



The Only Asterisk®-based Hotel Telephone System Certified by MICROS-Fidelio

Provide superior guest service with this reliable, cost-effective and versatile PBX and PMS bundle!

Complete Concierge™, an alternative to traditional hospitality telephony systems, is a commercially-supported solution that:

- consists of business telephony platform with an integrated Property Management System (PMS) interface that integrates seamlessly with the leading PMS packages
- leverages existing hotel infrastructure, such as cabling and analog phone sets
- includes a built-in call accounting software package with programmable rate tables



Certified Interoperable PMS Solutions



Comprehensive Communications for Hotel Guests and Staff

Businesses in the hospitality sector can now improve their bottom line by upgrading their telephone systems to a cost-effective IP-PBX. Not only does the transition to an IP-PBX save on inter-company communications and improve efficiencies by integrating with the business' data network, the Complete Concierge solution leverages existing infrastructure (cabling and analog phone sets).

Hospitality Communications Features

- Integrated wake-up
- Integrated operator panel
- Front desk check-in and check-out
- Guest's name applied to room upon check-in
- Vacant status applied to room upon check-out
- Opening of phone lines at guest check-in
- Closing of phone lines at guest check-out
- Opening of guest voicemail box upon check-in
- Purging of voice messages upon check-out
- Message waiting indicator
- Built-in room status system
- **Built-in call accounting software package with programmable rate tables**

General Communications Features

- User-defined extensions
- Extension groups
- Auto attendants
- Voicemail boxes
- Voicemail-to-email
- Fax-to-email
- Call monitoring
- Call recording
- Integrated paging over IP telephone speakers
- Ring groups
- Custom messages
- Music-on-hold
- Public Address (PA) and zone PA support

Excellent Support for Hotel Telephony Infrastructure

- Secure Web-based administration
- Rapid recovery system for reliable system back-up and restore
- Supports hundreds of analog ports
- Switches seamlessly between PSTN and VoIP
- Supports SIP phones with auto provisioning for hotel administration
- Input / output support for peripheral devices
- 19" rack mountable solution

System Requirements

- Xorcom IP-PBX – select any model that matches property requirements (number and type of telephony interfaces)
- The Complete Concierge configuration is performed by using the Windows-based configuration utility that must be installed on a Windows computer. After configuration is complete Complete Concierge operates without requiring the Windows computer.



Xorcom Headquarters
Misgav Industrial Park
20174 Israel
Tel: +972 (0)4 995-1999
Fax: +972 (0)4 999-0287
E-mail: info@xorcom.com
Web: www.xorcom.com

Xorcom USA
145 S. Jefferson Ave., Suite G
Cookeville, TN 38501
Tel: 1-866-XORCOM1/1-866-967-2661
Fax: (931) 854-9114
E-mail: info.usa@xorcom.com
Web: www.xorcom.com