracy, records are always stored for 411, 611, and 911 calls even with this featured enabled.
- ▶ **Seconds Displayed on SMDR**
Provides call duration down to the second for each call record. Because accurate billing is important to ensure your residents are being charged correctly, this allows for more precise call accounting.

Maintenance: Ensuring Your Residents' Satisfaction

Because your property management staff has responsibilities more pressing than servicing your telephone system, Hitachi has designed the entire HCX5000 Family for easy maintenance and maximum uptime.

- ▶ **Remote Monitoring of Input/Output Controller (IOC) Ports**
Allows centrally located technicians to remotely monitor input/output port conditions of multiple properties.
- ▶ **IOC Initialization**
With IOC Initialization, interfaces for devices such as answer detection and call accounting can be evaluated, initialized and reset either on-site or from a remote location without reloading the entire system.

Security: Safeguard Your Residents

Because personal safety is a priority for your residents, Hitachi's Residential Communications System ensures that your property personnel can identify the location of an emergency and respond swiftly.

Hitachi's **Centralized E-911** feature routes these calls directly to the Public Safety Answering Point (PSAP) and also immediately alerts property personnel that an emergency has occurred, even if the resident fails to complete the call and does not hang up the phone. As soon as 911 is dialed, your property's Audit printer immediately generates a printout and notification can be sent to your call accounting system.

HCX5000 Family includes HCX5100, 5200, 5300, 5400, 5500 and 5000i.

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Features

Features, services and conveniences designed to enhance your residential community included in the HCX5000 Family are:

- ▶ ANI Block
- ▶ Basic Automated Attendant
- ▶ Billing Options
- ▶ Call Accounting / Charging
- ▶ Call Block
- ▶ Call Coverage
- ▶ Call Forwarding
- ▶ Call Hold
- ▶ Call Intercept
- ▶ Call Return
- ▶ Call Trace
- ▶ Call Waiting
- ▶ Call Waiting Inhibit
- ▶ Enhanced Caller ID
- ▶ Centralized E-911
- ▶ Computer Telephony Interface
- ▶ Conference/Three-Way Calling
- ▶ Credit Limit
- ▶ Direct Inward Dialing Capabilities
- ▶ Distinctive Ringing
- ▶ Do Not Disturb
- ▶ Emergency Alert
- ▶ Enhanced 911 Service Interface
- ▶ Expanded Carrier Access Codes
- ▶ Fast Service Set-Up
- ▶ Forced Account Code Enhancement
- ▶ High Speed Data Billing Access (Internet)
- ▶ Internal Call Return
- ▶ IntraPBX Routing
- ▶ ISDN Connectivity
- ▶ Last Number Redial
- ▶ Least Cost Rating
- ▶ Line Add/Delete Flexibility
- ▶ 9-less Dialing
- ▶ MAXimilian Suite
- ▶ Outgoing Restrictions Capability
- ▶ Paging Interface
- ▶ Personal Speed Dialing
- ▶ Stutter Dial Tone
- ▶ System Speed Calling
- ▶ Voice Messaging Interface
- ▶ Wake Up Service

As the leader in lodging telecommunications, Hitachi is here to connect you and your guests into the 21st century. For more information on how Hitachi's HCX5000 Family can provide state-of-the-art telecommunications services for your property, please contact us at 1.800.446.8820. Rev 3