



ComXchange

Setting the New Standard In
Hospitality Phone Systems

You know better than anyone:
**Hospitality Doesn't Sleep and, in this Industry,
Customer Service is Held to the Highest Standards.**

And while a phone system is no longer a revenue center, it is at the center of your operations. In a demanding and ever-evolving environment, we're setting the standard for a reliable, adaptable, and enduring communication system that enhances your guests' experience, ensures their safety, and streamlines operations for you and your team.

Developed for hospitality, ComXchange integrates with all major PMS systems and checks every box, from emergency notifications to wake-up calls to call accounting. Beyond high-quality products, we provide dedicated, personalized support to our customers can best serve their guests.

Trusted by the Industry's Most Reputable Brands



ComXchange: Where a Feature-Rich Solution Meets Unparalleled Support



On-Premise, Hosted or Hybrid Platforms

ComXchange offers value-driven tailor-designed systems in either a hosted solution, on-premise deployment or hybrid platform customized for your unique property needs.



Feature-Rich & Incredible Value

ComXchange checks every box, from emergency notifications and wake-up calls to call accounting for a high-value alternative with hospitality-specific functionality.



Hardware-Agnostic

ComXchange is compatible with ClearlyIP's CIP phones and all other major brands of analog and IP desk phones. It's built on open standards, providing flexibility and longevity.



Specialized Phone Apps

Front desk staff can access guest information and wake-up call settings via phone apps to ensure the guest experience is never compromised.



Nationwide Network of Resellers

ComXchange is sold exclusively through highly trained resellers offering unparalleled support and industry knowledge.



PMS Integration

ComXchange uses secure methods to connect with all major property management systems and is capable of dual or multi-brand support.

Best-in-Class Hospitality-Optimized IP Phones

ClearlyIP Phones for Front Desk and Guest Rooms

Optimize management, contain costs and create a memorable stay for your guests with award-winning IP desk phones by ClearlyIP.



CIP230v2



CIP250v2



CIP270v2



CIP280



CIP290

A Single Button Alerts All Necessary Administration

ClearlyIP's Panic Button is a single button that instantly dials multiple programmed numbers and plays a pre-recorded message to the recipients. The phone then goes into a broadcast-only mode, allowing the people on the receiving end to note the location of the call and hear what is transpiring in the room. The Panic Button™ is an add-on USB button that connects to ClearlyIP phones.



Hospitality-Specialized Phone Apps

ComXchange offers two phone apps to work in connection with or assist in the event of a Property Management System (PMS) failure. Meaning staff will be able to operate and maintain essential tasks from a physical phone set, intended to work as an additional option with a PMS system or as a backup solution.



Guest Management App

The Guest Management app is designed to provide access to guest information. In the absence of a PMS or if the PMS is down, the app allows front desk staff to associate a guest's name with a room number, set call restrictions and DND, and move guest data to a new room. This app ensures that staff can continue providing a high service level.



Guest Wakeup App

The Guest Wakeup app allows staff to manually schedule wakeup calls for guests to ensure they don't miss important appointments or flights. The Guest Wakeup app will enable hotel staff to schedule wake-up calls to a guest's room directly from the front desk phone and works as a standalone solution.

ClearlyIP CIP IP Phone Features



PMS Integration



Check-in/Check-Out



Backup Solution if PMS Fails



Setup Wakeup Calls on the Phone



5 Way Conferencing



Panic Button Solutions



Zero Touch Configuration



Easy to Use Phone Apps



Silent Intercom



Full-Color Displays



Dual Gigabit Ethernet with PoE



2 Year Hardware Warranty

ComXchange Base System Features

HOSPITALITY

- » E-911 Notify
- » Integrated Call Accounting
- » IP/RS232 Serial Interface Connectivity
- » PMS
 - › Check-In/Check-Out
 - › Hospitality Phone Apps*
 - › Populate Names Directory
 - › Room Changes/Moves
 - › Room Status With ID
 - › Single System Multi Flag Support
- » Wakeup Calls
 - › Bulk Wakeup Calls
 - › Customizable Wakeup Call
- Announcement
 - › Guest Initiated Wakeup Calls
 - › Failed Wakeup Call Notify
 - › PMS Enabled Guest Voicemail
 - › Wakeup Calls with Snooze
- » Web Dashboard for Hospitality Features

ATTENDANT CONSOLE*

- Phone-Based with Hospitality Apps
- » Call Transfer
 - » Change Guest Room Calling Restrictions
 - » Configure Guest Language
 - » Enable/Disable Do Not Disturb for Guest
 - » Enable/Disable Time based Routing or Call Flow Controls
 - » Manual Check-In/Check-Out
 - » Record Wake Up Call Announcements
 - » Park/Pickup Calls
 - » Room Moves
 - » Room-to-Room Block
 - » Set/Clear Wakeup Calls

CALL FEATURES

- » Auto Answer*
- » Automated Attendant
 - › "0" Ring Down
 - › Directory Dial by Name
 - › Multi-Level Menus
- » Blacklists -Caller ID Blocking
- » Call Forward
 - › CFB Call Forward on Busy
 - › CFU Call Forward Unavailable

- » Call Monitoring BLF (Busy Lamp Field)
- » Call Parking/Call Pickup
- » Call Pickup/Pickup Groups
- » Call Queue Prioritization
- » Call Recording**
- » Call Recording to External Storage**
- » Call Snooping
- » Call Transfer
 - › Blind
 - › Supervised
- » Call Waiting
- » Caller ID
- » Caller on Hold
- » Conference Bridge
- » Customizable Announcements
- » Customizable Speed Dials*
- » Direct Transfer to Voicemail
- » Directed Call Pickup*
- » Distinctive Ringing*
- » Do Not Disturb
- » Intercom*
- » Mass Notification
- » Music on Hold - Streaming**
- » Music on Transfer
- » Overhead Paging*/**
- » Prepend Announcement (Call Features)
- » Talk Detection
- » Three-way Conferencing*

CALL ROUTING

- » ACD (Automatic Call Distribution) Queues
- » Auto Attendant/IVR (Interactive Voice Response)
- » Automated Caller Routing
- » Calendar-Based Call Routing
 - › Holiday and Office Hours Routing
- » Find Me/Follow Me
- » Failover Trunking
- » HotLine/Ring Down
- » Ring Groups/Hunt Groups
- » Time-Based Routing

USER CONTROL PANEL

- » Call Accounting View/Schedule Reports
- » Call Forward Controls
- » Call History and CDR

- » Call Waiting Controls
- » Do Not Disturb Control
- » Follow Me Control
- » Hotel Dashboard Access
- » User Setting Control
- » Voicemail Control
- » View Contacts
- » Web RTC Phone

REPORTS & LOGGING

- » Call Accounting Reports
- » CDR (Call Detail Records)
- » Centralized Logging
- » ComX-Q-MetriX*** (Advanced Reporting Add-on)
- » Extension Status
- » Resource Usage Graphs
- » Scheduled Call Accounting Reports
- » Scheduled Wakeup Call Reports
- » SMDR (Station Messaging Detail Records)
- » Web Dashboard Reports
 - › Emergency Calls Report
 - › Wakeup Calls Pending Report
 - › Wakeup Calls Completed Report
 - › Wakeup Calls Failure Report

CORE SYSTEM

- » Admin Interface (Web-Based GUI)
- » Backup and Restore (Automated System Backup, Incremental Restore)
- » Class of Service
- » Date and Time Synchronized to Atomic Clock via NTP
- » Daylight Savings Time Adjustment
- » Directory
- » Endpoint Manager
 - › Append Message
 - › Caller ID in Message
 - › Email Notification/Attachment
 - › Guest Specific Voicemail
 - › Message Envelope
 - › Personal Greeting
 - › MWI (Message Waiting Indicator)
 - › Voicemail Blasting
- » Linux Operating System

- » Multi-Language Prompts
- » Multi-Time Zone Support
- » PBX Failover/Survivability
- » User and Group Management

SECURITY

- » Authentication for SIP Extensions
- » Fail2Ban (Intrusion Detection)
- » Granular Admin/User Access
- » Secure Communications SRTP and TLS
- » Secure Firewall
- » Secure HTTP Access
- » VPN (Remote Management)
- » Weak Password Detection

NETWORK

- » Analog Support
 - › FXO Gateway
 - › FXS Gateway
- » IP Phone Plug and Play
- » Remote Office Support**
- » QoS Support
- » PRI/T1/E1 Circuits
- » SIP Trunking

ENDPOINT SUPPORT

- » Door/Speaker Phones
- » FXS/FXO Gateways
- » SIP Phones
- » SIP Talk Back Speakers
- » SIP Strobe Lights
- » Video Phones

CODEC SUPPORT

- » Ulaw, Alaw, GSM, g.722, g.723, g.726, g.729

ADD-ONS

- » ComX-Q-MetriX***
- » Angle Guest Room Devices***

* Handset dependent
**Additional equipment may be needed
***Add-on Module

ComXchange Deployment Types

ComXchange offers hotels the flexibility to choose from three distinct deployment types: On-premise, Hosted, and Hybrid. The On-premise deployment provides complete control and reliability by housing all system components within the hotel property. Hosted deployment offers the convenience of a fully cloud-based solution, while the Hybrid option combines the best of both worlds, blending on-premise and cloud-based elements to ensure robustness and scalability. These three deployment options cater to various hotel needs, enabling them to select the most suitable configuration for their specific requirements.



Deployment Types

ComXchange On-Premise

An on-premise ComXchange hospitality phone system is physically installed and maintained on-site at a hotel or lodging establishment. In this setup, the hotel purchases a ComXchange system license and operates the phone system, including the hardware and software, typically stored in a dedicated equipment room within the property and connects via a serial or IP port to a PMS system. ComXchange on-premise systems offer complete control and customization options, making it possible to tailor features and configurations to the hotel's specific needs.

The ComXchange on-premise system can seamlessly integrate with various hotel Property Management Systems (PMS) via serial or IP port connection, facilitating efficient communication between hotel staff and guests while ensuring compatibility with the hotel's management and booking systems. This integration enables features like guest check-in/check-out notifications and personalized service requests to enhance the overall guest experience.

It easily integrates with ClearlyIP's SIP Trunking services or other SIP trunking providers for making and receiving voice calls over the internet. Alternatively, traditional phone lines can be integrated to initiate and receive phone calls over PRI/T1 or analog communication channels. The hybrid approach of connecting both SIP Trunks and traditional phone lines can leverage the benefits of IP technology while maintaining compatibility with legacy phone infrastructure.





Deployment Types

ComXchange Hosted

ComXchange is offered as a hosted hospitality platform, entirely cloud-based and managed by ClearlyIP as your third-party service provider. Hospitality organizations preferring this setup connect to the ComXchange system in a ClearlyIP data center and access the phone services via the Internet, eliminating the need for on-site equipment and reducing maintenance responsibilities. This solution can be packaged with ClearlyIP SIP Trunking or any other carrier of your choice.

A hosted hospitality phone system can offer advantages over an on-premise solution if an organization wants to eliminate the need for significant upfront capital expenditure on hardware and infrastructure, as ClearlyIP takes care of the equipment, connection services, and maintenance. This makes it a cost-effective option for hotels, especially smaller ones with limited budgets. Additionally, the ComXchange hosted system provides scalability, allowing hotels to easily add or remove lines and features as their needs change without the hassle of purchasing and configuring new hardware.

ComXchange hosted offers flexibility for remote management and monitoring, ensuring seamless guest service even when staff is off-site. Regular updates and support ensure that the hotel stays up-to-date with the latest technology and security features without the burden of constant maintenance and upgrades.



Deployment Types

ComXchange Hybrid

The ComXchange hybrid deployment offers the best of both worlds by combining the reliability and control of on-premise with the flexibility and scalability of an entirely cloud-based solution. The hybrid platform includes a local controller hardware solution on the hotel property that maintains the PMS connectivity, stores the guest information, and supports any guest room phone devices. At the same time, the external calls and administrative IP phone devices are connected to the cloud system.

It is an all-in-one platform, ensuring continuous operation even if the internet or cloud system experiences downtime. This resilience is achieved by relying on an on-premise local controller appliance that maintains the guest system and connectivity with the Property Management System (PMS). The hotel's internal connection is stable with failover infrastructure to maintain phone services with connectivity to either backup traditional line services or the SIP Trunking connection that has the flexibility to connect to the cloud system or the internal guest system-ensuring that calls can still be made and received within the hotel even when connectivity is disrupted.

The hybrid setup provides hotels with the advantages of retaining existing legacy guestroom phones, on-site dependability, and redundancy while also offering remote access and simplified scalability, making it a versatile choice to traditional on-premise and fully hosted alternatives.





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