



## **Platform's Specifications and Features**

# “Hoteplus” hospitality infotainment platform

“Hoteplus” has been designed according to the latest technologies, with its key features being the lightweight operation and real-time, two way communication between peripheral devices and Hoteplus server.

The “Hoteplus” platform offers the ability of managing a large variety of devices, such as TVs, browsers, mobiles and tablets, in order to offer a unique and unified experience to your guests. Meanwhile, it can provide control over a large number of the property’s parameters for the hotel staff, through a responsive, mobile-friendly-web-user interface.

Hoteplus unifies and binds together new hospitality technologies, which normally work as standalone, in a user-friendly way, in order to provide advanced control and functionality to your property.

The following services, provided as independent “Hoteplus” modules, work and cooperate together:

- TV infotainment
- PMS connectivity
- Monitoring and notification
- Mobile experience (TV on mobile, room control, etc)
- Smart Room bidirectional monitoring and control
- Housekeeping and Maintenance binding
- FastAct tablet device

## Features

### **Hoteplus M/W core module**

The “Hoteplus” brain, which is responsible for every operation of the system, is the Core module. It offers all the necessary functions for TV management and infotainment interactions. Core module’s main features are:

- **Interactive:** Real-time, bi-directional communication between “Hoteplus” and clients.

- **Remote Commands:** Real-time remote commands can be sent to TVs. That way, we can achieve full remote control over the TVs. These commands include:

- Power On / Power Off / Restart
- Volume change
- TV Wifi control (On/Off, change SSID, Channel and Strength)
- Change Viewing Channel
- Change Input Source
- Virtual Remote Control
- Send Alert (evacuation)
- Send information actions (message, split-pane, ticker, popup)

- **Project management and deployment:** “Hoteplus” comes with a built-in content designer with great flexibility. It includes a variety of templates which can be used, as well as a variety of objects (text, buttons etc.) which can be

instantiated. The content can be deployed in separate groups, or all clients, even live with the Live Update feature.

● **Channel Management and deployment:** "Hoteplus" is able to handle all possible types of channels (hybrid channel map). Channel deployment is also flexible, with separate channel lists for separate clients (groups). Channels can be:

- IPTV Channels
- RF (DVB-T/T2, DVB-C), either analogue or digital
- Channels in TV's local channel list
- Video files, either in server's library or online files

● **Platform widgets:** "Hoteplus" comes with numerous widgets, in order to improve guest's experience:

- Guest satisfaction Questionnaires
- Weather with 7-day forecast
- Local airport flights (Arrivals/Departures)
- E-Radio with more than 10.000 stations worldwide
- Channel Guide
- Messages archive
- Bill View
- Wake Up alarm
- Sleep Timer
- Fully customizable advertisements, tickers, split-panes and pop-ups
- RSS Feeds
- More coming

● **Device based widgets and applications:** "Hoteplus" can encapsulate the native functions of TVs and provide the full functionality to the end user:

- TV's WiFi control
- TV Apps (YouTube, Browser, etc)
- Screen Mirroring
- Mobile Content Sharing
- Bluetooth Music Player

## **PMS Module**

PMS integration is natively supported in "Hoteplus" platform. By using PMS module, we have a massive improvement of guest's experience. Functionality and interactivity of "Hoteplus" are extended and personalized, since the system is able to perform:

● **TV Check-In:** TV's entering in "Checked-In" state, with the optional ability to turn on automatically. Also, various features and widgets are enabled or their operation is enhanced (bill view, messages, etc).

● **TV Check-Out:** TV's exiting the "Check-In" state, with the optional ability to turn off automatically. Guest's private data is cleared, widgets remove previous guest's specific information and TV's WiFi password change.

● **Welcome letter:** "Welcome letter" is the first interaction the guest has with the TV. "Welcome letter" is designed through "Hoteplus designer", with great

flexibility regarding its appearance and is shown once every time a new guest is "Checked-In".

- Project language: in TV project automatically changes to each guest's speaking language, if available (English is the main language and default, in case guest's language is not available).
- Bill View: Guest can view their current bill status, with details regarding the charged service, price and date. Due to "Hoteplus" 's real-time nature, these data are always updated.
- Guest messages: Messages sent from PMS to a room or guest are automatically shown on guest's TV screen and are archived for future access.
- Auto-sorting channel list: Channel list is auto-sorted to guest's native language, bringing forward the channels of guest's language, in first place.
- Room charge: With the PMS Module we have the capability to route charges directly to PMS.

## **Mobile module**

Mobile module gives your guests the opportunity to use their own device, as a "Hoteplus" clients, without using any kind of application. With the mobile module enabled, your guests can:

- Watch TV through their smartphone, tablet or laptop, whether they are in their room or in the bar, enjoying a cocktail.
- Navigate to the specially-created mobile project.
- Use the device as a TV remote control.
- Communicate with messages
- Control all the smart room equipment, such as lights, A/C and more (Smart Room module required).

## **Smart Room module**

"Smart Room module" extension is designed to cooperate with the core, as well as the other modules, to get the most out from the smart room equipment. With the smart room module enabled we can have:

- In project of smart room control: "Smart room" widgets are unlocked in project designer, and can be used in project creation. Guests using such projects will be able to control their room equipment (lights, Air condition, DND etc) interactively through their TV.
- "Smart Room" monitoring: "Smart room" module provides an interface, where hotel staff is able to easily observe the current status of each room. The status is automatically and real-time refreshed, when room conditions change.

## **Housekeeping module**

"Housekeeping module" extension provides additional functionality to "Hoteplus" core module, regarding the housekeeping/maintenance part of the hotel. With the housekeeping module enabled, your staff not only can save valuable time, but can also improve guest's experience. This can be achieved by:

- Reports: With a user-friendly and fast operation, staff can report the progress of the operations for cleaning a room. With the built-in PMS Module, the PMS is always updated about each room's state.
- Purchases: Mini Bar charges are directly forwarded to the PMS.
- Maintenance: Problem reporting, with description and photos, is automatically forwarded to the appropriate maintenance department. Thus, the maintenance department can directly proceed to the necessary actions.
- Lost and Found: Photos and description of lost-and-found items are directly forwarded to the reception.

## **"Fast-Act" device**

"Fast-Act" device is designed to handle all emergency situations in a fast and reliable way. Actions, such as fire detection, bathroom-cord pull or anything else that needs our immediate attention are gathered in a "fast act" device. "Fast-Act device" monitors and creates notification for critical situations. It also provides a way to trigger customizable emergency events to the TVs, with a touch of a button. The messages and buttons that are used, can produce different messages and sounds on the TVs and can be predefined in the "Hoteplus" web interface. Immediate-Action device can be used for:

- Room monitoring (Check status, guest presence, DND, Clean My Room and more) (Smart Room Module required for some features)
- Bathroom-cord-pull alerting (Smart Room Module required).
- Rooms' smoke detectors alerting (Smart Room Module required).
- Sending Evacuation message to TVs.
- Service requests, shown with their progress
- Bookings
- Badly-rated questionnaires' notifications