

Call 1.800.845.6780 or email nortel@hcwt.com for more information or a price quote

extending hospitality
messaging that is

effortless

and provides increased guest satisfaction

Product Brief

Nortel Networks Hospitality Messaging Server 400

Delivering guest messaging services should be effortless and provide the greatest level of efficiency for hotel guests and staff. The Nortel Networks Hospitality Messaging Server 400 does just that! It provides a comprehensive, simple-to-use solution for both guest and staff messaging, as well as advanced communication features that provide hospitality businesses with better overall guest satisfaction, and operational efficiency. Additionally, the Hospitality Messaging Server 400 integrates seamlessly with the Property Management System (PMS) and provides advanced administrative functions that will keep operations running smoothly. It is a flexible messaging solution that can scale from the smallest property type to the largest mega resort and is available for global deployment.

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Key features

Guest and staff messaging

The Hospitality Messaging Server 400 provides powerful guest messaging capabilities that allow guests to retrieve messages quickly and in the language of their choice. The system provides 18 different language options to accommodate guests from around the globe and languages are automatically determined through integration with the Property Management System.

With the Hospitality Messaging Server 400, guests will have the ability to record their own personal greeting and change their passcode as needed. Additionally, guests will have the ability to access their voice messages from an off-site location.

The Hospitality Messaging Server 400 can also provide staff messaging capabilities that will ensure smooth operations and staff efficiency. Staff can retrieve messages quickly utilizing a simple-to-use telephone interface. Messages sent can be marked as private or urgent, and return receipt notifications can also be provided to ensure that messages have been received.

Automatic wake-up

Guests can be assured that their wake-up call will be on time with the automated wake-up call feature. Guests will have the ability to automatically schedule, verify, and cancel wake-up calls using an Interactive Voice Response (IVR) system directly from their room telephone. The system also comes equipped with a “snooze” feature that will allow the guest to sleep for an additional period of time.

Managing the automatic wake-up call system is easy. Staff can view and schedule printing of all pending wake-up calls, at various intervals, for verification purposes. Additionally, staff alerts are provided if repeated wake-up attempts go unanswered.

Mini-bar management

Relying on handwritten updates from housekeeping and staff to manage mini-bar consumption can be time-consuming and unreliable. But with the Hospitality Messaging Server 400, managing consumption of mini-bar items has never been easier! The Hospitality Messaging Server 400 provides housekeeping or other staff with the ability to call in mini-bar consumption updates directly from the room. The system will guide and prompt the user for updates to specific mini-bar items and can be configured in the language of the user. Mini-bar charges are posted directly to the Property Management System and the guest portfolio is updated automatically to reflect new charges.

Language options:

- English (North American)
- English (British)
- German
- French
- Italian
- Portuguese
- Spanish (American)
- Greek
- Arabic
- Japanese
- Mandarin
- Cantonese
- Korean
- Tamil
- Tagalog
- Indonesian
- Thai
- Malay



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Room status

Having quick access to room status information is critical in determining whether or not a room can be sold, if the room needs maintenance, or if the room requires additional cleaning. Housekeeping can quickly enter the status of a room directly from the room telephone by entering the room number and appropriate status code. The housekeeping staff will find the system simple to use, with prompts delivered in the language of choice that will guide them to enter the appropriate room status information. This information is automatically updated in the Property Management System so that front desk staff can have real-time access to room status information

Administrative ease

The Hospitality Messaging Server 400 provides an intuitive graphical user interface for ongoing administration and maintenance. A variety of system reports are readily available, as well as the ability to print wake-up call lists at convenient intervals. Auto attendant services are also provided to quickly create and modify caller service menus. Caller service menus can be set-up to answer questions regarding area attractions, hotel events, restaurants, airport shuttles, and more.

Key benefits

- Guests can schedule and cancel wake-up calls easily with an Interactive Voice Response (IVR) system, saving them time
- Wake-up call “snooze” gives the guest an alarm clock function, without the complexity of setting an actual alarm clock
- Housekeeping can send mini-bar consumption and room status updates directly to the Property Management System
- Simple to administer and integrates seamlessly with the Property Management System
- 18 different language options to accommodate both guests and staff from around the globe

The Nortel Networks Hospitality Messaging Server 400 provides establishments with a robust messaging platform that will serve as the foundation for many next-generation hospitality features. A robust platform, coupled with Nortel Networks extensive experience in the hospitality industry, will provide hospitality businesses with an opportunity to better serve the needs of their guests for years to come.

