

WORLDVUE[®]

BY WCI





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Product Catalog

The WorldVue® in-room entertainment system offers numerous opportunities for a hotel to market their property to their guests. From the moment of guest check-in, when the TV is turned on in the room in anticipation of the guest's arrival, to the time the guest checks out using the convenient in-room checkout feature, World Cinema provides the hotel with the ability to upsell, build brand loyalty, and increase guest satisfaction every step of the way. This document describes the features and techniques that can be used by the property to make the most of every opportunity to build guest satisfaction while maximizing revenue.

Many of the more involved features have an accompanying user manual that can be used for reference. See your World Cinema sales representative for further information.

WorldVue is fully customizable to meet and exceed your brand's expectations and guests' desires.

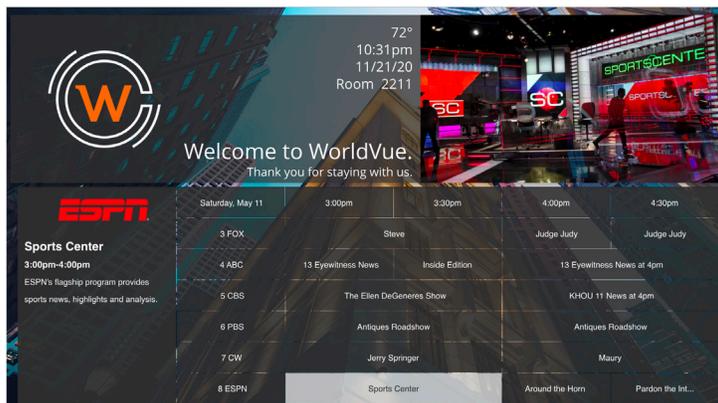
- WorldVue can use many different paths to the room (Ethernet, WiFi, Cable Model) – the benefit is upgrading an in-room experience without the need to rewire your property.
- WorldVue opens the door to the world of streaming video applications which is what guests want.
- WorldVue integrates with PMS and room controls.
- WorldVue is the hotel room's managed gateway to digital transformation.

WorldVue Products

WorldVue Platform

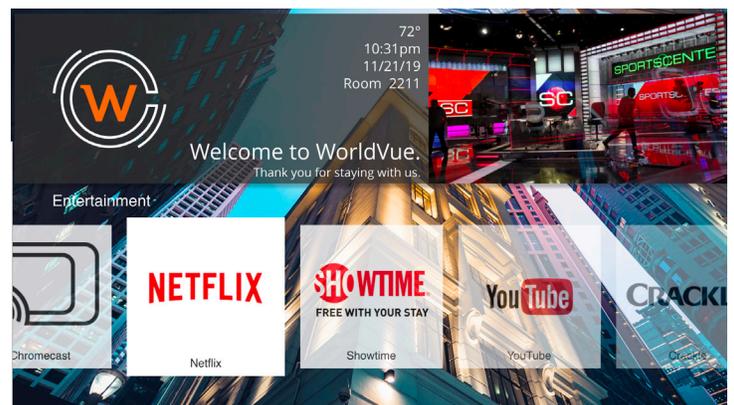
FULLY INTERACTIVE GUIDE

Customizable TV channel lineups so your guests can watch like they're at home, bringing their guest experience and your hospitality TV system to heights.



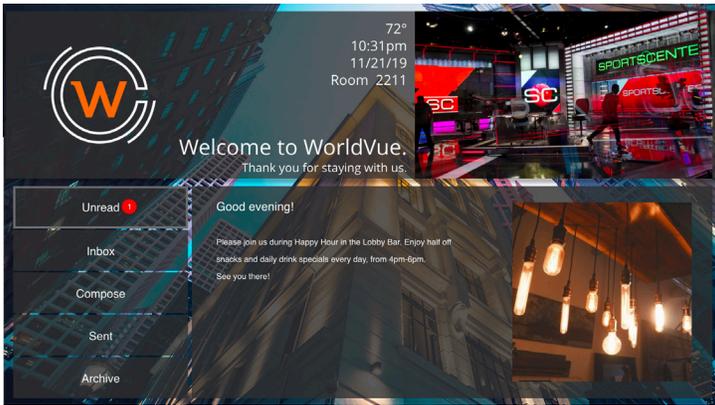
POPULAR STREAMING APPS

The newest Internet TV apps available to your guests. Our platform includes brand standard apps native to the STB, with future apps released at no cost to your hotel. All guest credentials are automatically cleared upon check-out.



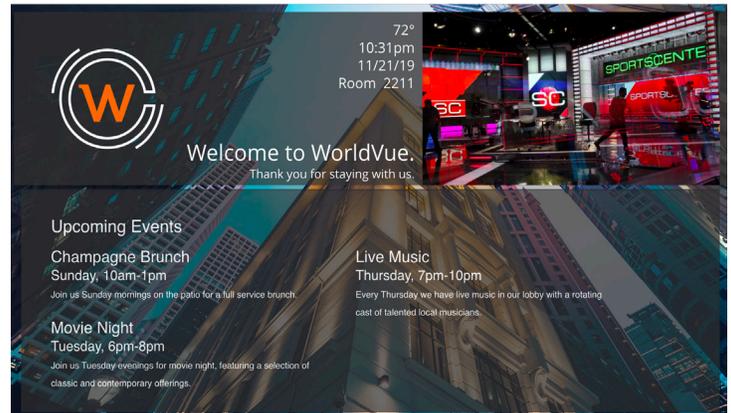
GUEST ROOM MESSAGING

The ability to send messages directly into the rooms through the TV system is a major benefit when it comes to marketing within the hotel. Whether to individual guests, or the entire hotel, Guest Messaging allows the property to target specific groups with specific messages. This is where personalization of products and services offers can generate some of their highest take rates.



EVENTS CALENDAR

The Events Calendar is a WorldVue® feature that allows the property to highlight events, offerings, and celebrations happening at the hotel. The page is created by the property through the WorldVue® Customer Portal and is viewed in the rooms through the main menu on the TV system. Any changes or updates to the calendar are immediately viewable in the rooms through the main menu.



IN-HOUSE CHANNEL

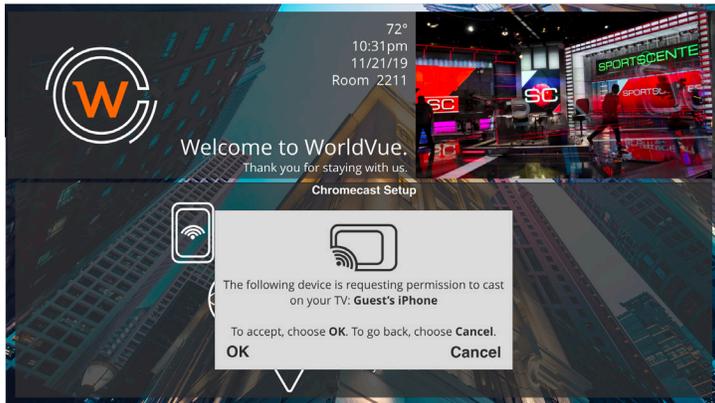
The basic WorldVue® package includes a single video channel for the property's discretionary use. In most cases this video is a generic video, which focuses on the national or international brand over the individual property. As the provider of the channel lineup, World Cinema can provide multiple channels for the purpose of marketing the many facets of the hotel that help increase guest satisfaction, guest expenditures, and customer loyalty.

PRODUCT MARKETING

Many properties feature purchasing opportunities for guests who would like to bring some of the hotel's amenities home with them. Using the House VOD feature, WorldVue® can help the property market these things, offering discounts and a way for the guest to make purchases. The Compendium can be used to point the guest to these opportunities. And we even have a way to place in-page advertising of these amenities right in the user interface.

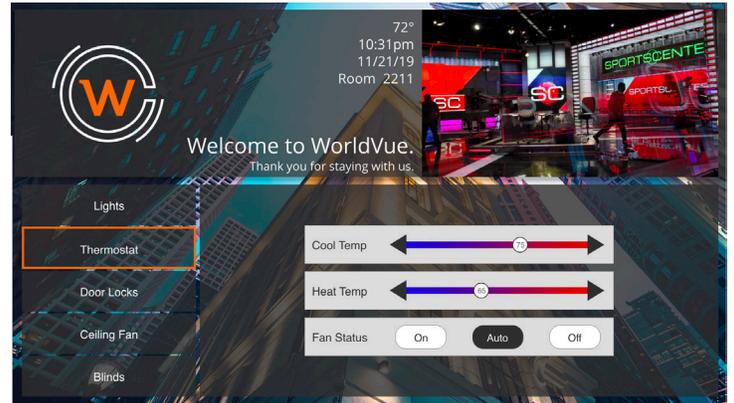
WORLDVUE® CASTING & CHROMECAST

Chromecast powered by WorldVue® allows guests to use the apps on their own devices for their viewing pleasure with a simple 3-step process. No set-top-box required – the most adaptable and convenient hotel TV network available.



ALEXA VOICE/SMART ROOM

Guests can request cleaning, room service, and more from the in-room Amazon Alexa device. Voice searches through smart devices are the hospitality TV systems of the future



VIEW BILL & IN-ROOM CHECKOUT

Save time and improve your guest's experience by allowing them to view their balance, all charges and even checkout directly from their guest room TV. No more waiting in line, no more busy check-out hours. WorldVue® allows the guest to check out of their room before they leave the room on checkout day. This provides the hotel with an opportunity to send one last message to the guest. This customizable "Thank You" message is a final opportunity to let the guest know they are valued and appreciated by the property.

IN-ROOM CONCIERGE

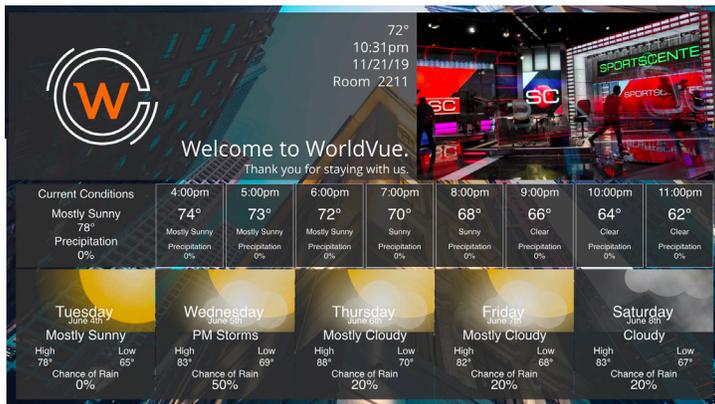
Guests can order room service, more towels or even book spa appointments or make dinner reservations right from their guest room TV. No need to pick up the phone when you have the most advanced room entertainment and hospitality technology at your fingertips.

UPDATED FLIGHT DATA

Updated flight information from nearby airports for the guest on the go. The ease and convenience of our flight data can take the hospitality industry to new altitudes.

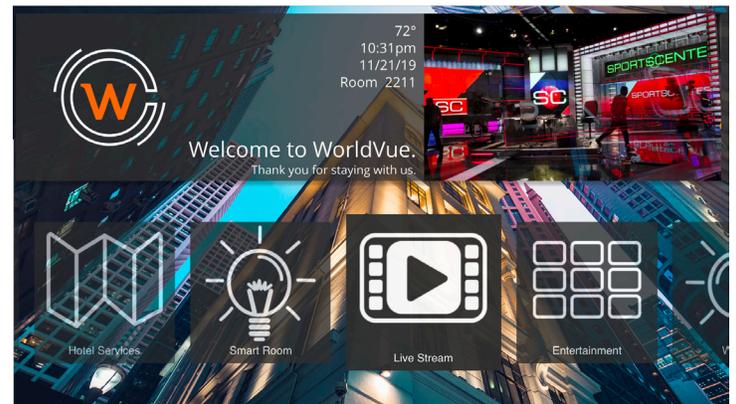
REAL-TIME WEATHER

Real-time day-by-day and hour-by-hour weather forecasts to ensure your guest's experience is never ruined by unexpected weather.



LIVE STREAM

Stream an event, conference or even a wedding LIVE straight to the guest room televisions. Password protected.



BLUETOOTH®

Allow your guests to listen to their own music wirelessly on their guest room TV through Bluetooth®.

RELAX

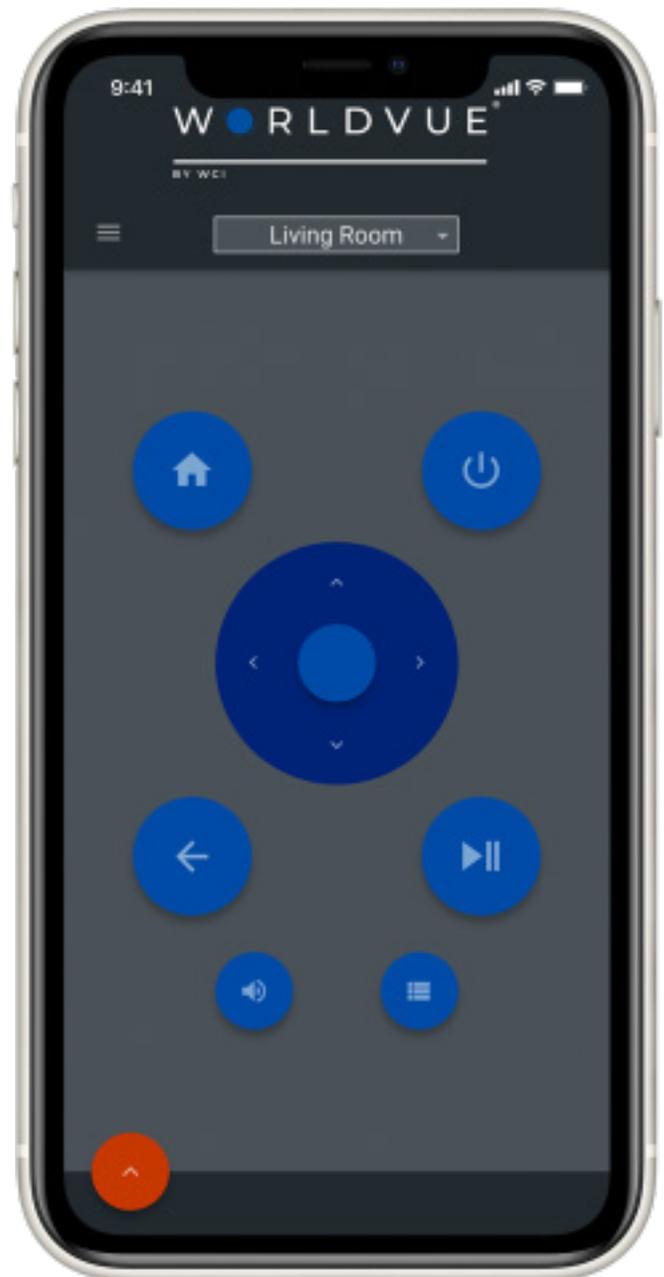
Guests can take advantage of the additional features of WorldVue® such as Relax providing ambient sounds to ensure a better night's sleep – just like home.

CUSTOM PROPERTY MENU

Each property has the opportunity to customize their hotel menu screen effective to what they have available to their guests. Show off your spa, restaurants, gym hours, map, amenities, and more – right from your guest's TV screen. World Cinema offers several basic themes upon which a property's user interface can be based. Starting with a basic theme, we can add your logo, color schemes, images, videos, graphics and text descriptions in order to present an interface consistent with your brand. Additionally, we have an in-house "Creative" team that can build a completely unique look and feel based on the singular characteristics of the property, the location, and the ownership.

Mobile Remote

- Touchless solution keeping hands off in-room television remotes and puts the guest in control.
- An internet-based page designed for ease of access to act as the tv remote in your hotel room. With your personal device's camera and our QR code, you can start controlling your in-room television immediately.
- No app downloads. No extra storage space on your phone. No touching the tv remote.
- More than one guest can use mobile remote at a time
- Mobile Remote pairing cleared upon checkout or every day at 11:00am
- Once a guest has checked in and arrived at their hotel room, they can scan our QR code displayed on the in-room television. Their phone is now connected to the TV as well as any vother IoT devices within the room such as lights or thermostat.
- There are no permissions, no passwords, no new wireless networks to join, and most importantly, no touching other devices in the room. Once connected, guests can browse through the channel guide, select a show, control volume, and change language preferences. Guests can also select streaming apps to watch on the TV.



Standalone Casting

Casting has never been easier. With little equipment required, World Cinema enables guests to cast any content from personal devices directly to guest room televisions.

Equipment Requirements



Televisions with HDMI ports



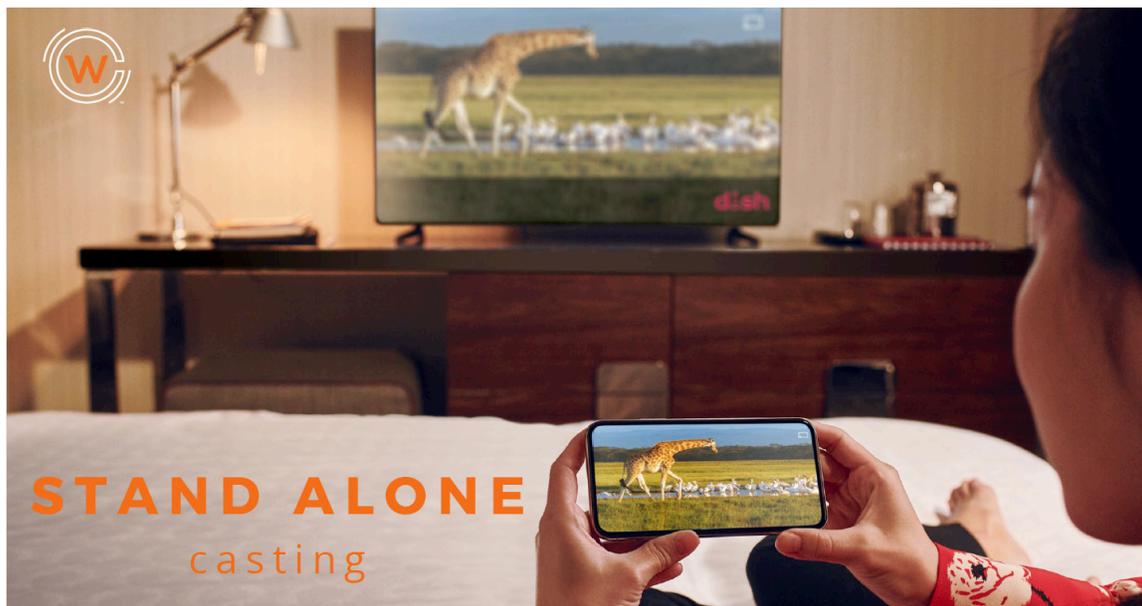
Chromecast Dongle*



Proxy Server

Different Ways to Display

- WCI will configure the TV's built-in channel lineup to make HDMI (Casting input) the next location after the last channel in the property's channel lineup. *Ex: Configure the TV to go from Channel 40 to HDMI (casting) as the guest uses the up arrow on the remote*
- WCI will configure a Reach or Pro:Centric server to insert the HDMI input as the last channel in the lineup.
- Enable an HDMI input in a SMARTBOX scrolling guide.



*No set-top-box is required

** Chromecast Dongle to be purchased and installed by WCI

*** WCI can apply overlay to the properties' current free-to-guest or programming system

WorldVue Portal

Empowering the ability to manage your hotel in real-time and provide useful states to drive ROI. World Cinema creates the systems and technology that the hospitality industry needs.

The WorldVue® portal is a tool provided to World Cinema customers for managing the GRE system at their properties. Through WorldVue®, the customer can see the state of every room in the hotel, reboot and edit STB's, identify problems within the system, and get real time and historical statistics. If you are responsible for multiple properties, the portal allows you to look at each one from one account. The current features of the portal are explained below. We are always improving and adding new features and functions to the portal.

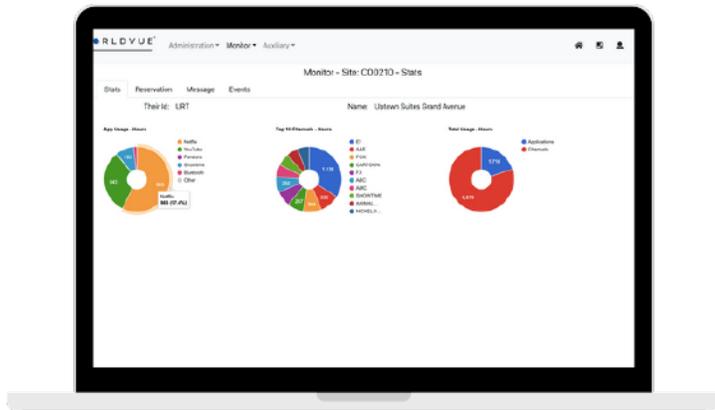
WorldVue Portal Features

HOUSEKEEPING

- PMS CheckedIn – Whether the room is checked in or not. (Occupied – this field offers the same information and is useful for hotels with no PMS).
- Room Label – Room display name for the room number.
- Serial Number – Room STB serial number.
- Cleaned/Serviced/Sanitized – Indicates the current status of the room if cleaned, serviced, sanitized, or not.
- Staff Code – Numeric value to indicate the staff responsible for housekeeping.
- Updated – Timestamp for when room was last cleaned/serviced/sanitized.
- House Kept Past – Time period elapsed since last housekeeping. Red color font indicates time greater than 24 hours.
- Vacant Time – Time since the room was last occupied.

The screenshot shows the 'Housekeeping Information' interface for room 508. At the top, it displays 'Room Number: 508' and 'Select Language' with buttons for EN, ES, and FR. Below that, 'Stb Status: GOOD' is shown. A 'Room Status' bar is present. The 'Checked In at:' is 2020-06-29 22:19:00 and 'Last Remote Use:' is 2020-07-02 10:37:29. There are several status fields with 'Yes' and 'No' buttons: 'Room Number Correct:' (Yes), 'Occupied:' (Yes), 'Clean:' (Yes, timestamped 7/2/2020, 3:55:18 PM), 'Serviced:' (Yes, timestamped 7/2/2020, 3:55:19 PM), and 'Sanitized:' (Yes, timestamped 7/2/2020, 3:55:20 PM). An 'Edit Room' button is next to the 'Room Number Correct:' field. At the bottom, 'Staff Code:' is set to 1234.

WorldVue Portal Features Continued



- Usage data: View linear TV channel and app usage in real time such as channels watched and hours viewed. Access the current state of each room in the property.
- Guest Room Messaging: Contactless communication. Send messages to guests through the TV system.
- Events: Showcase Happy Hour, events or conference information happening at your property.
- Reboot: reboot and edit set-top-boxes with no guest interruption. Identify and resolve issues such as channel outage, before guests notice.

