

Toshiba TSD and InnService Unite to Achieve the Ultimate Solution for the Hospitality Industry

Toshiba TSD is pleased to announce that it is now the exclusive distributor of Ultimate InnService for Strata™ CIX®. InnService changes the Strata CIX system into a Hotel/Motel solution by providing services such as guest registration (call costing), wake-up call management, maid status management and InnService provides the Property Management System Interface (PMSI) to integrate with your customer's PMS.

Ultimate InnService for Strata CIX integrates the Toshiba telephone system with a customer's existing or new Property Management System (PMS). With over 50,000 hotels in the U.S. alone, Toshiba TSD and InnService enable you to reach the growing hospitality industry like never before.

Overview

InnService provides an integrated solution with the Strata CIX and customer's Property Management System to achieve guest satisfaction and reach your business goals.

InnService integrates with such Property Management Systems as MICROS®, Springer Miller^{SMS}, InnQuest®, SoftBrands®, Multi-Systems®, Galaxy Hotel Systems®, Brilliant Hotel Software®, Choice®, and Execu/Tech Systems along with some twenty other software systems serving the Hospitality Industry.

In addition to serving as an integrated solution, the customer will appreciate the many valuable features InnService provides:

- **Telecommunications Expense Management**
 - Line traffic studies - indicates if the property has too many or too few lines
 - Voice mail port traffic studies - indicates if the property has too many or too few voice mail ports
 - Monthly phone bill reports - helps budget planning and complete profitability studies
 - Real and alternative rate reports – provides a snapshot of cost versus profit of telephone operating expenses
 - Guest call tracking – to help in billing back for long distance, internet, and local calls
- **Guest Services Management**
 - Room status report* - helps staff quickly identify vacant rooms
 - Wake-up call report - documents that a wake-up call was attempted, made and acknowledged by the guest
 - Personalize the wake-up call message* – new recordings every day if the customer desires
 - Provide for cash deposit – prepaid calls are allowed for local and long distance calls

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- Automatically activates voice mailbox as guests check-in & automatically clears voice mail box as guests check-out* – seamless check-in and check-out procedures
 - Front Desk Operations Optimization
 - Real time alerts – notifies the front desk and other predefined location of 911 calls and the extensions requesting help
 - Room status indicators for clean, occupied, needs repair or cleaning – automates the check-in process
 - Wake-up call alerts triggers a front desk alert in case a wake-up call has not had a response from the guest – provides better customer service
 - Restrict dialing patterns – while the room is cleaned, repaired or awaiting the next guest
 - Email messages for system operational status (SMDR, PMS)
 - Guest Satisfaction
 - One or more wake-up calls can be made for each room–helps guests avoid missed appointments
 - Local and long distance calls are priced real-time – no waiting at the check out counter for a report to be run.
 - Voice messages cleared on check-out* – guests don't need to remember to delete messages before checking out
 - Guests can set, change, and verify their own wake-up calls*
- * Requires compatible Strategy voice mail system

Ordering Information

InnService application software runs on a customer provided PC. Depending on the number of rooms to support, there are four models available. For each model, there is an option to integrate with the voice mail system to provide services such as wake up calls and/or maid status. Also available is an option to integrate with the customer provided Property Management System. There is no upgrade between models.

These part numbers are not available on FYI. Please contact Toshiba Customer Service at (800) 234-4873.

Part Number Description

ULT-INN-SBASC — Ultimate InnService for Strata CIX software supports up to 75 rooms. Remote installation support is included. Customer or Dealer needs to prepare the PC to run the software. Multiple PCs may be required for some installation - contact Ultimate (262) 789-9609 for details.

ULT-INN-MBASC — Ultimate InnService for Strata CIX software supports up to 300 rooms. Remote installation support is included. Customer or Dealer needs to prepare the PC to run the software. Multiple PCs may be required for some installations - contact Ultimate (262) 789-9609 for details.

ULT-INN-LBASCU — Ultimate InnService for Strata CIX software supports up to 900 rooms. Remote installation support is included. Customer or Dealer needs to prepare the PC to run the software. Multiple PCs may be required for larger installation - contact Ultimate (262) 789-9609 for details.

ULT-INN-RBASC — Ultimate InnService for Strata CIX software supports up to 1800 rooms. Remote installation support is included. Customer or Dealer needs to prepare the PC to run the software. Multiple PCs may be required for resort installations - contact Ultimate (262) 789-9609 for details.

ULT-INN-SVMS — Voice mail interface for the Ultimate InnService Small Hotel Basic to provide wake-up call, maid status and other services. Voice Mail software must be Enterprise Server (ES) running on iES16/iES32, ES48/ES96, MAS, or MicroMAS hardware platforms.

ULT-INN-MVMS — Voice mail interface for the Ultimate InnService Medium Hotel Basic to provide wake-up call, maid status and other services. Voice Mail software must be Enterprise Server (ES) running on iES16/iES32, ES48/ES96, MAS, or MicroMAS hardware platforms

ULT-INN-LVMS — Voice mail interface for the Ultimate InnService Large Hotel Basic to provide wake-up call, maid status and other services. Voice Mail software must be Enterprise Server (ES) running on iES16/iES32, ES48/ES96, MAS, or MicroMAS hardware platforms

ULT-INN-RVMS — Voice mail interface for the Ultimate InnService Resort Hotel Basic to provide wake-up call, maid status and other services. Voice Mail software must be Enterprise Server (ES) running on iES16/iES32, ES48/ES96, MAS, or MicroMAS hardware platforms

ULT-INN-PMS — PMS Interface for Ultimate InnService to connect to customer provided Property Management System.

System Compatibility

InnService is compatible with following Strata CIX models with Release 3 or later software. Please note that each model has a different capacity for available extensions and voice mail ports.

- Strata CIX 40
- Strata CIX 100
- Strata CIX 670

InnService is compatible with following voice mail models.

- Stratagy ES48/ES96
- Stratagy iES16/iES32
- Stratagy SES for MAS/MicroMAS-H/MicroMAS-D

InnService cannot run as an additional application on the MAS. InnService requires a dedicated PC to run its software. The following shows the PC hardware/software requirements. InnService may require multiple PCs depending on the size and the configuration of the system. Please consult Ultimate at (262) 789-9609 for details.

- OS: Windows® 98se, NT, 2000 Professional, XP or VISTA operating system
- CPU: Pentium 4 or later
- Memory: At least 256MB (or recommended memory size by Microsoft for each operating system)
- Hard Disk: At least 500MB (or recommended memory size by Microsoft for each operating system)
- Ports: Up to three serial ports may be required depending on connected devices such as PMS
- Other: CD/DVD

Sales Support

Sales Support is available from Ultimate. Please contact Cindy (cindyo@uspnet.com or at (262) 789-9609.

Toshiba Sales Support Desk will be ready by mid October.

Technical Support

Technical support is directly provided by Ultimate. Standard support hours are 5:30 am to 4:30 pm (PST) weekdays. After hours support is provided based on voice mail. Calls will be returned within one hour.

The Technical Support contact number is (262) 789-9616.

Training

Sales training will be available from Ultimate upon request. Please contact Cindy (cindy@uspnet.com or at (262) 789-9609.

Ultimate will provide installation assistance and technical training during the installation. Please arrange the installation through Jim. (Jim@uspnet.com or at (262) 789-9616)

Maintenance and Warranty

InnService comes with one-year warranty. If the maintenance needs to be extended, please contact Ultimate sales department.

- Donna Olkowski (donna@uspnet.com) (262) 789-9610
- Cindy Ovokaitys (cindy@uspnet.com) (262) 789-9609

Pricing

InnService provides authorized Toshiba dealers with one of the industry's most cost effective solutions to address the Hotel/Motel market. The online Price Book on FYI has all the pricing information.

A new version of CIX Quote that includes InnService is ready. Toshiba Sales Application Desk or Ultimate will also help in configuring InnService systems.

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