

# WINPAC™ V3

## HOTEL VOICE MAIL SYSTEM (VMS)

When a guest checks into the hotel, the guest is automatically assigned a personal Voice Mailbox for the duration of his stay in the hotel. This Mailbox will provide a private and confidential messaging environment for the guest. All the recorded voice messages during his absence may be retrieved easily on one phone call from the guest room. Upon check out, the guest's voice mailbox will be cleared automatically and all the unheard voice messages will be transferred to a temporary storage area.

The voice instructions can be in the language that the guest prefers as the VMS supports many languages.



### Features and Functions of WINPAC™ V3 Voice Mail System (VMS)

<b>Personalized Guest Mailbox Greeting</b>	The guest has the option to record a personalized greeting message. The caller will hear this message if the guest telephone is engaged or not answered.
<b>User Friendly Instructions To Record A Message</b>	Simple voice instructions. If the caller is using a non touch-tone telephone, the caller will be either transferred to the Hotel Operator or allowed to leave a voice message.
<b>Automatic Message Waiting Light Control</b>	When a message is recorded, the VMS will turn on the message waiting light on the room telephone. The light will turn off once the message has been retrieved.
<b>Retrieval of Voice Message From Guest Room</b>	The VMS detects which room phone is using the system and plays the respective voice message to the guest. No password is required.
<b>Remote Retrieval of Voice Message</b>	Guest are able to retrieve voice message anytime even if they are outside the hotel. Operator verifies the caller identity before allowing access to the voice mail services.
<b>Notification By Paging / SMS</b>	If this option is selected, VMS will text the guest's pager/phone whenever there is a new voice message in the mailbox.
<b>Operator Assisted Message Retrieval</b>	Guest can opt to have the operator assistance in retrieving their messages if they encounter difficulties.
<b>User Defined Total Number of Messages</b>	The hotel is able to set the total number of voice messages allocated to each guest and hotel staff.
<b>User Defined Maximum Duration of Messages</b>	The hotel is able to set the maximum duration of each voice message for the guests and hotel staffs.
<b>Record A Voice Memo For Distribution</b>	This is an administration/staff feature. A voice MEMO can be recorded and distributed to multiple mailboxes within the same phone call.
<b>Forward A Voice Message To Another User's Mailbox</b>	Another administration/staff feature. After listening to the voice message, the user is able to forward the voice message to one or more mailboxes within the same phone call.

#### System Configuration :

The WINPAC™ V3 Voice Mail System is an on-line integrated hotel voice mail, which is linked to the Front Office Computer for complete integration.