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# **DEFINITY® Communications System Generic 1 and Generic 3**

Hospitality Operations

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### **Acknowledgment**

This document was prepared by the AT&T Product Documentation Development Department, Denver, CO 80234-2703.

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# Introduction

# 1

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This section of the *DEFINITY® Communications System Generic 1 and Generic 3—Hospitality Operations*, 555-230-723 describes the purpose and organization of this document.

## **Purpose**

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This document contains the procedures for using the Hospitality Services of DEFINITY® Communications System Generic 1 and Generic 3. These services include a group of system-based features that support the lodging and health industries. Hotels, motels, and hospitals use these features to improve their property management and to provide assistance to their employees and clients. Each procedure in this guide is intended for one of the following groups of users:

- Guests (or patients)
- Attendants and front desk clerks
- Housekeeping staff members

The Hospitality Services procedures are assembled into this document for the convenience of the System Managers, attendants, and front desk personnel who have to use some of the procedures and may have to explain others to guests and housekeepers. Guests and housekeepers will have access only to simplified instructions for the specific procedures they use.

It is assumed throughout this document that the people to whom the procedures are addressed know how to use their telephones, voice terminals, or consoles. Guests and housekeeping staff members need only the basic knowledge of telephones and voice terminals that almost everyone has. Attendants and clerks use more complex equipment and must receive specific training in system operations. Another assumption is that the system is equipped with the voice synthesis circuit required for voice prompting.

## **Organization**

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The rest of this document is divided into three procedural sections plus a “References” section that lists other system documents.

### **Procedures for Guests**

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This section contains the following procedures which will be used by guests.

- Entering a wakeup call at a non-display telephone
- Entering a wakeup call at a display-equipped telephone
- Activating Do Not Disturb at a telephone without feature buttons
- Activating Do Not Disturb at a telephone with feature buttons
- Making an emergency call to the attendant

### **Procedures for Attendants and Front Desk Clerks**

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This section contains the following procedures which will be used by attendants and front desk clerks.

- Entering a wakeup call for a guest
- Activating Do Not Disturb for an individual room
- Activating Do Not Disturb for a group of rooms
- Entering check-in/check-out information
- Activating and deactivating controlled restriction
- Notifying a guest of a message
- Verifying a wakeup announcement
- Tracing a failed wakeup message

### **Procedures for Housekeeping Staff Members**

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This section contains the following procedure which will be used by housekeeping staff members.

- Calling in location and work status

## **Conventions**

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The following conventions are used in this document:

- Dial pad buttons on the telephone are shown as follows: **1**
- Buttons on the telephone are shown as follows: **Delete**

- Messages appearing on a telephone with a display are shown as follows:

|                                         |
|-----------------------------------------|
| AUTO WAKEUP - Ext: <ext> Time: hh:mm -M |
|-----------------------------------------|





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## Procedures for Guests

# 2

---

Guests can schedule wakeup calls for themselves, block unwanted incoming calls, and make emergency calls using the telephones in their rooms. The specific procedures to be performed for each of these features depend on the facilities (buttons and displays) available on the telephones. Each room telephone should be supplied only with the procedures that apply to it specifically; the guest should never have to decide what kind of telephone he or she has before doing a procedure.

### **Automatic Wakeup**

---

One of the following is supplied with the guest room telephone:

- A procedure which applies to a room telephone without a wakeup button or a display
- A procedure which applies to a room telephone with a wakeup button and a display

These two procedures are described below.

### **Scheduling Your Own Wakeup Call (Without a Wakeup Button or a Display)**

---

You can use the telephone in your room to schedule a wakeup call for yourself. Perform the following simple procedure.



**NOTE:**

12:00 a.m. is midnight and 12:00 p.m. is noon.

### Entering Your Wakeup Call

1. Pick up the handset of your telephone and press the wakeup feature access code.
2. Listen carefully to the recorded voice message.
3. Using the touch-tone dial pad buttons, enter the time—within the next 24 hours—when you wish the telephone to ring, followed by **#**. (You can use military time if you like.) The time should be entered in a multiple of five minutes. Do not enter a.m. or p.m. yet. If you make a mistake, hang up and start over.

Examples: For 6:30 a.m., enter **6 3 0 #**.  
For 8:00 a.m., enter **8 #**.  
For 10:05 a.m., enter **1 0 0 5 #**.  
For 9:10 p.m., enter **9 1 0 #** (or **2 1 1 0 #** in military time).

4. If you used military time of 13:00 or later, you will now hear a confirmation message (converted to standard time), and you can hang up.
5. If you used standard time (most people do), or military time earlier than 13:00, you will hear a message about a.m. or p.m.

Press **2** for a.m. or **7** for p.m. Now you will hear the confirmation message and you can hang up.

When your wakeup time arrives, your telephone will alert you with special 3-burst ringing. Answer it (and listen to the message, if you like). Then hang up. Your wakeup call is now finished and will not be repeated.

### Changing or Deleting Your Wakeup Call

1. Pick up the handset of your telephone, and press the wakeup feature access code.
2. Listen carefully to the recorded voice message.
3. If you want to change the wakeup time that you entered earlier, press **2** for C. You will now go through the original procedure for entering a wakeup time again. Your new time will replace the old time.
4. If you want to delete your wakeup call completely, press **3** for D. You will hear a recorded voice message confirming your action.

### Scheduling Your Own Wakeup Call (With a Wakeup Button and a Display)

---

You can use the telephone in your room to schedule a wakeup call for yourself. The telephone has buttons and a display that will help you with this simple procedure.



**NOTE:**

12:00 a.m. is midnight, and 12:00 p.m. is noon.

**Entering Your Wakeup Call**

1. Turn on the display of your telephone.
2. Without lifting the handset of your telephone, press **Auto Wakeup**. The following is displayed:

AUTO WAKEUP - Ext: <your ext> Time

3. Use the touch-tone buttons to enter the time—within the next 24 hours—when you wish the telephone to ring. Use the 4-digit hh:mm format shown in the examples below. (You can use military time if you wish.) The time should be entered in a multiple of five minutes. Do not enter a.m. or p.m. yet.

Examples: For 8:00 a.m., enter 0 8 0 0.

For 9:10 a.m., enter 0 9 1 0.

For 11:25 p.m., enter 1 1 2 5 (or 2 3 2 5 in military time).

The following illegal entries are ignored:

- A digit greater than 2 for the first digit
  - A digit greater than 3 for the second digit if the first digit is 2
  - A digit greater than 5 for the third digit
4. If you used military time of 13:00 or later, go on to Step 6.
  5. If you used standard time or military time earlier than 13:00, an a.m./p.m. prompt appears next. The following is displayed:

AUTO WAKEUP - Ext: <ext> Time: hh:mm -M

Press 2 for a.m. or 7 for p.m.; the display confirms your selection. Go on to Step 6.

6. Press # to confirm the wakeup request. The following is displayed:

WAKEUP REQUEST CONFIRMED



**NOTE:**

If the system does not accept the wakeup request, the display shows **WAKEUP REQUEST DENIED** followed by the reason:

- TOO SOON—The entered time is within 2 1/2 minutes on either side of the current time.
- SYSTEM FULL—The system maximum for wakeup calls has been reached.
- INTERVAL FULL—The maximum for any 15-minute interval has been reached.

7. The touch-tone dial and the display now return to the normal operating mode.

When your wakeup time arrives, your telephone will alert you with special 3-burst ringing. The following is displayed:

WAKEUP CALL

Answer your telephone (listen to the message, if you like). Then hang up. Your wakeup call is now finished and will not be repeated.

### Changing Your Wakeup Call

1. Without lifting the handset of your telephone, press **Auto Wakeup**. The following is displayed:

AUTO WAKEUP - Ext: <ext> <wakeup time>

2. Enter the new time in the 4-digit hh:mm format. The new time overwrites the old time. The following is displayed:

AUTO WAKEUP - Ext: <ext> <new wakeup time>

3. If you used military time of 13:00 or later, go on to Step 5.
4. If you used standard time or military time earlier than 13:00, an a.m./p.m. prompt appears next. The following is displayed:

AUTO WAKEUP - Ext: <ext> Time: hh:mm -M

Press **2** for a.m. or **7** for p.m.; the display confirms your selection. Go on to Step 5.

5. Press **#** to confirm the change. The following is displayed:

WAKEUP REQUEST CONFIRMED

### Deleting Your Wakeup Call

1. Without lifting the handset of your telephone, press **Auto Wakeup**. The following is displayed:

AUTO WAKEUP - Ext: <ext> <wakeup time>

2. Press **Delete**. The following is displayed:

WAKEUP REQUEST CANCELED

### Miscellaneous Operating Procedures

---

- When you are entering a wakeup time, you can correct errors by pressing **\***. **\*** erases all digits already entered.
- If you press **Delete** at any time during the sequence of entering a wakeup time, any active wakeup request for the room will be canceled. The following is displayed:

WAKEUP REQUEST CANCELED

- If you press any button that puts the display or the dial into a different mode (such as **Normal**, **Inspect**, or **Do Not Disturb**), a wakeup entry in progress will be aborted. No wakeup request is entered, changed, or deleted.

### Do Not Disturb

---

One of the following is supplied with the guest room telephone:

- A procedure which applies to a room telephone without a Do Not Disturb button
- A procedure which applies to a room telephone with a Do Not Disturb button

### Blocking Unwanted Calls with the Do Not Disturb Feature (Telephone Without a Do Not Disturb Button)

---

You can use the telephone in your room to block unwanted incoming calls before they disturb you. Perform the following simple procedure.



**NOTE:**

12:00 a.m. is midnight and 12:00 p.m. is noon.

### Entering a Do Not Disturb Request

1. Pick up the handset of your telephone and press the Do Not Disturb feature access code.
2. Listen carefully to the recorded voice message.
3. Using the touch-tone dial pad buttons, enter the time when you want the Do Not Disturb period to end, followed by [#]. (You can use military time if you like.) The time should be entered in a multiple of five minutes. Do not enter a.m. or p.m. yet. If you make a mistake, hang up and start over.

Examples: For 8:00 a.m., enter [8] [#].

For 10:30 a.m., enter [1] [0] [3] [0] [#].

For 9:15 p.m., enter [9] [1] [5] [#] (or [2] [1] [1] [5] [#] in military time).

4. If you used military time of 13:00 or later, you will now hear a confirmation message (converted to standard time), and you can hang up.
5. If you used standard time (most people do) or military time earlier than 13:00, you will hear a message about a.m. or p.m.

Press [2] for a.m. or [7] for p.m. Now you will hear the confirmation message, and you can hang up.

During the Do Not Disturb period, you will receive no telephone calls except for the following:

- Emergency calls, cleared through the front desk
- A wakeup call that is scheduled to ring before the end of your Do Not Disturb period

### Changing or Deleting Your Do Not Disturb Request

1. Pick up the handset of your telephone, and press the Do Not Disturb feature access code.
2. Listen carefully to the recorded voice message.
3. If you want to change the time your Do Not Disturb period ends, press [2] for C. You will now repeat the original procedure for entering the time. Your new time will replace the old time.
4. If you want to delete your Do Not Disturb request completely, press [3] for D. You will hear a recorded voice message confirming your action.

### **Blocking Unwanted Calls with the Do Not Disturb Feature (Telephone With a Do Not Disturb Button)**

---

You can use the telephone in your room to block unwanted incoming calls before they disturb you. Perform the following simple procedures.

#### **Entering a Do Not Disturb Request**

Press **Do Not Disturb** on your telephone.

The green lamp on the button lights and remains on until you press the button again. While the lamp is on, you will receive no calls, with the following exceptions:

- Emergency calls, cleared through the front desk
- A wakeup call that is scheduled to ring during your Do Not Disturb period

#### **Canceling Your Do Not Disturb Request**

Press **Do Not Disturb** on your telephone (the green lamp is currently lit).

The green lamp on the button goes off. Your Do Not Disturb period is ended, and you will now receive all incoming calls.

## **Emergency Access to the Attendant**

In an emergency, you can send the attendant an urgent call for help. The attendant will receive both audible and visible signals that indicate the special nature of the call.

Two methods are available for emergency access to the attendant.

- Pick up the handset of your telephone, and press the emergency access code; the attendant will answer immediately.
- If you cannot press the code, just knock or lift the handset off the telephone; after about 30 seconds of off-hook condition, the system will automatically send an emergency signal to the attendant.



---

## Procedures for Attendants and Front Desk Clerks

# 3

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Procedures equivalent to the ones in this section will be available as a package at attendant consoles and other authorized stations such as the front desk. The system attendant console and any voice terminal with "console permission," a display, and suitable buttons can be used for these procedures.

Times entered for Automatic Wakeup and Do Not Disturb should consist of the desired hour followed by minutes in a multiple of five minutes; minute entries that do not meet this requirement will be rounded off by the system to the nearest multiple of 5.

**⇒ NOTE:**

In all of the following procedures, 12:00 a.m. is midnight and 12:00 p.m. is noon.

### **Automatic Wakeup**

---

#### **Entering a Wakeup Call for a Guest**

---

1. Press **Auto Wakeup**. The following is displayed:

AUTO WAKEUP - Ext: <blank field>

2. If you are already on an active call with the guest room requiring the wakeup call, its extension number is displayed automatically. Simply press **#** on the touch-tone dial pad to select the displayed extension for wakeup.

If you are not connected to the room requiring wakeup, press its extension number, followed by **#**. (If you make a mistake, press **Auto Wakeup**)

again and start over.) The following is displayed:

AUTO WAKEUP - Ext: <ext> Time



**NOTE:**

If a wakeup request already exists for the extension, the time field will show the time of the request.

3. Enter the wakeup time in the 4-digit hh:mm format. (You can use military time if you wish.)

Examples: For 7:00 a.m., enter 0700.

For 11:30 a.m., enter 1130.

For 10:15 p.m., enter 1015 (or 2215 in military time).

The following illegal entries are ignored:

- A digit greater than 2 for the first digit
- A digit greater than 3 for the second digit if the first digit is 2
- A digit greater than 5 for the third digit

If a previous wakeup request existed, the new time overwrites the old time.

4. If you used military time of 13:00 or later, go on to Step 6.
5. If you used standard time or military time earlier than 13:00, an a.m./p.m. prompt appears next. The following is displayed:

AUTO WAKEUP - Ext: <ext> Time: hh:mm -M

Press 2 for a.m. or 7 for p.m.; the display confirms your selection. Go on to Step 6.

6. Press # to confirm the wakeup request. The following is displayed:

WAKEUP REQUEST CONFIRMED



**NOTE:**

If the system does not accept the wakeup request, the display shows

WAKEUP REQUEST DENIED

followed by the reason:

- TOO SOON — The entered time is within 2 1/2 minutes on either side of the current time.
- SYSTEM FULL — The system maximum for wakeup calls has been reached.
- INTERVAL 1 FULL — The maximum for any 15-minute interval has been reached.

7. The touch-tone dial and the display now return to the normal operating mode.

### Changing a Wakeup Call

---

1. If you are already connected to the room requesting a wakeup call change, press **Auto Wakeup** followed by **#**.

If you are not connected to the room for which the wakeup call is to be changed, press **Auto Wakeup** and press the room's extension number followed by **#**. The following is displayed:

AUTO WAKEUP - Ext: <ext> <wakeup time>

2. Enter the new time in the 4-digit hh:mm format. The new time overwrites the old time. The following is displayed:

AUTO WAKEUP - Ext: <ext> <new wakeup time>

3. If you used military time of 13:00 or later, go on to Step 5.
4. If you used standard time or military time earlier than 13:00, an a.m./p.m. prompt appears next. The following is displayed:

AUTO WAKEUP - Ext: <ext> Time: hh:mm -M

Press **2** for a.m. or **7** for p.m.; the display confirms your selection. Go on to Step 5.

5. Press **#** to confirm the change. The following is displayed:

WAKEUP REQUEST CONFIRMED

## Deleting a Wakeup Call

---

Once a wakeup call has been successfully completed, the request is automatically deleted to prevent placement of the call 24 hours later. However, you can delete a wakeup call manually in the period before it is made by using the following procedure.

1. If you are already connected to the room requesting wakeup call deletion, press **Auto Wakeup** followed by **#**. The following is displayed:

AUTO WAKEUP — Ext: <ext> <wakeup time>

2. If you are not connected to the room for which the wakeup call is to be deleted, press **Auto Wakeup** and press the room's extension number followed by **#**. The following is displayed:

AUTO WAKEUP — Ext: <ext> <wakeup time>

3. Press **Delete**. The following is displayed:

WAKEUP REQUEST CANCELED

## Miscellaneous Operating Procedures

---

- When you are entering a wakeup time, you can correct errors by pressing **\***. **\*** erases all digits already entered.
- If you press **Delete** at any time while entering a wakeup time, any active wakeup request for the room will be canceled. The display will show WAKEUP REQUEST CANCELED.
- If you press any button that puts the display or the dial into a different mode (such as **Normal**, **Inspect** or **Do Not Disturb**), a wakeup entry in progress will be aborted. No wakeup request is entered, changed, or deleted.

## Do Not Disturb

---

This feature applies to individual rooms and to groups of rooms having the same class of restriction.

### Activating Do Not Disturb for an Individual Room

---

#### Entering a Do Not Disturb Request

1. Press **Do Not Disturb – User**. The following is displayed:

DO NOT DIST- Ext: <ext>

2. If you are already on an active call with the guest room requiring Do Not Disturb, its extension number is displayed automatically. Simply press **#** on the dial pad button to select the displayed extension for Do Not Disturb.

If you are not connected to the room requiring Do Not Disturb and press its extension number followed by **#**. The following is displayed:

DO NOT DIST- Ext: <ext> Time



#### NOTE:

If a Do Not Disturb request already exists for the extension, the time field will be filled in.

3. Enter the time that the Do Not Disturb period is to end (the cancellation time) in the 4-digit hh:mm format. (You can use military time if you wish.)

Examples: For 6:00 a.m., enter **0 6 0 0**.  
For 11:15 a.m., enter **1 1 1 5**.  
For 4:30 p.m., enter **0 4 3 0** (or **1 6 3 0** in military time).

The following illegal entries are ignored:

- A digit greater than 2 for the first digit
  - A digit greater than 3 for the second digit if the first digit is 2
  - A digit greater than 5 for the third digit
4. If you entered military time of 13:00 or later, go on to Step 6.
  5. If you entered standard time or military time earlier than 13:00, an

a.m./p.m. prompt appears next. The following is displayed:

DO NOT DIST- Ext: <ext> Time: hh:mm -M

Press **[2]** for a.m. or **[7]** for p.m.; the display confirms your selection. Go on to Step 6.

6. Press **[#]** to confirm the Do Not Disturb request. The following is displayed:

THANK YOU, DO NOT DIST ENTRY CONFIRMED

**⇒ NOTE:**

If the system does not accept the Do Not Disturb request, the display shows DO NOT DISTURB DENIED followed by a reason.

The touch-tone dial and the display now return to the normal operating mode.

### Changing a Cancellation Time for Do Not Disturb

1. If you are already connected to the room requesting a cancellation time change, press

**Do Not Disturb – User** followed by **[#]**.

If you are not connected to the room for which cancellation time is to be changed, press **Do Not Disturb – User** and press the room's extension number followed by **[#]**. The following is displayed:

DO NOT DIST - Ext: <ext> Time: <time>

2. Enter the new time in the 4-digit hh:mm format. The new time overwrites the old time. The following is displayed:

DO NOT DIST - Ext: <ext> Time: <new cancellation time>

3. If you entered military time of 13:00 or later, go on to Step 5.
4. If you entered standard time, or military time earlier than 13:00, an a.m./p.m. prompt appears next. The following is displayed:

DO NOT DIST- Ext: <ext> Time: <hh:mm -M>

Press **[2]** for a.m. or **[7]** for p.m.; the display confirms your selection. Go

on to Step 5.

5. Press **#** to confirm the change. The following is displayed:

THANK YOU, DO NOT DIST ENTRY CONFIRMED

### Deleting a Do Not Disturb Request

Once a Do Not Disturb period has timed out, the request is automatically deleted. However, before it times out, you can manually delete the cancellation time using the following procedure.

1. If you are already connected to the room requesting a Do Not Disturb deletion, press

**Do Not Disturb – User** followed by **#**.

If you are not connected to the room requesting a Do Not Disturb deletion, press

**Do Not Disturb – User** and press the room's extension number followed by **#**.

The following is displayed:

DO NOT DIST- Ext: <ext> Time: <time>

2. Press **Delete**. The following is displayed:

THANK YOU, DO NOT DISTURB CANCELED

### Miscellaneous Operating Procedures

- When you are entering cancellation time, you can correct errors by pressing **\***.  
**\*** erases all digits already entered.
- If you press **Delete** at any time while entering a cancellation time, any active Do Not Disturb request for the room will be canceled. The following is displayed:

THANK YOU, DO NOT DISTURB CANCELED

- If you press any button that puts the display or the dial into a different mode (such as **Normal**, **Inspect**, or **Auto Wakeup**), a Do Not Disturb entry will be aborted. No request is entered, changed, or deleted.

## Activating Do Not Disturb for a Group of Rooms With the Same Class of Restriction

---



### NOTE:

A typical application of this procedure is a group of conference rooms where meetings are in session during the day.

### Entering a Do Not Disturb Request

1. Press **(Do Not Disturb – Group)**. The following is displayed:

DO NOT DIST- Group: <COR>

2. Using the touch-tone dial pad buttons, enter the group's 2-digit Class of Restriction (COR) followed by **#**. The following is displayed:

DO NOT DIST- Group: <COR> Time



### NOTE:

If a Do Not Disturb request already exists for the extension, the time field will be filled in.

3. Enter the time that the Do Not Disturb period is to end (the cancellation time) in the 4-digit hh:mm format. (You can use military time if you wish.)

Examples: For 6:00 a.m., enter **0 6 0 0**.  
For 11:15 a.m., enter **1 1 1 5**.  
For 4:30 p.m., enter **0 4 3 0** (or **1 6 3 0** in military time).

The following illegal entries are ignored:

- A digit greater than 2 for the first digit
- A digit greater than 3 for the second digit if the first digit is 2
- A digit greater than 5 for the third digit

4. If you entered military time of 13:00 or later, go on to Step 6.
5. If you entered standard time or military time earlier than 13:00, an a.m./p.m. prompt appears next. The following is displayed:

DO NOT DIST - Group: <COR> Time: hh:mm -M

Press **2** for a.m. or **7** for p.m.; the display confirms your selection. Go on to Step 6.



6. Press  to confirm the Do Not Disturb request. The following is displayed:

THANK YOU, DO NOT DIST ENTRY CONFIRMED



**NOTE:**

If the system does not accept the Do Not Disturb request, the display shows DO NOT DISTURB DENIED followed by a reason.

7. The touch-tone dial and the display now return to the normal operating mode.

### Changing a Cancellation Time for Do Not Disturb

1. Press  and press the group's 2-digit COR followed by . The following is displayed:

DO NOT DIST - Group: <COR> Time: <time>

2. Press in the new time in the 4-digit hh:mm format. The new time overwrites the old time. The following is displayed:

DO NOT DIST - Group: <COR> Time: <new cancellation time>

3. If you entered military time of 13:00 or later, go on to Step 5.
4. If you entered standard time, or military time earlier than 13:00, an a.m./p.m. prompt appears next. The following is displayed:

DO NOT DIST- Group: <COR> Time: <hh:mm -M>

Press 2 for a.m. or 7 for p.m.; the display confirms your selection. Go on to Step 5.

5. Press  to confirm change. The following is displayed:

THANK YOU, DO NOT DIST ENTRY CONFIRMED

### Deleting a Do Not Disturb Request

Once a Do Not Disturb period has timed out, the request is automatically deleted. However, before it times out, you can manually delete the cancellation

time using the following procedure.

1. Press **Do Not Disturb – Group** and press the group's 2-digit COR followed by **#**. The following is displayed:

DO NOT DIST - Group: <COR> Time: <time>

2. Press **Delete**. The following is displayed:

THANK YOU, DO NOT DISTURB CANCELED

### Miscellaneous Operating Procedures

- When you are entering cancellation time, you can correct errors by pressing **\***.  
**\*** erases all digits already entered.
- If you press **Delete** at any time while entering a cancellation time, any active Do Not Disturb request for the room will be canceled. The following is displayed:

THANK YOU, DO NOT DISTURB CANCELED

- If you press any button that puts the display or the dial into a different mode (such as **Normal**, **Inspect**, or **Auto Wakeup**), a Do Not Disturb entry will be aborted. No request is entered, changed, or deleted.

## Check-In/Check-Out

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### Check-In

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When a guest checks in and is assigned a room, use the following procedure. It changes the room's status to occupied and the room telephone's controlled restriction to No Restriction.

1. Press **Check In**. The button's green status lamp lights (or stays lit if already on). The following is displayed:

CHECK IN - Ext: <blank ext field>

2. Enter the room's extension number followed by **#**. One of the following displays appears.
  - CHECK IN COMPLETE (if the process was successful)

- INVALID EXTENSION - TRY AGAIN
  - CHECK IN: ROOM ALREADY OCCUPIED
  - CHECK IN FAILED (if the system cannot perform the check-in tasks)
3. Press **Check In** before starting another check-in procedure.

## Check-Out

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When a guest checks out, use the following procedure. It changes the room's status to vacant and the room telephone's controlled restriction to Outward Restriction. It also cancels any Wakeup and Do Not Disturb requests and turns off the room's message waiting lamp if it is on. Outward restriction prevents unauthorized users in the room from making outgoing calls; call attempts are denied or intercepted.

1. Press **Check Out**. The button's green status lamp lights (or stays lit if already on). The following is displayed:

CHECK OUT - Ext: <blank ext field>

2. Enter the room's extension number followed by **#**. One of the following is displayed:
- CHECK OUT COMPLETE: MESSAGE LAMP ON (if the check-out tasks were performed and the room's message waiting lamp was on — give message to guest)
  - CHECK OUT COMPLETE: MESSAGE LAMP OFF (if the check-out tasks were performed and the room's message waiting lamp was off)
  - INVALID EXTENSION - TRY AGAIN
  - CHECK OUT: ROOM ALREADY VACANT
  - CHECK OUT FAILED (if the system cannot perform the check-out tasks)
3. Press **Check Out** before starting another check-out procedure.

## Miscellaneous Operating Procedures

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- When you are entering the room extension number, you can correct errors by pressing **\***. **\*** erases all digits already entered.
- If you press any button that puts the display or the dial into a different mode (such as **Normal**, **Inspect**, or **Auto Wakeup**), the check-in/check-out procedure will be aborted.

## **Activation/Deactivation of Controlled Restriction**

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The attendant or the front desk clerk can activate or deactivate the following restrictions for an individual room extension or for a group of extensions with the same COR:

- Outward — The extension(s) cannot be used for placing calls to the public network.
- Total — The extension(s) cannot be used for placing or receiving calls.
- Termination — The extension(s) cannot receive any calls.
- Station-to-Station — The extension(s) cannot receive or place station-to-station calls.

Another restriction status, No Restriction, is in effect when the others are deactivated. No Restriction is also automatically set when a guest checks in and the front desk clerk performs the check-in procedure. When a guest leaves and the clerk performs the check-out procedure, the room extension is automatically set to Outward Restriction.

### **Activating Controlled Restriction for a Room Extension**

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1. Enter the User-Controlled Restriction activation code followed by one of these four digits:
  - 1 for Outward Restriction
  - 2 for Total Restriction
  - 3 for Termination Restriction
  - 4 for Station-to-Station Restriction
2. After hearing the second dial tone, press the extension number of the room.

A confirmation tone indicates that the restriction was activated.

### **Activating Controlled Restriction for a Group of Rooms**

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1. Press the Group Controlled Restriction activation code followed by one of these four digits:
  - 1 for Outward Restriction
  - 2 for Total Restriction
  - 3 for Termination Restriction
  - 4 for Station-to-Station Restriction
2. After hearing the second dial tone, press the COR number of the group.

A confirmation tone indicates that the restriction was activated.

### **Deactivating Controlled Restriction for a Room Extension**

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1. Press the User-Controlled Restriction deactivation code.
2. After hearing the second dial tone, press the extension number of the room.

A confirmation tone indicates that the restriction was deactivated.

The room now has no restriction. If you wish to set another controlled restriction, repeat the activation procedure.

### **Deactivating Controlled Restriction for a Group of Rooms**

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1. Press the Group-Controlled Restriction deactivation code.
2. After hearing the second dial tone, press the COR number of the group.

A confirmation tone indicates that the restriction was deactivated.

The group now has no restriction. If you wish to set another controlled restriction, repeat the activation procedure.

## **Message Waiting Notification**

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The attendant or desk clerk notifies a guest that a message is waiting by remotely turning on a "message waiting" lamp on the guest's telephone. The guest retrieves the message by calling the attendant or the desk.

### **Turning On the Guest's Message Waiting Lamp**

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1. Press the Message Waiting Lamp (MWL) activation button. The button's green status lamp lights (or stays lit if already on). The following is displayed:

MESSAGE NOTIFICATION - Ext: <blank ext field>

2. Enter the room's extension number followed by #. The following is displayed:

MESSAGE LAMP ON

3. Press the MWL activation button to start another notification procedure or

a display mode button such as **Normal Mode** to end the procedure.

### **Turning Off the Guest's Message Waiting Lamp**

1. Press the MWL deactivation button. The button's green status lamp lights (or stays lit if already on). The following is displayed:

MESSAGE NOTIFICATION - Ext: <blank ext field>

2. Enter the room's extension number followed by **#**. The following is displayed:

MESSAGE LAMP OFF

3. Press the MWL deactivation button to start another lamp deactivation procedure or a display mode button such as **Normal Mode** to end the procedure.

### **Miscellaneous Operating Procedures**

- When you are entering the room extension number, you can correct errors by pressing **\***. **\*** erases all digits already entered.
- You can terminate MWL activation or deactivation at any point during the procedure by activating any other mode (such as **Normal**, **Inspect**, or **Auto Wakeup**).

### **Wakeup Announcement Verification**

A console attendant or a user at an authorized station such as the front desk can verify the proper operation and content of the wakeup announcements. For system integrated voice synthesis announcements, the user must press an assigned access code followed by a digit, 1 or 2 (the announcement port number). In the case of all other announcements, the same access code is used, followed by a digit from 1 through 4.

After pressing the access code and the digit, the user should hear the announcement that is appropriate to the time of day the test is being made. If the wakeup announcement is absent, distorted, inaudible, or defective in any way, the user must notify the System Manager.

## Attendant Notification of Failed Wakeup Calls

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If a wakeup call cannot be completed after three attempts, the attendant or desk clerk is notified immediately. A special extension is assigned solely for the purpose of receiving and storing messages about such "failed wakeup calls." The status lamp of a button on the attendant's console or the clerk's display voice terminal lights when the special extension gets a failed wakeup call message.

To retrieve a failed wakeup call message, perform the following procedure:

1. Press the lighted automatic message waiting (AMW) button associated with the special extension for failed wakeup calls. The following is displayed:

<name of guest> <date> <time> CALL <ext>

2. After taking whatever action is necessary, delete the message by pressing **Delete Message**.
3. Search for other failed call messages by pressing **Next**.
4. When all messages have been read and deleted, press **Normal Mode**.

## **Procedures for Housekeeping Staff Members**

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Housekeepers can send housekeeping status information to the Property Management System using telephones in vacant guest rooms (rooms in which a guest has not checked-in) or designated telephones in central locations such as storage closets or hallways. If vacant guest room telephones are used, six feature access codes can be assigned for the caller to use for transmitting information. If designated telephones are used, four codes can be assigned. The management can attach any desired interpretation to the codes.

After a feature access code has been pressed from a vacant guest room, the caller can be prompted, by a second dial tone, to send more data by using six additional digits. These digits can carry information such as personal identification.

After a feature access code has been pressed from a designated telephone, the system prompts for a room extension number and, if required, additional digits.

Instructions equivalent to the following will be carried by the housekeepers.

### **How to Call In Your Work Status**

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While you are cleaning the guest rooms, you must let your supervisor know where you are and what you are doing. To do this, use the telephone in the room you are cleaning or a special one that was assigned (in the storage closet, for example). You do not have to say anything — just press a few numbers. Your message will go to a computer, and your supervisor will get it later.

### **Calling from a Vacant Guest Room**

If you were told to use the telephone in a room in which a guest has not checked-in, just press one of these six numbers.

- First code (digits and meaning to be supplied)
- Second code (digits and meaning to be supplied)
- Third code (digits and meaning to be supplied)
- Fourth code (digits and meaning to be supplied)
- Fifth code (digits and meaning to be supplied)
- Sixth code (digits and meaning to be supplied)

If you hear another dial tone, press one of the numbers listed under “Extra Information Numbers.”

After you have finished your call, hang up and continue with your work.



### **Calling from a Designated Location**

If you were told to use a special telephone for calling in, press one of these four numbers.

- First code (digits and meaning to be supplied)
- Second code (digits and meaning to be supplied)
- Third code (digits and meaning to be supplied)
- Fourth code (digits and meaning to be supplied)

When you hear a dial tone again, press the extension number of the room you are reporting on.

If you hear another dial tone, press one of the numbers listed under “Extra Information Numbers.”

After you have finished your call, hang up and continue with your work.

### **Extra Information Numbers**

- 1 (meaning to be supplied)
- 2 (meaning to be supplied)
- 3 (meaning to be supplied)
- 4 (meaning to be supplied)
- 5 (meaning to be supplied)
- 6 (meaning to be supplied)



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## References

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The following is an abbreviated listing of Generic 1 and Generic 3 documents. Included is a brief description of each document in the list.

To order copies of any of these documents, refer to the address on the back of the title page.

**AT&T Business Communications Systems Publications Catalog** **555-000-010**

Provides a list of publications that support AT&T business communications systems. Also provides a brief description of each publication listed.

**DEFINITY® Communications System Generic 1 and Generic 3 — Installation and Test** **555-230-104**

Provides the information necessary to perform the tasks of installing and testing the system's common equipment. Includes a description of the necessary tools and equipment.

**DEFINITY® Communications System and System 75 and System 85 — Terminals and Adjuncts Reference Manual** **555-015-201**

Provides concise physical and functional descriptions of the peripheral equipment that can be used with DEFINITY Communications Systems and System 75 and System 85. It is intended as an aid for both AT&T and customer personnel in selecting appropriate components for these systems and in training and management. (The addenda to this document can be ordered with the following numbers: 555-015-201ADD1 and 555-015-201ADD2.)

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**DEFINITY® Communications System Generic 1 and Generic 3 — Installation and Test** 555-200-104

Provides the information necessary to perform the tasks of installing and testing the system's common equipment. Includes a description of the necessary tools and equipment.

**DEFINITY® Communications System Generic 1 and Generic 3 — System Maintenance** 555-200-105

Provides the information necessary for monitoring, testing, and maintaining the system. It is intended to cover many of the faults and troubles that can occur in the system.

**DEFINITY® Communications System Generic 1 and Generic 3 — Upgrades and Additions** 555-200-106

Provides procedures and information required for upgrading or making additions to an operational system after the initial switch configuration.

**DEFINITY® Communications System Generic 1 and Generic 3 — Wiring** 555-204-111

Provides coverage of the conditions that must be met before adequate electrical protection can be assured for installation. It reflects the requirements of AT&T and the National Electrical Code for protecting equipment against electrical disturbances or exposures including: lightning, power contact, power induction, and ground potential rise.

**DEFINITY® Communications System Generic 1 and Generic 2 — System Description** 555-230-200

Provides a technical description of the system hardware, environmental and space requirements, and parameters. This document also provides a brief description of features and services.

**DEFINITY® Communications System Generic 1 and Generic 3 — Feature Description** 555-230-201

Provides a technical description of system features and parameters.

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| <b>DEFINITY® Communications System Generic 1 and Generic 3 — System Management</b> | <b>555-230-500</b> |
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Describes the management of the system administration and operation. Includes the guidelines for initializing, reconfiguring, backup procedures, monitoring system performance, and maintaining system security. Includes a description of the tasks that can be performed and the prerequisites for completion.

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| <b>DEFINITY® Communications System Generic 1 and Generic 3 — Planning and Configuration</b> | <b>555-230-600</b> |
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Provides a method for defining the customer's system requirements and for collecting the information used to estimate system hardware requirements.

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| <b>DEFINITY® Communications System Generic 1 and Generic 3 — Implementation</b> | <b>555-230-651</b> |
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Provides the procedures and associated forms for collecting system and terminal software information. This information is used to initialize the system using the System Access Terminal .

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| <b>DEFINITY® 75/85 Communications System Generic 1 and System 75 — Console Operation</b> | <b>555-200-700</b> |
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Provides "how-to-operate" instructions for the attendant console. Serves as a reference when defining the console control keys and Incoming Call Identification requirements.

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| <b>DEFINITY® Communications System Generic 1 and Generic 3 — Voice Terminal Operations</b> | <b>555-230-701</b> |
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Describes all the voice features and provides the "how-to-operate" instructions for each voice terminal. Serves as a reference when defining user requirements.

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| <b>DEFINITY® Communications System Generic 1 and Generic 3 — Automatic Call Distribution (ACD) Agent Instructions</b> | <b>555-230-722</b> |
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Provides information for use by agents after training is completed. The various ACD features are described and the procedures for using them are provided.

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**DEFINITY® Communications System Generic 1 and Generic 3 — Automatic  
Call Distribution (ACD) Supervisor Instructions 555-230-724**

Provides information for use by supervisors after training is completed. The various ACD features are described and the procedures for using them are provided.

**DEFINITY® Communications System and System 75 and System 85 Generic  
1 — Installation and Test 555-204-104**

Provides the information necessary to perform the tasks of installing and testing the system's common equipment. Includes a description of the necessary tools and equipment.

**DEFINITY® Communications System and System 75 and System 85 Generic  
1 — Maintenance 555-204-105**

Provides the information necessary for monitoring, testing, and maintaining the system. It is intended to cover many of the faults and troubles that can occur in the system.

**DEFINITY® Communications System and System 75 and System 85 Generic  
1 — Upgrades and Additions 555-204-106**

Provides procedures and information for upgrading or making additions to an operational system after the initial switch installation.

**AT&T DEFINITY® Communications System and System 75 and System 85  
Generic 1.1, Implementation 555-204-654**

Provides the procedures and associated forms for collecting system and terminal software information. This information is used to initialize the system using the System Access Terminal.

User instruction booklets are also available for all terminals used with the systems.