

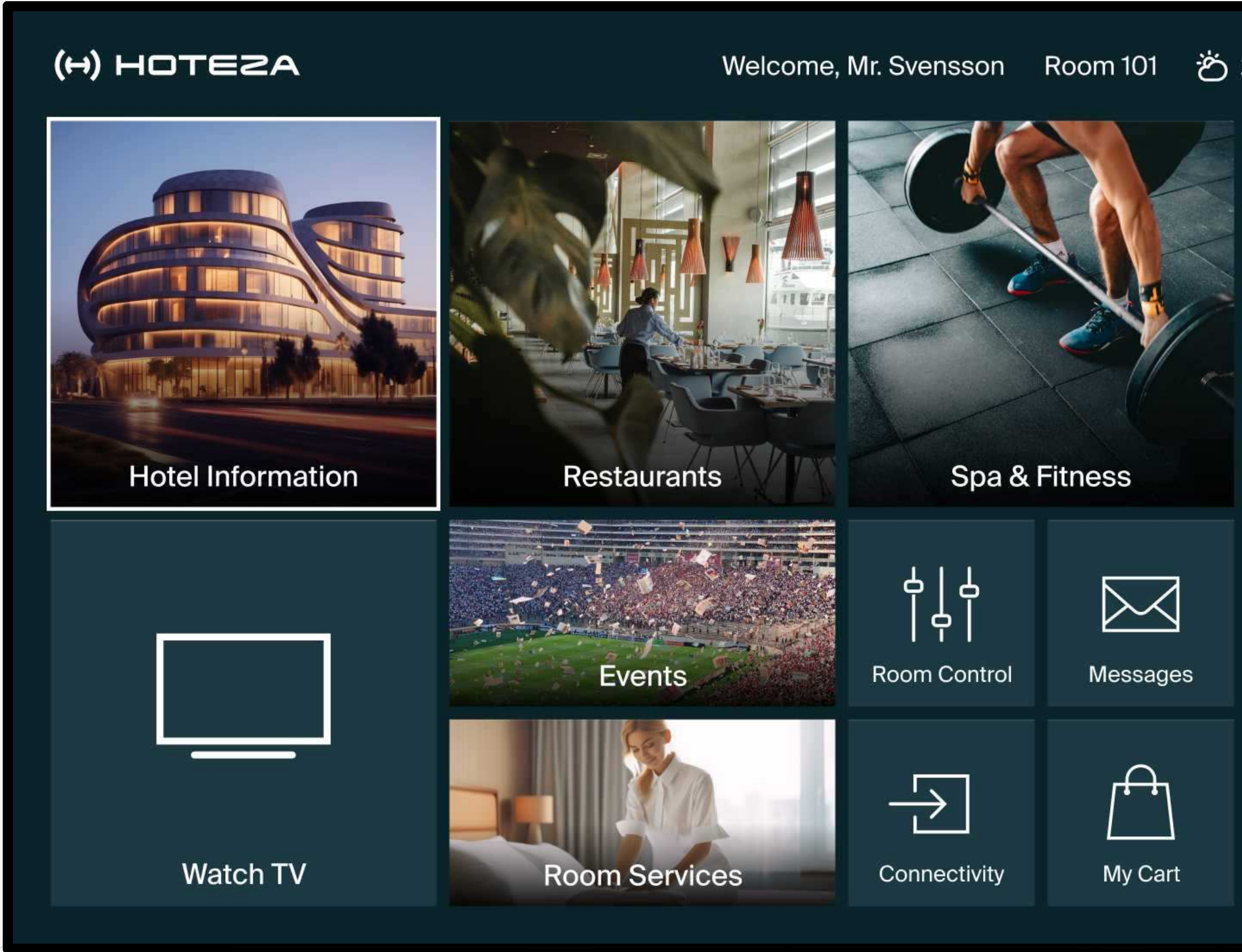


The Complete Guest Journey.  
Unlocked.

# Hoteza TV

[hoteza.com](https://hoteza.com)

Hoteza TV solution provides entertainment, information & services effortlessly through the in-room TV. Interactive & user-friendly, it adds to the perfect guest journey without bringing additional equipment to the room, containing everything from a digital hotel directory & easy-to-use ordering solution, to streaming of content from the guests' mobile devices. Hoteza TV solution elevates the guest journey no matter of number of rooms or hotel type.



## HOTEZA IN NUMBERS

# \$120

is the average increase in revenue, per room per month, Hoteza hotels experience after implementing Hoteza Guest Journey solutions

# 75%

guests use in-room entertainment, with majority of them deeming it is very important for their overall experience

# 3x

less waiting at the check-in & check-out when Hoteza Guest Journey solutions are implemented.

# 28%

total increase in hotel services awareness, after communicating them in an interactive form through Hoteza Guest Journey solutions



# Features

## Welcome Message

Start the in-room experience with a warm welcome.

Greet your guests with a personalized message with their name & last name (optional) displayed on the in-room screen, setting the tone for their stay.

## Hotel Directory

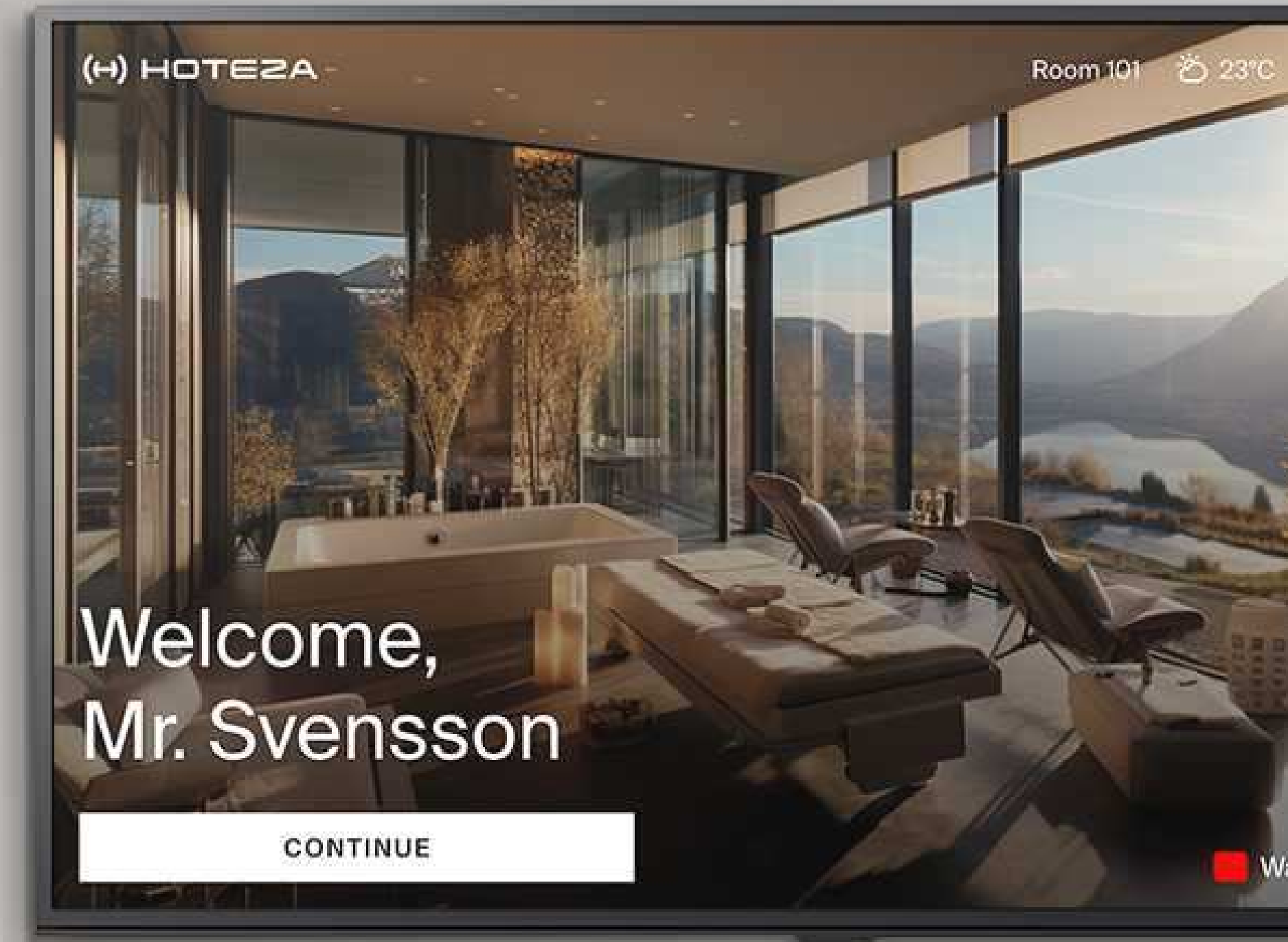
Make sure your guests can access all the information they need, allowing them to have a full overview of the hotel directory, including entertainment options, services & more.

## City Guide

Enhance your guests' travel experience with our city guide service. Provide them with expert tips & advice before & during their trip to create the ultimate travel resource.

## Guest Messages

Have the ability to reach your guests at any time & intensity you desire through a communication channel that will ensure a seamless & pleasant experience for both sides.



# Features

## Customizable Layout

In addition to maintaining the brand identity & visual style, main screen is highly customizable with images or promotional material displayed at the time of connecting.

## Room Control

Integrate with your GRMS system & allow your guests to adjust the room settings: control the temperature, turn the lights off & on, or set up pre-made room scenes.

## Weather Report

Reliable forecast is a key to a well-planned stay, so keep your guests informed of the situation in the destination in real time.

## Guest Satisfaction Survey

Instant feedback form will allow you to catch impressions of your guests at the right time & not a minute too late.

[hoteza.com](https://hoteza.com)



# Features

## Hotel Services

Improve the user experience by allowing your guest to order a pillow, or a room cleaning service via Hoteza TV easily.

## In-Room Dining

Boost your revenue by giving your guests a chance to order food to their room through an interactive menu with photos, descriptions & many ordering options.

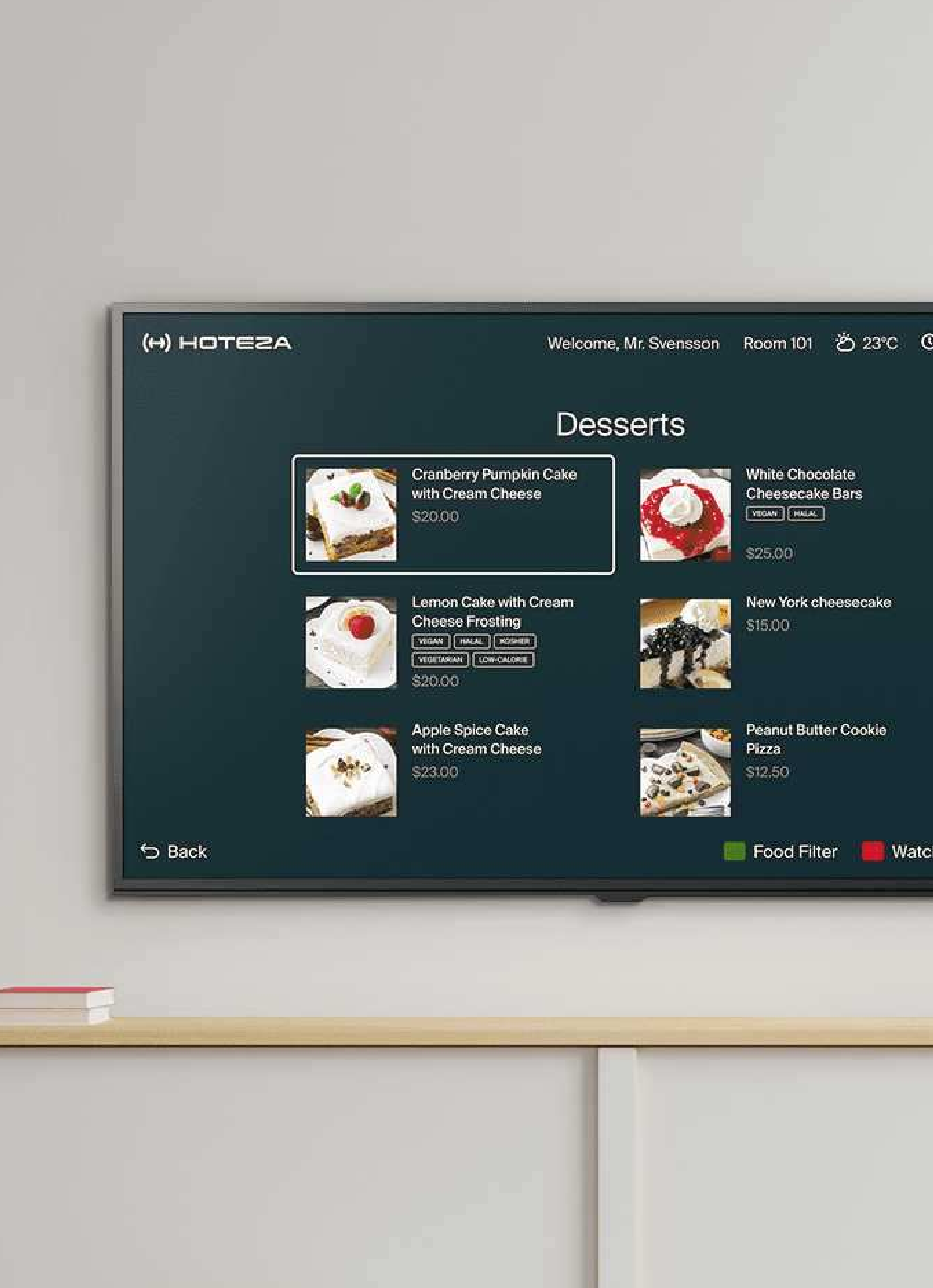
## Restaurant & SPA Bookings

Give your guests a chance to book hotel services, such as room cleaning, SPA treatments or seats at your restaurant table easily through a few clicks of the remote control.

## Express Check-Out

Allow your guests to use the express check-out, a quick way to avoid waiting at the reception before departure.

hoteza.com





# Entertainment Options

Hoteza offers two “Bring Your Own Content” solutions that are data privacy compliant with secure authentication. Hoteza Cast & Hoteza Stream both allow a proper at-home experience with maximum compatibility with Android & iOS devices & both support all major streaming platforms.

Hoteza TV also offers the possibility of Video-On-Demand, making the entertainment options endless.

**NETFLIX**

**hulu**

 **YouTube**

 **Spotify**

**amazon**

**HBO**



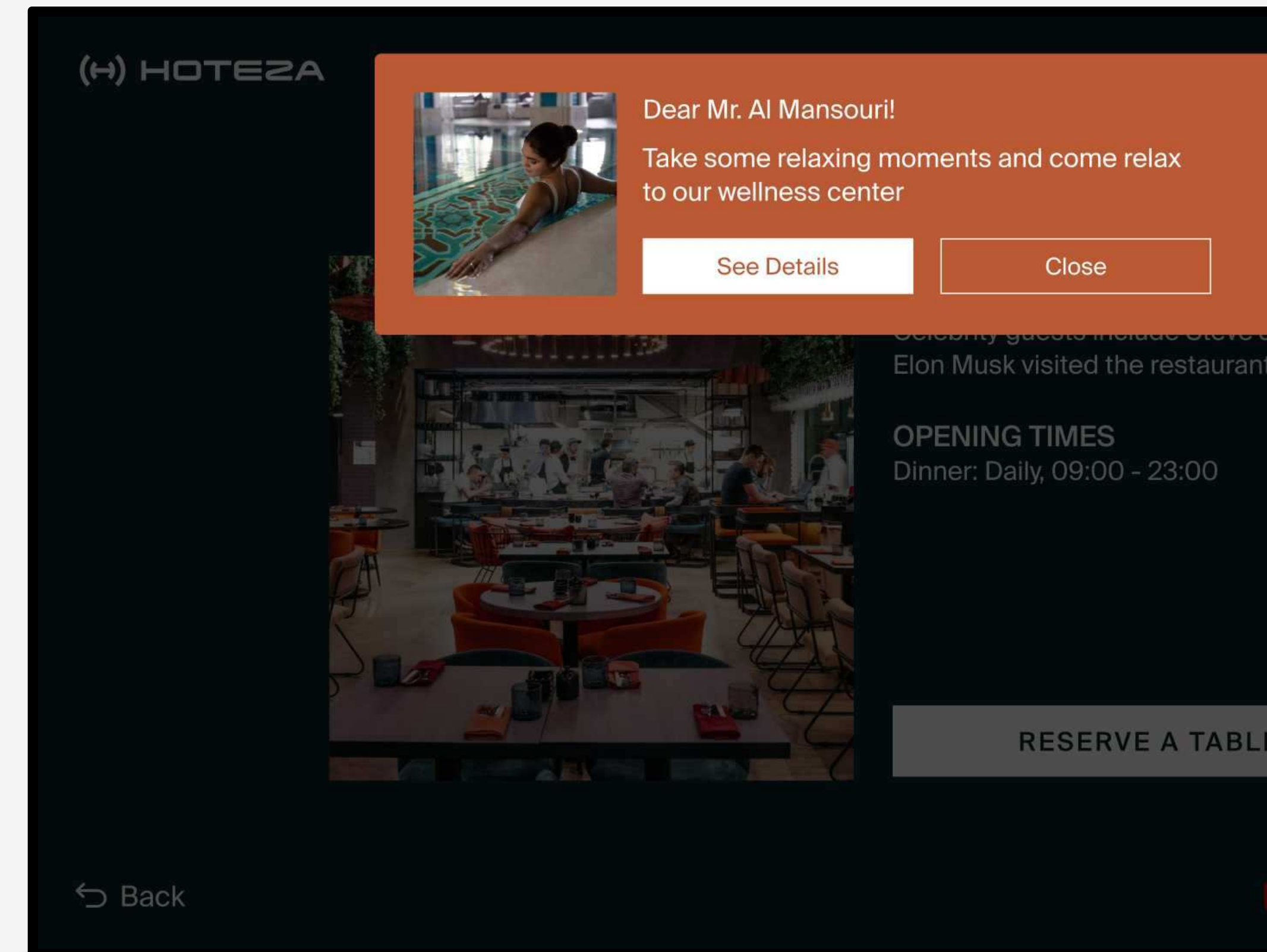


# Marketing Module

Cross-platform Marketing Module allows you to create, edit & schedule your promotions & place them when, where & in front of whomever you want.

Marketing Module can help you engage guests through promotions of hotel services, or create better relationships & brand loyalty through celebratory messages congratulating their milestones.

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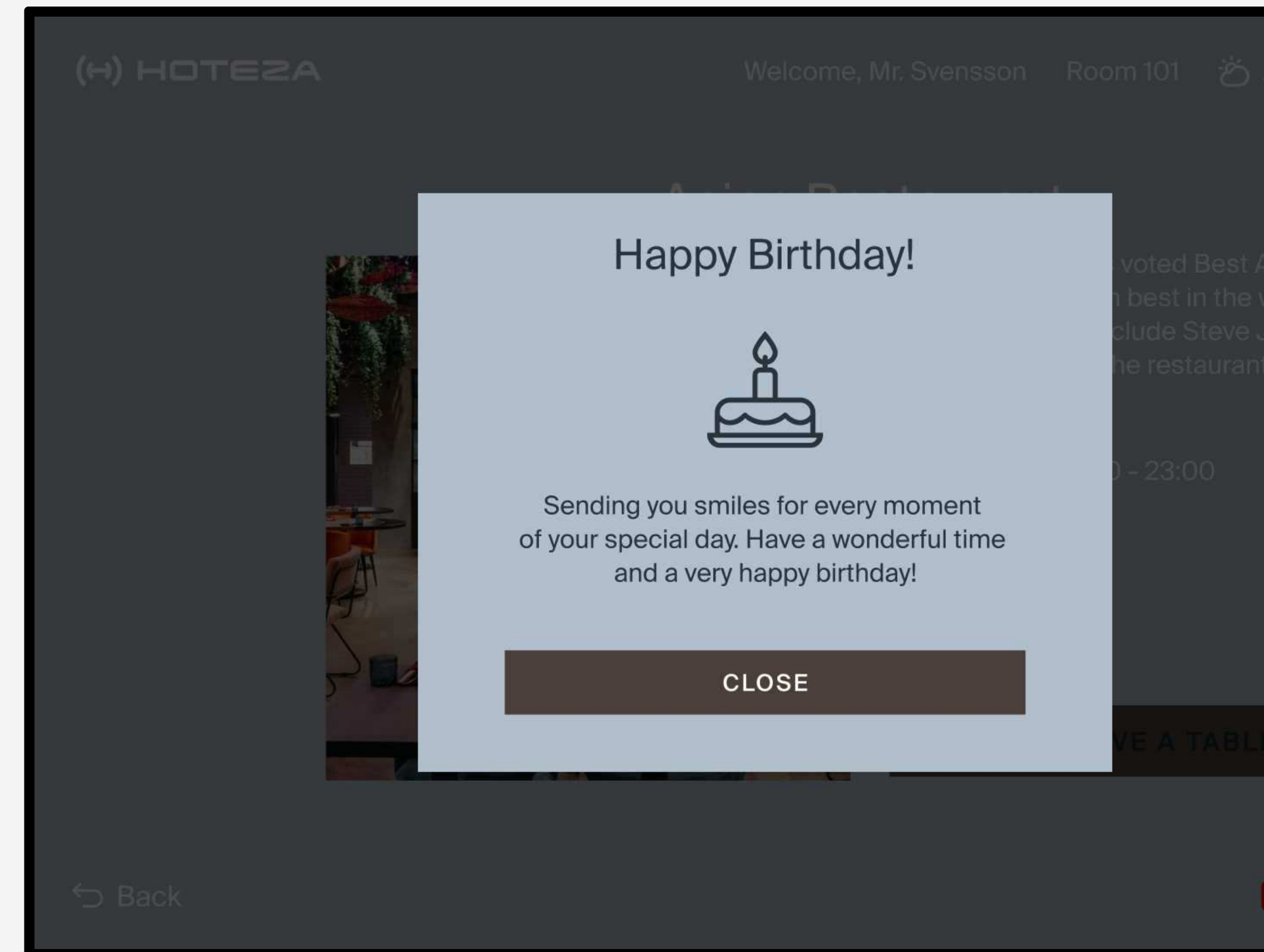




# Marketing Module

Marketing content can be displayed at different intensity, triggered by different times during the guest journey & precisely shown to guests when you decide to show it.

Banners can appear during TV channel streaming, at different times in the day, triggered by PMS communication & more.



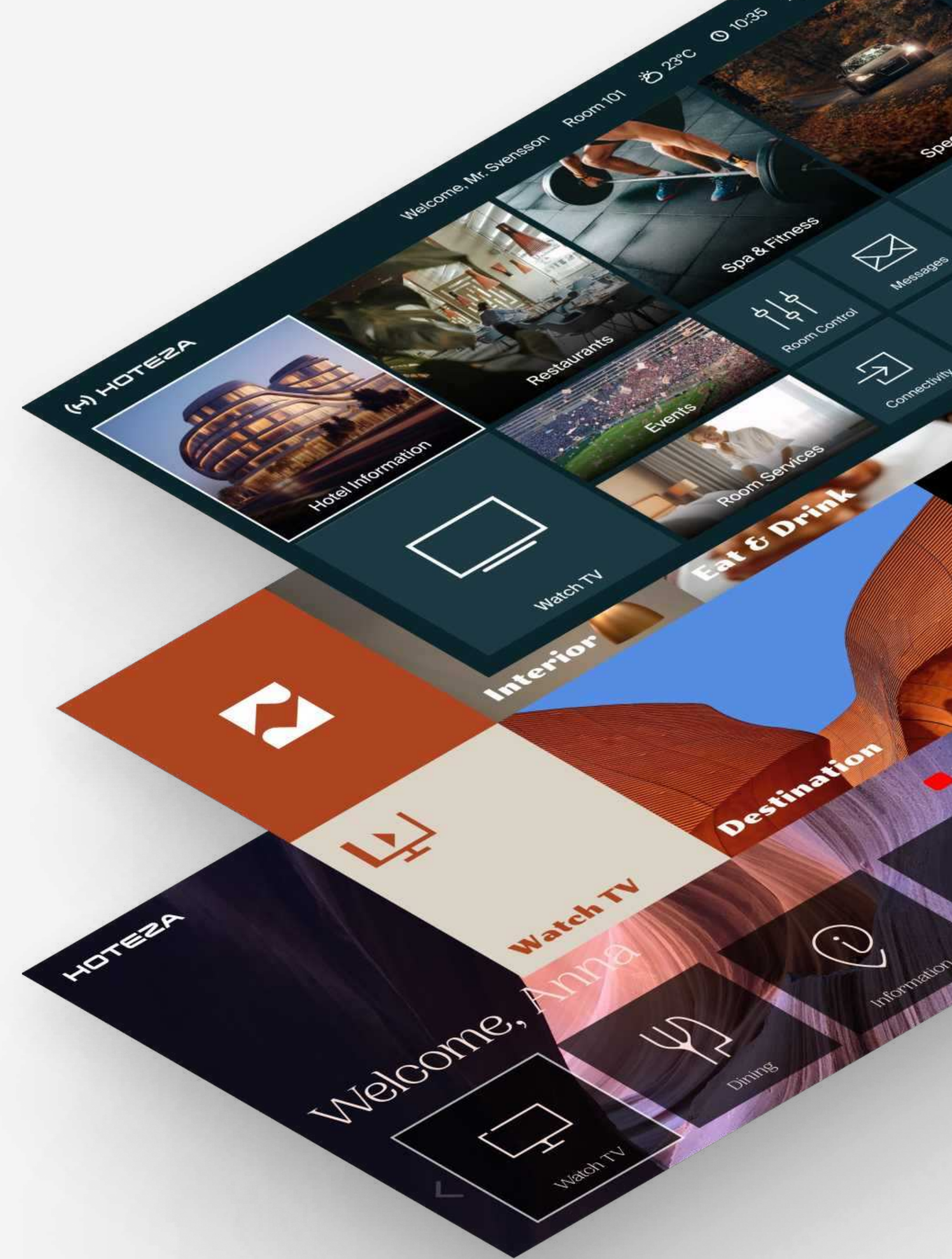


# Branding & Customization

Hoteza TV solution is customized to be aligned with the hotel visual identity ensuring a seamless & coherent experience for your guests. Adjusted to fit your hotel perfectly, it pays attention to detail & complies to hotel brand book completely.

Hoteza TV offers two main designs, Scandic & Metro, as well as other options to further customize & personalize the design to fit your needs.

[hoteza.com](http://hoteza.com)



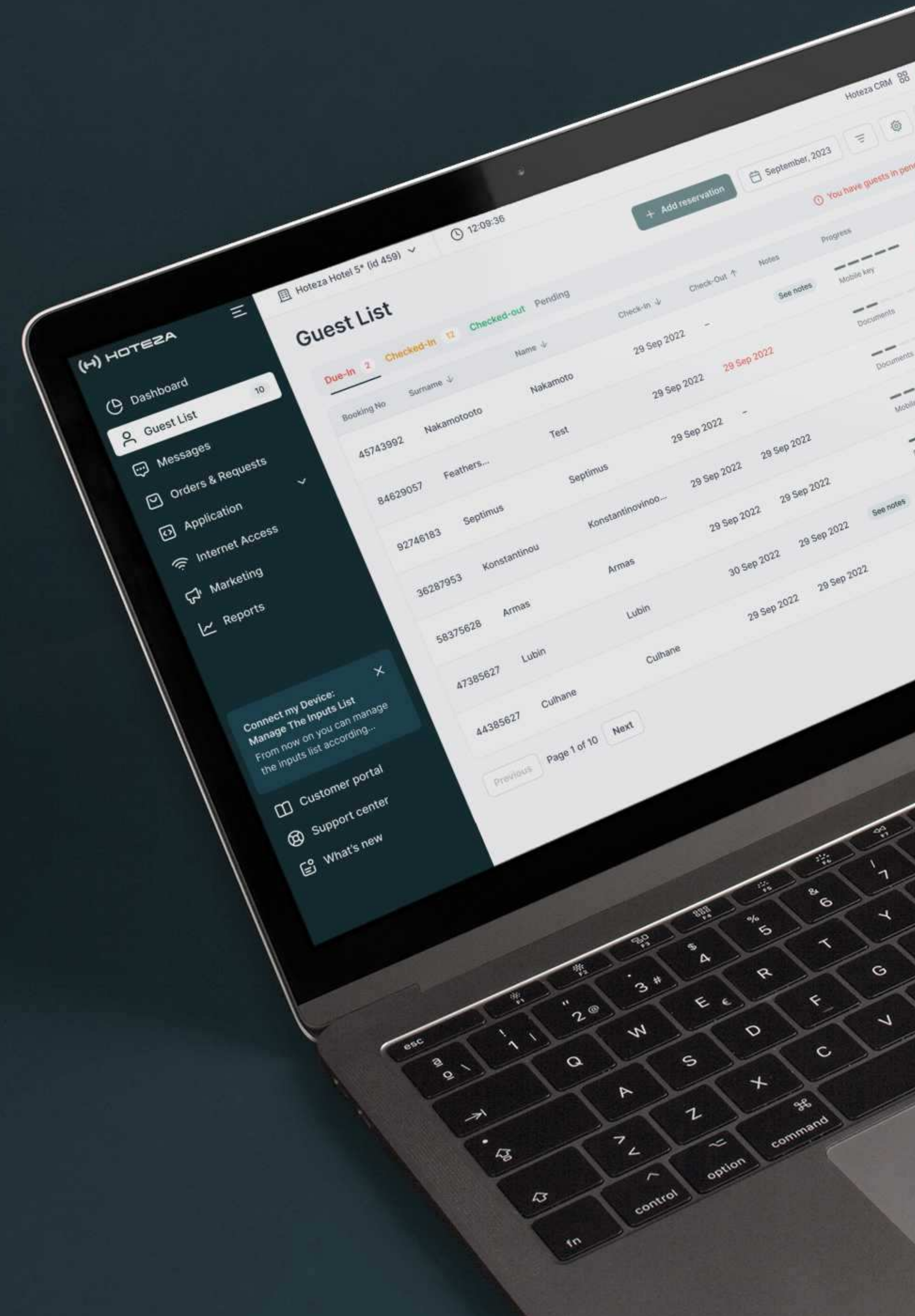


# Hoteza Cloud-Based CMS

Hoteza CMS works with our Guest Journey platform as it provides perfect management software which is easy to use & intuitive for hotel staff, allowing them to create unlimited number of different tier users & much more.

Hoteza CMS gives insights into reports, statistics, management for guest communication & requests in real time & available for all users.

[hoteza.com](https://hoteza.com)



# Basic

Basic contains elementary features to start your in-room guest journey.

- Personalized Welcome Screen (Guest Name & Title)
- Limited Branding
- Multilingual Support (2 Languages)
- Limited PMS Integration
- Guest Messages
- Marketing Module
- Guest Directory
- Statistics Module
- Promo Channel
- Weather Forecast
- Web Radio
- Smart Apps
- Guest Device Connectivity
- Channel & TV Management

# Lite

TV Lite expands the experience by offering everything included in the Basic, plus:

- Branding
- Multilingual Support
- PMS Integration
- Parental Control (PIN Lock)
- Photo Gallery
- Wake-Up Call
- Display Groups
- Online Menu
- View Bill
- Variety of Layouts

# Pro

Elevate TV experience additionally with Pro, which includes everything from Lite, plus:

- In-Room Dining
- Additional Branding Options
- Guest Language
- Express Check-Out
- Feedback Module
- Guest App Pro License
- GRMS, POS, SOS Integration
- Hotel Service Ordering
- Restaurant & SPA Booking

# Start

- Welcome Screen
- Guest Directory
- Smart Apps
- Channel & TV Management
- Promo Channel
- Guest Device Connectivity



# SLA Benefits

Hoteza Service Licence Agreement includes different benefits for the clients, including performance measurement, updates & maintenance, monitoring & more.

## Continuous Improvements & Updates

Every software update, new features & security updates implemented will be delivered automatically, alongside continuous improvements based on customer feedback.

## Onboarding, Trainings & Priority Support

Asides from quick & effective onboarding service, we offer you continuous remote trainings, materials & support throughout the contract validity.

## Data Backups & Proactive Cloud Monitoring

You will have your data backups safely stored, with our team continuously & proactively monitoring cloud with every guest journey platform solution.

## Cloud CMS with Unlimited Storage

With access to our cloud-based CMS, you have the chance to control your guest journey content from wherever you are, with unlimited storage of hotel content available.

Other conditions apply, for more information please follow the link [here](#).

# Tech Specs

A Coax / Wi-Fi-based version with certified Smart Hotel TVs from LG & Samsung is available for both Lite & Pro solutions. This allows you to reuse your existing Coax network & TV head-end.

All our on-site & cloud solutions can connect directly to the TV, saving you the investment & maintenance cost associated with the use of a set-top-box (STB).

## Hoteza Server System Requirements

### Option 1: Hardware Server

Model: Dell R230 or better  
CPU: 1 Xeon E3 1230 or better  
RAM: 4 GB  
HDD: 100 GB (1 TB if VoD)  
NIC: 4x1 Gbit ports

### Option 2: Virtual Machine

Hypervisor: Hyper-V or VMware  
CPU: 4 x vCPU or more  
RAM: 4 GB (not shared)  
HDD: 100 GB (1 TB if VoD)  
NIC: 4x1 Gbit ports (not shared)



# Compatibility

## LG TV sets

- xxxx6xxH
- xxxx7xxH
- xxxx9xxH

## Samsung TV sets

- HGxxxx590
- HGxxxx690
- HGxxxx790
- HGxxxx890
- HGxxxx800
- HGxxAU800 (HAU8000)
- HGxxQ60A (HQ60A)
- HGxxBU800 (HBU8000)
- HGxxQ60B (HQ60B)
- HGxxCU700 (HCU7000)

## Philips TV sets

- xxHFL5014U/12
- xxHFL6014U/12
- xxHFL5114U/12
- xxHFL6114U/12
- xxHFL5114/12
- xxHFL5214U/12
- xxHFL6214U/12
- xxHFL5214U/96
- xxHFL5214U/97

\*Some restrictions are known

## Vestel TV sets

- xxMB110\*
- xxMB120\*
- xxMB230\*

## LG Set-Top-Boxes

- STB-3000
- STB-5500
- STB-6500

## Infomir Set-Top-Boxes

- MAG 256
- MAG 520
- MAG 522
- MAG 524
- MAG 540
- MAG 544

## TVIP Set-Top-Boxes

- V.605
- V.705

# 100+ Integrations

Hoteza connects with leading third party systems such as PMS, POS, GRMS, Job Dispatch & Online Payments which can streamline operations & boost revenue. Through our many integrations, Guest Journey platform connects to other systems & delivers seamless experiences.

amadeus

ORACLE<sup>®</sup>  
HOSPITALITY

Shiji

 Flexkeeping.

MEWS

stayntouch

 roomio

protel 

ASSA ABLOY

airtime

 ChatGPT

MessageBox<sup>®</sup>



# Compatible PMS

## FIAS API

Opera/Fidelio

Libra/Epitome

Protel

Laserline

WISH .NET

UCS Shelter

IDS Next

Diventa

Theova UHS

Logisoft

Pylon

Sunsoft

IDB

Hotelinco

HOST

MISH

Smile

HotelKit

## WebAPI

Shiji PMS

Mews

Clock PMS+

WestSoft

Logus

Edelweiss

TravelLine

1C:Hotel

StayNTouch

Rentlio

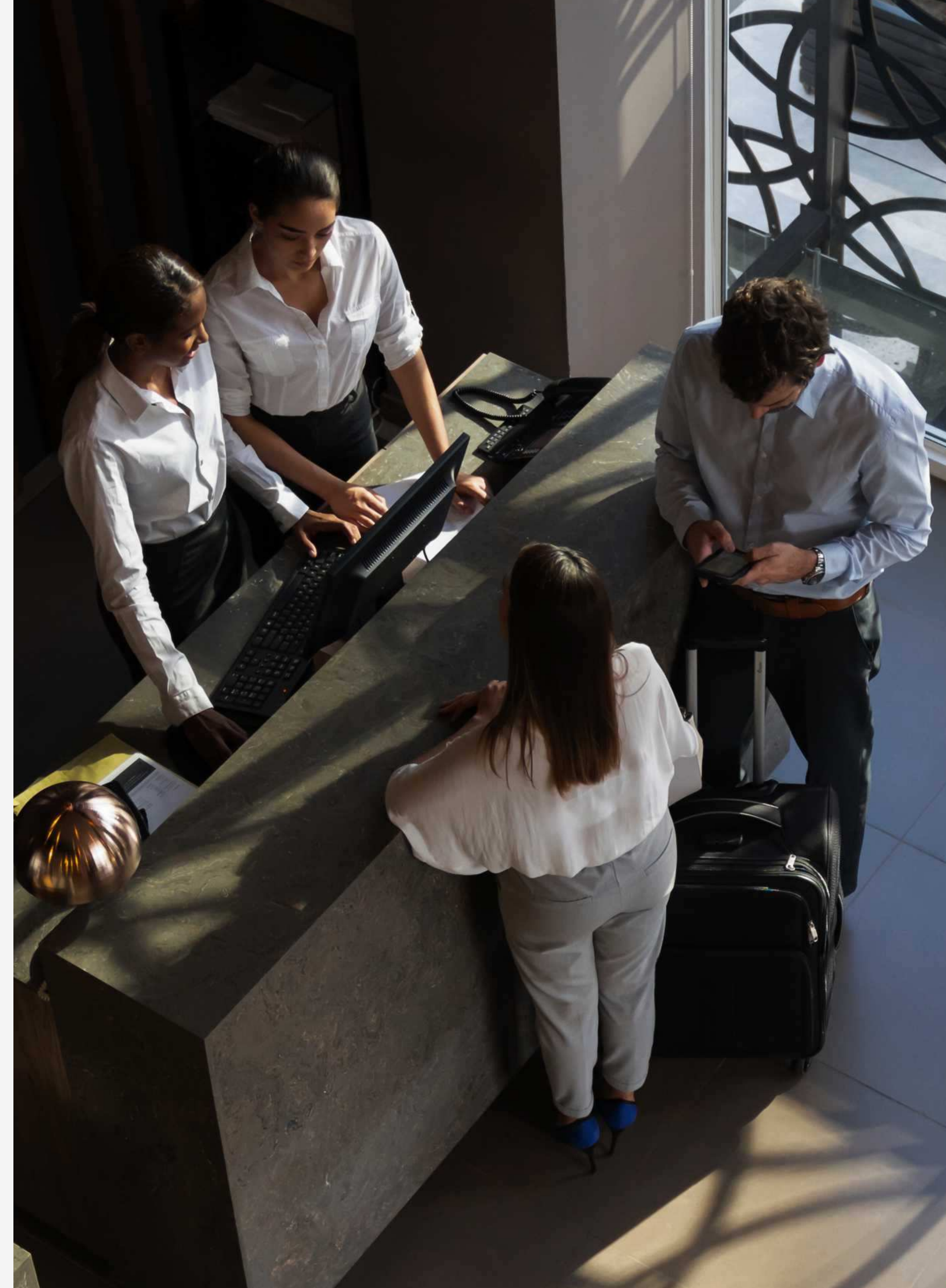
Milenij

Hotelpoint

KorPMS

Char PMS Link

+ Other FIAS & WebAPI Compatible Systems





# Compatible Job Dispatch & POS Systems

## Job Dispatch

HotelKit

TeamJet

MessageBox

Flexkeeing

HotSOS

Teamatix

## POS

Micros Symphony

Micros RES 3700

Aloha

Infrasys Cloud

Flexkeeping F&B

[hoteza.com](http://hoteza.com)





# Compatible GRMS (Room Control)

Roomio

Inncom

Crestron

Scheider Electric

EMT Control

Lutron

Black Nova

Messerschmitt

VDA

NETx

IRidium

JUNG

INTEREL

ABB

LogicMachine

HDL

+ Other KNX & Modbus Systems





# Supported Languages

Hoteza Guest Journey is supported in over 50 world languages, with more languages available upon request.

简体中文

English

العربية

Hrvatski

Français

日本語

Italiano

Svenska

Türkçe

Tiếng Việt

Português

Ελληνικά

Deutsch

Қазақ тілі

한국어

Український

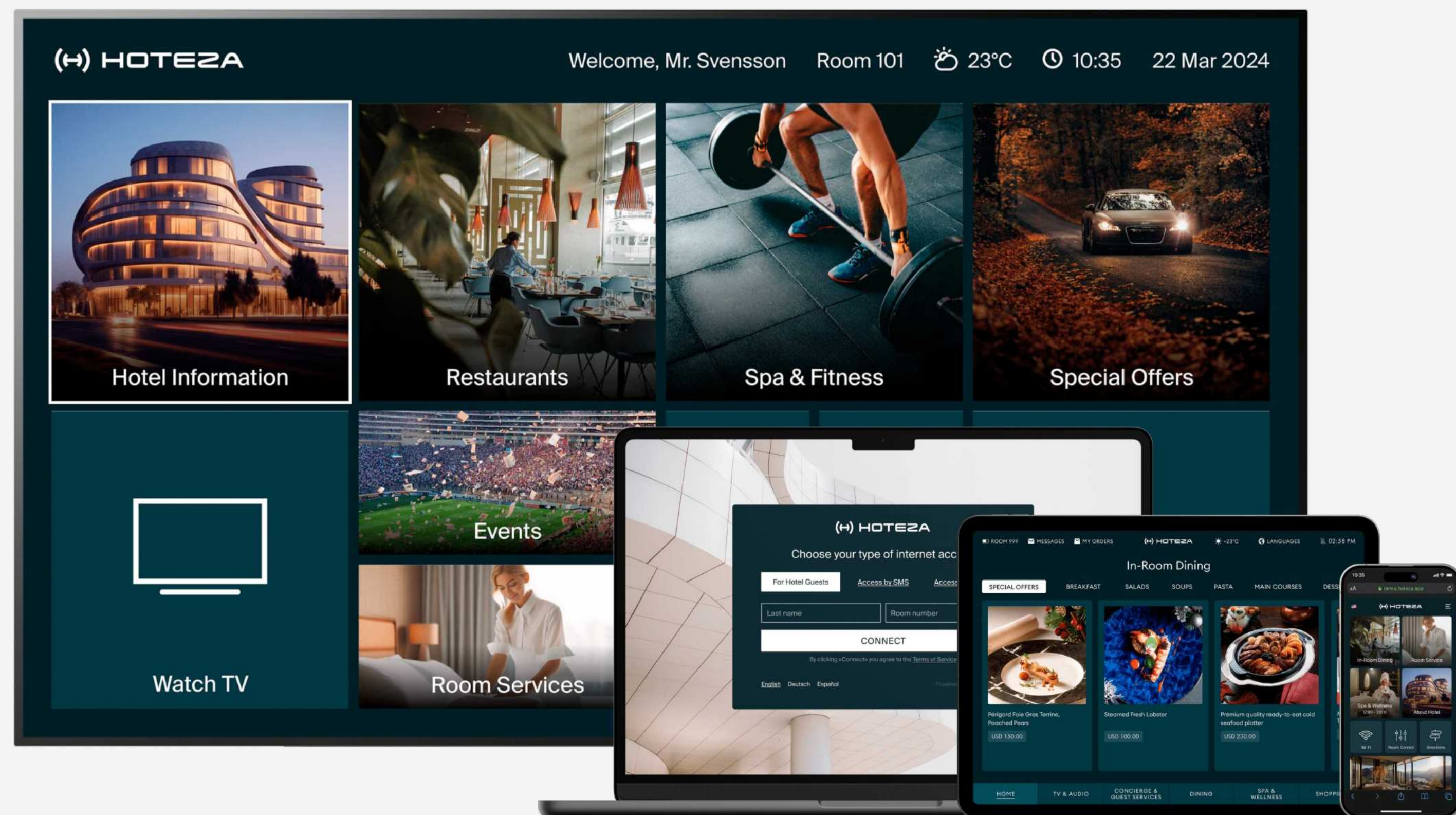
فارسی

Español

Русский

Slovenščina

# Experience the Full Guest Journey with Hoteza



Hoteza Check-In  
Self Check-In Solution

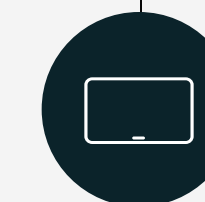
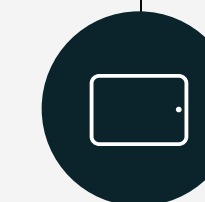
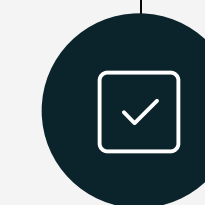
Hoteza Guest App  
Mobile & Web Apps

Hoteza TV  
Interactive IPTV System

Hoteza HotPad  
In-Room Tablets

Hoteza HSIA  
High Speed Internet Access

Hoteza HotSign  
Digital Signage





Explore Hoteza features  
for an enhanced guest journey  
& streamlined operations

# Try Our Demo

Available only in  
desktop version

