AVAYA communication

# DEFINITY®
# Enterprise Communications Server

Release 6
Administration and Feature Description
Hospitality Module

555-230-527
Comcode 108215781
Issue 4
May 1998

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**Part 68: Answer-Supervision Signaling.** Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 Rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

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This document was prepared by Product Documentation Development, Lucent Technologies, Denver, CO.

# Hospitality

# 10

This section contains the following DEFINITY ECS Hospitality features. Hospitality forms are located at the end of this chapter. Note that in this section, the term "guest" refers to a guest or a patient.

# Attendant Room Status

Attendant Room Status allows the attendant to see whether a room is vacant or occupied and each room's housekeeping status.

**NOTE:**
This feature is available only if you have Enhanced Hospitality enabled on the System-Parameters Customer-Options form. (See your Lucent Technologies support representative for assistance with this form.)

## How to administer Attendant Room Status

**Required forms**

| Form | Field | Page |
|---|---|---|
| Attendant Console | ■ Feature Button Assignment<br>— occ-rooms<br>— maid-stat | 5-35 |
| Hospitality | ■ All of page 3 | 10-30 |
| Language Translations | Page 4<br>■ fields 15 through 17 | 5-193 |
| Feature Access Code (FAC) | Page 5 | 5-113 |

## Detailed description

### Check In/Check Out Status

The attendant determines check in/check out status by pressing the OCC-ROOMS (occupied rooms) button on the attendant console.

This activates check in/checkout mode. The DXS lamps light for all occupied rooms. The console displays a message indicating that it is in check in/check out mode.

Occupancy status normally updates as guests check in and out.

### Maid Status

The attendant determines maid status by pressing the MAID-STAT button on the attendant console. This activates Maid-Status mode. The attendant is prompted to enter a status number (1 through 6). The display shows the state corresponding to that number and lights the DXS lamps for all rooms currently in that state.

While the console is in Maid-Status mode, the attendant can enter another status number. The console display shows the new status and lights the DXS lamps for all rooms in that state.

The status of a room updates when a maid or inspector dials from the room and changes the status.

The messages that appear on the console identify each of six states and are user-defined. (For example, you could define state 1 as clean, ready to use and state 2 as occupied, needs cleaning). As with other display messages, administer the prompts and status messages for a specific language.

## Considerations

- The feature is not available for attendants connected to the switch by a distributed communications system (DCS). Attendant consoles are the only terminals that can access this feature

## Interactions

- Outgoing Calls

  When Check in/Check out mode is active, the attendant can make outgoing calls via the keypad. The attendant can return to normal mode or any other mode by pressing the appropriate button on the console. Check in/Check out mode does not affect other attendant operations.

  When Maid Status mode is active, the attendant cannot make outgoing calls via the keypad. However, the attendant can make calls via the DXS module or the feature buttons. Attendant can return to normal mode or any other mode by pressing the appropriate button on the console.

# Automatic Wakeup

Automatic Wakeup allows attendants, front desk users, and guests to place an automatic wakeup call to a certain extension at a later time.

If the Dual Wakeup enhancement is activated, each extension is allowed two wakeup call requests within one 24-hour time period. If the Room Activated Wakeup with Tones enhancement is activated, wakeup calls can be activated via tones that prompt users for the time they wish to waken. These enhancements are activated on the change system-parameters hospitality form by entering **y** in the Dual Wakeup and Room Activated Wakeup with Tones fields. These options default to **y** and can only be changed by Lucent Technologies personnel.

## How to administer Automatic Wakeup

**Required forms**

| Form | Field | Page |
|---|---|---|
| Station (multi-appearance) | ■ Feature Button Assignment<br>— auto-wkup<br>— aut-msg-wt for the extension that is the "Extension to Receive Failed Wakeup LWC Messages"<br>■ Display Language | 6-28 |
| Attendant Console | ■ Feature Button Assignments<br>— auto-wkup<br>— aut-msg-wt for the extension that is the "Extension to Receive Failed Wakeup LWC Messages"<br>■ Display Language<br>■ Default Announcement Extension (if the Announcement Type is multiple-integrated) | 5-35 |
| Announcements/ Audio Sources | ■ All<br>— integrated<br>— integ-rep | 5-26 |

*Continued on next page*

**Required forms — *Continued***

| Form | Field | Page |
|---|---|---|
| Class of Service | ■ Console Permission | 5-81 |
| Feature Access Code (FAC) | ■ Announcement Access Code<br>■ Automatic Wakeup Call Access Code<br>■ Verify Wakeup Announcement Code | 5-113 |
| Hospitality | ■ Announcement Type<br>■ Length of Time to Remain Connected to an Announcement<br>■ Announcement Ports<br>■ Auxiliary Board for Announcement<br>■ Extension of Journal/Schedule Printer<br>■ Extension of PMS Log Printer<br>■ Extension to Receive Failed Wakeup LWC Messages<br>■ Routing Extension on Unavailable Voice Synthesis<br>■ Time of Scheduled Wakeup Activity Report<br>■ Time of Scheduled Wakeup Summary Report | 10-30 |

## Detailed description

Wakeup requests may be placed from 5 minutes to 23 hours and 55 minutes in advance of a wakeup call.

When a user answers a wakeup call, the system can provide a recorded announcement, a speech-synthesis announcement, music, or silence depending on the administration of Automatic Wakeup.

All wakeup times entered into the system round to the nearest five minutes. For example, a requested time of 6:58 am stores in the system as 7:00 am. The switch bases time-validity checks on the rounded figure.

Wakeup calls are placed within two and one-half minutes of the requested time, and never reroute, forward, or go to coverage. Before placing the wakeup call, the system overrides Do Not Disturb for the extension.

If a wakeup-call attempt is not answered or if the extension is busy, the system tries two more times at 5-minute intervals. If the call does not complete after three attempts, the switch leaves a LWC message for a designated extension (usually assigned to a button on the attendant console or backup voice terminal). The system maintains a complete record of all wakeup-call activity for the past 24 hours.

Users with touch-tone dialing can enter a wakeup request (if they have a speech synthesizer board and no display set) or can have the attendant set a wakeup time. Users with rotary-dial terminals call the attendant to request a wakeup call.

Activate Automatic Wakeup either by dialing the FAC or by pressing the automatic wakeup entry button. If the system has a speech synthesizer board, the system provides voice prompting. If the user has a display set, the system provides display prompting.

- Voice Prompting with Room Activated with Tones Off

  A guest enters his or her own wakeup-call request. The request is entered only for the extension where the call originates.

  After the user dials the Automatic Wakeup FAC, the system generates voice prompts (the system must have a voice synthesizer). These prompts tell the user when to enter information and what information is needed. Use touch-tone buttons to enter the information. The system accepts military or standard time. The user dials the automatic wakeup FAC again to change or delete a wakeup request.

  If the user makes invalid entries, a standard message generates that notifies the user of the error. The system then repeats the original prompt for input. If invalid entries occur on the second try, the system informs the user to dial the attendant for assistance.

- Voice Prompting with Room Activated with Tones On

  A guest enters his or her own wakeup-call request. The request is entered only for the extension where the call originates.

  After the user dials the Automatic Wakeup FAC, the system generates recall dial tone (the system does not need a voice synthesizer). This dial tone prompts the user to enter the time in a 24-hour, 4-digit format. Confirmation tone means that the wakeup request is successful.

- Display Prompting with Dual Wakeup Off

  Display prompting is provided to attendants, front-desk users, and to other users with display-equipped voice terminals. Administer front-desk users (or any other voice terminals you want to grant permissions to) with a console permission class of service (COS) to perform the same actions as the attendant. Other users can enter a wakeup request only for the extension where the call originates.

  The attendant presses the automatic wakeup entry button to activate the feature. If the attendant is on an active call with a system user, the user's extension displays as the default extension after pressing the pound sign

(**#**). If the displayed extension is not the extension of the user requesting the wakeup call, the attendant can change it. Display prompting continues until the attendant enters all necessary information and the request for the wakeup call is confirmed.

If a condition exists that does not allow the system to accept the wakeup request, the system displays the reason for denial. Wakeup requests are denied for one of the following reasons:

— Too Soon — Indicates that the requested wakeup time is within the current five-minute wakeup interval

— System Full — Indicates that the maximum number of wakeup calls is reached

— Interval Full — Indicates that the maximum number of wakeup calls in any 15-minute interval is reached

The attendant can change or cancel a wakeup call request at any time.

- Display Prompting with Dual Wakeup On

  Display prompting with Dual Wakeup works the same as Display Prompting with Dual Wakeup off (described in the previous text), except that after the first wakeup request is entered, the user is prompted for the second wakeup request.

When the system places a wakeup call, one of the following occurs:

— Extension Is Busy — The wakeup call is placed again later.

— No Answer — The extension rings for 30 seconds. If the call is not answered, the system tries again later.

— Ringing Blockage — If four or more ports on the same analog-circuit pack are already ringing, the system waits 16 seconds and tries again. If the second attempt is blocked, the call has failed and the system waits five minutes before trying again.

— Call Is Answered — The guest answers the wakeup call and hears either music, a recorded announcement, the speech-synthesizer announcement, or silence.

— System Reset — indicates that a system reset level 1 or system reset level 2 occurred while the system attempted to place the wakeup call. Calls affected by these conditions are treated as other wakeup attempts.

If a wakeup call is incomplete because of a busy, no answer, ringing blockage, or system reset, the system attempts to place the call two more times at five-minute intervals. If the call is not completed after three attempts, the system leaves an LWC message.

A special extension, called the Wakeup Messages Extension, is administered exclusively for receiving failed wakeup-call LWC messages. When a failed

message is retrieved, the display shows the date, time, and extension for the failed wakeup-call attempt.

Assign an automatic-message waiting (AMW) button and associated lamp to attendant consoles or front-desk terminals. The number associated with the button can be the wakeup-messages extension. The AMW lamp lights when a failed wakeup message is waiting. The user retrieves the message by invoking coverage-message retrieval on the wakeup-message extension. The user presses the AMW button to place the console or terminal in coverage-retrieval mode. The user then retrieves the failed wakeup-call attempt messages. Only attendants and specified voice-terminal users can retrieve and delete failed wakeup messages.

The system maintains an audit-trail record of wakeup-call activity for the past 24 hours. The wakeup-call buffer can only hold a number of records equal to the maximum number of stations administrable on the switch. For example, if a maximum of 200 stations is administrable, only 200 automatic-wakeup records are stored.

You can display wakeup events at the management terminal, or print to a designated printer. If the system has a journal printer, wakeup events print as they occur.

The audit trail record contains the following information:

- Type of event:
  - Request — A new wakeup-call request is made.
  - Change — The time is changed on an existing wakeup-call request.
  - Cancel — A wakeup request is canceled.
  - Move To — The wakeup request for this room moves to another room.
  - Move From — The wakeup request for another room moves from the old room to the new room.
  - Move-Cancel — A wakeup request from another room replaces the request for this room.
  - Swap — A room swap occurs and at least one of the rooms has a wakeup request. Wakeup calls swap when a room swap is performed. A journal entry is made for each room. If the room receives a wakeup call as the result of the swap, the time of the call is provided in the entry. If the room loses a wakeup call as the result of the swap (and has not received another), the time is not present in the entry.
  - Completed — The wakeup call completes successfully.
  - Not Completed — The wakeup call failed.

— Skip — The wakeup call is skipped. This event occurs if the system time advances past the requested time of a wakeup call.

- Time of the event
- Extension number receiving the call
- Time of the wakeup request
- Extension (or 0 for the attendant) where the event took place
- Number of call attempts that were placed
- An indication of why a wakeup-call attempt failed

In addition, all wakeup-time changes are recorded. This record shows the original time requested and the changed time. The audit-trail record is not backed up and all wakeup data is lost if a system failure occurs.

Schedule the following reports for printing on a daily basis:

- Wakeup Activity report – summarizes wakeup activity for each extension that had any wakeup activity over the past 24 hours.
- Wakeup Summary report — gives an hour-by-hour summary of the number of scheduled wakeup calls, the number of wakeup calls completed, and a list of extensions. The report covers all automatic-wakeup events for each hour over a 24-hour period.

With VDNs and multiple announcements, you can choose as the announcement extension a VDN that reaches one announcement if the system clock is less than 12:00 and another if the system clock is greater than 12:00. The hotel guest hears “good morning” before noon and “good evening” after noon. Or, a business customer can choose as the announcement extension a VDN that points to an extension assigned to a quorum bridge, with the wakeup time as a scheduled teleconference time. When the wakeup call is completed, the customer automatically connects to the teleconference bridge.

You can administer a multiple announcement to repeat. To enable repeating announcements, enter announcement type *integ-rep* on the Recorded Announcement form. With repeating integrated-message functionality, the announcement keeps repeating from when the first guest (of a group of guests receiving the same wakeup announcement at the same time) goes off-hook until the last guest goes on-hook.

If the announcement type is either an externally-recorded announcement or is integrated-repeating, you can administer the wakeup-call queue for barge-in. Barge-in means that the guest receiving the wakeup call hears the announcement as soon as he or she is off-hook, even if the announcement is not at the beginning. This provides the capability of many users being bridged onto the same announcement port, eliminating the need for a separate port for each wakeup call. For additional information, see Recorded Announcement.

## Considerations

- Up to 10 attendant consoles and/or front desk terminals may be in the wakeup display mode at any one time.
- Wakeup call attempts are not rerouted, forwarded, or sent to coverage.

## Interactions

- Attendant or Voice Terminal Display

  If the console or terminal is in automatic-wakeup mode and the user presses another display-mode button, wakeup mode aborts and the wakeup request is not entered, changed, or deleted.

- Do Not Disturb

  If Do Not Disturb is active at a voice terminal, Automatic Wakeup deactivates Do Not Disturb for that terminal, and the system places the wakeup call.

- PMS Interface

  A Check-Out request cancels an active-wakeup call request for the guest room. Room Change/Room Swap requests through PMS cause a wakeup request to change or swap.

- Voice Synthesis Board

  Auto Wakeup competes with the following features for use of the speech-synthesizer board.

  — Do Not Disturb

  — Leave Word Calling Message Retrieval

  — Visually Impaired Attendant Service

# Do Not Disturb

Do Not Disturb allows guests, attendants, and authorized front-desk voice-terminal users (those with console permission) to request that no calls, other than priority calls, terminate at a particular extension until a specified time. At the specified time, the system automatically deactivates the feature and allows calls to terminate normally at the extension.

## How to administer Do Not Disturb

**Required forms**

| Form | Field | Page |
|---|---|---|
| Attendant Console | ■ Feature Button Assignments<br>— dn-dst<br>— grp-dndst | 5-35 |
| Station (multiappearance) | ■ Feature Button Assignments<br>— dn-dst<br>— ext-dn-dst<br>— grp-dn-dst | 6-28 |
| Feature Access Code (FAC) | ■ Group Control Restrict Activation or Deactivation | 5-113 |
| Feature-Related System Parameters | ■ Controlled Termination Restriction (Do Not Disturb)<br>— tone | 5-123 |

## Detailed description

Do Not Disturb is a form of termination restriction associated with an automatic deactivate time. When Do Not Disturb is active, the user receives only those calls associated with Automatic Callback, Automatic Wakeup, and Priority Calling, and those calls that are redirected to that extension via the Call Coverage and Call Forwarding All Calls. All other calls redirect to a recorded announcement, an attendant, or intercept tone.

Voice-terminal users with touch-tone dialing can activate this feature themselves or ask the front desk to do it for them. Users with rotary-dial terminals must call the attendant or front-desk user to request Do Not Disturb.

### Activation by Voice Terminal Users

Voice-terminal users can activate Do Not Disturb by dial access or by button access. If users have a speech-synthesizer board, they can activate Do Not Disturb themselves, without attendant assistance.

- Dial Access

  When a user dials a Do Not Disturb feature access code (FAC), the system prompts the user to enter a deactivate time. The user may later change or delete the request by dialing the Do Not Disturb FAC again and entering the required information.

  If the user makes invalid entries or if system conditions prevent entry of the request, the system informs the user to dial the attendant or front desk for assistance, if the user has a speech-synthesizer board.

- Button Access

  If a voice terminal has a Do Not Disturb button, the user can press the button to activate the feature. The handset may be on-hook or off-hook. The user presses the button a second time to deactivate the feature.

  The lamp associated with the Do Not Disturb button lights until the feature is deactivated with the button. An automatic-deactivate time is not provided.

### Activation by Attendant

The attendant can activate the feature for a user or a group of users. (The assigned COR determines which users are in the group.) The attendant presses the Do Not Disturb — Extension button followed by the extension, or the Do Not Disturb — Group button. The extension followed by the appropriate COR number.

The attendant can cancel a Do Not Disturb request by activating the feature, entering the desired extension or group COR number, and pressing the delete button.

### Activation via a PMS

The system provides an interface to a Property Management System (PMS). This interface allows activation and deactivation of controlled restrictions. Activation of Do Not Disturb through a PMS is similar to activation of termination restriction. A scheduled deactivate time cannot be specified.

### Audit Trail Reports

The system keeps a record of all voice terminals that are in Do Not Disturb mode. You can display or print this information.

Administer the following reports for printing on a daily basis:

- Do Not Disturb Status Report — This report lists all extensions with Do Not Disturb active and the specified deactivate time for each.
- Do Not Disturb Plus COR Status Report — This report lists all extensions, plus those whose controlled-restriction level is termination restriction. (The attendant activates termination restriction for a specific extension or COR. A deactivate time is not associated with termination restriction.)

Records do not include Do Not Disturb information for extensions that are both termination and outward restricted.

## Considerations

- Do Not Disturb lessens the attendant's workload when voice-terminal users with speech-synthesizer boards activate the feature themselves.
- A front-desk user must have a console-permission COS to activate this feature.
- The number of available speech-synthesis ports is the only limit on the number of users receiving voice prompting.

## Interactions

- Automatic Callback

  Do Not Disturb does not block an Automatic Callback call. Return calls terminate at a voice terminal in the normal way.

- Automatic Wakeup

  An Automatic Wakeup call deactivates Do Not Disturb and alerts the guest at the specified time.

- Call Coverage

  If a point in a coverage path has Do Not Disturb active, calls covering to that extension alert the extension unless the extension has controlled-restriction termination active. When Do Not Disturb is active and a terminal does not have a coverage path, calls are routed to the attendant.

- Call Forwarding All Calls

  If Do Not Disturb is active at the forwarding extension, the caller receives intercept treatment. If Do Not Disturb is active at the forwarded-to extension, the call alerts the forwarded-to extension.

- Controlled Restriction

  When a terminal has total-controlled restriction, it cannot receive or place any calls. However, it can receive a call if another station has an auto-icom button pointing to the controlled-restriction station.

- Internal Automatic Answer (IAA)

  Activation of Do Not Disturb at the called voice terminal preempts IAA.

- PC Console

  You cannot implement Do Not Disturb at a PC Console.

- PMS Interface

Checkout from either a PMS or the switch automatically deactivates Do Not Disturb for the specified extension.

# Hospitality Services

A system with Hospitality enabled and Hospitality Parameter Reduction disabled provides all system capabilities and supports all types of customers. A system with both Hospitality and Hospitality Parameter Reduction enabled provides reduced system parameters that have a major impact on essential system features used by non-lodging customers. The Hospitality features set (Auto Wakeup, Do Not Disturb, PMS) is the same on both packages.

## How to administer Hospitality Services

**Required forms**

| Form | Field | Page |
|---|---|---|
| Hospitality | ■ All | 10-30 |
| COS | ■ Client room | 5-81 |
| Attendant Console | ■ Hospitality Button Assignments<br>— auto-wkup<br>— check-in<br>— check-out<br>— dn-dst<br>— ext-dn-dst<br>— mwn-act<br>— mwn-deact<br>— crss-alert | 5-35 |

## Detailed description

Parameters reduced when Hospitality Parameter Reduction is enabled are listed in *DEFINITY Enterprise Communication System Release 6 System Description Pocket Reference*.

The following parameters are affected:

- Trunks
- Hunt groups
- Pickup groups
- Call coverage paths

## Interactions

None

# Names Registration

Names Registration automatically sends a guest's name and room extension from the PMS to the switch at checkin, and automatically removes this information at checkout.

## How to administer Names Registration

Refer to "Property Management System Interface" on page 10-21 for information on the PMS interface and associated administration guidelines.

**Required forms**

| Form | Field | Page |
|---|---|---|
| Hospitality | ■ PMS Protocol Mode<br>— transparent or ASCII<br>■ Default Coverage Path for Client Rooms<br>— default<br>■ Milliseconds Before PMS Link Acknowledgment Timeout | 10-30 |

## Detailed description

The information provided by Names Registration displays on any attendant console or display-equipped voice terminal (as might be used for example, by Room Service, Security, and others). The information allows hotel personnel to provide personalized greetings to calling guests. For example, if John Smith calls room service, personnel with a display-equipped voice terminal, see John's name and room extension and can answer with a personalized greeting.

The name of the calling or called party can display on display-equipped voice terminals. To maintain necessary guest security, hotels do not divulge guests' room numbers to other guests or callers. For this reason, do not assign display-equipped voice terminals to guest rooms.

### Check In

The switch performs the following procedures at check in:

1. Information about the guest is obtained and stored in the hotel's PMS.
2. The PMS sends a checkin message to the switch.
3. The switch stores the guest's name and coverage path.

4. The switch removes the outward restriction on the telephone in the guest room. The switch removes all LWC messages.
5. The switch changes the status of the room from unoccupied to occupied.

   At checkin, update the PBX names internal table and the call-coverage path for the guest phone. Name Registration automatically sends a guest's name, extension (room), and preferred call-coverage path to the switch.

### Check Out

1. The switch clears any previous wakeup calls.
2. The switch clears message-waiting lamp indications.
3. The switch activates controlled outward restriction, removes the guest's name, and identifies any unopened messages.

At checkout, Name Registration automatically changes the call-coverage path to the administered Default Coverage Path for Client Rooms.

### Guest Information Input/Change

Use Guest Information Input/Change to change the guest name associated with an extension, input a guest name after checkin, or change a call-coverage path. For example, hotel may checkin airline personnel before their arrival to guarantee their reservation. However, hotel personnel may be unaware of the guests' names and so wait until their arrival to update the names.

### Name Registration Information Format

For both Name Registration and Guest Information Input/Change, a guest name may consist of as many as 15 characters, including spaces and commas. Do not use periods. See "Interactions" on page 10-19 for more information.

The name may be in all upper case letters, all lower case letters, or a mixture of upper case and lower case letters. To use Integrated Directory, enter the name using one of the following methods.

- Last name, comma, first name (for example, Jones, Fred)
- Last name, comma, first name, space, title/middle initial/name (for example, Jones, Fred Mr)
- Last name only (for example, Jones)
- First name, space, middle name, space, last name (for example, Fred A Jones)

### Call Coverage

Both Names Registration and Guest Information Input/Change messages contain call-coverage path numbers. These numbers do not display but are used to configure the appropriate call-coverage arrangements for guest extensions. Arrangements can be for voice mail, text messages, any available coverage point, or no coverage at all.

Administer call-coverage paths on the switch, and use the associated path numbers to establish coverage arrangements at checkin. For suites, administer paths to allow one room in the suite to be the coverage point for the other. To make customized arrangements at time of checkin (such as coverage from one guest room to another), manually administer the path attributes at the switch.

### Considerations

- Call-coverage path numbers sent by PMS to the switch for automatic reconfiguration are limited to those administered in the switch and stored in PMS.
- A guest room extension can have a maximum of five digits.
- An input in PMS of the name displayed on display-equipped voice terminals updates the switch.

### Interactions

- Call Coverage

  Call-coverage arrangements are not limited to automatic update during checkin messages sent from PMS. Hotel personnel require coverage points other than those designated for guests. Call-coverage paths can be manually administered at the switch via the management terminal.

- COS

  If an extension has a client room COS, the save translation operation clears the station name and sets the coverage path to the default coverage path for client room when stored on tape. This does not affect the existing information in memory. However, if the translations are read in, it affects existing extensions until a database swap synchronizes the switch and PMS.

- Interface

  During a Room Change/Room Swap, the name originally associated with the first terminal is changed or swapped to the second terminal along with call-coverage path, automatic wake-up entries, message-waiting status, and controlled restrictions.

- Name Character Length

  The switch supports 27-character names, but the PMS interface supports only 15-character names.

# Property Management System Interface

Property Management System (PMS) Interface provides a communications link between the switch and a customer-owned PMS. The PMS allows a customer to control certain features in a hospital and hotel/motel environments. Refer to *DEFINITY ECS GuestWorks Server and System 75 Property Management Interface Specifications*.

## How to administer PMS Interface

**Required forms**

| Form | Field | Page |
|---|---|---|
| Class of Service | ■ Client Room (y)<br>■ Console Permission (y for attendant and front desk) | 5-81 |
| Hospitality | ■ All | 10-30 |
| Attendant Console | Feature Button Assignments<br>■ All Hospitality-related | 5-35 |
| Feature Access Code (FAC) | ■ All Hospitality Features | 5-113 |
| Station (multi-appearance)<br>(front desk terminal) | Button/Feature Button Assignments<br>■ All Hospitality-related | 6-28 |
| Data Modules | | |
| Netcon (R5si and later configurations only) | ■ All | 6-245 |
| MPDM | ■ All (one for PMS link and one for each printer, log, and journal) | 6-243 |
| | ■ All | 6-234 |
| Data Line<br>7400 A, 7400 B | ■ All | 6-90 |

## Detailed description

The following table summarizes how the hospitality features are activated when you use only the switch and when you use the PMS.

**PMS/Switch links**

| Feature | Switch Only | With PMS |
|---|---|---|
| Automatic Wakeup | Activated via console button | N/A |
| Call Coverage | Activated via administration with TERRANOVA ECS Administration | Activated via PMS terminal — Transparent or ASCII mode |
| Check-In/Check-out | Activated via console button | Activated via PMS terminal — Normal, Transparent, or ASCII mode |
| Controlled Restriction | Activated via console button | Activated via PMS terminal — Normal, Transparent, or ASCII mode |
| Do Not Disturb | Activated via console button | Activated via PMS terminal — Normal, Transparent, or ASCII mode |
| Emergency Access to Attendant | Activated by guest action | N/A |
| Housekeeping Status | Activated via console button | Activated via PMS terminal — Normal, Transparent, or ASCII mode |
| Message Waiting Notification | Activated via console button | Activated via PMS terminal — Normal, Transparent, or ASCII mode |
| Names Registration | Activated via administration with TERRANOVA ECS Administration | Activated via PMS terminal — Transparent or ASCII mode |
| Room Change/Swap and Guest Information Input/Change | Activated via administration with TERRANOVA ECS Administration | Activated via PMS terminal — Normal, Transparent, or ASCII mode |
| Room Occupancy | Activated via console button | Activated via PMS terminal — Normal, Transparent, or ASCII mode |

The PMS Interface provides the following:

- A communications protocol for controlling message exchange between the switch and a PMS
- An application module for controlling the operation of PMS features
- Status data on all guest/patient rooms for selected features

The protocol is full-duplex asynchronous and provides the mechanisms for setting up a data session with PMS, message-exchange control, error identification, and recovery. The interface supports standard data rates.

Two protocol modes are provided: the normal-protocol mode as described above, and transparent-protocol mode. Transparent-protocol mode supports ASCII-character transmission.

The application module of the PMS Interface implements requested features and provides backup if the PMS link is down. Whether or not the link is down, the switch always maintains the following data for each room:

- Whether the room is vacant or occupied
- Whether the voice terminal's message lamp is on or off
- Whether a controlled restriction is active at the voice terminal and, if so, which one
- The guest's name and coverage path

When the PMS link is down, the switch automatically activates Check-In/Check-Out for the attendant console and front-desk terminal with display capability, and continues to support PMS features activated from guest/patient-room voice terminals.

When the PMS link is up again, the switch sends one of the following messages to PMS:

- No room-status changes occurred during loss of communications.
- Room-status changes did occur during loss of communications; therefore, a data exchange is needed to synchronize the switch and the PMS databases.
- The system failed momentarily, destroying its record of room status; therefore, a data exchange is needed to synchronize the switch and the PMS databases.

When the PMS link is down or not used, the switch maintains an audit-trail report of all events that are normally sent to the PMS. The audit-trail report (accessed via the management terminal) is a sequential listing of all PMS transactions executed by the switch when the PMS link is down. Included are error events that occur when the link is up or down.

If you have a PMS printer and the PMS link is down, the following status changes print as changes occur:

- Room number
- FAC dialed
- Any additional information digits that were dialed
- Reason for the entry (error message)
- Time that the error occurred

Additional reports print to the PMS Journal/Schedule printer. These include Automatic Wakeup activity, Emergency Access to the Attendant activity, and scheduled reports.

A supporting function called Room Data Image synchronizes the switch and PMS databases after a PMS link goes down and comes back up. Information exchanged includes:

- Room extension
- Whether the room is occupied or vacant
- Message Waiting lamp status
- Controlled Restriction status
- Guest's name
- Call Coverage path

### Message Waiting Notification

Message Waiting Notification requests originate from attendant consoles, front-desk terminals, or PMS terminals. When a request is entered, PMS sends a message to the switch to change the state of the Message Waiting lamp. If the lamp is activated by AUDIX, INTUITY Lodging, or Leave Word Calling (LWC), the PMS cannot deactivate the lamp. PMS cannot turn LWC or AUDIC messages on or off; these are controlled by the switch.

Assign a console permissions COS to any console or terminal as part of the "System Wide Retrieval Stations" to retrieve requests for another station. Assign a client room COS to the extensions for which Message Notification is to be made.

### Controlled Restriction

When Controlled Restriction is activated through the PMS, the PMS sends a message to the switch to assign one of the following restrictions to the voice terminal in a guest/patient room:

- No restriction
- Outward restriction
- Total restriction

- Station-to-station restriction
- Termination restriction
- Combined outward and termination restriction
- Combined outward and station-to-station restriction
- Combined termination and station-to-station restriction

The attendant can still set Controlled Restriction for a voice terminal whether the PMS link is up or down.

### PMS-Down Log

The pms-down log records only those User Controller Restriction events that are for stations having a Class of Service (COS) where:

- the `Client Room` is **y**
- the `Controlled Restriction Configuration` is **act-pms**
- the pms link is not up
- the pms log extension is valid

### Housekeeping Status

Your housekeeping staff enters status information from voice terminals in guest/patient rooms or from designated terminals. You can assign up to 10 Housekeeping Status access codes within two different types:

- Room Voice-Terminal access code type

  Staff members dial up to six access codes that represent room status plus up to six additional digits for items such as maid identification.

- Designated Voice-Terminal access code type

  Staff members dial up to four access codes that represent room status plus the room extension and then up to six additional digits for items such as maid identification.

The switch notifies PMS when Housekeeping Status information is entered. If the PMS is unavailable, the switch writes this information to a log. The log is accessible at the switch terminal, and is sent to the log printer, if administered.

### Check In/Check Out

A Check-In request deactivates the outward-controlled restriction on the terminal in a guest/patient room. A Check-Out request deactivates any controlled restrictions and changes the controlled-restriction level to outward restriction, checks for any messages, clears the wakeup request, and deactivates Do Not Disturb.

If you do not use PMS or if the PMS link is down, the attendant can activate Check-In and Check-Out from an attendant console or a front-desk terminal with display capability and console permission. This requires two buttons, Check-In and Check-Out. Pressing either button places the display in the respective mode and allows use of the touch-tone or DTMF buttons for entering data (rather than for placing calls).

The attendant exits Check-In or Check-Out mode by pressing any other button associated with the display (for example, the Normal Mode button). This restores the display and the touch-tone or DTMF buttons to normal operation.

A Check-In/Check-Out request sends information for Names Registration to the switch. This information includes the guest's name, room extension, and call-coverage path. If the PMS link is down and checkin is done from an attendant console or display-equipped front-desk terminal, the guest's name and coverage-path information is not automatically updated.

If a guest/patient room has both a voice and a data extension, the checkout request applies only to the voice extension. See "Names Registration" on page 10-17 for more information on Check-In and Check-Out.

### Room Change/Room Swap

Room Change/Room Swap is provided only through PMS and activated from a PMS terminal. With Room Change, data pertaining to the old room — including a pending wakeup request, the guest's name (transparent/ASCII mode), and the guest's call-coverage path (transparent/ASCII mode) — moves to the new room. With Room Swap, data pertaining to the two rooms swap. With either feature, if the occupancy status is inconsistent, the system sends an error message to PMS.

### Names Registration

Names Registration automatically sends a guest's name and room extension from PMS to the switch at checkin, and removes this information at checkout. The guest's call-coverage path is sent to the switch during checkin and set to the administered Default Call Coverage Path for Client Rooms at checkout.

### Guest Information Input/Change

Guest Information Input/Change allows the attendant to enter or alter guest information (name or coverage path). Information changed at the PMS is automatically sent to the switch.

### PMS/INTUITY Message Tandeming

PMS/INTUITY Message Tandeming allows the following PMS administrative messages to tandem through the switch to an INTUITY Lodging adjunct. This eliminates the need for the INTUITY-to-PMS voice messaging link. This does not remove the need for the INTUITY-to-PMS call accounting link.

- Check-in
- Check-out
- Room-data-image
- Guest-information
- Message-waiting status
- Room-swap

When the Data Communication Interface Unit (DCIU) (DEFINITY/INTUITY interface) link is down and the PMS/DEFINITY link is up, The switch buffer holds up to 100 PMS messages. The switch updates the INTUITY Lodging adjunct once the DCIU link is up. If the buffer overflows before the link is up, the database resync among PMS/DEFINITY/INTUITY initiates by demand or by a routine database update from PMS.

Note that in GuestWorks, this feature is called “Server/INTUITY/PMS Link Integration”.

## Considerations

- You can use LWC or Integrated Message Center Service for the hospital or hotel/motel staff and Message Waiting Notification for guests/patients. However, if you do not use Message Waiting Notification, Integrated Message Center Service is used for both.
- Do not remove an extension while the PMS link is active.
- Normal-protocol mode allows extensions of up to four digits. Transparent/ASCII-protocol mode allows extensions of up to five digits.
- When save translations is done when transparent/ASCII-protocol mode is active, station names with client-room COS save as blank and coverage paths save as the default coverage path for client rooms.
- The PMS link may not work correctly when multiple p-extensions have the same leading digit and adjacent lengths. For example, 3 and 4 p-extensions with the same leading digit may cause problems. The same applies to 4 and 5, and 5 and 6.
- A room extension may begin with 0 only if the PMS sends a prefix digit or a fixed number of digits.

## Interactions

- Attendant Console or Front Desk Terminal

  Activate Controlled Restriction, Check-In/Check-Out, and Message Waiting Notification at an attendant console or a front-desk terminal with console permission. The attendant console receives visual notification of the status of the PMS link between the system and the PMS.

- AUDIX Interface

  Message lamps activated by this feature cannot deactivate with feature buttons or with feature messages from the PMS.

- Automatic Wakeup

  Set or cancel an Automatic Wakeup request for a guest room as a result of Room Change/Room Swap or Check-Out.

- Do Not Disturb

  Set or cancel a Do Not Disturb request for a guest room as a result of a different Controlled Restriction, Room Change/Room Swap, or Check-Out.

- Leave Word Calling (LWC)

  Message lamps activated by this feature cannot deactivate with Manual Message Waiting feature buttons.

  If Room Change is active, LWC messages for the old room do not move to the new room. If Room Swap is active, LWC messages for the two rooms do not swap. Therefore, do not encourage use of LWC in guest rooms.

- Restriction — Controlled

  Controlled Restriction for a group of user extensions, when activated from the switch, is not conveyed to the PMS. The PMS is not able to add or remove such restrictions by sending feature messages.

# Hospitality Forms

# Hospitality

This form is used to implement the system parameters associated with the hospitality features. To use and administer the Hospitality-related features, Hospitality must be enabled on the System-Parameters Customer-Options form. Contact your Lucent Technologies support representative for assistance.

## Administration Commands

Use the following administration commands to administer the Hospitality form.

| Action | Object | Qualifier[1] |
|---|---|---|
| change | system-parameters hospitality | — |
| display | system-parameters hospitality | ['print' or 'schedule'] |

1. Brackets [ ] indicate the qualifier is optional. Single quotes (' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered.

## Form Instructions

Make assignments as required for the following fields on each page of the form:

### Page 1 of the Form

- **Message Waiting Configuration** — This indicates whether message waiting notification requests and changes are being exchanged between the server and the PMS. Allowable entries are **act-nopms**[1] or **act-pms**. The option **act-nopms** indicates that message waiting is operational on the server but message waiting information is not being transmitted between the PMS and server. The option **act-pms** indicates that message waiting is active on the server and information between the PMS and server is being transmitted. The default is **act-nopms**.
- **Controlled Restrictions Configuration** — This indicates whether controlled restriction information is being exchanged between the server and the PMS. If active (**act-pms**), the server and the PMS exchange and accept controlled restriction information. Allowable entries are **act-nopms**[1] and **act-pms**. The default is **act-nopms**.

1. If **act-nopms**, the message is acknowledged (MESSAGE ACK), but no action is taken.

- **Housekeeper Information Configuration** — This indicates whether housekeeper information is being exchanged between the server and the PMS. If active (**act-pms**), the server and PMS exchange and accept housekeeper information. Allowable entries are **act-nopms**[1] or **act-pms**. The default is **act-nopms**.
- **Number of Housekeeper ID Digits** — This is the number of digits (**0** to **6**) that the housekeeper must dial for identification. The default is **0**.
- **Extension of PMS Log Printer** — This is a valid data extension number (cannot be a VDN extension) that is assigned to the data module connected to the PMS/Log printer. This extension is dialed by the server to send housekeeping and PMS events to the printer.
- **Extension of Journal/Schedule Printer** — This is a valid data extension number (cannot be a VDN extension) that is assigned to the data module connected to the Journal/Schedule printer. This extension can be the same as the PMS/Log printer and both sets of reports may be printed on the same printer. This extension is dialed by the server to send journal information or schedule reports to the printer.
- **Client Room Coverage Path Configuration** — This indicates whether the server and the PMS exchange coverage path information for guest stations. If active (**act-pms**), the server and PMS exchange and accept coverage path information. Allowable entries are **act-nopms**[2] or **act-pms**. This field does not apply to normal mode. When upgrading from a release that does not support this feature, the field is set to **act-pms** if the PMS protocol mode is administered for transparent or ASCII mode. The default is **act-nopms**.
- **Default Coverage Path for Client Rooms** — This indicates the coverage path assigned when the server receives a check-out message for a valid extension or a new check-in. This applies only to stations with a “client room” class of service in the “occupied” mode. This field does not apply to normal mode; it is used only for transparent or ASCII mode. The value in this field is also used during a translation save as the coverage path for each station with “client room” class of service.
- **Forward PMS Message to INTUITY Lodging** — This indicates whether the PMS-to-INTUITY messages will be sent through the server (y) or directly to the Lucent INTUITY Lodging system (n). This field does not apply to normal mode; it is used only in ASCII mode.
- **Extension of PMS** — This indicates the data extension number (cannot be a VDN extension) the server must dial to access PMS. When this extension is entered and PMS is ready, the server brings up the link.
- **PMS Protocol Mode** — This indicates the message protocol mode used between the server and PMS. Allowable entries are **normal** and **transparent**. The default is **normal**.

2. If **act-nopms**, the message is acknowledged (MESSAGE ACK), but no action is taken.

- **ASCII mode** — This indicates whether the ASCII-only mode is being used for the PMS message set. The PMS Protocol Mode field must be set to **transparent**. This field does not apply to normal mode. The default is **n**.
- **Seconds Before PMS Link Idle Timeout** — This indicates the idle time in seconds (**5** to **20**) that the server waits for an acknowledgment from the PMS before the server enters link failure mode from the PMS transmission link. The default is **10**.
- **Milliseconds Before** PMS **Link Acknowledgment Timeout** — Enter the time in milliseconds (100 to 1500) the system waits for an acknowledgment from the PMS indicating it correctly received a message. Default is **150**. The possible values are:
  - 100 - 300 ms (normal mode)
  - 100 - 1500 ms (transparent or ASCII mode)
- **PMS Link Maximum Retransmissions** — This indicates the number of times (**1** to **5**) that the server will retransmit a message to the PMS in response to a negative acknowledgment or send an inquiry for acknowledgment from the PMS before giving up on the message. The default is **3**.
- **PMS Link Maximum Retransmission Requests** — This indicates the number of times (**1** to **5**) that the server will allow the PMS to request acknowledgment for a message that it sent. The default is **3**.
- **Take Down Link for Lost Messages** — This indicates whether the link will be taken down if messages are being lost. Enter **y** to cause the PMS link to come down; enter **n** to keep the link operating. Careful monitoring of the PMS error log is recommended when using this option. The default is **y**.

### Page 2 of the Form

- **Dual Wakeup** — Enter **y** if each extension can request two wakeup calls within one 24-hour time period.
- **Room Activated Wakeup with Tones** — Enter **y** if wakeup calls can be activated via tones that prompt users for the time they wish to waken. (This allows room activated wakeup calls without the use of a speech synthesizer or a display telephone.)
- **Time of Scheduled Wakeup Activity Report** — This indicates the time of day that the Wakeup Activity Report will be printed on the Journal/Schedule Printer. This report summarizes the wakeup activity for each extension that had wakeup activity for the past 24 hours. Enter the time **hh:mm:am/pm** where hh=hour, mm=minute, am/pm=A.M. or P.M.
- **Time of Scheduled Wakeup Summary Report** — This indicates the time of day that the Wakeup Summary Report will be printed on the Journal/Schedule printer. This report gives an hour-by-hour summary of the number of scheduled wakeup calls and a list of extensions to which

wakeup calls were attempted but did not complete during the hour. Enter the time **hh:mm:am/pm** where hh=hour, mm=minute, am/pm=A.M. or P.M.

- **Time of Scheduled Emergency Access Summary Report** — This indicates the time of day that the Emergency Access Summary Report will be printed on the Journal/Schedule printer. The time is represented by **hh:mm:am/pm** where hh=hour, mm=minute, and am/pm=A.M. or P.M.
- **Announcement Type** —This indicates the type of automatic wakeup announcement the hotel guest will receive. Allowable entries are as follows:
  - — external (applicable when using an announcement adjunct)

    If **external** is used, complete the **Auxiliary Board for Announcement** field.
  - — integrated (applicable when using the TN750B or TN750C announcement circuit pack)

    If **integrated** is used, complete the **Integrated Announcement Extension** field. The extension you enter must be a valid integrated announcement extension (administered on the Recorded Announcements form) or a VDN. If you enter an invalid extension, the server displays an error message.
  - — mult-integ (multi-integrated; applicable when using the TN750B or TN750C announcement circuit pack)

    If **mult-integ** is used, complete the **Default Announcement Extension** field. The extension you enter must be a valid integrated announcement extension (administered on the Recorded Announcements form) or a VDN. If you enter an invalid extension, the server displays an error message.
  - — voice-synthesis

    If **voice-synthesis** is used, complete the **Announcement Ports** field.
  - — music-on-hold

    If **music-on-hold** is used, no other field appears.
  - — silence (default)

    If **silence** is used, no other field appears.

**NOTE:**
One of the following four fields appears depending on what data is entered in the Announcement Type field.

- **Auxiliary Board for Announcement** — This field displays only when the **external** announcement type is used. This indicates the equipment location of an auxiliary trunk circuit that connects to the external announcement equipment. Enter a 4- or 5-character circuit pack number.

- **Integrated Announcement Extension** — This field displays only when the **integrated** announcement type is used. This indicates the wakeup announcement extension when using the integrated announcement circuit pack. Enter the extension (5-digits or less) of the announcement you want to use for wakeup calls.
- **Default Announcement Extension** — This field displays only when the **mult-integ** announcement type is used. This indicates the default wakeup announcement extension when using the integrated announcement circuit pack. Enter the extension (5-digits or less) of the announcement you want to use for default wakeup calls.
- **Announcement Ports** — This field displays only when the **voice-synthesis** announcement type is used. For the **voice-synthesis** announcement type, this indicates the equipment location of two ports on the voice synthesizer circuit pack (TN725B). Any two of the four ports can be assigned.
- **Length of Time to Remain Connected to Announcement** — Enter the length of time in seconds (**0** to **300**) that a hotel guest will be connected to an announcement. This applies only after the guest has heard the announcement completely one time, but continues to listen for a second time. The default is **30**.
- **Extension to Receive Failed Wakeup LWC Messages** — This indicates where unsuccessful wakeup LWC messages will be stored. This is usually administered to an unassigned extension (cannot be a VDN extension) or to the attendant (attd). In addition, a LWC lamp for that extension is usually assigned to the attendant console as an indication of failed wakeup calls. The default is blank.
- **Routing Extension on Unavailable Voice Synthesis** — This indicates where a wakeup call will go to if both wakeup announcements on the Speech Synthesizer circuit pack are not available. This is usually administered to an unassigned extension (cannot be a VDN extension) or to the attendant (attd). The default is blank.
- **Display Room Information in Call Display** — This indicates the type of guest room information displayed on voice terminal displays. If this field is set to **n**, the voice terminals will display the name and extension number. If this field is set to **y**, the voice terminals will display the name and room number. The extension number and room number are not always the same number. The default is **n**.
- **Number of Digits from PMS** — This indicates the number of digits being sent from the PMS to the server to identify room numbers. If using mixed numbering in the server, leave this field blank. When using normal mode, digits **1** through **4** are valid. When using transparent or ASCII mode, digits **1** through **5** are valid. The default is blank.

**NOTE:**
If the **Number of Digits from PMS** field is blank and the **PMS Sends Prefix** field is set to **n**, the server will not support an extension that starts with 0.

- **PMS Sends Prefix** — This indicates if the PMS sends a prefix digit to the server as part of the room numbering plan. This field can be set to **y** or **n**. The default is **n**.

  **NOTE:**
  If the **PMS Sends Prefix** field is set to **n** and the **Number of Digits from PMS** field is blank, the server will not support an extension that starts with 0.

- **Number of Digits in PMS Coverage Path** — This indicates whether the coverage paths are **3** or **4** digits long. In Release 5, there can be up to 7500 coverage paths.
- **Digit to Insert/Delete** — Enter the leading digit that may be deleted and inserted back as described in the following text. The current PMS message set uses the extension number as the room identifier. In many customer configurations, the leading digit of the extension number is dropped to form the room number. In order to accommodate PMS devices that are based on room number and not extension, this leading digit may be deleted on messages from the PBX to the PMS, and then inserted back on messages from the PMS.

  **NOTE:**
  The PMS interface supports 3-, 4-, or 5-digit extensions, but prefixed extensions do not send the entire number across the interface. Only the assigned extension number is sent. Therefore, you should not use prefixed extensions for numbers that are also going to use the Digit to Insert/Delete function.

### Page 3 of the Form

- **Definition for Rooms in State 1 - 6** — The default is the Rooms in State number. You can enter up to 30 characters.

## Implementation Notes

One of four fields can appear after the **Announcement Type** field, depending on the data that is entered in the field. See the **Announcement Type** field description under "Page 2 of the Form."

**CAUTION:**
*Do not set the time for the following reports to coincide when the server does its scheduled maintenance tests (usually at 1 a.m.). See the change*

*system-parameters maintenance screen to verify the time and coordinate this administration so the times do not overlap.*

The definitions for room states (page 3 of the form), are for Attendant Room Status only. If you are not using Attendant Room Status, you do not need to complete these fields.

```
change system-parameters hospitality                              Page   1 of   3
                            HOSPITALITY

                      Message Waiting Configuration: act-nopms
               Controlled Restrictions Configuration: act-nopms
               Housekeeper Information Configuration: act-nopms
                     Number of Housekeeper ID Digits: 0
                        Extension of PMS Log Printer:
               Extension of Journal/Schedule Printer:
             Client Room Coverage Path Configuration: act-nopms
              Default Coverage Path for Client Rooms:
             Forward PMS Messages to Intuity Lodging? n
                             PMS LINK PARAMETERS
                                   Extension of PMS:
                                PMS Protocol Mode: transparent ASCII mode? n
                 Seconds before PMS Link Idle Timeout: 20
Milliseconds before PMS Link Acknowledgment Timeout: 500
                       PMS Link Maximum Retransmissions: 3
            PMS Link Maximum Retransmission Requests: 3
                      Take Down Link for Lost Messages? y
```

**Screen 10-1. Hospitality Form (Page 1 of 3)**

```
                                                    Page   2 of   3

                          HOSPITALITY
                                        Dual Wakeup?
                     Room Activated Wakeup With Tones?
              Time of Scheduled Wakeup Activity Report: _______
               Time of Scheduled Wakeup Summary Report: _______
    Time of Scheduled Emergency Access Summary Report: _______

                                Announcement Type:

      Length of Time To Remain Connected To Announcement: 30____
            Extension To Receive Failed Wakeup LWC Messages: _______
          Routing Extension On Unavailable Voice Synthesis: _______
                  Display Room Information in Call Display? n
                                 Number of Digits from PMS: 1
                                           PMS Sends Prefix? y
                     Number of Digits in PMS Coverage Path: 3
                                     Digit to Insert/Delete:
```

**Screen 10-2. Hospitality Form (Page 2 of 3)**

```
                                                              Page 3 of 3
Definition for Rooms in State 1: Rooms in State 1
Definition for Rooms in State 2: Rooms in State 2
Definition for Rooms in State 3: Rooms in State 3
Definition for Rooms in State 4: Rooms in State 4
Definition for Rooms in State 5: Rooms in State 5
Definition for Rooms in State 6: Rooms in State 6
```

**Screen 10-3. Hospitality Form — (Page 3 of 3)**