Meridian 1

Background Terminal Facility

Description

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Contents

List of tables

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General information

Hospitality and health care personnel use Background Terminal (BGD) to enter, retrieve, and modify data associated with the following features:

— Automatic Wake Up (AWU)

— Room Status (RMS)

— Message Registration (MR)

— Call Party Name Display (CPND)

BGD helps monitor system operations by providing a visual display of information changes, hard copy backup, and traffic statistics.

The BGD package (package 99) must be equipped on the system load. Package 99 requires that the Controlled Class of Service (CCOS) package (package 81) and one or more of the following packages be equipped. Your application may require some additional feature packages. Refer to *X11 features and services* for complete package requirements.

— AWU (package 102)

— RMS (package 100)

— MR (package 101)

— Property Management Systems Interface (PMSI) (package 103)

— Maid ID (package 210)

— Hospitality Screen Enhancement (HSE) (package 208)

You can use the Background Terminal (BGD) to

— Display message queue size. In response to customer requests, the system displays messages that reflect event changes for rooms associated with Automatic Wake Up, Message Registration, or Room Status. The queue size ranges from 20 to 255 messages and is defined in the system Configuration Record (LD 17). The default value is 20 messages, and the message length is six words.

The messages are collected for customers who have Display Terminals. The actual messages are output only to the BGD that has been defined as a Display Terminal.

— Define name strings associated with Room Directory Numbers (DNs), and to print these names for specified rooms.

— Provide Call Number Information Messages (CNIMs) that provide calling and called DN information to BGD ports. This facilitates the automatic display of guest names or other DN-related information.

— Generate traffic reports. Wake Up and display message statistics are accumulated daily starting at midnight and stored in the system for a maximum of two days. When a Print Traffic command is issued, the report for the day is printed.

Terminal setup and configuration

A Background Terminal (BGD) is connected to the system through a Serial Data Interface (SDI) port. Any ASCII serial terminal conforming to RS232-C or CCITTþV.þ24 standards can be used as a terminal device.

A maximum of 16 SDI ports can be configured for system options N, NT, RT, XN, XT, 51, 51C, 61, 61C, 71, 81, and 81C. A maximum of eight SDI ports can be configured for system options S, ST, STE, MS, 21, and 21E.

SDI ports configured for the following features cannot be used as BGDs:

— Automatic Call Distribution Package C (ACD-C) Load Management/Report Printer Terminal

— Auxiliary Processor Link-Integrated Messaging System/Integrated Voice Messaging System (APL-IMS/IVMS) Link

— CDR Tape Link

— Automatic Call Distribution Package D (ACD-D) Link

— Command Status Link (CSL)

— Property Management System Interface (PMSI)

The terminal type used as a Background Terminal (BGD) may be an ASCII serial terminal conforming to EIA standard RS-232-C or CCITT specification V.24.

To configure the BGD terminals, enter the following parameters in LD 17. Also, refer to the excerpt of LD 17 in Table 1.

A BGD can interact only with the rooms associated with a specified customer. Therefore, when configuring a BGD, you must specify which customer is associated with each BGD. If you define a physical SDI port with a two-character alphanumeric identifier, the tasks performed by the BGD will be assigned to it. If none are defined, the BGD can perform all functions associated with Automatic Wake Up, Message Registration, Room Status, and Call Party Name Display.

Background display message queue size The number of entries in the queue can be set from 20 to 255. The default is 20 entries. Enter YES to the prompt PARM and the number of entries to the prompt NDIS. Queue size changes will take effect only after the next initialization.

Device type and address A teletype (TTY) or video display terminal (VDT) device is defined for Background Terminal (BGD) input/output. Each device is assigned a physical device address (SDI port) ranging from 0 to 15. Enter TTY xx to the prompt ADAN, where xx is the device address. The number of devices supported depends on the system type (16 for NT, XT, 51, 51C, 61, 61C, 71, 81, and 81C systems, and 8 for ST, STE, RT, 21, and 21E systems).

Output use To define a TTY device as a Background Terminal, reply BGD to the prompt USER. In response to the prompt CUST, provide the customer (0–99) to whom the BGD will be assigned. Terminals may also be allowed access to the overlay mode. However, the Background and overlay features will interact at terminals designated to operate in this dual mode by displaying each other's messages. In addition, the BGD can only be used for data input or retrieval in the mode for which it is accessed.

Tables 1 and 2 contain excerpts from LD 17. Refer to *X11 Software input/output guide* for complete details.

Note: Table 1 shows LD 17 for X11 Release 17 and earlier. Table 2 shows LD 17 for X11 Release 18 and later.

Table 1
Background Terminal configuration (LD 17) (X11 Rls 17 and earlier)

Prompt	Response	Comment
REQ	CHG	Modify existing data.
TYPE	CFN	Configuration data block.
PWD2	xxxx	Level 2 password.
PARM	YES	Change the system parameters.
NDIS	xxx	0, (20)-255 = Number of display messages in queue for the BGD. *This prompt appears ONLY IF the system has BGD facilities enabled.*
IOTB	(NO) YES	Changes are (not) to be made to logical units.
ADAN	aaa TTY xx	Action, device, and port number aaa = NEW, CHG, OUT xx = port number (0-15)
CDNO	xx	SDI card number (0-15).
DENS	SDEN DDEN 4DEN	Single, double, or quad ports on SDI card.
USER	BGD	Use this port for the BGD. BGD terminals cannot be shared with ACD, APL, CDL, CMC, CSL, HSL, or LSL.
	XBGD	Remove Background Terminal.
CUST	xx	Customer number.

Table 2
Background Terminal configuration (LD 17) (X11 Rls 18 and later)

Prompt	Response	Comment
REQ	CHG	Modify existing data.
TYPE	CFN	Configuration data block.
ADAN	NEW, CHG, MOV, OUT TTY, PRT 0-15	Add, change, move, or remove an I/O device, type aaa, port x.
CTYP	aaaa	Card type.
	DCHI	Asynch port (even) on DCHI card.
	MSPS	Misc/SDI/Peripheral Signaling card.
	SDI	Single port SDI card.
	SDI2	Dual port SDI card.
	SDI4	Four port SDI card.
	XSDI	SDI paddle board.
GRP	0-4	Network group number for option 81 systems.
DNUM	0-15	Device number (same as ADAN number).
USER	BGD	Background Terminal interface.
CUST	xx	Customer number.
ADAN	<CR>, ****	Go to next prompt or exit overlay.

Maintenance

LD 37 is used to diagnose faults with disk units, tape units, teletype (TTY), or Serial Data Interface (SDI) cards. It provides enable, disable, status, and test functions on these devices. Problems are indicated in Input/Output Diagnostic (IOD) messages.

Use the following commands from LD 37, listed in Table 3, to test and maintain BGDs. Refer to *X11 Software input/output guide* for complete details.

Table 3
Maintenance commands (LD 37)

Command	Purpose
TTY x	Test TTY x. This sends a string of characters (ABC) followed by "READY FOR INPUT" to the terminal. Anything entered on the keyboard will be echoed until END is entered.
STAT TTY x	Provides the status of TTY x (port nn).
ENL TTY x	Enables TTY x (port nn).
DIS TTY x	Disables TTY x (port nn).

After configuring the BGDs for the customer, define the terminal function.

— Control
These terminals enter, change, and retrieve data for the Automatic Wake Up (AWU), Message Registration (MR), Call Party Name Display (CPND), and Room Status (RMS) databases. They can also change options and control settings.

— Read Only
These terminals display information only. They cannot enter or change any parameters for the associated features.

— Print
These terminals are usually printers, for automatic printing of AWU, MR, and RMS reports at a specified time.

— Display
These terminals are usually input/output devices that record changes to AWU, MR, and RMS on an ongoing basis.

Using the Background Terminal

The Background Terminal (BGD) helps you manage your Meridian 1 system by carrying out orders that you type in from a terminal keyboard. The BGD also provides you with information to help you figure out how to operate your system to best meet your needs.

Various system and individual options are available through the Background Terminal (BGD).

System options

— Assign BGD terminal options, such as read only, read/write, and print only

— Assign unique identification codes to terminals

— Restrict terminal access to features

— Direct printouts to specific terminals

— Assign automatic daily routines

— Allow or deny range entry for room DNs

— Allow or deny the substitution of X in a room DN

— Provide a confirmation message each time data is manually changed by entering a terminal command

— Provide Automatic Wake Up traffic statistics, and display messages

— Assign unique two-letter language identifiers for use with Multi-Language Automatic Wake Up

Individual feature options

Automatic Wake Up

— Set automatic display of particular types of wake-up events as they happen

— Set the activation time for secondary wake-up announcement

Message Registration

— Set a unit cost figure to generate total call charges for metered calls

— Set the automatic display option for particular DNs on for some, off for others

Room Status

— Set the ready for sale print criteria

— Set the language ID for Automatic Wake Up messages

— Set the time for automatic update of room cleaning status

— Define automatic room status applied with check-in command

— Set automatic display of room status changes from particular sources as they happen

— Assign guest rooms to categories

Call Party Name Display

— Set CPND name assignments for eligible DNs

Accessing the Background Terminal

The BGD mode is automatically accessed, and no login procedures are necessary. Use the LOGI password sequence for service change administration access, if configured.

After logging out of the Service Change Administration mode, the terminal reverts to its previous parameter settings in the Background mode. The Background command set is recognized once again.

> ***Note:*** After service change, the BGD terminal is ready for use. It has unrestricted access to the BGD features.

Commands

The BGD is command oriented. In order to accomplish any task in a Background Terminal, a command must be entered. Command keywords define the action and the feature to which the action is to be directed. Only the first two characters of any command keyword need to be typed on a command line.

— Commands are terminated by pressing the return key <CR>.

— Time is entered and retrieved using the 24-hour clock.

— Entering **** stops the current activity.

Items shown in bold upper-case characters (**SE**, for example) are actual commands expected by the system, except for values in parenthesis. Items in parenthesis are default or optional values and need not be entered.

Items shown in non-bold lower-case characters represent variables. They indicate the form that information should take and are not typed in as they appear. For example, the range of directory numbers for a set of rooms is represented by “dn1 dn2.”

Directory number expansion

With X11 Release 13 and later, Directory Number Expansion (DNXP) is introduced to allow an internal DN to have up to seven digits. If this package is equipped, any BGD command, response, or display containing a DN field is expanded to accommodate up to seven digits.

User modifications

After service change, the BGD is ready for use with unrestricted access to Background features. The customer or user may want to change certain system criteria or impose certain system and/or terminal restrictions by changing the BGD option settings. This, in effect, customizes the BGD arrangement to suit the needs of the customer.

Configure port and identification codes

All BGD TTYs are assigned Physical SDI Device Numbers associated with their assigned ports. The ports or terminals in your system each have a number to identify them, and they can also be assigned a two-letter port ID. In order to print something at a terminal other than the one at which you are typing, that terminal must have a port ID. The port ID can be two letters or a letter and a number. It cannot be completely numeric.

The following combinations of letters cannot be used, because they are used in commands:

AU, FI, IS, LO, ME, OP, PO, PR, SE, ST, TR, WA

To assign a two-letter port ID to a terminal:

SEt OPtion IDentifier nn id **<CR>**
where:
nn = port number
id = two-letter ID

To change the port ID of a terminal:

SEt OPtion ID oldname newname **<CR>**

Print port

To print port information, use the following print commands:

(PRint) POrt
This command prints the current setting for all terminals.

(PRint) OPtions
This command prints the current option setting for all terminals.

Configure terminals

This section describes how to set which terminals will be allowed to perform which functions. There are two basic types of restrictions you can make.

— **Restrict terminal to a feature or features.** A terminal can be allowed to set Automatic Wake Up, Message Registration, Room Status, or Call Party Name Display only, or any combination of these features.

— **Restrict access to data.** A terminal can be allowed to either change values or just read information. A terminal can be assigned to print reports or to display messages. For just printing or display, you can use a printer that does not have a keyboard.

Restrict terminal features

— To allow a particular terminal to set system features:

SEt OPtion POrt portID item(s) **(ON) <CR>**

— To deny a particular terminal permission to set system features:

SEt OPtion POrt portID item(s) **OFf <CR>**

To see what all the terminals in your system are currently set to (see “Print terminal setting” on page 21 for a sample listing):

(PRint) POrt <CR>

Operating parameters

The choices you can use as items in the commands listed above are listed below.

— MEter

— OPtion

— STatus

— WAke

— Call Party Name Display

An OPtion terminal is one that can change the configuration and the options for the whole system. You must retain at least one terminal as the OPtion terminal.

Any combination of features is possible. For example, a terminal that can be used for both Room Status and Automatic Wake Up, but not for Message Registration, would be set to STatus WAke.

Restrict terminal access to data

— To allow access to data:

SEt OPtion POrt portID item(s) **(ON) <CR>**

— To restrict access to data:

SEt OPtion POrt portID item(s) **OFf <CR>**

— To allow a terminal to read data but not change it:

SEt OPtion POrt portID **REad (ON) <CR>**

— To designate a terminal as a printer:

SEt OPtion POrt portID **PRint (ON) <CR>**

— To prevent a terminal from being able to change data:

SEt OPtion POrt portID **SEt OFf <CR>**

Operating parameters

The choices you can use as items in the commands listed above are listed below.

— SEt can change data

— REad allows read only, cannot change data

— DIsplay displays messages

— PRint prints reports requested at another terminal

Any combination of these is possible.

You can combine feature restriction and access restriction. When typing the command the feature comes first, the access second. For example

SEt OPtion POrt portID **WAke DIsplay (ON) <CR>**

would assign to this terminal the job of displaying wake-up messages.

SEt OPtion POrt portID **MEter PRint (ON) <CR>**

would assign this terminal to be the printer for the Message Registration feature.

Note 1: You must have one OPtion terminal that can reset system options if you need to in the future.

Note 2: Only one terminal can have its restrictions changed in one command line. You may use either its number or its two-letter port ID to identify it.

Note 3: You cannot turn options ON and OFf in the same command. The words ON or OFf always come at the end.

Note 4: To set everything OFf for a particular terminal, type **SEt OPtion POrt** portID **OFf <CR>**

Table 4
Set command to restrict or allow access to features examples

Input	Comments
SEt OPtion POrt portID **WAke (ON) <CR>**	Allow this terminal to access Automatic Wake Up
SEt OPtion POrt portID **STatus OFf <CR>**	Restrict this terminal from accessing Room Status

Managing terminal restrictions

Follow these steps to manage terminal restrictions more easily.

1. Decide what you want each terminal to do, on paper.
2. Decide which terminal will be the OPtion terminal, retaining control over what the others can do.
3. Using this terminal, turn OFf everything on each of the others (see Note 4 above).
4. Turn ON what you want.

Define options for the Set command

The four options you can define for the Set command are listed below.

— ALl

— X substitution

— RAnge

— COnfirm

You may choose to disallow the setting of all DNs to some value.

— To disallow the setting of all DNs to some value:

SEt OPtion ALl OFf <CR>

— To disallow the use of X to represent all possible values 0–9 of a digit in a DN, so that groups of DNs which have some pattern may all be set to some value:

SEt OPtion X OFf <CR>

For example:

A certain class of rooms ends with 6.
12X6 will set 1206, 1216, 1226, 1236, and so on.

All rooms on the 14th floor have DNs which start with 14.
14XX will set 1400-1499 to some value.

— To disallow a sequential range of DNs to be set to a value by giving the first and last numbers in the range:

SEt OPtion RAnge OFf <CR>

If the RAnge option is set off, ALl is also set off.

— To disallow your input to be echoed or repeated on the line underneath for confirmation:

SEt OPtion COnfirm OFf <CR>

— To turn all options off:

SEt OPtion OFf <CR>

— To turn all options on:

SEt OPtion ON <CR>

Operating parameters

More than one option can be entered on each command line. For example,

SEt OPtion X COnfirm OFf <CR>

will turn off both X substitution and the confirmation echo.

The word OFf always comes at the end. If an option is turned off and someone attempts to type a command using it, the message **COMMAND OFF** will appear.

To turn these options back on, simply use the word ON in place of the word OFf. For example, to turn the ALl option and the RAnge option back on:

SEt OPtion ALl RAnge ON <CR>

To find out which options are set on and which are set off:

(PRint) OPtion <CR>

In the chart that is printed as a response, look for the words ALL, RANGE, CONFIRM, and X RANGE.

Print system settings

You can use your terminal to print out the current BGD settings with this command:

(PRint) OPtion <CR>

The options are:

— Set options—ALl, COnfirm, RAnge, X RAnge

— Guest room category names

— For sale definition

— Check-in/check-out definition

— Unit cost amount for metered calls

— Display control

— Time selection and cleaning status update methods

— Terminal IDs and functions

— MLWU language ID

Operating parameters

When your Meridian 1 system first comes into service, some options are set ON, and others OFf.

Enter the Print command to find out how the options are set.

Table 5
System options printout example

ALL	ON					
CONFIRM	OFF					
RANGE	ON					
X RANGE	ON					
CATEGORY	1: 1BED	2: 2BED	3: KTCH	4:	5:	
	6:	7:	8:	9:	10:	
	11:	12:	13:	14:	15:	
CHECK	CO DN	MW RE	TL WA	LA	VI	
DISPLAY	ME ST:	DE CC	DI RM	WA: AN	RE	
SALE	PA VA					
TIME	DETECT	OFF				
	DIAL	ON				
	RAN2	OFF				
	REQUEST	OFF				
LANG	0: EN	1: SP	2: GR	3: FR	4: JP	5: CH
00 PORT 0	WA: SE	** DI	ME: SE	** **	OP: SE	** ** ST: SE

Print terminal setting

You can print a list showing the number, name, and setting for each terminal.

— To find out the ID and current setting of all terminals in your system:

(PRint) POrt <CR>

Example printout:

04 PORT HC WA: SE ** ** ME: ** ** ** OP: ** ** ** ST: ** ** **

Terminal 4, also called HC, is a SEt terminal for wake-up. Asterisks (*) mean that other functions are turned OFf for this terminal.

Within each feature, the order of functions is: SEt or REad, PRint, DIsplay.

— To find out the Terminal Number and the port ID of the terminal you are currently using:

*** <CR>**

A reply example follows.

TTY 01 SCH MTC TRF BUG BGD CUST 03 AC 1236

On the left, the first item specifies the kind of device you are using (in this case, TTY for teletype). The number next to it is your Terminal Number (in this case, 01).

At the far right the last number is the time (12:36 in this case). Next to it is your port ID, if you have assigned one (in this case, AC).

Print at other terminals

You can ask to have a report printed at a terminal other than the one where you type the command. Simply replace the word PRint in any print command with the two-letter port ID (can be a default port number in the ID field) where you want the printout. When you do this, the command is placed on your Automatic List for the few moments until printing occurs and then removed. This temporary command would appear as TEMP if you printed your list.

Table 6
Printing at another terminal command examples

ZZ MEter ALl <CR> Print all meter values, now, at terminal ZZ. **AUtomatic 2130 ZZ MEter ALl <CR>** Print all meter values automatically at 9:30 each evening, at terminal ZZ.

Background Terminal displays

A terminal can display messages showing each change to the information stored as that change happens. For example, every time a wake-up call is answered, or every time a room status changes, it can be displayed. If your terminal is attached to a printer, it provides a traceable record of events.

You can choose to print some or all display messages for one, two, or all three features. Do the following for each feature:

— Assign a terminal to show the display messages.

— Decide what is to be displayed, and turn these displays on.

To see which displays are turned ON or OFf, type:

(PRint) OPtion <CR>

In the chart that prints, look at the line beginning with DISPLAY. An example of the chart is shown in “System options printout example” on page 20.

Display format

Tables 7, 8, and 9 show the display format and the column parameters. Table 7 shows the format with Maid ID, Multi-Language Wake Up, and VIP Wake Up packages equipped.

> ***Note:*** X11 Release 16 introduces Multi-Language Wake Up. Maid ID and VIP Wake Up are available with X11 Release 17 and later.

The first line shows the source of the change, the DN and the status immediately prior to the change. The second line shows the new status. At the end of the second line is the time the change took place.

After sysload, blocks of asterisk (*) characters may be printed in the occupancy and cleaning fields (columns 1 and 2) to show they have not been assigned occupancy or cleaning status. If this happens, enter the missing information.

The second line of a display message may be replaced by a warning, as described below. These warnings will also appear in a confirm message (see “Define options for the Set command” on page 17) in the same circumstances.

— **ERR: NO LAMP** An attempt was made to turn Message Waiting or Do Not Disturb condition on or off, and the room telephone has no lamp.

— **ERR: BAD LAMP** The lamp is not functioning properly.

— **ERR: NO SALE** Operations, such as check-in, were attempted on a room that is not for sale.

— **ERR: NOT VAC** A check-in was attempted for a room already occupied.

— **ERR: NOT OCC** A check-out was attempted for a room not occupied.

X11 Release notes

With X11 Release 15 and earlier, the display includes up to column 7 and the time (AT hh:mm) (up to 62 characters).

X11 Release 16 and Multi-Language Wake Up (MLWU) adds column 8 to the display. The time (AT hh:mm) follows at the end (up to 72 characters total). If MLWU is not equipped, the display remains the same as it appears with X11 Release 15.

X11 Release 17 introduces Maid ID and VIP Wake Up. This adds Maid ID information, just before column 1 and column 9, to the display. Column 9 appears whether or not MLWU and VIP Wake Up are equipped. If Maid ID is equipped, the ID number appears on the second line. If it is not equipped, or the ID not defined, blanks fill the spaces.

Table 7
Display format (Maid ID, Multi-Language Wake Up, & VIP Wake Up)

ST source	54 02	CO L1	CO L2	CO L3	CO L4	CO L5	CO L6	CO L7	CO L8	COL9
	xxx x	CO L1	CO L2	CO L3	CO L4	CO L5	CO L6	CO L7	CO L8	COL9 AT hh:mm

ST source = how the room status was changed (what method)

5402 = Room DN (with DN Expansion equipped this number can be up to 7 digits long)

xxxx = Maid ID (one to four characters, left justified with the DN, any unused portion is left blank) If Maid ID is not equipped, this is left blank. Output begins with Column 1.

Column 1 = vacant or occupied

Column 2 = cleaning status

Column 3 = telephone Class of Service

Column 4 = Message Waiting lamp

Column 5 = Do Not Disturb on

Column 6 = if ready for sale

Column 7 = category

Column 8 = language (if Multi-Language Wake Up is equipped)

Column 9 = VIP Wake Up (if equipped)

AT hh:mm = time the change occurred

Table 8
Display values (Part 1 of 2)

Item	Value
ST source	ST-COS (Check-in/check-out from a Class of Service key on a telephone) ST-DET (Off-hook detection of a room telephone) ST-DIAL (Dial access code from a room telephone) ST-RMK (RMK key on an SL-1 or digital telephone) ST-TERM (Terminal)
5402	Room DN (up to 7 digits with DN Expansion, up to 4 digits without DNXP)
xxxx	Maid ID number (1–4 digits)
Column 1	OCC (Occupied) VAC (Vacant) *** (no status yet)
Column 2	REQD (cleaning requested) PROG (cleaning in progress) CLND (cleaned) PASS (cleaning passed) FAIL (cleaning failed) SKIP (cleaning skipped) NSAL (not for sale) **** (no status yet)
Column 3	UNR (unrestricted) CUN (conditionally unrestricted) CTD (conditionally toll restricted) TLD (toll denied) SRE (semi-restricted) FRE (fully restricted) FR1 (fully restricted 1) FR2 (fully restricted 2) CCOS (controlled class of service) EC1(enhanced controlled class of service 1) EC2 (Enhanced Controlled Class of Service 2)
Column 4	MWL indicates the message waiting lamp is on (blank if lamp is not on)
Column 5	DND if Do Not Disturb is on (blank if not on)
Column 6	SALE if room is for sale (blank if not)

Table 8
Display values (Part 2 of 2)

Item	Value
Column 7	CAT: 1 CAT: 2 CAT: 3 . . . CAT: 14 CAT: 15 Blank if no category is assigned
Column 8	LANG: 0 or two-character mnemonic LANG: 1 or two-character mnemonic . . . LANG: 5 or two-character mnemonic Blank if default language (0) is assigned, or Multi-Language Wake Up is unequipped
Column 9	VIP if VIP Auto Wake Up is assigned (blank if not equipped or assigned)
AT hh:mm	Time of day the change occurred.

Table 9
Display format parameters (Part 1 of 2)

Item	Length	Start position
ST source	up to 7 characters + one space (If fewer than 6 characters, the spaces fill before adding the space)	0
5402	Up to 7 digits (left justified) with DNXP with NO following space (If fewer than 7 digits, the spaces fill before adding the space)	8
	Without DNXP, up to 4 digits + 3 spaces (If less than 4 digits, the spaces are filled)	8
xxxx	1–4 digits (left justified) + 3–6 leading spaces into column 1 (1 digit has 6 spaces, 2 digits have 5 spaces, etc.)	
	15 spaces if Maid ID is not equipped, or there is no Maid ID.	8
Column 1	3 characters + one space	15
Column 2	4 characters + one space	19
Column 3	3 characters + one space for padding + one space to line up	24
Column 4	3 characters + one space (or 4 spaces)	29
Column 5	3 characters + one space (or 4 spaces)	33
Column 6	4 characters + one space (or 5 spaces)	37
Column 7	Up to 9 characters total	
	One-digit categories have 4 characters + one space + one space to line up with two digit category, + 2 digit + two spaces	
	Two-digit categories have 4 characters + one space + two digits + two spaces	
	If no category is assigned, 9 blank spaces are used	

Table 9
Display format parameters (Part 2 of 2)

Item	Length	Start position
Column 8	Up to 10 characters total (including the leading space) One leading space appears before the keyword LANG: begins Column 51 is where the leading space appears, column 52 is where the LANG actually begins	51
	Two-character language mnemonic format is one space to line up the column + 5 characters (LANG:) + one space + 2 character mnemonic + one space to line up with column 9	
	One-digit language identifier format is one space to line up the column + 5 characters (LANG:) + 1 digit language identifier + one space for padding + one space to line up with column 9.	
	If Multi-Language is not equipped, 10 blank spaces.	
Column 9	3 characters + one space 4 spaces if VIP is not equipped or not enabled.	61
AT	4 characters 2 leading spaces appear before keyword AT appears. 2 leading spaces + 2 characters	
	Actually begins at column 67 due to leading spaces	65
hh:mm	Total of 7 characters including leading spaces	
	2-digit hour time (12:55) has 2 leading spaces + 2 digits (hh) + one character (:) + two digits (mm)	71 (2-digit hour)
	1-digit hour time (1:15) has 3 leading spaces + digit (h) + one character(:) + two digits (mm)	72 (1-digit hour)

Display wake-up events

— To assign a terminal for wake-up display:

SEt OPtion POrt portID **WAke DIsplay (ON) <CR>**

Wake up events that can be displayed as they happen are listed here.

ENTRY	The attendant (or guest) enters or cancels the wake-up request.
ANSWER	The wake-up call is made, and answered by the guest.
RETURN	The call is returned to the attendant.

— To display wake-up events, the basic command structure is

SEt OPtion DIsplay event(s) **(ON) <CR>**

— For example, to have a message displayed whenever a call is returned to the attendant:

SEt OPtion DIsplay REturn (ON) <CR>

— You can choose more than one of these events in the same command. For example, to display calls entered and calls answered but not calls returned to the attendant:

SEt OPtion DIsplay ENtry ANswer (ON) <CR>

— To display all three types of events:

SEt OPtion DIsplay WAke (ON) <CR>

— To stop the display of wake-up calls being answered:

SEt OPtion DIsplay ANswer OFf <CR>

— You can turn off more than one display at the same time. For example, to turn off the display of calls answered and calls being returned to the attendant:

SEt OPtion DIsplay ANswer REturn OFf <CR>

Note: The word OFf always comes at the end. Also, you cannot turn displays ON and OFf in the same command.

A typical display message would look like this:

WAKE UP 5006 NONE ATTN ENTR TO 6:45 AT 16:00

Words that may appear are shown in the following list:

ATTN ENTR	attendant entry
SET ENTR	guest entry
ATTN RETN	call returned to the attendant
TERM CHG	terminal change
CALL ANS	call answered by the guest
SYST BLKD	system blocking caused the attendant return
EQPD FAIL	a hardware failure caused the return
ATTN DEL	the attendant canceled a call
SET DEL	guest canceled a call
CHK DEL	a room status check-out command canceled a wake-up call
LNG(#) FAIL	recording for language number (#) failed or cannot be accessed
NONE	used instead of a time when there is no wake-up time scheduled
VAWU ANS	VIP wake-up call answered by guest
VAWU NOAN	VIP wake-up call not answered by guest
VAWU CANC	VIP wake-up call canceled by attendant

Display message registration events

Follow these steps to have meter changes displayed.

1 To assign a terminal for meter display:

SEt OPtion POrt portID **MEter DIsplay (ON) <CR>**

2 The system DISPLAY option must be turned on to have any meter changes displayed. To turn on the system meter display:

SEt OPtion DIsplay MEter (ON) <CR>

To turn it off again, just replace ON with OFf.

3 The meter for an individual DN must have its own display turned on as well if you wish to display changes to it. This gives you the choice of turning all meter displays on, or only those you require. To turn the display of a particular meter or groups of meters on or off, refer to “Turn meters on and off” on page 80.

A typical display message would look like this.

ROOM METER 1235 DISP 40 TO DISP 42 AT 16:00

The value of the meter for DN 1235 was changed from 40 to 42 at 4:00 pm.

Display room status events

— To assign a terminal for room status display:

SEt OPtion POrt portID **STtatus DIsplay (ON) <CR>**

— To turn on the display of room status changes:

SEt OPtion DIsplay STatus (ON) <CR>

— To turn it off:

SEt OPtion DIsplay STatus OFf <CR>

Particular sources of input can be displayed or not displayed as required. Command format is the same, using one or more of the following items in place of STatus. The choices are listed below.

CCos	CONTROL COS key on an SL-1, or digital telephone, or Attendant Console
DEtect	off-hook detection of room telephone
DIal	Dial Access using room telephone
RMk	Room Status key on an SL-1 or digital telephone
TErminal	changes entered by typing at a terminal

Refer to “Set automatic control of room cleaning status” on page 63 and “Set check-in, check-out parameters” on page 66 for additional information.

— To turn on one of the STATUS options:

SEt OPtion DIsplay item(s) **(ON) <CR>**

To turn any of these off, use OFf in place of ON.

Note: The word ON or OFf always comes at the end, and items cannot be turned ON and OFf in the same line.

Automatic daily routines

You can store up to 12 commands on the Automatic job list for execution at a predesignated time. If you use the Automatic "CLeaning REquested" option (to change the cleaning status of all occupied rooms to REquest cleaning [RE] at a specified time), it occupies auto list entry number 12, so only 11 commands can be stored. Commands are put into the Automatic job list by specifying any valid command with the following syntax where "hhmm" is the 24-hour clock time when the command executes, and "command" is the job to be executed at hhmm.

AUtomatic hhmm command **<CR>**

Note: The list entry number is assigned by the system.

For example, at 11:00 p.m. create a printout of all Message Registration meters having non-zero values. Enter the following:

AU 2300 (PR) ME AL

Note: The data specified in this example is printed at the Meter print port if one has been assigned or at the terminal entering the information. If you want the data to print to another terminal, enter a Port ID in the command field (for example, **AU 2300** Port id **ME AL**).

If the list is full (that is, contains 12 entries), you must delete one of the stored entries before another command can be added to the list. To delete an entry in the Automatic job list, use the following command. Note that "nn" is one of the entries in the Automatic list.

SE AU nn **OF**

To print the contents of the Automatic Job list, enter:

(PRint) AUtomatic

Output may look like this, where "AB" and "CD" are port IDs.

01 AUTO AT 9:00 AB PR WA 0 9999
02 AUTO AT 9:00 CD PR WA 0 9999

If two jobs are scheduled for the same time, the job with the lower entry number is processed first. If the first job is finished within the same hour, the second job starts immediately after the first one is done. If it is already the next hour when the first job is finished, the second job will not be executed at all.

To print all the wake-up calls at 10:00 p.m., enter the following command where “H1” and “H2” are the port IDs:

AUtomatic 2200 H1 H2 WAke ALl

— To print the contents of the automatic list:

(PRint) AUtomatic <CR>

You will receive a copy of the contents of your Automatic job list. Each command in the list has a number in the range 1–12.

— To remove a command from the Automatic list:

Print the list, as described above, to find the number of the command you wish to remove, then use the following command to remove it:

SEt AUtomatic nn **OFf <CR>**

where “nn” is the number of the item you wish to remove from the list.

Table 10
Generating automatic daily routines

AUtomatic 900 (PRint) STatus ALl <CR>

Add a command to the list. This command tells the system to print the status of all guest rooms at 9:00 each morning.

AUtomatic 1730 (PRint) MEter 4201 4225 <CR>

Add a command to the list. This command tells the system to print all non-zero telephone meters from DN4201 to 4225 at 5:30 each afternoon.

SEt AUtomatic 1 OFf <CR>

Remove item 1 from the list.

(PRint) AUtomatic <CR>

Print the contents of the Automatic list. If it contained the two items above, it would look similar to this.

01	AUTO	AT	9:00	AB	PR	ST	0*	9999*
02	AUTO	AT	17:30	CD	PR	ME	4201	4225

* 0–9999 represents ALl.

Full Automatic list

If your list becomes full because of a temporary command, you will get a message TRY AGAIN. Simply wait a few minutes and type in your command again.

If your list already has 12 entries and you try to add another item (number 13), you will get a message LIST FULL. You must remove an item before you can add a new one. An automatic cleaning requested procedure (see “Set automatic control of room cleaning status” on page 63) always uses list entry 12 and will not be shown as a list member. If so, your list is full with 11 entries.

Traffic data

The traffic printout shows system activity for a 24-hour period. It gives wake-up call statistics and display message statistics.

— To request the traffic printout:

(PRint) TRaffic <CR>

To have it printed at another terminal, replace the word PRint with the port ID where you want it printed.

To have it printed at the same time every day, add this command to the automatic list (see "Generate Automatic Daily Routines"). The format for a traffic printout is shown in Table 11.

Table 11
Traffic printout format (Part 1 of 2)

System	**DD(a)**	**TIME**	**0:00(b)**			
WAKEUP	dd(a)	0000(c)	0000(d)	0000(e)	0000(f)	0000(g)
0000(h)	00.0(i)	00.0(j)	0000(k)	0000(l)		
DISP	TOT		0000(m)	0000(n)		
	PORT*(o)		0000(p)	0000(q)		

Legend:

a = date

b = time

c = total number of wake-up calls (includes successful and failed calls)

d = total number of calls answered after one attempt

e = total number of calls answered after two attempts

f = total number of calls answered after three attempts

g = total number of calls returned to the attendant (unanswered or blocked)

Table 11
Traffic printout format (Part 2 of 2)

h =	number of times a full time interval caused an attendant entry failure
i =	average call answer time in seconds
j =	average call holding time in seconds
k =	number of times the default AWU RAN routes are used due to language RAN route failure.
l =	number of VAWU attempts that do not find an idle attendant. Maximum of 3 attempts per VAWU request.
m =	total number of display messages
n =	total number of display messages that failed on all ports. The display message handled on any BGD that failed on others is not included.
o =	port ID or a terminal number
p =	total number of display messages on the port
q =	total number of display messages on the port that failed

Display option

A message can be printed to record each change made to Hotel/Motel feature data as it occurs. These optional display messages provide a traceable record of events. One or more terminals must be assigned to print these messages.

— The following is the command structure to set display options.

SE OP DI items **ON/OFf**

Choices for items to be displayed are as follows.

Automatic Wake Up items

AN calls answered
EN calls entered/deleted
RE calls returned to attendant
WA wake, which includes all three event types

Message Registration To enable the display of meters in general, use ME for "item" in the command above. Individual meter display can then be turned on or off as required.

SE ME dn DI (ON), OFf
dn1 dn2
dnx
ALl

The last two words, DI ON/OFf, can be added to the end of a command that sets meter values.

Room Status Display choices can be changed in several ways.

CC CCOS key on a telephone
DE off-hook detection of room
DI Dial Access using a room phone
RM Room Status key (RMK) on an SL-1 or digital telephone
TE a terminal
ST status, which includes all five of these input sources

Display queue size If the volume of display messages required is large, queue wrap-around may cause the loss of some messages. On the Traffic printout the number of display messages lost is shown. Increasing the display queue size (default is 20 messages) is a service change operation in LD 17.

Call Number Information Messages

Call Number Information Messages are available in X11 Release 12 and later. If the terminating telephone has Call Number Information Allowed (CNIA) Class of Service, the system sends Call Initiation and Call Termination messages for calling and called DNs on a real-time basis to the BGD port.

Message formats sent to the BGD port are shown below:

— ST-CI xxx...x yyy...y

— ST-CT xxx...x yyy...y

Legend:

xxx...x = Calling DN

yyy...y = Called DN

Call Initiated (CI) A Call Initiated message is sent when the terminating telephone has Call Number Information Allowed (CNIA) Class of Service (CLS) and one of the following conditions occurs:

— The telephone handset is lifted and a number dialed.

— The call is reestablished from on-hold status.

— The telephone is the third party in a call transfer.

— The telephone terminates a forwarded call.

— The call is picked up by a station.

— The Call Waiting key on a CNIA telephone is pressed.

— The call is extended by an attendant.

Call Terminated (CT) A Call Terminated message is sent when the terminating telephone has Call Number Information Allowed (CNIA) Class of Service (CLS) and one of the following conditions occurs:

— Call termination to a non-CNIA telephone

— Call Forward No Answer (CFNA)

— Call Park

— Call Transfer from originating or terminating telephones

— Call Pickup received by the telephone

— Conference call

— Call On Hold

No messages are sent in the following cases:

— Dial Intercom calls

— Overridden calls

— Attendant calls

— CNIA-originated calls

— Automatic Wake Up calls

— Trunk calls

Operating parameters

Class of Service for CNIA is limited to 60 telephones and is assigned in LD 10 and LD 11. LD 20, LD 81, and LD 83 modify printing and counting, based on CNIA/CNID CLS. Refer to *X11 features and services* and *X11 Software input/output guide*.

A telephone that is assigned Virtual ACD Agent (VMA) Class of Service cannot be assigned CNIA Class of Service.

Collocated telephone and TTY equipment is needed to fully implement this feature.

Automatic Wake Up

Automatic Wake Up enables the Meridian 1 to place wake-up calls automatically. An attendant may enter the wake-up information specified by the guest, or the guest enters the wake-up information from their room telephone. At the appointed time, the system places the wake-up call. Upon answering, the guest hears a recorded wake-up announcement or a personal wake-up message.

If the call is unanswered after one to three attempts, or if it is blocked by heavy traffic or system malfunction, it is either returned to the attendant or disconnected, depending on the option selected in the software (LD 15).

You can use your BGD to enter a wake-up call request (see “Set wake-up call times” on page 45) and you can use it to retrieve wake-up call information (see “Find wake-up call times” on page 49). You can find out the wake-up times that have been set for a guest’s telephone or for a group of telephones.

A map or hour-by-hour (shown in five-minute increments) summary of a day’s wake-up calls is also available (see “Print wake-up call map” on page 52). You can also get a continuous printout or display of any or all wake-up events as they occur.

For a complete description of Automatic Wake Up, refer to *X11 features and services*.

Guest Entry of Auto Wake Up (GEWU)

A wake-up request can be entered by the attendant or craftsperson on the BGD, or by a guest on the room telephone (see Guest Automatic Wake Up in *X11 features and services*).

When the guest programs or cancels the wake-up call via the Wake Up Key (WUK) or a Flexible Feature Code (FFC), a display message is sent to the Background Terminal. If the Display option for AWU is set, a display message is directed to the terminal designated for wake-up display when a guest programs or cancels a wake-up request. X11 Release 17 adds a display wake-up message to room telephones that are equipped with a display.

Multi-Language Wake Up (MLWU)

A customer-definable language can be assigned to a room telephone at any time through the BGD or service change (LD 10 or LD 11). The language remains unchanged until the next language assignment; however, the customer may opt to clear the language at check-in and check-out times. The language assigned to a room DN is only stored with the primary appearances of the room DN.

If Automatic Wake Up is enabled, up to six language-specific Recorded Announcement (RAN) route pairs (both am and pm for each language) can be configured. The languages correspond to the RAN routes RAN1/RAN2, LA11/LA12, …, LA51/LA52 in LD 15. The only requirement is that Language 0, the default language routes RAN1 and RAN2, must be defined.

VIP Automatic Wake Up

VIP Automatic Wake Up (VAWU) is an X11 Release 17 enhancement to the AWU feature. VAWU allows rooms to be designated as VIP so that guests can be awakened by a personal telephone call from the attendant rather than the RAN wake-up. At the requested time, the attendant is notified of the VIP wake-up call.

A VIP room is one whose DN is assigned VIP designation.

Set wake-up call times

You can use your BGD to set wake-up call times for a single DN or a group of DNs.

— To set a wake-up call time for one DN:

SEt WAke dn **TIme** hhmm **<CR>**

To set a wake-up call time for a consecutive group of DNs:

SEt WAke dn1 dn2 **TIme** hhmm **<CR>**

— To enter the next wake-up call, simply enter the DN and the time.

— To delete a wake-up call:

SEt WAke dn **TIme OFf <CR>**

— To change the time of a wake-up call, simply type the command with the new time.

Operating parameters

You must use TIme in the command for either one DN or a group of DNs.

Use a 24-hour clock to give the time (hhmm). For example, type in 7:15 am as 715 and 2:30 pm as 1430.

You cannot make a wake-up call entry for the current five-minute period or for a time more than 23.5 hours in advance. If the time you type is not allowed, a message AWU TIME? giving the allowed time range will appear.

Each five-minute interval of the day has room for 100 (or 500, depending on your system) wake-up calls. If the interval containing the time you typed is full, you will receive a message like the following, indicating the five-minute interval 7:00–7:04 is full.

WAKE UP 7:00 FULL 6:55 100 7:05 85 STOP ON 2314

6:55 100 7:05 85 shows the amount of room remaining in the intervals five minutes before and after 7:00. At 6:55, in this case, there are 100 spaces remaining and at 7:05 there are 85. You can choose one of these intervals.

STOP ON 2314 indicates the DN the system did not accept because of lack of space. If you entered a group of DNs, DN 2314 is the first of those that are still not recorded in the system.

Table 12
Using the Set command for Automatic Wake Up

Input (what you type) Response (what the terminal displays)					Comments (what happens)
SEt WAke 1402 TIme 715					
WAKE UP	1402	NONE	TO	7:15	Wake-up call for one DN, DN 1402, will be called at 7:15 am. NONE shows there was no previous entry.
SEt WAke 3405 3409 TIme 800					Wake-up call for a group of DNs
WAKE UP	3405	NONE	TO	8:00	DNs 3405 to 3409 will be called at 8:00 am. Note that DN 3406 had a previous entry for 7:30, which has been changed to 8:00. The others had no previous entry (NONE).
WAKE UP	3406	7:30	TO	8:00	
WAKE UP	3407	NONE	TO	8:00	
SEt WAke 23105 TIme 715					Wake-up calls for a list of DNs
17804 **12642** **30441** **11018**	**700** **645**				DN 23105 will be called at 7:15. DN 17804 will be called at 7:00. Since the next two entries are also for 7:00, you can leave the time out. DN 11018 will be called at 6:45. Note that this example shows only the input you type, as if the “confirm” option is turned off (see “Define options for the Set command” on page 17).

Set time for a secondary wake-up announcement

You may set the time at which a second recorded wake-up announcement is activated.

— **SEt OPtion TIme RAn2** time1 time2 **<CR>**
If you do not put in any value for time2, then 00:00 (midnight) will be assumed.

— If the second time is earlier than the first, for example:

SEt OPtion TIme RAn2 2200 400 <CR>

then the time of the second recorded announcement will run through midnight to the next morning.

— To turn this time range off:

SEt OPtion TIme RAn2 OFf <CR>

Set language identifiers for wake-up announcements

You may assign a two-letter identifier to each of the six possible recorded languages used to make wake-up calls. The two-letter code is used to identify each language used to record the wake-up announcement. When setting a room's language status, use the language number (0–5) or the two-letter identifier. Language numbers do not change, because they refer to the tape recorders that play the announcements.

— To set the language identifier for a language number:

SEt OPtion LAnguage (language number) (id) **<CR>**

where:

(language number)	0–5
(id)	any two-character code that does NOT correspond to a command (first character MUST be a letter)

— To change the language identifier, repeat step 1 or:

SEt OPtion LAnguage (old id) (new id) **<CR>**

— To clear the language identifier:

SEt OPtion LAnguage (language number or identifier) **OFf <CR>**

Table 13
Example of the Set command for the LAnguage option

Input	Comments
SEt OPtion LAnguage 3 EN <CR>	Language number 3 set to EN for ENglish.
SEt OPtion LAnguage EN FR <CR>	Whichever language number that was set to EN is changed to FR for FRench.
SEt OPtion LAnguage 0 OFf <CR>	Language number 0 no longer has an identifier.

Find wake-up call times

You can use your terminal to find DNs that have wake-up call times set. The FInd command allows you to retrieve the wake-up call request for the lowest-numbered DN within the specified DN range with a wake-up call time set. To get the next one in the range, type the word FInd again.

— To find one DN wake-up call time:

FInd WAke dn **<CR>**

— To find the first DN wake-up call time in a group of consecutive DNs:

FInd WAke dn1 dn2 <CR>

— To find the first DN wake-up call time in the whole system:

FInd WAke ALl <CR>

— To find the next wake-up call time:

FInd <CR>

Operating parameters

If only one DN is entered, the FInd command will look for a DN with a wake-up call, starting with the DN requested and ending with the largest DN in the system. It will print the first one it finds.

If there are no wake-up calls set in the group requested, the message NO DATA FOUND is printed.

For a group of DNs, the second DN entered must be a higher number than the first.

A command containing the word FInd all by itself is valid only immediately following another FInd command which produced non-zero results (any result other than NO DATA FOUND).

Table 14
Examples of the Find command for Automatic Wake Up

Input / Response			Comments
Find WAke 3040			One DN
WAKE UP	3040	7:00	
Find WAke 9001 9200			A group of consecutive DNs, 9014 is the first DN in the group which has requested a wake-up call.
WAKE UP	9014	6:40	
FInd WAke ALl			All DNs, DN 1030 is the first DN with a wake-up call time set.
WAKE UP	1030	7:15	
FInd			DN 2019 is the next one.
WAKE UP	2019	6:45	
FInd			
NO DATA FOUND			There are no more DNs with wake-up call times set.

Print wake-up call times

You can use your terminal to print the wake-up call time currently set for one or more guest rooms.

— To print the setting for one DN:

(PRint) WAke dn **<CR>**

— To print the settings for a group of consecutive DNs:

(PRint) WAke dn1 dn2 **<CR>**

— To print the settings for all DNs:

(PRint) WAke ALl <CR>

Operating parameters

When retrieving the wake-up call times for a group of consecutive DNs, or for all DNs, only the DNs within the group that have requested a wake-up call will be included. If there were no DNs with wake-up calls in the range specified, the terminal prints NO DATA FOUND.

When specifying a group of DNs, the second DN entered must be a higher number than the first.

You can use X substitution in the DN. For example, **(PRint) WAke 12XX** prints DNs in the range 1200-1299 with wake-up call times set.

Typing four asterisks (****) will stop a job that is currently in progress at your own terminal (for example, a long printout you realize you don't need).

Table 15
Examples of the Print command for Automatic Wake Up

Input Response			**Comments**
(PRint) WAke 1279			One DN
WAKE UP	1279	7:00	DN 1279 has a wake-up call set for 7:00 am
(PRint) WAke 3700 3720			A group of consecutive DNs
WAKE UP	3702	6:30	
WAKE UP	3709	7:00	
WAKE UP	3714	7:15	
WAKE UP	3718	6:30	
(PRint) WAke ALl			All DNs
WAKE UP	1003	7:00	
WAKE UP	1229	6:45	
WAKE UP	2005	6:30	
WAKE UP	4137	6:15	

Print wake-up call map

A chart showing a count of all wake-up calls in each five-minute interval for every hour throughout the day is known as a wake-up map.

— To print the wake-up call map:

(PRint) WAke MAp <CR>

To print the map at another terminal, put the two-character port ID of the terminal where you would like it printed: portID **WAke MAp <CR>**

Operating parameters

To automatically print this map every day at the same time, put this command in the automatic list. The map in Table 16 shows a 24-hour day beginning at midnight. Each line is one hour in five-minute intervals. The number of calls in each five-minute period is shown. Date (23) and time printed are at the top.

Table 16
Wake Up call map example

(PRint) WAke MAp <CR>

WAKE UP 23 TIME 0:11

0:00	000	000	000	000	000	000	000	000	000	000	000	000
1:00	000	000	000	000	000	000	000	000	000	000	000	000
2:00	000	000	000	000	000	000	000	000	000	000	000	000
3:00	000	000	000	000	000	000	000	000	000	000	000	000
4:00	000	000	000	000	000	000	000	000	000	000	000	000
5:00	000	000	000	000	000	000	000	000	000	000	000	000
6:00	002	000	000	001	000	000	001	000	000	000	000	000
7:00	004	001	001	000	000	000	001	000	000	001	000	000
8:00	000	000	000	000	000	000	000	000	000	000	000	000
9:00	000	000	000	000	000	000	000	000	000	000	000	000
10:00	000	000	000	000	000	000	000	000	000	000	000	000
11:00	000	000	000	000	000	000	000	000	000	000	000	000
12:00	001	000	000	000	000	000	000	000	000	000	000	000
13:00	000	000	000	000	000	000	000	000	000	000	000	000
14:00	000	000	000	000	000	000	000	000	000	000	000	000
15:00	001	000	000	000	000	000	000	000	000	000	000	000
16:00	000	000	000	000	000	000	000	000	000	000	000	000
17:00	000	000	000	000	000	000	000	000	000	000	000	000
18:00	001	000	000	000	000	000	000	000	000	000	000	000
19:00	000	000	000	000	000	000	000	000	000	000	000	000
20:00	000	000	000	000	000	000	000	000	000	000	000	000
21:00	001	000	000	000	000	000	000	000	000	000	000	000
22:00	000	000	000	000	000	000	000	000	000	000	000	000
23:00	000	000	000	000	000	000	000	000	000	000	000	000

Room Status

Room Status (RMS) sets conditions on rooms, such as whether or not a room requires cleaning, or whether a room is occupied or vacant. Room Status is managed through the BGD.

All room phones are required to have Controlled Class of Service Allowed (CCSA).

> ***Note:*** SL-1 or digital telephones equipped with a Room Status key (RMK) and Digit Display can read and update the cleaning status of any guest room. This is not an option that needs to be set by terminal command. If such phones exist, they have access.

X11 Release 16 adds Multi-Language Wake Up to the Room Status feature. MLWU allows up to six languages to be programmed on various RAN routes, to be played at a wake-up call request.

X11 Release 17 adds two features that are implemented through RMS: VIP Automatic Wake Up (VAWU) and Maid ID. VAWU makes it possible to designate rooms as VIP so that guests can be awakened by a personal telephone call from an attendant rather than the RAN wake-up. Maid ID makes it easier to keep track of which maids clean which rooms.

> ***Note:*** Refer to the Automatic Wake Up section in this document and in the *X11 features and services* for more details concerning the above features.

All occupied rooms can be automatically set to cleaning requested at the same time each day. Off hook detection of cleaning status can also be set for all occupied rooms for the same time each day.

> ***Note:*** The Off-Hook Alarm Security feature takes precedence over the Off-Hook Detection feature. If a set is defined with the Alarm Security Allowed CLS (ASCA), the Off-Hook Detection feature will not operate.

Rooms can be classified by category (1–15) to identify locations, price range, size, facilities, and so on. Each room can be in only one category.

Table 17
Room status examples

Guest Registration and Occupancy	CH (IN)	check-in
	CH OU	check-out
	OC	occupied
	VA	vacant
Cleaning Status (includes Maid ID)	RE	cleaning requested
	PR	cleaning in progress
	CL	cleaned
	PA	cleaning passed inspection
	FA	cleaning failed inspection
	SK	cleaning skipped
Sale Status	SA	ready for sale
	NS	not for sale
Other Status Information	CO	Controlled Class of Service (CCOS)
	CO OF	System Class of Service (SCOS)
	E1	Enhanced Controlled Class of Service 1
	E2	Enhanced Controlled Class of Service 2
	MW	Message Waiting Lamp
	DN	Do Not Disturb
	CA	category (see Assign Guest Room Categories)
	LA	language for Automatic Wake Up
	VI	VIP status for Automatic Wake Up
	TL	telephone check

Set room status

You can use your terminal to change the status of guest room DNs to checked-in. This can be done for a single DN, a group of consecutive DNs, or all DNs. Use the abbreviations listed in Table 17 on page 56 in place of the word “status” in these commands.

— To set the room status of one DN:

SEt STatus dn status **<CR>**

— To set room status of a group of consecutive DNs:

SEt STatus dn1 dn2 status **<CR>**

— To set room status of all DNs:

SEt STatus ALl status **<CR>**

— To set a second nonconsecutive DN to the same status, simply type the **DN** and **<CR>**. If you have a list of nonconsecutive DNs, you can repeat many times.

— To set the language of one DN:

SEt STatus dn LAnguage number or ID **<CR>**

Operating parameters

When checking in a group of consecutive DNs, the second DN entered must be a higher number than the first.

After setting the status of one or more guest room DNs, a confirmation message may be displayed or printed. If the “confirm” option is off, the updated status is not automatically displayed or printed (see “Define options for the Set command” on page 17).

You may not be able to use the SET command with all DNs, with a group of consecutive DNs, or with X substitution, if any of these options are turned off (see “Define options for the Set command” on page 17).

Languages are numbered from 0–5. Two-letter identifiers may be set using the SEt OPtion command (see “Set language identifiers for wake-up announcements” on page 48).

Set VIP status to ensure that an important guest receives a personal wake-up greeting from the attendant.

Guest registration and occupancy parameters

Rooms must meet sale criteria to be able to be checked-in; that is, they must have the status VAcant and PAssed inspection.

The occupancy status of a room is automatically changed to OCcupied when you set the status to CHecked-IN, or to VAcant when you set the status to CHecked-OUt. Manually setting any other room status of a DN does not affect the current settings of other aspects of room status, such as guest room telephone Class of Service or cleaning status.

The CHeck-IN and OUt commands can also be set to perform other tasks automatically (see “Set check-in, check-out parameters” on page 66). If this is not desirable, you can enter any of this information manually.

The CHecked-IN status is not indicated in a status printout. Checked-in status is inferred from the OCcupied status.

The CHecked-OUt status is not indicated in a status printout. Checked-out status is inferred from the VAcant status.

Cleaning status parameters

If automatic cleaning hours are set, the status of any occupied guest room will be changed to cleaning REquested at the specified time (see “Set automatic control of room cleaning status” on page 63).

If automatic detection hours are set, the status of any occupied guest room will be automatically updated to cleaning in PRogress, then CLeaned by the cleaning staff using the room telephone in the appropriate manner (see “Set automatic control of room cleaning status” on page 63).

If you use Maid IDs, you can append the Maid ID to a room’s cleaning status from the BGD, or the maid can send it from the guest room telephone when the cleaning status is changed.

The Maid ID is a one- to four-digit number that should be unique for each member of the cleaning staff. The Maid ID appears only on Room Status Display messages, so you must have display messages for room status turned on at one of your terminals to keep a record of the Maid ID.

To include the Maid ID in a room status Set command:

SEt STatus dn status **MI** xxxx **<CR>**

where xxxx is the one- to four-digit Maid ID number.

Note: The Maid ID can only be included with a SEt command that changes a room’s cleaning status.

Class of Service

By changing a telephone’s Class of Service, you can restrict guests from making certain types of calls. There are four levels of restrictions available.

— SCOS (CO OF) (Specified as CO OF in commands.)

— CCOS (Specified as CO in commands.)

— E1

— E2

System Class of Service (SCOS) is the basic default level and usually has the fewest restrictions.

Controlled Class of Service (CCOS) is used to restrict the type of calls a guest can make from the telephone.

Enhanced Controlled Class of Service (E1 and E2) simply adds two more levels of restrictions to increase the flexibility of your system.

For example, a telephone with SCOS is allowed to make toll and Central Office calls as well as room-to-room calls, while a telephone placed in CCOS can only make room-to-room calls. Toll and Central Office calls are not allowed.

Your Class of Service restrictions may vary from this example. Check with your System Administrator if your are not sure of your Class of Service restrictions.

Table 18
Using the Set command for Room Status

Input	Comments
	One DN:
SEt STatus 1203 CHeck(IN) <CR>	checked-in
SEt STatus 0904 CHeck OUt <CR>	checked-out
SEt STatus 1427 OCcupied <CR>	occupied
SEt STatus 2218 VAcant <CR>	vacant
SEt STatus 4442 REquested <CR>	cleaning requested
SEt STatus 4443 CLeaned MI 14 <CR>	cleaned by maid with ID number 14
SEt STatus 1243 SAle <CR>	ready for sale
SEt STatus 2234 COntrol <CR>	Controlled Class of Service
SEt STatus 2236 COntrol OFf <CR>	System Class of Service
SEt STatus 1208 LAnguage 2 <CR>	language number 2
SEt STatus 1209 LAnguage SP <CR>	language Spanish
SEt STatus 1405 VIp <CR>	VIP (personal wake-up call)
SEt STatus 3322 CHeck OUt <CR> **3328 <CR>** **3342 <CR>** **3563 <CR>** **4788 <CR>**	A groups of nonconsecutive DNs all checked out.
SEt STatus 4402 4408 COntrol <CR>	A group of consecutive DNs using inclusive DN range.
SEt STatus 22XX SKipped <CR>	A group of consecutive DNs using X substitution (2200 to 2299).
SEt STatus ALl PRogress <CR>	All DNs cleaning in progress.

Set ready-for-sale criteria

A Room Status SEt command using the word SAle will always change the status of the room(s) you specify to VAcant and PAssed. But you may wish to make the PRint and FInd commands less strict, so that more rooms are printed out as being available for sale.

All the possible criteria you can add are listed here.

REquested
PRogress
CLeaned
FAiled
SKipped
OCcupied

— To set ready-for-sale criteria:

SEt OPtion SAle state(s) **(ON) <CR>**

— To turn off, use the word OFf instead of ON. You can use any states you require in the command. The word ON or OFf must come at the end, and you cannot turn items on and off in the same line.

Note: If you do not include any states in the command, all six items will be turned on or off. For example, **SEt OPtion SAle ON <CR>** will set all six items in the list on. (The word ON is not optional in this case.)

— To see what ready for sale criteria are currently set (look for the word SALE in the reply):

(PRint) OPtion <CR>

For example, you wish to include rooms with cleaning in PRogress or CLeaned status in the rooms for sale printout:

SEt OPtion SAle PRogress CLeaned (ON) <CR>

Then when you use the command **PRint STatus ALl SAle <CR>,** the reply will include all rooms that have status PRogress and CLeaned, as well as VAcant and PAssed. The command **SEt STatus 1205 SAle** will still change the status of that room to VAcant and PAssed.

Set automatic control of room cleaning status

Room cleaning status can be updated in two ways: automatically or by code entry from the room telephone. The status of all occupied rooms can be automatically changed to cleaning REquested every day at a particular time. Between the hours that you specify, cleaning staff can use the room telephone to signal that the room is being cleaned. When the room telephone handset is picked up and left off hook, the cleaning status will be changed to cleaning in PRogress. When the handset is replaced, the room's status will be changed to CLeaned (no Maid ID is sent). See "Set cleaning status from room telephone" on page 64 for other methods the cleaning staff can use to change a room's cleaning status.

— To set the off hook detection period and the automatic change of status to cleaning REquested:

SEt OPtion TIme DEtect hour1 hour2 **<CR>**

At hour1, all occupied rooms will be set to cleaning REquested. Between hour1 and hour2, cleaning status changes are detected from room telephones.

Note: Use a 24-hour clock. Hour2 must be greater than hour1. If no hour2 is typed, midnight will be assumed.

— To set the automatic change of occupied rooms to cleaning REquested:

SEt OPtion TIme REquest hour1 **<CR>**

To cancel off hook detection:

SEt OPtion TIme DEtect OFf <CR>

Note: This cancels off hook detection only. It does not affect the automatic change of cleaning status to cleaning REquested at the hour1 that was originally entered.

— To turn off the automatic change of cleaning status of all occupied rooms to cleaning REquested:

SEt OPtion TIme REquest OFf <CR>

— To find out which times, if any, are currently set (look for TIME DETECT and REQUEST in the reply):

(PRint) OPtion <CR>

Set cleaning status from room telephone

In addition to off hook detection, there are two ways the cleaning status of a room can be changed by the cleaning staff.

Dial access

Cleaning staff can update the status of a room by dialing a SPRE code from the room telephone. The SPRE (Special Prefix) code is a one- or two-digit code that your system administrator can provide for you. To allow this, type:

SEt OPtion TIme DIal (ON) <CR>

To disallow, use OFf in place of ON.

To change a room's cleaning status from the room telephone, use the following procedure:

1 Lift the handset and dial SPRE + 86, or Flexible Feature Code (FFC RMST).

2 Using the dial pad, enter the one-digit cleaning code as follows:

1 = cleaning requested
2 = cleaning in progress
3 = room cleaned
4 = passed inspection
5 = failed inspection
6 = cleaning skipped
7 = not for sale

If you hear a regular dial tone, you are finished. If you hear a special tone, the system is asking for the Maid ID. To enter the Maid ID:

3 Dial * followed by the one- to four-digit Maid ID number. If you make a mistake, press * and reenter the Maid ID.

4 Dial #.

5 Hang up when the room is cleaned.

Note 1: The Maid ID is recorded only in Room Status display messages. If no Maid ID is entered, the BGD has no record of the maid.

Note 2: A room telephone can change only its own status. To change the status of other rooms, you must use a Room Status key on the telephone.

Key access

Your system may have telephones equipped with a Room Status key (RMK). These can update the cleaning status of other rooms. You cannot turn this option on and off, but you can choose whether or not to have such changes displayed (see “Display room status events” on page 32).

1 Press the RMK and dial the Directory Number of the room to be changed.

2 Using the dial pad, enter the one-digit cleaning code as follows:

1 = cleaning requested
2 = cleaning in progress
3 = room cleaned
4 = passed inspection
5 = failed inspection
6 = cleaning skipped
7 = not for sale

To enter the Maid ID (if required):

3 Dial * followed by the one- to four-digit maid ID number. If you make a mistake, press * and reenter the maid ID.

4 Press the RMK key to end the procedure.

Note: The maid ID is recorded only in Room Status display messages. If no maid ID is entered, the BGD has no record of the maid.

Set check-in, check-out parameters

Options you can set allow the check-in and check-out commands to perform a number of operations automatically.

The following options are associated with the Room Status feature.

COntrol	System Class of Service upon check-in, Controlled Class of Service upon check-out
E1 / E2	Enhanced Controlled Class of Service (1 or 2) upon check-in, Controlled Class of Service Restriction level upon check-out
DNd	Automatic cancellation of Do-Not-Disturb upon check-out
LAnguage	Reset language to zero (0) upon check-out
MWl	Message Waiting lamp turned off upon check-out
REquest	Automatic cleaning request upon check-out
SL1	Allow use of SL-1 or digital telephone Controlled Class of Service (CCOS) key for check-in and -out
TL	Verify set is connected (BAD LAMP message is printed if a set checked with the TL command is disconnected)
WAke	Cancellation of Automatic Wake Up calls upon check-out
VIp	Remove VIP status upon check-out

Use the abbreviations listed above in place of “item” in the commands listed below.

To set check-in, check-out parameters:

SEt OPtion CHeck item **(ON) <CR>**

To set more than one option at the same time:

SEt OPtion CHeck item **(ON) <CR>**

To remove a check-in/check-out status option:

SEt OPtion CHeck item **OFf <CR>**

Operating parameters

Items cannot be set on and off in the same command, and the word ON or OFf always comes at the end.

Once you have activated automatic Class of Service control, the telephone Class of Service of a guest room DN is automatically set to SCOS when the guest is checked in with the CH command. Guest check-out automatically sets the Class of Service back to CCOS. If this is not desirable, guest room DN Class of Service can be set manually from the terminal.

Assign guest room categories

Guest rooms can be classified by category to identify location, price range, facilities, and so on. A room can be assigned only one category. Each category is given a number in the range 1–15 (0 = no category) and can also be given a four-letter name. The name or number can then be used in requesting printouts of rooms with particular features. For example, **(PRint) STatus ALl VAcant KTCH <CR>** could be used to provide a list of all vacant rooms with kitchen facilities.

— To set a room to a particular category number:

SEt STatus dn **CAtegory** n **<CR>**

where n is a number in the range 1–15.

— To set a group of rooms to a category number (consecutive group):

SEt STatus dn1 dn2 **CAtegory** n **<CR>**

— To set a group of rooms to a category number (X substitution):

SEt STatus dnx **CAtegory** n **<CR>**

— To give a category a four-letter name:

SEt OPtion CAtegory n name **<CR>**

where n is the category number, and name is the category name (1 to 4 letters).

— To change the name:

SEt OPtion CAtegory oldname newname **<CR>**

— To remove a category name without replacing it with a new name, use zero as the new name:

SEt OPtion CAtegory name 0 **<CR>**

Find current room status

You can use your terminal to find the current status of guest rooms. The FIND command allows you to retrieve one DN at a time. If you include a particular status in your command, you can search for DNs with the status you have named. After you have retrieved one DN by typing the full command, you can find the next one simply by typing FInd.

— To find the status of one DN:

FInd STatus dn **<CR>**

— To find the status of the first DN in a group of consecutive DNs:

FInd STatus dn1 dn2 **<CR>**

— To find the status of the first DN in the whole system:

Find STatus ALl <CR>

— You may add a status condition at the end of any of the commands above. For a group of consecutive DNs, the command would be **FInd STatus** dn1 dn2 status. Then only DNs with the status you name will be retrieved.

— To find the next one, type word **FInd** and **<CR>**.

Operating parameters

If you enter a FInd command with only one DN in it and you do not name any status condition, that DN's status will be printed.

If you enter only one DN and you name a status, the FInd command will begin looking for a DN with that status, starting at the DN entered and ending with the largest DN in the system. It will print the first one it finds.

For a group of DNs, the second DN entered must be a higher number than the first.

If there is no DN in the range you specify with the status you name, the message NO DATA FOUND is printed.

The word FInd all by itself is valid only immediately after a FInd command which produced non-zero results (any result other than NO DATA FOUND).

Table 19
Using the Find command for Room Status (Part 1 of 2)

FInd STatus 1143 <CR>								
STATUS	1143	OCC	REQD	UNR			CAT: 5	LANG: 0
One DN								
FInd STatus 2401 2403 <CR>								
STATUS A range of DNs.	2401	OCC	REQD	UNR	MWL		CAT:	LANG: 0
FInd <CR>								
STATUS	2402	VAC	PASS	COS	MWL		CAT:	LANG: 0
FInd <CR>								
STATUS	2403	VAC	CLND	COS	MWL	SALE	CAT:	LANG: 0
FInd STatus 3200 3205 VAcant <CR>								
STATUS	3200	VAC	REQD	COS			CAT:	LANG: 0

Table 19
Using the Find command for Room Status (Part 2 of 2)

A group of consecutive DNs—find vacant rooms. 3200 is the first vacant room in the group.
FInd <CR>
STATUS 3201 VAC PASS COS SALE CAT: LANG: 0 VIP
3201 is the next vacant room. It is also a VIP room.
FInd <CR>
STATUS 3204 VAC CLND COS SALE CAT: LANG: 0
3204 is the next vacant room.
FInd <CR>
NO DATA FOUND
There are no other vacant rooms in this group.

Print current room status

You can use your terminal to print the status of a guest room DN. This can be done for a single DN, a group of consecutive DNs, or all DNs. If you include a particular status in your command, the output shows only those rooms with the status requested. If you do not include any status in your command, the status of all requested rooms is printed.

— For one DN:

(PRint) STatus dn **<CR>**

— For a group of consecutive DNs:

(PRint) STatus dn1 dn2 status **<CR>**

— For all DNs:

(PRint) STatus ALl status **<CR>**

Operating parameters

You can specify any of the following status indications:.

SA	ready for sale
NS	not for sale
OC	occupied
VA	vacant
RE	cleaning requested
PR	cleaning in progress
CL	cleaned
PA	passed inspection
FA	failed inspection
SK	cleaning skipped
CO	Controlled Class of Service
CO OF	System Class of Service
E1	Enhanced Controlled Class of Service 1
E2	Enhanced Controlled Class of Service 2
DN	Do Not Disturb
DN OF	Do Not Disturb off
MW	Message Waiting Lamp on
MW OF	Message Waiting Lamp off
CA n	category (either number or name)
LA n	language number
LA id	language identifier
VIp	VIP (personal wake-up call)
TL	telephone check

You can use X substitution. For example 120X refers to DN 1200 to 1209.

When you set a DN to SAle, it is always set to VAcant and PAssed. However, when you print rooms with SAle status, you may get rooms in other conditions as well, because the criteria for printing rooms available for sale can be altered.

Typing four asterisks (****) will stop a job currently in progress at your own terminal (for example, a long printout you realize you don’t need).

After some system problems, blocks of asterisks (*) characters may be printed in the occupancy and cleaning fields to show they are no longer valid. If this happens, enter the missing status information.

Table 20
Using the Print command for Room Status

(PRint) STatus 1206 <CR>										
STATUS	1206	VAC	CLND	COS		SALE	CAT:	LANG: 0	VIP	AT 12:00
One DN—the current status of DN 1206 is printed.										
(PRint) STatus 1200 1233 SA <CR>										
STATUS	1202	VAC	PASS	COS		SALE	CAT:	LANG: 0		AT 2:30
STATUS	1207	VAC	CLND	COS		SALE	CAT:	LANG: 0		AT 10:06
STATUS	1214	VAC	PASS	COS		SALE	CAT:	LANG: 0		AT 1:45
A group of consecutive DNs with SALE status—all those with SALE status are printed.										
(PRint) STatus 8000 8004 <CR>										
STATUS	8000	VAC	NSAL	COS			CAT:	LANG: 0		AT 12:00
STATUS	8001	OCC	CLND	UNR	MWL		CAT:	LANG: 0		AT 12:02
STATUS	8002	OCC	SKIP	FRE	DND		CAT:	LANG: 0		AT 4:10
STATUS	8003	OCC	REQD	UNR	MWL		CAT:	LANG: 0		AT 2:20
STATUS	8004	VAC	PROG	COS			CAT:	LANG: 0		AT 12:09
A group of consecutive DNs—the current status of all DNs in the group is printed.										
(PRint) STatus ALl VA <CR>										
STATUS	1106	VAC	PASS	COS		SALE	CAT:	LANG: 0		AT 5:36
STATUS	2214	VAC	NSAL	COS			CAT:	LANG: 0		AT 1:08
All DNs—all DNs with VACANT status are printed.										
(PRint) STatus ALl <CR>										
STATUS	1001	VAC	PASS	COS		SALE	CAT:	LANG: 0		AT 2:50
STATUS	1002	OCC	REQD	UNR	MWL		CAT:	LANG: 0		AT 11:01
All DNs are printed.										

Message Registration

Message Registration allows hotel management to monitor all completed local calls made from the hotel telephone system. Each DN and trunk in your system can have a meter assigned, which stores a pulse count for calls made. You can access these meters using your terminal.

Outgoing calls from guest room telephones are usually monitored for billing and other administrative purposes. Meters can also be assigned to any administration telephones and trunks the hotel management wishes to monitor.

Any pulses the system cannot assign to a particular DN or trunk meter are accumulated in the customer meter. This meter can be accessed using your terminal just as the others can, but it cannot be turned off.

The commands you need to retrieve, alter, or print the contents of the meters in your system are explained in this section. Any reply to your Message Registration commands will identify the type of meter concerned: administration (ADMN) or guest room (ROOM) telephone, Attendant Console (ATTN), trunk (TRK), or the customer meter (CUST).

You can turn meters on and off as required (see “Turn meters on and off” on page 80). You can also get a continuous printout or display of Message Registration changes as they occur.

Refer to *X11 features and services* for more information regarding Message Registration.

Set meters to a given value

You can use your terminal to set meters in your Meridian 1 system to any given value. You can use meter values to figure total call charges for metered calls. You can set meter values for a single DN, a group of consecutive DNs, or all DNs.

— To set the meter for one DN:

SEt MEter dn **VAlue** n **<CR>**

— To set the meters for a group of consecutive DNs:

SEt MEter dn1 dn2 **(VAlue)** n **<CR>**

— To set the meters for all DNs:

SEt MEter ALl (VAlue) n **<CR>**

— To enter the next meter change you want to make, you can type in the DN and the value you want. Just enter dn n **<CR>.**

— To change the value of the Customer meter:

SEt MEter CUstomer (VAlue) n **<CR>**

Operating parameters

When setting the meters for a group of consecutive DNs, the second DN entered must be a higher number than the first and can be in the range 0–32766.

You can use X substitution (see “Define options for the Set command” on page 17). For example, **SEt MEter 32X VAlue 1** will set all the meters 320–329 to the value 1.

The response shown in the examples appears only if the COnfirm option is on (see “Define options for the Set command” on page 17).

You may not be able to SEt all DNs at once if the ALl option is not on (see “Define options for the Set command” on page 17).

You may not be able to SEt a group of consecutive DNs if the RAnge option is not on (see “Define options for the Set command” on page 17).

Using DN and VAlue only to enter a list of meter changes, as in Step 3, is valid only immediately following a SEt MEter command.

The word VAlue is required for one DN, but is optional in other cases.

Table 21
Using the Set command for Message Registration

Input Response	**Comments**
SEt MEter 1535 VAlue 1	Meter for one DN
ROOM METER 1535 7 TO 1	DN 1535 was set to 7 but is now set to one.
SEt MEter 1500 1504 (VAlue) 1	Meters for a group of consecutive DNs
ROOM METER 1500 DISP ZERO TO DISP 1	
ROOM METER 1501 DISP 1 TO DISP 1	DN 1501 was set to one and is unchanged.
ROOM METER 1502 DISP ZERO TO DISP 1	
ROOM METER 1503 DISP ZERO TO DISP 1	
ROOM METER 1504 DISP 6 TO DISP 1	DN 1504 was set to 6 but is now set to one.
SEt MEter ALl (VAlue) 1	Meters for all DNs
ROOM METER 1000 ZERO TO 1	
ROOM METER 1001 2 TO 1	
ROOM METER 1002 ZERO TO 1	
SEt MEter 1206 VAlue 2	See Note
1308 3	
1596 2	
1823	
1906	
1972 1	
1986 0	

Note: Meters for a list of DNs—DN 1308 is going to be set to three, and DN 1596 to two. Since DN 1823 and DN 1906 have no value typed beside them, the last value input, two, will be used. If the meter value you want for the next line is the same, you can leave it out. So DN 1823 and 1906 will also be set to two. Since the meter value desired for DN 1972 is different, it must be entered. When entering values in a list like this, use 0 rather than ZEro (see last line). Note that this example shows only the input you type, as if the confirm option is turned off (see “Define options for the Set command” on page 17).

Erase meters (set to zero)

You can use your terminal to set meters in your system to zero. You can do this for a single DN, a group of consecutive DNs, or all DNs.

— To set the meter for one DN to zero:

SEt MEter dn **ZEro <CR>**

— To set the meters for a group of consecutive DNs to zero:

SEt MEter dn1 dn2 **ZEro <CR>**

— To set the meters for all DNs to zero:

SEt MEter ALl ZEro <CR>

— To set the Customer meter to zero:

SEt MEter CUstomer ZEro <CR>

— To add the Customer meter to the end of a command, which sets other meters to zero:

SEt MEter 1206 ZEro CUstomer ZEro <CR>

Operating parameters

You can use X substitution (see “Define options for the Set command” on page 17).

You may not be able to SEt all DNs at once if the ALl option is not on (see “Define options for the Set command” on page 17).

You may not be able to SEt a group of consecutive DNs if the RAnge option is not on (see “Define options for the Set command” on page 17).

All meters specified in the command are printed out, even if they were already set at zero.

When erasing the meters for a group of DNs, the second DN entered must be a higher number than the first.

The response shown in the examples appears only if the COnfirm option is on (see “Define options for the Set command” on page 17).

VAlue 0 can be used instead of ZEro if you wish.

Table 22
Using the Set command to erase meters

Input Response					**Comments**
SEt MEter 1432 ZEro <CR>					Meter for one DN
ROOM METER	1432	DISP	3	TO DISP ZERO	DN 1432 was set to 3 but is now set to zero.
SEt MEter 1400 1410 ZEro <CR>					
ROOM METER	1400	DISP	2	TO DISP ZERO	DN 1401 was set to 2 but is now set to zero. The others were set to 1 but are now set to zero.
ROOM METER	1401	DISP	1	TO DISP ZERO	
ROOM METER	1402	DISP	1	TO DISP ZERO	
	•				
	•				
ROOM METER	1410	1	TO ZERO		
SEt MEter ALl ZEro <CR>					Meter for all DNs
ATTN METER	1000	ZERO	TO ZERO		DN 1000 was set to 0 and is unchanged.
ROOM METER	1002	1	TO ZERO		DN 1001 was set to 1 but is now set to zero.
	•				
	•				
ROOM METER	1005	3	TO ZERO		DN 1005 was set to 3 but is now set to zero.
ROOM METER	1006	10	TO ZERO		DN 1006 was set to 10 but is now set to zero.

Turn meters on and off

You can use your terminal to turn a meter or a group of meters on or off.

— To turn the meter for one DN off:

SEt MEter dn **OFf <CR>**

— For a group of consecutive DNs:

SEt MEter dn1 dn2 **OFf <CR>**

— To turn off meters for all DNs:

SEt MEter ALl OFf <CR>

— To turn a meter back on:

SEt MEter dn **ON <CR>**

Operating parameters

When turning the meters for a group of consecutive DNs on or off, the second DN entered must be a higher number than the first.

You can use X substitution if it is allowed (see "Define options for the Set command" on page 17). For example, **SEt MEter 2X1 OFf** turns off 201, 211, 221, 231, and so on.

The response shown in the first example appears only if the COnfirm option is on (see "Define options for the Set command" on page 17).

You may not be able to SEt all DNs at once if the ALl option is not on (see "Define options for the Set command" on page 17).

You may not be able to SEt a group of consecutive DNs if the RAnge option is not on (see “Define options for the Set command” on page 17).

The CUstomer meter cannot be turned off.

Table 23
Using the Set command to turn meters on or off

Input Response	**Comments**
SEt MEter 10579 OFf <CR>	Meter for one DN
ROOM METER 1059 DISP 14 TO OFF	DN 1059 will now be turned off.
SEt MEter 4706 ON <CR>	DN 4706 will now be turned on.
SEt MEter 3001 3501 OFf <CR>	Meters for a group of consecutive DNs DN 3001 to 3501 will now have their meters turned off.
SEt MEter ALl OFf <CR>	Meters for all DNs All DNs will now have their meters turned off.

Turn individual meter display on and off

Individual meters can have their display turned on or off, so it is possible to have the meter value for a particular DN displayed whenever a change occurs, and later turn display off for that DN if no longer required.

Note that in order to display any meter changes at all, the system display option must be on.

— To turn on the display for one DN:

SEt MEter dn **DIsplay (ON) <CR>**

— To turn on the display for a group of consecutive DNs:

SEt MEter dn1 dn2 **DIsplay (ON) <CR>**

— To turn on meter display for all DNs:

SEt MEter ALl DIsplay (ON) <CR>

— To turn on display for the Customer meter:

SEt MEter CUstomer DIsplay (ON) <CR>

— To turn off display of meter changes, simply use OFf instead of ON.

Operating parameters

For a group of consecutive DNs, the second DN entered must be a higher number than the first.

You may not be able to SEt all DNs at once if the ALl option is not on (see “Define options for the Set command” on page 17).

You may not be able to SEt a group of consecutive DNs if the RAnge option is not on (see “Define options for the Set command” on page 17).

You can use X substitution if it is allowed (see “Define options for the Set command” on page 17). For example, **SEt MEter X01 DIsplay OFf** will turn off meter display for DN 1001, 2001, 3001, 4001, … 9001.

You can combine this command with setting a meter value by putting DIsplay ON, or OFf, at the end. For example, **SEt MEter 1023 VAlue 10 DIsplay OFf** will set the value of DN 1023’s meter to 10 and turn off the display of meter changes for DN 1023. Do not combine it with turning a meter on or off.

Table 24
Using the Set command to turn display of meters on or off

SEt MEter 2703 DIsplay (ON) <CR>	Meter for one DN—display turned on for DN 2703.
SEt MEter 5001 5035 DIsplay OFf <CR>	Meters for a group of consecutive DNs—display turned off for DN 5001 to 5035.
SEt MEter ALl DIsplay (ON) <CR>	Meters for all DNs—display turned on for all DNs.

Find non-zero meters

You can use your terminal to search for meters in your system that have a reading greater than zero. Only the first non-zero meter encountered in the range you specify is printed out. To get the next one, you simply type FInd again.

— To find the meter value for one DN:

FInd MEter dn **<CR>**

— To find the first non-zero meter value for a group of consecutive DNs:

FInd MEter dn1 dn2 **<CR>**

— To find the first non-zero meter value for all DNs:

FInd MEter ALl <CR>

— To find the next non-zero meter:

FInd <CR>

Operating parameters

If only one meter is requested, and its value is zero, the first higher numbered DN with a non-zero meter will be printed.

When searching a group of meters, the second DN entered must be higher than the first.

If there are no non-zero meters in the group, the terminal prints NO DATA FOUND.

A command containing FInd all by itself is valid only immediately following another FInd command that resulted in a non-zero meter (any result other than NO DATA FOUND).

Table 25
Using the Find command to find non-zero meters

Input Response				**Comments**
FInd MEter	**3004 <CR>**			Meter for one DN
ADMN METER	3004	DISP	8	DN 3004 has a non-zero meter.
FInd MEter	**9001**	**9025 <CR>**		Meters for a group of consecutive DNs
ROOM METER	9015		23	DN 9015 is the first DN in the group with a non-zero meter.
FInd MEter ALl <CR>				Meters for all DNs
ROOM METER	1003	DISP	13	DN 1003 is the first DN with a non-zero meter.
FInd <CR>				
ROOM METER	4035		6	DN 4035 is the next DN with a non-zero meter.
FInd <CR>				
NO DATA FOUND				There are no more non-zero meters.

Print meter values

You can use your terminal to print the contents of meters in your system. This can be done for a single DN, a group of consecutive DNs, or all DNs.

— To print the meter contents for one DN:

(PRint) MEter dn **<CR>**

— To print the meter contents for a group of consecutive DNs:

(PRint) MEter dn1 dn2 **<CR>**

— To read the meters for all DNs:

(PRint) MEter ALl <CR>

— To print the Customer meter value:

(PRint) MEter CUstomer <CR>

— The word CUstomer can also be added at the end of a command to print other meters, for example:

(PRint) MEter ALl CUstomer <CR>
(PRint) MEter 7301 7350 CUstomer <CR>

Operating parameters

When reading the meters for a group of consecutive DNs, the second DN entered must be a higher number than the first.

Any DN in the group that has not been assigned a meter, or has a meter reading of zero, will not be printed. But if you asked for only one meter, and it was turned off or had a value of zero, it will be printed.

You can use X substitution (see “Define options for the Set command” on page 17). For example

(PRint) MEter 73XX <CR>

will print meters 7300-7399.

Typing four asterisks (****) will stop a job currently in progress at your terminal (for example, a long printout you realize you don’t need).

You can specify a condition at the end of the PRINT command. Only meters in the condition you name will be printed. The conditions are listed below.

OFf	meters that are turned off
ZEro	meters with a reading of zero
ALl	meters in all conditions, including zero value, and turned off (normally these are not printed)
DIsplay ON	meters with their display turned on
DIsplay OFf	meters with their display turned off

For one meter:

(PRint) MEter dn condition <**CR**>

For a consecutive group of meters:

(PRint) MEter dn1 dn2 condition <**CR**>

For all meters:

(PRint) MEter ALl condition <**CR**>

Table 26
Using the Print command for Message Registration (Part 1 of 2)

Input Response				**Comments**
(PRint) MEter 9036 <CR>				Meter for one DN
ROOM METER	9036		3	The current meter value of DN 9036 is 3.
(PRint) MEter 1400 1420 <CR>				Meters for a group of consecutive DNs
ROOM METER	1402	DISP	1	The current meter value of DN 1402 is 1.
ROOM METER	1408	DISP	3	The current meter value of DN 1408 is 3.
ROOM METER	1412	DISP	6	The current meter value of DN 1412 is 6.
ROOM METER	1418	DISP	2	The current meter value of DN 1418 is 2.

Table 26
Using the Print command for Message Registration (Part 2 of 2)

Input Response				**Comments**
(PRint) MEter ALl <CR>				Meters for all DNs
ADMN METER	1006	DISP	3	The current meter value of DN 1006 is 3. DN 1006 is an administration (ADMN) telephone. The rest are guest room (ROOM) telephones.
ROOM METER	1018		10	The current meter value of DN 1018 is 10.
ROOM METER	1021	DISP	2	The current meter value of DN 1021 is 2.
ROOM METER	1026		1	The current meter value of DN 1026 is 1.
(PRint) MEter 383 <CR>				A trunk meter
TRK METER	383		17	383 is a trunk (TRK). Its current meter value 17.
(PRint) MEter ALl OFf <CR>				All meters that are turned off.
ROOM METER	1206	OFF		
ROOM METER	1343	OFF		
ADMN METER	8946	OFF		
(PRint) MEter CUstomer <CR>				The Customer meter. The current value is 4832.
CUST METER		DISP	4832	Display is on.

Call Party Name Display

Call Party Name Display (CPND) gives internal telephone users a visual aid when making and receiving calls. CPND provides information (usually a name) in addition to the DN or route/member number usually displayed. CPND applies only to M2317, M3000 telephones, Meridian Modular Telephones with display, and M1250/M2250 Attendant Consoles.

Call Party Name Display (CPND) information for telephones in guest rooms is constantly changing. In order to simplify changing this information, the associated guest identification (name and station category) may be added at check-in through the BGD.

You can also get a printout of the Call Party Name Display information for one or more rooms.

Refer to *X11 features and services* for complete details regarding CPND.

Set room for Call Party Name Display information

— To enter a Call Party Name Display name for a DN:

SEt CPnd dn “cpnd-name” (xpln) **LAnguage** lang **CHeck (IN) VIp <CR>**

where:
dn is the DN for a station set
“cpnd-name” is the new CPND name, up to 27 characters
(xpln) is the expected name length (optional)
lang is the language number or two-letter identifier
VIp identifies the guest as receiving a personal wake-up call

The information you enter overrides any other existing information associated with the defined DN. For example:

SEt CPnd 1241 “Ms. R.C. Brown” LAnguage EN VIp <CR>

Operating parameters

If the COnfirm option is on, the following confirmation message prints:

CPND dn cpnd-name xpln

The keywords SEt, CPnd, and LAnguage can be shortened to the first two letters.

The keywords CHeck (IN) / OUt, LAnguage (and its identifier) and VIp are optional.

If the names entered have more characters than the maximum allowed, an error message is printed and you must reenter the name with fewer characters.

If you do not specify the DN or if the DN is the wrong type, the command will be rejected with an error message BAD DN.

Print Call Party Name Display information

You can use your terminal to print the name associated with a particular DN or names associated with a group of DNs.

— To print the name associated with a particular DN or names associated with a group of DNs:

PRint CPnd dn **<CR>**

where dn is the DN of a station telephone set or a range of DNs, such as dn1, dn2, dn3, and so on, or 2xx9, or AL1 for all defined DNs.

Operating parameters

If the COnfirm option is on, the following confirmation message prints:

CPND dn “cpnd-name” xpln

The keywords can be shortened to the first two letters. For example:

PR CP 1241 <CR>

Room Status

Room Status (RMS) sets conditions on rooms, such as whether or not a room requires cleaning, or whether a room is occupied or vacant. Room Status is managed through the BGD.

All room phones are required to have Controlled Class of Service Allowed (CCSA).

> ***Note:*** SL-1 or digital telephones equipped with a Room Status key (RMK) and Digit Display can read and update the cleaning status of any guest room. This is not an option that needs to be set by terminal command. If such phones exist, they have access.

X11 Release 16 adds Multi-Language Wake Up to the Room Status feature. MLWU allows up to six languages to be programmed on various RAN routes, to be played at a wake-up call request.

X11 Release 17 adds two features that are implemented through RMS: VIP Automatic Wake Up (VAWU) and Maid ID. VAWU makes it possible to designate rooms as VIP so that guests can be awakened by a personal telephone call from an attendant rather than the RAN wake-up. Maid ID makes it easier to keep track of which maids clean which rooms.

> ***Note:*** Refer to the Automatic Wake Up section in this document and in the *X11 features and services* for more details concerning the above features.

All occupied rooms can be automatically set to cleaning requested at the same time each day. Off hook detection of cleaning status can also be set for all occupied rooms for the same time each day.

> ***Note:*** The Off-Hook Alarm Security feature takes precedence over the Off-Hook Detection feature. If a set is defined with the Alarm Security Allowed CLS (ASCA), the Off-Hook Detection feature will not operate.

Rooms can be classified by category (1–15) to identify locations, price range, size, facilities, and so on. Each room can be in only one category.

Table 27
Room status examples

Guest Registration and Occupancy	CH (IN)	check-in
	CH OU	check-out
	OC	occupied
	VA	vacant
Cleaning Status (includes Maid ID)	RE	cleaning requested
	PR	cleaning in progress
	CL	cleaned
	PA	cleaning passed inspection
	FA	cleaning failed inspection
	SK	cleaning skipped
Sale Status	SA	ready for sale
	NS	not for sale
Other Status Information	CO	Controlled Class of Service (CCOS)
	CO OF	System Class of Service (SCOS)
	E1	Enhanced Controlled Class of Service 1
	E2	Enhanced Controlled Class of Service 2
	MW	Message Waiting Lamp
	DN	Do Not Disturb
	CA	category (see Assign Guest Room Categories)
	LA	language for Automatic Wake Up
	VI	VIP status for Automatic Wake Up
	TL	telephone check

Set room status

You can use your terminal to change the status of guest room DNs to checked-in. This can be done for a single DN, a group of consecutive DNs, or all DNs. Use the abbreviations listed in Table 27 on page 92 in place of the word “status” in these commands.

— To set the room status of one DN:

SEt STatus dn status <**CR**>

— To set room status of a group of consecutive DNs:

SEt STatus dn1 dn2 status <**CR**>

— To set room status of all DNs:

SEt STatus ALl status <**CR**>

— To set a second nonconsecutive DN to the same status, simply type the **DN** and <**CR**>. If you have a list of nonconsecutive DNs, you can repeat many times.

— To set the language of one DN:

SEt STatus dn LAnguage number or ID <**CR**>

Operating parameters

When checking in a group of consecutive DNs, the second DN entered must be a higher number than the first.

After setting the status of one or more guest room DNs, a confirmation message may be displayed or printed. If the “confirm” option is off, the updated status is not automatically displayed or printed (see “Define options for the Set command” on page 17).

You may not be able to use the SET command with all DNs, with a group of consecutive DNs, or with X substitution, if any of these options are turned off (see “Define options for the Set command” on page 17).

Languages are numbered from 0–5. Two-letter identifiers may be set using the SEt OPtion command (see “Set language identifiers for wake-up announcements” on page 48).

Set VIP status to ensure that an important guest receives a personal wake-up greeting from the attendant.

Guest registration and occupancy parameters

Rooms must meet sale criteria to be able to be checked-in; that is, they must have the status VAcant and PAssed inspection.

The occupancy status of a room is automatically changed to OCcupied when you set the status to CHecked-IN, or to VAcant when you set the status to CHecked-OUt. Manually setting any other room status of a DN does not affect the current settings of other aspects of room status, such as guest room telephone Class of Service or cleaning status.

The CHeck-IN and OUt commands can also be set to perform other tasks automatically (see “Set check-in, check-out parameters” on page 102). If this is not desirable, you can enter any of this information manually.

The CHecked-IN status is not indicated in a status printout. Checked-in status is inferred from the OCcupied status.

The CHecked-OUt status is not indicated in a status printout. Checked-out status is inferred from the VAcant status.

Cleaning status parameters

If automatic cleaning hours are set, the status of any occupied guest room will be changed to cleaning REquested at the specified time (see “Set automatic control of room cleaning status” on page 99).

If automatic detection hours are set, the status of any occupied guest room will be automatically updated to cleaning in PRogress, then CLeaned by the cleaning staff using the room telephone in the appropriate manner (see “Set automatic control of room cleaning status” on page 99).

If you use Maid IDs, you can append the Maid ID to a room’s cleaning status from the BGD, or the maid can send it from the guest room telephone when the cleaning status is changed.

The Maid ID is a one- to four-digit number that should be unique for each member of the cleaning staff. The Maid ID appears only on Room Status Display messages, so you must have display messages for room status turned on at one of your terminals to keep a record of the Maid ID.

To include the Maid ID in a room status Set command:

SEt STatus dn status **MI** xxxx **<CR>**

where xxxx is the one- to four-digit Maid ID number.

Note: The Maid ID can only be included with a SEt command that changes a room’s cleaning status.

Class of Service

By changing a telephone’s Class of Service, you can restrict guests from making certain types of calls. There are four levels of restrictions available.

— SCOS (CO OF) (Specified as CO OF in commands.)

— CCOS (Specified as CO in commands.)

— E1

— E2

System Class of Service (SCOS) is the basic default level and usually has the fewest restrictions.

Controlled Class of Service (CCOS) is used to restrict the type of calls a guest can make from the telephone.

Enhanced Controlled Class of Service (E1 and E2) simply adds two more levels of restrictions to increase the flexibility of your system.

For example, a telephone with SCOS is allowed to make toll and Central Office calls as well as room-to-room calls, while a telephone placed in CCOS can only make room-to-room calls. Toll and Central Office calls are not allowed.

Your Class of Service restrictions may vary from this example. Check with your System Administrator if your are not sure of your Class of Service restrictions.

Table 28
Using the Set command for Room Status

Input	Comments
	One DN:
SEt STatus 1203 CHeck(IN) <CR>	checked-in
SEt STatus 0904 CHeck OUt <CR>	checked-out
SEt STatus 1427 OCcupied <CR>	occupied
SEt STatus 2218 VAcant <CR>	vacant
SEt STatus 4442 REquested <CR>	cleaning requested
SEt STatus 4443 CLeaned MI 14 <CR>	cleaned by maid with ID number 14
SEt STatus 1243 SAle <CR>	ready for sale
SEt STatus 2234 COntrol <CR>	Controlled Class of Service
SEt STatus 2236 COntrol OFf <CR>	System Class of Service
SEt STatus 1208 LAnguage 2 <CR>	language number 2
SEt STatus 1209 LAnguage SP <CR>	language Spanish
SEt STatus 1405 VIp <CR>	VIP (personal wake-up call)
SEt STatus 3322 CHeck OUt <CR> **3328 <CR>** **3342 <CR>** **3563 <CR>** **4788 <CR>**	A groups of nonconsecutive DNs all checked out.
SEt STatus 4402 4408 COntrol <CR>	A group of consecutive DNs using inclusive DN range.
SEt STatus 22XX SKipped <CR>	A group of consecutive DNs using X substitution (2200 to 2299).
SEt STatus ALl PRogress <CR>	All DNs cleaning in progress.

Set ready-for-sale criteria

A Room Status SEt command using the word SAle will always change the status of the room(s) you specify to VAcant and PAssed. But you may wish to make the PRint and FInd commands less strict, so that more rooms are printed out as being available for sale.

All the possible criteria you can add are listed here.

REquested
PRogress
CLeaned
FAiled
SKipped
OCcupied

— To set ready-for-sale criteria:

SEt OPtion SAle state(s) **(ON) <CR>**

— To turn off, use the word OFf instead of ON. You can use any states you require in the command. The word ON or OFf must come at the end, and you cannot turn items on and off in the same line.

Note: If you do not include any states in the command, all six items will be turned on or off. For example, **SEt OPtion SAle ON <CR>** will set all six items in the list on. (The word ON is not optional in this case.)

— To see what ready for sale criteria are currently set (look for the word SALE in the reply):

(PRint) OPtion <CR>

For example, you wish to include rooms with cleaning in PRogress or CLeaned status in the rooms for sale printout:

SEt OPtion SAle PRogress CLeaned (ON) <CR>

Then when you use the command **PRint STatus ALl SAle <CR>,** the reply will include all rooms that have status PRogress and CLeaned, as well as VAcant and PAssed. The command **SEt STatus 1205 SAle** will still change the status of that room to VAcant and PAssed.

Set automatic control of room cleaning status

Room cleaning status can be updated in two ways: automatically or by code entry from the room telephone. The status of all occupied rooms can be automatically changed to cleaning REquested every day at a particular time. Between the hours that you specify, cleaning staff can use the room telephone to signal that the room is being cleaned. When the room telephone handset is picked up and left off hook, the cleaning status will be changed to cleaning in PRogress. When the handset is replaced, the room's status will be changed to CLeaned (no Maid ID is sent). See "Set cleaning status from room telephone" on page 100 for other methods the cleaning staff can use to change a room's cleaning status.

— To set the off hook detection period and the automatic change of status to cleaning REquested:

SEt OPtion TIme DEtect hour1 hour2 **<CR>**

At hour1, all occupied rooms will be set to cleaning REquested. Between hour1 and hour2, cleaning status changes are detected from room telephones.

Note: Use a 24-hour clock. Hour2 must be greater than hour1. If no hour2 is typed, midnight will be assumed.

— To set the automatic change of occupied rooms to cleaning REquested:

SEt OPtion TIme REquest hour1 **<CR>**

To cancel off hook detection:

SEt OPtion TIme DEtect OFf <CR>

Note: This cancels off hook detection only. It does not affect the automatic change of cleaning status to cleaning REquested at the hour1 that was originally entered.

— To turn off the automatic change of cleaning status of all occupied rooms to cleaning REquested:

SEt OPtion TIme REquest OFf <CR>

— To find out which times, if any, are currently set (look for TIME DETECT and REQUEST in the reply):

(PRint) OPtion <CR>

Set cleaning status from room telephone

In addition to off hook detection, there are two ways the cleaning status of a room can be changed by the cleaning staff.

Dial access

Cleaning staff can update the status of a room by dialing a SPRE code from the room telephone. The SPRE (Special Prefix) code is a one- or two-digit code that your system administrator can provide for you. To allow this, type:

SEt OPtion TIme DIal (ON) <CR>

To disallow, use OFf in place of ON.

To change a room's cleaning status from the room telephone, use the following procedure:

1 Lift the handset and dial SPRE + 86, or Flexible Feature Code (FFC RMST).

2 Using the dial pad, enter the one-digit cleaning code as follows:

1 = cleaning requested
2 = cleaning in progress
3 = room cleaned
4 = passed inspection
5 = failed inspection
6 = cleaning skipped
7 = not for sale

If you hear a regular dial tone, you are finished. If you hear a special tone, the system is asking for the Maid ID. To enter the Maid ID:

3 Dial * followed by the one- to four-digit Maid ID number. If you make a mistake, press * and reenter the Maid ID.

4 Dial #.

5 Hang up when the room is cleaned.

Note 1: The Maid ID is recorded only in Room Status display messages. If no Maid ID is entered, the BGD has no record of the maid.

Note 2: A room telephone can change only its own status. To change the status of other rooms, you must use a Room Status key on the telephone.

Key access

Your system may have telephones equipped with a Room Status key (RMK). These can update the cleaning status of other rooms. You cannot turn this option on and off, but you can choose whether or not to have such changes displayed (see “Display room status events” on page 32).

1 Press the RMK and dial the Directory Number of the room to be changed.

2 Using the dial pad, enter the one-digit cleaning code as follows:

1 = cleaning requested
2 = cleaning in progress
3 = room cleaned
4 = passed inspection
5 = failed inspection
6 = cleaning skipped
7 = not for sale

To enter the Maid ID (if required):

3 Dial * followed by the one- to four-digit maid ID number. If you make a mistake, press * and reenter the maid ID.

4 Press the RMK key to end the procedure.

Note: The maid ID is recorded only in Room Status display messages. If no maid ID is entered, the BGD has no record of the maid.

Set check-in, check-out parameters

Options you can set allow the check-in and check-out commands to perform a number of operations automatically.

The following options are associated with the Room Status feature.

COntrol	System Class of Service upon check-in, Controlled Class of Service upon check-out
E1 / E2	Enhanced Controlled Class of Service (1 or 2) upon check-in, Controlled Class of Service Restriction level upon check-out
DNd	Automatic cancellation of Do-Not-Disturb upon check-out
LAnguage	Reset language to zero (0) upon check-out
MWl	Message Waiting lamp turned off upon check-out
REquest	Automatic cleaning request upon check-out
SL1	Allow use of SL-1 or digital telephone Controlled Class of Service (CCOS) key for check-in and -out
TL	Verify set is connected (BAD LAMP message is printed if a set checked with the TL command is disconnected)
WAke	Cancellation of Automatic Wake Up calls upon check-out
VIp	Remove VIP status upon check-out

Use the abbreviations listed above in place of “item” in the commands listed below.

To set check-in, check-out parameters:

SEt OPtion CHeck item **(ON) <CR>**

To set more than one option at the same time:

SEt OPtion CHeck item **(ON) <CR>**

To remove a check-in/check-out status option:

SEt OPtion CHeck item **OFf <CR>**

Operating parameters

Items cannot be set on and off in the same command, and the word ON or OFf always comes at the end.

Once you have activated automatic Class of Service control, the telephone Class of Service of a guest room DN is automatically set to SCOS when the guest is checked in with the CH command. Guest check-out automatically sets the Class of Service back to CCOS. If this is not desirable, guest room DN Class of Service can be set manually from the terminal.

Assign guest room categories

Guest rooms can be classified by category to identify location, price range, facilities, and so on. A room can be assigned only one category. Each category is given a number in the range 1–15 (0 = no category) and can also be given a four-letter name. The name or number can then be used in requesting printouts of rooms with particular features. For example, **(PRint) STatus ALl VAcant KTCH <CR>** could be used to provide a list of all vacant rooms with kitchen facilities.

— To set a room to a particular category number:

SEt STatus dn **CAtegory** n **<CR>**

where n is a number in the range 1–15.

— To set a group of rooms to a category number (consecutive group):

SEt STatus dn1 dn2 **CAtegory** n **<CR>**

— To set a group of rooms to a category number (X substitution):

SEt STatus dnx **CAtegory** n **<CR>**

— To give a category a four-letter name:

SEt OPtion CAtegory n name **<CR>**

where n is the category number, and name is the category name (1 to 4 letters).

— To change the name:

SEt OPtion CAtegory oldname newname **<CR>**

— To remove a category name without replacing it with a new name, use zero as the new name:

SEt OPtion CAtegory name 0 **<CR>**

Find current room status

You can use your terminal to find the current status of guest rooms. The FIND command allows you to retrieve one DN at a time. If you include a particular status in your command, you can search for DNs with the status you have named. After you have retrieved one DN by typing the full command, you can find the next one simply by typing FInd.

— To find the status of one DN:

FInd STatus dn **<CR>**

— To find the status of the first DN in a group of consecutive DNs:

FInd STatus dn1 dn2 **<CR>**

— To find the status of the first DN in the whole system:

Find STatus ALl <CR>

— You may add a status condition at the end of any of the commands above. For a group of consecutive DNs, the command would be **FInd STatus** dn1 dn2 status. Then only DNs with the status you name will be retrieved.

— To find the next one, type word **FInd** and **<CR>**.

Operating parameters

If you enter a FInd command with only one DN in it and you do not name any status condition, that DN's status will be printed.

If you enter only one DN and you name a status, the FInd command will begin looking for a DN with that status, starting at the DN entered and ending with the largest DN in the system. It will print the first one it finds.

For a group of DNs, the second DN entered must be a higher number than the first.

If there is no DN in the range you specify with the status you name, the message NO DATA FOUND is printed.

The word FInd all by itself is valid only immediately after a FInd command which produced non-zero results (any result other than NO DATA FOUND).

Table 29
Using the Find command for Room Status (Part 1 of 2)

FInd STatus 1143 <CR>								
STATUS	1143	OCC	REQD	UNR			CAT: 5	LANG: 0
One DN								
FInd STatus 2401 2403 <CR>								
STATUS A range of DNs.	2401	OCC	REQD	UNR	MWL		CAT:	LANG: 0
FInd <CR>								
STATUS	2402	VAC	PASS	COS	MWL		CAT:	LANG: 0
FInd <CR>								
STATUS	2403	VAC	CLND	COS	MWL	SALE	CAT:	LANG: 0
FInd STatus 3200 3205 VAcant <CR>								
STATUS	3200	VAC	REQD	COS			CAT:	LANG: 0

Table 29
Using the Find command for Room Status (Part 2 of 2)

A group of consecutive DNs—find vacant rooms. 3200 is the first vacant room in the group.

FInd <CR>

STATUS 3201 VAC PASS COS SALE CAT: LANG: 0 VIP

3201 is the next vacant room. It is also a VIP room.

FInd <CR>

STATUS 3204 VAC CLND COS SALE CAT: LANG: 0

3204 is the next vacant room.

FInd <CR>

NO DATA FOUND

There are no other vacant rooms in this group.

Print current room status

You can use your terminal to print the status of a guest room DN. This can be done for a single DN, a group of consecutive DNs, or all DNs. If you include a particular status in your command, the output shows only those rooms with the status requested. If you do not include any status in your command, the status of all requested rooms is printed.

— For one DN:

(PRint) STatus dn **<CR>**

— For a group of consecutive DNs:

(PRint) STatus dn1 dn2 status **<CR>**

— For all DNs:

(PRint) STatus ALl status **<CR>**

Operating parameters

You can specify any of the following status indications:.

SA	ready for sale
NS	not for sale
OC	occupied
VA	vacant
RE	cleaning requested
PR	cleaning in progress
CL	cleaned
PA	passed inspection
FA	failed inspection
SK	cleaning skipped
CO	Controlled Class of Service
CO OF	System Class of Service
E1	Enhanced Controlled Class of Service 1
E2	Enhanced Controlled Class of Service 2
DN	Do Not Disturb
DN OF	Do Not Disturb off
MW	Message Waiting Lamp on
MW OF	Message Waiting Lamp off
CA n	category (either number or name)
LA n	language number
LA id	language identifier
VIp	VIP (personal wake-up call)
TL	telephone check

You can use X substitution. For example 120X refers to DN 1200 to 1209.

When you set a DN to SAle, it is always set to VAcant and PAssed. However, when you print rooms with SAle status, you may get rooms in other conditions as well, because the criteria for printing rooms available for sale can be altered.

Typing four asterisks (****) will stop a job currently in progress at your own terminal (for example, a long printout you realize you don’t need).

After some system problems, blocks of asterisks (*) characters may be printed in the occupancy and cleaning fields to show they are no longer valid. If this happens, enter the missing status information.

Table 30
Using the Print command for Room Status

(PRint) STatus 1206 <CR>										
STATUS	1206	VAC	CLND	COS		SALE	CAT:	LANG: 0	VIP	AT 12:00
One DN—the current status of DN 1206 is printed.										
(PRint) STatus 1200 1233 SA <CR>										
STATUS	1202	VAC	PASS	COS		SALE	CAT:	LANG: 0		AT 2:30
STATUS	1207	VAC	CLND	COS		SALE	CAT:	LANG: 0		AT 10:06
STATUS	1214	VAC	PASS	COS		SALE	CAT:	LANG: 0		AT 1:45
A group of consecutive DNs with SALE status—all those with SALE status are printed.										
(PRint) STatus 8000 8004 <CR>										
STATUS	8000	VAC	NSAL	COS			CAT:	LANG: 0		AT 12:00
STATUS	8001	OCC	CLND	UNR	MWL		CAT:	LANG: 0		AT 12:02
STATUS	8002	OCC	SKIP	FRE	DND		CAT:	LANG: 0		AT 4:10
STATUS	8003	OCC	REQD	UNR	MWL		CAT:	LANG: 0		AT 2:20
STATUS	8004	VAC	PROG	COS			CAT:	LANG: 0		AT 12:09
A group of consecutive DNs—the current status of all DNs in the group is printed.										
(PRint) STatus ALl VA <CR>										
STATUS	1106	VAC	PASS	COS		SALE	CAT:	LANG: 0		AT 5:36
STATUS	2214	VAC	NSAL	COS			CAT:	LANG: 0		AT 1:08
All DNs—all DNs with VACANT status are printed.										
(PRint) STatus ALl <CR>										
STATUS	1001	VAC	PASS	COS		SALE	CAT:	LANG: 0		AT 2:50
STATUS	1002	OCC	REQD	UNR	MWL		CAT:	LANG: 0		AT 11:01
All DNs are printed.										

Command summary

Automatic Wake Up

Command	Action
(PRint) WAke dn	Print wake-up call time for one DN.
(PRint) WAke dn1 dn2	Print wake-up call times for a consecutive group of DNs.
(PRint) WAke ALl	Print wake-up call times for all DNs.
FInd WAke dn1 dn2	Find the first DN in a consecutive group with a call time set.
FI	Find the next one. (Follows the previous command.)
SEt WAke dn **TIme** hhmm	Set wake-up call time for one DN.
SEt WAke dn1 dn2 **TIme** hhmm	Set wake-up call times for a consecutive group of DNs.
SEt WAke dn **TIme OFf**	Cancel one wake-up call.

Message Registration

Command	Action
(PRint) MEter dn	Print meter value for one DN.
(PRint) MEter dn1 dn2	Print meter values for a consecutive group of DNs.
(PRint) MEter ALl	Print meter values for all DNs.
(PRint) MEter ALl condition	Print meter values for all DNs in the given condition, for example ZEro.
(PRint) MEter dn1 dn2 **CUstomer**	Print meter values for a consecutive group of DNs and the customer meter.
FInd MEter ALl	Find the first DN in the whole system with a non-zero meter.
FI	Find the next one. (Follows the previous command.)
SEt MEter dn **ZEro**	Set one meter to zero.
SEt MEter ALl ZEro	Set all meters to zero.
SEt MEter CUstomer ZEro	Set the Customer meter to zero.
SEt MEter dn **VAlue** n	Set one meter to the value given.
SEt MEter dn1 dn2 **VAlue** n **DIsplay ON/OFf**	Set a consecutive group of meters to value given (with display on or display off).
SEt MEter dn **ON/OFf**	Turn a meter for one DN on or off.
SEt MEter ALl ON/OFf	Turn all meters on or off.

Room Status (Part 1 of 4)

Command	Action
(PRint) STatus dn	Print the current status of one DN.
(PRint) STatus dn1 dn2	Print the current status of a consecutive group of DNs.
(PRint) STatus dn1 dn2 status	Print all the DNs in the group that are in the specified status.
(PRint) STatus ALl	Print the current status of all DNs.
(PRint) STatus ALl status	Print all DNs that are in the specified status.
FInd STatus dn1 dn2 status	Find the first DN in a consecutive group with the given status.
FI	Find the next one. (Follows the previous command.)
SEt STatus dn **CHeck (IN)**	Check in one DN.
SEt STatus dn1 dn2 **CHeck (IN)**	Check in a consecutive group of DNs.
SEt STatus ALl CHeck (IN)	Check in all DNs.
SEt STatus dn **CHeck OUt**	Check out one DN.
SEt STatus dn **MI nnnnCHeck (IN)/OUt**	Check in/out one DN by Maid ID number nnnn
SEt STatus dn1 dn2 **CHeck OUt**	Check out a consecutive group of DNs.
SEt STatus ALl CHeck OUt	Check out all DNs.
SEt STatus dn **OCcupied**	Set one DN to occupied.
SEt STatus dn1 dn2 **OCcupied**	Set a consecutive group of DNs to occupied.
SEt STatus ALl OCcupied	Set all DNs to occupied.
SEt STatus dn VAcant	Set one DN to vacant.
SEt STatus dn1 dn2 VAcant	Set a consecutive group of DNs to vacant.
SEt STatus ALl VAcant	Set all DNs to vacant.

Room Status (Part 2 of 4)

Command	Action
SEt STatus dn **SAle**	Set one DN to ready for sale.
SEt STatus dn1 dn2 **SAle**	Set a consecutive group of DNs to ready for sale.
SEt STatus ALl SAle	Set all DNs to ready for sale.
SEt STatus dn **NS**	Set one DN to not for sale.
SEt STatus dn1 dn2 **NS**	Set a consecutive group of DNs to not for sale.
SEt STatus ALl NS	Set all DNs to not for sale.
***SEt STatus** dn **REquested**	Set one DN to cleaning requested.
***SEt STatus** dn **REquested MI nnnn**	Set one DN to cleaning requested by Maid ID nnnn.
***SEt STatus** dn1 dn2 **REquested**	Set a consecutive group of DNs to cleaning requested.
***SEt STatus ALl REquested**	Set all DNs to cleaning requested.
***SEt STatus** dn **PRogress**	Set one DN to cleaning in progress.
***SEt STatus** dn1 dn2 **PRogress**	Set a consecutive group of DNs to cleaning in progress.
***SEt STatus ALl PRogress**	Set all DNs to cleaning in progress.
***SEt STatus** dn **CLeaned**	Set one DN to cleaned.
***SEt STatus** dn1 dn2 **CLeaned**	Set a consecutive group of DNs to cleaned.
***SEt STatus ALl CLeaned**	Set all DNs to cleaned.
***SEt STatus** dn **PAssed**	Set one DN to passed inspection.
***SEt STatus** dn1 dn2 **PAssed**	Set a consecutive group of DNs to passed inspection.
***SEt STatus ALl PAssed**	Set all DNs to passed inspection.
***SEt STatus** dn **FAiled**	Set one DN to failed inspection.

Room Status (Part 3 of 4)

Command	Action
***SEt STatus** dn1 dn2 **FAiled**	Set a consecutive group of DNs to failed inspection.
***SEt STatus ALl FAiled**	Set all DNs to failed inspection.
***SEt STatus** dn **SKipped**	Set one DN to cleaning skipped.
***SEt STatus** dn1 dn2 **SKipped**	Set a consecutive group of DNs to cleaning skipped.
***SEt STatus ALl SKipped**	Set all DNs to cleaning skipped.
SEt STatus dn **COntrolled**	Set one DN to Controlled Class of Service.
SEt STatus dn1 dn2 **COntrolled**	Set a consecutive group of DNs to Controlled Class of Service.
SEt STatus ALl COntrolled	Set all DNs to Controlled Class of Service.
SEt STatus dn **COntrolled OFf**	Set one DN to System Class of Service.
SEt STatus dn1 dn2 **COntrolled OFf**	Set a consecutive group of DNs to System Class of Service.
SEt STatus ALl COntrolled OFf	Set all DNs to System Class of Service.
SEt STatus dn **E1**	Set one DN to Enhanced Controlled Class of Service level 1.
SEt STatus dn1 dn2 **E1**	Set a consecutive group of DNs to Enhanced Controlled Class of Service level 1.
SEt STatus ALl E1	Set all DNs to Enhanced Controlled Class of Service level 1.
SEt STatus dn **E1 OFf**	Set one DN to System Class of Service.
SEt STatus dn1 dn2 **E1 OFf**	Set a consecutive group of DNs to System Class of Service.
SEt STatus ALl E1 OFf	Set all DNs to System Class of Service.
SEt STatus dn **E2**	Set one DN to Enhanced Controlled Class of Service level 2.

Room Status (Part 4 of 4)

Command	Action
SEt STatus dn1 dn2 **E2**	Set a consecutive group of DNs to Enhanced Controlled Class of Service level 2.
SEt STatus ALl E2	Set all DNs to Enhanced Controlled Class of Service level 2.
SEt STatus dn **E2 OFf**	Set one DN to System Class of Service.
SEt STatus dn1 dn2 **E2 OFf**	Set a consecutive group of DNs to System Class of Service.
SEt STatus ALl E2 OFf	Set all DNs to System Class of Service.
SEt STatus dn **LAnguage** (no. or ID)	Set one DN to the language number or ID.
SEt STatus dn1 dn2 **LAnguage** (no. or ID)	Set a consecutive group of DNs to the language number or ID.
SEt STatus ALl LAnguage (no. or ID)	Set all DNs to the language number or ID.
SEt STatus dn **VIp <CR>**	Set one DN to VIP status.
SEt STatus dn1 dn2 **VIp <CR>**	Set a consecutive group of DNs to VIP status.
SEt STatus ALl VIp <CR>	Set all DNs to VIP status (not recommended).

Note: * Maid ID can be appended to these commands. Use the keyword MI followed by the one- to four-digit Maid ID number. For example: **SEt STatus 1205 CLeaned MI 14 <CR>** changes the cleaning status of room with DN 1205 to cleaned, by maid with ID number 14.

Call Party Name Display

Command	Action
SEt CPnd dn ‘name’ **LA** (no. or ID) **CH (IN)**	Set Room for Call Party Name Display (including the language number or ID) at check-in.
SEt CPnd dn **CH OU**	Set Room to remove Call Party Name Display at check-out.
(PRint) CPnd dn	Print out the CPnd name for one or more rooms.

Administration

Command	Action
(PRint) POrt	Print current settings of terminals.
(PRint) OPtion	Print current option settings.
(PRint) TRaffic	Print the contents of the traffic file.
(PRint) WAke MAp	Print the wake-up call map.
SEt OPtion ID aa bb	Change terminal name from port number or old port ID aa to new portID bb.
SEt OPtion LAnguage (language no.) (id)	Set two-letter language ID for each language number (0–5).
SEt OPtion UNit cccc **ATtendant (ON)**	Set a unit cost figure to give total call charges, and have them displayed at Attendant Console.

Automatic List

Command	Action
AUtomatic hhmm command	Place the command in the Automatic List and have it executed at time hhmm each day.
(PRint) AUtomatic	Print the contents of the Automatic List.
SEt AUtomatic n **OFf**	Delete command n from the Automatic List (where n is a list entry number from 1 to 12).

Options for the Set command

Command	Action
SEt OPtion COnfirm (ON)/OFf	Allow/disallow confirm messages for SET command.
SEt OPtion X (ON)/OFf	Allow/disallow X substitution for SET command.
SEt OPtion RAnge (ON)/OFf	Allow/disallow range entries (dn1 dn2) for SET command.
SEt OPtion ALl (ON)/OFf	Allow/disallow all DNs to be used in the SET command.

Terminal functions

Command	Action
SEt OPtion POrt portID feature(s) **(ON)/OFf**	Set which of the four features this terminal will be used for (WAke, MEter, STatus, OPtion).
SEt OPtion POrt portID function(s) **(ON)/OFf**	Set which functions this terminal will be able to perform (SEt, REad, DIsplay, PRint).
SEt OPtion POrt feature(s) function(s) **(ON)/OFF**	Set the feature and function for this terminal (WAke DIsplay, MEter PRint).

Turning display messages on or off

Command	Action
SEt OPtion DIsplay item(s) (ON)/OFf	Set which features you want to have display messages printed for. Choices are: WAke or ANswer, ENtry, REturn; MEter; STatus or CCos key, RMk, DIal, DEtect, TErminal.
SEt OPtion TIme DEtect t1 t2	Set off hook detection time and also time occupied rooms are set to cleaning requested.
SEt OPtion TIme DEtect OFf	Turn off hook detection, only.
SEt OPtion TIme REquest t1	Set time occupied rooms are set to cleaning requested.
SEt OPtion TIme REquest OFf	Turn off automatic setting of occupied rooms to cleaning requested.
SEt OPtion TIme DIal (ON)/OFf	Allow/disallow Dial Access to cleaning-status.

Recorded Announcement

Command	Action
SEt OPtion TIme RAn2 t1 t2	Set time of secondary recorded announcement.
SEt OPtion TIme RAn2 OFf	Turn off use of secondary recorded announcement.

Check-in, Check-out criteria

Command	Action
SEt OPtion CHeck items **(ON)/OFf**	Turn the automatic setting of any of the following items on or off: COntrolled change telephone Class of Service on check-in/out E1 Enhanced Controlled Class of Service level 1 on check-in/out E2 Enhanced Controlled Class of Service level 2 on check-in/out REquest change room to cleaning requested on check-out MWl cancel Message Waiting lamp on check-in/out DNd cancel Do Not Disturb on check-in/out WAke cancel wake-up call on check-in/out LAnguage set language to 0 at check-in/out SL1 check-in or out using a CONTROL CLS key on an SL-1 telephone TL check if the set is disconnected on check-in/out.

For Sale Print criteria

Command	Action
SEt OPtion SAle items **(ON)/OFf**	Set the criteria for a 'rooms ready for sale' printout. In addition to VAcant and PAssed, which are always included, you can add any of the following: REquested PRogress CLeaned FAiled SKipped OCcupied.

Guest Room category

Command	Action
SEt STatus dn **CAtegory** n	Set one DN to be in a particular category (range 1-15).
SEt STatus dnx **CAtegory** n	Set a group of DNs to be in a particular category, using X substitution.
SEt OPtion CAtegory n name	Give a category a name (up to 4 letters).

Meridian 1

Background Terminal Facility

Description

Information is subject to change without notice. Nortel Networks Corporation reserves the right to make changes in design or components as progress in engineering and manufacturing may warrant. This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC rules, and the radio interference regulations of Industry Canada. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their own expense.

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