



# HOTEL TELECOMS



WHERE HOSPITALITY  
MEETS FLEXIBILITY

# Testimonials



"Installation of the 3CX software went flawlessly. And changes can be done remotely, which further reduces IT labor costs."

**Marianne van der Sterren, HR manager & ICT manager**



"It was time to migrate to an all-IP system. We needed better line quality and the advanced features to show our guests we're taking their needs seriously. And of course, we needed a solution that would mitigate all the management and maintenance that was delaying our ability to service guests."

**Darrell Player, Network Administrator**

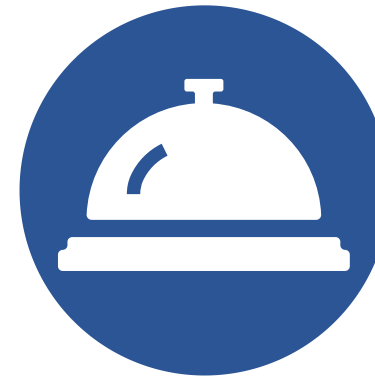


"We had been choosing the telephony type for quite a long time, compared many brands, met the representatives of different companies, but finally decided on 3CX, as this software meets all our requirements to the best advantage."

**Oksana Vladimirovna Miakish, CEO**

## Why choose The Comms Guys?

Our easy to manage 3CX hotel PBX enables you to provide guests with a high-end service without the high-end cost. Empower hotel staff to efficiently manage guest requests, coordinate with internal employees and deliver accurate information across departments. Meanwhile, give guests the 5-star experience with multiple in-room features and seamless integration with hotel management systems. Even better, these hotel features are standard with 3CX – no costly add-ons or separate system to manage. Save on costs and system management, optimize staff communication, and ensure those positive TripAdvisor reviews keep rolling in.



- Check in & Check out Guests
- Set guest extensions to Do Not Disturb
- Block external calls when room unoccupied
- Schedule wake up calls
- Allow housekeeping to set status of room
- Allow billing of calls to rooms



Our software integrations streamline your hotel's efficiency.

We integrate with

- Fidelio
- Protel
- roomMaster
- & More!



Our clients see an average cost saving of 40% when they upgrade to our services.



"The installation of 3CX Phone System in Ramada Plaza Antwerp proved to be a very successful decision, and we have since deployed 3CX in nine of our other hotel properties and head offices"

**Seán Graham, Group IT Manager**





# System Features

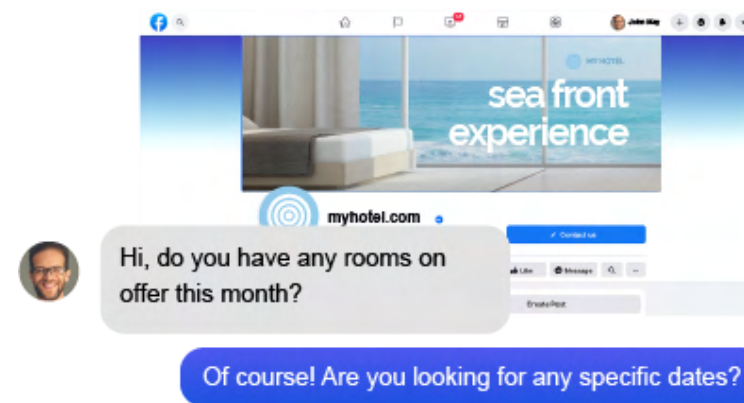
Whether it's your website, or Facebook page, your visitors can contact you via the in-built power of 3CX. Your team can view, manage and respond to messages received from either the in-built website live chat facility, SMS or Facebook integrations. This system enhancement gives visitors even more ways to book a room at your hotel!

- Import/Export Extensions via CSV
- Call Routing by DID & CID (DDI)
- Extensive Codec Support
- Receive Voice Mail via Email
- Calling Line Identification Presentation (CLIP)
- Call Transfers (Blind & Attendant)
- Intercom / Paging
- Call Parking / Pickup
- Real Time System Status
- Voicemail Transcription
- Call Queueing
- Call Recording Transcription and Search
- 3CX Apps: Web Client, iOS, Android, Windows, Mac
- Directory (Company & Private Phonebook)
- Web Conference Dial-In
- Sync with Office 365 (Azure AD)
- Real Time Statistics & Monitoring
- Barge In / Listen In / Whisper
- Call Flow Designer
- Call Recording restrictions (Start/Stop)
- Skill based Routing
- Wallboard
- Customise IP Phone Logo
- Inbuilt Failover



## Live Chat: Maximize Website Conversions

- Convert visitors into leads & sales
- Elevate chats to calls or video
- Enhance customer experience
- One easy interface for all



## Guaranteed Guest Satisfaction

- Identify guest calls with caller ID and personalize greeting
- Allow guests to schedule wake up calls and do not disturb
- Instantly respond to Facebook page queries directly from 3CX

## Integrate Systems for Enhanced Functionality

- Facebook Messenger
- Website live chat & SMS
- CRM, ERP and PMS
- Contact Centre solutions



# Fanvil i56A SIP Indoor Station

Fanvil i56A is a 10.1-inch color touch screen SIP indoor station with Android 9.0 OS, which can be deployed in multiple indoor scenarios. Working with door phones and intercom at the entrance, Fanvil i56A can easily achieve remote access control for residences. It can also be connected to alarms and other intelligent security devices via rich interfaces.

- Android 9.0 OS
- 10.1-inch color touch screen
- Built-in 1W double speakers with AEC
- Support visual intercom and remote access control
- Real-time monitor of the door phone and cameras
- Built-in 2.4G/5G Wi-Fi and Bluetooth 5.0
- 1 pair of RS-485 interfaces
- 8 alarm input interfaces and 2 short circuit output interfaces
- Wall-mounted and desktop installation methods (with the external desk stand)



# Fanvil i53W SIP Indoor Station

Fanvil i53W is a 7-inch color touch screen SIP indoor station with 5 function buttons, which can be deployed in multiple indoor scenarios. Working with door phones and intercom at the entrance, Fanvil i53W can easily achieve remote access control for residences. It can also be connected to alarms and other intelligent security devices via rich interfaces.

- 7-inch color touch screen
- 5 physical function keys
- Built-in 1.5W speaker with AEC
- Support visual intercom and remote access control
- Real-time monitor of the door phone and cameras
- Built-in 2.4G Wi-Fi
- 1 pair of RS-485 interfaces
- 8 alarm input interfaces
- Wall-mounted and desktop installation methods (with the external desk stand)





# Fanvil XU Office Handsets

The ideal IP phone with an elegant appearance. The Fanvil XU series provides users direct access to instructions with the intuitive design of one or multiple high-resolution displays and newly increased line keys, offering greater flexibility and productivity, to exceed the demands of your hotel. The Fanvil XU series delivers an immersive HD audio experience.

- Screen sizes vary from 2.4" to 7"
- Programmable keys on all devices
- USB Ports available on all devices (except X3U)
- Supported PoE on all devices
- Optional External Power Supply
- Indicator Lights
- Call hold, Redial, Call Transfer, Hotline, Voice Mail etc.



# X210 High-end Reception Console

X210 is a high-end enterprise IP phone for users who need to get access to flexible and advanced features to handle medium to high call volumes in their daily work. Featuring 10 DSS keys on 4.3" main color display, up to 96 DSS keys (32 physical) on 2×3.5" side color displays, X210 has up to 106 DSS keys in total to set for BLF, speed dial, group broadcasting etc. It also comes with HD audio, built-in Bluetooth, Wi-Fi connectivity, EHS support, dual Gigabit, PoE, IP camera/SIP door phone integration, delivering vast productivity with these advanced features.

- HD audio on speakerphone and handset
- 4.3" main color display
- Built-in Bluetooth
- 2×3.5" side color displays for DSS keys
- Up to 106 DSS keys (42 tri-colored physical keys)
- Dual Gigabit ports, integrated PoE
- Wi-Fi connectivity (via Wi-Fi dongle)
- Support EHS headset
- Video Codec H.264 support for receiving video calls
- Stand with 2 adjustable angles of 40 and 50 degrees



# Fanvil H5 Hotel IP Phone

With two available colors (White & Black), Fanvil H5 is a great and affordable choice for your hotel IP phone. Possessing a 3.5-inch color screen, it is also user-friendly. Your hotel can customize the information (such as address, logo, related phone numbers etc) on the screen, to offer a better user experience to the hotel guests and visitors.

- Available in Black or White
- 3.5-inch 480×320 Color Screen
- 2 SIP line
- 1 USB Port for Phone Charging
- 6 Programmable Keys for Speed Dial Functions
- Support PoE
- Optional External Power Supply
- Indicator Light
- Call hold, Redial, Call Transfer, Hotline, Voice Mail etc.

# Fanvil H2U Compact IP Phone

Small and stylish, Fanvil H2U compact IP phone possesses brand new features including 2 SIP lines, 10 speed dial keys, 1 programmable DSS key and an HD speaker on handset. Supporting desktop and wall-mounted mode, PoE and power supply charging mode, Fanvil H2U is more than a hotel phone and also can be applied in multiple scenarios, such as schools, hospitals, supermarkets and residences.

- 2 SIP Lines
- HD Audio with wideband Codec: G.722, Opus
- 10 speed dial keys, 1 programmable DSS Key
- 3-way Conference
- Desk/wall-mounted mode
- Handset / Hands-free mode
- 10/100 Mbps
- PoE/Power adaptor



# Go hands free!

Improve the productivity of your team by freeing up their hands for note taking and more with our wide range of wired and wireless headsets. With crystal clear HD audio, noise-canceling, and long range wireless options, we've got everything you need to empower your team.

## Wired

The Fanvil HT201 is an over-the-head style headset which is made for office workers or call center staff. Coupled with noise cancellation technology and wideband audio, it delivers clearer conversations and offers a more professional customer experience on every call.



## Wireless

The Poly SAVI 8245 OFFICE is a Convertible DECT Headset that offers connectivity to PC/Softphones via USB, Mobile phones via Bluetooth and Desk phones via RJ-11 telephone Cable. This device offers unlimited talk time. It comes with an additional headset battery that charges on the side of the base station. Talk time of a fully charged battery is 7 hours.



**Earn whilst you save...**

## Extra revenue streams for you!

**Host live events** with our system streaming service – Sell as an add-on to clients looking to hire your venue.

**Call charges** - Our call rates are so low, you can pass this onto your visitors, increasing their desire to use your hotel phones, and therefore increasing your revenue.





# Connectivity

## Fiber makes everything, more everything...

From fiber to MPLS to Coax – the running of our operation depends on the very services we provide you to run yours. Trust us. If it works well for our business, it'll work great for yours.

Some of our partners:

**Gold Partner:** **NATURAL  
WIRELESS**

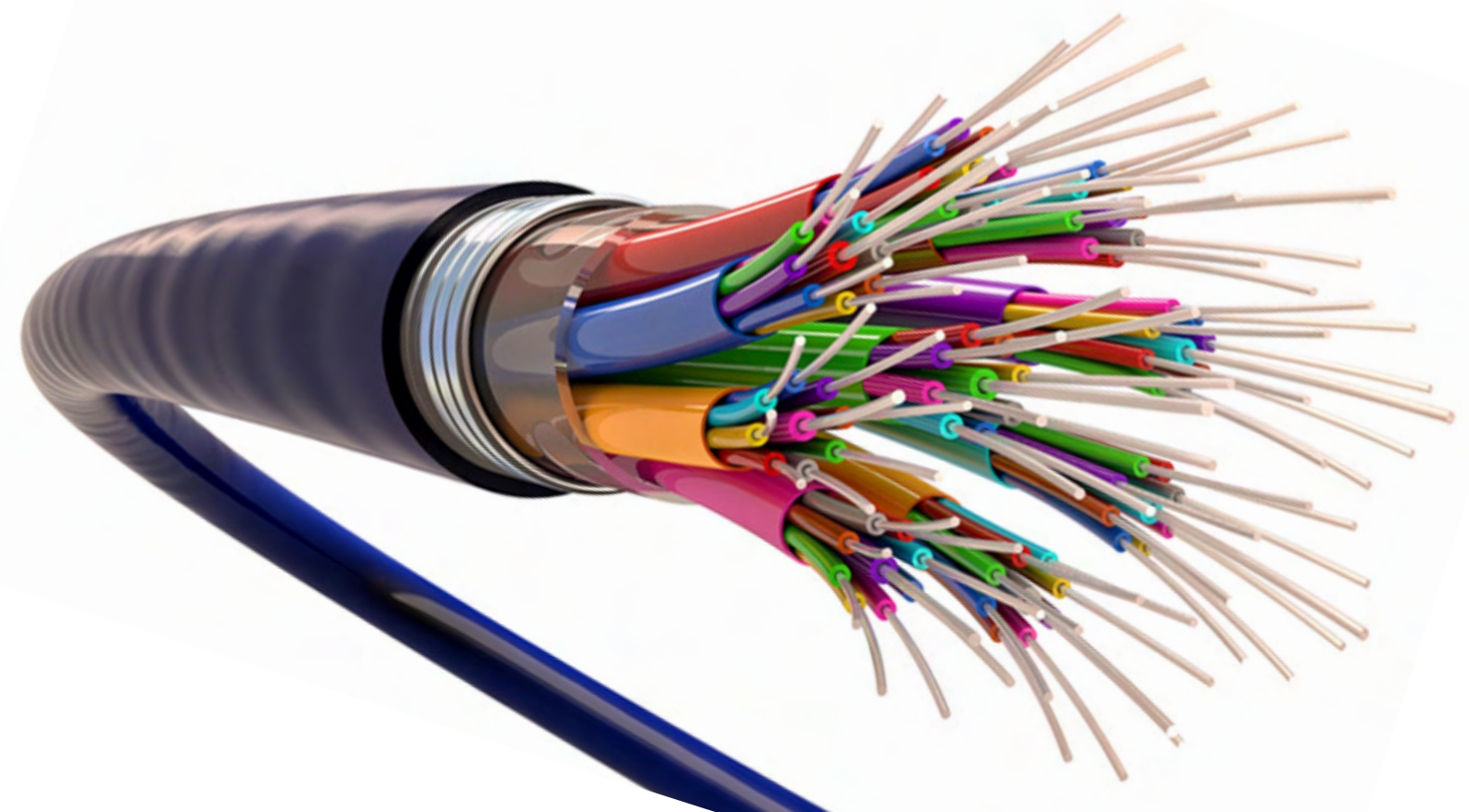


To support a great VoIP service, you need a great internet service. We work with all major internet providers to deliver a seamless, end-to-end solution for all our hotel clients. We pride ourselves on providing exceptional solutions fast, and work hard to ensure our clients always end up with their ideal setup in the shortest timeframe.

## Fiber for business

## Everything about us is fast...

From our customer service to our support, to our engineers to our reps, everyone at The Comms Guys has the same goal: To be good people who do even better work...





# Cellular Service

Whether you're an Apple Aficionado or Samsung Super Fan, maybe a Huawei Hero or a Google God, we've got you covered. We partner with all major cellular networks in the US and provide as much or as little data as your team needs. Globe trotter? No worries. Our data plans allow you to use your cell phone anywhere in the world, so you can keep living your best life.

## Power your business with the best networks in the USA!

The team at The Comms Guys are here to support your business with mobile plans that empower you to work from anywhere in the world. With 5G being rapidly deployed across the US, your team can work faster than ever.



Some of our partners:



### No Switch Stress

## We've made switching easy...

We've made the switching experience seamless by delivering a consistent and predictable migration process that doesn't disrupt your business.

When your implementation is complete, your seamless customer care experience continues with our award-winning team of experts — Real people dedicated to your business.

## Our Process

Securing the best strategy for your electric or natural gas service is an important reason to work with us, but not the only one. Working with The Comms Guys, you are assured of a process that is transparent, rigorous and focused on your success.



### Cost Analysis

We identify hidden fees, surcharges, taxes and line item fees that can turn a low-rate offer into unexpectedly high costs over time.

REVIEW



### Supplier Review

We carefully match proven energy suppliers with your needs for billing, flexibility, geography and other factors.



### Contract Negotiation

We perform all due diligence to meet your corporate needs, resolving contract uncertainties and potential risks before you sign.

Our expert energy team at The Comms Guys are here to help you pay less for your hotel's gas and electricity. We compare over 25 suppliers and handle the switch over process, giving you a seamless transition.

## Business Energy

## The Comms Guys as a Supplier

In addition to providing communications solutions, The Comms Guys is a trusted retail supplier of electricity and natural gas.





P: 212 960 8323

E: [sales@thecommsguys.com](mailto:sales@thecommsguys.com)

W: [www.thecommsguys.com](http://www.thecommsguys.com)

