



About FCS

- A global leader in advanced hotel technology
- Over 4,000 customers in over 31 countries
- Provides end-to-end solutions to allow hotels to provide best-in-class service to their guests
- Helps hotels maximize guest satisfaction and revenue generation

FCS Content Solutions Overview

FCS content solutions offers guests new options for self-service right from their Teledex iPhone. FCS provides the ability to gather content from the property management system (PMS), service reservations systems (such as golf or spa bookings) and the Internet to allow guests access to exactly the information and control they need to make their hotel stay more satisfying.

FEATURE	DESCRIPTION	NOTES
Custom Welcome Screen	Provides custom guest greeting	Requires PMS integration
Local and Hotel Information	Attractions, maps, navigation, timetables, dining etc.	Customizable menus and graphics for hotel branding
Promotional Messages	Increase sales of branded products, services and unsold inventory	POS and PMS integration enables one-touch purchasing
Reservation Interface for Dining, Spas, Other Services	Display menus, touch-to-call, make reservations via GUI	Touch-to-call requires IP-PBX support
Web-Delivered Information	Access to stocks, news, weather, flight info and more	Guest-customizable for home city, stock portfolio, etc.
Auto Wake Up Call	Set AWU on phone screen	Requires IP-PBX integration
DND Call Forward	Allow guests to forward calls to their cell phone or other number	Requires IP-PBX integration
Group Dialing	Contact directory and one-touch access to group members	Requires IP-PBX support
Folio and Bill Review	Easy access to folio information	Requires PMS integration
Room, Maid, Minibar Status	Provides updates on room status	
IDD Dialing Assistance	Simplifies international dialing	
Guest Feedback and Survey	Collect guest metrics and satisfaction ratings	
Multiple Language Support	Single-and two-byte support	

Some features may require additional software, hardware or integration services.

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Offer enhanced services. Reduce costs. Experience true hospitality-oriented IP solutions.

Your guests expect to be as connected in your hotel as they are at home and in their office. With Teledex iPhone and FCS content solutions, you deliver that connection, plus open up channels to new revenue streams. With just a touch of the Teledex iPhone display, your guests access room service, local maps, restaurant reservations, voice mail, and a host of other content, services and products that all add up to the ideal hospitality experience. Plus, you'll enable your property to leverage the benefits of a fully-converged IP network.

With Teledex iPhone and FCS content solutions working together, you will be able to:

- Offer an enhanced portfolio of communication services to your guests
- Increase the revenue potential of your in-room technology
- Streamline the provision of guest services
- Simplify back-office billing and reporting functions
- Maximize service and ease-of-use through a hospitality-centered design

What can FCS content solutions do for your property?

Expand Your Service Offerings

- Provide the full range of connectivity your guests expect
- Offer enhanced hotel services on Teledex iPhone's color touch screen
- Respond to guest requests with greater speed and accuracy, making everyone feel like a VIP
- Provide international dialing assistance, so that your guests can simply choose country and city or region, and then need only dial the local number they want to reach
- Connect guests to friends, family and coworkers on GSM networks worldwide using the SMS Assistant
- Allow on-demand folio review and in-room checkout services
- Offer detailed maps and local amenity and attraction information, easily updatable to match current events and the time of year
- Provide news, weather and stock market information, flight schedules, currency conversions and more
- Enable guests to book their own restaurant, spa and other reservations via Teledex iPhone's touch screen
- Add mobility to your service infrastructure, and enhance mobile services to guests

Increase Revenue and Reduce Operating Expenses

- Automate guest service requests, shortening delivery times and creating greater staffing efficiencies
- Offer free and fee-based in-room information services to increase revenue opportunities
- Add value to the overall guest experience, increase satisfaction and guest loyalty
- Promote your property's special services and events with messages customized to different guest groups

Simplify Administration

- Manage multiple services centrally with a single network administrator
- Track and provide many guest services automatically
- Collect immediate guest feedback to help better plan and direct your services
- Integrate with any one of more than 25 supported property management systems

Offer Maximum Flexibility

- Provide a customized palette of services that differentiates you from other hotels
- Have your Teledex iPhone greet guests by name, using their preferred language, and their favorite photo on screen
- Allow guests to set custom speed dial options, choose preferred airline information, and set up a communications profile that maximizes their connectivity and availability

Some services and features may require additional FCS software or third party hardware and/or interfaces