



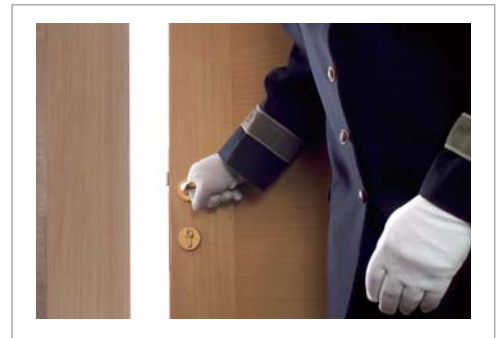
# **GDS** Hybrid IP Communication Series

A total integrated Hospitality solution





The Hybrex GDS Hospitality System is designed to enable Hotel Operators to provide best in class guest services while improving profit margins and operating costs for the property.



GDS Hospitality systems are thoughtfully designed to accommodate as few as 10 rooms to over 1,000! A single system with multiple integrated solutions means you can say “goodbye” to training headaches and servicing various equipment types. Say “hello” to a solution that incorporates your desired mix of administrative and guest telephones and the amount of outside lines needed for your Hotel.

The GDS Series offers the best price performance ratio of any Hospitality solution in its class. On top of that add seamless integration of front desk and guest features that allow you to offer an unprecedented level of service to all that frequent your Hotel.

The GDS Hospitality Package can be flexibly configured to serve not only your basic telephone needs but also acts as an Automated Attendant, Voice Mail, Front Desk Operations, Guest Services, Call Accounting and so much more.



From 3, 4 and 5 Star resorts to small hotel motel applications, Hybrex and it's affiliated companies have thousands of systems installed throughout the world.

A thoughtfully designed feature package specifically for hospitality and the ultimate guest experience makes Hybrex GDS Solutions a preferred system of choice for hotels.

GDS Hospitality Systems can support standalone operations with internal call accounting, automated attendant and voice messaging, to sophisticated integration with a variety of Property Management Systems.

Hybrex GDS Systems are certified by Micros and are compatible with Micros Opera, Opera Express and Micros Fidelio Property Management Systems along with many other independent 3rd party providers of PMS systems and call accounting systems. Hybrex also offers a Mitel PMS Emulation to assure compatibility with popular front desk operations.





## Front Desk Operations

Simple as 1, 2, 3 . . .

Operations at the front desk could not be easier. Accessing features is a matter of pressing a “Hotel” key on the operator console followed by 1,2,3 etc. for the various features and following instructions from the LCD of the operator console, or entering the Voice Services function and listening to voice guided feature prompts. Check in and Check out operations are seamless and the ability to view a room’s status is as easy as looking at the Guest light on an operator console.

Training front desk and Hotel staff is simplified based on the intuitive user interface which helps employees to focus on guest needs, not equipment operation.

<i>Via Digital Attendant Console</i>	<i>Via Voice Services Card</i>
Hotel 1 Check In	Dial 1 Check In & Out
Hotel 2 Check Out	Dial 2 Automatic Wake Up
Hotel 3 Message Waiting	Dial 3 Leave Voice Message
Hotel 4 Wake Up	Dial 4 Do Not Disturb
Hotel 5 Do Not Disturb	Dial 5 External Message Check- Transfer outside parties to their mailbox.
Hotel 6 Toll Class	Dial 6 Reset Room Password
Hotel 7 Reset Room Password	Dial 7 Lock & Unlock Room Telephone
Hotel 8 Admin Voice Services	Dial 8 Voice Services Administration
Hotel 9 Call Recording	
Hotel 0 * Print Wake Up Call History	
Hotel 0 # Cancel Wake Up Call History	

**Operator & Staff Mobility** allows Hotel operations to continue while on the go! Simple off the shelf cordless phones with caller id are supported to advanced WIFI Dect telephones. Both options, of course provide the ability to identify the calling guest by name.

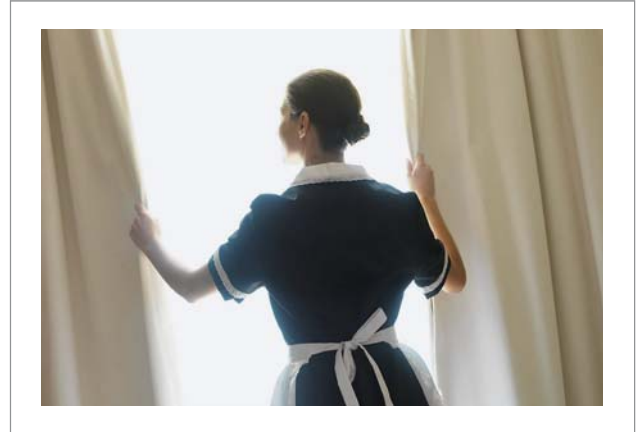


## Guest Services

That pay dividends . . . when a guest enters the GDS Voice Services package, they are greeted with a friendly menu of options, not an array of confusing instructions more suited for business applications. The system maintains its commitment to user friendliness by offering clear voice guided instructions for using and setting up features. Your guests will be pleased with the services offered and how easy they are to use.

A guest simply dials a code to enter the Voice Services function and is greeted with the following menu.

- Dial 1 to play messages
- Dial 2 for Automatic Wake Up
- Dial 3 for Do Not Disturb
- Dial 4 for password control



The ease of use of Guest features from the room virtually eliminates calls to the Operator which enhances guest satisfaction and saves staff resources.

There is nothing more important than extending personal services to Guests in order to establish long term customer loyalty. The GDS System provides for **Guest Name Identification** to any telephone set that is called. Even cordless and wireless telephone sets can answer guest inquiries by name, providing a personal touch for any situation that may arise.

Using the GDS solution **Wake Up Service** is specific to your property. Record your own custom wake up message and thank guests for staying with you and wish them a good day. Wake up calls are repeated and if not answered the Operator Console will be notified and there is a printed audit trail available.

**Suite Services** means that you can have multiple telephones in a suite that are independent from one another so multiple calls can take place at the same time. These telephone sets will be treated as the same guest room for billing purposes.

**Single Digit Dialing** lets guests reach important department with the touch a button. Calls to Room Service, Front Desk, Concierge, and Maintenance are simplified.







## Emergency Guest Services

The GDS System offers Hotel Operators and Guests an unprecedented level of service as it relates to handling emergency situations in a property.

### Emergency Evacuation

GDS Systems have an industry “unique” ability to invoke an **Emergency Evacuation** service for all administrative telephones and guest rooms.

This capability provides Hotel Management with the tools to activate an Emergency Evacuation service that will automatically call all the guest room telephone sets and play a specially recorded announcement such as **“Our Hotel is under an emergency evacuation. You are required to find the nearest exit to your room and evacuate the premises immediately”**.

While this feature is activated the Hotel Operator can visually observe which guests have heard the message and those that have not. In this way the Hotel can dispatch staff to specific rooms as opposed to blindly trying to notify all rooms.



### Emergency 000 Call Handling

There have been many instances in the Hotel industry where guests dial 000 and emergency responders go to the lobby of the Hotel only to find that no one really knows which guest in the Hotel actually is in need of help.

This is an important issue with all Hotels.

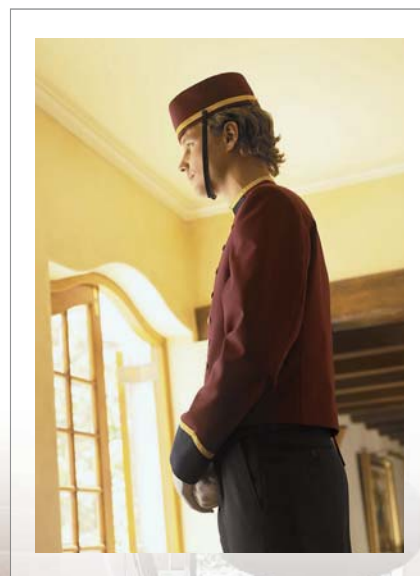
When a guest dials 000 the following can occur:

All programmed Operator telephone sets within the Hotel will ring continuously until answered with the display 000 plus the room number.

Upon answer you will be automatically conferenced with the room and the 000 emergency operator.

An emergency message you record will be played such as “This is an emergency call from XYZ Hotel.....Room YXZ”. Press # to end this recording and talk. All parties will hear this message until the # key is pressed. If you do not record a message the system will still play “This is an emergency call from room XYZ, press # to terminate this recording and talk.”

With 000 emergency service set up the Hybrex GDS System will make sure BOTH the Hotel Staff AND the 000 Operator will have the location of the property PLUS the guest room number that initiated the call.



## Property Management Interface

Hybrex GDS Systems are designed for two different types of PMS protocols.

The first is Micros Opera, Opera Express and Micros Fidelio. Hotel Operators using these PMS Systems will find top of line seamless integration.

The second type of PMS Integration is through a Mitel Emulation Option that is selectable in software. When this option is enabled the Hybrex GDS System will emulate a Mitel PBX and become operable with many PMS Systems available in the market today.



## Flexible Interface Options

Many Hotel Operators are looking for a variety of interface options to optimise profits. Because Hybrex GDS solutions are IP Hybrid Systems you have the best of ALL worlds!

Choose between traditional standard PSTN lines, ISDN BRI or PRI with direct inward dialing, SIP Trunking using VOIP carriers at cost competitive rates.

**Least Cost Routing** lets you choose what type of lines to access based on the type of called placed by your guest.

## Hybrex GDS Series Hospitality Systems

**Performance Capability Value**







## Key Feature Highlights

- Up to 1200 Rooms
- Automated Attendant
- Day Greeting
- Night Greeting
- Lunch Greeting
- Holiday Greeting
- Voice Messaging
- Guest Mailbox
- Admin Mailbox
- Password Control
- Auto Wake Up
- Wake Up Call History
- Custom Wake Up Messages
- Message Waiting
- Do Not Disturb

- Least Cost Routing
- PSTN, ISDN, SIP VoIP, Trunks
- Property Mgmt Interface
- Check In
- Check Out
- Room Status
- Toll Control
- Call Accounting
- Call Credit Limit
- Voice Guided Front Desk Operation
- Flexible Numbering Plan
- Voice Guided Guest Features
- Custom Messages On Hold
- Emergency 000 Service
- Emergency Evacuation
- Custom Voice Messages

- Single Digit Dialing
- Room to Room Dialing Control
- Elevator Phones
- Calling Room Display
- Automatic Day & Night Switching
- And more!



## GDS System Capacities

	GDS40	GDS64	GDS80	GDS160	GDS320	GDS640	GDS1280
Cabinets	1	1	1	2	4	8	16
Max.Stations	32	48	80	160	320	640	1280
Digital Stations Max	32	40	80	160	320	640	1280
Single Line Stations Max	32	48	80	160	320	640	1280
Access Control Phones Max	32	40	80	160	320	640	1280

## GDS Trunking and Outside Lines

	GDS40	GDS64	GDS80	GDS160	GDS320	GDS640	GDS1280
Outside Line Card Slots	2	4	5	10	20	40	60
Analog CO Lines(max)	16	32	40	60	160	255	500
Digital Channels T1/E1	24 T1 30 E1	24 T1 30 E1	24 T1 30 E1	48 T1 60 E1	96 T1 120 E1	192 T1 240 E1	384 T1 480 E1
Digital Channels PRI T1/PRI E1	23 T1 30 E1	23 T1 30 E1	23 T1 30 E1	46 T1 60 E1	96 T1 120 E1	184 T1 240 E1	368 T1 480 E1
Combo Digital (PRI) & Analog Lines	32	32	54	108	216	255	500
VoIP Trunk (max)	16	32	40	80	106	255	500
VoIP Station Trunk (max)	32	40	80	106	320	640	1280

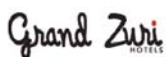
Note: Total outside line capacity using T1 and E1 digital trunks.

## Our Premium Hotel Projects:



swiss-belhotel  
INTERNATIONAL  
HOTELS & RESORTS

ASTON INTERNATIONAL  
HOTELS, RESORTS & RESIDENCES



GDS cabinet

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DK6-21/BT



DK6-31



DK6-33



DK6-DSS



DK2-21



DK2-DSS



DK3-21



DK3-33



DK7-21



IP38-61



IP37-61



IP37-62



DK-ACP30



DK-ACP40