Property Management System Telephone Management System Interface for DuVoice

DuVoice

The DuVoice serial or IP interface to most PMS systems allows a single interface for automatic control over the telephone and voice messaging systems or a full featured voicemail only interface.

Interface Summary

Requirements:
- DuVoice DV4/DV2000 Version 4.1
- Serial or IP PBX interface from PMS

(Several popular PBX emulations are available)

Check In
- Enable room mailbox
- Deliver welcome message (optional)
- Turn on long distance dialing COS *
- Guest name to telephone system *
- Guest Language
- Set Wake Up Call
    (not available through all PMS systems)

Room Move
- Move messages to the new room
- Move scheduled wakeup calls

During Stay
- Receive 'call front desk' messages
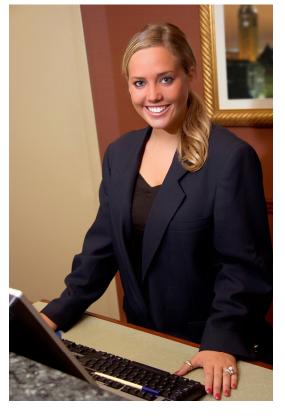- Set wake up calls

Check Out
- Disable mailbox
- Archive messages
- Extinguish message waiting light
- Remove wakeup calls for that room
- Archive wake up call data
- Remove any personal greetings
- Remove any personal password
- Reset extended stay class of service
- Turn off long distance dialing COS *

Room Status
- Pass room clean/dirty status +
- Multiple status codes "repair, etc."

Data Swap
- Data synchronization
- Auto creation of guest mailboxes

* See list of Combined PBX-Voice Mail Interface PBX systems supported on right.

Combined PBX-Voice Mail Interface
PBX List: *(Only one PBX interface required)*

- Avaya IP Office
- Avaya Communications Manager
- Panasonic
- ShoreTel
- NEC Sphere
- NEC SV8100-SV8300 (Q4 2009)
- Vodavi-Vertical (no guest names)

Voicemail Only Interface PBX List

- Avaya Communications Manager
- Mitel
- Nortel
- NEC
- Fujitsu
- Hitachi
- Samsung
- Toshiba

(Requires separate PBX interface in addition to the voice mail interface)

Important: The above information does not include a call accounting interface which will be in addition to this interface.