

# ININLINE™

HOSPITALITY VOICE MESSAGING



Innovation Technologies Worldwide, Inc.  
1841 Bourbon Road  
Cross Plains, Wisconsin 53528 USA  
Toll-free 800.424.6757  
phone 608.798.3555 · fax 608.798.3567  
[www.innovationtw.com](http://www.innovationtw.com)

In an effort to continually improve our products, Innovation Technologies Worldwide, Inc. reserves the right to change features and specifications without notice.

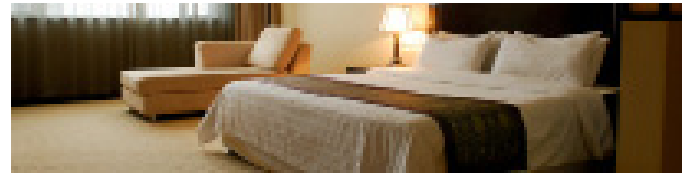
# INNLIN<sup>TM</sup>E

## VOICE MESSAGING FOR THE HOSPITALITY & LODGING INDUSTRIES

Since 1990, InnLine™ has been the preferred voice messaging solution for lodging properties of all sizes. InnLine™ voice messaging systems have been specifically designed to meet the needs of the lodging industry.

InnLine™ interfaces seamlessly with your existing equipment, providing a cost-effective solution to improving customer service. Reducing operator console traffic frees up staff time, allowing for a more productive work environment.

By combining voicemail, automated attendant and hospitality-specific features into one system, InnLine™ goes beyond simple messaging and turns the guest room phone into a complete information center.



- INTEGRATES WITH ALL MAJOR LODGING PBX & PMS SYSTEMS
- AUTOMATED GUEST SERVICES
- WAKE-UP CALLS WITH SNOOZE FEATURE
- GUEST VOICEMAIL TUTORIALS
- WAKE-UP CALLS CAN BE SET BY GUEST OR FRONT DESK STAFF
- VOICE MAILBOX CONFIGURED FOR GUEST AT CHECK-IN
- VOICEMAIL HOLDING BOX AT GUEST CHECK-OUT

### FREE UP VALUABLE STAFF TIME

Easy-to-use voicemail eliminates the need for message taking and delivery, freeing up valuable staff time. Special instructions, work schedules and maintenance orders can all be communicated through InnLine™ voice messaging products. Property management system integration allows your computer system to integrate with voicemail features.

### LOWER OPERATING EXPENSES

Automated Attendant transfers outside calls directly to departments or individuals, further reducing operator console traffic. While your guests will appreciate InnLine's benefits, you'll enjoy increased productivity and profitability.

### IMPROVE CUSTOMER SERVICE

Automated guest services provides information to your guests at the touch of a button. Guests can get travel information, weather forecasts, road conditions, current time, room service or local food delivery, local information about restaurants, theaters, shopping and other attractions. Additionally, wake-up calls are guest-programmable and handled automatically by the system.

# INNLIN<sup>™</sup> BENEFITS

## THE INDUSTRY-STANDARD VOICE MESSAGING SOLUTION

**HOSPITALITY-SPECIFIC** From the initial stages of development through the release of our products, hospitality-specific needs are our core focus. InnLine's lodging-specific functionality works to streamline many of your property's day-to-day operations.

**RELIABILITY** InnLine<sup>™</sup> offers the best software and hardware, designed to perform reliably 24-hours-a-day. It's so dependable and seamless, you will forget it's there.

**TRUSTED & ENDORSED** With over 20 years of hospitality voice messaging experience, Innovation Technologies' InnLine IP<sup>™</sup> voicemail has set the standard as the highest quality hospitality voice messaging system available. Continually at the forefront, Innovation pioneered features like the DID server, guest-programmable wake-up calls, and more. InnLine's continued reliability and hospitality-specific feature-set has led it to be endorsed by all major hotel chains.

**EXTENSIVE FEATURE-SET** InnLine<sup>™</sup> offers a complete set of features. Hospitality-specific features such as automated wake-up calls, automated guest services, guest voicemail tutorials, automated attendant, and more are included standard on all InnLine<sup>™</sup> voice messaging systems.

**FLEXIBILITY** InnLine<sup>™</sup> provides guests and hotel staff with convenient, flexible features that allow hotel guests and staff to take control of how and when they communicate. Furthermore, InnLine IP<sup>™</sup> will accommodate the addition of InnCharge<sup>™</sup> Call Accounting and PrivateLine<sup>™</sup> DID Server.

**EASY TO USE** Both guests and staff will appreciate that InnLine IP<sup>™</sup> is easy to use and convenient. Guest voicemail tutorials guide guests through using their mailbox. Furthermore, administration is simple.

**INTEGRATION** InnLine<sup>™</sup> seamlessly integrates with all major property management and PBX systems. Guest mailboxes are automatically activated and deactivated on check-in and check-out. Additionally, the guest's mailbox and messages are automatically moved when a room change message is received from the PMS.

**GUEST VOICE MESSAGING** eliminates the need for message taking and delivery, freeing up valuable staff time.

**STAFF VOICE MESSAGING** creates more efficient staff communications. Special instructions, work schedules and maintenance orders can all be communicated through InnLine<sup>™</sup> voicemail.

**AUTOMATED ATTENDANT** transfers outside calls directly to departments or individuals while your operator remains available.

**AUTOMATED GUEST SERVICES** provides information to your guests at the touch of a button.

**WAKE-UP CALLS** are guest-programmable and handled automatically by the system. Additionally, InnLine<sup>™</sup> offers wake-up call reports and missed wake-up



# INNLINE IP™ VOICE MESSAGING SOLUTIONS

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## INNLINE IP™



- 8 to 24 ports
- Solid State Drive
- Rack-mountable 1U chassis
- Unlimited mailbox capacity
- SIP integration
- 6 physical com ports
- 1 standard set of custom recorded prompts

InnLine IP™ is a next-generation voicemail system employing Session Initiated Protocols (SIP) to reduce integration and hardware costs. No digital or analog cards are required. InnLine IP™ comes standard in a cutting-edge, industrial rack-mountable 1U chassis.

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## INNLINE IP ELITE™

- 8 to 64 ports
- Three hard drives configured in a RAID5 array
- Dual hot-swappable power supplies
- Rack-mountable 4U chassis
- Unlimited mailbox capacity
- SIP integration
- 6 physical com ports
- 1 standard set of custom recorded prompts



InnLine IP Elite has all the reliable features of InnLine IP, with the addition of hardware redundancy and backup capabilities are built in. This robust system is a must for large hotels, resorts and convention centers.

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### Multi-tenanting (virtual instance) feature:

Using this method, one server (located at the property) may run several “virtual instances” of the InnLine IP voicemail application. Each instance would serve as a separate tenant within the property..

### DMG Integration

Older “legacy” PBX that do not support native SIP, may integrate with InnLine IP or InnLine IP Elite using Dialogic Media gateways. The gateways come in 8 port increments, and can connect to a variety of legacy PBX’s (such as Hitach HCX-5000 and older versions of Nortel, Avaya and Mitel.

# INNLIN<sup>™</sup> VOICE MESSAGING SOLUTIONS

## ELITE<sup>™</sup>



- 8 to 64 ports
- Dual hot-swappable hard drives
- Dual hot-swappable power supplies
- Rack-mountable 4U chassis
- Unlimited mailbox capacity
- 9 physical com ports
- 1 standard set of custom

The most robust system for large hotels, resorts and convention centers. Redundancy and backup capabilities are critical built-in features needed for larger properties. InnConnect<sup>™</sup> call forwarding provides your guests the unique option to take every call or not.

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## INNLIN<sup>™</sup> 2020<sup>™</sup>



- 4 to 24 ports
- Single SSD Drive
- Rack-mountable 4U chassis
- Unlimited mailbox capacity
- 9 physical com ports
- 1 standard set of custom recorded prompts

For small to large properties that need to grow, we've combined voicemail, automated attendant, and wake-up calls into one powerful system. InnLine 2020<sup>™</sup> provides a flexible solution for your property with future growth in mind.

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## INNLIN<sup>™</sup> EXPRESS<sup>™</sup>



- 4 to 8 ports
- Mini-tower case
- 250 mailbox capacity
- 3 physical com ports

For small to medium properties, InnLine Express<sup>™</sup> provides an affordable opportunity to offer the same amenities and features as their larger counterparts.

# INNCHARGE™

## CALL ACCOUNTING MODULE Next-Generation Call Accounting for Hospitality

InnCharge™ seamlessly integrates with InnLine™ to provide a trouble-free call accounting system. You can simply connect through a web browser to view a host of reports, and even assign VIP pricing to a guest. Additionally, InnCharge's client software is easy to use, which makes changing call pricing a simple task.

### KEY FEATURES:

- Access using easy-to-use web-based interface or front desk client software
- Seamless integration with InnLine™ means no integration or support challenges
- Flexible call pricing generates revenue
- Extensive reporting capabilities



# PRIVATELINE™

## DID MODULE Dynamic DID for Guests

With PrivateLine™, you can ask guests if they would like their own direct incoming telephone number(s). Then, with the included label printer, guests receive business cards listing their personal numbers. Guests will enjoy the added convenience of a direct number to forward their mobile phones to.

### KEY FEATURES:

- Up to 3 numbers per room
- Personal business cards listing assigned numbers
- Phone number usage reports
- Permanent phone number assignment for any extension