Avaya Hospitality Messaging Server 400

Communicating with guests and staff is a critical requirement to an enjoyable hospitality experience. Delivering messaging services should be effortless and provide the greatest level of efficiency for hotel guests and staff. The Avaya Hospitality Messaging Server (HMS) 400 does just that! It provides a comprehensive, simple-to-use solution for both guest and staff messaging, as well as advanced communication features that provide hospitality businesses with better overall guest satisfaction, and operational efficiency. Additionally, the Avaya HMS 400 integrates seamlessly with the Property Management System (PMS) and provides advanced administrative functions that will keep operations running smoothly. It is a flexible messaging solution that can scale from the smallest property type to the largest mega resort and is available for global deployment.

Key Benefits

The Avaya HMS 400 provides a cost effective messaging solution for both small and large hospitality venues.

It can be deployed almost anywhere in the world with 12 supported language options.

It delivers tools that improve staff productivity and overall business effectiveness.

Most importantly, the Avaya HMS 400 is a messaging solution focused around providing the best overall guest experience which translates into happy and loyal customers.

Key Features

- 12 supported languages
- Dual language voice prompting per mailbox
- Automatic wake up calls with snooze capability
- Housekeeping interface for updating room status
- Mini-bar inventory system for in-room updates on mini-bar consumption (for CS 1000 only)
- Supports up to 10,000 guest mailboxes
- Connectivity via SIP Trunk eliminates additional hardware cost, foot print and reliability issues.
- Software enabled via keycode and USB dongle
- Backup and restore from USB thumb drive
- Automatic creation of group distribution lists for messaging and wake up calls
- Web-based administration
- Manual guest admin when PMS is down
- Unlimited Auto-Attendant Services with up to 25 levels
- Time of day, day of week, holiday controllers
- System reports
- Automatic wake up call reports
- Guest class of service

- System alarms via SNMP v2

- Message Waiting Indication

- Remote Notification (DTMF Pager)

- Scalability – Each system is configurable up to 120 ports

- Automatic wake up call operator console application programming interface

- Import professional voice recordings for prompts, greetings, announcements

- VPIM message networking

Key Guest Features

Avaya HMS 400 is a voice messaging solution for guests that integrates seamlessly with the Property Management System (PMS) and is simple and easy to use:

- Guest configurable greeting

- Guest configurable passcode

- Assign guest passcode through PMS

- Simple guest messaging with voice prompted help

- Automatic check-in comfort message

- Auto-login/auto-play

- Move guest between rooms/message preservation

- Guest Interactive Voice Response (IVR) for automatic wake up call setting (can be turned on or off)

- Guest group message delivery

- Guest language set by PMS

- Dual language voice prompting per guest mailbox

- Guest text message notification

- Restore all deleted guest messages (staff activated)

- Post check-out message retention

- Guest remote access during stay

- Multiple automatic wake up up calls per room

- Fast forward & rewind within messages

Key Staff Features

- Easy to use interface

- Navigate between messages

- Fast forward & rewind within messages

- Forward messages to other users or distribution lists

- Compose and send messages to users or distribution lists

- Reply to sender

- Configurable attendant DN

- Internal/External/Temporary greetings

- Tag messages as urgent and/or private

- Different prompting for busy versus no answer

- System and personal distribution lists

- Express messaging/Express message Retrieval

- Staff classes of service

- Access mailbox from any phone

- Phantom mailboxes for staff without phones

- Staff mailbox web access

System Interoperability

Any Property Management Server that is compatible with Avaya PMSI version 5.0 can be integrated with the Avaya HMS 400 for interworking with Avaya Communication Server 1000 or Intuity Lodging PMS interface for interworking with Avaya Aura Communication Manager.

Learn More

For more information about the Avaya Hospitality Messaging Server 400 please contact your Avaya Account Manager or your Avaya Authorized Partner or visit us at **avaya.com**

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, data solutions and related services to companies of all sizes around the world. For more information please visit **www.avaya.com**.