

# iDHS

Digital  
Hospitality  
Solutions



Samsung Means Business



# 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.



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.

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 keypad 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.

## iDHS Features

### Bi-Directional PMS\*

- Call Costing
- Check In
- Check Out
- Deposit Posting
- DSS Key Use During Feature
  - Activation
- Enhanced User Programming
- Executive DND
- Express Check-In

### Guest Services Billing

- 100 Item Codes with Costing
- Lobby Phone Service
- Printed Reports
  - Phone Bill
  - Guest and Meeting Room Bill
  - Room Status
  - Wake Up Call Activity
- Room Dialing Restrictions
- Room Rate Discounts

### Room Status Conditions

- Available
- Occupied
- Needs Cleaning
- Needs Maintenance
- Hold (Late Check Out)
- Hold and Needs Cleaning
- Hold and Needs Repair
- Cleaned
- Repaired

### Room Status

- Printed Reports
- Keypad Indications
- Room Status Update
  - Automatic (Daily Timer)
  - Manual
- Staff ID Codes (500)
- Station Types
  - Business Office
  - Hotel Administrator
  - Meeting Room
  - Guest No Smoking Room

- Guest Smoking Room
- Fax Station
- Telephone Credit Limit
- Transaction Record Output (To PMS)
- Wake Up Calls
  - Set by Attendant
  - Set by Guest
  - Answered
  - Not Answered
  - Cancelled
  - With Auto Attendant
  - Announcement

\*Supported only on iDCS 500 IP-enabled platform



www.samsung.com/bcs