

COMXCHANGE™



PBX

Call Accounting

Voicemail

Workflow Management

360 NETWORKS

CLOUD & ON-PREMISE SOLUTIONS

COMXCHANGE™

ComXchange is the first IP PBX built from the ground up specifically for the lodging industry. Unlike proprietary systems that lock you in with specialized hardware and maintenance programs, ComXchange is built on an open hardware platform. Support and maintenance are streamlined with a true single source solution. Plus, it's no longer necessary to sacrifice features simply because your property is small. The flexibility of ComXchange allows you to choose from best in class hardware, specific to the needs of your individual property.



SAFEGUARD YOUR TECHNOLOGY INVESTMENT

Historically, phone systems have always utilized proprietary technology, which, by design puts unnecessary risk on the buyer. Most are familiar with the inevitable price that's paid when a manufacturer discontinues a proprietary product. Parts and service become scarce and prices climb exponentially. ComXchange leverages best in class standards-based hardware, providing a welcome hedge against the risk of obsolescence.

LOWER OPERATING EXPENSES

ComXchange was designed specifically for the hospitality industry, encompassing features that improve efficiencies in the day-to-day operations of a hotel. Whether you utilize the labor reducing capacity of our workflow management module or prolong the life of your assets with our preventative maintenance system, you will benefit from the hotel-specific features we've integrated into ComXchange. There is simply no better way to guarantee lower ongoing maintenance costs than the utilization of open standards.

PREPARE FOR THE FUTURE

We've all experienced the disappointment of learning that the latest technologies and innovations are "just an upgrade away." While it's very difficult to predict what the next breakthrough in technology will be, odds are it will be embraced much faster in an open IT infrastructure. Open standards systems have the luxury of a worldwide network of developers working to improve the technology. Conversely, proprietary equipment manufacturers must work independently to find compatibility with new technologies. This puts a much larger cost burden on these manufacturers and requires greater investment in order to provide new technology add-ons. By embracing open standards, ComXchange provides you with greater flexibility, allowing you to choose from the best products at market-driven prices, today and in the future.

REDUCE CAPITAL EXPENDITURES

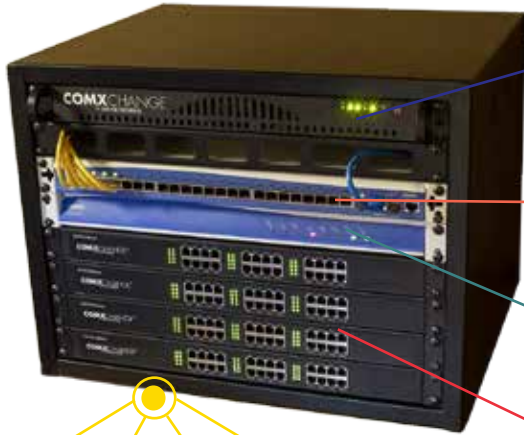
Until now, hotels have been forced to choose from low-cost systems that lack compatibility with today's VoIP standards, or expensive enterprise systems that have been re-packaged for the hospitality sector. ComXchange changes all that. No longer do you have to sacrifice compatibility for affordability. In fact, you'll likely see just the opposite as market forces improve quality while simultaneously driving down the price, resulting in reduced capital investment.



COMXCHANGE™ SYSTEM ARCHITECTURE

ComXchange is a non-proprietary solution based on industry standards, and designed with an open architecture. Utilizing off-the-shelf system components, it interfaces seamlessly with PMS applications and supports analog and IP telephones from most leading manufacturers.

MODULAR SYSTEM COMPONENTS



MULTIPLE CARRIER OPTIONS

These options provide great flexibility, allowing you to choose from any combination of popular trunk options with modular, standards-based communication gateways.

CALL CONTROLLER
With multiple configuration options for hotels of all types and sizes, the call controller utilizes industry standard hardware components, reducing total cost of ownership.

ETHERNET
Industry Standard Ethernet switches provide connectivity to modular system components as well as IP handsets and optional SIP trunks.

TRUNK GATEWAYS
Voice trunk gateways provide connectivity to standard POTS or T-1/PRI trunks provided by your carrier.

24-FXS ANALOG VOICE GATEWAYS
Analog voice gateways provide connectivity to all industry standard analog telephones.

COMXCHANGE™ FAIL-SAFE FEATURES

SURVIVABILITY

The ComXchange survivability option provides a real-time backup in the event of hardware failure at the core controller level. This additional controller fails over automatically for virtually no interruption in call traffic. (Only available on ComXchange Elite Platform)

MODULAR DESIGN

ComXchange's modular design allows hardware components to be easily replaced in the rare event of a failure. Properties looking for extra piece of mind may even purchase a cold spare controller that can be quickly brought into service.

DISASTER RECOVERY

ComXchange provides enhanced disaster recovery features that provide automated backup and restore capabilities that can be controlled on and off-site, allowing for seamless restoration of system databases as well as voice messages.

COMXCHANGE™ CONNECTIVITY

The open platform of ComXchange provides an abundant array of communication options. From traditional analog phones to color display phones, ComXchange can fit the specific needs of any hotel type.



ENHANCED HOUSEKEEPING ComXchange's built-in housekeeping functionality takes care of housekeeping tracking and reporting needs. ComXchange expands on standard PBX room status reporting by recording both the entry and exit from rooms. Additionally, supervisors may use guest room phones to record room ratings. Housekeeping performance reports are easily generated on-demand from any hotel computer with a web browser.

EMBEDDED VOICE MESSAGING ComXchange includes embedded voicemail for guests as well as hotel staff. Mailboxes are automatically created and deleted upon guest check-in and check-out. Staff members can easily manage their voice messages via phone or e-mail.

IP OR ANALOG TELEPHONES Contrary to popular belief, an IP PBX does not require the use of VoIP telephones. In fact, the majority of telephone systems are rapidly becoming IP-based regardless of the type of handset. ComXchange utilizes analog or IP telephones. Even more, our device licenses are universal, allowing analog devices to be upgraded to IP in the future with no new costs.

CLOUD SERVICES (Hosted PBX) ComXchange and all of its unique features are now available to hoteliers as a hosted service. Reducing upfront hardware and ongoing service costs as well as simplifying application upgrades.

FIND-ME/FOLLOW-ME Improve operational efficiencies by providing one phone number for staff or customers to contact you. Incoming calls can be routed in a predefined fashion simultaneously to multiple phones. In turn, calls can be handled seamlessly as if you're sitting at your desk, regardless of the phone you are using.

REMOTE WORKER Satellite offices can be setup easily as extensions of the internal PBX, providing virtual offices and allowing teleworkers to make and receive calls as if they are located at the physical hotel. This feature is especially useful for regional staff that cover multiple locations.

CONFERENCE BRIDGE Provide business travelers with a valuable conferencing service without the cost of a conferencing service. ComXchange™ has a built-in conference bridge module that allows the hotel to assign an incoming DID as a shared conference bridge upon request. Guests can easily host multiple callers on a dial-in bridge from the comfort of their hotel room, or even a meeting room.

MESSAGE ON HOLD Embedded message-on-hold eliminates the cost and support of additional hardware and allows a hotel to upload their own custom messages easily, or utilize an external source for real-time audio streaming.

SIP TRUNKING SIP trunking provides a new generation of efficiencies that will translate to much lower operating costs. With SIP trunking, multiple hotels can "pool" voice trunks and share them across the country, "idle" trunk capacity can be managed more efficiently, and it will no longer be hardware dependent.

WAKE-UP CALLS & REPORTING Wake-up calls are easily programmed by both guests and staff. For special guests, VIP wake-up calls are supported in which ComXchange automatically calls the front desk and connects to the guest room for a live wake-up call. Furthermore, ComXchange provides a greater level of accountability by generating missed wake-up call reports with valuable information like number of attempts without an answer, time of each call attempt, etc.

UNIFIED MESSAGING Unified messaging provides a system for accessing voice messages via your telephone or e-mail. When a caller leaves a message for a staff member, ComXchange sends that member an email notification, which includes an audio attachment of the voicemail message.

AUTO ATTENDANT Streamline operational costs by providing an automated menu of choices for incoming calls to departments without dedicated staff to answer their phones 24/7. Food and beverage, convention services, sales & catering, and other internal departments can benefit from a professional automated attendant system.

ACD (AUTOMATED CALL DISTRIBUTION) ACD functionality allows incoming calls to be sent to "agents" based upon preassigned rules. This function is very useful in reservation centers, as calls are automatically put in queue for available agents, reducing hold times and providing additional accountability.

SOFTPHONE Next generation telephone services will integrate seamlessly with mobile devices and desktop PCs alike. The open architecture of ComXchange ensures access to the latest "soft" client technologies. There are currently several no-cost soft phone products that integrate seamlessly with ComXchange on a desktop or mobile device.

WORKFLOW MANAGER MODULE Gives properties the tools to easily manage guest requests, maintenance issues and preventative maintenance tasks. This module automates issue tracking, issue escalation, and issue dispatch all from one easy-to-use interface. You can track performance efficiently with the built-in reporting system, and even assign tasks to staff based upon predefined "skills." (Add-on Module)

CALL ACCOUNTING MODULE Call accounting is an important tool for analyzing outgoing call traffic for guest and administrative phones alike. The Call Accounting Module seamlessly integrates with ComXchange to provide an easy-to-use system with a host of powerful features and extensive reporting capabilities. (Add-on Module)





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In an effort to continually improve our products, 360 Networks, reserves the right to change features and specifications without notice.