



The Only Asterisk®-based Hotel Telephone System Certified by MICROS-Fidelio

Provide superior guest service with this reliable, cost-effective and versatile PBX and PMS bundle!

Complete Concierge™, a brand-new alternative to traditional hospitality telephony systems, is a commercially-supported hardware and software solution that:

- consists of an Asterisk-based PBX with an integrated Property Management System (PMS) interface
 - integrates seamlessly with the leading PMS packages, or
 - provides its own built-in PMS communications functionality
- leverages existing hotel infrastructure, such as cabling and analog phone sets
- includes a built-in call accounting software package with programmable rate tables

Certified Interoperable PMS Solutions



Comprehensive Communications for Hotel Guests and Staff

Hospitality Communications Features

- Integrated wake-up
- Integrated operator panel
- Front desk check-in and check-out
- Guest's name applied to room upon check-in
- Vacant status applied to room upon check-out
- Opening of phone lines at guest check-in
- Closing of phone lines at guest check-out
- Opening of guest voicemail box upon check-in
- Purging of voice messages upon check-out
- Built-in room status system
- Built-in mini-bar management
- Built-in call accounting software package with programmable rate tables

General Communications Features

- User-defined extensions
- Extension groups
- Auto attendants
- Voicemail boxes
- Voicemail-to-email
- Fax-to-email
- Fring for iPhone and Android integration
- Call monitoring
- Call recording
- Integrated paging over IP telephone speakers
- Ring groups
- Custom messages
- Music-on-hold

Available Packages

- Basic Package - for small properties that are not currently using a PMS, this package includes built-in basic PMS communications-related functionality.
- Choice Package - includes all standard functionality required to run the property and integrates with all the leading PMS packages listed on the reverse side of this brochure.
- Premium Package* - includes all features mentioned in the Choice Package, as well as additional interfaces to third-party applications, such as call center management reporting, time share reservation centers, database/CRM integration, call recording storage and playback.

System Management

- Secure Web-based administration
- Rapid recovery system for reliable system back-up and restore
- Supports hundreds of analog ports
- Switches seamlessly between PSTN and VoIP

System Requirements

- Xorcom IP-PBX – select any model that matches property requirements (number and type of telephony interfaces)
- Windows PC (XP and up, Windows server not required)



Xorcom Headquarters
Misgav Industrial Park
20179 Israel
Tel: +972 (0)4 995-1999
Fax: +972 (0)4 999-0287
E-mail: info@xorcom.com
Web: www.xorcom.com

Xorcom USA
23309 North 17th Drive, Suite #100
Phoenix, AZ 85027
Tel: 1-866-XORCOM1/1-866-967-2661
Fax: (623) 516-8697
E-mail: info.usa@xorcom.com
Web: www.xorcom.com

**Currently available in the United States and Canada only.*

Asterisk is a registered trademark of Digium, Inc. Complete Concierge is a trademark of Xorcom Ltd. All other trademarks are the property of their respective owners.