

iDHS



Hospitality Communications At Its Best

D I G I T A L H O S P I T A L I T Y S O L U T I O N



SAMSUNG

Everything You Need in a Premium



Lets face it - Hotel phone systems and guest telephones take a lot of abuse. Day after day, week after week, you expect your phone system to withstand unusual amounts of punishment. The iDHS telephones were designed and rigorously tested to withstand the punishment unique to the hotel environment. From the substantial weight in each phone, to the spill resistant keys, the iDHS phones were designed with two requirements in mind - style and lasting durability. The iDHS is compatible with any 2500 standard type telephone, but for a lasting impression, iDHS phones with custom faceplates turn your property into a world class resort.

Room Telephone

Every phone includes a data port for guest modem access. This port can easily be configured to share the same phone extension, or for more flexibility, a separate, dedicated data extension. Guests can now use the phone and check office e-mail at the same time without having to invest in a 2 line phone.



Data Port

Built-in data port facilitates e-mail and Internet access.

Custom Faceplates

Customize the room telephones with the specific information that makes communications easy.

Spill Proof Keys

Keysets built with long-lasting durability in mind.

Smart Interface

Allows real-time updates of both guest charges and room condition.

T H E H O S P I T A L I T

Hospitality Telephone System

Samsung's iDHS combines all the sophistication you want, with all the operating simplicity you and your guests could ask for, plus performance features like these:



Credit Key

The Key To Extending And Controlling Guest Credit. The credit key feature gives property managers the ability to grow room revenue by easily establishing preset dollar limits that can be charged to each room. Now cash guests can enjoy the privilege of guest charges and phone calls throughout the property in gift shops, restaurants and lounges. It also provides maximum controls and built-in protection against excessive phone call charges and other expenses and allows you to treat cash customers like all your other guests

Call Costing

Accurate And Seamless Billing. With iDHS's integrated call costing you can easily and accurately calculate a cost associated with each and every call without the purchase of additional equipment. Costing Tables can be modified with separate surcharges, billing increments, or both. This will allow you to determine the appropriate charges based on your individual requirements.

Lobby Phone Service

Enables Guests To Charge All Calls To Their Account. This unique feature makes it easier for property managers to grow revenues by making it simple for guests to charge toll calls placed anywhere on the property, including common areas, back to their room account.

Bi-Directional PMS Link

This bi-directional link allows for the integration of a PC, with a PMS software package (sold separately), to be utilized for inputting room related charges as well as creating room bills, reports and so much more. Any transactions, related to guest or meeting rooms, that take place within the hotel system, will be sent immediately through this link from the iDHS to the PC.

Wake-Up w/Audio Announcement

Automated, Individual Room Wake-Up Service. This feature makes it easy for a guest to enter the desired time for a wake-up call on their own, through the front desk—or both. At checkout your guests can receive a detailed print out of successful and unsuccessful wake-up calls.

Room Status

Instant Updates On Which Rooms Are Ready And Which Are Not. Give your property managers maximum control of room inventory so they can identify which rooms are being cleaned, and which are available for immediate occupancy. It's an invaluable tool for monitoring maid service and maintaining occupancy efficiency.

Room Dialing Restrictions

For The Call Traffic Control You Want. In addition to smoothly handling the flow of all calls between rooms and individual stations within the hotel, iDHS's Room-To-Room feature makes it possible to direct and control that traffic flow. Now you can easily allow your guests access to the hotel service staff or other guest rooms as you choose, but prevent calls to the administrative offices and other restricted phones.

24-Hour Answering

The Fastest Way To Route Calls To The Right Rooms. iDCS auto-attendant system can be smoothly integrated into your property. It features electronic call routing to speed callers to their appropriate locations—such as guests' rooms after hours or when front desk contact is temporarily unavailable. iDHS's auto attendant smoothes out the hectic pace at the front desk by intelligently queuing calls, resulting in professional call processing and happier employees.

iDHS Features & Specifications

iDCS Features (LH)

<p>Account Code Entry</p> <ul style="list-style-type: none"> • Forced-Verified • Forced-Not Verified • Voluntary <p>Account Code Key</p> <p>Account Code Key-One Touch</p> <p>Administrator Program Key</p> <p>All Call Voice Page</p> <p>Attention Tone</p> <p>Audio Announcement</p> <p>on Appointment Reminder</p> <p>Audio Message with Alarm Reminder</p> <p>Authorization Codes</p> <ul style="list-style-type: none"> • Forced • Voluntary <p>Auto Answer on CO</p> <p>Auto Attendant†</p> <p>Automatic Hold</p> <p>Background Music</p> <p>Branch Group</p> <p>Call Activity Display</p> <p>Call Costing</p> <p>Caller Identification†</p> <ul style="list-style-type: none"> • Automatic Number Identification (ANI) • Caller ID • Calling Line Identification (CLI) <p>Calling ID Features</p> <ul style="list-style-type: none"> • Name/Number Display • Next Call • Save Caller ID Number • Store Caller ID Number • Inquire Park/Hold • Caller ID • CID Review List • Investigate • Abandon Call List (100) • Caller ID on SMDR • Number to Name Translation (1500) • Caller ID Send 	<p>Call Forwarding</p> <ul style="list-style-type: none"> • All Calls • Busy • No Answer • Busy/No Answer • Forward DND • Follow Me • External • To Voice Mail • Preset Destination • Preset Forward Busy • Call Forward Busy • Call Forward No Response • Call Forward Unconditional <p>Call Hold</p> <ul style="list-style-type: none"> • Exclusive • System • Remote <p>Call Park with Page</p> <p>Call Pickup</p> <ul style="list-style-type: none"> • Directed • Groups (100) • Established <p>Call Waiting/Camp-On</p> <p>Caller Emergency Service ID (CESID)</p> <p>Centrex/PBX Use</p> <p>Chain Dialing</p> <p>Chain Forward</p> <p>Class of Service</p> <p>Common Bell Control</p> <p>Computer Telephony Integration</p> <ul style="list-style-type: none"> • SmartCentre • Smart Operator • TAPI 2.1 <p>Conference</p> <ul style="list-style-type: none"> • Add On (5 party) • Unsupervised • Split <p>Customer Set Relocation</p> <p>Data Security</p> <p>Database Printout</p>	<p>Daylight Saving</p> <p>Time-Automatic</p> <p>Dialed Number Identification Service (DNIS)</p> <p>Direct In Lines</p> <p>Direct Inward</p> <p>Dialing (DID)</p> <ul style="list-style-type: none"> • T1/Copper • Day/Night Routing • Busy or Camp-On Option • MOH Source <p>Direct Inward System Access (DISA)</p> <p>Direct Trunk Selection</p> <p>Directory Names</p> <p>DISA Security</p> <p>Distinctive Ringing</p> <p>Door Lock Release (Programmable)</p> <p>Door Phones</p> <p>E & M Tie Lines T1/Copper</p> <p>Executive Barge-In (Override)</p> <ul style="list-style-type: none"> • With Warning Tone • Without Warning Tone • Trunk Monitor or Service Observing <p>External Music Interfaces</p> <p>External Page Interfaces</p> <p>Flash Key Operation</p> <p>Flexible Numbering</p> <p>Group Busy Setting</p> <p>Ground Start Trunks (T1/Copper)</p> <p>Hot Line</p> <p>In Group/Out of Group</p> <p>Incoming Call Distribution</p> <p>Incoming/Outgoing Service</p> <p>Individual Line Control</p> <p>Integrated Voice Mail</p> <p>ISDN Service</p> <ul style="list-style-type: none"> • Primary Rate Interface (PRI) • Basic Rate Interface (BRI) <p>LAN Interface</p> <p>Least Cost Routing</p>	<p>Live System Programming</p> <ul style="list-style-type: none"> • From any Display Keypad • With a Personal Computer <p>Meet Me Page and Answer</p> <p>Memory Protection</p> <p>Message Waiting Indication</p> <p>Message Waiting Key</p> <p>Microphone On/Off per Station</p> <p>Multiple Language Support</p> <p>Music on Hold Flexible</p> <p>Music on Hold Sources</p> <p>Networking</p> <p>Off Premises Extensions (OPX)</p> <p>Operator Group</p> <p>Overflow</p> <ul style="list-style-type: none"> • Operator • Station Group <p>Override Code</p> <p>Paging</p> <ul style="list-style-type: none"> • Internal Zones (5) • External Zones (4) • All External • Page All <p>Park Orbits</p> <p>Primeline Selection</p> <p>Private Lines</p> <p>Programmable Line Privacy</p> <p>Programmable Timers</p> <p>Recalls</p> <p>Recall to Operator</p> <p>Redial Review</p> <p>Remote Programming—PC</p> <p>Ring Modes</p> <ul style="list-style-type: none"> • Time Based Routing-Plans • Automatic • Manual • Holiday Schedule • Temporary Override <p>Ring Over Page</p> <p>Secretary Pooling</p> <p>Single Line Connections</p>	<p>Speed Dial Numbers</p> <ul style="list-style-type: none"> • Station List (50 Max) • System List (500 Max) <p>Speed Dial by Directory</p> <p>Station Hunt Groups (50)</p> <ul style="list-style-type: none"> • Distributed • Sequential • Unconditional <p>Station Message Detail Recording</p> <p>Station Pair</p> <p>System Alarms</p> <p>System Maintenance Alarms</p> <p>System Directory</p> <p>Tenant Services (2)</p> <p>Toll Restriction</p> <ul style="list-style-type: none"> • By Day or Night • By Line or Station • Eight Dialing Classes • Special Code Table <p>Toll Restriction Override</p> <p>Tone or Pulse Dialing</p> <p>Traffic Reporting</p> <p>Transfer</p> <ul style="list-style-type: none"> • Screened/Unscreened • Voice Mail Transfer Key • With Camp-On <p>Trunk Groups (50)</p> <p>Uniform Call Distribution (UCD)†</p> <ul style="list-style-type: none"> • UCD Groups • Call Statistics • Agent Busy • Manual Wrap Up Key • Agent ID Numbers • Agent Statistics • Group Supervisors • Printed Reports <p>Universal Answer</p> <p>Virtual Single Line Telephone</p> <p>Voice Mail-InBand Integration</p> <p>VoIP</p> <p>Walking Class of Service</p>
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Station Features

<p>Add On Module</p> <p>Appointment Reminder</p> <p>Automatic Hold</p> <p>Automatic Privacy</p> <p>Background Music</p> <p>Busy Station Callback</p> <p>Busy Station Indications (BLF)</p> <p>Call Forwarding</p> <p>Call Forwarding Override</p> <p>Call Logs</p> <p>Call Pickup</p> <p>Direct Station Selection (DSS)</p> <p>Do Not Disturb (Override)</p> <p>Do Not Disturb (Programmable)</p> <p>Door Lock Release</p> <p>Exclusive Hold</p> <p>Group Listening</p> <p>Headset Operation</p> <p>Hearing Aid Compatible</p> <p>Line Queuing with Callback</p> <p>Line Skipping</p> <p>Loud Ringing Interface</p> <p>Manual Signalling</p> <p>Message Waiting Light Indication</p> <p>Mute Microphone/Handset</p> <p>Off-Hook Ringing</p> <p>Off-Hook Voice Announce Standard</p> <p>Off-Hook Voice Announce Executive</p> <p>One Time Do Not Disturb</p>	<p>One Touch Dialing Keys</p> <p>On-Hook Dialing</p> <p>Privacy Release</p> <p>Programmable Keys</p> <p>Programmed Station Messages</p> <p>Protection from Barge-In</p> <p>Redial</p> <ul style="list-style-type: none"> • Auto Retry • Last Number • Memo Redial • Save Number <p>Remote Hold</p> <p>Ring Modes</p> <ul style="list-style-type: none"> • Auto Answer • Ring—Eight Tone Choices • Voice Announce <p>Ring Preference</p> <p>Speakerphone</p> <p>Station Lock</p> <p>Terminal Status Indicator</p> <p>Tri-Colored Lights</p> <p>Volume Settings</p> <ul style="list-style-type: none"> • Handset • BGM • Ringing • Paging • Speaker • Off-Hook Ring <p>Wall-Mountable Keypads</p>
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System Specifications

Keypads and AOMs	360
Single Line Guest Telephones	344
CO/Centrex/PBX Lines	352
T1 Digital Trunk Interface	9
Total Numbers of Circuits Cannot Exceed	488

iDHS Features

<p>Bi-Directional PMS Link</p> <p>Call Costing</p> <p>Check In</p> <p>Check Out</p> <p>Deposit Posting</p> <p>DSS Key Use During Feature Activation</p> <p>Enhanced User Programming</p> <p>Executive DND</p> <p>Express Check-In</p> <p>Guest Services Billing</p> <ul style="list-style-type: none"> • 100 Item Codes with Costing <p>Lobby Phone Service</p> <p>Printed Reports</p> <ul style="list-style-type: none"> • Phone Bill • Guest and Meeting Room Bill • Room Status • Wake Up Call Activity <p>Room Dialing Restrictions</p> <p>Room Rate Discounts</p> <p>Room Status Conditions</p> <ul style="list-style-type: none"> • Available • Occupied • Needs Cleaning • Needs Maintenance • Hold (Late Check Out) • Hold and Needs Cleaning • Hold and Needs Repair 	<ul style="list-style-type: none"> • Cleaned • Repaired <p>Room Status View</p> <ul style="list-style-type: none"> • Printed Reports • Keypad Indications <p>Room Status Update</p> <ul style="list-style-type: none"> • Automatic (Daily Timer) • Manual <p>Staff ID Codes (500)</p> <p>Staff Locator</p> <p>Station Types</p> <ul style="list-style-type: none"> • Business Office • Hotel Administrator • Meeting Room • Guest No Smoking Room • Guest Smoking Room • Fax Station <p>Telephone Credit Limit</p> <p>Transaction Record Output (To PMS Link)</p> <p>Wake Up Calls</p> <ul style="list-style-type: none"> • Set by Attendant • Set by the Guest • Answered • Not Answered • Canceled • With Auto Attendant Announcement
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Keypad Display Features

<p>Account Code Display</p> <p>Call Duration Timer</p> <p>Call for Group Identification</p> <p>Call Processing Information</p> <p>Caller ID Information</p> <p>Calling Party Name</p> <p>Calling Party Number</p> <p>Conference Information</p> <p>Date and Time Display</p> <p>Dialed by Name</p> <p>Dialed Number</p>	<p>Enhanced Station Programming</p> <p>Identification of Recalls</p> <p>Identification of Transfers</p> <p>Message Waiting Caller Number</p> <p>Outside Line Identification</p> <p>Override Identification</p> <p>Programmed Message Display</p> <p>Soft Keys</p> <p>Stopwatch Timer</p> <p>Text Messaging</p> <p>UCD Supervisor Display†</p>
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† Requires optional hardware and/or software. Ask your Samsung Authorized Dealer for details. Features subject to change without notice.

