Console Operations

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About This Book

This book contains procedures for using the GuestWorks™ *server* attendant console features to manage your guest relations. These procedures are done by the attendants, front desk personnel, and housekeeping staff of your hotel. This book includes instructions for the following:

- Basic console procedures — answering and placing calls, accessing outside lines, setting up conference calls and transferring calls

- Hospitality console procedures — setting up guest check-in and check-out, wakeup calls, do not disturb, and checking housekeeping status

- Housekeeping staff procedures — updating room status. These procedures are provided for housekeeping staff and front desk personnel.

All office staff personnel that operate the attendant console or do console operations at a backup voice terminal should be familiar with these procedures. If you need extra copies of this book, contact your dealer or order more copies as described on the inside cover of this book.

Assumptions

It is assumed throughout this book that the hotel staff is familiar with the basic operation of telephones, voice terminals, and attendant consoles. If your staff has access to a multimedia personal computer, there is CD-ROM training available for basic console and voice terminal operations. Guests and housekeeping staff members need only a basic knowledge of telephone operation.

Conventions

The following conventions are used in this book:

- ■ Buttons you press on the console are shown as follows:

  (Release)

  The buttons shown in this book use label designations provided by AT&T. Since the button labels can be customized for each site, some button labeling may have different designations.

  Some button labels on the console, such as $\boxed{\substack{\text{Serial} \\ \text{Call}}}$, span two lines. Because of line spacing in this book, they are shown across one line of text, such as (Serial Call).

- ■ The term "dial keypad" refers to the touch-tone keypad where you dial (enter) telephone numbers and feature access codes.

- ■ When referring to lamps, there are two types of lamps found on the attendant console: the status lamps next to the dial keypad and the lamps associated with feature and trunk buttons. The status lamps next to the dial keypad have fixed meanings. Those lamps are shown as follows:

  Position Available

  Lamps associated with feature and trunk buttons are identified by their button label (such as (Normal Mode)).

■ Messages appearing on the display are shown as follows:

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

When the display examples show a value within "arrows" (< >), this represents a variable that will differ for each example.

■ The terms "attendant console" and "backup voice terminal" are used in this book. 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 AT&T multiappearance voice terminals can be used, but the preferred models are the 8410 and 8434.

■ 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.

■ Times entered for features such as Automatic Wakeup and Do Not Disturb must consist of the hour followed by minutes in a multiple of five minutes; minute entries that do not meet this requirement will be rounded off by the server to the nearest multiple of 5. For example, to enter 7:00 a.m., dial ⓪ ⑦ ⓪ ⓪. For 11:30 a.m., dial ① ① ③ ⓪. For 10:15 p.m., dial ② ② ① ⑤.

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.

■ When you are entering a time for features such as Automatic Wakeup or Do Not Disturb, you can correct errors by using ⊛. The ⊛ button erases all digits already entered.

■ If you press ⌐Delete⌐ at any time while entering an Automatic Wakeup time or a Do Not Disturb time, any active request for the room will be canceled.

■ If you press any button that puts the display or the dial into a different mode (such as the [Normal Mode] button, the [Inspect Mode] button or one of the Do Not Disturb buttons), any request in progress will be aborted. No request is entered, changed, or canceled.

■ You will 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 a guest room or outside number.

— Busy tone — a slow on-off-on-off tone you hear when the person you are calling is busy on their telephone.

— Reorder tone — a fast on-off-on-off tone you hear when calling facilities are not available or 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 you will use from the attendant console or backup voice terminal. Check with your system administrator and write in the feature access codes for reference.

Feature	Feature Access Code
Announcement	

Call Forwarding - All Calls
  Activation
  Deactivation	

Call Forwarding - Busy/Don't Answer
  Activation
  Deactivation	

Feature	Feature Access Code

Group Controlled Restriction
    Activation
    Deactivation	

Trunk Answer Any Station (used from the backup voice terminals)	

User Controlled Restriction
    Activation
    Deactivation	

Related Documents

The following documents are available for the GuestWorks *server*:

- 555-231-204 — GuestWorks *server* Feature Descriptions

- 555-231-205 — GuestWorks *server* Call Accounting System User's Guide

- 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

Basic Console Procedures

The Attendant Console and DXS Selector Console are shown in Figure 1. You will do the majority of your procedures on the attendant console. All the feature buttons, trunk access buttons, and display buttons are on this console. The DXS Selector Console allows you to dial a room number and view the busy, occupied, and maid status for each room.
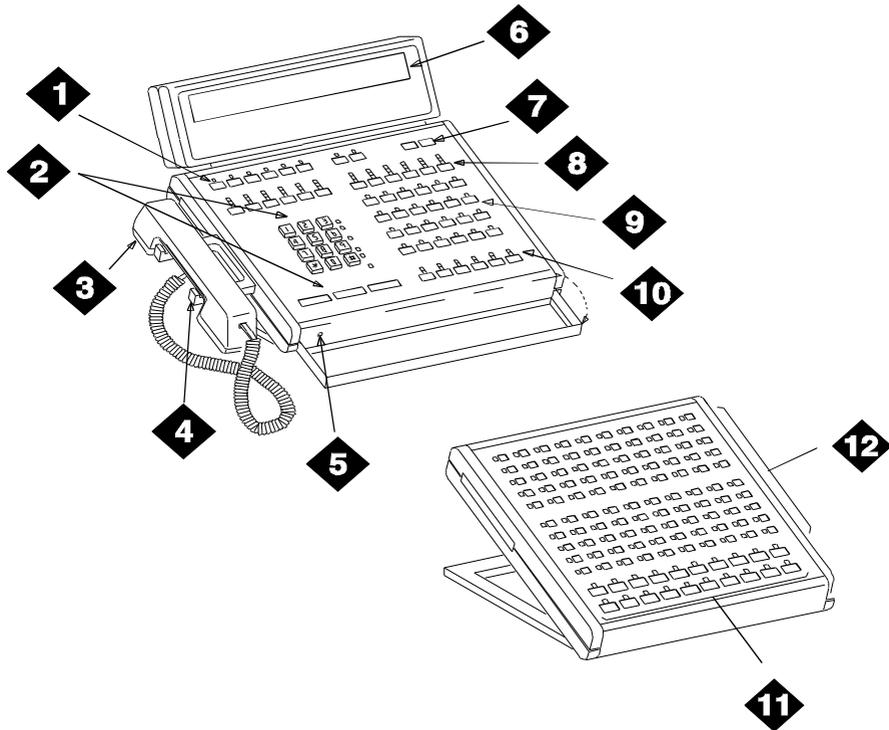

Figure 1. Attendant Console and DXS Selector Console

Console Layout

The console layouts are shown in Figure 1. The following list items correspond with the Figure 1 callouts.

1. Display Buttons — These eight buttons are used to control access to the alphanumeric display.

2. Call Processing Area — This area consists of the dial keypad, some fixed status lamps, and the (Start), (Cancel), and (Release) buttons. You use the (Start) button to get an idle call appearance to place a call, the (Cancel) button to cancel a dialing instruction, and the (Release) button to end a call.

3. Handset — This is a standard handset that can be unplugged from the console and replaced with a headset.

4. Handset Cradle — This is where you place the handset when it is not in use. If you use a headset, the handset cradle can be removed from the console.

5. Lamp Test Switch — This is a switch under the front panel that allows you to test the console lamps. The test starts when you press the switch, and the test stops when you release the switch.

6. Display — This is a single-line, 40-character, alphanumeric display that shows call progress and feature usage information.

7. Ringer Volume — This controls the ringer volume for incoming calls. Incoming emergency calls (page 52) ring at a louder fixed volume that you cannot control.

   ⇒ **NOTE:**
   Always check your ringer volume to make sure it is set at an audible level. If the console should experience a power outage, the volume level is reset to the lowest setting.

8. Trunk Group Select Buttons — These 12 buttons are assigned with trunk access codes that allow access to outside lines.

9. Feature Buttons — These 24 buttons are used to access features such as Do Not Disturb and Automatic Wakeup.

10. Call Appearance Buttons — There are six call appearance buttons; they are labeled ⓐ through ⓕ. Pressing one of these is similar to pressing the (Start) button, but you can specify which appearance you want.

11. DXS Hundreds Group Select Buttons — These buttons on the DXS selector console are assigned the first digit or the first two digits of each group of 100 rooms. For example, if you have rooms numbered from 7000 to 7099, there will be a button labeled (7000).

12. DXS/BLF Buttons — These are known as the direct extension select/busy lamp field (DXS/BLF) buttons. They are used with the hundreds group select buttons to place calls to guest rooms and to determine the status of guest rooms.

Status Lamps

The buttons on the console have status lamps associated with their use. These status lamps come on, go off, or flash as you use the console features. When the lamps come on, the feature is active. When the lamps go off, the feature is inactive. When the lamps flash three times, you have pressed the wrong button or you cannot access the feature at this time.

There are also some status lamps not directly associated with buttons, and they are located next to the dial keypad.

- *Calls Waiting* — This lamp lights when there is one call in the queue.

- *Calls Waiting Warning* — This lamp lights when the attendant calls waiting in queue limit has been reached. When this happens, the backup voice terminals are alerted. The queue limit is an administrable value.

- *Individual Calls Waiting* — This lamp lights when a call is made to the console's individual extension number and the call is in queue to be answered.

- *Alarm* — This lamp lights when the server has detected a failure. Follow local procedures if this lamp is lit.

- *Alarm Reported* — This lamp lights when an alarm has prompted the server to dial up the remote maintenance center and report the alarm.

■ **Position Available** — This lamp lights when the console is available to handle a call.

The trunk group select buttons have three status lamps associated with each button.

■ **Control** — This lamp is on if the trunk group has controlled restrictions administered.

■ **Warning** — This lamp is on when some trunks are busy. Select an alternate trunk group if possible, or use this group if necessary.

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

Administrable Features

Some of the features on the attendant console are *administrable*, which means that you may or may not be able to use the feature, depending on whether the server is administered for that feature. The administrable features include the following:

■ Attendant Lockout — If Attendant Lockout is on, you cannot reenter a conference call.

■ Attendant Auto Start — If Attendant Auto Start is on, you do not have to press the (Start) button or a call appearance button to make a call. See page 28 for an explanation of Auto Start.

■ Attendant Tone — If Attendant Tone is off, you will not hear busy tones, dial tones, or ringback tones for internal calls.

■ Auto Answer — If Auto Answer is on, incoming calls are answered automatically, which means that you do not have to press a call appearance button. This feature can be used only when you are using a headset.

■ Display Languages — The display can show messages in four different languages: U.S. English, French, Italian, and Spanish. This is an administrable option.

Activate the Console

To use the attendant console, you must first activate the console by doing the following:

1. Plug in the handset or the headset on either side of the console.

2. If the (Night) lamp is on, press the (Night) button.

   ■ The (Night) lamp goes off.

   ■ The *Position Available* lamp goes on.

Deactivate the Console

If you do not want anyone using the attendant console after hours, do the following to deactivate the attendant console:

1. Unplug the handset or the headset.

   ■ All lamps on the console go off.

Answer Calls

To answer calls from guest rooms or from callers outside of the hotel, do the following:

1. A call comes in to the console:

   ■ You hear a 1-burst repetitive ring.

   ■ The guest name (if available) and room number are displayed. If this is a call from outside your hotel, incoming trunk information is displayed.

   ■ The *Position Available* lamp goes off.

   ■ A call appearance lamp flashes.

2. Press the call appearance button where the lamp is flashing.

   - The ringing stops.

   - The call appearance lamp stops flashing, but remains on.

   - You are connected to the calling person.

3. To end the call, press the Release button.

   - You are disconnected from the call.

   - The call appearance lamp goes off.

   - The display goes blank.

   - The **Position Available** lamp goes on.

   - The console returns to the normal operating mode.

Make Calls

You can make calls to rooms using the normal dial keypad or using the DXS selector console. To make outside calls, you can use the normal dial keypad or the trunk group select buttons.

To make calls to rooms using the selector console, do the following (use room number 7062 as an example):

1. At the selector console, press the hundreds group select button that is marked 7000. This button controls all rooms that start with 70.

2. Press the 62 button in the DXS/BLF button field.

   - A call appearance lamp goes on.

   - The **Position Available** lamp goes off.

   - You hear a ringback tone.

   - The display shows the dialed number.

3. The called party answers.

   - The ringback tone stops.

4. To end the call, press the (Release) button.

   - You are disconnected from the call.

   - The call appearance lamp goes off.

   - The display goes blank.

   - The *Position Available* lamp goes on.

   - The console returns to the normal operating mode.

   ⟹ **NOTE:**
   Before the call completes, you can press the (Cancel) or (Release) button to end the call attempt. If you press (Cancel), you get another dial tone. If you press (Release), the console returns to the normal operating mode.

To make calls to rooms not using the selector console, 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 room number.

   - You hear a ringback tone.

   - The display shows the dialed number.

3. The called party answers.

   - The ringback tone stops.

4. To end the call, press the (Release) button.

   - You are disconnected from the call.

- The call appearance lamp goes off.

- The display goes blank.

- The **Position Available** lamp goes on.

- The console returns to the normal operating mode.

➡ **NOTE:**
Before the call completes, you can press the (Cancel) or (Release) button to end the call attempt. If you press (Cancel), you get another dial tone. If you press (Release), the console returns to the normal operating mode.

Making a call to an outside number requires an outgoing trunk. You can access an outgoing trunk in two different ways:

- You can make a call to an outside number by dialing a code for the Automatic Route Selection feature or a specific trunk group, *or*

- You can make a call to an outside number by pressing the trunk group select button for the desired trunk.

➡ **NOTE:**
Trunk group select buttons are not available at some locations. If the trunk group select buttons are not administered, dial the trunk access codes using the dial keypad.

To make a call to an outside number, do the following:

1. Do one of the following:

    a. 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.

   b. Press a trunk group select button. Continue with Step 3.

      ■ The call appearance lamp goes on.

      ■ The *Position Available* lamp goes off.

      ■ The trunk group select *Busy* lamp goes on.

2. Dial the trunk access code or dial the Automatic Route Selection feature access code.

3. Listen for the call progress tones. If you hear:

      ■ Dial tone, this is a valid trunk access code. Continue with Step 4.

      ■ Busy or reorder tone, this indicates that there are no outgoing trunks available. Press the (Cancel) button and redial, or press the (Release) button and try again later.

      ■ Intercept tone, this is an invalid code. Press the (Cancel) button and redial, or press the (Release) button and try again later.

4. Dial the outside number, and listen for call progress tones. If you hear:

      ■ Ringback tone and the call is answered, go to Step 4. If the call is not answered, press the (Cancel) button and redial, or press the (Release) button and try again later.

      ■ Busy tone or intercept tone, the call cannot be completed as dialed; press the (Cancel) button and redial, or press the (Release) button and try again later.

5. To end the call, press the (Release) button.

      ■ You are disconnected from the call.

      ■ The call appearance lamp goes off.

      ■ The display goes blank.

      ■ The *Position Available* lamp goes on.

      ■ The console returns to the normal operating mode.

Forced Release

While making calls and answering calls, you can get in a situation where you cannot cancel or release a call. If this happens, use the (Forced Release) button. This will disconnect you from the current call and return the console to normal operating mode. Use this feature only when absolutely necessary.

Hold

You can place callers on hold to answer other calls or to find information for the caller. You can have a call on hold at each of the six call appearances.

To place a call on hold, do the following:

1. While on an active call, press the (Hold) button.

   ■ The **On Hold** lamp at the call appearance button goes on.

   ■ 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 return to a held call, do the following:

1. Press the call appearance button where the call is held.

   ■ The **On Hold** lamp at the call appearance button goes off.

   ■ The call appearance lamp goes on.

   ■ The **Position Available** lamp goes off.

   ■ The person who was on hold is reconnected to the console.

   ■ The person's name (if available) and room number are displayed.

2. To end the call, press the ⟨Release⟩ button.

   ■ You are disconnected from the call.

   ■ The call appearance lamp goes off.

   ■ The display goes blank.

   ■ The **Position Available** lamp goes on.

   ■ The console returns to the normal operating mode.

➡ **NOTE:**
   When the **On Hold** lamp flashes, it indicates that the hold time has expired. When this happens, the console also beeps to indicate that a call needs attention. Press the call appearance button and answer the call.

Split Calls

You can temporarily disconnect from a call, make a call to another person, and then connect the two people together. You must always *split* a call in order to transfer an incoming call to a guest room or to an outside number. Splitting allows you to do the following:

   ■ Either talk with the second person to announce the waiting call, or drop out of the call before the second person answers.

   ■ Connect the two calls together.

   ■ Join the calling and called parties in a 3-way connection from which you can later drop out.

   ■ Return to the split calling person if the called person does not answer or does not want to accept the call.

This feature is automatically activated after you answer an incoming call, if you do any of the following:

   ■ Dial a room number using the DXS Selector Console.

- ■ Press the (Start) button, and then dial a number (for example, a room number, a trunk access code, or the Automatic Route Selection feature access code).

- ■ Press a trunk group select button.

While the calling person is split from the console, the (Split) lamp is on. The split condition is canceled, and the (Split) lamp goes off when you do one of the following:

- ■ Press the (Release) button to connect the split person to the called person and disconnect the console.

- ■ Press the (Split) button to establish a 3-way connection with you, the calling person, and the called person.

- ■ Press the (Cancel) button to cancel the outgoing call attempt, and reconnect to the calling person.

The steps for activating and canceling the split condition are given in the "Transfer" section.

Transfer

⚠ SECURITY ALERT:

Social Engineering — "Social Engineering" is a con game that hackers frequently use. It is sometimes referred to as "Operator Deceit." The success of this con requires gullibility or laxity on the part of the operator or employee, of which the hacker takes full advantage. For example, hackers call an employee, claim to have the wrong extension number, and ask to be transferred back to the operator. To the operator, the call appears to be an internal call. The hacker then asks for an outside line. Often, because operators are not trained about toll fraud, they will connect the hacker to an outside line. Another example of social engineering is when a hacker calls the operator and pretends to be a telephone maintenance repair person. They make statements such as: "This is AT&T testing your lines. Please transfer me to 900 or 9#," or "I need to verify your DID number range." An untrained

*operator may provide the requested transfer or information, giving the hacker
more ammunition with which to crack your system.*

You can transfer calls to a guest room or to an outside number. Some of the
reasons to transfer a call include the following:

- A person on an incoming call (from outside the hotel) wants to be
  connected to a guest at the hotel.

- A guest calling the attendant wants to be connected to a guest in another
  room.

- A guest wants to be connected to a number outside the hotel.

- A person on an incoming call from outside of the hotel wants to be
  connected to another number outside the hotel, on another trunk.

To transfer a call, do the following:

1. Answer the incoming call. Tell the calling person that you are going to
   transfer their call.

2. Press the (Start) button.

   - You hear a dial tone.

   - The (Split) lamp goes on.

3. Dial the number for the person to whom you want to transfer the call.

   - You hear a ringback tone.

   - The display shows the room number you are calling.

4. Use *one* of the following steps, a, b, c, or d, to complete the call.

   a. To transfer the call, press the (Release) button as soon as the call
      starts ringing.

      - The calling person is connected to the ringing phone line.

      - You are disconnected from the call.

      - The (Split) lamp goes off.

- ■ The call appearance lamp goes off.

- ■ The display goes blank.

- ■ The **Position Available** lamp goes on.

- ■ The console returns to the normal operating mode.

b. If you want to announce the call, wait for the called person to answer. If the called person accepts the call, press the (Release) button.

- ■ The calling person is connected to the called person.

- ■ You are disconnected from the call.

- ■ The (Split) lamp goes off.

- ■ The call appearance lamp goes off.

- ■ The display goes blank.

- ■ The **Position Available** lamp goes on.

- ■ The console returns to the normal operating mode.

c. If the called person does not want to talk to the calling person, does not answer, or the number is busy, press the (Cancel) button.

- ■ The outgoing call is canceled.

- ■ The call progress tone stops.

- ■ The console is connected to the original call.

- ■ The (Split) lamp goes off.

Explain to the calling person that the called person is not available. Take a message, or ask the calling person to try again later. Then press the (Release) button.

- ■ You are disconnected from the call.

- ■ The (Split) lamp goes off.

- ■ The call appearance lamp goes off.

- ■ The display goes blank.

- ■ The **Position Available** lamp goes on.

- ■ The console returns to the normal operating mode.

d. To set up a 3-way connection, press the ⌜Split⌝ button before or after the called person answers.

- ■ The console, calling person, and called person are connected together.

- ■ The ⌜Split⌝ lamp goes off.

To drop out of the 3-way connection, press ⌜Release⌝.

- ■ You are disconnected from the call.

- ■ The ⌜Split⌝ lamp goes off.

- ■ The call appearance lamp goes off.

- ■ The display goes blank.

- ■ The **Position Available** lamp goes on.

- ■ The console returns to the normal operating mode.

Serial Calling

The Serial Calling feature allows incoming trunk calls that you have transferred to a guest room to automatically recall the console after the guest hangs up. You can then transfer the call to another guest room.

To use the Serial Calling feature, do the following:

1. Answer the call the same way you would answer any other incoming call.

2. Press the ⌜Serial Call⌝ button.

- ■ The ⌜Serial Call⌝ lamp goes on.

3. Press the ⌜Start⌝ button.

- ■ You hear a dial tone.

- The (Serial Call) lamp goes off.

- The (Split) lamp goes on.

4. Dial the number for the person to whom you want to transfer the call.

   - You hear a ringback tone.

   - The display shows the room number you are calling.

5. Press the (Release) button as soon as the call starts ringing.

   - The calling person is connected to the ringing phone line.

   - You are disconnected from the call.

   - The (Split) lamp goes off.

   - The call appearance lamp goes off.

   - The display goes blank.

   - The **Position Available** lamp goes on.

   - The console returns to the normal operating mode.

6. When the called person hangs up on the calling person, the calling person is automatically routed back to the console.

   - You hear a 1-burst repetitive ring.

   - The display identifies the incoming call as a serial call:

   ```
   a=              co to front desk      sc
   ```

   - The **Position Available** lamp goes off.

   - The call appearance lamp flashes.

7. Answer the recall.

   - You are reconnected to the caller.

   - The call appearance lamp stops flashing, but remains on.

   - The (Serial Call) lamp goes on.

8. Transfer the caller to the next person by repeating Steps 3 through 5.

The Serial Call feature remains activated until the trunk drops from the switch, or you cancel the feature manually by pressing the ⟨Serial Call⟩ button.

Attendant Conference

The Attendant Conference feature allows you to set up a conference call for up to six parties.

To use the Attendant Conference feature, do the following:

1. While on an active call, press the ⟨Start⟩ button.

   ■ You hear a dial tone.

   ■ The ⟨Split⟩ lamp goes on.

2. Call the person you want to add to the conference.

   ■ You hear a ringback tone.

3. After contacting the new person, press the ⟨Split⟩ button.

   ■ All parties, including the console, are connected together.

   ■ The ⟨Split⟩ lamp goes off.

4. To add more parties to the conference, repeat Steps 1, 2, and 3.

   ⟹ **NOTE:**
   If you cannot reach one of the called parties, press the ⟨Cancel⟩ button to end the attempt and rejoin the existing conference.

You can remain on the conference call, press ⟨Hold⟩ to place the call on hold, or press ⟨Release⟩ to drop off the call.

Attendant Recall

The Attendant Recall feature allows callers, that are part of a conference or two-party call being held on the console, to recall the attendant for assistance. You should treat this as you would treat any other incoming call. Users at single-line analog telephones must press the (Recall) button or flash the switchhook to recall the attendant. Users at multiappearance voice terminals must press the (Conf) or (Transfer) button to recall the attendant.

To use the Attendant Recall feature, do the following:

1. When someone requests assistance:

    ■ The display, such as the following, indicates that a user is requesting assistance:

    ```
    a=    CONFERENCE 2                              rc
    ```

    ■ The **Position Available** lamp goes off.

    ■ The **On Hold** lamp at a call appearance button flashes.

2. To answer the recall, press the call appearance button where the **On Hold** lamp is flashing.

    ■ The **On Hold** lamp goes off.

    ■ The call appearance lamp goes on.

    ■ The ringing stops.

3. To end the call, press the (Release) button.

    ■ You are disconnected from the call.

    ■ The call appearance lamp goes off.

    ■ The display goes blank.

    ■ The **Position Available** lamp goes on.

    ■ The console returns to the normal operating mode.

Attendant Intrusion

The Attendant Intrusion feature enables you to interrupt a guest's call to deliver an urgent message or telephone call.

To interrupt a guest to deliver an urgent message, 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 guest's room number.

   - You hear ringback tone, busy tone, or Call Waiting tone.

3. If you hear a busy tone or a Call Waiting tone, press the (Intrusn) button.

   - The (Intrusn) lamp goes on.

   - You are connected to the guest's call.

   - The people on the call may hear an intrusion tone, depending on how the server is administered.

4. Relay the message to the guest.

5. Press the (Release) button.

   - You are disconnected from the call.

   - The call appearance lamp goes off.

   - The (Intrusn) lamp goes off.

   - The display goes blank.

   - The **Position Available** lamp goes on.

   - The console returns to the normal operating mode.

To interrupt a guest to transfer a call, do the following:

1. Transfer the call to the guest's room number as described in the *Transfer* section on page 17.

2. If you hear a busy tone or a Call Waiting tone, press the ⬚Intrusn⬚ button.

   ■ You are connected to the call.

   ■ The people on the call may hear an intrusion tone, depending on how the server is administered.

3. Announce the incoming call.

4. Press the ⬚Release⬚ button.

   ■ If the called station is analog, the calling person is put on Call Waiting until the called person picks up the call.

   ■ If the called station is multiappearance, the calling person is connected to an idle appearance, where the called person may pick up the call.

   ■ You are disconnected from the call.

   ■ The call appearance lamp goes off.

   ■ The display goes blank.

   ■ The **Position Available** lamp goes on.

   ■ The console returns to the normal operating mode.

⟹ **NOTE:**

You cannot use the Attendant Intrusion feature if:

■ A station is on a conference call with the maximum number of conference parties.

■ There is one call already waiting for the called person.

■ A call is established with Data Privacy activated.

■ A station in a call is administered with Data Restriction.

■ An attendant attempts to intrude on a call on a station that is a forward-to point of another station.

■ An attendant attempts to intrude on a busy station, where the station is talking to another attendant.

Override

The Attendant Override of Diversion feature allows you to bypass these features:

■ Call Forwarding

When the attendant calls a guest that has Call Forwarding active, the call rings at the guest's telephone and is not forwarded.

■ Call Coverage

When the attendant calls a guest that has an assigned Call Coverage path, the call rings at the guest's telephone and does not follow the Call Coverage path.

■ Send All Calls

When the attendant calls a guest that has Send All Calls active, the call rings at the guest's telephone and is not forwarded to the Send All Calls destination.

To activate the Attendant Override of Diversion feature, 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. Press the ⬚Ovrride⬚ button.

- The ⬚Ovrride⬚ lamp goes on.

➡ **NOTE:**
  To cancel an override before you place a call, press the ⬚Ovrride⬚ button again.

3. Dial the room number.

- You hear a ringback tone.

- The display shows the dialed number.

- The ⬚Ovrride⬚ lamp goes off.

4. To end the call, press the ⬚Release⬚ button.

- You are disconnected from the call.

- The call appearance lamp goes off.

- The display goes blank.

- The **Position Available** lamp goes on.

- The console returns to the normal operating mode.

Auto Start and Don't Split

Auto Start is an administrable feature that allows you to initiate a phone call by pressing any button on the dial keypad. If you are on an active call and you dial digits on the keypad, the console automatically splits the call and begins dialing the next call. When the Auto Start feature is enabled, the ⬚Start⬚ button is disabled.

To disable the Auto Start feature, use the Don't Split feature. This allows the server to send the digits you dial to the other end. Use the Don't Split feature if you need to send touch-tone digits to the far end to pick up answering machine messages when Auto Start is administered.

Auto Start

To use the Auto Start feature, do the following:

1. To extend (transfer) an active call to another guest room, begin dialing the digits of the other room number.

   ■ The active call is automatically split away from the console.

2. Press the (Release) button to transfer the call.

Don't Split

To use the Don't Split feature, do the following:

1. Press the (Don't Split) button to send touch tones on an active call.

   ■ The call remains active.

2. Dial the keypad digits for the call.

   ■ The touch tones are sent to the far end.

3. Press (Don't Split) again to cancel the Don't Split feature.

Call Forwarding

There are two Call Forwarding features you can activate and cancel for any guest room: Call Forwarding - All Calls, and Call Forwarding - Busy/Don't Answer. Call Forwarding - All Calls causes calls to a guest room to be forwarded immediately to a different telephone number. Call Forwarding - Busy/Don't Answer causes calls to a guest room to be forwarded to a different telephone number only if no one answers or if the line is busy. This feature is used when the guest will be at someone else's room or off-site and wants their calls redirected.

⚠ SECURITY ALERT:

Call Forwarding - All Calls, and Call Forwarding - Busy/Don't Answer are not recommended for use to extend calls to "out of hotel" sites due to the potential for toll fraud. Reliable call disconnect from your local service provider's central

switching office may not always be possible, thus, allowing dial tone to be returned to the caller and toll fraud to occur.

To activate Call Forwarding - All Calls, or Call Forwarding - Busy/Don't Answer for a guest 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 Call Forwarding - All Calls activation feature access code _____ or the Call Forwarding - Busy/Don't Answer activation feature access code _____.

    ■ You hear a dial tone.

3. Dial the room number of the guest who wants his or her calls forwarded.

    ■ You hear a dial tone.

4. Dial the number to which you want to forward calls (the forwarded-to number). Listen for call-progress tones:

    ■ Confirmation tone — Call Forwarding is activated.

    ■ Intercept tone — The feature cannot be activated because of restrictions assigned to the forwarding number or the forwarded-to number.

5. Press (Release).

    ■ The call appearance lamp goes off.

    ■ The display goes blank.

    ■ The **Position Available** lamp goes on.

    ■ The Call Forwarding feature is now activated.

    ■ The console returns to the normal operating mode.

To cancel the Call Forwarding - All Calls, or Call Forwarding - Busy/Don't Answer feature for a guest room:

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 Call Forwarding deactivation feature access code _____.

   ■ You hear a dial tone.

3. Dial the room number for which the feature is being deactivated (the forwarding extension).

   ■ You hear a confirmation tone. This indicates that the feature is deactivated.

   ■ The call appearance lamp goes off.

   ■ The display goes blank.

   ■ The **Position Available** lamp goes on.

   ■ The console returns to the normal operating mode.

Controlled Restrictions

You can activate or deactivate the following calling restrictions for an individual room or for a group of rooms with the same Class of Restriction (COR):

■ Outward — The guest cannot place calls to the public network.

■ Station-to-Station — The guest cannot place or receive calls between guest rooms.

■ Termination — The guest cannot receive any calls.

■ Total — The guest cannot place or receive any calls.

⟹ **NOTE:**
　　Regardless of the controlled restriction, guests can always place or
　　receive calls to the attendant.

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

To activate 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 activation feature access code
　　　_____ followed by one of these four digits:

　　　■ Dial (1) for Outward Restriction

　　　■ Dial (2) for Total Restriction

　　　■ Dial (3) for Termination Restriction

　　　■ Dial (4) for Station-to-Station Restriction.

　3. After hearing the second dial tone, dial the room number.

　　　■ A confirmation tone indicates that the restriction was activated.

　　　■ 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 digit that represents the current restriction:

    ■ Dial (1) for Outward Restriction

    ■ Dial (2) for Total Restriction

    ■ Dial (3) for Termination Restriction

    ■ Dial (4) for Station-to-Station 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 the incorrect restriction code. 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 Restriction

    ■ Dial (2) for Total Restriction

    ■ Dial (3) for Termination Restriction

    ■ Dial (4) for Station-to-Station 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.

    ■ 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 Restriction

   ■ Dial ② for Total Restriction

   ■ Dial ③ for Termination Restriction

   ■ Dial ④ for Station-to-Station 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 the incorrect restriction code. 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.

Integrated Directory

The Integrated Directory feature allows you to find guest room numbers listed in
the server's on-line directory. The directory contains an alphabetical listing of
names and numbers for both guests and employees within the server.

⟹ NOTE:
This feature is available only when the names are entered via the PMS or
through server administration.

To search for a guest's room number, do the following:

1. Press (Integ Dirctry).

   ■ The (Integ Dirctry) lamp goes on.

2. Dial the keypad digits that correspond to the letters used to spell the name for the person you want to locate. You can use any of the formats listed below:

■ Last name, first name (for example, *Grimaldi, Damian*; use #️ instead of the comma).

■ First name last name (for example, *Damian Grimaldi*).

■ Single name of an organization or group (for example, *housekeeping*).

➡ **NOTE:**

When you dial the keypad digit for the first letter of a name, the first name that matches that letter displays on the console. You can either continue to dial keypad digits to spell the rest of the name, or you can use the [Next] button to scroll down the alphabetical list of names in the directory.

3. If you enter a name that is not found in the directory, the display tells you that no corresponding name was found.

4. When the desired name is displayed, press [Call] to call that person.

5. To search for another name, press [Integ Dirctry] again.

6. To exit the Integrated Directory, press the [Normal Mode] button.

The following special conditions apply when you use the keypad digits with the Integrated Directory feature:

■ Use #️ for a space and a comma.

■ Use 7️ for the letter Q.

■ Use 9️ for the letter Z.

Night Service

The Night Service feature prevents calls from terminating at the attendant console. Calls to the attendant console enter the attendant call waiting queue and can be answered from the backup voice terminals or by hotel staff at other voice terminals using the Trunk Answer Any Station feature (see page 53).

To activate Night Service, do the following:

1. Press the (Night) button on the console or the (Night) button on the backup voice terminal (only one backup voice terminal can have a (Night) button).

   - The (Night) lamp goes on at the console and at the backup voice terminal that has the (Night) button.

   - The **Position Available** lamp goes off.

To cancel Night Service (go into day mode), do the following:

1. Press the (Night) button at the console or at the backup voice terminal that has a (Night) button.

   - The (Night) lamp goes off at the console and at the backup voice terminal that has a (Night) button.

   - The **Position Available** lamp goes on.

Hospitality Console Procedures

Procedures in this section are specific to the hospitality operations of your property. As with the basic console features, most procedures can be done from a multiappearance voice terminal using the Attendant Backup feature (see page 53).

➡ **NOTE:**
Most of the hospitality procedures do not require using the handset or headset of the console.

Check-In/Check-Out

Use the following procedures to check hotel guests in and to check hotel guests 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 telephone's 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 and remove restrictions manually if needed (see page 30).

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 is displayed:

```
CHECK IN - Ext:
```

3. Dial the room number followed by (#).

- ■ One of the following is displayed:

```
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
   ⌐Check In⌐ to start over.

```
CHECK IN: ROOM ALREADY OCCUPIED
```

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

```
CHECK IN FAILED
```

   Something failed with the check-in procedure. Press ⌐Check In⌐ 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
telephone's 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, do the following:

1. Press the ⎡Check Out⎤ button.

   - The ⎡Check Out⎤ lamp goes on.

   - The following is displayed:

   ```
   CHECK OUT - Ext:
   ```

2. Dial the room number followed by ⎡#⎤.

   - One of the following is displayed:

   ```
   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
      ⎡Check Out⎤ to start over.

   ```
   CHECK OUT: ROOM ALREADY VACANT
   ```

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

   ```
   CHECK OUT FAILED
   ```

      Something failed with the check-out procedure. Press ⎡Check Out⎤
      to start over.

   - The console returns to the normal operating mode.

Automatic Wakeup

Wakeup requests can be entered, changed, and canceled from the console. Wakeup announcements can use a standard announcement or can be customized (for example, announcements depending on the time of day, or announcements in different languages). See your supervisor for a list of the different announcements.

The server can process a wakeup call every 2 seconds and up to 150 wakeup calls in a 15-minute time period. If many guests select, for example, 6:00 a.m. for a wakeup call, some of their wakeup calls may come a little later.

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

1. Press the (Auto Wakeup) button.

   ■ The (Auto Wakeup) lamp goes on.

   ■ The following is displayed:

   ```
   AUTO WAKEUP - Ext:
   ```

2. If you are already on an active call with the guest requiring the wakeup call, the extension number is displayed automatically. Dial (#) to select the displayed extension for wakeup.

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

   ■ The following is displayed:

   ```
   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 is
      displayed:

   ```
   WAKEUP MESSAGE: XXXX
   ```

      Go on to Step 5.

   ■ If you entered a time between 01:00 and 12:59, the following is
      displayed:

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

4. Dial ② for an a.m. wakeup call, or dial ⑦ for a p.m. wakeup call.

   ■ The following is displayed:

   ```
   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, dial in the wakeup
   message number.

   ➡ **NOTE:**
      You cannot specify a different wakeup message when setting up a
      wakeup call from a backup voice terminal. You can only use the
      default wakeup message.

6. Dial ＃ to confirm the wakeup request.

   ■ One of the following is displayed:

   ```
   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 X 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 limit is 800 wakeup calls.

■ The console returns to the normal operating mode.

Once a wakeup call has been successfully delivered, the request is canceled automatically to prevent placement of the call 24 hours later. However, you can cancel a wakeup call manually before it is delivered by doing the following:

1. Press the (Auto Wakeup) button.

   ■ The (Auto Wakeup) lamp goes on.

   ■ The following is displayed:

```
AUTO WAKEUP - Ext:
```

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

If you are not connected to the room requiring wakeup, dial the room number, followed by ⟨#⟩. (If you make a mistake, press the ⟨Auto Wakeup⟩ button again and start over.)

■ The following is displayed:

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

3. Press the ⟨Delete⟩ button.

■ The following is displayed:

```
WAKEUP REQUEST CANCELED
```

■ The console returns to the normal operating mode.

Attendant Notification of Failed Wakeup Calls

A wakeup call rings six times at a guest's telephone. If the wakeup call is not answered after three 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 voice terminals. The button is labeled ⟨Failed Wakeup⟩.

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

1. Press the ⟨Failed Wakeup⟩ button.

■ The following is displayed:

```
MESSAGES FOR EXT XXXX
```

2. Press the ⟨Next⟩ button to display the failed wakeups.

■ The following is displayed:

```
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 is displayed:

   ```
   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.

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 phone call.

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

1. Press the ⌐MW Act⌐ button.

   ■ The ⌐MW Act⌐ lamp goes on.

   ■ The following is displayed:

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

2. Dial the room number followed by #.

■ The following is displayed:

```
MESSAGE LAMP ON
```

■ The console returns to the normal operating mode.

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

1. Press the MW Deac button.

■ The MW Deac lamp goes on.

■ The following is displayed:

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

2. Dial the room number followed by #.

■ The following is displayed:

```
MESSAGE LAMP OFF
```

■ The console returns to the normal operating mode.

Do Not Disturb

This feature keeps calls from ringing the telephones in a guest's room until a time that the guest requests. This feature may be applied to individual rooms or to groups of rooms having the same class of restriction (COR). You can also have a DND Me button on the backup voice terminal that prevents calls from terminating at that voice terminal.

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 if the link to the PMS is not operational.

Activate Do Not Disturb for One Room

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

1. Press the (DND Ext) button.

   ■ The (DND Ext) lamp goes on.

   ■ The following is displayed:

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

2. If you are already on an active call with the guest requiring Do Not Disturb, the extension number is displayed automatically. Dial (#) to select the displayed number for Do Not Disturb.

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

   ■ The following is displayed:

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

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

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

   ■ If you entered a time between 13:00 and 00:59, the following is displayed:

   ```
   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 is displayed:

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

4. Dial (2) for a.m., or dial (7) for p.m.

   ■ The display now shows an AM or PM designator.

5. Dial ⒣ to confirm the Do Not Disturb request.

   ■ One of the following is displayed:

   ```
   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 limit is 800 Do Not Disturb requests.

   ■ The console returns to the normal operating mode.

Once a Do Not Disturb period has timed out, the request is automatically canceled. 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 is displayed:

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

2. If you are already on an active call with the guest requesting cancelation of Do Not Disturb, the extension number is displayed automatically. Dial ⒣ to select the displayed number for Do Not Disturb.

   If you are not connected to the room requesting cancelation of Do Not Disturb, dial the room number, followed by ⒣. (If you make a mistake, press the ⟨DND Ext⟩ button again and start over.)

   ■ The following is displayed:

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

3. Press the [Delete] button.

■ The following is displayed:

```
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 positive of your room groupings. 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 using the Controlled Restrictions feature (see page 30).*

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

1. Press the [DND Group] button.

■ The [DND Group] lamp goes on.

■ The following is displayed:

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

2. Using the dial keypad, dial the group's 2-digit Class of Restriction (COR) followed by [#].

■ The following is displayed:

```
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 cancelation time) in the 4-digit hh:mm format (hour:minute).

■ If you entered a time between 13:00 and 00:59, the following is displayed:

```
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 is displayed:

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

4. Dial ② for a.m., or dial ⑦ for p.m.

■ The display now shows an AM or PM designator.

5. Dial ⌗ to confirm the Do Not Disturb request.

■ One of the following is displayed:

```
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 limit is 800 Do Not Disturb requests.

■ The console returns to the normal operating mode.

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 is displayed:

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

2. Using the dial keypad, dial the group's 2-digit Class of Restriction (COR) followed by (#).

   ■ The following is displayed:

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

3. Press the (Delete) button.

   ■ The following is displayed:

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

   ■ The console returns to the normal operating mode.

Check Housekeeping Status

You can check the current status of all rooms based on the housekeeping status codes defined for your server (see page 56 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, do the following:

1. Press the (Maid Status) button.

   ■ The (Maid Status) lamp goes on.

   ■ The following is displayed:

   ```
   Enter Desired Room State (1-6)
   ```

2. Dial a number between 1 and 6 (see page 56 for your status codes).

   ■ The following is displayed:

   ```
   <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 dial different status codes to see the rooms that are in the different housekeeping states.

5. Press (Normal Mode) when finished.

   ■ The console returns to the normal operating mode.

Emergency Access to Attendant

The server is administered to provide guests an emergency access to the attendant by either taking the handset off-hook or by dialing a feature access code. It works as follows:

1. A guest in a room takes the handset off-hook or dials the feature access code.

    ■ If the guest took the handset off-hook, the call automatically rings in at the attendant console after a predetermined amount of time (usually 10 seconds after dial tone times out). The call rings at the console with a louder-than-normal volume. If the guest dialed the feature access code, the call rings immediately at the attendant console.

    ■ The following is displayed:

    ```
    a=        EXT<ext>  Ext<ext>  00 in EMRG Q
    ```

2. Follow your local procedures for handling emergencies.

➡ **NOTE:**
    Even if the attendant console is in night service, the call still rings at the attendant console, but it can be answered at the backup voice terminal with Trunk Answer Any Station, or from a designated emergency redirection voice terminal.

Attendant Backup

The Attendant Backup feature allows you to access most attendant console features from one or more specially-administered multiappearance voice terminals. The recommended voice terminals are the AT&T Model 8410 and Model 8434. When calls terminate at the attendant console during normal operation, users at the backup voice terminals can answer overflow calls by pressing a button or dialing 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 voice terminal.

➡ NOTE:
The Attendant Backup features cannot be done from guest rooms administered as "client" rooms even if they have a multiappearance voice terminal.

When the attendant console is in day mode (the (Night) lamp is off), you cannot answer overflow calls at the backup voice terminals 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 voice terminals receive about calls waiting in queue is when the (Queue Calls) and the (Queue Time) lamps go on. You can press the (Queue Time) button to see how long the call has been waiting, but you cannot answer the call. The (Queue Time) lamp starts flashing when the time in queue warning level has been reached (this is usually set for 15 seconds). When the calls waiting in queue threshold has been reached, the backup voice terminals will beep every 10 seconds as long as the number of calls waiting stays above the threshold. You can then answer calls using the Trunk Answer Any Station feature access code _____ or an automatic dialing button administered with that feature access code.

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

The following is a typical scenario for answering overflow attendant console calls from a backup voice terminal:

1. The attendant console calls waiting in queue threshold is reached.

   ■ The backup voice terminals beep and will beep every 10 seconds until the calls in queue go below the threshold or you shut the ringer off by pressing the Ringer Cutoff button.

   ■ The ⌞ Queue Calls ⌝ lamp starts flashing.

   ■ If calls remain in the queue for 15 seconds, the ⌞ Queue Time ⌝ lamp starts flashing.

2. Press either the ⌞ Queue Calls ⌝ or ⌞ Queue Time ⌝ button.

   ■ The display shows how long the calls have been waiting in queue and how may calls are in queue:

   ```
   OPERATOR     Qtime 00:24    calls:5
   ```

3. To answer the first call in queue, dial the Trunk Answer Any Station feature access code _____ or press the automatic dialing button administered with that feature access code.

4. When finished with the call, hang up.

In addition to answering overflow calls, you can use the backup voice terminals to handle guest requests such as wakeup calls. To do this, the following feature buttons must be administered on the backup voice terminal(s):

■ Automatic Wakeup

■ Check-In

■ Check-Out

■ Do Not Disturb Extension

■ Night Service (a ⌞Night⌝ button can be assigned on only one backup voice terminal)

■ Busy indicators for the attendant console and the other backup voice terminals.

Housekeeping Staff Procedures

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 phone.

If guest room telephones are used, six feature access codes can be assigned for the housekeeper to use for transmitting information. If designated telephones are used, four 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 phone that does *not* have the client-room class of service.

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

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

The instructions on page 57 describe how to dial the different housekeeping codes. On page 58, 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 dialed from a designated telephone or from a guest room. The feature access codes shown are only examples.

Feature Access Code		
Guest Room	Designated Telephone	Suggested Meaning
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 do 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 must only dial a few 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, do the following:

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

2. If you hear another dial tone, dial 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, do the following:

1. Using the designated telephone, pick up the handset and dial the status feature access code that corresponds with the room's current status. For example, if you have finished cleaning a room, dial ② ③.

2. After you hear a dial tone, dial the room number.

3. If you hear another dial tone, dial in 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.

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 four status codes when using a designated telephone.

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