

# Elite IPK II Hotel and Motel Management

**T**he Electra Elite IPK II from NEC Unified Solutions coordinates essential services with a powerful suite of built-in Hotel/Motel Management features.

NEC Unified Solutions is an established leader in communications solutions for the hospitality industry, helping them excel while enhancing the guest experience.

The IPK II communication system provides comprehensive Hotel/Motel features in addition to the many standard business features. Industry-specific hotel/motel features help run facilities more efficiently, saving time and money while providing guests with more responsive service and high end hospitality services.

## Elite IPK II's Suite of Hospitality Specific Features

- Wake Up Call is like having a talking alarm clock in each room. Guests are greeted with music on hold or a prerecorded message.

- Single Digit Dialing is one-digit access to hotel/motel services. Convenient access to profitable and important hotel services such as restaurants, room service and spas, maintain customer satisfaction when attempting to contact these services.

- Important calls from hotel management that are not answered illuminate the Message Waiting lamp on a telephone. When guests return and dial the message waiting code, they are automatically connected to the extension or department that left the message.

- Room to Room Calling Restriction prevents guest rooms from calling each other. This maintains the privacy of each guest.

- Toll Restriction Check In Mode is comprised of two different toll restriction modes may be set. This allows guests to dial freely when the room is occupied. When vacant, the room's telephone can be restricted.

- Room Status monitors the status of each guest room, including Checked In, Checked Out, Maid Required, and Maid in Room. This maximizes room usage by coordinating your cleaning staff and reservation desk. Note: current limitations do not allow the room status to be set from a room, only from the front desk.

- Room Status Printout generates an up-to-the-minute summary report of all room's and their Status, Calling Restrictions, Do Not Disturb Status, Message Waiting Status and Wake Up Call status for management review.

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DSS Console Monitoring Mode provides an at-a-glance monitoring status in addition to the standard call processing business mode. The supervisor is always in receipt of the most current information

- Do Not Disturb allows a guest desiring privacy can set their telephone in Do Not Disturb. This prevents unwanted calls and pages so the guest can work or rest uninterrupted.
- Flexible Numbering Plan means the Elite IPK II's number plan can be set so the room number and extension number are the same. This will facilitate calling guest's rooms by matching the telephone system's numbering plan to the room numbers.

A choice of TDM and IP telephones including support for standard single line telephones. Select any combination of traditional corded telephones, cordless or even wireless phones to meet guest and staff requirements.

The Elite IPK II supports business applications to keep properties running efficiently. Automatic Call Distribution (ACD) routes calls to reservation agents, room service, or even remote workers. Automating and reporting on-call processing efficiencies allows for improvements within business operations.

A Voice Messaging system with hospitality features allowing guests to receive calls or check messages anytime, a critical feature for busy travelers. Hospitality's conversational interface has set the standard for easy use in hotel voice mail. To check or leave messages, guests simply respond to "Yes" or "No" questions. An operator can be reached by pressing "0" at any time. Note: This feature is not included in the Hotel/Motel package and the feature set is dependant on the voice mail installed.