XORCOM
Business Telephony Solutions

Product Name: Xorcom CXR2000 IP-PBX and Complete Concierge Bundle
Manufacturer: Xorcom
Model Number: XORCOM-Complete-Concierge-CXR2000

Xorcom CXR2000 IP-PBX with CompletePBX and Complete Concierge Bundle
The Xorcom CXR2000 IP-PBX with CompletePBX and Complete Concierge Bundle is an ideal solution to upgrade an existing Hotel Telephone System.Please Note: The basic Xorcom Complete Concierge license includes up to 25 extensions. Support for additional extensions can be purchased for an additional license fee.
Xorcom CXR2000 IP-PBX with CompletePBX - Base unit, 2U Case (CXR2000)
The CXR2000 features Xorcom's CompletePBX distribution with up to 32 analog ports, up to eight BRI ISDN ports, and/or a single PRI/R2/CAS ISDN E1/T1 port. The CXR2000 supports up to 160 PSTN / Analog phones ports with external Astribank units, up to 200 users and up to 45 concurrent calls. The CXR2000 is an Intel Atom® based stand-alone telephony solution with PSTN / telephone ports.
Xorcom CXR2000 IP-PBX Key Features

• Unlimited extensions, voicemail boxes, hunt groups, call center groups, and auto attendants (IVRs)
• Basic built-in call center with call recording, barge and whisper
• Emergency notification module
• Endpoint manager
• User-friendly Web interface
• Interface in different languages
• CDR (Call Details Record)
• TDM/SIP/IAX trunks
• Remote extensions
• Voicemail to email
• Web access to voicemail

Also available with the CXR2000 is the Xorcom Rapid Recovery™ backup utility, provided on Disk-on-Key. Xorcom CXR2000 units with an FXS module support Xorcom Rapid PA to provide public address functionality, and are also offered with I/O ports to support a wide array of peripheral devices.Xorcom Complete Concierge
These PMS Packages have been certified as compatible with Complete Concierge.
Businesses in the hospitality sector can now improve their bottom line by upgrading their telephone systems to a cost-effective IP-PBX. Not only does the transition to an IP-PBX save on inter-company communications and improve efficiencies by integrating with the business' data network, it leverages existing infrastructure (cabling and analog phone sets), and is compatible with the leading PMS (Property Management System) packages.
Main Advantages of the "Complete Concierge" Bundled Solution

• Interfaces to the leading hospitality systems (e.g., Micros Opera, Protel PMS, Amadeus Hospitality, Optima PMS, Brilliant, Newhotel, etc.)
• Includes an integrated call accounting package

• Excellent support for hotel telephony infrastructure:
• Supports up to 1,000 analog ports
• Message Waiting Indicator
• Supports SIP phone with auto provisioning for hotel administration
• Wake up call

• All Asterisk features

• 19" rack mountable solution
• Public Address (PA) and zone PA support
• Input / output support for peripheral devices

Certified Interface Between Open Source VoIP PBX and PMS
Built-in software in the Complete Concierge bundle provides the necessary interface required for hospitality installations between the PMS (such as Micros, Protel, Amadeus Hospitality, Optima PMS, etc.) and the Xorcom VoIP-enabled PBX. Complete Concierge is available in three configurations:

• Basic Package - for small properties that are not currently using a PMS, this package includes built-in basic PMS functionality.
• Choice Package - includes all standard functionality required to run the property and integrates with all the leading PMS packages listed on right. See full feature list below.
• Premium Package - includes all features mentioned in the Choice Package, as well as additional interfaces to third-party applications. See full feature list below.

Complete Concierge "Choice Package" Feature Set

• Integrated wakeup (can be set by hotel staff or by guests)
• Integrated browser based operator panel
• Front desk check-in/check-out
• Guest name applied to room upon check-in
• Vacant applied to room upon check-out
• Activation of phones for calls at guest check-in
• Deactivation of phones for calls at guest check-out
• Activation of guest voicemail box upon check-in
• Cleaning of all voice messages in guest voicemail box upon check-out
• Built in room state system for control of room status and maids
• Built in mini-bar softphone for control of mini-bar management
• Built in and fully integrated Call Accounting System with adjustable rate tables

Complete Concierge "Premium Package" Feature Set(Currently available in the United States and Canada only)
Everything in Choice Package plus…

• Inbound call center management reporting for hotel and time share reservation center
• Outbound campaign software with scripting for hotel and time share reservation applications
• Database/CRM integration for screen pops
• Call recording storage and playback

System Requirements

• Xorcom IP-PBX
• Windows PC (XP and up, does not need to be a Windows server)
• Note: Connection from the Xorcom PBX to the hotel PMS is over Ethernet. No serial connections are supported.

Price: £1,898.00