Guest Internet Access Gateway for Hospitality

TECHNICAL SPECIFICATIONS

i-hotel

	1U-305	1U-455	1U-805	1U-XD
Throughput	Up to 350Mbps/s	Up to 600Mbps/s	Up to 1Gbps/s	Up to 2.5Gbps/s
Concurrent client devices	Unlimited, recommended: 300	Unlimited, recommended: 650	Unlimited, recommended: 1250+	Unlimited, recommended: 2000 (1U-XD PLUS: 3000+)
License type	Per Room	Per Room	Per Room	Per Room
Recommended for	Up to 199 rooms	Up to 399 rooms	Up to 499 rooms	1000 rooms (1U-XD PLUS: 2000 rooms)
1U Chassis	✓	✓	✓	✓
Rackmountable	✓	✓	✓	✓
Network Ports	4Gbe + IPMI	4Gbe + IPMI	4Gbe + IPMI	2 SFP+, 2Gbe & IPMI
LCD Panel	✓	✓	✓	✓
One Drive	✓	✗	✗	✓
Dual Drives (RAID)	✗	✓	✓	✓
260W power supply	✓	✓	✓	✗
400W redundant power supply	✗	✗	Optional	✓
Serial port (RS232)	✓	✓	✓	✓
3 year crosship warranty	✓	✓	✓	✓
Onsite service (NBD)	Optional	Optional	Optional	Optional
Onsite service (4hr)	Optional	Optional	Optional	Optional
Guest 24/7/365 technical support	Annual fee based on room count	Annual fee based on room count	Annual fee based on room count	Annual fee based on room count

WAN

- Support for Static IP, DHCP (dynamic IP), PPPoE
- Static Routes
- Dynamic DNS (built-in, proprietary)
- IPMI for remote troubleshooting (remote KVM)
- Coming soon: WAN failover support

LAN (Guest Network)

- NAT and IP Forwarding support
- Guest VPN Support (PPTP, IPSec, SSL)
- DNS & DNS intercept
- DHCP Server support (over 30,000+ IP addresses)
- VLAN support
- Bandwidth limiting (see Guest Bandwidth Management)
- Optional: Personal Area Networks (per-guest private networks)
- Optional: Client to hotel TV casting system

Captive Portal (Cloud-based captive portal)

- Support for Wired and Wireless LAN clients
- Responsive HTML5 (resizes according to display size)
- Customizable & Multi-language Captive Portal
- Customizable Terms & Conditions
- Configurable Landing Page URL
- Free to Guest Internet access
- Bill to Guest Internet access
- Tiered Internet packages (customizable)
- Guest "Click to Connect" access (terms & conditions only)
- Guest Authentication via codes
- Guest Authentication via PMS last name/room number (optional)
- Optional: Guest email collection and validation
- Bill to Guest Room (PMS), Paypal or Credit Card
- Redirect to distinct Captive Portals via guest VLAN recognition
- Up to 8 distinct Captive Portals (zones)
- User Fencing (control user's ability to change zones)
- Optional i-Hotel Conference Tool* (create custom scheduled networks)
  *Requires compatible hardware and/or licensing
- Guest Bandwidth Management
  - Per Device Bandwidth Limits
  - Per Guest Bandwidth Limits (shared bandwidth for multiple devices)
  - Per VLAN Bandwidth Limits
- Limit number of devices allowed per guest

Optional PMS interface (for authentication and/or billing)

- IP and RS232/Serial
- Supports Agilisys LMS, Agilisys Visual One, Cenium, Choice Advantage (Skytouch), Comtrol compatible PMS systems, Fivestar, Fosse (Marriott Select Service), FSPMS (Marriott Full Service), Galaxy, Hotello, IDPMS (Itesso), IQWare, Maestro PMS (Northwind), NewHotel PMS, Opera (Oracle), RoomKeyPMS (RSI), Room Master (InnQuest), Visual Matrix & others

Security

- Stateful Firewall
- Secured Remote Access (HTTPS/SSL certificates/specified IP or subnets)
- Client device Isolation
- Isolated Guest Network
- Isolated Infrastructure Network
- Isolated Management interface
- Wallgarden/Whitelist
- Manual guest device activation (MAC address)
- Optional third-party content filtering and blacklisting (P2P, website category, etc.)

Management

LCD Display
- Bypass Firewall, Shutdown, Reboot, Display LAN/WAN IP & Link states

Web Administrative Interface
- Client & Session Lists (MAC address, IP, OS type, traffic, room number, etc.)
- Usage/Billing Reports
- Client Network Infrastructure Status (APs, Controllers, Switches)
- Manual Code Creation including bandwidth allowed, number of devices
- Manual Guest Device Activation
- SSH CLI Access (reserved for authorized technicians)

i-Hotel Conference Tool (optional) -- see our website for more details

i-Hotel Panorama Cloud Monitoring Service -- see our website for more details
- WAN status, Bandwidth Usage Statistics , AP list & status, Call center ticket statistics, Ability to monitor multiple i-Hotel gateways from one dashboard

IPMI
- IPMI / Remote KVM (allows for remote system upgrades, system rebuilding, remote power on/power off, firmware upgrades, etc.)

Backups
- Weekly database and configuration backups to the cloud
- OS re-install image pre-installed on internal USB drive for quick OS recovery

Network Device Compatibility
Device Agnostic (will work with most network devices such as APs, switches, etc.)
Technical support available for the following products lines:
- WIFI**: Ruckus, Aruba (HP), Cisco Meraki, Avaya, TP-Link, IgniteNet
- Switches**: Cisco, Aruba (HP), Meraki, TP-Link
- Other products**: Extreme Networks T5 VDSL2 solutions, Ruckus C110 (cable modem)
- ** Contact us if your brand is not listed.

Technical Support Options for Hospitality
Direct customers
Intello provides annual support contracts for hotels including:
- 24/7/365 helpdesk to connect guests to the network and troubleshoot Internet access issues
- Proactive network monitoring for officially supported equipment (AP, switches, etc.)
- Annual upgrades to the i-Hotel software
- Remote restore & upgrades via IPMI
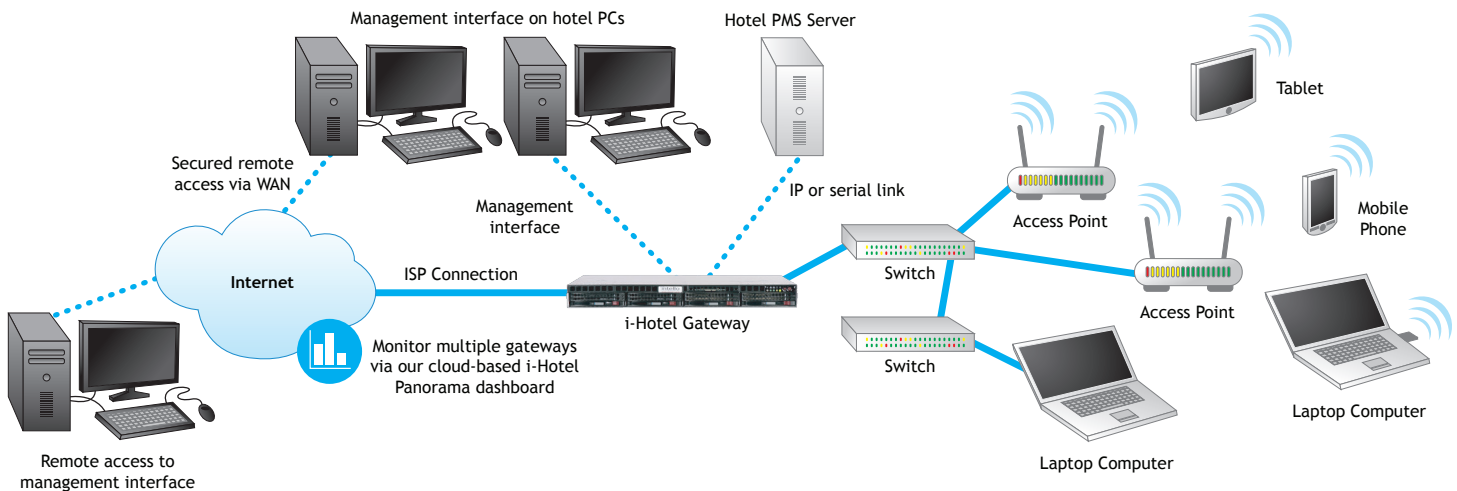
Resellers/Partners
Select between several plans to compliment your existing support.
Contact us for more details
24/7/365 helpdesk includes:
- Toll-free support for Guest Internet Access (via Intello's in-house Canadian-based call center)
- Hotel guest support (telephone and email)
- Hotel staff support (telephone and email)
- All calls are ticketed and recorded
- Issue escalations
- English and French support
- Configuration and network support for officially supported equipment

i-Hotel Gateway is approved by several hotel brands.

Check our website for the latest list of hotels supported.

Management interface on hotel PCs
Hotel PMS Server
Tablet
Secured remote access via WAN
Management interface
IP or serial link
Access Point
Mobile Phone
Internet
ISP Connection
Switch
Access Point
i-Hotel Gateway
Monitor multiple gateways via our cloud-based i-Hotel Panorama dashboard
Switch
Laptop Computer
Remote access to management interface
Laptop Computer
Laptop Computer

PHYSICAL SPECIFICATIONS

	1U-305	1U-455/805 single PS	1U-805/XD dual PS
AC Voltage	100-240V, 60-50Hz, 4 Amp Max	100-240V, 60-50Hz, 4 Amp Max	100-240V, 50-60Hz, 6-3A
Operating Temperature Range	5°C ~ 35°C (41°F ~ 95°F)	5°C ~ 35°C (41°F ~ 95°F)	5°C ~ 35°C (41°F ~ 95°F)
Non-Operating Temperature Range	-40°C ~ 60°C (-40°F ~ 140°F)	-40°C ~ 60°C (-40°F ~ 140°F)	-40°C ~ 60°C (-40°F ~ 140°F)
Operating Relative Humidity Range	8% ~ 90% (non-condensing)	8% ~ 90% (non-condensing)	8% ~ 90% (non-condensing)
Non-Operating Relative Humidity Range	5% - 95% (non-condensing)	5% - 95% (non-condensing)	5% - 95% (non-condensing)
Regulatory (Power Supply)	USA - UL listed, FCC Canada - CUL listed Germany - TUV Certified Europe/CE Mark EN 60950/IEC 60950-Compliant CCC Certified	USA - UL listed, FCC Canada - CUL listed Germany - TUV Certified Europe/CE Mark EN 60950/IEC 60950-Compliant CCC Certified	USA - UL listed, FCC Canada - CUL listed Europe/CE Mark EN 60950/IEC 60950-Compliant
Dimensions (HxWxD)	1.7"x16.8"x14" (43mm x 426mm x 356mm)	1.7"x16.8"x14" (43mm x 426mm x 356mm)	1.7"x17.2"x19.85" (43mm x 437mm x 503mm)
Weight	14 lbs (6.4kg)	14 lbs (6.4kg)	33.5 lbs (15.2kg)

USA : 1-888-404-6268   **sales@intello.com**   **CANADA : 1-888-404-6261**

i-hotel
Secure Hospitality Wired and Wireless Internet Access Management Solutions

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TECHNOLOGIES

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