TPx Managed Hospitality Services

Guest-Ready Voice. Automated Operations. Managed by TPx.

What is It and Why Do You Need It?

TPx Managed Hospitality Services, powered by Jazzware, connects your existing property management system to guest room voice. Check-in, wake-up calls, housekeeping status, Wi-Fi sign-on, and room-level 911 work on their own across every shift, without your front desk programming extensions by hand.

Jazzware powers the hospitality software layer on the TPx voice platform, while TPx manages compatibility validation, implementation, and 24/7 support throughout the service lifecycle. The platform, the carrier services, the PMS integration, and the support behind them are bundled as a single managed service: one contract, one invoice, and one support path, from the PMS connection to the dial tone.

Guest-First Operations

Unlike traditional offices with fixed users, hotels serve a constantly changing guest population. Hospitality systems must dynamically adapt to each stay, personalizing services, supporting guest-specific billing, and integrating seamlessly with guest-facing applications.

Always-On Service & Safety

Hotel operations run 24/7. Critical functions such as wake-up calls, emergency notifications including 911, and real-time room status updates must be fully automated and highly reliable to protect guest safety and deliver a consistent experience.

Benefits

Benefit	What It Means for You
Personalization	Greet guests by name on the room phone display, keep voicemail linked to the correct guest, and recognize group and loyalty affiliation to tailor the stay further.
Seamless Service	Wake-up calls, do not disturb settings, and guest messaging are automated for a smooth, professional stay (automation varies by PMS).
Automated Front Desk Tasks	Check-in and check-out procedures automatically activate or deactivate phone services, barring calls from vacant rooms and saving staff time.
Faster Room Turns	Housekeeping updates a room's status to clean directly from the room phone, making rooms available for new guests faster.
Captured Revenue	Charges for phone calls, minibar usage, or premium Wi-Fi access post directly to the guest's folio in the PMS, eliminating missed revenue.
Safety & Compliance	Automated 911 notifications alert your in-house staff concurrent with emergency services, supplementing compliance with Kari's Law and RAY BAUM's Act.

How It Works

Managed Hospitality Services runs on the TPx BroadWorks Voice platform and uses a hospitality integration layer as the central nervous system for hotel communications. It connects to the Property Management System (PMS) and guest Wi-Fi where supported. The PMS is the system that manages reservations, check-in and check-out, and guest billing. By normalizing and distributing critical data across systems, the service delivers the specialized functionality a modern hospitality environment requires.

Step 1: Confirm PMS Compatibility

TPx identifies your property's PMS platform and interface type during discovery and confirms compatibility before a quote is issued. We integrate with 70+ PMS platforms, directly or through Comtrol Lodging Link.

Step 2: Build & Connect

TPx Professional Services installs the TPx Edge appliance and a supported endpoint lineup matched to role: guest room, front desk, common area, and analog gateways for existing handsets, within a typical 8 to 10 week timeline.

Step 3: Automate the Guest Lifecycle

Check-in and check-out activate and deactivate services automatically. Wake-up calls, do not disturb, guest language, room moves, and voicemail follow the guest through the stay, with no front desk programming required.

Step 4: Keep Operations and Revenue in Sync

Housekeeping updates room status in real time from the guest room phone. Accounting applies hotel-defined charging rules and posts billable calls, minibar items, and other charges to the guest folio in the PMS.

Step 5: Stay Supported 24/7/365

TPx operates the platform and the PMS integration as your single point of contact for anything touching voice, carrier, or the integration. Routine moves, adds, and changes are included with no per-change billing, and every property receives a quarterly service summary.

Why TPx?

Hospitality voice works better when the integration and the service behind it come from the same partner. TPx delivers and runs Managed Hospitality Services end to end, covering implementation, platform operation, PMS integration, and support, so your property has one accountable partner instead of a vendor chain.

One Accountable Partner

When something breaks, your staff shouldn't have to guess whether it's the phone system, the carrier, or the PMS. TPx manages the phone system, the carrier, and the PMS integration. One call starts the fix.

Expertise that Extends Your Team

Your staff serves guests while TPx runs the system. When an issue is traced to the hotel's PMS, TPx isolates the issue, provides the property the proof its vendor needs, and retains the case through resolution.

Transparency and Communication

Routine moves, adds, and changes are included in the service with no per-change billing. Every property receives a quarterly service summary covering availability, ticket activity, call accounting, and integration health.

Safety Built In

Real-time alerting notifies hotel staff when a 911 call is placed and identifies the caller's location, enabling faster on-site response and better coordination with emergency services. Alerts are delivered by phone extension or email.

Solution Overview

Managed Hospitality Services licenses every guest-facing extension at the property by role:

- **Guest Room Standard.** Delivers the core PMS-driven guest workflows: check-in and check-out automation, wake-up calls, housekeeping status, call restriction, and call accounting.
- **Guest Room Advanced.** Adds the full guest voicemail lifecycle, guest language, and shared call appearance for suites and connecting rooms.
- **Front Desk / Admin.** The full hospitality license for staff who manage guest interactions, with the property management portal and emergency alerting.
- **Common Area / Safety.** Covers fixed phones in shared areas like lobbies, elevator areas, and pools, with restricted dialing and E911.

Each scenario names the extension types it applies to, and Included With shows which of those extensions carries each capability.

The Guest Stay		Included With	
Service Feature	**Description**	**Guest Room Standard**	**Guest Room Advanced**
Check-In and Check-Out Automation	The PMS tells the phone system when a room is occupied or vacated. Calling, voicemail, and guest services activate at check-in and deactivate at check-out, with no front desk programming and no extension left live in a vacant room.	✓	✓
Guest Personalization	The guest's name appears on the room phone display and on staff caller ID, so anyone answering knows who is calling and from which room. Where the PMS provides it, VIP status, loyalty level, and group affiliation carry through as well.	✓	✓
Room Move and Shared Occupancy	A guest's settings, calling permissions, and caller ID follow them to a new room without a service call. When two guests share a room, both are recognized so calls and charges route to the correct folio.	✓	✓
Wake-Up Calls	Guests set their own wake-up calls from the room phone, or the front desk sets them from the property portal. The system places the call and retries up to three times, then alerts staff by phone extension or email if the guest does not answer.	✓	✓
Do Not Disturb	Blocks calls to a room on request, and releases automatically for wake-up calls so a do not disturb setting never intercepts one.	✓	✓
Guest Voicemail Lifecycle	Voicemail is enabled at check-in with pin-free access from the room, and the message waiting light is driven by the PMS. Messages move with the guest on a room change. At check-out the greeting is cleared, the box is disabled, and unheard messages are archived.		✓
Guest Language	Where the PMS supplies a language preference, the guest's language is applied to their room automatically at check-in.		✓
Shared Call Appearance	Suites and connecting rooms share a line so a call rings on more than one handset and can be answered from either room.		✓

Property Operations

Service Feature	Description	Included With: Guest Room Standard	Guest Room Advanced	Front Desk/ Admin	Common Area
Call Restriction and Class of Service	Calling permissions follow guest and room status. Vacant rooms are held to internal calls, cash guests can be restricted from toll calls, and permissions can be changed mid-stay without a service visit.	✓	✓	✓	✓
Housekeeping Room Status	Housekeeping updates room status from the guest room phone with a short key sequence. The PMS reflects it immediately, so the front desk sells ready rooms without waiting on a paper list at shift end.	✓	✓		
Call Accounting and Folio Posting	Billable calls are rated against the property's own charging rules and posted to the guest folio in the PMS. Different rates by guest category are supported where the PMS interface allows it.	✓	✓		
Incidental Charge Posting	Staff post minibar and other incidental charges to the guest folio from the room phone during the turn, rather than carrying them back to the front desk.	✓	✓		
Wi-Fi Authentication	Properties that reserve Wi-Fi for in-house guests can authenticate by name and room number against the PMS. Requires a compatible Wi-Fi gateway and gateway interface at the property, reviewed with TPx during discovery.	✓	✓		
Property Management Portal	Staff manage wake-up calls, guest voicemail, room status, and guest details from a web portal, with no phone system administration required.			✓	
Call Activity and Reporting	Call detail is captured for every extension at the property and available for review, so management can see call volume, cost, and activity by department or room.	✓	✓	✓	✓

Safety and Compliance

Service Feature	Description	Included With: Guest Room Standard	Guest Room Advanced	Front Desk/ Admin	Common Area
Emergency Calling	Every extension at the property dials 911 directly, guest rooms and common area phones included, with room-level dispatchable location on the call. Supports Kari's Law and RAY BAUM's Act, along with 988 routing.	✓	✓	✓	✓
Emergency and Safety Alerting	When a 911 call is placed from any extension, the system alerts designated staff by phone extension or email with the caller's location, so on-site response begins at the same time as the emergency call. The property assigns which extensions receive the alert. Triggered by a 911 call from any extension; the alert is delivered to Front Desk / Admin seats.			✓	

Feature availability varies by PMS platform and interface type, and is confirmed during compatibility validation before a quote is issued. Back-office staff extensions are served through TPx UCx as a companion solution on the same account.

The Managed Service	Included With: Every Property, at Every Extension Type, No Per-Extension License Required
Implementation and Project Management	TPx Professional Services installs the TPx Edge appliance, configures and tests the PMS interface, and provisions phones by role, with a TPx project manager running the plan through go-live. Plan on 8 to 10 weeks from contract signature to cutover.
Staff Training	Front desk and housekeeping are trained on the guest-facing workflows at go-live, with a separate administrator handover covering the property portal.
24/7/365 Support	One number covers voice, carrier, and the PMS integration, any hour of any day. TPx owns the case from first contact through resolution, including issues that require the PMS vendor.
Moves, Adds, and Changes	Standard changes are included in the service with no per-change billing, so reworking a class of service carries no change fee.
Quarterly Service Review	Every property receives a quarterly service review covering availability, ticket activity, call accounting, and the health of the PMS integration.
Equipment and Endpoints	The TPx Edge appliance and a supported endpoint lineup matched to role: guest room, front desk, common area, and analog gateways for properties keeping existing guest room handsets.
Vendor Escalation Ownership	Carrier, voice platform, and hospitality integration are managed by TPx, so the property never opens a ticket with them. When an issue traces to the property's own PMS, TPx isolates the fault, hands the property the evidence its vendor needs, and stays on the case until the integration is working.

Better Together: Hospitality Voice + UCx + Digital POTS

Managed Hospitality Services pairs with UCx Voice for back-office staff extensions and TPx Digital POTS for the copper lines behind elevators, fire panels, and fax. Together they cover every phone at the property under one provider, one invoice, and one support path: guest rooms, staff, common areas, and the life-safety lines that still ride on analog.

Compatible Property Management Systems

TPx integrates with 70+ PMS platforms, either directly or through Comtrol Lodging Link, and confirms your property's platform and interface type during discovery before a quote is issued.

Direct Integrations — 30+ platforms connect directly. Recognizable platforms include:

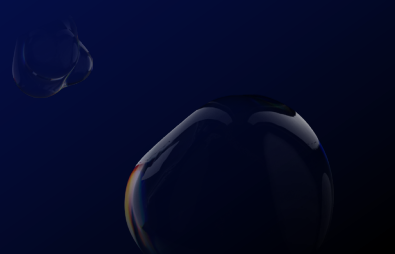
- Oracle OPERA / OPERA Cloud
- Oracle Hospitality Suite8
- Infor HMS
- Maestro PMS
- Mews
- Cloudbeds
- Visual Matrix
- InnQuest roomMaster
- Shiji
- HotelKey
- Agilysys LMS
- RoomKey PMS

Available Through Control Lodging Link — 40+ platforms connect via Comtrol rather than directly. Recognizable platforms include:

- Agilysys Visual One
- Agilysys Stay
- StayNTouch
- Sabre SynXis Property Manager

Pricing Structure

Managed Hospitality Services is priced as a voice license per extension, a property platform fee, and a per-room managed service fee, plus one-time implementation and equipment charges.

Create a Better-Connected Guest Experience from Check-In to Check-Out.

See how TPx Managed Hospitality Services connects your PMS to guest room voice, so wake-up calls, room status, and folio charges take care of themselves.