



**SWISS  
ALARM  
SOLUTIONS**

# Sheraton Neues Schloss Hotel Zürich

## Alarm and Communication Management



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Alarming for Life and Technology

# EXCLUSIVE EXPERIENCE IN THE HEART OF ZURICH

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Located just a few meters from the Opera House, the beautiful Lake Zurich, the shopping district of Bahnhofstrasse, and the city's business district, the Sheraton Neues Schloss Hotel Zurich is a peaceful oasis in the heart of the city.

The 60 rooms are not only equipped with all necessities but also ensure guests' well-being with high comfort and high-quality security measures.

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## Tailor-made Decisive Solution

To meet Sheraton's demanding needs for alarm and communication management, the decision was made to opt for the software solution provided by AudioText Telecom AG.

Critical to this choice were the solution's adaptability to specific customer requirements and the ability to expand hardware and software modules.

In collaboration with Burkhalter Net Works, the general contractor and supplier of the Siemens HiPath 3800 telephone system and the hotel check-in system, the AMX (Alarm Management) and CMX (Communication Management) modules were successfully implemented at Sheraton.



## APPLICATION HOTEL VOICEMAIL

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The hotel's modern communication system offers guests a range of intuitive and user-friendly features to make their stay as pleasant and convenient as possible.

Here are some of the core features available during your stay:

### Functions

- 01 Guest Selection: Personal/System Greeting Message, Language Option at Check-In.
- 02 Message light alerts guest to new voicemails.
- 03 Voicemail function key allows guest to retrieve messages.
- 04 Profile/Mailbox follows guest when changing rooms.
- 05 Messages and greetings are deleted at check-out.

### Application: Wake-up Service

- 01 The wake-up service menu is provided in the guest's language.
- 02 The guest activates the wake-up service using a function key and is prompted to enter the wake-up time in a 4-digit format. The provided wake-up time is confirmed.
- 03 Upon subsequent wake-up service requests, the guest is informed of the previously set wake-up time and asked whether to confirm or change the time.
- 04 Time synchronization according to the Master Hotel Check-In.
- 05 The wake-up service is canceled upon hotel check-out. The need for mutations in the hospital environment is significant.

# APPLICATION ALARM SYSTEM

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## Fire - Intrusion - Evacuation

Safety in everyday life and at the workplace is of utmost importance to ensure the well-being of all involved. Three of the most significant risks that need to be managed are fire, intrusions, and the need for evacuation. An effective response to these events can not only minimize property damage but also save lives.



It is therefore essential to be informed about basic measures and behaviors to be able to act correctly and efficiently in such situations. The most important security measures and response strategies to be observed in the event of fire, intrusions, and evacuation needs are to promote both individual and collective security.

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## Functions

- 01 The employee is alerted through a display message and voice announcement in their native language, while the guest is alerted in their guest language (Check-In System).
  - 02 Forced disconnection of occupied telephone sets ensures that the alarm is always and immediately forwarded.
  - 03 Integration with the hotel check-in system allows for the evacuation of occupied rooms with the highest priority.
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