



Hospitality

▶ Deltacomm answers call of the wild with KIRK DECT Solution Coconut Beach Rainforest

▶ Daily Use

- Voyages Coconut Beach Rainforest Lodge located at Cape Tribulation, QLD
- 39 Guest cabins at the resort

▶ Solution

- Polycom® KIRK® Wireless Server 1500
- Polycom KIRK 3040 handsets (39)
- A network of wired base stations and wireless repeaters

▶ Results and Benefits

- Guest and administrator telephone and voice mail access
- More timely service to guests by resort staff
- An aesthetically pleasing, environmentally sensitive solution,
- Minimal damage to resort infrastructure from wire-eating fauna

Background

When Voyages Coconut Beach Rainforest Lodge sought to provide telephony access to guests in its rainforest cabins, it was critical that the solution be sensitive to the pristine, 110 million year old forest in which the site is located. Voyages, the resort owners turned to Deltacomm, a Cairns-based telecommunications reseller to provide an intelligent telecommunications solution which would require minimal disruption to the environment and wildlife while providing reliable access to the main telephone exchange in an area where GSM and CDMA coverage is virtually nonexistent.

Client Requirements

Voyages Coconut Beach Rainforest Lodge is located 140 kilometres north of Cairns, at Cape Tribulation. The seclusion and privacy of the site are attractive features for guests but the convenience of modern telephony is too great a luxury for many people to part with, even in the magnificent Daintree forest. With a change in management, a decision was made by Voyages, the new resort owners, to provide telephone extensions to guest cabins spread around the resort. Another important requirement was to provide voice mail access to both administration and guest extensions.

Technical Challenge

The challenge would be to meet the telecommunications needs of the resort in a manner that was sensitive to the surrounding flora and fauna. The solution would need to be aesthetically sensitive to the unique visual beauty of the resort setting and avoid compromising the rainforest ambience with expensive and unsightly cabling.

The proposal also had to take account of an unlikely saboteur in the form of the local White Tailed Rat—a forest dweller renowned for powerful teeth which can eat through the hardest of seed coats. The rodent had already caused serious damage to timber and plastic fittings close to and even underground on the resort site. As a result, Voyages wanted to minimise potential damage to their infrastructure from local wildlife.

The Cordless Solution

In light of the myriad challenges posed by the site's geography, the only real solution was to provide a wireless communications product. Deltacomm, one

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of Wavelink Communications' authorised Polycom KIRK resellers, turned to the KIRK Wireless System 1500 as the perfect solution for the rainforest environment. The system interfaces to the resort's NEC 2000IPS PABX, with KIRK 3040 wireless handsets in 39 guest cabins to provide an extension to reception and a line to the outside world.

Seamless radio coverage of the site was obtained by a network of wired base stations and wireless repeaters. Encased in weather and rodent-proof electrical housing boxes, they were fitted to existing phone booth-style shelters and under guest cabins around the site.

Each wireless repeater uses power surge protection and a back-up battery to ensure coverage in the most difficult circumstances. Use of the wireless repeaters substantially reduced cabling costs and provided the flexibility to easily refine the signal coverage area after installation. In total, eight wired base stations and six wireless repeaters were used to cover the site.

Logistics

The solution is being implemented in three separate phases which will enable the resort to manage the upgrades with minimal disruption to guest services. Stages two and three will include implementation of wireless repeaters powered by solar panels and batteries to extend signal reception on the site right down to the main beach.

The first phase of the project took one full week on-site to install and two weeks prior to installation to coordinate stock, program data collection and general planning. Moving forward, Voyages has a service agreement in place with Deltacomm to provide ongoing service, training and support for staff.

Access to Voice Mail

Guests in the Rainforest Retreat cabins now have access to voice mail services supported by the NEC PABX. Similar to a standard mobile phone feature, the voicemail system sends a single ring burst to KIRK wireless handsets to indicate to guests they have a message waiting. Guests can choose to be incognito in the forest but accessible for emergencies.

Another benefit of the wireless solution is the implementation of a communications network for staff to help facilitate a more timely and responsive service to guest's needs.

The Polycom KIRK communications infrastructure will ensure Coconut Beach retains its reputation as a first class retreat, easily combining the wonder of the natural world with the comfort of the modern.

Polycom KIRK DECT wireless handsets

KIRK Handsets are designed and developed with the demanding user in mind. With focus on functionality, design and quality we continuously aim at making better handsets.

There is a range of KIRK DECT Handsets to choose from - each of them providing valuable functionality to the users. The KIRK DECT Handsets can be registered at up to 10 different systems making it possible for an employee who travels between these locations to bring along his handset.

Learn More

Visit us at www.polycom.com to learn more about Polycom unified communications solutions and how they can save your organization time and money—and enable you to quickly realize a return on your investment. Or contact your Polycom account representative for more information.

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