



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



### Hosted or On-premise Platforms

ComXchange offers value-driven tailor-designed systems in either a hosted solution or on-premise deployment 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 Menu
- » 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
- » Integrated Voicemail
  - › 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\*\*\*
- » Angie Guest Room Devices\*\*\*

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



📍 3255 W Highview Drive, Appleton, WI 54914

Every effort has been made to ensure accuracy of this document. Due to ongoing improvements and revisions, ClearlyIP reserves the right to make changes without notice. All trademarks, service marks, trade names, trade dress, product names and logos are the property of their respective owners.

© Copyright 2023 Clearly IP Inc. All rights reserved.

+1 855 802 6465

www.clearlyip.com

