

# Extended Stay

## Connecting Guests to the World

## HCX5000 Family

### The Superior Choice For The Extended Stay Property

At Hitachi, we are keenly aware that today's extended stay property reaches far beyond an ordinary hotel. We also know that it requires much more than an ordinary phone system. On the one hand, management must cater to the specific needs of long-term guests who want all the conveniences of their home telephones, yet also require the functionality of a remote office. On the other hand, extended stay properties typically operate with minimal staff, so reliance on automation and technology is critical.

At Hitachi, we're pleased to report that our HCX5000 software for Extended Stay is designed to allow you to effectively meet guest telecommunications needs while minimizing your operating costs and maintaining your bottom line objectives. Extended Stay combines the proven functionality of the Hitachi WelCOMM package for lodging with features from Hitachi's innovative Residential Communications System. This allows your property's management staff to benefit from the reliability of Hitachi services such as:

- ▶ Automated attendant
- ▶ E-911 emergency notification (visual & audible)
- ▶ WelCOMM GuestMail
- ▶ Trunk Answer From Any Station

With Hitachi's HCX5000 Extended Stay software, your guests will enjoy all of the telephone conveniences they would find in their own homes and offices along with added features not provided by an ordinary hotel. These include Direct Inward Dialing, 9-less dialing and automatic check-in and check-out. Just as important, Hitachi's flexible, integrated call accounting system provides you with maximum control over the billing of all charges.

Designed with your property and your guests in mind, Hitachi's Release 9.0 software for Extended Stay provides maximum telecommunications effectiveness in the minimally staffed environment. Additional features and innovative enhancements offered in Hitachi's release 9.0 for the HCX5000 Family allows you to maximize your telecommunications capability for enhanced customer service and increased revenue generation.

Hitachi's Extended Stay software: Extending Services, Minimizing Staffing.

### Service: Your Highest Priority

- ▶ Because your business is built on service, your availability to your guests is critical. Hitachi's **Attendant Continuous Ringing and Trunk Answer From Any Station (TAFAS)** features ensure that your guests get the attention they demand:

#### Continuous Ringing

Continuous ringing allows the front desk and back-up staff to detect when calls are ringing into a busy attendant. The Extended Stay software determines the source of the incoming calls and prioritizes them based on the type of call.

#### Trunk Answer From Any Station (TAFAS)

TAFAS complements the Continuous Ringing feature by allowing call ringing at the attendant to be answered at any administrative station, day or night.

- ▶ **Enhanced Caller ID**

This feature allows you to provide added privacy to your guests. Calls forwarded and transferred through the switch retain and display the original calling party's ID.

- ▶ **Call Waiting Caller ID**

Call Waiting Caller ID allows your guests to identify an incoming caller while offhook on an existing call.

- ▶ **WelCOMM GuestMail**

Included in the Extended Stay package, this feature provides general voicemail information, including automatic mailbox setup on check-in, deletion upon check-out, and instant adaptability should a guest require a room change. This is a Hitachi software feature that enables most property management systems (PMS) and most voice message systems (VMS) to communicate with each other and



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## Call Accounting Enhancements: Improving Your Bottom Line

Providing telephone service is much more than just another way of catering to your guests, it is also an important method of providing your business with a viable revenue source. Hitachi's accurate call accounting features will help you to ensure that your telephone system is playing an active role in your bottom line.

- ▶ **IntraPBX Routing**  
Allows internal calls to be processed in the switch rather than entering the public network. This frees up external lines to be used for revenue generating calls.
- ▶ **Special Number Routing (0+ Routing)**  
Facilitates the routing of specified types of external calls, such as 800 numbers, to a particular trunk or carrier. This saves money because the local exchange carrier can be bypassed and commissions can be protected.
- ▶ **Inhibit Local Calls**  
Gives you the option of not creating call records for local calls made from the property. This enables those properties that don't charge customers for local calls to save on printing costs and to reduce 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 the feature enabled.
- ▶ **Seconds Displayed on SMDR**  
Provides for more accurate call accounting. This feature now provides call duration down to the second for each call record as well as built-in answer detection.

## Maintenance Enhancements: Ensuring Guest Satisfaction

Because your time is best spent servicing your guests rather than 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 multiple properties' input/output conditions.
- ▶ **IOC Initialization**  
Allows the interfaces for devices such as the PMS, VMS, answer detection, and call accounting to be evaluated, initialized and reset --- either on-site or from a remote location --- without reloading the entire system.

## Security Enhancements: Safeguarding Your Guests

With Hitachi's E-911 feature, you have the assurance your property personnel can identify the location of an emergency and respond swiftly to the situation. When a guest dials 911 --- even before the call is completed --- your property's front-office audit (FOA) printer immediately generates a printout, the attendant console provides an audible alert, and notification is sent to the property management or call accounting system. This ensures that management knows immediately when an emergency has occurred, even if the guest fails to complete the call and does not

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## Features

Features of Hitachi's HCX5000 Family, which are designed to meet the telecommunications needs of the extended stay property, include:

- ▶ Answer Detection Compatibility
- ▶ Att. Traffic Reporting
- ▶ Automatic Attendant
- ▶ Billing Options
- ▶ Call Coverage
- ▶ Call Forwarding
- ▶ Call Hold
- ▶ Call Intercept
- ▶ Call Return
- ▶ Call Trace
- ▶ Call Waiting
- ▶ Call Waiting Inhibit
- ▶ Caller ID
- ▶ Conference/Three-Way Calling
- ▶ CTI Interface
- ▶ Credit Limit
- ▶ Dial by Name
- ▶ Direct Inward Dialing Capabilities
- ▶ Do Not Disturb
- ▶ Enhanced 911 Service Interface
- ▶ Expanded Carrier Access Codes
- ▶ Extension Dialing With-in Property
- ▶ Forced Account Code Enhancement
- ▶ High Speed Internet Billing Access
- ▶ Hotel Suite Functionality
- ▶ Integrated Call Accounting/Charging
- ▶ IntraPBX Routing
- ▶ ISDN Connectivity N12/N13
- ▶ Least Cost Routing
- ▶ Line Add/Delete Flexibility
- ▶ 9-Less Dialing
- ▶ MAXimilian Suite
- ▶ Outgoing Restrictions Capability
- ▶ Paging Interface
- ▶ Personal Speed Calling
- ▶ Property Management System Interface
- ▶ Second Call Waiting Tone
- ▶ Seven-Digit Dialing (9 less dialing)
- ▶ Stutter Dial Tone
- ▶ System Speed Calling
- ▶ Trunk Answer from Any Station
- ▶ Voice Messaging Interface
- ▶ Wake-up Service (Multiple Wake-up Calls)
- ▶ Wake-up Alarm (Audible)
- ▶ WelCOMM Guest Mail

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

*As the leader in lodging telecommunications, Hitachi is here to connect you and your guests into the 21<sup>st</sup> 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*