

Intello Gateway technical specifications

Guest internet access gateway for hospitality

intello



| | 1U-305 | 1U-805 | 1U-XD |
|----------------------------------|--------------------------------|--------------------------------|---|
| Throughput | Up to 350Mbps/s | Up to 1Gbps/s | Up to 2.5Gbps/s |
| Concurrent client devices | Unlimited, recommended: 300 | Unlimited, recommended: 1250 | Unlimited, recommended: 2000 (1U-XD PLUS: 3000+) |
| License type | Per room | Per room | Per room |
| Recommended for | Up to 199 rooms | Up to 499 rooms | 1000 rooms (1U-XD PLUS: 2000 rooms) |
| 1U chassis | ✓ | ✓ | ✓ |
| Rackmountable | ✓ | ✓ | ✓ |
| Network ports | 4Gbe + IPMI | 4Gbe + IPMI | 2SFP+, 2Gbe + IPMI |
| LCD panel | ✓ | ✓ | ✓ |
| One drive | ✓ | ✗ | ✓ |
| Dural drives (RAID) | ✗ | ✓ | ✓ |
| Hot swappable drives | ✗ | ✓ | ✓ |
| 260W power supply | ✓ | ✓ | ✗ |
| 400W redundant power supply | ✗ | ✗ | ✓ |
| Serial port (RS232) | ✓ | ✓ | ✓ |
| 3 year crossship warranty | ✓ | ✓ | ✓ |
| Onsite service (NBD) | Optional | Optional | Optional |
| Onsite service (4hr) | 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 |

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
- Integrated DHCP server (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 Portals (up to 8)
- Automatic Captive Portal selection via device VLAN recognition
- Customizable Terms & Conditions
- Authentication options
 - Free to Guest Internet access
 - Billable Internet access & tiered Internet packages (PMS, credit card, codes)
 - Guest "Click to Connect" access (terms & conditions only)
 - Guest or Group Authentication via i-Hotel codes
 - Guest Authentication via PMS last name/room number (requires PMS interface)
 - Optional email collection service or email collection & validation service
- Guest Self-Serve portal (upgrade tier, add/remove devices by MAC)
- User Fencing (control user's ability to change zones)
- 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 i-Hotel Conference Tool* (create custom scheduled networks)

*Requires compatible hardware and/or licensing

Optional PMS interface (for authentication and/or billing)

- IP and RS232/Serial
- Supports Agilisys (LMS/Visual One), Anand Systems, Cenium, Choice Advantage (Skytouch), Chorum, Clarity, Comtrol compatible PMS systems, EMMA Radisson, Fivestar, Fosse (Marriott Select Service), FSPMS (Marriott Full Service), Galaxy, Gemstone Logistics, Hottello, IDPMS (Itesso), InnFinity, InnSource, IQWare, Jazzware, Maestro (Northwind), MSI (WinPM/CloudPM), NewHotel, Opera (Oracle), Protel, RoomKey (RSI), RoomMaster (InnQuest), StayNTouch, Starwood, Timeshare, Visual Matrix, WebRezPro & 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

Cloud Gateway Management

- 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

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

i-Hotel Panorama Cloud Monitoring Service

- WAN status, Bandwidth Usage Statistics, AP list & status, Call center ticket statistics, Ability to monitor multiple i-Hotel gateways from one dashboard

Remote management

- Remote KVM (IPMI) - allows for remote system upgrades, system rebuilding, remote power on/power off, firmware upgrades
- Optional VPN endpoint for LAN access/administration
- SSH CLI Access (reserved for authorized technicians)

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, TP-Link, IgniteNet
- Switches**: Cisco, Aruba (HP), Cisco Meraki, TP-Link
- Other products**: Extreme Networks T5 VDSL2 solutions, Ruckus C110 (cable modem)

** Contact us if your brand is not listed.

Resellers/Partners

Select the service level to compliment your existing support:

- Tier 1 (end-user support)
- Tier 2-3 (advanced technical assistance, remote monitoring, remote restore & upgrade via IPMI)
- Network design assistance

Contact us for more details

Technical Support Options for Hospitality

Direct customers

Intelto provides support for hotels including:

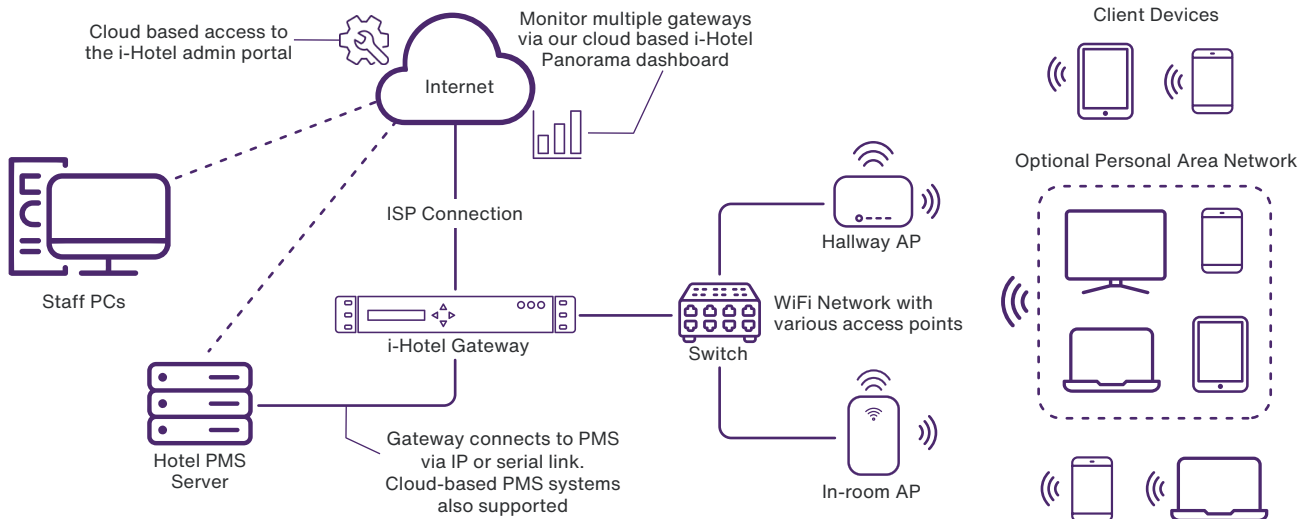
- Proactive network monitoring for officially supported equipment (AP, switches, etc.)
- Annual upgrades to the i-Hotel software
- Remote restore & upgrades via IPMI

24/7/365 helpdesk which includes:

- Toll-free support for Guest Internet Access (via Intelto'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

Intelto Gateway is approved by several hotel brands.

Check our website for the latest list of hotels supported.



Physical specifications

| | 1U-305 | 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) |

To learn more about our Intelto Gateway, contact us at sales@intelto.com or 1-888-404-6261