Lucent Technologies
Bell Labs Innovations

GuestWorks™ *server*

New Capabilities

555-231-206
Comcode 107860017
Issue 1
September 1996

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Issue 1, September 1996
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Single-Carrier Cabinet (SCC), AC Powered with 25 Hz ring generator

EMC Directive	89/336/EEC
Low Voltage Directive	73/23/EEC

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This document was prepared jointly by the Lucent Technologies Customer Training & Information Products Organization and the BCS Product Documentation Development group, Bell Laboratories, Denver, CO 80234-2703.

Contents

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New Capabilities

About This Book

This document contains the following information about new capabilities available on the GuestWorks™ *server*:

- ASCII Data Over the Server-to-Property Management System (PMS) Link
- Attendant Crisis Alert
- Controlled Toll Restriction (a new option to the Controlled Restrictions feature)
- Server/Intuity™/PMS Link Integration
- GuestWorks on the Compact Single Carrier Cabinet (CSCC)

In addition to these new capabilities offered on GuestWorks, this document provides additional information and corrections to the existing GuestWorks documentation set.

This document is temporary until the information in this document has been incorporated into the existing GuestWorks *server* documentation set. After the updates have been completed, this *New Capabilities* document will be discontinued. The documents that will be updated include the following:

- 555-231-103 — *GuestWor*ks™ s*erver Technician's Handbook*
- 555-231-204 — *GuestWor*ks™ s*erver Feature Descriptions*
- 555-231-735 — *GuestWorks™ server Console Operations*

Conventions

The following conventions are used in this document:

- The terms “attendant console” and “backup voice terminal” are used in this document. The attendant console is the Model 302B console that is usually found at the front desk. The backup voice terminal can be either a Model 8410 or Model 8434 voice terminal with attendant-type feature buttons. Other approved multiappearance voice terminals can be used, but the preferred models are the 8410 and 8434.
- Buttons that you press on the console or backup voice terminal 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 that you enter in the administration fields are shown as follows:

  change system hospitality-parameters
- Field names shown on the administration screens are shown as follows:

  `Extension of PMS`
- 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 procedure is referring to the extension number of the room. The two numbers are not always the same.

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

Feature	Feature Access Code
Group-Controlled Restriction Activation Deactivation	
User-Controlled Restriction Activation Deactivation	

Related Documents

- 555-025-600 — *BCS Products Security Handbook*
- 555-231-601 — *DEFINITY® Enterprise Communications Server (ECS), GuestWorks™ server, and System 75 Property Management System Interface Specifications*
- 555-230-894 — *Installation and Test for Single-Carrier Cabinets*
- 555-231-103 — *GuestWorks™ server Technician's Handbook*
- 555-231-204 — *GuestWorks™ server Feature Descriptions*
- 555-231-205 — *GuestWorks™ server Intuity™ Lodging Call Accounting User's Guide*
- 555-231-735 — *GuestWorks™ server Console Operations*
- 555-231-777 — *GuestWorks™ server 8403 Voice Terminal Quick Reference*
- 555-231-780 — *GuestWorks™ server 8410 Voice Terminal Quick Reference*
- 555-231-783 — *GuestWorks™ server 8434 Voice Terminal Quick Reference*

ASCII Data Over the Server-to-PMS Link

The server communicates with the PMS using a message set that contains guest status information such as the room number and the Call Coverage path. There are two ways that the guest data can be encoded:

- Using a combination of Binary Coded Decimal (BCD) encoding and the ASCII character set
- Using only the ASCII character set.

Through administration, the server can now use this new ASCII message set exclusively instead of the mixed BCD/ASCII message set.

This ASCII message set makes the GuestWorks *server* more flexible. The server still works with existing PMS vendors that use a combination of BCD and ASCII, but now also works with newly-developed PMS products that support ASCII guest data.

For more information about the message set and guest data specifications, see *DEFINITY® Enterprise Communications Server (ECS), GuestWorks™ server, and System 75 Property Management System Interface Specifications*, (555-231-601).

User Operation

There is no special user operation required for this feature.

Administration

change system hospitality-parameters

- On Page 1 of this form, enter **transparent** in the `PMS Protocol Mode` field and **y** in the `ASCII mode`? field.

Required Hardware

There is no special hardware required for this feature.

Required Software

To take advantage of this new feature, the PMS software must be compatible with the ASCII-only guest data message set. Contact your PMS vendor and request that they upgrade their software to comply with the ASCII-only guest data message set as documented in *DEFINITY® Enterprise Communications Server (ECS), GuestWorks™ server, and System 75 Property Management System Interface Specifications* (555-231-601).

Attendant Crisis Alert

The Attendant Crisis Alert feature provides a visual, audible, and printed record when guests or hotel staff place a call to the local emergency service agency. This gives hotel personnel the ability to assist emergency personnel when they arrive at the hotel by identifying where the call came from and when the call was made. This feature uses the Automatic Route Selection (ARS) feature to allow routing of any emergency service access code (such as 911) to the appropriate emergency service agency, while also identifying the call for crisis alerting.

For example, the hotel publishes that in emergencies, guests should dial 911 to reach the local emergency service agency. When the call is placed and successfully routed to the local emergency service agency, the attendant console is notified immediately by a special emergency alerting tone and a special emergency display (the emergency call itself cannot be answered at the attendant console, but the call information is displayed). The attendant can then note the room number and contact the appropriate personnel at the hotel to assist with the emergency.

NOTE:
Each subsequent emergency notification is queued with a 5-second delay to allow the attendant to finish processing the current emergency notification.

The Attendant Crisis Alert feature can be used for any type of emergency such as a medical emergency from a guest room, a fire in the kitchen, or a burglary.

User Operation

Other than the emergency call, which can be placed from any telephone on the server, all user operation occurs at the attendant console.

1. Someone dials the emergency services access code (for example, 911) from a telephone on the server.
   - The call is routed to the local emergency service agency. The call **does not** route to the attendant console.
   - The ***Position Available*** lamp goes off and the Pos Busy lamp goes on. This prevents new incoming calls from interrupting this emergency notification. All new incoming calls are queued and can be answered after the emergency notification is processed.
   - The Crisis Alert lamp flashes.
   - The special emergency alerting tone starts.
   - The following is displayed at the attendant console:

```
a=  <Name>        <Ext No.>     EMERGENCY
```

   - The call information is logged in the server and is printed on the journal/schedule printer (if administered).
2. If you are currently on an active call, you may want to place that call on hold so you can process the emergency notification.
3. Press the Crisis Alert button once.
   - The alerting tone stops.
4. Write down the emergency information displayed on the console. Follow your local procedures for handling emergencies. Even though the console is set to “position busy,” you can place calls to assist with the emergency.
5. Press the Crisis Alert button a second time.
   - The Crisis Alert lamp stops flashing, but remains on.

6. When you are finished handling the emergency, press the Crisis Alert button a third time.
   - The Crisis Alert lamp goes off.
   - The display goes blank.
7. Press the Pos Busy button.
   - The Pos Busy lamp goes off.
   - The ***Position Available*** lamp goes on.
8. You can now process other incoming calls.

Administration

change attendant 1

- On Page 2 of this form, add the **crss-alert** feature button. Using a blank button label, create a Crisis Alert button label and install it on the attendant console. The Crisis Alert button can be added only to the attendant console, not any of the attendant backup voice terminals.

change network ars analysis X (X is the first digit of the dialed digit string)

- On this form, assign a routing pattern and the **alrt** Call Type to the desired emergency service access code. For example, if your emergency service access code is 911, assign the 911 digit string to a routing pattern and assign it the **alrt** Call Type. This takes care of the condition when the guest dials 9 (for local access) and then 911. If a guest only dials 911, you also want the call to route to the emergency service agency. You must assign a dialed string of 11 with a different routing pattern that removes the dialed digits 11 and inserts the dialed digit string 911. The following screens show these two examples administered as part of the ARS Digit Analysis Table.

```
change network ars analysis 9                                Page   1 of   2
                          ARS DIGIT ANALYSIS TABLE
                        Partitioned Group Number:  1      Percent Full:   6

       Dialed     Total Rte Call Nd ANI      Dialed      Total Rte Call Nd ANI
       String     Mn Mx Pat Type Num Rq      String      Mn Mx Pat Type Num Rq
 911               3  3  5   alrt     n                                    n
                                       n                                    n
                                       n                                    n
                                       n                                    n
                                       n                                    n
                                       n                                    n
                                       n                                    n
                                       n                                    n
                                       n                                    n
```

```
change network ars analysis 1                                Page   1 of   2
                          ARS DIGIT ANALYSIS TABLE
                        Partitioned Group Number:  2      Percent Full:   6

       Dialed     Total Rte Call Nd ANI      Dialed      Total Rte Call Nd ANI
       String     Mn Mx Pat Type Num Rq      String      Mn Mx Pat Type Num Rq
 11                2  2  6   alrt     n                                    n
                                       n                                    n
                                       n                                    n
                                       n                                    n
                                       n                                    n
                                       n                                    n
                                       n                                    n
                                       n                                    n
                                       n                                    n
```

change network route-pattern X (X is the routing pattern)

- On this form, assign a routing pattern for the emergency service access code.

  In this first example, Preference 1 of Pattern 5 is used when guests dial 9911 (9 for the ARS access code, and 911 for the emergency service agency).

```
change network route-pattern 5                                  Page   1 of   1
                          Pattern Number: 5

   Grp.  FRL NPA Pfx Hop Toll No. Del Inserted                            IXC
   No.           Mrk Lmt List Digits  Digits
1: 5      7
2:
3:
4:
5:
6:

    BCC VALUE   TSC  CA-TSC     ITC   BCIE  Service/Feature            Numbering
   0 1 2 3 4 W       Request                                          Format
1: y y y y y n   n              rest
2: y y y y y n   n              rest
3: y y y y y n   n              rest
4: y y y y y n   n              rest
5: y y y y y n   n              rest
6: y y y y y n   n              rest
```

In this second example, Preference 1 of Pattern 6 is used when guests dial 911. Pattern 6 deletes the two digits dialed after the ARS access code (11), and inserts the correct digit string (911).

```
change network route-pattern 6                                  Page   1 of   1
                          Pattern Number: 6

   Grp.  FRL NPA Pfx Hop Toll No. Del Inserted                          IXC
   No.           Mrk Lmt List Digits  Digits
1: 6      7                    2     911
2:
3:
4:
5:
6:

    BCC VALUE   TSC  CA-TSC     ITC   BCIE  Service/Feature            Numbering
   0 1 2 3 4 W       Request                                          Format
1: y y y y y n   n              rest
2: y y y y y n   n              rest
3: y y y y y n   n              rest
4: y y y y y n   n              rest
5: y y y y y n   n              rest
6: y y y y y n   n              rest
```

change system hospitality-parameters

- On Page 1 of this form, administer the data module extension for the journal/schedule printer in the `Extension of Journal/Schedule Printer` field.

Required Hardware

There is no special hardware required for this feature.

Controlled Toll Restriction

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 voice terminals.
- 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 local free calls.

The Controlled Toll Restriction feature is a new option with GuestWorks and can be substituted for either Outward Restriction or Station-to-Station Restriction. This substitution was done because most PMS products in use today only recognize four different types of restrictions. Through administration, you can enable Outward/Toll Restriction, Station-to-Station/Toll Restriction, Termination Restriction, and Total Restriction.

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 or Toll 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 voice terminal 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 voice terminal 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/toll and station-to-station/toll
  - Outward/toll and termination
  - Station-to-station/toll and termination

NOTE:
Since current PMS products do not automatically recognize the new Toll Restriction feature, PMS terminal users must be trained 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 voice terminals), or intercept tone. This routing option must be administered (see Page 18).

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 trained that Toll Restriction may be substituted for either Outward or Station-to-Station Restriction.

To activate a controlled restriction for one room using the attendant console or a voice terminal with console permissions, do the following:

1. Press the Start button or an idle call appearance button.
   - You hear a dial tone.
   - The call appearance lamp goes on.
   - The ***Position Available*** lamp goes off.
2. Dial the User-Controlled Restriction activation feature access code _____ followed by one of these four digits:
   - Dial 1 for Outward/Toll Restriction
   - Dial 2 for Total Restriction
   - Dial 3 for Termination Restriction
   - Dial 4 for Station-to-Station/Toll Restriction.
3. After hearing the second dial tone, dial 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.
   - The call appearance lamp goes off.
   - The display goes blank.
   - The ***Position Available*** lamp goes on.
   - The console returns to the normal operating mode.

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

1. Press the Start button or an idle call appearance button.
   - You hear a dial tone.
   - The call appearance lamp goes on.
   - The ***Position Available*** lamp goes off.
2. Dial the User-Controlled Restriction deactivation feature access code _____ followed by the digit that represents the current restriction:
   - Dial 1 for Outward/Toll Restriction
   - Dial 2 for Total Restriction
   - Dial 3 for Termination Restriction
   - Dial 4 for Station-to-Station/Toll Restriction.
3. Dial the room number. You hear one of the following:
   - Confirmation tone if the restriction code was accepted.
   - Intercept tone if you dialed an improper restriction code number. Press Cancel and start over again.
4. Press Release.
   - The call appearance lamp goes off.
   - The display goes blank.
   - The ***Position Available*** lamp goes on.
   - The console returns to the normal operating mode.

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

1. Press the Start button or an idle call appearance button.
   - You hear a dial tone.
   - The call appearance lamp goes on.
   - The ***Position Available*** lamp goes off.
2. Dial the Group Controlled Restriction activation dial access code _____ followed by one of these four digits:
   - Dial 1 for Outward/Toll Restriction
   - Dial 2 for Total Restriction
   - Dial 3 for Termination Restriction
   - Dial 4 for Station-to-Station/Toll Restriction.
3. After hearing the second dial tone, dial 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 dialed 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.

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

1. Press the Start button or an idle call appearance button.
   - You hear a dial tone.
   - The call appearance lamp goes on.
   - The ***Position Available*** lamp goes off.
2. Dial the Group Controlled Restriction deactivation feature access code _____ followed by the digit that represents the current restriction:
   - Dial 1 for Outward/Toll Restriction
   - Dial 2 for Total Restriction
   - Dial 3 for Termination Restriction
   - Dial 4 for Station-to-Station/Toll Restriction.
3. Dial 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 dialed an improper restriction code number. Press Cancel and start over again.
4. Press Release.
   - The call appearance lamp goes off.
   - The display goes blank.
   - The ***Position Available*** lamp goes on.
   - The console returns to the normal operating mode.

Administration

change system guestworks-options

- Use this form to assign Toll Restriction as a substitute for either Outward or Station-to-Station restriction. Enter **nothing**, **outward**, or **station-station** into the `Controlled Toll Restriction replaces` field.

  If you enter **nothing**, you have access to Outward, Total, Termination, and Station-to-Station restrictions. If you enter **outward**, you have access to Toll, Total, Termination, and Station-to-Station restrictions. If you enter **station-station**, you have access to Outward, Total, Termination, and Toll restrictions.

change system feature-parameters

- On Page 3 of this form, add the intercept treatment desired for the Outward/Toll, Termination (Do Not Disturb), and Station-to-Station restricted calls in these fields:

  - `Control Outward/Toll Restriction Intercept Treatment`
  - `Controlled Termination Restriction (Do Not Disturb)`
  - `Controlled Station to Station Restriction`

  Callers that encounter one of these restrictions can be routed to an announcement, the attendant, Call Coverage (for Termination Restriction only), an extension, or to intercept tone. If you select announcement or extension, you must enter the appropriate extension number.

  If restricted calls are routed to a recorded announcement, the specific announcement must be recorded and assigned to the correct extension number.

change system hospitality-parameters

- On Page 1 of this form, enter an assignment in the `Controlled Restrictions Configuration` field. If your server has no PMS or the guest room telephone restrictions are not controlled by the PMS, enter **act-nopms** in this field. If the guest room telephone restrictions are controlled by the PMS, enter **act-pms** in this field. The PMS vendor should be consulted concerning this setting.

change feature access-codes

- Enter feature access codes for the Group-Controlled Restrictions and the User-Controlled Restrictions.

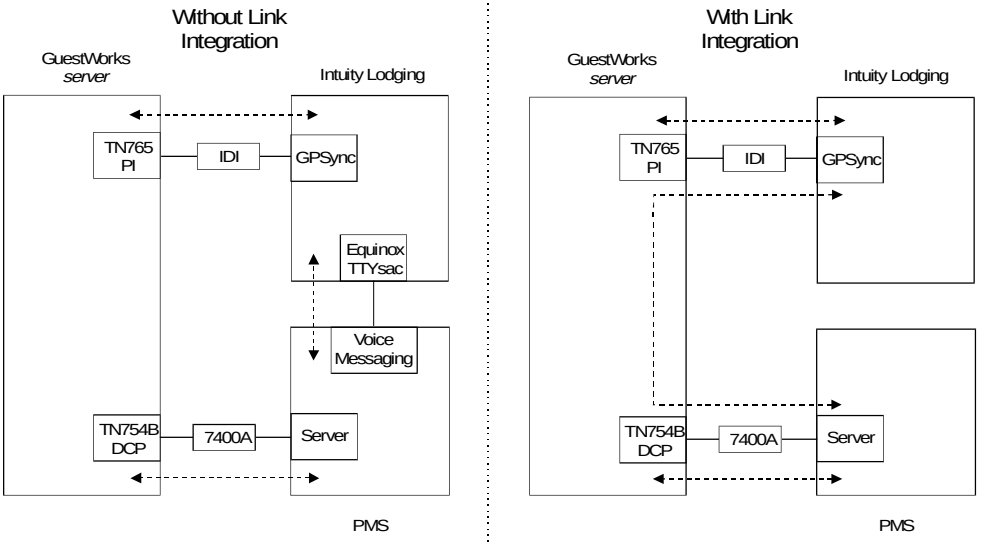
Required Hardware

There is no special hardware required for this feature.

Server/Intuity/PMS Link Integration

In an integrated solution where a hotel has the GuestWorks *server*, the Intuity Lodging voice messaging, and a PMS, data is exchanged between all three components to update guest information, enable voice messaging, add calling restrictions, and so on. Traditionally, three physical links are required to transmit these messages between each component.

With this enhanced link software on the GuestWorks *server* and updated software on the Intuity Lodging system, you can completely remove the link between the Intuity and the PMS. Guest information, such as check-in and check-out data that activates and deactivates guest room voice mailboxes, is sent from the PMS, through the server, and then to the Intuity Lodging system.



There are several advantages using the integrated link through the server:

- The solution is more reliable; with one less physical connection, there is less chance for loss of data because of faulty hardware.
- If the server-to-Intuity link is down but the server-to-PMS link is up, the server maintains a buffer that contains the 100 most-recent PMS transactions, and updates the Intuity as soon as the server-to-Intuity link is back up.
- The solution is less expensive because you use one less port on the PMS and the Intuity in addition to the cables used to make the connection.
- The PMS vendors do not need to write new code to support the message set between the PMS and the Intuity; they can use the existing message set that communicates with the server.

Using this new link, the following messages are supported between the PMS and the Intuity through the server:

- Check-in
- Check-out
- Room Data Image
- Guest Information
- Message Waiting
- Room Change/Swap

If you need any of the other Intuity-to-PMS messages not shown in this list as part of normal operating procedures, you must install the standard Intuity-to-PMS link.

User Operation

There is no special user operation required for this feature.

Administration

change system hospitality-parameters

- On Page 1 of this form, enter **y** in the `Forward PMS Message to Intuity Lodging` field and **transparent** in the `PMS Protocol Mode` field.

change maintenance communication-interface processor-channels

- On Page 4 of this form, administer processor interface channel 59 to the **audix** application with the `Machine-ID` field equal to **1**.

Required Hardware

There is no special hardware required for this feature. However, if you upgrade your existing GuestWorks *server* with this new feature, you must disconnect the voice messaging link between the Intuity and the PMS.

Required Software

To take advantage of this new feature, the PMS software may need to be upgraded to be compatible. Contact your PMS vendor and request that they verify that their software complies with the *DEFINITY® Enterprise Communications Server (ECS), GuestWorks™ server, and System 75 Property Management System Interface Specifications* (555-231-601).

The Intuity software must be Issue 1.1.

GuestWorks on the Compact Single Carrier Cabinet

The GuestWorks *server* is now available on two hardware platforms:

- The single cabinet carrier (SCC) product which supports hotels needing 100 to 500 lines
- The compact single carrier cabinet (CSCC) product which supports hotels needing 50 to 100 lines.

The circuit packs are the same for either platform, and all connections between the platforms and the adjuncts (Intuity and PMS) remain the same. For the customer, this change is transparent and only affects technicians.

NOTE:
The CSCC is also known as the very small (VS) cabinet. When the CSCC is used with GuestWorks, it is also known as the Extended Stay (ES) cabinet.

For technicians that need more information about the CSCC and how it must be installed, see *Installation and Test for Single-Carrier Cabinets* (555-230-894).

Additions and Corrections

This section contains additional information and corrections for the GuestWorks documents that have changed.

Technician's Handbook (555-231-103, Issue 1)

NOTE:
The Technician's Handbook is used only by Lucent Technologies personnel or authorized dealers.

On Page 16, the Intuity Lodging-to-PMS link should not be installed if you are using the new Server/Intuity Link Integration feature (see Page 20 of this *New Capabilities* document for more information).

On Page 55, you must administer an analog circuit equipment location in the `Ext Alert Port (TAAS)` field even if you do not have external ringing equipment connected to the server. This is required to allow the Attendant Backup feature to work properly.

On Pages 66-68, three screens are used to assign the processor interface channels. You must use those screens in this order:

1. **add data-module xxxx** (Page 66)
2. **change maintenance communication-interface processor-channels** (Page 68)
3. **change maintenance communication-interface links** (Page 67)

On Page 72 on the "Assign Service to Called Number" screen, the lodging extension number should read 710 instead of 100.

On Pages 74 and 75, use the command **add group coverage path xx** instead of **change group coverage path xx**.

On Page 84, the following applies to PMS link administration when using Page 2 of the **change system hospitality-parameters** form:

The `Number of Digits From PMS` field should be left blank. The `Digit to Insert/Delete` field may need to be administered. If the room numbers use a combination of 3- and 4-digit or 4- and 5-digit extension numbers, you must enter the leading digit that must be inserted when sent from the PMS to the server and deleted when sent from the server to the PMS. This works as shown in the following example:

- Digit Insertion — If the digits received by the server are 123 and the insertion digit is 7, extension 7123 is checked to see if it is a valid extension. If 7123 is valid, the message is processed for extension 7123; if extension 7123 is not valid, the server assumes that the message is for extension 123 and processes it accordingly. If both 7123 and 123 are valid, the message will only be processed for extension 7123. Numbering conflicts such as this should be avoided when possible.
- Digit Deletion — The server checks the extension before it is sent to the PMS. If the extension contains the maximum number of digits translated for a leading digit and the leading digit matches the administered Insert/Delete digit, the digit is deleted before sending the extension to the PMS. For example, if the Insert/Delete digit is 7 and extensions 712 and

7123 are valid on the server, 712 will be sent as 712; however, 7123 is sent as 123 (this assumes there are no 5-digit extensions starting with 7 exist on the server).

```
change system hospitality-parameters                          Page   2 of   3
                            HOSPITALITY



                  Time of Scheduled Wakeup Activity Report:
                   Time of Scheduled Wakeup Summary Report:
          Time of Scheduled Emergency Access Summary Report:

                                       Announcement Type: mult-integ
                             Default Announcement Extension: 380

        Length of Time to Remain Connected to Announcement: 30
           Extension to Receive Failed Wakeup LWC Messages: 399
            Routing Extension on Unavailable Voice Synthesis:
                    Display Room Information in Call Display? n

                                 Number of Digits from PMS:
                                       PMS Sends Prefix? n
                      Number of Digits in PMS Coverage Path: 3
                                  Digit to Insert/Delete:
```

On Page 114, add these items to your parts list in case you need replacements:

- Processor (TN796B) — 107885709
- Network control (TN777B) — 106577422
- Processor Interface (TN765) — 103557187

Feature Descriptions (555-231-204, Issue 1)

On Page 14, there are several changes concerning the Attendant Backup feature:

- Use the **change attendant x** command to administer your attendant console parameters. On the first screen, make sure that the console is administered as the “principal” console.
- Using the **change system console-parameters** command, you must administer an unused analog circuit equipment location in the `Ext Alert Port (TAAS)` field even if you do not have external ringing equipment connected to the server. This is required to allow the Attendant Backup feature to work properly.

  In addition, the `Night Service Act. Ext.` field is a display only field and cannot be administered.

On Page 64, the Recorded Announcements feature can be used in another application. For example, if you want to announce special events at the hotel or the dinner menu at the restaurant, create a fixed set of recorded announcements that you can change as needed. Publish those announcement numbers in your “directory of guest services.” Guests can dial the announcement numbers from their rooms to hear the recorded information.

The recorded announcements board (TN750C) 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 **list feature integrated-annc-boards** command gives you a list of all active announcement extensions, the length of each message, and the amount of recording time available.

Console Operations (555-231-735, Issue 1)

On Page 8, the definition of ***Alarm Reported*** needs clarification. The ***Alarm Reported*** lamp will go on only if the server is administered to report alarms to a remote maintenance center. If this is not administered, the alarm call cannot be acknowledged, and the ***Alarm Reported*** lamp will never go on (even though the ***Alarm*** lamp is on).

On Page 9, the ***Busy*** lamp definition should read as follows:

- ***Busy*** — This lamp is on when all the trunks in a trunk group are busy. You must select another trunk *group* or try again later.

On Page 14, the first bullet under Step 4 instructs you to continue with Step 4. You should continue with Step 5.

On Page 30, the information about Controlled Restrictions begins. Use the new Controlled Restrictions information starting on Page 12 in this *New Capabilities* document.

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