

AUDIX Voice Power Lodging Release 1.1 System Manager's Handbook

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INTRODUCTION 1

INTRODUCTION

The AUDIX Voice Power Lodging (AVPL) Release 1.1 application package is a customized approach to providing hotel/motel guests with Call Answer service and the ability to retrieve messages.

AVPL R1.1 operates on an AT&T 6386 Work Group Station (WGS). Information passes from the switch to the 6386 WGS through a Switch Communications Interface (SCI).

AVPL R1.1 is designed to work with the Integrated Voice Power System Software. AVPL R1.1 is an independent package that can co-reside with other application packages such as AUDIX Voice Power R1.1, R2.0, or R2.1.

Each of the software application packages is switch independent and can function with various types of switches. Integration of AVPL R1.1 with AT&T switches ensures prompt delivery of accurate messages.

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OVERVIEW OF AVPL R1.1 FEATURES

AVPL R1.1 provides the following features:

New Features

The following new features have been added from AVPL R1.0 to AVPL R1.1.

- **Foreign Language Guest Message Retrieval** - AVPL R1.1 has the capability to do guest message retrieval in any available foreign language by installing that language package on top of AVPL R1.1. When a guest is checked in through a PMS terminal screen or the AVPL R1.1 console screen, an extra field is provided for the front-desk attendant to enter the guest language for message retrieval prompts.

Presently, Japanese and Spanish are available to customers. More language packages will be available in future releases. Default is American English.

When the guest retrieves messages from his/her room, all the prompts are spoken in the native/chosen language of the guest. In case of guest input errors during message retrieval, all the error messages will be in the native/chosen language to assist the guest provided that language is installed.

- **Customized Message Retrieval Greeting** - The AVPL R1.1 administrator can record the customizable message retrieval greeting (also called voice mail greeting) and the customizable message retrieval goodbye (also called voice mail goodbye) prompts in a native/chosen language. AVPL R1.1 allows only one prompt per language to be installed for each of these phrases.

This is done through the administrator caller interface.

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- **Operator Revert** - AVPL R1.1 provides the system-wide administrable “Operator Revert” feature when a caller hangs on the line after recording a message or when a maximum length message is recorded. After detecting silence, AVPL R1.1 will transfer the call to the attendant upon the touch-tone input timeout (administered in the System Parameters screen) after playing a phrase indicating that a message has or has not been recorded. This allows the caller to leave a text message or connect to another guest through the attendant.

Warning: Silence is necessary to administer the “Operator Revert” feature.

- **Room Change** - A guest can move to another occupied room and move his/her messages as well. All voice mail message will be added to any existing messages in the mailbox of the “move to” room. The guest will use the password and the native/chosen language of the guest who is already in the “move to” room for message retrieval.

The Message Waiting Lamp (MWL) for the “move from” room is extinguished and the MWL for the “move to” room is turned on if there are messages added to its mailbox. The “move from” and the “move to” extensions can not be an attendant, administrator or suite member extension.

- **Automatic Message Retrieval** - AVPL R1.1 plays the first message automatically when the guest logs into his/her mailbox during message retrieval. The guest is prompted to enter touch-tone “2” to replay the current message, touch-tone “3” to delete the current message and play the next message and touch-tone “4” to save the current message and play the next message (if the save option is selected in the System Parameters screen). If no touch tones are entered, the message is saved and the next one is played (if the save option is selected in the System Parameters screen).

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- **Password** - If a password is not administered for a user in AVPL R1.1 during message retrieval from outside his/her room, the guest will not be prompted to enter his/her password. This feature also applies to the System Administrator. It is strongly recommended that a password be used.
- **Group List Administration** - Group list administration can be done through the PMS interface as well as through the phone by the AVPL R1.1 system administrator. No corresponding screen will be provided on the AVPL R1.1 system to do this administration.
- **Multiple Channels/ports** - AVPL R1.1 supports up to 24 voice channels/ports. This port capacity is sufficient at service properties up to a maximum of 2500 rooms.
- **Non-integrated Call Answer** - Information to be provided.

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Standard Features

1. **PC-Based** - AVPL R1.1 is a compact AT&T 6386 WGS, low cost, high quality, PC system. It provides voice mail service for hotels with up to 2500 rooms.
2. **Switch Integration** - AVPL R1.1 uses a DCIU/SCI/X.25 interface with an AT&T System 75 R1V3 and the DEFINITY Generic 1 Telecommunications System. NEACS 2400 is also an interface option. Others will become available in the future. This allows AVPL R1.1 to identify calling extensions, tailed extensions, coverage calls, and direct calls when retrieving messages from guest rooms. As a result, guests do not need to enter their extensions when retrieving messages from their rooms.
3. **Property Management System (PMS) Integration** - A PMS Integration package is available when the hotel has AVPL R1.1 PMS installed on site. It allows the PMS to perform mailbox administration.
4. **Menu Administration** - AVPL R1.1 provides easy-to-use menus/forms/help screens to do system parameter and guest mailbox administration (check-in, check-out, transfer, etc.). In cases where PMS is implemented, the mailbox administration screens are blocked from the attendants. The AVPL R1.1 administrator can use all screens all the time. This helps to resolve database discrepancies between PMS and AVPL R1.1 when synchronization between these two systems is not successful.
5. **User Friendly Caller Interface** - The caller interface is designed to be simple and easy to use when the caller leaves messages-for a guest and when the guest retrieves those messages. The AVPL R1.1 Administrator can customize/record call answer greeting, call answer good-bye, message retrieval greeting and message

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retrieval good-bye for all mailboxes. The AVPL R1.1 Administrator may also do broadcast and group list mail.

6. **Security** - AVPL R1.1 allows the attendant to setup or modify a four touch-tone digit guest password for the guest mailbox. This password is used when the guest retrieves messages from a lobby phone or from outside with the help of the attendant.
7. **Old Mailboxes** - When a guest checks out remaining messages may be saved in an old mailbox for that room extension. The guest may call the front desk from outside the hotel and retrieve the saved messages. Messages that have been saved for 24 hours or longer, are deleted at midnight.
8. **Saving Messages** - The hotel may choose to allow or not allow guests to save messages.
9. **Co-residency With Other AUDIX Voice Power Packages:** - AVPL R1.1 can co-reside with other AUDIX Voice Power packages such as AUDIX Voice Power Stand-Alone Automated Attendant and AUDIX Voice Power (AVP) Release 1.1, 2.0 and 2.1.
10. **Message Waiting Lamp (MWL) Control** - AVPL R1.1 controls MWL for the guest rooms through the switch interface. You may choose whether the lamp is on for new messages only, or for old messages as well. When PMS is implemented, AVPL R1.1 sends messages to the PMS which controls the MWL.
11. **Suite Mailbox** - AVPL R1.1 provides the capability to create one voice mailbox to service an entire suite of rooms.

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ABOUT THIS MANUAL

This document is divided into the following chapters:

- **Section 1 - Introduction**

A brief overview of document.

- **Section 2 - Co-Residency Options and Features**

Description of the other AUDIX Voice Power products available to co-reside with AVPL R1.1 for enhances voice messaging service.

- **Section 3 - Administration Overview**

A brief overview of the tasks the System Manager must perform.

- **Section 4 - Administering AVPL R1.1**

Information regarding the administration of the AVPL R1.1 Application software and the Integrated Voice Power System.

- **Section 5 - AVPL R1.1 Caller Interface**

User information for recording, addressing, and retrieving messages, as well as administrator information for recording customized greetings and for assigning attendant password.

- **Section 6 - Generating Reports**

Description of both System and AVPL R1.1 Reports.

- **Index**

IF YOU NEED ASSISTANCE

If you have questions or need technical assistance, contact the AT&T AUDIX Helpline at 1-800-56-AUDIX.

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CO-RESIDENCY 2 OPTIONS AND FEATURES

WHAT IS CO-RESIDENCY?

AUDIX Voice Power Lodging caters to the voice mail needs of your hotel's guests. However, AT&T also has packages that cater to the needs of the hotel staff. AVPL R1.1 is part of a family of AUDIX Voice Power products designed to work together to fill all of your voice messaging needs. When you have more than one AUDIX Voice Power software product installed on your AT&T 6386 Work Group Station, it is called co-residency. AVPL R1.1 can co-reside on the machine along with another AUDIX Voice Power product.

CO-RESIDENCY REQUIREMENTS

Consider the following co-residency requirements for AVPL R1.1:

Note: AVP does not have the generic capability to interface with the base package to get call information, do transfers and do MWL controls.

1. AVPL R1.1 will co-reside with AVP R2.0 or R2.1/IVPAA R2.0 or R2.1 application packages.
2. When co-residing with another package, each package will use the appropriate switch integration (SWIN) package.

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WHAT OTHER PACKAGES ARE AVAILABLE?

At this time, there are two other AVP products that will enhance your voice messaging system:

- Stand Alone Automated Attendant (Automated Concierge) 2.0 or 2.1
- An automated call director system that can work as an “Automated Concierge” for your guests.
- AUDIX Voice Power R2.0/AUDIX Voice Power R2.1 (including Automated Attendant package) - Generic voice power systems that provide a voice messaging system for your hotel staff.

In the future, more AUDIX Voice Power products will be available.
Contact your AT&T Representative for more information.

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Stand Alone Automated Attendant (Automated Concierge)

The Automated Attendant application Software functions like a telephone operator or office receptionist by directing callers to a desired destination or piece of information without operator intervention. Automated Attendant is designed to serve this function by guiding callers through a series of recorded prompts to which they can respond by entering touch tones.

Other features are:

- Multi-level menus and corresponding announcements to be presented to callers.
- Day and Night/Holiday service provided

The Automated Concierge service provides guests with a friendly presentation of information about such things as local dining establishments, area attractions, etc. while freeing the hotel staff to deal with other matters.

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A sample use of the Automated Concierge would be:

1. Guest dials into the Automated Concierge service.

Response: "Welcome to the Four Star Hotel. For information on area restaurants, press 1. For information on area shopping centers, press 2. For information on local attractions, press 3."

2. Guest enters touch-tone command to the information they are interested in. For example, the guest presses 1 to obtain information on area restaurants.

Response: "If you are interested in American-style restaurants, press 1. If you are interested in Italian restaurants, press 2. If you are interested in Chinese restaurants, press 3."

3. The guest is then routed to the information they select. It is even possible to have them press a touch-tone and be connected to the restaurant of their choice if they would like to make a reservation.

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AUDIX Voice Power Release 2.1

AUDIX Voice Power Release 2.1 provides a full range of voice messaging capabilities for hotel employees.

AVP Release 2.1 provides:

- **Call Answer Service** - allows the caller to either leave a message or transfer to another extension when the original extension has failed to answer (i.e., no answer or the line is busy).
- **Voice Mail Service** - allows subscribers to send messages to other individuals in the system, retrieve their own messages, and administer their own greeting message, name and password.
- **Automated Attendant Service (Automated Concierge)** - directs the caller through a series of prompts to the desired extension. For more information on this feature, see the section "Stand Alone Automated Attendant (Automated Concierge)" earlier in this section.
- **Message Drop Service** - operates similarly to an answering machine which all callers are connected to in order to leave a message. Callers cannot direct their messages to specific extensions.
- **Information Service** - a customer-oriented, call-in information line. A caller hears an informational message and then is disconnected. This can be used to provide restaurant hours and daily menu specials, spa hours, convention information, etc.

The hotel staff will find AVP 2.1 useful as a voice mail system, as well as a way to broadcast messages to other employees. Additionally, as noted above, AVP R2.1 includes the Automated Attendant service detailed above.

Contact your AT&T Representative for more information on these and other AUDIX Voice Power products.

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OVERVIEW

The AUDIX Voice Power Lodging product consists of three areas:

- PBX Switch
- Integrated Voice Power
- Lodging Application.

Each of these areas involves some administration duties.

However, before you can administer AVPL R1.1, the necessary hardware and software components must be installed. An AT&T technician should have installed the boards and loaded both the UNIX* Operating System and all of the AVPL R1.1 software packages.

Using the procedures in this section, you can verify that an AT&T technician has installed all AVPL R1.1 hardware and software components.

After verifying that AVPL R1.1 components have been properly installed, the next step is to begin administering AVPL R1.1.

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CHECKLIST FOR HARDWARE COMPONENTS

The following components should be in place before you begin AVPL R1.1 administration.

• *Central Processing Unit (CPU)* -

AT&T 6386 Work Group System (WGS) with 8 megabytes of RAM. The 6386 WGS is available in five models:

- 6386 WGS (desktop)
- 6386E WGS (floor model)
- 6386/25 WGS
- 6386/33 WGS
- 6386/SX WGS.

Packaged with the CPU is:

- Monitor (color/monochrome)
- Keyboard.

The CPU must be equipped with a hard disk drive. Some hard disk capacities, as well as the number of message storage hours available with each hard size are:

Disk Size	Speech Storage Space
68 (MB)	238 hours
80	4.04
135	11.68
300	34.60

Additional speech packages will occupy some of this space.

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- *Integrated Voice Power (IVP4) Board (1-6 boards)*
- *884A Adaptor* (one for each IVP4 board)
- *Modem* (asynchronous)
- *IPC Card 900* (optional) - for multi-port support

Additionally, you can add a printer and/or a remote terminal to the AVPL R1.1 system. Speak with your AT&T representative for equipment recommendations and follow standard peripheral information for installation.

Verifying Hardware Components

Perform the following steps to verify the hardware components:

1. Make sure that the controller unit is one of the following AT&T units:
 - 6386 WGS (desktop)
 - 6386E WGS (floor model)
 - 6386/25 WGS
 - 6386/33 WGS
 - 6386/SX WGS.

The model type is stamped on the front cover of the controller unit.

2. Verify that 1-6 Integrated Voice Power boards have been installed. Position the controller unit so that you are facing the rear of the unit. Figure 3-1 illustrates the appearance of the IVP4 boards:

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Figure 3-1. IVP4 Board

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3. For each IVP4 board, there are four analog lines connected from the PBX (wiring closet) to the 884A Adaptor. There should be two, four conductor telephone hook-up cords that connect from the 884A Adaptor to the IVP4 board. Figure 3-2 illustrates the setup of the IVP4 boards:

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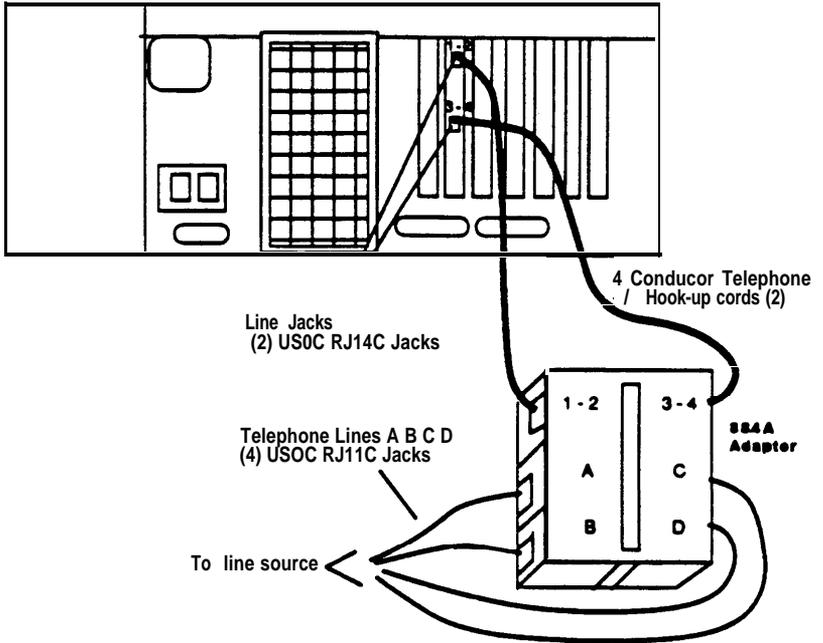


Figure 3-2. Verify Analog Lines

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CHECKLIST FOR SOFTWARE COMPONENTS

The following software components should be in place before you begin administering AVPL R1.1.

• *UNIX Operating System VI386 Release R3.2.2 Foundation Set.*

Set includes:

- Base System Package
- FMLI Package
- FACE Package
- FACE HELP Package
- Editing Package.
- Remote Terminal Package

• *Integrated Voice Power System Software (1.2).*

- Generic Switch Integration Upgrade Package
- Property Management System (PMS)
- Language Package (if applicable)
- Co-residency Package (if applicable)
- *AUDIX Voice Power Lodging Application Software (R1.1).*

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Verifying Software Components

Perform the following steps to verify the software components:

1. Login as **root**.
2. To verify the version of UNIX Operating System V/386 installed on the hard disk drive of your 6386 WGS, type **uname -a** at the UNIX Operating System prompt (#) and press **<Enter>**.
3. The system should display one of the following messages:
 - unix unix 3.2 2 i386
 - unix unix 3.2 2.1 i386
 - unix unix 3.2 2.2 i386

Note: If your system does not display one of the listings shown, do not proceed any further. Inform your AT&T representative that the necessary version of the UNIX Operating System V was not installed. The AT&T representative should then take the necessary steps to obtain the UNIX Operating System.

4. Type **displaypkg** at the UNIX Operating System prompt (#) and press **<Enter>**.

An alphabetical listing of all software packages installed on the 6386 WGS will be displayed on the screen. Verify that all the software packages listed below are present.

- AUDIX Voice Power Lodging Application Software (R1.1)
- Editing Package (Version 2.0)
- FACE HELP Package

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- FACE Package
- FMLI Package
- Remote Terminal Package
- Integrated Voice Power System Software (R1.2).

As with the UNIX Operating System verification, if any of the above software packages have not been installed contact your AT&T representative and discontinue administration until all of the required software packages have been installed. Verify that no other packages besides those listed in this chapter are installed. Additional packages will hinder system performance.

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TYPICAL ADMINISTRATION PROCEDURE

After verifying hardware and software components, the customer, perhaps with the help of AT&T technical personnel, administers the AVPL R1.1 system. This consists of two parts: administering AVPL and administering the switch.

For further information about switch administration refer to the documentation written specifically for your switch.

The list that follows outlines the steps that make up AVPL R1.1 Administration and the sections you will find them in.

Administering AVPL R1.1

Administering AVPL R1.1 is done in two parts: administering the Integrated Voice Power software and administering AVPL R1.1 software. (Most application software administration is done once during system set-up with the exception of Guest Mailbox and Reports Administration which is on-going.)

Integrated Voice Power administration tasks (found in Section 4, "Administering AVPL R1.1") include:

- **Assigning Service to Voice Channels** - This is used to tell the voice system what spoken recordings (or "scripts") to run on which channel (telephone line coming in to the system). If the system is not co-resident with another AVP application, all channels are assigned to "lodging," which is the only AVPL R1.1 script.
- **Phone to Channel Mapping** - This is used to tell the system which channel corresponds to which telephone extension. This consists of:
 - **Verifying Channels are in Service** - Verify, by examining a status display, that the channels are working.

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- Verifying Extensions - Verify, by examining a status display, that the telephone extensions are working.
- Assigning Extensions to Channels - Assign the correct telephone extensions to the correct channels.

AVPL R1.1 software administration tasks are:

- Initial set-up tasks (found in Section 4, “Administering AVPL R1.1”):
 - **Administering System Parameters** - This is used to set up key system parameters that change infrequently, such as attendant extension numbers and the ability of guests to save messages.
 - **Administering the Lodging Administrator** - This is used to identify the administrator for AVPL R1.1 and allows you to specify the universal password for attendants.
 - **Creating Subscriber Mailboxes in Guest Mailbox Administration** - This is used to identify current guests to the system. In other words, telling (he system who is in what room.
- Ongoing tasks:
 - **Administering Guest Mailboxes** - This is used to perform daily tasks such as checking guests in and out transferring guest mailboxes (when room transfers occur), and setting up suite mailboxes.
 - **Administering Reports** (found in Section 7, “Generating Reports”) - This is used to obtain reports as needed such as the Phone Line Usage Report the Mailbox Usage Report and Guests Over Mailbox Limit Report.

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INTEGRATED VOICE POWER ADMINISTRATION OVERVIEW

As the administrator, you may be required to make changes to the Integrated Voice System (IVP) during operation of AVPL R1.1. Administration of the IVP is performed through the components listed on the **Voice System Administration** menu.

To access the **Voice System Administration** menu, from the **User Login** menu, select “Voice System Administration.” The **Voice System Administration** menu appears (Figure 4-1).

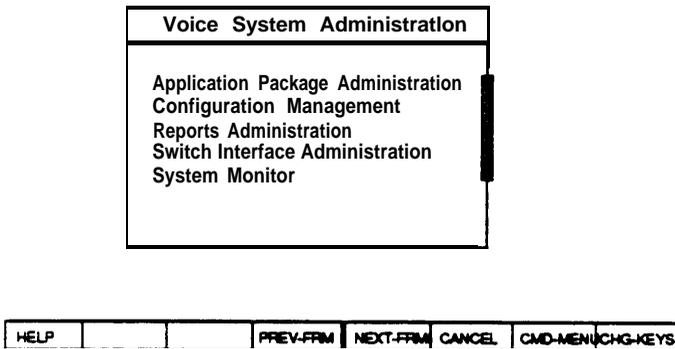


Figure 4-1. Voice System Administration Menu

The **Voice System Administration** menu lets you choose which of the five components to administer at a given time.

The five components available are:

1. **Application Package Administration** - which allows you to access the AVPL R1.1 Application software detailed earlier in this section as well as assign the desired switch integration package.
2. **Configuration Management** - covered in this section.
3. **Reports Administration** - which allows you to generate AVPL R1.1 and System Reports. Refer to Section 7.
4. **Switch Interface Administration** - covered in this section.
5. **System Monitor** - covered in this section.

Configuration Management, Switch Interface Administration, and System Monitor are all “system” or IVP components. The remainder of this section describes each of these components

Configuration Management

The “Configuration Management” component provides you with the tools to manage the current configuration of the Voice Channels. Service can be assigned to scripts to run on specific voice channels. It also enables you to perform various maintenance functions such as displaying the status of the system, starting and stopping the Voice System, and diagnosing the system hardware.

From the **Voice System Administration** window, highlight “Configuration Management” then press <Enter> to open the Configuration Management window (Figure 4-2).

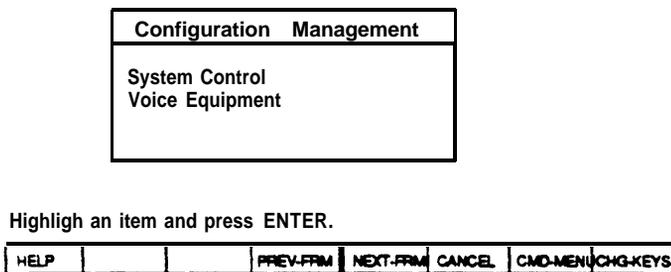


Figure 4-2. Configuration Management Window

From this window, you have two options. **System Control** and **Voice Equipment**. This section deals with the tasks you can perform from the **Voice Equipment** window. Namely:

- Assign/unassign service to voice channels
- Assign phone number to channel
- Print Voice Equipment information.

Assigning Service To Voice Channels

Use the following steps to assign service to voice channels:

1. From the **Configuration Management** window, highlight "Voice Equipment" then press <Enter> to open the **Voice Equipment** window.
2. Press **CHG-KEYS** to display the alternate function key set
3. Press the **ASSIGN** key to assign service to a range of voice channels.

The **Assign Service to Voice Channels** form window appears (Figure 4-3).

CAUTION: Assignments made in the **Assign Service to Voice Channels** window will overwrite any other assignments currently in effect on the specified channels.

Assign Service To Voice Channels
Service: <u>lodging</u>
Channels: <u>0-7</u>

Enter an existing Service name.

PHONE						FRM-MGMT	CHG-KEYS
-------	--	--	--	--	--	----------	----------

Figure 4-3. Assign Service To Voice Channels Window

The fields (and their definitions) for **Assign Service to Voice Channels** form window are:

- **Service** - This is a required field and therefore must be filled in to assign service properly to the designated channels. Press CHOICES to choose from a menu of valid choices. Valid choices include any service which can be assigned to the voice equipment. Figure 4-3 has service assigned to Lodging.

- **Channels** - Specify the channel or range of channels that you wish to have service assigned to. Type in a single channel number or a range of channel numbers, separated by commas or spaces. The "all" value is also a valid choice. Note that "all" will assign the service specified in the "Service" field to all channels in the Integrated Voice Power (IVP) System.

Figure 4-3 uses the channel range "0-7", meaning lodging service should be assigned to channels 0 through 7.

4. After completing the form, press **SAVE** to close the window and execute the options specified-
5. Press **CANCEL** to exit the window.

Unassigning Service From Voice Channels

Use the following steps to unassign service to voice channels:

1. From the **Configuration Management** window, highlight “Voice Equipment”.
2. Press <Enter> to open the **Voice Equipment** window.
3. Press **CHG-KEYS** to display the alternate function key set.
4. Press the **UNASSIGN** key to unassign service to a range of voice channels.

The **Unassign Service To Voice Channels** form window appears (Figure 4-4).

Unassign Service From Voice Channels							
Channels: _____							
Enter a valid number or range (e.g. 0-3, or 0.2.5, or 0 2 5 or 0, 3-5, or 'all').							
HELP	SHOICES	SAVE	PREV-FRM	NEXT-FRM	CANCEL	CMD-MEN	CHG-KEYS

Figure 4-4. Unassign Service From Voice Channels Window

The fields (and their definitions) for **Unassign Service to Voice Channels** form window is:

- **Channels** - Specify the channel or range of channels that you wish to have service unassigned from. Type in a single channel number or a range of channel numbers, separated by commas or spaces. The "all" value is also a valid choice. If "all" is used, service will be unassigned from every channel in the IVP System.

Phone to Channel Mapping

To integrate AVPL R1.1 with System 75, the phone number assigned to each channel must be correct, otherwise AVPL R1.1 responds with *"This call is experiencing technical difficulties"*.

Accessing the Voice Equipment Window

From the **Configuration Management** window, select "Voice Equipment". Press <Enter>.

For each IVP4 board installed, there should be four channels present in the **Voice Equipment** window.

Verifying Channels Are In Service

After verifying extension's of analog lines, you are returned to the **Voice Equipment** window.

If any of the channels do not show the state as **inserv**, do the following:

1. From the **Voice Equipment** window, press **CHG-KEYS**.
2. Press **CHGSTATE**.
3. Enter **card** for Equipment.
4. Enter **all** for Equipment Number.
5. Enter **yes** for Change Immediately.
6. Press **SAVE**.
7. Press **CANCEL**.

You should be back to the **Voice Equipment** window. Verify that all channels are in the **inserv** state. Return to the **Voice System Administration** window by:

1. Pressing **CANCEL**.
2. Pressing **CANCEL** again.

Verifying Extensions

Select "System Monitor".

Dial an extension connected to one of the AVPL R1.1 analog channels. Watching the **System Monitor** window, record the channel number that answers the call in Figure 4-5. Now, call another extension and record the number of the channel that answers the call. Repeat this procedure until you have determined the extensions of all the AVPL R1.1 analog channels.

<i>Extention</i>	<i>Channel</i>
	0
	1
	2
	3
	4
	5
	6
	7
	8
	9
	10
	11

Figure 4-5. Channel Number Record

<i>Extension</i>	<i>Channel</i>

Figure 4-6. Channel Number Record

Assigning Extensions to Each Channel

Use the following steps to assign the extension to an analog channel.

1. From the **Voice System Administration** window, select "Configuration Management". Press **<Enter>**.
2. From the **Configuration Management** window, select "Voice Equipment". Press **<Enter>**.
3. Press **CHG-KEYS**.
4. Press **ASSIGN**.
5. Press **CHG-KEYS**.
6. Press **PHONE**. The **Phone to Channel Mapping** window appears at the top of the screen.

This window has two fields that require entry:

- **Phone** - Enter an extension.
 - **Channel** - Enter the channel (refer to Figure 4-5) that corresponds to the extension in the "phone" field.
7. Press **SAVE**, then **<Enter>**.
 8. Repeat this procedure until each extension has been assigned to a channel.
 9. After the last channel has been mapped, press **CANCEL** to return to the **Voice Equipment** window.
 10. The voice system must be stopped and started for the new numbers to take effect. Therefore, stop and start the voice system.

Voice Equipment Print Option

Use the following steps to obtain a complete print out of the voice equipment report.

1. From the **Voice System Administration Channel** window, select “Configuration Management”. Press <Enter>.
2. From the **Configuration Management** window, select “Voice Equipment”. Press <Enter>.
3. Press **PRINT**.

Make sure the IVP System has all the proper printer connections. Refer to *AT&T FACE* documentation for additional information on how to establish printer operations.

APPLICATION ADMINISTRATION OVERVIEW

As the AUDIX Voice Power Lodging (AVPL R1.1) administrator, you have several tasks to perform.

Preliminary tasks, done once to setup the system are:

- Lodging Administrator Registration.
- System Parameter Administration.
- Switch Administration

You also have daily administration tasks to perform in conjunction with Guest Mailbox and Reports Administration unless you have PMS integration.

Note: After initial installation of AVPL R1.1, you must manually check in the current guests, unless you have the PMS package.

All of these tasks are accessed through the **AUDIX Voice Power Lodging** menu window. Use your administrator login ID to access administrator privileges. This login ID is set up during the software installation. Refer to Chapter 4 of the *AUDIX Voice Power Lodging Installation Handbook* (585-310-106) for more information on how to establish an administrator ID.

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Accessing AUDIX Voice Power Lodging

Perform the following steps to access the AVPL R1.1 Menu window:

1. Log in to AVPL R1.1 as **audix** (for system administration) or **attend** for attendant tasks.
2. Highlight “Voice System Administration” from the **User Login** window, press **<Enter>**.
3. Highlight “Application Package Administration” then press **<Enter>**.
4. Highlight “AUDIX Voice Power Lodging” then press **<Enter>**.

The **AUDIX Voice Power Lodging** menu window (Figure 4-6) appears. This window accesses all necessary screens for administering the AVPL R1.1 package.

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AUDIX Voice Power Lodging
Guests Maibox Administration Lodging Administration Registration System Parameter Administration

Highlight an item & press <ENTER>

HELP			PREV-FRM	NEXT-FRM	CANCEL	CMD-MENU	CHG-KEYS
------	--	--	----------	----------	--------	----------	----------

Figure 4-7. AUDIX Voice Power Lodging Window

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System Parameter Administration

The **System Parameter Administration** window allows the administrator to change key system parameters that change infrequently, for example, the attendant extension numbers and the ability of guests to save messages.

Access to this window is through the **AUDIX Voice Power Lodging** window. Highlight "System Parameter Administration" then press <Enter>. The **System Parameter Administration** window appears (Figure 4-7).

The form for this window when the AVPL R1.1 PMS Integration Software (IS) R1.1 is installed is shown in fig. 4-7. If the PMS package is not installed, the form looks similar except the PMS parameters are deleted.

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System Parameter Administration

Attendant Extentions:

**Hunt Group or
Primary Attendant:** _____

Voice Mail Parameters

Mailbox Size: _____min

Pause for TT Input: _____sec

Maximum Message Length: _____sec

Maximum Extention Lenght: _____

Allow Guests to Save Messages: _____

Lamp on for New Messages Only: _____

Automatic Transfer To: _____

Operator at End of Call? _____

PMS Integration Parameters

Message Lamp Controlled by: _____

When PMS is Down, Calls for
Guests Handled by: _____

Enter attendant extension.

HELP	CHOICES	SAVE	PREV-FRM	NEXT-FRM	CANCEL	CMD-MENU	CHG-KEYS
					CANCEL	FRM-MGT	CHG-KEYS

Figure 4-8. System Parameter Administration Window

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Fields for the screen are as follows:

- **Attendant Extensions** - This form allows specification of seven attendant extensions. These extensions are used by AVPL R1.1 to identify callers as an attendant and therefore provide attendant service.

Fill in the attendant extensions. Not all fields need to be filled in.

- **Hunt Group or Primary Attendant** - You are forced to enter an extension for the Hunt Group or Primary Attendant. This is the number that the caller is transferred to when they press 0.
- **Mailbox Size** - The units for the mailbox size is minutes. The range for this field is 1-99 minutes. Default is six minutes. If there is no entry in this field, the mailbox size has no limit.

WARNING: When six minutes is selected for this field it does not mean that all mailboxes are capable of storing six minutes worth of messages. It allows mailboxes with high usage the capability of holding up to six minutes of voice messages. Most mailboxes will not need this much storage capability.

- **Pause for TT Input** - The units for touch-tone digit input pause are seconds. The time defined in this field controls the timeout by the system waiting for the first digit and subsequent digits to be entered. The range is 4-9 seconds. Default is 4 seconds.

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-
- **Maximum Message Length** - This field controls the maximum recording length of a single message that AVPL R1.1 accepts. The units for maximum message length is seconds. The range is 30-360 seconds. Default is 120 seconds.
 - **Allow Guests to Save Messages?** - The possible choices for this field are **Yes** and **No**. **No** is the default value.

If you do not wish for guests to be able to save messages, leave this field in its default value. After a message is played, the user hears:

“To replay, press 2. To delete this message and play next message, press 3. If you need assistance, press zero.”

If you wish for guests to save their messages, indicate with a **yes** in this field. After a message is played, the user hears:

“To replay, press 2. To delete this message and play next message, press 3. To save this message and play next message, press 4. If you need assistance, press zero.”

Messages are always presented to the guest in the order received.

Note: When guests are given the ability to save messages, more disk space is required.

- **Lamp ON for New Messages Only?**
- **Automatic Transfer to Operator at End of Call** - This field may be set to **Yes** or **No**. The default value is **No**. If **Yes** is the option chosen, then AVPL R1.1 will time out and transfer the call to the attendant if a caller hangs on the line after recording a message or if a caller records a maximum length message.

Note: The following two fields appear only if the AVPL R1.1 PMS Integration Software R1.1 is installed.

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- **Message Lamp Controlled By: -**

Two choices are allowed for this field: AVPL R1.1 and PMS. The default is PMS.

If PMS is chosen, the Message Waiting Lamp is controlled by the PMS.

If AVPL R1.1 is chosen, the Message Waiting Lamp is controlled by the AVPL R1.1 through the System Communication Interface (SCI).

- **When PMS Down, Calls for Guests Handled By:**

Two choices are allowed for this field: Attendant and AVPL R1.1. The default is Attendant.

If Attendant is chosen, all unanswered calls are automatically transferred to the attendant while the PMS link is down.

If AVPL R1.1 is chosen, AVPL continues to take messages as usual while the PMS link is down.

Note: It is recommended that the default, Attendant, be chosen for this field to minimize the discrepancies between the AVPL R1.1 and the PMS databases while the PMS link is down.

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Lodging Administrator Registration

Through the **Lodging Administrator Registration** window you may enter or change a password, login ID and the universal (attendant) password for the attendants (Figure 4-8).

Access is through the **AUDIX Voice Power Lodging** window. Highlight "Lodging Administrator Registration" then press **<Enter>**. The System Administrator is the only person permitted to perform Lodging Administrator Registration functions.

As a matter of security, all of the hotel attendants can access all the other lodging package screens except this one.

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Lodging Administrator Registration	
Extention:	_____
Password:	_____
Login ID:	_____
Attendant Password:	_____

Enter administrator extension.

HELP	CHOICES	SAVE	PREV-FRM	NEXT-FRM	CANCEL	CMD-MENU	CHG-KEYS
------	---------	------	----------	----------	--------	----------	----------

Figure 4-9. Lodging Administrator Registration Window

Fields are as follows:

- **Extension** - Enter your (Administrator's) extension.
- **Password** - This field is a four digit field used to either create or change the system administrator voice mail password. Enter the password. To change a password, type over the existing password. You will use this password whenever you create messages, retrieve messages, create mailing lists and change the greeting or closing announcement.

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- **Login ID** - The login ID is a nine character alpha field containing the UNIX login ID of the designated system administrator at the time of the AVPL R1.1 package installation.

This is a read only field.

- **Attendant Password** - There is only one attendant phone password used by all attendants. The attendant phone password is used by hotel attendants during remote message retrieval by a guest. The default value for this field is **** upon installation.

Enter the four digit attendant password.

Standard Function Keys

The standard function keys function the same as described in Section 2 of the *AUDIX Voice Power Lodging System Manager's Reference Guide* (585-310-516).

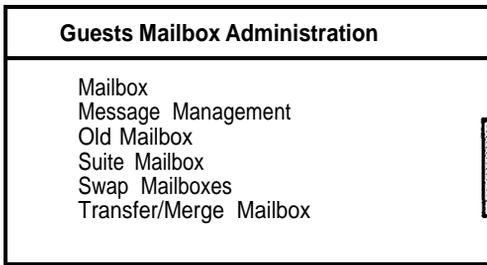
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Guests Mailbox Administration

From the **AUDIX Voice Power** Lodging window, highlight “Guests Mailbox Administration” then press **<Enter>**. The **Guests Mailbox Administration** menu window appears (Figure 4-9).



Highlight an item and press <Enter>.



Figure 4-10. Guests Mailbox Administration Window

Through the Guests Mailbox Administration menu, the attendant has access to screens in order to check-in, checkout and transfer guests from the hotel. Fax and text messages may be added to the guest’s mailbox through the Message Management screen listed in the menu.

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Guest Mailbox Administration Screens

Note: If you have the Property Management System (PMS) feature, you do not have to perform Guest Mailbox Administration. PMS performs the tasks for you. Refer to Section 8 in the manual "Property Management System Interface".

If you do not have PMS, you do have to perform Guest Mailbox Administration.

Mailbox Screen

Guests receive their voice mail messages through mailboxes created for them. You can create as many as 2500 mailboxes. To establish a mailbox for a guest, highlight "Mailbox" then press <Enter>. The **Mailbox** window appears (Figure 4-10).

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Mailbox	
Guest Extention:	_____
Guest Room Number:	_____
Guest Name:	_____
Guest Password:	_____
Guest Language:	_____
Message Waiting	
Voice:	_____
Fax:	_____
Text:	_____
Mailbox Capacity Usage:	_____ %
Suite Mailbox Extention:	_____
Comments:	_____

Enter guest extension (Required field) and press a function key.

CHECKIN	CHECKOUT	MODIFY	DISPLAY	PRINT	DEL-EXTN	FRM-MGMT	CHG-KEYS
---------	----------	--------	---------	-------	----------	----------	----------

Figure 4-11. Mailbox Window

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-
- **Guest Extension** - The Guest Extension is the most important information field. The Guest Extension field matches the guest to all information about the guest in the database. This field must always be filled in. This field assigns a unique telephone or extension number to a mailbox. The maximum length of an extension number is seven digits.
 - **Guest Room Number** - This field needs to be completed only when the guest's room and extension number are not the same.
 - **Guest Name** - This field identifies the guest to the administrator. The guest name field is 20 characters.
 - **Guest Password** - A password is a sequence of four digits that identifies the guest to the system. Through use of the password, a guest gains access to the AVPL R1.1 application to retrieve messages. A password is required when retrieving messages directly (that is, without the aid of an attendant) from outside the guest room. You may specify the characters "*", "#", or "0" for a password. The default for this field is an asterisk (*).

An asterisk (*) or a zero (0) allows the guest access to the mailbox without any password. The pound sign (#) denies the guest access to the mailbox, rejecting any password that the guest enters.

This password does not prevent guests from retrieving messages **from** their room. It only prevents them from retrieving messages from **outside** the room, such as from a lobby telephone. No password is necessary when the guest is retrieving messages from their room.

- **Guest Language** - The Guest Language field will list the languages available for AVPL R1.1. The default value for this field is American English.

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The Guest Language field can be chosen at the time of CHECKIN or can be modified later using the MODIFY function key

- **Voice** - This field gives the number of voice messages waiting to be delivered to the guest. This is a status field and cannot be changed.
- **FAX** - This field gives the number of fax messages waiting to be delivered to the guest. This is a status field and cannot be changed.
- **Text** - This field gives the number of text messages waiting to be delivered to the guest. This is a status field and cannot be changed.
- **Mailbox Capacity Usage** - This field gives the percentage of the maximum mailbox capacity used by the currently held voice messages. This is a status field and cannot be changed.
- **Suite Mailbox Extension** - This field identifies the mailbox extension for AVPL R1.1 when the guest is staying in a suite and sharing a mailbox. This is a status field and cannot be changed.
- **Comments** - The administrator can use this field for general comments up to 20 characters in length.

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Standard Function Keys

The standard function keys function the same as described in Section 2 of the *AUDIX Voice Power Lodging System Manager's Reference Guide* (585-310-516) with the following exception:

- **CHOICES** - There are no choices available for any of the fields in this window.

Alternate Function Keys

There are six specific function keys for the **Mailbox** window. Alternate keys are accessed by pressing the **CHG-KEY** function key.

Check In, Check Out, Delete and **Modify** can be performed on single rooms or suite extensions. These functions do not work on extensions that are members of a suite.

If you have PMS integration, please refer to the documentation for more information.

- **CHECKIN** - Used to check in new guests. Extension and new guest information entered in the **Mailbox** window is saved in the guest database when this key is pressed.
- **CHECKOUT** - Checks out the guest whose extension is entered. The guest mailbox is deactivated and any left over voice mail messages are moved into the old mailbox. A confirmation message is given before the guest mailbox is deactivated.
- **MODIFY** - Modifies the information of the guest whose name or extension is entered. Enter the guest's extension number then press **DISPLAY**. Make any necessary corrections then press the **MODIFY** key to save the changes in the database.
- **DISPLAY** - Displays the guest information for the extension number entered.

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- PRINT** - Displays guest information for the extension number entered. The extension number entered must be a "Checked In" extension number. The information is then sent to a default system printer.
- DEL_EXTN** - Deletes a mailbox extension number from the database. If the extension is a suite member, this function does not work. The administrator may use this key when there is an incorrect extension or no need for a mailbox for the room.

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Notifying Guest of Text or FAX Messages

When an attendant receives a text or FAX message for a guest, the attendant must notify the guest that a non-voice message exists.

The attendant can activate a guest's Message Waiting Lamp (MWL) manually or by leaving a message in their mailbox. We suggest the attendant either manually activate the MWL and explain the reason on the screen, or call the guest and tell them they have a text or fax message.

If your system requires that the MWL be activated manually, turning the Message Waiting Lamp on is not sufficient. It is recommended that the attendant must also increase the count of text and FAX messages through the **Message Management** form window.

Completion of this form does not activate the MWL. When the count is increased through the **Message Management** window, the guest hears a message that text or FAX messages exist. This message is played during message retrieval.

If the attendant turns the message waiting lamp on without increasing the count, and no voice messages exist, the guest will hear: "You have no voice mail messages. If the Message Waiting Lamp remains lighted, please call the attendant."

The message waiting lamp remains on until the guest calls the attendant. If the guest has no messages and the lamp remains lit, the attendant can manually turn the lamp off.

Message Management Screen

The attendant can add/deliver messages for guests using the **Message Management** window (Figure 4-11). Access the **Message Management** window through the **Guests Mailbox Administration** menu. Highlight "Message Management" then press <Enter>. Once all guest messages have been administered, press **CANCEL** to return to the **Guests Mailbox Administration** window.

Message Management	
Guest Extension:	_____
Message Type:	_____
Number of Messages:	_____

Enter guest extension (Required Field).

ADD	DELIVERD				CANCEL	FRM-MGMT	CHG-KEYS
-----	----------	--	--	--	--------	----------	----------

Figure 4-12. Message Management Window

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To add a message:

1. Type the guest extension
2. Select the type of message (fax or text)
3. Enter the number of messages being added
4. Press **ADD**.

To cancel messages to guests.

1. Type guest extension
2. Press **DELIVERD**.

Once a message is delivered, notification of pending messages is canceled in the guest's mailbox.

Fields on the screen are as follows:

- **Guest Extension** - Enter the extension number of the guest that has received a message. If guest is a member of a suite, enter the suite extension.
- **Message Type** - Press **CHG-KEYS** to display the **CHOICES** key. Press **CHOICES**. Highlight one of the two items, text or fax, in the **CHOICES** list then press **<Enter>**. Your selection appears in this field. The default type is "text".
- **Number of Messages** - Enter the additional number of messages held for the guest then press **ADD**.

Standard Function Keys

The standard function keys function the same as described in Section 2 of the *AUDIX Voice Power Lodging System Manager's Reference Guide* (585-310-516) guide with the following exception:

- **CHOICES** - Choices are available for the message type field only. The choices are “text”, “fax”, and “all”.

Alternate Function Keys

- **ADD** - Used to add a message (text or fax) to the guest mailbox. If three additional text messages have arrived for the guest, you may enter all three by indicating a 3 in the “Number of Messages” field.
- **DELIVERD** - Deletes messages. You have three choices:
 - **TEXT** - text messages only
 - **FAX** - fax messages only
 - **ALL** - both text and fax messages

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Old Mailbox Screen

Use this form when you want to purge some or all old mailboxes to make room in the system. You may also use this form to re-activate a mailbox for a guest who checks back into the hotel.

When a guest checks out and their mailbox is deactivated, messages are stored for up to 24 hours in an "Old Mailbox". Access to the **Old Mailbox** window is through the **Guests Mailbox Administration** window. Highlight "Old Mailbox" then press <Enter>.

The **Old Mailbox** window appears (Figure 4-12). Enter the guest's extension number then press **DISPLAY**. All fields except the Guest Extension field are "read only".

Please note that the guest language field is a read-only display field like the password field.

Old Mailbox	
Guest Extension:	_____
Guest Room Number:	_____
Guest Name:	_____
Guest Password:	_____
Guest Language:	_____
Guest Checkout:	_____
Voice Messages Waiting:	_____
Mailbox Capacity Usage	_____ %
Suite Mailbox Extension:	_____
Comments:	_____

Enter guest extension and press a function key.

PURGE	ACTIVATE		DISPLAY	PRINT	CANCEL	FRM-MGMT	CHG-KEYS
-------	----------	--	---------	-------	--------	----------	----------

Figure 4-13. Old Mailbox Window

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Fields on the screen are as follows:

- **Guest Extension** - This is the extension number that has been deactivated.
- **Guest Room Number** - If room number was entered when the mailbox was assigned, that number is shown here.
- **Guest Name** - This field identifies the checked-out guest to the administrator.
- **Guest Password** - Contains the password belonging to the checked-out guest.
- **Guest Language** - This field identifies the language that is in use.
- **Guest Checkout** - Contains the checkout date and time of the checked-out guest.
- **Messages Waiting** - Contains the number of voice messages waiting for delivery to the checked-out guest.
- **Mailbox Capacity Usage** - Contains the percentage of the maximum mailbox capacity used by the undelivered voice messages.
- **Suite Mailbox Extension** - Contains the mailbox extension for voice mail if this guest stayed in a suite and shared this mailbox.
- **Comments** - The administrator can use this field for general comments up to 20 characters in length.

Standard Function Keys

The standard function keys function the same as described in Section 2 of the *AUDIX Voice Power Lodging System Manager's Reference Guide* (585-310-516) with the following exception:

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- **CHOICES** - The **CHOICES** key for the extension field displays a list of old mailboxes that contain messages. The list is in extension number order.

No other fields on this form offer choices.

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Alternate Function Keys

There are three specific function keys for the **Mailbox** window. Alternate keys are accessed by pressing the **CHG-KEY** function key.

- **PURGE** - Use this key to purge the old mailbox extension entered in the **OLD MAILBOX** form window.

A **PURGE** manually deletes the old mailbox. Usually, AVPL R1.1 deletes old mailboxes every day at midnight for mailboxes that contain information for 24 hours.

The old mailbox also is purged when a guest checks in under the same extension number as the old mailbox.

A conflation message is given before the guest name is purged. The **CHOICES** key displays a list of old mailboxes.

The **PURGE** key is used to purge the mailbox sooner. This is most useful when there is need for more available mailbox space.

If the guest extension is filled with the keyword "all", then all old mailboxes are purged. Only the system administrator has the privilege to do this type of purging. The login ID of the person entering this command will be checked against the system administrator login ID. If there is no match, then permission to purge all old mailboxes is denied.

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. **ACTIVATE** - Use of this key reactivates the old mailbox extension entered in the form. This is most useful when a previous guest checks back in to the hotel.

A pop-up form window appears so you can enter the new extension and room number of the returning guest (See Figure 4-13). All the guest information, such as the password, text, fax, voice mail messages, etc., are transferred into the new mailbox.

Reactivate Old Mailbox							
New Guest Extension: _____							
New Guest Room Number: _____							
Old Guest Extension: _____							

Enter new guest extension (Required Field).

HELP	CHOICE	SAVE	PREV-FRM	NEXT-FRM	CANCEL	CMD-MENU	CHG-KEYS
------	--------	------	----------	----------	--------	----------	----------

Figure 4-14. Reactivate Old Mailbox Window

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You only need to enter the "New Guest Extension" in order to check-in the guest. "New Guest Room Number" may be filled in when the telephone extension and room number are not the same. The "Old Guest Extension" field is a read-only field, giving the old mailbox that is reactivated. After entering the "New Guest Extension," press **SAVE** or **ACTIVATE** and the guest's mailbox is reactivated.

- **DISPLAY** - Use this key to display all guest status information for the entered extension number.

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Suite Mailbox Screen

It is possible for a guest to reserve a suite of rooms. This is common when a small group is traveling together. Because they are together, they may not each require separate mailboxes. You can create one voice mailbox that services the entire suite of rooms.

A suite mailbox consists of multiple (up to ten) extensions belonging to a specified suite of rooms. One of the extensions becomes the main suite extension. The main suite extension is specified as the suite mailbox extension. Each room in the suite has its own phone and extension number. These extensions are called suite member extensions.

Guests can receive calls through their individual extension number. If a suite member is not available to take a call and a voice message is left, the voice message is stored in the main suite mailbox. The following example best explains what a suite mailbox is and how it is used.

Ms. Jones is in town for her daughter's wedding. She, along with several other family members, have requested a suite of rooms. Ms. Jones is staying in Room 2000 while other family members are assigned to Rooms 2001, 2002 and 2003. Each room has a separate extension number.

Ms. Jones' extension number is the main suite extension. Extensions 2001, 2002, and 2003 become members of the suite. Calls coming into the suite and leaving voice mail messages for Ms. Jones or any of the other family members are stored in the suite mailbox, under Extension 2000. Any family member in rooms 2001, 2002, or 2003 may retrieve messages from the phone in his/her room. Messages may be for any of the members in the suite of rooms. Because voice messages can be deleted after being played, it is important that suite members inform one another of important messages.

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How To Access Screen

Access to the **Suite Mailbox** window is through **Guest Mailbox Administration** window. Highlight "**Suite Mailbox**" in the **Guest Mailbox Administration** window then press <**Enter**>. The Suite Mailbox form window appears (Figure 4-14).

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Suite Mailbox	
Suite Mailbox Extension:	_____
Extentions Which Share This Suite:	_____
Range:	_____

Enter suite extension (Required Field) and press a function key.

	DELETE	SAVE	DISPLAY	PRINT	CANCEL	FRM-MGMT	CHG-KEYS
--	--------	------	---------	-------	--------	----------	----------

Figure 4-15. Suite Mailbox Window

Suite Mailbox Window Fields

- **Suite Mailbox Extension** - Enter the main suite extension.
- **Extensions Which Share This Suite** - Enter a range of extensions, the individual member extensions, or both.

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.Range - Enter a single range of extensions or multiple ranges as follows:

— **2001-2009**

The system does not accept any spaces between a range of numbers.

— **2001-2004, 2004-2009**

— **Individual extensions** - Enter each extension that is a member of the suite.

— **Both range and individual extensions** - Total number of extensions (including the Suite Mailbox Extension) may not be more than 10.

Use the **Suite Mailbox** window to create, delete or modify a suite mailbox.

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Creating a Suite Mailbox

Suite groups can only be created, deleted or modified if none of the extensions in the group are “checked in”. Once a suite group is created, it remains until you delete it.

Use the following procedure when a suite guest checks in:

1. Create the Suite Mailbox using the **Suite Mailbox** window.

- a. Enter the main suite extension number in the “Suite Mailbox Extension” field.

An error message appears on the screen if you enter an extension number that has previously been checked-in or if the extension number is a member of another suite.

- b. Enter the range of extensions or individual extension numbers of the members of the suite in the “Extensions Which Share This Suite” field.

The total number of member extensions is not to exceed nine.

Member extensions must be unused extension numbers. If you should enter an extension that has previously been checked-in, an error message appears on the screen.

- c. Press **SAVE** to save all information entered on the screen.

2. **CHECK-IN** the guest assigned to the main suite extension using the Mailbox window. Use the main suite extension as the guest extension.

Once you check-in the main suite extension, all member extensions of “the suite have check-in status.

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Deleting a Suite Mailbox

Once a suite extension has been checked-in, you cannot modify or delete any extensions within that suite.

Use the following procedure to delete a suite mailbox:

1. **CHECK_OUT** the main suite extension by entering the main suite extension in the **MAILBOX** window. Press **CHECK-OUT**.
Once you check-out the main suite extension, all member extensions have check-out status.
2. Open the **Suite Mailbox** window and enter the main suite extension.
3. Press **DELETE** and the main suite extension is removed.

Modifying a Suite Mailbox

1. Open the **Suite Mailbox** window and enter the main suite extension.
2. Make any necessary changes to extensions entered on this form. Remember that any extensions entered on this form must have checked out status.

If adding an extension to an existing range, re-type the entire range.
3. Press **SAVE** to save all changes.

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Standard Function Keys

The standard function keys function the same as described Section 2 of the *AUDIX Voice Power Lodging System Manager's Reference Guide* (585-310-516) with the following exception:

- **CHOICES** - choices are available for the suite mailbox field. This list is in the sorted order of increasing extensions for all the suites previously established.

Alternate Function Keys

Alternate keys are accessed by pressing the **CHG-KEY** function key.

- **DELETE** - Deletes the suite mailbox group. A confirmation message appears before the suite mailbox group is deleted.

Before you can delete a suite mailbox, you must check-out the main suite extension through the **Mailbox** window. Once you check-out the main suite extension, all members of the suite have check-out status.

- **SAVE** - Works the same as the **CREATE** and **MODIFY** keys in the **Mailbox** window. After **SAVE** is pressed the screen displays all the extensions input in the range field and/or extension fields in sorted order.
- **DISPLAY** - Used for displaying group extensions given the suite extension number. The display is in sorted order. The **CHOICES** key can be used to select a suite mailbox extension and **DISPLAY** the suite group for that extension one suite at a time.
- **PRINT** - Prints group extensions of a given suite extension number.
- The **CHOICES** function key can be used to select a suite mailbox extension and **PRINT** the suite group for that extension one suite at a time.

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Swap Mailboxes Screen

If guests exchange or swap rooms, their mailboxes must be changed. To swap mailboxes, access the **Swap Mailboxes** window (Figure 4-15). Highlight "Swap Mailboxes" in the **Guest Mailbox Administration** window and press <Enter>. The **Swap Mailboxes** window appears.

Swap Mailboxes	
Extension:	_____
Extension:	_____

Enter guest extension to swap (Required Field).

HELP	CHOICE	SAVE	PREV-FRM	NEXT-FRM	CANCEL	CMD-MENU	CHG-KEYS
------	--------	------	----------	----------	--------	----------	----------

Figure 4-16. Swap Mailboxes Window

Simply enter two active guest mailbox extensions then press **SAVE**. All the information (guest data, text, fax and voice messages) is swapped between the specified extensions. The **CHOICES** key does

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not offer choices for any of the fields on this form.

Transfer/Merge Mailbox Screen

If a guest transfers from one room to another, you must also transfer the guest's mailbox. If a guest transfers from one room to another and a mailbox is shared, you must merge the guest's existing mailbox with the "move to" mailbox. This is done through the **Transfer/Mailbox** window (Figure 4-16).

Highlight "Transfer/Merge Mailbox" in the **Guest Mailbox Administration** window, then press <Enter>. The **Transfer/Merge Mailbox** window appears.

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Transfer/Merge Mailbox	
Move From Extension:	_____
To Extension:	_____
New Room Number:	_____

Enter guest extension (to transfer from) (Required Field).

HELP	CHOICES	SAVE	PREV-FRM	NEXT-FRM	CANCEL	CMD-MENU	CHG-KEYS
------	---------	------	----------	----------	--------	----------	----------

Figure 4-17. Transfer/Merge Mailbox Window

Fields are as follows:

- **Move From Extension** - Enter the extension from which the guest is moving. This extension must be an active mailbox. The extension/room the guest is moving to should typically be an unused, deactivated mailbox.

In case the “move to” extension/room is occupied a confirmation prompt to make the two guests share the “move to” room will be displayed. If the administrator/attendant chooses to make the guests share, the “move from” extension/room will be deactivated and all the voice mail from the “move from” extension/room will be transferred to the “move to” room adding to any existing voice mail already in that mailbox.

If a transfer is done on a suite extension, all extensions in the suite become “checked-out.”

AVPL R1.1 will allow the mailbox to exceed its capacity because of this merge operation.

If either the “move from” room or the “move to” room mailbox is being accessed for messages, this operation will abort and an appropriate message will be displayed.

- **To Extension** - Enter the extension to which the guest is moving. This extension must be an unused, deactivated mailbox extension. If the transfer is to a suite, all extensions in that suite will show as “checked in”.
 - **New Room Number** - This field is optional. It is completed when the room number and extension number are different.
- After entering the information in all three fields, press **SAVE** and the guest mailbox, along with any information contained in it, is transferred. **SAVE** will only work on single rooms or suite

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extensions. It does not work on extensions that are members of a suite.

Application/Switch Integration Association

Through the **Application/Switch Integration Association** window you may assign the correct software package with the correct switch.

Access is through the **Application Package Administration** window.

Perform the following steps to access the Application/Switch Integration Association window.

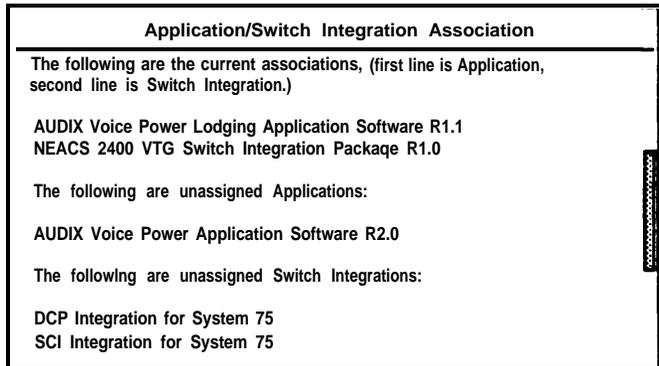
1. Highlight "Voice System Administration", from the **User Login** window, press **<Enter>**.
2. Highlight "Application Package Administration", then press **<Enter>**.
3. Highlight "Application/Switch Integration Association" then press **<Enter>**.

The Application/Switch Integration Association window appears (fig 4-18).

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Enter guest extension and press a function key.

		ASSIGN	UNASSIGN		PRINT	FRM-MGMT	CHG-KEYS
--	--	--------	----------	--	-------	----------	----------

Figure 4-18. Application/Switch Integration Association

The screen displays what applications are assigned and unassigned. You will see what is currently assigned first on the screen. Below this association, you will see what is unassigned.

The fields are as follows:

- **Application Integration Association -**
- **Switch Integration -**

1. Press change keys to change assignments.
2. Press "ASSIGN" to assign a software package with a switch.
A new screen will appear, **Assign Application to Switch Integration**.
3. Press "CHOICES" to confirm what is installed on your system.
4. Highlight your choice and press <Enter>.
5. Press Cancel to return to the **Application/Switch Integration Association** screen.

SWITCH INTERFACE ADMINISTRATION

The **Switch Interface Administration** form window enables you to define Voice System and switch interaction by establishing and modifying switch interface parameters and protocol options on a system-wide basis.

There are several ways to complete the **Switch Interface Administration** window information. Either enter your own values or use the default values for a switch and then make changes as necessary.

Starting Switch Interface Administration

Note: The Voice System must be running before you can use "Switch Interface Administration". Refer to the help information under "Start Voice System" within the **System Control** window for details on how to startup the Voice System.

From the **Voice System Administration** window, highlight "Switch Interface Administration" then press <Enter> to open the **Switch Interface Administration** window (Figure 4-17).

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The **Switch Interface Administration** window displays the most recently saved switch settings. If you have not previously established your own settings, the AT&T System 75 values appear in the window by default.

Switch Interface Administration					
<p>Current Settings</p> <p>Switch Hook Flash Duration: <u>600</u></p> <p>Wink Disconnect Interval: <u>300</u></p> <p>Type of Signaling: <u>TT</u></p>					
Enter a flash duration between 300 and 1550 milliseconds.					
DEFAULTS				PRINT	FRM-MGMT
				CHG-KEY	

Figure 4-19. Switch Interface Administration Window

SYSTEM MONITOR OVERVIEW

System Monitor displays call activity and switch/PBX connections. Through the "System Monitor" component, you are able to see a display of the Voice Channel status.

Before performing any operational tests, verify that the required local central office connections are installed and activated and that the Voice System is configured to your specifications.

From the **Voice System Administration** window, highlight "System Monitor" then press <Enter>. The **Voice Channel Monitor** window appears (Figure 4-18).

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Voice Channel Monitor					
Channel	Calls Today	Voice Service	Service Status	Caller Input	Dialed Digits
0	3	Lodging	• Talking		
1	3		• On Hook		
2	0		FOOS		
3	0		FOOS		

CHG RATE				PRINT	FRM-MGMT	CHG-KEYS
----------	--	--	--	-------	----------	----------

Figure 4-20. Voice Channel Monitor Window

This example shows one IVP card with four channels. Channels 2,3, and 4 are out of service.

OVERVIEW OF CALLER INTERFACE

This section describes how the caller accesses the AUDIX Voice Power Lodging (AVPL R1.1) package.

The Caller Interface is broken down into three menus:

- Coverage Activity Menu
- Retrieval Activity Menu
- Administrator Activity Menu.

Note: In this section “menu” refers to the spoken menu presented on the telephone at different levels of the AVPL R1.1 system.

This section describes the function of each menu and possible voice responses.

Outside callers, hotel guests, and hotel attendants use the first two menus, Coverage Activity and Retrieval Activity.

A caller may try to reach a guest outside the hotel or may dial the guest’s room directly. If the guest is unavailable, the caller is transferred to AVPL R1.1 through the call coverage feature. The AVPL R1.1 Coverage Activity Menu prompts the caller to leave a voice message for the guest or to transfer to a hotel attendant.

Guests can retrieve their voice mail messages in two ways: from any phone within the hotel (guest’s room or lobby phone) with or without the aid of the hotel attendant or from a phone outside the hotel. Retrieving messages from outside the hotel requires attendant

intervention. Message retrieval is accomplished via the Retrieval Activity Menu.

Caller Interface Administration is performed through telephone access to AVPL R1.1. You are prompted through administration procedures accessed via the Administrator Activity Menu.

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COVERAGE ACTIVITY MENU

With the AVPL R1.1, a caller can leave a personal message for a guest. A caller can dial directly to the hotel guest's phone or can dial into the hotel and request to be connected to the guest's room. When a guest is not available to answer a call, the caller is prompted either to record a message or transfer to a hotel attendant. The caller receives a message similar to the following message:

“Your call is being answered by the hotel's voice mail system. The person you called is unavailable. Please leave a message for them at the tone, or press zero for a hotel attendant. You may hang up when finished, or you may transfer to a hotel operator at any time by pressing zero.

If the Operator at End of Call (Operator Revert) feature is chosen in the System Parameter screen, then the caller will hear a different message if either of the two situations are present:

1. The caller doesn't hang up or
2. The caller records a maximum length message.

If the caller doesn't hang up, he/she will hear:

If no message: *No message recorded. For a hotel attendant, please stay on the line. Your call is being transferred. Please wait. OR*

If message: *Message delivered. For a hotel attendant, please stay on the line.*

If a maximum length message is recorded, the caller will hear:

Maximum length recorded. Message delivered. Your call is being transferred. Please wait.

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Attendant Intervention

A caller may want to speak with the attendant for various reasons. For instance, the caller may be uncomfortable talking to a machine or may not understand what to do.

In any case, it is important that the attendant distinguish at the beginning of the call if the caller is transferring to the attendant or is calling in for the first time. Because AVPL R1.1 handles all calls in the same manner, regardless of the circumstances, there is a chance that the caller may get into a loop if the attendant does not understand the situation correctly.

For example, a caller dials a guest (Mr. Jones) directly. Mr. Jones is not in his room. The caller hears the greeting and is asked to record a message or transfer to an attendant. The caller then transfers to an attendant and asks to leave a message for Mr. Jones. The attendant might assume that the caller has not attempted to reach Mr. Jones directly and transfers the caller to Mr. Jones' room. The caller hears the greeting and coverage activity menu again. This can be a very frustrating experience for the caller and is contrary to the purpose of providing a voice mail service.

Although there is minimal attendant intervention, the role the attendant plays is very important.

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Do Not Disturb Activation

The guest may also request the attendant to activate the Do Not Disturb feature. This feature is useful to the guest when the guest prefers not to have any calls directed to the room. When Do Not Disturb is activated, calls terminate at the Voice Mail System extension until it is deactivated.

This is a switch feature. Activation is through Dial Access. Using touch-tone buttons, the attendant dials the feature access code and enables this feature by entering the guest extension number. Refer to the PBX feature manual or contact your switch support technician for more information on implementing this feature.

If you have a Property Management System (PMS), you can activate this feature through a PMS screen.

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RETRIEVAL ACTIVITY MENU

Through the AVPL R1.1 application, guests can retrieve their messages in several ways:

- Calling a direct dial number to retrieve messages from a phone in the guest's room.
- Calling a direct dial number to retrieve messages from a phone within the hotel, most likely a lobby phone.
- Calling a hotel attendant from a phone at a remote location for access to AVPL R1.1 - both current and former guests can do this.

The first two situations do not require attendant intervention unless the guest seeks assistance. It is only when the guest is outside of the building that access to AVPL R1.1 is through an attendant.

In all three of the above cases, the actual retrieval method of the messages is the same. It is how AVPL R1.1 is accessed that is different.

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Direct-Dial Retrieval From Phone in Assigned Guest Room

The simplest way for a guest to retrieve a message is by using the phone in the guest's assigned room.

To retrieve messages, the guest must

1. Dial the extension (hunt group number) assigned to AVPL R1.1.
2. Listen to a standard or customized greeting followed by message information.

The guest receives:

- notification of the number and type of messages for each message,
- the time, day, and date each message was received,
- then the messages, one at a time.

3. Take one of the following actions:
 - a. Press 2 to re-play message.
 - b. Press 3 to delete message and play next message.
 - c. Press 4 to skip to next message, saving current message.
(Only if this option is provided to guests as specified in the System Parameter Administration window.)
 - d. Press no touch tones to save message and play the next.
(Only if this option is provided to guests as specified in the System Parameter Administration window.)
 - e. Press 0 for operator assistance.
4. After deleting the last voice message, the guest hears a standard or customized closing message and hangs-up.
5. If the guest has a fax or text message, the following message will be heard:

“To get text or FAX messages, press 0.”

Pressing zero transfers the guest to the front desk to retrieve messages.

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Direct-Dial Retrieval From Phone Not in Guest Room

A guest can retrieve messages from a telephone other than the one located in the guest's room, for example, the hotel lobby phone. Retrieving messages from an outside phone is similar to retrieving messages from the guest's room phone. However, two additional steps are necessary: entering the guest's room extension and entering a password.

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Access Via Lobby or House Phone:

To retrieve messages from an outside telephone, the guest must

1. Dial the extension (hunt group number) assigned to AVPL R1.1.
2. Listen to a standard or customized greeting.
3. Enter assigned room phone extension.
4. Enter password (if requested). If the guest does not have a password, skip this step and proceed to next.
5. Listen to message information.

The guest receives:

- notification of the number and type of messages for each message,
- the time, day and date each message was received,
- then the messages, one at a time.

If the caller has requested another language instead of American English, it is at this prompt that all future prompts will be in the specified guest language.

6. Take one of the following actions:
 - a. Press 1 or skip the header.
 - b. Press 2 to play message.
 - c. Press 3 to delete message and play next message.
 - d. Press 4 to skip to next message, saving current message.
(Only if this option is provided to guests as specified in the System Parameter Administration window.)

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- e. Press no touch tones to save message and play the next.
(Only if this option is provided to guests as specified in the System Parameter Administration window.)
 - f. Press 0 for operator assistance.
7. After retrieving the last voice message, the guest hears a standard or customized closing message.

Access Via the Attendant:

It is possible for a current or previous (checked-out) guest to retrieve messages while outside the hotel. Messages for a previous guest are stored in an "Old Mailbox" for 24 hours after check-out time. After this time period, the messages are purged from the system. Purged messages are no longer retrievable.

The guest dials the hotel attendant number to access AVPL R1.1. Upon receiving the call, the hotel attendant must determine if the guest is currently checked-in or if the guest has recently checked-out.

The hotel attendant must:

1. Place the caller on hold.
2. Enter the extension assigned to AVPL R1.1.
3. Listen to the customized greeting.
4. Enter the guest room extension
If the guest has checked-out, precede the room extension with a star (*). Enter attendant/guest password (if requested). If the guest/attendant does not have a password, skip this step and proceed to the next.
5. Listen for conflation message and then hangup.

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6. Transfer guest to AVPL R1.1.

The guest is connected to the system at the point of the message retrieval prompt. He/she will hear:

"To listen to voice mail, press 1."

The guest then follows the same steps for message retrieval as previously outlined.

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Restoring a Deleted Message

Deleted messages are stored until midnight of the day they were deleted. That means that you can retrieve a message that a guest deleted at 6 p.m. up until midnight that evening. Additionally, messages deleted after 11 p.m. can be restored up until midnight the next night. This gives your guests more than one hour to retrieve a message they may have accidentally deleted.

Follow this procedure to restore a deleted message:

1. Place the guest on hold.
2. Enter the guest extension (hunt group number) assigned to AVPL R1.1.
3. Listen to the customized greeting.
4. Enter the guest room extension preceded extension with a 0. For example, when restoring a message for room 211, you would enter 0211.
5. Enter attendant/guest password (if requested). If the guest does not have a password, skip this step and proceed to the next.
6. If you hear "*Lust deleted message has been restored*", listen to confirmation message "*Ready for message retrieval.*" Proceed to the next step.

If you hear "*This guest has no deleted messages*", hangup and transfer back to guest and explain that there are no messages to restore.

7. Steps 2 through 6 can be repeated as many times as necessary. Messages are restored starting with the most recently deleted message.

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8. Transfer guest to AVPL R1.1.

The guest is connected to the system at the point of the message retrieval prompt.

The guest then follows the same steps for message retrieval as previously outlined.

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ADMINISTRATOR ACTIVITY MENU

The Administrator Activity Menu is reserved for administrator use.

Using the Administrator Activity Menu, the administrator can:

- Record messages
- Retrieve messages
- Administer mailing lists
- Administer prompts.

The activity menu is composed of menus within menus. Each item in the activity menu accesses sub-menus. These sub-menus provide flexibility to the administrator when performing the functions listed above.

Logging In To AUDIX Voice Power Lodging

To access the Administrator Activity Menu, dial the AVPL R1.1 number. You then can follow the login procedure using your assigned extension number and password. If the extension and password match those assigned to the administrator, access to the administrator's activity menu is permitted.

Follow this procedure to Log in to AVPL:

1. Dial the extension assigned AVPL.
2. If you are calling from your own phone, AVPL will prompt you to enter the password (if applicable).
3. If you are calling from another phone, AVPL will prompt you to enter the extension and then the password (if applicable).

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Recording Messages

To record messages:

1. Press 1 to create a message.
2. Record your message.
3. Press 1 to stop recording.
4. Press 2 3 to review the message.
 - a. Press 2 1 to re-record the message
 - b. Press * D to delete the message and return to the main menu.
 - c. Press * # to approve the message.
5. Address message.

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Addressing Messages

The administrator has several options when addressing a message. Messages can be addressed to:

- An individual
- Several individuals
- A specified list of individuals
- All mailboxes through the broadcast feature.

Record your message following the procedure outlined above.

To address the same message to several individuals, enter each extension followed by a pound (#) sign. After entering the last extension number and #, press * #.

To address a message to a mailing list, press *L followed by the list ID and #.

To broadcast the message, press *M.

Retrieving Messages

You can dial into AVPL R1.1 at any time to retrieve your messages.
You are notified of the:

- Number of messages received
- Type of message
- Time, day, and date the message was received.

To retrieve messages:

1. Press 2 to get messages.
2. Take one of the following actions:
 - a. Press 0 to listen to the content of the message.
 - b. Press 3 to replay message.
 - c. Press * D to delete the message.
 - d. Press # to skip a message.
3. Press * R to return to the main menu or hang-up.

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Administering Mailing Lists

A mailing list is a list of specified extensions grouped together by an ID number. The maximum number of entries in a list is 250. To allow greater flexibility, lists may vary in length.

By pressing "5", the administrator can create new lists, scan existing lists or review existing lists.

To administer a mailing list:

1. Dial the AVPL R1.1 hunt group number.
2. Enter your administration extension and password.
3. Press 5 to access the mailing list administration menu.

Creating a Mailing List

1. Press 1 to create a mailing list.
 - a. To **make a new list, enter a new list ID number** (up to six digits) followed by a pound (#) sign.
If list ID number already exists, you are prompted to re-enter a new number.
 - b. To **replace an existing list** with the new list, re-enter the new ID number followed by a pound (#) sign.
 - c. Enter each of the extension numbers to be included in this list followed by a pound (#) sign.
2. After entering the last extension number to be included in the list, press *#. This completes the list.

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Scanning an Existing Mailing List

1. Press 2 to listen to a list of existing mailing lists by id number.

You hear a message giving the list number and the number of entries included.

- a. Press * D to delete a list.
 - b. Press # to skip a list and hear the next list.
 - c. Press 0 to review each entry within the list.
2. Press * R to return to the main menu.

Reviewing an Existing Mailing List

1. Press 3 and wait for the prompt. Enter the list ID to be reviewed.

You hear each entry in turn.

- a. Press * D to delete an entry.
 - b. Press #" to skip an entry.
 - c. Press 1 to add entries. Enter the extension number followed by a # sign. Press * # when last entry has been added.
 - d. Press 1 to review list from the beginning.
2. Press * R to return to the main menu or press 3 to review another list.

Administering Prompts

With AVPL R1.1, you can record your personal greeting and good-bye messages. Keep in mind that having the same voice recording all the messages displays a more professional image.

There are four customized prompts:

- Call Answer Greeting

“Your call is being answered by the hotel’s voice mail system. The person you called is unavailable. Please leave a message at eh tone, or press 0 for a hotel attendant. You may hang up when finished, or you may transfer to a hotel operator at any time by pressing zero. Record at the tone.”

- Call Answer Goodbye

“Thank you for using the voice mail system. Goodbye.”

- Voice Mail Retrieval Greeting

“Welcome to the hotel’s voice mail system. For assistance from the hotel attendant, press 0 at any time.”

- Voice Mail Retrieval Goodbye.

“Thank you for using the voice mail system. Goodbye.”

To administer prompts:

1. Press 9 to access the prompt administration menu.
2. Press 2 to administer the call answer prompt.
3. Press 1 to administer the voice mail retrieval prompt.

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Call Answer Prompt Administration

1. Press 1 to administer a **Call Answer Greeting** message.
 - a. Press 1 to record the call answer greeting.

Record greeting.

Press 1 to stop recording when message is complete.
 - b. Press 0 to listen to greeting.
 - c. Press * # to select a greeting type.
 - Press N to select the system greeting.
 - Press Y to select the custom greeting.
 - d. Press * R to return to main menu.

Press 2 to administer **Call Answer Goodbye** message.

Follow the same steps as for the Call Answer Greeting administration.

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Voice Mail Retrieval Prompt Administration

1. Press 1 to administer voice the voice mail retrieval greeting message.

If you know the 2-digit language code, enter it now.

If you need to review the menu of the language codes, press * 1.

- To record in American English, press 00.

- To record in Spanish, press 02.

After choosing the correct language code, enter the 2-digit code now.

2. Confirm the messages.

- Press Y to confirm the selection.

- Press N to re-enter the language code, if necessary.

3. Follow the same steps as for Call Answer Prompt Administration.

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GENERATING REPORTS 6

REPORTS ADMINISTRATION OVERVIEW

AUDIX Voice Power Lodging (AVPL R1.1) gathers various records regarding the following

- which users are about to run out of message space
- how often channels are accessed.
- system errors LE

From the **Reports Administration** window you can access system or AVPL R1.1 reports.

It is recommended that you generate and monitor these administrative reports on a regular basis. This helps to ensure that the system is running properly and helps to avoid problems in the future.

Accessing AUDIX Voice Power Lodging Reports

From the **Voice System Administration** menu window, highlight "Reports Administration" then press <Enter>. The **Reports Administration** window appears (Figure 6-1).

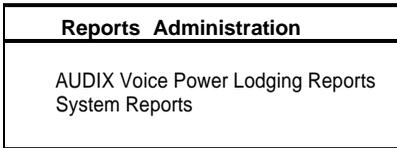


Figure 6-1. Reports Administration Window

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From this point, you can choose either “AUDIX Voice Power Lodging Reports” or “System Reports”. Using the cursor movement keys, highlight “AUDIX Voice Power Lodging Reports” then press <Enter>. The **AUDIX Voice Power Lodging Reports** window appears (Figure 6-2).

AUDIX Voice Power Lodging Reports
Phone Line Usage Mailbox Usage Guests Over Mailbox Limit

Press arrow keys to highlight item then CHG-KEYS to DISPLAY or PRINT

HELP			PREV-FRM	NEXT-FRM	CANCEL	CDM-MENU	CHG-KEY
------	--	--	----------	----------	--------	----------	---------

Figure 6-2. AUDIX Voice Power Lodging Reports Window

AUDIX Voice Power Lodging Reports focus on how much space is currently available on the system, how much space the various users are using, and the current status of the system’s phone lines.

Phone Line Usage Report

From the **AUDIX Voice Power Lodging Reports** window, highlight "Phone Line Usage Report" then press <Enter> to open the **Phone Line Usage Report** window (Figure 6-3). The **DISPLAY** function key from the alternate function key set operates in the same manner as the <Enter> key. Highlight the desired report and then press **DISPLAY** to bring up the specified report.

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Phone Line Usage Report				
Phone Line Usage Report				
Starting Tue Feb 13 10:28 20 1990				
Ending Thu Feb 15 10:21:52 1990				
Channel 4- assigned lodging				
	Admin Service	Call Answer	Voice Mail	Channel Totals
Calls	3	575	296	878
Abandoned	0	8	6	14
Holding Time (s)	428	24	35	29
Occupancy (%)	<1	1	1	1
Messages Sent	12	310	0	322
Messages Read	4	0	295	299
Messages Deleted	4	0	285	289
Messages Restored	0	0	3	3
Attendant Cmpit	0	122	3	125
Attendant Busy//NA	0	134	1	135
Attendant incmpit	0	1	0	1
Logins	0	3	289	292
Bad Switch Info	0	0	0	0
Attend Assist	0	0	13	13
Not Checked in	0	0	1	1

HELP	PREVPAGE	NEXTPAGE	PREV-FRM	NEXT-FRM	CANCEL	CDM-MENU	CHG-KEYS
------	----------	----------	----------	----------	--------	----------	----------

Figure 6-3. Phone Line Usage Report Window

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The **Phone Line Usage Report** window provides you with information regarding AVPL R 1.1 activity for every channel during a particular time period. Only the services that have experienced any activity during the time period are displayed. For example, if no calls were made to the AVPL R1.1 service, no information would appear for this service.

If information is not relevant to one of the AVPL R1.1 services, a blank appears in that row of information.

The following information describes the various components of this report.

1. **Starting Date & Time** - date and time since last initiation of the RESETLOG key.
Ending Date & Time - current date and time
2. **Channel** - channel information being displayed
3. **Calls** - total number of calls for each AVPL R1.1 service
4. **Abandoned** - number of times the user disconnected call; no action was taken
5. **Holding Time** - average length of the call in seconds
6. **Occupancy (%)** - percentage of available time the service was in use
7. **Messages Sent** - number of voice mail or call answer messages sent
8. **Messages Read** - number of voice mail messages that were read.
9. **Messages Deleted** - number of voice mail messages that were deleted.
10. **Messages Restored** - number of voice mail messages that were previously deleted then restored by an attendant.

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11. **Attendant Complete** - number of transfers to attendant
12. **Attendant Busy/NA** - number of transfers to attendant that were either busy or there was no answer
13. **Attendant Incomplete** - number of failed transfers to human attendant
14. **Logins** - number of times users have logged onto the AVPL R1.1 Retrieval service
15. **Bad Switch Information** - number of calls that came into AVPL R1.1 and no information received from switch. User hears, "This call is experiencing technical difficulties".
16. **Attendant Assistance** - number of times the attendant assisted a guest to access AVPL R1.1 for message retrieval.
17. **Not Checked In** - number of calls to a room that no one has checked in to.

A “grand total” of all the channels that have had activity is displayed at the end of the Phone Line Usage report (Figure 6-4). This provides you with a summary of all the channels and their activity. Note that “Holding Time” and “Occupancy” are averages.

Phone Line Usage Report				
Phone Line Usage Report				
Starting Tue Feb 13 10:28 20 1990				
Ending Thu Feb 15 10:21:52 1990				
Channel 4- assigned lodging				
	Admin Service	Call Answer	Voice Mail	Channel Totals
Calls	3	575	296	876
Abandoned	0	8	6	14
Holding Time (s)	428	24	6	29
Occupancy (%)	<1	1	1	1
Messages Sent	12	310	0	322
Messages Read	4	0	295	299
Messages Deleted	4	0	285	289
Messages Restored	0	0	3	3
Attendant Cmpit	0	122	3	125
Attendant Busy//NA	0	134	1	125
Attendant Incmpit	0	1	0	1
Logins	0	3	289	292
Bad Switch Info	0	0	0	0
Attend Assist	0	0	13	13
Not Checked in	0	0	1	1

Figure 64. Phone Line Usage Report - Totals Window

HELP	PREVPAGE	NEXTPAGE	PREV-FRM	NEXT-FRM	CANCEL	QMD-MENU	CHG-KEYS
------	----------	----------	----------	----------	--------	----------	----------

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Reset Log Function Key

From the alternate function key set in the **Phone Line Usage Report** window, press **RESETLOG**. This will restart the call gathering information process. It is recommended that you do this at regular intervals, after generating and printing a report.

Phone Line Usage Print Option

To obtain a complete print out of the Phone Line Usage report, use the **PRINT** function key. From the alternate function key set in the **Phone Line Usage Report** window, press **PRINT**. Make sure the Voice System has all the proper printer connections. Refer to the *AT&T FACE* documentation for additional information on how to establish printer operations.

Mailbox Usage Report

From the **AUDIX Voice Power Lodging Reports** window, highlight “Mailbox Usage Report” then press <Enter> to display the **Mailbox Usage Report** window (Figure 6-5). The **DISPLAY** function key from the alternate function key set operates in the same manner as the <Enter> key. Highlight the desired report and then press **DISPLAY** to bring up the specified report.

The Mailbox Usage report provides information on the number of voice messages, the number of fax and text messages entered and not picked up, and the disk space usage for each user on the system. Users who have exceeded two-thirds of the time limit (given in seconds) designated to them for message storage are indicated with a “WARNING” note. An “OVER” mark is placed by users who have gone past the allotted limit for storage.

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Message Space Usage Report				
Mailbox Space Usage Report Mailbox size: 360 seconds Thu Feb 15 10:22:30 1990				
Mailbox	Voice Msgs	Time (secs)	Text Msgs	Fax Msgs
Current Mailboxes				
1000	2	6	0	1
1001	2	7	0	0
1002	1	5	0	0
1003	1	5	0	0
1004	1	5	1	0
1005	2	7	0	0
1006	1	31	0	0
Old Mailboxes				
2006	0	0		
2012	0	0		
Totals	10	66		
Voice Disk Space Usage: slice /dev/rdisk/0s4 12063 free blocks of 12957 available (93% free)				

HELP	PREVPAGE	NEXTPAGE	PREV-FRM	NEXT-FRM	CANCEL		CHG-KEYS
------	----------	----------	----------	----------	--------	--	----------

Figure 6-5. Mailbox Usage Report Window

Mailbox Usage Print Option

To obtain a complete print out of the Mailbox Usage report, use the **PRINT** function key. From the alternate function key set in the **Mailbox Usage Report** window, press **PRINT**. Make sure the Voice System has all the proper printer connections. Refer to the *AT&T FACE* documentation for additional information on how to establish printer operations.

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Guests Over Mailbox Limit Report

From the **AUDIX Voice Power Lodging Reports** window, highlight "Guests Over Mailbox Limit" then press <Enter> to display the **Guests Over Mailbox Limit Report** window (Figure 6-6). The **DISPLAY** function key from the alternate function key set operates in the same manner as the <Enter> key. Highlight the desired report and then press **DISPLAY** to bring up the specified report.

Guests Over Mailbox Limit				
Guests Over Mailbox Limit Mailbox size: 900 seconds Mon Jul 17 16:17:40 1969				
Maibox	Voice Msgs	Time(Secs)	Text Msgs	Fax Msgs
4398	1	100	40	
Totals	1	100		

HELP	PREVPAGE	NEXTPAGE	PREV-FRM	NEXT-FRM	CANCEL	CMD-MENU	CHG-KEYS
------	----------	----------	----------	----------	--------	----------	----------

Figure 6-6. Guests Over Mailbox Limit Window

The Guests Over Mailbox report provides information on those users who have exceeded two-thirds of their message space limit. Users who have reached their message limit hear a warning message whenever they dial into the AVPL R1.1 service.

Guests Over Mailbox Limit Print Option

To obtain a complete print out of the Guests Over Mailbox Limit report, use the **PRINT** function key. From the alternate function key set in the **Guests Over Mailbox Limit Report** window, press **PRINT**. Make sure the Voice System has all the proper printer connections. Refer to the *AT&T FACE* documentation for additional information on how to establish printer operations.

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Accessing System Reports

The "System Reports" currently available in the Voice System is the Event Log report. From the **Reports Administration** menu window, highlight "System Reports" then press <Enter> to open the **System Reports** window (Figure 6-7).

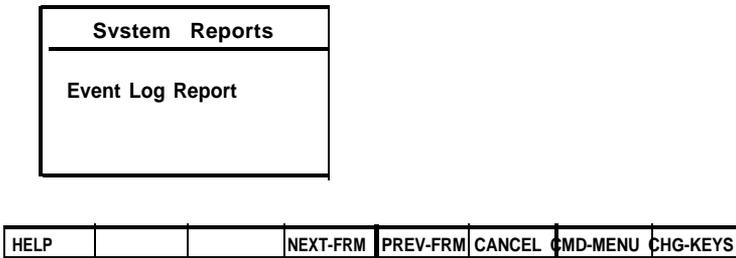


Figure 6-7. System Reports Window

Event Log Report

Through the “Event Log Report” option, you can access error data from the Voice System. A record of system error messages is displayed, with the priority status of the error. Approximately 500 records are maintained in the Voice System.

From the **System Reports** window, highlight “Event Log Report” then press <Enter> to open the **Event Log Report** window. The **Event Log Report** window appears with no report information displayed until **DISPLAY** is pressed. Figure 6-8 shows an example of the **Event Log Report** window with report information displayed.

The report displayed is based on the last set of options saved to the Voice System. Refer to the information under “Event Log Report Options” later in this section for more information on how to establish option settings.

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Event Log Report				
Event Log Report				
<u>Priority</u>	<u>Time</u>	<u>Sender</u>	<u>Msg_id</u>	<u>Target</u>
MAJOR	Mar 7 14:51	MTC	717	No target
Msg: MTC reports diag started on (tr) card 0				
CRITIC	Mar 7 14:51	TRIP	2007	No
target				

OPTIONS	DISPLAY	EXPLAIN			PRINT	FRM-MGMT	CHG-KEYS
---------	---------	---------	--	--	-------	----------	----------

Figure 6-8. Event Log Report Window

Information displayed in the **Event Log Report** window includes:

- Priority - classification of error messages; urgency of the message is specified with one of the following definitions in the message:
 1. **CRITICAL** (critical) - the error is interrupting service, so immediate action is essential.
 2. **MAJOR** (major) - this is a potentially serious problem and should be fixed soon, even though it is not interrupting service at this moment.

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3. **INFORM** (informational) - no immediate action is necessary, but the system's condition should be monitored.
 4. **STATUS** (status) - this is not an error and no action is necessary. This is to inform you of a change of state within the system.
- Time - date and time when error message was generated
 - Sender - originating software proms; messages are divided into subgroups according to the software process which outputs the messages:
 1. Transaction State Machine (**TSM**) Process - controls transactions via script execution and commands - messages 400-499
 2. Voice Response Output Process (**VRDP**) - manages speech database and downloads speech data to the Voice Response Unit (VRU) - messages 500-599
 3. Error Tracker (**ET**) Process - provides error history - messages 600-699
 4. Maintenance (**MTC**) Process - runs temporary diagnostics - messages 700-799
 5. Switch Interface Process (**SWIN**) -5300-5325
 6. Communications Process (**COMMPR**) -5350-5375
 7. Tip/Ring Interface Process (**TRIP**) - messages 2000-2009
 8. Voice Mail Database Interface Process (**VM DIP**) - messages 6100-6114
 9. Reports and Administration Process (**RPT DIP**) - messages 6200-6203

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10. PMS Messages - messages 6301-6342

Refer to *AUDIX Voice Power Lodging System Manager's Reference Guide* (585-310-516), Section 3, "AVPL R1.1 Error Messages" for a complete listing of all the error messages relating to AVPL R1.1.

11. Message Identification - number given to each error message.

Many error messages exist on the Voice System to help you identify problems. To obtain additional informational text on any of the error messages, press **EXPLAIN** from the **Event Log Report** window. The **Explain Form** window appears. Simply enter the message identification number you wish to have explained then press **SAVE**. The **Explanation of Event Message** text window appears with an explanation regarding the message specified.

12. Target - currently not used in Voice System.

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Event Log Report Options

With the **OPTIONS** key in the **Event Log Report** window, you can specify the system error messages you wish to include in the event log report. Press **OPTIONS** to display the **Options for Event Log Report** window (Figure 6-9).

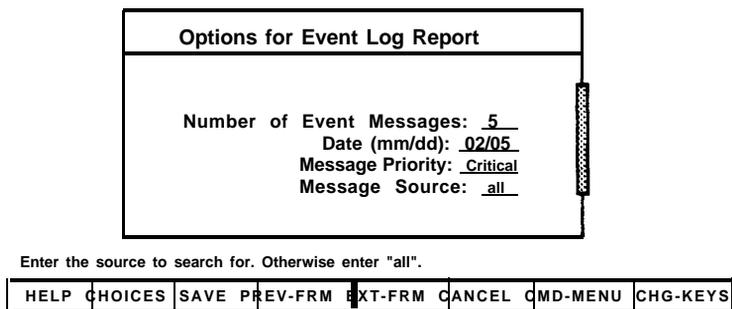


Figure 6-9. Options for Event Log Report Window

• Number of Event Messages

This field limits the number of event messages to be searched, For example, Figure 6-9 uses “5” as the number of event messages to be searched. This instructs the system to look at only the five most

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recent event messages. If the “all” value is used, the Voice System searches through all event messages. No limit is placed on what is to be searched when “all” is used in this field.

•Date

This field enables you to obtain event messages for a particular date. For example, entering “02/05” limits the search to event messages that occurred on February 5.

Use the format of “mm/old” for “month” and “day”. If the entire “Date” field is left blank, the “all” value is used.

•Message Priority

The “Message Priority” field tells the Voice System that you wish to see only event messages with a particular priority status. If the field is left blank, the “all” value is used. Priorities include:

1. Critical
2. Major
3. Informational
4. Status.

Type in the desired message priority or press **CHOICES** to make a selection from the **Choices for Message Priority** menu window.

•Message Source

“Message Source” indicates what specific source should be searched for error messages. Type in the desired message source or press **CHOICES** to make a selection from the **Choices for Message Source** window. If this field is left blank, the “all” value is used.

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Here is a listing of the various message sources:

- all - for all sources
- TSM - Transaction State Machine
- MTC - Maintenance
- TRIP - Tip/Ring Input Process
- VROP - Voice Response Output Process
- ET - Error Tracker
- SWIN - Switch Interface Process
- COMMPR - Communications Process
- VMDIP - Voice Mail Database Interface Process
- RPTDIP - Reports Data Interface Process.

After you have filled in the **Options for Event Log Report** window, press **SAVE** to complete the form and save it to memory. The Voice System returns to the previously displayed event log report. You must press **DISPLAY** to bring up the new event log report specified by your options.

Event Log Print Option

To obtain a complete print out of the event log report, use the **PRINT** function key. From the **Event Log Report** window, press **PRINT**. The version that is printed will be based on the current set of options specified for event log report. Make sure the Voice System has all the proper printer connections. Refer to the *AT&T FACE* documentation for additional information on how to establish printer operations.

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SECTION 7

The attached section details the Property Management System Integration with AUDIX Voice Power Lodging R1.1.

Please insert this section and the tab that accompanies it following Section 6 “Generating Reports” in the *AUDIX Voice Power Lodging R1.1 System Manager’s Handbook* (585-310-515).

INTRODUCTION TO AVPL R1.1 PMS INTEGRATION

This chapter details the interface between the Property Management System (PMS) and AUDIX Voice Power Lodging (AVPL R1.1). This interface automatically performs guest mailbox administration. Without this integration, attendants have to go to both the PMS terminal and the AVPL R1.1 console to perform the same administrative tasks.

For further technical information about AVPL R1.1 PMS integration, refer to the *AUDIX Voice Power Lodging Property Management System Interface Specifications* (585-310-107). This document specifies the application level messages that are transmitted back and forth on the AVPL R1.1/PMS interface link and is geared toward the PMS developer.

AVPL R1.1/PMS Interface Advantages

The AVPL R1.1 PMS Integration internally performs several procedures from the PMS to the AVPL R1.1 database. The hotel attendants only have to do the following on the PMS terminal:

- Checkin
- Modify
- Checkout
- Delete extension from database
- Display mailbox
- Purge old mailbox
- Activate old mailbox
- Transfer/Merge mailbox
- Group List
- Create/Modify/Delete Group List
- Swap mailbox
- Add/remove text/fax notification
- Display suite
- Create/modify suite
- Delete suite

The Message Waiting Lamp (MWL) notification is the only internal procedure initiated from AVPL R1.1 to the PMS database.

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PMS FEATURES

The PMS package provides several features to the system. The AVPL R1.1 system manager should be aware of the following:

New Features

The PMS package has been upgraded and contains new features which will enhance the system. Consider the following:

- **Language Field** - AVPL R1.1 PMS Integration Software (IS) R1.1 accepts and processes a new CHECKIN message packet with the additional field for the language code. Error checking will be done to see if the language package is installed in the system. If the package is not installed, the CHECKIN will fail and the packet will be returned to the PMS indicating failure.

The default language for American English should be used by the PMS if the guest does not select a native/chosen language during CHECKIN.

- **Transfer/Merge Mailbox** - PMS allows an additional process code to do the merge feature in case the room moving into is already checked in. PMS can choose to do either a simple no merge type transfer or a merge type transfer using this message packet.
- **Group List Administration** - Group List Administration can be done through the PMS interface as well as through the phone by the AVPL R1.1 system administrator. On the AVPL<-->PMS link only create, modify, display and delete group list messages will be provided to administer a group list id. These messages will be sent from the PMS to the AVPL R1.1 system. It will be up to the PMS screens<-->attendant interface whether group lists are administered separately using a screen or as part of the individual guest checkin screens.

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Standard Features

- Using the automatic database synchronization procedure (page 7-25), the PMS creates the complete guest database on AVPL R1.1 when the PMS and AVPL are first linked. This saves the attendants a large amount of data entry work on AVPL R1.1.
- A complete database update can be initiated manually at any time by the AVPL R1.1 system manager or the attendants from the Command Menu screen.

Warning - This is a time consuming process. It is recommended that this process is not performed often.

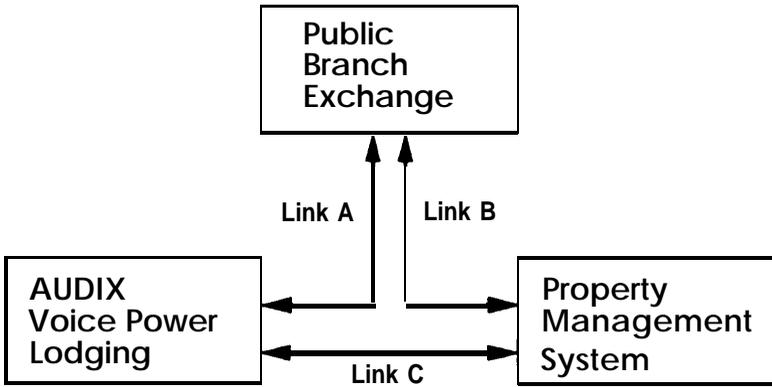
- The AVPL R1.1 system manager is still able to complete all guest mailbox administration using the AVPL R1.1 screens if the PMS link is down. It is also useful if the PMS and AVPL R1.1 databases do not synchronize automatically, for it resolve discrepancies manually if the PMS was unsuccessful in its attempts.
- When the PMS link is established, the Message Waiting Lamp (MWL) re-fresh mechanism brings the MWL up-to-date.
- AVPL R1.1 can be set up to automatically transfer the guest caller to the attendant when the PMS link is down. The guest can still retrieve messages. The attendant can take down text messages, turn the MWL on and off manually, and use the AVPL R1.1 screens to notify the guest of text or fax messages.

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HARDWARE CONFIGURATION

The AT&T System 75/DEFINITY® Telecommunications System Generic 1 Public Branch Exchange (PBX), the PMS, and AVPL R1.1 are all nodes and each node is inter-connected, as shown in Figure 8-1.

On some customer properties, there is no connection between the switch (the PBX) and the PMS. The design of the PMS determines whether Link B is present or not.



Link A: Switch Communication Link (RS232C)
Link B: PBX <-> PMS Link (RS232C)
Link C: AVPL <-> PMS Link (RS232C)

Figure 7-1. AVPL R1.1 PMS Integration Setup

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There are three links connecting the nodes, each with a RS232 serial data electrical interface.

- Link A is the Switch Communication Interface between System 75/DEFINITY and AVPL R1.1.
- Link B is the interface between the PMS and the System 75/DEFINITY.
- Link C is the interface between the PMS and AVPL R1.1.

Link A uses the X.25 protocol. Links B and C use an identical data link level protocol developed by AT&T. Refer to the *AUDIX Voice Power Lodging Property Management System Interface Specifications* document (585-310-107) for further technical information about the link level protocol.

Serial Ports Setup

Depending on the type of machine that you have, you may need to install an Intelligent Ports Card (AT&T IPC 802 or 900) to obtain an additional asynchronous serial port for the PMS.

The following machines have one serial port on the mother board:

- 6386 WGS
- 6386E WGS

A modem connection, a must on any AVPL R1.1 system for support, typically uses the one serial port (**tty00**) on the mother board.

The following machines have two serial ports on the mother board:

- 6386125 WGS
- 6386/33 WGS
- 6386/SX WGS

The **tty00** serial port must be used for the modem and the other serial port, **tty01**, is used for the PMS connection.

If you use the second serial port (tty01) for the PMS, you cannot use the DCP card for co-residency with any of the AUDIX Voice Power packages.

Installing an IPC

Refer to Appendix B "Installing an IPC Card" in the *AUDIX Voice Power Installation Handbook* (585-310-106) or to the IPC User's Guides for further information about IPC hardware and software installation.

LINK LEVEL PARAMETERS

There is a PMS parameters UNIX* flat file on AVPL R1.1 which one can modify using a "vi" or "ed" editor. This file (*/usr/lgdb/pmsparam*) allows the administration of all the PMS link level parameters listed below. The suggested range follows the parameter.

- **tty Device Name** - Several possible entries. Default is tty01.
- **Maximum Protocol Errors** - 0 to 50. Default is 50.
- **Link Acknowledgement Timeout (LAT)** - 5 to 20 seconds. Default is 20.
- **Link Idle Timeout (LIT)** - 5 to 20 seconds. Default is 20.
- **Link Maximum Retransmission (MR)** - 1 to 5. Default is 5.
- **Link Maximum Retransmission Requests (MRR)** - 1 to 5. Default is 5.
- **Baud Rate** - 1200 to 9600. Default is 9600.

AVPL R1.1 support personnel will work with the PMS vendor if these default values have to be changed. When these values are changed, use the "AVPL R1.1/PMS Link Restart" from the **Lodging Menu**

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Command window. The AVPL R1.1 link level processes use the new values.

The alternative to modifying this file is to use a free **tty Device** name, or port, when prompted during PMS installation 'for the PMS connection. Do not automatically choose the default value which is **tty01**. Instead, refer to the "Link Level Parameters" section of this document to choose an appropriate value for the device name.

If you have an IPC card, use a free IPC serial port. If not, use **tty01** for the PMS connection.

If you use the second serial port for the PMS, you cannot use the DCP card for co-residency with any of the AUDIX Voice Power packages.

Device Name

The **tty00** serial port on the mother board should be used for the modem. Therefore, the default value for the device name in the **/usr/lgdb/.pmsparam** file is **tty01**. During the PMS software installation, you will be prompted for the device name that you will use for the PMS connection or you may access the **/usr/lgdb/.pmsparam** file to change the device name (**/dev/**) entry or the other parameters.

As explained previously, if you are using the 6386 WGS or the 6386E WGS you have only one serial port on the mother board (device name **tty00**). If you are using the 6386/SX, 6386/25, or 6386/33, you have two serial ports on the mother board (**tty00** and **tty01**). With the installation of the IPC, the following additional device names are added:

- ttys01, ttyh01
- ttys02, ttyh02
- ttys03, ttyh03
- ttys04, ttyh04
- ttys05, ttyh05
- ttys06, ttyh06
- ttys07, ttyh07
- ttys08, ttyh08

Each of the above numbers corresponds to an IPC port number labeled on the outside of the card. The “s” represents software flow control and the “h” represents hardware flow control. We recommend that you use the “ttys” type device name.

Be sure that the device name you specify in the **/usr/lgdb.pmsparam** file corresponds to the IPC serial port number that you insert the cable into.

For Example: If you specify **/dev/ttys04** in the **/usr/lgdb.pmsparam** file, connect the cable to port number 4 on the IPC.

Modifying the PMS Parameters File

Before changing the values in this file, be sure to consult with PMS support personnel, as both the PMS and AVPL R1.1 must use identical values in this file.

Use the following procedure to access this file and change the device name or the default values for the PMS parameters. The defaults are given in the section titled "Link Level Parameters."

1. Log in as **root**.
2. At the UNIX system prompt, type **vi /usr/lgdb.pmsparam**. If you have the "cd" editor, type **ed /usr/lgdb.pmsparam**.

Note: If you are not familiar with these editors, contact support personnel at 1-800-56-AUDIX.

The following file appears on the screen.

```
/dev/tty01 /* /dev/tty01 device used for link */
50 /* 50 maximum link error allowed */
20 /* 20 Link Acknowledgement timeout*/
20 /* 20 Link Idle timeout */
5 /* 5 MR Maximum retransmission */
5 /* 5 MRR Maximum retransmission requests */
B9600 /* B9600 Baudrate */
```

3. If the left-most field on any line is not the value you wish to use, change the value, making sure that it falls into the range specified in the above section titled "Link Level Parameters."
4. Save and exit the file.

SOFTWARE DEVELOPMENT

The customer is responsible for the development of the interface software between the PMS and AVPL R1.1. This must be completed prior to installing the AVPL R1.1 PMS Integration package.

For further information on software development of the AVPL R1.1 PMS Integration, refer to the document *AUDIX Voice Power Lodging Property Management System Interface Specifications* (585-310-107).

Installing the PMS Software

Note: The AVPL R1.1 software package must be installed before the PMS integration software is installed.

There is one floppy for the PMS package.

Use the following procedure to install the PMS software:

1. Log in as **root**.
2. Insert the floppy into the disk drive.
3. Type **installpkg** at the system prompt and press **<Enter>**.
4. The **installpkg** for the PMS package checks internally to verify whether AVPL R1.1 is installed. The configuration file (**/usr/lgdb/pmsparam**) specifying the PMS parameters is created if it does not already exist.
5. During installation you will be asked to enter the **tty Device** you wish to use. Select one that is compatible to the system you are using. Refer to the section titled "Device Names" for further information.
6. The **installpkg** for the PMS package saves some AVPL R1.1 files before placing the PMS package files. This prevents overwriting of AVPL R1.1 files.

Installation of the PMS software is now complete.

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Installing IPC Software

Refer to your IPC documentation or **Appendix B** of the *AUDIX Voice Power Lodging Installation Handbook* (585-310-106) for further information about installation of the IPC.

Removing the PMS Software

When removing the PMS package, all PMS related entries are deleted in the System Parameter file. The saved AVPL R1.1 files are restored to their original state, before the PMS software was installed.

TROUBLESHOOTING

This section will assist you identifying problems that may arise during the AVPL R1.1 PMS package installation as well as its operation. Read through the following situations to help isolate any inconsistencies in your work. If problems continue, contact an AT&T field service representative for assistance at 1-800-56-AUDIX.

1. **Problem:** The PMS and AVPL R1.1 are unable to communicate properly. One possible cause is that more than one UNIX process running on the same serial port.

Solution: Make sure the PMS connection is using **tty01** or one of the slots on the IPC card. Then, run the "AVPL R1.1/PMS Link Restart" from the **Lodging Menu Commands** window. The getty, which maybe running on the PMS port, is turned off by this command.

2. **Problem:** An attendant receives either of the following complaints:
 - a. If a guest is checked into a room, but is unable to retrieve his messages
 - b. If a caller knows that a certain guest is checked in but still is unable to leave a message for that guest.

Solution: Run the "AVPL R1.1/PMS Database Synchronization" procedure from the **Lodging Menu Commands** window.

AVPL R1.1 SCREEN CHANGES

With the introduction of the PMS link, there is direct interaction between the PMS and AVPL R1.1. Therefore, administration of the guest mailbox is done automatically through the PMS.

This means, under normal conditions, guest mailbox administration activities are not done using AVPL R1.1 screens.

However, the ability to perform guest mailbox administration from AVPL R1.1 screens is still available. Only the AVPL R1.1 system manager is allowed to perform **Guest Mailbox Administration** from the AVPL R1.1 machine such as checkin, checkout, or transfer. Attendants will be able to view the forms but will not be given permission to change any entries.

An exception to **Guest Mailbox Administration** is the **Message Management** window. The attendants are still allowed to perform this function. See "Message Management" later in this section for further information.

Whenever the hotel attendants press a function key allowed only for the AVPL R1.1 system manager, this message is displayed:

Action Denied: Only the Lodging System Administrator can perform this function when the PMS is doing Mailbox Administration.

This tells them that action can only be taken by the AVPL R1.1 system manager.

The following two AVPL R1.1 administration screens are changed for the PMS interface:

- **System Parameter Administration** window.
- **Lodging Menu Commands** window.

Additionally, there is an exception to the inability to change entries during **Guest Mailbox Administration** for the **Message Management** window.

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System Parameter Administration Window

The System Parameter Administration window allows you to change key system parameters that change infrequently. As explained in Section 4 "Administering AVPL R1.1" in this handbook, this form includes such items as the attendant extension numbers and the ability for guests to save messages.

Access this window through the **AUDIX Voice Power Lodging** window. Highlight "System Parameter Administration," then press **<Enter>**. The **System Parameter Administration** window appears (Figure 8-2). The default values have been entered in the appropriate fields.

This window remains the same as that of AVPL R1.1 without PMS integration with the following two additions:

- **Message Lamp Controlled by**

Two choices are allowed for this field: AVPL R1.1 and PMS. The default is PMS.

If PMS is chosen, the Message Waiting Lamp is controlled by the PMS.

If AVPL R1.1 is chosen, the Message Waiting Lamp is controlled by AVPL through the System Communication Interface (SCI).

- **When PMS Is Down, Calls For Guests Handled by**

Two choices are allowed for this field: Attendant and AVPL R1.1. The default is Attendant.

If Attendant is chosen, all unanswered calls are automatically transferred to the attendant while the PMS link is down.

If AVPL R1.1 is chosen, AVPL continues to take messages as usual while the PMS link is down.

Note: It is recommended that the default, Attendant, be chosen for this field to minimize discrepancies, such as check-outs and check-in-ins, between the AVPL R1.1 and the PMS databases while the PMS link is down.

Standard Function Keys

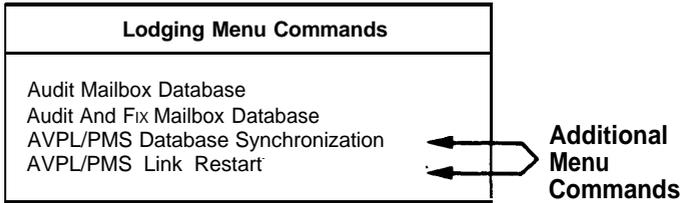
The standard function keys operate the same as described in Section 2 of the *AUDIX Voice Power System Manager's Reference Guide* (585-310-516) with the following exception:

- **CHOICES** - Provides choices for the fields in the last two entries of the form.

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Lodging Menu Commands Window

The **Lodging Menu Commands** window can be accessed through any window in AVPL R1.1 by pressing **CMD-MENU** on the standard function keys. The new **Lodging Menu** Commands window appears (Figure 8-3).



Select an item and press ENTER

HELP			PREV-FRM	NEXT-FRM	CANCEL	CMD-MENU	CHG-KEYS
					CANCEL	FRM-MGMT	CHG-KEYS

Figure 7-3. Lodging Menu Commands

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The **Lodging Menu Commands** window contains two new menu items:

- **AVPL R1.1/PMS Database Synchronization** - use this command when the PMS and AVPL R1.1 databases go out of synchronization, even though both systems are up and running. This command sends a message to the PMS requesting the initiation of a database synchronization procedure.

If the attendant receives either of the following complaints, it may indicate the need for a database synchronization.

- If a guest is checked into a room, but is unable to retrieve messages.
- If a caller knows that a certain guest is checked in but still is unable to leave a message for that guest.

Note: Whether the database synchronization is automatic or performed manually, there is an audible beep from the system that corresponds to each guest information mismatch.

- **AVPL R1.1/PMS Link Restart** - use this command if the link level parameters are changed or if there is a severe communication lockup between the PMS and AVPL R1.1. This command will re-initiate communication with PMS and restart the link between AVPL R1.1 and the PMS.

Note: Typically, there is no need to use either of these commands. The chance of either of the above scenarios occurring is rare and these commands should only be used as a last resort. Using either of these commands does not guarantee the problem will be solved. If the problem persists, contact your AT&T field service representative for assistance at 1-800-56-AUDIX.

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Message Management

The **Message Management** window is an exception compared to other **Guest Mailbox Administration** windows. The attendant is given permission to work within this window to add or deliver text and fax messages for the guest. This is a reliability feature when the PMS link goes down because the attendant can still go to this AVPL R1.1 screen to notify the guest of text or fax messages.

Typically, the guest picks up all messages in one visit. There are, however, situations where a guest can call from inside or outside the hotel to retrieve the text messages only. The **Message Management** window will allow for these combinations of text and fax pickup.

Refer to Section 4 of this handbook, "Administering AVPL R1.1 ," for more information about **Message Management**.

EVENT LOG REPORT

Error messages are saved automatically in a error log when problems or potential problems occur within the system. The AVPL R1.1 system manager can access the error log by choosing "Event Log Report" from the **System Reports** window. Press <End> to display the most recent error messages.

The following figure (8-4) is an example of an **Event Log Report** that shows that the link between the PMS and AVPL R1.1 went down at 1:28 a.m. and then automatically came back up at 1:47 a.m.

Event Log Report						
Event Log Report						
<u>Priority</u>	<u>Time</u>	<u>Sender</u>	<u>Msg id</u>	<u>Target</u>		
MAJOR	Sept 24 01:28	DIP33	6301	No target		
Msg: PMS link idle timeout, current LIT value:20						
INFORM	Sept 24 01:47	DIP33	6341	No target		
Msg: PMS:WTR:link is up; automatic database synchronization started						
INFORM	Sept 24 01:50	DIP33	6342	No target		
Msg: PMS:WTR:automatic database synchronization completed						

OPTIONS	DISPLAY	EXPLAIN			PRINT	FRM-MGMT	CHG-KEYS
---------	---------	---------	--	--	-------	----------	----------

Figure 7-4. Event Log Report

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If a 6301 or a 6304 error message is listed in the **Event Log Report**, this indicates that the link went down. The time that this occurred is given on the report. If a 6341 error message appears, this indicates when the link came back up and the automatic database synchronization procedure was initiated. A 6342 error message indicates when this automatic database synchronization procedure was completed. Comparing the time difference between the 6301 or 6304 to the 6341 determines the amount of link downtime.

For further information about accessing the **Event Log Report**, see Section 6 "Obtaining Reports" of this handbook.

PMS Error Messages Listings

The following error messages are additions to AVPL R1.1 with the integration of the PMS package. For complete information on error messages, as well as additional listings, refer to the *AUDIX Voice Power Lodging System Manager's Reference Guide* (585-310-516).

6301 (P_LINK_IDLE), MAJOR

The PMS link idle timeout has been reached. The link will go down. Check to see if PMS went down. Check the physical connection between PMS and AVPL R1.1. If both systems are running and the same problem occurs again, contact your field service representative.

6302 (P_LINK_GARB), MAJOR

The current limit of link errors has been reached. Communication between PMS and AVPL R1.1 will be stopped and reestablished. Check other ET error messages for possible causes. Report this problem to your field service representative.

6303 (P_INTQUE_ALM), MAJOR

The internal queue length of the "wtr" process has reached ALARM level. Either internal data corruption has occurred or too many messages have been queued due to system overload (either AVPL R1.1 or PMS). The link will go down and restart again. Report this error to your field service representative and your system administrator.

6304 (P_MRR_EXCED), MAJOR

The Maximum Retransmission Request value has been exceeded and PMS is not able to respond to AVPL R1.1. Communication between PMS and AVPL R1.1 will be stopped and restarted. Check to see if PMS is running normally. Check the physical connection between PMS and AVPL R1.1.

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6305 (P_MR_EXCED), MAJOR

The Maximum Retransmission value has been exceeded, negative acknowledgement was received from PMS. The link did not provide reliable communication. Check error messages for possible causes. Check physical connection between PMS and AVPL R1.1. Make sure the link parameters are the same on both sides of the link.

6306 (P_MNT_TMR_EX), MAJOR

The maximum time allowed for Maintenance on the link has been exceeded. The link will go down. Check PMS maintenance status.

6307 (P_OVR_TMR_EX), MAJOR

Internal message flow problem: the Lodging DIP process did not respond within the OVERFLOW state time limit. The link will go down. Check errors for Lodging DIP process and "wtr" process. System might have been overloaded.

6308 (P_UNKNO_LN_PRB), INFORM

Minor problem: the "rdr" process reported an unknown link problem. Message corruption might have occurred. Check error message on the "rdr" process.

6309 (P_IQLEN_WARN), INFORM

Warning on system resources: Length of the queue has reached the warning limit. Either one or both AVPL R1.1 and PMS systems may be overloaded. Check error messages on the “wtr” process for other possible problems. If PMS is not busy, use the PMS LINK RESTART command from the command menu to restart the link. Report this error to your field service representative.

6310 (P_ALLOC_FAIL), CRITICAL

Memory allocation failed. Check system resources (system memory). The “wtr” cannot function properly under such a condition. Remove unnecessary processes and use the PMS LINK RESTART command from the command menu to restart the link. Report this error to your field service representative.

6311 (P_INT_QUE_ERR), INFORM

The “wtr” process reports an internal queue problem. Check error message on the “wtr” process. No further action is necessary. If this error persists, contact your field service representative.

6312 (P_OVERF_ERR), INFORM

Minor problem: the “wtr” process received a message from PMS while in OVERFLOW state. This may imply data corruption has occurred within the “wtr” process. If this error happens again, use the PMS LINK RESTART command from the command menu to restart the link and contact your field service representative.

6313 (P_WRONG_MSG), INFORM

Minor problem: the “wtr” process received an invalid message internally for PMS. This message will not be sent to PMS. Check the occurrence of this error message. If this error persists, contact your field service representative.

6314 (P_BAD_SIZED), INFORM

Minor problem: the “wtr” process received a message from PMS which is either too big or too small. Check the occurrence of this error. If this error persists, contact your field service representative.

6315 (P_INVALID_CCHAR), INFORM

Minor problem: the “rdr” process received a control character within a message body not preceded by a DLE. If this error persists, contact your field service representative.

6316 (P_BADMSGTYPE), INFORM

Minor problem: the “wtr” process received a message with unknown message type. If this error persists, contact your field service representative.

6317 (P_OPEN_FAIL), MAJOR

Failed to open the link parameter file. Check the /usr/lgdb directory to see if .pmsparam file exists. This file should allow anyone to read. If file exists and is readable, and the same error occurs again, contact your field service representative.

6318 (P_BAD_PARAM), MAJOR

Unable to read all necessary link parameters. The “rdr” and “wtr” processes will not be able to run without knowing the parameters. Check the .pmsparam file in /usr/lgdb. Check the values of the parameters. If the error persists, contact your field service representative.

6319 (P_RDR_FAIL), MAJOR

The “rdr” process failed during initialization stage. Check the system to see if all necessary packages have been installed properly including the IVPSS and Lodging package (refer to the installation guide). If this error persists, contact your field service representative.

6320 (P_RDR_NOREAD), INFORM

Minor problem: the “rdr” process received a failure return code when reading from the link. If this error repeats often, check the physical connection between PMS and AVPL R1.1. Check to see there is no getty process on the same device that is running the link.

6321 (P_PMS_STARTUP), MAJOR

The “rdr” and/or “wtr” process failed to run the startup routine. Check to see if all necessary packages have been installed (the IVPSS and Lodging package). If necessary, restart the AVPL R1.1 voice system. If this error persists, contact your field service representative.

6322 (P_WTR_OPNLNK), MAJOR

The “rdr” or “wtr” failed to open the device for the link. Check the named device in the parameter file to see if it is being used by another process. Contact your system administrator for assistance.

6323 (P_MRCV_LZ), INFORM

Minor problem: the “wtr” process encountered an error while receiving a message from its IPC queue. See error coded in ‘errno’. If this error persists, contact your field service representative.

6324 (P_TCGETA_F), MAJOR

The ioctl0 system routine returns failure for TCGETA. The communication link will not be established. Contact your field service representative for assistance.

6325 (P_TCSETA_F), MAJOR

The ioctl0 system routine returns failure for TCSETA. The communication link will not be established. Contact your field service representative for assistance.

6326 (P_SND_WTR_FAIL), MAJOR

The "rdr" process failed to send a message to the "wtr" process. Check system resources including IPC queues. If this error persists, contact your field service representative.

6327 (P_SNDADMFAL), INFORM

Minor problem: the "wtr" process failed to send the reply message to the Administrative process for starting a database synchronization. If this error persists, contact your field service representative.

6328 (P_INVLDPRM), MAJOR

An invalid parameter(s) was found in the parameter file. Check the format of the parameter file and see if sufficient parameters are contained in the file. Compare the parameters in the file with those listed in the document. If this error persists, contact your field service representative.

6329 (P_BADLKSTAT), MAJOR

The “wtr” process had an invalid state for the link. Report this error to your field service representative. If necessary, use the PMS LINK RESTART command from the command menu to restart the link.

6330 (P_CHKIN_OUT), INFORM

Minor problem: the “wtr” process reported a failure for a CHECKIN operation after a successful CHECKOUT on the same extension number. If this error occurs again, contact your field service representative.

6331 (P_CHKOUT_DSP), INFORM

Minor problem: the “wtr” process reported a failure for a CHECKOUT operation after a successful DISPLAY on the same extension number. If this error occurs again, contact your field service representative.

6332 (P_SNDLGFAL), MAJOR

The “wtr” process failed to send a message to the Lodging DIP process. Check system resources including IPC queues. Check to see if the Lodging DIP process (lgdip) is running (type “ps -ef<return>” on the command line, ‘lgdip’ should be listed). If this error persists, contact your field service representative.

6333 (P_PMSMWLFAL), INFORM

Minor problem: the PMS failed to reply to the Message Waiting Lamp message originated by the Lodging DIP process. Contact the PMS system administrator for assistance.

6334 (P_UNKFCODE), INFORM

Minor problem: the “wtr” process received a message from PMS with an invalid feature code. If this error persists, contact the PMS system administrator for assistance.

6335 (P_FCUNMATCH), INFORM

Minor problem: “wtr” process internal error. The feature code in the returning message from the Lodging DIP does not match the feature code in the original message from PMS. If this error persists, contact your field service representative.

6336 (P_UNKACTION), INFORM

Minor problem: the reply message from Lodging DIP contains an unknown action number. Check to see if Lodging DIP is running (type “ps -ef<return>” on the command line, 'lgdip' should be listed). If this error persists, contact your field service representative.

6337 (P_UNKRETCOD), INFORM

Minor problem: the reply message from Lodging DIP contains an unknown return code. Check to see if Lodging DIP is running (type “ps -ef<return>” on the command line, ‘lgdip’ should be listed). If this error persists, contact your field service representative.

6338 (P_DAT_CORUT), MAJOR

The “wtr” process cannot allocate an unused index number. Use the PMS LINK RESTART command from the command menu to restart the link. Report the error to your field service representative.

6339 (P_MSGVIOLB), INFORM

Minor problem: the message received from PMS has the violation bit set. This indicates a link communication problem or the message has been coded incorrectly. If this error persists, contact your field service representative.

6340 (P_DBSY_EXT), INFORM

Minor problem: during database synchronization, a mismatch of information is found between the two systems (AVPL R1.1 and PMS). Report this to the PMS system administrator.

6341 (P_LINKUP), INFORM

The link is up and the automatic database synchronization procedure has started.

6341 (P_DBSYNC_END), INFORM

The automatic database synchronization procedure is completed.