

Hotel Phone Service: Standard Features

Simple Minute Plans We make hotel phone service simple with plans designed for your property. With Voice Carrier's unlocked pay-as-you-grow minute bundles you only pay for what you need. Adjust your minutes up or down at anytime.

Our straight-forward billing means you pay one set price per month. Incoming, outgoing, local, long distance, and conference calls are all included. No seat fees, subscriptions, calling charges, or confusing ten-page bills. You also get unlimited users (seats), extensions, voicemail, and call paths. Your usage is simple...and so is your bill.

Local/Long Distance

Call anywhere in the contiguous US and Canada without incurring separate long-distance charges.

Users & Extensions

Unlimited users /seats and any number of extensions with same-day scalability.

Voicemail to Email

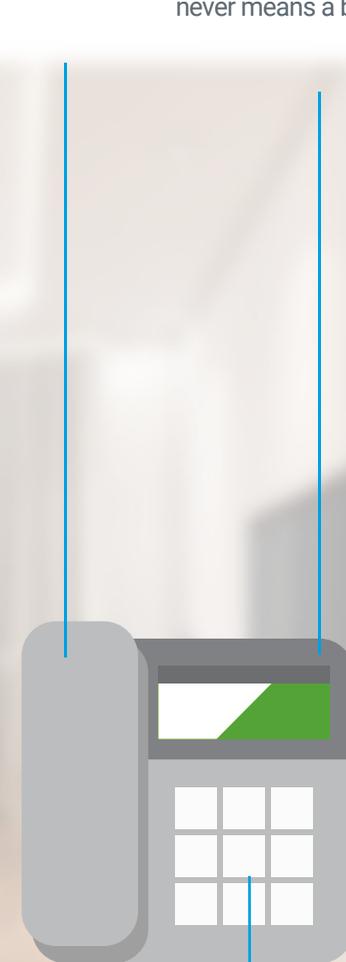
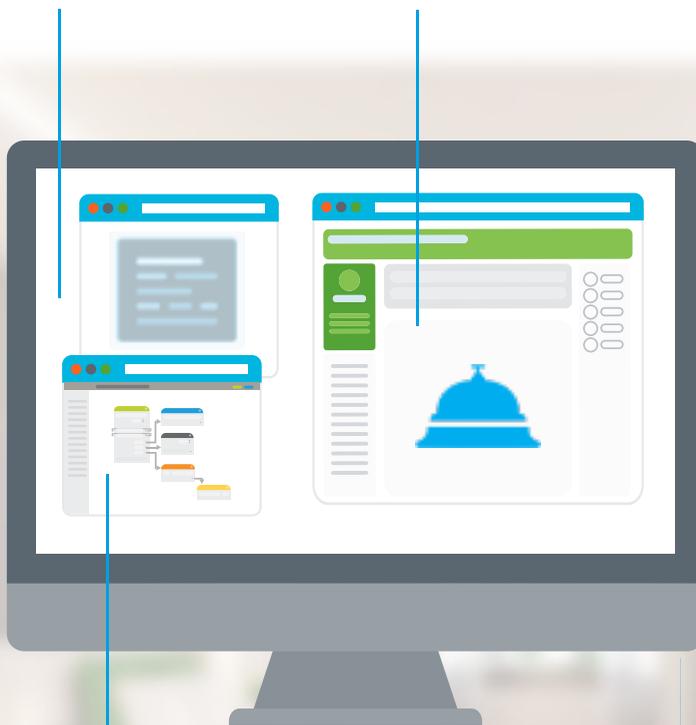
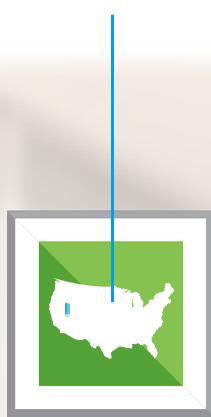
Retrieve voicemail directly from your email using any device, when you're in a meeting or on the go.

Conference Calls

With endless conference lines you can assign one to each employee and department.

Call Capacity

Unlimited concurrent calls with unblocked call capacity (unlimited trunks). High season or spike in guests never means a busy signal.



Disaster Recovery

Route to a backup system, mobile device, or other property in case of a disaster, power outage, or internet problems.

Auto Attendants

Leverage an endless number of auto attendants to create custom menu options and implement IVR functionality.

Global Calling

Call any number on your system (in network), across all properties, anywhere in the world, without long-distance.

Music on Hold

Upload your own hold music or message promoting hotel services, dining promos, or the local weather.

Find Me / Follow Me

Calls can be routed to find staff on any device, at any number, at anytime. Hello world!



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Choosing the right hotel phone solution just got a whole lot easier. Our simple all-inclusive plans fit your needs today and support your growth for tomorrow. Whether your current system is onsite or cloud-based, all enterprise features come standard. Plus, you get the cost-saving benefits and added features available with IP connectivity.

+100 standard features, all locations

Call management

- Custom call routing & answering rules
- Call hold, park / pickup
- Call forward
- Call history
- Call hold / resume
- Call routing
- Call transfer- attend, blind, direct
- Call waiting
- Call queue
- Caller ID
- Virtual extensions/numbers
- Busy lamp field
- Time of day routing

Voice features

- Unlimited voice channels (trunks)
- Unlimited employee/dept extensions
- Auto divert/reject
- Upload custom greetings
- Upload custom hold music
- Last number redial
- Multiple device ringing
- Speed dial
- Phone-to-phone intercom/paging

Voicemail

- Unlimited voicemail
- Transcribed voicemail (staff)
- Voicemail to email (staff)
- Retrieve messages via phone, web, or email attachment
- Message waiting indicator
- Online voicemail setup portal
- Forward voicemail messages

Safety

- Direct 911 (Ray Baum Act/Kari's Law)

Conference and collaboration

- Conference bridge/lines
- Three-way calling

Phonebooks, directories, call logs

- Company directory/phonebook
- Call logs by extension
- Caller hold-time reports
- Personal phone directory

Personalization

- Individual voicemail configuration
- Web-based user dashboard
- Personal phonebook
- Personalized ring tones

Disaster recovery

- Auto-detect disaster routing
- Automatic remote system failover
- Backup and restore system settings

Reliability

- Four bi-coastal geographic backups
- Onsite PBX backed up to cloud
- 24x7x365 system monitoring

Groups

- Park and pickup groups
- Intercom groups
- Paging groups
- Ring (hunt) groups

Privacy

- Call blocking
- Do not disturb
- Telemarketer blocking/ blacklist

Automated attendants

- Auto-attendants
- Dial by extension or name
- Interactive voice response
- Music on hold / on transfer

Administration

- Online admin dashboard
- Assign features by extension
- Call detail reports
- Set international dialing permissions
- Password administration
- Remotely deployed upgrades

Mobility

- Cell phone integration
- Find me/follow me (call hunt)
- Office anywhere portal
- Remote office connect
- Online voicemail retrieval

Billing

- Simple all-inclusive plans
- No seat fees
- Online bill payment

Support

- Level 1 customer support
- Always available 24x7x365
- Native English speaking team
- Live support

Connectivity

- Native PRI, T1, POTS, SIP handoff for existing systems

***Some features may require IP phone.*



A more powerful way
for your hotel to connect,
at a much lower cost.



Hotel Phone Service



Add-on features and services

Recording, monitoring, routing

- Call monitoring
- Call recording company-wide or on-demand
- Call queue recording
- Call screening (whisper)
- Unified dialplan across all locations
- Caller ID by name and number
- Multi-call park groups

Automated attendants

- User-configurable menus
- Multilingual dial by name directory
- Professional voice greetings
- Licensed music on hold

Voicemail and text

- Professional voicemail greetings
- Text messaging (SMS)

Building services

- Door entry buzzer
- Overhead paging
- Security system integration
- Elevator phone integration

Integrations

- PMS system of choice
- CAS system of choice
- Security and alarm infrastructure
- Convention and event center

Call reporting and analytics

- Call accounting output
- Call detail record
- Call analytics
- Caller hold-time reports

Phone numbers

- Additional numbers (DIDs)
- Local numbers (US)
- Toll-free numbers (US)
- International local numbers
- International toll-free numbers
- Vanity numbers
- Toll-free fax numbers

Call center

- Contact us to learn more about call center services

FAX

- vFAX service
- Receive faxes via email as PDF
- Domestic, international, toll-free fax numbers

Phone management

- Setup/provision staff devices
- Restart phones remotely
- Remotely manage/update IP phones

Additional minutes

- 5000 increment minute packages

Phones and equipment

- IP phones
- Conference phones
- Routers
- Gateways and ATAs
- Paging hardware
- Wireless headsets

Safety and security

- Alarm system integration
- 911 text alerts
- Multisite E911 setup

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Deploy in the cloud, onsite, or hybrid

Adopt the deployment approach that best aligns with your property's needs today, while maintaining the flexibility to take advantage of other options as technologies, budgets and priorities evolve.

Voice Carrier's next-gen technology quickly and easily adapts.

CONFIGURATIONS

Hosted Cloud PBX (Free)
Onsite PBX (Analog & IP)
Hybrid Onsite & Cloud
Trunks: PRI/T1, SIP, POTS

Integrate systems and locations

Our approach is to help you migrate, consolidate and simplify your hotel's communications solutions so you can reduce costs, drive guest satisfaction, and operate as a cohesive whole rather than a collection of isolated platforms.

System and equipment integration with virtually any PMS comes standard.