

Lucent Technologies
Bell Labs Innovations



**GuestWorks[®] and
DEFINITY[®]
Enterprise Communications Server**
Release 7
Hospitality Operations

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Electromagnetic Compatibility (89/336/EEC)

Low Voltage (73/23/EEC)

Telecommunications Terminal Equipment (TTE) i-CTR3 BRI and i-CTR4 PRI

For more information on standards compliance, contact your local distributor.

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Acknowledgment

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

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Hospitality Operations

About This Document

This document contains the procedures for using the hospitality features of the GuestWorks® and DEFINITY® Enterprise Communications Server (ECS) family of products. These services include a group of server-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.

Purpose

Each procedure in this document is intended for one of the following groups of users:

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

The hospitality services are assembled into this document for the system managers, attendants, and front desk personnel who use the services and explain the procedures to guests and housekeeping staff. Guests and housekeeping staff will have access to simplified instructions for the specific procedures they use.

NOTE:

This document does not address basic telephone or attendant console operation.

Attendants and front desk personnel should receive specific training in hospitality operations.

Organization

This document is organized under the following major topics:

- Hospitality Services Overview
- Guest Operations
- Console Operations (attendant and backup)
- Voice Messaging Operations
- Call Accounting Operations
- Housekeeping Staff Operations
- Administration Options
- Reports
- Guest Operations Artwork

Conventions

The following conventions are used in this document:

- Unless specified otherwise, the term “server” signifies the DEFINITY® ECS or GuestWorks.
- The term “attendant console” signifies the Model 302B, 302C, or PC console that is usually found at the front desk. The term “backup telephone” signifies either a Model 6408D+, Model 6424D+, Model 8410D, or Model 8434 telephone with attendant-type feature buttons. Other multiappearance telephones can be used, but the preferred models are the 6408D+, 6424D+, 8410D, or 8434.

- Buttons you press on the console or backup telephone are shown as follows:

RELEASE

The buttons shown in this document use label designations provided by Lucent Technologies. Since the button labels can be customized for each site, some button labeling may have different designations.

Some button labels, such as Serial Call, span two lines. Because of line spacing in this document, they are shown across one line of text, such as SERIAL CALL.

- Administration command paths and options you enter in the administration fields are shown as follows:

change system-parameters hospitality

- Field names shown on the administration screens are shown as follows:
the Extension of PMS field
- The term “dial keypad” refers to the touch-tone keypad where you dial (enter) telephone numbers and feature access codes.
- When a procedure refers to a “room number,” the reference is to the extension in the room. The two numbers are not always the same.
- Times entered for features such as Automatic Wakeup and Do Not Disturb consist of the hour followed by minutes in a multiple of 5 minutes; minute entries that are not multiples of 5 minutes are rounded off by the server to the nearest multiple of 5.

For example, to enter 7:00 a.m., press the 0 7 0 0 buttons. To enter 11:30 a.m., press the 1 1 3 0 buttons. To enter 10:15 p.m., press the 2 2 1 5 buttons.

Times entered in the range from 13:00 to 00:59 represent 1:00 p.m. to 12:59 a.m. Times entered in the range from 01:00 and 12:59 could represent either a.m. or p.m., so the server prompts you to designate the correct time.

In all of the procedures where you enter the time of day, 12:00 a.m. is midnight and 12:00 p.m. is noon.

- You hear the following tones during normal operation:
 - Dial tone — a steady tone you hear when you select an idle call appearance.
 - Ringback tone — the normal ringing tone you hear after you dial an extension or outside number.
 - Busy tone — a slow on-off-on-off tone you hear when the person you are calling is busy.
 - Reorder tone — a fast on-off-on-off tone you hear when calling facilities are not available or are out of order.
 - Confirmation tone — a three-burst tone you hear after successfully using a feature access code.
 - Intercept tone — a high-to-low tone you hear when a call or feature access code is not accepted.

- The following table lists the features described in this document. Ask your administrator for these codes and write them down in this table.

Feature	Feature Access Code
Announcement	
Automatic Wakeup Call	
Emergency Access to Attendant	
Group Control Restrict Activation Deactivation	
Trunk Answer Any Station (TAAS)	
User Control Restrict Activation Deactivation	
Verify Wakeup Announcement	
Voice Do Not Disturb	

Related Documents

- *BCS Products Security Handbook* — 555-025-600
- *DEFINITY® Console Operations* — 555-230-700
- *PC Console Quick Reference User's Guide* — 555-230-795
- *DEFINITY® Console Operations Quick Reference* — 555-230-890
- *INTUITY™ Lodging Guest Artwork Package* — 585-310-739
- *INTUITY™ Lodging Administration and Feature Operations* — 585-310-577
- *DEFINITY® ECS Administrator's Guide* — 555-233-502
- *DEFINITY® ECS System Description* — 555-230-211

Product Support

To receive support on your DEFINITY ECS or GuestWorks, call 1-800-242-2121. Outside the continental United States, contact your local Lucent Technologies authorized representative.

Hospitality Services Overview

Keeping guests satisfied is the key to a successful lodging establishment, and providing full guest services through up-to-date communication enhances guest satisfaction. DEFINITY ECS and GuestWorks offers the lodging operator the most advanced hospitality communications package currently available. The package was designed to assist lodging management with sales, housekeeping, and guest services with a minimum of assistance from the property's communications staff.

The server provides a digital telephony base for the property where Lucent Technologies' INTUITY™ Lodging Voice Messaging, Lucent INTUITY Lodging Call Accounting, and enhanced guest services are integrated with the server. The hospitality package provides the custom hospitality features with or without a Property Management System (PMS) or a call accounting system.

Telephone Support

The server supports two types of telephones: multiappearance and single-line. Single-line telephones allow a user to handle two simultaneous calls: one active and one on hold. Some single-line sets have a data/FAX jack on the set to allow business people to keep in touch with their office.

Multiappearance telephones are equipped with multiple buttons that can be used for call appearances or features. Multiappearance telephones can also be equipped with a digital display. Depending on the type of call and the feature being used, the display will show who is calling, the time of day, the length of a call, and the trunk group currently in use. The Model 6408D+, 6424D+, 8403, 8410, and 8434 are recommended for office staff use. The Model 6408D+, 6424D+, 8410D, and 8434 have digital displays and access to additional features by using special softkey buttons.

Guest Services

The server provides automatic wakeup for guest rooms where guests can request their own wakeup call. The request process can use the Speech Synthesizer circuit pack to prompt the guest through the request. The wakeup call can be as simple as a silent wakeup call, or a custom sales message in the native language of the guest, tailored to the time of day and day of the week.

NOTE:

In this document where native language is discussed, it should be understood that the server can deliver the different languages when the messages are recorded into the Announcement circuit pack. It is the customer's responsibility to record the messages.

Hospitality is the ability to activate Do Not Disturb and the assurance that the feature will turn off at the predetermined time. Do Not Disturb is just that — it turns off ringing at a station (a form of terminating restriction). When activated, only Priority Calling and Automatic Wakeup calls can ring at the station. This restriction ensures fewer distractions when a guest does not want to be disturbed.

Hospitality is having a check-in and check-out button on the attendant console or backup telephone. When a guest is checked in, the desk clerk presses the check-in button; the server prompts for an extension number, marks the room as occupied, and turns the telephone on. At check-out, the reverse happens.

Hospitality for the business traveler is providing the Model 8411 telephones. The 8411 telephone uses digital technology to provide simultaneous voice calls and data calls over one pair of wires. These telephones can replace existing analog room telephones without rewiring your property.

Hospitality is the housekeeper cleaning a room, going to the telephone and dialing a feature access code to change the room status from “dirty” to “clean and ready for occupancy.” All of the above are done in the communications server, without the use of a PMS.

A GuestWorks feature, called Dial by Name, allows guests to call other guests in the hotel by entering their name instead of their extension number. This feature uses the Call Vectoring feature to give guests another option when placing calls.

PMS Integration

When a PMS is added, many of these communications server features mentioned above become enhanced for the needs of the lodging management. The PMS interfaces to the communications server using a digital port. When the guest checks into the hotel, all information is entered in the PMS and then transferred to the server. If the PMS has the names registration feature, the guest’s name is transferred automatically to the server and is added to the station screen.

This means that when Jim Smith calls for room service, the person answering the telephone sees “Jim Smith” in the digital display and answers “How can I help you, Mr. Smith.” This kind of personalized service is what distinguishes one hotel from another.

Messaging Services

Hospitality is a message waiting lamp on a guest’s telephone, where the lamp has been turned on by the Lucent INTUITY Lodging messaging system, by the PMS, or by the console attendant. When written messages are taken at the front desk, they can be left in the guest’s voice mailbox. This makes sure that when the guests call

in to retrieve their messages, they get all their messages with one telephone call. When guests retrieve all of their messages, the voice messaging system turns their message waiting lamp off. The Lucent INTUITY Lodging system greetings (such as the prompts heard when guests retrieve their messages) are available in a number of languages. You can use one language as the default but specify other languages as required by your guests.

 **NOTE:**

To provide guest FAX messaging services, you must provide a separate telephone number to receive these messages.

If your communications server is not equipped with voice messaging, the front desk personnel can take messages manually and turn on the guest's message waiting lamp. When the guests call the front desk and get their messages, the front desk personnel can manually turn off the guest's message waiting lamp.

Flexibility

In hotels with meeting facilities where there is an occasional need for telephone service in the meeting rooms, there is the Terminal Translation Initialization (TTI) feature. With TTI, ports are translated as "administered, but inactive." When the port needs to be activated, a hotel communications staff member plugs a telephone into the desired jack. He or she enters a feature access code, a security password, and an extension number. The telephone now is available for that room. When the telephone is to be removed, the removal code is entered, followed by the password and the extension number. This arrangement requires that the hotel has a port from the communications server wired to every possible jack in the meeting rooms, which can have up-front costs but will provide a good level of customer service. One way to limit the cost is to provide a limited number of ports to the meeting room area. A patch panel would allow hotel staff to wire extensions to specific jacks on a flexible basis. You still can serve several jacks with a limited number of ports.

Guest Operations

Guests can schedule wakeup calls for themselves, block unwanted incoming calls, make emergency calls, and retrieve voice and FAX messages from their extensions or from telephones outside of the property. The specific procedures required for each of these features depends on the type of telephone or telephone they are using. Room telephones should be supplied with instructions that apply to them specifically; guests should never have to decide which kind of telephone they have to select the appropriate procedure.

⇒ NOTE:

It is the responsibility of the property owner to provide these instructions in something similar to a Guest Services Handbook or on a user card that is placed next to the room telephone. Refer to [“Guest Operations Artwork” on page 66](#) for some examples of what can be provided to your guests.

Automatic Wakeup

Guests can enter their own wakeup times, but the operation is different depending on whether you have a Speech Synthesizer circuit pack installed in your server:

- With a Speech Synthesizer circuit pack, guests can enter 1 wakeup call using the voice prompts of the circuit pack.
- If Speech Synthesizer circuit pack is not installed in your server, guests can enter 1 or 2 wakeup calls using the standard call progress tones to prompt them through the process (for example, dial tone and confirmation tone). For this operation, your server must have the Dual Wakeup and Wakeup Activation via Tones features enabled.

With Speech Synthesizer

Provide the following procedures to your guests to activate and deactivate a wakeup call.

⇒ NOTE:

Guests cannot enter 2 wakeup calls when using the Speech Synthesizer circuit pack. Only attendants can enter 2 wakeup calls with this configuration.

Add Your Wakeup Call

Access to the Automatic Wakeup feature may be from a button on the guest telephone or by using a feature access code.

1. Pick up the handset of your telephone and press the wakeup button, or enter the Automatic Wakeup Call feature access code _____.
 - Listen to the wakeup instructions. You will hear “You have reached the automatic wakeup service. Please enter the time for your wakeup call followed by the pound sign.”
2. Using the dial keypad, enter the time that you wish to receive a wakeup call, followed by the # button. If you make a mistake, hang up and start over.
 - If you entered a time between 13:00 and 00:59, you will hear a message saying “Thank you. Your request for _____ is confirmed.” You can hang up.

If you used a time between 01:00 and 12:59, the prompt says “A.M., press 2; P.M., press 7.”

3. Press the 2 button for an A.M. wakeup call or the 7 button for a P.M. wakeup call.
 - You will hear a message saying “Thank you. Your request for _____ is confirmed.” You can hang up.
4. Hang up the telephone.

When your wakeup time arrives, your telephone will alert you with special 3-burst ringing. Answer the call (and listen to the message, if you like), then hang up. Your wakeup call is now finished and will not be repeated. If you do not answer the wakeup call within 30 seconds, it is repeated 2 more times at 5-minute intervals.

Change or Delete Your Wakeup Call

1. Pick up the handset of your telephone and press the wakeup button, or enter the Automatic Wakeup Call feature access code _____.
 - Listen to the wakeup instructions. You will hear “You have reached the automatic wakeup service. Your current request for a wake-up call is _____. Press the 2 button to change; press the 3 button to delete.”
2. If you want to change the wakeup time that you entered earlier, press the 2 button.
 - You will now go through the original procedure for entering a wakeup time again. Your new time will replace the old time.
3. If you want to delete your wakeup call completely, press the 3 button.
 - You will hear the message “Thank you. Your request has been canceled.” You can hang up.
4. Hang up the telephone.

With Wakeup Activation Via Tones

Provide the following procedures to your guests to activate and deactivate wakeup calls if the Wakeup Activation via Tones feature is activated. The Dual Wakeup feature is required if you want to allow your guests to have two wakeup calls. Guests cannot activate a Daily Wakeup or a VIP Wakeup.

Add or Change Your Wakeup Calls

Access to the Automatic Wakeup feature may be from a button on the guest telephone or by using a feature access code.

1. Pick up the handset of your telephone and press the wakeup button, or enter the Automatic Wakeup Call feature access code _____.
 - You will hear recall dial tone (3 short tones, followed by dial tone).
2. Using the dial keypad, enter the time that you wish to receive a wakeup call. The time must be entered using the 24-hour clock format (for example, 0900 is 9 a.m. and 2230 is 10:30 p.m.).
 - You will hear confirmation tone (3 short tones, followed by silence).
 - If you make a mistake, you may hear intercept tone (siren tone). Hang up and start over.
 - If you hear reorder tone (fast busy), the server cannot accept your request at this time. Try again later, or call the front desk.
3. Hang up the telephone.
4. If you wish to have a second wakeup call, pick up the handset of your telephone and press the wakeup button, or enter the Automatic Wakeup Call feature access code _____.
 - You will hear recall dial tone (3 short tones, followed by dial tone).
5. Press the * button.
6. Enter the time that you wish to receive your second wakeup call. The time must be entered using the 24-hour clock format (for example, 0900 is 9 a.m. and 2230 is 10:30 p.m.).
 - You will hear confirmation tone (3 short tones, followed by silence).
 - If you make a mistake, you may hear intercept tone (siren tone). Hang up and start over.
 - If you hear reorder tone (fast busy), the server cannot accept your request at this time. Try again later, or call the front desk.
7. Hang up the telephone.

When your first wakeup time arrives, your telephone will alert you with special 3-burst ringing. Answer the call (and listen to the message, if you like), then hang up. Your wakeup call now is finished and will not be repeated. If you do not answer the wakeup call within 30 seconds, it is repeated 2 more times at 5-minute intervals. Your second wakeup call follows the same procedure.

Delete Your Wakeup Calls

1. If you wish to delete your first wakeup call, pick up the handset of your telephone and press the wakeup button, or enter the Automatic Wakeup Call feature access code _____.
 - You will hear recall dial tone (3 short tones, followed by dial tone).

2. Press the # button to delete your first wakeup call.
 - You will hear confirmation tone (3 short tones, followed by silence).
3. Hang up the telephone.
4. If you wish to delete your second wakeup call, pick up the handset of your telephone and press the wakeup button, or enter the Automatic Wakeup Call feature access code _____.
 - You will hear recall dial tone (3 short tones, followed by dial tone).
5. Press the * button, followed by the # button.
 - You will hear confirmation tone (3 short tones, followed by silence).
6. Hang up the telephone.

Do Not Disturb

If your server is equipped with the Speech Synthesizer circuit pack, guests can enter their own Do Not Disturb requests. The following instructions should be provided to your guests so they can access this feature.

During the Do Not Disturb period, all calls are blocked from ringing your telephone, except for the following:

- Emergency calls, cleared through the front desk
- Wakeup calls scheduled before your Do Not Disturb period ends

Access to the Do Not Disturb feature is done by using a feature access code or by using a feature button on the guest telephone.

Enter a Do Not Disturb Request (Feature Dial Access Code)

1. Pick up the handset of your telephone and enter the Voice Do Not Disturb feature access code _____.
 - Listen to the Do Not Disturb instructions. You will hear “You have reached the Do Not Disturb service. Please enter the time you wish Do Not Disturb to end, followed by the pound sign.”
2. Using the dial keypad, enter the time that you want the Do Not Disturb time to end, followed by the # button. If you make a mistake, hang up and start over.
 - If you used a time between 13:00 and 00:59, you will hear a message saying “Thank you. Do Not Disturb is activated. It will be turned off at _____.” You can hang up.

- If you used a time between 01:00 and 12:59, you will hear a message saying “A.M., press 2; P.M., press 7.”
3. Press the 2 button for A.M. or the 7 button for P.M.
 - You will hear a message saying “Thank you. Do Not Disturb is activated. It will be turned off at ____.” You can hang up.

Change or Cancel a Do Not Disturb Request (Feature Dial Access Code)

1. Pick up the handset of your telephone and enter the Voice Do Not Disturb feature access code ____.
 - Listen to the instructions. You will hear “You have reached the Do Not Disturb service. The current time for deactivation is ____.
Press 2 to change; press 3 to deactivate the service now.”
2. If you want to change the time your Do Not Disturb period ends, press the 2 button.
 - You will now go through the original procedure for entering the time. Your new time will replace the old time.
3. If you want to cancel Do Not Disturb completely, press the 3 button.
 - You will hear a message saying “Thank you. Your request has been canceled.” You can hang up.

Activate Do Not Disturb (Feature Button)

1. Press the Do Not Disturb button.
 - The lamp next to the Do Not Disturb button lights. Do Not Disturb is now activated.

Deactivate Do Not Disturb (Feature Button)

1. When the Do Not Disturb lamp is on, press the Do Not Disturb button.
 - The lamp next to the Do Not Disturb button goes off. Do Not Disturb is now deactivated.

Emergency Access to the Attendant

In an emergency situation, you can send the attendant an urgent call for help. This call does not automatically place a call to an emergency service agent; a separate call is required. The attendant will receive both audible and visible signals that indicate the emergency call. There are 2 ways to place an emergency call to the attendant:

- Pick up the handset of your telephone and enter the Emergency Access to Attendant feature access code _____. The server then sends an emergency signal to the attendant.
- If you cannot press the code, take the handset off the telephone. After being off-hook for the administered time interval, the server automatically sends an emergency signal to the attendant.

This feature has administrable parameters that are documented in *DEFINITY Enterprise Communications Server Administrator's Guide*.

Retrieving Messages

Usually, guests will retrieve their voice messages from their rooms, but they may also need to retrieve their messages from other guest rooms, from a house telephone, or from a location away from the property. When retrieving messages from other locations, passwords assigned at check-in will need to be used for guest security. If administered on the voice messaging system, guests also can create their own personal greeting to be used during their stay at the property.

NOTE:

The procedures given in this section apply to the Lucent INTUITY Lodging voice messaging product. If your installation is using a different voice messaging system, use the instructions provided with that system. Refer to *INTUITY Lodging Administration and Feature Operations* for more information about voice and FAX messaging services.

These procedures need to be communicated to your guests. You also can provide them a Guest Quick Reference Card to help them use the Lucent INTUITY Lodging voice messaging.

Retrieving Messages from Your Room

1. Call the message retrieval telephone number.
 - Listen to the message retrieval greeting and the notification of the number and type of messages. Messages may be voice, FAX, or text. Text messages are usually written messages collected at the front desk.
 - Messages are played one at a time. Each message is prefaced with the time, day, and date it was received. FAX messages are always presented after the voice messages have been accessed. Refer to [“Retrieving FAX Messages” on page 15](#).
2. After each message is played, you may do any of the following:
 - Press the 2 button to replay the message.

- Press the 3 button to delete the message and listen to the next message.
- Press the 4 button to save the current message and listen to the next message (this option is administrable and may not be available on every system).
- Press the 0 button to transfer to an attendant for assistance or to retrieve text messages.

If no keys are pressed, the current message is saved (if the system is administered to save old messages) and the new one is played. To keep your mailbox space free for new messages, delete unwanted messages.

If the system is not administered to save old messages, once you listen to a message, the message is deleted automatically and the next message is played.

3. After the last message, you will hear a closing message.

Retrieving Messages from Locations Other Than Your Room

1. Call the operator, give them your name, and tell them you want to retrieve your voice messages. The operator will do one of two operations:
 - a. The operator transfers your call immediately to the voice messaging system. Continue with [Step 2](#).
 - b. The operator will ask you for your room number and your voice messaging password. The operator calls the voice messaging system, enters your room number and your password, and then transfers you to the voice messaging system. Continue with [Step 3](#).
2. Enter your room number followed by your password.



SECURITY ALERT:

To protect against abuse of voice mailboxes, passwords should be assigned. If the voice-messaging mailbox you are accessing does not have a password, contact the front desk personnel to request that a password be assigned.

- The system prompts you with the message “Press 1 to listen.”
3. Press the 1 button to listen to your voice messages. Messages are played one at a time.
 4. After each message is played, you may do any of the following:
 - Press the 2 button to replay the message.

- Press the 3 button to delete the message and listen to the next message.
- Press the 4 button to save the current message and listen to the next message (this option is administrable and may not be available on every system).
- Press the 0 button to transfer to an attendant for assistance or to retrieve text messages.

If no keys are pressed, the current message is saved (if the system is administered to save old messages) and the new one is played. To keep your mailbox space free for new messages, delete unwanted messages.

If the system is not administered to save old messages, once you listen to a message, the message is deleted automatically and the next message is played.

5. After the last message, you will hear a closing message.

Retrieving FAX Messages

1. Call the message retrieval telephone number.
 - Listen to the message retrieval greeting and the notification of the number and type of messages. Messages may be voice, FAX, or text. Text messages are usually written messages collected at the front desk.
 - Messages are played one at a time. Each message is prefaced with the time, day, and date it was received. FAX messages are always presented after the voice messages have been accessed.
2. After all of the voice messages have played, press the 6 button when prompted to retrieve your FAX messages.
3. After pressing the 6 button, you may do any of the following:
 - Press the 1 button to receive the messages on the same telephone call. To do this, you must be calling from a FAX machine or from a telephone that has a data port connected to your computer. The computer must have FAX software that can receive the messages.
 - Press the 2 button to print the messages to an in-room FAX machine.
 - Press the 3 button to send the messages to the guest services FAX machine (usually at the front desk).
 - Press the 4 button to send the messages to a machine outside of the hotel. You will be prompted to enter the FAX machine's telephone number.

All FAX messages in your mailbox are printed as a group.

4. Depending on the option selected, you will hear a closing message or the call will disconnect after all FAX messages are delivered.

Recording a Personal Greeting

NOTE:

To use this feature, the Lucent INTUITY Lodging system must have software Release 1.1 or later.

1. Call the message retrieval telephone number.
 - Listen to the message retrieval greeting.
2. When prompted, press the 5 button to hear the personal greeting and change password options. The following personal greeting options are given:
 - To record your personal greeting, press the 1 button.
 - To listen to your personal greeting, press the 2 button.
 - To erase your personal greeting, press the 3 button.
3. Press the 1 button to record a personal greeting. You are then prompted to record your personal greeting after the tone.

SECURITY ALERT:

When recording your personal greeting, it is recommended that you do not give out your room number or any other information that may compromise your personal security.

4. When recording is completed, you may do any of the following:
 - To re-record, press the 1 button.
 - To review your recording, press the 2 button.
 - To erase and go back (to your messages), press the 3 button.
 - To save and go back (to your messages), press the 4 button.
5. Once you are satisfied with your personal greeting, press the 4 button to save your personal greeting. You will receive a confirmation message and will be returned to message retrieval.
6. If you already have a personal greeting, press the 2 button to listen to your personal greeting.
 - After listening to your personal greeting, you are returned to message retrieval.

7. If you already have a personal greeting, press the 3 button to erase your personal greeting.
 - After erasing your personal greeting, you are returned to message retrieval.

Changing Your Password

At check-in, you were assigned a 4-digit password to use when retrieving your messages while away from your room.

NOTE:

To use this feature, the Lucent INTUITY Lodging system must have software Release 1.1 or later. Passwords cannot be the same as your room number and cannot be the same 4 digits. For security, it is recommended that you use a random number pattern.

To change your password, perform the following:

1. From your room, call the message retrieval telephone number.
 - Listen to the message retrieval greeting.
2. When prompted, press the 5 button to hear the personal greeting and change password menu.
3. Press the 4 button to change your password.
 - You are given instructions on how to change your password.
4. Enter a valid 4-digit password.
5. Enter your new password a second time.
 - You will receive a confirmation message stating that your password has changed.
6. Press the 5 button to go back to your messages, or hang up if finished.

Dial by Name

If you can't remember at which room your associate is staying, you can use the Dial by Name feature to place a call. This feature is available on GuestWorks.

1. Call the Dial by Name extension as provided by the hotel.

You are routed to the auto-attendant procedure and are prompted to enter the person's name.
2. Enter the first 4 characters of the person's last name.

If only one name matches the 4 characters entered, the call is placed to that person. Otherwise, continue with step 3.

3. If there is more than one match for the first 4 characters, you are prompted to enter the rest of the characters in their last name. After you enter the rest of the characters, press the # button.

If only one name matches the characters entered, the call is placed to that person. Otherwise, go to step 4.

4. If there are still multiple matches, you are prompted to enter the first 2 characters of the person's first name.

If only one name matches the characters entered, the call is placed to that person. Otherwise, the call cannot be completed using Dial by Name. Press the 0 button to connect with the front desk.

Front Desk Operations

Almost all operations that are done from a traditional “attendant console” (Model 302B, model 302C, or PC console) can now be done from an Attendant Backup telephone (a telephone that has “console” permissions). The operations given in this section include the following:

- Attendant Backup
- Check-In and Check-Out
- Automatic Wakeup
- Failed Wakeup Notification
- Controlled Restrictions
- Do Not Disturb
- Message Waiting Notification
- PMS Alarms
- Call Accounting Alarms
- Maid Status and Room Occupancy
- Recorded Announcements.

Refer to *DEFINITY Console Operations* and *DEFINITY Console Operations Quick Reference* for standard console feature operations not related to hospitality.

Attendant Backup

The Attendant Backup feature allows you to access most attendant console features from one or more specially-administered multiappearance telephones. Using this backup mode, you can answer calls faster, thus providing better service to your guests and prospective clients.

The recommended telephones are the Lucent Technologies Model 6408D+, 6424D+, 8434, and 8410D, . When calls terminate at the attendant console during normal operation, users at the backup telephones can answer overflow calls by pressing a button or entering a feature access code. You can then process the calls as if you are at the attendant console. Procedures for basic feature operation are documented in the quick reference guides for each telephone.

NOTE:

The Attendant Backup features cannot be used from guest rooms administered as “client” rooms even if they have a multiappearance telephone.

When the attendant console is in the day mode (the Night lamp is off), you cannot answer overflow calls at the backup telephones until the number of calls waiting in the attendant queue has reached an administered threshold. Until the threshold is reached, the only indication the backup telephones receive that there are calls waiting in queue is when the Attendant Queue Calls and the Attendant Queue Time lamps go on. You can press the ATTENDANT QUEUE TIME button to see how many calls are waiting and how long the oldest call has been waiting, but you cannot answer the call. The Attendant Queue Time lamp starts flashing when the time in queue warning level has been reached (this is usually set for 15 seconds), but you still cannot answer the call.

When the calls waiting in queue threshold has been reached, the backup telephones will beep every 10 seconds as long as the number of calls waiting stays above the threshold. You then can answer calls using the Trunk Answer Any Station (TAAS) feature access code _____ or an automatic dialing button administered with that feature access code. You can turn off the beeping by pressing the RINGER CUTOFF button.

When the attendant console is in the night mode (the Night lamp is on), all calls to the attendant console immediately beep at the backup telephones and the Attendant Queue Calls and the Attendant Queue Time lamps go on. You then can answer calls using the TAAS feature access code _____ or an automatic dialing button administered with that feature access code.

You also can install an external ringing device that sounds whenever the attendant queue limit is reached and when calls can be answered with the TAAS feature access code. Attendant Backup is an optional feature.

Check-In/Check-Out

Use the following procedures to check hotel guests in and out. If your server has a PMS that supports guest check-in and check-out, use this feature from the PMS, not the attendant console. The only exception to this is if the link to the PMS is not operational.

Check-In

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

NOTE:

Telephone restrictions sometimes are not cancelled when a guest is checked in. You should always verify that the telephones work correctly. If needed, remove restrictions manually (refer to page [33](#)).

1. If you are not sure which rooms are available, press the OCCUPD ROOMS button.
 - The lamps associated with the rooms already occupied will display on the DXS selector console. Determine an unoccupied room from this information.
2. Press the CHECK IN button.
 - The Check In lamp goes on.
 - The following displays:

CHECK IN - Ext :

3. Enter the room number followed by the # button.

- One of the following displays:

CHECK IN COMPLETE

This indicates that the check-in procedure was successful.

INVALID EXTENSION - TRY AGAIN

This indicates that you entered the wrong extension. Press the CHECK IN button to start over.

CHECK IN: ROOM ALREADY OCCUPIED

This indicates that check-in has already been done for this room.

CHECK IN FAILED

This indicates that something failed with the check-in procedure. Press the CHECK IN button to start over.

- The console returns to the normal operating mode.

Check-Out

When a guest checks out, the room's status changes to vacant and the room's telephone controlled restriction changes to Outward Restriction. Outward restriction prevents unauthorized users in the room from making outgoing calls. Check-out also cancels any Wakeup and Do Not Disturb requests and turns off the room telephone's message waiting lamp.

To check a guest out of the hotel, perform the following:

1. Press the CHECK OUT button.
 - The Check Out lamp goes on.
 - The following displays:

CHECK OUT - Ext :

2. Enter the room number followed by the # button.
 - One of the following displays:

CHECK OUT COMPLETE: MESSAGE LAMP ON

This indicates that there are unopened messages for the guest. Access those messages and give them to the guest before they leave.

CHECK OUT COMPLETE: MESSAGE LAMP OFF

This indicates that there are no messages for the guest.

INVALID EXTENSION - TRY AGAIN

This indicates that you entered the wrong extension. Press the CHECK OUT button to start over.

CHECK OUT: ROOM ALREADY VACANT

This indicates that check-out has already been done for this room.

CHECK OUT FAILED

This indicates that something failed with the check-out procedure. Press the CHECK OUT button to start over.

- The console returns to the normal operating mode.

Automatic Wakeup

Wakeup calls can be activated by guests from their own rooms or from the front desk using the attendant console or a backup telephone. Depending on how the system is administered, you can set up a single wakeup request, two wakeup requests, daily repeated requests, or a special VIP request.

Guest activation of wakeup calls is allowed under 2 conditions:

- If the server has a Speech Synthesizer circuit pack, guests are allowed to activate 1 wakeup call. The Speech Synthesizer circuit pack uses voice prompts to guide the guest through the steps required to activate or cancel a wakeup call.
- If the server does not have a Speech Synthesizer circuit pack, the guests can use the Wakeup Activation via Tones feature to activate and cancel their wakeup calls. If the Dual Wakeup feature is enabled, guests can create two wakeup calls. Guests cannot activate a Daily Wakeup or a VIP Wakeup.

Refer to [“Automatic Wakeup” on page 8](#) for guest procedures related to Automatic Wakeup.

Activation of wakeup calls from the attendant console is done the same way regardless if the server has a Speech Synthesizer circuit pack. These procedures start on page [24](#).

Depending on your switch and software, the server can place up to 950 wakeup calls in one 15-minute interval, and there can be a total of 15,000 wakeup requests at one time. (Refer to the *DEFINITY ECS System Description* for further information.) The server delivers a wakeup call every 2 seconds. For example, if many guests select 6:00 a.m. for a wakeup call, some of the wakeup calls will arrive after 6:00 a.m.

Once a wakeup call is requested, there are several ways the wakeup call can be delivered:

- The Speech Synthesizer circuit pack, where the wakeup message depends on the time of day.
- The Announcement circuit pack, which provides customized wakeup messages. The messages can range from very simple to a complete sales message in various languages.
- Music on hold, where the guest hears music when the wakeup call is made, but hears no other special message.

- Customized announcements recorded on the Audichron recording device which delivers sales pitches for various hotel functions with the wakeup call. Audichron can be equipped with time and temperature circuitry which enables the wakeup announcement to give the time and temperature. Audichron uses all four ports on an Auxiliary Trunk circuit pack.
- Silence; the least expensive. The telephone only rings and, when answered, the guest hears silence. When setting up wakeup calls with silence, you do not select or confirm an announcement number.

Wakeup calls ring at a guest's room telephone for 30 seconds. The wakeup call is repeated 3 times in 5-minute intervals if the guest does not answer the call. If the guest does not answer their wakeup call, a lamp on the attendant console and the backup telephones goes on. The attendant or backup telephone user presses the FAILED WAKEUP button and the display shows the failed wakeup information. With this notification, you can contact the guests to see if there are any problems since they did not answer their wakeup call.

 **NOTE:**

The FAILED WAKEUP button is administered as an Automatic Message Waiting extension. All failed wakeups send a message to that extension, and the lamp goes on at the attendant console or backup telephone.

The Announcement circuit pack is the most flexible of all wakeup announcements. With this type of announcement, it is possible for the attendant to select from a variety of wakeup announcements. When the attendant enters a wakeup time, he or she designates the appropriate message based on the time of the wakeup call or the language required. The Announcement circuit pack has the following recording time limit based on the sampling rate used:

- 8 minutes, 32 seconds at 16 KHz
- 4 minutes, 16 seconds at 32 KHz
- 2 minutes, 8 seconds at 64 KHz.

The Announcement circuit pack also has the ability to operate in the repeat mode where the message repeats for a fixed amount of time before the guest is disconnected from the call. There is also a barge-in function where the wakeup announcement is connected at the point where the message is currently playing, without waiting to start at the beginning.

User Operation

Wakeup requests can be entered, changed, and canceled from the console or backup telephone. Wakeup announcements can use a standard announcement or can be customized (for example, announcements that play at certain times, or announcements in different languages). See your supervisor for a list of the different announcements.

Single Wakeup

NOTE:

The following procedure presumes that Dual Wakeup, Daily Wakeup, and VIP Wakeup features are not enabled. If any or all of these features are enabled, you will receive additional queries during the procedure.

To add or change a wakeup call, perform the following:

1. Press the AUTO WAKEUP button.
 - The Auto Wakeup lamp goes on.
 - The following displays:

```
AUTO WAKEUP - Ext :
```

2. If you are already on an active call with the guest requiring the wakeup call, the extension number displays automatically. Press the # button to select the displayed extension for wakeup.

If you are not connected to the room requiring wakeup, enter the room number, followed by the # button. (If you make a mistake, press the AUTO WAKEUP button again and start over.)

- The following displays:

```
AUTO WAKEUP - Ext: <ext> Time: --:--
```

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

3. Enter the wakeup time in the 4-digit hh:mm format (hour:minute).
 - If you entered a time between 13:00 and 00:59, the following displays:

```
WAKEUP MESSAGE: XXXX
```

Go on to [Step 5](#).

- If you entered a time between 01:00 and 12:59, the following displays:

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

4. Press the 2 button for an a.m. wakeup call, or press the 7 button for a p.m. wakeup call.

- The following displays:

WAKEUP MESSAGE: XXXX

5. The display shows the default wakeup message number. If you want to use the default message, go to [Step 6](#).

If you want to use a different wakeup message, enter the wakeup message number.

⇒ NOTE:

You cannot specify a different wakeup message when setting up a wakeup call from a backup telephone. You can use only the default wakeup message.

6. Press the # button to confirm the wakeup request.

- One of the following displays:

WAKEUP REQUEST CONFIRMED

This indicates that the wakeup procedure was successful.

WAKEUP ENTRY DENIED - TOO SOON

This indicates that the time entered is within 2 1/2 minutes of the current time.

WAKEUP ENTRY DENIED - INTERVAL FULL

This indicates that the maximum number of messages for this 15-minute interval has been reached.

WAKEUP ENTRY DENIED - SYSTEM FULL

This indicates that the maximum number of wakeup calls has been reached for the server.

- The console returns to the normal operating mode.

Dual Wakeup

To add or change a wakeup call when the Dual Wakeup feature is enabled, perform the following:

1. Press the AUTO WAKEUP button.
 - The Auto Wakeup lamp goes on.
 - The following displays:

AUTO WAKEUP - Ext :

- If you are already on an active call with the guest requiring the wakeup call, the extension number displays automatically. Press the # button to select the displayed extension for wakeup.

If you are not connected to the room requiring wakeup, enter the room number, followed by the # button. (If you make a mistake, press the AUTO WAKEUP button again and start over.)

- The following displays:

```
AUTO WAKEUP - Ext: <ext> Time: --:--
```

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

- Enter the wakeup time in the 4-digit hh:mm format (hour:minute).
 - If you entered a time between 13:00 and 00:59, the following displays if the request is accepted; if denied, see the reasons under step 11:

```
WAKEUP MESSAGE: XXXX
```

Go on to [Step 5](#).

- If you entered a time between 01:00 and 12:59, the following displays:

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

- Press the 2 button for an a.m. wakeup call, or press the 7 button for a p.m. wakeup call.
 - The following displays if the request is accepted; if denied, see the reasons under step 11:

```
WAKEUP MESSAGE: XXXX
```

- The display shows the default wakeup message number. If you want to use the default message, go to [Step 7](#).
- If you want to use a different wakeup message, enter the wakeup message number.

 **NOTE:**

You cannot specify a different wakeup message when setting up a wakeup call from a backup telephone. You can use only the default wakeup message.

- Press the # button to confirm the wakeup request.

- The following displays:

```
CONFIRMED. 2nd WAKEUP: Time: --:--
```

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

8. Enter the second wakeup time in the 4-digit hh:mm format (hour:minute).
 - If you entered a time between 13:00 and 00:59, the following displays if the request is accepted; if denied, see the reasons under step 11:

```
WAKEUP MESSAGE: XXXX
```

Go on to [Step 10](#).

- If you entered a time between 01:00 and 12:59, the following displays:

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

9. Press the 2 button for an a.m. wakeup call, or press the 7 button for a p.m. wakeup call.

- The following displays:

```
WAKEUP MESSAGE: XXXX
```

10. The display shows the default wakeup message number. If you want to use the default message, go to [Step 11](#).

If you want to use a different wakeup message, enter the wakeup message number.

⇒ NOTE:

You cannot specify a different wakeup message when setting up a wakeup call from a backup telephone. You can use only the default wakeup message.

11. Press the # button to confirm the wakeup request.

- One of the following displays:

```
WAKEUP REQUEST CONFIRMED
```

This indicates that the wakeup procedure was successful.

```
WAKEUP ENTRY DENIED - TOO SOON
```

This indicates that the time entered is within 2 1/2 minutes of the current time.

```
WAKEUP ENTRY DENIED - INTERVAL FULL
```

This indicates that the maximum number of messages for this 15-minute interval has been reached.

```
WAKEUP ENTRY DENIED - SYSTEM FULL
```

This indicates that the maximum number of wakeup calls has been reached for the server.

- The console returns to the normal operating mode.

Daily Wakeup

Daily Wakeup allows a guest to request a wakeup time that will be delivered the same time every day until canceled or changed.

To add a daily wakeup call, perform the following:

1. Press the AUTO-WAKEUP button.

- The following displays:

```
AUTO WAKEUP - Ext
```

2. If you are already on an active call with the guest requiring the wakeup call, the extension number displays automatically. Press the # button to select the displayed extension for wakeup.

If you are not connected to the room requiring wakeup, enter the room number, followed by the # button. (If you make a mistake, press the AUTO WAKEUP button again and start over.)

- The following displays:

```
AUTO WAKEUP - Ext: <ext> Time: --:--
```

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

3. Enter the wakeup time in the 4-digit hh:mm format (hour:minute).

- If you entered a time between 13:00 and 00:59, the following displays:

```
DAILY:N
```

Go on to [Step 5](#).

- If you entered a time between 01:00 and 12:59, the following displays:

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

4. Press the 2 button for an a.m. wakeup call, or press the 7 button for a p.m. wakeup call.

- The following displays:

DAILY:N

5. Enter 9 (yes) or 6 (no).

- The display shows a Y/N rather than a numeric entry. The following displays:

DAILY:Y

6. Press the # button to receive the next prompt.

- The following displays:

WAKEUP MESSAGE: XXXX

7. The display shows the default wakeup message number. If you want to use the default message, go to [Step 9](#).

If you want to use a different wakeup message, enter the wakeup message number.

- The following displays:

WAKEUP MESSAGE: 53201

8. Enter the extension of the announcement to be played for the wakeup call.
9. Press the # button to confirm the wakeup request.

- One of the following displays:

WAKEUP REQUEST CONFIRMED

This indicates that the wakeup procedure was successful.

WAKEUP ENTRY DENIED - TOO SOON

This indicates that the time entered is within 2 1/2 minutes of the current time.

WAKEUP ENTRY DENIED - INTERVAL FULL

This indicates that the maximum number of messages for this 15-minute interval has been reached.

WAKEUP ENTRY DENIED - SYSTEM FULL

This indicates that the maximum number of wakeup calls has been reached for the server.

- The console returns to the normal operating mode.

VIP Wakeup

VIP Wakeup provides the option of placing a personal call to awaken a special guest, rather than awakening guests with an announcement.

To add a VIP wakeup call, perform the following:

1. Press the AUTO WAKEUP button.
 - The Auto Wakeup lamp goes on.
 - The following displays:

```
AUTO WAKEUP - Ext :
```

2. If you are already on an active call with the guest requiring the wakeup call, the extension number displays automatically. Press the # button to select the displayed extension for wakeup.

If you are not connected to the room requiring wakeup, enter the room number, followed by the # button. (If you make a mistake, press the AUTO WAKEUP button again and start over.)

- The following displays:

```
AUTO WAKEUP - Ext: <ext> Time: --:--
```

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

3. Enter the wakeup time in the 4-digit hh:mm format (hour:minute).
 - If you entered a time between 13:00 and 00:59, the following displays:

```
VIP:N
```

Go on to [Step 5](#).

- If you entered a time between 01:00 and 12:59, the following displays:

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

4. Press the 2 button for an a.m. wakeup call, or press the 7 button for a p.m. wakeup call.

- The following displays:

```
VIP:N
```

5. Enter 9 (yes) or 6 (no).

- The display shows a Y/N rather than a numeric entry. The following displays:

```
VIP:Y
```

6. Press the # button to receive the next prompt.

- The following displays:

```
WAKEUP MESSAGE: XXXX
```

- The display shows the default wakeup message number. If you want to use the default message, go to [Step 9](#).

If you want to use a different wakeup message, enter the wakeup message number.

- The following displays:

```
WAKEUP MESSAGE: 53201
```

- Enter the extension of the announcement to be played for the wakeup call. For a VIP request, the announcement must be a repeating announcement.
- Press the # button to confirm the wakeup request.

- One of the following displays:

```
WAKEUP REQUEST CONFIRMED
```

This indicates that the wakeup procedure was successful.

```
WAKEUP ENTRY DENIED - TOO SOON
```

This indicates that the time entered is within 2 1/2 minutes of the current time.

```
WAKEUP ENTRY DENIED - INTERVAL FULL
```

This indicates that the maximum number of messages for this 15-minute interval has been reached.

```
WAKEUP ENTRY DENIED - SYSTEM FULL
```

This indicates that the maximum number of wakeup calls has been reached for the server.

- The console returns to the normal operating mode.
- At the appointed time, the VIP reminder call rings at the attendant.

- The following displays:

```
VIP WAKEUP: Mike Jones                x8113
```

- Answer the VIP wakeup notification call.
- Press the flashing VIP-Wakeup lamp to place a priority call to guest Mike Jones.
 - The VIP-Wakeup lamp goes out and the VIP-Retry lamp begins to flash.
 - When the guest answers, the VIP-Retry lamp goes out. The attendant can add a personal touch wishing the guest “Good morning, Mr. Jones.”
- If the guest does not answer, press the VIP RETRY button to set up a standard wakeup request. The standard wakeup will retry 5 minutes later.

Canceling Wakeup Calls

Once a wakeup call has been delivered successfully, the request is canceled automatically. However, you can cancel a wakeup call manually before it is delivered by doing the following:

NOTE:

With Dual Wakeups, you can delete only one wakeup call at a time. You must do this procedure twice to delete both wakeup calls.

1. Press the AUTO WAKEUP button.
 - The Auto Wakeup lamp goes on.
 - The following displays:

```
AUTO WAKEUP - Ext :
```

2. If you are already on an active call with the guest requiring the cancellation, the extension number is displayed automatically. Press the # button to select the displayed extension.

If you are not connected to the room requiring wakeup, enter the room number, followed by the # button. (If you make a mistake, press the AUTO WAKEUP button again and start over.)

- The following displays:

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

3. To cancel the displayed wakeup call, press the DELETE button. To skip that wakeup call, go to [Step 4](#).

- The following displays:

```
WAKEUP REQUEST CANCELED
```

- If the Dual Wakeup feature is enabled, you must repeat this procedure starting with [Step 1](#). Otherwise, the console returns to the normal operating mode.

4. Press the # button twice to skip the first wakeup call.

- The following displays:

```
CONFIRMED. 2nd WAKEUP: Time: <hh:mm>
```

5. To cancel the displayed wakeup call, press the DELETE button.

- The following displays:

```
WAKEUP REQUEST CANCELED
```

- The console returns to the normal operating mode.

Failed Wakeup Notification

A wakeup call rings 6 times at a guest's telephone. If the wakeup call is not answered after 3 attempts (the attempts are spaced 5 minutes apart), the attendant is notified immediately and a record of the failed attempt is printed on the journal printer. A special extension number with an Automatic Message Waiting (AMW) lamp is assigned solely for the purpose of receiving and storing messages about failed wakeup calls. An appearance of this extension is administered on both the attendant console and on the backup telephones. The button is labeled FAILED WAKEUP.

When a failed wakeup occurs, the Failed Wakeup lamp goes on, and you should perform the following:

1. Press the FAILED WAKEUP button.

- The following displays:

```
MESSAGES FOR EXT XXXX
```

2. Press the NEXT button to display the failed wakeups.

- The following displays:

```
EXT <ext> <name><date><time> <#fail> CALL
```

3. After following your local procedures to handle failed wakeup calls, delete the message by pressing the DELETE button.

- The following displays:

```
DELETED
```

4. Search for other failed call messages by pressing the NEXT button.
5. When all messages have been read and deleted, press the NORMAL MODE button.
 - The Failed Wakeup lamp goes off.
 - The display goes blank.
 - The console returns to the normal operating mode.

Controlled Restrictions

The Controlled Restrictions feature allows you to activate different types of calling restrictions on guest room telephones. The restriction types include the following:

- Outward — The guest cannot place calls to the public network.
- Station-to-Station — Guests cannot place or receive calls between guest rooms or administrative staff telephones.

- Termination — The guest cannot receive any calls.
- Total — The guest cannot place or receive any calls.
- Toll — The guest cannot place toll calls, but can place free local calls.

The ways to activate controlled restrictions are as follows:

- When you check in a guest, all controlled restrictions are removed from the room telephone. When the guest checks out, Outward Restriction is enabled for the room telephone.
- When you or a guest sets up a Do Not Disturb request, Termination Restriction is enabled for the room telephone.
- Using a feature access code from the attendant console or from a telephone with console permissions, you can enable any of the controlled restrictions for a guest room telephone.
- Using a feature access code from the attendant console or from a telephone with console permissions, you can enable any of the controlled restrictions for the telephones in a group of guest rooms. This grouping is based on the administered Class of Restriction (COR).
- Using the PMS, you can enable any of the individual controlled restrictions plus some predefined combinations. These combinations include the following:
 - Outward and station-to-station/toll
 - Outward and termination
 - Station-to-station/toll and termination

 **NOTE:**

Since current PMS products do not recognize automatically the new Toll Restriction feature, PMS terminal users must be instructed that Toll Restriction may be substituted for either Outward or Station-to-Station Restriction.

When a guest tries to make a call from a station that is restricted, the call is routed to one of the following:

- the attendant
- a recorded announcement
- a Call Coverage path
- another extension (for example, one of the backup telephones)
- intercept tone

User Operation

The user operation for enabling controlled restrictions using the PMS is given in the PMS documentation provided with the PMS terminals. Since current PMS products do not automatically recognize the new Toll Restriction feature, PMS terminal users must be instructed that Toll Restriction may be substituted for either Outward or Station-to-Station Restriction. Check with our administrator for a list of active restriction types.

Activate Controlled Restriction for One Person

To activate a controlled restriction for one room using the attendant console or a telephone with console permissions, perform the following:

1. Press the START button or an idle call appearance button.
 - You hear dial tone.
 - The call appearance lamp goes on.
 - The Position Available lamp goes off.
2. Enter the User-Controlled Restriction activation feature access code _____ followed by one of these four digits:
 - Press the 1 button for Outward/Toll Restriction.
 - Press the 2 button for Total Restriction.
 - Press the 3 button for Termination Restriction.
 - Press the 4 button for Station-to-Station/Toll Restriction.
3. After hearing the second dial tone, enter the room number.
 - A confirmation tone indicates that the restriction was activated. An intercept tone indicates that the room number already has a restriction assigned, or you dialed an improper digit. If the request fails, press RELEASE or CANCEL and start over.
 - The call appearance lamp goes off.
 - The display goes blank.
 - The Position Available lamp goes on.
 - The console returns to the normal operating mode.

Cancel Controlled Restriction for One Person

To deactivate a controlled restriction for one room, perform the following:

1. Press the START button or an idle call appearance button.
 - You hear dial tone.

- The call appearance lamp goes on.
 - The Position Available lamp goes off.
2. Enter the User-Controlled Restriction deactivation feature access code _____ followed by the digit that represents the current restriction:
 - Press the 1 button for Outward/Toll Restriction.
 - Press the 2 button for Total Restriction.
 - Press the 3 button for Termination Restriction.
 - Press the 4 button for Station-to-Station/Toll Restriction.
 3. After hearing the second dial toned, enter the room number. You hear one of the following:
 - Confirmation tone if the restriction code was accepted.
 - Intercept tone if you entered an improper restriction code number. Press the CANCEL button and start over again.
 4. Press the RELEASE button.
 - The call appearance lamp goes off.
 - The display goes blank.
 - The Position Available lamp goes on.
 - The console returns to the normal operating mode.

Activate Controlled Restriction for a Group of Rooms

To activate a controlled restriction for a group of rooms, perform the following:

CAUTION:

If you use this feature, be sure that you understand which rooms are in a particular COR. Since this feature is controlled by the COR, all telephones in the same COR will have the selected restriction applied. This could lead to guest service problems if not applied correctly.

1. Press the START button or an idle call appearance button.
 - You hear dial tone.
 - The call appearance lamp goes on.
 - The Position Available lamp goes off.
2. Enter the Group Controlled Restriction activation dial access code _____ followed by one of these 4 digits:
 - Press the 1 button for Outward/Toll Restriction.

- Press the 2 button for Total Restriction.
 - Press the 3 button for Termination Restriction.
 - Press the 4 button for Station-to-Station/Toll Restriction.
1. After hearing the second dial tone, enter the 2-digit COR number of the group.
 - A confirmation tone indicates that the restriction was activated. An intercept tone indicates that the group of rooms already have a restriction assigned, or you entered an improper digit.
 - The call appearance lamp goes off.
 - The display goes blank.
 - The Position Available lamp goes on.
 - The console returns to the normal operating mode.

Cancel Controlled Restriction for a Group of Rooms

To deactivate a controlled restriction for a group of rooms, perform the following:

1. Press the START button or an idle call appearance button.
 - You hear dial tone.
 - The call appearance lamp goes on.
 - The Position Available lamp goes off.
2. Enter the Group Controlled Restriction deactivation feature access code _____ followed by the digit that represents the current restriction:
 - Press the 1 button for Outward/Toll Restriction.
 - Press the 2 button for Total Restriction.
 - Press the 3 button for Termination Restriction.
 - Press the 4 button for Station-to-Station/Toll Restriction.
3. After hearing the second dial tone, enter the 2-digit COR number of the group. You hear one of the following:
 - Confirmation tone if the restriction code was accepted.
 - Intercept tone if you entered an improper restriction code number. Press the CANCEL button and start over again.
4. Press the RELEASE button.
 - The call appearance lamp goes off.
 - The display goes blank.

- The Position Available lamp goes on.
- The console returns to the normal operating mode.

Do Not Disturb

The Do Not Disturb feature permits hotel guests to request that calls directed to the room be blocked for a predetermined period of time. This can be done from the attendant console, a backup telephone, or by guests themselves. If the server has a Speech Synthesizer circuit pack, guests can apply their own Do Not Disturb requests.

This feature may be applied to individual rooms or to groups of rooms having the same class of restriction (COR). You also can have a DND ME button on any multiappearance telephone that prevents calls from terminating at that telephone.

When the room with Do Not Disturb receives an automatic wake-up call, the Do Not Disturb feature is turned off. If the room with Do Not Disturb receives a priority call, the call will ring at the guest's room. Most calls coming to this station (from another room, or outside calls, or from the attendant), receive intercept treatment (the call is routed to the attendant, a recorded announcement, voice messaging, or intercept tone).

The server creates an audit trail report of all telephones that are in the Do Not Disturb mode. Refer to [“Reports” on page 59](#).

User Operation

The user operation for applying Do Not Disturb requests using the PMS is given in the PMS documentation.

If your server has a PMS that supports Do Not Disturb, use this feature from the PMS, not the attendant console. The only exception to this is when the link to the PMS is not operational.

Activate Do Not Disturb for One Room

NOTE:

Do Not Disturb cannot be activated using the PC console.

To add or change a Do Not Disturb request, perform the following:

1. Press the DND EXT button.
 - The DND Ext lamp goes on.

- The following displays:

```
DO NOT DIST- Ext :
```

2. If you are already on an active call with the guest requiring Do Not Disturb, the extension number displays automatically. Press the # button to select the displayed number for Do Not Disturb.

If you are not connected to the room requiring Do Not Disturb, enter the room number, then the # button. (If you make a mistake, press the DND EXT button again and start over.)

- The following displays:

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

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

3. Enter the time when the Do Not Disturb period is to end (the cancellation time) in the 4-digit hh:mm format (hour:minute).

- If you entered a time between 13:00 and 00:59, the following displays:

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

Go to [Step 5](#).

- If you entered a time between 01:00 and 12:59, the following displays:

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

4. Press the 2 button for a.m., or press the 7 button for p.m.
 - The display now shows an AM or PM designator.
5. Press the # button to confirm the Do Not Disturb request.

- One of the following displays:

```
THANK YOU - DO NOT DIST ENTRY CONFIRMED
```

This indicates that the Do Not Disturb procedure was successful.

```
DO NOT DISTURB DENIED - TOO SOON
```

This indicates that the time entered is within 2 1/2 minutes of the current time.

```
DO NOT DISTURB DENIED - SYSTEM FULL
```

This indicates that the maximum number of Do Not Disturb requests has been reached for the server.

- The console returns to the normal operating mode.

Cancel Do Not Disturb

Once a Do Not Disturb period has timed out, the request is canceled automatically. However, before the request times out, you can manually cancel the request using the following procedure:

1. Press the DND EXT button.
 - The DND Ext lamp goes on.
 - The following displays:

```
DO NOT DIST- Ext :
```

2. If you are already on an active call with the guest requesting cancellation of Do Not Disturb, the extension number displays automatically. Press the # button to select the displayed number for Do Not Disturb.

If you are not connected to the room requesting cancellation of Do Not Disturb, enter the room number, then press the # button. (If you make a mistake, press the DND EXT button again and start over.)

- The following displays:

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

3. Press the DELETE button.

- The following displays:

```
THANK YOU - DO NOT DIST REQUEST CANCELED
```

- The console returns to the normal operating mode.

Activate Do Not Disturb for a Group of Rooms

A typical application of this procedure is applying Do Not Disturb to a group of conference rooms where meetings are in session during the day, and the attendees do not want to be disturbed with telephone calls.

CAUTION:

If you use this feature, be sure that you understand which rooms are in a particular COR. Since this feature is controlled by the COR, all telephones in the same COR will have Do Not Disturb applied. This could lead to guest service problems if not applied correctly. Another way to restrict groups of telephones is by using the Controlled Restrictions feature (refer to page [33](#)).

To add or change a Do Not Disturb request, perform the following:

1. Press the DND GROUP button.
 - The DND Group lamp goes on.

- The following displays:

```
DO NOT DIST - Group:
```

2. Using the dial keypad, enter the group's 2-digit Class of Restriction (COR) and press the # button.

- The following displays:

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

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

3. Enter the time when the Do Not Disturb period is to end (the cancellation time) in the 4-digit hh:mm format (hour:minute).

- If you entered a time between 13:00 and 00:59, the following displays:

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

Go to [Step 5](#).

- If you entered a time between 01:00 and 12:59, the following displays:

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

4. Press the 2 button for a.m., or press the 7 button for p.m.

- The display now shows an AM or PM designator.

5. Press the # button to confirm the Do Not Disturb request.

- One of the following displays:

```
THANK YOU - DO NOT DIST ENTRY CONFIRMED
```

This indicates that the Do Not Disturb procedure was successful.

```
DO NOT DISTURB DENIED - TOO SOON
```

This indicates that the time entered is within 2 1/2 minutes of the current time.

```
DO NOT DISTURB DENIED - SYSTEM FULL
```

This indicates that the maximum number of Do Not Disturb requests has been reached for the server.

- The console returns to the normal operating mode.

Cancel Do Not Disturb

Once a Do Not Disturb period has timed out, the request is canceled automatically. However, before the request times out, you can manually cancel the request using the following procedure:

1. Press the DND GROUP button.
 - The DND Group lamp goes on.
 - The following displays:

```
DO NOT DIST - Group:
```

2. Using the dial keypad, enter the group's 2-digit Class of Restriction (COR) and press the # button.
 - The following displays:

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

3. Press the DELETE button.
 - The following displays:

```
THANK YOU - DO NOT DIST REQUEST CANCELED
```

- The console returns to the normal operating mode.

Message Waiting Notification

You can notify a guest that a message is waiting by turning on the message waiting lamp on the guest's telephone. The guest retrieves the message by calling the front desk or by calling the voice mail server.

NOTE:

If your server has a voice mail system, it is recommended that you leave all guest messages in their voice mailbox. This takes the responsibility away from the front desk personnel and allows guests to access their messages with one telephone call.

To turn on a guest's message waiting lamp, perform the following:

1. Press the MW ACT button.
 - The MW Act lamp goes on.
 - The following displays:

```
MESSAGE NOTIFICATION ON- Ext:
```

2. Enter the room number and press the # button.

- The following displays:

```
MESSAGE LAMP ON
```

- The console returns to the normal operating mode.

To turn off a guest's message waiting lamp, perform the following:

1. Press the MW DEAC button.

- The MW Deac lamp goes on.
- The following displays:

```
MESSAGE NOTIFICATION OFF - Ext :
```

2. Enter the room number and press the # button.

- The following displays:

```
MESSAGE LAMP OFF
```

- The console returns to the normal operating mode.

PMS Alarms

You may have a PMS ALARM button assigned to your attendant consoles and backup telephones. If the link between the server and the PMS goes down, this button lamp will light until the link is restored. If this lamp remains lit for more than a few seconds, it is recommended that you call your PMS vendor and the Lucent Technologies support line (refer to [“Product Support” on page 4](#)).

Call Accounting Alarms

You may have a CAS ALARM button assigned to your attendant consoles and backup telephones. If the link between the server and the call accounting system goes down, this button lamp will light until the link is restored. If this lamp remains lit for more than a few seconds, it is recommended that you call your call accounting vendor and the Lucent Technologies support line (refer to [“Product Support” on page 4](#)).

Maid Status, Housekeeping Status, and Room Occupancy

The Maid Status/Housekeeping Status feature records the status for up to six housekeeping codes. These status codes are usually entered by the housekeeping staff from the guest room or from a designated telephone, but they can also be updated by the front office personnel using the attendant console or a backup

telephone. Six status codes can be used from guest rooms, and four status codes can be used from telephones that are designated as guest rooms using the client room COS.

You must decide on a definition for each status code. For example, the definition for status code 1 could be “room being cleaned” and it might have a feature access code of *31. Status code 2 could be “ready for inspection” and have a feature access code of *32. If the room status is being reported from the designated telephone and not from the guest room, the feature access code for status code 1 might be #31 and status code 2 might be #32. When a housekeeping staff member updates the status, you can also record who updated the status by assigning identification codes for your personnel. After they update the current status, they can input their identification code. This is an administrable option.

On a server that has a PMS, this information is passed from the server to the PMS. Front desk personnel can then view this information on the PMS terminal. If there is no PMS, room status is viewed by pressing the MAID STATUS button on the attendant console or backup telephone. You can also view this information through administration using the **list pms-down** command. If there is a log printer, this information is printed when the housekeeping staff updates the status.

User Operation

The user operation for updating and viewing housekeeping status using the PMS is given in the PMS documentation.

You can check the current status of all rooms based on the housekeeping status codes defined for your server (refer to [“Status Codes” on page 57](#) for more information about status codes).

NOTE:

If your server has a PMS that supports Housekeeping Status, use this feature from the PMS, not the console. The only exception to this is if the link to the PMS is not operational.

To check the current room status, perform the following:

1. Press the MAID STATUS button.
 - The Maid Status lamp goes on.
 - The following displays:

Enter Desired Room State (1-6)

2. Press a number between 1 and 6 (refer to page [56](#) for the status code definitions).

- The following displays:

<requested room status>

3. Press one of the DXS hundreds select buttons.
 - The LEDs in the upper part of the selector console light for all rooms that match the requested status.
4. You can enter different status codes to see the rooms that are in the different housekeeping states.
5. Press the NORMAL MODE button when finished.
 - The console returns to the normal operating mode.
6. If you are not sure which rooms are available, press the OCCUPD ROOMS button.
 - The lamps associated with the rooms already occupied will display on the DXS selector console. Determine an unoccupied room from this information.

Recorded Announcements

The Recorded Announcements feature allows you to create several different recorded announcements for wakeup calls and Call Vectoring procedures. For example, you may want to have different messages for different times of day. For early morning wakeup calls, you can advertise breakfast at your coffee shop. For afternoon wakeup calls, you can advertise dinner at your restaurant. These announcements are recorded using the Announcement circuit pack and are assigned manually to wakeup calls when the wakeup calls are scheduled using the attendant console or a backup telephone.

There are many other ways you can use recorded announcements. For example, you can announce special events at the hotel or announce the dinner menu at the restaurant, or you can create a fixed set of recorded announcements that you can change as needed. You can also publish those announcement numbers in your "directory of guest services." Guests can enter the announcement numbers from their rooms to hear the recorded information.

Messages provided by the Speech Synthesizer circuit pack are fixed in content and cannot be changed.

User Operation

You can verify the proper operation and content of the wakeup announcements. The operation is different for the Announcements and Speech Synthesizer circuit packs.

For the Announcement circuit pack, perform the following:

1. Lift the telephone handset and enter the Announcement feature access code ____.
2. Enter the extension number of the announcement you need to record.
3. Press the 1 button and record after the tone. Hang up, press the DROP button, or press the switchhook when finished.
4. After waiting 15 seconds, enter the extension number of the announcement you just recorded.
5. Listen to the recording. If you need to re-record the message, repeat steps 1 through 3.
6. If the message is satisfactory, hang up and repeat steps 1 through 3 to record the rest of the messages.

The Announcements circuit pack has the following recording time limit based on the sampling rate used:

- 8 minutes, 32 seconds at 16 KHz
- 4 minutes, 16 seconds at 32 KHz
- 2 minutes, 8 seconds at 64 KHz.

For the Speech Synthesizer circuit pack, perform the following:

1. At a telephone, enter the Verify Wakeup Announcements feature access code ____.
2. Press the 1 or 2 button.
 - Listen to the announcement. There may be a short delay before you hear the announcement.
3. If the wakeup announcement is absent, distorted, inaudible, or defective in any way, contact your system administrator to correct the problem.

Voice Messaging Operations

To assist your guests when they want to retrieve their voice messages, there are a few procedures that you will do regularly. These procedures include the following:

- Connecting guests to the voice messaging system
- Restoring a deleted message
- Retrieving messages for a checked-out guest.

Refer to *INTUITY Lodging Administration and Feature Operations* for more information about these procedures. Instructions describing how the guests retrieve their messages are found in [“Retrieving Messages” on page 13](#).

 **NOTE:**

The operations given in this section apply only to the Lucent INTUITY Lodging voice messaging product. See your product documentation for other voice messaging products.

Administrative Mailbox on INTUITY

In order for you to retrieve messages for guests, an administrative mailbox extension and attendant password must be assigned. This is done through lodging administration on the Lucent INTUITY system. For details, refer to Chapter 3 of *INTUITY Lodging Administration and Feature Operations*.

You must assign a dummy extension to the Administrator Extension field, a 4-digit password to the Attendant Password field, and a 4-digit password to the Administrator Password field.

Connecting Guests to the Voice Messaging System

There are two ways you can connect guests to the Lucent INTUITY voice messaging system:

- You can connect the guests directly to the system, and the guests enter their room number and password, or
- For guests who call in using a rotary-dial telephone, you can enter the guests' room number and password before you transfer them to the voice messaging system. This method is recommended only for callers with rotary-dial telephones. Callers with touch-tone telephones should be connected directly to the system.

 **SECURITY ALERT:**

Attendants receiving requests for connection to the voice messaging system should be trained to be on alert for unauthorized callers who may be trying to “hack” the voice messaging system. Refer to BCS Product Security Handbook for additional information.

To connect guests directly to the Lucent INTUITY voice messaging system to let them enter their own room number and password, perform the following:

1. When guests call to retrieve their messages, ask the guests for their name and room number.

2. Verify that the guest name and room number are valid.
3. Ask the guest to please hold while the call is transferred to the voice messaging system.
4. Press the **START** button at the attendant console or the **TRANSFER** button on a backup telephone.
 - You hear dial tone as a new call appearance is selected.
 - The Split lamp goes on at the attendant console.
5. Enter the message retrieval number.
 - You hear ringback tone.
 - The display shows the number you are calling.
6. Press either the **RELEASE** button from the attendant console or the **TRANSFER** button from a backup telephone.
 - The guests are connected to the voice messaging system and can now enter their room number and password to retrieve their messages.

To connect guests to the voice messaging system who call using a rotary-dial telephone, perform the following:

1. When guests call to retrieve their messages, ask the guests for their name, room number, and their voice messaging password.
2. Verify that the guest name and room number are valid.
3. Ask the guest to please hold while the call is transferred to the voice messaging system.
4. Press the **START** button at the attendant console or the **TRANSFER** button on a backup telephone.
 - You hear dial tone as a new call appearance is selected.
 - The Split lamp goes on at the attendant console.
5. Enter the message retrieval number.
 - You hear ringback tone.
 - The display shows the number you are calling.
6. After the voice messaging system answers, enter the extension number for the guest.
 - A message confirms that this is a “current” guest (registered through the PMS).
7. Enter either the guest’s password or the attendant password.

8. You can now transfer the call to the guests so they can retrieve their messages. Press either the **RELEASE** button from the attendant console or the **TRANSFER** button from a backup telephone.
 - The guests are connected to the voice messaging system and can now retrieve their messages by following the voice messaging prompts.

Restoring a Deleted Voice Message

Deleted voice messages are stored until midnight of the day they were deleted. For example, you can retrieve a message that a guest deleted at 6:00 p.m. up to midnight of that evening. In addition, messages deleted after 11:00 p.m. can be restored until midnight of the following day.

NOTE:

FAX messages are not saved once they are printed or delivered.

Deleted voice messages are stored on a last-in first-out basis. The last message that a guest deleted is the first message restored. Because messages are stored this way and because messages can only be restored one at a time, it is important that you ask the guests how many messages they have deleted since the message they want restored. If the message was the last one deleted, follow the procedure below once. If the desired message was not the last message deleted, ask the guests how many messages have been deleted since that one and perform the procedure that many times. It is much easier to restore 3 messages in a row and let the guests sort through them than it is to restore number 1, find out that it is not the right one, then restore number 1 over again in order to get to number 2.

To restore deleted voice messages, perform the following:

1. When guests call to have a deleted message restored, ask them for their room number, their voice messaging password, and the number of messages they need restored. Suggest to them that you can restore all of their messages and allow them to sort through the messages.
2. Verify that the guest name and room number are valid.
3. Inform the guests that you will notify them when their messages are restored. You can either place the call on hold or call them back.
4. Select an idle call appearance.
 - You hear dial tone.
5. Enter the message retrieval number.
 - You hear ringback tone.
 - The display shows the number you are calling.

6. After the voice messaging system answers, press the 0 button followed by the guest's room extension.
 - A message confirms that this is a "current" guest (registered through the PMS).
7. Enter either the guest's password or the attendant password.
 - If you hear "Last deleted message has been restored," listen for the message "Ready for message retrieval."
 - If you hear the message "This guest has no deleted messages," call the guests and inform them that their messages could not be restored.
8. Repeat this procedure for the number of messages the guests need restored.
9. When finished, call the guests and let them know that their messages have been restored.

Retrieving Messages for Checked-Out Guests

Voice messages for former guests are stored in an "old mailbox" for at least 24 hours after the guests check out or until another guest checks out from the same room, whichever comes first. At midnight, all old mailboxes that are at least 24 hours old are purged from the system and those messages are no longer retrievable.

NOTE:

FAX messages are not saved after a guest checks out.

If former guests call the hotel within the prescribed time period requesting their voice messages, perform the following:

SECURITY ALERT:

Attendants receiving requests for connection to the voice messaging system should be trained to be on alert for unauthorized callers who may be trying to "hack" the voice messaging system. Refer to BCS Product Security Handbook for additional information.

1. When guests call to retrieve their messages, ask them for their room number and their voice messaging password.
2. Verify that the guest name and room number are valid.
3. Ask the guest to please hold while the call is transferred to the voice messaging system.

4. Press the START button at the attendant console or the TRANSFER button on a backup telephone.
 - You hear a dial tone as a new call appearance is selected.
 - The Split lamp goes on at the attendant console.
5. Enter the message retrieval number.
 - You hear a ringback tone.
 - The display shows the number you are calling.
6. After the voice messaging system answers, press the * button followed by the extension number for the guest.
 - A message confirms that this is a “previous” guest.
7. Enter either the guest’s password or the attendant password.
8. At this point, you can transfer the call to the guests so they can retrieve their messages. Press either the RELEASE button from the attendant console or the TRANSFER button from a backup telephone.
 - The guests are connected to the voice messaging system and can now retrieve their messages by following the voice messaging prompts.

Call Accounting Operations

This section gives you the procedures used to perform the following Lucent INTUITY Lodging Call Accounting operations:

- Night Audit
- End-of-Week/End-of-Month Audit
- Printing Key Reports
- Deleting Call Records

Refer to *GuestWorks server INTUITY Lodging Call Accounting User’s Guide* for more information about these and other procedures.

NOTE:

The operations given in this section apply only to the Lucent INTUITY Lodging Call Accounting product. See your product documentation for other call accounting products.

Night Audit Procedures

The following procedures should be done nightly to produce a call accounting report. This report then is used to verify guest room call charges. You should try to do this procedure at the same time every night.

1. If this property is using Promus Corporation equipment, press the 6 button to enter the Utilities subsystem from the call accounting system terminal Main Menu and continue with step 2. Otherwise, continue with step 6.
2. At the Utilities menu, press the 4 button to select the Miscellaneous options.
3. Press the P button to stop call record transfer between the call accounting system and the PMS.
4. Press the Q button to exit from the Miscellaneous options.
5. Press the 8 button to return to the Main Menu.
6. Press the 5 button to enter the Reports subsystem.
7. Press the 4 button to select the Audit report.
8. Press the 1 button to run and print the current summary report.
9. While the report is running, press the C button to add this daily report to the accumulative report. Refer to [“End-of-Week/End-of-Month Audit Procedures” on page 53](#) for more information about this report.
10. From the Main Menu, press the 5 button to enter the Reports subsystem.
11. Press the 7 button to display the second list of Report options.
12. Press the 5 button to select the Chronological (CHRONO) report.
13. Press the 3 button to select the Config option.
14. Press the 2 button to select the Range option.
15. Press the I button to select the Interval option (this is the letter I, not the number 1).
16. Press the 1 button to set the Interval at 1 (1 equals an interval of 24 hours).
17. Press the 7 button to run the Chronological report.
18. If this property is using Promus Corporation equipment, press the 6 button to enter the Utilities subsystem from the Main Menu and continue with step 19. Otherwise, continue with step 22.
19. At the Utilities menu, press the 4 button to select the Miscellaneous options.
20. Press the T button to restart the call record transfer between the call accounting system and the PMS. You may receive a confirmation message (pms.pause 644 mode). If you do, press the Y button.

21. Press the Q button to exit from the Miscellaneous options.
22. Press the 8 button to return to the Main Menu.

End-of-Week/End-of-Month Audit Procedures

Depending on the number of call records generated at your property, you should run an accumulative report, every week or every month (or both, if necessary). This should be done after you have run the nightly audit reports. To run an accumulative report, perform the following:

1. If this property is using Promus Corporation equipment, press the 6 button to enter the Utilities subsystem from the call accounting system terminal Main Menu and continue with step 2. Otherwise, continue with step 6.
2. At the Utilities menu, press the 4 button to select the Miscellaneous options.
3. Press the P button to stop call record transfer between the call accounting system and the PMS.
4. Press the Q buttons to exit from the Miscellaneous options.
5. Press the 8 button to return to the Main Menu.
6. Press the 5 button to enter the Reports subsystem.
7. Press the 4 button to select the Audit report.
8. Press the 2 button to run and print the current accumulative report.
9. While the report is running, press the C button to clear the accumulative report.
10. If this property is using Promus Corporation equipment, press the 6 button to enter the Utilities subsystem from the Main Menu and continue with step 11. Otherwise, continue with step 14.
11. At the Utilities menu, press the 4 button to select the Miscellaneous options.
12. Press the T button to restart the call record transfer between the call accounting system and the PMS. You may receive a confirmation message (pms.pause 644 mode). If you do, press the Y button.
13. Press the Q button to exit from the Miscellaneous options.
14. Press the 8 button to return to the Main Menu.

Printing Key Reports

This section contains procedures to print the following reports:

- Detail Reports
- Cost Reports

Refer to *GuestWorks server INTUITY Lodging Call Accounting User's Guide* for information on the procedures for printing other reports.

Detail Reports

To print Detail reports, perform the following:

1. At the call accounting system terminal Main Menu, press the 5 button to enter the Reports subsystem.
2. At the Reports menu, press the 2 button to select the Detail option.
3. Press the 3 button to select the Config function.
4. Press the 1 button to enter the report setup. Set the following:
 - Post Call = N
 - Live Calls = Y
 - Send to Printer = Y
 - Compact Version = Y
 - Save on Disk = Y
 - All Peg Counts = N
5. Press the 2 button to set the Range for the reports.
6. Press the C button to enter a start date and an end date. Use the MMDDYY format.
7. Enter a start time and an end time. Use the HHMM format for a 24-hour clock.
8. Press the 4 button to select the Division option.
9. At the "Division#" prompt, press ENTER to select all records, press the ENTER button to select guest calls, press the 1 button to select meeting room calls, or press the 3 button to select administration staff calls.
10. Press ENTER to complete the request.
11. Press the 7 button to execute the request. You should now be back at the Main Menu.

Cost Reports

To print Cost reports, perform the following:

1. At the call accounting system terminal Main Menu, press the 5 button to enter the Reports subsystem.
2. At the Reports menu, press the 6 button to select the Cost option.
3. Press the 3 button to select the Configj function.
4. Press the 1 button to enter the report setup. Set the following:
 - Compact Version = Y or N
 - Send to Printer = Y
 - Save on Disk = Y
 - Printer Name = (locally defined)
5. Press the 2 button to set the Range for the reports.
6. Press the c button to enter a start date and an end date. Use the MMDDYY format.
7. Enter a start time and an end time. Use the HHMM format for a 24-hour clock.
8. Press the 3 button to select the Division option.
9. At the "Division#" prompt, press ENTER to select all records, press the 1 button to select guest calls, press the 2 button to select meeting room calls, or press the 3 button to select administration staff calls.
10. Press ENTER to complete the request.
11. Press the 7 button to execute the request. You should now be back at the Main Menu.

Deleting Call Records

To save on space and to reduce confusion over old information, you should delete old call records on a regular basis. This should be done once a week or once a month depending on your call volume.

CAUTION:

Please use extreme caution when deleting call records. This should be done only after you have costed and distributed the current call records for use in billing customers.

1. At the call accounting system terminal Main Menu, press the 4 button to enter the Maintenance subsystem.

2. At the Maintenance menu, press the 2 button to select the Delete function.
3. Press the 2 button to delete records by Division.
4. Enter a “before date” value. This represents the date up to which all call records will be deleted. Use the MMDDYY format.
5. Enter a “before time” value. This represents the time on the “before date” up to which all call records will be deleted. Use the HHMM format for a 24-hour clock. Lucent recommends that you use the value **2359**.
6. At the “Division#” prompt, press ENTER to delete all records, press the 1 button to delete guest calls, press the 2 button to delete meeting room calls, or press the 3 button to delete administration staff calls.
7. Press ENTER to complete the request.
8. Press the Y button to confirm the save.
9. Press CTRL + E to exit from deleting records.
10. Press the 8 button to return to the Main Menu.

Housekeeping Staff Operations

Housekeepers can update housekeeping status information in two ways:

- Using telephones in guest rooms
- Using designated telephones in other locations such as a laundry room or a house telephone.

If guest room telephones are used, 6 feature access codes can be assigned for the housekeeper to use for transmitting information. If designated telephones are used, 4 feature access codes can be assigned. You can assign any desired meaning to the codes.

NOTE:

The guest room feature access codes can be used *only* from rooms that have a “client-room” class of service. The designated telephone feature access codes can be used from any telephone that has console-permission class of service.

After a feature access code has been entered from a guest room, the housekeeper can be prompted, by a second dial tone, to send more data by using 6 additional digits. These digits can carry information such as a personal identification code.

After a status feature access code has been entered from a designated telephone, the server prompts the housekeeper for a room extension number and, if required, additional digits.

The instructions on [“How to Call In Your Work Status”](#) on page 57 describe how to enter the different housekeeping codes. On [“Housekeeping Status Codes and Meanings”](#) on page 59, fill in your specific housekeeping status feature access codes and meanings, photocopy both pages, and then give them to your housekeeping staff.

Status Codes

Although the housekeeping status codes may be defined to represent any of several different states, here is a suggested way to use the different housekeeping status codes. Note that the suggested meanings of the first four codes are the same whether entered from a designated telephone or from a guest room. The feature access codes shown are only examples.

Feature Access Code		Suggested Meaning
Guest Room	Designated Telephone	
31	21	Needs cleaning
32	22	Being cleaned
33	23	Clean
34	24	Needs plumber
35	N/A	Needs inspection
36	N/A	On hold for repairs

How to Call In Your Work Status

While you are cleaning the guest rooms, you need to let your supervisor know where you are and the condition of the guest rooms. To perform this, use the telephone in the room you are cleaning or a designated telephone assigned by your supervisor (in the laundry room, for example). You do not have to say anything — you enter the numbers that your supervisor will give you. Each of the numbers has a specific meaning. Your message will go to a computer, and your supervisor will get the status later.

To update your work status from a guest room, perform the following:

1. Using the telephone in the guest room, pick up the handset and enter the status feature access code that corresponds with your current status. For example, if you check the room and it needs cleaning, press the 3 button, then press the 1 button.

2. If you hear another dial tone, enter your identification code (a 1- to 6-digit number). Once the code has been accepted, you will hear confirmation tone (a 3-burst tone). Hang up the handset and continue with your work.

⇒ NOTE:

You should wait until you hear a confirmation tone to ensure that the update was accepted by the system. It may take up to 40 seconds to hear the confirmation tone.

3. As you reach different steps in cleaning the room, update the status by repeating steps 1 and 2.

If you were told to use a designated telephone (any telephone other than a guest room telephone) to report your status, perform the following:

1. Using the designated telephone, pick up the handset and enter the status feature access code that corresponds with the room's current status. For example, if you have finished cleaning a room, press the 2 button, then press the 3 button.
2. After you hear a dial tone, enter the room number.
3. If you hear another dial tone, enter in your identification code (a 1- to 6-digit number). Once the code has been accepted, you will hear a confirmation tone (a 3-burst tone). Hang up the handset and continue with your work.

⇒ NOTE:

You should wait until you hear a confirmation tone to ensure that the update was accepted by the system. It may take up to 40 seconds to hear the confirmation tone.

4. Repeat steps 1 through 3 as necessary to report new room status information.

Housekeeping Status Codes and Meanings

The following table contains your specific status feature access codes and their meanings. If any of the codes are not identified, contact your supervisor. Note that you have only 4 status codes when using a designated telephone.

Feature Access Code		Meaning
Guest Room	Designated Telephone	
	N/A	
	N/A	

Reports

This section gives examples of administration reports you can display on the administration terminal or print on the Log Printer or the Journal/Schedule Printer.

Administration Reports

Whether using an SAT or software emulator on a PC, you can view the following reports:

Command	Description
list pms-down	Shows server activity and housekeeping status even when there is no PMS link; this can be used to help diagnose communication errors
list do-not-disturb station	Shows all current Do Not Disturb requests for stations
list do-not-disturb group	Shows all current Do Not Disturb requests for groups
list wakeup incomplete	Shows all failed wakeups over the last 24 hours
list wakeup requests	Shows all current wakeup requests
list wakeup station XXXX	Shows an audit of wakeup call activity for station XXXX
list emergency	Shows a history of emergency calls
list integrated-annc-boards	Displays the integrated announcement circuit pack extension assignments
status station XXXX	Shows the current status of a station XXXX

The following screens show examples of the reports you can view.

```
list pms-down
```

PROPERTY MANAGEMENT SYSTEM ACTIVITY

Extension	Event	Reason	Date/Time
2900	from room, code 1	active - nopms	18/20:10 PM
3100	from sta., code 2	active - nopms	18/21:00 PM
3344	checkout, MWL off	PMS Link Out	18/21:25 PM
3302	room check in	PMS Link Out	18/21:34 PM
3320	PBX chng stn rstr	active - nopms	18/22:00 PM

list do-not-disturb station

DO-NOT-DISTURB STATIONS

Extension	Type	Until
4550	MANUAL	6:00 AM
3256	MANUAL	11:30 AM
4224	MANUAL	2:15 PM
4225	GROUP	3:00 PM
4226	GROUP	3:00 PM
4227	BOTH	3:00 PM

list do-not-disturb group

DO NOT DISTURB GROUP

COR	Until
5	9:30 AM
12	3:15 PM
10	6:00 PM

list wakeup incomplete

WAKEUP INCOMPLETIONS

Extension	Time of Attempts
3315	02:30 PM
3315	02:35 PM
3315	02:40 PM

list wakeup requests

WAKEUP REQUESTS

Extension	Time	Annc	Daily	VIP
3311	04:45 AM	4000	n	y
2247	05:30 AM	4001	n	y
1435	08:00 AM	4001	n	y

list wakeup station 4565

WAKEUP STATION AUDIT

Extension = 4565

Event	Reason	Time	Orig Ext	Attempt	Swap	Extension	Skip Time
request	ok	6:45 AM	4565				
change	ok	7:00 AM	4565				
cancel	ok	7:15 AM	4565				
incompl	noanswer	7:15 AM		1			
answer	ok	7:20 AM		2			
request	ok	8:00 AM		2			

list emergency

EMERGENCY ACCESS CALLS

Extension	Event	Type of Call	Time
3315	attd night service	off-hook alert	04:18 P
3355	call abandoned	off-hook alert	04:19 P
3350	call completed	off-hook alert	04:20 P
7000	call abandoned	feature access code	06:09 P
7400	call completed	feature access code	06:10 P
7001	attd night service	feature access code	11:45 P
7104	crisis alert	feature access code	01:37 a

list integrated-annc-boards

INTEGRATED ANNOUNCEMENTS

Board Location: 01A07

Time Remaining at 32 Kbps: 187

Internal Number	Announcement Extension	Name	Rate	Length in Seconds
1	4800	Greeting	32	5
2	4801	Dinner	32	20
3	4802	Breakfast	32	17
4				
5				
6				
7				
8				

```

status station 1005

                                GENERAL STATUS

                Type: 2500                Service State: in-srv/on-hook
            Extension: 1005                Download Status: not-applicable
                Port: 01B0601            SAC Activated? no
    Call Parked? no                    User Cntrl Restr: outward
    Ring Cut Off Act? No                Group Cntrl Restr: none
    CF Destination Ext:

    Message Waiting:
    Connected Ports:

                                HOSPITALITY STATUS
    AWU Call At:
        User DND: not activated
        Group DND: not activated
    Room Status: occupied
    
```

Any of these reports can be printed, either on an SAT printer or on the system printer. To print on the SAT printer, add the **pr** command after the report command string. For example, if you want a printed copy of the station status report, type **status station XXXX pr** (XXXX is the extension number). The report will be printed on the SAT printer.

To print on the system printer, add the **sched** command after the report command string. For example, if you want a printed copy of the station status report, type **status station XXXX sched** (XXXX is the extension number). The report will be printed on the system printer.

Printer Reports

Printer reports keep track of several hospitality events. This is done to track patterns of service problems and to keep track of room status. From the server's perspective, there are 2 types of printers that may be accessed for hospitality reports: a log printer and a journal/schedule printer. These 2 printer functions can be combined on 1 physical printer, or they can be assigned to 2 different printers. If you have only 1 printer, the status events print out as they occur as part of 1 listing. If you have 2 printers, the log reports print on one printer and the journal (and scheduled) reports print on the other printer.

Log Printer

The log printer has 1 report which is a record of the housekeeping status. This report occurs automatically as the housekeeping staff updates the status of guest rooms. The following is an example of a log printer report:

```

2900    from room, code 1 activity - nopms 18/20:10 PM
3100    from sta., code 2 activity - nopms 18/21:00 PM
3106    from room, code 4 activity - nopms 18/21:45 PM
    
```

Journal Schedule Printer

The journal/schedule printer prints 2 types of reports: journal reports and scheduled reports. A journal report is a running summary of hospitality events such as wakeup call requests, wakeup calls that complete, wakeup calls that fail, Do Not Disturb requests, and emergency access attempts. A scheduled report is a report that is scheduled through administration and usually occurs at the same time every day.

The scheduled reports are assigned at an administration terminal (either the SAT or a PC with TERRANOVA ECS Administration) using the **change system-parameters hospitality** command. On Page 2 of this administration screen, you can administer the time of day when you want the following reports to print:

- Automatic wakeup activity
- Automatic wakeup summary
- Emergency access summary.

The following is an example of a journal printer report:

```

AWU 11/21/96 10:25    401    REQUEST 10:40 BY Att 1
AWU 11/21/96 10:25    402    REQUEST 10:40 BY Att 1
EAT 11/21/96 10:26    7400    attd crisis alert ars alrt call type
EAT 11/21/96 10:26    7401    0 failed - originator abandoned call off-hook
AWU 11/21/96 10:26    401    CHANGE 10:45 BY Att 1
PMS 11/21/96 10:26    368 FROM ROOM: CODE 1 PMS link out of service 0
PMS 11/21/96 10:26    368 FROM ROOM: CODE 2 PMS link out of service 0
PMS 11/21/96 10:26    3540 FROM ROOM: CODE 1 PMS link out of service 0
EAT 11/21/96 10:27    7401 Att 1 successful call off-hook alert
PMS 11/21/96 10:26    401 FROM STATION: CODE 1 PMS link out of service 0
AWU 11/21/96 10:40    402    NO ANSWER 1
AWU 11/21/96 10:44    401    BUSY 1
AWU 11/21/96 10:45    402    NO ANSWER 2
    
```

These codes are used to define the status events:

- AWU — Automatic wakeup events
- EAT — Emergency access to attendant and crisis alert events

- PMS — PMS events
- PMS chng stn rstr — Station restrictions changed by the PMS
- PMS room change — Room status message from PMS
- PMS link out — The PMS link is out of service
- PMS prot vio — The PMS sustained a protocol violation.

The following table summarizes which printer types report which status events.

Printer Type	Status Events
Journal/Schedule	1,2,3,4,5,8,9
Log Only	6,7,10
Combined Journal/Schedule and Log	1,2,3,4,5,6,7,8,9,10

Events:

1. Emergency Alert or Crisis Alert successful call off-hook alert (EAT)
2. Emergency Alert or Crisis Alert Failed originator abandoned call off-hook alert (EAT)
3. Auto WAKEUP Failed (AWU)
4. Auto WAKEUP Request (AWU)
5. Auto WAKEUP Completed (AWU)
6. Room Status Fm Room (PMS)
7. Room Status Fm Station (PMS)
8. Summary Reports (AWU, EAT)
9. Auto WAKEUP Activity Report (AWU)
10. PMS Down (PMS)

Guest Operations Artwork

The following pages contain artwork masters that you can use to create “tent cards” for your guest rooms. These artwork masters contain the following procedures:

- Automatic Wakeup and Do Not Disturb using voice prompts (the Speech Synthesizer circuit pack is required)
- Automatic Wakeup using the Wakeup Activation via Tones and Dual Wakeup features (no additional hardware required)
- Emergency Access to Attendant and emergency service agency calling (for example, 911) [requires the Announcement circuit pack for recorded announcements]

To use these artwork masters, perform the following:

1. Make copies of the masters from this document.
2. Either type or write the telephone numbers and feature access codes into the appropriate blanks.
3. Paste your property logo to the upper right-hand corners, if desired.
4. Make copies as needed.
5. Cut and fold as instructed.

Do Not Disturb

Fold

New Do Not Disturb Request

1. Press the Do Not Disturb button or dial _____.
2. Enter your desired deactivation time using 4 digits. Press #.
3. If prompted, press 2 for AM or 7 for PM.
4. You request is confirmed. Hang up.

Change Do Not Disturb Request

1. Press the Do Not Disturb button or dial _____.
2. Your current Do Not Disturb deactivation time is given.
3. Press 2 to change your request.
4. Enter your desired deactivation time using 4 digits. Press #.
5. If prompted, press 2 for AM or 7 for PM.
6. Your request is confirmed. Hang up.

Cancel Do Not Disturb Request

1. Press the Wakeup button or dial _____.
2. Your current Do Not Disturb deactivation time is given.
3. Press 3 to cancel your request.
4. Your request is confirmed. Hang up.

Automatic Wakeup

New Wakeup Call

1. Press the Wakeup button or dial _____.
2. Enter your desired wakeup time using 4 digits. Press #.
3. If prompted, press 2 for AM or 7 for PM.
4. You request is confirmed. Hang up.

Change Wakeup Call

1. Press the Wakeup button or dial _____.
2. Your current wakeup request is given.
3. Press 2 to change your wakeup request.
4. Enter your new desired wakeup time using 4 digits. Press #.
5. If prompted, press 2 for AM or 7 for PM.
6. Your request is confirmed. Hang up.

Cancel Wakeup Call

1. Press the Wakeup button or dial _____.
2. Your current wakeup request is given.
3. Press 3 to cancel your wakeup request.
4. Your request is confirmed. Hang up.

5. Hang up.
 4. You will hear confirmation tone (3 short tones followed by silence).
 3. Enter your second wakeup time using 24-hour time (for example, 0900 is 9:00 AM and 2230 is 10:30 PM).
 3. Press *.
 2. You will hear recall dial tone (3 short tones followed by dial tone).
 1. Press the Wakeup button or dial _____.
- Second Wakeup Call**

5. Hang up.
 4. You will hear confirmation tone (3 short tones followed by silence).
 3. Enter your first wakeup time using 24-hour time (for example, 0900 is 9:00 AM and 2230 is 10:30 PM).
 2. You will hear recall dial tone (3 short tones followed by dial tone).
 1. Press the Wakeup button or dial _____.
- First Wakeup Call**

Automatic Wakeup - Dual Wakeup

Fold

Automatic Wakeup - Single Wakeup

New Wakeup Call

1. Press the Wakeup button or dial _____.
2. You will hear recall dial tone (3 short tones followed by dial tone).
3. Enter your desired wakeup time using 24-hour time (for example, 0900 is 9:00 AM and 2230 is 10:30 PM).
4. You will hear confirmation tone (3 short tones followed by silence).
5. Hang up.

Change Wakeup Call

Repeat the above procedure; the old request will be overwritten with the new request.

Cancel Wakeup Call

1. Press the Wakeup button or dial _____.
2. You will hear recall dial tone (3 short tones followed by dial tone).
3. Press #.
4. You will hear confirmation tone (3 short tones followed by silence).
5. Hang up.

Emergency Calls

To Front Desk

To access front desk personnel in an emergency, dial _____.

The front desk personnel will receive the call with special priority ringing.

To Local Emergency Service Agency

To access the local emergency service agency, dial _____ followed by _____.

The call will go through to the local emergency service agency and the front desk will be notified automatically of the call to assist emergency personnel.

Fold

Dial by Name

Use this procedure to call another guest by dialing their name instead of their room number.

1. Dial _____.
2. Follow the instructions and select the Dial by Name prompt.
3. Enter the first four characters of the person's last name.
If a match is found, the call goes to that person.
4. If there is more than one match, enter the rest of the last name.
Press #. If a match is found, the call goes to that person.
5. If there is more than one match, enter the first 2 letters in the person's first name. If a match is found, the call goes to that person.
6. If no matches are found, or if there are still multiple matches, press 0 to connect to the front desk.

Hospitality Operations

Guest Operations Artwork

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