

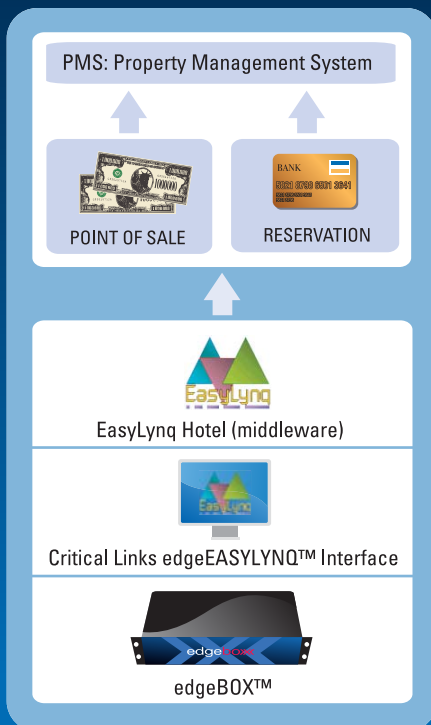
Comprehensive Hotel Management Plus Voice and Data Solution

Critical



edgeHOTEL

Leverage Technology to Enhance Guest Experience and Cut Costs



1 Fully Integrated Hotel Management

- Comprehensive Billing and Accounting
- Integrated Voice (telephony) and Data (web/e-mail)
- Centralized Management in a Multi-Property Environment
- Simplified Interface

2 Win and Retain Customers

- Create Outstanding Guest Experience
- Secure Connections to Corporate Networks, 24/7 Support
- Broadest Set of Value-Added Features and IT Services

3 Field-Proven Platform at Low Cost

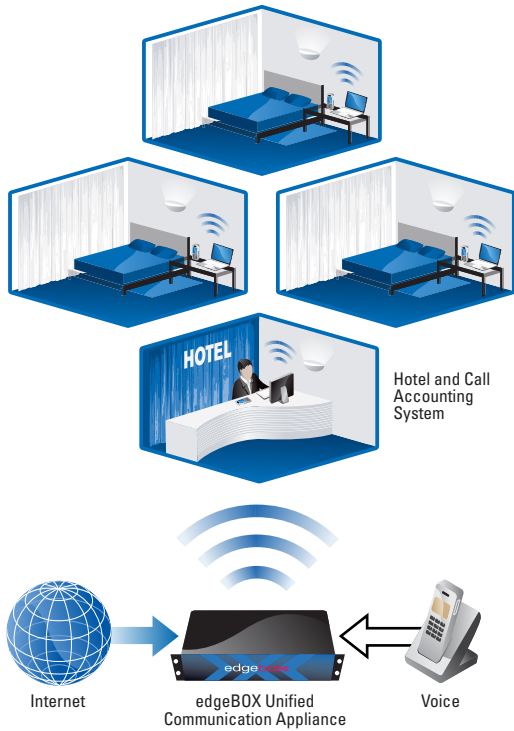
- Five-Star IT & Hospitality Services on a Two-Star Budget
- Easily Configurable & Highly Reliable, Supports Analog and IP Phones
- Multiple Language Support, Single Point of Contact for All Issues



edgeHOTEL™ is an IP-Based Hotel Management platform that combines all vital Voice, Data, and PMS integration services required by Hotels and Resorts, in a single system, dramatically reducing costs of operations while greatly improving guest experience.

edgeHOTEL™ features include:

- Internet and Unified Messaging Gateway
 - edgeBOX™ (IP-PBX, Router, WiFi, Storage & Print, Quality of Service, Network Access, Security, Collaboration and much more)
 - Billing System
 - Call Accounting with Credit Limit & Automatic Shutoff
 - Voice Mail Option, Auto-Attendant During Off-Hours
 - Checkin/Checkout with Voicemail Allocation & Clean-up
 - Configurable Classes of Service Restrict the Outward Access from Rooms and Phone Booths to Public Network
 - Message Waiting Feature, Signaling Voice Mail and Front-desk Messages in the Room Phone
 - Interface with Major PMS Systems with "Costed Call" Data
 - "Do Not Disturb" Service
 - Minibar and Laundry Posting on the Room Phone by Authorized Personnel
 - Multi-Property Option for Managing Several Buildings
 - Hotel Internet Access Management and Provisioning
 - Automatic Open/Close of Guest's Voice Mailbox on Check-in/out
 - Confidentiality of Subscriber Identification
 - Graphical Call Statistics (Daily, Weekly etc)
 - Seven Spoken/Written Languages: English, French, German, Dutch, Portuguese, Spanish and Italian.
 - Wake-up Service: Programming Using an Interactive Voice Response System (IVR). Answer Control, Triggering Visual and Sound Alerts in Case of Failure.
- And much more...



edgeHOTEL™ solution directly interfaces with the following Property Management Systems*:

NHS	Fidelio	NewHotel	Protel
Medallion	Visual One	Generic PMS with AHL interface	Fidelio FIAS (Fidelio Part-No 5001-309)
SIHOT	Hotel Concepts (IDPMS)	VIPS 2000	Epitome

* if your PMS system is not listed, please contact your local Critical-Links account manager for additional information

World-Class Support Infrastructure

- ebRapidResponse™: 24/7 Support Helpdesk
- Single Point of Contact for All edgeHOTEL™ issues
- Pre-Installed , Interoperability-Tested Solution

- Replace Several Products with One
- Dramatic Cost Savings
- Future Proof

Critical Links is a global provider of converged voice, data and IT solutions for Small and Medium Businesses (SMBs) that dramatically simplify and cost-reduce by consolidating over a single scaleable and fault-tolerant platform. Critical Links' flagship product, the edgeBOX™ is an award winning multi-function gateway appliance that includes VOIP/IP-PBX, VPNs, security, NAC, QoS and a WiFi access point as well as a fax-server, web server, e-mail server, print server and data storage; it is available on a range of hardware platforms that support up to 300 users, with different form factors and a host of broadband interfaces such as BRI/PRI(T1/E1), FX0/FXS, Ethernet, etc. Critical Links typically serves SMBs through a global network of VARs, System Integrators, OEMs and Service Providers.

EasyLynq is brought to you by eurofluxo, a leading software solutions provider for the hospitality industry

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