

Telephony



Hotel telephony redefined

Media Communications (MCOM) specializes in hospitality IP telephony solutions for unified communications integrating phone calls, messaging, guest billing and value added applications for the hotel.

HOTstream™ Telephony solutions are available for hotels of all sizes, big or small, that are aiming to offer a distinguished experience for their guests.

MCOM cooperates with industry leading partners to bring you best-of-class solutions at any scale.

Hospitality oriented

*Future-proof solution,
VOIP enabled from the start*

*Full service platform for
reception console, voice mail,
call charging, PMS interfacing,
auto attendant applications*

*One-stop-shop partner
for telephony, internet and
interactive TV solutions*

HOTstream™ Telephony functionality

- Automatic Call Distribution
- Interactive Voice Response (IVR) applications
- Voicemail with Message Waiting Indication
- Customized billing plans
- Property Management System (PMS) integration
- Call recording for service requests
- Front desk attendant console
- Conference calling
- Selective blocking of destinations

- Push button access to hotel services
- Flexible dial-plans/Virtual PBX
- Separate dial plans for guest and staff
- SIP trunking
- Extension mobility
- CTI integration
- Call center application
- Phone restrictions when guest not present
- Call detail records

Legacy and VOIP extensions in any mix. Telephony platform supporting traditional analog and digital phone line extensions as well as new generation Voice over IP extensions in any mix.

Modular configuration. Modular capacity and optional feature set also allows you to add phone lines or features without replacing equipment.

Wireless phone support. Support for wireless phones based on DECT or WLAN. Enable mobility for your staff without restrictions.

Extensive phone set selection. We can offer an extensive range of phone sets from budget analog to more stylish IP phones all the way to luxury sets with graphic color screens.



Converged network infrastructure

Use one network to deliver all services to the guest rooms. Industry unique HOTstream IP STB enables hotels to use a single network port to provide all communication and entertainment services in each guest room: internet, telephony, television.

