Extraordinary Guest Service

UCX Hospitality Communication Solution

Exceptional Innovation

E-MetroTel
The NewNortel

HOSPITALITY MADE BETTER.

3rd Party Hospitality Management System Integration.

Powerful InfinityOne communications and private chat.

Infinity 5000 Telephones.

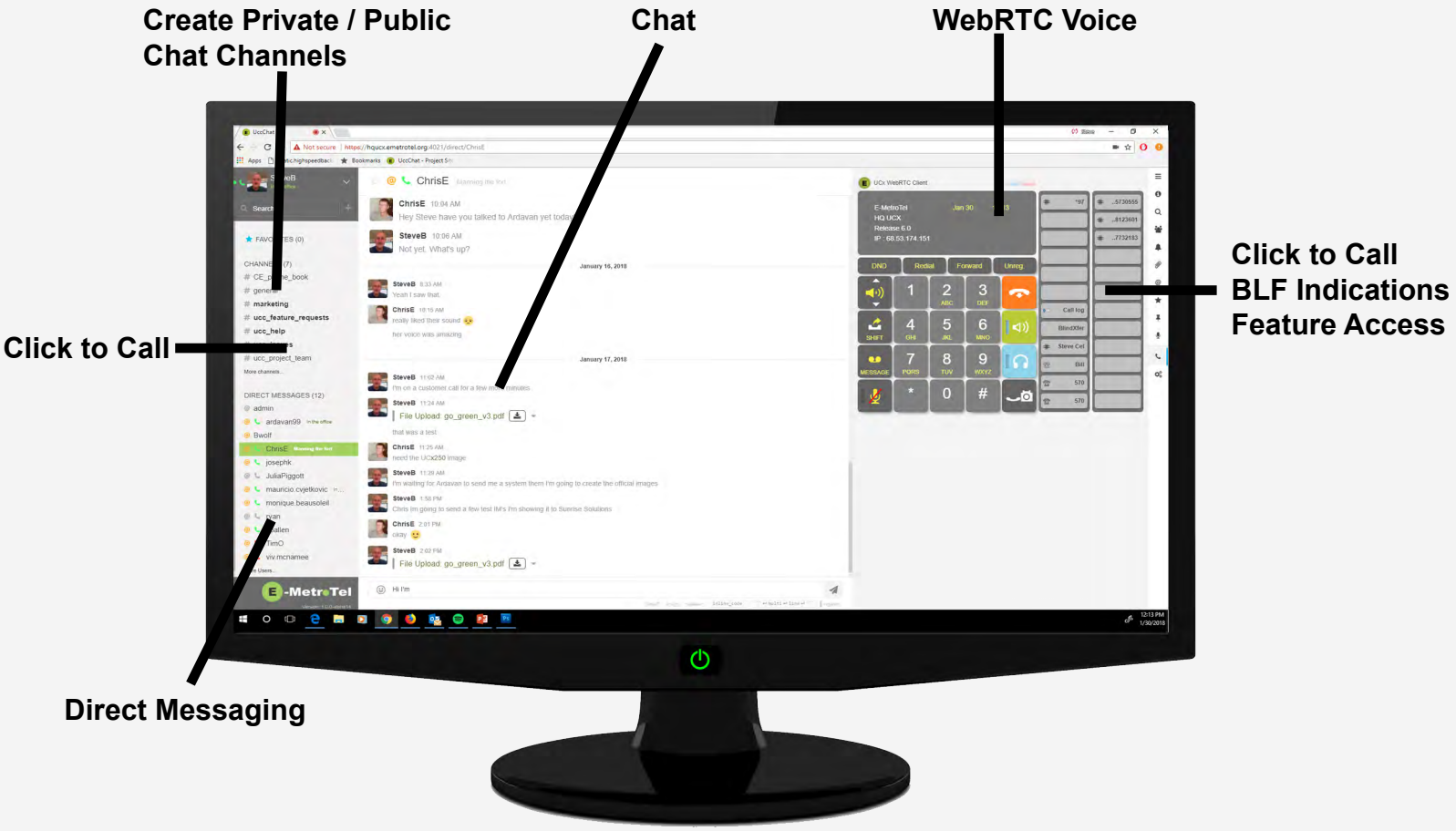
Complete business application suite.

With a suite of the most powerful hospitality management features available combined with the ability to integrate with the most popular Property Management Systems, the E-MetroTel UCX platform puts total guest management under your control.

InfinityOne & Infinity 5000

InfinityOne

With our powerful InfinityOne application everyone in your facility can stay in complete communication. The solution provides voice, private chat, direct messaging, and status. Access is available via a browser with no S/W to install, or as an installable client. Your management & staff, and your guests can access the platform via their Desktop PC, Mac, Laptop, or Android device.



Infinity 5000 - Office & Guest Telephones

Your staff and guests can use our Infinity 5000 series telephones in conjunction with the InfinityOne application or as standalone devices.

Infinity 5010
Gigabit Color IP Phone
10 Buttons

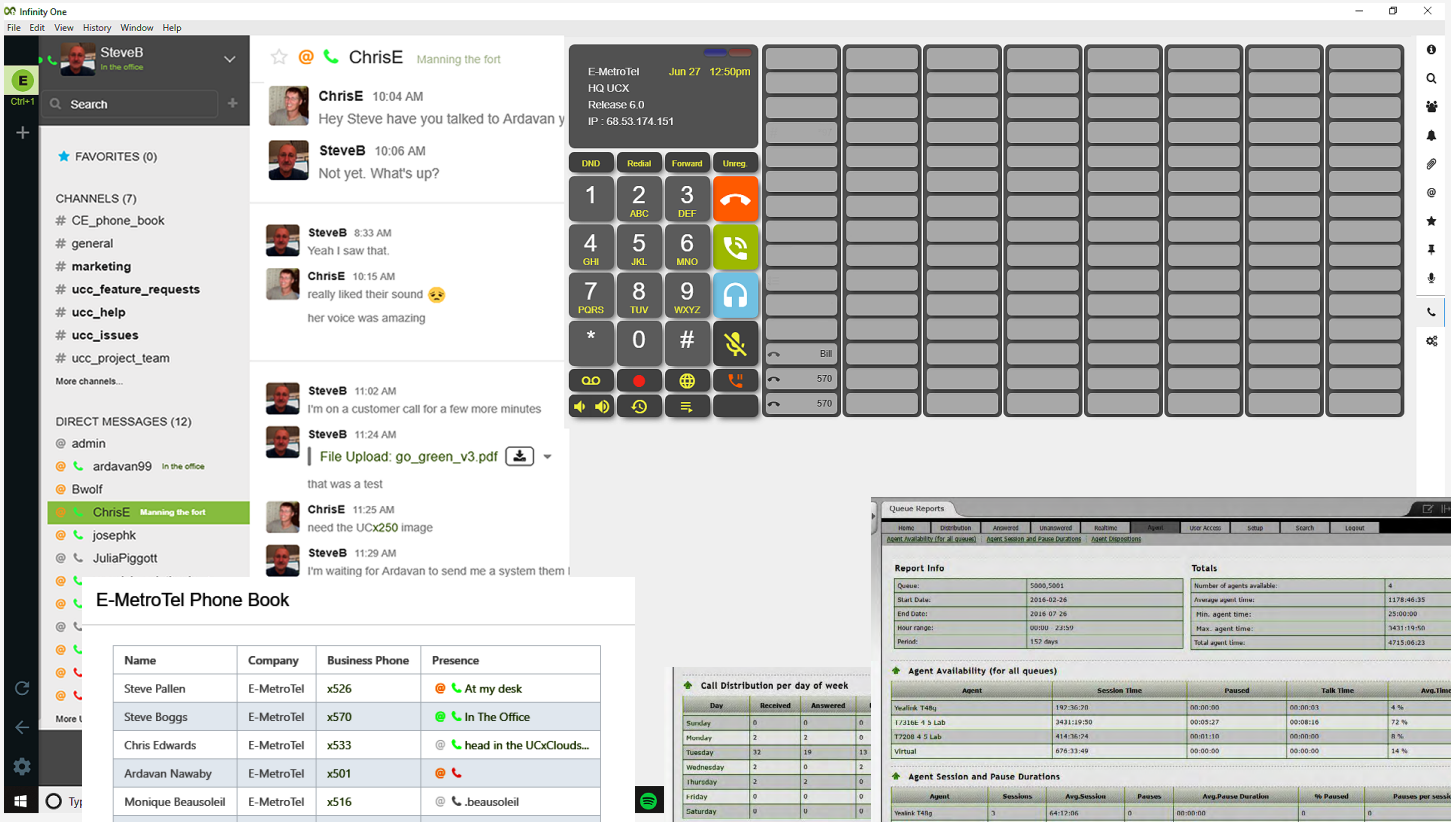
Infinity 5006
Gigabit Color IP Phone
6 Buttons

Infinity 5046
Expansion Module
40 Buttons

Management / Staff and Guest Communications

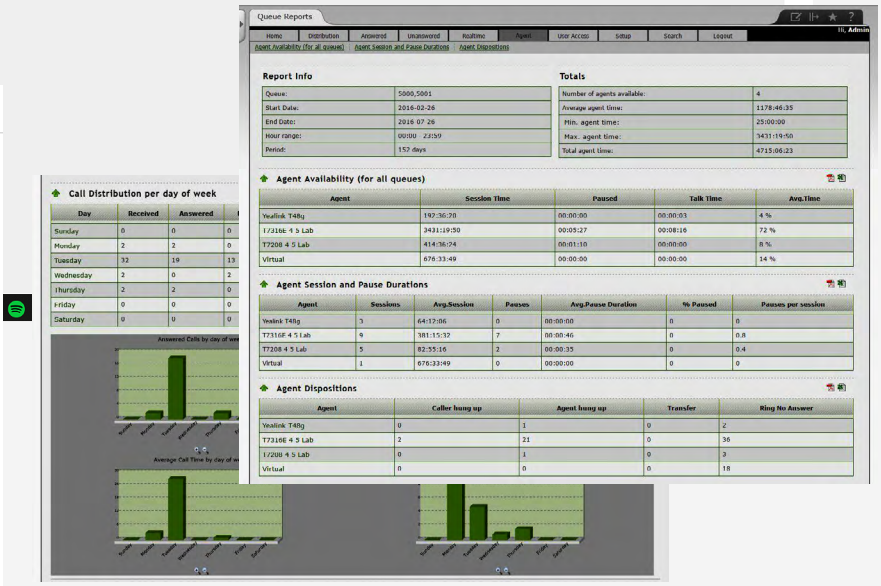
Management / Staff Call Control

Manage call flow with InfinityOne with up to 120 programmable buttons and unlimited custom directories with status indications and click to call. UCX also supports our professional Contact Center with Wall Board and Professional Reporting.



E-MetroTel Phone Book

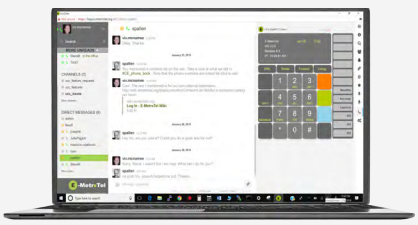
Name	Company	Business Phone	Presence
Steve Pallen	E-MetroTel	x526	At my desk
Steve Boggs	E-MetroTel	x570	In The Office
Chris Edwards	E-MetroTel	x533	head in the UCxClouds...
Ardavan Nawaby	E-MetroTel	x501	
Monique Beausoleil	E-MetroTel	x516	.beausoleil
Viviana McNamee	E-MetroTel	x551	.mcnamee
Mauricio Cvjetkovic	E-MetroTel	x516	.cvjetkovic
Julia Piggott	E-MetroTel	x565	
May Rahnema	E-MetroTel	x529	.rehnema
Misha Vodsedalek	E-MetroTel	x558	
Patrick Perkins	E-MetroTel	x508	At my Desk
Tim ONeil	E-MetroTel	x586	Lunch
Ryan James	E-MetroTel	(214)403-3657	



Guest Communications

Your guest communications can be provided with Infinity 5000 Series phones, or via a Browser-Based version of our InfinityOne Voice and Chat application.

Infinity 5000 Series
Guest /Office Phone



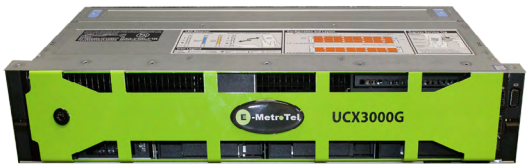
InfinityOne
Browser-Based

UCX Servers & Property Management Support

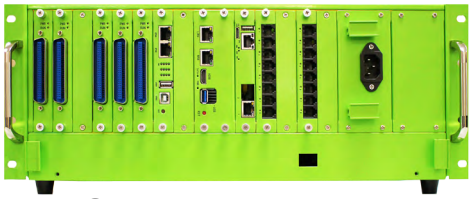
UCX Servers

E-MetroTel provides enterprise grade servers for call processing and application management. And we can handle facilities as small as a few rooms to large facilities with over 1000 rooms.

And if your facility currently has a Nortel solution we can seamlessly migrate your Norstar, BCM, Option 11 - 81, or CS1000 to UCX allowing you to keep your current telephones and cabling!



UCX3000G



Galaxy Expand

UCX250

Propery Management Support

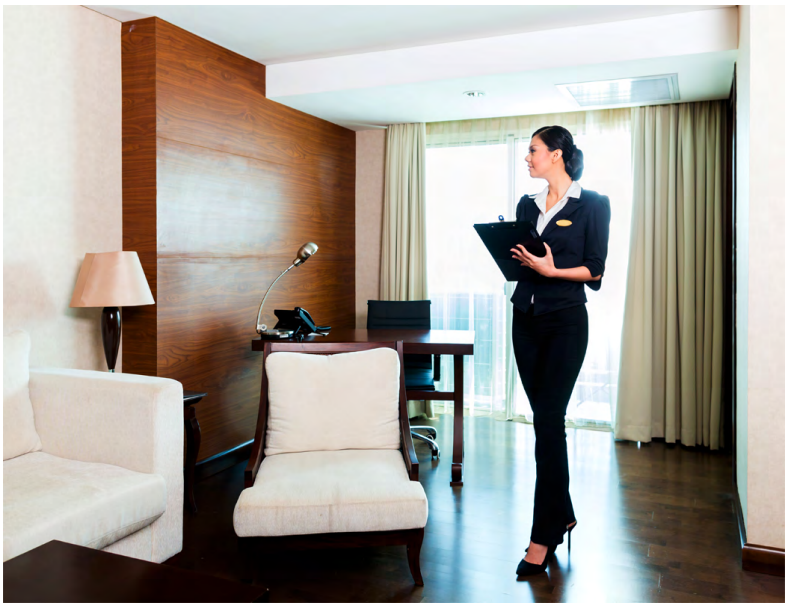
UCX supports all of the Property Management features required to keep your property running smoothly and your guests happy.

Property & Guest
- Auto Wakeup
- Room has defect
- Dirty / Occupied
- Dirty / Vacant
- Clean / Vacant
- Inspected / Occupied
- Inspected / Vacant

Languages
- English (US, UK and Australia
- Spanish
- French
- German

Billing
- Local Calls
- National Calls
- International Calls
- Internal / Emergency

Protocol Interface
- Mitel (UCX > PMS
- HOBIC (UCX > PMS)



Benefits

- Integrate with multiple 3rd party hospitality management systems.
- Save network costs with SIP phones and VoIP SIP phone lines.
- Reuse your current wiring infrastructure to support analog phones.
- Use our InfinityOne client to enable mobile users with laptops and Android tablets.
- 911 on site notification - Direct emergency personnel to guest rooms.
- Access to 100+ UCX features and applications on a single server.
- Virtualization - Use a single server for all of your hospitality applications including telephony.
- If you are currently using Nortel equipment you can reuse your Nortel phones, line cards and cabinets.
- Supports call center queues, auto attendant, and other powerful applications.
- All functionality under one extension license.