Multimedia platform

Optimise your users' experience with our multimedia platform, providing a universe of entertainment, information and comfort at their fingertips, ensuring an unforgettable and exceptional experience.
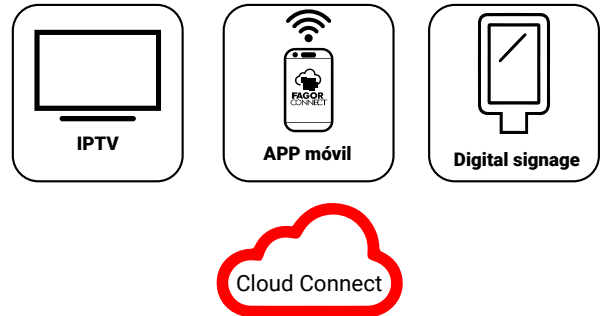
IPTV
MOBILE APP DIGITAL
SIGNAGE

Elements

The multimedia platform is hosted on a Cloud server, which manages the contents of the different devices towards the user and the additional services for the best use of the business operation.

IPTV

APP móvil

Digital signage
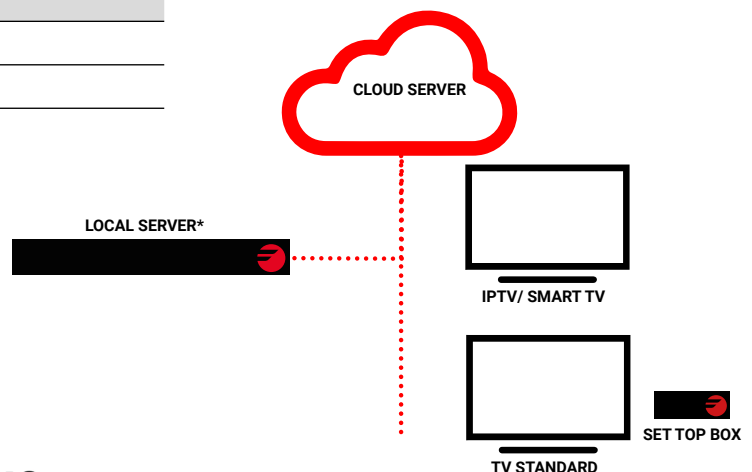
Cloud Connect

IPTV solution

It consists of basic services and a menu of additional modules based on licences ordered on demand.

All this is managed from the Fagor Connect Cloud. For non-hospitality TVs, a Set-top Box with its licence is required. For other cases, hybrid alternatives will be sought.

TV y entretenimiento	Hotel y servicios	Huésped	Información	Ajustes
• TV • Radio	• Directory of services • Daily topic • Activities • Announcements • Facilities • Offer • Contacts	• Message • Profile • Alarm clock • Preferences	• Flight Information • Bus Information • Weather Information	• Language • Parental Guidance • Erase My Data • Reset • Network Information

REF.	MOD.	DESCRIPTION
SOFTWARE		
10101	FC ILR	Fagor Connect Basic STB
10121	FC SLR	Fagor Connect Basic SmartTV
10210	CSU 001	Cloud Connect server
HARDWARE		
10001	ICONN 200	STB room
10041	LSR HP V1	Local V1 server

CLOUD SERVER

LOCAL SERVER*

IPTV/ SMART TV

SET TOP BOX

TV STANDARD

Compatible TVs

LG   **PHILIPS**   **SAMSUNG**
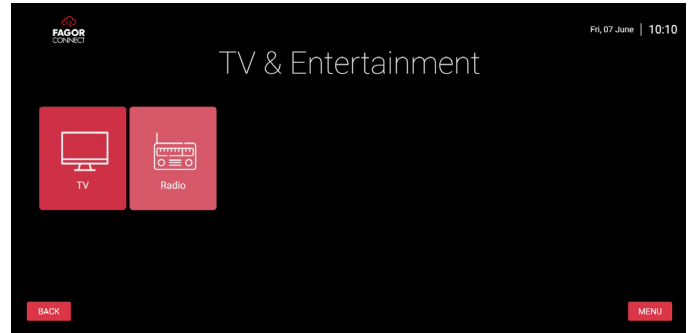
TV & ENTERTAINMENT

- **TV Channels:** terrestrial and satellite on request of the hotel.
- **Radio Channels:** all streaming radio channels can be played on TV.
- **Corporate channel:** channel offering relevant information and services of the hotel/guests

TV & ENTERTAINMENT

TV

Hotel & Services

- **Services directory:** description of the services offered by the hotel, opening hours, wifi, check in, check out, housekeeping, room service, etc.
- **Daily program:** in the case of having different activities, to have each day what activities there are.
- **Activities:** information on programmed activities.
- Advertisements: own advertisements and personalized to the guest according to the season.
- **Facilities:** information on facilities and opening hours.
- **Offers:** you can program offers throughout the year that the hotel may have, for example restaurant offers, breakfasts...
- **Contacts**: information on all hotel contacts, from reception, restaurant, gym, to emergencies, etc...
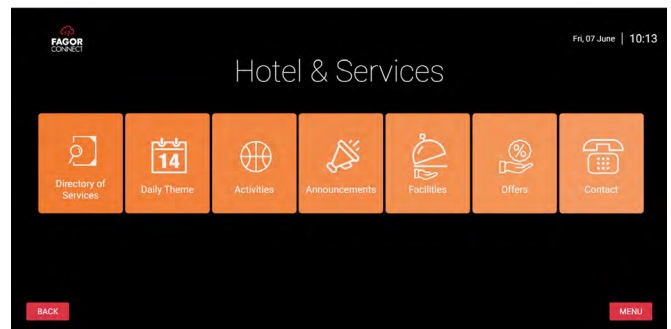
HOTEL & SERVICES

SERVICE DIRECTORY

www.fagorelectronica.com
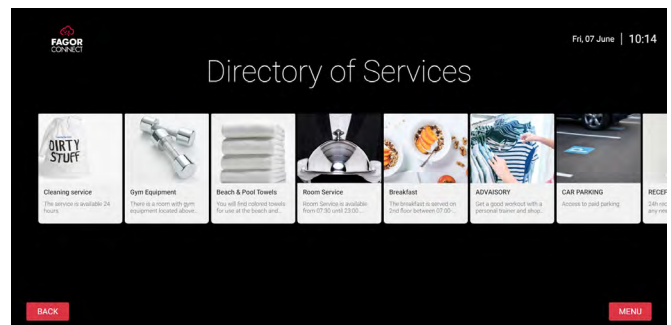
IPTV solution

Guest

Huésped

- **Message:** general or personalized messages can be sent from the hotel to guests, logistics messages, popup offers or inquiries at the front desk. A welcome message can be configured with the guest's name and surname.
- **Alarm clock**: a digital clock to be awakened from reception.
- **Preferences**: for regular customers, their preferences can be identified.
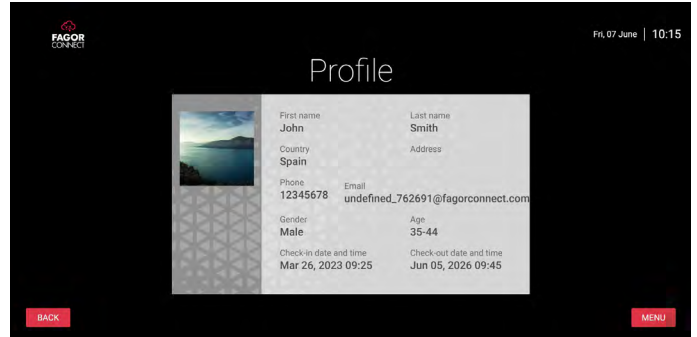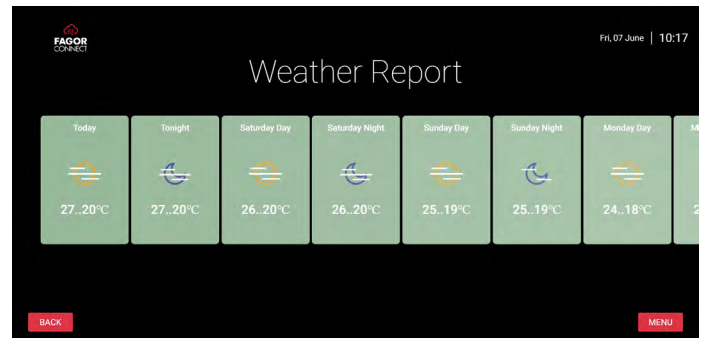

MESSAGE
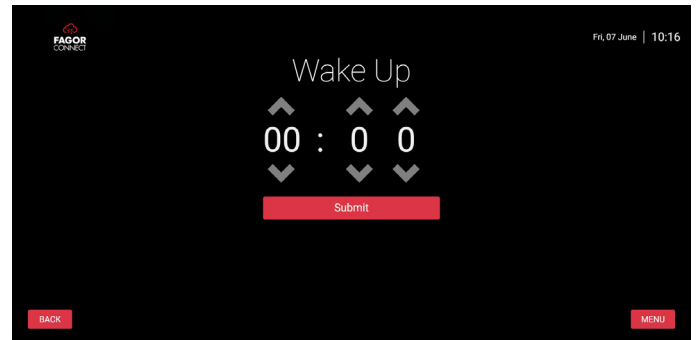
AWAKENER

Information

Información

- **Flight information:** flight information for airports in the area.
- **Bus information**: bus information for to be able to move in the dest ination**.**
- **Meteorological information:** from the place where you are located.

METEOROLOGICAL INFORMATION

Fagor Connect Addons Modules

Additional modules based on licenses with an **annual fee**, which customizes the solution for each hotel. Add-on modules are additional services for the IPTV solution, the Fagor Connect App and/or digital signage.

These modules can be integrated into the solution as needed flexible, in order to expand services according to the hotel's needs.

Ref.	Mod.	Product	Description	Support			
10300	FMO-010	PMS Integration	Integration of the PMS in the Fagor Connect solution.	▭	▯		
10319	FMO-029	Cast Connect	TV casting service.	▭	▯		
10305	FMO-015	Room service/ordering	Ordering system.	▭	▯	▯	▦
10303	FMO-013	Reservations	Reservation system for available services.	▭	▯	▯	▦
10302	FMO-012	Questionnaires	Digital questionnaires for business evaluation of hotel services.	▭	▯	▯	▦
10307	FMO-017	Concierge	Chat service between customers and hotel employees.	▭	▯		
10306	FMO-016	Loyalty system	Customer loyalty system for points and rewards.	▭	▯		
10308	FMO-018	POI- Points of Interest	Visualisation of points of interest in the environment.	▭	▯	▯	▦
10324	FMO-034	Domotic integration	Intelligent room control for automations.	▭	▯		
10309	FMO-019	Conference calendar (Timeline)	Display of the conference calendar (Timeline) and activities.			▯	
10311	FMO-021	Self-check-in form	Online check-in form prior to arrival.	▭	▯	▯	▦

FMO-010
PMS integration
Ref: 10300

Integration of the PMS in the Fagor Connect solution.
- Personalise the welcome message automatically.
- Reception in the guest's language, reorganises the TV and radio channels according to the language.
- The entire platform automatically switches to the guest's language.
- Generates the invoice as the guest makes use of the hotel services (POS integration).
- With the check in and check out the cleaning of all guest data.
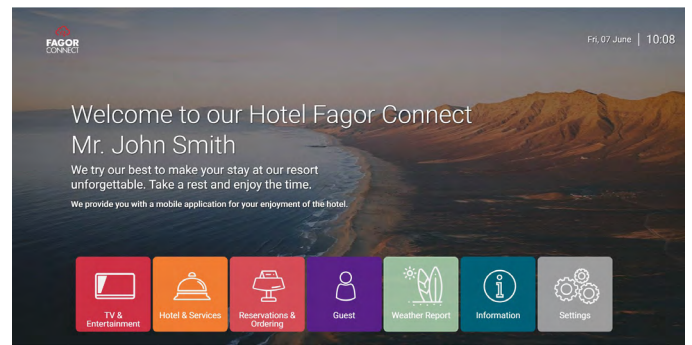
FMO-029
Cast Connect
Ref: 10319

Professional casting system to easily share your favorite series, movies, music, news and sports from your personal device to your bedroom TV.

Integration into the hotel's existing WiFi network makes it easy to connect your mobile device to the TV through a simple QR code scan.
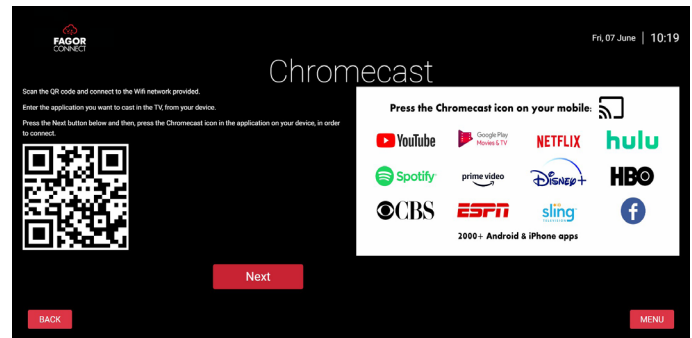
FMO-015
Room service/ordering
Ref: 10305

This module allows you to order services from the hotel staff, integrating your POS ordering systems.

FAGOR ELECTRÓNICA | IKUSI
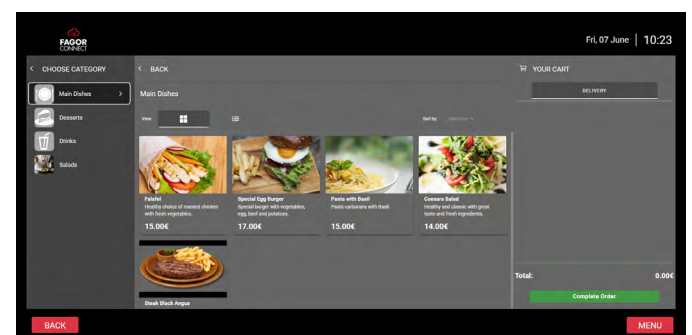
FMO-013
Reservations
Ref: 10303

Reservation of hotel facilities, such as tennis court, spa, swimming pool. also with the possibility of integrating your own reservation system.
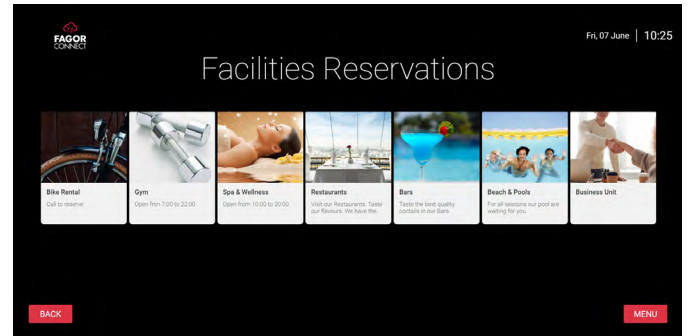
FMO-012
Questionnaire
Ref: 10302

After the activities or the stay in the hotel, receive a satisfaction questionnaire to collect feedback of the experience. This gives extra information to the hotel to improve the offer, more adapted to the target audience.
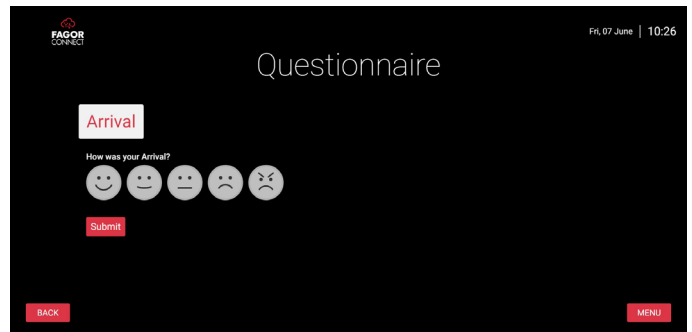
FMO-012
Janitor
Ref: 10307

Instant communication with the guest from anywhere in the Hotel. Efficient and effective coordination, with direct chats between the Hotel staff so that the guest lacks nothing.
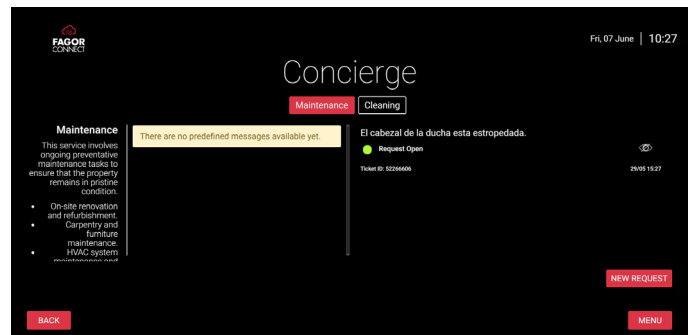
FMO-016
Loyalty system
Ref: 10306

Loyalty program for the chain's most frequent and loyal guests.
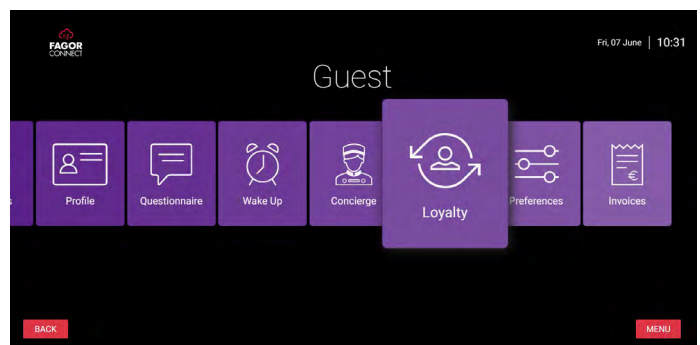
FMO-018
Points of interest
Ref: 10308

The hotel can choose which points of interest in the area it wants to promote and/or adapt the points of interest to the type of guest. A showcase for crosselling and promoting surrounding businesses.
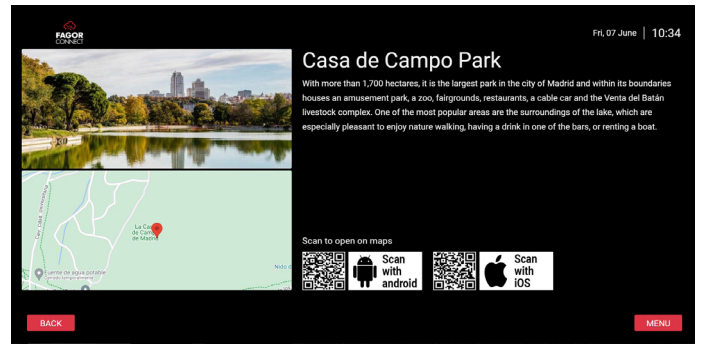
FMO-034
KNX interface
Ref: 10324

The user can control lights, curtains, room temperature... via cell phone or app
- Light: OFF/ON
- Air conditioning: degrees up and down
- Access doors: codes, pin depending on the system
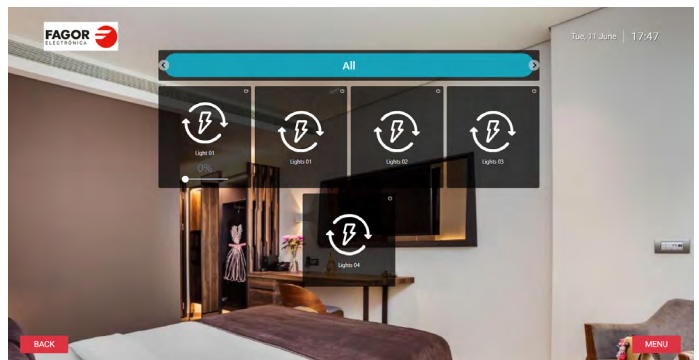
FMO-019
Conference Calendar (Timeline)
Ref: 10309

It visually indicates where, at what time and the name of the event in each event or meeting room of the Hotel.

FMO-021
Self-checking form
Ref: 10311

In order to avoid wasting guests' time upon arrival, they can be informed of the possibility of self-checking in and making their arrival at their destination easier.
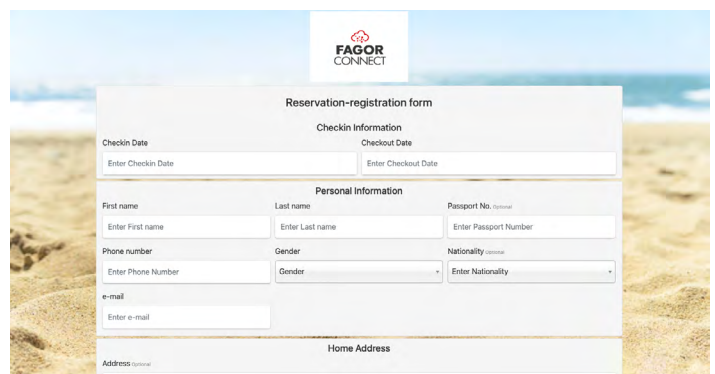
Fagor Connect App

FAGOR CONNECT
APP

Messages with reception, notifications, booking a yoga class or a guide to the most interesting places to visit, these are just some of the services that can be made available to the guest thanks to the hotel's mobile app.

Compatible with android and IOS.

REF.	MOD.	DESCRIPTION
SOFTWARE		
10210	CSU 001	Cloud Connect server
10301	FMO-011	App

CLOUD CONNECT

APP

Fagor Connect Signage
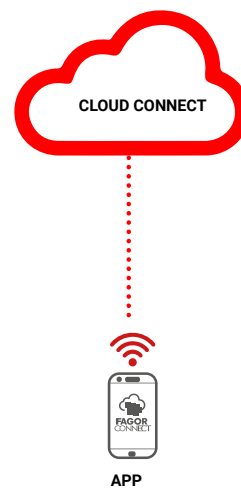
FAGOR CONNECT
DIGITAL SIGNAGE

Can you imagine being able to centrally manage all the hotel's information screens? With our touch totem, timeline, customised signage and promotions solution, each screen becomes a strategic point of information and advertising.

From our server, the process of designing and creating content for guests becomes easier and more intuitive than ever. You can control external advertising, promote activities, display internal offers, broadcast the corporate channel, and much more! Centralised management gives you total control over the information and advertising experience in every corner of the hotel.

REF.	MOD.	DESCRIPTION
SOFTWARE		
10141	FC ILS	Fagor Connect digital signage
10210	CSU 001	Cloud Connect server
HARDWARE		
10002	ICONN 200S	STB Fagor Connect for digital signage*

*It is not an essential requirement. Consult depending on each installation.

CLOUD SERVER

signage / TV STANDARD SET TOP BOX* / IPTV/ SMART TV

Fagor Connect Corporate Channel

FAGOR ELECTRÓNICA | IKUSI
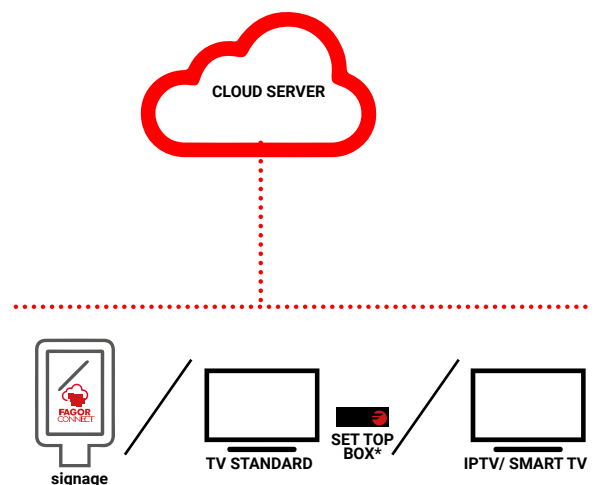
FAGOR CONNECT
CORPORATE CHANNEL
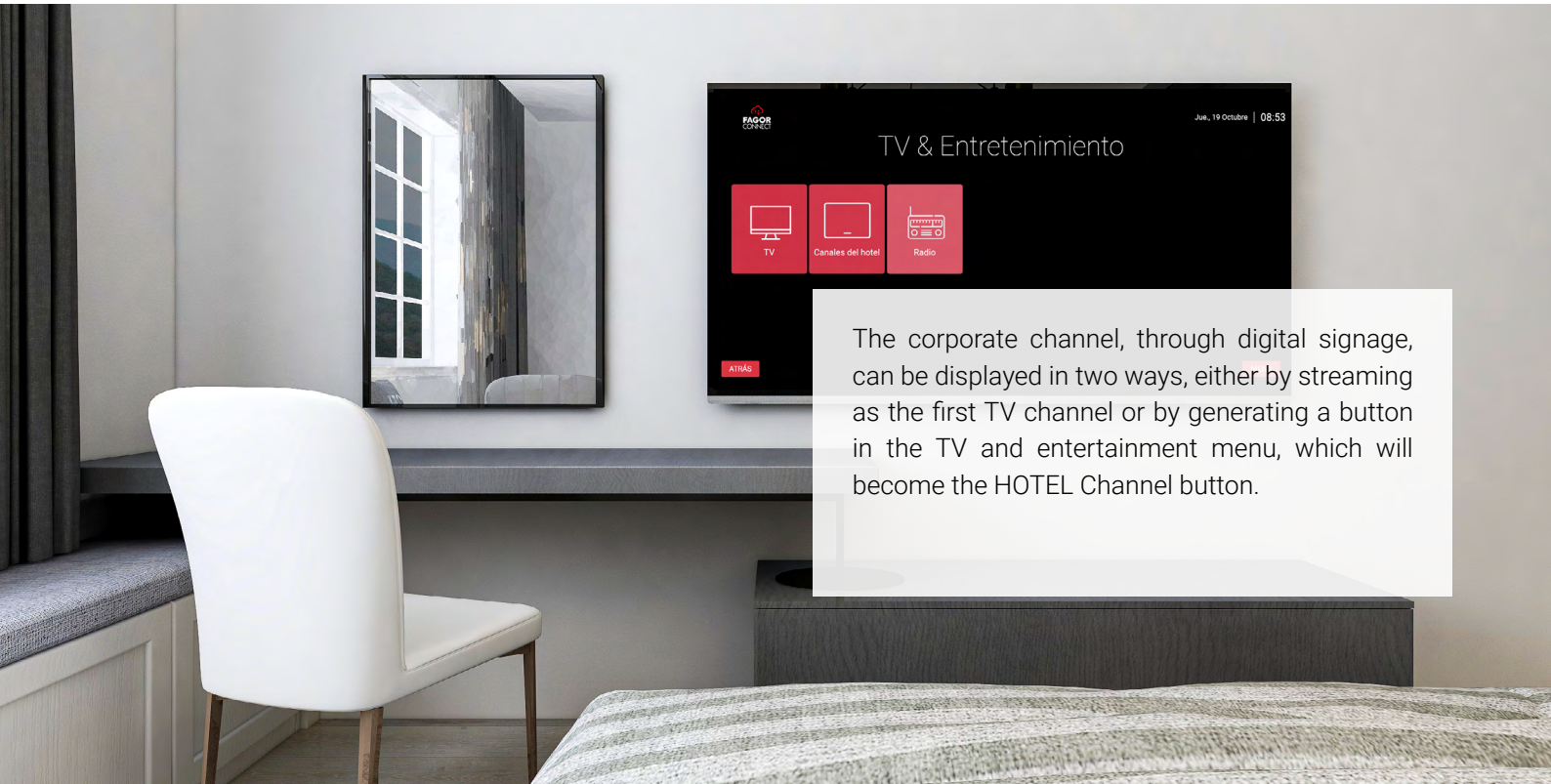
The corporate channel, through digital signage, can be displayed in two ways, either by streaming as the first TV channel or by generating a button in the TV and entertainment menu, which will become the HOTEL Channel button.

REF.	MOD.	DESCRIPTION
SOFTWARE		
10141	FC ILS	Fagor Connect digital signage
10210	CSU 001	Cloud Connect server
HARDWARE		
10002	ICONN 200S	STB Fagor Connect for digital signage*
10020	HCC 200	HDMI for STB
86541	HTT 103	HDMI-COFDM Digital modulator RF output

*It is not an essential requirement. Consult depending on each installation.

CLOUD SERVER

RACK

MODULATOR HTT 115

SET TOP BOX

CARTELERIA

TV STANDARD

SET TOP BOX *

IPTV/ SMART TV
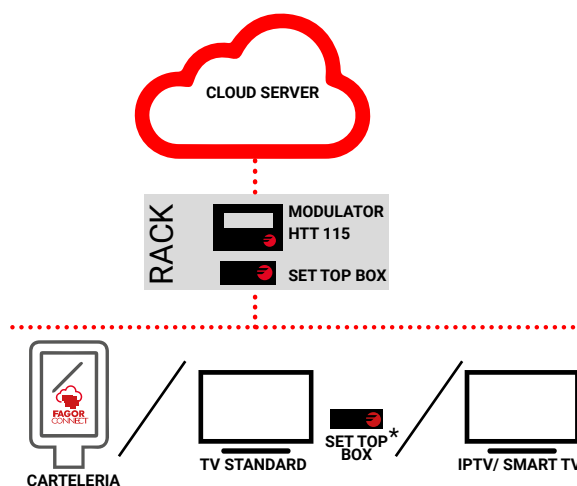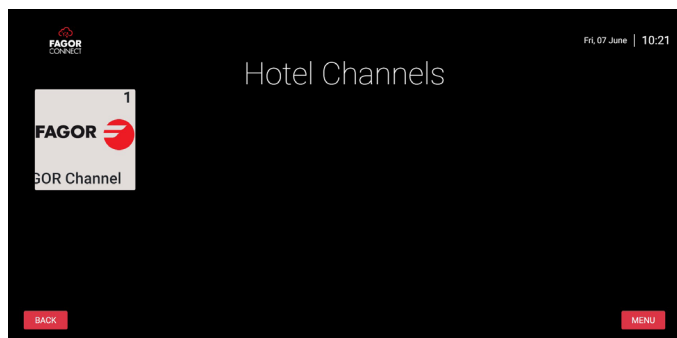
Example of application in the hospitality sector

The digital guest journey

Fagor Connect is a multimedia services platform compatible with your hotel management system.

In Fagor Electrónica, we are experts in the development and implementation of services specially designed for the Hospitality sector.

We provide the best guest experience, thanks to efficient high-capacity fiber networks (GPON) combined with interactive entertainment in guest rooms (IPTV services, casting...).

Our extensive experience in the development of integral communications infrastructures allows the hotel establishment to offer all the services currently demanded by customers, and those that will be implemented in the future, obtaining additional advantages and a total user experience.

1 AIRPORT
FAGOR CONNECT APP

2 RECEPTION
AUTO CHECK-IN

3 FAGOR WICONNECT
HIGH SPEED WIFI — DIGITAL KEY

4 ROOM
PERSONALIZED INTERACTIVE TV — CAST CONNECT — SMART ROOM

5 COMMON AREAS — INFO SCREENS

6 DIGITAL STAFF
Reservation control, cleaning, gauging, courier services
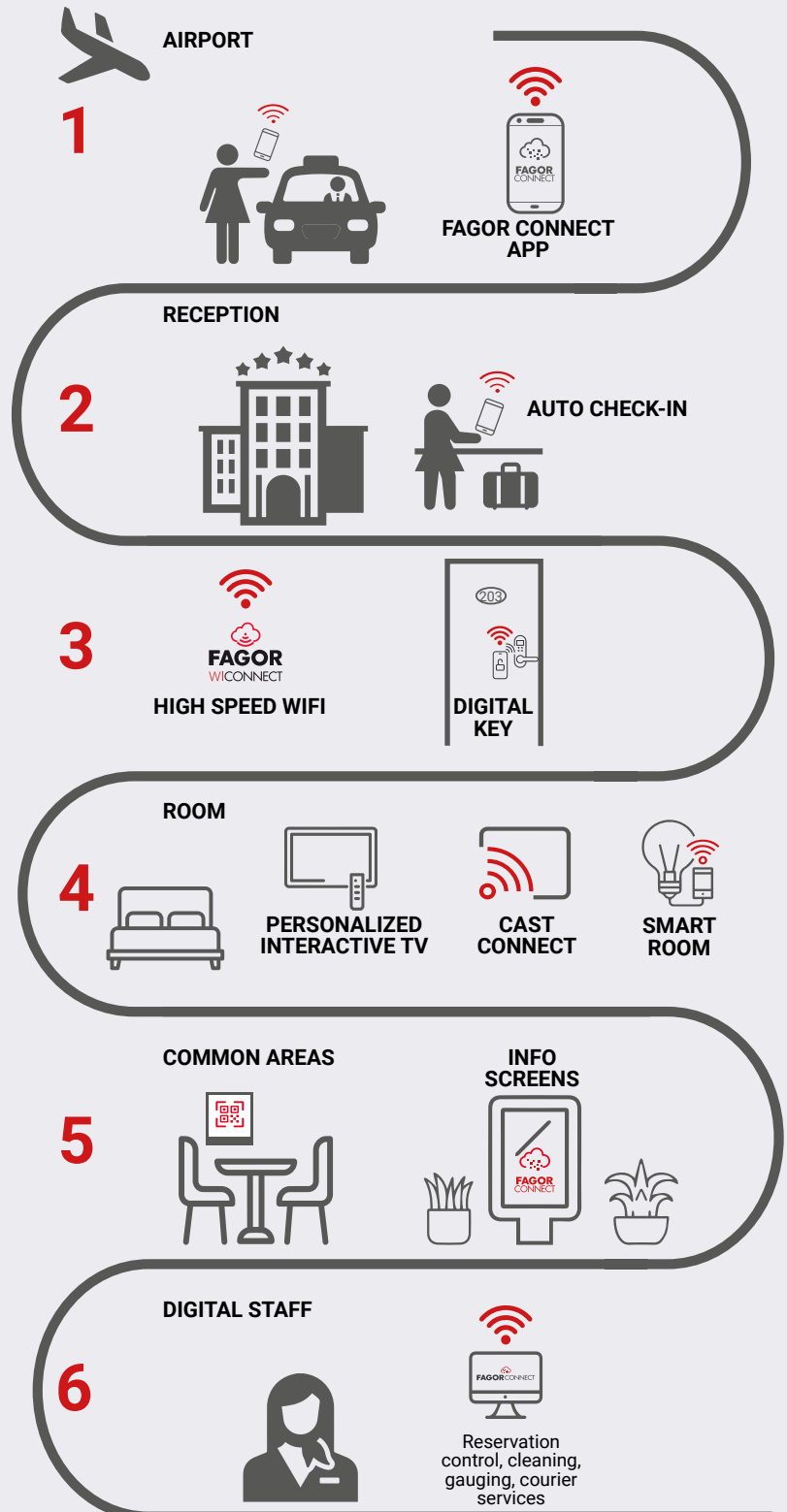
Example of application in the hospitality sector

The servers and software allow us to act in a centralized way with cloud solution on the system configuration, to keep the services up to date, as well as not having to apply the changes on each of the TVs.

The configuration and maintenance is done on the server and the changes will automatically be reflected on the TVs.

Features of FAGOR CONNECT:
• Configuration from the web server (cloud) of all televisions in the hotel.
• Possibility of sorting the list of channels by language according to guest profile by nationality, or preferred language, obtaining the information thanks to the integration with the PMS.
• Personalization of the welcome message with the guest's name automatically, thanks to integration with PMS.
• Inclusion of the brand's corporate channel.
• Casting service.
• Services offered by the hotel in different formats.
• Possibility to book hotel services (SPA, restaurant, Gym, etc).
• Create room orders.
• Chat with concierge.
• Messaging.
• Promotions and announcements of new openings.
• Points of interest in the area surrounding the Hotel.
• Room automation integration (with KNX).
• Invoicing consultation (electronic invoicing).
• Loyalty system.
• Satisfaction questionnaires.
• Captive portal for Wifi (WiConnect).
• Weather information.
• Digital signage management, in touch totems or TV.
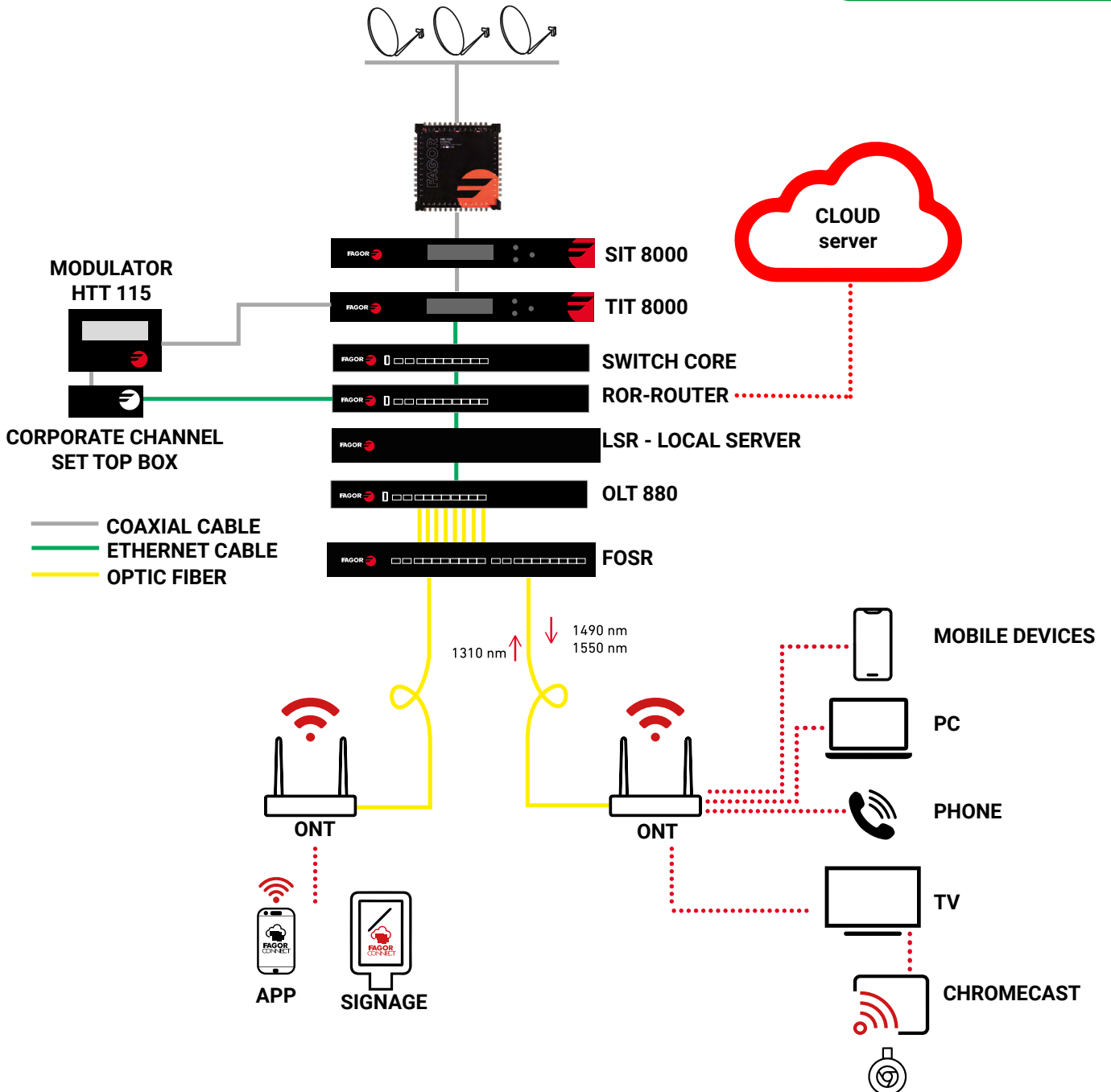• Mobile application for Android and iOS.

The installation consists of:
• IPTV headend for TV and Radio services.
• A server in the cloud.
• Receiving system consisting of 1 terrestrial antenna for receiving terrestrial services, satellite dishes for satellite services and a multiswitch that will allow us to change the configuration at any time without having to modify the input connections.
• Modulator to upload information and/or videos from the Hotel's corporate channel.
• Local server where the information is downloaded from the system and from the cloud server to have fast response times when loading information and channels.
• Network electronics consisting of a 26-port switch to centralize all the outputs of the IPTV equipment and a router for remote management of the entire system.
• Dongle Chromecast devices with their brackets behind the TV to be hidden from the guest's view and prevent possible theft.
• The licenses of use and configuration of the services.

The whole system is scalable for future changes or expansions, both in number of devices and in services or TV/Radio channels.

Installation example

compatible with

IKUSI

SIT 8000

TIT 8000

CLOUD server

MODULATOR HTT 115

SWITCH CORE

ROR-ROUTER

LSR - LOCAL SERVER

CORPORATE CHANNEL SET TOP BOX

OLT 880

COAXIAL CABLE
ETHERNET CABLE
OPTIC FIBER

FOSR

1490 nm
1550 nm

1310 nm

MOBILE DEVICES

PC

ONT

ONT

PHONE

TV

APP

SIGNAGE

CHROMECAST