# AUTOMATIC WAKEUP SERVICE

# FEATURE DOCUMENT

# "DIMENSION®" PBX

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## *INTRODUCTION*

### 1. GENERAL INFORMATION

1.01 This section describes the Automatic Wakeup Service feature as provided with the DIMENSION 2000/Custom PBX. This is an optional feature initially provided in Feature Package 9. Refer to Section 554-191-100 for the availability of this feature in other feature packages.

1.02 The reasons for reissuing this section are listed below. Revision arrows are used to emphasize the more significant changes.

- Added information on the AUDICHRON High Quality Digital (HQD) 614B recorder/announcer
- Added procedures to monitor or change the recorded announcement for the HQD 614B
- Revised Table A and Table B.

* Registered trademark of AUDICHRON Corporation.

† Registered trademark of AT&T

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Bell System except under written agreement

**1.03** Throughout this document, the term console/terminal is used to refer to the hotel/motel console/terminal.

## 2. DEFINITION

**2.01** ***Automatic Wakeup Service:*** This feature automatically places wakeup calls at the time requested by hotel/motel guests or administrative personnel. The wakeup call may be a fixed message or an optional variable message.

## *DESCRIPTION*

## 3. USER OPERATION

### APPLICATIONS

**3.01** The Automatic Wakeup Service feature provides hotel/motel guests and management a reliable, efficient, and necessary service. The need for extra attendants to place wakeup calls is eliminated. The attendant or front desk clerk can perform other duties while the wakeup service automatically calls each guest at the requested time.

**3.02** The following situation illustrates the need for automatic wakeup service:

- Within a 15-minute interval, 400 guests desire a wakeup call.
- Out of these 400 calls, 200 re-tries are needed because the first call was not answered.
- Out of the 200 re-tries, 75 need to be called again because the second call was not answered.

Even an experienced team of attendants would have difficulty meeting all these requirements within a reasonable amount of time. But, automatic wakeup service can economically and efficiently handle the situation.

**3.03** Automatic wakeup service is initiated when the attendant or front desk clerk enters the required information via the console/terminal. Refer to Fig. 1 and Fig. 2 for illustrations of the console/terminal button and lamp layouts. A wakeup call time can be displayed, canceled, or changed from the console/terminal. A journal printer (see Section 554-191-222) can be assigned to record these operations as they are performed. This wakeup audit trail report can help resolve complaints concerning wakeup calls which were allegedly placed at the wrong time or not received. Also, a summary of wakeup times can be printed by entering operation (OP) code 19 via the console/terminal. The wakeup summary report should be printed at the beginning and end of each day as a precaution against possible equipment failure or power interruptions. If failures do occur, the wakeup summary report will save time and effort restoring lost or skipped wakeup calls. Refer to paragraphs 3.23, 3.27, and 3.28 for details on the wakeup summary and wakeup audit trail reports.

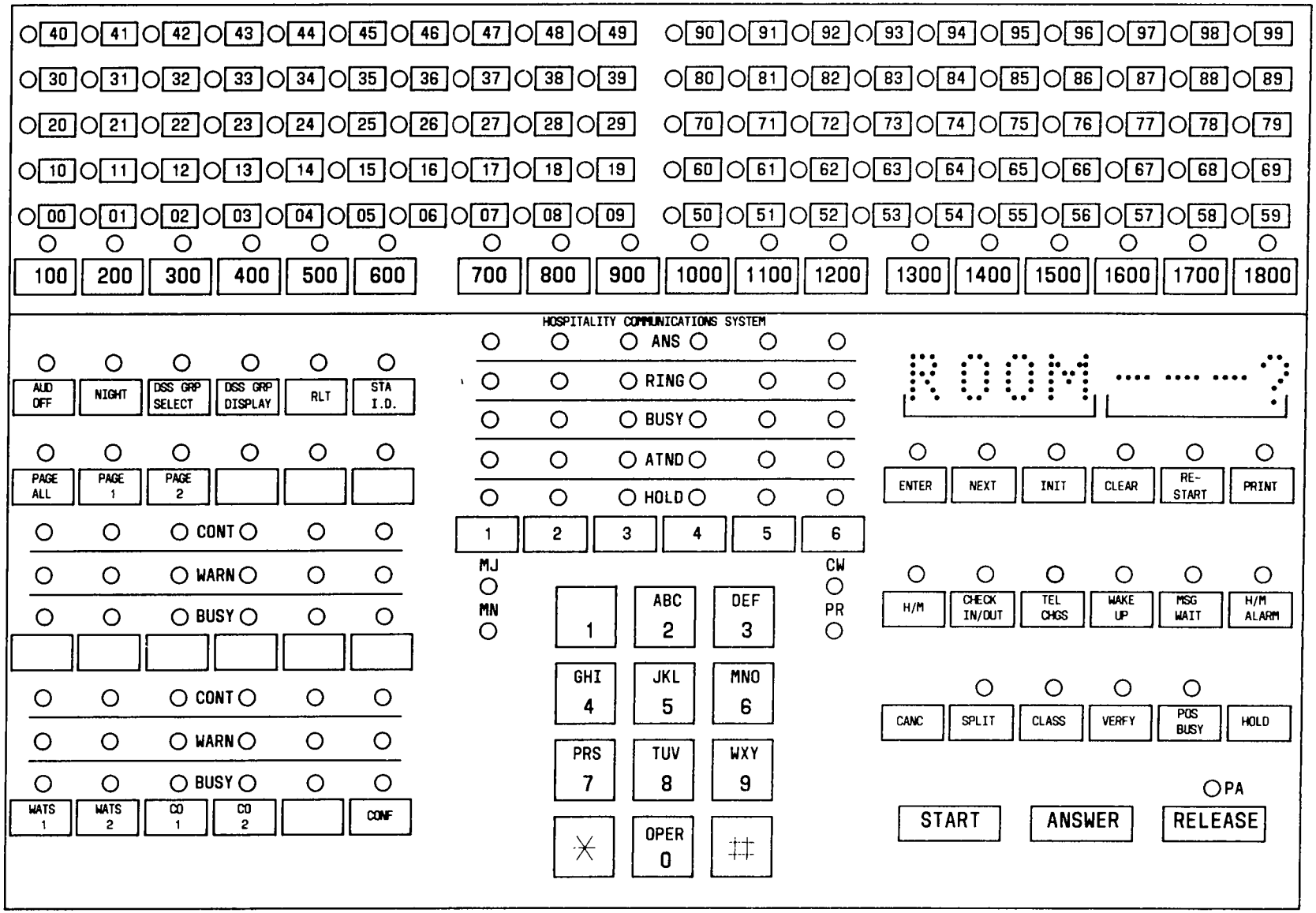
### A. AUDICHRON HQD 614 Recorder-Announcer

**3.04** The AUDICHRON HQD 614 (Fig. 3) is a 4-phase, digital recorder/announcer which provides two recording inputs. The input message may be a variable (VAR) message and/or an optional prerecorded current time and local temperature message. The time and temperature (TNT) message is, normally, 10 seconds. The VAR message or combined VAR and TNT message must be at least 2 seconds and not more than 14 seconds. The input mode (VAR or TNT) of the recorder/announcer can be changed locally or from the remote control telephone (Fig. 4).

**3.05** The VAR message may be recorded and/or changed locally using the front panel controls or via the optional remote control telephone. An optional tape recorder adapter allows the attendant to transfer a prerecorded message to the HQD 614 instead of making a live recording.

**3.06** The optional TNT message is provided by another AUDICHRON system. The Time and Temperature Announcer is mounted in a separate cabinet and provides 24 different messages, one for each hour of the day. Any one of the 24 announcements may be "locked-in" and played continuously. This system may be located on the customer premise or in the central office serving the customer.

**3.07** The HQD 614 uses 4-phased offset to reduce the dead time between the end of one message and the beginning of the next. The average dead time for a 10-second message is 2.5 seconds. A response delay time of approximately 1.75 seconds gives the




○ LAMP indicator; invisible when not lighted
NOTE: RLT AND STA I.D. ARE AVAILABLE IN FP11 ONLY

**Fig. 1—Button and Lamp Layout for Attendant Hotel/Motel Console/Terminal**

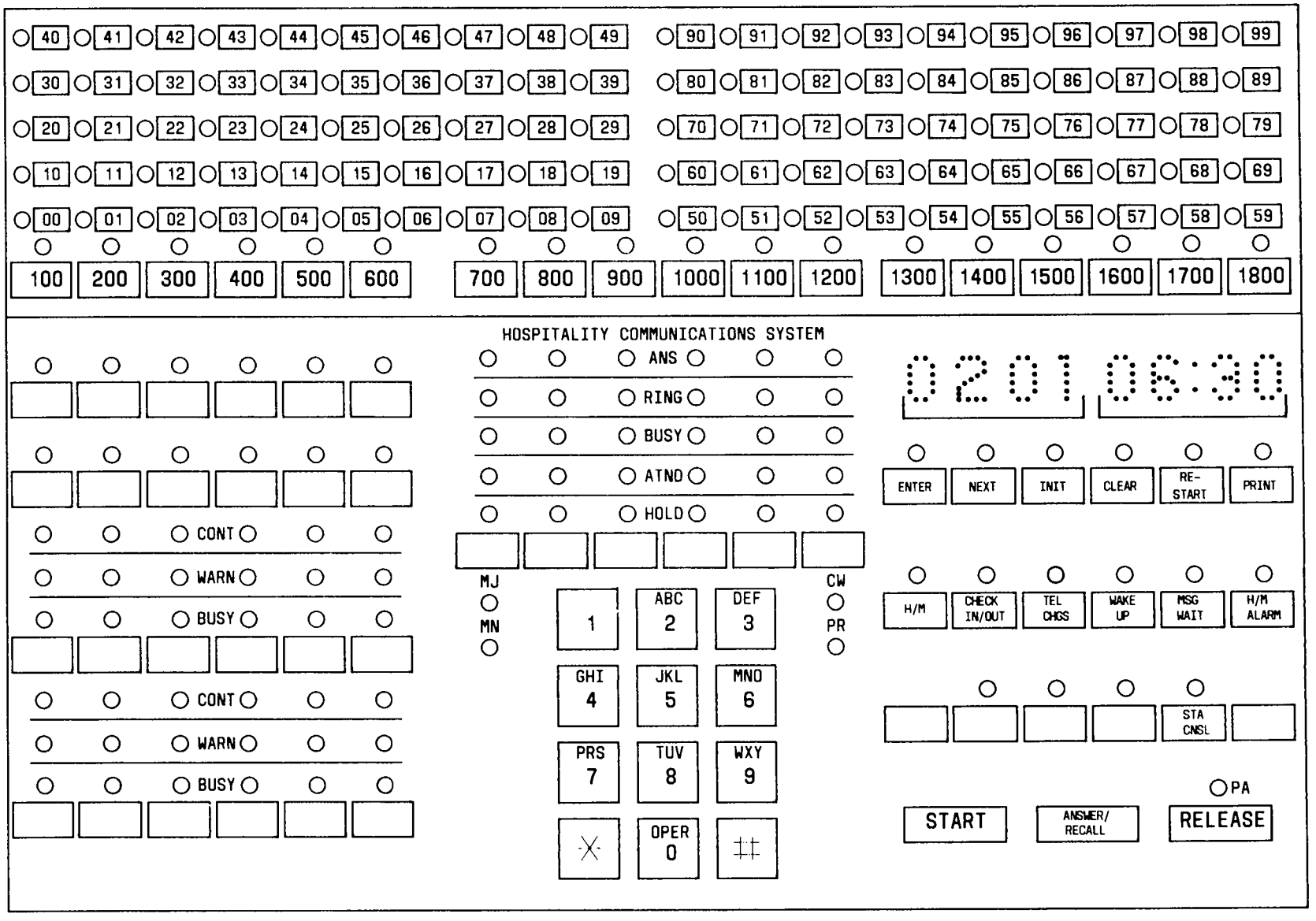



Fig. 2—Button and Lamp Layout for Station Hotel/Motel Console/Terminal

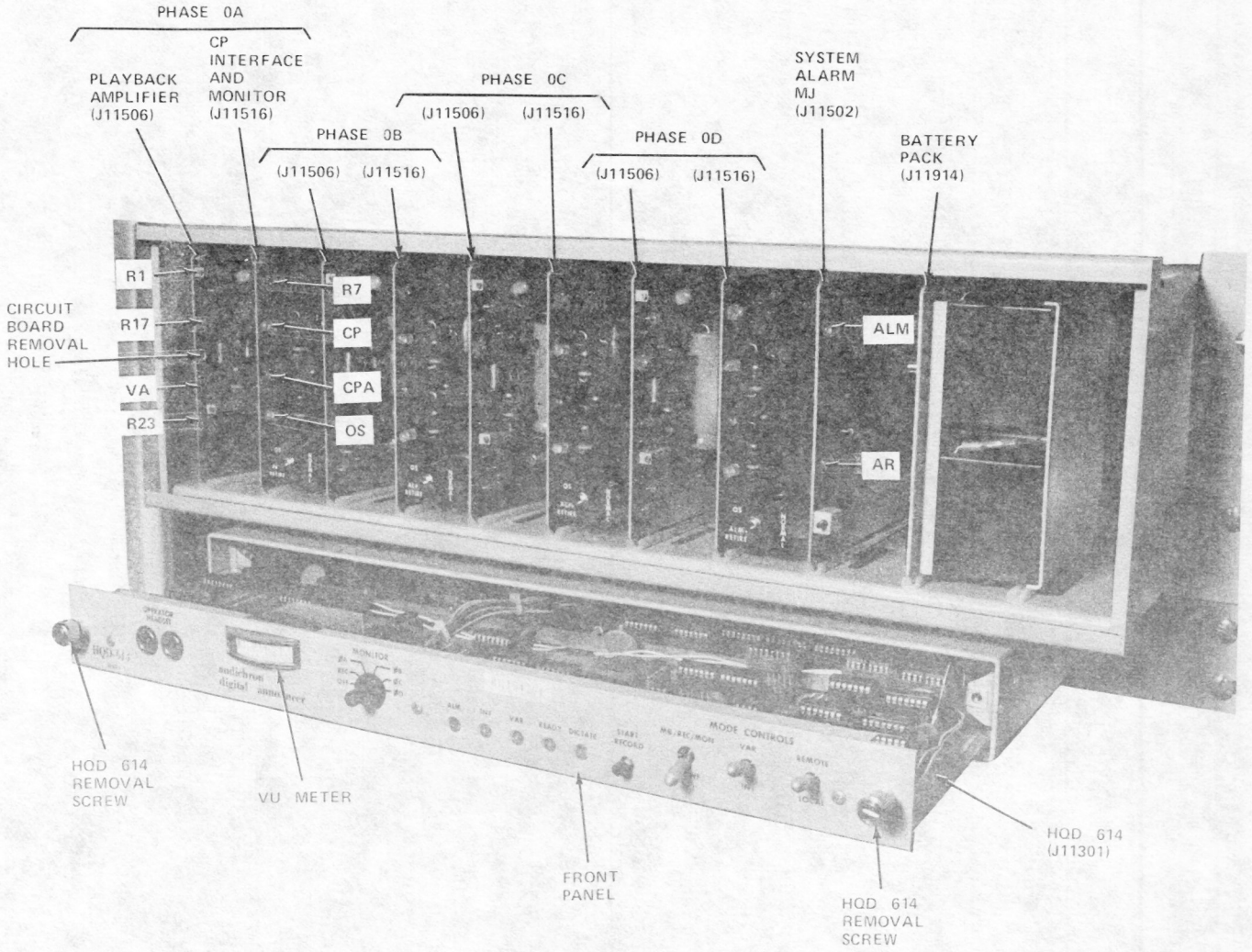



Fig. 3—AUDICHRON HQD 614 Recorder/Announcer

called party time to answer before the message starts. The message is always delivered in its entirety from the beginning.

**3.08** Control pulses generated by the HQD 614 are sent to the PBX to mark the beginning of each message phase. The control pulse causes the scan points on the wakeup message trunks (LC13 circuit packs) to change state. This change of state signals the PBX to connect the next room scheduled to receive a wakeup call.

**3.09** The optional remote control telephone provides full control of the HQD 614 from a location up to 106 meters (350 feet) away. This allows recording of general, special, or emergency messages without going into the equipment room.

**3.10** The optional battery backup circuit provides memory (message) protection during short (approximately one-half hour) power interruptions.

**3.11** Alarms on the HQD 614 recorder/announcer are provided to indicate absence of a control pulse, low level audio (threshold), or loss of audio (time-delay) on each of the four channels. The HQD 614 can signal the PBX when an alarm condition exists.

## AUDICHRON HQD 614 Front Panel Description

Fig. 4—Remote Control Telephone

**3.12** Figure 3 shows the front panel of the HQD 614. The following paragraphs describe the lamps and controls located on the front panel:

(a) ***OPERATOR HEADSET Jacks:*** The operator headset is plugged into this jack for local recording and/or monitoring of the wakeup message.

(b) ***VU METER:*** The VU meter is used to check speech levels when recording or monitoring a message. Speech levels should peak at "O" on the VU meter.

(c) ***MONITOR Mode Switch:*** The MONITOR mode switch is used to record a message or to select a phase for monitoring.

(d) ***ALM Lamp:*** The ALM lamp lights if the voltage supplied by the optional battery backup circuit falls below -43Vdc.

(e) ***TNT Lamp:*** The TNT lamp lights when the HQD 614 is in TNT mode.

(f) ***VAR Lamp:*** The VAR lamp lights when the HQD 614 is in the VAR mode.

(g) ***READY Lamp:*** The READY lamp lights after depressing the START RECORD button

prompting the operator to get ready to deliver the message.

(h) ***DICTATE Lamp:*** The DICTATE lamp lights after the READY lamp indicating message recording may begin.

(i) ***START RECORD Button:*** The START RECORD button is depressed to record a message.

(j) ***MB/REC/MON-ON LINE Switch:*** The MB/REC/MON-ON LINE switch is placed in the MB/REC/MON position to record or monitor a message and the ON LINE position to send the message to the telephone equipment.

(k) ***VAR-TNT Switch:*** The VAR-TNT switch selects the input mode (VAR or TNT) of the HQD 614 recorder/announcer.

(l) ***REMOTE-LOCAL Switch:*** The REMOTE-LOCAL switch is placed in the LOCAL position to record or monitor a message locally using the front panel controls or the REMOTE position to record or monitor a message using the remote control telephone.

### B. AUDICHRON HQD 614B Recorder/Announcer

**3.13** ▶The AUDICHRON HQD 614B recorder/announcer (Fig. 5) is different in design and appearance, but operates similar to the HQD 614. The HQD 614B accepts VAR and TNT message inputs and uses 4-phased offset to output the wakeup message. The optional tape recorder adapter and battery backup circuit are also available for the HQD 614B.

**3.14** The HQD 614B is assigned an appearance on a line circuit (LC02). The recorder/announcer can be accessed to monitor or change the VAR message by dialing the assigned extension number. The HQD 614B can be operated from any TOUCH-TONE telephone, eliminating the need for the special remote control telephone. Other improvements include a built-in security code to protect the wakeup message from accidental or malicious interference and a diagnostic program to help troubleshoot equipment failures.◀

### C. Fixed Message Announcement

**3.15** The fixed message announcement is provided by an LC190 circuit pack. This circuit delivers

**Fig. 5—▶AUDICHRON HQD 614B Recorder/Announcer◀**

the announcement: "Good morning, this is your wakeup call."

## USER OPERATING PROCEDURES

**3.16** The following paragraphs describe the console/terminal operations associated with the Automatic Wakeup Service feature. Room number 512 and wakeup time 08:15 are used as an example of the alphanumeric display.

### A. Initiate a Wakeup Request

**3.17** To initiate a wakeup request, proceed as follows:

(1) Depress the H/M button.

- The alphanumeric field displays OP ---?
- The H/M lamp lights.
- The POS BUSY lamp lights (attendant console only).

(2) Depress the WAKE UP button.

- The alphanumeric field displays ROOM ---?
- The WAKE UP lamp lights.

(3) Dial the room number or depress the appropriate Direct Station Select (DSS) button (if provided).

- The alphanumeric field displays ROOM -- 512.
- The ENTER lamp flashes.

(4) Depress the ENTER button.

- The alphanumeric field displays 512 NONE.
- The ENTER lamp stops flashing.

(5) Enter the requested wakeup time using 24-hour time notation (see Note).

- The alphanumeric field displays TIME 08:15.
- The ENTER lamp flashes.

***Note:*** A wakeup time that is not an integral multiple of 5 will be rounded to the nearest 5-minute interval. The alphanumeric field will display FULL if more than 400 wakeup calls are requested for a 15-minute interval.

(6) Depress the ENTER button.

- The alphanumeric field displays 0512 08:15.
- The RESTART lamp flashes.
- The ENTER lamp stops flashing.
- If a printer is provided, a record of the wakeup request is printed automatically.

(7) Depress the RESTART button; or,

- The RESTART lamp stops flashing.
- The WAKE UP lamp extinguishes.
- The alphanumeric field displays OP ---?

(8) Depress the H/M button; or,

- The RESTART lamp stops flashing.
- The H/M lamp extinguishes.
- The WAKE UP lamp extinguishes.
- The POS BUSY lamp extinguishes (attendant console only).
- The alphanumeric field displays the current time.

(9) Depress the NEXT button.

- The RESTART lamp stops flashing.
- The alphanumeric field displays ROOM ---?

### B. Cancel a Wakeup Request

**3.18** To cancel a wakeup time stored in memory, proceed as follows:

(1) Depress the H/M button.

- The alphanumeric field displays OP ---?
- The H/M lamp lights.
- The POS BUSY lamp lights (attendant console only).

(2) Depress the WAKE UP button.

- The alphanumeric field displays ROOM ---?
- The WAKE UP lamp lights.

(3) Dial the room number or depress the appropriate DSS button (if provided).

- The alphanumeric field displays ROOM--512.
- The ENTER lamp flashes.

(4) Depress the ENTER button.

- The alphanumeric field displays 0512 08:15.
- The ENTER lamp stops flashing.

(5) Depress the CLEAR button.

- If a printer is provided, a record of the canceled wakeup request is printed automatically.
- The alphanumeric field displays 0512 NONE.
- The RESTART lamp flashes.

(6) Depress the RESTART button; or,

- The RESTART lamp stops flashing.
- The WAKE UP lamp extinguishes.
- The alphanumeric field displays OP ---?

(7) Depress the H/M button; or,

- The H/M lamp extinguishes.
- The WAKE UP lamp extinguishes.
- The POS BUSY lamp extinguishes (attendant console only).
- The alphanumeric field displays the current time.

(8) Depress the NEXT button.

- The RESTART lamp stops flashing.
- The alphanumeric field displays ROOM ---?

### C. Change a Wakeup Time Request

**3.19** To change a wakeup time stored in memory, proceed as follows:

(1) Depress the H/M button.

- The alphanumeric field displays OP ---?
- The H/M lamp lights.
- The POS BUSY lamp lights (attendant console only).

(2) Depress the WAKE UP button.

- The alphanumeric field displays ROOM ---?
- The WAKE UP lamp lights.

(3) Dial the room number or depress the appropriate DSS button (if provided).

- The alphanumeric field displays ROOM --512.
- The ENTER lamp flashes.

(4) Depress the ENTER button.

- The alphanumeric field displays 0512 08:15 (stored wakeup time).
- The ENTER lamp stops flashing.

(5) Enter the new time (09:00).

- The alphanumeric field displays TIME 09:00.
- The ENTER lamp flashes.

(6) Depress the ENTER button.

- The alphanumeric field displays 0512 09:00.
- The ENTER lamp stops flashing.
- The RESTART lamp flashes.
- If a printer is provided, a record of the time change is printed automatically.

(7) Depress the RESTART button; or,

- The RESTART lamp stops flashing.

- The WAKE UP lamp extinguishes.
- The alphanumeric field displays OP ---?

(8) Depress the H/M button; or,

- The RESTART lamp stops flashing.
- The H/M lamp extinguishes.
- The WAKE UP lamp extinguishes.
- The POS BUSY lamp extinguishes (attendant console only).
- The alphanumeric field displays the current time.

(9) Depress the NEXT button.

- The RESTART lamp stops flashing.
- The alphanumeric field displays ROOM ---?

### D. Display a Wakeup Request Time

**3.20** To display a wakeup request time, proceed as follows:

(1) Depress the H/M button.

- The alphanumeric field displays OP ---?
- The H/M lamp lights.
- The POS BUSY lamp lights (attendant console only).

(2) Depress the WAKE UP button.

- The alphanumeric field displays ROOM ---?
- The WAKE UP lamp lights.

(3) Dial the room number or depress the appropriate DSS button (if provided).

- The alphanumeric field displays ROOM -- 512.
- The ENTER lamp flashes.

(4) Depress the ENTER button.

- The alphanumeric field displays the room number and wakeup time stored in memory; or,
- The alphanumeric field displays 0512 NONE if no wakeup time is stored in memory.
- The ENTER lamp stops flashing.
- The RESTART lamp starts flashing.

(5) Depress the RESTART button; or,

- The RESTART lamp stops flashing.
- The WAKE UP lamp extinguishes.
- The alphanumeric field displays OP ---?

(6) Depress the H/M button.

- The RESTART lamp stops flashing.
- The H/M lamp extinguishes.
- The WAKE UP lamp extinguishes.
- The POS BUSY lamp extinguishes.
- The alphanumeric field displays the current time.

(7) Depress the NEXT button.

- The RESTART lamp stops flashing.
- The alphanumeric field displays ROOM ---?

### E. Attendant Access of Recorded Wakeup Message (HQD 614)

**3.21** The attendant can access and monitor each channel of the recorded wakeup message from the console/terminal. To check the status of a channel in response to a recorded message alarm or to periodically check the message, proceed as follows:

(1) Depress an idle loop button.

- The loop lamp lights.
- The PA lamp extinguishes.

(2) Depress the START button.

- Dial tone is heard.

(3) Dial the trunk access code.

- Dial tone is heard.

(4) Dial the desired channel number.

- The attendant hears the recorded wakeup message.

(5) Depress the RELEASE button.

- The loop lamp extinguishes.
- The PA lamp lights.

### F. Attendant Access of Recorded Wakeup Message (HQD 614B)

**3.22** ▶With the HQD 614B recorder/announcer, the attendant can monitor and/or record a VAR wakeup message from the console/terminal. Figure 6 shows the TOUCH-TONE dialing commands used to monitor and/or record a wakeup message. To monitor the recorded message, proceed as follows:

(1) Dial the recorder/announcer extension number.

- Short (1 second) 2 KHz acknowledge (ACK) tone.

(2) Dial the security code (see Note).

- Short ACK tone; or,
- Long (4 seconds) ACK tone followed by disconnect; invalid security code.

*Note:* The HQD 614B has a default security code (614) which must be entered upon initial power up or after a power interruption (if the battery pack circuit is not provided).

(3) Depress the "6" button (on the TOUCH-TONE* telephone).

- Wakeup message plays back; followed by,
- Short ACK tone; or,
- ERROR tone (alternating 250 ms bursts of 1 KHz and 2 KHz tones); system is in an alarm condition.

(4) Depress the "5" button; and/or,

- Disconnect in 20 seconds unless another command is entered.

(5) Enter another command (eg, a record command); or,

(6) Depress the "0" button.

- Long ACK tone followed by disconnect.◀

### G. Wakeup Summary Report

**3.23** The wakeup summary report provides a record of the rooms scheduled for wakeup calls

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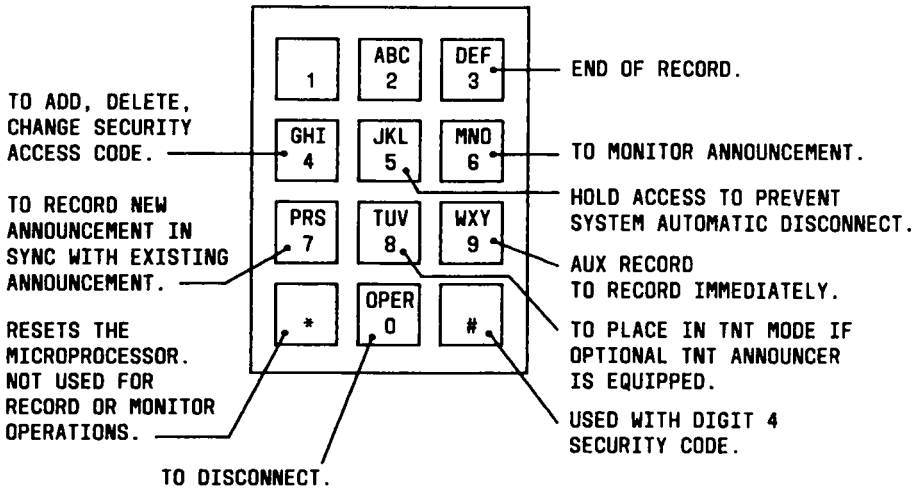


**Fig. 6—▶TOUCH-TONE Dialing Commands◀**

(see Fig. 7). The report gives hotel/motel management a means of restoring wakeup calls that were skipped due to a time change, or lost due to a power interruption or equipment failure. Requests for a wakeup summary report should be made after wakeup call times are stored in memory and during periods of light traffic.

**3.24** To request a wakeup summary report via the console/terminal, proceed as follows:

(1) Depress the H/M button.

- The alphanumeric field displays OP ---?
- The H/M lamp lights.
- The POS BUSY lamp lights (attendant console only).

(2) Dial OP code 19.

- The alphanumeric field displays OP --19.
- The ENTER lamp flashes.

(3) Depress the ENTER button.

- The alphanumeric field displays WAKE SUM.
- The PRINT lamp flashes.
- The ENTER lamp stops flashing.

(4) Depress the PRINT button.

- The alphanumeric field displays PTR ---?
- The PRINT lamp stops flashing.

(5) Depress the NEXT button (this selects the default printer).

- The alphanumeric field displays WAKE P 5.
- The PRINT lamp lights.

(6) Check the printer for a printout.

- The alphanumeric field displays WAKE END when the printout is finished.
- The RESTART lamp flashes.

(7) Depress the RESTART button.

- The alphanumeric field displays OP ---?
- The WAKE UP lamp extinguishes.
- The RESTART lamp stops flashing.

### H. Console/Terminal Alarms

**3.25** When an alarm is present at the console/terminal (H/M ALARM lamp lighted and audible beeping), proceed as follows:

(1) Depress the H/M button.

- The alphanumeric field displays OP ---?
- The H/M lamp lights.
- The POS BUSY lamp lights (attendant console only).

(2) Depress the H/M ALARM button.

- The NEXT lamp flashes if there is an alarm present. If no alarm is present, the RESTART lamp flashes until the next operation is performed.
- The alphanumeric field displays the alarm message (refer to paragraph 3.26).

(3) Depress the NEXT button.

- The alphanumeric field displays the next alarm message or END if there are no more alarms.

**3.26** The Automatic Wakeup Service alarm messages are:

- WKUP XXXX—The guest in room number XXXX (XXXX stands for the room number) has failed to answer all three wakeup attempts.
- WKUP SKIP—Wakeup calls were skipped due to a time change.
- WKUP MSG—Loss of audio on a wakeup message channel(s).

SAMPLE PRINTOUT

```
WAKEUP SUMMARY
02/06/78 14:38 P-01


TIME 14:50

2017 2018 2019 2020 2021
3308

TIME 14:55

3309 3312
END
```

EXPLANATION

THE WAKEUP SUMMARY REPORT LISTS THE ROOMS IN EACH 5-MINUTE WAKEUP INTERVAL SO THAT A HOTEL CAN RECOVER FROM SYSTEM FAILURES OR POWER OUTAGES.

SAMPLE PRINTOUT

```
WAKEUP SUMMARY
03/06/78 10:58 P-01


TIME 07:00

3304

TIME 07:05

3313

TIME 07:35

3314

TIME 12:00

2015 2016 2017 3308 3309
3310 3311
END
```

EXPLANATION

THE WAKEUP SUMMARY REPORT LISTS THE ROOMS IN EACH 5-MINUTE WAKEUP INTERVAL SO THAT A HOTEL CAN RECOVER FROM SYSTEM FAILURES OR POWER OUTAGES.

Fig. 7—Wakeup Summary and Audit Trail Reports (Sheet 1 of 4)

SAMPLE PRINTOUT

```
W 2015 12:43 REQ 07:05
W 2016 12:43 REQ 07:35
W 2017 12:43 REQ 07:35
W 2017 12:43 A 07:35-07:40
W 3304 12:43 REQ 07:35
W 3308 12:44 REQ 07:35
W 3312 12:44 REQ 07:40
W 3308 12:45 CANC 07:35
TIME CHANGE 12:45 TO 07:32
W 07:32 S 07:05-07:05   **  <-- RED
W 2016 07:34 COMP 1
W 3304 07:44 BUSY 3     **  <-- RED
W 3312 07:45 COMP 2
W 3311 07:45 NO ANS 3   **  <-- RED
W 2017 07:49 COMP 3
```

EXPLANATION

THIS ILLUSTRATES THE WAKEUP AUDIT TRAIL.

MOST AUDIT TRAIL MESSAGES FOLLOW THE FORMAT SHOWN BELOW:

| W | 2015 | 12:43 | REQ 07:05 |
|---|---|---|---|
| ↑ | ↑ | ↑ | |
| TYPE OF AUDIT TRAIL | ROOM NUMBER AFFECTED | TIME OF MESSAGE | ADDITIONAL DATA |

TYPES OF AUDIT TRAILS ARE:

W - WAKEUP
L - LOCAL BILLING
R - ROOM STATUS
T - LONG DISTANCE (TOLL)

Fig. 7—Wakeup Summary and Audit Trail Reports (Sheet 2 of 4)

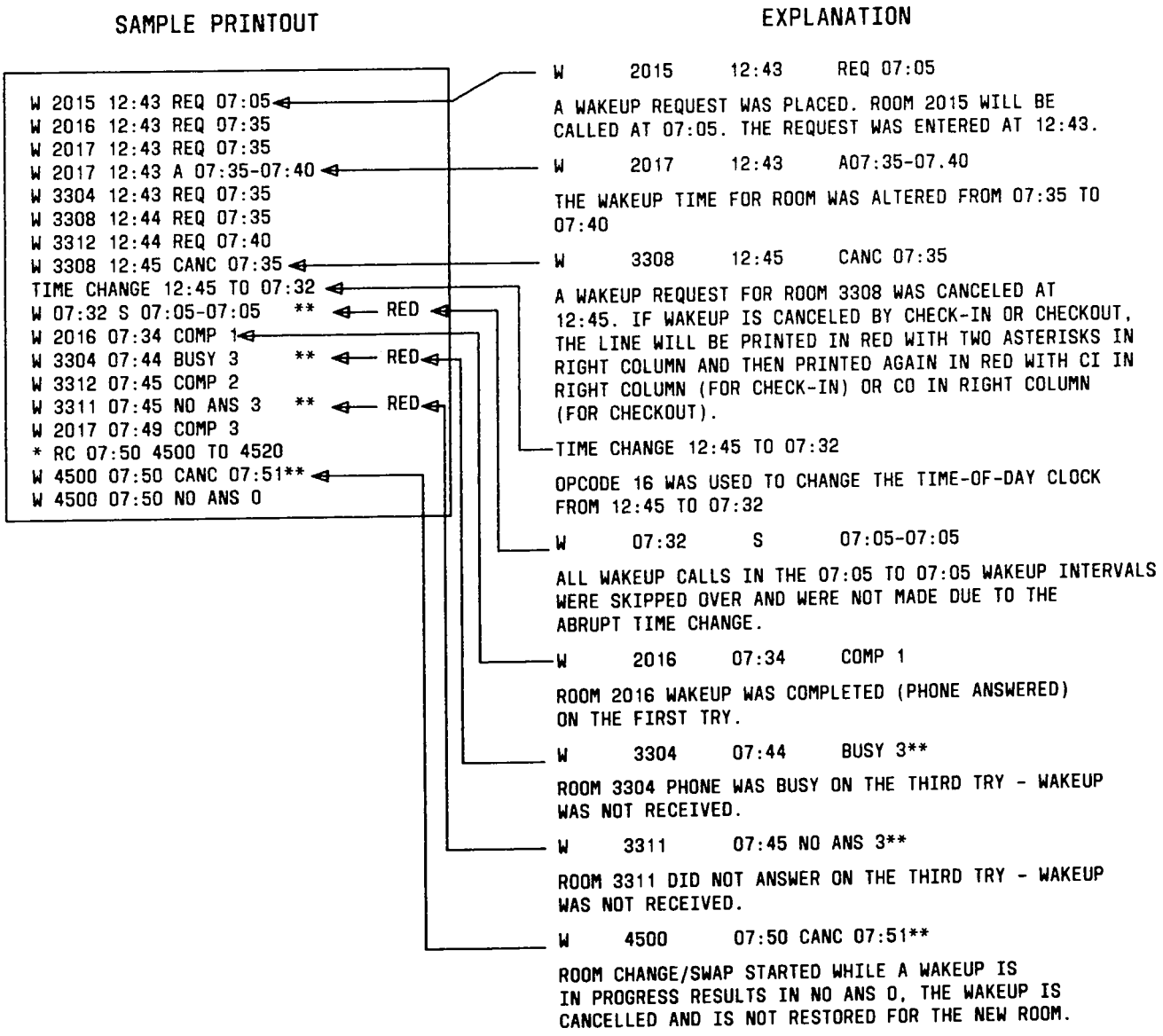


**Fig. 7—Wakeup Summary and Audit Trail Reports (Sheet 3 of 4)**

SAMPLE PRINTOUT

```
TIME CHANGE 14:39 TO 14:49
W 2017 14:54 NO CALL 1
W 2018 14:54 NO CALL 1
W 2019 14:54 NO CALL 1
W 2020 14:54 NO CALL 1
W 2021 14:54 NO CALL 1
W 3308 14:54 NO CALL 1
W 2017 14:54 COMP 2
W 3308 14:55 NO ANS 2
W 2018 14:55 NO ANS 2
W 3309 14:55 NO ANS 1
W 2019 14:55 NO ANS 2
W 3312 14:55 NO ANS 1
W 2020 14:55 NO ANS 2
W 2021 14:56 NO ANS 2
W 3308 14:59 BUSY 3    **   <-- RED
W 2018 14:59 COMP 3
W 2019 14:59 NO ANS 3  **   <-- RED
W 3309 14:59 NO ANS 2
W 2020 15:00 NO ANS 3  **   <-- RED
W 3312 15:00 NO ANS 2
W 2021 15:00 NO ANS 3  **   <-- RED
W 3309 15:05 NO ANS 3  **   <-- RED
W 3312 15:05 NO ANS 3  **   <-- RED
W 2017 15:10 REQ 16:30
TIME CHANGE 15:10 TO 16:29
```

EXPLANATION

THESE ARE SOME OF THE WAKEUP AUDIT TRAIL MESSAGES PRODUCED DURING TESTING OF WAKEUP.

THE NO CALL 1, NO ANS 1, NO ANS 2 MESSAGES ARE FOR DEBUGGING PURPOSES ONLY, AND WILL NOT APPEAR ON CUSTOMER PRINTOUTS.

THIS IS NOT AN EXPECTED MIX OF MESSAGES. A TYPICAL HOTEL WOULD EXPECT FAR MORE COMPLETIONS THAN ARE SHOWN HERE. THIS ILLUSTRATES THE POSSIBLE MESSAGES ONLY.

WAKEUP CALLS ARE RETRIED EVERY 5 MINUTES IF THEY ARE UNSUCCESSFUL THE PREVIOUS TRY, FOR UP TO 3 TRIES. THEN A RED MESSAGE WITH TWO ASTERISKS IS PRINTED TO INDICATE FAILURE OF ALL THREE TRIES WITH THE REASON INDICATED FOR THE LAST FAILURE.

| | |
|---|---|
| COMP | MEANS COMPLETE. |
| NO ANS | MEANS THE PHONE RANG BUT WAS NOT ANSWERED. |
| BUSY | MEANS THAT THE TELEPHONE WAS OFF-HOOK |
| NO CALL | MEANS THAT THE PBX DID NOT PLACE THE CALL. THIS SHOULD BE AN INFREQUENT MESSAGE, CAUSED BY EXTREMELY HIGH TRAFFIC OR BLOCKAGE. |

SAMPLE PRINTOUT

```
TIME CHANGE ??:?? TO 12:35
```

EXPLANATION

THE MESSAGE PRINTS ON THE WAKEUP AUDIT TRAIL WHEN THE TIME OF DAY IS CHANGED BY OPCODE 16 ON THE HOTEL/MOTEL CONSOLE/TERMINAL.

??:?? IS DISPLAYED WHEN THE TIME IS UNKNOWN. (THIS IS NOT EXPECTED TO OCCUR VERY OFTEN FOR A HOTEL WITH AN LC144 HARDWARE CLOCK.)

**Fig. 7—Wakeup Summary and Audit Trail Reports (Sheet 4 of 4)**

### I. Wakeup Audit Trail Report

**3.27** The wakeup audit trail report is generated automatically and sent to a printer designated by the customer. Important messages (no answer on third try, busy on third try, or wakeup messages skipped due to a time change) are printed in red (VICTOR* printer) and are marked with two asterisks in the right-most columns. Wakeup requests canceled due to check in or checkout are, likewise, marked with CI or CO.

**3.28** The types of information available on an audit trail are listed below (see also Fig. 7). The customer may select either a and b, or a, b, and c.

(a) A printout when a wakeup request is initiated, changed, or canceled listing room number, time of request, type of request, and wakeup time.

(b) A printout listing each third try failure, room number, time the call was placed, and reason the third try failed.

(c) A printout listing each successful wakeup call, room number, time the call was placed, and type (first, second, or third attempt) of completion.

## RECORDING PROCEDURES

### A. HQD 614 Recorder/Announcer

**3.29** The following paragraphs describe how to record a VAR message or a combined TNT and VAR message from the AUDICHRON HQD 614 recorder/announcer, or from the remote control telephone.

#### Recording a VAR Message

**3.30** To record a VAR message using the front panel controls on the HQD 614, proceed as follows:

(1) Insert headset into the OPERATOR HEADSET jack.

(2) Set the REMOTE-LOCAL switch to LOCAL position.

(3) Set the VAR-TNT switch to VAR position.

(4) Set the MONITOR mode switch to REC position.

(5) Set the MB/REC/MON-ON LINE switch to MB/REC/MON.

(6) Depress the START RECORD button.

- The READY lamp lights momentarily.
- The DICTATE lamp lights indicating recording may begin.

(7) Speak into headset transmitter and watch the VU meter making sure the level of the audio signal does not exceed "0" on the meter.

- If the DICTATE lamp extinguishes before the recording is finished, the message is too long; recompose the message and go back to Step (6).

(8) Monitor the recorded message on all phases (OA, OB, OC, and OD).

- If the message is unacceptable, repeat Steps (6) and (7).

(9) Put the recorded message into service by setting the MB/REC/MON-ON LINE switch to the ON LINE position.

**3.31** To record a VAR message from the remote control telephone, proceed as follows:

(1) Set the REMOTE-LOCAL switch, located on the front panel of the HQD 614, to the REMOTE position.

(2) Insert telephone handset into dual jack on the side of the remote control telephone.

(3) Set the VAR-TNT switch to the VAR position.

(4) Set the MONITOR mode switch to the REC position.

(5) Set the MB/REC/MON-ON LINE switch to the MB/REC/MON position.

(6) Depress the spring-loaded REC switch.

- The RDY lamp lights momentarily; then,
- The DICT lamp lights indicating recording may begin.

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(7) Speak into the handset transmitter and watch the VU meter making sure the level of the audio signal does not exceed "0" on the meter.

- If the DICT lamp extinguishes before the recording is finished, the message is too long; recompose the message and go back to Step (6).

(8) Monitor the recorded message on all phases (OA, OB, OC, and OD).

- If the recorded message is unacceptable, repeat Steps (6) and (7).

(9) Put the recorded message into service by setting the MB/REC/MON-ON LINE switch to the ON LINE position.

#### Recording a Combined VAR and TNT Message

**3.32** To record a combined TNT and VAR message using the front panel controls on the HQD 614, proceed as follows:

(1) Set the REMOTE-LOCAL switch to the LOCAL position.

(2) Set the MB/REC/MON-ON LINE switch to the MB/REC/MON position.

(3) Set the VAR-TNT switch to the TNT position.

(4) Depress the START RECORD button.

- The READY lamp lights.

- When the READY lamp extinguishes, the TNT message is added to the existing VAR message.

(5) Monitor the recorded message on all phases (OA, OB, OC, and OD).

(6) Put the combined VAR and TNT message into service by setting the MB/REC/MON-ON LINE switch to the ON LINE position.

**3.33** To record a combined VAR and TNT message from the remote control telephone, proceed as follows:

(1) Set the REMOTE-LOCAL switch, located on the front panel of the HQD 614, to the REMOTE position.

(2) Set the MB/REC/MON-ON LINE switch to the MB/REC/MON position.

(3) Set the VAR-TNT switch to the TNT position.

(4) Depress the spring-loaded REC switch.

- The RDY lamp lights momentarily.

- When the RDY lamp extinguishes, the TNT message is added to the existing VAR message.

(5) Monitor the recorded message on all phases (OA, OB, OC, and OD).

(6) Put the combined VAR and TNT message into service by setting the MB/REC/MON-ON LINE switch to the ON LINE position.

### B. HQD 614B Recorder/Announcer

**3.34** ◗Figure 6 shows the TOUCH-TONE dialing commands used to operate the HQD 614B recorder/announcer.

#### Security Code Change or Cancel Procedure

**3.35** The HQD 614B has a built-in security code which must be entered before a recorded message can be changed or monitored. To change or cancel the security code, proceed as follows:

(1) Dial the system access extension number.

- Short (1 second) ACK tone.

(2) Dial the current security code (see Note).

- Short ACK tone; or,

- Long (4 seconds) ACK tone followed by disconnect; invalid security code.

***Note:*** The HQD 614B has a default security code (614) which must be entered upon initial power up or after a power interruption (if the battery pack circuit is not provided).

(3) Depress the "4" button.

- Short ACK tone.

(4) Dial the new security code (see Note).

- Short ACK tone.

***Note:*** A security code of less than 6 digits must end with the "#" digit to mark the end of the code. To cancel the security code, enter only the "#" digit.

(5) Repeat Step (4).

- Short ACK tone.

(6) Depress the "5" button; and/or,

- Disconnect in 20 seconds unless another command is entered.

(7) Enter another command; or,

(8) Depress the "0" button.

- Long ACK tone followed by disconnect.

**Recording a Combined VAR and TNT Message**

**3.36** To record or change a combined VAR and TNT message, proceed as follows:

(1) Dial the system access extension number.

- Short ACK tone.

(2) Dial the security code (if used).

- Short ACK tone; or,
- Long ACK tone followed by disconnect; invalid security code.

(3) Depress the "7" button.

- Short ACK tone.

(4) Deliver the message at a normal rate and volume (see Note).

- If the ACK tone is heard prior to the end of the message, the message is too long; recompose the message and start over.

***Note:*** A cassette recorder may be used to dub in the message instead of making a live recording. However, this method requires the use of the optional tape recorder adapter available from AUDICHRON.

(5) If ACK tone is not heard before the end of the message, depress the "3" button to mark the end of the recording.

- Short ACK tone; or,
- ERROR tone; the recording is below the threshold level, start over and talk louder.

(6) Depress the "5" button; and/or,

- Disconnect in 20 seconds unless another command is entered.

(7) Enter another command; or,

(8) Depress the "0" button.

- Long ACK tone followed by disconnect.

**Recording a VAR Message**

**3.37** To record a VAR message without regard to synchronization to a TNT message, proceed as follows:

(1) Dial the recorder/announcer extension number.

- Short ACK tone.

(2) Dial the security code (if used).

- Short ACK tone; or,
- Long ACK tone followed by disconnect; invalid security code.

(3) Depress the "9" button.

- System is put immediately into record mode and no tone is returned.

(4) Deliver the message at a normal rate and volume (see Note).

- If ACK tone is heard prior to the end of the message, the message is too long; recompose the message and start over.

***Note:*** A cassette recorder may be used to dub in the message instead of making a live recording. However, this method requires the use of

the optional tape recorder adapter available from AUDICHRON.

(5) If ACK tone is not heard before the end of the message, depress the "3" button to mark the end of the recording.

- Short ACK tone; or,
- ERROR tone; the recording is below the threshold level, start over and talk louder.

(6) Depress the "5" button; and/or,

- Disconnect in 20 seconds unless another command is entered.

(7) Enter another command; or,

(8) Depress the "0" button.

- Long ACK tone followed by disconnect.◀

## 4. SYSTEM OPERATION

**4.01** The system response to a request for a wakeup call is described below. Refer to Fig. 8 for a flowchart of the feature.

**4.02** Depressing the H/M button puts the console/terminal in hotel/motel mode. While in hotel/motel mode, the time of day display is disabled, established calls remain connected but cannot be processed, and the H/M and POS BUSY (attendant console only) lamps light. The alphanumeric field displays OP ---? after the H/M button is depressed and the attendant or front desk clerk has 40 seconds to enter an OP code or depress a feature button.

**4.03** Depressing the WAKE UP button lights the WAKE UP lamp and displays ROOM ---? in the alphanumeric field. If 40 seconds elapse before a feature button is depressed or an OP code is entered, the console/terminal returns to the call-handling mode.

**4.04** After ROOM ---? is displayed, the system waits for the attendant to dial a room number or depress the appropriate DSS button. After entering the room number, the alphanumeric field displays the number and the ENTER lamp flashes prompting the attendant to depress the ENTER button.

**4.05** Depressing the ENTER button initiates a search for a wakeup time stored in memory. If a wakeup time is stored in memory, the time is displayed; if no wakeup time is stored, NONE is displayed. The ENTER lamp stops flashing and the system waits for the attendant to enter a wakeup time or depress the CLEAR button. If a wakeup time is entered, the ENTER lamp flashes and the wakeup time is displayed in the alphanumeric field. Depressing the ENTER button a second time displays the room number and wakeup time, extinguishes the ENTER lamp, and flashes the RESTART lamp. Depressing the CLEAR button clears the stored wakeup time from memory, displays CANC in the alphanumeric field, and flashes the RESTART lamp.

**4.06** The flashing RESTART lamp prompts the attendant to depress the RESTART, H/M, or NEXT button. Depressing the RESTART button keeps the console/terminal in the hotel/motel mode, but takes it out of wakeup service mode. Depressing the NEXT button keeps the console/terminal in wakeup service mode waiting for another room number entry. Depressing the H/M button returns the console/terminal to the call-handling mode.

**4.07** After wakeup times are stored in memory, the system schedules the wakeup calls. When the scheduled wakeup time arrives, an attempt is made to seize a time slot and intercom record. If the attempt is successful, the call is placed in a call processing state awaiting a ringing connection.

**4.08** An attempt is made to ring the room awaiting the ringing connection. If ring blockage (line is busy or maintenance busy) occurs on the first attempt, a re-try is placed in 16 seconds. The time slot and intercom record are released if the second try fails, and the room is rescheduled for a third try in the next 5-minute interval. If ringing occurs, the system waits for time-out (30 seconds) or answer.

**4.09** If time-out occurs, the time slot and intercom record are released, the audit printer (if provided) records the attempt, and the room is rescheduled for a second try in the next 5-minute interval. A time-out on the second attempt prompts a similar system response. Three failures to set up a ringing connection lights the H/M alarm lamp on the console/terminal [the third try alarm is activated via the Maintenance and Administration Panel (MAAP)], and deletes the room number and wakeup time from memory.

**4.10** The wakeup message trunks (LC13 circuit packs) are scanned for the control pulse mark-

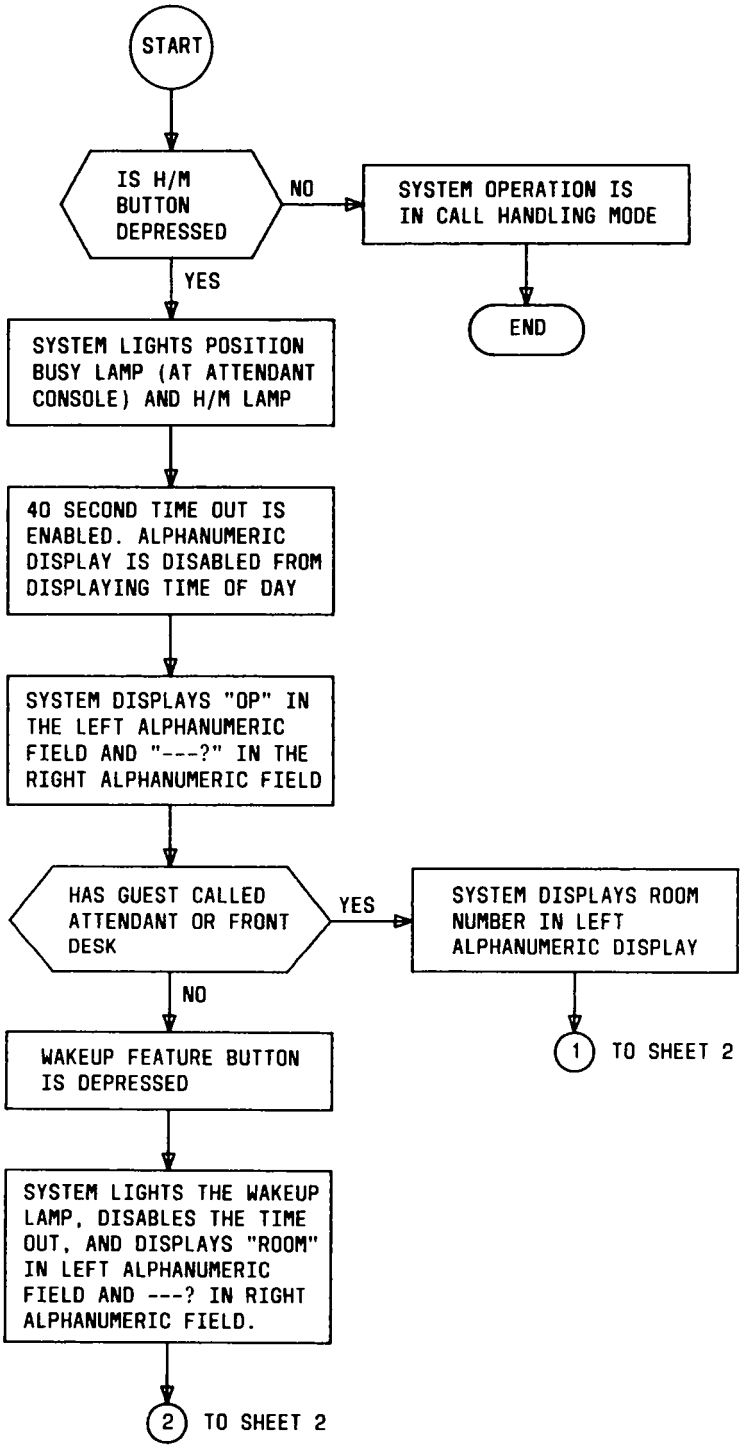


Fig. 8—Automatic Wakeup Service Flowchart (Sheet 1 of 4)

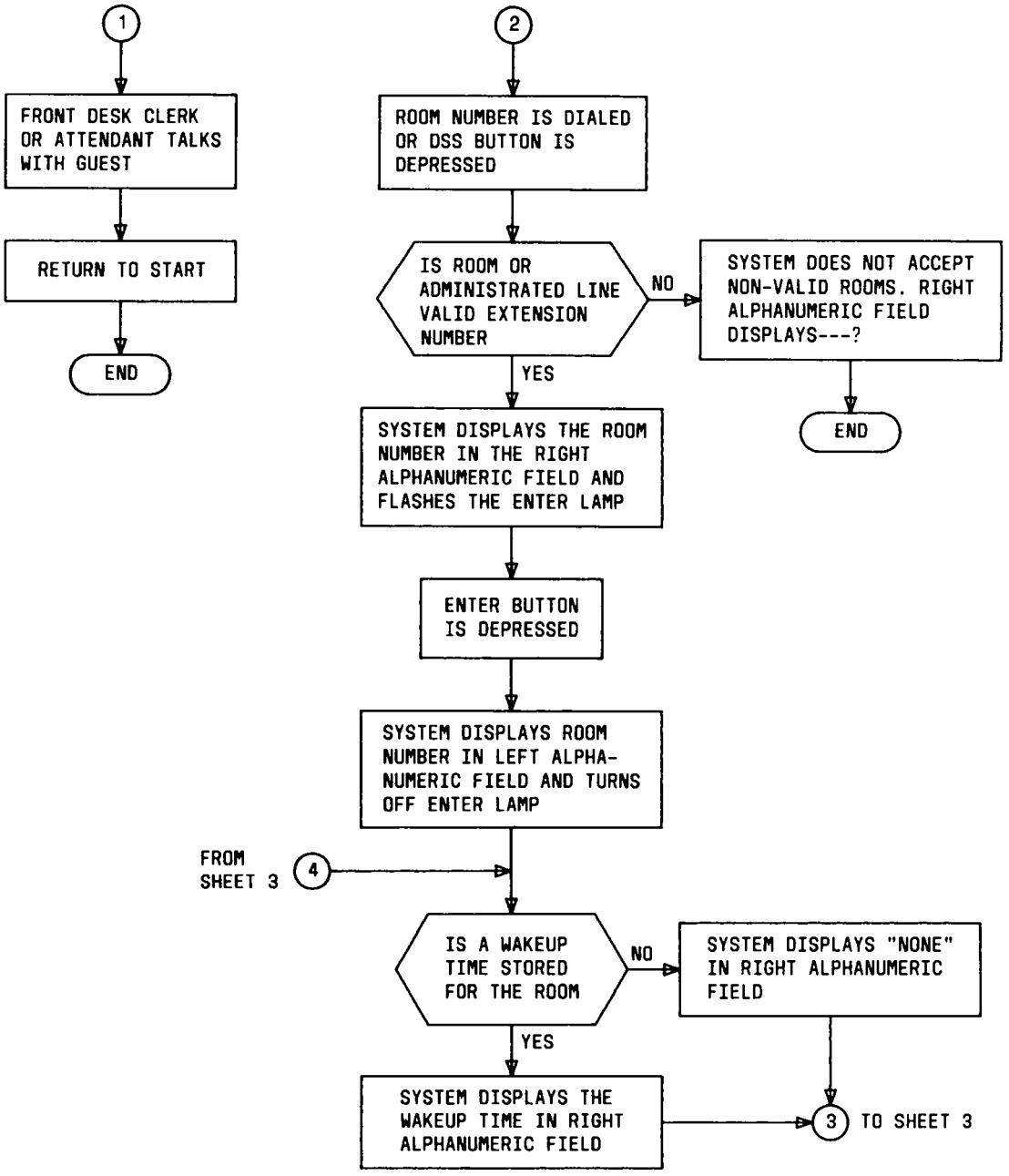


Fig. 8—Automatic Wakeup Service Flowchart (Sheet 2 of 4)

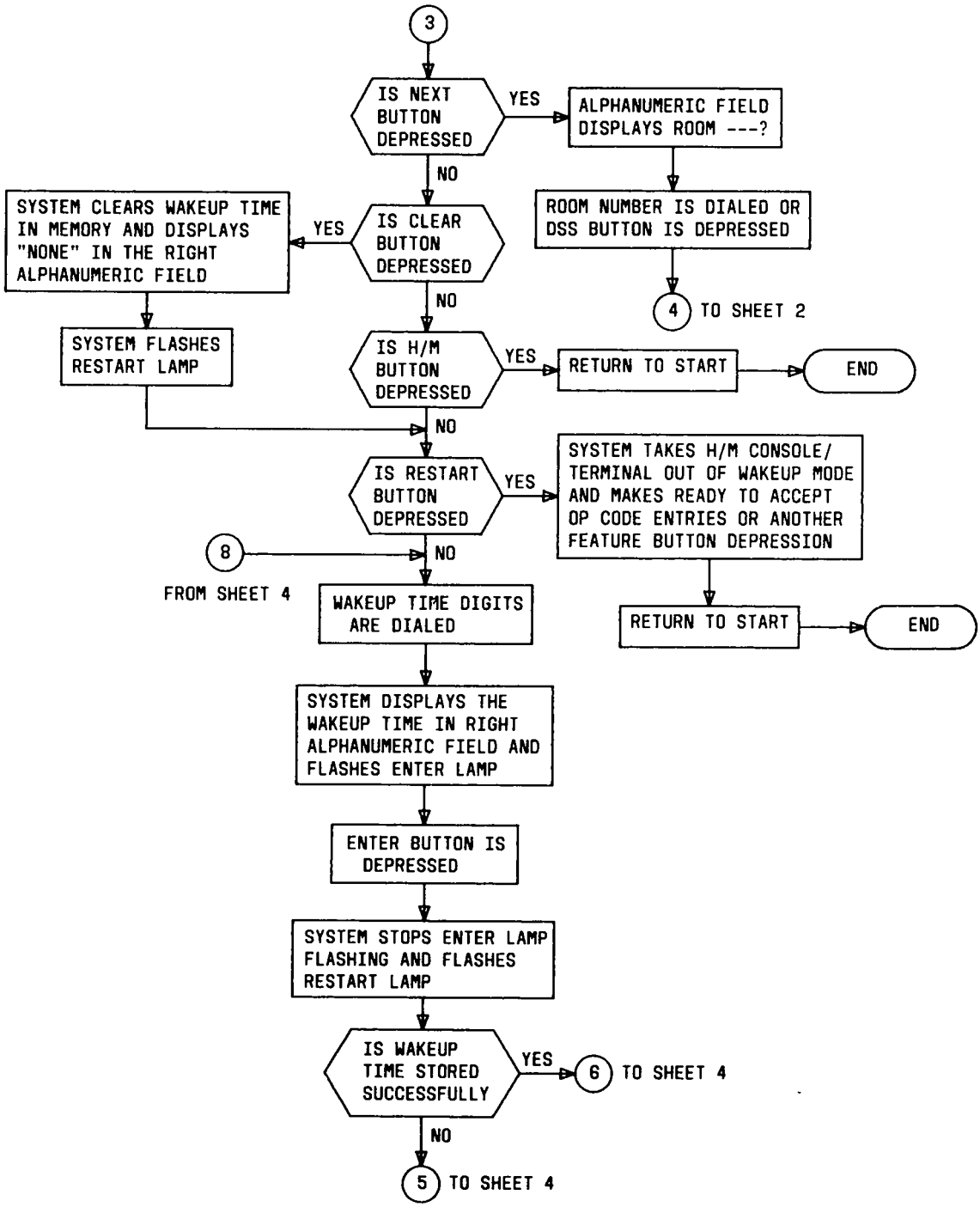


**Fig. 8—Automatic Wakeup Service Flowchart (Sheet 3 of 4)**

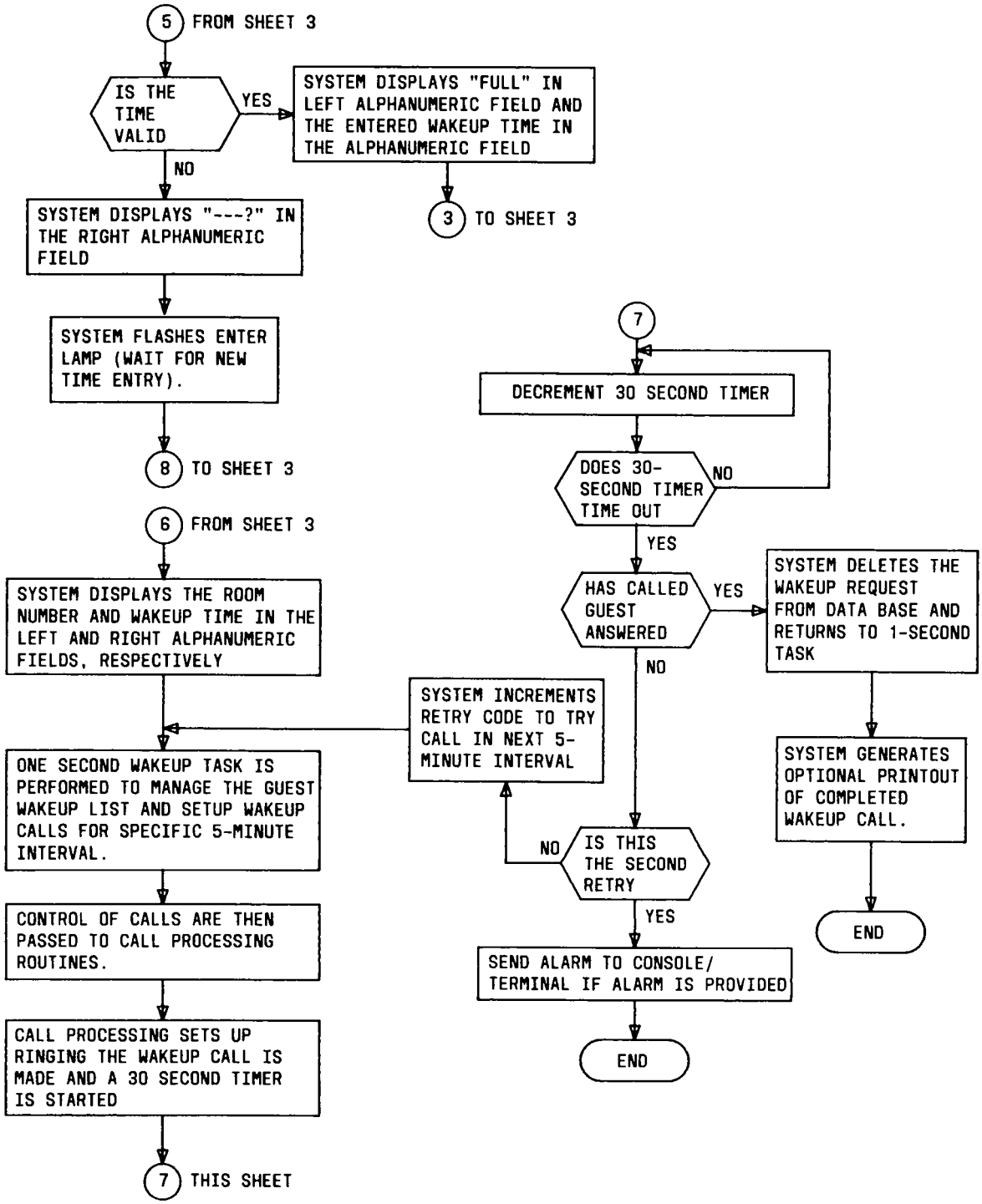


Fig. 8—Automatic Wakeup Service Flowchart (Sheet 4 of 4)

ing the next available message phase. The message trunk and time slot are connected on a nonbarge-in basis for calls which have been answered and queued for a message connection. Successful completions are recorded by the audit printer (the print success option is activated via the MAAP).

## *CHARACTERISTICS*

### 5. FEATURE ASSIGNMENT

**5.01** The Automatic Wakup Service feature is assigned on a per-system basis and is administered via the MAAP. Refer to Part 9 for a description of the MAAP procedures.

### 6. LIMITATIONS

**6.01** The wakeup request must be placed at least 10 minutes and not more than 23 hours 50 minutes before the requested wakeup time.

**6.02** Wakeup requests must be for a valid (within the dialing plan) station line number. Administrative as well as guest room lines may be entered.

**6.03** Under normal operating conditions, up to 400 wakeup calls can be processed in a 15-minute interval with a maximum deviation of 5 minutes between the requested and actual time the wakeup call is placed. Up to 40 station lines can receive the wakeup message simultaneously.

### 7. INTERACTIONS

**7.01** The Automatic Wakeup Service feature overrides Call Forwarding, Station Hunting, and any features which restrict incoming calls.

### 8. RESTRICTION CAPABILITY

**8.01** The Automatic Wakeup Service feature cannot be restricted.

## *INCORPORATION INTO SYSTEM*

### 9. INSTALLATION/ADDITION/DELETION

**9.01** The MAAP procedures used to administer the Automatic Wakeup Service feature for the DIMENSION 400E/600/2000/Custom PBX are listed below and in Table A.

(a) ***Procedure 100:*** This procedure is used to administer the association between a trunk group or trunk dial access code and a trunk type.

(b) ***Procedure 150:*** This procedure is used to administer the association between a trunk group and an equipment location.

(c) ***Procedure 205:*** This procedure is used to administer the assignment of functions to the control buttons on the console/terminal.

(d) ***Procedure 220:*** This procedure is used to administer the assignment of a printer for audit trail reports, and an alternate (default) printer.

(e) ***Procedure 253:*** This procedure is used to administer the input/output data channel assignment for the printer.

(f) ***Procedure 279, Word 1:*** This procedure is used to activate the Automatic Wakeup Service feature, the third try alarm, and/or the print success option. This procedure also administers the time-out interval for wakeup messages.

### 10. HARDWARE REQUIREMENTS

**10.01** The hardware required for the Automatic Wakeup Service feature depends upon the type of wakeup announcement desired by the customer. The fixed message announcement requires an LC190 circuit pack. The LC190 plugs into any slot normally used for a trunk circuit and has two ports which can be accessed individually or simultaneously. The variable message announcement requires a recorder/announcer, available on a lease basis from AUDICHRON, and two LC13 circuit packs to interface the recorder/announcer to the trunk port carrier. The LC13 circuit packs must be physically adjacent in the carrier (eg, slots 6 and 7) to permit proper scanning.

**10.02** An LC144 circuit pack (time-of-day clock synchronizer) is recommended for the Automatic Wakeup Service feature. Refer to Table B for required/recommended hardware equipment codes.

**TABLE A**

**MAAP PROCEDURES USED TO ADMINISTER THE AUTOMATIC WAKEUP SERVICE FEATURE**

| TO ADMINSTER | "DIMENSION" 2000/CUSTOM PBX | |
|---|---|---|
| | USE MAAP | |
| | PROC | WORD |
| Trunk Group Translation — Associate a Trunk Group and/or Trunk Dial Access Code with a Trunk Type | 100 | — |
| Trunks — Features — Associate a Trunk Group with an Equipment Location | 150 | — |
| H/M Terminal Control Buttons — Assign Functions to the Control Buttons on the Console/Terminal | 205 | — |
| Printer Assignments — Assign a Printer for Wakeup Audit Trails | 220 | — |
| Data Channel Assignments — Assign Input/Output Data Channel for the Audit Printer | 253 | — |
| System COS — Hotel/Motel — Activate Wakeup Service, Third-Try Alarm, Print Success, and Assign Time-Out Interval | 279 | 1 |

**TABLE B**

**EQUIPMENT CODES FOR REQUIRED/RECOMMENDED HARDWARE**

| HARDWARE | EQUIPMENT CODE OR CIRCUIT PACK NUMBER |
|---|---|
| Fixed Announcement | LC190 |
| AUDICHRON HQD 614B Recorder/Announcer | H9040-G8 |
| Optional Tape Recorder Adapter | H9040-G9 |
| Battery Pack Circuit (for HQD 614B)* | H9040-G10 |
| Mounting Adapters (for HQD 614B)* | H9040-G13 |
| Auxiliary Trunk Interface for VAR Message | LC13 |
| Time-of-Day Clock Synchronizer* | LC144 |
| Battery Backup for Time-of-Day Synchronizer* | J58882E-1,L11 |
| Battery for Time-of-Day Synchronizer* | KS-20390,L7 |

* Recommended