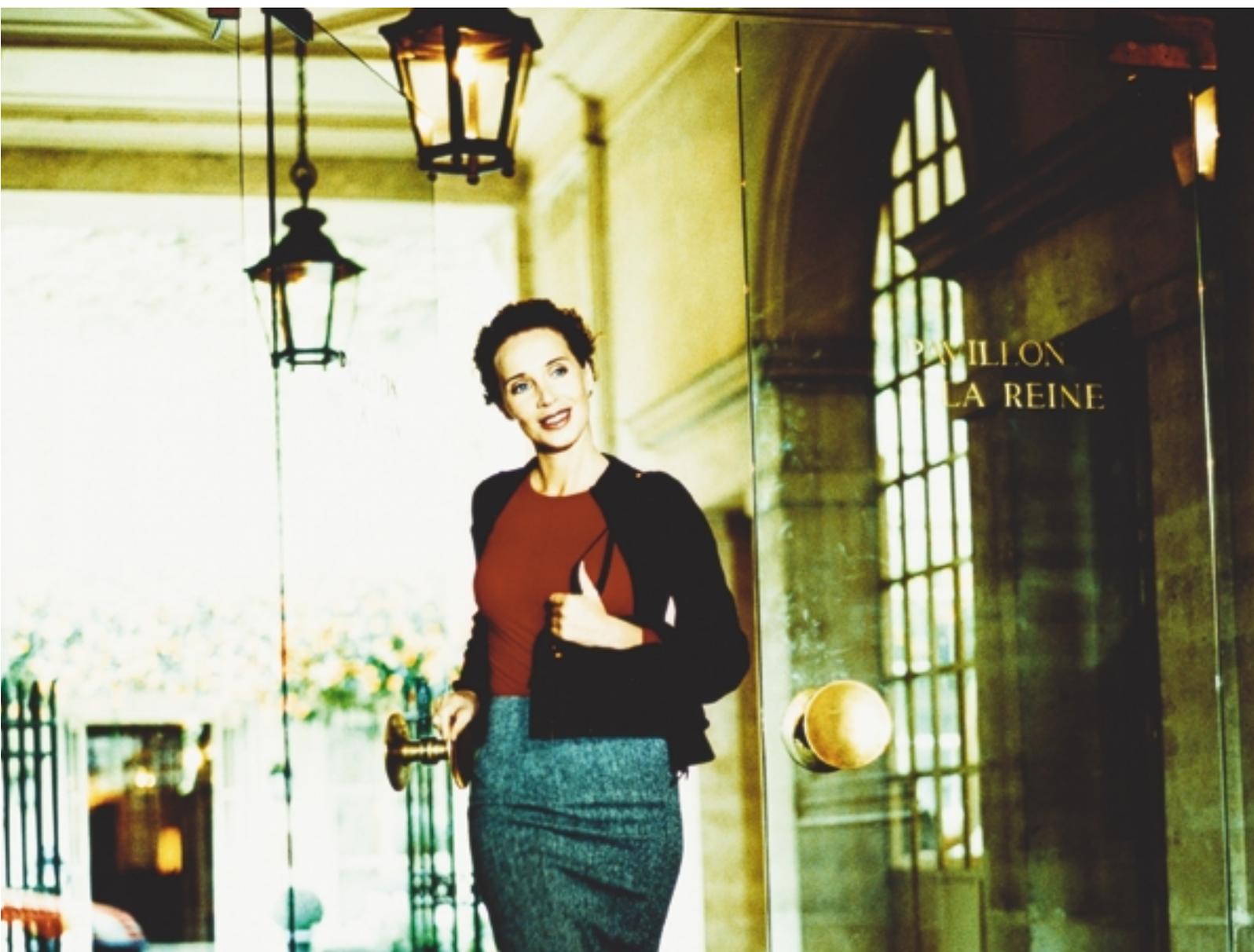# BusinessPhone Hospitality
The solution designed to keep your guests coming back for more…

ERICSSON

Welcome to the world of first class hospitality…

The fact is, to provide outstanding service, you need the support of top quality, cut-through systems. BusinessPhone Hospitality is just that support.

It is the communication solution in the form of a digital telephone system that is dedicated to supporting and adding value to the guest service industry. So whether you run a hotel, holiday complex, hospital, conference center, retirement home or even a cruise ship, you can be sure of the highest standards of operational efficiency and guest satisfaction.

A truly dedicated solution such as BusinessPhone Hospitality incorporates special, tailor-made features and equipment to meet the specific requirements of your business. The best part is that you also benefit from a wide spectrum of advanced communication features and functions that make BusinessPhone the worldwide winner that it is.

…BusinessPhone hospitality

Because hospitality is a demanding business…

BusinessPhone enables you to secure that vital difference in service to your guests. Through, for instance, making sure your staff always knows the names of your guests. And providing integrated intelligent messaging services in the languages preferred by your guests. But there are even more services offered by this comprehensive communication system, aiming to give you the power of 'personal touch'.

Special features for personalized services:

Built-in check-in and check-out, room status monitoring, wake-up calls, do-not-disturb and guest telephone blocking: These are just some of the features that help guests to feel right at home even as they heighten staff efficiency.

Tailor-made equipment:

Easy-to-use telephones with cutting-edge functionality that enable front office, administration and guest rooms to function like clockwork. Added to this, cordless phones, paging, messaging, call diversion and 'follow-me' facilities all work to improve availability and effectiveness.

Advanced business communication features:

Features so sophisticated, you would expect to find them only with much larger, costly business telephone systems. Yet BusinessPhone Hospitality incorporates integrated cordless phones and intelligent voice messaging, together with a whole range of value-added service possibilities. It even adds ISDN to the desktop so you are able to streamline internal and external communications through facilities like videoconferencing and high-speed data transfer.

Designed to scale new heights:

Modular and expandable in design, BusinessPhone Hospitality will fit right in, be it a ten-room guesthouse or a 200-room business or leisure accommodation.

Telephones so advanced,
they're downright simple to use

BusinessPhone Hospitality consists of various telephones that have been purpose-designed to suit the express needs of guests, front office and administration.

This means that the phones, depending on their area of use, have dedicated integrated hospitality functions built into them. These functions exist over and above the core BusinessPhone platform. In this way, a particular system can be built to satisfy the precise needs of the user.

To top it all, there is so much experience and knowledge standing behind the development of the various functions that they are all amazingly user-friendly, practical and cost-effective.

Courtesy phones for use in reception and restaurant/bar areas by guests and visitors are also available.

BusinessPhone Hospitality: Guest room telephones

The driving force behind the development of these phones has been ease of use. Built to a classic design that will fit beautifully into any interior, these guest room telephones represent the last word in form and functionality.

- Symbol keys provide single-button access to commonly used services such as wake-up calls. This means that guests do not have to dial long number sequences.

- Configurable keys with LED indicators are available for access to commonly used functions. These keys may be set to meet the particular application, like for example: outside line, message waiting, do-not-disturb, wake-up call, dialing reception, the restaurant, room service or operator.

- An integrated loudspeaker allows hands-free speaking, group listening, paging and background music or information services.

- Message retrieval is highly advanced.

- The analog hotel telephone provides a data port. This enables a laptop computer to be connected so that for example, e-mails and application files can be easily retrieved.

Functions that automatically make BusinessPhone Hospitality the right choice

BusinessPhone Hospitality: Front desk and administration telephones

Telephones specially designed to make for smoother, more efficient front office, operator and administrative operations. At the touch of a button, call handling and guest information functions are readily and quickly available.

The front desk telephone can even fulfill the role of a computer, or management telephone. This is because it is capable of automating many guest-handling functions like check-in and check-out, billing message handling, wake-up calls and room status monitoring. And as simplicity is always the key with BusinessPhone Hospitality, all it takes is a few menu and programmable function keys to perform the desired function.

- The front desk and operator telephones incorporate 'soft' menu keys, as well as over 40 fixed function and programmable keys mostly with LED indicators.

  An integrated loudspeaker and microphone enables hands-free operations.

The front desk telephone has a 120-character display, and the operator telephone has a 200-character display.

Voice and text messaging are available with other telephones in the system.

Up to four extra panels each with 17 programmable keys with LED indicators may be added to the telephones.

- The standard administration telephone has 14 programmable function keys, four dual-purpose keys, an integral loudspeaker and a 120-character display.

- All digital telephones and the analog medium and hotel telephones have LED message waiting indicators.

Check-in/check-out

- Stores vital guest information such as check-in/check-out dates, names, guest status (VIP, etc.), language spoken and preferred method of payment. Guest information may be presented on the display of the reception phone whenever a call is made to or from a guest room.

- Upon check-in, the telephone in the guest room is unbarred. At check-out, guest-specific programmed functions are cancelled and the guest room telephone is barred again.

- The check-out function automatically cancels a guest's voice mail facilities and plays back any existing messages.

- An itemized list of the guest's accumulated call costs, in the local currency, can be printed out.

Room status monitoring

- Records information as to whether a room has been 'cleaned', remains 'un-cleaned' or is simply 'unavailable'. This information is available via the reception telephone and can be updated directly from the guest room telephone. In this way, a cleaner is able to immediately record when a particular room has been cleaned.

Matching numbers

- Phone numbers can have up to four digits to correspond with the room number.

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Reception

BusinessPhone

Front Office System

Guest telephone
Analogue/digit

Cordless Phone

The BusinessPhone Hospitality Solution

Tariffs can be set up for guests using your telephony system, independent of whether the network operator sends pulses or real costs to the PBX. You will be able to offer your guests a variety of impressive functions designed to make their stay even more pleasurable.

Safety alarm

- A switch in the bathroom sends an alarm signal to a pre-defined administration extension or group.

Door opener

- Allows administration staff to control door locks remotely from their extensions.

Follow-me

- Room maids can be contacted directly with this function, as they move from room to room.

Kid call

- Room phones automatically dial a specific hotel extension number when the handset is lifted, enabling a child that's left alone in the room to contact someone if necessary.

Babyphone

- Room phones can be used for baby monitoring, e.g. from a cordless phone anywhere on the premises.

External sensor

- Enables temperatures, like external or even swimming pool temperatures, to be displayed.

Multiple reception phones

- Enables access to full receptionist functions for more than one member of staff.

Intercom and paging

- All telephones with loudspeakers have intercom and paging facilities.

Wake-up calls

- Programmable from guest room telephones as well as by the receptionist.

- Status information will be sent immediately to the Front Office System when a wake-up call has not been acknowledged by the guest.

Voice messaging

- There is a voice prompt guided voice mail system with choice of language (max. three simultaneously)

Blocking calls

- Room-to-room calls can be blocked at certain times or for certain extensions.

Telephone locking

- Guests are able to key in a personal code to lock and thereby prevent misuse of their room phones.

Differentiated access rights

- Guests may be assigned various levels of access to telephone functions and outgoing call destinations.

Do-not-disturb

- Reroutes a guest's incoming calls to a pre-defined extension, where the caller can then leave a message.

Direct in-dialing

- Guest rooms can be called directly from an external telephone (this function is optional and can also be blocked)

Service keys

- Keys on the guest telephone have easy-to-understand icons that facilitate access to particular services (e.g. room service, reception, etc.) in the standard configuration.

Integrated directory

- Staff has fast, simple access to useful numbers that have been saved in the phone system's internal directory. Numbers can be stored alphanumerically for name dialing.

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Technical data

Power supply

- *Mains supply:*
  110–127VAC ±10%, or
  220–240VAC ±10%

- *Emergency power supply*
  (battery): –48VDC +8V/–5V

Analog trunk lines

- *Max. line resistance:* 2000 Ohms at
  –48VDC

- *Make/break ratio:*
  33/67ms or 40/60ms

- *DTMF signaling:*
  ITU-T Q.23/Q.24

Digital trunk lines

- *Channel associated signaling*
  (CAS) 2Mbit/s interface
  according to ITU-T G.703 and
  G.704

- *CAS R2 according to ITU-T*
  Q.421-424

- *ISDN interfaces according to*
  ITU-T I.430 (BA), I.431 (PRA),
  I.440, I.450, I.441, I.451, G.703
  (PRA), G.704 (PRA), ETSI CTR3
  (BA) and CTR4 (PRA), and
  AUSTEL specifications

IP unit

- *Interfaces:*
  Ethernet 10/100BaseT

- *Protocols:* IP v.4, BOOTP,
  coding of speech packets
  according to RTP, TCP, UDP,
  FTP, NTP

- *Voice support:* up to 8 parallel
  calls

- *Quality of Service support:*
  queuing prioritization, Type of
  Service (TOS)

- *Redundancy:* hand-over to circuit-
  switched network on LAN failure
  Digital corporate networking

Basic features:

- Common corporate numbering
  plan: co-ordinated, location code
  based or mixed

- Definition of up to 1000 corporate
  network nodes

- Corporate network routing with
  first choice and up to three
  alternative route choices

- Enhanced set of telephony features
  via the network

ISDN access

- Basic Rate (2B+D, 144kbit/s)

- Primary Rate (30B+D, 2Mbit/s)
  Interfaces:

- Q interface (leased-line QSIG)

- T interface (switched public ISDN
  line with DSS1)

Analog links

- E&M continuous (A- and D-format)

- E&M discontinuous

- CEPT L1

- SSAC 15

- Loop signaling (DC)

Analog extensions

- Max. loop resistance (incl.
  telephones) 2500 Ohms

- Current feed: 2x400mA, –48VDC,
  or 2x800mA, –48VDC

- Impulse speed: 10Hz ±10%

- Make/break ratio: 33/67ms or
  40/60ms

- DTMF signaling: ITU-T Q.23

- Timed break of loop: 80–120ms

- Leakage resistance: 40 kOhms

Digital extensions

- Max. line length: 800m with 0.5mm
  diameter cable

ISDN S-interface

*According to ETSI and AUSTEL
recommendations, supporting:*

- Group 4 fax

- PC with ISDN board

- PC with ISDN board and telephone

- terminal adapter

- videophone

- ISDN telephone

Bearer services supported include:

- speech

- unrestricted 64kbit/s

- unrestricted digital information
  (with tones/announcements, 7kHz)

- 3.1kHz audio

- video

Maximum range:

- short passive bus: up to 250m

- extended passive bus: up to 500m

The table below is based on typical business configurations, i.e. it can be used as average. The real limitations may differ to some extent, dependent on the customer configuration.

Capacity	BP50	BP128i	BP250	Modularity
Extension Capacity (theoretical)	300	300	300	-
Extension Capacity (typical)	**64**	**128**	**200**	**-**
Digital	8 – 64	8 – 128	8 – 200 (300 for Hotel systems)	8/16/32
Analog	4 – 32	4 – 128	8 – 200 (300 for Hotel systems)	4/8/16
Cordless	1 – 64	1 – 64	1 – 210	as per FECU
Operator	1 – 3	1 – 3	1 – 3	1
S-interface Terminals	1 – 64 (8x 2B+D)	1 –128 (16x 2B+D)	1 – 192 (24x 2B+D)	4/8
H.323 clients	256	256	256	1
Trunk Capacity (theoretical)	120	120	120	-
Trunk Capacity (typical)	**30**	**60**	**60**	**-**
Analogue trunk	4 – 16	4 – 32	4 – 60	4/8
Digital trunk PRA	30 (1x 30B+D)	60 (2x 30B+D)	60 (2x 30B+D)	30
Digital trunk with CAS	30 (1x 30B+D)	60 (2x 30B+D)	60 (2x 30B+D)	30
Digital trunk BA	16 (8x 2B+D)	32 (16x 2B+D)	48 (24x 2B+D)	8/16
S-interface Terminals (channels)	16 (8x 2B+D)	32 (16x 2B+D)	48 (24x 2B+D)	8/16
VoIP lines	4 – 32	4 – 64	4 – 64	4/8/16
Analog tie line	4 – 8	4 – 16	4 – 56	4/8
Base Station	12	12	60	1
Free slots for PBA´s (except CPU-D4)	4	4 + 5	8 + 9 + 9	-
RJ45 sockets available	N/A	72 + 72	N/A	-

System cabinet	BP128i	BP50	BP250
Cabinets, wall-mounted	1 or 2	1	Up to 3
Dimensions (HxWxD)	125x483x396mm	500x400x155mm	435x260x300mm
Weight (fully equipped)	14,5 kg	13 kg	19,2 kg

Environmental

Operating temperature:
 +5°C to +40°C

Relative humidity: 15–80%

Electrostatic discharge:
 >8kV at 30% humidity, complies with IEC 801-2

System programming

- Local programming via V.24 (RS-232) interface
- Web-browser-based Management Suite for local (via V.24 or LAN connection) or remote (via built-in V.22 modem or Internet connection) configuration, O&M and upgrades

EMC standards compliance

Emitted RFI: acc. to FCC 15J, CISPR22, VDE 0878 (all Class B)

EMC: acc. to EU directive 89/336/EEC

Overvoltage: acc. to ITU-T K.20 and K.21

Regulative Compliance Information:
 Hereby, Ericsson Austria AG, Product Unit Communication Systems, declare that BusinessPhone BP250, BP50 and BP128i are in conformity with the essential requirements and other relevant provisions of EU directive 1999/5/EC

Digital corporate networking (QSIG standards):

Basic Call Control

ETS 300 72/ISO 11572, ISO 11574 GFP (within the scope of the supported supplementary service listed below):

ETS 300 239/ISO 11582

Supplementary services

CLIP, COLP, CLIR:
 ETS 300 173/ISO 14136

CNIP, CONP, CNIR:
 ETS 300 238/ISO 13864, 13868

AOC: ECMA 211/212

Environmental Performance

Substances – The BusinessPhone Communication System complies with Ericsson's policy on the use of banned and restricted substances.

End of Life Treatment – Ericsson offers recycling service for old Ericsson products to all our certified Partners in the EU, Norway and Switzerland. After the material has arrived to our collection point, we will free of charge take care of disposal through approved recycling companies in compliance with EU or other national legislation.

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Ericsson is shaping the future of Mobile and Broadband
Internet communications through its continuous technology
leadership. Providing innovative solutions in more than 140
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