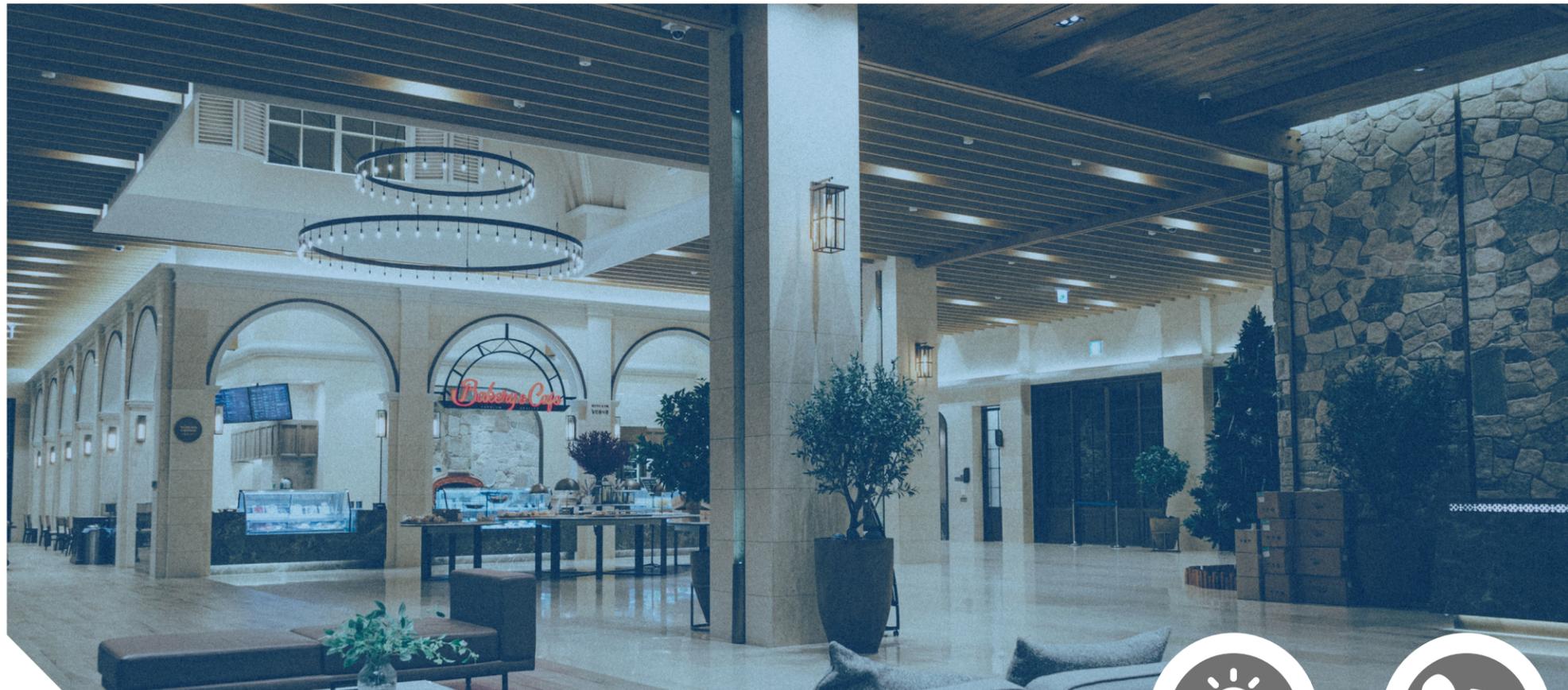




Create an Efficient, Comfortable and Smart Communication Experience for Hotels

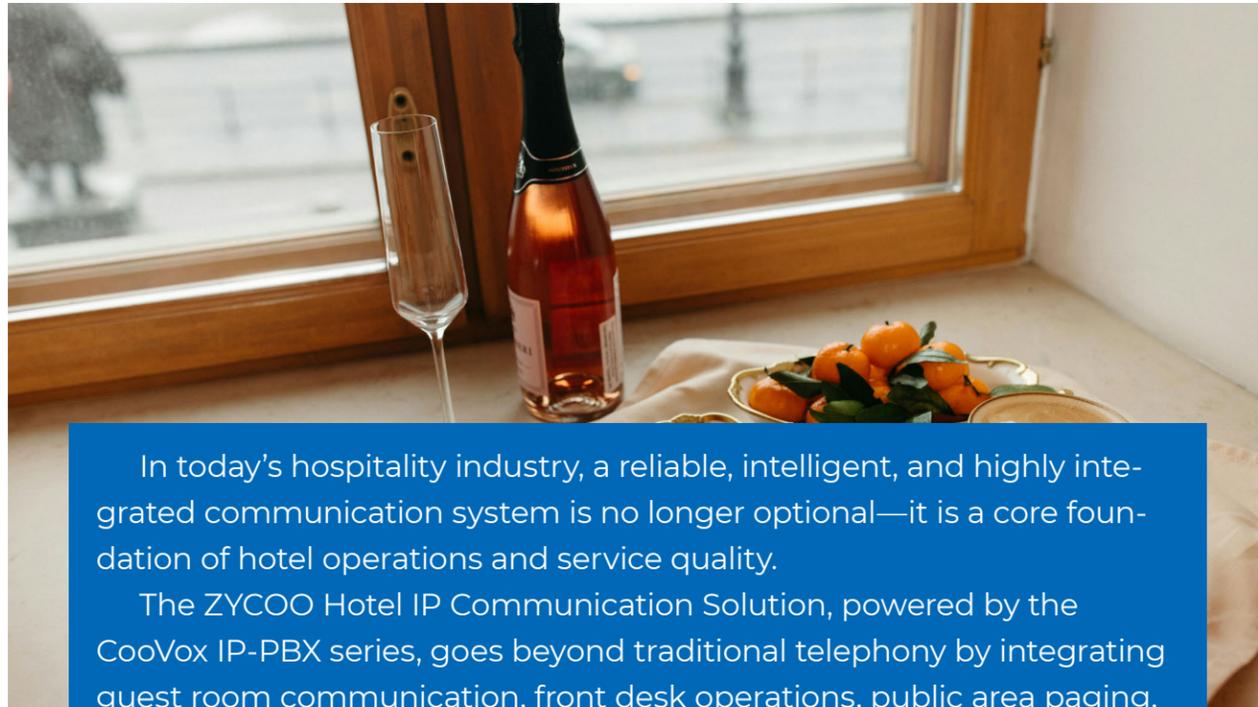


- ◆ Emergency alarm
- ◆ Wake-up call
- ◆ Billing
- ◆ PMS Integration



ZYCOO Unified IP Communication Solution for **Hotel**

OVERVIEW



In today's hospitality industry, a reliable, intelligent, and highly integrated communication system is no longer optional—it is a core foundation of hotel operations and service quality.

The ZYCOO Hotel IP Communication Solution, powered by the CooVox IP-PBX series, goes beyond traditional telephony by integrating guest room communication, front desk operations, public area paging, background music, emergency broadcasting, and hotel management systems (PMS) into a unified platform.

With ZYCOO's Hotel IP Communication Solution, hotels can efficiently, flexibly, and easily meet the following application needs:



Front desk and guest service communication



Guest room telephony with wake-up call and call billing



Paging and background music in public areas



PMS-based automation for room status and call control



Staff internal communication and coordination



Centralized emergency and evacuation broadcasting



For hotels still using legacy PBX systems, ZYCOO enables a smooth migration via FXS gateways, allowing existing analog room phones to be reused while introducing modern IP communication features. This protects previous investments while future-proofing hotel infrastructure. By integrating with mainstream PMS platforms, the system enables automated room status synchronization, wake-up services, call permissions, and call billing—making communication a seamless part of hotel operations.

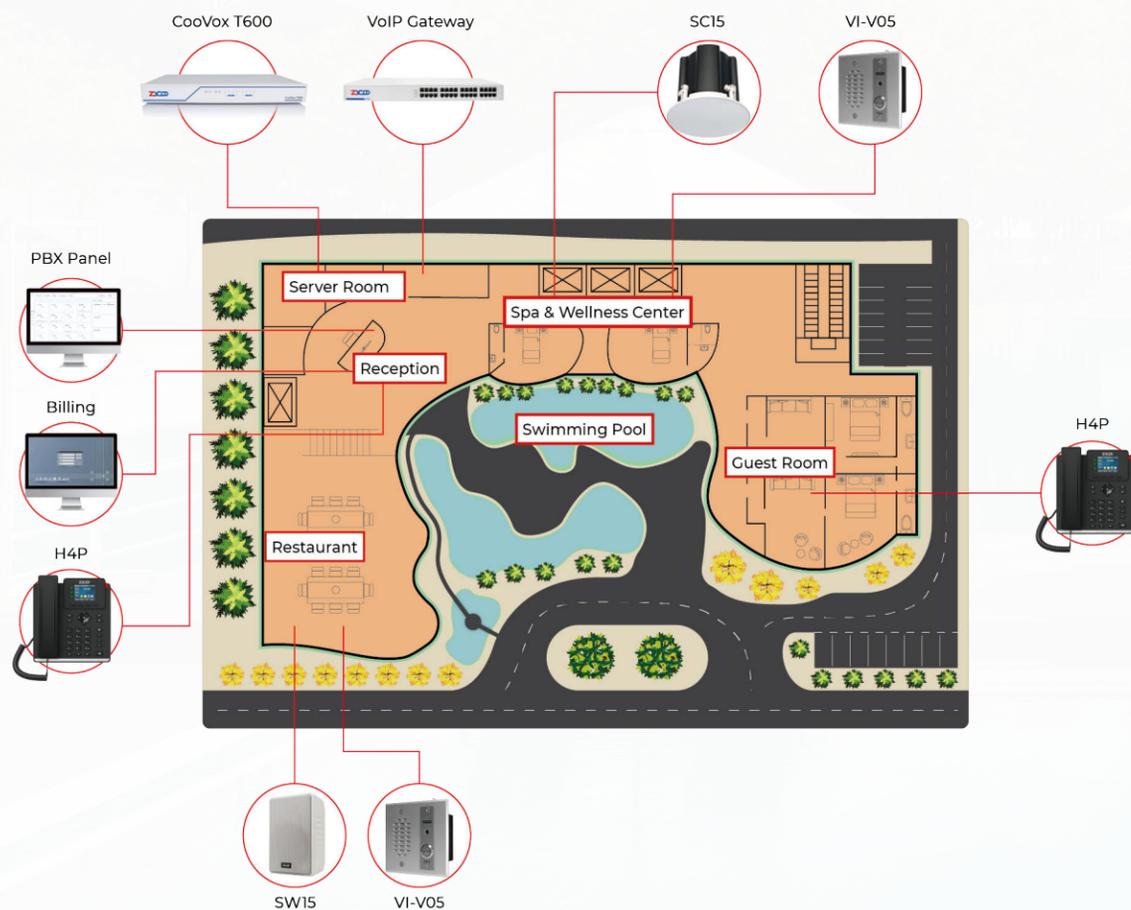


DEPLOYMENT IN HOTELS

In hotels, timely and reliable communication is essential to delivering high-quality guest services and ensuring safe, efficient operations. From front desk interactions and guest room services to staff coordination and emergency response, communication plays a critical role at every level of hotel management.

ZYCOO focuses on communication needs across the entire hotel environment, connecting guests, front desk staff, service teams, and management through a unified IP PBX platform. The solution integrates guest room telephony, internal staff communication, paging and background music, emergency broadcasting, and video intercom systems into one centralized communication framework.

By unifying voice, audio, and intercom communication under a single platform, ZYCOO enables hotels to improve operational efficiency, enhance guest experience, and maintain consistent control over all communication services across the property.



RECOMMENDED TECHNOLOGY



CooFone H4P

CooFone H4P IP Phone is suitable for hotel front desks, offices, and staff areas, providing clear multi-line voice communication for daily guest services and internal coordination



SC15 Network Ceiling Speaker

SC15 ceiling speakers are ideal for hotel leisure areas such as lobbies, corridors, and guest common areas, delivering evenly distributed background music, paging, and emergency announcements



SW15 Network Cabinet Speaker

SW15 cabinet speakers are designed for larger hotel spaces such as lobbies, restaurants, and banquet areas, offering powerful audio output for announcements and background music.



IPPBX T600

CooVox T600 is a professional IP PBX system designed for medium and large hotels, acting as the core call control platform for guest rooms, staff extensions, paging, and system integrations.



PBX Operator Panel

The PBX Operator Panel is used by hotel front desk and administrators to manage calls, wake-up services, call forwarding, and directories through a centralized software interface.



VI Series Network Intercom

VI-V05 video intercoms are suitable for hotel entrances, corridors, staff areas, and service points, enabling instant audio-video communication and one-touch emergency call triggering.



G-Series FXS VoIP Gateway

G-Series FXS VoIP gateways are used in hotels to connect existing analog guest room phones to the IP PBX system, enabling smooth upgrades while retaining legacy devices.

FOCUS AREAS



◆ Front Desk

The front desk is the central communication hub of a hotel. Reception staff must handle a large volume of inbound and outbound calls, transfer calls between departments, respond to guest requests, and issue announcements when needed.

With the ZYCOO Operator Panel and IP phones, front desk staff can manage all calls and audio services from a single interface. Live announcements, background music control, and emergency notifications can be triggered instantly, improving response speed and reducing operational pressure.

◆ Guest Rooms

Guest rooms require stable, clear, and automated telephony services. By integrating ZYCOO IP PBX with the hotel PMS, guest room phones can automatically synchronize with check-in and check-out status.

The system supports wake-up calls, Do Not Disturb (DND) status, internal calling, and call billing. This ensures guests enjoy a professional and seamless communication experience while reducing manual configuration for hotel staff.



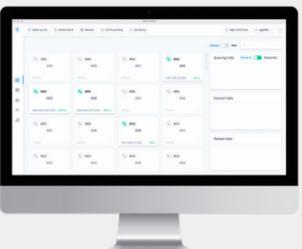
H4P

- ◆ Making calls
- ◆ Voice paging
- ◆ Customizable fast key
- ◆ Trigger DTMF signal



PBX Panel

- ◆ Initiate live paging
- ◆ Wake-up calls
- ◆ Address book
- ◆ Meeting
- ◆ Tasks
- ◆ Music Playback



H4P

- ◆ Making calls
- ◆ Voice paging
- ◆ Customizable fast key
- ◆ Trigger DTMF signal





◆ Leisure Areas

Leisure areas are designed to enhance guest comfort and overall hotel atmosphere. These areas require consistent background music, clear announcements, and discreet emergency communication.

ZYCOO SIP speakers provide high-quality audio coverage for background music and announcements. In areas such as entrances, corridors, or lounges, VI-V05 video intercoms can be installed to enable two-way audio and video communication with the front desk or security team. The physical button on the intercom allows guests or staff to trigger emergency calls instantly when assistance is needed.

◆ Restaurant

Restaurants require carefully balanced audio solutions to enhance dining ambience without disturbing conversations. Background music should be evenly distributed and adjustable according to different dining periods.

ZYCOO SIP speakers deliver clear and consistent background music and allow scheduled announcements such as opening hours or last-order reminders. In selected locations such as service counters or entrances, VI-V05 video intercoms can be used for staff communication or emergency assistance requests.



SC15

- ◆ Play promotional messages
- ◆ Daily announcement
- ◆ Voice paging
- ◆ Emergency alarm
- ◆ Intercom (with button accessory)
- ◆ Centralized management

SW15

- ◆ Play queue progress updates
- ◆ Play soothing music
- ◆ Broadcast notifications and announcements
- ◆ Voice paging
- ◆ Emergency evacuation
- ◆ Centralized management
- ◆ Intercom (with button accessory)



VI-V05

- ◆ Press to intercom
- ◆ Press to request API
- ◆ Provide video screen during intercom
- ◆ Centralized management
- ◆ vandal-proof plate
- ◆ Tamper alarm design



VI-V05

- ◆ Press to intercom
- ◆ Press to request API
- ◆ Provide video screen during intercom
- ◆ Centralized management
- ◆ vandal-proof plate
- ◆ Tamper alarm design



BENEFITS

01. Comprehensive Server-Based Communication Solution

ZYCOO provides an all-in-one IP PBX communication platform using a centralized server architecture. The IP PBX centrally manages guest room phones, staff extensions, paging devices, and audio endpoints, while desktop or web-based interfaces simplify daily operations.

This centralized approach significantly improves management efficiency and reduces system complexity for hotel IT teams.



02. Seamless Integration with Hotel PMS Systems

The solution integrates with mainstream hotel PMS systems, enabling automated room status synchronization, wake-up calls, call permission control, and guest call billing.

This deep integration eliminates manual configuration, reduces errors, and allows communication systems to operate as an integral part of hotel management workflows.



03. Flexible Deployment and Legacy System Upgrade

For hotels operating legacy PBX systems, ZYCOO enables a flexible and smooth migration path without requiring a complete replacement of existing devices.

By using FXS gateways, existing analog guest room phones can be directly connected to the IP PBX platform while gaining advanced features such as centralized management, IP telephony, and PMS integration.

This approach protects previous investments and allows hotels to modernize their communication infrastructure step by step, minimizing risk and capital expenditure.

04. Unified Audio and Emergency Communication

By combining telephony, paging, background music, and emergency broadcasting into one platform, ZYCOO delivers a unified audio communication experience.

Hotels can enhance guest comfort during normal operations while ensuring fast, clear, and reliable communication during emergencies.

