

# InnLine

## Multilingual Voice Mail and Wake Up



Superior communication is at the heart of every successful hotel.

## MITEL CONNECTED GUESTS

The class leading Hospitality Applications Suite is transforming hotel operations and guest experience. Connected Guests customers enjoy freedom of deployment, extending to cloud and protecting investment in technology. Our focus on 'Mobile First' is set to change the way hotels across the globe do business.



## Features

- SIP-Based Integration
- Analog and Digital Based Integration
- PMS Integrated
- Minibar
- Mailbox Open/Close
- Wake Up Set/Clear
- Multi-Lingual
- DDI Allocation
- Guest Group Messaging
- Multi-level Auto Attendant

InnLine is the premier solution for guest and administration voice messaging and wakeup management. The application has been designed specifically for the hospitality industry with complete integration to the hotel's Property Management System.

InnLine has become the preferred standard for many international hotel groups and provides the necessary platform for hoteliers and hotel operators to assist the discerning guest in their daily messaging and wakeup requirements.

InnLine provides hotels with guest and administration mailboxes, multiple languages, wakeup call management including group facilities, room or maid status, auto-attendant and mini-bar billing.

Efficient communication services within the hotel are vital and the InnLine application is an important layer of technology that will enhance the guests experience whilst improving staff productivity and performance.

## Supports Tenanted Deployments

InnLine supports tenanted deployments, which is a valuable feature for hospitality environments. The single instance of InnLine runs on a server and serves multiple tenants, or groups of users who share a common access with specific privileges to the software instance. Additionally, multi-tenancy is the ideal architecture for cloud environments because it is always evolving to keep pace with the demands of its tenants.

## FEATURE

## INLINE IP

## REMARKS

### General

Maximum number of mailboxes per property

Unlimited

Maximum number of ports per property

104

Maximum number of storage hours per property

1000+

Maximum number of advanced UM users

N/A

Maximum number of text-to-speech ports

N/A

Maximum number of speech auto attendant ports

N/A

PCM compression

G.711/G.729

### Survivability

Hard drive redundancy (RAID) option

VMware

Hardware redundancy (NIC/Power Supply)

VMware

Resilient MiVoice Business PBX ports

YES

VMware HA

YES

Disaster recovery

VMware SRM

### Unified Messaging

Web interface to manage messages

On the Connected Guests roadmap

Forward voice mail to email as attachment

YES

Fax status notification

N/A

### Hosted Unified Messaging

Forward voice mail to email as attachment

YES

# VOICE MAIL FEATURES

## INLINE IP

## REMARKS

### System Level

Forward voice mail to email as attachment

YES

Full synchronization between email and voice mail

On the Connected guests roadmap

### Mailbox Level

Maximum message length

YES

FOFO / LIFO

FIFO or LIFO

Flexible of external caller ID in Message Envelope

YES

End user configurable personal operator extension

YES

via TUI

Return receipt

YES

Message delivery to phone number

YES

Private/Confidential messages

YES

Voice mail notification

YES

Personal distribution lists

YES

Schedule for future delivery

YES

Message broadcast capability

YES

Virtual mailbox

YES

Alternate extension

YES

New mailbox tutorial

YES

### Greetings

Pre-recorded conditional greetings - busy and no answer

YES

A single unavailable greeting is used for both "busy" and "no answer" conditions

Personalized conditional greetings - busy and no answer

YES

A single unavailable greeting is used for both "busy" and "no answer" conditions.  
Up to eight unavailable greetings can be recorded. One of those may be maintained as an "extended absence" greeting.

Extended absence greeting

YES

Personalized greeting

YES



## VOICEMAIL FEATURES

## INLINE IP

## REMARKS

### Visual Voice Mail

Through web interface

On the Connected Guests roadmap

### Auto-Attendant

Multiple auto attendants - personal

YES

Corporate auto-attendant

YES

General delivery mailbox support

YES

Press 0 to reach operator

YES

Multi-level menus

YES

Flexible mailbox numbering

YES

Dial by name

YES

Operator transfer to mailbox

YES

Transfer to extension

YES

Supervised transfer

YES

Time of day - based greetings

YES

Variable options based on the time of day

YES

Holiday greetings

YES

Day of the week greetings

YES

### Administration

Multiple admin accounts

YES

Admin audit trails

YES

System reports

YES

Usage reports

YES

## HOSPITALITY SUPPORT

### INLINE IP

### REMARKS

System Level

Mailbox type: Front desk - admin functions for guest mailboxes via TUI	YES	
Mailbox type: guest	YES	
PMS Protocol support	YES	All major PMS brands supported
Notify front desk when wake-up attempts expire	YES	
Wake-up activity reporting	YES	Historical data available
Wake-up off-loading to MiVoice Controller	YES	
Transfer to operator for calls to a checked out guest mailbox	YES	
Block direct calls to guest rooms through the auto attendant	YES	
Welcome and comfort message delivery	YES	
Check-out message delivery	YES	
Multiple guest class service	YES	
Auto create guest service class based on group code from PMS	YES	
Timed message delivery	YES	
Auto create guest distribution lists based on group code from PMS	YES	
Room status mailbox (voice prompted)	YES	
Mini-bar mailbox (voice prompted)	YES	

## HOSPITALITY REPORTING LEVEL

### INLINE IP

### REMARKS

Active guest report	YES	
Wake-up call report	YES	
Guest mailbox report	YES	
Maid status report	YES	
Staff mailbox report	YES	

## GUEST MAILBOX LEVEL

### INNLIN IP

### REMARKS

Password support	YES	
Wake-up support	YES	
Multiple wake-ups per room per day	YES	
Create a greeting	YES	
Wake-up call snooze	YES	

## LANGUAGES (Basic Voice Prompts)

### INNLIN IP

### REMARKS

Max languages on one system		8
Number of languages available (see list)		20

## Supported Languages

Arabic	Cantonese	Czech	Dutch	English UK
Finnish	French (Euro)	German	Greek	Hebrew
Japanese	Korean	Mandarin (China / Taiwan)	North American English	Polish
Portuguese (Euro)	Russian	Spanish (Latin America)	Swedish	Turkish

## InnLine IP

Hardware Description - One (1) SSD Hard Drive  
Media Drive - USB Flash Drive for backup  
Other Hardware - Six (6) serial ports, USB modem, two (2) GB NIC's, four (4) USB ports  
Power Supply - 260W  
UPS - 600VA (with shutdown software)  
Other - LCD Monitor, keyboard, mouse  
Motherboard and Memory - SuperMicro X10SLL-F w/ 4GB Ram  
Chassis - 1U rack-mount chassis, 14" deep  
Processor - Intel® Pentium® CPU G3420 @ 3.20GHz

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## ELITE

Hardware Description - Two (2) hot-swappable SSD drives in a RAID 1 array  
Media Drive - USB flash drive for backup  
Other Hardware - Five (5) serial ports, PCI modem, two (2) GB NIC's, six (6) USB ports  
Power Supply - 400W dual, hot-swappable  
UPS - 750VA (with shutdown software)  
Other - LCD Monitor, keyboard, mouse  
Motherboard and Memory - Single-board computer w/ 4GB Ram  
Chassis - 4U rack-mount chassis, 20" deep  
Processor - Intel® Pentium® CPU G2030 @ 3.00GHz

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## InnLine Express

Hardware Description - One (1) SSD hard drive  
Media Drive - USB flash drive for backup  
Other Hardware - Three (3) serial ports, PCIe or USB modem, one (1) GB NIC, six (6) USB ports  
Power Supply - 350W  
UPS - not included  
Other - LCD Monitor, keyboard, mouse  
Motherboard and Memory - Intel® motherboard w/ 2GB RAM  
Chassis - Mini-tower ATX case  
Processor - Intel® Celeron® CPU G1840 @ 2.80 GHz

## InnLine IP ELITE

Hardware Description - Three (3) hot-swappable SATA drives in a RAID 5 array  
Media Drive - USB flash drive for backup  
Other Hardware - Six (6) serial ports, USB modem, four (4) GB NIC's, six (6) USB ports  
Power Supply - 400W dual, hot swappable  
UPS - 750VA (with shutdown software)  
Other - LCD Monitor, keyboard, mouse  
Motherboard and Memory - SuperMicro X10SLM-LN4F w/ 4 GB Ram Chassis - 1U rack-mount chassis, 15" deep  
Processor - Intel® Core® i3-4160 CPU @ 3.60GHz

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## InnLine 2020

Hardware Description - One (1) SSD hard drive  
Media Drive - USB flash drive for backup  
Other Hardware - Five (5) serial ports, PCI modem, two (2) GB NIC's, six (6) USB ports  
Power Supply - 400W UPS - 600VA (with shutdown software)  
Other - LCD Monitor, keyboard, mouse  
Motherboard and Memory - Single-board computer w/ 4GB Ram  
Chassis - 4U rack-mount chassis, 20" deep  
Processor - Intel® Pentium® CPU G2030 @ 3.00GHz

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## InnLine IP Express

Hardware Description - One (1) SSD hard drive  
Media Drive - USB flash drive for backup  
Other Hardware - Two (2) serial ports, USB modem, two (2) GB NIC's, two (2) USB ports  
Power Supply - 200W  
UPS - not included  
Other - LCD Monitor, keyboard, mouse  
Motherboard and Memory - SuperMicro X7SPE-H w/ 4 GB Ram  
Chassis - 1U rack-mount, 11.5" deep  
Processor - Intel® Atom® CPU D510 @ 1.66Ghz



## InnLine Value Proposition

InnLine provides an all in one Voice Messaging , Wake Up, Auto Attendant and Minibar posting solution for both staff and guests. The support of multiple languages enables the hotel to offer a more personalised service for their guests. Guests can easily set their own wakeup call (multiple wake-ups per room) and get confirmation without staff intervention.

Group messaging enables tour leaders to create and distribute messages to their own group, improving guest service, reducing staff involvement and empowering the tour manager. The voice prompted room status facility of InnLine ensures the front desk is informed the moment a room is clean and available to let, speeding up the check in process and improving guest service.

SIP Integration (for most PBXs), virtualization and multi-property capabilities allow the system to scale and serve large hotel groups with low hardware investment also allowing for space optimization.

### Learn more

For 40 years Mitel has helped hotels around the world improve their communications. From small hotels, to some of the world's most prestigious properties, hoteliers rely on Mitel communications for exceptional guest service, operational efficiency and deployment options. Mitel hospitality solutions are currently available in 100 countries and integrate with 85 property management systems and applications. For more information, contact Norcom at 877-NORCOM 1, email at [hospitality@norcomsolutions.com](mailto:hospitality@norcomsolutions.com), or visit [norcomsolutions.com/hospitality](http://norcomsolutions.com/hospitality).

