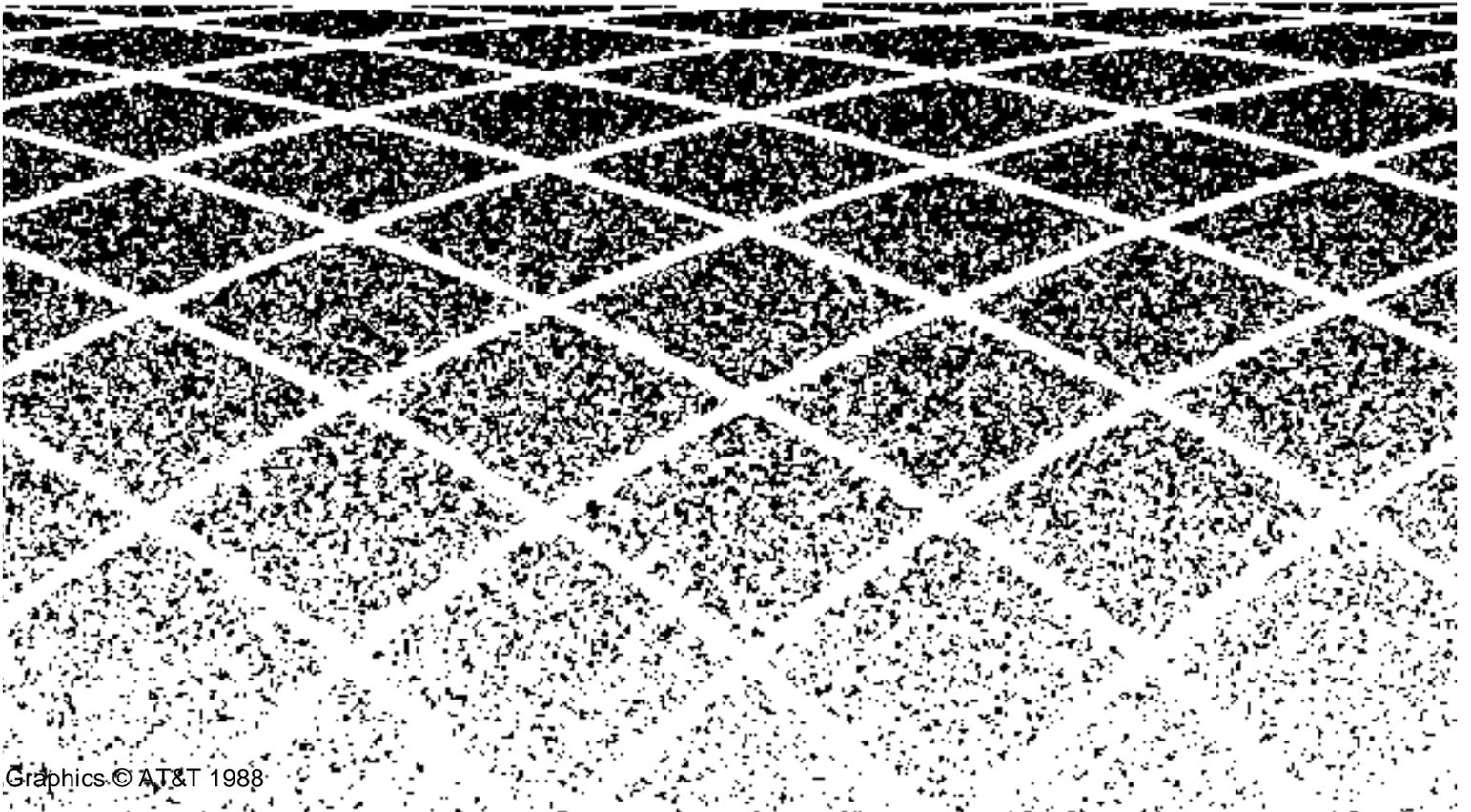




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INTUITY

Lodging Administration and Feature Operations



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Contents

About This Book

This book provides information about AT&T Intuity™ Lodging administration, operation, maintenance, and troubleshooting.

Intended Audiences

This book is intended for AT&T Intuity Lodging administrators and front desk attendants.

Prerequisite Skills or Knowledge

You do not need special skills or knowledge to use this book, however, AT&T recommends that administrators complete training courses offered by AT&T and that administrators have a working knowledge of the personal computer environment .

How This Book Is Organized

- Chapter 1, *Introduction to AT&T Intuity Lodging*, introduces you to the features of the system and its setup.
- Chapter 2, *AT&T Intuity Lodging Basics*, covers information that the AT&T Intuity Lodging administrator and attendants will use often, such as interface guidelines, security suggestions, and property management system (PMS) definitions.
- Chapter 3, *Administrator's Activities*, lists the AT&T Intuity Lodging administrator's responsibilities and details regular activities such as using the administrator activity menu.

- Chapter 4, *Attendant Phone-Based Activities*, provides general information and step-by-step instructions for phone tasks attendants perform daily. This chapter may be copied and used to train front desk attendants or for reference.
- Chapter 5, *Attendant Terminal-Based Activities*, provides general information and step-by-step instructions for daily tasks performed by attendants at the AT&T Intuity Lodging terminal. This chapter may be copied and used to train front desk attendants or for reference.
- Chapter 6, *Ongoing Preventive Maintenance*, provides checklists of daily, weekly, and monthly maintenance tasks for the AT&T Intuity Lodging administrator.
- Chapter 7, *Alarms, Logs and Audits*, details the reports available from the system, such as, on phone line usage and logged errors.
- Chapter 8, *Troubleshooting*, provides information to help the AT&T Intuity Lodging administrator isolate and correct problems that may occur.
- Appendix A, *Job Aids*, contains several paper-based tools to help the AT&T Intuity Lodging administrator use and evaluate the AT&T Intuity Lodging system, including administrator and attendant quick reference cards.

A list of abbreviations, a glossary, and an index are included in this book following the appendices.

How to Use This Book

Chapter 2, *AT&T Intuity Lodging Basics*, Chapter 3, *Administrator's Activities*, and Chapter 6, *Ongoing Preventive Maintenance* are for the AT&T Intuity Lodging administrator and describe responsibilities such as daily activities and problem solving. Chapter 4, *Attendant Phone-Based Activities* and Chapter 5, *Attendant Terminal-Based Activities* are pull-out chapters for attendants to copy and use. The remaining chapters and appendixes can be used as needed.

Conventions Used in This Book

The following typographic conventions are used in this book.

- Terminal keys that you press are shown in rounded boxes. For example, an instruction to press the enter, carriage return, or equivalent key is shown in this book as the following:

Press ENTER

- Phone pad keys that you press are shown in square boxes. For example, an instruction to press zero is shown in this book as the following:

Press 0

- The word *enter* means to type a value and press `(ENTER)`. For example, an instruction to type **y** and press `(ENTER)` is shown in this book as the following:

Enter **y** to continue.

- Two or more keys that you press at the same time (hold down the first key while pressing the second key) are shown side-by-side in a rounded box. For example, an instruction to press and hold `(ALT)` while typing the letter **d** is shown in this book as the following:

Press `(ALT) (D)`

- Information that is displayed on your terminal screen, such as screen displays, field names, prompts, and error message, is shown in typewriter-style constant-width type. Information that you enter from your keyboard is shown in bold type. For example:

At the `Login ID?` prompt, enter **snowfox**.

- Variables that the system supplies or that you must supply are shown in bold italic type. For example, an error message that is displayed on the screen with one of your specific filenames might be shown generically in this book as the following:

Your file ***filename*** is formatted incorrectly.

- The word *select* indicates that you should move to a desired menu item using the arrow keys and press `(ENTER)`.
- The word *hotel* is used in this book for any lodging establishment that might use AT&T Intuity Lodging.

Related Resources

In addition to this book, AT&T Intuity Lodging documentation includes the following:

Document	Document Number	Issue
INTUITY™ Release 3.0 System Description	585-310-232	1 or later
INTUITY™ Documentation Guide	585-310-540	2 or later
INTUITY™ New System Planning for Release 3.0	585-310-605	2 or later
INTUITY™ Release 3.0 Planning for Upgrades	585-310-653	1 or later
INTUITY™ Release 3.0 Planning for Migrations	585-310-652	1 or later
INTUITY™ Installation Checklist	585-310-161	2 or later

INTUITY™ MAP/5 Hardware Installation	585-310-146	2 or later
INTUITY™ MAP/40 Hardware Installation	585-310-138	2 or later
INTUITY™ MAP/100 Hardware Installation	585-310-139	2 or later
INTUITY™ Software Installation for Release 3.0	585-310-160	2 or later
INTUITY™ Release 3.0 Upgrade Procedures	585-310-164	2 or later
INTUITY™ Release 3.0 Migration Procedures	585-310-233	2 or later
INTUITY™ Platform Administration and Maintenance for Release 3.0	585-310-557	2 or later
INTUITY™ AUDIX® Release 3.3 Administration and Feature Operations	585-310-552	3 or later
INTUITY™ FAX Messaging Administration and Addenda	585-310-558	1 or later
INTUITY™ AUDIX® Digital Networking Administration	585-310-533	2 or later
AMIS Analog Networking	585-300-512	6 or later
INTUITY™ Lodging Property Management System Specifications	585-310-234	1 or later
INTUITY™ Call Accounting System User Guide	585-310-728	1 or later
INTUITY™ Call Accounting System Quick Reference	585-310-729	1 or later
INTUITY™ Intro Voice Response and Addenda	585-310-716	1 or later
INTUITY™ Message Manager Release 2.0 User's Guide	585-310-731	1 or later
AUDIX® Administration and Data Acquisition Package	585-310-502	or later
INTUITY™ Integration with System 75 and DEFINITY® Communications System Generic 1 and Generic 3	585-310-214	4 or later
INTUITY™ Integration with System 85 and DEFINITY® Communications System Generic 2	585-310-215	2 or later
INTUITY™ Integration with MERLIN LEGEND® Communications System	585-310-231	2 or later
INTUITY™ Integration with the 5ESS® Switch	585-310-219	2 or later
INTUITY™ Integration with DMS-100	585-310-223	2 or later

Related Resources

INTUITY™ Integration with Northern Telecom® SL-1, Meridian™, and Meridian SL-1	585-310-221	2 or later
INTUITY™ Integration with Mitel™ SX-200® DIGITAL, SX-100®, AND SX-200®	585-310-222	2 or later
INTUITY™ Integration with NEC® NEAX™	585-310-216	2 or later
INTUITY™ Integration with ROLM™ 8000, 9000, 9571	585-310-220	2 or later
INTUITY™ Lodging Artwork Package	585-310-739	1 or later
Voice Messaging Quick Reference	585-300-702	3 or later
A Portable Guide to Voice Messaging	585-300-701	3 or later
INTUITY™ Voice/FAX Messaging Quick Reference	585-310-734	1 or later
INTUITY™ Voice/FAX User Guide	585-310-733	1 or later
Multiple Personal Greetings Quick Reference	585-300-705	5 or later
Voice Messaging Wallet Card	585-304-704	2 or later
Voice Messaging Outcalling Quick Reference	585-300-706	1 or later
Voice Messaging Business Card Stickers	585-304-705	2 or later
INTUITY™ AUDIX® R3.3 Voice Messaging Subscriber Artwork Package	585-310-735	1 or later
INTUITY™ AUDIX® R3.3 Voice/Fax Messaging Quick Reference—Canadian French	585-310-734FRC	1 or later
INTUITY™ AUDIX® R3.3 Voice/Fax Messaging Quick Reference—British English	585-310-734ENB	1 or later
INTUITY™ AUDIX R3.3® Voice/Fax Messaging Quick Reference—Latin Spanish	585-310-734SPL	1 or later
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INTUITY™ AUDIX R3.3® Voice/Fax Messaging Quick Reference—Mandarin	585-310-734CHM	1 or later
INTUITY™ AUDIX R3.3® Voice Messaging Subscriber Artwork Package British English	585-310-739ENB	1 or later
INTUITY™ AUDIX® R3.3 Voice Messaging Subscriber Artwork Package Canadian French	585-310-739FRC	1 or later

INTUITY™ AUDIX® R3.3 Voice Messaging Subscriber Artwork Package Latin Spanish	585-310-739SPL	1 or later
INTUITY™ AUDIX® R3.3 Voice Messaging Subscriber Artwork Package Greek	585-310-739GK	1 or later
INTUITY™ AUDIX® R3.3 Voice Messaging Subscriber Artwork Package Mandarin	585-310-739CHM	1 or later
INTUITY™ AUDIX® R3.3 Voice Messaging Subscriber Artwork Package Japanese	585-310-739JA	1 or later
INTUITY™ AUDIX® R3.3 Voice Messaging Subscriber Artwork Package U.S. English (A4 Sizing)	585-310-739X	1 or later

Trademarks and Service Marks

The following trademarked products are mentioned in the books in the INTUITY library:

- AT™ is a trademark of Hayes Microcomputer Products, Inc.
- AUDIX® is a registered trademark of AT&T.
- BT-542B™ is a trademark of BusLogic Inc.
- COMSPHERE® is a registered trademark of AT&T Paradyne Corp.
- CONVERSANT® is a registered trademark of AT&T.
- DEFINITY® is a registered trademark of AT&T in the U.S. and throughout the world.
- Dterm™ is a trademark of NEC Telephones, Inc.
- Equinox™ is a trademark of Equinox Systems, Inc.
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- INTUITY™ is a trademark of AT&T.
- MD110® is a registered trademark of Ericsson, Inc.
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- MEGAPORT™ is a trademark of Equinox Systems, Inc.
- Meridian™ is a trademark of Northern Telecom Limited.
- MERLIN LEGEND® is a registered trademark of AT&T.
- Microcom Networking Protocol® is a registered trademark of Microcom, Inc.
- Microsoft® is a registered trademark of Microsoft Corporation.
- MS® is a registered trademark of Microsoft Corporation.

- MS-DOS® is a registered trademark of Microsoft Corporation.
- NEAX™ is a trademark of NEC Telephone, Inc.
- NEC® is a registered trademark of NEC Telephones, Inc.
- Netware® is a registered trademark of Novell, Inc.
- Netware® Loadable Module™ is a trademark of Novell, Inc.
- NLM® is a registered trademark of Novell, Inc.
- Northern Telecom® is a registered trademark of Northern Telecom Limited.
- Novell® is a registered trademark of Novell, Inc.
- ORACLE™ is a trademark of Oracle Corporation.
- Paradyne® is a registered trademark of AT&T.
- Phillips® is a registered trademark of Phillips Screw Company.
- Rolm® is a registered trademark of International Business Machines.
- SL-1™ is a trademark of Northern Telecom Limited.
- softFAX® is a registered trademark of VOXEM, Inc.
- TMI™ is a trademark of Texas Micro Systems, Inc.
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A reader comment card is included after the title page. Our goal is to make this book fit your needs. Please complete this card and return it to us. We are interested in hearing from you.

If the reader comment card has been removed from this book, please send your comments to:

AT&T
Product Documentation Department
Room 22-2C11
11900 North Pecos Street
Denver, CO 80234

Introduction to AT&T Intuity Lodging

1

This chapter presents an overview of AT&T Intuity Lodging features that:

- Offer easy interface
- Expand guest messaging power
- Increase security
- Improve communication
- Decrease attendant workload
- Allow customization
- Provide help

AT&T Intuity Lodging

AT&T Intuity Lodging is a messaging system designed especially for lodging establishments such as hotels. The system supplies guests with electronic mailboxes that store voice messages. AT&T Intuity Lodging serves as private answering machines that take messages for guests when they are unavailable.

AT&T Intuity Lodging is easy to operate. Users are greeted with spoken prompts that guide them in pressing touch-tone buttons to make choices. Because touch tones are not needed to leave a message for a guest, outside callers may use rotary phones.

AT&T Intuity Lodging is a basic messaging system and can be learned quickly by guests. AT&T Intuity Lodging provides voice mailboxes for all checked-in guests and for the AT&T Intuity Lodging administrator.

AT&T Intuity Coresidency Options

Some AT&T Intuity Lodging systems may be coresident systems. Coresidency means that more than one application exists on the same platform. AT&T Intuity Lodging may be coresident with Intuity AUDIX®. This means that your hotel staff or business office personnel will have access to Intuity AUDIX while your guests may use AT&T Intuity Lodging. Guests may not access Intuity AUDIX mailboxes unless an Intuity AUDIX mailbox has been assigned to the guest extension number instead of a Lodging mailbox. You may wish to do this for long-term or permanent guests.

Intuity AUDIX

If you plan to implement messaging for your hotel staff, Intuity AUDIX is a full-featured AT&T messaging product that allows users to create their own greetings, forward messages, transfer by name (provided your organization has alphanumeric phonepads), and more. Intuity AUDIX and AT&T Intuity Lodging can coreside on the same computer to provide complete messaging service for your guests and staff.

Automated Attendant

The Intuity AUDIX application allows you to use an Automated Attendant. An Automated Attendant directs callers through a series of menu selections to reach a desired department, extension, or attendant. Callers are greeted with spoken prompts that guide them in pressing touch-tone buttons to reach their destination. You also can use Automated Attendants as an information service by recording detailed prompts on area restaurants, entertainment, and services available to guests. Automated Attendants may be recorded in any language.

⇒ NOTE:

To use an Automated Attendant, you must operate the Intuity AUDIX application on your system. AT&T Intuity Lodging does not include an Automated Attendant.

Networking

If you have a series of hotel locations, you may use networking with your Intuity AUDIX applications. This means that you may send messages to any Intuity AUDIX subscribers on your network. Networking makes it easy to send broadcast and other types of messages to more than one location at a time. You may not send networked messages to AT&T Intuity Lodging mailboxes.

Networking is available in two types:

- AMIS Analog
- Intuity AUDIX Digital Networking

For additional information, refer to *Intuity System Description* (585-310-232) and *Intuity New System Planning* (585-310-605).

Who Are the AT&T Intuity Lodging Players?

Several key people are needed to help ensure the success of an AT&T Intuity Lodging system:

- AT&T Intuity Lodging administrator
The AT&T Intuity Lodging administrator manages AT&T Intuity Lodging after installation. The AT&T Intuity Lodging administrator's responsibilities are explained in Chapter 3, *Administrator's Activities*.
- Phone attendants
Telephone attendants perform daily operator tasks such as transferring calls, helping guests use the phone, and taking text messages.
- Front desk attendants
Front desk attendants perform daily tasks at the front desk of a lodging establishment, such as checking guests in and out and keeping track of guests' fax messages.

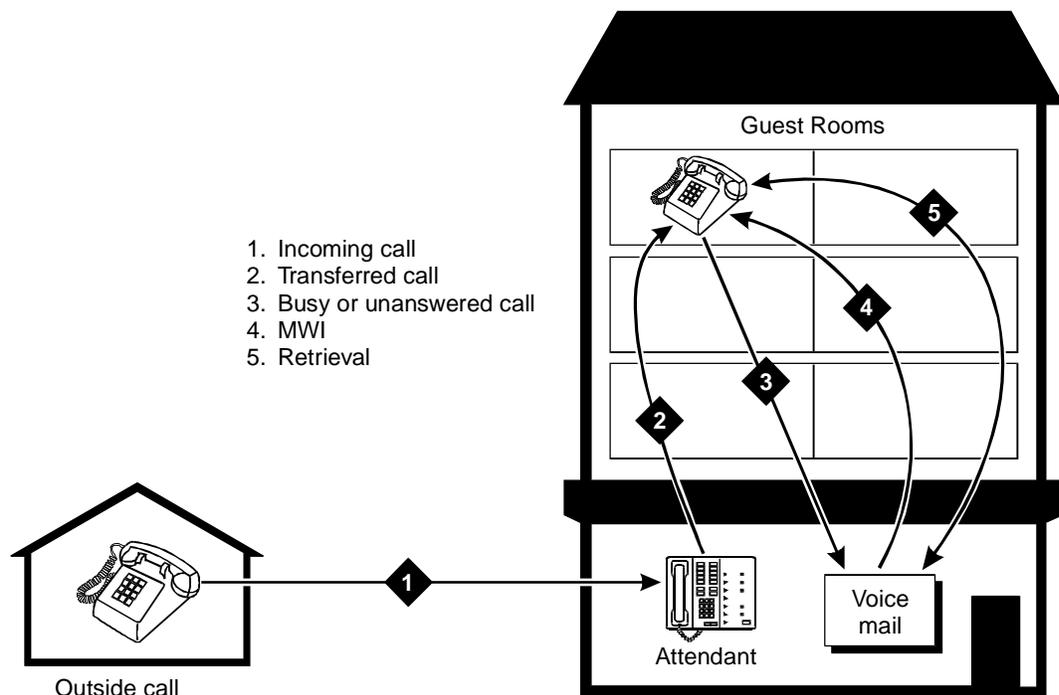


Figure 1-1. AT&T Intuity Lodging Call Flow

How AT&T Intuity Lodging Works

To illustrate how AT&T Intuity Lodging works, the route of an incoming call is traced in the following example and shown in Figure 1-1. This is a general example; some paths may differ.

1. An outside caller calls a check-in guest. The call arrives at the attendant console.
2. The attendant transfers the call to the appropriate room.
3. If the guest does not answer the call or if the line is busy, the call is automatically transferred to the guest's voice mailbox. The caller leaves a voice message.
4. The message-waiting indicator (MWI), a small, flashing light on the guest's phone, is automatically turned on.
5. Guests may retrieve the waiting message at their convenience.

If one hotel guest calls another hotel guest, the attendant does not need to perform an action.

A call is transferred to an attendant when a caller:

- Presses at any time (for assistance)
- Leaves a maximum-length message
- Stays on the line after leaving a message
- Is silent when prompted to leave a message

The last three transfers must be set up by the AT&T Intuity Lodging administrator.

AT&T Intuity Lodging Features

AT&T Intuity Lodging has a number of standard and optional features. These features make it easy for guests, callers, attendants, and administrators to use messaging. The following sections briefly describe many of the most popular features.

Easy to Understand Interfaces

AT&T Intuity Lodging offers a friendly phone interface to assist guests, callers, attendants, and administrators. Users select options from menus and interact with the system through simple touch tones.

AT&T Intuity Lodging also offers a friendly computer terminal interface to help attendants and administrators use the system. Tasks are selected from menus and information is entered on screens that look like fill-in forms.

Messaging Features for Guests

AT&T Intuity Lodging provides flexibility and messaging power to the guest including a variety of language options, message retrieval and save capabilities, and suite mailboxes.

Language Options

Guests can hear voice mail prompts and menus in one of several languages. See section, *Software Configuration*, of this chapter for a list of optional languages. Language packages are optional packages that can be added to the AT&T Intuity Lodging base package. The attendant enters the guests's desired language at check-in time. The guests then hear menus and prompts in their chosen language after logging in to retrieve messages.



NOTE:

Messages left for the guest remain in the language in which it was recorded.

Message Retrieval

Guests can retrieve messages from any touch-tone phone. From their rooms, guests simply dial the message retrieval number for AT&T Intuity Lodging. From a lobby phone, guests enter their room extensions and passwords to connect to their mailboxes. If a guest calls from outside the hotel, he or she can be connected to their mailboxes by calling the attendant.

The message retrieval number is an extension chosen by the AT&T Intuity Lodging administrator and based on the Private Branch Exchange (PBX). This number is set up during installation. The PBX is the phone system used by the lodging establishment.

Saving Messages

The administrator has the option of permitting guests to save messages. Without the save option, guests must delete their current message before listening to the next message.

When the save option is allowed, a menu item is added to the guest's standard message options. The guest is instructed to: "Press [4] to save and go on." This is the manual method of saving. If no touch tones are pressed after the message options menu is spoken, the current message is automatically saved and the next one is played.

Suite Mailboxes

The administrator can create one mailbox to service an entire suite of rooms. Therefore, a single guest occupying a suite does not have to keep track of mailboxes for each phone in the suite. All messages are forwarded to one mailbox.

Security Features

AT&T Intuity Lodging offers a number of features that help to ensure the security of the messages.

Guest Passwords

Each guest receives a password that limits access to the guest's voice mailbox. Only people who know the password can access the mailbox without an attendant's help. Guests are not asked to enter a password when retrieving messages from their room phones, but they must enter a password to retrieve messages from any other extension. Guests choose their own passwords when they check in.

Although guest passwords are optional, AT&T strongly recommends their use.

Administrative Passwords

Administrative passwords are used by attendants and the AT&T Intuity Lodging administrator. There are two types of administrative passwords: phone-based and terminal-based. The AT&T Intuity Lodging administrators' passwords have the most liberal privileges, allowing them to broadcast messages to all checked-in guests (phone-based) or to purge all the old mailboxes (terminal-based).

Deleted-Message Retrieval

Deleted messages are stored until midnight of the day they were deleted and can be retrieved for the guest until midnight. For example, an attendant can retrieve a message deleted at 6:00 p.m. for a guest any time before midnight. After midnight, the message is no longer available. Messages deleted after 11:00 p.m. can be retrieved until midnight of the next night. This gives guests more than one hour to ask the attendant to retrieve a previously deleted message.

Old Mailboxes (Checked-Out Guests)

Messages for a previous guest are stored in an "old mailbox" for at least 24 hours after the guest checks out. Old mailboxes store messages that the guest has not listened to (unheard) or those that have been saved or restored by the guest (heard). Old mailboxes do not include deleted messages or text and fax message tallies. They only contain voice messages. Text and fax tallies are explained in section, *Communication Features*, in this chapter.

Communication Features

Communication in every business is essential. AT&T Intuity Lodging provides tools to enhance communication at your lodging establishment.

Broadcast Message

An AT&T Intuity Lodging administrator can record a single message and send it to all checked-in guests. These messages can inform guests about dining specials, services, or any special events at the hotel.

Text and Fax Message Tally

In addition to its voice messaging capabilities, AT&T Intuity Lodging can also keep track of and notify guests about any text or fax messages waiting for them. When guests call AT&T Intuity Lodging to retrieve their messages, a notification message informs them of their message tally, the number of voice messages that are waiting for them. When text and/or fax messages are added to a guest's tally, the notification message is updated to inform the guest that text and/or fax messages are waiting to be retrieved from an attendant. Attendants can adjust the tally by adding to or subtracting from the number of messages.

AT&T Intuity Lodging only provides text and fax tallying capabilities. AT&T Intuity Lodging does not provide utilities for typing in or storing the actual message.

⇒ NOTE:

You may use the Intuity AUDIX Fax Messaging application to provide fax mailboxes for your fax machines in order to increase your ability to receive faxes. However, Intuity AUDIX Fax Messaging does not interact with AT&T Intuity Lodging.

MWI On for New Messages Only

The administrator can choose if the guests' MWI is on for all heard and unheard messages or for only unheard messages. Unheard messages are messages that the guest has not yet listened to, such as new messages received while the guest was unavailable. Heard messages are messages that the guest has listened to and saved, or has deleted and then restored.

Features for the Attendant

AT&T Intuity Lodging reduces the number of text messages taken by attendants and makes the attendant's job easier.

Reactivating Old Mailboxes

Messages for a previous guest are stored in an *old mailbox* for at least 24 hours after check-out. If previous guests check back into the hotel within this time, the attendant can reactivate the guests' mailboxes so they can retrieve messages left over from their previous stay. Old mailboxes store messages that the guest has not listened to and those that have been saved (or restored) by the guest.

Moving Mailboxes

When guests change rooms, their voice mailboxes can move with them. Attendants can change room A with room B, transfer room A to room B, or merge room A with room B so messages are not missed.

Customization Features

AT&T Intuity Lodging allows you to incorporate some personal touches into the messaging system.

Customized Prompts

System voice prompts lead guests and callers through the messaging options. The Lodging administrator may customize several of these prompts, to include a specific hotel name by using the administrator activity menu and a telephone.

Guest Quick Reference Cards

The AT&T Intuity Lodging documentation includes camera-ready artwork that may be printed or photocopied to create instructions for your guests. These packages are available in different languages.

Help/Assistance Features

Since not everyone is comfortable using messaging, AT&T Intuity Lodging provides additional features designed to help both guests and callers.

Press 0 to Transfer to Attendant

Guests and callers can press at any time to transfer to an attendant for help.

Operator Revert

The AT&T Intuity Lodging administrator can enable an Operator Revert feature that transfers callers to the attendant in any of the following situations:

- caller leaves a maximum-length message
- caller stays on the line after leaving a message
- caller maintains silence during message recording

Attendant Assistance

Attendants can connect a guest who has forgotten their password to the guest's mailbox. The attendant password overrides the guest's password and allows access to the mailbox. Attendants may also assist guests by retrieving accidentally deleted messages.

Attendant Passwords

Attendant passwords give attendants special capabilities. For example, if guests forget their passwords, attendants can connect them to their mailboxes by using the attendant password. The attendant password overrides the guest's password and allows access to the mailbox. Attendants passwords also allow them to restore deleted messages.

Documentation

The AT&T Intuity Lodging documentation helps you to become an expert on the system. Step-by-step instructions help you to get started, customize, maintain, and operate your system. This documentation also provides materials for reference and for training. Training materials, located in this document, include the pull-out chapters for attendants.

Administrative Options and Advantages

The AT&T Intuity Lodging administrator has several options available for fine tuning the messaging system.

Administrator's Mailbox

The AT&T Intuity Lodging administrator has a mailbox that has all the features of the guest's mailbox and more. This mailbox can record messages from outside callers, guests, and attendants.

Mailing Lists

Mailing lists allow administrators to send the same message to several people. By using the mailing lists feature, you can notify guests of schedule changes, welcome a particular group of guests, or provide information about available services.

Mailbox Usage Reports

AT&T Intuity Lodging offers a variety of reports that help administrators evaluate system use and resolve problems quickly.

PMS Interactions

Property management system (PMS) refers to a computer system that lodging establishments use for electronically making guest reservations, checking guests in and out, printing guest bills, and other such functions. PMS vendors can modify their systems so that they work with AT&T Intuity Lodging and share information for more efficient administration.

Your PMS vendor can interface with AT&T Intuity Lodging by obtaining *Intuity Lodging Property Management System Specifications* (585-310-234) from AT&T and developing software according to that document's guidelines. PMS integrations developed to operate with AUDIX Voice Power™ Lodging systems will continue to operate with the AT&T Intuity Lodging application.

PMS Compatibility (R1.0 Specs)

In the integrated PMS environment, you can use the optional AT&T Intuity Lodging language packages even if your PMS system has not been upgraded to meet the *AUDIX Voice Power Lodging Property Management System Interface Specifications* (585-310-128) for Releases 1.1 and Release 3.0 or *Intuity Lodging Property Management System Specifications* (585-310-234). The instructions for using the language packages under this condition are in Chapter 3, *Administrator's Activities*. These instructions apply to a site which is running AT&T Intuity Lodging and the PMS software that was developed on a previous release.

MWI Control

In the integrated PMS environment, the administrator can allow either AT&T Intuity Lodging or the PMS to control the MWI. AT&T recommends that the PMS be used to control the MWI when possible as explained in Chapter 3, *Administrator's Activities*.

Group List on PMS

The AT&T Intuity Lodging administrator's phone interface recognizes mailing lists created on PMS terminal screens.

 **NOTE:**

Your PMS vendor must implement the Group List feature on the PMS side.

PBX Integration

AT&T Intuity Lodging is a PBX-integrated application. This means that when the PBX transfers a call to AT&T Intuity Lodging, the PBX interface also sends along some call information. This call information tells AT&T Intuity Lodging whether the call is a coverage or direct call, the extension from which the call is coming, and the extension that is being called. Using this information, AT&T Intuity Lodging either takes a message from a caller (coverage) or retrieves messages for a guest (direct).

AT&T Intuity Lodging also offers some non-integrated services. A *non-integrated* service is one in which AT&T Intuity Lodging does not use call information from the PBX interface. Instead, the user is asked to enter an extension.

Non-integrated services can be used to transfer callers directly to a mailbox without ringing the room (Do Not Disturb feature), and/or to use a direct inward dialing (DID), central office (CO) trunk line, or equivalent.

PBX Compatibility

For a list of PBXs that support AT&T Intuity Lodging, contact your sales representative.

Depending on your AT&T Intuity Lodging PBX link, you can transfer calls and control message waiting indicators (MWIs). If your PBX offers a Do Not Disturb feature, AT&T Intuity Lodging will transfer the caller directly to the mailbox without ringing the room.

Basic PBX Administration

For AT&T Intuity Lodging to work properly with the PBX, certain features must be present and enabled on the PBX.

- Station lines must be compatible with industry standard tip/ring analog phones (AT&T 2500 or equivalent).
- Each analog voice channel on the Integrated Voice Processing CELP card (IVC6) circuit cards must be associated with an extension number administered on the PBX. The PBX transfers the calls to AT&T Intuity system as part of a coverage path when there is no answer after reaching a specified number of rings or detecting a busy signal.

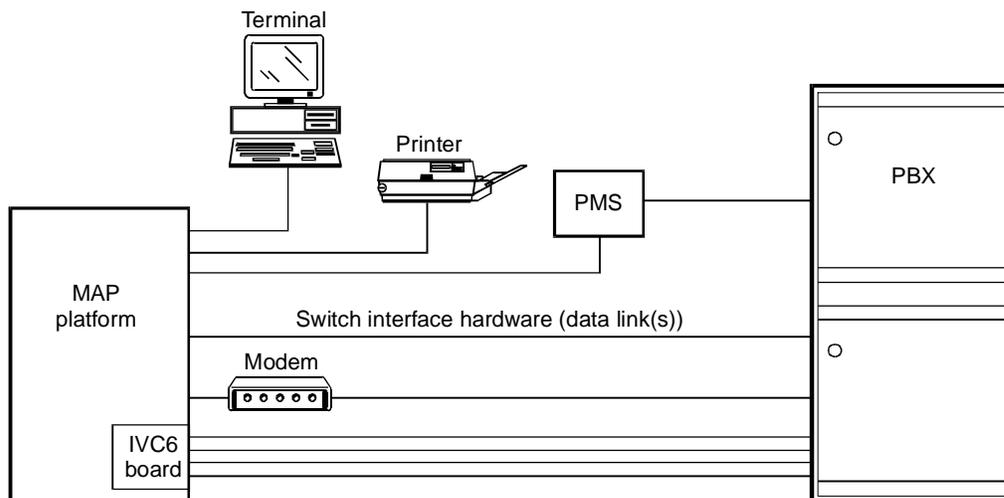


Figure 1-2. AT&T Intuity Lodging Hardware Configuration

AT&T Intuity Lodging Configuration

The AT&T Intuity Lodging application may be operated in a number of different configurations. These configurations include differences in hardware and software.

Hardware Configuration

AT&T Intuity Lodging may be operated on any of the three Intuity platforms, depending on availability in your area:

- Multi-Application Platform 5 (MAP/5)
- Multi-Application Platform 40 (MAP/40)
- Multi-Application Platform 100 (MAP/100)

On these platforms, the AT&T Intuity Lodging application shares channels located on the IVC6 with Intuity AUDIX or the AYC10 or AYC29 card with other applications. Under this configuration, the AT&T Intuity system receives a call, identifies the call as a Lodging or an Intuity AUDIX call, and operates the appropriate applications for that caller.

The model (processing speed) of the computer, number of analog voice channels, and the amount of hard disk storage space is determined by how many users need to be served. The maximum size of each mailbox can be specified by the AT&T Intuity Lodging administrator.

Software Configuration

The AT&T Intuity Lodging software configuration has the following required and optional components. For additional optional languages, please check with your local sales representative.

Required Software

- **AT&T Intuity Platform Software**
The platform software contains channel mapping, alarm originations, and other application software.
- **AT&T Intuity Lodging Software**
The lodging software contains the application, including messaging and call answer features.
- **PMS Integration Software**
The PMS integration software provides a communication interface between AT&T Intuity Lodging and the PMS and is included with AT&T Intuity Lodging software. This allows AT&T Intuity Lodging administration to be executed from the PMS terminal.

Optional Software

- **Optional Canadian French Language Software**
The Canadian French Language software allows guests to hear voice mail prompts in Canadian French.

- **Optional Greek Language Software**

The Greek Language software allows guests to hear voice mail prompts in Greek.

- **Optional Japanese Language Software**

The Japanese Language software allows guests to hear voice mail prompts in Japanese.

- **Optional Latin Spanish Language Software**

The Latin Spanish Language software allows guests to hear voice mail prompts in Latin Spanish.

- **Optional Mandarin Language Software**

The Mandarin Language software allows guests to hear voice mail prompts in Mandarin.

- **Optional British English Language Software**

The British English Language software allows guests to hear voice mail prompts in British English.

This chapter supplies the following frequently used information for AT&T Intuity Lodging administrators and attendants:

- *The AT&T Intuity Lodging Terminal Interface* section describes how to enter data and move between screens.
- *The AT&T Intuity Lodging Phone Interface* section describes how to use phone-based menus and commands.
- *The Evaluating Security Issues* section describes how to manage security issues at each AT&T Intuity Lodging site.
- *The Environments* section describes the differences between using AT&T Intuity Lodging with and without a property management system (PMS).
- *The PMS Demarcation* section describes how the PMS interacts with the AT&T Intuity Lodging application.

Although in the integrated PMS environment you may only interact with the AT&T Intuity Lodging terminal occasionally, you should read this chapter before using the AT&T Intuity Lodging system.

The AT&T Intuity Lodging Terminal Interface

After you log on to the AT&T Intuity Lodging terminal, a screen, a message line, and a row of function keys appear. This composition is typical of all AT&T Intuity Lodging screens, and each part of this screen is explained. This section only applies to the AT&T Intuity Lodging terminal screens. The PMS terminal screens may differ.

In general, there are three types of screens: menu, text, and form.

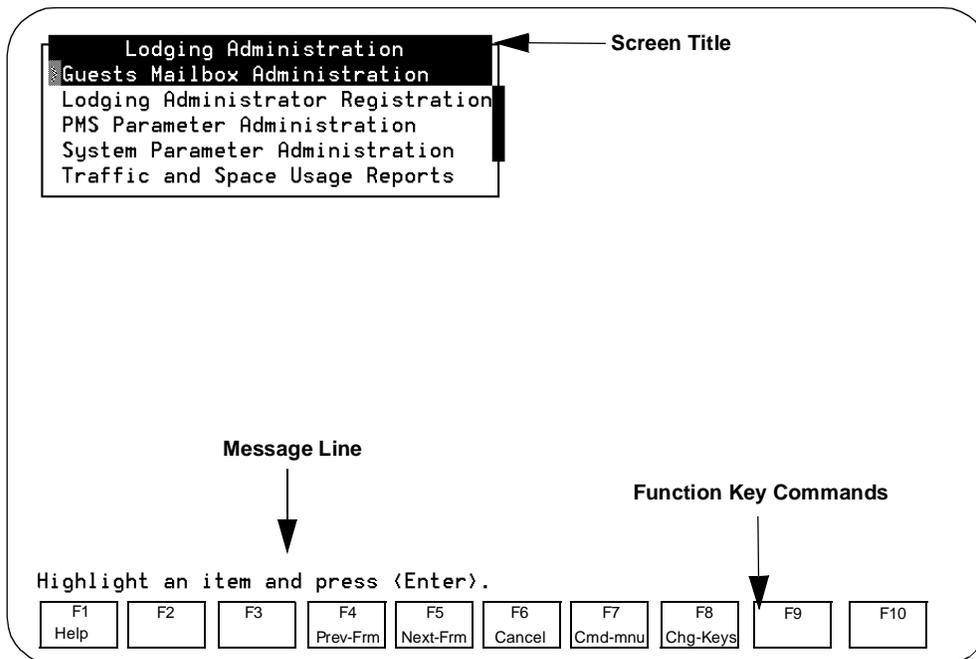


Figure 2-1. Basic Screen Components

AT&T Intuity System Screens

A *screen* is composed of a:

- title
- work area
- scroll bar (if applicable)

At any one time, the system may display one or more screens at a time. However, only one of those screens can accept commands (active screen) at a time, usually the most recently displayed screen.

Each screen has a unique title displayed in a bar at the top of the screen. The screen title describes the kind of information in the screen or the kind of task you can perform using the screen. In this document, screen titles such as Guests Mailbox Administration are shown in initial capitalized letters.

The work area is the largest part of a screen and contains either a menu of options, a list of blank parameter fields, or read-only information. Parameter fields are areas for the user to enter information.

Message Line

The *message line* is the text line just above the function key commands. It normally contains a brief instruction about an action that can be taken. The following is an example of a typical message line when a menu screen is opened:

Highlight an item and press <Enter>

For form screens, the message line may display possible field values:

Enter pause for touch-tone input in seconds (4-9).

If you need help in determining what to do next while working with AT&T Intuity Lodging screens, read the message line first. If you need more information press the **HELP** (F1) key.

Function Key Commands

The *function key commands* are boxed words and abbreviations that appear at the bottom of the screen. These boxes correspond to the first eight function keys (marked F1 through F8) on your keyboard. The label describes the action that results when you press the corresponding function key. For example, when the Swap Mailbox screen is open, the third box from the left (F3) is labeled **SAVE**. If you press **F3**, the information on the Swap Mailbox screen is saved. This is one way of giving instructions to the system. When you open a screen, a standard set of key commands appears automatically. Each screen type (menu, form, text) has a slightly different set of standard keys.

The function key F8 is always assigned to the **CHG-KEYS** command. **CHG-KEYS** allows you to display and use an alternate set of function key commands. The alternate function key sets vary widely depending on the current screen. Alternate function key commands are explained in the tasks which use them.

When performing a task, make sure that you are on the right set of keys before pressing a function key. The best way to do this is by remembering the command names rather than the function key numbers. For example, think **CHECKIN** instead of **F1**.

Screen Hierarchy

AT&T Intuity Lodging keeps an internal list of every screen that is currently open, beginning with the Voice System Administration screen. If another screen is opened after the Voice System Administration screen (for example, Guests Mailbox Administration), it is added to the list. If a screen is closed, it is removed from the list. AT&T Intuity Lodging uses this list to keep track of where it is in the screen hierarchy (the order of the screens in relation to each other). It is also used as the basis for how the (FRM-MGMT), (NEXT-FRM) and (PREV-FRM) keys work.

Menu Screens

A *menu* screen contains a list of items to choose from, such as submenus or choices to fill in a blank.

Normally, items on menu screens are in alphabetical order. To choose a menu item, highlight it, then press (ENTER). There are two ways to highlight a menu item.

- Move the cursor to the menu item using the cursor movement keys (shown later in this section).
- Type the first character or characters of a menu item.

The following is a typical menu screen:

```
Lodging Administration
)Guests Mailbox Administration
Lodging Administrator Registration
PMS Parameter Administration
System Parameter Administration
Traffic and Space Usage Reports
```

```
Guests Mailbox Administration
)Mailbox
Merge Mailbox
Message Management
Old Mailbox
Suite Mailbox
Swap Mailboxes
Transfer Mailbox
```

The following table displays the keys that you can use to move around in a menu screen:

Screen Movement Keys

Keys	Type of Movement
(ENTER)	Select highlighted menu item
(↓)	Down one menu item. If last menu item, wrap to first menu item
(↑)	Up one menu item. If first menu item, wrap to last menu item
(HOME)	First menu item in list
(END)	Last menu item in list
(PgUp)	Scroll to previous screen of text
(PgDn)	Scroll to next screen of text

Standard Screen Function Keys

Several function key commands perform standard actions regardless of the screen you are viewing. Other commands are unique to a particular screen. The standard function key commands are described below:

Command	Description
(HELP)	Displays information about the active screen, including available function key commands. To close the help screen, press (CANCEL).
(CHOICES)	From a field where you can type information, displays a menu of possible options, if available. For more information, see the section "Filling In Fields."
(SAVE)	Saves any changes you made in a screen.
(PREV-FRM)	If more than one screen is open, makes the previous screen active while still displaying the current screen. Continue pressing the key to scroll in a loop through all open screens.
(NEXT-FRM)	If more than one screen is open, makes the next screen active while still displaying the current screen. Continue pressing the key to scroll in a loop through all open screens.
(PREVPAGE)	When a screen contains more than one page of information, scrolls to the previous page.
(NEXTPAGE)	When a screen contains more than one page of information, scrolls to the next page.

Command	Description
<code>CANCEL</code>	Closes the active screen and returns to the previous screen. Any unsaved changes are lost.
<code>CHG-KEYS</code>	Toggles between two available sets of function key commands.
<code>PRINT</code>	If you have a printer connected to your AT&T Intuity system, prints each page of the screen that can be displayed.
<code>FRM-MGMT</code>	Displays a menu that allows you to change several physical characteristics of the screen. This key is typically not used.

Text Screens

Text screens provide information about an action. Text screens display help messages, error messages, and reports as shown in the following example. Information in text screens cannot be changed.

```

      Information
    Guest Checked In
    Press <Enter> to continue.
  
```

Help Screens

Most AT&T Intuity Lodging menu screens and form screens (screens with blank spaces for information entry) have a companion text screen available that contains helpful information.

If a screen has a companion help screen, you can access the screen by pressing the `HELP` (F1) function key.

These help screens are not substitutes for the documentation that accompanies the AT&T Intuity Lodging system. They simply provide brief explanations of fields, options, and commands.

Form Screens

Form screens allow you to enter information and also provide you with information. They are like paper forms you fill out with a pencil. The typical form screen contains two or more parameters which briefly describe the type of information needed or provided. A line where you can enter the parameter's value may follow the parameter description.

In most cases, the length of this line represents the maximum number of characters allowed for the response. The parameter description and its value are collectively called a *field*. The following is a typical form screen: .

Screen Movement Keys

Keys	Type of Movement
(ENTER)	Select highlighted menu item
(↓)	Down one menu item. If last menu item, wrap to first menu item
(↑)	Up one menu item. If first menu item, wrap to last menu item
(HOME)	First menu item in list
(END)	Last menu item in list
(PgUp)	Scroll to previous screen of text
(PgDn)	Scroll to next screen of text

Parameters that do not have a line following the description cannot be changed; they are for displaying information only.

Field Types

A *field* is an area on the screen in which you enter information. Most form screen fields are alphanumeric. You can enter letters, special characters, numbers, or a combination of all three. Some fields are strictly numeric, such as Guest Extension field. Restrictions on the values you enter in fields are explained in the message line of the screen.

Form Fill-in Alternatives

When you access a form screen, the cursor automatically moves to the first field, and you can begin entering information. All fields allow you to enter information by typing. Some also provide a menu of choices you can use by pressing the (CHOICES) (F2) key.

The choices menu displays possible responses for the field where the cursor is placed.

The following table shows you keys and key combinations you can use to move around in a form screen:

Form Screen Movement Keys	
Key(s)	Type of Movement
(ENTER), (TAB), (↓)	Down one field. If last field, wrap to first field
(SHIFT) (TAB), (↑)	Up one field. If first field, wrap to last field
(HOME)	Beginning of current field
(END)	Last field of form screen
(←)	Left one character in a field
(→)	Right one character in a field
(DEL), (DELETE)	Delete character at cursor

Request Confirm Screens

The request confirm screen is a type of form screen, as shown in the following example. This screen asks you to confirm your choice of a particular function before the system proceeds to perform the function. Normally, you respond with a “y” to confirm your choice or an “n” to abort (cancel) the process.

```

Confirm
Are you sure you want to checkout this
guest?

Press <y> to confirm.
Press <n> to cancel.
    
```

AT&T Intuity Lodging Function Key Descriptions

This section describes the standard function key commands and common alternate key commands.

Cancel (F6)	The CANCEL key always appears on the standard key set and sometimes on the alternate key set. It is used to close the current screen.
Change Keys (F8)	The function key F8 is always assigned to the CHG-KEYS command. CHG-KEYS allows you to display and use an alternate set of function key commands. CHG-KEYS acts as a toggle you can use to flip back and forth between the standard key set and the alternate key set.
Choices (F2)	This key provides a menu screen (if available) of possible responses for the field in which the cursor is placed. The options that CHOICES key lists depends on the field.
Command Menu (F7)	This key presents a menu of options related to the AT&T Intuity Lodging database. For more information on the command menu options, refer to Chapter 6, <i>Ongoing Preventive Maintenance</i> .
Display (F4)	This key shows information already present in or compiled by the AT&T Intuity Lodging system, for example the number of messages a current guest has or an AT&T Intuity Lodging report. Form screens require you to enter a key piece of information, such as guest extension, before pressing the DISPLAY key. Entering the information tells AT&T Intuity Lodging what data to retrieve.
Frame Management (F7)	The FRM-MGMT key allows you to control several physical characteristics of the screen, such as the size and location of screens.
Help (F1)	The HELP key displays a text screen containing brief explanations of the options at the current screen level, such as field restrictions. Most AT&T Intuity Lodging menu and form screens have a companion text screen that supplies this helpful information.
Next Frame (F5)	AT&T Intuity Lodging keeps an internal list of every screen that is currently open. The NEXT-FRM and PREV-FRM keys use this list to take you to another screen, based on the current screen's position in the list.

The `(NEXT-FRM)` key takes you to the next screen in the list. If the current screen is the last screen in the list, this key loops and takes you to the first screen in the list. The `(PREV-FRM)` key takes you to the previous screen in the list. If the current screen is the first screen in the list, this key loops and takes you to the last screen in the list.

You can view the list of open screens using the `(FRM-MGMT)` key's list option.

Next Page (F3)

The `(NEXTPAGE)` and `(PREVPAGE)` keys scroll the text down one page or up one page, respectively. If you are on the last page of information, the `(NEXTPAGE)` key loops back to the first page. If you are on the first page of information, the `(PREVPAGE)` key loops back to the last page. A page is considered one screen of text.

Previous Frame (F4)

See *Next Frame*

Previous Page (F2)

See *Next Page*

Print (F5)

If you have a printer connected to the AT&T Intuity Lodging system, you can print the information displayed in some of the screens. Refer to Chapter 5, *Attendant Terminal-Based Activities*, for more information about printing information from a screen.

Save (F3)

The `(SAVE)` key permanently saves any changes made to the screen information.

Refresh Screen

When you have moved screens or jumped from one screen to the next, the screen may become cluttered with extra lines and words.

To rid the screen of unneeded information, do the following:

1. Press `(CHG-KEYS)` (F8) followed by `(FRM-MGMT)` (F7).
2. Select refresh.

The screen is redrawn, eliminating unneeded information.

The AT&T Intuity Lodging Phone Interface

The AT&T Intuity Lodging phone interface consists of prompts and menus designed to help users easily perform tasks. The term *phone-based* as used in this document applies to tasks performed at the telephone or information about the phone interface.

Some of the basic features of the AT&T Intuity Lodging phone interface include:

- **Pause for Touch-Tone Input**

After a phone-based menu or prompt is spoken, the system pauses briefly for touch-tone input. If nothing is entered, the menu or prompt repeats. If after the third repetition nothing is entered, the system speaks a closing message and disconnects or transfers the user to the attendant.
- **No Touch-Tone Needed for Leaving a Message**

Although AT&T Intuity Lodging only accepts touch-tone input, outside callers with rotary phones can still leave messages. AT&T Intuity Lodging's call-answer interface does not need any touch-tone input to record a message.
- **Type Ahead**

Most phone-based menus and prompts allow you to type ahead. You do not have to wait until the entire prompt or menu is spoken before pressing a touch tone. If you know how to access the function, press the appropriate keys. The current prompt or menu truncates (shortens), and then the system responds to the function you selected.
- **Talk Off**

By pressing a touch tone, a guest can stop the replaying of a message. They are in turn prompted with a menu requesting that they operate on that message. This is called a *talk off*.
- **Error Response**

The system responds with "entry not understood" when you make an invalid selection.
- **Optional Guest Passwords**

This document assumes that the guest is issued a password at check-in. However, guest passwords are optional. If a guest does not have a password, the system does not prompt for one.
- **User Specific Prompts**

The prompts and messages spoken by AT&T Intuity Lodging will differ depending upon whether you have guest status, attendant status, or administrator status and on the phone used (for example, a lobby phone, guest room phone, or attendant phone).
- **Extension Entry**

When AT&T Intuity Lodging requests an extension, enter only the extension; do not preface the extension with a switch-specific digit (a number specified by your PBX) defined in the dial plan. For example, a lodging establishment's dial plan dictates that to call or transfer to a room, first press **7** and then enter the room extension. When you are not using AT&T Intuity Lodging, follow your regular dial plan procedures. When you

are using AT&T Intuity Lodging, however, and the phone-based prompts request that a room extension be entered, this example establishment should enter just the extension. It *should not* be prefaced with a [7].

Evaluating Security Issues

As the AT&T Intuity Lodging administrator, system security is your responsibility. Careful attention to security features, procedures, and maintenance is needed to protect guest information. AT&T recommends the following guidelines.

Passwords

Use these guidelines for all passwords (phone-based and terminal-based). The administrator, attendants, and guest should follow these guidelines:

- Do not use trivial passwords such as “1111” or “2222.”
- Do not use your phone number or extension as a password.
- Do not use your name or initials as a password.
- Do not post, share, or print passwords.
- Change passwords once a month or if an employee leaves your organization.

CAUTION:

*Protect the use of the system administrator's password. The **sa** login may be used to change system operations such as how channels operate and the AT&T Intuity Lodging applications default language.*

CAUTION:

Protect the use of the attendant (attend) login. This login may be used to add or delete guests or change a guest's password.

Administrative passwords are phone-based and terminal-based passwords for the AT&T Intuity Lodging administrator and attendants. Use the following guidelines for administrative passwords:

- Ensure that passwords set during the installation of the system are changed to nontrivial passwords. Possible passwords are: your mother's maiden name, or your license plate number.
- Establish well-controlled procedures for changing phone-based passwords. These procedures should include how often passwords are changed and how notification of new passwords is made.
- AT&T recommends that each login be assigned a new password every 28-days to prevent unauthorized use.

- Make terminal-based passwords *at least* six characters long.
- Make phone-based passwords four digits long.

Guests can select a 4-digit password when they check in. Although guest passwords are optional, AT&T recommends that for maximum security attendants require guests to choose a password. It is important for guests to understand the need for password security to their mailboxes.

If you require guests to choose passwords, inevitably some will forget their passwords. To prevent unauthorized access of a guest's mailbox, you should establish attendant procedures for verifying the guest's identity.

If you decide not to require guest passwords, restrict AT&T Intuity Lodging access to guest phones and administrative phones through the PBX. Refer to the switch document in your AT&T Intuity Lodging documentation set and your PBX vendor's documentation for instructions on restricting access (called class of restriction).

Login Attempts

The number of phone-based login attempts is preset to three. After three unsuccessful attempts, the guest is automatically transferred to an attendant. The attendant should verify the guest's identity, then resolve the guest's message retrieval problem.

Toll Fraud

AT&T corporate security experts report that toll fraud attempts through messaging systems and automated attendant systems have grown dramatically. Toll fraud "hackers" access a messaging or automated attendant system, transfer through the system, and use a customer's access to a long-distance network. This is not an AT&T product or design defect, but rather a security risk affecting every major vendor's PBX with a messaging or automated attendant system. Because AT&T Intuity Lodging does not allow transfers from a guest's mailbox, toll fraud is unlikely. However, if your AT&T Intuity Lodging system is coresident with other applications, please follow the toll fraud prevention guidelines in the documentation for those products.

⇒ NOTE:

AT&T does not warrant that this product will prevent and AT&T will not be responsible for unauthorized use (or charges for such use) of common carrier telecommunication services or facilities accessed through or connected to AT&T Intuity Lodging. The customer is responsible for administering AT&T Intuity Lodging to prevent such unauthorized use. The customer has the responsibility to read all documents associated with AT&T Intuity Lodging and understand the AT&T Intuity Lodging features that enable the administrator to reduce exposure to unauthorized use.

AT&T Intuity Lodging Terminal Access

Physical access to the AT&T Intuity Lodging terminal should be limited to the AT&T Intuity Lodging administrator and trained attendants. To use the terminal you must have a login ID and a password. Logins and passwords are confidential information and should not be written down or shared with any unauthorized individuals.

Environments

In general, there are two environments for AT&T Intuity Lodging:

- integrated PMS
- non-PMS

Property management system (PMS) is a general term for a computer system that a lodging establishment uses for functions such as making guest reservations, checking guests in and out, and printing bills for guests. If your establishment does not have a PMS, then you have a *non-PMS* environment.

If your establishment has a PMS, you must determine whether or not it is integrated with AT&T Intuity Lodging. When PMS is integrated with AT&T Intuity Lodging, the two systems communicate and share information so that administration tasks are greatly simplified. If your system is integrated, then you have an *integrated PMS environment*.

If you have a PMS but it is not integrated with AT&T Intuity Lodging, it is considered to be a *non-PMS* environment. There are two types of non-PMS environments: those without a PMS and those with a PMS that is not integrated with AT&T Intuity Lodging. This chapter makes no distinction between these two; both are called non-PMS environments.

There are two types of AT&T Intuity Lodging tasks: phone-based and terminal-based. In general, the phone-based tasks apply to all environments. The terminal tasks differ depending on your environment. Environment is referenced throughout this document, so use the following table to note which environment you have before continuing:

Do You Have A PMS?	Is PMS Integrated With AT&T Intuity Lodging?	Environment
Yes	Yes	integrated PMS
Yes	No	non-PMS
No	No	non-PMS

The Integrated PMS Environment

Lodging establishments with an integrated PMS environment continue to do terminal-based tasks (check in, check out, and billing) through the PMS terminal. In an integrated PMS environment, the PMS is linked to AT&T Intuity Lodging. Therefore, all AT&T Intuity Lodging guest messaging administration is done automatically when you enter or change information on the PMS terminal. For example, when you check guests in, they are automatically given mailboxes. You may also encounter differences on the PMS terminal because of the AT&T Intuity Lodging link. For example, your PMS screen may request more information about each guest, such as a mailbox password. You will rarely have to interact with the AT&T Intuity Lodging terminal.

The tasks in this document have notes concerning environment. Even if you have an integrated PMS environment you should read the non-PMS tasks to understand how AT&T Intuity Lodging handles guest mailbox administration and what changes to expect on the PMS terminal. Consult your vendor's PMS manual for possible screen changes and instructions.

In the integrated PMS environment, the AT&T Intuity Lodging terminal should not be used for guest mailbox administration. In the relationship between these two systems, the PMS has authority over the AT&T Intuity Lodging system. Because of this authority, the introduction of new information on the AT&T Intuity Lodging side may be overwritten by the PMS at some time. Entering guest information on both terminals introduces database discrepancies that can cause system problems.

In the integrated PMS environment, enter guest information on the AT&T Intuity Lodging terminal only when specifically instructed to do so in this document.

⇒ NOTE:

Your PMS vendor is responsible for developing the AT&T Intuity Lodging/PMS interface according to the *Intuity Lodging Property Management System Interface Specifications* (585-310-234) which may be order through the AT&T Fulfillment Center at 1-800-457-1235 in the United States, and 1-317-361-5353 in other areas. These specifications provide the information needed to exercise every AT&T Intuity Lodging feature through the PMS terminal interface. However, some PMS vendors choose not to implement all AT&T Intuity Lodging features. Features not implemented will not be available to you.

The Non-PMS Environment

Lodging establishments with a non-PMS environment have to perform guest administration tasks on the AT&T Intuity Lodging terminal. When guests check in, you must enter some information about them on the AT&T Intuity Lodging terminal so that they will have a mailbox. Lodging establishments with a PMS that is not integrated with AT&T Intuity Lodging have to do administrative tasks on both the PMS terminal and on the AT&T Intuity Lodging terminal.

Open Mailbox Procedure

In the non-PMS environment, guest mailbox administration can become cumbersome. Therefore, some lodging establishments use the *open mailbox concept*.

The open mailbox concept reduces daily mailbox administration by checking in all room extensions once and leaving them checked in regardless of when guests check in or out. There are, of course, security issues. For example, new guests can listen to messages that old guests failed to retrieve and can have deleted messages restored.

The following example describes the use of the open mailbox concept:

1. Perform the cut-to-service tasks for the non-PMS environment as detailed in the *Intuity Software Installation for Release 3.0* book. There is a special section for the open mailbox cut-to-service.
2. Set the Lamp On for New Messages Only parameter to No. Refer to Chapter 3, *Administrator's Activities*, for more information.
3. Instruct your housekeeping staff to observe the MWI on the phone set when they clean a checked out room. If it is lit, they are to call the front desk attendant and report the room number with left over messages.
4. The front desk attendant retrieves the left over messages, records them as text messages, then deletes them from the mailbox. See Chapter 4, *Attendant Phone-Based Activities*, for instructions.

The mailbox is now empty for the next guest.

5. Keep these text messages according to hotel policy.

PMS Demarcation

PMS software that interacts with the AT&T Intuity Lodging system and resides on the PMS computer is developed and marketed by vendors other than AT&T. AT&T does not certify, troubleshoot, or warrant the operation of any PMS system or any PMS to AT&T Intuity Lodging application integration. The point of demarcation between the AT&T Intuity system and the Property Management System is the serial port into which the PMS link connects, or if an adapter directly connects to the AT&T Intuity system serial port to provide a 25-pin termination it was purchased from AT&T, the adapter is the demarcation point. The customer is responsible for the cable from the PMS to the AT&T Intuity system demarcation point and any hardware such as adapters or null modems that may be needed to connect the cable into the AT&T Intuity serial port for the DTE to DTE connection. Any hardware or software located on the other side of the adapter from the AT&T Intuity system is the responsibility of the customer.

All PMS interfaces must conform to the protocol detailed in *Intuity Lodging Property Management Systems Specifications* (585-310-234). Protocol that does

not conform to these specifications will not operate with the AT&T Intuity system. For this release, AT&T has added a PMS communications log. This log records all transactions between AT&T Intuity Lodging and the PMS, records errors in communications, and allows vendors and customers to monitor or to test the PMS to AT&T Intuity interface.

In general, any PMS interface that operated with AUDIX Voice Power Lodging Release 1.0, 1.1, or 3.0 system will interface with the Intuity Lodging Release 1.0 application. However, many PMSs have undergone revision and re-release so that different versions of these programs exist. Early versions may not contain the necessary parameters to select optional guest languages to short-term subscribers. Customers should refer all questions about PMS operations, release numbers, and integrations to their PMS vendors.

If you have a PMS-AT&T Intuity Lodging interface and your system experiences operational difficulties, the AT&T Remote Support Center will attempt to isolate the trouble to the demarcation point. If the trouble is believed to be beyond the demarcation point, the remote support center will advise you to use the *Intuity Lodging Property Management Systems Specifications* (585-310-234) book and contact your PMS vendor or in-house developer.

Because AT&T does not certify, warrant, or troubleshoot any PMS interface, AT&T is unable to recommend any particular PMS vendor. The following list of vendors are companies known to have a working, certified PMS interface to AUDIX Voice Power Lodging systems:

- ITC
- HIS
- APTECH
- CLS
- Rollin
- Encore
- Audetel
- Fidelio
- Precision Data Systems
- Lodging Systems

Customer personnel training in PMS administration for the AT&T Intuity Lodging application and any training related to the specific PMS product is the responsibility of the PMS vendor.

The PMS vendor is also responsible for providing all desired settings for the AT&T Intuity Lodging application's Property Management System Parameter Administration screen prior to the installation of the application. AT&T will administer these parameters on the system as a part of the standard installation, attach the PMS cable to the AT&T Intuity system, and check the system for the start of database synchronization. AT&T will neither troubleshoot nor adjust these settings as a part of troubleshooting to facilitate the operation of the PMS to AT&T Intuity Lodging application interface.

This chapter describes the AT&T Intuity Lodging administrator's responsibilities and regular activities. Each activity description provides step-by-step instructions.

This chapter is organized into the following sections:

- *AT&T Intuity Lodging Administrator's Responsibilities* lists the administrator's areas of responsibility, such as ongoing maintenance and growth planning.
- *Activities Before Cut-to-Service* suggests tasks the AT&T Intuity Lodging administrator should perform *before* cut-to-service, such as site-specific training for attendants. The cut-to-service phase takes the AT&T Intuity Lodging system from installation to a fully administered and operational system.
- *Initial Activities* suggests tasks the AT&T Intuity Lodging administrator should perform after cut-to-service, such as changing administrative passwords.
- *Additional Activities* details tasks the AT&T Intuity Lodging administrator may need to perform occasionally, such as purging all old mailboxes.
- *Administrator Activity Menu* provides step-by-step instructions for using a phone-based menu, for example, to broadcast a message to all guests or to administer a customized voice mail greeting.

 **NOTE:**

Chapter 4, *Attendant Phone-Based Activities*, and Chapter 5, *Attendant Terminal-Based Activities*, describe tasks performed daily by front desk and phone attendants of a lodging establishment and are written specifically for those audiences.

AT&T Intuity Lodging Administrator's Responsibilities

Your responsibilities as the AT&T Intuity Lodging administrator include the following areas:

- You are responsible for performing the initial activities detailed in this chapter. These activities help to ensure that the AT&T Intuity Lodging system operates properly.
- You are responsible for evaluating security and setting up the appropriate security policies. Security is covered in Chapter 2, *AT&T Intuity Lodging Basics*.
- You are responsible for giving site-specific information to attendants and for training them in the use of AT&T Intuity Lodging so that they can help guests appropriately.
- You are responsible for ongoing daily, weekly, and monthly preventive maintenance tasks to monitor system performance and maintain system security. Maintenance is covered in Chapter 6, *Ongoing Preventive Maintenance*.
- You are responsible for monitoring traffic reports that provide detailed information about the AT&T Intuity Lodging system and the guest mailboxes. This is to ensure that the system is working properly and to spot potential problems that may need intervention on your part. Reports are covered in Chapter 7, *Alarms, Logs and Audits*.
- You are responsible for evaluating the system's ability to carry the load your establishment is giving it and for determining if you need additional ports or speech storage space now or in the future. For more information on growth planning, contact your sales representative.
- You are responsible for interacting with your guests, ensuring that they are properly informed, correcting their misconceptions, troubleshooting their problems, and responding to their needs.
- You are responsible for understanding how AT&T Intuity Lodging works so that you can solve problems as they arise and anticipate possible problems. This information is obtained by studying this document and other AT&T Intuity documents, attending administrator training classes, and using the service path.

Activities Before Cut-to-Service

These activities are to be performed *before* placing the AT&T Intuity Lodging application into service. These preliminary activities prepare guests and attendants for the transition.

Activity 1: Create Guest Quick Reference Cards

The AT&T Intuity Lodging package includes a *Guest Quick Reference Artwork Package* (585-310-739). Use camera-ready artwork to create messaging instruction cards to help guests use the AT&T Intuity Lodging system. These cards will lessen the time spent by attendants explaining the system and answering questions. If your establishment has purchased language options, you may want to create reference cards for each language available to your guests. See Chapter , *About This Book* for *Related Resources*.

Activity 2: Copy Troubleshooting Worksheet

Appendix A, *Job Aids*, contains an Intuity Lodging User Trouble Report. Copy the worksheet from Appendix A of this document, and keep a stack of these worksheets at each attendant's desk so that any problems can be accurately recorded.

Activity 3: Train Attendants

Train front desk and phone attendants *before* the application is put into service. Regardless of how you instruct guests, they call the attendants for assistance. The following training for attendants is suggested

1. Prepare the training materials.

Select pages from Chapter 2, *AT&T Intuity Lodging Basics*, Chapter 4, *Attendant Phone-Based Activities*, and Chapter 5, *Attendant Terminal-Based Activities*, of this document based on the features offered at your site.

 **NOTE:**

Some administrators do not inform guests about all of AT&T Intuity Lodging features (for example, restoring deleted messages) because of attendant overload. Attendants should still be trained in all AT&T Intuity Lodging activities in case of an emergency.

Quick reference cards for attendants are provided in Appendix A, *Job Aids*. Be sure to include these in the attendant packets.

There is some site-specific information attendants need to effectively use AT&T Intuity Lodging. Blank lines are included in Chapter 4, *Attendant Phone-Based Activities*, and Chapter 5, *Attendant Terminal-Based Activities*, for you to write in information for your site.

Copy the pages you have selected and make booklets that the attendants can keep for reference.

2. Use the *Evaluating Security Issues* section in Chapter 2, *AT&T Intuity Lodging Basics*, to develop security policies for your site. Inform your staff of security procedures.
3. Arrange one or more training sessions so that at least one attendant on every shift is familiar with AT&T Intuity Lodging.
4. At the training sessions, a speaker phone is recommended to show how the AT&T Intuity Lodging phone-based interface works.
5. Be sure to cover the procedure for reporting trouble with the system.

Activity 4: Inform Current Guests About AT&T Intuity Lodging

Depending on your environment, you may need to inform guests in advance about the new messaging system and when you plan to put the system into service. If you need more information on environments, refer to Chapter 2, *AT&T Intuity Lodging Basics*.

Integrated PMS Environment

In the integrated PMS environment, all current guests will have mailboxes after the PMS database and the AT&T Intuity Lodging database are synchronized and the guest coverage path is changed. After the change, the PBX/switch will route an unanswered call the the AT&T Intuity system. Database synchronization occurs automatically once both systems are up and running.

Before the databases are synchronized and the coverage path changed, distribute a letter to each room informing the guest about the new system and enclose the guest quick reference card. A sample letter is provided in this section.

The day before the system is to be running, instruct the housekeeping staff to put the letter and guest reference card in each room during cleaning.

After AT&T Intuity Lodging is in service, use the broadcast feature of the administrator activity menu (detailed in this chapter) to record a message welcoming the guests to the messaging system. A sample message is provided in this section.

 **NOTE:**

Current guests will not have a voice mail password.

Non-PMS Environment

In the non-PMS environment, you have three cut-to-service options:

- Administering all current guests
- Administering only new guests
- Using the open mailbox concept

How you inform your guests depends upon the cut-to-service option you choose.

If you *administer all current guest* or *use the open mailbox concept*, distribute a letter to each room informing the guest about the new system and enclose the guest quick reference card. A sample letter is provided in this section.

The day before the system is to be running, instruct the housekeeping staff to put the letter and guest reference card in each room during cleaning.

After AT&T Intuity Lodging is in service, use the broadcast feature of the administrator activity menu (detailed in this chapter) to record a message welcoming the guests to the messaging system. A sample message is provided below.

If you decide to *administer on a new guest basis*, explain the messaging system to guests in person and issue guests a mailbox password. When a new guest checks in, give them the letter (sample in this section) and quick reference card. You will also have to modify the new guest's PBX station as explained in *Intuity Lodging Installation* book.

After a number of guests have checked in, create a mailing list of their extensions using the administrator activity menu (detailed in this chapter) and send them a message welcoming them to the new messaging system. See section, *Creating a Mailing List*, of this chapter. A sample letter and message are provided in this section.

Samples

The following is a sample letter used to inform guests about the new messaging system:

Dear Guest,

We have recently installed a messaging system in the facility. If the message light on your telephone set is lit, you have messages waiting. Simply follow the instructions on the attached quick reference card to retrieve them. If you have any questions or comments, please call an attendant.

The following is a sample broadcast message used to welcome guests to the new messaging system:

Hello. This is [your name]. We hope you are enjoying the benefits of our messaging system. [Advertise a benefit: People who call you can now leave a personal message that you can retrieve from your room without calling an attendant.] If you have any comments or suggestions, please ask the front desk attendant for a guest questionnaire. Thank you. Good-bye.

Initial Activities

Initial activities are performed *immediately* after installation of the AT&T Intuity system. These activities are listed in the order in which they should be performed during the initial phase. Later, you may again perform some of these activities, though not necessarily in the order listed here.

Activity 1: Log In

To log on to the AT&T Intuity Lodging system at the terminal, do the following:

1. Enter **sa** at the following prompt:

Console Login:

2. Enter the password provided at installation and press **ENTER** at the following prompt:

Password:

You see the Intuity (TM) Administration screen as shown below:

```
INTUITY (TM) Administration
>AUDIX Administration
  Customer/Services Administration
  Lodging Administration
  Networking Administration
  Upgrade
  Voice System Administration
```

If the AT&T Intuity Lodging terminal already has a screen displayed on it, you do not have to login.

NOTE:

You can change your terminal-based password but not your terminal-based login. See section, *Activity 2: Change the Administrator's and Attendant's Terminal-Based Password*, of this chapter to change the system administrator (**sa**) password.

Activity 2: Change the Administrator's and Attendant's Terminal-Based Password

The terminal-based login and password allow you to perform administrator tasks on the AT&T Intuity Lodging terminal such as purging old mailboxes.

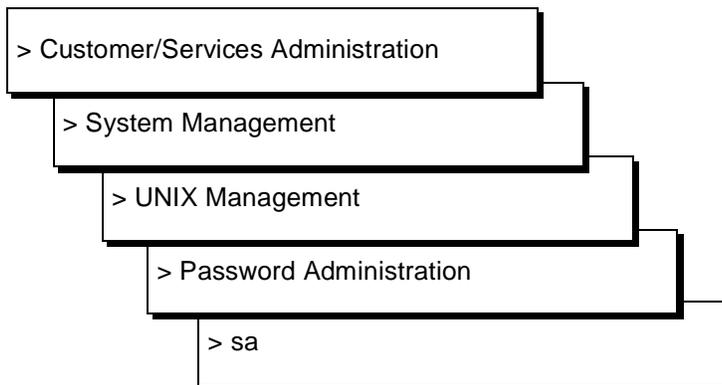
After you are logged in, you should change the administrator's password to one of your own.

Passwords are confidential information and should not be shared with any unauthorized individuals. AT&T recommends that you memorize your password instead of writing it down. If you forget your password, follow your site's service path. Reassigning the administrator's password is a complicated procedure. You should take special care when changing the password so you do not forget the password.

Administrator Password

To change your terminal-based password, do the following:

1. Begin at the Intuity (TM) Administration screen and select the following sequence:



2. Enter your new password at the following prompt.

New Password:

3. Reenter your new password at the following prompt.

Re-Enter New Password:



NOTE:

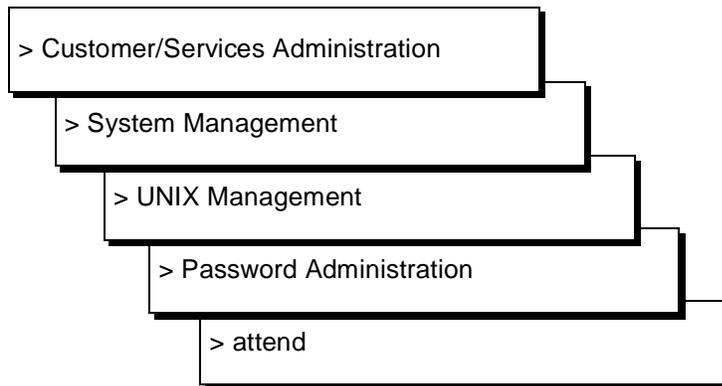
The system will not accept the password if both password entries do not match. If the entries do not match the system will prompt you to try again.

4. Press **ENTER** to continue.
5. Press **CANCEL** (F6) until you reach the Intuity (TM) Administration screen.

Attendant Password

To change the attendant's terminal-based password, do the following:

1. Begin at the Intuity (TM) Administration screen and select the following sequence:



2. Enter your new password at the following prompt.

New Password:

3. Reenter your new password at the following prompt.

Re-Enter New Password:

⇒ NOTE:

The system will not accept the password if both password entries do not match. If the entries do not match the system will prompt you to try again.

4. Press **ENTER** to continue.
5. Press **CANCEL** (F6) until you reach the Intuity (TM) Administration screen.

Activity 3: Change Phone-Based Passwords

The administrator's phone-based extension and password allow you to perform administrative tasks on the phone such as creating a broadcast message. The attendants' phone-based password allows them to perform phone-based tasks, such as restoring deleted messages.

You should regularly change the administrator's and attendants' phone-based passwords. See the *Evaluating Security Issues* section of Chapter 2, *AT&T Intuity Lodging Basics*.

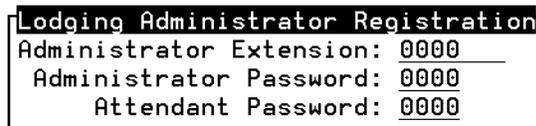
Passwords are confidential information and should not be shared with any unauthorized individuals. AT&T recommends that you memorize your password as opposed to writing it down.

To change phone-based passwords, do the following:

1. Begin at the Intuity (TM) Administration screen and select the following sequence:



2. Enter the administrator's new password. The field accepts four digits.



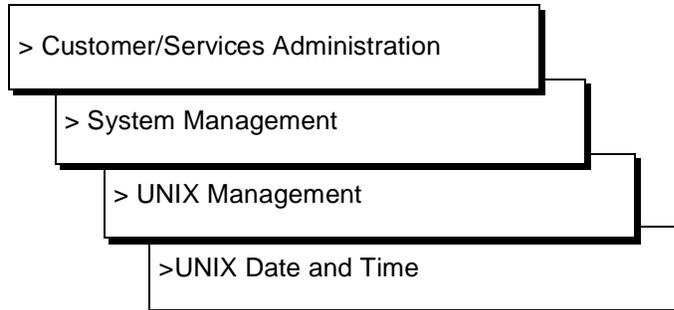
3. To change the attendant password, enter the new attendants' phone-based password. The field accepts four digits.
4. Press **SAVE** (F3).
5. A confirmation window appears.
Type **y** to confirm your password changes.
Type **n** to cancel your password changes.
6. Press **ENTER** to continue.
7. Press **CANCEL** (F6) to return to the Intuity (TM) Administration screen.

Activity 4: Checking System Clock

The AT&T Intuity Lodging system includes a clock used to perform certain time-dependent tasks, such as placing a time stamp on messages and automatically purging old messages after a retention time has expired. The clock was set during the installation of the AT&T Intuity Lodging system but should be checked during the initial administration phase.

Perform the following procedure to check the AT&T Intuity Lodging system clock.

1. Begin at the Intuity (TM) Administration screen and select the following sequence:



2. Check the date and time information. If the information is accurate, press **CANCEL** (F6) until you reach the Customer/Services Administration screen. If the date and/or time is not accurate, continue with Step 3.



NOTE:

You should match the time on the AT&T Intuity system to the time on the PBX switch.

3. Place the cursor on the months field in the Set Date and Time screen.
4. Press **CHOICES** (F2) to display the months of the year, or press **ENTER** for no change. If there is no change in the month, continue with Step 7.

The system displays a list of months, as shown in Figure 3-1.

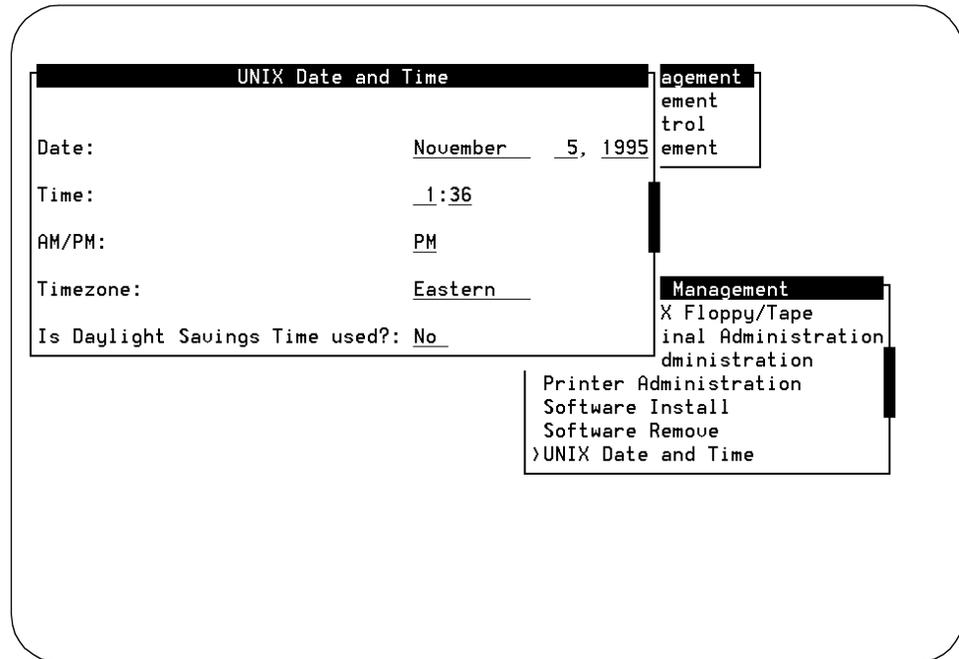


Figure 3-1. Set Date and Time Screen With the Months Choices Screen

⇒ NOTE:

You may also enter the current month using alphabetic characters (Ja, F, Mar, Ap, May, Jun, Jul, Au, S, O, N, D) and press **(ENTER)**.

5. Select the current month by using the arrow keys to highlight the name of the month.
6. Press **(ENTER)** to place the name of the correct month into the month field.
7. Enter the current day (numeric, 1 through 31) or press **(ENTER)** for no change.
8. Enter the current year (numeric, 1993 through 2038) or press **(ENTER)** for no change.
9. Enter the current time in the hour:minute pair or press **(ENTER)** for no change.
Use a 12-hour AM/PM standard. Do not use the 24-hour military standard.
10. Type **a** for AM, **p** for PM, or press **(ENTER)** for no change.
11. Press **(CHOICES)** (F2) and select your time zone, or press **(ENTER)** for no change.
12. Type **y** for yes or **n** for no depending upon whether or not daylight savings time is used at any time during the year.



NOTE:

Daylight savings time may or may not be used in your area, please verify with your local AT&T representative.

13. Press **SAVE** (F3).

A confirmation message showing the date and time is displayed.

14. Press **CANCEL** (F6) until you logoff the system. When you log back onto the system for the next procedure, the date and time changes will take affect.

You should check the system clock monthly to ensure accuracy. It is especially important to check the system clock after a system reboot or global time change (for example, daylight savings time).

Activity 5: Create Suites

Because the components of a suite (main extension and member extensions) do not change often, you may want to enter all of the suites for your lodging establishment at one time, then make modifications to them as necessary. To set up suites in the non-PMS environment, refer to the *Creating a Suite of Rooms* section of Chapter 5, *Attendant Terminal-Based Activities*.

To set up suites in the integrated PMS environment, refer to your vendor's PMS manual for possible procedures.

Activity 6: Make Arrangements for Permanent Guests

Permanent guests are people who use a lodging establishment as their primary residence. They live at the hotel year-round or for extended periods of time. Normally, their affairs are handled differently from those of normal guests. For example, the PMS may not consider them to be checked-in guests. Therefore, they would not receive a voice mailbox.

If your lodging establishment hosts permanent guests and you have the Intuity AUDIX system, you may wish to administer permanent guests as Intuity AUDIX subscribers. However, your guests may receive broadcast messages intended only for employees as an Intuity AUDIX subscriber. Refer to your AT&T Intuity documentation for instructions.

If your lodging establishment hosts permanent guests and you do not have the Intuity AUDIX application operating on your system, you should check them in as a guest on the AT&T Intuity Lodging terminal so that they have voice mail capabilities. If permanent guests' PBX coverage path is not the same as regular guests, you will have to change it. Regardless of your environment, integrated PMS or non-PMS, use the check-in procedure detailed in Chapter 5, *Attendant Terminal-Based Activities*, to enter permanent guests in the AT&T Intuity Lodging system.

Activity 7: Log Out

The AT&T Intuity Lodging administrator's login and password allow you access to confidential information and special functions. Therefore, when you are finished with your administrative tasks, you must log off of the AT&T Intuity Lodging system. To log off the system, do the following:

1. Press **CANCEL** (F6) until you reach the following prompt.

Console Login:

When you see this prompt displayed, you are logged out of the system.

CAUTION:

For the voice system to operate, the AT&T Intuity Lodging system must remain on at all times. Do not turn off the system. After logging out of the AT&T Intuity system, leave the power on.

Activity 8: Create Customized Prompts

Your AT&T Intuity Lodging application includes system voice prompts that lead guests and callers through the messaging options. Some of these prompts can be customized, for example, to include your specific organization's name. This is done through the administrator activity menu. Refer to section, *Administrator Activity Menu*, of this chapter. You may change these prompts to reflect the time of year or season.

Activity 9: Create Guest Questionnaire

Appendix A, *Job Aids* contains a guest questionnaire. It is useful to keep a stack of these at the cashier's desk so guests can complete one before checking out.

Additional Activities

Additional activities are those performed by the administrator on an occasional basis as needed.

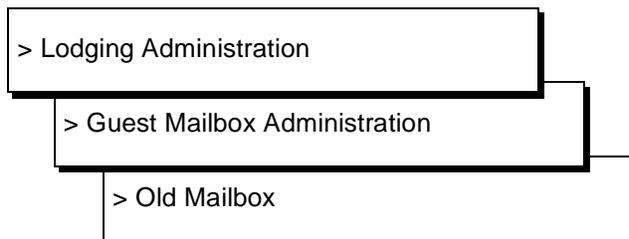
Purging Old Mailboxes

Messages for a previous guest are stored in an *old mailbox* for at least 24 hours after the guest checks out. Old mailboxes contain messages that the guest has not listened to (*unheard*) or those that have been saved by the guest (*heard*). Old mailboxes do not include deleted messages or text and fax message tallies. Deleted messages and text and fax message tallies are purged from the system when the guest checks out.

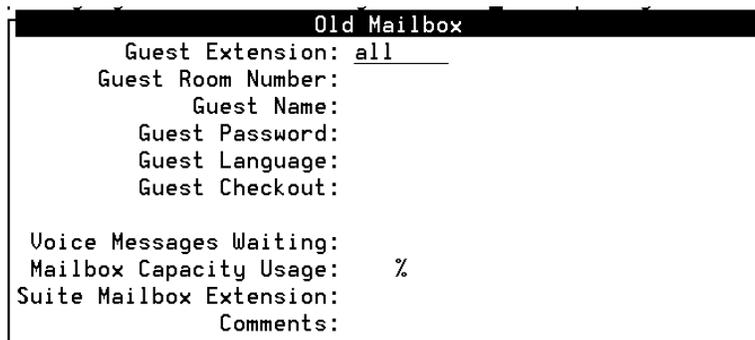
Old mailboxes take up valuable disk space and may keep callers from leaving messages for new guests. At midnight, all old mailboxes that are at least 24-hours old are purged from the system. If many guests check out and leave old messages behind, you may want to use the purge command before its scheduled time.

To purge all old mailboxes in a non-PMS environment, do the following:

1. Begin at the Intuity (TM) Administration screen and select the following sequence:



2. Enter **all** in the Guest Extension field.



To purge a single mailbox, enter the guest's previous extension. If you press the **(CHOICES)** (F2) key, a list of all extensions that have an old mailbox are shown.

3. Press **(CHG-KEYS)** (F8), then **(PURGE)** (F1).

All of the fields on the Old Mailbox window are the same as on the Mailbox window except Guest Checkout. This field contains the date and time when the guest checked out.

4. Type **y** to confirm your choice of purging all old mailboxes.

The following message appears:

```
Checking if voice system is up and running
```

5. Press any key to continue.

A confirmation message appears informing you that all old mailboxes have been purged.

6. Press **ENTER** to continue.
7. Press **CHG-KEYS** (F8), then **CANCEL** (F6) until you reach the Intuity (TM) Administration screen.

After you purge all mailboxes, inform attendants that they cannot retrieve leftover messages for recently checked-out guests or reactivate mailboxes.

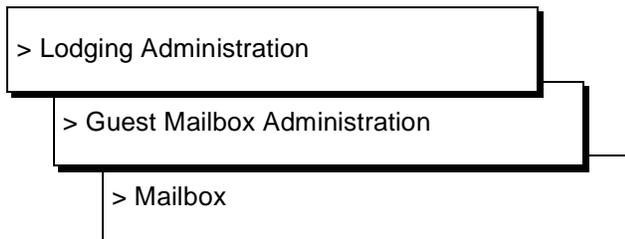
If you are finished using the AT&T Intuity Lodging terminal, log off.

Deleting Extensions

When an incorrect extension has been entered in the AT&T Intuity Lodging database or when a particular room does not require a voice mailbox, such as a room under construction or serving as storage space, you may want to delete an extension from the database. Deleting unneeded extensions rids the database of unnecessary information, which frees disk space and helps to prevent database discrepancies in the integrated PMS environment. In a co-resident system, a mailbox may need to be deleted from AT&T Intuity Lodging when a guest is being transferred to another messaging system, such as Intuity AUDIX.

To delete an extension from the AT&T Intuity Lodging database in a non-PMS environment, do the following:

1. Begin at the Intuity (TM) Administration screen and select the following sequence:



2. Enter the extension you wish to delete in the Guest Extension field, shown in the following example.



NOTE:

The extension entered must be checked out prior to deletion.

```
Mailbox
Guest Extension: _____
Guest Room Number: _____
Guest Name: _____
Guest Password: *_____
Guest Language: American English
Switch number: _____

Messages Waiting
Voice:
Fax:
Text:
Mailbox Capacity Usage: %
Suite Mailbox Extension:
Comments: _____
```

3. Press **CHG-KEYS** (F8), then **DEL-EXTN** (F6).
A confirmation message appears informing you that the extension has been deleted from the mailbox database.
4. Press **ENTER**.
5. Press **CHG-KEYS** (F8), then **CANCEL** (F6).

If you are finished using the AT&T Intuity Lodging terminal, log off.

Changing the Administrator's Extension

The administrator's extension and password allow you to perform administrative phone-based tasks such as creating a broadcast message.

⇒ NOTE:

AT&T Intuity Lodging requires you to enter a new phone-based password when you change the administrator's extension.

To change the administrator's extension, do the following:

1. Begin at the Intuity (TM) Administration screen and select the following sequence:

```
> Lodging Administration
  > Lodging Administrator Registration
```

2. Enter new extension in the Administrator Extension field, as shown in the following example.

```
Lodging Administrator Registration
Administrator Extension: 0000
Administrator Password:
Attendant Password:
```

3. Enter new password in the Administrator Password field. See *Activity 2: Change the Administrator's and Attendant's Terminal-Based Password* in this section.
4. Press **(SAVE)** (F3).
5. Type **y** to confirm your choice of saving registration parameters.
A confirmation window appears.
6. Press **(ENTER)** to continue.
7. Press **(CANCEL)** (F6).

If the administrator's extension needs deleted, do the following:

1. Begin at the Lodging Administration screen and select the following sequence:

```
> Guests Mailbox Administration
  > Mailbox
```

2. Enter the administrator's old extension in the Guest Extension field.

```
Mailbox
Guest Extension:
Guest Room Number:
Guest Name:
Guest Password: *
Guest Language: American English
Switch number:

Messages Waiting
Voice:
Fax:
Text:
Mailbox Capacity Usage: %
Suite Mailbox Extension:
Comments:
```

3. Press **(CHG-KEYS)** (F8), then **(CHECKOUT)** (F2).
4. Type **y** to confirm your choice of checking the extension out.
A confirmation message appears informing you that the extension has been checked out.

5. Enter the administrator's old extension again in the Guest Extension field.
6. Press **[DEL_EXTN]** (F6).
 A confirmation message appears informing you that the extension has been deleted from the mailbox database.
 The system may report that `There is no room with this extension.` Ignore this message and continue.
7. Press **[ENTER]** to continue.
8. Press **[CHG-KEYS]** (F8), then **[CANCEL]** (F6).
9. Make sure that the coverage path for new administrator's extension includes the message retrieval number for AT&T Intuity Lodging. Refer to the switch document in your AT&T Intuity Lodging documentation set for more information. If you change the administrator's extension, all mailing lists are still available.

Additional Activities Using the System Parameter Administration Screen

The AT&T Intuity Lodging System Parameter screen, as shown below, allows you to set system limits and invoke features for all guests. You cannot manipulate these parameters for individual guests. Each parameter is explained in this section.

⇒ NOTE:

To conserve disk space, keep system parameter values near their minimum boundaries. By limiting, for example, Maximum Message Length and Mailbox Size, you limit outside callers' access time to the system and encourage guests to keep mailboxes free of unneeded messages. The defaults provided by Intuity Lodging for these parameters suffice for most sites. However, if you change these parameters, do so with care.

```

System Parameter Administration
Attendant Extensions:
 6427  6428  6429  6430  6431  6432  6433
Hunt Group Or
Primary Attendant: 6427

Voice Mail Parameters
Mailbox Size: 6 min           Mailbox Type: Separate
Pause For TT Input: 4 sec     Play Back Format: FIFO
Maximum Extension Length: 4
Maximum Message Length: 120 sec
Allow Guests To Save Messages?: Yes  PMS Integration Parameters
Lamp ON For New Messages Only?: Yes  Message Lamp Controlled By: LDG
Automatic Transfer to         When PMS link is down, calls
Operator At End Of Call?: No     For Guests Handled By: LDG
Default Language: American English
  
```

Changing System Parameters

1. Begin at the Intuity (TM) Administration screen and select the following sequence.

> Lodging Administration

> System Parameter Administration

2. Change or enter the desired parameters. In the non-PMS environment, the last two parameters shown on the example screen in this section will not appear.
3. Press **SAVE** (F3).
4. Enter **y** to confirm your choice of saving the parameters.
A confirmation window appears informing you that the parameters have been saved.
5. Press **ENTER** to continue.
6. Press **CANCEL** (F6) to exit the System Parameter screen.

Attendant Extensions

At the top of the System Parameters screen are seven lines intended for individual attendant extensions. The extensions entered on these lines have attendant privileges, for example, the ability to restore a deleted message and use the attendant phone-based password. All extensions that need attendant capabilities should be entered on these lines. Each extension can be a maximum of seven numeric digits. No defaults are provided.

Adding or Changing an Attendant Extension

Attendant extensions and an attendant password allow attendants to perform administrative phone-based tasks such as restoring a deleted message. If after installation you should need to change an attendant extension, do the following:

1. Begin at the Intuity (TM) Administration screen and select the following sequence:

> Lodging Administration

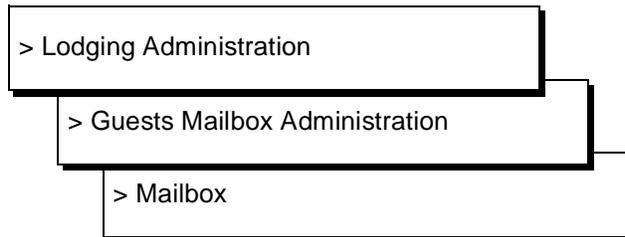
> System Parameter Administration

2. Enter the new attendant extension in one of the Attendant Extensions fields, as shown below.

```
System Parameter Administration
Attendant Extensions:
 6427  6428  6429  6430  6431  6432  6433
      Hunt Group Or
      Primary Attendant: 6427

      Voice Mail Parameters
      Mailbox Size: 6 min           Mailbox Type: Separate
      Pause For TT Input: 4 sec     Play Back Format: FIFO
      Maximum Extension Length: 4
      Maximum Message Length: 120 sec
Allow Guests To Save Messages?: Yes  PMS Integration Parameters
Lamp ON For New Messages Only?: Yes  Message Lamp Controlled By: LDG
      Automatic Transfer to         When PMS link is down, calls
Operator At End Of Call?: No         For Guests Handled By: LDG
      Default Language: American English
```

3. Press **SAVE** (F3).
4. Type **y** to confirm your choice of saving system parameters.
A confirmation window appears.
5. Press **ENTER** to continue.
6. Press **CANCEL** (F6).
7. Begin at the Lodging Administration screen and select the following sequence:



8. Enter the old attendant extension in the Guest Extension field.

```
Mailbox
Guest Extension: _____
Guest Room Number: _____
Guest Name: _____
Guest Password: * _____
Guest Language: American English _____
Switch number: _____

Messages Waiting
Voice:
Fax:
Text:
Mailbox Capacity Usage: %
Suite Mailbox Extension:
Comments: _____
```

9. Press **CHG-KEYS** (F8), then **CHECKOUT** (F2).
10. Type **y** to confirm your choice of checking the attendant out.
A confirmation message appears informing you that the attendant has been checked out.
11. Enter the old attendant extension again in the Guest Extension field.
12. Press **DEL_EXTN** (F6).
A confirmation message appears informing you that the extension has been deleted from the mailbox database.
The system may report that `There is no room with this extension.` Ignore this message and continue.
13. Press **ENTER** to continue.
14. Enter the attendant's new extension in the Guest Extension field.
15. Press **CHECKIN** (F1).
A confirmation message appears informing you that the extension has been checked in.
16. Press **ENTER** to continue.
17. Press **CHG-KEYS** (F8), then **CANCEL** (F6).
18. Modify the attendant hunt group to include the changes you made in this procedure. Refer to the switch document in your AT&T Intuity Lodging documentation set for more information.

Hunt Group or Primary Attendant

The Hunt Group or Primary Attendant field is used to transfer guests and/or callers to the attendant for help. Callers or guests are transferred to the attendant when they do any of the following:

- Press at any time (for assistance).
- Leave a maximum length message.
- Stay on the line after leaving a message.
- Are silent when prompted to leave a message.

The last three bullet items only occur when the Operator Revert parameter is set to Yes. See the *Operator Revert* parameter in this section for more information.

If you have created a hunt group on the PBX of attendant extensions, you may enter that hunt group's extension in this field.

If you have not created an attendant hunt group on the PBX, you can enter one attendant extension to serve as transfer point for all calls needing help. Entering an individual attendant extension on this line does not grant that extension attendant privileges. Therefore, this primary attendant extension should be the same as one of individual attendant extensions entered on the seven lines at the top of this window so that it will have attendant privileges.

This field can be a maximum of seven numeric digits. No defaults are provided. Intuity Lodging does not allow you to exit the System Parameter screen unless a Hunt Group or Primary Attendant is specified.

Mailbox Size

This field specifies the size of each guest mailbox. The default is 6 minutes. This field is two characters long and is strictly numeric.

By imposing a modest mailbox size, you encourage guests to keep their mailboxes free of unneeded messages and prevent the speech database from running out of space. Mailbox size can range from 1 minute to 99 minutes. If this field is left blank, mailboxes have no limit on the number of messages they can hold.

When guests exceed their mailbox size, callers to their extensions hear "there is no room in the mailbox to leave a message" and are transferred to an attendant. If the *The Guest Over Mailbox Limit Report* in Chapter 7, *Alarms, Logs and Audits* shows many guests over the limit, you may want to increase this parameter.

Note that this mailbox size applies to all guests. You cannot set individual mailbox sizes.

Pause for Touch-Tone Input

This parameter specifies the number of seconds AT&T Intuity Lodging waits after speaking a prompt for the user to respond. This is also called the *timeout* period. If the user does not respond within the designated time, the prompt repeats. If nothing is entered after the third repetition, the AT&T Intuity Lodging speaks a closing message and disconnects.

The parameter also defines the amount of time the system waits between digits of an extension or password. For example, the touch-tone timeout is 4 seconds and a guest's password is 1234. If a guest enters 12 and then pauses for longer than 4 seconds, the system processes the password as 12 then speaks "login incorrect." In similar way, the Pause for Touch Tone Input parameter can affect transfers for extensions with less digits than the Maximum Extension Length parameter setting. Refer to section, *Maximum Extension Length*, in this chapter for more information.

The default and minimum for this parameter is 4 seconds; 9 seconds is the maximum. If users are new, you may want to increase this number. When they become more familiar, you can decrease it.

Maximum Extension Length

This field allows you to specify the maximum number of digits in a room extension. The default is 4 digits. The range is 1 - 7 digits. Setting this number accurately according to the number of possible digits in a room's extension ensures that calls are processed quickly.

If the AT&T Intuity Lodging database is populated and you decrease this number, you run the risk of making some mailboxes inaccessible. For example, if you wish to decrease this number from 4 to 3, make sure that no 4-digit room extensions currently exist in the database by examining the Mailbox Usage Report which will list all guest extensions in the AT&T Intuity Lodging system. If 4-digit extensions do exist and you decrease the Maximum Extension Length to 3, rooms with 4-digit extensions can only access their mailboxes from their rooms.

⇒ NOTE:

Establishments with room extensions that vary in length experience the timeout period (Pause for Touch Tone Input parameter) whenever a room extension that is shorter than the Maximum Extension Length is entered. For example, a lodging establishment has room extensions that have 3 digits and room extensions with 4 digits. Because of this, the Maximum Extension Length must be set at 4. When a 3-digit extension is entered, AT&T Intuity Lodging waits the duration of the timeout period for the 4th digit. After the timeout period has expired, AT&T Intuity Lodging uses the 3 digits entered.

Maximum Message Length

This field dictates the maximum length of any single message. The default is 120 seconds. If a caller exceeds this maximum, he or she is either transferred to the attendant (if Operator Revert is enabled) or the system speaks a closing message and disconnects. This field is three characters long, accepts values between 30 and 360 seconds, and is strictly numeric.

Reports show that the average message length is between 20 and 30 seconds. Therefore, the 120-second default is usually more than enough time for the caller to leave a detailed message. The *The Mailbox Usage Report* in Chapter 7, *Alarms, Logs and Audits* lists the number of messages each guest has and how many speech seconds those messages consume. Both of these values are totaled at the end of the report. If you divide the speech seconds by the number of messages, the result is the average message length at your site.

Allow Guests to Save Message

This parameter allows you to permit guests to save messages. This is a yes/no field. The default is No.

To allow guests to save messages, enter **Yes** in this field. With this setting, guests have two ways to save messages: manually or automatically. After a message is played, the guest can do any of the following.

- Press **[2]** to replay the message.
- Press **[3]** to delete message and go to next message.
- Press **[4]** to save this message and go to next message (manual method).
- Press **[0]** to transfer to the attendant.
- If no touch tones are pressed during the pause for touch-tone input, the current message is saved and the next one is played (automatic method).

If you allow guests to save messages, stress to them the importance of keeping mailboxes free of unneeded messages. If a guest saves too many messages, there is no space for incoming messages.

The default for this field is No. With this setting, the guest can replay or delete and go on after listening to a message. Not allowing guests to save messages may cause them to hang up in the middle of listening to messages (in which case the messages are saved.) Although this is not harmful to the system, it is not an effective method of saving. You may want to monitor the Abandoned Voice Mail field of the Phone Line Usage Report to see how often this happens. (See Chapter 7, *Alarms, Logs and Audits*.)

Provided that the Mailbox Size parameter contains a reasonable value, and you have purchased the minimum of the recommended speech hours, your system

has enough disk space for guests to save their messages. Therefore, this parameter is just an administrative preference.

Lamp On for New Messages Only

This field allows you to specify whether the message-waiting indicator (MWI) is on for *unheard* messages only or for *unheard* messages *and* *heard* messages. Unheard messages are those that the guest has not yet listened to. Heard messages are those that the guest has listened to and deleted messages that were restored. This is a Yes/No field. The default is Yes.

If the Lamp On for New Messages Only parameter is set to No, then the MWI is on for all heard and unheard messages. The advantage to this setting is that the guest always knows when a message is waiting. This may also encourage guests to keep their mailboxes clean to keep the MWI off. However, you may also receive complaints from guests that they have listened to all of their messages yet the light is still on.

If the Lamp On for New Messages Only parameter is set to Yes, then the MWI is on for only unheard messages. With this setting, attendants have to notify guests when deleted messages are restored or when an old mailbox with saved messages is reactivated. And with no MWI reminder, guests may neglect to keep mailboxes clean. However, once a guest handles all messages, the MWI will go off.

Automatic Transfer to Operator at End of Call/Operator Revert

This is a Yes/No field. The default is No. However, when this parameter is set to Yes, callers are transferred to the attendant in any of the following situations.

- Caller leaves a maximum-length message.
- Caller stays on the line after leaving a message.
- The caller is silent when prompted to leave a message.

If this parameter is set to No, then the system speaks a closing message and disconnects in any of the above situations.

The Operator Revert parameter is mainly a friendliness feature for outside callers. For example, it accommodates callers from rotary phones who cannot press to transfer to an attendant. However, it may cause slightly more attendant traffic.

Default Language

This field allows you to select the language for the system prompts heard by guests. If your establishment has purchased language option packages, this field will allow you to select these options. Guests can hear voice mail prompts and menus in any of the optional language packages that were added to your system.

⇒ NOTE:

This parameter does not affect the language used for the attendants and system administrator. The prompts for the attendants and the system administrator are only available in American English.

How the language is selected depends upon the environment. If you do not have an integrated PMS environment and you use the AT&T Intuity Lodging terminal for all check-in activities, specify the language on the AT&T Intuity Lodging terminal. If your system is integrated with a PMS, the procedure to activate an optional language for a guest will depend upon the PMS. If your vendor has implemented the language feature, you should be able to specify the language through the PMS terminal. However, if your vendor did not implement the language option, use the procedure below.

⇒ NOTE:

This section does not apply to non-PMS environments. To use the language feature in the non-PMS environment, follow the check-in procedure in Chapter 5, *Attendant Terminal-Based Activities*

To use the language feature in an integrated PMS environment, do the following:

1. Check in the guest as normal on the PMS terminal.
2. Once the guest is checked in, log on to the AT&T Intuity Lodging terminal using your administrator terminal-based login and password.
3. Perform the *Modifying Guest Mailbox Information* function detailed in Chapter 5, *Attendant Terminal-Based Activities*.
4. Move to the Guest Language field and press **CHOICES** (F2). Select the desired language.
5. Press **SAVE** (F3).
6. Press **CANCEL** (F6) to log off.

Once you save the guest mailbox information, the guest hears voice mail menus and prompts in the designated language when he or she retrieves voice messages.

Mailbox Type

This parameter determines how messages are grouped in the mailbox. If you specify *separate*, the old and new messages in the mailbox are separated and a voice header identifies which group is being played. If you specify *combined*, all messages are played in one group without new or old message identification.

Playback Format

This parameter determines the order in which messages in a group will be played out. If you specify LIFO (last-in-first-out) the system will play new messages first. If you specify FIFO (first-in-first-out), the system will play the messages in the order they were received, oldest messages first.

Message Lamp Controlled By

This parameter appears on the System Parameter Administration screen only if the PMS software is installed (integrated PMS environment). This parameter determines which system (AT&T Intuity Lodging or PMS) controls the MWI.

MWI signals have three components: PMS, AUDIX, and Leave Word Calling (LWC). LWC is activation of the MWI from the attendant console. Any one of these components can turn the MWI on. However, only the component that turns the MWI on can turn it off. Therefore, once this parameter is set you should not change MWI control.

For example, AT&T Intuity Lodging is in control of the MWI and is taking messages for guests. If you change the control of the MWI to LDG, MWIs turned on by AT&T Intuity Lodging cannot be turned off, and even after guests have deleted all of their messages, their MWIs will remain on. The MWI was turned on by AT&T Intuity Lodging and must be turned off by AT&T Intuity Lodging.

In the integrated PMS environment, it is recommended that the PMS control the MWI for the following reasons:

- PMS probably controlled the MWI before AT&T Intuity Lodging was installed and should remain so after installation.
- In the integrated PMS environment, the PMS is the master system and AT&T Intuity Lodging is the slave system.
- AT&T Intuity Lodging does not turn MWI on and off for text and fax messages.

A possible drawback of having the PMS control the MWI is that when the PMS link goes down, if Calls for Guests Handled By parameter is set to LDG, MWIs are not updated properly. However, PMS link down occurrences are unlikely and once the link is reestablished, MWIs are updated to correct downtime inconsistencies.

If the PMS is to control the MWI, it must be able to distinguish between voice and text messages as specified in the *Intuity Lodging R1.1 Property Management System Interface Specifications* (585-310-128). If a guest retrieves, for example, voice messages but not text messages, the MWI remains on.

This is an alphanumeric field with two possible values: LDG or PMS. The default is LDG.

When PMS Link is Down, Call for Guests Handled By

This parameter appears on the System Parameter Administration screen only if the PMS software is installed (integrated PMS environment). This parameter determines who will answer calls when the PMS link is down (AT&T Intuity Lodging or Attendant).

If this parameter is set to Attendant, all coverage calls are transferred back to the attendant. The caller hears "This call is experiencing technical difficulties. Your call is being transferred to a hotel operator." Guests can still retrieve voice messages that were recorded before the link went down. However, their notification message may not state that text and fax messages are waiting. The advantage is that if the MWI is controlled by the PMS (Message Lamp Controlled By parameter), no MWI inconsistencies will occur while the PMS link is down. Attendants take text messages just as they did before AT&T Intuity Lodging was installed. The disadvantage is that attendants may have an overload of traffic during down times.

If this parameter is set to LDG, AT&T Intuity Lodging continues to take messages normally. Callers and guests experience no differences in the phone interface. Although some MWI inconsistencies occur if the MWI is controlled by the PMS (Message Lamp Controlled By parameter), this setting decreases attendant traffic overload during down times.

It is important to remember that PMS link down occurrences are rare. When they do happen, they are usually brief and automatically correct downtime inconsistencies (database and MWI) between the two systems when the link returns to normal.

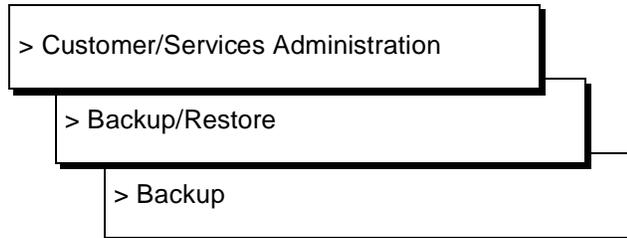
This is an alphanumeric field with two possible values: Attendant or Lodging. Attendant is the default.

Performing a System Backup

Although automatic backups are performed nightly for AT&T Intuity Lodging system files including data files, custom prompts, and PMS parameters, on occasion you may wish to perform manual backups of other system files. Manual backups are usually not necessary, provided nightly backups are operational.

To perform manual backups, perform the following procedure.

1. Begin at the Intuity (TM) Administration screen, select the following sequence.



2. After selecting Backup, a screen will appear allowing you to choose what files you wish to backup.

Backup	
<u>S</u> ystem Data	Yes
<u>A</u> UDIX Announcements	Yes
<u>A</u> UDIX Names	Yes
<u>G</u> reetings and Messages	Yes
<u>G</u> uest Messages	No
<u>L</u> odging System Files	Yes
_____	_____
_____	_____
_____	_____

⇒ NOTE:

Your backup options may differ from those shown above depending on the software installed with your system.

3. Choices for these fields are **Yes** or **No**.
 - System Data - includes AT&T Intuity basic system operation files
 - Guest Messages - includes old and new mailbox data
 - Lodging System Files - includes customized prompts, attendant extensions and passwords
4. Press (SAVE) (F3) to begin backup, a message `backup started` will appear.
5. The system will calculate the number of tapes needed, and will prompt you to insert a tape into the drive.
6. Follow system prompts to perform the backup. For more information, refer to *Intuity Platform Administration and Maintenance for Release 3.0* (585-310-557).

Administrator Activity Menu

The administrator activity menu is a phone-based menu that allows the AT&T Intuity Lodging administrator to perform special tasks, such as broadcasting messages to all guests and changing voice mail retrieval prompts.

You can perform these activities from the administrator's phone, an attendant phone, or from a hotel lobby phone. To access the administrator's activity menu from a guest room phone or from a phone outside the hotel, you must call an attendant for assistance. To input or change the administrator's extension, refer to the *Changing the Administrator's Extension* section of this chapter.

Assumptions

All of the tasks in this chapter assume that the administrator activity menu is accessed from the administrator's extension and that the administrator has a voice mail password. If the administrator activity menu is not accessed from the administrator's extension but from an attendant or other phone, the system will prompt you to enter the administrator's extension.

There is some site-specific information you need to effectively use AT&T Intuity Lodging. Blank lines are included in this section so that you may record this information for reference.

The Administrator's Main Phone-Based Menu

The administrator's main phone-based menu has the following options:

- Press **[1]** to record a message.
- Press **[2]** to retrieve messages.
- Press **[5]** to access the mailing list administration menu.
- Press **[9]** to administer prompts.

Prompts **[5]** and **[9]** are only available to the administrator.

Various submenus branch from this main menu allowing you to perform specific tasks easily. To return to the administrator's main phone-based menu at any time, press **[*] [7]**.

Terms

The following is a list of terms you will see throughout this section:

- A *mailing list* is a group of extensions. Mailing lists allow you to send one message to several people easily. Lists can vary in length; the maximum number of members in one list is 250. A mailing list can be created by

specifying individual extensions and/or list IDs. If you specify a list ID while creating a mailing list, all of the members on that list ID's mailing list are included in the current mailing list individually.

In some integrated PMS environments, you can administer mailing lists for use with the administrator's activity menu via PMS terminal screens. Refer to your vendor's PMS manual for more information.

- Each mailing list extension is called a *mailing list member*.
- A mailing list is identified and recalled using a unique number called a *list identification number* or *list ID*. Once a list is created, you cannot change its list ID number and still maintain the members.
- The *message retrieval number* is the number that you call to retrieve your voice mail messages. If you are also using the Intuity AUDIX application, you have two message retrieval numbers: one for AT&T Intuity Lodging and one for AUDIX. In this document *message retrieval number* refers to the AT&T Intuity Lodging number.
- *Notification of the number and type of messages received* as used in this document refers to the phone-based phrase spoken by the AT&T Intuity Lodging system after you have logged on that informs you of the number of voice messages received and if any text and/or fax messages have been received. You might hear, for example: "You have three voice messages. You also have text messages."

Retrieving Messages from the Administrator's Phone

To retrieve messages from your phone (administrator's phone), do the following:

1. Dial the message retrieval number _____.
2. Enter your administrator's password.

Listen to the notification of the number and type of messages received.

3. Press **[2]** to retrieve messages.

Each message is prefaced with the time, day, and date when it was received.

4. Press **[0]** to listen to the message.

You can also do one of the following:

- Press **[*] [3]** to delete the message.
- Press **[#]** to save the current message and go to the next message, provided this feature is currently active.
- Press **[0]** to replay the message.

When you have listened to (or otherwise handled) all messages, you are returned to the administrator's main phone-based menu. You can choose another task or hang up.

Retrieving Messages from a Hotel Lobby Phone or Attendant Phone

To retrieve messages from hotel lobby phone or an attendant phone, do the following:

1. Dial the message retrieval number _____.
2. When you hear the voice mail greeting, enter your administrator's extension.

The system will prompt for a password, if a password is assigned.

3. Enter your administrator's password.

Listen to the notification of the number and type of messages received.

4. Press **[2]** to retrieve messages.

Each message is prefaced with the time, day, and date when it was received.

5. Press **[0]** to listen to the message.

You can also do one of the following:

- Press **[*] [3]** to delete the message.
- Press **[#]** to save the current message and go to the next message, provided this feature is currently active.
- Press **[0]** to replay the message.

When you have listened to (or otherwise handled) all messages, you are returned to the administrator's main phone-based menu. You can choose another task or hang up.

Retrieving Messages from Outside the Hotel or Guest Room

If you are outside the hotel or in a guest's room and wish to retrieve your voice mail messages, call the hotel attendant. Tell the attendant your extension and that you would like to enter your own password. You are connected with the voice mail system at the Enter password prompt. You can perform any function on the administrator activity menu.

Creating a Mailing List

You may wish to create a mailing list of a particular group of rooms, for example, to notify guests of a cleaning schedule change or welcome a particular group of guests.

It is best to compile and write down the mailing list members before accessing the administrator's activity menu.

To create a new mailing list, do the following:

1. Dial the message retrieval number _____.
2. Enter your administrator's password.
Listen to the notification of the number and type of messages received.
3. Press **[5]** to access the mailing list administration menu.
4. Press **[1]** to create a mailing list.
5. Enter a new list ID number (up to six digits) followed by **[#]**.
If the list ID number you entered already exists, you are prompted to choose a new number. If you enter the existing number again, the existing list is replaced with the new list.
6. Enter each of the extension numbers to be included in this list followed by **[#]**.
To include another list as part of this list, press **[*] [5]**, enter the list ID, then **[#]**.
After you enter each extension number and/or list ID, the system confirms your entry by repeating the extension or list ID.
Note that the extension must be checked in to be accepted by the mailing list. If you enter an extension that is not checked in, AT&T Intuity Lodging tells you that this extension is invalid, and it is not included in the list. When a guest checks out, his or her extension is removed from all lists.
You can enter the same extension more than once without consequence.
Be sure to press **[#]** after the last extension.
7. Press **[*] [#]** to complete the list.
The system confirms the list ID and number of list members.
8. You now have several options.
 - To create another list, begin at step 5.
 - Press **[*] [7]** to return to the main menu.
 - If you are finished performing administrative tasks, hang up.

To send a message to a mailing list, see section, *Sending a Message Using a Mailing List*, of this chapter.

Scanning List Identification Numbers

When you are scanning, the system states each mailing list identification number and the number of entries in that list. While scanning, you have the option of deleting the list.

To scan the list identification numbers, do the following:

1. Dial the message retrieval number _____.
2. Enter your administrator's password.
Listen to the notification of the number and type of messages received.
3. Press **[5]** to access the mailing list administration menu.
4. Press **[2]** to begin scanning list identification numbers.
The system states the first mailing list identification number and the number of entries in that list.
5. You then have several choices.
 - Press **[*] [3]** to delete the list.
 - Press **[#]** to go to the next list.When you have scanned (or otherwise handled) all mailing lists, you are returned to the administrator's main phone-based menu. You can choose another task or hang up.

Deleting a Mailing List

See section, *Scanning List Identification Numbers*, in this chapter.

Reviewing and Modifying an Existing Mailing List

This procedure allows you to add, change, or delete members of an existing mailing list. Before beginning this procedure you must know the list ID. If you do not know the list ID, use section, *Scanning List Identification Numbers*, of this chapter. To review and/or modify the members of an existing mailing list, do the following:

1. Dial the message retrieval number _____.
2. Enter your administrator's password.
Listen to the notification of the number and type of messages received.
3. Press **[5]** to access the mailing list administration menu.
4. Press **[3]** to change an existing mailing list.
5. Enter the list's ID number followed by **[#]**.
The system states the number of members in the list and then the first member of the mailing list.
6. You then have several choices.
 - Press **[#]** to go to the next member.
 - Press **[*] [3]** to delete this member.
 - Press **[1]** to add a new member.

To add new members, enter the new extension followed by [#].

To include another list as part of this list, press [*] [5], enter the list ID, then [#]. When you are finished entering new members, press [*] [#].

- Press [*] [1] to review the list from the beginning.
- Press [*] [#] when you are finished reviewing/modifying the list.

The system confirms the list ID and number of list members.

7. You now have several options.

- To review or modify another list, begin at step 5.
- Press [*] [7] to return to the main menu.
- If you are finished performing administrative tasks, hang up.

Replacing a Mailing List

To replace an existing mailing list with a new mailing list, do the following:

1. Dial the message retrieval number _____.
2. Enter your administrator's password.
Listen to the notification of the number and type of messages received.
3. Press [5] to access the mailing list administration menu.
4. Press [1] to create a mailing list.
5. Enter the existing list ID number you want to replace, followed by [#].
The system confirms that the list ID already exists.
6. Enter the existing number again, followed by [#].
7. Enter each of the extension numbers to be included in this list followed by [#].

To include another list as part of this list, press [*] [5], enter the list ID, then [#].

After you enter each extension number and/or list ID, the system confirms your entry by repeating the extension or list ID.

Note that the extension must be checked in to be accepted by the mailing list. If you enter an extension that is not checked in, AT&T Intuity Lodging tells you that this extension is invalid, and it is not included in the list. When a guest checks out, his or her extension is removed from all lists.

You can enter the same extension more than once without consequence.

Be sure to press [#] after the last extension.

8. After entering the last extension number to be included in the list, press [*] [#].

The system confirms the list ID and number of list members.

9. You now have several options.
 - To create another list, begin at step 5.
 - Press [*] [7] to return to the main menu.
 - If you are finished performing administrative tasks, hang up.

To send a message to this list see the *Sending a Message Using a Mailing List* section of this chapter.

Sending a Message to One or More Persons

The easiest way to send a message to one person is to call them. If you wish to send the same message to two or more persons without creating a mailing list, do the following:

1. Dial the message retrieval number _____.
2. Enter your administrator's password.

Listen to the notification of the number and type of messages received.
3. Press [1] to create a message.
4. Record the message at the tone.
5. Press [1] when you are finished recording.
6. Press [*] [#] to approve the message.

Before approving the message, you also have the following options:

- Press [2] [3] to listen to the message.
- Press [2] [1] to rerecord the message.
- Press [*] [3] to delete the message and return to the main menu.

7. Enter each recipient's extension followed by [#].

Be sure that you press [#] after the last recipient's extension.

8. When you are finished entering extensions, press [*] [#].

A "delivery scheduled" message will confirm that your message has been sent.

You are returned to the administrator's main phone-based menu. You can choose another task or hang up.

Sending a Message Using a Mailing List

If you need to create a mailing list, refer to section, *Creating a Mailing List*, of this chapter. To send a message to an existing mailing list, do the following:

1. Dial the message retrieval number _____.

2. Enter your administrator's password.
3. Press **[1]** to create a message.
4. Record the message at the tone.
5. Press **[1]** when you are finished recording.
6. Press **[*] [#]** to approve the message.

Before approving the message, you also have the following options:

- Press **[2] [3]** to listen to the message.
 - Press **[2] [1]** to rerecord the message.
 - Press **[*] [3]** to delete the message and return to the main menu.
7. Press **[*] [5]** followed by the list's identification number, then press **[#]**.

If you wish to address this message to other extensions in addition to the list, enter the extension(s) followed by **[#]**. When you are finished entering additional extensions, press **[*] [#]**.

A "delivery scheduled" message will confirm that your message has been sent.

You are returned to the administrator's main phone-based menu. You can choose another task or hang up.

Sending a Message to All Extensions (Broadcast Feature)

You may wish to send the same message to all checked-in extensions, for example, to inform guests of the specials in the dining room. To send a message to all extensions, do the following:

1. Dial the message retrieval number _____.
2. Enter your administrator's password.
3. Press **[1]** to create a message.
4. Record the message at the tone.
5. Press **[1]** when you are finished recording.
6. Press **[*] [#]** to approve the message.

Before approving the message, you also have the following options:

- Press **[2] [3]** to listen to the message.
 - Press **[2] [1]** to rerecord the message.
 - Press **[*] [3]** to delete the message and return to the main menu.
7. Press **[*] [6]** to broadcast the message to all extensions
 8. Press **[9]** to confirm your choice of broadcasting the message.

If you decide not to broadcast the message, press [6].

A "delivery scheduled" message confirms that your message has been broadcast to all checked-in extensions (including yours, the administrator's). The message is not immediately sent to all extensions. A broadcast message is a large task, and the system executes it to groups of extensions at a time. Depending on the number of checked-in rooms, there will be some delay between the time you send the message and the time that the message and MWI signal are delivered to all extensions.

You are returned to the administrator's main phone-based menu. You can choose another task or hang up.

Administering Customized Prompts

Your AT&T Intuity Lodging package includes system voice prompts that lead guests and callers through the voice mail options. If you wish to customize these prompts, for example, to include your specific hotel name, you can do so through the administrator activity menu.

There are several voice prompts you can customize including: call-answer greeting, call-answer good-bye, message retrieval greeting, message retrieval good-bye and do not disturb. Note that the system greetings are saved even if you record a customized greeting.

If your lodging establishment has also optionally purchased a separate language package and you are fluent in these languages, you can also modify the message retrieval greeting and message retrieval good-bye in these languages.

The words spoken for each of the system prompts are shown in the instructions for changing that prompt. It is best to write down what you wish to say before recording. Make sure that your customized prompt includes all of the information in the system prompt.

Changing the Call-Answer Greeting

The call-answer greeting is used to introduce outside callers to the voice mail system and instruct them on how to leave a message. To change the call-answer greeting, do the following:

1. Dial the message retrieval number _____.
2. Enter your administrator's password.
Listen to the notification of the number and type of messages received.
3. Press [9] to administer prompts.
4. Press [2] to administer call-answer prompts.
5. Press [1] to administer the call-answer greeting.

6. If your site has purchased one or more language packages, you are prompted to enter the 2-digit language code. If your site does not have additional language packages, go to Step 8.

- * 1 for a language code menu
- 0 0 to record in American English
- 0 1 to record in Japanese
- 0 2 to record in Latin Spanish
- 0 3 to record in Greek
- 0 4 to record in Mandarin
- 0 5 to record in Hindi (not yet available)
- 0 6 to record in British English
- 0 7 to record in Canadian French

7. You now have two options.

- Press 9 to confirm a language selection.
- Press 6 to enter the language code again.

8. Press 1 to record the 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 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. Record at the tone."

9. Press 1 to stop recording when the message is complete.

10. Press * # to approve the message.

Before approving the message, you also have the following options:

- Press 2 3 to listen to the message.
- Press 2 1 to rerecord the message.
- Press * 3 to delete the message and return to Step 8.

11. You now have two options.

- Press 9 to select the custom call-answer greeting.
- Press 6 to select the system call-answer greeting.

12. You now have several options.

- Press 1 to administer voice mail retrieval prompts.
- Press 2 to administer call-answer prompts.
- Press * 7 to return to the main menu.
- If you are finished performing administrative tasks, hang up.

Changing the Call-Answer Good-bye

The call-answer good-bye is spoken after an outside caller has left a message for a guest. To change the call-answer good-bye, do the following:

1. Dial the message retrieval number _____.

2. Enter your administrator's password.

Listen to the notification of the number and type of messages received.

3. Press **[9]** to administer prompts.

4. Press **[2]** to administer call-answer prompts.

5. Press **[2]** to administer the call-answer good-bye.

6. If your site has purchased one or more language packages, you are prompted to enter the 2-digit language code. If your site does not have additional language packages, go to Step 8.

- **[*][1]** for a language code menu
- **[0][0]** to record in American English
- **[0][1]** to record in Japanese
- **[0][2]** to record in Latin Spanish
- **[0][3]** to record in Greek
- **[0][4]** to record in Mandarin
- **[0][5]** to record in Hindi (not yet available)
- **[0][6]** to record in British English
- **[0][7]** to record in Canadian French

7. You now have two options.

- Press **[9]** to confirm a language selection.
- Press **[6]** to enter the language code again.

8. Press **[1]** to record the call-answer good-bye.

"Thank you for using the voice mail system. Good-bye."

9. Press **[1]** to stop recording when the good-bye message is complete.

10. Press **[*][#]** to approve the message.

Before approving the message, you also have the following options:

- Press **[2][3]** to listen to the message.
- Press **[2][1]** to rerecord the message.
- Press **[*][3]** to delete the message and return to Step 8.

11. You now have two options.

- Press **[9]** to select the custom call-answer good-bye.

- Press [6] to select the system call-answer good-bye.
12. You now have several options.
- Press [1] to administer voice mail retrieval prompts.
 - Press [2] to administer call-answer prompts.
 - Press [*][7] to return to the main menu.
 - If you are finished performing administrative tasks, hang up.

Change the Do Not Disturb Message

The do not disturb message is spoken to guests when they call an extension that has the Do Not Disturb feature turned on. To change the do not disturb message, do the following:

1. Dial the message retrieval number _____.
2. Enter your administrator's password.
Listen to the notification of the number and type of messages received.
3. Press [9] to administer prompts.
4. Press [2] to administer call-answer prompts.
5. Press [3] to administer the custom do not disturb message.
6. If your site has purchased one or more language packages, you are prompted to enter the 2-digit language code. If your site does not have additional language packages, go to Step 8.
 - [*][1] for a language code menu
 - [0][0] to record in American English
 - [0][1] to record in Japanese
 - [0][2] to record in Latin Spanish
 - [0][3] to record in Greek
 - [0][4] to record in Mandarin
 - [0][5] to record in Hindi (not yet available)
 - [0][6] to record in British English
 - [0][7] to record in Canadian French
7. You now have two options.
 - Press [9] to confirm a language selection.
 - Press [6] to enter the language code again.
8. Press [1] to record the custom do not disturb message.
9. Press [1] to stop recording when the custom do not disturb message is complete.

10. Press **[*] [#]** to approve the message.
Before approving the message, you also have the following options:
 - Press **[2] [3]** to listen to the message.
 - Press **[2] [1]** to rerecord the message.
 - Press **[*] [3]** to delete the message and return to Step 8.
11. You now have two options.
 - Press **[9]** to select the custom message retrieval greeting.
 - Press **[6]** to select the system message retrieval greeting.
12. You now have several options.
 - Press **[1]** to administer voice mail retrieval prompts.
 - Press **[2]** to administer call-answer prompts.
 - Press **[*] [7]** to return to the main menu.
 - If you are finished performing administrative tasks, hang up.

Changing the Message Retrieval Greeting

The message retrieval greeting is spoken to guests when they call the message retrieval number to retrieve their messages. To change the message retrieval greeting, do the following:

1. Dial the message retrieval number _____.
2. Enter your administrator's password.
Listen to the notification of the number and type of messages received.
3. Press **[9]** to administer prompts.
4. Press **[1]** to administer voice mail retrieval prompts.
5. Press **[1]** to administer the message retrieval greeting.
6. If your site has purchased one or more language packages, you are prompted to enter the 2-digit language code. If your site does not have additional language packages, go to Step 8.
 - **[*] [1]** for a language code menu
 - **[0] [0]** to record in American English
 - **[0] [1]** to record in Japanese
 - **[0] [2]** to record in Latin Spanish
 - **[0] [3]** to record in Greek
 - **[0] [4]** to record in Mandarin
 - **[0] [5]** to record in Hindi (not yet available)
 - **[0] [6]** to record in British English

- [0] [7] to record in Canadian French
7. You now have two options.
 - Press [9] to confirm a language selection.
 - Press [6] to enter the language code again.
 8. Press [1] to record the message retrieval greeting.

"Welcome to the guest voice mail system. For assistance from the attendant, press zero at any time."
 9. Press [1] to stop recording when the message retrieval greeting is complete.
 10. Press [*] [#] to approve the message.

Before approving the message, you also have the following options:

 - Press [2] [3] to listen to the message.
 - Press [2] [1] to rerecord the message.
 - Press [*] [3] to delete the message and return to Step 8.
 11. You now have two options.
 - Press [9] to select the custom message retrieval greeting.
 - Press [6] to select the system message retrieval greeting.
 12. You now have several options.
 - Press [1] to administer voice mail retrieval prompts.
 - Press [2] to administer call-answer prompts.
 - Press [*] [7] to return to the main menu.
 - If you are finished performing administrative tasks, hang up.

Changing the Message Retrieval Good-bye

The message retrieval good-bye is spoken to guests after they have listened to (or otherwise handled) all of their voice mail messages. To change the message retrieval good-bye, do the following:

1. Dial the message retrieval number _____.
2. Enter your administrator's password.

Listen to the notification of the number and type of messages received.
3. Press [9] to administer prompts.
4. Press [1] to administer voice mail retrieval prompts.
5. Press [2] to administer the message retrieval good-bye.
6. If your site has purchased one or more language packages, you are prompted to enter the 2-digit language code. If your site does not have additional language packages, go to Step 8.

- * 1 for a language code menu
- 0 0 to record in American English
- 0 1 to record in Japanese
- 0 2 to record in Latin Spanish
- 0 3 to record in Greek
- 0 4 to record in Mandarin
- 0 5 to record in Hindi (not yet available)
- 0 6 to record in British English
- 0 7 to record in Canadian French

7. You now have two options.

- Press 9 to confirm a language selection.
- Press 6 to change a language selection.

8. Press 1 to record the message retrieval good-bye.

"Thank you for using the voice mail system. Good-bye. "

9. Press 1 to stop recording when the message retrieval good-bye is complete.

10. Press * # to approve the message.

Before approving the message, you also have the following options:

- Press 2 3 to listen to the message.
- Press 2 1 to rerecord the message.
- Press * 3 to delete the message and return to Step 8.

11. You now have two options.

- Press 9 to select the custom call-answer greeting.
- Press 6 to select the system call-answer greeting.

12. You now have several options.

- Press 1 to administer voice mail retrieval prompts.
- Press 2 to administer call-answer prompts.
- Press * 7 to return to the main menu.
- If you are finished performing administrative tasks, hang up.

Attendant Phone-Based Activities

4

AT&T Intuity Lodging is a messaging system designed especially for lodging establishments such as hotels. It supplies guests with electronic mailboxes that store voice messages. AT&T Intuity Lodging is like having private answering machines that take messages for guests when they are unavailable.

When the AT&T Intuity Lodging system is in place, attendants perform daily phone tasks such as transferring calls, helping guests use the phone, and taking text messages from callers who do not wish to use voice mail. With AT&T Intuity Lodging, some of your current tasks such as taking text messages will decrease.

In this chapter, you will learn the basic operations for AT&T Intuity Lodging. This chapter contains the following information:

- General Information about AT&T Intuity Lodging
- Retrieving Messages
- Using the Do Not Disturb Feature
- Restoring Messages

Blank lines are provided throughout this chapter for site-specific information your AT&T Intuity Lodging administrator will give to you.

The Attendant Console

Typically, you use a special-purpose phone with several lines and features to answer and transfer calls. This phone is called the *attendant console*. The procedures that you normally use to answer the phone and to transfer calls do not change with the addition of AT&T Intuity Lodging. However, you need to understand the features that AT&T Intuity Lodging has added to your phone system so that you can use these features and help guests to use them.

Guests dial a special extension number to retrieve messages. This number is called the *message retrieval number*. You use this number to perform tasks such as restoring deleted messages. Ask your AT&T Intuity Lodging administrator what this number is for your establishment, and write it in here:

Integrated Message Retrieval Number: _____.

Phone-Based Passwords

Your AT&T Intuity Lodging administrator will assign to you a phone-based attendant password. (You may also be assigned a terminal-based password.)

⇒ NOTE:

A phone-based password is different from a terminal-based password.) All attendants use the same password for phone-based tasks. Passwords are confidential information and should not be shared with any unauthorized individuals. It is recommended that you memorize this password as opposed to writing it down. Be sure to ask your AT&T Intuity Lodging administrator about security procedures, such as how often the phone-based password is changed and how you are notified about password changes.

The attendant password gives you special capabilities. For example, if guests forget their voice mail passwords, you can connect them to their voice mailbox by using your attendant password. The attendant password overrides the guests password and gives you access to the mailbox. Ask your AT&T Intuity Lodging administrator about your establishment's policies concerning guests who forget their passwords. Before connecting them to the mailbox, you may want to verify that they are indeed guests of the hotel. All of the tasks in this chapter assume that the guest has been issued a password at check-in. However, guest passwords are optional. If a guest does not have a password, simply skip the steps that refer to the password.

Start Function and Release

The words *start function* and *release* are used in this chapter to indicate the beginning and end of a subtask, respectively. A *subtask* is performed while keeping the caller on the line. For example, the basic steps to transfer a caller to a guest room are as follows:

1. Start function.
2. Dial guest's extension.
3. Release. This procedure will connect the caller with the guest room.

The procedure for starting a function and releasing varies with console type. On some consoles, you press a **START** button, then begin the subtask. On other consoles you simply begin the subtask by pressing the appropriate touch-tones or by pressing and releasing the switch hook. Similarly, how you end a subtask

depends on your console type. You may press a **RELEASE** button or hang up. Using the appropriate methods for your console, begin when you see the words *Start function*, then continue with the instructions for that subtask. Complete the task when you see the word *Release*.

Trouble Reports

If a guest has a problem while using the AT&T Intuity Lodging system, log the problem on an *Intuity Lodging User Trouble Report* and give the trouble report to your AT&T Intuity Lodging administrator. Your administrator will provide you with copies of the *Intuity Lodging User Trouble Report*.

Using This Chapter

The remainder of this chapter is made up of step-by-step tasks that you are likely to perform daily at the front desk. Some tasks provide explanations of procedures so that you can help guests and callers if they ask you for help, even if no attendant intervention is needed in order to perform the procedure.

Call Processing Scenario

To help guests and callers efficiently, it is important to know the route of an incoming call. The following is a very general example, illustrated in Figure 4-1. Some paths may differ.

1. An outside caller calls a guest who is checked in; the call arrives at the attendant console.
2. The attendant transfers the call to the appropriate room.
3. If the guest does not answer the call or if the line is busy, AT&T Intuity Lodging automatically transfers the call to the guest's voice mailbox. This is the guest's "coverage path."

A coverage path is a set of special instructions that tell the switch what to do in a particular situation. In this case, the special instructions tell the switch: If the extension called is busy or does not answer, transfer the caller to the appropriate voice mailbox. The caller leaves a voice message.

4. The message waiting indicator (MWI) on the guest's phone is automatically turned on.

A MWI is a small light on the guest's phone that flashes when a guest has messages waiting.

5. The guest may retrieve the waiting message at their convenience.

If one hotel guest calls another hotel guest, the same path is followed except that normally no transfer by the attendant is needed. See Figure 4-2.

A call is transferred to an attendant when any of the following occurs:

- Caller presses 0 at any time (for assistance).
- Caller leaves a maximum-length message.
- Caller stays on the line after leaving a message.
- Caller is silent when prompted to leave a message.

The last three items in the list must be set up by the AT&T Intuity Lodging administrator. Ask your AT&T Intuity Lodging administrator if he or she has chosen the *Operator Revert* feature for your site (yes or no). _____

When you receive a call, identify where the caller is in the above process to avoid putting the caller in a loop. It helps to look at the attendant's console display. The attendant console will show the extension number the call is from or the guest's name depending on your system.

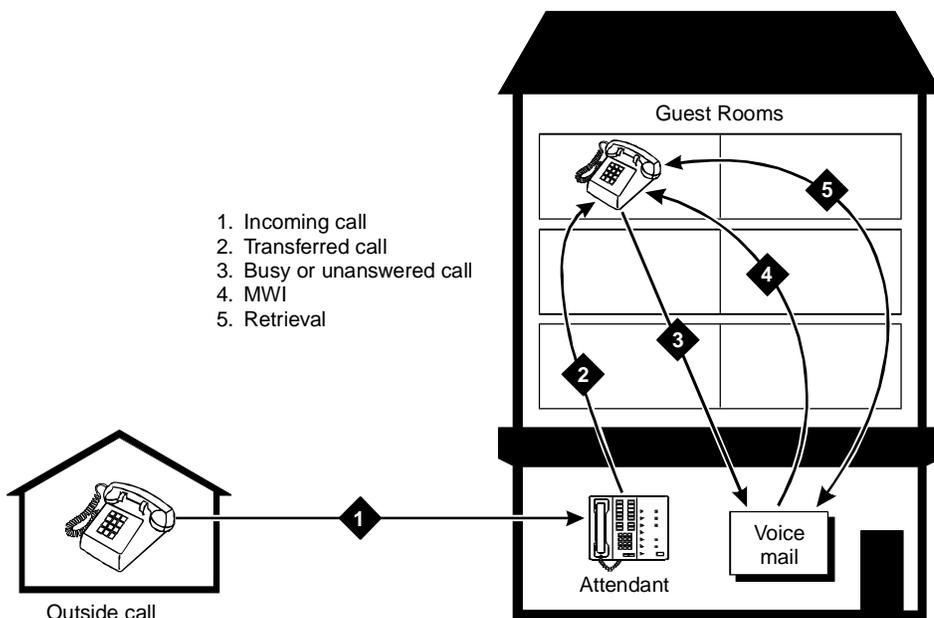


Figure 4-1. Call Processing Scenario for an Outside Call

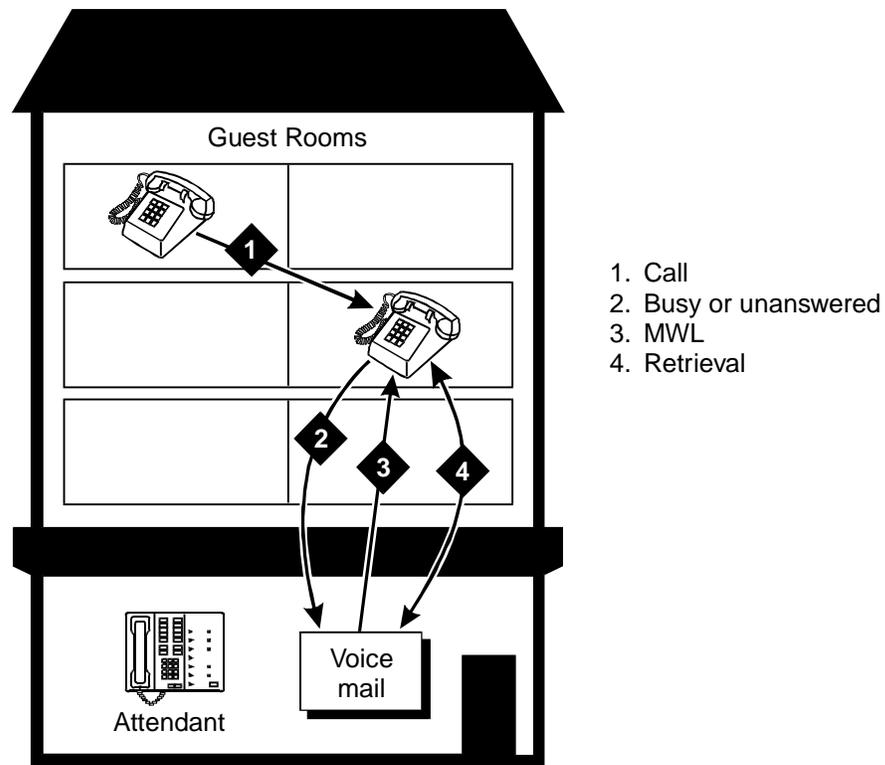


Figure 4-2. Call Processing Scenario Between Two Guests

Retrieving Messages from the Guest's Room

The simplest way for guests to retrieve messages is by using the phone in their own room.

For guests to retrieve messages from phones in their own rooms, they must do the following:

1. Dial the message retrieval number: _____.

Listen to message retrieval greeting and the notification of the number and type of messages. Messages may be voice, text, and/or fax.

The messages are played one at a time. Each message is prefaced with the time, day, and date it was received.

2. After each message is played, the guest has several options.
 - Press **[2]** to replay the message.

- Press **[3]** to delete the current message and listen to the next message.
- Press **[4]** to save the current message and listen to the next message.
- Press **[0]** to transfer to an attendant for assistance or to retrieve text and/or fax messages.
- If no touch-tones are pressed, the current message is saved and the next one is played.

⇒ NOTE:

AT&T Intuity Lodging administrators can allow guests to save messages (last three bullets). Ask your administrator if your guests can save messages (yes or no). Can guests save messages? _____ If guests cannot save messages, the current message is automatically deleted when the guest listens to the next message. Only if the guest hangs up in the middle of the messaging sequence are the messages saved. However, attendants can restore deleted messages, as explained in the *Restoring a Deleted Message* section in this chapter.

3. After the last voice message, the guest hears a closing message.

Retrieving Messages from the Hotel Lobby

Guests can retrieve their messages from a hotel lobby phone by doing the following:

⇒ NOTE:

This procedure assumes that the hotel lobby allows guests to dial another hotel phone without attendant help. If the lobby phone rings directly to the attendant, use the *Retrieving Messages from Another Guest's Room* procedure on the next page to help a guest access their voice mailbox from a hotel lobby phone.

1. Dial the message retrieval number: _____.

Listen to message retrieval greeting.

2. Enter the room's extension.
3. Enter password.

Listen to the notification of the number and type of messages. Messages may be voice, text, and/or fax.

The messages are played one at a time. Each message is prefaced with the time, day, and date it was received.

4. After each message is played, the guest has several options:
 - Press **[2]** to replay the message.
 - Press **[3]** to delete the current message and listen to the next message.
 - Press **[4]** to save the current message and listen to the next message.
 - If no touch-tones are pressed, the current message is saved and the next one is played.
 - Press **[0]** to transfer to an attendant for assistance or to retrieve text and/or fax messages.

⇒ NOTE:

AT&T Intuity Lodging administrators can allow guests to save messages. Ask your administrator if your guests can save messages (yes or no). Can guests save messages? _____
_____ If guests cannot save messages, the current message is automatically deleted when the guest listens to the next message. Only if the guest hangs up in the middle of the messaging sequence are the messages saved. However, attendants can restore deleted messages, as explained in the *Restoring a Deleted Message* section in this chapter.

5. After the last voice message, the guest hears a closing message.

Retrieving Messages from Another Guest's Room

To connect guests with their voice mailboxes when they are calling from a phone in another guest's room, do the following:

1. Ask for the guest's room extension and message retrieval password.
If the guest wishes to enter his or her own password and is calling from a touch-tone phone, release after step 4.
2. Start function.
3. Dial the message retrieval number _____.
4. When you hear the message retrieval greeting, enter the guest's room extension.
A confirmation message states that this is a "current guest."
If the guest wishes to enter his or her own password, release here.
5. Enter the guest's password.
Listen for the confirmation message: "Ready for message retrieval."

6. Release.

The guest is connected to the system at the point of the message retrieval prompt: "Press 1 to listen."

The guest then follows the same steps for message retrieval as detailed in the *Retrieving Messages from the Guest's Room* section of this chapter.

Retrieving Messages from Outside the Hotel

To connect guests with their voice mailbox when they are calling from a phone outside the hotel, do the following:

1. Confirm that the guest is currently checked in to the hotel.

If they are not checked in, see *Retrieving Messages for a Checked-Out Guest* in this chapter.

2. Ask for the guest's room extension and message retrieval password.

If the guest wishes to enter his or her own password and is calling from a touch-tone phone, release after step 5.

3. Start function.

4. Dial the message retrieval number _____.

5. When you hear the message retrieval greeting, enter the guest's room extension.

A confirmation message states that this is a "current guest."

If the guest wishes to enter his or her own password, release here.

6. Enter the guest's password.

Listen for the confirmation message: "Ready for message retrieval."

7. Release.

The guest is connected to the system at the message retrieval prompt: "Press 1 to listen."

The guest then follows the same steps for message retrieval as detailed in section, *Retrieving Messages from the Guest's Room*, of this chapter.

Retrieving Messages for a Checked-Out Guest

Messages for a previous guest are stored in an "old mailbox" for at least 24 hours after the guest checks out. (At midnight all old mailboxes that are at least 24 hours old are purged from the system and those messages are no longer retrievable.) If a previous guest calls the hotel within this time requesting messages, follow the procedure outlined below:

1. Ask for the guest's previous room extension and message retrieval password.

If the guest wishes to enter his or her own password and is calling from a touch-tone phone, release after step 4.

2. Start function.

3. Dial the message retrieval number _____.

4. When you hear the message retrieval greeting, enter [*] then the guest's room extension.

For example, when retrieving messages for room 211, you would enter [*] 2 1 1 .

A confirmation message states that this is a "previous guest."

If the guest wishes to enter his/her own password, release here.

5. Enter the guest's password.

Listen for the confirmation message: "Ready for message retrieval."

6. Release.

The guest is connected to the system at the message retrieval prompt: "Press 1 to listen."

The guest then follows the same steps for message retrieval as detailed in the *Retrieving Messages from the Guest's Room* section of this chapter.

If the checked-out guest has no messages, he or she will hear "You have no messages."

Do Not Disturb

With AT&T Intuity Lodging, you can transfer a caller directly to a guest's voice mailbox without ringing the room if it is late at night or if the guest has asked not be be disturbed.

There are two methods of sending a caller directly to voice mail without ringing the room.

If your PBX offers a *Do Not Disturb* feature, AT&T Intuity Lodging probably recognizes it and will transfer the caller directly to the voice mailbox. Simply activate the Do Not Disturb feature as you normally would. When you transfer calls to that room, they automatically go to voice mail. If the call does not go to voice mail, ask your AT&T Intuity Lodging administrator if he or she has updated the Do Not Disturb feature on the PBX to transfer to AT&T Intuity Lodging.

Do Not Disturb feature transfers to voice mail? _____

Another way to transfer a caller directly to a voice mailbox without ringing the room is to use a special extension number called *non-integrated call-answer*.

This number is different from the message retrieval number. Ask your AT&T Intuity Lodging administrator if he or she uses this service and what the number is for your establishment. Write it in the blank below. Do the following to transfer a caller directly to voice mail using the non-integrated call-answer number:

1. Start function.
2. Dial the extension assigned to non-integrated call-answer _____.
Listen to the message retrieval greeting.
3. Enter the guest's room extension.
4. Release.

The caller is connected to the messaging system and can leave a message for the guest.

Restoring a Deleted Message

Deleted messages are stored until midnight of the day they were deleted. For example, you can retrieve a message that a guest deleted at 6:00 p.m. up to midnight that evening. Additionally, messages deleted after 11:00 p.m. can be restored up until midnight of the next night. This gives your guests more than one hour to retrieve a message that they may have accidentally deleted.

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

Perform the following procedure to restore a deleted message:

1. Ask for the guest's room extension, message retrieval password, and number of messages to be restored.
2. Start function.
(If there are several messages to restore, you may want to tell the guest you will call him or her back when the messages have been restored.)
3. Dial the message retrieval number _____.
4. When you hear the message retrieval greeting, enter then the guest's room extension.

For example, when restoring a message for room 211, you would enter .

A confirmation message states that this is a "current guest."

5. Enter the attendant's or guest's password.
6. If you hear "Last deleted message has been restored," listen to confirmation message "Ready for message retrieval." Release.

The guest is connected to the system at the point of the message retrieval prompt: "Press 1 to listen.'

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

Steps 3 through 6 can be repeated as many times as necessary.

AT&T Intuity Lodging is a messaging system designed especially for lodging establishments such as hotels, hospitals, and colleges. It supplies guests with electronic mailboxes that store messages. AT&T Intuity Lodging is like having private answering machines that take messages for guests when they are unavailable.

Attendants use a terminal at the front desk of a lodging establishment for daily tasks, such as checking guests in and out, and keeping track of guests' fax messages. With AT&T Intuity Lodging, these tasks require some additional administration in order to provide new options. For example, when checking in guests, you enter a unique password that allows them to access their mailboxes and retrieve messages. If your front desk duties include answering the phone and transferring calls, be sure to read Chapter 4, *Attendant Phone-Based Activities*.

 **NOTE:**

This chapter only applies to non-PMS environments. If you have an integrated PMS environment, skip this chapter. For more information on environments, refer to Chapter 2, *AT&T Intuity Lodging Basics*.

This chapter provides the following information:

- General information that front desk attendants need to use AT&T Intuity Lodging.
- Specific tasks with step-by-step instructions.

Blank lines are provided for site-specific information your AT&T Intuity Lodging administrator will give you.

The AT&T Intuity Lodging Terminal

The terminal is a computer keyboard and screen that you use with AT&T Intuity Lodging.

Guest Passwords

The tasks in this chapter assume that the guest has been issued a password at check-in. However, guest passwords are optional. If a guest does not have a password, simply skip the steps that refer to one. Some guests will probably forget their passwords. Ask your AT&T Intuity Lodging administrator about your establishment's policies concerning guests who forget their passwords. You may want to verify that they are indeed guests of the hotel before giving them their passwords.

AT&T Intuity Lodging Interface

To move around between screens, enter data, and use features, you need to know the AT&T Intuity Lodging terminal-based interface. Refer to Chapter 2, *AT&T Intuity Lodging Basics*, for more information.

Trouble Reports

If a guest has a problem while using the AT&T Intuity Lodging system, log the problem on an *Intuity Lodging User Trouble Report* and give the trouble report to your AT&T Intuity Lodging administrator. (Ask your administrator for copies of the *Intuity Lodging User Trouble Report*.)

You May Be a Checked-In Guest

Your attendant console (front desk phone) may be entered in the AT&T Intuity Lodging database as a checked-in guest; this helps to eliminate some message waiting indicator (MWI) problems. You should periodically check the console's mailbox for messages. Attendant extensions will not accept messages from an outside caller; however, attendant extensions can receive broadcast messages from the administrator. Broadcast messages are messages that are sent to a number of different extensions at the same time.

Using This Chapter

The remainder of this chapter contains step-by-step tasks that you are likely to perform daily at the front desk. Some tasks provide explanations of procedures so that you can help guests and callers, even if no attendant intervention is needed in order to perform the procedure.

Logging In and Passwords

Your AT&T Intuity Lodging administrator will assign you a terminal-based login and a password. These allow you to access the AT&T Intuity Lodging system so that you can enter and change guest information. A terminal-based password is different from a phone-based password.

Depending on your administrator, all attendants may have the same login and password, or each attendant may have their own login and password. Logins and passwords are confidential information and should not be shared with any unauthorized individuals. It is recommended that you memorize your login and password as opposed to writing them down.

Before you start to work on the terminal, check the screen. If a screen is displayed on the terminal, you will not have to log on. If no screen is displayed, you will need to log on. To log on to the AT&T Intuity Lodging system, type in your login and password at the following prompts:

```
Console Login:  
Password:
```

Complete each entry by pressing **(ENTER)**.

After you are logged on, the system displays the Lodging Administration screen, as shown below.

```
Lodging Administration  
>Guests Mailbox Administration  
Lodging Administrator Registration  
PMS Parameter Administration  
System Parameter Administration  
Traffic and Space Usage Reports
```

Most attendant activities are performed from the Guests Mailbox Administration screen. These activities are detailed in this chapter.

Logging Out

At the end of your shift, you should log out of the AT&T Intuity Lodging system. To log out of the system, do the following:

1. Press **CANCEL** (F6) until the `Console Login:` prompt appears.

If you arrive at the Lodging Administration screen, press **CANCEL** (F6) again.

CAUTION:

For the messaging system to operate, the AT&T Intuity Lodging system must remain on at all times. Do not turn off the system. After logging out, leave the power on.

The Guests Mailbox Administration Screen

Most of your mailbox administration tasks are performed from a screen titled Guests Mailbox Administration. This screen provides access to many other menus that allow you to do tasks, such as checking guests in to the messaging system, adjusting a guest's text and fax message tally, and managing mailbox suites. To get to that screen after logging in, do the following.

Begin at the Lodging Administration screen and select:



> Guests Mailbox Administration

If you get confused about where you are in the menu structure, press **CANCEL** (F6) until you arrive at a familiar menu. Some screens may have an Exit option. Use this in place of **CANCEL** where appropriate.

Mailbox Screen Fields

The information fields on the Mailbox screen are characteristic of all of the screens you can access from the Guests Mailbox Administration screen. A *field* is an area on a screen, menu, or report where you enter information or see information displayed. Familiarize yourself with the fields explained below. Then, as you perform each task in this section, refer to these field explanations as needed.

Guest Extension	<p>The Guest Extension is usually the most important field in a screen. The guest extension field is the key to accessing information about the guest. This field assigns a unique home extension number to a mailbox. The maximum length of a guest extension is 7 digits. You can only enter numbers in this field. However, zero (0) is <i>not</i> an acceptable guest extension.</p>
Guest Room Number	<p>The Guest Room Number field is 7 characters long and accepts both letters and numbers.</p> <p>If room numbers are different from telephone extension numbers at your lodging establishment, you should always include the guest's room number on screens where there is space to enter it. In addition, pay particular attention to which item a screen is asking for when performing administrative tasks.</p>
Guest Name	<p>The Guest Name identifies the guest to the attendant or administrator. The maximum length of the guest name is 20 characters and accepts alphanumeric responses. You should enter the guest's last name first.</p>
Guest Password	<p>The Guest Password is a sequence of four digits that limits access to the mailbox. Only those people who know the password will be able to access the mailbox without the assistance of an attendant.</p> <p>Guests are not asked to enter a password if they are retrieving messages from their room. However, if they are retrieving messages from any other phone, they must enter their password.</p> <p>It is recommended that you let the guest choose the password. They should choose a word, since words are generally easier to remember than a number. You may want to suggest that the guest choose a word with four letters that can be translated to four digits. Possible passwords include: mother's maiden name, license plate number, or the last four digits of a social security number. Two different guests can use the same password without consequence.</p> <p>You can only enter numbers in this field.</p>

Although guests are not required to have a password, you must enter something in this field. If the guest does not want a password, you can enter an asterisk (*) or a zero (0) for a password. These two characters allow the guest access to the mailbox without a password. An asterisk is the *default*, which is a value the system supplies if you do not enter a value. Ask your AT&T Intuity Lodging administrator if your establishment requires guests to choose a password. Are guests required to choose a password? _____

A pound sign (#) in this field allows access to the mailbox only from the assigned guest room. Under all other circumstances (even if the attendant password is used), permission is denied. The system will say, "invalid password" when anyone tries to access the mailbox. For more information on the attendant password, see Chapter 4, *Attendant Phone-Based Activities*.

Do not enter a pound sign unless directed to do so by the AT&T Intuity Lodging administrator.

Guest Language	The Guest Language field allows you to select the language that a guest hears message retrieval prompts in after the guest logs in to the system. The default value for this field is American English. Your establishment may also have optionally purchased other languages. By pressing <u>CHOICES</u> (F2), you can verify the options available for this field. Ask your AT&T Intuity Lodging administrator if your site has other language capabilities. _____
Switch Number	The Switch Number field shows the switch number on which the guest extension resides. If your DEFINITY switch is not connected in a DCS network you may leave this field blank.
Messages Waiting	The Voice, Fax, and Text fields give the number of voice, fax, and text messages, respectively, waiting to be delivered to the guest. These are status fields and cannot be changed.

Mailbox Capacity Usage	The Mailbox Capacity Usage field gives the percentage of the mailbox capacity used by the currently held messages. This is a status field and cannot be changed.
Suite Mailbox Extension	The Suite Mailbox Extension field identifies this mailbox extension as part of a suite. If this is a suite member extension, this field will show the main suite extension. If this field is blank, this extension is not a member of a suite. Refer to the <i>Suites</i> section in this chapter for more information. This is a status field and cannot be changed.
Comments	The Comments field is used for any general comments concerning the guest. This field is 20 characters long. You can enter both both letters and numbers in this field.

Checking a Guest In

Checking guests in on the AT&T Intuity Lodging system gives them a mailbox and allows you to keep track of text and fax message tallies. To check a guest in, complete the following steps in order:

1. Begin at the Guests Mailbox Administration screen and select Mailbox.
2. Enter all of the necessary information.

```
Mailbox
Guest Extension: _____
Guest Room Number: _____
Guest Name: _____
Guest Password: * _____
Guest Language: American English
Switch number: _____

Messages Waiting
Voice:
Fax:
Text:
Mailbox Capacity Usage: %
Suite Mailbox Extension:
Comments: _____
```

For a description of the fields in the Mailbox screen, see the *Mailbox Screen Fields* section of this chapter.

3. When you are finished entering information, press **CHG-KEYS** (F8), then **CHECKIN** (F1).

The **CHECKIN** key is specific to the Mailbox screen. It enters the guest into the database and assigns a mailbox.

A confirmation message is shown.

4. Press **ENTER** to continue.

At this point, you can enter another guest or exit. To enter another guest, begin with step 2. To exit, proceed to the next step.

5. Press **CHG-KEYS** (F8), then **CANCEL** (F6) to exit this screen and end the check in process.

Checking a Guest Out

Checking guests out on the AT&T Intuity Lodging system stores all leftover messages in an old mailbox and stops taking new messages for that guest. To check a guest out, complete the following steps in order:

1. Begin at the Guests Mailbox Administration screen and select Mailbox.
2. Enter the guest's extension in the Guest Extension field.

```
Mailbox
Guest Extension: _____
Guest Room Number: _____
Guest Name: _____
Guest Password: * _____
Guest Language: American English
Switch number: _____

Messages Waiting
Voice:
Fax:
Text:
Mailbox Capacity Usage: %
Suite Mailbox Extension:
Comments: _____
```

3. Press **CHG-KEYS** (F8), then **DISPLAY** (F4).

Verify that this is the guest you wish to check out by looking at the Guest Name field. The Voice, Fax, or Text fields under the Messages Waiting heading show if a guest has unretrieved messages. Ask the guest to retrieve any leftover messages before checking out.

4. Press **CHECKOUT** (F2).

The **CHECKOUT** key is specific to the Mailbox screen. It deactivates the mailbox and moves any leftover messages into an old mailbox.

5. Type **y** to confirm your choice of checking the guest out.

A confirmation message appears informing you that the guest has been checked out.

At this point, you can check out another guest or exit. To check out another guest, begin with Step 2. To exit, proceed to the next step.

6. Press **CHG-KEYS** (F8), then **CANCEL** (F6) to exit this screen and end the check-out process.

Old mailboxes contain messages that the guest has not listened to (unheard) or those that have been saved by the guest (heard). Old mailboxes do not include deleted messages or text and fax message tallies. Deleted messages and text and fax message tallies are purged from the system when the guest checks out. You cannot restore a deleted message for a checked-out or reactivated guest.

Checked-out guests, however, can retrieve leftover messages (messages that have not been deleted) for at least 24 hours after they check out. To help a checked-out guest retrieve leftover messages, see the *Retrieving Messages for a Checked-Out Guest* section in Chapter 4, *Attendant Phone-Based Activities*. If a checked-out guest checks back into the hotel within 24 hours of the original check-out time, you can reactivate their mailbox. See the *Reactivating an Old Mailbox* section in this chapter.

At midnight all old mailboxes that are at least 24 hours old are purged from the system. Purged messages are no longer retrievable.

Modifying Guest Mailbox Information

You may need to modify the information on the Mailbox screen after a guest has checked in, possibly to add comments or to change the message retrieval password. The following method is used to change information that has already been entered. This is *not* the method you use to add, deliver, or notify guests of text or fax messages. To add, deliver, or notify guest of text or fax messages, see the *Handling Text and Fax Messages* section in this chapter.

To modify a checked-in guest's mailbox information, complete the following steps in order:

1. Begin at the Guests Mailbox Administration screen and select Mailbox.
2. Enter the guest's extension in the Guest's Extension field.

```
Mailbox
Guest Extension: _____
Guest Room Number: _____
Guest Name: _____
Guest Password: * _____
Guest Language: American English
Switch number: _____

Messages Waiting
  Voice:
  Fax:
  Text:
Mailbox Capacity Usage:      %
Suite Mailbox Extension:
Comments: _____
```

3. Press **CHG-KEYS** (F8), then **DISPLAY** (F4).

Verify that this is the guest you wish to modify by looking at the Guest Name field.

4. Press **MODIFY** (F3).

You may now make the needed modifications to this guest's information. A description of each field is in the *Mailbox Screen Fields* section of this chapter.

5. When you are finished making changes, press **MODIFY** (F3) to save the changes.

At this point, you can modify another guest's information or exit. To change another guest's information, begin with Step 2. To exit, proceed to the next step.

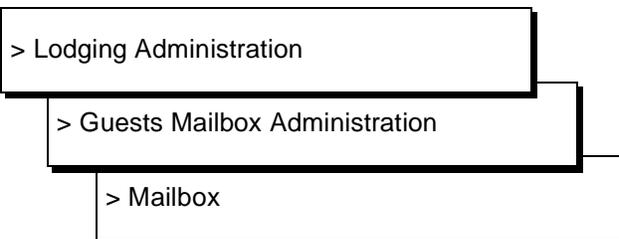
6. Press **CHG-KEYS** (F8), then **CANCEL** (F6) to exit this screen and end the modify process.

Deleting Extensions

When an incorrect extension has been entered in the AT&T Intuity Lodging database or when a particular room does not require a voice mailbox, such as a room under construction or serving as storage space, you may want to delete an extension from the database. Deleting unneeded extensions rids the database of unnecessary information, which frees disk space and helps to prevent database discrepancies in the integrated PMS environment. In a co-resident system, a mailbox may need to be deleted from AT&T Intuity Lodging when a guest is being transferred to another messaging system, such as Intuity AUDIX.

To delete an extension from the AT&T Intuity Lodging database in a non-PMS environment, do the following:

1. Begin at the Intuity (TM) Administration screen and select the following sequence:



2. Enter the extension you wish to delete in the Guest Extension field, shown in the following example.



NOTE:

The extension entered must be checked out prior to deletion.

```
Mailbox
Guest Extension: _____
Guest Room Number: _____
Guest Name: _____
Guest Password: * _____
Guest Language: American English
Switch number: _____

Messages Waiting
Voice:
Fax:
Text:
Mailbox Capacity Usage: %
Suite Mailbox Extension:
Comments: _____
```

3. Press **CHG-KEYS** (F8), then **DEL-EXTN** (F6).

A confirmation message appears informing you that the extension has been deleted from the mailbox database.

4. Press **ENTER**.
5. Press **CHG-KEYS** (F8), then **CANCEL** (F6).

If you are finished using the AT&T Intuity Lodging terminal, log off.

Handling Text and Fax Messages

Although AT&T Intuity Lodging reduces the number of text and fax messages coming to an attendant, you will probably still have to handle some. The Message Management screen allows you to add or subtract the number of text and fax messages in a guest's message tally. This is only a tally or count; AT&T Intuity Lodging does not provide utilities for typing in the actual message nor does AT&T Intuity Lodging inform the guest of the number of messages in the tally. Once the guests call into the AT&T Intuity Lodging system the tally is reset to zero.

Your AT&T Intuity Lodging administrator may be a checked-in guest, you can add (and deliver) text and fax messages to him or her by using the procedures in this section.

Adding a Text or Fax Message

To add a text or fax message to a guest's tally, complete the following steps:

1. A text and/or fax message is received by an attendant.
2. Begin at the Guests Mailbox Administration screen and select Message Management.

3. Enter the extension of the guest who is to receive the message in the Guest Extension field, as shown below.

Message Management	
Guest Extension:	_____
Message Type:	<u>text</u>
Number of Messages:	<u>1</u>

4. Enter the message type.

There are three choices for the Message Type field: all, text, fax. Press **(CHOICES)** (F2) to display them on a menu.

(All does not apply when adding messages, only when delivering them.)

5. Enter the number of messages received.

For example, if you have received two text messages for Mr. Jones, enter **2**. The number you enter is added to the existing message tally.

6. When you have finished entering information in all three fields, press **(CHG-KEYS)** (F8), then **(ADD)** (F1).

The messages are added to the guest's tally to aid attendants in processing calls.

A confirmation message is shown.

7. Press **(ENTER)** to continue.

8. Use your establishment's regular policy for notifying guests about text and fax messages.

At this point, you can add another text or fax message or exit. To add another message, begin with Step 3. To exit, proceed to the next step.

9. Press **(CANCEL)** (F6) to exit this screen and end the text and fax tally process.

⇒ NOTE:

AT&T Intuity Lodging does not turn the message waiting indicator (MWI) on for text and fax messages as it does with messages. For example, if guests have text and fax messages but no voice messages, their MWIs are not on. Guests must still be notified of text and fax messages using your establishment's regular procedure. For example, if the policy is to turn on the MWI via the attendant console to notify guests that they have fax messages, then continue to do so even though you now have the AT&T Intuity Lodging system.

The easiest way to notify guests about text and fax messages is to call and leave a message asking them to call the attendant. Leaving a message automatically activates the MWI.

Delivering a Text/Fax Message

When guests retrieve their text and fax messages, you need to delete the message(s) from their tallies. To do so, perform the following steps in order:

1. Text and/or fax message is delivered.
2. Begin at the Guests Mailbox Administration screen and select Message Management.
3. Enter the extension of the guest who retrieved the message in the Guest Extension field as shown below.

Message Management	
Guest Extension:	_____
Message Type:	text
Number of Messages:	1

4. Enter the type of message that the guest retrieved.

There are three choices for the Message Type field: all, text, fax. Press **(CHOICES)** (F2) to display them on a menu. If the guest retrieved all text and/or fax messages, choose all from the menu. If all messages were not retrieved, specify the type of message they retrieved text or fax.

The Number of Messages field is ignored in the retrieval process. The message tally is reset to the appropriate number of remaining messages.

5. When you have finished entering information, press **(CHG-KEYS)** (F8), then **(DELIVERD)** (F2).

6. Type **y** to confirm your choice of delivering messages.

The messages are subtracted from the guest's tallies.

7. Do any other tasks your establishment may require for delivered text and/or fax messages.

For example, if the policy is to turn off the MWI via the attendant console after guests have retrieved their text and fax messages, then do so.

At this point, you may want to deliver more text and fax messages or exit. To deliver another message, begin with Step 3. To exit, proceed to the next step.

8. Press **(CANCEL)** (F6) to exit this screen and end the text and fax tallying process.

Do I Have Any Messages?

Guests who are unfamiliar with the AT&T Intuity Lodging capabilities may stop at the front desk and inquire about their messages. The procedure that follows is an easy way to tell the guest about the number and types of messages received:

1. Begin at the Guests Mailbox Administration screen and select Mailbox.

The cursor is placed in the first field, Guest Extension.

2. Enter the guest's extension.
3. Press **CHG-KEYS** (F8), then **DISPLAY** (F4).

Verify that this is the guest you are talking to by looking at the Guest Name field.

4. Look at the following three fields to determine if the guest has any messages: Voice, Fax, and Text.

If the guest has messages, the messages can be retrieved from the phone in their room or a lobby phone. If the guest has fax and text messages, follow your establishment's policy for handling them. (See section, *Handling Text and Fax Messages*, in this chapter.)

Printing Screen Information

If you have a printer connected to the AT&T Intuity Lodging system, you can print the information displayed on any of the following screens: Mailbox, Old Mailbox, Suite.

You can also print all of the reports detailed in Chapter 7, *Alarms, Logs and Audits*. Refer to Chapter 7, *Alarms, Logs and Audits*, for more information on printing reports.

Perform the following procedure to print a screen:

1. Access the appropriate screen through the AT&T Intuity Lodging menus.
2. Display or enter the information you wish to print.
3. Press **CHG-KEYS** (F8), then **PRINT** (F5).

The **PRINT** key sends the information shown on the screen to the default printer.

Merging Two Mailboxes

When guests change rooms, you must move their mailboxes with them. If two guests, checked into two separate rooms, decide to share one room, you must merge their mailboxes. Merging two mailboxes takes the messages (voice and text and fax tallies) from room #1, adds them to the messages in room #2, and checks the guest in room #1 out. Both room #1 and room #2 must be checked in at the time of the merger. To merge two mailboxes, do the following:

1. Begin at the Guests Mailbox Administration screen and select Merge Mailbox.
2. Enter the extension of the guest who is moving in the Move From Extension field as shown below.

Merge Mailbox	
Move From Extension:	_____
To Extension:	_____

3. In the second field, enter the extension of the room the guest is moving to.
4. Press **SAVE** (F3).
5. Type **y** to confirm your choice of merging the two guests.
A confirmation message is shown.
6. Press **ENTER** to continue.
At this point, you can merge more mailboxes or exit. To merge more mailboxes, begin with Step 2. To exit, proceed to the next step.
7. Press **CANCEL** (F6) to exit this screen and end the merge process.
8. Move any paper messages (text or fax) from the physical mailbox of the old room to the physical mailbox of the merged room.

⇒ NOTE:

If you wish to merge two guests (room #1 and room #2) into a third room (room #3), you must transfer one of the guests to the third room (see section, *Transferring a Guest to Another Room*, in this chapter), then merge the remaining guest with the third room.

AT&T Intuity Lodging allows the mailbox to exceed its capacity because of the merge operation.

If either the *move from* room or the *move to* room mailbox is being accessed for messages, this operation aborts, and an appropriate message is displayed on your screen. Try the operation again later.

Merge only works on single rooms or a main suite extension. It does not work on extensions that are members of a suite.

Transferring a Guest to Another Room

If a guest is transferred to another room, you must also transfer his or her mailbox. Transferring a mailbox takes the messages (voice and text and fax tallies) from room #1, transfers them to room #2, checks the guests out of room #1, and checks them in to room #2. Room #1 must be currently checked in and room #2 must not have anyone checked in at the time of the transfer. To transfer a mailbox, do the following:

1. Begin at the Guests Mailbox Administration screen and select Transfer Mailbox.
2. Enter the extension of the guest who is moving.

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

3. In the second field, enter the extension of the room the guest is moving to.
4. In the third field, enter the number of the room where the guest is moving to.

If room numbers and phone extensions are the same, you may leave this field blank.

5. When you have finished entering information in all three fields, press **(SAVE)** (F3).
6. Type **y** to confirm your choice of transferring the guest.
A confirmation message is shown.
7. Press **(ENTER)** to continue.
At this point, you can transfer more mailboxes or exit. To transfer more mailboxes, begin with Step 2. To exit, proceed to the next step.
8. Press **(CANCEL)** (F6) to exit this screen and end the merge process.
9. Move any paper messages (text or fax) from the physical mailbox of the old room to the physical mailbox of the new room.

⇒ NOTE:

Transferring a guest to another room does not update mailing lists to the newly assigned mailbox. Updates to mailing lists must be made individually, see section, *Creating a Mailing List*, in Chapter 3, *Administrator's Activities*.

If you want to merge two guests into one room, see section, *Merging Two Mailboxes*, in this chapter.

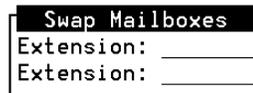
If the Move From room is being accessed for messages, this operation aborts, and an appropriate message is displayed on your screen. Try the operation again later.

Transfer only works on single rooms or a main suite extension, not on extensions that are members of a suite.

Swapping Guest Rooms

If two guests, checked into two separate rooms, swap (exchange) rooms, you must also swap their mailboxes. Swapping two mailboxes puts the messages (voice and text and fax tallies) from room #1 into room #2 and vice versa. Both room #1 and room #2 must be checked in at the time of the swap. To swap two mailboxes, perform the following steps:

1. Begin at the Guests Mailbox Administration screen and select Swap Mailboxes.
2. Enter the extension of the first guest in the Extension field, as shown below.



The screenshot shows a window titled "Swap Mailboxes" with two "Extension:" labels followed by input fields. The first field is partially filled with text.

3. In the second field, enter the extension of the second guest.
4. When you have finished entering information in both fields, press **SAVE** (F3).
5. Type **y** to confirm your choice of swapping the two guests.
A confirmation message is shown.
6. Press **ENTER** to continue.
At this point, you can swap more mailboxes or exit. To swap more mailboxes, begin with Step 2. To exit, proceed to the next step.
7. Press **CANCEL** (F6) to exit this screen and end the swap process.
8. Swap any paper messages (text or fax) from the physical mailboxes of the two rooms.

⇒ NOTE:

Swapping mailboxes does not update mailing lists to the newly assigned mailbox. Updates to mailing lists must be made individually, see section, *Creating a Mailing List*, in Chapter 3, *Administrator's Activities*.

If the mailbox of either swap room is being accessed for messages, this operation aborts, and an appropriate message is displayed on your screen. Try the operation again later. Swapping does not work on extensions that are members of a suite.

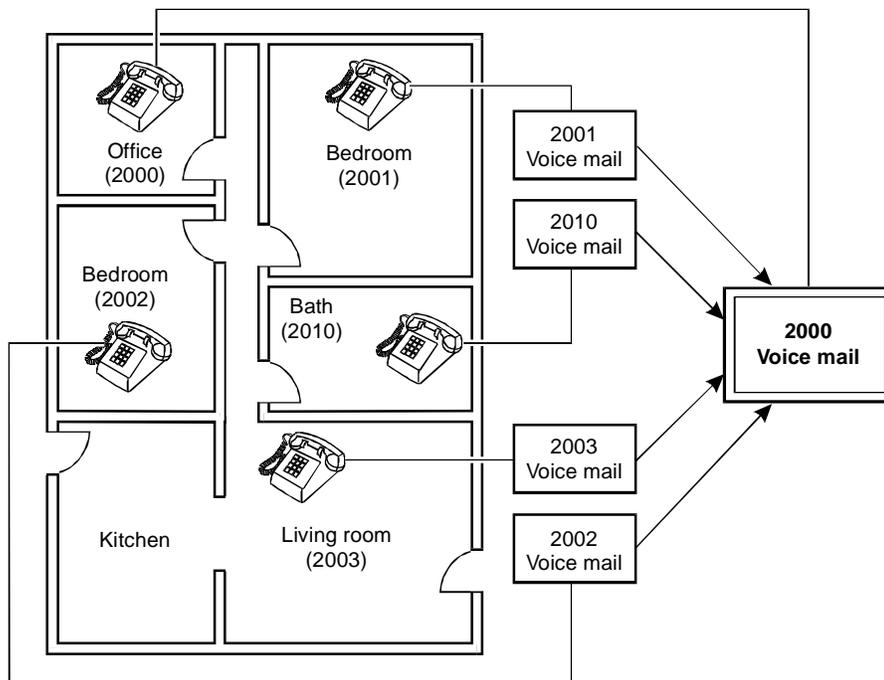


Figure 5-1. Using One Mailbox for a Suite of Rooms

Suites

To most lodging establishments, a suite is a series of connected rooms used as a living unit. Normally, a suite consists of three or more rooms that may include several bedrooms, a living room, a dining room, and bathrooms. Because suites are made up of more than one room, there is usually more than one phone, each with its own extension. Even if more than one guest occupies the suite, each person may not need his or her own mailbox.

NOTE:

If your lodging establishment does not use different numbers for each separate phone in a suite of rooms, there is no need to create suites on the AT&T Intuity Lodging system.

Using AT&T Intuity Lodging, you can create one mailbox to serve an entire suite of rooms.

A *suite mailbox* designates one extension, the *main suite extension*, in the suite of rooms to receive all messages (voice, text, and fax) for the rooms in that suite. All other rooms in the suite become the *suite member extensions*. The MWI will

be lit only the the main suite extension when messages are received. The MWI in the suite member extensions will remain unlit.

Each member of the suite can still receive calls through their individual extension numbers. However, if a suite member is not available to take a call, the caller can leave a message that is stored in the suite mailbox. Members of the suite can access the suite mailbox from any phone by knowing the main suite extension and password.

Example

The following example illustrates what a suite mailbox is and how it is used:

Mrs. Jones is a CEO at a large company. When she travels, her secretary reserves the hotel's largest suite of rooms so that Mrs. Jones will be comfortable while away from home. For this trip the hotel's largest suite is room number 2000. This suite has five phones with the following extensions: 2000, 2001, 2002, 2003, and 2010. It is not necessary that each extension have its own mailbox since Mrs. Jones is the only person staying in the suite. Therefore, the attendant creates a suite mailbox in which 2000 is the main suite extension and 2001, 2002, 2003, and 2010 are member extensions.

Mrs. Jones can receive calls on any of the suite's extensions. However, when she is unavailable, messages and notification of text and fax messages are stored in one suite mailbox, 2000. She can retrieve these messages from any phone in the suite. If she is calling from outside the suite, she must know the main suite extension and password to retrieve messages.

Creating a Suite of Rooms

Because the components of a suite (main extension and member extensions) do not change often, you may want to enter all of the suites for your lodging establishment at one time, then make modifications to them only as necessary. In addition, AT&T Intuity Lodging suite groups can only be created if none of the extensions in the suite (main or member) are checked in. This is another reason to create suite groups as a preliminary task. Once a suite group is created, it remains until you delete it. It is not deleted, for example, when the guest checks out.

To create a suite mailbox, do the following.

1. Begin at the Guests Mailbox Administration screen and select Suite Mailbox.
2. Enter the the main suite mailbox extension in the Suite Mailbox Extension field as shown in the following example.

The screenshot shows a terminal window titled "Suite Mailbox". It contains the following text and input fields:

- Suite Mailbox Extension: _____
- Extensions Which Share This Suite
- Range: _____
- A vertical list of ten short horizontal lines for entering individual suite member extensions.

This is the mailbox that all messages for the suite of rooms are forwarded to. An error message appears on the screen if you enter an extension number that is checked in or if the extension number is a member of another suite.

3. Ignore the Range field. Enter individual suite member extensions on the short lines below the Range field. The maximum number of member extensions is 10.
4. When you are finished entering extensions, press **CHG-KEYS** (F8), then **SAVE** (F3).
5. Type **y** to confirm your choice of creating a suite.

The suite assignment is saved.

At this point, you can administer more suites or exit. To administer more suites, begin with Step 2. To exit, proceed to the next step.

6. Press **CANCEL** (F6) to exit this screen and end the suite process.

Checking Guests In and Out of Suites

Once a suite of extensions is created, only the main suite extension can be used for check-in and/or check-out. By checking the main suite extension in or out, you automatically check the member extensions in or out. A guest who resides in a suite can be checked in and out in the same manner as a regular guest. (See the *Checking a Guest In* section in this chapter.) Just make sure that when you check a suite guest in or out, you use the main suite extension. An attempt to check in a guest on a suite member extension will result in an error. If the main suite extension is checked in, suite member extensions will show the main suite extension number in the Suite Mailbox Extension field when displayed using the Mailbox screen.

Deleting a Suite Mailbox

Deleting a suite of extensions unassigns all member extensions. This allows you to treat the suite member extensions as regular rooms. You can therefore check them in and they, in turn, have their own mailbox.

1. Verify that the main suite extension is checked out.

To delete a suite of extensions, the main suite extension must be checked out. (See section, *Checking a Guest Out*, in this chapter.)

2. Begin at the Guests Mailbox Administration screen and select Suite Mailbox.

3. Enter the suite's main extension.

4. Press **CHG-KEYS** (F8), then **DISPLAY** (F4).

Make sure that this is the suite you wish to delete.

5. Press **DELETE** (F2).

6. Type **y** to confirm your choice of deleting the suite.

The suite assignment is deleted.

At this point, you may delete more suites or exit. To delete more suites, begin with Step 3. To exit, proceed to the next step.

7. Press **CANCEL** (F6) to exit this screen and end the suite modification process.

Modifying a Suite Mailbox

If you need to change a suite of extensions that has already been created, perform the following steps.

1. Begin at the Guests Mailbox Administration screen and select Suite Mailbox.

2. Enter the main suite mailbox extension.

3. Press **CHG-KEYS** (F8), then **DISPLAY** (F4).

All of the member extensions will appear on the screen's 10 short lines. Make sure this is the suite you wish to modify.

You can now make all necessary modifications. To delete an extension, move the cursor, using the arrow keys, to the desired location and enter an extension. To add an extension, go to the the short lines below the Range field and enter the new extension. You can also type over an existing extension. The maximum number of member extensions is ten. Ignore the Range field.

4. When you are finished making modifications, press **SAVE** (F3).

5. Type **y** to confirm your modification of the suite.
A confirmation message is shown.
6. Press **(ENTER)** to continue.
At this point, you can modify more suites or exit. To modify more suites, begin with Step 2. To exit, proceed to the next step.
7. Press **(CANCEL)** (F6) to exit this screen and end the suite modification process.

Merging, Swapping, Transferring, and Reactivating Suites

The merge, swap, transfer, and reactivate operations are the same for suites as they is for individual rooms. However, these operations can only be performed on the main suite extension. An attempt to merge, swap, reactivate, or transfer a member extension will result in an error. Merge, swap and transfer instructions are explained in this chapter.

Reactivating an Old Mailbox

Messages for previous guests are stored in an “old mailbox” for at least 24 hours. If previous guests check back into the hotel within this time, you can reactivate their mailboxes so that they can retrieve messages leftover from their previous stay. Old mailboxes contain messages that the guest has not listened to (unheard) or those that have been saved by the guest (heard). Old mailboxes do not include deleted messages or text and fax message tallies. Since deleted messages and text and fax tallies are purged from the system when the guest checks out, you cannot restore a deleted message for a checked-out or reactivated guest. At midnight, all old mailboxes that are at least 24 hours old are purged from the system. Purged messages are no longer retrievable. To reactivate an old mailbox, do the following:

1. Begin at the Guests Mailbox Administration screen and select Old Mailbox.
2. Enter the guest's previous extension in the Guest Extension field, as shown in the following example.
If you are unsure of the guest's previous extension, press the **(CHOICES)** (F2) to display possible candidates.

```
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:
```

3. Press **CHG-KEYS** (F8), then **DISPLAY** (F4). Verify this is the guest you wish to reactivate by looking at the Guest Name field. All of these fields are the same as on the Mailbox screen except Guest Checkout. This field contains the date and time when the guest checked out.
4. Press **ACTIVATE** (F2).
Another screen appears.
5. Enter the new extension and room number for the guest.
You do not need to enter the room number if phone extension and room numbers are the same.

```
Reactivate Old Mailbox
New Guest Extension: 5015
New Guest Room Number: _____
Old Guest Extension: 5015
```

6. When you are finished entering information, press **CHG-KEYS** (F8), then **SAVE** (F3).
7. Type **y** to confirm your choice of reactivating the guest.
A confirmation message appears informing you that the guest has been reactivated. All leftover messages are waiting for retrieval in the new room. If one (or more) of the leftover messages is unheard, the guest's MWI is illuminated. If all of the leftover messages have already been heard (saved), the MWI may not be illuminated. (This depends on a parameter set by the AT&T Intuity Lodging administrator.) In addition, all of the guest's old information is in effect such as password.

After guests have been reactivated, they are considered to be checked in, and you can treat them as such. So, for example, if you need to make modifications to the guest's information, go to the Mailbox and use the guest's new extension to bring up a screen with their data. Note that you can reactivate a suite's main extension.

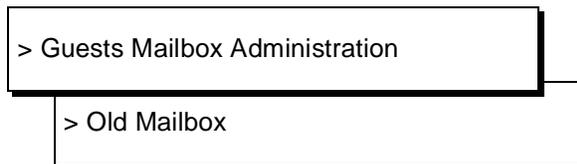
Purging an Old Mailbox

Messages for a previous guest are stored in an *old mailbox* for at least 24 hours after the guest checks out. Old mailboxes do not include deleted messages or text and fax message tallies. Deleted messages and text and fax message tallies are purged from the system when the guest checks out.

Old mailboxes take up valuable disk space and may keep callers from leaving messages for new guests. At midnight, all old mailboxes that are at least 24-hours old are purged from the system. If many guests check out and leave old messages behind, you may want to use the purge command before its scheduled time. You may also want to purge a mailbox if a guest has been permanently reassigned to a different system such as Intuity AUDIX.

To purge an old mailbox, do the following:

1. Begin at the Lodging Administration screen and select the following:



2. Enter the guest's previous extension.

```
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: _____
```

3. Press **CHG-KEYS** (F8), then **PURGE** (F1).

All of the fields on the Old Mailbox screen are the same as on the Mailbox screen except Guest Checkout. This field contains the date and time when the guest checked out.

4. Type **y** to confirm your choice of purging the old mailbox.

The following message appears.

```
Checking if voice system is up and running
```

5. Press **ENTER**.

A confirmation message appears informing you that all old mailboxes have been purged.

6. Press **ENTER**.

7. Press **CANCEL** (F6).

Ongoing Preventive Maintenance

6

Preventive maintenance on a regular basis is the key to problem-free operation. It is your responsibility as an AT&T Intuity Lodging administrator to see that the preventive maintenance is performed on a regular basis.

It is important that you establish a regular routine for performing administrative maintenance. Problems that tend to compound themselves can be identified and corrected early when maintenance is performed regularly, and information that is collected for analysis will be more reliable if samples are for identical collection periods.

Preventive maintenance tasks that should be performed on a daily, weekly, monthly, and high occupancy periods are described on the next several pages.

Daily

Perform the following preventive maintenance tasks each day, preferably early every morning:

1. Respond to any troubles reported by guests or attendants. An *Intuity Lodging User Trouble Report* is provided in Appendix A, *Job Aids* to make documenting troubles easier. Respond to these reports as directed in Chapter 8, *Troubleshooting*.
2. Print and review the Guests Over Mailbox Limit Report described in Chapter 7, *Alarms, Logs and Audits*. Make a point of contacting guests who are over their mailbox limit. Stress the importance of keeping their mailboxes free of unneeded messages so that new incoming messages can be recorded.

3. Verify through the System Monitor screen that all channels have On-Hook in the Service Status field. Watch calls come through on the System Monitor screen for several minutes. For instructions on accessing and reading the System Monitor screen, refer to the Chapter 7, *Alarms, Logs and Audits*.
4. When all tasks are complete, log out of the AT&T Intuity Lodging terminal by exiting all menus. Leave the terminal at the `Console Login:` prompt. For more information, refer to Chapter 3, *Administrator's Activities*.

Weekly

Perform the following preventive maintenance tasks each week.

1. Check available disk space. Select the Customer/Services Administration option from the Intuity (TM) Administration screen. Next, select System Verification, then Verify System Status. Look over this display until the entry Purchased Hours of Speech is found. Verify that Purchased Hours of Speech is greater than Used Hours Speech. An alarm will be activated if Hours of Speech Used is 90% or greater.
2. Monitor AT&T Intuity Lodging traffic by printing and reviewing the Phone Line Usage Report.

This report, described in Chapter 7, *Alarms, Logs and Audits*, provides information about how your AT&T Intuity Lodging system is being used and how efficiently it is performing. Look over this report for problems and potential problems that may be gathered from report statistics. When you do this at regular intervals, discrepancies from normal traffic patterns will be easy to spot. Keep the printouts on file for comparison.

3. Run the **Audit and Fix Mailbox Database** command as described in Chapter 7, *Alarms, Logs and Audits*.

Monthly

1. Check the system clock for accuracy as described in Chapter 3, *Administrator's Activities*.
2. Reboot the AT&T Intuity Lodging system. For instructions on this procedure refer to section, *Rebooting the System*, of Chapter 8, *Troubleshooting*.

High Occupancy

Before, during, and after high occupancy periods, you should monitor the following item closely.

1. Check available disk space. Refer to the *Weekly* section of this chapter for instructions.

AT&T Intuity Lodging gathers information on the status of the system and makes it available to you in a series of reports, audits and logs. This chapter describes the contents of those reports, logs and audits and tells you how to access them. They provide statistics about your guests use of the system and can also help you to identify the source of a problem should one occur. It is recommended that you check these reports, logs and audits regularly to ensure the efficient operation of your system. See Chapter 6, *Ongoing Preventive Maintenance*, for guidelines on the frequency for checking reports, logs and audits.

Types of Reports, Logs and Audits

This chapter is divided into the following sections:

- AT&T Intuity Lodging reports focus on guest usage of the system — for example, number of messages taken by AT&T Intuity Lodging, number of guests over the mailbox limit, and number of transfers to the attendant. AT&T Intuity Lodging reports compile data strictly pertaining to AT&T Intuity Lodging and include the following:
 - Phone Line Usage report
 - Mailbox Usage report
 - Guest Over Mailbox Limit report
- The *Alarm Log* provides a listing of alarm information and is the starting point for troubleshooting. The alarm log holds both active alarms and resolved alarms. Refer to *Intuity Platform Administration and Maintenance for Release 3.0* (585-310-557) for detailed description of alarm logs.

- The Audits function allows you to detect inconsistencies within the database and provides a fix or restart of the system.
- The System Monitor is a dynamic report which provides information on the status of the channels. The System Monitor information applies to all applications operating on the system.

Printing Reports

If you have a printer connected to the AT&T Intuity Lodging computer, you can print the information displayed in any of the reports in this chapter. Note that reports often contain more than one screen of information. The **PRINT** key for reports will print the entire report, not just what is shown in one screen.

Use the following procedure to print a report:

1. Access the appropriate report through menu selection.
If necessary, press the appropriate function keys to display the report in the screen.
2. To print AT&T Intuity Lodging reports, press **CHG-KEYS** (F8), then **PRINT** (F2).
To print the Alarm Log and System Monitor reports, press **CHG-KEYS** (F8), then **PRINT** (F6).

AT&T recommends printing reports regularly and keeping them on file for reference.

Moving Around

For information on how to move around within screens, see Chapter 2, *AT&T Intuity Lodging Basics*.

AT&T Intuity Lodging Reports

AT&T Intuity Lodging reports focus on guest usage of the system — for example, number of messages taken by AT&T Intuity Lodging, number of guests over the mailbox limit, and number of transfers to the attendant. AT&T Intuity Lodging reports compile data strictly pertaining to AT&T Intuity Lodging and include the following: Phone Line Usage report, Mailbox Usage report, Guest Over Mailbox Limit report.

Displaying an AT&T Intuity Lodging Report

Use the following procedure to display an AT&T Intuity Lodging report.

1. Begin at the Intuity (TM) Administration screen and select the following sequence:

> Lodging Administration

> Traffic and Space Usage Reports

2. From the Intuity Lodging Reports screen, select the report you wish to display.

The Phone Line Usage Report

The Phone Line Usage report provides information on AT&T Intuity Lodging channel activity during a particular time period. A channel is the means by which AT&T Intuity Lodging receives and sends calls and data.

To display Phone Line Usage report:

1. Begin at the Intuity (TM) Administration screen and select the following sequence:

> Lodging Administration

> Traffic and Space Usage Reports

> Phone Line Usage Report

2. The following screen prompts you to select which report you would like to display.

Which Report
Today's Phone Line Usage Report
>A Previous Phone Line Usage Report

3. Select Today's Phone Line Usage Report to select the current report.
4. Select A Previous Phone Line Usage Report to display a report of a previous day.

The system operates on a 31-day rotation calendar. Enter **1 - 31** to select the desired date.

```

Select Day
Date of the desired report: __
    
```

5. Press **(SAVE)** (F3) to display the selected Phone Line Usage Report.

```

Phone Line Usage Report

Phone Line Usage Report
Starting Thu Aug 31 23:59:04 1995
Ending Fri Sep 1 15:41:24 1995

Channel 0 - assigned *DNIS_SVC

Call          Voice          Channel
Answer        Mail           Totals
Calls         51             25            76
Abandoned    1              0             1
Holding Time (s) 50            109           70
Occupancy (%)  5              5             9
Messages Sent  50            50            50
Messages Read                50            50
Messages Deleted                50            50
Messages Restored                0             0
Attendant Cmplt  0              0             0
Attendant Busy  0              0             0
    
```

The top of the Phone Line Usage report lists the starting and ending times for the data-collection period. The rest of the information in this report is organized in numerical order according to channel number. AT&T Intuity Lodging supports up to 42 simultaneous channels. (Channel numbers can range from 0 to 63.) The number of channels determines the number of calls AT&T Intuity Lodging can handle simultaneously. Each channel's information begins with a title line which gives you the channel number and the name of the service assigned to that channel. The following is an example.

```
Channel 4 - assigned *DNIS_SVC
```

Each channel has one assigned service. A channel's assigned service tells the channel what to do when it receives a call. *DNIS_SVC (dialed number information service) allows the channels to work with any application on the same system.

If no phone line usage information has been recorded for a particular channel, you see the words `No phone usage information has been recorded.`

If a channel has been active, the report provides a separate page for that channel. AT&T Intuity Lodging keeps a number of statistics, such as number of calls, messages sent, and logins to mail; the name of the statistic is listed in the left-hand column. These statistics are compiled in four areas: Call Answer, Voice Mail, Administrative Activity, and Channel Totals.

- Call Answer displays statistics for messages recorded by AT&T Intuity Lodging for guests.
- Voice Mail displays statistics for messages retrieved from AT&T Intuity Lodging by guests.
- Administrative Activity column displays statistics for calls made by the administrator into the AT&T Intuity Lodging system.
- Channel Totals adds the statistics in the Call Answer, Voice Mail, and Administrative Activity columns. If a statistic does not apply in an area, a blank appears in that column of the report. For example, the Messages Read statistic does not apply to the Call Answer area because Call Answer pertains to recording messages not listening (reading) to them.

⇒ NOTE:

Averages are provided for the Holding Time and Occupancy (%) statistics in the Phone Line Usage report.

The following list explains each statistic.

Calls	Total number of calls a channel handled.
Abandoned	The number of times the user disconnected a call (no action was taken). For example, a guest hangs up while listening to messages or a caller disconnects after listening to the call-answer greeting.
Holding Time	The average length of time (in seconds) an administrator, a guest, or a caller engaged the AT&T Intuity Lodging system. For example, Holding Time in the Voice Mail area shows the average amount of time it takes guests to listen to their messages.
Occupancy (%)	The percentage of time the channel was in use.
Messages Sent	The number of messages taken for the administrator and guests.
Messages Read	The number of mail messages listened to by the administrator and guests.
Messages Deleted	The number of mail messages deleted by the administrator and guests.
Messages Restored	The number of mail messages deleted by the administrator or guest, then restored by the attendant.
Attendant Complete	The number of times a caller or guest transferred to the attendant. This includes manual attendant transfers (pressing 0) and automatic attendant transfers.
Attendant Busy	The number of calls transferred to the attendant that were either not answered or for which the caller or guest received a busy signal.

Attendant Incomplete	The number of calls that failed to transfer to an attendant due to a system parameter or PBX problem. The following conditions can cause an Attendant Incomplete statistic to be recorded. If an improper extension or hunt group has been entered the Hunt Group or Primary Attendant field in the System Parameter screen, the caller hears "No one is available to receive your call. Please try again later." (See Chapter 3, <i>Administrator's Activities</i> for more information.) If the PBX fails to provide AT&T Intuity Lodging with the tones (dial tone, progress tone, voice energy) AT&T Intuity Lodging expects, the caller will hear "This call is experiencing technical difficulties. Please try again later." (See Chapter 8, <i>Troubleshooting</i> , for more information.)
Logins	The number of times guests logged in to AT&T Intuity Lodging to retrieve messages.
Attendant Assistance	The number of times the attendant helped guests retrieve messages from AT&T Intuity Lodging, usually from a lobby phone or from outside the hotel.
Not Checked In	The number of calls transferred to a room where the guest was not checked in on AT&T Intuity Lodging (did not have a mailbox). The caller hears "No one is checked in to the room you dialed. Your call is being transferred to a hotel attendant."

At the end of the Phone Line Usage report a summary of all channels that were active during the data-collection period is provided; it is shown under the Totals for all channels title. (To move to the end of the Phone Line Usage report, press the **END** on the keypad.)

Phone Line Usage Report			
Totals for all channels			
	Call Answer	Voice Mail	Grand Totals
Calls	598	290	888
Abandoned	30	0	30
Holding Time (s)	50	109	69
Occupancy (%)	2	3	6
Messages Sent	568		568
Messages Read		578	578
Messages Deleted		578	578
Messages Restored		0	0
Attendant Cmplt	0	0	0
Attendant Busy	0	0	0
Attendant Incmplt	0	0	0
Logins		290	290
Attend Assist		0	0
Not Checked In	0		0

The Mailbox Usage Report

The following Mailbox Usage report provides a message profile for every guest checked in on AT&T Intuity Lodging. This report is a snapshot; it shows exact message data that exists at the day and time you generate the report.

Mailbox Usage Report				
Mailbox Usage Report				
Mailbox size: 360 seconds				
Fri Sep 1 16:05:02 1995				
Current Messages:				
Mailbox	Voice Msgs	Time(secs)	Text Msgs	Fax Msgs
3100	0	0	0	0
3101	0	0	0	0
3102	0	0	0	0
3103	0	0	0	0
3104	0	0	0	0
3105	0	0	0	0
3106	0	0	0	0
3107	0	0	0	0
3108	0	0	0	0
3109	0	0	0	0
3110	0	0	0	0
3111	0	0	0	0

The top of the Mailbox Usage report shows the size of the mailbox (in seconds) to which the mailbox limit has been set. (For more information on mailbox size, refer to Chapter 3, *Administrator's Activities*.) The title lines also shows the date and time the report was generated.

The Mailbox Usage report has three main sections: current messages, deleted messages, and old messages.

- *Current messages* are messages AT&T Intuity Lodging has taken. These messages are waiting to be retrieved by guests. For example, messages that the guest has not listened to (*unheard*) or those that have been saved by the guest or restored by an attendant (*heard*).
- *Deleted messages* are messages that guests have listened and removed from their mailboxes. Deleted messages are stored until midnight of the day they were deleted. However, if a message was deleted after 11 pm, it will be deleted from the system the next day.
- *Old messages* are leftover messages for a checked-out guest. For example, messages that the guest has not listened to (*unheard*) or those that have been saved by the guest or restored by an attendant (*heard*). Old messages are stored for at least 24 hours after the guest checks out.

Under each message type (current, deleted, and old), information is organized by individual mailbox extensions (Mailbox column). In the current message type section, all checked-in extensions are listed whether they have any current

messages or not. In the deleted message and old message sections, only those mailbox extensions that have deleted or old messages are listed.

The Mailbox Usage report compiles four statistics for each mailbox extension.

Voice Msgs	For the current message section Voice Msgs is the number of messages recorded from callers. These can be new messages (unheard) or saved or restored messages (heard). For the deleted message section, Voice Msgs is the number of messages deleted by guests. For the old message section, Voice Msgs is the number of leftover messages for checked-out guests.
Time (Secs)	The total amount of time used for the number of messages shown in the Voice Msgs column.
Text Msgs	The number of text messages for the guest. Note that this column only applies to the current message type section. AT&T Intuity Lodging does not keep track of deleted text messages nor is the text message tally stored as part of the old messages for checked-out guests.
Fax Msgs	The number of fax messages for the guest. Note that this column only applies to the current message type section. AT&T Intuity Lodging does not keep track of deleted fax messages nor is the fax message tally stored as part of the old messages for checked-out guests.

In the current messages section, ****WARNING**** appears next to the mailbox extension of guests who have exceeded two-thirds of the time allotted to them for message storage. ****OVER**** appears next to the mailbox extension of those who have exceeded the limit. The Guest Over Mailbox Limit report, summarizes all guests who have exceeded their mailbox limit; it is described later in this chapter. (For more information on mailbox size, refer to Chapter 3, *Administrator's Activities*.)

⇒ NOTE:

Callers who attempt to leave a message for a guest whose mailbox is over the limit hear "There is no room in the mailbox to leave a message." Guests who call to retrieve messages from a mailbox that is over the limit hear "Your mailbox is full. Please delete unneeded messages."

You can use the information in the Mailbox Usage report to verify a mailbox's status. For example, a guest says that his message waiting indicator (MWI) is on but there are no messages to retrieve. You can view this report to verify that the mailbox is empty. In another case, a guest may want to have a deleted message restored but the attendant says that the guest has no deleted messages. You can view the Mailbox Usage report to see if the guest has deleted any messages today.

Totals

At the end of the Mailbox Usage report, the total number of messages and the time that they consume for each message type (current, deleted, and old) is provided. (To move to the end of the Mailbox Usage report, press the **END** on the keypad.) In addition, a grand total of the number of all messages (current, deleted, and old) and time they consume is provided. This summarizes all the messages stored on the AT&T Intuity Lodging system.

The Guest Over Mailbox Limit Report

The following Guest Over Mailbox Limit report lists all of the mailbox extensions that have exceeded the mailbox size parameter. The default mailbox size is 6 minutes or 360 seconds. (For more information on mailbox size, refer to Chapter 3, *Administrator's Activities*.) This report is a snapshot; it shows guests over the mailbox limit at the day and time you generate the report.

Guests Over Mailbox Limit Report		
Guests Over Mailbox Limit Report Mailbox size: 360 seconds Wed Sep 6 12:54:27 1995		
Totals	0	0

The top of the Guest Over Mailbox report shows the size of the mailbox (in seconds) to which the mailbox limit is set. The title lines also show the date and time the report was generated.

The information in this report is organized by individual mailbox extensions (Mailbox column). Only those mailbox extensions that are over the mailbox limit are listed.

The Guests Over Mailbox Limit report compiles four statistics for each mailbox extension.

Voice Msgs	The number of current messages recorded from callers. These can be new messages (unheard) or saved or restored messages (heard).
Time (Secs)	The total amount of time used for the number of messages shown in the Voice Msgs column.
Text Msgs	The number of text messages for the guest.
Fax Msgs	The number of fax messages for the guest.

The Guest Over Mailbox Limit report totals the Voice Msgs and Time (Secs) categories at the of the report.

⇒ NOTE:

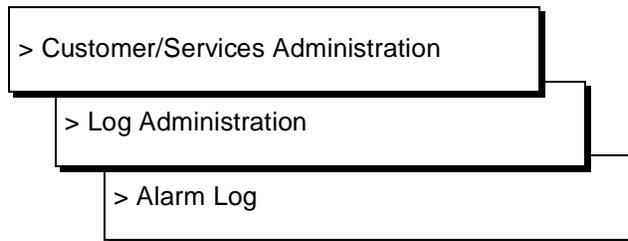
Callers who attempt to leave a message for a guest whose mailbox is over the limit hear "There is no room in the mailbox to leave a message." Guests who call to retrieve messages from a mailbox that is over the limit hear "Your mailbox is full. Please delete unneeded messages."

Make a point of contacting guests who are over their mailbox limit. Stress the importance of keeping their mailboxes free of unneeded messages so that new incoming messages can be recorded. If a large percentage of guests are over the mailbox limit, you may want to increase mailbox size. Refer to *Mailbox Size* section in Chapter 3, *Administrator's Activities*, for more information.

Alarm Log

The Alarm Log provides a record of alarms generated by the system. To display the Alarm Log:

1. Begin at the Intuity (TM) Administration screen and select the following sequence:



The system responds by displaying the following Alarm Log Display Selection screen

```
Alarm Log Display Selection
Alarm Log
The following options control which alarms will be displayed.
Alarm Type: A
Alarm Level:
Major? Y      Minor? Y      Warning? Y
Start Date: 09/05/95      Time: __:__      Application: G
Resource Type: _____      Location: __ __ __      Alarm Code: _____
```

2. Verify that the Alarm Type is A for active. If it is not, enter A so the system will display active alarms. Enter R to view resolved alarms.
3. Press **SAVE** (F3) to display the alarm log using the currently selected options.

⇒ NOTE:

It is not necessary to enter the data, time, or application unless you want to restrict the data that is displayed.

The system responds with the Alarm Log screen.

4. Entries in the log are displayed in chronological order, oldest first. To see the most recent entries press **END** on your keyboard.
5. Use the **PREVPAGE** (F2) or **NEXTPAGE** (F3) to page through the log.

Alarm Log								
App	Resource	Location	Alarm Code	Alm Lvl	Ack	Date/Time Alarmed	Date/Time Resolved	Resolve Reason
VP	VOICE_PORT	TR CH 4	1	MIN	N	09/05/95 13:36		
VP	VOICE_PORT	TR CH 11	1	MIN	N	09/05/95 22:16		
VP	VOICE_PORT	TR CH 1	1	MIN	N	09/06/95 04:57		
VP	VOICE_PORT	TR CH 0	1	MIN	N	09/06/95 04:57		

⇒ NOTE:

Only those alarms with a WRN (Warning) in the Alarm Level column will be the responsibility of the system administrator. Refer to *Intuity Platform Administration and Maintenance for Release 3.0* (585-310-557) for an explanation of other alarms.

If WRN logs exist, the following is displayed:

```
LG      SOFTWARE      11  WRN      N
```

PMS communication link is down, Alarm Code 11

```
LG      SOFTWARE      13  WRN      N
```

PMS communication interface is having problems, Alarm Code 15

6. Restart the PMS link.

To initiate a request to the PMS to restart the link, perform the following steps in order.

1. Begin at the Intuity (TM) Administration screen and select:



3. Press (CMD-MENU) (F7) to display the following Command Menu screen.



4. Select LDG/PMS Link Restart.

When the PMS restart request has been issued, you will see the following messages.

```
LDG/PMS Link Restart
```

```
The PMS wtr process has been successfully restarted.
```

```
The PMS rdr process has been successfully restarted.
```

5. Press (ENTER) to continue.
6. Press (CANCEL) (F6) to exit the Alarm Log screen.

If the alarm is still not resolved, contact your PMS vendor.

Database Audits

Audits are performed in the background and results will be displayed or printed when inconsistencies are found within the databases. If an audit is performed while the system is operational, the audit will only report inconsistencies found. If the audit is performed while the system is down, the system will attempt to fix any inconsistencies. These audits are provided as a means to monitor system operation.

Audit Mailbox Database

The Audit Mailbox Database displays on-screen any discrepancies between the speech database and mail database. This audit may be run during system operation, however if discrepancies are found the Audit and Fix Mailbox Database command will need to be performed to correct those discrepancies.

To audit the mailbox databases, perform the following steps in order.

1. Begin at the Intuity (TM) Administration screen and select:

```
> Lodging Administration
```

2. Press **(CMD-MENU)** (F7) to display the following Command Menu screen.

```
Command Menu
> Audit Mailbox Database
  Audit And Fix Mailbox Database
  LDG/PMS Database Synchronization
  LDG/PMS Link Restart
  PMS Communication Log
```

3. Select Audit Mailbox Database.

If discrepancies in the databases exist, they are displayed on the screen by this command. The following is an example of an audit with database discrepancies.

```
Beginning audit of the Lodging database
getting list of phrases in talkfile 99 - Please Wait
collecting data from the Lodging database - Please Wait
READING MAIL ...
READING PROMPT FILE ...
checking /usr/lgdb/prompt00 file
checking /usr/lgdb/prompt01 file
checking /usr/lgdb/prompt02 file
phrase number 62930 is in the speech DB, but NOT in the VM
DB
phrase number 63132 is in the speech DB, but NOT in the VM
DB
phrase number 63357 is in the speech DB, but NOT in the VM
DB
phrase number 64960 is in the speech DB, but NOT in the VM
DB
phrase number 64966 is in the speech DB, but NOT in the VM
DB
Audit of the Lodging database is complete
```

4. If discrepancies in the databases exist, you must run the Audit and Fix Mailbox Database command to correct the discrepancies.

Audit and Fix Mailbox Database

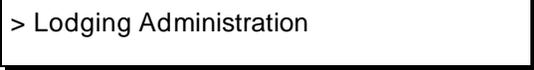
The Audit and Fix Mailbox Database fixes discrepancies between the speech database and mail database, eliminating unreferenced messages that may have occurred during normal operation and freeing disk space. The audit and fix command is automatically executed every time the messaging system is stopped and started.

⇒ NOTE:

This procedure requires you to stop the messaging system if discrepancies are found and therefore should only be performed at the time of day where the system experiences a low volume of usage.

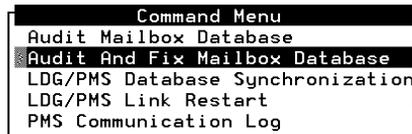
To audit and fix the AT&T Intuity Lodging databases, perform the following steps in order.

1. Begin at the Intuity (TM) Administration screen and select:



```
> Lodging Administration
```

2. Press **(CMD-MENU)** (F7) to display the following Command Menu screen.



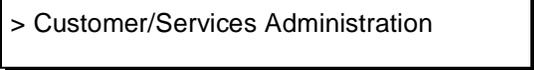
```
Command Menu
Audit Mailbox Database
Audit And Fix Mailbox Database
LDG/PMS Database Synchronization
LDG/PMS Link Restart
PMS Communication Log
```

3. Select Audit and Fix Mailbox Database.

If discrepancies in the databases exist, they are displayed on the screen by this command. To fix discrepancies you have to stop the messaging system and therefore you should only do this at the time of day when the volume of usage is low.

4. Press **(ENTER)**.
5. To stop and start the messaging system, perform the following steps in order.

Begin at the Intuity (TM) Administration screen and select the following sequence:



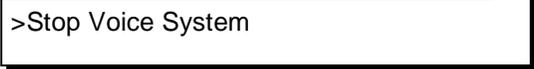
```
> Customer/Services Administration
```



```
> System Management
```



```
> System Control
```



```
> Stop Voice System
```

6. A message: Enter **y** to continue, **n** to quit appears. Enter **y**.
7. The message The Voice System is now stopping., appears.
8. Press **(SAVE)** (F3), to continue.

When the process is finished, you will see the following message: The Voice System has stopped

9. Press **ENTER** to continue.
10. From the System Control screen, select Start Voice System.

When the process is finished, you will see the following message: Startup of the Voice System is complete.

11. Press **ENTER** to continue.
12. Press **CANCEL** (F6) several times to return to the Intuity (TM) Administration screen.

System Monitor

The System Monitor is a dynamic (changing) report screen that shows the activity on the channels of the AT&T Intuity Lodging system. You can use the System Monitor to verify that channels are working properly and troubleshoot the system.

Use the following procedure to display the System Monitor.

1. Begin at the Intuity (TM) Administration screen and select the following sequence:

>Voice System Administration

> System Monitor

Format Used in the System Monitor

The following System Monitor is divided into 6 columns and is organized by channel. Channel numbers are shown in the Channel column, can range from 0 through 63, and are displayed in groups of 12. The remaining 5 columns contain dynamic (changing) information. Each column is described below.

System Monitor - Voice Channels					
Channel	Calls Today	Voice Service	Service Status	Caller Input	Dialed Digits
0	1		*0n Hook		
1	0		*0n Hook		
2	0		*0n Hook		
3	0		*0n Hook		
4	0		*0n Hook		
5	0		*0n Hook		
6	1		*0n Hook		
7	1		*0n Hook		
8	1		*0n Hook		
9	0		*0n Hook		
10	1		*0n Hook		
11	0		*0n Hook		

Calls Today

This field shows the number of calls made to the channel so far today. Calls are monitored for a 24-hour period beginning at midnight. At midnight the System Monitor is cleared and begins compiling this statistic anew.

Voice Service

When the channel is being used, its service assignment shows up in this column. For example, if a channel is assigned to the lodging service, lodging is displayed in this column when that channel answers a call.

Service Status

This field shows the current status of the channel. You might see any of the following in the Service Status field. An asterisk preceding the status indicates an inactive state; the channel is not processing any calls when it has this status.

AD	The channel's application has been dispatched.
*Broken	The channel is broken. Diagnostics did not pass on the board, and it may have to be replaced.
Coding	The channel is encoding a message.
Collect	The channel is collecting caller input in the form of touch tones.
*Diagnose	The channel is being diagnosed by AT&T Intuity Lodging software. No incoming calls are accepted.

Dialing	The channel is dialing digits. This usually means that the channel is currently originating or transferring a call or updating message-waiting lights.
DIP <0-34>	A data interface process (DIP) is processing a request from an application on the channel.
*Foos	The channel is in a facility-out-of-service state. The cable coming into the IVC6 board could be unplugged, or the PBX may not be configured correctly.
*Initing	The channel is being initialized at system start.
LG: lgmstr	The system channel is communicating a master process for lodging.
Offhook	The channel is off hook. It has answered an incoming call or is making an outgoing call.
*On Hook	The channel is in its normal state — that is, it is waiting for a call to come in.
*Manoos	The channel is in a manually out-of-service state. It has been taken off hook intentionally. Incoming calls to this channel receive a busy signal.
*Nonex	The channel is nonexistent. The channel existed previously but the board has been removed.
*Pending	This is a transitory state. Ownership of the channel is being transferred from TSM (for example, the channel is answering calls) to maintenance (for example, the channel is being diagnosed) or vice versa.
Talking	The channel is playing a message.
Transfer	The channel is transferring a call.
*Unknown	The channel is experiencing a breakdown in communication.

Caller Input

This field shows the last set of touch tones entered by the caller.

Dialed Digits

This field shows the last set of digits dialed by the channel during a transfer attempt.

Changing the System Monitor Refresh Rate

The AT&T Intuity Lodging system automatically updates the status information provided by the System Monitor report every 5 seconds. You can change this interval by doing the following.

1. Press **CHG-KEYS** (F8), then **CHG_RATE** (F1).

The following Change Refresh Rate screen appears.

```
Change Refresh Rate
Refresh Rate: 5 seconds
```

2. Enter the new rate. The rate can be any interval between 1 and 30 seconds.
3. Press **SAVE** (F3) to close the Change Refresh Rate screen and save the new rate to memory.

This chapter provides troubleshooting information to help you isolate and correct problems that may occur with the AT&T Intuity Lodging system. The following troubleshooting areas are covered.

- *Service Problem Escalation Path* describes the procedure for escalating problems you cannot remedy yourself.
- *Troubleshooting Strategy* lists several tasks you should perform before escalating the problem.
- *Intuity Lodging User Trouble Report* is a tool that allows attendants to record troubles when they are reported. They can then forward these reports to the administrator for resolution.
- *Call Handling Problems* identifies problems based on error messages that you hear on the phone.
- *System Problems* helps remedy problems that may occur, for example, when logging on to the AT&T Intuity Lodging.
- *Message-Waiting Indicator Problems* explains problems that may occur with the MWIs on guest, administrator, and attendant phones.
- *Property Management System (PMS) Problems* details difficulties that may occur in the integrated PMS environment, such as the PMS link going down.
- *Hardware Problems* covers problems with the AT&T Intuity Lodging computer and related connections.
- The *Procedures* section provides step-by-step instructions for troubleshooting remedies, such as rebooting the system.

Service Problem Escalation Path

When you purchased AT&T Intuity Lodging, your sales representative established a service path (procedures for getting help) for your site. A service path specifies who you contact when you cannot remedy AT&T Intuity Lodging problems and how you are billed for those services. If you are not familiar with your site's service path, contact your sales representative.

Troubleshooting Strategy

Problems with AT&T Intuity Lodging can be caused by something as minor as someone unplugging the monitor's power cord or as major as a damaged hard disk. The information in this chapter will help you fix the minor problems.

Below is a list of troubleshooting steps to identify the problem, and then fix it.

1. Gather information about the problem. Most AT&T Intuity Lodging problems are detected and reported by guests. Regardless of who encounters the problem, use the form on the next page to gather and record information.

*Remove the *Intuity Lodging User Trouble Report* from Appendix A, *Job Aids* and copy. Keep copies of them at the attendants' desks so that problems can be accurately recorded. An *Intuity Lodging User Trouble Report* is provided in this chapter for reference.*
2. Try to recreate the problem. Make test calls from guest phones, attendant phones, and the administrator's phone.
3. Either by process of elimination or by scanning this chapter, try to narrow the problem to one of the following: call handling, system initiation, MWI, PMS, or hardware.
4. Go to the sections in this chapter that correspond to the problems you have pinpointed. Under each heading, the trouble is shown in bold letters. One or more possible reasons and remedies are listed below the problem. If there is more than one reason/remedy, the most commonly encountered is listed first. Try all remedies before proceeding.
5. If you try all the remedies and nothing works, call someone for help. Because AT&T Intuity Lodging works with PMSs and other vendors' PBXs, make sure that the problem is with AT&T Intuity Lodging before following your service path.
6. Follow your service path. When you speak with service personnel, be sure to tell them what troubleshooting steps you have taken.

Intuity Lodging User Trouble Report

To report a problem with AT&T Intuity Lodging, please answer all of the following questions.

1. Date and time trouble was reported _____

2. Date and time trouble occurred _____

3. Extension at which trouble occurred _____

4. Describe the trouble.

5. What task was being performed when the trouble occurred (retrieving messages, leaving a voice mail message, etc.)?

6. What (if any) message was heard signaling the problem? Check one.

Phrase	Heard?	Page
"login incorrect"		8-4
"invalid extension"		8-4
"invalid password"		8-4
"transfer failed"		8-5
"no one is checked in to the room you dialed"		8-5
"no one is available to receive your call"		8-6
"this call is experiencing technical difficulties"		8-7
"due to technical difficulties, your call is being transferred"		8-8
"there is no room in the mailbox to leave a message"		8-9
"the speech database is full"		8-10
busy signal		8-10
"multiple logins"		8-11
"no default guest interface language"		8-11

Call Handling Problems

This section helps you troubleshoot problems in the phone interface. Many of the symptoms in this section are prompts spoken by AT&T Intuity Lodging signaling a problem.

The guest hears "login incorrect" and is unable to access his/her mailbox.

Possible Reason: The guest has entered the wrong extension and/or password.

Remedy: Ask for the guest's extension and mailbox password. Use the AT&T Intuity system terminal to verify that these are correct. Call the messaging retrieval number. Enter the guest's extension and password. If you hear "invalid extension" or "invalid password," refer to that symptom in this section.

Possible Reason: The guest is attempting to retrieve messages from a hotel lobby phone and the number of digits in the guest's extension exceeds the Maximum Extension Length system parameter.

Remedy: Determine the Maximum Extension Length by going to the System Parameter screen. (See Chapter 3, *Administrator's Activities*) Then, check the number of digits in the guest's extension. If the number of digits in the guest's extension exceeds the Maximum Extension Length, increase the extension length to accommodate the guest's extension. Note the implications of increasing this value.

"Invalid extension" or "invalid password" is heard when an attendant is attempting to connect a guest with his/her mailbox or when a guest is attempting to retrieve messages from a lobby phone.

Possible Reason: The extension and/or password entered using the phone interface is different from the extension and/or password used to check in the guest.

Remedy: Verify that guest is checked in using the correct extension.

Possible Reason: In the integrated PMS environment, the PMS link was down when the guest checked in. Therefore, the guest has not been assigned a mailbox.

Remedy: The guest will have a mailbox, when the PMS link is restored and automatic database synchronization is completed. To verify the PMS link's state, refer to the *Property Management System (PMS) Problems* section of this chapter.

Possible Reason: A pound sign (#) has been recorded as the guest's password. This allows access to the mailbox only from the guest's assigned room.

Remedy: If the guest does not wish to use this feature, ask him/her to choose a password and update the guest's mailbox accordingly. In the non-PMS environment, see Chapter 5, *Attendant Terminal-Based Activities*.

Possible Reason: The attendant is attempting to restore a deleted message for a checked-out guest.

Remedy: Deleted messages are purged from the AT&T Intuity Lodging system when a guest checks out and cannot be restored.

Caller hears "Transfer failed. Please try again later."

Possible Reason: The PBX failed to make a successful transfer. The attendant hunt group or attendant queue length may be misadministered.

Remedy: Refer to your vendor's PBX documentation.

Caller hears "No one is checked in to the room you dialed" and is unable to leave a message.

Possible Reason: The attendant/caller dialed the wrong extension.

Remedy: Use the AT&T Intuity Lodging terminal to verify that the guest the caller is trying to reach is checked in. Try the transfer again.

Possible Reason: In the non-PMS environment, the guest is not checked in.

Remedy: Check the guest in using the procedure in Chapter 5, *Attendant Terminal-Based Activities*.

Possible Reason: The wrong extension was used to check in the guest.

Remedy: Verify that guest has been checked in using the correct extension.

Possible Reason: In the integrated PMS environment, the PMS link was down when the guest checked in, and the guest has not been assigned a mailbox.

Remedy: The guest will have a mailbox when the PMS link is restored and automatic database synchronization is completed. To verify the state of the PMS link, refer to the *Property Management System (PMS) Problems* section of this chapter.

Remedy: Determine the Maximum Extension Length by going to the System Parameter screen. (See Chapter 3, *Administrator's Activities*.) Check the number of digits in the guest's extension. If the number of digits in the guest's extension exceeds the Maximum Extension Length, increase the extension length value to accommodate the guest's extension. Note the implications of increasing this value.

Caller or guest hears "No one is available to receive your call," after pressing 0 to transfer to an attendant.

Possible Reason: No attendant extension is specified.

Remedy: Specify the primary attendant extension or attendant hunt group number on the System Parameter screen. See Chapter 3, *Administrator's Activities*, for more information.

Possible Reason: All of the attendant extensions are busy and the queue is full.

Remedy: The caller or guest can try to reach the attendant later. If this problem is reported often, you may consider adding more attendant extensions. Refer to Chapter 3, *Administrator's Activities*.

The caller is never transferred to the mailbox or is transferred to an attendant when no one answers the phone in a guest's room.

Possible Reason: The call coverage path for the extension has been incorrectly administered in the PBX.

Remedy: Refer to the switch document in your AT&T Intuity Lodging documentation set and to your PBX vendor's documentation for instructions on administering call coverage paths.

A guest dials the message retrieval number. It rings, but AT&T Intuity Lodging never answers.

- Possible Reason: The message retrieval number was configured incorrectly.
- Remedy: Confirm the message retrieval number.
- Possible Reason: The analog line is not properly connected to the channel.
- Remedy: Perform the *Verifying Channels* procedure in this chapter. Identify and record which card and which channel do not pass the diagnostics or are shown as *foos in the Voice Equipment screen. Look at the back of the AT&T Intuity Lodging computer. Verify that each analog line is securely connected to any adapters and to the voice ports. When you insert an analog line, it will click when properly in place.
- Possible Reason: No services are assigned to the channels.
- Remedy: Verify that all channels have services assigned using section, *Verifying Channels*, in this chapter.

"This call is experiencing technical difficulties."

- Possible Reason: The PMS link is down.
- Remedy: Verify system status, restart PMS link.
- Possible Reason: No default has been set for the guest interface language.
- Possible Reason: Set a default guest language using the System Parameter screen.
- Remedy: Verify that the phone to channel mapping is correct.
- Possible Reason: The system is heavily loaded.
- Remedy: Try the call again later. If this problem persists, you may need to evaluate the number of channels needed at your establishment. Talk to your sales representative.
- Possible Reason: At large hotels, database synchronization is in progress.
- Remedy: When automatic database synchronization is completed, all service will return to normal. To verify the progress of the database synchronization, refer to section, *Property Management System (PMS) Problems*, of this chapter.

Possible Reason: The AT&T Intuity Lodging administrator has sent a message to a mailing list of guests. One or more of those guests has a full mailbox and the administrator receives the following return message. "Undelivered message to extension xxxx." The actual message sent to the guest can then be played. When the administrator attempts to delete the returned message, the "technical difficulties" phase is heard.

Remedy: Message is automatically deleted by an AT&T Intuity Lodging process.

"Due to technical difficulties, your call is being transferred."

Possible Reason: In the integrated PMS environment, the PMS link is down, and the System Parameter screen defines that all coverage calls are to be handled by the attendant, when the PMS link is down.

Remedy: When the PMS link is back up, callers will no longer hear this message. To verify the state of the PMS link, refer to section, *Property Management System (PMS) Problems*, this chapter. For more information on System Parameters, refer to Chapter 3, *Administrator's Activities*.

Messages are truncated.

Possible Reason: There was excessive background noise when caller was leaving the message.

Remedy: The caller needs to speak up or eliminate background noise. If the problem persists, escalate using your service path.

Possible Reason: The caller pressed a touch tone while recording the message. This terminated the recording.

Remedy: Inform the caller or guest of this feature.

Possible Reason: When recording the message, the caller's voice simulated a touch tone. This terminated the recording.

Remedy: Inform the caller or guest that this is a rare occurrence.

Possible Reason: The incoming trunk lines are noisy.

Remedy: Call your local phone company and ask them to check your lines.

Guest hears "Message terminated by transfer to the operator."

Possible Reason: The caller pressed a touch tone while recording the message, which transferred them to the operator.

Remedy: Callers did not complete their entire message before pressing any touch tones.

System prompts for room extension when a guest is retrieving messages from his/her own room.

Possible Reason: No one is checked into that room.

Remedy: Verify that the correct room extension was entered at check in.

Possible Reason: The number of digits in the guest's extension exceeds the Maximum Extension Length system parameter.

Remedy: Determine the Maximum Extension Length by going to the System Parameter screen. (Refer to Chapter 3, *Administrator's Activities*.) Check the number of digits in the guest's extension. If the number of digits in the guest's extension exceeds the Maximum Extension Length, increase the extension length value to accommodate the guest's extension. Note the implications of increasing this value.

Caller hears "There is no room in the mailbox to leave a message."

Possible Reason: The guest's mailbox is full of messages.

Remedy: Inform the guest that they must delete unneeded messages. For more information on mailbox size, refer to Chapter 3, *Administrator's Activities*. You may also want to examine the Guest Over Mailbox Limit report. (See Chapter 7, *Alarms, Logs and Audits*.)

Caller hears "The speech database is full."

Possible Reason: The AT&T Intuity Lodging system is extremely low on disk space.

Remedy: Perform the *Stopping and Starting the Messaging System* procedure in this chapter. This will rid the speech database of unreferenced messages, if any.

Purge all old mailboxes, then broadcast a message asking guests to delete any unneeded messages. Both of these tasks are detailed in Chapter 3, *Administrator's Activities*. You may also want to examine the Guests Over Mailbox Limit and Mailbox Usage reports. (See Chapter 7, *Alarms, Logs and Audits*.) If this happens often, you may want to consider purchasing more speech capacity. Talk to your sales representative.

When the message retrieval number is dialed, a busy signal is heard.

Possible Reason: The *Diagnosing Equipment* procedure is in progress.

Remedy: Retry the call later.

Possible Reason: All channels are currently in use and the queue is full.

Remedy: Retry the call later. If this happens often, you may want to consider adding more channels for AT&T Intuity Lodging. Talk to your sales representative.

Possible Reason: Channels are not in service.

Remedy: Verify that all channels are in the Inserv state. See the *Verifying Channels* in this chapter. If the problem persists, try to narrow the problem to a specific channel and card, then follow your service path.

Possible Reason: Phone-to-channel mapping is incorrect.

Remedy: Verify that the correct extensions are mapped to their corresponding channels.

Possible Reason: The AT&T Intuity Lodging computer is not on.

Remedy: Perform the *Visual Inspection* detailed in this chapter.

Guest hears "multiple logins."

Possible Reason: After retrieving messages, the guest does not do a full hang up, then immediately tries to call the system again.

Remedy: Try calling again later. If the problem persists, stop and start the messaging system. See section, *Stopping and Starting the Messaging System*, of this chapter.

Possible Reason: Two people are trying to access the mailbox at the same time, probably, the guest and the attendant.

Remedy: Try the call again later.

AT&T Intuity Lodging is taking a long time to answer.

Possible Reason: All channels are busy.

Remedy: If this problem occurs often, talk to your sales representative about evaluating the number of channels needed at your establishment.

Possible Reason: In the integrated PMS environment, PMS automatic database synchronization is in process. This can slow AT&T Intuity Lodging's response time.

Remedy: When the synchronization is complete, response time will return to normal.

Attendants are experiencing delays when transferring calls.

Possible Reason: Your lodging establishment has extensions with different numbers of digits.

Remedy: The attendants should press after the last digit of the extension to be transferred to has been dialed.

Caller or guest hears the reorder tone (holler tone).

Possible Reason: Channel is not administered properly in the PBX.

Remedy: Refer to the switch document in your AT&T Intuity Lodging documentation set and your to PBX documentation for channel administration instructions.

"No default guest interface languages has been specified".

Possible Reason: The Intuity Lodging System Parameter screen does not have a valid default guest interface language.

Remedy: Enter a valid language name in the System Parameter Default Language field.

System Problems

This section details problems that may occur when you start up the AT&T Intuity Lodging system.

Forgotten terminal-based passwords.

Remedy: Follow your service path, for the sa login. For the attend password, use the sa login and change the attend password.

Cannot login.

Possible Reason: The user is typing with capital letters.

Remedy: Check the **Caps Lock** key. UNIX is a case-sensitive operating system, so SA means something different from sa. Your logins and passwords were created using all lower-case letters. Make sure that you enter them using all lower-case letters.

System will not boot.

Possible Reason: There is a diskette in the floppy drive that does not have bootable data.

Remedy: Remove the diskette, and press **Ctrl** **ALT** **DEL** to reboot.

Possible Reason: There is a hardware problem.

Remedy: Refer to the *Hardware Problems* section of this chapter.

The screen shows UNIX system or console parity errors during boot up.

Possible Reason: A condition such as a power outage caused an ungraceful shutdown of the system. An ungraceful shutdown is when the proper shutdown procedure has not been followed and the computer loses power.

Remedy: Record the errors printed on your screen then follow your service path.

The screen shows "system error in checking guest".

Possible Reason: System error.

Remedy: Stop and Start the messaging system. (See *Stopping and Starting the Messaging System* section of this chapter.)

Message-Waiting Indicator Problems

This section covers some of the problems related to message-waiting indicators (MWIs). MWI problems may also be discussed in other parts of this chapter.

For systems integrated with AT&T switches, MWI signals have three components: PMS, AT&T Intuity Lodging, and leave word calling (LWC). (LWC is turning the MWI on from the attendant console). Any one of these components can turn the MWI on. However, only the component that turns the MWI on can turn it off. For example, if a guest complains that his or her MWI is on but there are no messages, the attendant cannot turn off the MWI from the console, unless the MWI was turned on by the console. If the MWI was turned on by the PMS, then the PMS must send the command to turn it off.

When a MWI trouble is encountered, attempt to determine which component controls the MWI. AT&T Intuity Lodging provides a system parameter that allows you to specify either PMS or AT&T Intuity Lodging as the controller of the MWI. (Refer to Chapter 3, *Administrator's Activities*.) Since the attendant console is independent of these two, ask the attendant if the MWI was activated from the console.

Once you have determined which system controls the MWI, try the appropriate remedies.

NOTE:

It is best to discourage attendants from activating the MWI from the console except for cases when guests have text or FAX messages held at the desk.

Guest has messages but MWI is not on.

Possible Reason: In the integrated PMS environment, the PMS link is down, and System Parameter screen specifies that the MWI is controlled by the PMS.

Remedy: When the PMS link is back up, MWIs are automatically updated to correct downtime inconsistencies. To verify the state of the PMS link, refer to section, *Property Management System (PMS) Problems*, this chapter. For more information on system parameters, refer to Chapter 3, *Administrator's Activities*.

Possible Reason: The PBX link is down and the System Parameter screen specifies that the MWI is controlled by the AT&T Intuity Lodging.

Remedy: Refer to the switch document in your AT&T Intuity Lodging documentation set.

Possible Reason: The PBX administration of the MWI is incorrect.

- Remedy: Refer to the switch document in your AT&T Intuity Lodging documentation set and to your vendor's PBX documentation to verify that the MWI for that extension is enabled and is the appropriate type (LED or neon).
- Possible Reason: The phone line is not properly connected to the guest's phone set, or the MWI bulb is burned out.
- Remedy: Check the phone set connection. When you insert the phone line into the phone set, it will click when properly in place. Test the bulb manually by sending a message-waiting call via the attendant console. If the bulb does not light, replace the bulb or the phone set.

The administrator's MWIs is out of sync (on when they are supposed to be off and vice versa).

- Possible Reason: The MWI was controlled by Lodging.
- Remedy: Check control of the MWI. Refer to Chapter 3, *Administrator's Activities*.

You receive many complaints that MWIs are out of sync (on when they are supposed to be off and vice versa).

- Possible Reason: In the integrated PMS environment, the PMS link is down.
- Remedy: When the PMS link is back up, MWIs are updated automatically to correct downtime inconsistencies. To verify the state of the PMS link, refer to section, *Property Management System (PMS) Problems*, of this chapter.
- Possible Reason: The PMS automatic database synchronization is in process. This can slow MWI updates.
- Remedy: When the synchronization is complete, all MWI should be updated to the correct state.
- Possible Reason: In the integrated PMS environment, the PMS is not communicating to the switch.
- Remedy: Refer to your PMS vendor's manual for possible remedies.
- Possible Reason: The PBX link is down and AT&T Intuity Lodging controls of the MWIs.
- Remedy: Refer to the switch document in your AT&T Intuity Lodging documentation set. For more information on MWI control, refer to Chapter 3, *Administrator's Activities*.
- Possible Reason: In the non-PMS environment and in the integrated PMS environment, the MWI queue is malfunctioning.

- Remedy: Perform the *Stopping and Starting the Messaging System* procedure in this chapter.
- Possible Reason: Control of the MWI was changed on the System Parameter screen.
- Remedy: Change the control back to its original setting. Refer to Chapter 3, *Administrator's Activities*.

Property Management System (PMS) Problems

The link between the PMS and the AT&T Intuity Lodging system is extremely important. Each system (PMS and AT&T Intuity Lodging) keeps its own database of information. The link allows the PMS and AT&T Intuity Lodging to talk and update each other's databases. For example, PMS automatically tells AT&T Intuity Lodging when it checks guests in so that AT&T Intuity Lodging can add those guests to its database and give them mailboxes. AT&T Intuity Lodging automatically tells PMS when guests receive messages so that PMS can update those guests' message tallies.

NOTE:

PMS software that interacts with the AT&T Intuity Lodging system is developed and marketed by vendors other than AT&T. AT&T does not certify, troubleshoot, or warrant the operation of any PMS system or any PMS to AT&T Intuity Lodging application integration.

Occasionally this link may go "down," that is, stop functioning. Both systems are still up and running, but they are not communicating. This is usually not serious and usually the PMS link fixes itself without human intervention. However, it may cause some temporary service problems.

It may not always be obvious that the PMS link is down. Your PMS *may* print an error message on the PMS terminal screen and/or new guests might complain that callers have been unable to leave messages for them. Problems that result are probably covered in the *Call Handling Problems* section of this chapter. If the trouble could be related to the integrated PMS environment, *Call Handling Problems* refers you back to this section.

Below are two troubleshooting paths based on PMS link problems. If the PMS link is down, one of the following alarms will be generated.

LG SOFTWARE 11 WRN N

PMS communication link is down, Alarm Code 11

LG SOFTWARE 13 WRN N

PMS communication interface is having problems, Alarm Code 15

After the PMS link has come back up, the databases have been automatically resynchronized.

If the AT&T Intuity Lodging/PMS Link Is Down

If the PMS link is down, perform the following steps in order.

1. Check the physical connection between the AT&T Intuity Lodging computer and the PMS computer. Make sure that the cable is secure at both ends.
2. Wait 15 minutes for the PMS link to come back up. An Alarm Code 11 indicates that PMS link is down.
3. Check the PMS Link Idle Timeout on both systems. For AT&T Intuity Lodging, refer to Chapter 3, *Administrator's Activities*.
4. Read section, *While the Link Is Down*, in this chapter.
5. If the PMS does not revive itself, determine which system (AT&T Intuity Lodging or PMS) is malfunctioning. Examine the alarm log for alarm codes 11 to 16 and an application code of "LG".
6. Refer to your PMS vendor's documentation for troubleshooting paths.
7. It is recommended that you follow your PMS vendor's service path before following your service path.

If the AT&T Intuity Lodging Link Is Up

If the PMS link is up and you are experiencing problems with the messaging system, determine which system (AT&T Intuity Lodging or PMS) is malfunctioning.

You may also want to consult your PMS vendor's manual for troubleshooting paths.

If it is the time of day where the system experiences a low volume of usage, perform the *Restarting the PMS Link* procedures in this chapter.

It is recommended that you follow your PMS vendor's service path before following your service path.

While the Link Is Down

When the link goes down, you should keep in mind several items.

Because the PMS is still up and running, you can perform administrative tasks at this terminal. All phone-based tasks also are operable. Guests who were checked in before the link went down can retrieve messages normally. However, new guests that check in while the link is down do not have mailboxes. Also, if a guest checks out and a new guest checks into that room, the new guest can access the previous guest's messages.

You have a choice of which system answers coverage calls when the PMS link is down: AT&T Intuity Lodging can continue to take messages, or all coverage calls can be transferred to the attendant. (See Chapter 3, *Administrator's Activities*.)

If AT&T Intuity Lodging handles coverage calls while the link is down, guests can check out and AT&T Intuity Lodging continues to take messages for them. In addition, if the PMS controls the MWI, it may not be turned on for new messages taken while the link is down. MWI control is an AT&T Intuity Lodging administrator option. (See Chapter 3, *Administrator's Activities*.)

If the attendant handles coverage calls while the link is down, attendants have to take text messages from callers when guests are not in their rooms or are busy. Attendants should continue to add these text messages to guests' tallies on the PMS system.

Hardware Problems

This section provides information on how to troubleshoot problems with AT&T Intuity Lodging hardware and related connections. If you suspect that a problem is hardware related, you should always do a visual inspection first.

Visual Inspection

A visual inspection involves looking for external signs of trouble in and around the AT&T Intuity Lodging hardware.

1. Make sure that the computer and monitor are getting power by checking the power cord connection at the unit and at the outlet. Check the status of the power lights located on the front of the computer case and on the front of the monitor. They should be lit.

If the outlet is controlled by a wall switch or if the outlet is controlled by a dimmer switch, use a different outlet. If your computer is plugged into a power strip with an on/off switch, make sure the switch is on.

2. Verify that the power switch on the computer is in the *on* position. The Console Login: prompt will appear if the system has booted properly.
3. The floppy disk drive and hard disk drive lights are on or flashing while the disks are accessed. When there is no disk activity, the lights are off.
4. Make sure that all connectors and cables are firmly attached to the unit and to their destination.

AT&T Intuity Lodging monitor is blank.

Possible Reason: Monitor is not on.

Remedy: Make sure that the monitor is getting power by checking the power cord connection in the back of the monitor and at the outlet. Turn the monitor on. Verify that the monitor's indicator light (usually found at the base of the screen) is illuminated.

Possible Reason: Brightness control is turned down.

Remedy: Most monitors have two dials that control brightness. One controls the brightness of the characters on the screen. The other controls the brightness of the background. Rotate these dials to see if anything appears on the screen.

Possible Reason: The video display card, monitor, or power supply are not functioning properly.

Remedy: Follow your service path.

Power outage.

Possible Reason: Loss of power can cause an ungraceful shutdown of the system. Proceed cautiously after a power outage. The MAP 100 platform will not need to reboot, due to its battery power.

Remedy: Turn off the computer and the monitor. Unless you have a surge protector, disconnect the computer and the monitor from the power supply. When the local power is back on, plug the computer and monitor in and turn them on. If the system boots to the Console Login: prompt, call the system and try to leave a message and retrieve a message. If the system does not boot, follow your service path.

Console presents I/O or Panic errors.

Possible Reason: There is a hardware problem.

Remedy: Perform the *Rebooting the System* procedure in this chapter. If the messages persist, write them down, then follow your service path.

Your terminal displays a hard disk controller error message.

Possible Reason: The hard disk has crashed. The read/write heads may be damaged or some dirt on the disk has caused it to malfunction.

Remedy: Follow your service path.

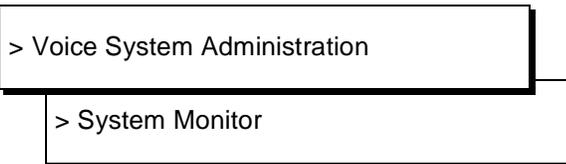
Procedures

This section provides several step-by-step procedures for troubleshooting. Do not perform these procedures unless instructed to do so by this document. See your *Software Installation* book.

Verifying Channels

To verify the state of the IVC6 cards and channels, perform the following steps in order.

1. Begin at the Intuity (TM) Administration screen and select the following:



2. Look at the Service Status field for all channels. If it reads Inserv for all channels, go to step 3.

If it reads Foos for any channel, the line is not properly connected to the IVC6 card. Check the connection of the line at both ends, then perform the *Diagnosing Equipment (IVC6 Cards and Channels)* procedure detailed in this chapter.

If it reads Manoos, perform the *Diagnosing Equipment (IVC6 Cards and Channels)* procedure detailed in this chapter.
3. When all of the channels read Inserv, press **CANCEL** (F6) to exit the System Monitor screen.
4. Verify that all channels have *DNIS_SVC assigned.
5. Verify that all channels read On-Hook.
6. Call each channel number using the table you filled in above.
7. Looking at the System Monitor screen, verify that the call comes through on the proper channel. *On Hook should change to Talking.

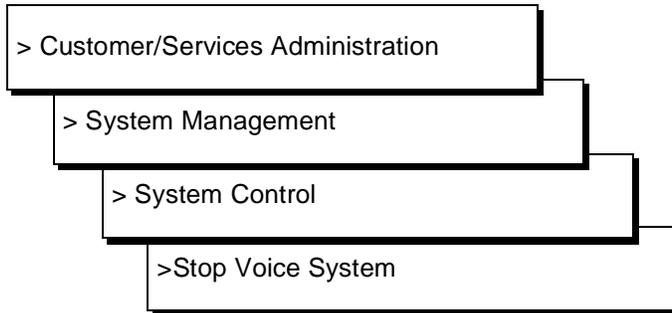
You will hear "This call is experiencing technical difficulties."

Stopping and Starting the Messaging System

Only stop and start the messaging system if it is the time of day where the system experiences a low volume of usage.

To stop and start the messaging system, perform the following steps in order.

1. Begin at the Intuity (TM) Administration screen and select the following:



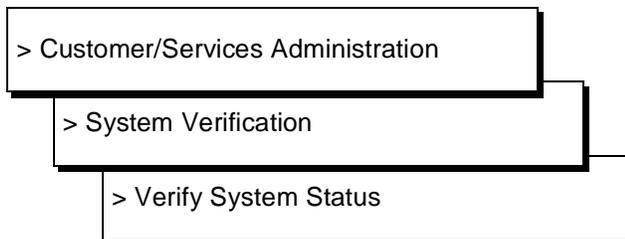
2. A message: Enter y to continue, n to quit.
3. A message: The Voice System is now stopping.
4. Press **(SAVE)** (F3), to continue.
When the process is finished, you will see the following message:

```
The Voice System has stopped
```
5. Press **(ENTER)** to continue.
6. From the System Control screen, select Start Voice System.
When the process is finished, you will see the following message:

```
Startup of the Voice System is complete
```
7. Press **(ENTER)** to continue.

If you are unsure of the messaging system status, do the following.

1. Begin at the Intuity (TM) Administration screen and select the following:



A screen appears. If the following message is displayed in the screen, the messaging system has been started.

```
The voice system is up and running at run level 4.
```

If the following message is displayed on the screen, the messaging system has been stopped.

```
The voice system is down and stopped at run level 2.
```

The System Monitor

The system monitor is a dynamic (changing) report screen that shows the activity on the AT&T Intuity Lodging channels. To view the system monitor, do the following.

1. Begin at the Intuity (TM) Administration screen and select the following:



System Monitor - Voice Channels					
Channel	Calls Today	Voice Service	Service Status	Caller Input	Dialed Digits
0	1		*0n Hook		
1	0		*0n Hook		
2	0		*0n Hook		
3	0		*0n Hook		
4	0		*0n Hook		
5	0		*0n Hook		
6	1		*0n Hook		
7	1		*0n Hook		
8	1		*0n Hook		
9	0		*0n Hook		
10	1		*0n Hook		
11	0		*0n Hook		

The report screen above appears on your screen. It displays new information as calls are made. For more information on the system monitor, refer to Chapter 7, *Alarms, Logs and Audits*.

Restarting the PMS Link

Only do a PMS restart if it is the time of day where the system experiences a low volume of usage.

To initiate a request to the PMS to restart the link, perform the following steps in order.

1. Begin at the Intuity (TM) Administration screen and select:



3. Press **(CMD-MENU)** (F7) to display the Command Menu screen.

Command Menu
Audit Mailbox Database
Audit And Fix Mailbox Database
LDG/PMS Database Synchronization
>LDG/PMS Link Restart
PMS Communication Log

4. Select LDG/PMS Link Restart.

When the PMS restart request has been issued, you will see the following messages.

```
LDG/PMS Link Restart
The PMS wtr process has been successfully restarted.
The PMS rdr process has been successfully restarted.
```

5. Press (ENTER) to continue.
6. Restarting the PMS link will clear most of the active PMS alarms.

PMS Database Synchronization

To initiate a request to the PMS to synchronize the AT&T Intuity Lodging and PMS databases, perform the following steps in order.

1. Begin at the Intuity (TM) Administration screen and select:

> Lodging Administration

3. Press (CMD-MENU) (F7) to display the following Command Menu screen

System Monitor		
Channel	Calls Today	Voice Service Status
0	1	*0n Hook
1	0	*0n Hook
2	0	*0n Hook

⇒ NOTE:

This procedure must be performed when the PMS link is up, otherwise restart the PMS link prior to performing this procedure.

4. Select LDG/PMS Database Synchronization.

If database synchronization is initiated, the systems begin updating each others' database. The AT&T Intuity Lodging terminal beeps each time an inconsistency is found.

If the PMS link is down, a message asks you to try database synchronization again later.

5. Press (ENTER) to continue.

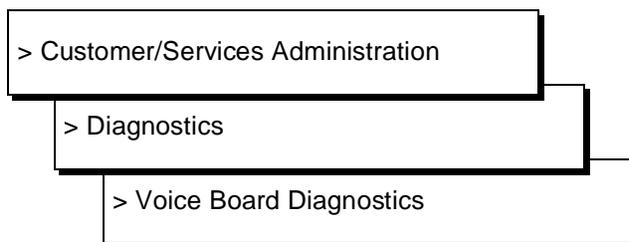
6. Performing these steps does not clear active alarms.

Diagnosing Equipment (IVC6 Cards and Channels)

This procedure diagnoses the IVC6 cards and channels. To diagnose other hardware components, refer to section, *Hardware Problems*, of this chapter.

To diagnose IVC6 cards and channels, perform the following steps in order.

1. Begin at the Intuity (TM) Administration screen and select the following:



2. Press **CHG-KEYS** (F8).
3. Press **DIAGNOSE** (F4).
A Diagnose Equipment screen appears.
4. Enter **card** as the equipment to diagnose.
5. Enter **all** as the equipment number.
6. Enter **n** to diagnose equipment when it is free of calls.

⇒ NOTE:

Diagnosing IVC6 cards immediately will disconnect all calls in progress. You should not enter **y** unless the call traffic is extremely low. If you enter **n**, the IVC6 cards will be diagnosed when they are free of calls. Diagnosing equipment only when cards are free may take longer, but no calls will be disconnected.

7. Press **SAVE** (F3).
8. Type **y** to confirm your choice of diagnosing IVC6 cards immediately, regardless of calls in progress.

The diagnostic process may take several minutes.

The results are printed in a text screen for viewing. This procedure diagnoses one card at a time. Each card has four channels.

If the diagnosis shows a lack of a dial tone on more than one channel (**No Dial Tone Found**) on a card or if the card analysis reads **Failed**, follow your service path. Otherwise, the IVC6 cards are probably not the source of your problem and you should continue troubleshooting.

Using the Alarm Log

The alarm log is a report that compiles all alarm messages generated by the AT&T Intuity Lodging system. To view an alarm log, perform the following steps in order.

1. Begin at the Intuity (TM) Administration screen and select the following:

> Customer/Services Administration

>Log Administration

> Alarm Log

2. The system responds by displaying the following Alarm Log Display Selection screen

Alarm Log Display Selection

Alarm Log

The following options control which alarms will be displayed.

Alarm Type: A

Alarm Level:
Major? Y Minor? Y Warning? Y

Start Date: 09/05/95 Time: __:__ Application: G

Resource Type: _____ Location: __ __ __ Alarm Code: _____

3. Verify that the Alarm Type is A for active. If it is not, enter A so the system will display active alarms. To display resolved alarms, enter R.
4. Press **SAVE** (F3) to display the alarm log using the currently selected options.

⇒ NOTE:

It is not necessary to enter the data, time, or application unless you want to restrict the data that is displayed.

5. The system responds with the Alarm Log screen.

Alarm Log								
App	Resource	Location	Alarm Code	Alm Lvl	Ack	Date/Time Alarmed	Date/Time Resolved	Resolve Reason
VP	VOICE_PORT	TR CH 4	1	MIN	N	09/05/95 13:36		
VP	VOICE_PORT	TR CH 11	1	MIN	N	09/05/95 22:16		
VP	VOICE_PORT	TR CH 1	1	MIN	N	09/06/95 04:57		
VP	VOICE_PORT	TR CH 0	1	MIN	N	09/06/95 04:57		

⇒ NOTE:

Only those alarms with a WRN (Warning) in the Alarm Level column will be the responsibility of the system administrator, see *Restarting the PMS Link* section of this chapter. Refer to *Intuity Platform Administration and Maintenance for Release 3.0 (585-310-557)* for an explanation of other existing alarms.

6. Entries in the log are displayed in chronological order, oldest first. To see the most recent entries press **(END)** on your keyboard.
7. Use the **(PREVPAGE)** (F2) or **(NEXTPAGE)** (F3) to page through the log.
8. Press **(CANCEL)** (F6) to exit the Alarm Log screen.

Job Aids



This appendix contains four job aids designed to make Intuity Lodging easier to use and to ask for feedback on how the system is working.

- The *Guest Questionnaire* is guest feedback tool that asks questions about Intuity Lodging features and service. You may want to keep a stack of these at the cashier's desk so that guests can complete one before checking out.
- The *Attendant Quick Reference Card* is a summary of commonly used attendant phone-based procedures such as helping guests retrieve messages.
- The *Administrator Quick Reference Card* is a summary of commonly used administrator phone-based tasks such as creating a mailing list.
- The *Intuity Lodging Trouble Report* is a worksheet for attendants to record problems when they are reported and pass on to the administrator for resolution. Keep a stack at the attendant's desk.

How to Use These Job Aids

To use a job aid, remove it from this binder, copy it, and distribute. The *Attendant Phone-Based Quick Reference Card* and the *Administrator Phone-Based Quick Reference Card* are meant to be copied back to back. Return the master to the binder when you are finished using it so that it is available for future use.

Guest Questionnaire

We are very much interested in your comments and suggestions about our voice mail system. Please take a few minutes to answer the following questions.

Circle the language your voice mail prompts were spoken in. *Prompts* are the spoken words that welcome you and tell you what to do.

**American English Latin Spanish Japanese Greek Mandarin
British English Canadian French**

Were the voice mail prompts spoken clearly?	Yes	No
Were the voice mail prompts easy to understand and follow?	Yes	No
Was the wording of the prompts incorrect, out of date, or too informal? If yes, please identify particular phrases in the comments area of this questionnaire.	Yes	No
Was it easy to listen to your messages?	Yes	No
Did you use the quick reference card provided in your room?	Yes	No
Did you call the attendant for voice mail assistance?	Yes	No
Did anyone have difficulty in leaving messages for you?	Yes	No

Please rate the voice mail system in the following categories.

Does Not Apply = NA

1. Ease of use	difficult							easy	
		1	2	3	4	5	6	7	NA
2. Understandability	difficult							easy	
		1	2	3	4	5	6	7	NA
3. Convenience	inconvenient							convenient	
		1	2	3	4	5	6	7	NA
4. Recording quality	poor							excellent	
		1	2	3	4	5	6	7	NA
5. Overall	poor							excellent	
		1	2	3	4	5	6	7	NA

Please write any additional comments on the back of this page.

ATTENDANT QUICK REFERENCE CARD

Use this card for Intuity®™ Lodging phone-based tasks.

Helping Guests Retrieve Messages from their Rooms

Tell the guest to do the following.

1. Dial the message retrieval number

Listen to the notification of messages.
Messages are played one at a time.

2. After each message, the guest has several options.
 - Press **2** to replay the message.
 - Press **3** to delete message and go to the next message.
 - Press **4** to save the message and go to the next message (if save is available for guests).
 - Press **0** to transfer to the attendant.

If a guest is trying to retrieve messages from another guest's room, refer to section, *Helping a Guest Retrieve Messages from Outside Hotel*, below.

Helping a Caller Leave a Message

1. Ask the extension of the guest the message is for.
2. Transfer the caller to that extension.

Helping a Guest Retrieve Messages from Hotel Lobby

Tell the guest to do the following.

1. Dial the message retrieval number

Listen to the message retrieval greeting.

2. Enter your room extension.
3. Enter your password.
Listen to the notification of messages.
Messages are played one at a time.
4. After each message, the guest has several options.
 - Press **2** to replay the message.
 - Press **3** to delete message and go to the next message.
 - Press **4** to save the message and go to the next message (if save is available to guests).
 - Press **0** to transfer to the attendant.

Restoring a Deleted Message

1. Ask for the guest's room extension and password.
2. Start function.
3. Dial the message retrieval number

4. When you hear the message retrieval greeting, enter **[0]**, then the guest's room extension.
5. Enter the guest's password.
6. If you hear "Last deleted message has been restored. Ready for message retrieval," release the call.

The guest is connected to the system at the message retrieval prompt: "Press 1 to listen."

If you hear "This guest has no deleted messages," wait until Intuity Lodging disconnects, then hang up, transfer back to guest, and explain that there are no messages to restore.

Helping a Guest Retrieve Messages from Outside the Hotel

1. Ask for guest's room extension and password.

If this is a recently checked-out guest, ask for their previous extension and password.

2. Start function.
3. Dial the message retrieval number

4. When you hear the message retrieval greeting, enter the guest's room extension.

For a checked-out guest, precede the extension number with **[*]**.

5. Enter the guest's password.

Listen for the confirmation message: "Ready for message retrieval."

6. Release the call.

The guest is connected to the system at the message retrieval prompt: "Press 1 to listen."

The guest then has the same message options as in step #2 of *Helping Guests Retrieve Messages from their Rooms*.

ADMINISTRATOR QUICK REFERENCE CARD

Use this card for Intuity®™ Lodging phone-based tasks.

Accessing the Administrator Activity Menu

1. Dial the message retrieval number _____
2. Enter your administrator's password.

Retrieving Messages

1. Press **[2]** to retrieve messages.
2. Press **[0]** to listen to messages.

Press **[*][3]** to delete the message.

Press **[#]** to skip the current message and go to the next message. This message is saved until you perform some other operation on it.

Recording Messages

1. Press **[1]** to create a message.
2. Record the message at the tone.
3. Press **[1]** to stop recording.
4. Press **[*][#]** to approve the message.

Press **[2][3]** to review the message.

Press **[2][1]** to rerecord the message.

Press **[*][3]** to delete the message.

5. Address the message.

Addressing a Message

- You can address a message to extensions, mailing lists, or both.
- To address to an extension, enter **extension [#]**
- To address to a mailing list, enter **[*][5] list ID [#]**
- You can string extensions and list IDs together in any order. When finished addressing, press **[*][#]**
- To broadcast a message, press **[*][6]** then **[9]** to confirm.

Creating a Mailing List

1. Press **[5]** to access the mailing list administration menu.
2. Press **[1]** to create a mailing list.
3. Enter a new list ID number (up to 6 digits) followed by **[#]**
4. To include an extension, enter **extension [#]**

To include another mailing list in this list, enter **[*][5] list ID [#]**

You can string extensions and list IDs together in any order.

5. Press **[*][#]** to complete the list.

Reviewing/Modifying an Existing Mailing List

1. Press **5** to access the mailing list administration menu.
2. Press **3** to change an existing mailing list.
3. Enter **list ID** **#**
4. The system states the first list member.
 - Press **#** to go to the next member.
 - Press *** 3** to delete this member.
 - Press **1** to add a new member.

To add an extension, enter **extension** **#**

To add a mailing list, enter *** 5 list ID** **#**

You can string extensions and list IDs together in any order.

When you finish entering new members, press *** #**

- Press *** 1** to review the list from the beginning.
- Press *** #** when you finish reviewing/modifying the list.

Changing the Call-Answer Prompts

1. Press **9** to administer prompts.
2. Press **2** to administer call-answer prompts.
3. Press **1** to administer the call-answer greeting.
 - Press **2** to administer the call-answer good-bye.
4. Press **1** to record the call-answer prompt.
5. Record the prompt.
6. Press **1** to stop recording.
7. Press *** #** to approve the message.
8. Press **9** to select the custom call-answer prompt.

Press **6** to select the system call-answer prompt.

Changing the Message Retrieval Prompts

1. Press **9** to administer prompts.
2. Press **1** to administer message retrieval prompts.
3. Press **1** to administer the message retrieval greeting.
4. Press **2** to administer the message retrieval good-bye.
5. Enter the 2-digit language code. You are only prompted for the language code when 2 or more languages are installed.

Press *** 1** for a language code menu.

6. Press **9** to confirm a language selection.
7. Press **1** to record the message retrieval prompt.
8. Record the message retrieval prompt.
9. Press **1** to stop recording.
10. Press *** #** to approve the message.
11. Press **9** to select the custom message retrieval prompt.

Press **6** to select the system message retrieval prompt.

INTUITY™ Lodging User Trouble Report

To report a problem with Intuity Lodging, please answer all of the following questions.

1. Date and time trouble was reported _____

2. Date and time trouble occurred _____

3. Extension at which trouble occurred _____

4. Describe the trouble.

5. What task was being performed when the trouble occurred (retrieving messages, leaving a voice mail message, etc.)?

6. What (if any) message was heard signaling the problem? Check one.

Phrase	Heard?	Page
"login incorrect"		8-4
"invalid extension"		8-4
"invalid password"		8-4
"transfer failed"		8-5
"no one is checked in to the room you dialed"		8-5
"no one is available to receive your call"		8-6
"this call is experiencing technical difficulties"		8-7
"due to technical difficulties, your call is being transferred"		8-8
"there is no room in the mailbox to leave a message"		8-9
"the speech database is full"		8-9
busy signal		8-9
"multiple logins"		8-10
"no default guest interface language"		8-11

Abbreviations

A

AC

alternating current

ACD

automatic call distribution

ADAP

administration and data acquisition package

ADU

asynchronous data unit

ALT

assembly load and test

AMIS

Audio Messaging Interchange Specification

API

application programming interface

AUDIX

Audio Information Exchange

AWG

American wire gauge

B

BIOS

basic input/output system

bit

binary digit

bps

bits per second

BRI

basic rate interface

BSC

binary synchronous communications

BTU

British thermal unit

C

CAS

call accounting system

CCA

call classification analysis

CDH

call data handler process

CELP

code excited linear prediction

CICS

customer information control system

CMS

call management system

CO

central office

COIN

central office implemented network

COM1

serial communications port 1

COM2

serial communications port 2

COR

class of restriction

COS

class of service

CPU

central processing unit

CSI

called subscriber information

CTS

clear to send

D

DAC

dial access code

DBP

database processor

Abbreviations

DC
direct current

DCE
data communications equipment

DCIU
data communications interface unit

DCP
digital communications protocol

DCS
distributed communications system

DID
direct inward dialing

DIP
data interface process

DMA
direct memory access

DNIS
dialed number identification service

DSP
digital signal processor

DSR
data set ready

DSU
data service unit

DTE
data terminal equipment

DTMF
dual tone multifrequency

DTR
data terminal ready

E

EIA
Electronic Industries Association

ESD
electrostatic discharge

ESS
electronic switching system

F

F key
function key

FIFO
first-in first-out

FOOS
facility out of service

G

GBCS
Global Business Communications Systems

GOS
grade of service

H

Hz
hertz

I

I/O
input/output

IDI
isolating data interface

IMAPI
Intuity messaging application programming interface

INADS
initialization and administration system

IRQ
interrupt request

ISDN
integrated services digital network

IVC6
integrated voice CELP card (6 channels)

IVR
integrated voice response

K

Kbps

kilobits per second

Kbyte

kilobyte (1024 bytes)

kHz

kilohertz

L

LAN

local area network

LCD

liquid crystal display

LED

light-emitting diode

LIFO

last-in first-out

LWC

leave word calling

M

Manoos

manually out of service

Mbyte

megabyte (one million bytes)

MHz

megahertz

modem

modulator/demodulator

MPDM

modular processor data module

ms

millisecond

MT

maintenance (Intuity software component)

MTBF

mean time between failures

MWI

message-waiting indicator

MWL

message-waiting lamp

N

NW

Intuity AUDIX Digital Networking

O

OA&M

operations, administration, and maintenance

OS

operating system

OSI

open systems interconnection

P

PBX

private branch exchange

PC

power converter or personal computer

PDM

processor data module

PEC

price element code

PIB

processor interface board

PMS

property management system

POST

power-on self test

Abbreviations

R

RAM
random-access memory

REN
ringer equivalence number

ROM
read-only memory

RTS
request to send

RTU
right to use

S

SCA
switch communications adapter

SCSI
small computer systems interface

SID
switch integration device

SIMM
single in-line memory module

SMSI
simplified message service interface

SW
switch integration (Intuity software component)

T

TCP/IP
Transmission Control Protocol/Internet Program

TDD
telecommunications device for the deaf

TDM
time division multiplex

T/R
tip/ring

TRIP
tip/ring input process

TSC
AT&T's Technical Services Center

U

UCD
uniform call distribution

UPS
uninterruptible power supply

V

VM
Intuity AUDIX Voice Messaging

VP
voice platform (Intuity software component)

VRDP
voice response output process

Glossary

5ESS Switch

An AT&T central office switch that can be integrated with the AT&T Intuity system.

A

accessed message

A message that was received and scanned (either the entire message or just the header).

ACD

See *automatic call distribution*.

activity menu

The list of options spoken to subscribers when they first access a messaging system. Selecting an activity is the starting point for all user operations.

ADAP

See *administration and data acquisition package*.

address

Intuity AUDIX subscriber identification, containing the subscriber's extension and machine, that indicates where the system needs to deliver a message. An address may include several subscribers or mailing lists. Name or number addressing can be selected with the *A command.

adjunct

A separate system closely integrated with a switch, such as an AT&T Intuity system or a call management system (CMS).

administration

The process of setting up a system (such as a switch or a messaging system) to function as desired. Options and defaults are normally set up (translated) by the system administrator or service personnel.

administration and data acquisition package (ADAP)

A software package that allows the system administrator to transfer system subscriber, maintenance, or traffic data from an Intuity AUDIX system to a personal computer (PC).

ADU

See *asynchronous data unit*.

alarm log

A list of alarms that represent all of the active or resolved problems on an AT&T Intuity system. The alarm log is stored in a software file on disk and can be accessed either locally or remotely on a terminal connected to the system.

alarms

Hardware, software, or environmental problems that may affect system operation. Alarms are classified as major, minor, or warning.

alphanumeric

Alphabetic, numeric, or punctuation symbols.

ALT

See *assemble load and test*.

AMIS

See *Audio Messaging Interchange Specification*.

AMIS Prefix

A number added to the destination number to indicate that the destination number is an AMIS analog networking number.

ampere (amp)

The unit of measurement of electric current. One volt of potential across one ohm causes a current flow of one amp.

analog networking

A method of transferring a message from one messaging system to another whereby the message is played back (voiced) during the transmission from one system to another.

analog signal

A communications path that, in teleprocessing usage, usually refers to a voice-grade telephone line.

announcement fragment

A numbered piece of spoken information that makes up a system message or prompt.

antistatic

A material that is treated to prevent the build-up of static electricity.

API

See *application programming interface*.

application programming interface

A set of formalized software calls and routines that can be referenced by an application program to access underlying network services.

assemble load and test

The factory process that preloads software, installs hardware, and tests the system prior to shipping.

asynchronous communication

A method of data transmission in which bits or characters are sent at irregular intervals and bits or characters are spaced by start and stop bits and not by time. See also *synchronous communication*.

asynchronous data unit (ADU)

An electronic communications device that can extend data transmission over asynchronous lines more than 50 feet in length. Recommended ADUs include Z3A1 or Z3A4.

asynchronous transmission

A form of serial communications where each transmitted character is bracketed with a start bit and one or two stop bits. The AT&T Intuity system provides asynchronous RS-232 capabilities for Intuity AUDIX Digital Networking, if required.

attendant console

A special purpose phone with numerous lines and features located at the front desk. The front desk attendant uses the phone to answer and transfer calls.

Audio Messaging Interchange Specification (AMIS)

An analog networking protocol that allows subscribers to exchange messages with any messaging system that also has AMIS Analog Networking capabilities. Messages can be exchanged with subscribers on AT&T Intuity systems as well as with users on remote messaging systems made by vendors other than AT&T.

Audio Information Exchange (AUDIX)

A complete messaging system accessed and operated by touch-tone telephones and integrated with a switch.

audit

A software program that resolves filesystem incompatibilities and updates restored filesystems to a workable level of service. Audits are done automatically on a periodic basis, or can be performed on demand.

AUDIX

See *Audio Information Exchange*.

autodelete

An Intuity AUDIX feature that allows subscribers to indicate that faxes are automatically deleted from their mailbox after being printed.

automated attendant

A feature that allows a user of an Intuity system to set up a main extension number with a menu of options that routes callers to an appropriate department at the touch of a button.

automatic call distribution (ACD)

The System 85, Generic 2, or Generic 3 call-distribution group of analog ports that connects Intuity subscribers and users to the system. See also *call-distribution group*.

automatic message scan

An Intuity AUDIX feature that allows subscribers to scan all message headers and messages at the touch of two buttons. With Intuity FAX Messaging, this feature allows all new faxes to be bundled and transmitted over a single fax call delivery call. Also called *autoscan*.

autoprint

An Intuity AUDIX feature that allows subscribers to indicate that faxes are automatically sent to a specified print destination.

autoscan

See *automatic message scan*.

AWG

See *American wire gauge*.

American wire gauge

A standard measuring gauge for non-ferrous conductors.

B

background testing

Testing that runs continuously when the system is not busy doing other tasks.

backup

A duplicate copy of files and directories saved on a removable media such as floppy diskette or tape. The backup filesystem may be copied back (restored) if the active version is damaged (corrupted) or lost.

basic input/output system (BIOS)

A system that contains the buffers for sending information from a program to the actual hardware device the information should go to.

baud

A unit of measurement that describes the speed of transferred information.

baud rate

Transmission signaling speed.

basic call transfer

A switch hook-flash method used to send the Intuity AUDIX transfer command over analog voice ports.

basic rate access

See *basic rate interface*.

basic rate interface (BRI)

International standard protocol for connecting a station terminal to an integrated systems digital network (ISDN) switch. ISDN BRI supports two 64 Kbps information bearer channels (B1 and B2), and one 16 Kbps call status and control (D) channel (a 2B + D format). Also called *basic rate access*.

binary digit (bit)

Two-number notation that uses the digits 0 and 1. Low-order bits are on the right (for example, 0001=1, 0010=2, and so forth). Four bits make a nybble; eight bits make a byte.

binary synchronous communications (BSC)

A character-oriented synchronous link protocol.

BIOS

See *basic input/output system*.

bit

See *binary digit*.

body

The part of subscriber voice mail that contains the actual spoken message. For a leave word calling (LWC) message, it is a standard system announcement.

boot

The operation to start a computer system by loading programs from disk to main memory (part of system initialization). Booting is typically accomplished by physically turning on or restarting the system. Also called *reboot*.

boot filesystem

The filesystem from which the system loads its initial programs.

bps (bits per second)

The number of binary units of information (1s or 0s) that can be transmitted per second. Mbps refers to a million bits per second; Kbps refers to a thousand bits per second.

BRI

See *basic rate interface*.

broadcast messaging

An Intuity AUDIX feature that enables the system administrator and other designated users to send a message to all subscribers automatically.

BSC

See *binary synchronous communications*.

buffer

Memory used to compensate for time differences in transmission by temporarily storing data.

bulletin board

An Intuity AUDIX feature that allows a message to be played to callers who dial the extension. Callers cannot leave a message since it is a listen-only service. Also called *information service*.

bundling

Combining several calls and handling them as a single call. See also *automatic message scan*.

bus

An electrical connection/cable allowing two or more wires, lines, or peripherals to be connected together.

busy-out/release

To remove an Intuity device from service (make it appear busy or in use), and later restore it to service (release it). The Intuity switch data link, voice ports, or networking ports may be busied out if they appear faulty or if maintenance tests are run.

byte

A unit of storage in the computer. On many systems, a byte is eight bits (binary digits), the equivalent of one character of text.

C

call accounting system (CAS)

A software device that monitors and records information about a calling system.

call-answer

An Intuity AUDIX or AT&T Intuity Lodging feature that allows the system to answer a call and record a message when the subscriber is unavailable. Callers may be redirected to the system through the call coverage or call forwarding switch features. Intuity AUDIX subscribers may record a personal greeting for these callers.

call-answer language choice

The capability of subscriber mailboxes to accept messages in different languages. For the Intuity AUDIX application, this capability exists when the multilingual feature is turned on.

callback number

In AMIS analog networking, the telephone number transmitted to the recipient machine to be used in returning messages that cannot be delivered.

call coverage

A switch feature that defines a preselected path for calls to follow if the first (or second) coverage points are not answered. The Intuity system may be placed at the end of a coverage path to handle redirected calls through call coverage, send all calls, go to cover, etc.

call delivery

See *message delivery*.

call-distribution group

The set of analog port cards on the switch that connects subscribers and users to the Intuity system by distributing new calls to idle ports. This group (or split) is called automatic call distribution (ACD) on System 85, Generic 2, and Generic 3 and uniform call distribution (UCD) on System 75, Generic 1, and Generic 3. See also *automatic call distribution* and *uniform call distribution*.

call management system (CMS)

An inbound call distribution and management reporting package.

called tone (CED tone)

The distinctive tone generated by a fax endpoint when it answers a call (constant 2100 Hz tone).

called subscriber information (CSI)

The identifier for the answering fax endpoint. This identifier is sent in the T.30 protocol and is generally the telephone number of the fax endpoint.

calling tone (CNG tone)

The distinctive tone generated by a fax endpoint when placing a call (constant 1100 Hz tone on for one-half second, off for three seconds).

call vectoring

A System 85 R2V4, Generic 2, and Generic 3 feature that uses a vector (switch program), allowing a switch administrator to customize the behavior of calls sent to an automatic call distribution (ACD) group.

card cage

An area within the Intuity hardware platform that contains and secures all of the standard and optional circuit cards used in the system.

cartridge tape drive

A high-capacity data storage/retrieval device that can be used to transfer large amounts of information onto high-density magnetic cartridge tape based on a predetermined format. This tape is to be removed from the system and stored as a backup.

CAS

See *call accounting system*.

CED tone

See *called tone*.

CELP

See *code excited linear prediction*.

central office (CO)

An office or location in which large telecommunication machines such as telephone switches and network access facilities are maintained. In a CO, private customer lines are terminated and connected to the public network through common carriers.

central processing unit (CPU)

The component of the computer that manipulates data and processes instructions coming from software.

channel

A telecommunications transmission path for voice and/or data.

channel capacity

A measure of the maximum bit rate through a channel.

CICS

See *customer information control system*.

class of service (COS)

The standard set of Intuity AUDIX features given to subscribers when they are first administered (set up with a voice mailbox).

clear to send (CTS)

Located on Pin 5 of the 25-conductor RS-232 interface, CTS is used in the transfer of data between the computer and a serial device.

client

A computer that sends, receives and uses data, but that also shares a larger resource whose function is to do most data storage and processing. For Intuity Message Manager, the subscriber's PC running Message Manager is the client. See also *server*.

CMS

See *call management system*.

CNG tone

See *calling tone*.

CO

See *central office*.

COS

See *class of service*.

code excited linear prediction

An analog-to-digital voice coding scheme.

collocated

An Intuity system installed in the same physical location as the host switch. See also *local installation*.

collocated adjunct

Two or more adjuncts that are serving the same switch (i.e., each has voice port connections to the switch) or that are serving different switches but can be networked through a direct RS-232 connection due to their proximity.

comcode

AT&T's numbering system for telecommunications equipment. Each comcode is a nine digit number that represents a specific piece of hardware, software, or documentation.

command

An instruction or request given by the user to the software to perform a particular function. An entire command consists of the command name and options. Also, one- or two-key touch tones that control a mailbox activity or function.

compound message

A message that combines both a message and a fax message into one unit, which is then handled by Intuity AUDIX as a single message.

configuration

The particular combination of hardware and software components selected for a system, including external connections, internal options, and peripheral equipment.

controller circuit card

A circuit card used on a computer system that controls its basic functionality and makes the system operational. These cards are used to control magnetic peripherals, video monitors, and basic system communications.

COS

See *class of service*.

coverage path

The sequence of alternate destinations to which a call is automatically sent when the call is not answered by a subscriber. This sequence is set up on the switch, normally with the AT&T Intuity system as the last or only destination.

CPU

See *central processing unit*.

cross connect

Distribution system equipment used to terminate and administer communication circuits.

cross connection

The connection of one wire to another, usually by anchoring each wire to a connecting block and then placing a third wire between them so that an electrical connection is made.

CSI

See *called subscriber information*.

CTS

See *clear to send*.

D

DAC

See *dial access code*.

database

A structured set of files, records, or tables. Also, a collection of filesystems and files in disk memory that store the voice and nonvoice (program data) necessary for AT&T Intuity system operation.

data communications equipment (DCE)

Standard type of data interface normally used to connect to data terminal equipment (DTE) devices. DCE devices include the data service unit (DSU), the isolating data interface (IDI), and the modular processor data module (MPDM).

data communications interface unit (DCIU)

A switch device that allows nonvoice (data) communication between an AT&T Intuity system and an AT&T switch. The DCIU is a high-speed synchronous data link that communicates with the

common control switch processor over a direct memory access (DMA) channel that reads data directly from FP memory.

data link

A term used to describe the communications link used for data transmission from a source to a destination. For example, a phone line for data transmission.

data service unit (DSU)

A device used to access digital data channels. DATAPHONE II 2500 DSUs are synchronous data communications equipment (DCE) devices used for extended-local AT&T Intuity system connections. The 2600 or 2700 series may also be used; these are more expensive DSU options and support diagnostic testing and the DATAPHONE II Service network system.

data set

AT&T term for a modem. A data set usually includes the telephone. See also *modem*.

data terminal equipment (DTE)

Standard type of data interface normally used for the endpoints in a connection. Normally the AT&T Intuity system, most terminals, and the switch data link are DTE devices.

data terminal ready (DTR)

A control signal sent from the data terminal equipment (DTE) to the data communications equipment (DCE) that indicates the DTE is on and ready to communicate.

DBP

See *data base processor*.

DCE

See *data communications equipment*.

DCIU

See *data communications interface unit*.

DCP

See *digital communications protocol*.

DCS

See *distributed communications system*.

debug

See *troubleshoot*.

dedicated line

A communications path that does not go through a switch. A dedicated (hard-wired) path may be formed with directly connected cables. MPDMs, DSUs, or other devices may also be used to extend the distance that signals can travel directly through the building wiring.

default

A value that is automatically supplied by the system if no other value is specified.

default print number

The subscriber-administered extension to which autoprinted faxes are redirected upon their receipt into the subscriber's mailbox. This default print destination is also provided as a print option when the subscriber is manually retrieving and printing faxes from the mailbox.

delivered message

A message that has been successfully transmitted to a recipient's incoming mailbox.

demand testing

Testing performed on request (usually by service personnel).

diagnostic testing

A program run for testing and determining faults in the system.

dial-ahead/dial-through

The act of interrupting or preceding Intuity AUDIX system announcements by typing (buffering) touch-tone commands in the order the system would normally prompt for them.

dialed number identification service (*DNIS_SVC)

An available channel service assignment on the AT&T Intuity system. Assigning this service to a channel permits the AT&T Intuity system to interpret information from the switch and operate the appropriate application for the incoming telephone call.

DID

See *direct inward dialing*.

digital

Discrete data or signals such as 0 and 1, as opposed to analog continuous signals.

digital communications protocol (DCP)

A 64 Kbps digital data transmission code with a 160 Kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.

digital networking

A method of transferring messages between messaging systems in a digital format. See also *Intuity AUDIX Digital Networking*.

digital signal processor

A specialized digital microprocessor that performs calculations on digitized signals that were originally analog and then sends the results on.

DIP

See *data interface process*.

DIP switch

See *dual in-line package switch*.

direct inward dialing

The ability for a caller outside a company to call an internal extension without having to pass through an operator or attendant.

direct memory access (DMA)

A quick method of moving data from a storage device directly to RAM, which speeds processing.

directory

An Intuity AUDIX feature allowing you to hear a subscriber's name and extension after typing **N at the activity menu. Also, a group of related files accessed by a common name in software.

display terminal

A data terminal with a screen and keyboard used for displaying AT&T Intuity screens and performing maintenance or administration activities.

distributed communications system (DCS)

A network of two or more switches that uses logical and physical data links to provide full or partial feature transparency. Voice links are made using tie trunks.

distribution list

See *mailing list*.

DMA

See *direct memory access*.

DNIS

See *dialed number identification service*.

DSP

See *digital signal processor*.

DSU

See *data service unit*.

DTE

See *data terminal equipment*.

DTMF

See *dual tone multifrequency*.

dual in-line package (DIP) switch

A very small switch, usually attached to a printed circuit card, in which there are only two settings: on or off (or 0 or 1). DIP switches are used to configure the card in a semipermanent way.

dual language greetings

The capability of Intuity AUDIX subscribers to create personal greetings in two different languages — one in a primary language and one in a secondary language. This capability exists when the multilingual feature is turned on and the prompts for subscriber mailboxes can be in either of the two languages.

dual tone multifrequency

A way of signaling consisting of a pushbutton or touch tone dial that sends out a sound which consists of two discrete tones picked up and interpreted by telephone switches.

E

electrostatic discharge (ESD)

Discharge of a static charge on a surface or body through a conductive path to ground. An ESD can be damaging to integrated circuits.

enabled/disabled

The state of a hardware device that indicates whether the AT&T Intuity system can use it. Devices must be equipped before they can be enabled (made active). See also *equipped/unequipped*.

endpoint

See *fax endpoint*.

enhanced call transfer

An Intuity AUDIX feature that allows compatible switches to transmit messages digitally over the BX.25 (data) link. This feature is used for quick call transfers and requires a fully integrated digital switch. Callers can only transfer to other extensions in the switch dial plan.

enhanced serial data interface

A software- and hardware-controlled method used to store data on magnetic peripherals.

equipped/unequipped

The state of a networking channel that indicates whether AT&T Intuity software has recognized it. Devices must be equipped before they can be enabled (made active). See also *enabled/disabled*.

error message

A message on the screen indicating that something is wrong and possibly suggesting how to correct it.

errors

Problems detected by the system during operation and recorded in the maintenance log. Errors can produce an alarm if they exceed a threshold.

escape from reply

The ability to quickly return to getting messages for a subscriber who gets stuck trying to respond to a message. To escape, the subscriber simply presses #.

escape to attendant

An Intuity AUDIX feature that allows a subscriber with the call answer feature to have a personal attendant or operator administered to potentially pick up an unanswered call. A system-wide extension could also be used to send callers to a live agent.

ESD

See *electrostatic discharge*.

events

Informational messages about the system's activities. For example, an event is logged when the system is rebooted. Events may or may not be related to errors and alarms.

F

facility out-of-service

The current channel is not receiving a dial tone and is not functioning.

fax endpoint

Any device capable of receiving fax calls. Fax endpoints include fax machines, individual PC fax modems, fax ports on LAN fax servers, and ports on fax-enabled messaging systems.

field

An area on a screen, menu, or report where information can be typed or displayed.

FIFO

See *first-in/first-out*.

file

A collection of data treated as a basic unit of storage.

filename

Alphanumeric characters used to identify a particular file.

file redundancy

See *mirroring*.

file system

A collection of related files (programs or data) stored on disk that are required to initialize an AT&T Intuity system.

first-in/first-out

The first call (or data) to be received is the first call (or data) to be processed.

F key

See *function key*.

FOOS

See *facility out-of-service*.

format

To set up a disk, floppy diskette, or tape with a predetermined arrangement of characters so that the system can interpret meaningful information.

function

Individual steps or procedures within a mailbox activity.

function key (F key)

A key on a computer keyboard that performs a defined function when pressed. The user interface for the AT&T Intuity system defines keys F1 through F8.

G

Generic 1, 2, or 3

AT&T switch system software releases. Generic 1, Generic 3i, and Generic 3s correspond to the new generation of System 75-based software. Generic 2 and Generic 3r correspond to the new release of System 85-based software.

generic tape

A copy of the standard software and stand-alone tape utilities that is shipped with a new AT&T Intuity system.

GOS

See *grade of service*.

grade of service (GOS)

A parameter that describes the delays in accessing a port on the AT&T Intuity system. For example, if the GOS is P05, 95% of the callers would hear the system answer and 5% would hear ringing until a port became available to answer the call.

guaranteed fax

A feature of AT&T Intuity FAX Messaging that temporarily stores faxes sent to a fax machine. In cases where the fax machine is busy or does not answer a call, the call is sent to an Intuity AUDIX mailbox.

guest password

A feature that allows users who are not Intuity AUDIX subscribers to leave messages on the system by dialing a subscriber's extension and entering a system-wide guest password.

H

hard disk drive

A high-capacity data storage/retrieval device that is located inside a computer platform. A hard disk drive stores data on non-removable high-density magnetic media based on a predetermined format for retrieval by the system at a later date.

hardware

The physical components of a computer system. The central processing unit, disks, tape and floppy drives are all hardware.

header

Information that the system creates to identify a message. A message header includes the originator or recipient, type of message, creation time, and delivery time.

help

A command run by pressing (HELP) or (CTRL) (?) on an AT&T Intuity display terminal to show the options available at your current screen position. In the Intuity AUDIX system, press (*) (H) on the telephone keypad to get a list of options. See also *on-line help*.

hertz (Hz)

A measurement of frequency in cycles per second. A hertz is one cycle per second.

host switch

The switch directly connected to the AT&T Intuity system over the data link. Also, the physical link connecting an AT&T Intuity system to a distributed communications system (DCS) network.

hunt group

A group of analog ports on a switch usually administered to search for available ports in a circular pattern.

Hz

See *hertz*.

I

I/O

Input/output.

IDI

See *isolating data interface*.

IMAPI

See *Intuity messaging application programming interface*.

INADS

See *initialization and administration system*.

information service

See *bulletin board*.

initialization

The process of bringing a system to a predetermined operational state. The start-up procedure tests hardware; loads the boot filesystem programs; locates, mounts, and opens other required filesystems; and starts normal service.

initialization and administration system (INADS)

A computer-aided maintenance system used by remote technicians to track alarms.

initialize

To start up the system for the first time.

input

A signal fed into a circuit or channel.

integrated services digital network (ISDN)

A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

integrated voice processing CELP (IVC6) card

A computer circuit card that supports both fax processing and voice processing capabilities. It provides two analog ports to support six analog channels. All telephone calls to and from the AT&T Intuity system are processed through the IVC6 card.

integrated voice response

An application module that allows customers to write their own alternate applications, also known as a script builder.

interface

The device or software that forms the boundary between two devices or parts of a system, allowing them to work together. See also *subscriber interface*.

interrupt request (IRQ)

A device that signals the data bus and the CPU that it needs attention.

Intuity AUDIX Digital Networking

An AT&T Intuity feature that allows customers to link together up to 500 remote AT&T Intuity machines for a total of up to 500,000 remote subscribers. See also *digital networking*.

Intuity Message Manager

A Windows-based software product that allows Intuity AUDIX subscribers to receive, store, and send their voice/FAX messages from a PC.

Intuity messaging application programming interface (IMAPI)

A software function-call interface that allows Intuity AUDIX to interact with AT&T Intuity Message Manager.

I/O address

input/output address.

IRQ

See *interrupt request*.

ISDN

See *integrated services digital network*.

isolating data interface (IDI)

A synchronous, full duplex data device used for cable connections between an AT&T Intuity GPSC-AT/E card and the switch data communications interface unit (DCIU).

IVC6

See *integrated voice processing CELP (IVC6) card*.

IVR

See *integrated voice response*.

J

jumper

Pairs or sets of small prongs on circuit cards and mother boards that allow the user to instruct the computer to select one of its available operation options. When two pins are covered, an electrical circuit is completed.

K

Kbps

kilobits per second; one thousand bits per second.

Kbyte

kilobyte per second; 1024 thousand bytes per second.

L

label

The name assigned to a disk device (either a removable tape cartridge or permanent drive) through software. Cartridge labels may have a generic name (such as 3:3) to show the software release or a descriptive name if for backup copies (such as back01). Disk drive labels usually indicate the disk position (such as disk00 or disk02).

LAN

See *local area network*.

last-in/first-out

The last call (or data) to be received is the first call (or data) to be processed.

LCD

See *liquid crystal display*.

leave word calling (LWC)

A switch feature that allows the calling party to leave a standard (nonvoice) message for the called party using a feature button or dial access code.

LED

See *light emitting diode*.

LIFO

See *last-in/first-out*.

light emitting diode (LED)

A light indicator on the hardware platform that shows the status of operations.

liquid crystal display (LCD)

The 10-character alphanumeric display that shows status of the system, including alarms.

load

To read software from external storage (such as disk) and place a copy in system memory.

local area network (LAN)

A network of PCs that communicate with each other and that normally share the resources of one or more servers. Operation of AT&T Intuity Message Manager requires that the Intuity AUDIX system and the subscribers' PCs are on a LAN.

local AUDIX machine

The AT&T Intuity system where a subscriber's Intuity AUDIX mailbox is located. All subscribers on this home machine are called *local subscribers*.

local installation

A switch, adjunct, or peripheral equipment installed physically near the host switch or system. See also *collocated*.

local network

An Intuity AUDIX Digital Network in which all AT&T Intuity systems are connected to the same switch.

login

A unique code used to gain approved access to the AT&T Intuity system. See also *password*.

login announcement

A feature enabling the system administrator and other designated users to create a mail message that is automatically played to all Intuity AUDIX subscribers every time they login to the system.

LWC

See *leave word calling*.

M

magnetic peripherals

Data storage devices that use magnetic media to store information. Such devices include hard disk drives, floppy disk drives, and cartridge tape drives.

mailbox

A portion of disk memory given to each subscriber for creating and storing outgoing and incoming messages.

mailing list

A group of subscriber addresses assigned a list ID# and public or private status. A mailing list may be used to simplify sending messages to several subscribers.

maintenance

The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.

major alarm

An alarm detected by AT&T Intuity software that affects at least one fourth of the AT&T Intuity ports in service. Often a major alarm indicates that service is affected.

MANOOS

See *manually out-of-service*.

manually out-of-service

A unit has been intentionally taken out of service.

mean time between failures

The average time a manufacturer estimates before a failure occurs in a component or system.

megabyte

A unit of memory equal to 1,048,576 bytes (1024 x 1024). It is often rounded to one million.

memory

A device which can store logic states such that data can be accessed and retrieved. Memory may be temporary (such as system RAM) or permanent (such as disk).

menu tree

The way in which nested automated attendants are set up.

message categories

Groups of messages in Intuity AUDIX subscribers' mailboxes. Categories include new, unopened, and old for the incoming mailbox and delivered, accessed, undelivered, undeliverable (not deliverable), and file cabinet for the outgoing mailbox.

message delivery

An optional AT&T Intuity feature that permits subscribers to send messages to any touch-tone telephone, as long as the telephone number is in the range of allowable numbers. This feature is an extension of the AMIS analog networking feature and is automatically available when the AMIS feature is activated.

Message Manager

See *Intuity Message Manager*.

message-waiting indicator (MWI)

An indicator that alerts subscribers that they have received new mail messages. An MWI can be LED, neon, or audio (stutter dial tone).

message waiting lamp (MWL)

An lamp that alerts subscribers that they have received new mail messages. An MWL can be LED, neon, or audio (stutter dial tone). Also known as a message-waiting indicator.

migration

An installation that moves data from another messaging system to the AT&T Intuity system.

minor alarm

An alarm detected by maintenance software that affects less than one fourth of the AT&T Intuity ports in service, but has exceeded error thresholds or may impact service.

mirroring

An AT&T Intuity system feature that allows data from crucial filesystems to be continuously copied to backup (mirror) filesystems while the system is running. If the system has some problem where an original filesystem cannot be used, the backup filesystem is placed in service automatically.

mode code

A string of touch-tones from a MERLIN LEGEND switch. A mode code may send the AT&T Intuity AUDIX system information such as call type, calling party, called party, and on/off signals for message waiting lamps.

modem

A device that converts data from a form that is compatible with data processing equipment (digital) to a form compatible with transmission facilities (analog), and vice-versa.

modular

A term that describes equipment made of plug-in units that can be added together to make the system larger, improve its capabilities, or expand its size.

modular processor data module (MPDM)

A data device that converts RS-232C or RS-449 protocol signals to digital communications protocol (DCP) used by System 75/85, Generic1, and Generic 3 switches. MPDMs may connect AT&T Intuity to a switch DCIU or SCI link or connect terminals to a switch port card.

MPDM

See *modular processor data module*.

MTBF

See *mean time between failures*.

multi-application platform (MAP)

The computer hardware platform used by the AT&T Intuity system. Currently, a MAP/5, MAP/40, and MAP/100 are available.

multilingual feature

A feature that allows simultaneously-active language announcement sets on the system. With this feature, mailboxes can be administered so that subscribers can hear prompts in the language of their choice.

MWI

See *message-waiting indicator*.

MWL

See *message waiting lamp*.

N

networking

See *Intuity AUDIX Digital Networking*.

networking prefix

A set of digits that identifies an AT&T Intuity machine.

night attendant

The automated attendant created on a MERLIN LEGEND switch that automatically becomes active during off-hours. The night attendant substitutes for one or more daytime attendants.

not deliverable message

A message that could not be delivered after a specified number of attempts. This usually means that the subscriber's mailbox is full.

O

on-line help

An AT&T Intuity feature that provides information about AT&T Intuity user interface screens by pressing a predetermined key. See also *help*.

open systems interconnection (OSI)

Internationally accepted framework of standards for communication between two systems made by different vendors.

operating system (OS)

The set of programs that runs the hardware and interprets software commands.

option

A choice selected from a menu, or an argument used in a command line to modify program output by modifying the execution of a command. When you do not specify any options, the command will execute according to its default options.

OS

See *operating system*.

OSI

See *open systems interconnection*.

outcalling

An AT&T Intuity feature that allows the system to dial subscribers' numbers to inform them they have new messages.

outgoing mailbox

A storage area for subscribers to keep copies of messages for future reference or action.

P

parallel transmission

The transmission of several bits of data at the same time over different wires. Parallel transmission of data is usually faster than serial transmission.

password

A code assigned to every AT&T Intuity terminal user and Intuity AUDIX subscriber for security reasons. After dialing the system, subscribers must dial their personal password correctly to log on. Passwords are also assigned to local and remote networked machines to identify the machines or the network. See also *login*.

password aging

An Intuity AUDIX feature that allows administrators to set a length of time after which a subscriber's password expires. The subscriber is then forced to change the password.

PBX

See *private branch exchange*.

PC

See *power converter*.

PDM (processor data module)

See *modular processor data module (MPDM)*.

PEC

See *price element code*.

peripheral device

Equipment external to the AT&T Intuity cabinet, such as printers or terminals, necessary for full operation and maintenance of the AT&T Intuity system. Also called *peripherals*.

personal directory

An Intuity AUDIX feature allowing each subscriber to create a private list of customized names.

personal fax extension

See *secondary extension*.

pinouts

The signal description per pin number for a particular connector.

PMS

See *property management system*.

port

A connection or link between two devices, allowing information to travel to a desired location. For example, a switch port connects to an AT&T Intuity voice port to allow a subscriber to leave a message.

POST

See *power-on self test*.

priority call answer

An Intuity AUDIX feature that allows callers to designate a call answer message as a priority message. To make a message priority, the caller presses 2 after recording the message.

priority messaging

An Intuity AUDIX feature that allows some subscribers to send messages that are specially marked and preferentially presented to recipients. See also *priority outcalling*.

priority outcalling

Works with the priority messaging feature by allowing the message recipient to elect to be notified by outcalling only when a priority message has been received. See also *priority messaging*.

private branch exchange (PBX)

An analog, digital, or electronic system where data and voice transmissions are not confined to fixed communications paths, but are routed among available ports or channels. See also *switch*.

private mailing list

A list of addresses that only the owning subscriber can access.

private messaging

A feature of Intuity AUDIX that allows a subscriber to send a message that cannot be forwarded by the recipient.

processor data module (PDM)

See *modular processor data module (MPDM)*.

processor interface (PI)

A System 75, Generic 1, Generic 3i, Generic 3s, and Generic 3vs switch data link. Also called *processor interface board (PIB)*.

programmed function key

See *function key*.

property management system

Term used in hospitality industry referring to the database used by hotels for guest records and billing information.

protocol

A set of conventions or rules governing the format and timing of message exchanges (signals) to control data movement and the detection and possible correction of errors.

public mailing list

A list of addresses that any Intuity AUDIX subscriber can use if that subscriber knows the owner's list ID# and extension number. Only the owner can modify a public mailing list.

pulse-to-touchtone converter

A device connected to the switch that converts signals from a rotary phone to touch tones. This device allows callers to use rotary phones to access options in a subscriber's mailbox or to access options in an automated attendant.

R

RAM

See *random access memory*.

random access memory (RAM)

The primary memory in a computer that can be overwritten with new information.

read-only memory

A memory device which is programmed at the factory and whose contents thereafter cannot be altered.

reboot

See *boot*.

remote access

Sending and receiving data to and from a computer or controlling a computer with terminals or PCs connected through communications links.

remote installation

A system, site, or piece of peripheral equipment that is installed in a different location from the host switch or system.

remote network

A network in which the systems are integrated with more than one switch.

remote service center

An AT&T or AT&T-certified organization that provides remote support to AT&T Intuity customers. Depending upon the terms of the maintenance contract, your remote service center may be notified of all major and minor alarms and have the ability to remotely log into your system and remedy problems.

remote subscribers

Intuity AUDIX subscribers whose mailboxes reside on a remote Intuity AUDIX Digital Networking machine.

remote terminal

A terminal connected to a computer over a phone line.

REN

See *ringer equivalence number*.

reply loop escape

An Intuity AUDIX feature that allows a subscriber the option of continuing to respond to a message after trying to reply to a nonsubscriber message.

reply to sender

An Intuity AUDIX feature that allows subscribers to immediately place a call to the originator of an incoming message if that person is in the switch's dial plan.

request to send (RTS)

One of the control signals on a RS-232 connector that places the modem in the originate mode so that it can begin to send.

restart

An AT&T Intuity feature that allows Intuity AUDIX subscribers who have reached the system through the call answer feature to access their own mailboxes by typing the *R (Restart) command. This feature is especially useful for long-distance calls or for users who wish to access the AT&T Intuity system when all the ports are busy. Also, the reinitialization of certain software. For example, restarting the messaging system.

restore

The process of recovering lost or damaged files by retrieving them from available backup tapes, floppy diskette, or another disk device.

retention time

The amount of time messages are saved on disk before being automatically deleted from a subscriber's mailbox.

ringer equivalence number (REN)

A number required in the United States for registering your telephone equipment with the phone company.

ROM

See *read-only memory*.

RS-232

A set of standards developed by the Electrical Industries Association (EIA) that specifies various electrical and mechanical characteristics for interfaces between computers, terminals, and modems.

RTS

See *request to send*.

S

sales representative

An AT&T or AT&T-certified person who assists you in the purchasing, planning, and implementation of AT&T equipment and solutions.

SCA

See *switch communications adapter*.

scan

To automatically play mail messages, headers, or both.

scheduled delivery time

A time and/or date that an Intuity AUDIX subscriber optionally assigns to a message that tells the system when to deliver it. If a delivery time is omitted, the system sends the message immediately.

SCSI

See *small computer system interface*.

secondary extension

A second, fax-dedicated extension that directs incoming faxes directly into a subscriber's mailbox without ringing the telephone. The secondary extension shares the same mailbox as the voice extension, but acts like a fax machine. Also called *personal fax extension*.

serial transmission

The transmission of one bit at a time over a single wire.

server

A computer that processes and stores data that is used by other smaller computers. For AT&T Intuity Message Manager, Intuity AUDIX is the server. See also *client*.

shielded cables

Cables that are protected from interference with metallic braid or foil.

SID

See *switch integration device*.

SIMMs

See *single in-line memory modules*.

simplified message service interface (SMSI)

Type of data link connection to an integrated 1A ESS switch or 5ESS switch in the AT&T Intuity system.

single in-line memory modules (SIMMs)

A method of containing random access memory (RAM) chips on narrow circuit card strips that attach directly to sockets on the CPU circuit card. Multiple SIMMs are sometimes installed on a single CPU circuit card.

small computer systems interface (SCSI)

An interface standard defining the physical, logical, and electrical connections to computer system peripherals such as tape and disk drives.

SMSI

See *simplified message service interface*.

split

Group (or queue) of analog ports on the switch. See also *call-distribution group*.

subscriber

An AT&T Intuity user who has been assigned the ability to access the Intuity AUDIX Voice Messaging system.

subscriber interface

The devices that subscribers use to access their mailboxes, manage mailing lists, administer personal greeting, and use other messaging capabilities. Subscriber interfaces include a touch-tone telephone keypad and a PC using AT&T Intuity Message Manager.

surge

A sudden voltage rise and fall in an electrical circuit.

surge protector

A device that plugs into the phone system and the commercial AC power outlet. It is designed to protect the phone system from high voltage surges that could be damaging to the phone system.

SW

See *switch integration*.

switch

An automatic telephone exchange that allows the transmission of calls to and from the public telephone network. See also *private branch exchange (PBX)*.

switched access

A connection made from one endpoint to another through switch port cards. This allows the endpoint (such as a terminal) to be used for several applications.

switch hook

The device at the top of most telephones which is depressed when the handset is resting in the cradle (on hook). This device is raised when the handset is picked up (the phone is off hook).

switch hook flash

A signaling technique in which the signal is originated by momentarily depressing the switch hook.

switch integration

Sharing of information between a messaging system and a switch in order to provide a seamless interface to callers and subscribers.

switch integration device

Operates as a digital telephone set emulator.

switch network

Two or more interconnected switching systems.

synchronous communication

A method of data transmission in which bits or characters are sent at regular time intervals, rather than being spaced by start and stop bits. See also *asynchronous communication*.

synchronous transmission

A type of data transmission where the data characters and bits are exchanged at a fixed rate with the transmitter and receiver synchronized. This allows greater efficiency and supports more powerful protocols.

system configuration

See *configuration*.

T

T.30

The standard for Group III fax machines that covers the protocol used to manage a fax session and negotiate the capabilities supported by each fax endpoint.

tape cartridge

One or more spare removable cartridges required to back up system information.

tape drive

The physical unit that holds, reads, and writes magnetic tape.

TCP/IP

See *transmission control protocol/internet program*.

TDD

See *telecommunications device for the deaf*.

TDM

See *time division multiplex*.

telecommunications device for the deaf (TDD)

A device with a keyboard and display unit that connects to or substitutes for a phone. The TDD allows a deaf or hearing-impaired person to communicate over the phone lines with other people who have TDDs. It also allows a deaf person to communicate with the Intuity AUDIX system.

terminal

See *display terminal*.

terminal type

A number indicating the type of terminal being used to log on to the AT&T Intuity system. Terminal type is the last required entry before gaining access to the AT&T Intuity display screens.

terminating resistor

A grounding resistor placed at the end of bus, line, or cable to prevent signals from being reflected or echoed.

time division multiplex

A device which derives multiple channels on a single transmission facility by connecting bit streams one at a time at regular intervals.

tip/ring

A term used to denote the analog telecommunications interface.

tone generator

A device acoustically coupled to a rotary phone, used to produce touch-tone sounds when subscribers cannot use a regular touch-tone generating voice terminal.

traffic

The flow of attempts, calls, and messages across a telecommunications network.

translations

Software assignments that tell a system what to expect on a certain voice port or the data link, or how to handle incoming data. They customize the AT&T Intuity system and switch features for users.

transmission control protocol/internet program (TCP/IP)

A set of protocols developed by the Department of Defense to link dissimilar computers across many kinds of networks. It is the protocol commonly used over Ethernet, as well as x.25, networks. Although committed to an eventual migration to an Open Systems Interconnection (OSI) architecture. TCP/IP currently divides networking functionality into only four layers: network interface, Internet, transport, and application.

T/R

See *tip/ring*.

troubleshoot

The process of locating and correcting errors in computer programs. Also called *debug*.

U

UCD

See *uniform call distribution*.

Undelete

An Intuity AUDIX feature that allows subscribers to restore the last message deleted. The subscriber presses * U to restore a deleted message.

undelivered message

A message that has not yet been sent to an Intuity AUDIX subscriber's incoming mailbox. The message resides in the sender's outgoing message and may be modified or redirected by the sender.

Unequipped

See *equipped/unequipped*.

unfinished message

A message that was recorded but not approved or addressed, usually the result of an interrupted Intuity AUDIX session. Also called *working message*.

uniform call distribution (UCD)

The type of call-distribution group (or hunt group) of analog port cards on some switches that connects subscribers and users to the Intuity AUDIX system. System 75, Generic 1, Generic 3, and some central office switches use UCD groups. See also *call-distribution group*.

uninterruptable power supply

An auxiliary power unit for a telephone system that provides continuous power in cases where commercial power is lost.

UNIX operating system

A multi-user, multi-tasking computer operating system.

upgrade

An installation that moves an AT&T Intuity system to a newer release.

untouched message

An Intuity AUDIX feature that allows a subscriber to keep a message in its current category by using the **H (Hold) command. If the message is in the new category, message-waiting indication remains active (for example, the message-waiting lamp will remain lit).

UPS

See *uninterruptable power supply*.

U. S. 123

An alternate announcement set in U. S. English whose prompts use numbers, not letters, to identify phone keypad presses. For example, a prompt might say, "press star three," instead of, "press star D."

user population

A combination of light, medium, and heavy users on which AT&T Intuity configuration guidelines are based.

V

vector

A customized program in the switch for processing incoming calls.

voice link

The AT&T Intuity analog connection(s) to a call-distribution group (or hunt group) of analog ports on the switch.

voice mail

See *voice message*.

voice mailbox

See *mailbox*.

voice message

Digitized information stored by the AT&T Intuity system on disk memory. Also called *voice mail*.

voice port

The IVC6 port that provides the interface between the AT&T Intuity system and the analog ports on the switch.

voice terminal

A telephone used for spoken communications with the AT&T Intuity system. A touch-tone telephone with a message-waiting indicator is recommended for all Intuity AUDIX subscribers.

voicing

Either speaking a message into the AT&T Intuity system during recording, or having the system playback a message or prompt to a subscriber.

volt

The unit of measurement of electromotive force. One volt is the force required to product a current of one ampere through a resistance of one ohm.

W

watt

A unit of electrical power that is required to maintain a current of one amp under the pressure of one volt.

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