iDHS

Digital Hospitality Solutions

Samsung Means Business

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iDHS Features & Specifications

Quality is something you just can't fake. Especially in hotels, where thousands of guests use - and often abuse - the accommodations you provide. That's why the Samsung iDHS telephone system and telephones were designed and constructed with superior quality. Day after day, week after week, you can count on the iDHS system and Samsung phones to withstand punishing hotel usage. And to endure this treatment with style. From the well-constructed housing to the sleek design, Samsung phones are built to last and look great doing it.

Samsung telephones offer your guests numerous convenient hospitality features to make their stay more pleasurable. Custom faceplates let you provide guests with handy numbers, guest information and corporate branding.

Designed to operate with or without an external Property Management System (PMS), the Samsung iDHS system is extremely flexible. For properties without an external PMS, such as Bed & Breakfast establishments or fishing lodges, the display keyset and add-on module allow the programming of popular hospitality features and functions. Without complication, smaller properties can conveniently perform day-to-day guest services such as check in, check out, wakeup calls, Do Not Disturb and billing additional items to the room. The iDHS system software provides printed reports of key activities without additional investment. Billing for telephone service, guest rooms and meeting rooms, reports on room status and wakeup call activity - the system prints all of them on demand, on the spot.

Using the iDCS 500 IP-enabled platform, the iDHS system provides a bi-directional link for larger properties using an onsite or third-party PMS. This link carries all system transactions related to guest and meeting rooms from the phone system to the PMS. Likewise, the link carries information from the PMS to the phone system. Via this link, properties can change functions like station status, message waiting, Do Not Disturb, Check In, and Check Out.

Running on the IP-enabled iDCS 500 and OfficeServ 7200 platforms, the iDHS system offers key hospitality features.

Call Costing
Integrated call costing provides accurate, seamless phone billing, letting you set the surcharges and billing increments.

Lobby Phone Service
Charging tolls to their room accounts, guests can place calls from any location on the property.

Wake Up with Audio Announcement
Guests may set up their own automated wake-up calls, request them from the front desk, or both. At checkout, you can provide a report of successful and unsuccessful calls.

Room Status
Get instant updates on availability. The room status function lets you monitor maid service and maximize the efficiency of room inventory.

24-Hour Answering
When the front desk is unavailable, the Auto Attendant function efficiently and intelligently routes calls to appropriate locations.

iDHS Features

Bi-Directional PMS*	Guest Services Billing	Room Status Conditions	Room Status	Guest Smoking Room
Call Costing	100 Item Codes with Costing	Available	Printed Reports	Fax Station
Check In	Lobby Phone Service	Occupied	Keyset Indications	Telephone Credit Limit
Check Out	Printed Reports	Needs Cleaning	Room Status Update	Transaction Record Output (To PMS)
Deposit Posting	Phone Bill	Needs Maintenance	Automatic (Daily Timer)	Wake Up Calls
DSS Key Use During Feature	Guest and Meeting Room Bill	Hold (Late Check Out)	Manual	Set by Attendant
Activation	Room Status	Hold and Needs Cleaning	Staff ID Codes (500)	Set by Guest
Enhanced User Programming	Wake Up Call Activity	Hold and Needs Repair	Station Types	Answered
Executive DND	Room Dialing Restrictions	Cleaned	Business Office	Not Answered
Express Check-In	Room Rate Discounts	Repaired	Hotel Administrator	Cancelled
			Meeting Room	With Auto Attendant
			Guest No Smoking Room	Announcement

*Supported only on iDCS 500 IP-enabled platform

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