

# cānvis

FEATURE-RICH · CUSTOMIZED · ADAPTABLE · AFFORDABLE · GLOBAL



KoolConnect

# canvís

FEATURE-RICH • CUSTOMIZED • ADAPTABLE • AFFORDABLE • GLOBAL



In-room entertainment is more complex than ever. Guests accustomed to extensive on-demand content and interactive TV services in their homes expect first-class hotels to offer the same, if not better, services.

Canvís allows properties to meet these guest needs while simultaneously fulfilling the hotel's requirements for affordability, reliability and flexibility.

The system can be easily customized for the host hotel in terms of not only design, but also features. Included are interfaces with a variety of popular hotel services that guests can easily access ranging from guest requests to temperature controls conveniently over their TV.

The most acclaimed and feature-rich solution in the world, Canvís offers guests access to a huge variety of movies, including titles that are *Still In Theatres* and won't be available on DVD or download for several months.

The popularity of this content helps to ensure that Canvís generates exceptional revenue for the hotel. In most cases, the system is either a cost-neutral upgrade or generates attractive profits for the hotel.

Perhaps best of all, Canvís is software-based and practically "future proof." New features can be continually added to the system, ensuring that it not only stays "fresh," but also allows the hotel to add new services as guest demands change without having to invest in costly new technology.

It can even be installed over existing wiring, allowing hotels without Cat 5 (6,7) to still deliver the type of modern IP-based interactive services that are standard in today's competitive properties.

Canvís helps hotels differentiate properties, improve guest satisfaction and build guest loyalty by using imagery. By using media and impressive interactive services, guests are wowed with an experience that exceeds their expectations and is unique to the property.

# canvís

CANVÍS IS COMPLETELY TURN-KEY AND INCLUDES

## NOTABLE FEATURES

- Customized channel lineup presets
- Enhanced channel guide
- Interactive electronic program guide - EPG (optional)
- Folio display and express checkout
- Extensive hotel information screens
- Language selection and customization
- Customizable site maps and menu options
- Promotional movie barker channel(s)
- Museum quality HD "moods"
- Local city guide information
- Customized weather feeds
- SHOUTcast radio
- Support for SD & HD televisions
- Support for multiple user interfaces (Optional)
- TV wakeup calls
- Guest surveys (Optional)
- Advanced VOIP integration (Optional)
- HSIA (Optional)
- Laptop internet integration (Optional)
- Conference room & integrated wireless support (Optional)

## BRAND ENHANCEMENT

- Loyalty program integration (Optional)
- Personal greeting
- Daily events directory
- Automatic TV turn-on and guest welcome
- Text message support to single or all rooms
- Targeted animated messages via the TV portal (Optional)
- Stylized digital rooms service menus
- Dining and nightlife guides
- Digital compendium
- Barker channel advertising (Optional)
- Marketing videos on-demand (Optional)

## SYSTEM MANAGEMENT & MONITORING

- Web-based management of all hotel portal content
- Help desk and network device tracking
- Buy, occupancy and credit reporting
- Hotel information content management
- Channel lineup manager
- Billing & royalty system

## DIGITAL HD VIDEO ON-DEMAND

- Special bonus features on select titles
- Trick-play (pause, fast forward, rewind & bookmarking)
- Multi-hour viewing window
- Hollywood movies
- Mature movies and packages (Optional)
- Parental controls, multi-level lockout
- Genre-based movie selection
- Promotional movie barker channel(s)

## IN ROOM INTEGRATION

- INNCOM IP enabled interface support for lighting and temperature control (Optional)
- HotSOS service request interface support via television interface (Optional)
- External device start screens tailored for guest devices
- Integrated home theatre / DVD integration (Optional)
- Integrated AUX panels for laptop display on TV or iPods/MP3 players playing through the hotel's home theatre system (Optional)

## PMS INTERFACE

- 2-way interface
- Micros Fidelio
- GUBSE-Sihot
- Protel
- FCS
- Springer Miller
- Elite
- HOATEX
- Control (UHLL)
- Agilysys
- LMS
- And more...

## HOSPITALITY TELEVISION SUPPORT

- LG
- Panasonic
- Phillips
- Sharp
- Sony
- Samsung
- Bang & Olufsen
- Supported model numbers available upon request

# FREE-TO-GUEST

ENHANCE YOUR FTG OFFERING



ENJOY MANY OF THESE  
POPULAR CHANNELS IN HD!



For the most part, the hotel experience is a simple one – it's Bed, Shower and TV. And while few hotels could get away with offering guests a narrow twin bed for their sleeping experience, many hotels are still trying to get away with a narrow TV line-up of standard definition channels that is nothing like the extensive channel choices that guests have at home.

The most recent study by Nielsen showed that the average US home receives over 118 TV channels, with the Consumer Electronics Association adding that over 65% of US homes own at least one HD set.

Hotels that want to offer a competitive TV experience need to provide guests with more channels and HD offerings. Fortunately, KoolConnect can help! We were the first company to implement HD in a hotel back in 2005. And today, our partnerships with free-to-guest TV providers like DirecTV allows us to provide your hotel with great channel offerings in spectacular HD for a price lower than your local cable company!

KoolConnect can even deploy FTG-TV services over coaxial cable or Cat 5 (6,7) / Ethernet (IP). By deploying FTG-TV over IP, new hotels can save thousands by foregoing installation of coax, existing hotels can eliminate costly maintenance of legacy coax and all hotels can enjoy added benefits that are only available with IP delivery.

With the Canvis solution you can even add in IP virtual channels into any line up. Virtual channels can contain hotel marketing content, City Explorer TV partner channel, safety videos, customized mood content and select On-Demand content.

Contact KoolConnect today to learn how we can enhance your FTG-TV offerings and maybe even reduce your costs.

# EPG & PVR

ELECTRONIC PROGRAMMING GUIDE & PERSONAL VIDEO RECORDING

Do you ever wonder why millions of homes feature a fully interactive Electronic Programming Guide (EPG) on TV but such a common feature is virtually non-existent in hospitality?

Well thanks to KoolConnect, guests no longer have to hunt around the channels to find what they want to watch! KoolConnect implemented the first EPG in hospitality. We've made this feature so affordable that it's a must for every hotel.

As hotels add more and more free-to-guest TV channels, it can actually backfire. Instead of impressing the guest with so many options, it can frustrate them by making it difficult to find what they want to watch.

KoolConnect's EPG works just like the EPG guests have at home so it's informative and easy-to-use. The grid format features the programs available now and for the next few days. Guests can tune directly from the grid so when they see a listing they're interested in, they can start watching with just the press of a button.

Plus, you can make the EPG even more valuable by pairing it with our state-of-the-art Personal Video Recording solution. One of the most popular technologies of the past five years is Personal Video Recording (PVR) and now you can give your guests that same functionality in your hotel room.

With the explosion of TV programming, it's inevitable that there's a program that a guest wants to watch, but can't. Now guests can watch their favorite program while simultaneously recording multiple shows to watch later. By giving them access to PVR, you'll make your hotel room more like home increasing guest satisfaction and their likelihood to return.

KoolConnect's PVR solution works just like residential hard-drive based PVR, except that content is recorded, stored and streamed from a central server and not on the in-room set-top box level. Guests can select TV events from the Electronic Programming Guide or record shows while watching live TV.

Personal Video Recording, just another innovative way KoolConnect is helping hotels give guests the interactive services they demand.



# TRUEWEB

HULU & MORE VIA THE TV!



While on-demand content is more popular than ever, the way guests access that content has expanded dramatically.

A virtually limitless array of entertainment offerings are now available online with services like Crackle™, Hulu™, and YouTube™ rivaling traditional broadcast outlets in terms of popularity and viewers. Traditional broadcasters have gotten in on the act expanding distribution by putting their programs on the Web to be downloaded at the viewer's personal convenience.

Unfortunately, while the Web wins hands-down for breadth of content, the experience is still lacking when viewed on a small PC screen. For the best viewing, the TV still can't be beat for picture quality and overall experience. To capture the best of both worlds, KoolConnect has created TrueWeb<sup>SM</sup>, the world's most convenient, most comfortable and most PC-like TV Internet experience!

TrueWeb features a robust full Internet browser hosted on a single server for ease of use and maintenance. With TrueWeb, you can give your guests the content they want in a superior format. For example, guests can easily use TrueWeb to catch up on a season of their favorite show using Hulu or Hulu+\*. The guest just clicks on TrueWeb, uses the on-screen virtual keyboard or wireless keyboard to navigate and voila! They're enjoying just what they want in a convenient and comfortable manner.

With TrueWeb, your guests will be thrilled with their in-room and entertainment experience!

\*Access to premium fee based online content requires a personal subscription with each provider.

\*\*Twitter, Vivo, Xfinity, YouTube, ABC, and CBS are trademarks of their respective companies. All rights reserved.

# iPAD SOLUTIONS

CUSTOM APPS FOR GUESTS' MOBILE DEVICES

Leveraging our expertise in developing valuable interactive services for use over the television, KoolConnect has recently expanded those portal services to a new iPad solution.

This solution literally brings all of the beneficial interactive portal features into the palm of a guest's hand. Using this convenient and valuable tablet solution, guests can navigate all of the traditional in-room entertainment system media services from the iPad including:

- TV Channel Listings
- VOD
- Radio
- Music
- Moods & Digital Art
- Hotel Information, local weather information and much more.

This solution can also be integrated with controllable in-room systems to allow guests to manage their:

- Thermostat
- Lighting controls
- Privacy controls
- ... and more.

iPads are indisputably one of the most popular devices in the world. By implementing them in all of your guest rooms and in your suites, you're sure to impress your guests and create an atmosphere worthy of a high ADR.

KoolConnect can even create a custom hotel "app" that your guest can download to their own iPad or Android device so that they can access all of your hotel information and services on their own mobile device!



# CUSTOMIZATION

DESIGNED WITH YOUR HOTEL OR CASINO'S UNIQUE LOOK & FEEL

KoolConnect's solutions are admired the world over for their functionality and sophisticated style, yet it's the continued creation of customized media entertainment systems that have placed KoolConnect at the forefront of the industry.

We start by fully customizing the look and feel of the system to the host hotel, allowing the property to extend their brand into the room via the television. Working closely with hotel's management, KoolConnect then completely adapts the system's User Interface to the brand and design preferences of the hotel, making it unique to the property and complimentary to the hotel's other marketing and guest service efforts.

All KoolConnect systems are tastefully designed to bring world class entertainment to the guest while making their experience an extension of the property as a whole. Our pioneering work in this area has resulted in the creation of countless innovative platforms for hotels of any size or segment.

Entice the guest with a relaxing spa treatment, set climate control preferences from the front desk or make their stay memorable by playing guest's favorite music upon room entry. For those craving the ultimate in luxury media entertainment, only KoolConnect brings customized, designer TV to the industry's hippest and hottest hotels.

Customize your hotel with multiple menus based on floor or room type. Have your loyalty system integrated for a true personal experience!



# CONTENT

FIRST-RUN MOVIES AT LEAST 90 DAYS BEFORE NETFLIX

Recent feedback has led us to enhance our content offering even further by providing short format content in addition to our standard Hollywood content. Guests who may only have a limited time window inside the guest room can now enjoy on-demand content.



SPORTS PACKAGE



ASIAN CINEMA PACKAGE



KIDS & FAMILY PACKAGE



YOGA PACKAGE



THERAPUTIC MOODS PACKAGE

Parts of the on-demand content can also be streamed as virtual channels and be placed next to standard TV channels in the Canvis system. In order to include virtual channel content an on-demand version must be enabled in your package.

Some video on-demand providers have limited content availability or license content for sale in hotels after it's already been out on DVD and even been on TV.

KoolConnect, however, has extensive content relationships with virtually every major Hollywood studio and licenses content in the "hotel window."

This special release opportunity allows us to show movies in your hotel as early as possible. Many movie titles available on our Canvis system are actually still in theatres. In fact, with our special content agreements, we even show some movies 30 days before their theatrical release! And of course, we also feature a wide array of sensual mature titles that remain popular with guests and profitable for hotels.

Video on-demand continues to grow. Market researcher and performance analyst Rentrak's State of VOD Trend Report found 11% more people watched VOD programming last year than in 2009, with revenues up 9% from the previous year.

Offering guests great movies that they can't see elsewhere in the comfort of their hotel room and convenience of a few clicks of their remote control is a great way to enhance their experience. Plus, with KoolConnect's business model, your hotel will keep 100% of the net VOD revenue.

So why offer VOD? Not only does it give guests the great content they want, but net movie revenues usually cover 100% of the total cost of ownership of the solution and many hotels make a sizeable profit from movies.

With movies funding the cost of the system, you can get all of the interactive TV services built in to Canvis that "wow" the guests and keep them coming back for little or no cost.

Hooray for Hollywood!



**KoolConnect**

**CORPORATE HEADQUARTERS**

755 DEDHAM STREET · CANTON, MA 02021  
PHONE 339.502.5062 · FAX 339.502.5067

WWW.KOOLCONNECT.COM