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Hospitality Solution

The Panasonic KX-TDA Hybrid IP PBX comes with an exciting array of business intelligent features specifically designed to help the Hospitality businesses where extensions correspond to guest rooms. This includes businesses such as Bed-n-Breakfast, Motel, Hotel, Long Term Elderly Care Centers (Nursing homes), Medical Clinics as well as some Hospitals.

With the KX-TDA Hospitality Solution - business receptionists can easy Check-in/Check-out guests using system telephones, generate detailed call record printout at guest check-out time, as well as setup remote wake-up or reminder alarms for guests. In addition, when integrated with the Panasonic KX-TVM voice mail messaging systems, the KX-TDA PBX allows for private voice mail for every guest room, automatic voice mailbox cleanup on guest checkout, as well as timed reminder/alarm that guests could easily setup from their own room phone using simple Voice Guidance.

## Check-in/Check-out - room status monitor

The hotel operator or business receptionist's extension can be used to view and change the check-in and check-out status of guest rooms. Flexible buttons on the hotel operator's extension can be set as Room Status Control buttons. Two programmable buttons are available:

Check-in: By pressing this button, Guests are checked-in, Telephone charges are cleared and Remote Extension Lock is turned off, allowing calls to be made by the guest from the room extension.

Check-out: By pressing this button, Guests are checked-out and room extension call data and charges are printed and Timed Reminder or Last Number Redial data is cleared. Additionally Remote Extension Lock is turned on - preventing outgoing Trunk calls from the room extension.

The DSS key Status Indication Lamp will show either one of two following states:
 - Checked In (Room Occupied) = RED On
 - Checked Out (Room Vacant) = Off
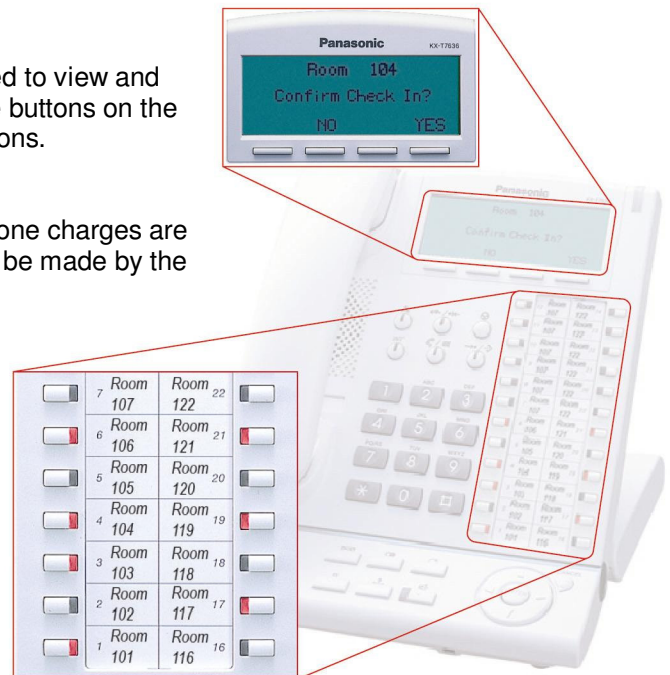
Programmable Message Print-out

The TDA Hybrid IP PBX allows up to 8 different, 16 character long alphanumeric messages to be stored in a printing message area via PC Maintenance Console programming software. Once programmed, these messages can be accessed via any extension connected to the TDA PBX and the selected message will be printed immediately on the SMDR Print-out. As an example, housekeeping could use this feature to inform hotel managers that a room has been cleaned and ready for guests or inform of guests mini bar usage.

These messages can be easily incorporated with 3rd party hotel software applications to generate reports and enhance hotel services.

```
Date     Time    Ext CO  Dial Number  Ring Duration  Acc code CD
=================================================================
03/06/04  13:36  102     Room Clean
03/06/04  13:36  102     Mini Bar Empty
```

Incoming Call Distribution Queue Message

The TDA PBX gives you complete flexibility in generating Guest Room Bill.

Use Phone for Guest Checkout: Hospitality front desk staff can easily view guest check-out details (call details, charges, etc) via their phone LCD display and then select to print a detailed record of all calls made by the guests from their room.

Add Charges at Checkout: Hotel Receptionists can use their phone keypad to add any additional charges incurred by the guest at check-out - e.g. Minibar, Room service, Valet Parking, etc as well as add a preset margin and local tax - all of which is configurable. The charges are simply added to the printout bill.
Additionally, guest room bill printing language can be changed via TDA programming.

System Call Charge Record Storage: The TDA can store up to 4000 call charge records in memory. When the system detects that this capacity is being reached, it automatically prints the call charge records for the extension with the most calls. The system then continues to store new call charge information. At guest check out time, the total charges from the previous printed bill is added to the final bill in a separate row as "Call Amount".

```
****************************************
*              Hotel                   *
****************************************
Check in  : 01.JAN.05 06:31PM
Check out : 03.JAN.05 07:03AM
Room      : 202 : Mr. Evans
01/01/05 07:01PM 202 01 Call Amount:0420 24:35'23 023301.00 001
02/01/05 06:15AM 202 01 123456789       00:10'05 000001.00 1234567890
02/01/05 06:45AM 202 01 0123401234      00:06'58 000006.00 12345
03/01/05 06:26AM 202 01 00112233445566  00:15'26 000008.00 12345

   Telephone            77.00  (Tax 10.000% =  7.70)
   Mini bar              4.00  (Tax 10.000% =  0.40)
   Room Service         15.00  (Tax 15.000% =  2.25)
   --------------------------------------------------
   Total        STG     96.35  (Tax Total    = 10.35)

Sheet : 002

 ======= The Star Hotel =======
Moorland Road, Shepherds Bush, London, England, NW14DJ
Tel: +44 (0) 123 456 7890  Fax: +44 (0) 123 456 7899
```

Note.
When using Analogue CO lines:
- Pay tone service required
- Available only with TDA100/200. Requires TDA0189 card pay tone card.
When using ISDN lines:
- Advice Of Charge (AOC) service required. - Not available on TDA15

Please check with local ISDN/PSTN provider.

Guest Room Voice Mail

When used in combination with Panasonic TVM voice mail messaging products, the TDA PBX supports the following per guest room:

Setup per room: When a guest has been checked-in their extension voice mail will be set up automatically.

Delete on Check-out: When a guest has been checked-out their extension voice mail messages will be deleted automatically.

Wake-Up Call

The TDA Hybrid IP PBX offers three types of Extension Wake-up call:

Timed Reminder: A guest can easily set a timed reminder from their room extension. At the time specified by the guest, the PBX calls the extension and plays the appropriate message. Different messages can be played based on time of day settings (day/night/lunch/break).

Remote Timed Reminder: A Hotel receptionist can also easily set a timed reminder for any guest extension directly from the receptionist telephone extension simply by using pre-programmed function keys.

Timed Reminder set with Voice Mail*: When used in combination with the Panasonic TVM voice mail messaging products, the TDA PBX supports guest users the ability set up a reminder alarm. Guests can easily follow simple voice prompts to set and confirm a timed reminder message from their extension. Guest users can perform the following operations:
 - Set time and reminder mode
 - Review Current Settings, and
 - Cancel Settings.

Mobility Solutions

DECT wireless mobility can play an important role in a Hospitality environment ensuring that key members of staff never miss calls.

Hotel Interface Software

All these Hospitality features can be used with any 3rd party Hotel Interface software e.g. Property Management Software (PMS), Fidelio etc, to provide more efficient service to customers as well as greatly improve business.

PBX Feature Compatibility

Operation	TDA15	TDA30	TDA100/200
Room status Monitor	Yes[1]	Yes[1,2]	Yes[1,2]
Programmable Print-out	-	Yes[1,2]	Yes[1,2]
Guest Room Billing	-	Yes[1,2]	Yes[1,2]
Timed Reminder	Yes	Yes	Yes
Remote Timed Reminder	Yes	Yes	Yes[1,2]
Timed Reminder with VM*	Yes[1]	Yes[1]	Yes[1,2]
Guest Room Voice Mail*	Yes	Yes	Yes[1,2]

* KX-TVM Voice Mail System required
1 Requires software Version 2 and above
2 Requires installation of Memory Expansion Card