



Intuity™ Lodging

Administration and Feature Operations

585-310-559
Issue 2
Comcode 107857013
January 1997

Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Avaya Web Page

The world wide web home page for Avaya is:
<http://www.avaya.com>

Preventing Toll Fraud

Toll Fraud is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there is a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical assistance or support, call the Technical Service Center's Toll Fraud Intervention Hotline at 1.800.643.2353.

Providing Telecommunications Security

Telecommunications security of voice, data, and/or video communications is the prevention of any type of intrusion to, that is, either unauthorized or malicious access to or use of, your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is Anyone, including someone who may be otherwise authorized, who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company, including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Your Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you – an Avaya customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Avaya provided telecommunications systems and their interfaces
- Avaya provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

Federal Communications Commission Statement

Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interfer-

ence when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Trademarks

See the preface of this document.

Obtaining Products

To learn more about Avaya products and to order products, contact Avaya Direct, the direct-market organization of Avaya Business Communications Systems. Access their web site at www.lucentdirect.com. Or call the following numbers: customers 1 800 451 2100, account executives 1 888 778 1880 (voice) or 1 888 778 1881 (fax).

European Union Declaration of Conformity

The "CE" mark affixed to the equipment means that it conforms to the referenced European Union (EU) Directives listed below:

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

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

Disclaimer

Intellectual property related to this product (including trademarks) and registered to Lucent Technologies Inc. has been transferred or licensed to Avaya Inc.

Any reference within the text to Lucent Technologies Inc. or Lucent should be interpreted as references to Avaya Inc. The exception is cross references to books published prior to April 1, 2001, which may retain their original Lucent titles.

Avaya Inc. formed as a result of Lucent's planned restructuring, designs builds and delivers voice, converged voice and data, customer relationship management, messaging, multi-service networking and structured cabling products and services. Avaya Labs is the research and development arm for the company.

Contents

About This Book	xiii
■ Intended Audiences	xiii
■ Prerequisite Skills or Knowledge	xiii
■ How This Book Is Organized	xiii
■ How to Use This Book	xiv
■ Conventions Used in This Book	xiv
■ Related Resources	xv
■ Trademarks and Service Marks	xviii
■ Training	xix
■ How to Make Comments About This Book	xx

1	Introduction to Lucent INTUITY Lodging	1-1
	■ Lucent INTUITY Lodging	1-1
	■ Who Are the Lucent INTUITY Lodging Players?	1-2
	■ How Lucent INTUITY Lodging Works	1-2
	■ Lucent INTUITY Lodging Features	1-3
	Easy to Understand Interfaces	1-4
	Messaging Features for Guests	1-4
	Language Options	1-4
	Personal Greetings (Release 1.1 Systems Only)	1-4
	Message Retrieval	1-5
	Saving Messages	1-5
	Suite Mailboxes	1-5
	Security Features	1-5
	Guest Passwords	1-5
	Administrative Passwords	1-6
	Deleted-Message Retrieval	1-6
	Old Mailboxes (Checked-Out Guests)	1-6
	Communication Features	1-6
	Broadcast Messages	1-6
	Text and Fax Message Tally	1-7
	MWI On for New Messages Only	1-7
	Features for the Attendant	1-7
	Reactivating Old Mailboxes	1-7

Contents

Moving Mailboxes	1-7
Customization Features	1-8
Customized Prompts	1-8
Personal Greetings (Release 1.1 Systems Only)	1-8
Guest Quick Reference Cards	1-8
Help/Assistance Features	1-8
Press 0 to Transfer to Attendant	1-8
Operator Revert	1-8
Attendant Assistance	1-9
Attendant Passwords	1-9
Documentation	1-9
Administrative Options and Advantages	1-9
Administrator's Mailbox	1-9
Mailing Lists	1-9
Mailbox Usage Reports	1-9
PMS Interactions	1-10
AUDIX Voice Power™ Lodging PMS	
Compatibility	1-10
MWI Control	1-11
Group List on PMS	1-11
■ Telephone System Integration	1-11
Switch, PBX, and Server Compatibility	1-12
Basic Switch, PBX, or Server Administration	1-12
■ Lucent INTUITY Lodging Configuration	1-12
Hardware Configuration	1-12
Hardware Platforms	1-13
Circuit Cards	1-13
PMS Connection	1-13
Software Configuration	1-15
Required Software	1-15
Optional Software	1-15
Lucent INTUITY Coresidency Options	1-16
INTUITY AUDIX Messaging	1-16
Lucent INTUITY FAX Messaging	1-17
Networking	1-17
Lucent INTUITY Intro Voice Response	1-18
■ PMS Demarcation	1-18
Demarcation for Systems with a PMS Link through the GuestWorks <i>server</i>	1-18

Contents

Demarcation for Systems with a Cabled Link between the Lucent INTUITY System and the PMS Computer	1-18
PMS Demarcation	1-18
System and Hardware Demarcation	1-20
PMS Training	1-22

2	Lucent INTUITY Lodging Basics	2-1
■	The Lucent INTUITY Lodging Terminal Interface	2-2
	Message Line	2-2
	Lucent INTUITY System Screens	2-3
	Choosing Tasks or Options	2-3
	Viewing Information	2-4
	Entering Information	2-5
	Confirming an Action	2-6
	Function Key Commands	2-6
■	The Lucent INTUITY Lodging Phone Interface	2-8
■	Security Issues	2-10
	Passwords	2-10
	Guest Passwords	2-11
	Login Attempts	2-11
	Toll Fraud	2-11
	Lucent INTUITY Lodging Terminal Access	2-12
■	Environments	2-12
	The Integrated PMS Environment	2-13
	The Non-PMS Environment	2-14
	Open Mailbox Procedure	2-14

3	Administrator's Activities	3-1
■	Lucent INTUITY Lodging Administrator's Responsibilities	3-2
■	Activities Before Cut-to-Service	3-3
	Activity 1: Create Guest Quick Reference Cards	3-3

Contents

Activity 2: Copy Troubleshooting Worksheet	3-3
Activity 3: Train Attendants	3-3
Activity 4: Inform Current Guests About Lucent INTUITY Lodging	3-4
Integrated PMS Environment	3-4
Non-PMS Environment	3-5
Samples	3-5
■ Initial Activities	3-6
Activity 1: Log In	3-6
Activity 2: Change the Administrator's and Attendant's Terminal-Based Password	3-7
Administrator Password	3-7
Attendant Password	3-8
Activity 3: Change Phone-Based Passwords	3-9
Activity 4: Check the System Clock	3-10
Activity 5: Create Suites	3-13
Activity 6: Make Arrangements for Permanent Guests	3-13
Activity 7: Log Out	3-14
Activity 8: Create Customized Prompts	3-14
Activity 9: Create Guest Questionnaire	3-14
■ Additional Activities	3-14
Purging Old Mailboxes	3-15
Deleting Extensions	3-16
Changing the Administrator's Extension	3-17
■ Additional Activities Using the System	
Parameter Administration Screen	3-19
Changing System Parameters	3-20
Attendant Extensions	3-20
Adding or Changing an Attendant Extension	3-20
Hunt Group or Primary Attendant	3-21
Mailbox Size	3-22
Pause for Touch-Tone Input	3-22
Maximum Extension Length	3-23
Maximum Message Length	3-23
Allow Guests to Save Message	3-24
Lamp On for New Messages Only	3-24

Contents

Automatic Transfer to Operator at End of Call/Operator Revert	3-25
Default Language	3-25
Mailbox Type	3-26
Playback Format	3-26
Message Lamp Controlled By	3-27
When PMS Link is Down, Call for Guests Handled By	3-28
■ Performing a System Backup	3-28
■ Administrator Activity Menu	3-30
Assumptions	3-30
The Administrator's Main Phone-Based Menu	3-30
Terms	3-31
Retrieving Messages from the Administrator's Phone	3-31
Retrieving Messages from a Hotel Lobby Phone or Attendant Phone	3-32
Retrieving Messages from Outside the Hotel or Guest Room	3-32
Creating a Mailing List	3-33
Scanning List Identification Numbers	3-34
Deleting a Mailing List	3-34
Reviewing and Modifying an Existing Mailing List	3-34
Replacing a Mailing List	3-35
Sending a Message to One or More Persons	3-36
Sending a Message Using a Mailing List	3-37
Sending a Message to All Extensions (Broadcast Feature)	3-37
Administering Customized Prompts	3-38
Changing the Call-Answer Greeting	3-39
Changing the Call-Answer Good-bye	3-40
Change the Do Not Disturb Message	3-41
Changing the Message Retrieval Greeting	3-43
Changing the Message Retrieval Good-bye	3-44

Contents

4	Attendant Phone-Based Activities	4-1
	■ The Attendant Console	4-1
	Phone-Based Passwords	4-2
	Start Function and Release	4-2
	■ Trouble Reports	4-3
	■ Using This Chapter	4-3
	■ Call Processing Scenario	4-3
	■ Retrieving Messages from the Guest's Room	4-5
	■ Retrieving Messages from the Hotel Lobby	4-6
	■ Retrieving Messages from Another Guest's Room	4-7
	■ Retrieving Messages from Outside the Hotel	4-8
	■ Retrieving Messages for a Checked-Out Guest	4-9
	■ Do Not Disturb	4-10
	■ Restoring a Deleted Message	4-11

5	Attendant Terminal-Based Activities	5-1
	■ Lucent INTUITY Lodging Interface	5-2
	■ Trouble Reports	5-2
	■ Guest Passwords	5-2
	■ Logging In	5-2
	■ Logging Out	5-3
	■ Administering Guests and Extensions Through the Mailbox Screen	5-3
	Displaying the Guest Mailbox Administration Screen	5-4
	Mailbox Screen Fields	5-4
	Checking a Guest In	5-8
	Modifying Guest Mailbox Information	5-10
	Checking a Guest Out	5-11
	After Guests Have Been Checked Out	5-13
	Deleting Extensions	5-13
	■ Handling Text and Fax Messages	5-15
	Adding a Text or Fax Message	5-15

Contents

	Delivering a Text/Fax Message	5-17
■	Answering Guest Requests: Do I Have Any Messages?	5-18
■	Printing Screen Information	5-19
■	Merging Two Mailboxes	5-20
■	Transferring a Guest to Another Room	5-21
■	Swapping Guest Rooms	5-23
■	Suites	5-24
	Example	5-25
	Creating a Suite of Rooms	5-26
	Checking Guests In and Out of Suites	5-27
	Deleting a Suite Mailbox	5-28
	Modifying a Suite Mailbox	5-29
	Merging, Swapping, Transferring, and Reactivating Suites	5-30
■	Reactivating an Old Mailbox	5-31
■	Purging an Old Mailbox	5-33
<hr/>		
6	Ongoing Preventive Maintenance	6-1
■	Daily	6-1
■	Weekly	6-2
■	Monthly	6-2
■	High Occupancy	6-3
<hr/>		
7	Reports, Logs, and Audits	7-1
■	Types of Reports, Logs and Audits	7-1
■	Printing Reports	7-2
■	Lucent INTUITY Lodging Reports	7-2
	The Phone Line Usage Report	7-3
	Displaying The Phone Line Usage Report: Today's Usage	7-3

Contents

Displaying The Phone Line Usage Report:	
Previous Report	7-4
Interpreting the Phone Line Usage Report	7-5
The Mailbox Usage Report	7-9
Displaying The Mailbox Usage Report	7-9
Interpreting the Mailbox Usage Report	7-10
The Guest Over Mailbox Limit Report	7-12
Displaying the Guest Over Mailbox Limit Report	7-12
Interpreting the Guests Over Mailbox Report	7-12
■ Logs	7-13
Alarm Log	7-13
Administrator's Log	7-15
PMS Communications Log	7-17
■ Database Audits	7-17
Audit Mailbox Database	7-18
Fix Mailbox Databases: Stop and Start the Voice System	7-19
Lodging Audit: Access through the Lucent INTUITY System Screens	7-21
■ System Monitor	7-22
Interpreting the System Monitor Report	7-23
Calls Today	7-23
Voice Service	7-23
Service Status	7-23
Caller Input	7-24
Dialed Digits	7-24
Changing the System Monitor Refresh Rate	7-25

8	Troubleshooting	8-1
■	Service Problem Escalation Path	8-2
■	Troubleshooting Strategy	8-2
■	Lucent INTUITY Lodging User Trouble Report	8-3
■	Call Handling Problems	8-4
■	System Problems	8-12
■	Message-Waiting Indicator Problems	8-13

Contents

- Property Management System (PMS)
 - Problems: Systems with a Link
Between the PMS and the Lucent
INTUITY System 8-16
 - If the Lucent INTUITY Lodging/PMS Link Is Down 8-17
 - If the Lucent INTUITY Lodging Link Is Up 8-17
 - While the Link Is Down 8-17
- Hardware Problems 8-18
 - Visual Inspection 8-18
- Procedures 8-20
 - Verifying Channels 8-20
 - Stopping and Starting the Messaging System 8-21
 - The System Monitor 8-22
 - Restarting the PMS Link 8-23
 - Using the PMS Communications Log 8-24
 - Starting the PMS Log 8-24
 - Displaying the PMS Log 8-26
 - Stopping the PMS Log 8-28
 - PMS Database Synchronization 8-29
 - Diagnosing Equipment (Tip/Ring Cards
and Channels) 8-30
 - Using the Alarm Log 8-31

A	Job Aids	A-1
	■ Types of Job Aids	A-1
	Guest Questionnaire	A-1
	Trouble Report	A-1
	Quick Reference Cards	A-2
	Guest Instructions	A-2
	■ Preparing Job Aids for Use	A-2
	Guest Questionnaire and Trouble Report	A-2
	Attendant and Administrator Quick Reference Cards	A-2
	Guest Instructions	A-3
		A-4

Contents

Guest Questionnaire

A-5

ABB

Abbreviations

ABB-1

GL

Glossary

GL-1

IN

Index

IN-1

About This Book

This book provides information about Lucent INTUITY™ Lodging administration, operation, maintenance, and troubleshooting for Lodging Releases 1.0, 1.0.1, and 1.1.

Intended Audiences

This book is intended for Lucent INTUITY Lodging administrators and front desk attendants.

Prerequisite Skills or Knowledge

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

How This Book Is Organized

- Chapter 1, *Introduction to Lucent INTUITY Lodging*, introduces the features of the system and its setup.
- Chapter 2, *Lucent INTUITY Lodging Basics*, covers information that the Lucent 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 Lucent 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 Lucent 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 Lucent INTUITY Lodging administrator.
- Chapter 7, *Reports, Logs, and Audits*, details the reports available from the system, such as phone line usage and logged errors.
- Chapter 8, *Troubleshooting*, provides information to help the Lucent INTUITY Lodging administrator isolate and correct problems that may occur.
- Appendix A, *Job Aids*, contains several paper-based tools to help Lucent INTUITY Lodging administrators, attendants, and guests use and evaluate the Lucent INTUITY Lodging system.

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

How to Use This Book

Chapter 2, *Lucent INTUITY Lodging Basics*, Chapter 3, *Administrator's Activities*, and Chapter 6, *Ongoing Preventive Maintenance* are for the Lucent 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 **sa**.

- Variables that the system supplies 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 Lucent INTUITY Lodging.

Related Resources

In addition to this book, Lucent INTUITY Lodging documentation includes the following:

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

Lucent INTUITY™ Installation Checklist	585-310-161	2 or later
Lucent INTUITY™ MAP/5 Hardware Installation	585-310-146	2 or later
Lucent INTUITY™ MAP/40 Hardware Installation	585-310-138	2 or later
Lucent INTUITY™ MAP/100 Hardware Installation	585-310-139	2 or later
Lucent INTUITY™ Software Installation for Release 3.0	585-310-160	2 or later
Lucent INTUITY™ Release 3.0 Upgrade Procedures	585-310-164	2 or later
Lucent INTUITY™ Release 3.0 Migration Procedures	585-310-233	2 or later
Lucent 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
Lucent 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
Lucent INTUITY™ Lodging Property Management System Specifications	585-310-234	1 or later
Lucent INTUITY™ Call Accounting System User Guide	585-310-728	1 or later
Lucent INTUITY™ Call Accounting System Quick Reference	585-310-729	1 or later
Lucent INTUITY™ Intro Voice Response and Addenda	585-310-716	1 or later
Lucent 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
Lucent INTUITY™ Integration with System 75 and DEFINITY® Communications System Generic 1 and Generic 3	585-310-214	4 or later
Lucent INTUITY™ Integration with System 85 and DEFINITY® Communications System Generic 2	585-310-215	2 or later

Related Resources

Lucent INTUITY™ Integration with MERLIN LEGEND® Communications System	585-310-231	2 or later
Lucent INTUITY™ Integration with the 5ESS® Switch	585-310-219	2 or later
Lucent INTUITY™ Integration with DMS-100	585-310-223	2 or later
Lucent INTUITY™ Integration with Northern Telecom® SL-1, Meridian™, and Meridian SL-1	585-310-221	2 or later
Lucent INTUITY™ Integration with Mitel™ SX-200® DIGITAL, SX-100®, AND SX-200®	585-310-222	2 or later
Lucent INTUITY™ Integration with NEC® NEAX™	585-310-216	2 or later
Lucent INTUITY™ Integration with ROLM™ 8000, 9000, 9571	585-310-220	2 or later
Lucent 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
Lucent INTUITY™ Voice/FAX Messaging Quick Reference	585-310-734	1 or later
Lucent 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
INTUITY™ AUDIX R3.3® Voice/Fax Messaging Quick Reference—Greek	585-310-734GK	1 or later
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)	585-310-739A4	1 or later

Trademarks and Service Marks

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

- AT™ is a trademark of Hayes Microcomputer Products, Inc.
- AUDIX® is a registered trademark of Lucent Technologies™.
- BT-542B™ is a trademark of BusLogic Inc.
- COMSPHERE® is a registered trademark of Lucent Technologies™ Paradyne Corp.
- CONVERSANT® is a registered trademark of Lucent Technologies™.
- DEFINITY® is a registered trademark of Lucent Technologies™ in the U.S. and throughout the world.
- Dterm™ is a trademark of NEC Telephones, Inc.
- Equinox™ is a trademark of Equinox Systems, Inc.
- 5ESS® is a registered trademark of Lucent Technologies™.
- INTUITY™ is a trademark of Lucent Technologies™.
- MD110® is a registered trademark of Ericsson, Inc.
- MEGAPLEX™ is a trademark of Equinox System, Inc.
- MEGAPORT™ is a trademark of Equinox Systems, Inc.
- Meridian™ is a trademark of Northern Telecom Limited.
- MERLIN LEGEND® is a registered trademark of Lucent Technologies™.

- 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 Lucent Technologies™.
- 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.
- UNIX® is a registered trademark of Novell in the United States and other countries, licensed exclusively through X/Open Company Limited.
- VOXEM® is a registered trademark of VOXEM, Inc.
- VT100™ is a trademark of Digital Equipment Corporation.
- Windows™ is a trademark of Microsoft Corporation.

Training

For more information on Lucent INTUITY training, call the BCS Education and Training Center at one of the following numbers:

- Organizations within Lucent Technologies: (904) 636-3261
- Lucent Technologies customers: (800) 255-8988

How to Make Comments About This Book

We are interested in your suggestions for improving this book. Please complete and return the reader comment card that is located behind the title page.

If the reader comment card has been removed, send your comments to:

Lucent Technologies, Inc.
Product Documentation
Room 22-2H15
11900 North Pecos Street
Denver, CO 80234

Please be sure to mention the name and order number of this book:

Lucent Intuity Lodging Administration and Feature Operations
Issue 2.0
585-310-559

You may also fax your comments to the attention of the Lucent INTUITY writing team at (303) 538-1741.

Introduction to Lucent INTUITY Lodging

1

This chapter presents an introduction and overview of Lucent INTUITY Lodging application and the Lodging features that

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

Lucent INTUITY Lodging

Lucent INTUITY Lodging is a messaging system designed especially for lodging establishments such as hotels or other lodging providers such as hospitals or colleges. The system supplies guests with electronic mailboxes that store voice messages. Lucent INTUITY Lodging serves as a private answering machine for each extension.

Lucent 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.

Who Are the Lucent INTUITY Lodging Players?

Several key people are needed to help to ensure the successful use of a Lucent INTUITY Lodging system:

- Lucent INTUITY Lodging administrator
The Lucent INTUITY Lodging administrator manages Lucent INTUITY Lodging after installation. The Lucent INTUITY Lodging administrator's responsibilities are explained in Chapter 3, *Administrator's Activities*.
- Phone attendants
Phone 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 and text messages.

How Lucent INTUITY Lodging Works

Figure 1-1 and the following text illustrate the route of an incoming call.

 **NOTE:**

This is a general example; some paths may differ.

1. An outside caller calls the main hotel number to be connected to a checked-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.

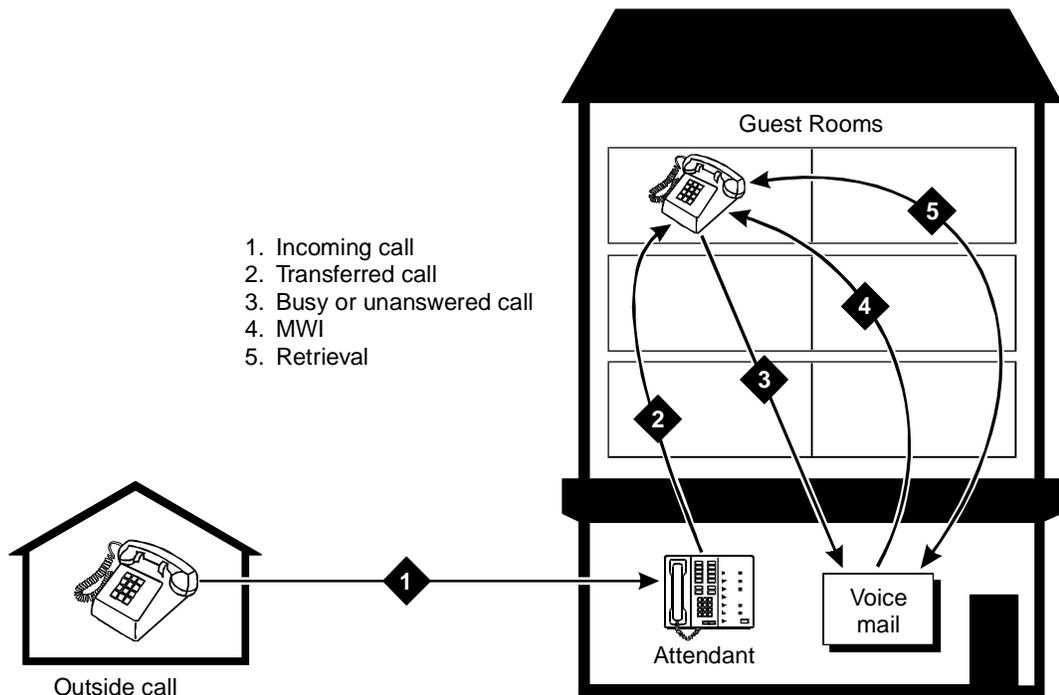


Figure 1-1. Lucent INTUITY Lodging Call Flow

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 **[0]** 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 Lucent INTUITY Lodging administrator.

Lucent INTUITY Lodging Features

Lucent 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

Lucent 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.

Lucent 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

Lucent 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. Up to 9 different languages may be installed and used at the same time. The attendant enters the guest's desired language at check-in time. The guests will hear menus and prompts in their chosen languages after logging in to retrieve messages. The messages recorded for guests, however, remain in the language(s) in which they were recorded. See *Software Configuration* in this chapter for a list of optional language packages.

⇒ NOTE:

You may use R1.0 languages with systems operating 1.0.1 and 1.1. However, R1.1 personal greetings, guest passwords, and the administrator interface language option will not be available.

Personal Greetings (Release 1.1 Systems Only)

Guests may record their own personal greetings for their extensions (Release 1.1 systems only). If a guest elects to record a personal greeting, a caller reaching the guest extension will hear the message that the guest recorded in the guest's own voice.

The system administrator may activate or deactivate this feature.

⇒ NOTE:

This feature does not operate with Release 1.0 languages.

Message Retrieval

Guests can retrieve messages from any touch-tone phone. From their rooms, guests simply dial the message retrieval number for Lucent 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 Lucent INTUITY Lodging administrator and based on the Private Branch Exchange (PBX), switch, or server's dial plan. This number is set up during installation.

Saving Messages

The administrator has the option of permitting guests to save messages. Without the save option, the system automatically deletes the message after the guest has listened to it.

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 serve 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

Lucent 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. On Release 1.1 systems, guests may change their passwords through the telephone interface. On Release 1.0 or 1.0.1 systems, attendants must change the guest passwords.

Although guest passwords are optional, Lucent strongly recommends their use.

Administrative Passwords

Administrative passwords are used by attendants and the Lucent INTUITY Lodging administrator. There are two types of administrative passwords: phone-based and terminal-based. The Lucent 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 checked-in 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 a maximum of 24 hours after the guest checks out. If another guest checks in and out of the same mailbox within the 24-hour period, the second guest's messages will overwrite the first guest's messages in the old mailbox. The second guest's checkout will replace the contents of the mailbox even if the second guest has no messages. This way, the system retains messages for the most recently checked-out guests, to a maximum of 24 hours after the checkout.

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 *Communication Features* below.

Communication Features

Communication in every business is essential. Lucent INTUITY Lodging provides tools to enhance communication at your lodging establishment.

Broadcast Messages

A Lucent INTUITY Lodging administrator can record a message and send it to all checked-in guests or to a group of guests. These messages can inform guests about dining specials, services, any special events at the hotel, or changes to a conference schedule.

Text and Fax Message Tally

In addition to its voice messaging capabilities, Lucent INTUITY Lodging can also keep track of and notify guests about any text or fax messages waiting for them with a message tally. When guests call Lucent INTUITY Lodging to retrieve their messages, a notification message informs them of their message tally. 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.

Lucent INTUITY Lodging only provides text and fax tallying capabilities. Lucent INTUITY Lodging does not provide utilities for typing in or storing the actual message.

⇒ NOTE:

You may use the Lucent INTUITY FAX Messaging application to provide fax mailboxes for your fax machines in order to increase your ability to receive faxes. However, Lucent INTUITY FAX Messaging does not interact with Lucent 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

Lucent 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 a maximum of 24 hours after check-out or until another guest is checked out from the extension. 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

Lucent 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.

Personal Greetings (Release 1.1 Systems Only)

Guests may also personalize their greetings if they choose and if you activate the feature for your system (Release 1.1 systems only). If the option is not active, calls will hear the standard system greeting or the customized greeting created by the system administrator.

Guest Quick Reference Cards

The Lucent INTUITY Lodging documentation includes camera-ready artwork (585-310-739) that may be printed or photocopied to create instructions for your guests. These packages are available in different languages.

This book also contains an appendix, Appendix A, that contains material that may be photocopied and distributed to guests.

Help/Assistance Features

Since not everyone is comfortable using messaging, Lucent 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 Lucent 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. The attendants' password also allows them to restore deleted messages.

Documentation

The Lucent 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 Lucent INTUITY Lodging administrator has several administrative options available.

Administrator's Mailbox

The Lucent 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

Lucent 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 Lucent INTUITY Lodging and share information for more efficient administration.

PMS integrations are available in two forms:

- Integration with a link between the Lucent INTUITY system and the PMS computer
- Integration through the telephone system without a physical link between the Lucent INTUITY system and the PMS



NOTE:

The integration through the PBX or server is only available for systems integrated with the GuestWorks *server*.

For systems integrated with a link between the PMS and the Lucent INTUITY system, the PMS vendor can create an interface to Lucent INTUITY Lodging by using the specifications documented in Lucent *INTUITY Lodging Property Management System Specifications* (585-310-234) and developing software according to that document's guidelines. PMS integrations developed to operate with AUDIX Voice Power™ Lodging systems will continue to operate (see below).

PMS developers do not need to develop a separate interface to the Lucent INTUITY application for systems integrated through a GuestWorks *server*. The interface between the PBX or server and the PMS will provide the interface. See *DEFINITY Enterprise Communications Server (ECS)*, *GuestWorks™ server*, and *System 75 Property Management System Interface Specifications* (555-231-601) for information and specifications.

AUDIX Voice Power™ Lodging PMS Compatibility

PMS interfaces designed to operate with AUDIX Voice Power Lodging Systems will operate with Lucent INTUITY systems with a link directly between the Lucent INTUITY system and the PMS computer. This interface, however, will not operate with a PMS link through the GuestWorks *server*.

If your PMS interface is compatible with AUDIX Voice Power Lodging R1.0 specifications and 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 Lucent *INTUITY Lodging Property Management System Specifications* (585-310-234), you can still use the optional Lucent INTUITY Lodging language packages. The instructions for using the language packages under this condition are in Chapter 3, *Administrator's Activities*.

MWI Control

Message waiting indicator (MWI) control depends upon the type of PMS integration. For systems integrated through the use of a GuestWorks *server*, the Lucent INTUITY Lodging application controls the MWI.

For all other PMS integrations, the administrator can allow either Lucent INTUITY Lodging or the PMS to control the MWI. Lucent recommends that the PMS be used to control the MWI when possible. See Chapter 3, *Administrator's Activities*, for additional information.

Group List on PMS

The Lucent INTUITY Lodging administrator's phone interface recognizes mailing lists created on PMS terminal screens. Your PMS vendor must implement the Group List feature on the PMS side.

NOTE:

This feature is not available with integrations operating through the GuestWorks *server*.

Telephone System Integration

Lucent INTUITY Lodging is a telephone system-integrated application. This means that when the PBX, switch, or server transfers a call to Lucent INTUITY Lodging, the telephone system interface also sends along some call information. This call information tells the Lucent INTUITY Lodging system:

- If the call is covered or direct
- The extension from which the call is coming
- The extension that is being called

Using this information, Lucent INTUITY Lodging either takes a message from a caller (coverage) or retrieves messages for a guest (direct).

Lucent INTUITY Lodging also offers some non-integrated services. A *non-integrated* service is one in which Lucent INTUITY Lodging does not use call information from the telephone system 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. For additional information, see *INTUITY New System Planning for Release 3.0* (585-310-605), Chapter 10.

Switch, PBX, and Server Compatibility

For a list of switches, PBXs, and servers that support Lucent INTUITY Lodging, contact your sales representative.

Depending on your Lucent INTUITY Lodging telephone system link, you can transfer calls and control message waiting indicators (MWIs). If your telephone system offers a Do Not Disturb feature, Lucent INTUITY Lodging will transfer the caller directly to the mailbox without ringing the room.

Basic Switch, PBX, or Server Administration

For Lucent INTUITY Lodging to work properly with the switch, PBX, or server certain features must be present and enabled on the telephone system.

- Station lines must be compatible with industry standard tip/ring analog phones (2500 or equivalent).
- Each analog voice channel on the tip/ring circuit cards (AYC10, AYC29, or AYC30) must be associated with an extension and hunt group number administered on the telephone system. This equipment transfers the calls to Lucent INTUITY system as part of a coverage path after detecting no answer after reaching a specified number of rings or a busy signal.

Lucent INTUITY Lodging Configuration

The Lucent INTUITY Lodging application may be operated in different configurations. These configurations include differences in hardware and software.

Hardware Configuration

Hardware configurations vary with the number of people who will be using the system. Configuration also varies, depending upon the optional applications that you purchase.

The processing speed of the computer, number of tip/ring 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, which affects system size, can be specified by the Lucent INTUITY Lodging administrator.

For additional information about hardware, see *INTUITY Release 3.0 System Description* (585-310-232).

Hardware Platforms

Lucent INTUITY Lodging may be operated on any of the three Lucent INTUITY hardware platforms:

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

NOTE:

Not all hardware platforms may be available in all locations. Contact your sales representative for additional information.

Circuit Cards

The Lucent INTUITY system requires a minimum of 1 tip/ring circuit card for operation. Incoming telephone calls connect into the system through the tip/ring circuit card(s) (Figure 1-2). Each card may support up to 6 channels, 6 extensions from the telephone system. Lucent INTUITY Lodging may use a maximum of 42 channels. If other applications are installed on the system, the Lucent INTUITY Lodging application shares the channels with the other applications. See Lucent *INTUITY New System Planning* (585-310-605), Chapter 10, for additional information about channel use and assignment.

You may also have additional circuit cards in your system. Optional circuit cards include a multi-port serial, digital networking, or LAN circuit card. Systems operating the Lucent INTUITY Lodging application may have a multi-port serial card installed for additional administration terminals or for integration with a telephone system that requires the use of a switch interface device (SID).

See the hardware installation book for your MAP or Lucent *INTUITY Release 3.0 System Description* (585-310-232) for additional information.

PMS Connection

Systems may be installed:

- With a PMS
- Without a PMS

Systems operating with a PMS may have connections through a system serial port, a port on an optional multi-port serial card, or through the DCIU circuit card, depending upon the type of telephone system and installed options.

Systems operating behind a GuestWorks *server* may use a link between the PMS computer and the Lucent INTUITY system (Figure 1-2) or a link between the PMS and the telephone system to interface with the Lucent INTUITY system (Figure 1-3).

Systems operating behind any other telephone system must use the link between the PMS computer and the Lucent INTUITY system (Figure 1-2).

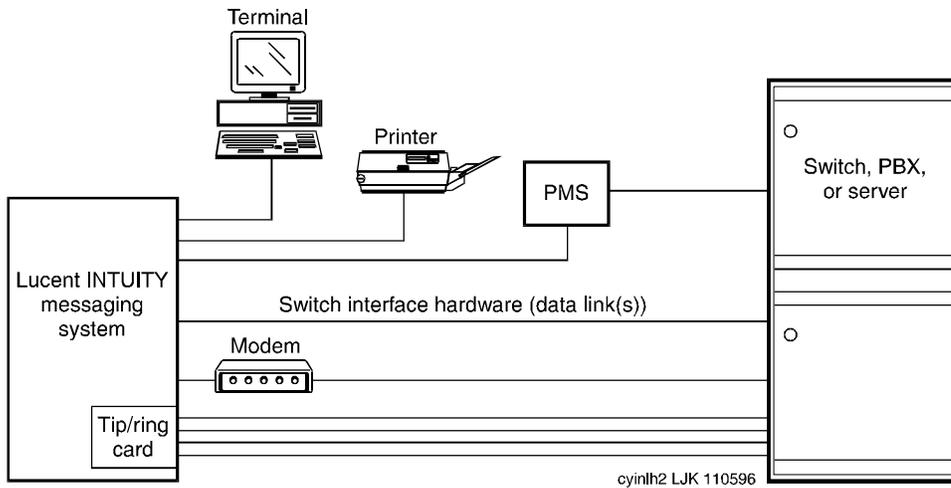


Figure 1-2. Lucent INTUITY Lodging Hardware Configuration with Link Between the Lucent Intuity System and the PMS Computer

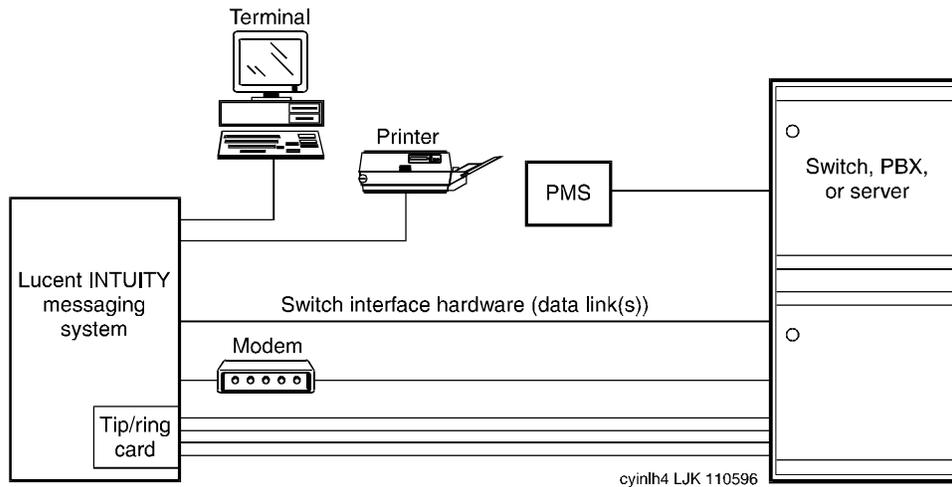


Figure 1-3. Lucent INTUITY Lodging Hardware Configuration with Link through the Telephone System

Software Configuration

The Lucent INTUITY Lodging software application uses the following required and optional packages. Optional packages, including different languages, may be installed at any time.

Required Software

- Lucent INTUITY Platform software
The platform software contains channel mapping, alarm origination, and other software that the system uses to process telephone calls and support application operations.
- Switch integration software
The switch integration software allows the Lucent INTUITY system to interpret information from and send information to the telephone system.
The Lucent INTUITY system will operate with different kinds of telephone systems. Contact your sales representative for the identity of telephone systems supported in your location.
- Lucent INTUITY Lodging software
The lodging software contains the Lodging application.
- 1 Lucent INTUITY Lodging language package
The Lodging application requires a minimum of 1 language package for operations. See below for a listing of languages available at the time of publication.

Optional Software

- PMS Integration Software
The PMS integration software provides a communication interface between Lucent INTUITY Lodging and the PMS and is included with Lucent INTUITY Lodging software.
PMS Integration Software is available in 2 versions: *vpms* which supports systems with a link between the Lucent INTUITY system and the PMS computer and *gwpms* which supports the PMS link through the switch.
- Optional Language Packages
The Lucent INTUITY system may be equipped with a maximum of 9 different languages. The different languages allows your guests to hear instructions in the language of their choice.
Available languages include:
 - American English
 - Brazilian Portuguese

- Canadian French
- Greek
- Japanese
- Latin Spanish
- Mandarin Chinese
- U.K. English

Contact your sales representative for a current listing of available languages.

Lucent INTUITY Coresidency Options

Lucent INTUITY systems may be coresident systems. Coresident systems are systems that operate more than 1 application. A Lucent INTUITY system may operate Lodging and:

- INTUITY AUDIX® Messaging
- Lucent INTUITY FAX Messaging
- INTUITY AUDIX Digital Networking
- AMIS Analog Networking
- Lucent INTUITY Intro Voice Response

For additional information about these applications, see Lucent *INTUITY Release 3.0 System Description* (585-310-232) or Lucent *INTUITY New System Planning for Release 3.0* (585-310-605).

INTUITY AUDIX Messaging

If you plan to implement messaging for your hotel staff, you may wish to purchase the INTUITY AUDIX application. The INTUITY AUDIX application is a full-featured Lucent messaging product that allows users to create their own greetings, forward messages, transfer by name (requires alphanumeric telephone keypads), and more.

⇒ NOTE:

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. However, guests who have an INTUITY AUDIX mailbox will receive any broadcast messages issued under the INTUITY AUDIX application.

The INTUITY AUDIX application allows you to create and use Automated Attendants. Automated Attendants direct callers through a series of touch-tone menu selections to reach a desired department, extension, attendant, or informational message. You may record information, in any language, about area restaurants, entertainment, or services available to guests.

⇒ NOTE:

To use an Automated Attendant, you must operate the INTUITY AUDIX application on your system. Lucent INTUITY Lodging does not include an Automated Attendant.

Lucent INTUITY FAX Messaging

Lucent INTUITY FAX Messaging works with the INTUITY AUDIX application to allow subscribers to use their INTUITY AUDIX mailboxes for fax messaging. With Lucent INTUITY FAX Messaging, subscribers may receive, create, send, and forward fax messages. You may also use the Lucent INTUITY FAX Messaging application to create special mailboxes for each of your fax machines. These mailboxes (guaranteed mailboxes) accept fax telephone calls when the fax machine is busy and then deliver the fax to the fax machine when the fax machine is available.

⇒ NOTE:

Lucent INTUITY FAX Messaging does not operate with Lucent INTUITY Lodging mailboxes.

Networking

If you have a series of hotel locations, you may use networking with your INTUITY AUDIX applications. Networking allows you to send the same message or different messages to any INTUITY AUDIX subscriber on your network in different locations.

⇒ NOTE:

You may not send networked messages to Lucent INTUITY Lodging mailboxes or forward a message from an INTUITY AUDIX mailbox to a Lucent INTUITY Lodging mailbox.

Networking is available in two types:

- AMIS Analog
- INTUITY AUDIX Digital Networking

Lucent INTUITY Intro Voice Response

The Lucent INTUITY Intro Voice Response application is a set of software tools that allow you to create applications that tell the system how to handle an incoming telephone call. These applications may:

- Prompt the caller for information
- Accept information input using touch tones
- Record information from callers for later playback
- Store spoken information for later retrieval
- Read and write data to the database
- Transfer telephone calls to the Lucent INTUITY AUDIX application
- Verify password or identification numbers before distributing or collecting information

⇒ NOTE:

This application may not be available in all locations. Contact your sales representative for information.

PMS Demarcation

Demarcation varies with the type of link between the Lucent INTUITY system and the PMS computer.

Demarcation for Systems with a PMS Link through the GuestWorks server

Contact your sales representative for information.

Demarcation for Systems with a Cabled Link between the Lucent INTUITY System and the PMS Computer

The following is a statement of Lucent and customer responsibilities.

PMS Demarcation

Property Management Systems (PMSs) are systems that manage lodging establishments' guest records, reservations, room assignments, and billing information. These systems may operate with the INTUITY Lodging application to automate the short-term subscriber (guest) voice mail assignment and unassignment so that INTUITY Lodging administration is performed at the same time that the guest is being checked into and out of a lodging establishment. PMS integration with the INTUITY Lodging application allows lodging

establishment personnel to use the PMS terminal(s) and application to register the guest and provide the guest with voice mail service, including the assignment of the guest's preferred language for the voice mail retrieval prompts. Customers may operate the INTUITY Lodging application with or without PMS control. A PMS is not required to operate the INTUITY Lodging application.

PMS software that interacts with the INTUITY Lodging system and resides on the PMS computer is developed and marketed by vendors other than Lucent. Lucent does not certify, troubleshoot, or warrant the operation of any PMS system or any PMS to INTUITY Lodging application integration. All PMS interfaces must conform to the protocol detailed in Lucent *INTUITY Lodging Property Management Systems Specifications*, 585-310-234. Protocol that does not conform to these specifications will not operate with the INTUITY system. Vendors and customers may use the PMS communications log on the Lucent INTUITY system. This log records all transactions between Lucent INTUITY Lodging and the PMS, records errors in communications, and allows vendors and customers to monitor or to test the PMS system interface. This log may be viewed using the system administrator (sa) login.

In general, any PMS interface that operated with an AUDIX Voice Power Lodging Release 1.0, 1.1, or 3.0 system will interface with the INTUITY Lodging Release 1.0, 1.0.1, or 1.1 application. Note that 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 for short-term subscribers. Customers should refer all questions about PMS operations, release numbers, and integrations to their PMS vendors. PMS interfaces that operated with AUDIX Voice Power Lodging, however, will not operate with a PMS interface through the switch.

Because Lucent does not certify, warrant, or troubleshoot any PMS interface, Lucent is unable to recommend any particular PMS vendor. The following list of vendors are companies that were 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

System and Hardware Demarcation

The point of demarcation between the INTUITY system and the Property Management System is:

- The serial port into which the PMS link connects, or
- The adapter if the adapter directly connected to the INTUITY system serial port to provide a 25-pin termination was purchased from Lucent.

The customer is responsible for providing and maintaining:

- The cable from the PMS to the INTUITY system demarcation point
- Any hardware such as a null modem that may be needed to connect the cable into the INTUITY serial port for the DTE to DTE connection
- Any hardware or software located on the other side of the adapter from the Lucent INTUITY system
- All desired settings for the Lucent Intuity Lodging application's Property Management System Parameter Administration screen prior to the installation of the application

Installation services will administer the parameters on the Lucent INTUITY system as a part of the standard installation, attach the PMS cable to the Lucent INTUITY system, and check the system for the start of database synchronization. Installation services, however, will not troubleshoot these settings to facilitate the operation of the PMS to Lucent INTUITY Lodging application interface. During installation, installation services will only attach the end of the PMS cable to the serial port or the 25-pin connector; they will not perform any hardware or software operations on the PMS computer.

Lucent requires Joint Acceptance Testing (JAT) for the installation of the PMS interface. JAT policy requires that the customer arrange to have the in-house developer, a representative knowledgeable about the PMS integration implementation, or the PMS vendor on site during the installation of the PMS link upon completion of the installation of the Lucent INTUITY Lodging application to the PMS demarcation point. This individual must be ready to perform troubleshooting procedures for the PMS interface should the database fail to synchronize. If the PMS interface fails at the time of connection to the INTUITY system, installation services will work for a limited period of time with the developer or vendor to isolate the problem to the Lucent equipment to the demarcation point or to the PMS equipment/interface.

If the customer does not provide a representative for the PMS interface at the time of acceptance testing during the installation, installation services will consider the installation complete. If installation services is required to return in order to perform the acceptance testing when a PMS representative is available, installation services will require an additional service order and charge.

Once the trouble is reasonably believed to be isolated to the customer-side of the demarcation point, installation services will continue with any remaining INTUITY system installation tasks. However, failure of the PMS interface impacts the completion of the installation, specifically placing the INTUITY Lodging application into service. Placing the application into service requires the completion of the switch administration to change the coverage paths to the INTUITY system if specified by contract. If PMS interface failure occurs during installation, the customer may elect to:

- Cut the system to service and administer the subscribers on the INTUITY Lodging application without the use of the PMS interface

After installation services has completed the INTUITY system installation, the customer is responsible for changing the INTUITY Lodging parameters to allow short-term subscribers to be administered directly on the INTUITY system instead of through the PMS. This approach allows the system to provide service while the PMS software is modified.

 **CAUTION:**

If you use this approach, be sure that the PMS database is correctly populated when you place the PMS interface into operation. When the databases synchronize, the PMS database will overwrite the INTUITY Lodging database. If you have short-term subscribers in the INTUITY Lodging database but not in the PMS database, the short-term subscriber will lose all INTUITY Lodging services.

- Ask installation services to complete all remaining installation tasks, including any switch administration specified by contract

The INTUITY system may be cut to service without an operational PMS link so that any switch/PBX administration specified by contract is completed. If this approach is chosen, incoming calls will be covered to the INTUITY Lodging application, and the caller will hear a message that the extension is not a checked-in guest. The system will disconnect the caller after playing out the message.

- Request that installation services return at a later time to complete the installation

The customer may request that installation services return at a later time to complete the installation when the PMS interface is operational. This approach keeps the INTUITY Lodging application out-of-service until the PMS interface is corrected. Choosing this option will result in an additional charge.

When a customer or vendor representative is not available for JAT, installation services will test the INTUITY system internal functionality to the demarcation point and consider the installation of the PMS interface complete. If the customer requests that installation services return for JAT, an additional charge will be required.

 **NOTE:**

If you, your in-house developer, or your PMS vendor wish to test the link and the interface to the INTUITY Lodging application with your INTUITY system before cutting to service, the link between the INTUITY system and the PMS may be placed into operation for a period of time prior to allowing the INTUITY Lodging application to provide service. To do this, install the PMS link, but do not administer the switch and the INTUITY system to answer calls for guests. During the test period, attendants should use the PMS to check in and check out guests for the INTUITY Lodging application. This will cause the INTUITY system and the PMS to synchronize and update databases and allow the PMS vendor to monitor the integration for errors by monitoring the INTUITY Lodging application's PMS log. Using this approach, however, ***will require an additional charge for the installer to return to site to complete the switch administration needed to cut the INTUITY Lodging application to service.***

PMS Training

Lucent will not train customer personnel in PMS administration for the INTUITY Lodging application. The customer is responsible for any training related to the specific PMS product such as how to enter information into the PMS system.

This chapter supplies the following information for Lucent INTUITY Lodging administrators and attendants:

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

Although in the integrated PMS environment you may only interact with the Lucent INTUITY Lodging terminal occasionally, you should read this chapter before using the Lucent INTUITY Lodging system.

The Lucent INTUITY Lodging Terminal Interface

After logging onto the Lucent INTUITY Lodging terminal with the *attend* login, a screen, a message line, and a row of function keys appear (Figure 2-1). This display is typical of all Lucent INTUITY Lodging screens.

⇒ NOTE:

This section only applies to the Lucent INTUITY Lodging terminal screens. The PMS terminal screens may differ.

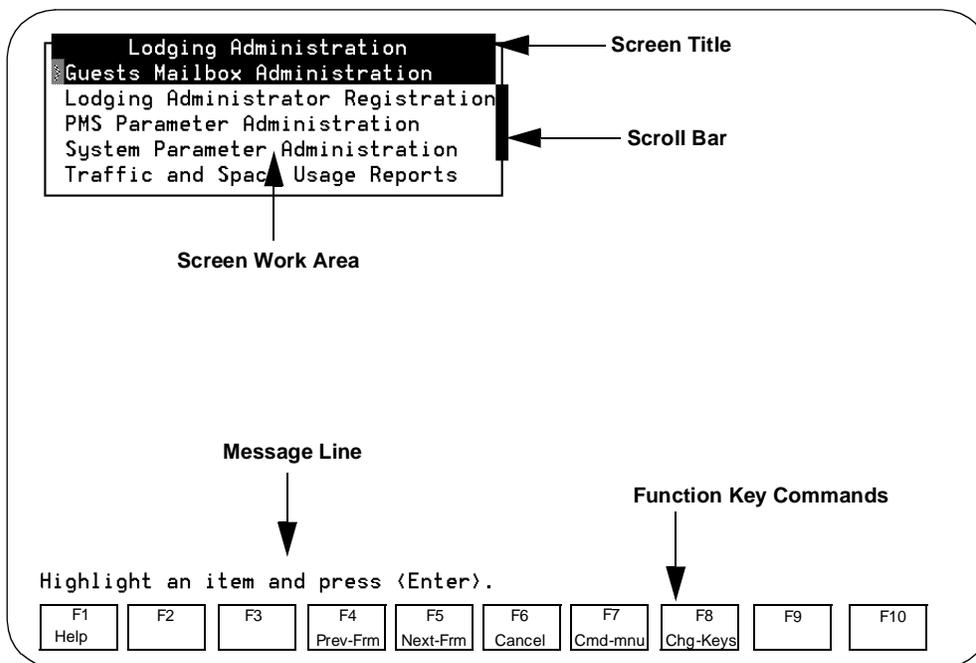


Figure 2-1. Basic Screen Components

Message Line

The *message line* is the text line just above the function key commands. This line may contain brief instructions such as:

```
Highlight an item and press <Enter>
```

The message line may also display possible field values:

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

If you need help in determining what to do next, read the message line first. If you need more information press the **HELP** (F1) key.

Lucent INTUITY System Screens

A *screen* has a:

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

Each screen has a unique title displayed in a bar at the top of the screen. The screen title describes the type of information on the screen or tasks. In Figure 2-1, the title of the screen is “Lodging Administration.”

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

The system uses the scroll bar to indicate that it has more information. A “v” appears in the scroll bar to signal to you to use the up or down arrow keys to display additional information. If the “v” does not appear, the system is already displaying all of the available information.

The system may show one or more screens on the monitor at the same time. Only one of the displayed screens can accept commands (active screen), usually the most recently displayed screen.

Screens allow you to:

- Choose a task or an option
- View information
- Enter information
- Confirm an action

Choosing Tasks or Options

Tasks and options are normally listed in alphabetical order under the screen title (Figure 2-2).

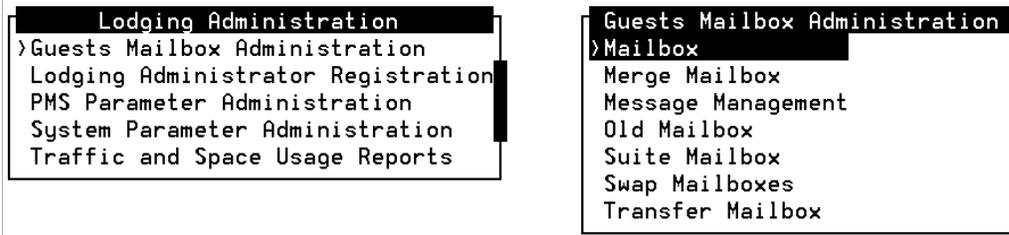


Figure 2-2. Lodging Administration Screens Showing Tasks and Options

To choose an option, highlight it, and then press **(ENTER)**. There are two ways to highlight an option:

- Type the first character or characters of a menu item.
- Move the cursor to the menu item using of the following keys:

Key	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

Viewing Information

Some screens display information (Figure 2-3). This information includes help messages, error messages, directions, and reports. Information in these screens cannot be changed.

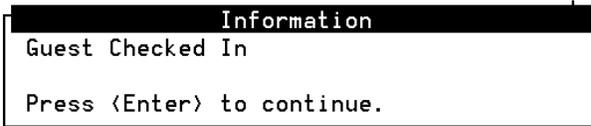


Figure 2-3. Information Screen

Entering Information

Some 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 fill-in screen contains brief descriptions of the type of information needed or provided and fields for the information.

A *field* is an area on the screen in which you enter information. Most fields are alphanumeric. You can enter letters, special characters, numbers, or a combination of all three. Some fields are strictly numeric, such as the Guest Extension field (Figure 2-4). Restrictions on the values you enter in fields are explained in the message line of the screen. In most cases, the length of this line represents the maximum number of characters allowed for the response.

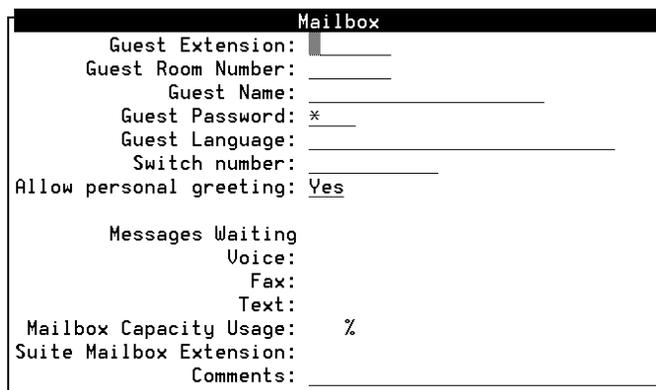


Figure 2-4. Guests Mailbox Screen Showing Fields

When you access a screen with fill-in fields, 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 screen displays possible responses for the field where the cursor is placed. Descriptions that do not have a line following the cannot be changed; they are for displaying information only.

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

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

Confirming an Action

Confirmation screens ask you to approve your choice before the system proceeds to perform the function (Figure 2-5). Press **y** on the keyboard to confirm your choice or **n** to stop (cancel) the process.

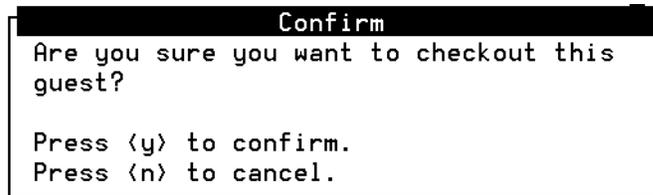


Figure 2-5. Confirmation Screen

Function Key Commands

The *function key commands* (softkeys) 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 the keyboard. The label describes the action that results when you press the function key. For example, many screens label the third box from the left (F3) as (SAVE). If you press (F3), the system saves the information for use. This is one way of giving instructions to the system. Each screen type (menu, form, text) has a slightly different set of standard keys.

When you open a screen, a standard set of key commands appears. 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 keys. The alternate function

key sets vary with the displayed 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**.

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

Function keys include:

Command	Description
HELP	Displays information about the active screen, including available function key commands. To close the help screen, press CANCEL . NOTE: Help screens provide brief descriptions. They are not a substitute for system documentation.
CHOICES	Provides a list of options (if available for the field) in which the cursor is placed. The options that CHOICES key lists depends on the field.
SAVE	Permanently saves any changes made to a screen.
DISPLAY	This key shows information already present in or compiled by the system, for example, the number of messages a current guest has or a report. Usually, you need to enter some information, such as guest extension, before pressing the DISPLAY key. Press CHG-KEYS to display this key
PREV-FRM	Makes the previous screen active while still displaying the current screen if more that one screen is open. Continue pressing the key to move through all open screens.
NEXT-FRM	Makes the next screen active while still displaying the current screen if more that one screen is open. Continue pressing the key to move through all open screens. You can view the list of open screens using the FRM-MGMT key's list option.
PREVPAGE	Moves to the previous page when a screen contains more than one page of information. A page is one screen of text.

Command	Description
(NEXTPAGE)	Moves to the next page when a screen contains more than one page of information. A page is one screen of text. If you are on the last page of information, the (NEXTPAGE) key goes back to the first page. If you are on the first page of information, the (PREVPAGE) key goes to the last page.
(CANCEL)	Closes the active screen and returns to the previous screen. Any unsaved changes are lost.
(CMD-MENU)	Presents a list of tasks and options related to the Lucent INTUITY Lodging database. See Chapter 6, <i>Ongoing Preventive Maintenance</i> for additional information.
(CHG-KEYS)	Changes the identity of the function keys to the next set.
(PRINT)	Prints each page of a screen if you have a printer connected to the Lucent INTUITY system. See Chapter 5, <i>Attendant Terminal-Based Activities</i> , for more information about printing. Press (CHG-KEYS) to display this key.
(FRM-MGMT)	Displays a menu that allows you to change several physical characteristics of the screen. You may move, reshape, refresh, or list the open screens. Press (CHG-KEYS) to display this key.

The Lucent INTUITY Lodging Phone Interface

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

Some of the basic features of the Lucent 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 Lucent INTUITY Lodging only accepts touch-tone input, outside callers with rotary phones can still leave messages. Lucent 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 instructions. 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 Lucent INTUITY Lodging will differ depending upon your status as a guest, attendant, or administrator and the identity of the phone used such as a lobby phone, guest room phone, or attendant phone.

- Extension Entry

When Lucent INTUITY Lodging requests an extension, enter only the extension; do not preface the extension with a switch-specific digit, a number specified by your dial plan. For example, if you need to first press and then enter the room extension to call or transfer to a room, follow your regular dial plan procedures when not using Lodging. Enter the and then the extension. When you are using Lodging and the phone-based prompts ask you to enter a room extension, enter just the extension. It *should not* be prefaced with a when using Lodging.

Security Issues

As the Lucent INTUITY Lodging administrator, system security is your responsibility. Careful attention to security features, procedures, and maintenance is needed to protect guest information.

Passwords

All phone-based and terminal-based passwords should be based upon an established policy that the administrator, attendants, and guests follow. As a system administrator, you are responsible for creating and implementing a security policy.

Lucent recommends the following:

- Passwords should **not** consist of:
 - Trivial or repetitive numbers such as “1111” or “2222”
 - Ascending or descending digits such as “1234”
 - Phone numbers such as 345 for room or extension 345
 - Your name or initials
 - Current year
 - Numbers that identify the owner such as social security or employee ID
- Do not post, share, or print passwords.
- Terminal-based passwords should be at least six characters long; phone-based passwords should be four digits long.
- Change passwords once a month and after an employee leaves your organization. Your policy should include notification procedures.
- Create a policy for attendants to use to confirm the identity of guests seeking access to messages.

CAUTION:

The system administrator must change the passwords on the system not later than 24 hours after installation to protect system security. See Chapter 3, Administrator's Activities for instructions.

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 or may be used to stop all system operations.*

 **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.

Guest Passwords

Guests can select a 4-digit password when they check in, and modify the password after checkin from their room extension if you are operating a Release 1.1 system. Although guest passwords are optional, Lucent 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, establish attendant procedures for verifying the guest's identity.

If you decide not to require guest passwords, restrict Lucent INTUITY Lodging access to guest phones and administrative phones through the telephone system. Refer to the switch document in your Lucent INTUITY Lodging documentation set and your switch, PBX, or server vendor's documentation for instructions about restricting access (called class of restriction).

Login Attempts

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

Toll Fraud

Lucent 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 a Lucent product or design defect, but rather a security risk affecting every major vendor's telephone system with a messaging or automated attendants. Because Lucent INTUITY Lodging does not allow transfers from a guest's mailbox, toll fraud is unlikely. However, if your Lucent INTUITY Lodging system is coresident with other applications, follow the toll fraud prevention guidelines in the documentation for those products.

 **NOTE:**

Lucent does not warrant that this product will prevent and Lucent will not be responsible for unauthorized use (or charges for such use) of common carrier telecommunication services or facilities accessed through or

connected to Lucent INTUITY Lodging. The customer is responsible for administering Lucent INTUITY Lodging to prevent such unauthorized use. The customer has the responsibility to read all documents associated with Lucent INTUITY Lodging and understand the Lucent INTUITY Lodging features that enable the administrator to reduce exposure to unauthorized use.

Since the INTUITY Lodging application supports transfer to an attendant or an operator any time that an outside caller presses zero, create a transfer policy to restrict the situations in which your operator will transfer a telephone call to an outside line that is not restricted from long-distance access, especially in facilities where the attendant phones are capable of transferring a telephone call to an outside line but do not display the origin of the telephone call.

In situations where the console does display the originating number, caution attendants and operators not to transfer telephone calls from the INTUITY Lodging system to an outside line. If a request for an outside line comes from a call transferred from the INTUITY Lodging application, instruct your attendants/operators to disconnect the call and call back the room extension before performing the transfer.

Lucent INTUITY Lodging Terminal Access

Physical access to the Lucent INTUITY Lodging terminal should be limited to the Lucent 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 Lucent 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 Lucent INTUITY Lodging. When PMS is integrated with Lucent 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 Lucent 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 Lucent INTUITY Lodging. This chapter makes no distinction between these two; both are called non-PMS environments.

There are two types of Lucent 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 Lucent 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 Lucent INTUITY Lodging. Therefore, all Lucent 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 Lucent 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 Lucent 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 Lucent 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 Lucent INTUITY Lodging terminal should not be used for guest mailbox administration. In the relationship between these two systems, the PMS has authority over the Lucent INTUITY Lodging system. Because of this authority, the introduction of new information on the Lucent 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 Lucent INTUITY Lodging terminal only when specifically instructed to do so in this document.

⇒ NOTE:

Your PMS vendor is responsible for developing the Lucent INTUITY Lodging/PMS interface according to the Lucent *INTUITY Lodging Property Management System Interface Specifications* (585-310-234) or *DEFINITY Enterprise Communications Server (ECS), GuestWorks server, and System 75 Property Management System Interface Specifications*, (555-231-601). These books may be ordered from the Lucent Fulfillment Center at 1-800-457-1235 (United States) or 1-317-361-5353 (all other areas). These specifications provide the information needed to exercise every Lucent INTUITY Lodging feature through the PMS terminal interface. However, some PMS vendors choose not to implement all Lucent 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 Lucent INTUITY Lodging terminal. When guests check in, you must enter some information about them on the Lucent INTUITY Lodging terminal so that they will have a mailbox. Lodging establishments with a PMS that is not integrated with Lucent INTUITY Lodging have to do administrative tasks on both the PMS terminal and on the Lucent 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 Lucent *INTUITY Software Installation for Release 3.0* book. Generally, installation services administer all of the mailboxes, depending upon the contract.
2. Set the Lamp On for New Messages Only parameter to No. See 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.

This chapter describes the Lucent INTUITY Lodging administrator's responsibilities and regular activities. Each activity description provides step-by-step instructions.

This chapter is organized into the following sections:

- *Lucent 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 Lucent INTUITY Lodging administrator should perform *before* cut-to-service, such as site-specific training for attendants. The cut-to-service phase takes the Lucent INTUITY Lodging system from installation to a fully administered and operational system.
- *Initial Activities* suggests tasks the Lucent INTUITY Lodging administrator should perform after cut-to-service, such as changing administrative passwords.
- *Additional Activities* details tasks the Lucent 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 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.

Lucent INTUITY Lodging Administrator's Responsibilities

Your responsibilities as the Lucent 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 Lucent INTUITY Lodging system operates properly.
- You are responsible for evaluating security and setting up the appropriate security policies. Security is covered in Chapter 2, *Lucent INTUITY Lodging Basics*.
- You are responsible for giving site-specific information to attendants and for training them in the use of Lucent 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 Lucent 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, *Reports, 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 Lucent 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 Lucent 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 Lucent INTUITY Lodging application into service. These preliminary activities prepare guests and attendants for the transition.

Activity 1: Create Guest Quick Reference Cards

The Lucent INTUITY Lodging package includes a *Guest Quick Reference Artwork Package* (585-310-739). Use this camera-ready artwork to create messaging instruction cards to help guests use Lucent INTUITY Lodging. 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 *Related Resources*.

You may also photocopy the guest instructions located in Appendix A in this document.

Activity 2: Copy Troubleshooting Worksheet

Appendix A, *Job Aids*, contains a Lucent 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.

To train the attendants:

1. Prepare the training materials.

Select pages from Chapter 2, *Lucent 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 Lucent INTUITY Lodging features (for example, restoring deleted messages) because of attendant overload. Attendants should still be trained in all Lucent 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 Lucent 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 *Security Issues* section in Chapter 2, *Lucent 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 Lucent INTUITY Lodging.
4. At the training sessions, a speaker phone is recommended to show how the Lucent 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 Lucent 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, *Lucent INTUITY Lodging Basics*.

Integrated PMS Environment

In the integrated PMS environment, all current guests will have mailboxes after the PMS database and the Lucent INTUITY Lodging database are synchronized and the guest coverage path is changed. After the change, the PBX/switch will route an unanswered call to the Lucent 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 Lucent 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 Lucent 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 to call cover to the Lucent INTUITY system.

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*, below. 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 new 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 Lucent 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 this order.

Activity 1: Log In

To log on to the Lucent INTUITY Lodging system at the terminal, do the following:

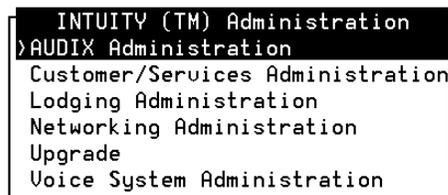
1. Enter **sa** at the following prompt:

Console Login:

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

Password:

You see the Lucent INTUITY (TM) Administration screen.



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

Figure 3-1. INTUITY (TM) Administration Screen

If the Lucent INTUITY Lodging terminal already has a screen displayed, 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

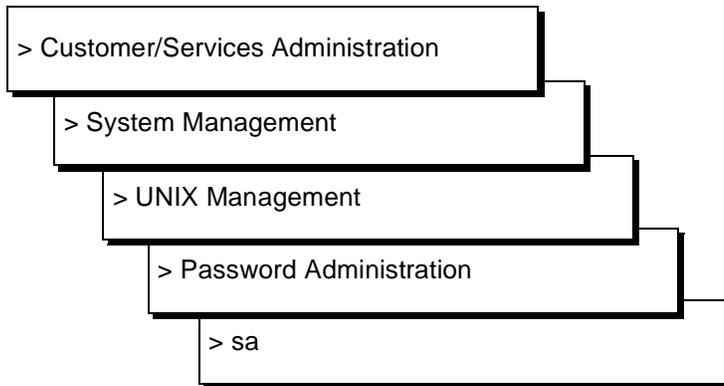
The terminal-based login and password allow you to perform administrator tasks on the Lucent INTUITY Lodging terminal. After you are logged in, change the administrator's password to one of your own.

Passwords are confidential information and should not be shared with any unauthorized individuals. Lucent recommends that you memorize your password instead of writing it down. If you forget your password, follow your service path. You will not be able to perform any of the system administration functions until the problem is remedied. Take special care when changing the password to not forget the password.

Administrator Password

To change your terminal-based password:

1. Starting at the Lucent INTUITY (TM) Administration screen select



System response:

```
You are about to change the password for sa
```

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

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

2. Press **y**

System response:

```
Changing Password for sa
```

```
New Password:
```

3. Type in your new password and press **ENTER**.

System response:

Re-Enter New Password:

4. Type in the same password and press **ENTER**.

⇒ 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.

The system responds by returning to the Password Administration screen.

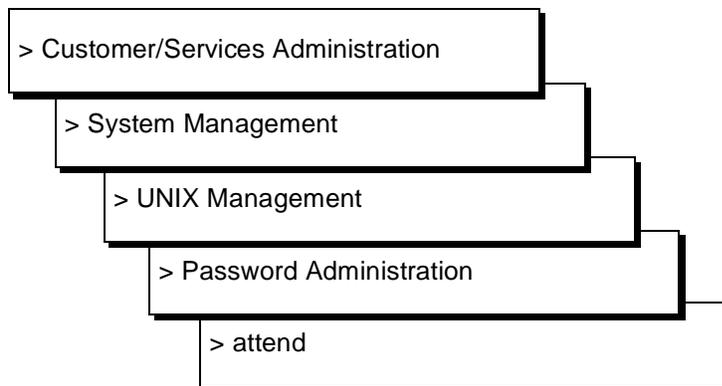
5. Press **CANCEL** (F6) until you reach the Lucent INTUITY (TM) Administration screen or select another password.

Attendant Password

Before the attendants use the attend login, change the password. If you do not change the password, the first login with *attend* will prompt for a password.

To change the attendant's terminal-based password:

1. Starting at the Lucent INTUITY (TM) Administration screen select



System response:

You are about to change the password for attend

Press <y> to confirm.

Press <n> to cancel.

2. Press **y**

System response:

Changing Password for attend

New Password:

3. Type in the new password for the attendant login and press **ENTER**.

System response:

Re-Enter New Password:

4. Type in the same password and press **ENTER**.

⇒ 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.

The system responds by returning to the Password Administration screen.

5. Press **CANCEL** (F6) until you reach the Lucent INTUITY (TM) Administration screen or select another password.

Activity 3: Change Phone-Based Passwords

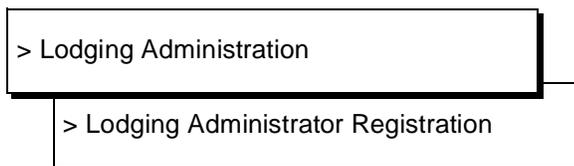
The administrator's phone-based extension and password allow you to perform administrative tasks on the phone such as creating a broadcast message. The attendants' phone-based password allows them to perform phone-based tasks, such as restoring deleted messages.

You should regularly change the administrator's and attendants' phone-based passwords. See the *Security Issues* section of Chapter 2, *Lucent INTUITY Lodging Basics*.

Passwords are confidential information and should not be shared with any unauthorized individuals. Lucent recommends that you memorize your password instead of writing it down.

To change phone-based passwords:

1. Starting at the Lucent INTUITY (TM) Administration screen select



The system displays the Lodging Administrator Registration screen (Figure 3-2).

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

Figure 3-2. Lodging Administrator Registration Screen

2. Enter the administrator's new password. The field accepts four digits.
3. Enter the new attendants' phone-based password. The field accepts four digits.

⚠ CAUTION:

Follow your security policy while setting these passwords. Do not use trivial or easily identified passwords such as the extension number or repeating digits.

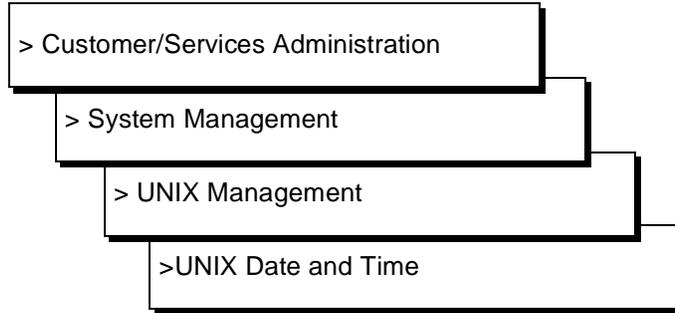
4. Press **(SAVE)** (F3).
A confirmation window appears.
Type y to confirm your password changes.
Type n to cancel your password changes.
5. Press **(ENTER)** to continue.
6. Press **(CANCEL)** (F6) to return to the Lucent INTUITY (TM) Administration screen.

Activity 4: Check the System Clock

The Lucent 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 Lucent INTUITY Lodging system but should be checked during the initial administration phase, and then once a month while the system is in operation.

To check the Lucent INTUITY Lodging system clock:

1. Starting at the Lucent INTUITY (TM) Administration menu select



The system displays the UNIX Date and Time screen (Figure 3-3).

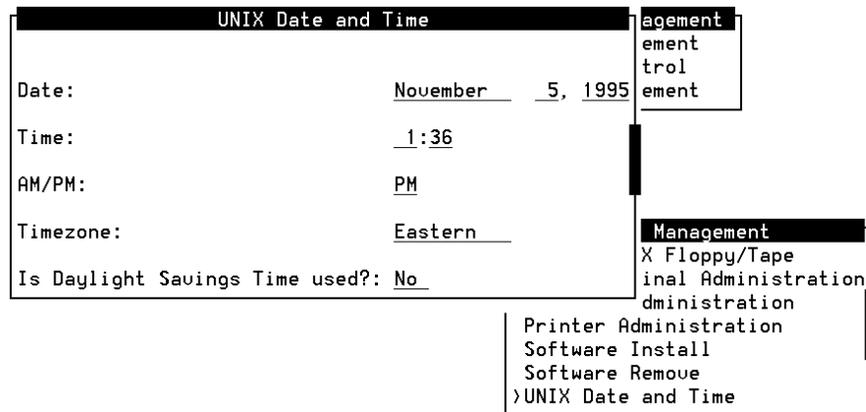


Figure 3-3. UNIX Date and Time Screen

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 Lucent 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 (Figure 3-4).

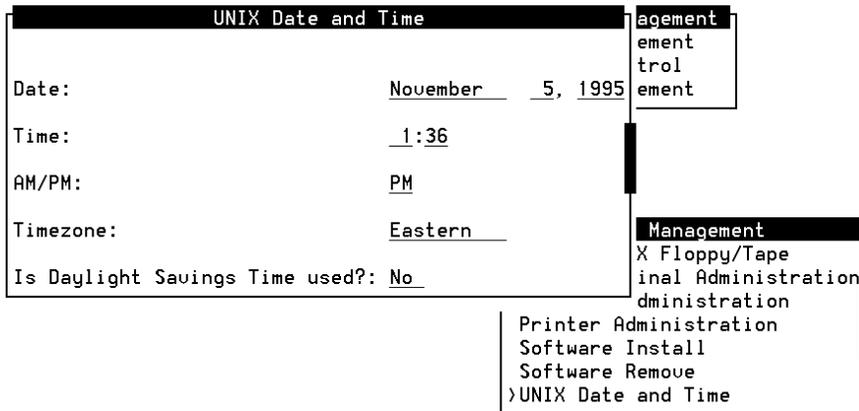


Figure 3-4. Set Date and Time Screen With the Months Choices Screen

⇒ 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 Lucent representative.

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

The system displays a confirmation message showing the date and time.

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 such as 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, see *Creating a Suite of Rooms* in 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. Generally, 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 application, you may wish to administer permanent guests as INTUITY AUDIX subscribers. Refer to the Lucent INTUITY AUDIX administration book for instructions.

NOTE:

As INTUITY AUDIX subscribers, your guests may receive broadcast messages intended only for employees.

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 guests on the Lucent INTUITY Lodging terminal so that they have voice mail. Regardless of your environment, integrated or non-PMS, use the check-in procedure in Chapter 5, *Attendant Terminal-Based Activities*, to enter permanent guests in the Lucent INTUITY Lodging system.

Activity 7: Log Out

The Lucent 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 Lucent INTUITY Lodging system.

To log off the system:

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 Lucent INTUITY Lodging system must remain on at all times. Do not turn off the system. After logging out of the Lucent INTUITY system, leave the power on.

Activity 8: Create Customized Prompts

Your Lucent INTUITY Lodging application includes system voice prompts that lead guests and callers through the messaging options. Some of these prompts may be customized to include your specific organization's name or any other information or to reflect the time of the year or season. This is done through the administrator activity menu. See *Administrator Activity Menu* in this chapter for instructions.

Activity 9: Create Guest Questionnaire

Appendix A, *Job Aids* contains a guest questionnaire. Keep copies 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.

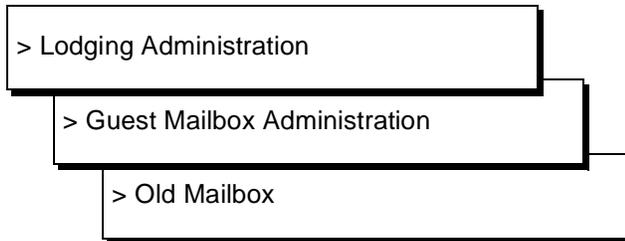
Purging Old Mailboxes

Messages for a previous guest are stored in an *old mailbox* for a maximum of 24 hours after the guest checks out or until another guest is checked out from the same extension. 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:

1. Starting at the Lucent INTUITY (TM) Administration screen select



The system displays the Old Mailbox screen (Figure 3-5).

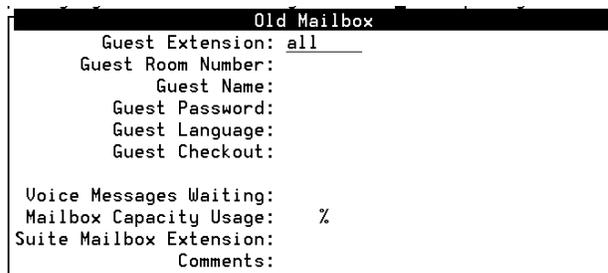


Figure 3-5. Old Mailbox Screen

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

⇒ NOTE:

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 Lucent 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.

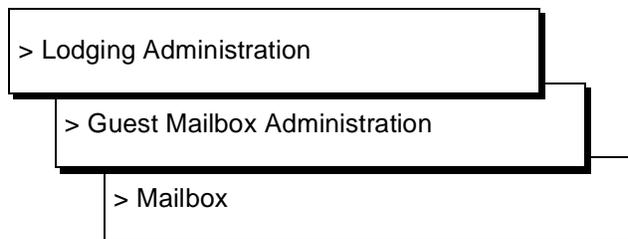
If you are finished using the Lucent INTUITY Lodging terminal, log off.

Deleting Extensions

When an incorrect extension has been entered in the Lucent 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, freeing disk space and helping to prevent database discrepancies in the integrated PMS environment. In a co-resident system, a mailbox may need to be deleted from Lucent INTUITY Lodging when a guest is being transferred to the INTUITY AUDIX messaging application.

To delete an extension from the Lucent INTUITY Lodging database in a non-PMS environment:

1. Starting at the Lucent INTUITY (TM) Administration screen select



The system displays the Mailbox screen (Figure 3-6).

```
Mailbox
Guest Extension: _____
Guest Room Number: _____
Guest Name: _____
Guest Password: * _____
Guest Language: _____
Switch number: _____
Allow personal greeting: Yes

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

Figure 3-6. Mailbox Screen

2. Enter the extension you wish to delete in the Guest Extension field.



NOTE:

The extension entered must be checked out prior to deletion.

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

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

If you are finished using the Lucent 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.

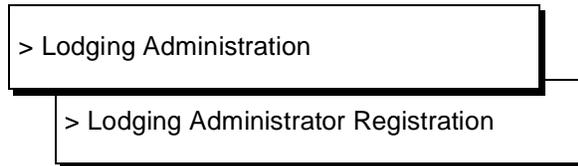


NOTE:

Lucent INTUITY Lodging requires you to enter a new phone-based password when you change the administrator's extension.

To change the administrator's extension:

1. Starting at the Lucent INTUITY (TM) Administration screen select



The system displays the Lodging Administrator Registration screen (Figure 3-7).

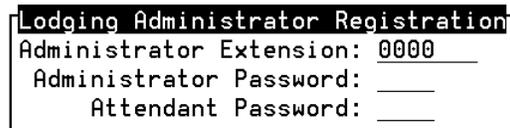


Figure 3-7. Lodging Administrator Registration Screen

2. Enter the new extension in the Administrator Extension field.
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).
8. If you are going to assign the extension to INTUITY AUDIX or if you are going to discontinue any type of mail service for the extension, delete the extension (see above).
9. Make sure that the coverage path for new administrator's extension includes the message retrieval number for Lucent INTUITY Lodging. Refer to the switch document in your Lucent INTUITY Lodging documentation set for more information. If you change the administrator's extension, all mailing lists will still be available.

Additional Activities Using the System Parameter Administration Screen

The Lucent INTUITY Lodging System Parameter screen allows you to set system limits and invoke features for all guests (Figure 3-8). You cannot change 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 Lucent INTUITY Lodging for these parameters are sufficient for most sites. If you change these parameters, do so with care.

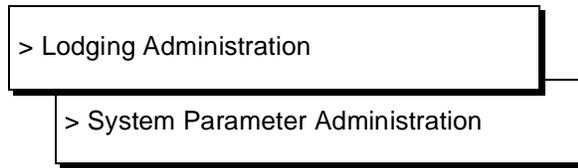
```
System Parameter Administration
Attendant Extensions:
6427 6428 6429 6430 6431 6432 6433
Hunt Group Or
Primary Attendant: 6427

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
```

Figure 3-8. System Parameter Administration Screen

Changing System Parameters

1. Starting at the Lucent INTUITY (TM) Administration screen select



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.

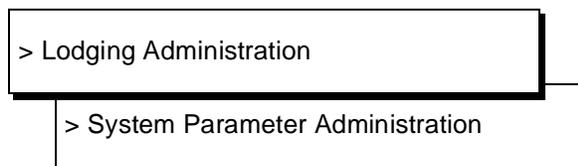
Attendant Extensions

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. Starting at the Lucent INTUITY (TM) Administration screen select



The system displays the System Parameter Administration screen (Figure 3-9)

```
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
```

Figure 3-9. System Parameter Administration Screen

2. Enter the new attendant extension in one of the Attendant Extensions fields.
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. If you have changed the primary attendant, modify the attendant hunt group to include the changes you made in this procedure. See the switch document in your Lucent 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 **[0]** 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. Lucent 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, *Reports, 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 Lucent 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 Lucent 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, unfamiliar with the language, or physically restricted, you may want to increase this number and adjust it as necessary.

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 to 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 Lucent 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 Lucent 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, Lucent INTUITY Lodging waits the duration of the timeout period for the 4th digit. After the timeout period has expired, Lucent 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 Mailbox Usage Report in Chapter 7, *Reports*,

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 may save messages manually or automatically. After a message is played, the guest can

- 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.
- Wait. 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 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 yes. Provided that the Mailbox Size parameter contains a reasonable value and you have purchased the minimum recommended speech hours, your system has enough disk space for guests to save their messages. If you constantly encounter disk space problems, contact your sales representative and purchase additional hours of speech.

If guests are not permitted to save messages, the guest can replay or delete and go on after listening to a message. However, 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 if you do not allow guests to save messages. (See Chapter 7, *Reports, Logs, and Audits*.)

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. With no MWI reminder, guests may neglect to keep mailboxes clear. 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, the system speaks a closing message and disconnects in any of the above situations.

The Operator Revert parameter is mainly a help feature for outside callers. It accommodates callers from rotary phones who cannot press **[0]** to transfer to an attendant or who are having difficulty using the system. This feature may cause slightly more attendant traffic.

Default Language

This field allows you to select the language for the spoken system prompts. You may select any Lodging language that you have loaded on your system. If you select a Release 1.0 language, this parameter will set the default language for guests. The language for administrators and attendants will remain U.S. English. The default language is the language that will be played out if the system cannot determine a guest's preferred language, such as when a guest calls for messages from an extension other than the room extension.

If you select a Release 1.1 language, the system will play out the spoken prompts for guests, administrators, and attendants in the selected language.

How the language is selected depends upon the environment. If you do not have an integrated PMS environment and you use the Lucent INTUITY Lodging terminal for all check-in activities, specify the language on the Lucent 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. If your vendor did not implement the language option, use the procedure below.

⇒ NOTE:

This procedure 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 that does not support the language option:

1. Check in the guest as normal on the PMS terminal.
2. Once the guest is checked in, log on to the Lucent 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 the guest 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) and the link in use is a direct link from the Lucent INTUITY system to the PMS computer. This parameter determines which system (Lucent INTUITY Lodging or PMS) controls the MWI.

NOTE:

This parameter does not appear for systems integrated through the GuestWorks server.

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, but only the component that turns the MWI on can turn it off. Once this parameter is set you should not change MWI control.

For example, Lucent 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 Lucent 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 Lucent INTUITY Lodging and must be turned off by Lucent INTUITY Lodging.

In the integrated PMS environment, Lucent recommends that the PMS control the MWI for the following reasons:

- PMS probably controlled the MWI before Lucent INTUITY Lodging was installed and should remain so after installation.
- In the integrated PMS environment, the PMS is the master system and Lucent INTUITY Lodging is the slave system.
- Lucent 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 Lucent *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) and the link in use is a direct link from the Lucent INTUITY system to the PMS computer. This parameter determines who will answer calls when the PMS link is down (Lucent INTUITY Lodging or Attendant).

⇒ NOTE:

This parameter does not appear for systems integrated through the GuestWorks *server*.

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 Lucent 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, Lucent 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.

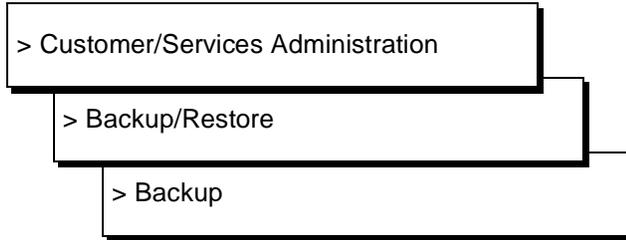
This is an alphanumeric field with two possible values: attendant or lodging. Attendant is the default.

Performing a System Backup

Although automatic backups are performed nightly for Lucent 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 for Lodging are usually not necessary, provided nightly backups are operational.

To perform manual backups:

1. Starting at the Lucent INTUITY (TM) Administration screen select



The system displays the Backup screen (Figure 3-10).



NOTE:

Your backup options may differ from the example screen, depending on the software installed with your system.

Backup	
System Data	Yes
AUDIX Announcements	Yes
AUDIX Names	Yes
Greetings and Messages	Yes
Guest Messages	No
Lodging System Files	Yes

Figure 3-10. Backup Screen

2. Choices for these fields are **Yes** or **No**.
 - System Data - includes Lucent INTUITY basic system operation files
 - Guest Messages - includes old and new mailbox data
 - Lodging System Files - includes customized prompts, attendant extensions and passwords

3. Press **SAVE** (F3) to begin backup

System response:

backup started

The system will calculate the number of tapes needed, and prompt you to insert a tape into the drive.

4. Follow system prompts to perform the backup. For more information, refer to Lucent *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 Lucent 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 Lucent 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.

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 Lucent INTUITY Lodging and one for AUDIX. In this document *message retrieval number* refers to the Lucent 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 Lucent 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 the administrator's phone:

1. Dial the message retrieval number _____.
2. Enter the 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 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:

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 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 select and write down the mailing list members before accessing the administrator's activity menu.

To create a new mailing list:

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, Lucent 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 *Sending a Message Using a Mailing List* in 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:

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 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 *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 *Scanning List Identification Numbers* in this chapter.

To review and/or modify the members of an existing mailing list:

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:

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, Lucent 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 *Sending a Message Using a Mailing List* in 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:

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, see *Creating a Mailing List* in this chapter. To send a message to an existing mailing list:

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:

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 Lucent 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: call-answer greeting, call-answer good-bye, message retrieval greeting, message retrieval good-bye and do not disturb. Copies of these prompts are saved even if you record a new one.

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:

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:

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:

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 you 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:

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:

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.

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

When the Lucent 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 Lucent INTUITY Lodging, some of your current tasks such as taking text messages will decrease.

In this chapter, you will learn the basic operations for Lucent INTUITY Lodging. This chapter contains the following information:

- General Information about Lucent INTUITY Lodging
- Retrieving Messages
- Using the Do Not Disturb Feature
- Restoring Messages

Blank lines are provided throughout this chapter for site-specific information your Lucent 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 Lucent INTUITY Lodging. However, you need to understand the features that Lucent 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 Lucent INTUITY Lodging administrator what this number is for your establishment, and write it in here:

Integrated Message Retrieval Number: _____.

Phone-Based Passwords

Your Lucent 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 Lucent INTUITY Lodging administrator about security procedures, such as how often the phone-based password is changed and how you are be 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 Lucent 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:

1. Start function.
2. Dial guest's extension.
3. Release.

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 Lucent INTUITY Lodging system, log the problem on a Lucent *INTUITY Lodging User Trouble Report* and give the trouble report to your Lucent INTUITY Lodging administrator. Your administrator will provide copies of the Lucent *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.

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, Lucent 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.

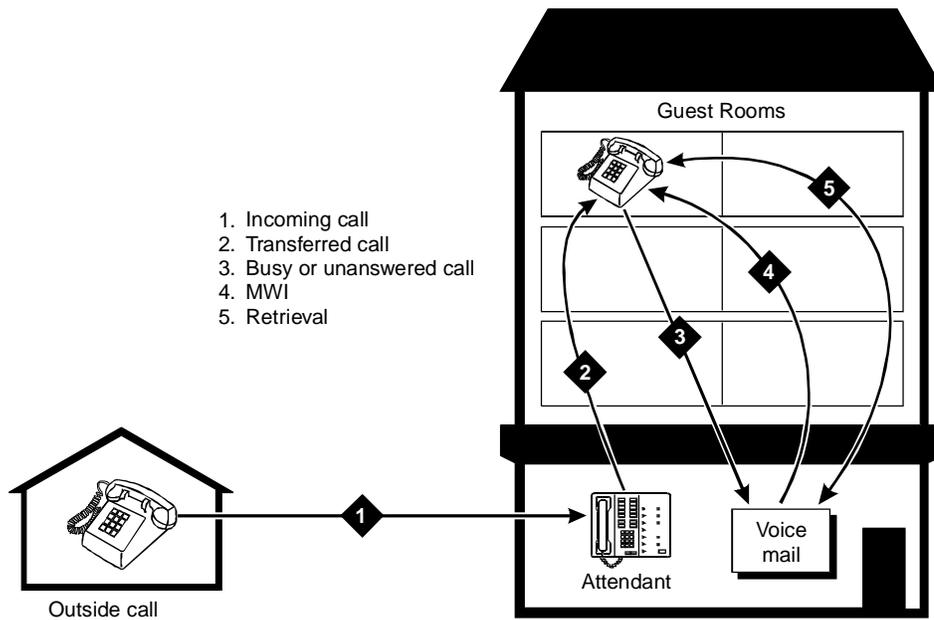


Figure 4-1. Call Processing Scenario for an Outside Call

If one hotel guest calls another hotel guest, the same path is followed except that normally no transfer by the attendant is needed (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 Lucent INTUITY Lodging administrator. Ask your Lucent 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.

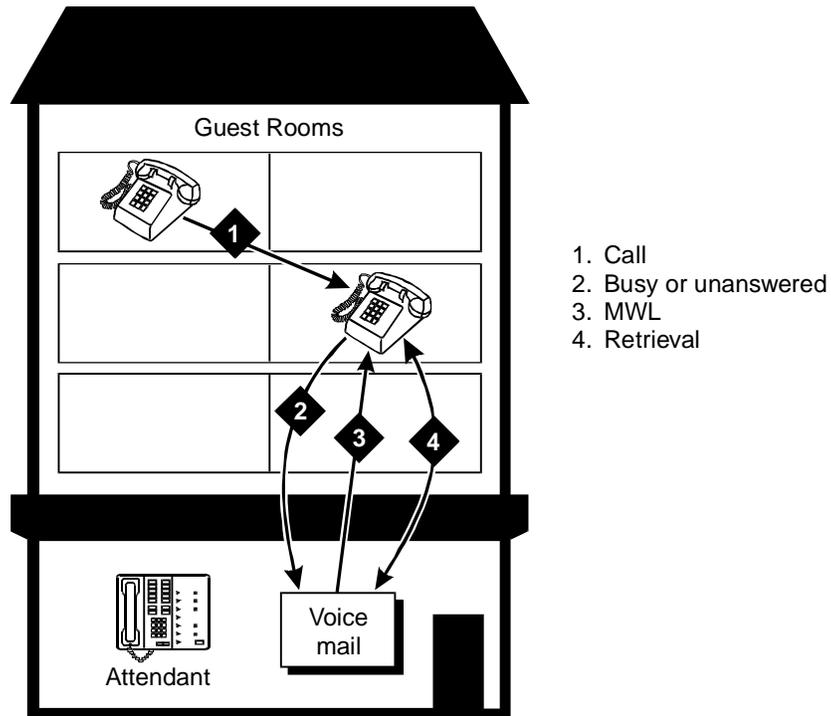


Figure 4-2. Call Processing Example Between Two Guests

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:

1. Dial the message retrieval number: _____.

The system plays the message notification. The message notification tells how many and what type of messages the guest has. Messages may be voice, text, and/or fax.

The voice messages are played one at a time after the message notification. Each message starts 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.

⇒ NOTE:

Lucent INTUITY Lodging administrators can allow guests to save messages (press **[4]**). Ask your administrator if your guests can save messages (yes or no)._____

If guests cannot save messages, the current message is automatically deleted when the guest listens to the next message. If the guest hangs up in the middle of the messaging sequence, the remaining messages are saved.

Attendants can restore deleted messages. See *Restoring a Deleted Message* in this chapter.

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

Retrieving Messages from the Hotel Lobby

To help a guest retrieve messages from a hotel lobby phone:

⇒ 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 the voice mailbox from a hotel lobby phone.

1. Dial the message retrieval number: _____.

The system plays the message retrieval greeting.

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

The system plays the message notification. The message notification tells how many and what type of messages the guest has. Messages may be voice, text, or fax.

The voice messages are played one at a time after the message notification. 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.

 **NOTE:**

Lucent INTUITY Lodging administrators can allow guests to save messages (press [4]). Ask your administrator if your guests can save messages (yes or no)._____

If guests cannot save messages, the current message is automatically deleted when the guest listens to the next message. If the guest hangs up in the middle of the messaging sequence, the remaining messages are saved.

Attendants can restore deleted messages. See *Restoring a Deleted Message* in this chapter.

- 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.
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:

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:

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 a maximum of 24 hours after the guest checks out or until another guest is checked out from the same extension. 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 requesting messages within the 24-hour period and no other guest has been checked out from the extension:

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 Lucent 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 to 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, Lucent 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 Lucent INTUITY Lodging administrator if he or she has updated the Do Not Disturb feature on the PBX to transfer to Lucent 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 Lucent INTUITY Lodging administrator if he or she uses this service and what the number is for your establishment. Write it in the blank below.

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 as long as the guest remains checked in. For example, you can retrieve a message that a guest deleted at 6:00 p.m. up to midnight that evening. If the guest deleted the messages after 11:00 p.m., the messages can be restored at any time before midnight of the next night. This gives your guests more than one hour to retrieve a message that they may have accidentally deleted. However, when the guest checks out, all deleted messages are removed from the system.

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.

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 **0** then the guest's room extension.

For example, when restoring a message for room 211, enter **0 2 1 1**.

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 the guest, and explain that there are no messages to restore.

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

Attendant Terminal-Based Activities

5

Lucent INTUITY Lodging is a messaging system designed especially for lodging establishments such as hotels, hospitals, and colleges. It supplies guests or short-term residents with electronic mailboxes that store messages. Using Lucent INTUITY Lodging is like having a private answering machine for each extension.

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 Lucent INTUITY Lodging, these tasks require some additional administration. For example, when checking in guests, you must activate a mailbox to collect messages.

If your front desk duties include answering the phone and transferring calls, be sure to read Chapter 4, *Attendant Phone-Based Activities*. You may have some callers who wish to access their guest mailboxes.

NOTE:

This chapter only applies to non-PMS environments that use a Lucent INTUITY system terminal to administer guests. If you have an integrated PMS environment, skip this chapter. See Chapter 2, *Lucent INTUITY Lodging Basics*, for more information about environments.

This chapter provides general information and specific tasks with step-by-step instructions.

Blank lines are provided for site-specific information that your Lucent INTUITY Lodging administrator will give you.

Lucent INTUITY Lodging Interface

To move around between screens, enter data, and use features, you need to know the Lucent INTUITY Lodging terminal-based interface. See Chapter 2, *Lucent INTUITY Lodging Basics*, for more information.

Trouble Reports

If a guest has a problem while using the Lucent INTUITY Lodging system, log the problem on a Lucent *INTUITY Lodging User Trouble Report* and give the trouble report to your Lucent INTUITY Lodging administrator.

Ask your administrator for copies of the Lucent *INTUITY Lodging User Trouble Report*.

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 Lucent 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.

Guests may also change their passwords from their room extensions if the system is operating Lucent INTUITY Lodging R1.1. If a guest changes a password from the room extension, the new password will overwrite any password entered at the time of checkin.

Logging In

To access the Lucent INTUITY Lodging application, you will use the terminal-based *attend* login and enter a password assigned by your system administrator. A terminal-based password is different from a phone-based password.

Obtain the attend password. It is recommended that you memorize the password instead of writing it down. Logins and passwords are confidential information and should not be shared with any unauthorized individuals.

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 in. If no screen is displayed, you will need to log in.

To log into the Lucent INTUITY Lodging system, enter your login (attend) and password at the following prompts:

```
Console Login:  
Password:
```

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

After you are logged on, the system will display the Lodging Administration screen (Figure 5-1).



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

Figure 5-1. Lodging Administration Screen

Logging Out

At the end of your shift, log out of the Lucent INTUITY Lodging system.

To log out of the system, press **(CANCEL)** (F6) until the `Console Login:` prompt appears.

⚠ CAUTION:

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

Administering Guests and Extensions Through the Mailbox Screen

Most of your mailbox administration tasks are performed from the Guests Mailbox Administration screen. This menu provides access to different screens that allow you to do tasks, such as checking guests into the messaging system, adjusting a guest's text and fax message tally, and managing mailbox suites.

Displaying the Guest Mailbox Administration Screen

To get to the Guest Mailbox Administration screen after logging in, start at the Lodging Administration menu and select

```
> Guests Mailbox Administration
```

The system will display the Guest Mailbox Administration screen (Figure 5-2).

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

Figure 5-2. Guest Mailbox Administration Menu

To go to one of the screens, use the arrow keys to highlight your choice and press **ENTER**. If you get confused about where you are, press **CANCEL** (F6) until you arrive at a familiar menu.

Mailbox Screen Fields

The Guest Mailbox Administration screen has different fields (Figure 5-3). A *field* is an area on a screen where you enter information or see information displayed.

⇒ NOTE:

Figure 5-3 shows a Mailbox screen from Lodging Release 1.1. If you are working with Lodging Release 1.0 or 1.0.1, you will not see the `Allow personal greeting:` field.

The screenshot shows a window titled "Mailbox" with the following fields and values:

- Guest Extension: _____
- Guest Room Number: _____
- Guest Name: _____
- Guest Password: * _____
- Guest Language: _____
- Switch number: _____
- Allow personal greeting: Yes
- Messages Waiting
 - Voice: _____
 - Fax: _____
 - Text: _____
- Mailbox Capacity Usage: _____ %
- Suite Mailbox Extension: _____
- Comments: _____

Figure 5-3. Guest Mailbox Screen

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 | This field assigns a unique extension number to a mailbox. The maximum length of a guest extension is 7 digits. Only enter numbers into this field. Do not use zero (0) as a guest extension number. |
| Guest Room Number | The Guest Room Number field is 7 characters long and accepts both letters and numbers.

If room numbers are different from telephone extension numbers, always include the guest's room number on screens with space to enter it. |
| Guest Name | 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. Enter the guest's last name first. |
| Guest Password | 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.

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. |

It is recommended that you let the guest choose the password. If your telephone keypad displays letters, guests should choose a word or part of a word, since words are generally easier to remember. If your telephone keypad does not display letters, guests should choose 4 digits. These 4 digits should not be a room or extension number.

You can only enter numbers in this field. Two different guests can use the same password.

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 Lucent INTUITY Lodging administrator if your establishment requires guests 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. See Chapter 4, *Attendant Phone-Based Activities*, for more information about the attendant password.

Do not enter a pound sign unless directed to do so by your system administrator.

Note that if a guest uses the change password feature and creates a new password, the new password will overwrite the old one created at the time of checkin.

Guest Language

The Guest Language field allows you to select the language for instructions that a guest hears after logging in through the telephone. You must enter a language into this field.

Your establishment may also have optionally purchased different languages. By pressing CHOICES (F2), you can see the options available for this field.

Ask your Lucent INTUITY Lodging administrator if your site has other language capabilities. _____

If yes, what other languages are available? _____

Switch Number	<p>The Switch Number field shows the switch number on which the guest extension resides. Place an entry into this field only if the system is connected in a DCS network.</p> <p>Ask your Lucent INTUITY Lodging administrator if you need to place an entry into this field._____</p>
Allow Personal Greeting	<p>The Allow Personal Greeting field accepts an entry of either "yes" or "no." If "yes" is selected, guests may record a greeting. If "no" is selected, guests may not record a personal greeting and the system will use a standard greeting for all extensions.</p> <p>Guests may record personal greetings only if the language is a Release 1.1 language.</p> <p>Ask your system administrator if your policy permits the use of this field._____</p> <p>Ask your system administrator which languages may use this option._____</p>
Messages Waiting	<p>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.</p>
Mailbox Capacity Usage	<p>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.</p>
Suite Mailbox Extension	<p>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. See the <i>Suites</i> section in this chapter for more information. This is a status field and cannot be changed.</p>
Comments	<p>The Comments field is used for any general comments concerning the guest. This field is 20 characters long. You can enter both letters and numbers in this field.</p>

Checking a Guest In

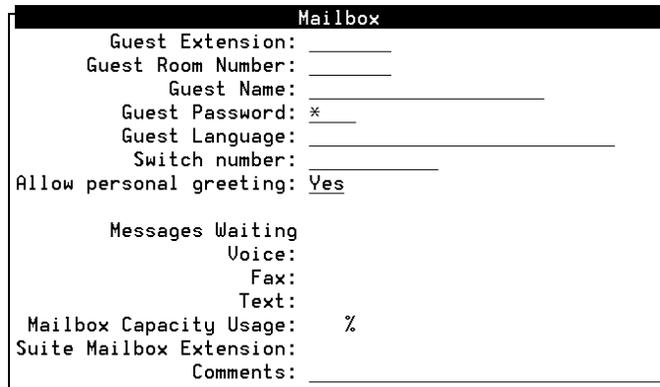
Checking guests in on the Lucent INTUITY Lodging system gives them a mailbox and allows you to keep track of text and fax message tallies.

To check a guest in:

1. Starting at the Guests Mailbox Administration screen select



The system displays the Mailbox screen (Figure 5-4).



The screenshot shows a terminal window titled "Mailbox". The fields are as follows:

- Guest Extension: _____
- Guest Room Number: _____
- Guest Name: _____
- Guest Password: * _____
- Guest Language: _____
- Switch number: _____
- Allow personal greeting: Yes
- Messages Waiting
 - Voice: _____
 - Fax: _____
 - Text: _____
- Mailbox Capacity Usage: _____ %
- Suite Mailbox Extension: _____
- Comments: _____

Figure 5-4. Mailbox Screen

2. Enter all of the necessary information.

⇒ NOTE:

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

- a. For the Guest Extension, Guest Room Number, Guest Name, type in the information and move to the next field by pressing (ENTER) or (TAB), or by using the arrow keys. Type the guest's last name first.
- b. For Guest Password:
 1. If you do not use passwords, continue with Step c.
 2. If you use passwords, ask the guest which 4 digits should be used. Different guests may have the same password for different extensions. Enter the password.

c. For the Guest Language:

1. Press **(CHOICES)** (F2).

The system displays a list of languages (Figure 5-5).

⇒ NOTE:

The list will include only the languages that have been purchased and installed on your system. Figure 5-5 is only an example.



Figure 5-5. Available Languages Menu

2. Highlight the language to be used. Move the highlight bar with the arrow keys.

3. Press **(ENTER)** with the language highlighted.

The system places the chosen language into the field.

d. Do not change the `Switch Number:` field unless your system administrator tells you to do so.

e. For the Allow personal greeting: field enter **y** (yes) or **n** (no).

f. Enter any comments.

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

The system displays new softkeys at the bottom of the screen.

4. Press **(CHECKIN)** (F1).

The system enters the guest into the database, assigns a mailbox, and displays:

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

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

6. Determine your next step:

a. To check in another guest, return to Step 2.

b. To exit, press **(CHG-KEYS)** (F8) and then **(CANCEL)** (F6).

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. Use the following instructions to change information that has already been entered.

⇒ NOTE:

Do not use this method 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:

1. Starting at the Guests Mailbox Administration screen select



The system displays the Mailbox screen (Figure 5-6).

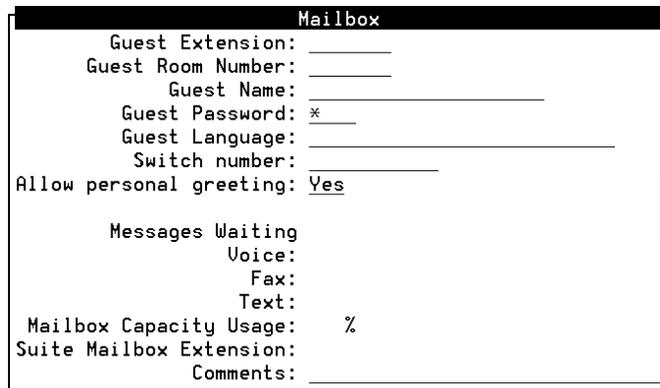


Figure 5-6. Mailbox Screen

2. Enter the guest's extension in the Guest's Extension: field.
3. Press **CHG-KEYS** (F8).
The system displays new softkeys at the bottom of the screen.
4. Press **DISPLAY** (F4).
The system displays the information for the guest.

5. Verify that this is the guest you wish to modify by looking at the `Guest Name :` field.
6. Change the field(s). Use the arrow keys to move the cursor to the field or to the information in the field that needs to be changed. You may use the `Backspace` key to erase information, or with the cursor on the first character in the field, retype the information.

See the *Mailbox Screen Fields* section of this chapter for information about each field.

7. Press `MODIFY` (F3).

The system changes the information and displays:

```
Guest Information Modified
Press <Enter> to continue.
```

8. Determine your next step:
 - a. To modify information for another guest, return to Step 2.
 - b. To exit, press `CHG-KEYS` (F8), and then `CANCEL` (F6).

Checking a Guest Out

Checking guests out on the Lucent INTUITY Lodging system stores all leftover messages in an old mailbox and stops taking new messages for that guest.

To check a guest out:

1. Starting at the Guests Mailbox Administration screen select



A screenshot of a terminal window with a black border. Inside the window, the text "> Mailbox" is displayed in a monospaced font.

The system displays the Mailbox screen (Figure 5-7).

```
Mailbox
Guest Extension: _____
Guest Room Number: _____
Guest Name: _____
Guest Password: * _____
Guest Language: _____
Switch number: _____
Allow personal greeting: Yes
Messages Waiting
Voice:
Fax:
Text:
Mailbox Capacity Usage: %
Suite Mailbox Extension:
Comments: _____
```

Figure 5-7. Mailbox Screen

2. Enter the guest's extension in the Guest Extension field.
3. Press **(CHG-KEYS)** (F8).
The system displays new softkeys at the bottom of the screen.
4. Press **(DISPLAY)** (F4).
The system displays the information for the guest.
5. Verify that this is the guest you wish to check out by looking at the Guest Name: field.
6. Check the Voice:, Fax:, or Text: fields show if a guest has unretrieved messages. Ask the guest to retrieve any remaining messages before checking out. After the guest has retrieved any remaining messages, continue with the next step.
7. Press **(CHECKOUT)** (F2).
System response:
Are you sure you want to checkout this guest?
Press <y> to confirm.
Press <n> to cancel.
8. Press **y**
The system deactivates the mailbox, moves any leftover messages into an old mailbox, and displays:
Guest Checked Out
Press <Enter> to continue.

9. Press **ENTER** to continue.
10. Determine your next step:
 - a. To check out another guest, return to Step 2.
 - b. To exit, press **CHG-KEYS** (F8), and then **CANCEL** (F6).

After Guests Have Been Checked Out

When a guest is checked out, the system deactivates the mailbox and moves any leftover messages into the old mailbox. 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.

Deleting Extensions

When an incorrect extension has been entered in the Lucent 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 system that operates both the INTUITY AUDIX and Lucent INTUITY Lodging applications, a mailbox may need to be deleted from Lucent INTUITY Lodging when a guest is being transferred to the INTUITY AUDIX application.

To delete an extension from the Lucent INTUITY Lodging database in a non-PMS environment:

1. Starting at the Guests Mailbox Administration screen select



The system displays the Mailbox screen (Figure 5-8).

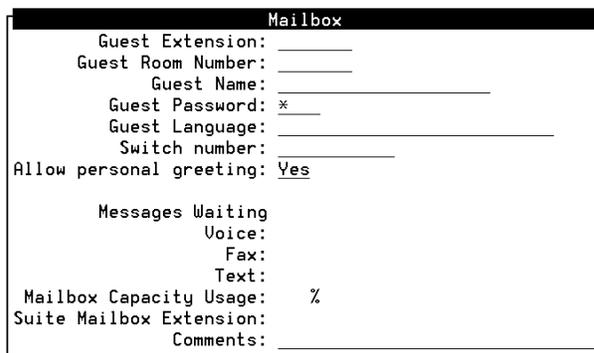


Figure 5-8. Mailbox Screen

2. Enter the extension you wish to delete in the Guest Extension: field,.



NOTE:

The extension entered must be checked out prior to deletion.

3. Press **CHG-KEYS** (F8).

The system displays new softkeys at the bottom of the screen.

4. Press **DEL_EXTN** (F6).

The system deletes the extension and displays:

```
Extension Deleted From Mailbox Database
Press <Enter> to continue.
```

5. Press **ENTER**

6. Determine your next step:

- a. To delete another extension, return to Step 2.
- b. To exit, press **CHG-KEYS** (F8), and then **CANCEL** (F6).

If you are finished using the Lucent INTUITY Lodging terminal, log off.

Handling Text and Fax Messages

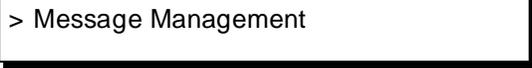
Although Lucent INTUITY Lodging reduces the number of text and fax messages coming to an attendant, you will probably still have to handle some. The Message Management screen allows you to add or subtract the number of text and fax messages in a guest's message tally. When you add a text or fax notification message to the guest's mailbox, the system will announce to the guest when the guest calls the system to retrieve messages that text and/or fax messages have arrived. This is only a tally or count; Lucent INTUITY Lodging does not provide utilities for typing in the actual message or for informing the guest of the number of messages in the tally. Once the guests call into the Lucent INTUITY Lodging system the tally is reset to zero.

You may also use text and/or fax message notification for your Lucent INTUITY Lodging administration if the administrator's mailbox is a checked-in guest mailbox under the Lucent INTUITY Lodging application.

Adding a Text or Fax Message

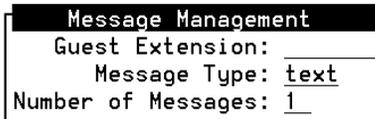
Complete the following steps to add a text or fax message to a guest's tally after you have received a message for the guest:

1. Starting at the Guests Mailbox Administration screen select



> Message Management

The system displays the Message Management screen (Figure 5-9).



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

Figure 5-9. Message Management Screen

2. Enter the extension of the guest who is to receive the message in the Guest Extension: field.

3. Enter a message type of **text** or **fax**. Press **CHOICES** (F2) to display a menu.



NOTE:

Do not use "all." "all" only applies when delivering messages. If the guest has received both message types, you must complete an entry for both types.

4. Enter the number of messages received.

For example, you have received three additional messages for a guest: two additional text messages and one fax message. Enter **2** for the text entry. Complete the entry for text messages, and then go through the procedure again to add the fax message.

The number you enter is added to the existing message tally.

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

The system displays new softkeys at the bottom of the screen.

6. Press **ADD** (F1).

The system adds the number of messages to the guest's tally and displays:

```
Messages Added To Mailbox
Press <Enter> to continue.
```

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



NOTE:

Lucent INTUITY Lodging does not turn the message waiting indicator (MWI) on for text and fax messages as it does with voice messages. For example, if guests have only text and fax 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 Lucent 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.

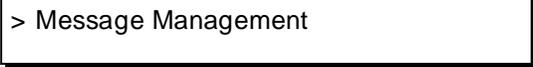
9. Determine your next step:
 - a. To add additional text or fax message notifications, return to Step 2.
 - b. To exit, press **CHG-KEYS** (F8), and then **CANCEL** (F6).

Delivering a Text/Fax Message

When guests retrieve their text and fax messages, you need to delete the message(s) from their tallies.

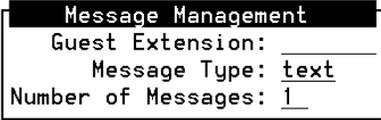
To delete text or fax messages from the tally:

1. Deliver the text and/or fax message to the guest.
2. Starting at the Guests Mailbox Administration screen select



> Message Management

The system displays the Message Management screen (Figure 5-10).



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

Figure 5-10. Message Management Screen

3. Enter the extension of the guest who retrieved the message in the Guest Extension: field.
4. Enter first letter of the type of message(s) retrieved, **all**, **text**, or **fax**, or press **CHOICES** (F2) to display a menu.

If the guest retrieved all text and/or fax messages, choose “all.” If all of the messages were not retrieved, specify the type of message they retrieved, text or fax.

⇒ NOTE:

Do not enter any number into the `Number of Messages:` field. The system assumes that the guest retrieved all messages of that type and sets the count for that type of message to zero.

5. When you have finished entering information, press **CHG-KEYS** (F8).
The system displays new softkeys at the bottom of the screen.

6. Press **DELIVERD** (F2).

System response:

Are you sure you want to deliver
messages for this guest?

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

7. Press **y**

The system subtracts the number of messages from the guest's tallies and displays:

Messages Delivered

Press <Enter> to continue.

8. Press **ENTER**.

9. Determine your next step:

- a. To subtract additional text or fax message notifications, return to Step 3.
- b. To exit, press **CHG-KEYS** (F8), and then **CANCEL** (F6).

10. 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, do so.

Answering Guest Requests: Do I Have Any Messages?

Guests who are unfamiliar with the Lucent 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. Starting at the Guests Mailbox Administration screen select



> Mailbox

The system displays the Mailbox screen (Figure 5-11). The cursor is in the Guest Extension: field.

```
Mailbox
Guest Extension: _____
Guest Room Number: _____
Guest Name: _____
Guest Password: * _____
Guest Language: _____
Switch number: _____
Allow personal greeting: Yes
Messages Waiting
Voice: _____
Fax: _____
Text: _____
Mailbox Capacity Usage: %
Suite Mailbox Extension: _____
Comments: _____
```

Figure 5-11. Mailbox Screen

2. Enter the guest's extension in the Guest Extension field.
3. Press **CHG-KEYS** (F8).
The system displays new softkeys at the bottom of the screen.
4. Press **DISPLAY** (F4).
The system displays the guest's information.
5. Verify that this is the guest you are talking to by looking at the `Guest Name :` field.
6. Look at the `Voice :`, `Fax :`, and `Text :` fields. These fields list the number of each kind of message.

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 *Handling Text and Fax Messages* in this chapter.
7. Press **CHG-KEYS** (F8) and then **CANCEL** (F6) to exit the screen.

Printing Screen Information

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

To print a screen:

1. Access the appropriate screen through the Lucent INTUITY Lodging menus.
2. Display or enter the information you wish to print.

3. Press **CHG-KEYS** (F8) and then **PRINT** (F5).

The **PRINT** function 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.

Lucent INTUITY Lodging allows the merged 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.

⇒ 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.

To merge two mailboxes:

1. Starting at the Guests Mailbox Administration screen select



The system displays the Mailbox screen (Figure 5-12).



Figure 5-12. Merge Mailbox Screen

2. Enter the extension of the guest who is moving in the `Move From Extension:` field.
3. Enter the extension of the room the guest is moving to in the `To Extension:` field.
4. Press `(SAVE)` (F3).
System response:

```
Are you sure you want to merge?  
Press <y> to confirm.  
Press <n> to cancel.
```
5. Press `y`
The system merges the two mailboxes and displays:

```
Guests Merged  
Press <Enter> to continue.
```
6. Press `(ENTER)`.
7. Determine your next step:
 - a. To merge additional mailboxes, return to Step 2.
 - b. To exit, press `(CANCEL)` (F6).
8. Move any paper messages (text or fax) from the physical mailbox of the old room to the physical mailbox of the merged room.

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.

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

⇒ 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, *Administrator's Activities*, in Chapter 3, *Administrator's Activities*.

To transfer a mailbox:

1. Starting at the Guests Mailbox Administration screen select



The system displays the Mailbox screen (Figure 5-13).

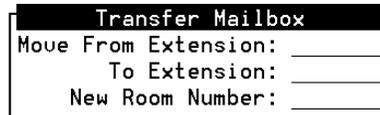


Figure 5-13. Transfer Mailbox Screen

2. Enter the old room extension into the `Move From Extension:` field.
3. Enter the new room extension into the `To Extension:` field.
4. Enter the new room number into the `New Room Number:` field.



NOTE:

If room numbers and phone extensions are the same, for example Room 234 has extension 234, you may leave this field blank.

5. When you have finished entering information in all three fields, press `(SAVE)` (F3).

System response:

```
Are you sure you want to transfer this
guest?
```

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

6. Press **y**

The system transfers the guest and displays:

```
Guest Transferred
Press <Enter> to continue.
```

7. Press `(ENTER)`.
8. Determine your next step:
 - a. To transfer additional guests, return to Step 2.
 - b. To exit, press `(CANCEL)` (F6).

9. Move any paper messages (text or fax) from the physical mailbox of the old room to the physical mailbox of the new room.

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.

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.

⇒ 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*.

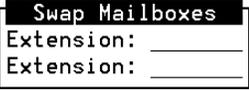
To swap two mailboxes:

1. Starting at the Guests Mailbox Administration screen select



>Swap Mailboxes

The system displays the Swap Mailbox screen (Figure 5-14).



Swap Mailboxes
Extension: _____
Extension: _____

Figure 5-14. Swap Mailboxes Screen

2. Enter the first guest's extension into the first `Extension:` field.
3. Enter the second guest's extension into the second `Extension:` field.

4. When you have finished entering information in both fields, press **SAVE** (F3).

System response:

```
Are you sure you want to swap these two
guests?
```

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

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

5. Press **y**

The systems swaps the guests and displays:

```
Guests Swapped
```

```
Press <Enter> to continue.
```

6. Press **ENTER**.
7. Determine your next step:
 - a. To swap additional mailboxes, return to Step 2.
 - b. To exit, press **CANCEL** (F6).
8. Swap any paper messages (text or fax) from the physical mailboxes of the two 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 Lucent INTUITY Lodging system.

Using Lucent INTUITY Lodging, you can create one mailbox to serve an entire suite of rooms (Figure 5-15).

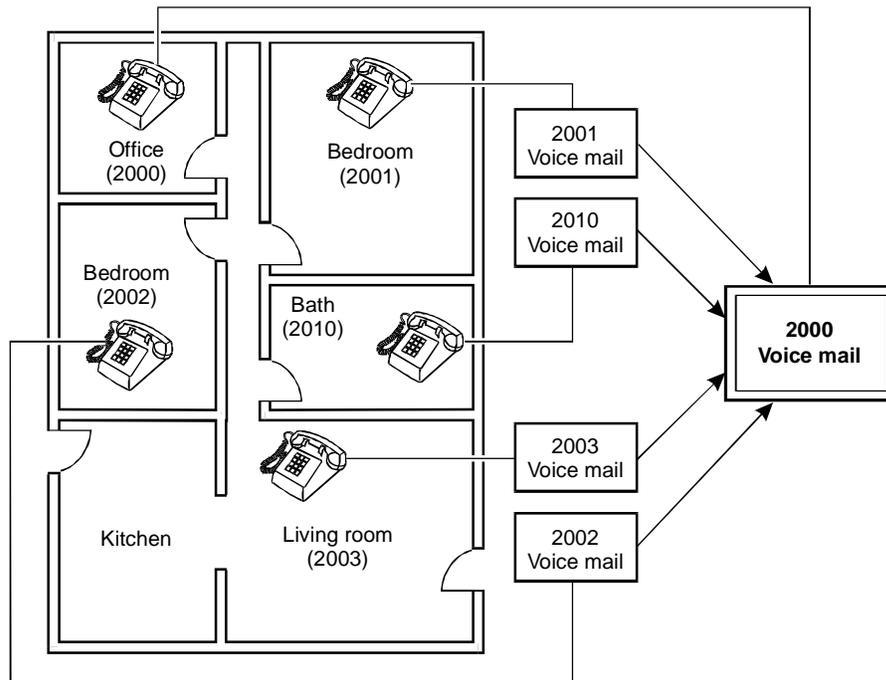


Figure 5-15. Using One Mailbox for a Suite of Rooms

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 in 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.

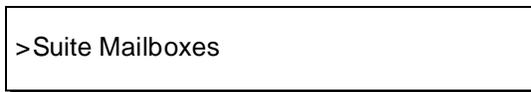
Mrs. Jones can receive calls on any of the suite's extensions. However, when she is unavailable, messages and notification of text and fax messages are stored in one suite mailbox, 2000. She can retrieve these messages from any phone in the suite. If she is calling from outside the suite, she must know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

1. Starting at the Guests Mailbox Administration screen select



The system displays the Suite Mailbox screen (Figure 5-16).

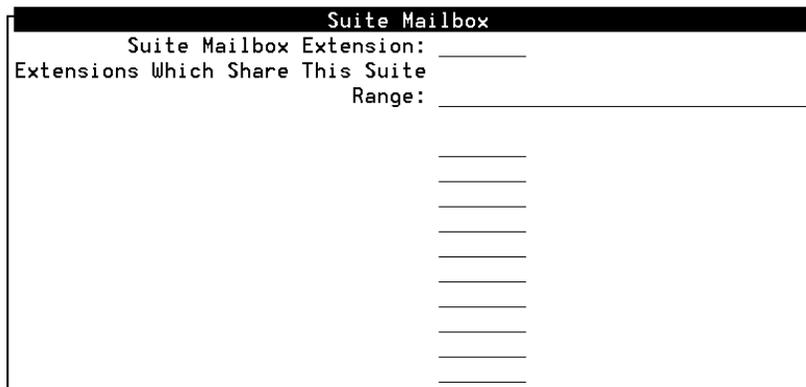


Figure 5-16. Suite Mailbox Screen

2. Enter the main suite mailbox extension in the Suite Mailbox Extension: field.

The suite mailbox extension is the mailbox that gets all of the messages for the suite of rooms. 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.
4. Enter individual suite member extensions on the short lines below the Range field. The maximum number of member extensions is 10.
5. When you are finished entering extensions, press **CHG-KEYS** (F8).

The system displays new softkeys at the bottom of the screen.

6. Press **SAVE** (F3).

Are you sure you want to save this
suite information?

Press <y> to confirm.

Press <n> to cancel

7. Press **y**

The system saves the suite assignment and displays:

Suite Information Saved in Mailbox Database

Press <Enter> to continue.

8. Press **ENTER**.
9. Determine your next step:
 - a. To create additional suites, return to Step 2.
 - b. To exit, press **CANCEL** (F6).

Checking Guests In and Out of Suites

Once a suite of extensions is created, use the main suite extension for check-in and/or check-out. Do not use any of the member extensions. 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.)

If you need to use the member extension for check-in and check-out, delete the suite mailbox. 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 mailbox unassigns all member extensions. This allows you to treat the suite member extensions as regular rooms: you can check them in and they can have their own mailboxes.

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 *Checking a Guest Out* in this chapter.)

2. Starting at the Guests Mailbox Administration screen select



The system displays the Suite Mailbox screen (Figure 5-17).

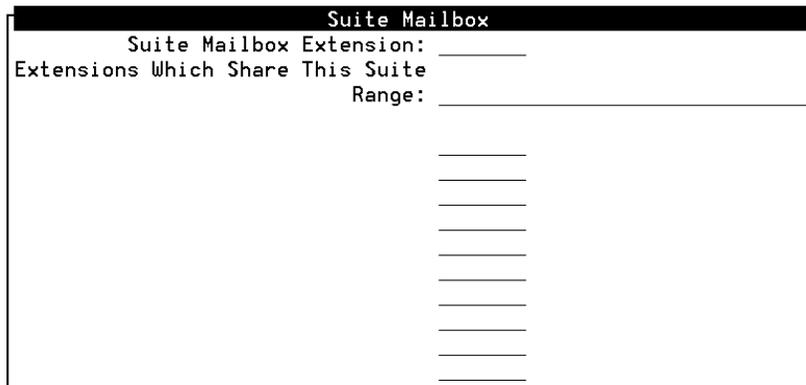


Figure 5-17. Suite Mailbox Screen

3. Enter the suite's main extension.
4. Press **CHG-KEYS** (F8).
The system displays new softkeys at the bottom of the screen.
5. Press **DISPLAY** (F4).
The system displays all of the member extensions.
6. Verify that this is the suite you wish to delete.

7. Press **DELETE** (F2).

System response:

Are you sure you want to delete the suite?

Press <y> to confirm.

Press <n> to cancel.

8. Press **y**

The system deletes the suite assignment and displays:

Suite Deleted From Mailbox Database

Press <Enter> to continue.

9. Press **ENTER**.

10. Determine your next step:

a. To delete additional suites, return to Step 3.

b. To exit, press **CANCEL** (F6).

Modifying a Suite Mailbox

If you need to change a suite of extensions that has already been created:

1. Starting at the Guests Mailbox Administration screen select



>Suite Mailboxes

The system displays the Suite Mailbox screen (Figure 5-18).

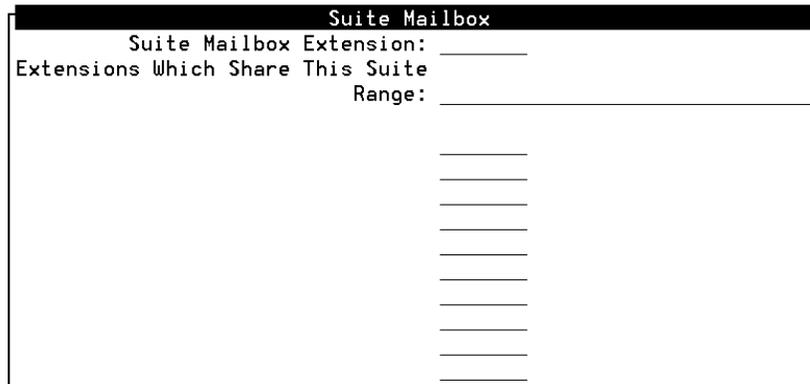


Figure 5-18. Suite Mailbox Screen

2. Enter the main suite mailbox extension in the Suite Mailbox Extension: field.
3. Press **CHG-KEYS** (F8).

The system displays new softkeys at the bottom of the screen.
4. Press **DISPLAY** (F4).

The system displays all of the member extensions on the screen's 10 short lines.
5. Verify that this is the suite you wish to modify.
6. Make all necessary modifications:
 - To delete an extension, move the cursor, using the arrow keys, to the desired location and enter a new extension or use the **DEL** key to erase the old extension.
 - To add an extension, go to a blank line below the Range field and enter the new extension.
 - To change an extension, type over the existing extension.

The maximum number of member extensions is ten. Ignore the Range field.
7. When you are finished making modifications, press **SAVE** (F3).

System response:

```
Are you sure you want to save this
suite information?

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

The system makes the changes and displays:

```
Suite Information Saved In Mailbox Database
Press <Enter> to continue.
```
9. Press **ENTER**.
10. Determine your next step:
 - a. To modify additional suites, return to Step 2.
 - b. To exit, press **CANCEL** (F6).

Merging, Swapping, Transferring, and Reactivating Suites

The merge, swap, transfer, and reactivate operations are the same for suites as they is for individual rooms. Perform these operations on the main suite extension. An attempt to use 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 a maximum of 24 hours after checkout or until another guest is checked out from the same extension. Old mailboxes contain messages that the guest has not listened to (unheard) and those that have been saved by the guest. Old mailboxes do not include deleted messages or text and fax message tallies.

If a previous guest checks back into the hotel within the 24-hours and no other guest has been checked out from the extension, you can reactivate the mailbox so that the guest can retrieve messages leftover from their previous stay.

You cannot restore any deleted messages for an old mailbox, because deleted messages and text and fax tallies are purged from the system when the guest checks out.

Old mailboxes that are at least 24 hours old are purged from the system at midnight. Messages from purged old mailboxes are no longer retrievable.

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 also reactivate a suite’s main extension.

To reactivate an old mailbox:

1. Starting at the Guests Mailbox Administration screen select



The system displays the Old Mailbox screen (Figure 5-19).

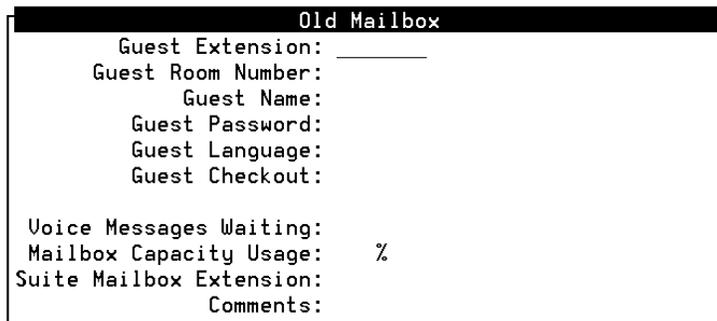
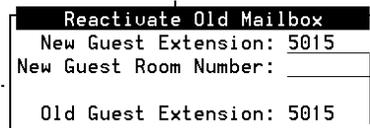


Figure 5-19. Old Mailbox Screen

2. Enter the guest's previous extension in the `Guest Extension:` field.
If you are unsure of the guest's previous extension, press the `(CHOICES)` (F2) to display possible extensions.
3. Press `(CHG-KEYS)` (F8).
The system displays new softkeys at the bottom of the screen.
4. Press `(DISPLAY)` (F4).
The system displays the information for the guest on the Old Mailbox screen.
5. 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.
6. Press `(ACTIVATE)` (F2).
The system displays the Reactivate Old Mailbox screen (Figure 5-20).



```
Reactivate Old Mailbox
New Guest Extension: 5015
New Guest Room Number:
Old Guest Extension: 5015
```

Figure 5-20. Reactivate Old Mailbox Screen

7. 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.
8. Press `(SAVE)` (F3).
The system reactivates the old mailbox with or without a new extension number, and displays:

```
Old Mailbox Reactivated
Press <Enter> to continue.
```

After the system displays this message, 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 Lucent INTUITY Lodging administrator.) In addition, all of the guest's old information such as password is in effect.

9. Press **ENTER**.
10. Determine your next step:
 - a. To reactivate more old mailboxes, return to Step 2.
 - b. To exit, press **CANCEL** (F6).

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 application such as INTUITY AUDIX messaging.

To purge an old mailbox, do the following:

1. Starting at the Guests Mailbox Administration screen select



The system displays the Old Mailbox screen (Figure 5-21).

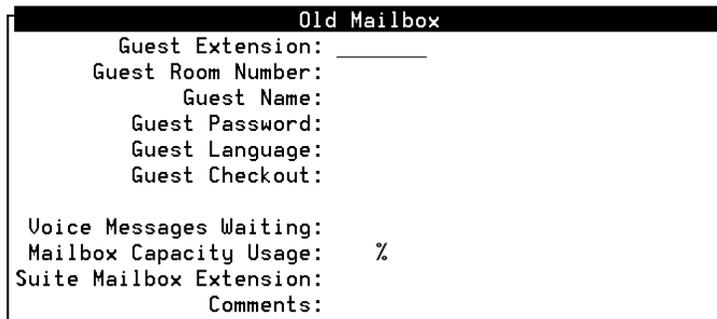


Figure 5-21. Old Mailbox Screen

2. Enter the guest's previous extension.

3. Press **CHG-KEYS** (F8).

The system displays new softkeys at the bottom of the screen.

4. Press **DISPLAY** (F4).

The system displays the information for the guest on the Old Mailbox screen.

5. 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.

6. Press **PURGE** (F1).

System response:

```
Are you sure you want to purge this
guest mailbox?
```

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

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

7. Press **y**

System response:

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

This message is followed by a message indicating that the mailbox was purged or that the mailbox had no old voice message(s).

8. Press **ENTER**.

9. Determine your next step:

- a. To purge additional mailboxes, return to Step 2.
- b. To exit, press **CANCEL** (F6).

Preventive maintenance on a regular basis is the key to problem-free operation. It is your responsibility as a Lucent 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.

This chapter describes preventive maintenance tasks that should be performed daily, weekly, monthly, and during high occupancy periods.

Daily

Perform the following preventive maintenance tasks each day, preferably early every morning:

1. Respond to any troubles reported by guests or attendants. A Lucent *INTUITY Lodging User Trouble Report* is provided in Appendix A, *Job Aids* to make documenting trouble easier. Respond to these reports as directed in Chapter 8, *Troubleshooting*.
2. Review the Administrator's and Alarm Logs for errors and system alarms. See Chapter 7 for instructions.
3. Print and review the Guests Over Mailbox Limit Report described in Chapter 7, *Reports, 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. You may also increase the mailbox size for the system.

4. 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. See Chapter 7, *Reports, Logs, and Audits*.
5. When all tasks are complete, log out of the Lucent INTUITY Lodging terminal. Leave the terminal at the `Console Login:` prompt. For more information, see Chapter 3, *Administrator's Activities*.

Weekly

Perform the following preventive maintenance tasks each week.

1. Check available disk space:
 - a. From the Lucent INTUITY (TM) Administration screen, select the Customer/Services Administration option.
 - b. Select System Verification, and then Verify System Status.
 - c. Find the entry Purchased Hours of Speech.
 - d. 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 Lucent INTUITY Lodging traffic by printing and reviewing the Phone Line Usage Report.

This report, described in Chapter 7, *Reports, Logs, and Audits*, provides information about how your Lucent 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, *Reports, Logs, and Audits* and review the errors.

If the errors require that the database be fixed, schedule a time to start and stop the voice system.



NOTE:

Starting and stopping the voice system removes the system from service for a short time.

Monthly

Check the system clock for accuracy as described in Chapter 3, *Administrator's Activities*.

High Occupancy

Before, during, and after high occupancy periods, you should check available disk space. Refer to the *Weekly* section of this chapter for instructions.

Lucent INTUITY Lodging gathers information on the status of the system and makes it available to you in a series of reports, audits, and logs. 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.

This chapter describes the contents of reports, logs, and audits and tells how to access them.

Types of Reports, Logs and Audits

This chapter is divided into the following sections:

- *Lucent INTUITY Lodging Reports*

These reports focus on guest usage of the system — for example, number of messages taken by Lucent INTUITY Lodging, number of guests over the mailbox limit, and number of transfers to the attendant. Lucent INTUITY Lodging reports compile data strictly pertaining to Lucent INTUITY Lodging application and include the

- Phone Line Usage report
- Mailbox Usage report
- Guest Over Mailbox Limit report

- *Logs*

The alarm and administrator's logs provides a listing of alarm and administrative information. Refer to Lucent *INTUITY Platform Administration and Maintenance for Release 3.0* (585-310-557) for detailed description of the alarm and administrator's log and alarm entries.

- *Audits*

Audits function to detect inconsistencies within the database and provide a fix or restart of the system. Audits will report inconsistencies.

- *System Monitor*

The system monitor provides a dynamic report about channel status. The system monitor information applies to all applications operating on the system.

Printing Reports

If you have a printer connected to the Lucent INTUITY system 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.

To print a report

1. Access the appropriate report through screen selection.

If necessary, press the appropriate function keys to display the report in the screen.

2. Press **CHG-KEYS** (F8).

3. To print

- a. Lucent INTUITY Lodging reports, press **PRINT** (F2).
- b. Administrator's Log, Alarm Log, and System Monitor reports, press **PRINT** (F6).

Lucent recommends printing reports regularly and keeping them on file for reference.

Lucent INTUITY Lodging Reports

Lucent INTUITY Lodging reports focus on guest usage of the system — for example, number of messages taken by Lucent INTUITY Lodging, number of guests over the mailbox limit, and number of transfers to the attendant. These reports compile data strictly pertaining to Lucent INTUITY Lodging and include the Phone Line Usage, Mailbox Usage, Guest Over Mailbox Limit reports.

The Phone Line Usage Report

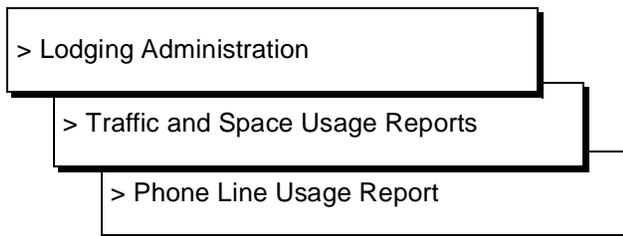
The Phone Line Usage report provides information about Lucent INTUITY Lodging channel activity during a particular time period. A channel is the way that Lucent INTUITY Lodging receives and sends calls and data.

Displaying The Phone Line Usage Report: Today's Usage

The Phone Line Usage report provides information about Lucent INTUITY Lodging channel activity during a particular time period. A channel is the way that Lucent INTUITY Lodging receives and sends calls and data.

To display the Phone Line Usage report:

1. Starting at the Lucent INTUITY (TM) Administration screen select



The system displays the Which Report screen (Figure 7-1).

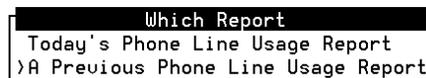


Figure 7-1. Which Report Screen

2. Select Today's Phone Line Usage Report.

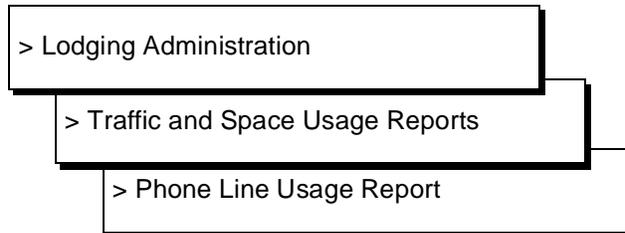
The system displays the Phone Line Usage Report.

3. See *Interpreting the Phone Line Usage Report* below.

Displaying The Phone Line Usage Report: Previous Report

To display a Phone Line Usage report for a previous day

1. Starting at the Lucent INTUITY (TM) Administration screen select



The system displays the Which Report screen (Figure 7-2).

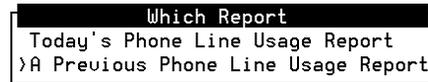


Figure 7-2. Which Report Screen

2. Select A Previous Phone Line Usage Report.

The system displays the Select Day screen (Figure 7-3).



Figure 7-3. Select Day Screen

3. Enter **1 - 31** to select the desired date.
4. Press **SAVE** (F3).

The system displays the selected Phone Line Usage Report.

5. See *Interpreting the Phone Line Usage Report* below.

Interpreting the Phone Line Usage Report

The top of the Phone Line Usage Report (Figure 7-4) 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. Lucent INTUITY Lodging supports a maximum of 42 simultaneous channels. (Channel numbers can range from 0 to 63.) The report will only show the number of channels purchased for the system.

The number of channels determines the number of calls Lucent 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

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
Messages Read		50	50
Messages Deleted		50	50
Messages Restored		0	0
Attendant Cmplt	0	0	0
Attendant Busy	0	0	0

Figure 7-4. Phone Line Usage Report Screen

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. The Lodging application requires that the channels be assigned to *DNIS_SVC.

If a channel has been active, the report provides a separate page for that channel. If no phone line usage information has been recorded for a particular channel, you will see the words `No phone usage information has been recorded.`

Lucent 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, and Channel Totals.

- Call Answer displays statistics for messages recorded by Lucent INTUITY Lodging for guests.
- Voice Mail displays statistics for messages retrieved from Lucent INTUITY Lodging by guests.
- Channel Totals adds the statistics in the Call Answer and Voice Mail 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.

At the end of the Phone Line Usage report, the system provides a summary of all channels that were active during the data-collection period, under the *Totals* for all channels (Figure 7-5). 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

Figure 7-5. Phone Line Usage Report: Totals for All Channels

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 Lucent 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. This is an average.
Occupancy (%)	The percentage of time the channel was in use. This is an average.
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.
Greeting Recorded	The number of greetings that guests have recorded.
	⇒ NOTE: This field only appears in Release 1.1.
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 Complete	<p>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.</p> <ul style="list-style-type: none">■ 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 Lucent INTUITY Lodging with the tones (dial tone, progress tone, voice energy) Lucent 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	<p>The number of times guests logged in to Lucent INTUITY Lodging to retrieve messages.</p>
Attendant Assistance	<p>The number of times the attendant helped guests retrieve messages from Lucent INTUITY Lodging, usually from a lobby phone or from outside the hotel.</p>
Not Checked In	<p>The number of calls transferred to a room where the guest was not checked in on Lucent 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.”</p>

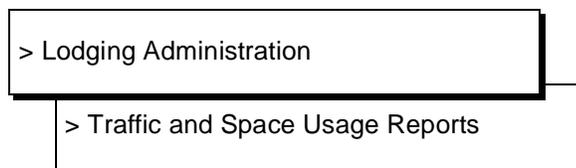
The Mailbox Usage Report

The Mailbox Usage Report provides a message profile for every guest checked into the Lucent INTUITY Lodging database. This report is a snapshot. It shows exact message data that exists at the day and time you generate the report.

Displaying The Mailbox Usage Report

To display a Lucent INTUITY Lodging Mailbox Usage report

1. Starting at the Lucent INTUITY (TM) Administration screen select



The system displays the Lodging Reports screen.

2. Select Mailbox Usage.

The system displays the Mailbox Usage Report window (Figure 7-6).

The screenshot shows a window titled "Mailbox Usage Report". Inside the window, the following text is displayed:

```
Mailbox Usage Report
Mailbox size: 360 seconds
Fri Sep 1 16:05:02 1995
```

Below this, there is a table with the following structure:

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

Figure 7-6. Mailbox Usage Report Screen

Interpreting the Mailbox Usage Report

The top of the Mailbox Usage report shows the size of the mailbox (in seconds) to which the mailbox limit has been set. (See Chapter 3, *Administrator's Activities* for more information.) 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 Lucent 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, messages deleted after 11 pm 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 a maximum of 24 hours after the guest checks out or until another guest who has been using the same extension is checked 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. Lucent 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. Lucent 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, see 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.

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 under the Lucent INTUITY Lodging application.

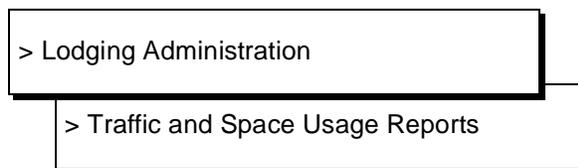
The Guest Over Mailbox Limit Report

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. (See Chapter 3, *Administrator's Activities* for more information.) This report is a snapshot; it shows guests over the mailbox limit at the day and time you generate the report.

Displaying the Guest Over Mailbox Limit Report

To display a Lucent INTUITY Lodging Mailbox Usage report

1. Starting at the Lucent INTUITY (TM) Administration screen select



The system displays the Lodging Reports screen.

2. Select Guests Over Mailbox Limit.

The system displays the Guests Over Mailbox Limit screen (Figure 7-7).

The screenshot shows a terminal window titled 'Guests Over Mailbox Limit Report'. The content includes the report title, mailbox size (360 seconds), and the date/time (Wed Sep 6 12:54:27 1995). Below this is a table with one row labeled 'Totals' and two columns of zeros.

Guests Over Mailbox Limit Report		
Guests Over Mailbox Limit Report		
Mailbox size: 360 seconds		
Wed Sep 6 12:54:27 1995		
Totals	0	0

Figure 7-7. Guests Over Mailbox Limit Report Screen

Interpreting the Guests Over Mailbox Report

The top of the Guests 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. See "Mailbox Size" in Chapter 3, *Administrator's Activities* for more information.

Logs

The Lucent INTUITY system provides 3 logs for use with the Lucent INTUITY Lodging application:

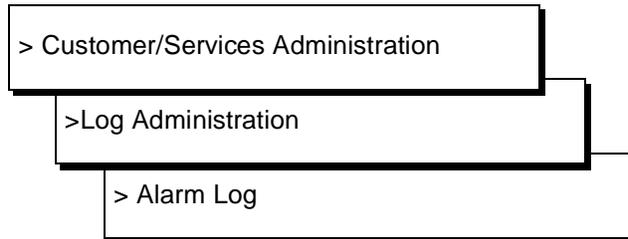
- Alarm Log
- Administrator's Log
- PMS Communication Log

Alarm Log

The Alarm Log provides a record of alarms generated by the system. You are responsible for repairing any warning alarms that appear in the Alarm Log. Major and minor alarms require remote maintenance center intervention.

To display the Alarm Log

1. Starting at the Lucent INTUITY (TM) Administration screen select



2. The system displays the Alarm Log Display Selection screen (Figure 7-8).

```
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: ____
```

Figure 7-8. Alarm Log Display Selection Screen

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).



NOTE:

It is not necessary to enter the data, time, or application unless you want to restrict the data that is displayed.

The system displays the Alarm Log screen (Figure 7-9).

Alarm Log								
App	Resource	Location	Alarm	Alm	Ack	Date/Time	Date/Time	Resolve
Type			Code	Lvl		Alarmed	Resolved	Reason
UP	VOICE_PORT	TR CH 4	1	MIN	N	09/05/95 13:36		
UP	VOICE_PORT	TR CH 11	1	MIN	N	09/05/95 22:16		
UP	VOICE_PORT	TR CH 1	1	MIN	N	09/06/95 04:57		
UP	VOICE_PORT	TR CH 0	1	MIN	N	09/06/95 04:57		

Figure 7-9. Alarm Log Window



NOTE:

Only those alarms with a WRN (Warning) in the Alarm Level column will be the responsibility of the system administrator. See Lucent *INTUITY Platform Administration and Maintenance for Release 3.0* (585-310-557) for an explanation of alarms.



NOTE:

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.
6. Press **(CANCEL)** (F6).

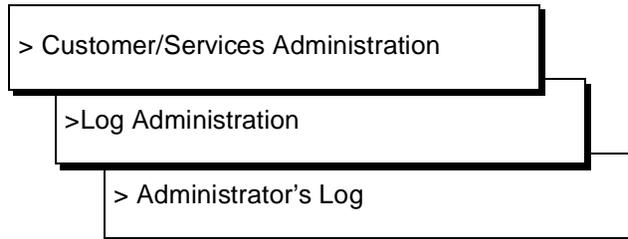
The system responds by exiting the Alarm Log screen.

Administrator's Log

The Administrator's Log provides a record of administrative messages for activities on the system. Refer to *INTUITY Platform Administration and Maintenance for Release 3.0* (585-310-557) for an explanation of administrator's messages.

To display the Administrator's Log

1. Starting at the Lucent INTUITY (TM) Administration screen select



2. The system displays the Administrator's Log Display Selection screen (Figure 7-10).

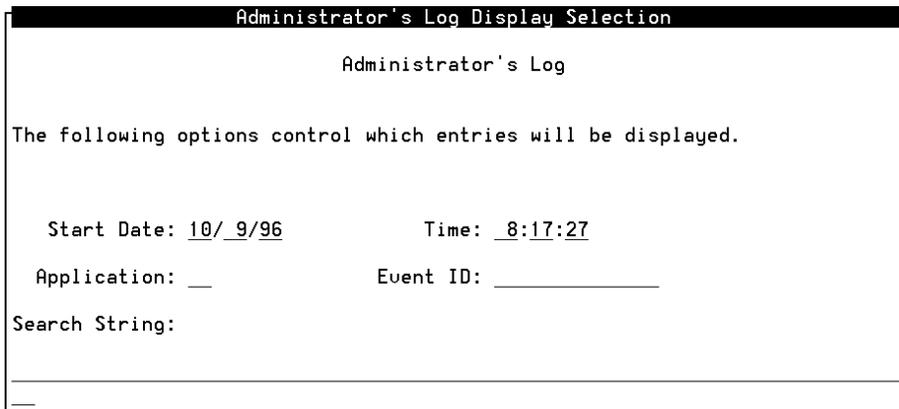


Figure 7-10. Administrator's Log Display Selection Screen

3. Press **SAVE** (F3).



NOTE:

It is not necessary to enter the data, time, or application unless you want to restrict the data that is displayed.

The system displays the Administrator's Log screen (Figure 7-11).

Administrator's Log					
Date	Time	App	Event ID	Cnt	Message
10/09/96	11:36:02	MT	UDTADM00022	1	parcrypf1 creation passed
10/09/96	11:36:29	SW	WTR200	1	No valid switch link device is assigned
10/13/96	01:02:43	UM	ADM_lnnr	1	Name not recorded for <test-1> extension <4567>.
10/13/96	01:02:43	UM	ADM_lnnr	1	Name not recorded for <<loopback>> extension <9876>.
10/17/96	17:12:19	MT	UDTADM00022	1	parcrypf1 creation passed
10/17/96	17:15:56	MT	UDTADM00022	1	parcrypf1 creation passed
10/17/96	17:16:23	SW	WTR200	1	No valid switch link device is assigned

Figure 7-11. Administrator's Log Screen

⇒ NOTE:

Entries in the log are displayed in chronological order, oldest first. To see the most recent entries press **(END)** on your keyboard.

4. Use the **(PREVPAGE)** (F2) or **(NEXTPAGE)** (F3) to page through the log.
5. Press **(CANCEL)** (F6).

The system responds by exiting the Administrator's Log screen.

PMS Communications Log

The PMS Communications Log resides on the system to help PMS developers to fix software problems. As an administrator, you may use this log to verify that the link is in-service or to look for errors that indicate that you need to contact your PMS vendor or notify your PMS developer.

See Chapter 8, *Troubleshooting* for information.

Database Audits

Audits are provided as a means to monitor system operation. Audits are performed in the background and results will be displayed or printed when inconsistencies are found within the databases. Audits behave differently, depending upon system state.

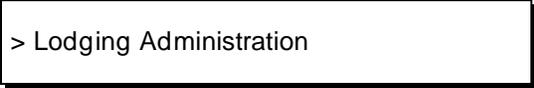
- The system will only report inconsistencies found if the voice system is operational and processing calls.
- The system will attempt to fix any inconsistencies if the voice system is down.

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. If discrepancies are found, stop and start the voice system to correct the discrepancies.

To audit the mailbox databases

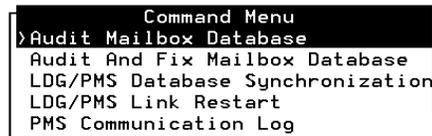
1. Starting at the Lucent INTUITY (TM) Administration screen select:



```
> Lodging Administration
```

2. Press **CMD-MENU** (F7).

The system displays the Command Menu (Figure 7-12).



```
Command Menu
> Audit Mailbox Database
  Audit And Fix Mailbox Database
  LDG/PMS Database Synchronization
  LDG/PMS Link Restart
  PMS Communication Log
```

Figure 7-12. Command Menu

3. Select Audit Mailbox Database.

The system responds by running the audit. If discrepancies in the databases exist, the system displays them on the screen (Figure 7-13).

⇒ NOTE:

The system will not fix the databases unless the voice system is stopped.

```
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

Beginning audit of the Lodging files

Audit of the Lodging files is complete

<Press any key to continue>
```

Figure 7-13. Discrepancies Listing from Audit Mailbox Database

4. Examine the output. Use the up and/or down arrow keys to scroll through the data.

If discrepancies in the databases exist, run the Audit and Fix Mailbox Database command to correct the discrepancies. Use the procedure below.

5. Press **ENTER**

The system responds by returning you to the Command Menu.

Fix Mailbox Databases: Stop and Start the Voice System

To fix the discrepancies, start and stop the voice system. This action forces the system to run the Audit and Fix Mailbox Database command to fix discrepancies between the speech database and mail database, eliminating unreferenced messages that may have occurred during normal operation and freeing disk space.

⇒ NOTE:

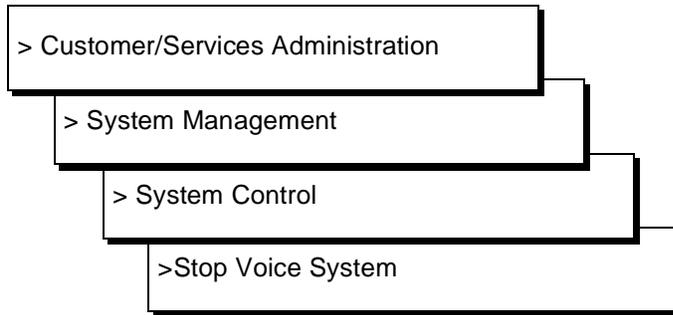
This procedure requires you to stop the messaging system if discrepancies are found and should only be performed at the time of day when the system experiences a low volume of usage. Starting and stopping the voice system briefly remove the system from service.

To fix the Lucent INTUITY Lodging databases

⇒ NOTE:

This procedure also operates an audit.

1. Starting at the Lucent INTUITY (TM) Administration screen select



System response:

Enter y to continue, n to quit.

2. Enter **y**

System response:

The Voice System is now stopping.

The system responds by stopping the voice system. When the process is finished, the system displays the following message:

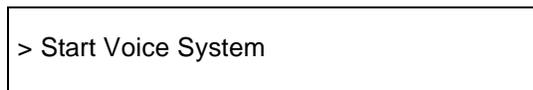
The Voice System has stopped

Press Enter to continue ...

3. Press **(ENTER)**

The system displays the System Control screen.

4. From the System Control screen select



The system responds by beginning an audit and reporting:

The voice system is starting

When the process is finished, the system reports:

Startup of the Voice System is complete

The system message might wipe out the Console Login prompt

Please hit the <ENTER> key after the messages stop scrolling on the screen

Press Enter to continue ...

5. Press **ENTER**

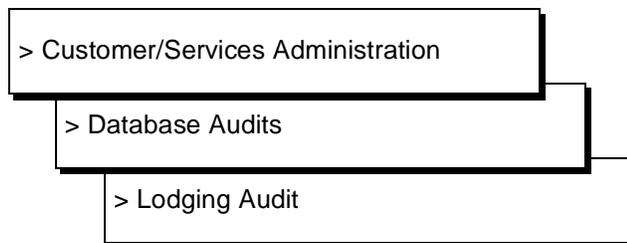
The system displays the `System Control` screen.

Lodging Audit: Access through the Lucent INTUITY System Screens

The Audit and Fix Mailbox Database command may also be accessed through the Lucent INTUITY screens. If the voice system is operating, the command will only perform an audit. If the voice system is stopped, the command will both audit and fix the database. This is the same command as the command accessed under the Lodging Administration's Command Menu screen.

To access the Audit and Fix Mailbox Database command from the Lucent INTUITY system screens:

1. Starting at the Lucent INTUITY (TM) Administration screen select:



2. Press **CHG-KEYS** (F8).

The system displays new softkey names.

3. Press **RUNAUDIT** (F1).

System response:

Lodging Audit Audits may take up to 15 minutes to complete. This audit will be run in the background.

Press <y> to confirm.

Press <n> to cancel.

4. Press **y**

The system responds by running the audit.

5. Wait approximately 15 minutes.

6. Press **VIEW_RES** (F4).

The system displays the `Results of Lodging Audit` window (Figure 7-14).

```
Results of Lodging Audit
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 GREETINGS ...
READING PROMPT FILE ...
checking /usr/lgdb/prompt00 file
Audit of the Lodging database is complete

Beginning audit of the Lodging files
```

Figure 7-14. Results of Lodging Audit Screen

7. Examine the output. Use the up and/or down arrow keys to scroll through the data.

If the report shows discrepancies, stop and start the messaging system. Do this at the time of day when the volume of usage is low. See *Procedures*, Chapter 8, *Troubleshooting* for instructions.

8. Press **CANCEL** (F6).

The system displays the Database Audits screen.

System Monitor

The System Monitor is a dynamic (changing) report screen that shows the activity on the channels of the Lucent INTUITY Lodging system. You can use the System Monitor to verify that channels are working properly and troubleshoot the system.

To display the System Monitor:

1. Starting at the Lucent INTUITY (TM) Administration screen select

```
>Voice System Administration
> System Monitor
```

The system displays the System Monitor screen.

Interpreting the System Monitor Report

The System Monitor is divided into 6 columns and is organized by channel (Figure 7-15). 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		

Figure 7-15. System Monitor - Voice Channels Screen

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 Lucent 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 tip/ring circuit card 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 Lucent 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), and then **CHG_RATE** (F1).

The system displays the Change Refresh Rate screen (Figure 7-16).



A screenshot of a terminal window showing the 'Change Refresh Rate' screen. The text 'Change Refresh Rate' is on the top line, and 'Refresh Rate: 5_ seconds' is on the bottom line. The number '5' is underlined, indicating it is the current value.

Figure 7-16. Change Refresh Rate Screen

2. Enter 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 Lucent 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.
- *Lucent 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 onto the Lucent 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: Systems with a Link Between the PMS and the Lucent INTUITY System* details difficulties that may occur in the integrated PMS environment, such as the PMS link going down.
- *Hardware Problems* covers problems with the Lucent 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 Lucent INTUITY Lodging, your sales representative established a service path (procedures for getting help) for your site. A service path tells whom to contact when you cannot remedy Lucent 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 Lucent 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 Lucent 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 *Lucent INTUITY Lodging User Trouble Report* from Appendix A, *Job Aids* and copy it. Keep copies of them at the attendants' desks so that problems can be accurately recorded. A *Lucent INTUITY Lodging User Trouble Report* with page references is provided in this chapter.

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 Lucent INTUITY Lodging works with PMSs and other vendors' PBXs, make sure that the problem is with Lucent 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.

Lucent INTUITY Lodging User Trouble Report

To report a problem with Lucent 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
"the language requested is not installed"		8-12

Call Handling Problems

This section helps you troubleshoot problems in the phone interface. Many of the symptoms in this section are prompts spoken by Lucent 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 Lucent 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: Systems with a Link Between the PMS and the Lucent INTUITY System* 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 Lucent 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 Lucent 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: Systems with a Link Between the PMS and the Lucent INTUITY System* 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 Lucent 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 Lucent 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 Lucent 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, see *Property Management System (PMS) Problems: Systems with a Link Between the PMS and the Lucent INTUITY System*, in this chapter.

Possible Reason: The Lucent 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 a Lucent 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, see *Property Management System (PMS) Problems: Systems with a Link Between the PMS and the Lucent INTUITY System* in this chapter. For more information on System Parameters, see 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. (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 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, see Chapter 3, *Administrator's Activities*. You may also want to examine the Guest Over Mailbox Limit report. (See Chapter 7, *Reports, Logs, and Audits*.)

Caller hears “The speech database is full.”

Possible Reason: The Lucent 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, *Reports, 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 Lucent 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 Lucent 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 *Stopping and Starting the Messaging System* in 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.

Lucent 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 Lucent 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 Lucent INTUITY Lodging documentation set and your to PBX documentation for channel administration instructions.

“No default guest interface languages has been specified”.

Possible Reason: The Lucent 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.

“The language requested is not installed.

Possible Reason: The PMS checked in a guest with a languages which is not installed on the system or a language package previously installed on the system has been removed.

Remedy: Check the PMS interface language assignment and operation.

System Problems

This section details problems that may occur when you start up the Lucent 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 Lucent switches, MWI signals have three components: PMS, Lucent 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. Lucent INTUITY Lodging provides a system parameter that allows you to specify either PMS or Lucent 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, see *Property Management System (PMS) Problems: Systems with a Link Between the PMS and the Lucent INTUITY System* in 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 Lucent INTUITY Lodging.

Remedy: Refer to the switch document in your Lucent INTUITY Lodging documentation set.

Possible Reason: The PBX administration of the MWI is incorrect.

Remedy: Refer to the switch document in your Lucent 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. See 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, see *Property Management System (PMS) Problems: Systems with a Link Between the PMS and the Lucent INTUITY System*, in 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 Lucent INTUITY Lodging controls of the MWIs.

Remedy: Refer to the switch document in your Lucent INTUITY Lodging documentation set. For more information about MWI control, see 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. See Chapter 3, *Administrator's Activities*.

Property Management System (PMS) Problems: Systems with a Link Between the PMS and the Lucent INTUITY System

The link between the PMS and the Lucent INTUITY Lodging system is extremely important. Each system (PMS and Lucent INTUITY Lodging) keeps its own database of information. The link allows the PMS and Lucent INTUITY Lodging to talk and update each other's databases. For example, PMS automatically tells Lucent INTUITY Lodging when it checks guests in so that Lucent INTUITY Lodging can add those guests to its database and give them mailboxes. Lucent 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 Lucent INTUITY Lodging system is developed and marketed by vendors other than Lucent. Lucent does not certify, troubleshoot, or warrant the operation of any PMS system or any PMS to Lucent 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.

Information about the status of the PMS link may be found in the

- Alarm Log
- PMS Communications Log

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 will automatically resynchronize.

Below are two troubleshooting paths based on PMS link problems.

If the Lucent 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 Lucent INTUITY system 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 the Lucent INTUITY Lodging application, see Chapter 3, *Administrator's Activities*.
4. Read the section *While the Link Is Down* in this chapter.
5. If the PMS does not revive itself, determine which system (Lucent INTUITY system 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 Lucent service path.

If the Lucent INTUITY Lodging Link Is Up

If the PMS link is up and you are experiencing problems with the messaging system, determine which system (Lucent INTUITY system 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 Lucent 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: Lucent INTUITY Lodging can continue to take messages, or all coverage calls can be transferred to the attendant. (See Chapter 3, "Administrator's Activities.")

If Lucent INTUITY Lodging handles coverage calls while the link is down, guests can check out and Lucent 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 a Lucent 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.

If you have a PMS integration through the telephone system, and the guests are not checked in or there are other database synchronization problems, make sure that the PMS-telephone system link is up. Also, if the link has been down for a period of time, synchronize the database.

Hardware Problems

This section provides information on how to troubleshoot problems with Lucent 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 Lucent 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.

Lucent 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. If you have a MAP/100 system with battery backup or a redundant power supply, the MAP 100 platform should not be affected.

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: 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 tip/ring cards and channels:

1. Starting at the Lucent INTUITY (TM) Administration screen, select



> Voice System Administration



> System Monitor

2. Verify that all channels are Inserv.

If it tip/ring card. Check the connection of the line at both ends, then perform the *Diagnosing Equipment (Tip/Ring Cards and Channels)* procedure in this chapter.

If it reads Manoos, perform the *Diagnosing Equipment (Tip/Ring Cards and Channels)* procedure in this chapter.

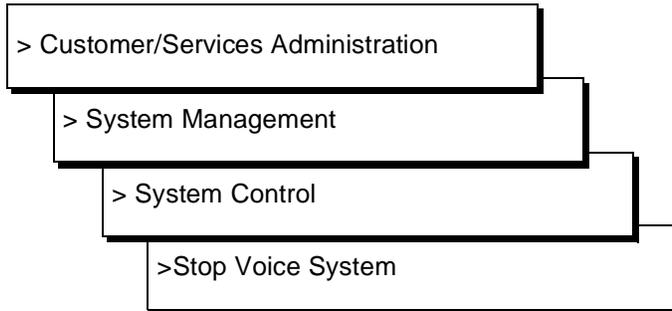
3. Verify that all channels have *DNIS_SVC assigned.
4. Verify that all channels read On-Hook .
5. Call each channel number using the table you filled in above.
6. Looking at the System Monitor screen, verify that the call comes through on the proper channel. *On Hook should change to Talking.
You will hear "This call is experiencing technical difficulties."
7. Press **CANCEL** (F6) to exit the System Monitor screen.

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:

1. Starting at the Lucent INTUITY (TM) Administration screen, select



System response:

```
Enter y to continue, n to quit.
```

2. Enter **y**

System response:

```
The Voice System is now stopping.
```

The system responds by stopping the voice system. When the process is finished, you will see the following message:

```
The Voice System has stopped
```

```
Press Enter to continue ...
```

3. Press **ENTER**

The system responds by returning you to the System Control screen.

4. Select **Start Voice System**.

The system responds by starting the voice system. When the process is finished, you will see the following message:

```
Startup of the Voice System is complete
```

```
Press Enter to continue ...
```

5. Press **ENTER**

If you are unsure of the messaging system status:

1. Starting at the Lucent INTUITY (TM) Administration screen select

> Customer/Services Administration

> System Verification

> Verify System Status

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 Lucent INTUITY system channels.

To view the system monitor:

Starting at the Lucent INTUITY (TM) Administration screen select

>Voice System Administration

> System Monitor

The system responds by displaying the System Monitor - Voice Channels screen:

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		

This window displays new information as calls are made. For more information on the system monitor, see Chapter 7, *Reports, 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. Restarting the PMS link will clear most of the active PMS alarms.

To initiate a request to the PMS to restart the link:

- Starting at the Lucent INTUITY (TM) Administration screen select



- Press **(CMD-MENU)** (F7) to display the Command Menu screen.

The system displays the Command Menu screen (Figure 8-1).



Figure 8-1. 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**

Using the PMS Communications Log

The PMS Communications Log does not operate all of the time. In order to view the log, you must first start it. When you are finished, stop the log. If your PMS vendor or developer wants to see a copy of the log, you may download it to diskette or printer.

If you are having problems with the PMS link integration, start the PMS log and then go back and restart the PMS link. Continue to capture the information in the PMS log until your PMS link goes down again. After the link has gone down, examine the log to see indications of errors.

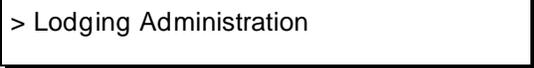
⇒ NOTE:

Any time that you start or restart the PMS Communications Log, the system will overwrite any old data.

Starting the PMS Log

To start the PMS Communications Log:

1. Starting at the Lucent INTUITY (TM) Administration screen select:



```
> Lodging Administration
```

2. Press **CMD-MENU** (F7).

The system responds by displaying the Command Menu screen (Figure 8-2).

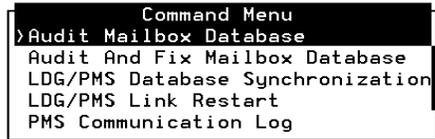


Figure 8-2. Command Menu Screen

3. Select PMS Communications Log.

The system responds by displaying the PMS Communications Log screen (Figure 8-3).

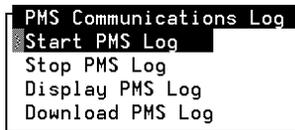


Figure 8-3. PMS Communications Log Screen

4. Select Start PMS Log.

The system responds by displaying the Select Level screen.



Figure 8-4. Select Level Screen

5. Type high and press **(SAVE)** (F3).

System response:

```
PMS communication log started with
trace level: high
```

Press <Enter> to continue.

6. Press **(ENTER)**

The system responds by returning to the Select Level screen.

7. Press **CANCEL** (F6).

The system responds by returning to the PMS Communications Log screen.

8. Restart the PMS link if it is not operating.

Displaying the PMS Log

After the PMS link has operated for a period of time or has gone down again, display the PMS Communications Log to look for errors.

To display the PMS Communications Log:

1. Starting at the Lucent INTUITY (TM) Administration screen select:



```
> Lodging Administration
```

2. Press **CMD-MENU** (F7).

The system responds by displaying the Command Menu screen (Figure 8-5).

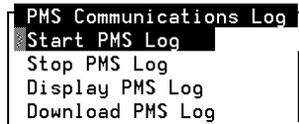


```
Command Menu
> Audit Mailbox Database
  Audit And Fix Mailbox Database
  LDG/PMS Database Synchronization
  LDG/PMS Link Restart
  PMS Communication Log
```

Figure 8-5. Command Menu Screen

3. Select PMS Communications Log.

The system responds by displaying the PMS Communications Log screen (Figure 8-6).



```
PMS Communications Log
> Start PMS Log
  Stop PMS Log
  Display PMS Log
  Download PMS Log
```

Figure 8-6. PMS Communications Log Screen

4. Select Display PMS Log.

System response:

Formatting

The system then displays logged data (Figure 8-7).

⇒ NOTE:

The screen below is displaying information for a system with a link between the Lucent INTUITY system and the PMS. Systems operating with a link through the telephone system will present different messages.

```
Formatting...
10/22 17:48:58 PMS Link Status: LINK DOWN
10/22 17:49:38 EVENT: PMS Link Idle Timeout
10/22 17:49:38 PMS Link Status: LINK DOWN
10/22 17:49:58 PMS Link Status: LINK DOWN
10/22 17:50:18 EVENT: PMS Link Idle Timeout
10/22 17:50:18 PMS Link Status: LINK DOWN
10/22 17:50:58 EVENT: PMS Link Idle Timeout
10/22 17:50:58 PMS Link Status: LINK DOWN
10/22 17:51:08 PMS Link Status: LINK DOWN
10/22 17:51:38 EVENT: PMS Link Idle Timeout
10/22 17:51:38 PMS Link Status: LINK DOWN
10/22 17:52:18 EVENT: PMS Link Idle Timeout
10/22 17:52:18 PMS Link Status: LINK DOWN
10/22 17:52:28 PMS Link Status: LINK DOWN
10/22 17:52:58 EVENT: PMS Link Idle Timeout
10/22 17:52:58 PMS Link Status: LINK DOWN
10/22 17:53:38 EVENT: PMS Link Idle Timeout
10/22 17:53:38 PMS Link Status: LINK DOWN
10/22 17:53:48 PMS Link Status: LINK DOWN
10/22 17:54:18 EVENT: PMS Link Idle Timeout
10/22 17:54:18 PMS Link Status: LINK DOWN
10/22 17:54:58 EVENT: PMS Link Idle Timeout
--More--(21%)
```

Figure 8-7. PMS Communications Log Window

5. Examine the data. Use the space bar to scroll through the text, page-by-page. To scroll line-by-line, press

Look for

- PMS Link Status: LINK DOWN
- Events such as
 - PMS Link Idle Timeout
 - Garbage on the PMS link
 - No more room to queue messages for PMS
 - Max retransmit requests

- Max tries to transmit
- Too long in the MAINT state
- Internal data corruption
- Illegal character
- BCC check failed
- CODE VIOLATION
- digits backwards

If you encounter any of these messages, follow your escalation path for the PMS integration.

6. Press **(ENTER)**.

The system responds by exiting the PMS Communications Log.

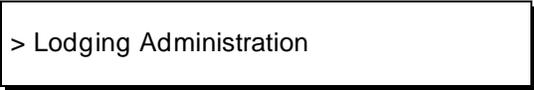
Stopping the PMS Log

To stop the PMS Communications Log from continuing to record data:

NOTE:

The PMS Communications Log automatically will stop collecting data when the file is 1.5 Mbytes in size. The amount of traffic between the PMS and the Lucent INTUITY system determines the amount of time that the PMS Communications Log will collect data before stopping, generally between 3 to 7 hours.

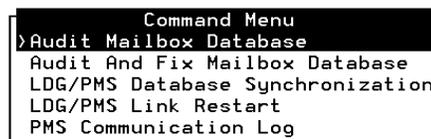
1. Starting at the Lucent INTUITY (TM) Administration screen select



> Lodging Administration

2. Press **(CMD-MENU)** (F7).

The system responds by displaying the Command Menu screen (Figure 8-8).



```
Command Menu
> Audit Mailbox Database
  Audit And Fix Mailbox Database
  LDG/PMS Database Synchronization
  LDG/PMS Link Restart
  PMS Communication Log
```

Figure 8-8. Command Menu

3. Select PMS Communications Log.

The system responds by displaying the PMS Communications Log screen (Figure 8-9).

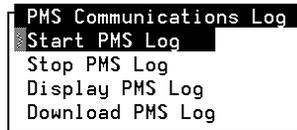


Figure 8-9. PMS Communications Log Screen

4. Select Stop PMS Log.

System response:

PMS communication log stopped.

Press <Enter> to continue.

5. Press **ENTER**

The system responds by returning to the PMS Communications Log screen.

PMS Database Synchronization

To initiate a request to the PMS to synchronize the Lucent INTUITY Lodging and PMS databases, perform the following steps:

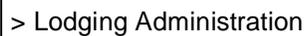
⇒ NOTE:

Performing these steps does not clear active alarms.

⇒ NOTE:

This procedure must be performed when the PMS link is up. If the link is not up, restart the PMS link prior to performing this procedure.

1. Starting at the Lucent INTUITY (TM) Administration screen select

A screenshot of a terminal window showing a prompt "> Lodging Administration". The text is enclosed in a rectangular box.

3. Press **CMD-MENU** (F7) to display the Command Menu screen.

The system displays the Command Menu screen (Figure 8-10)



Figure 8-10. Command Menu Screen

4. Select LDG/PMS Database Synchronization.

If database synchronization is initiated, the systems begin updating each others' database. The Lucent 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.

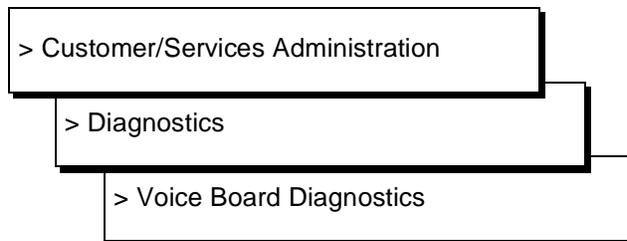
5. Press **ENTER**

The system responds by returning you to the Command Menu screen.

Diagnosing Equipment (Tip/Ring Cards and Channels)

This procedure diagnoses the Tip/Ring cards and channels. To diagnose other hardware components, refer to section, *Hardware Problems*, in this chapter.

1. Starting at the Lucent INTUITY (TM) Administration screen select



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 tip/ring 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 tip/ring 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 tip/ring cards immediately, regardless of calls in progress.

The diagnostic process may take several minutes. This procedure diagnoses one card at a time. Each card has four channels.

The results are printed in a text screen for viewing.

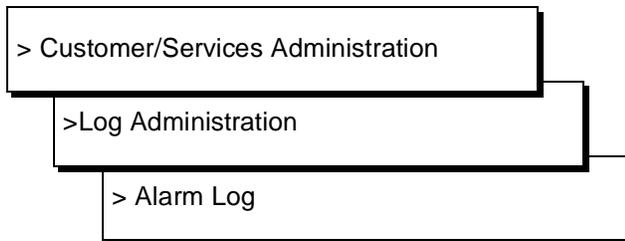
If the diagnosis shows a lack of a dial tone on more than one channel (No Dial Tone Found) on a card or if the card analysis reads **Failed**, follow your service path. Otherwise, the tip/ring cards are probably not the source of your problem and you should continue troubleshooting.

Using the Alarm Log

The alarm log is a report that lists all alarm messages generated by the Lucent INTUITY system.

To view the alarm log:

1. Starting at the Lucent INTUITY (TM) Administration screen select



The system responds by displaying the Alarm Log Display Selection screen (Figure 8-11).

```
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: _____
```

Figure 8-11. Alarm Log Display Selection Screen

2. 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.
3. Press **SAVE** (F3).



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 (Figure 8-12).

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		

Figure 8-12. Alarm Log Window



NOTE:

Only those alarms with a WRN (Warning) in the Alarm Level column are the responsibility of the system administrator. Refer to Lucent INTUITY *Platform Administration and Maintenance for Release 3.0* (585-310-557) for an explanation of other existing alarms.

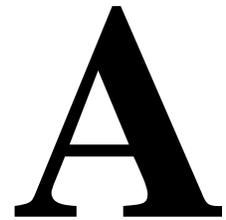


NOTE:

Entries in the log are displayed in chronological order, oldest first. To see the most recent entries press **(END)** on your keyboard.

4. Use the **(PREVPAGE)** (F2) or **(NEXTPAGE)** (F3) to page through the log.
5. Press **(CANCEL)** (F6) to exit the Alarm Log screen.

Job Aids



This appendix consists of job aids to help to use Lucent Intuity Lodging and to gather feedback about how the system is working.

These job aids are for:

- Guests
- Attendants
- Administrators

Types of Job Aids

The following are for use with the Lucent INTUITY Lodging application.

Guest Questionnaire

The *Guest Questionnaire* is guest feedback form that asks questions about Lucent Intuity Lodging features and service. You may want to keep copies of this at the cashier's desk so that guests can complete one before checking out.

Trouble Report

The Lucent *Intuity Lodging Trouble Report* is a worksheet for attendants to record reported problems and to give to the administrator for resolution. Keep copies at the attendant's desk.

Quick Reference Cards

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.

Guest Instructions

This appendix provides four sets of instructions:

- Letter form for R1.0, R1.0.1, and R1.1 systems that do not allow guests to save messages, change their passwords, or record personal greetings.
- Letter form for R1.0, R1.0.1, and R1.1 systems that allow guests to save messages, but do not allow them to change their passwords or record personal greetings.
- Booklet form for all options except saving messages. This form is not for use with Release 1.0 or 1.0.1 systems or languages.
- Booklet form for all options, including saving messages. This form is not for use with Release 1.0 or 1.0.1 systems or languages.

Select the set of instructions that applies to your system or use the artwork package (585-310-739) to create instruction cards.

Preparing Job Aids for Use

The following sections contain instructions for preparing the job aids for use.

Guest Questionnaire and Trouble Report

These forms are single-sided. Photocopy the side with text and return the form to the binder for future use.

Attendant and Administrator Quick Reference Cards

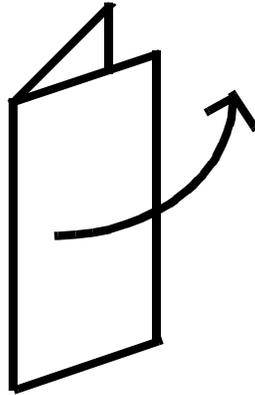
Copy these cards back to back, so that you have a two-sided copy. Fold the copy(ies) vertically, down the middle to form a booklet. Return the master to the binder when you are finished for future use.

Guest Instructions

The following pages contain new guest instructions. Read each carefully, and choose the one that applies to your site. Be sure to match your selected guest message save and password change options.

The first two forms are single-sided. Photocopy the side with text and return the form to the binder for future use.

The guest instructions that appear in two columns are double-sided. Copy these cards back to back, so that you have a two-sided copy. Fold the copy(ies) vertically, down the middle to form a booklet. Return the master to the binder for future use.



Guest Questionnaire

We are interested in 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
U.K. English Canadian French Brazilian Portugues
Other: _____

Were the voice mail prompts clearly spoken?	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.

This page intentionally left blank.

Lucent INTUITY™ Lodging User Trouble Report

To report a problem with Lucent 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?
---------------	---------------

_____	_____
"login incorrect"	_____

_____	_____
"invalid extension"	_____

_____	_____
"invalid password"	_____

_____	_____
"transfer failed"	_____

_____	_____
"no one is checked in to the room you dialed"	_____

_____	_____
"no one is available to receive your call"	_____

_____	_____
"this call is experiencing technical difficulties"	_____

_____	_____
"due to technical difficulties, your call is being transferred"	_____

_____	_____
"there is no room in the mailbox to leave a message"	_____

_____	_____
"the speech database is full"	_____

_____	_____
busy signal	_____

_____	_____
"multiple logins"	_____

_____	_____
"no default guest interface language"	_____

_____	_____
"the language requested is not installed"	_____

This page intentionally left blank.

Attendant Quick Reference Card

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*.

Use this card for Lucent 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. Identify the extension of the guest who is to receive the message.
2. Transfer the caller to the guest 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 Lucent Intuity Lodging disconnects, then hang up, transfer back to guest, and explain that there are no messages to restore.

Administrator Quick Reference Card

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.
1. Press **1** to administer message retrieval prompts.
2. Press **1** to administer the message retrieval greeting.
3. Press **2** to administer the message retrieval good-bye.
4. 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.
5. Press **9** to confirm a language selection.
6. Press **1** to record the message retrieval prompt.
7. Record the message retrieval prompt.
8. Press **1** to stop recording.
9. Press *** #** to approve the message.
10. Press **9** to select the custom message retrieval prompt.

Press **6** to select the system message retrieval prompt.

Use this card for Lucent 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.

Voice Mail Instructions

Welcome! To better serve you, your telephone extension has voice mail. Voice mail records messages if you do not answer your room telephone.

To Get Messages:

From your room, call: _____

From the hotel lobby, call: _____

From another guest's room, call: _____

From outside the hotel, call: _____

To Listen to Messages:

The hotel operator or the system will answer.

If the operator answers, the operator will connect you to the voice mail system.

When the system answers, it will do one of the following:

- Play the message notice.

The message notice tells you how many messages you have. After playing the message notice, the system will play your voice messages.

If you have fax or text messages, go to the front desk to get them.

- Ask you for information such as your room extension or password. Enter the information by pressing the numbers on the telephone.
- Ask you to press one. Press **1** on your telephone if the system asks.

Listen to the messages. After each message, you may press:

2 to replay the message

3 to delete the message and go to the next message

If you do not press any touch tones, the system deletes the current message and plays the next one.

To Change your Password or Guest Language:

Go to the front desk. The attendant will help you.

This page intentionally left blank.

Voice Mail Instructions

Welcome! To better serve you, your telephone extension has voice mail. Voice mail records messages if you do not answer your room telephone.

To Get Messages:

From your room, call: _____

From the hotel lobby, call: _____

From another guest's room, call: _____

From outside the hotel, call: _____

To Listen to Messages:

The hotel operator or the system will answer. If the operator answers, the operator will connect you to the voice mail system. When the system answers, it will do one of the following:

- Play the message notice.
The message notice tells you how many messages you have. After playing the message notice, the system will play your voice messages.
If you have fax or text messages, go to the front desk to get them.
- Ask you for information such as your room extension or password. Enter the information by pressing the numbers on the telephone.
- Ask you to press one. Press **1** on your telephone if the system asks.

Listen to the messages. After each message, you may press:

2 to replay the message

3 to delete the message and go to the next message

4 to save the message and go to the next

If you do not press any touch tones, the system saves the current message and plays the next one.

To keep your mailbox space free for new messages, delete the message after listening to it.

To Change your Password or Guest Language:

Go to the front desk. The attendant will help you.

This page intentionally left blank.

Voice Mail

Instructions

Welcome! To better serve you, your telephone extension has voice mail. To use the voice mail, follow the instructions below.

To Get Messages:

From your room, call: _____

From the hotel lobby, call: _____

From another guest's room, call: _____

From outside the hotel, call: _____

To Listen to Messages:

The hotel operator or the system will answer. If the operator answers, the operator will connect you to the system. When the system answers, it will do one of the following:

- Play the message notice.

The message notice tells you how many messages you have. After the message notice, the system will play your voice messages.

If you have fax or text messages, go to the front desk to get them.

- Ask you for information such as your room extension or password. Enter the information by pressing the numbers on the telephone.
- Ask you to press one. Press **1** on your telephone if the system asks.

Listen to the messages. After each message, you may press:

2 to replay the message

3 to delete the message and go to the next message

If you do not press any touch tones, the system deletes the current message and plays the next message.

To Change your Password:

1. Press **[5]** after the system answers.

You will hear:

To record your personal greeting, press **[1]**
To listen to your personal greeting, press **[2]**
To erase your personal greeting, press **[3]**
To change your password, press **[4]**
To go back to your messages, press **[5]**

2. Press **[4]**

You will hear:

Please enter a 4-digit password.

3. Press 4 numbers on your telephone keypad.

Do not use your room number or the same number such as 5555 for a password.

You will hear:

Please re-enter your password.

4. Press the same 4 numbers.

- If the numbers are the same as the first time you entered them, you will hear:

Password changed.

The system will go back to the menu. You may choose another option or hang up.

- If the numbers are different, you will hear:

Password entries do not match.
Please enter a 4-digit password.

Go back to Step 3.

To Record your Personal Greeting:

The personal greeting is the message that a caller hears when you do not answer your extension. If you wish to record a new personal greeting, you do not need to erase the old one.

1. Press **[5]** after the system answers.

You will hear:

To record your personal greeting, press **[1]**
To listen to your personal greeting, press **[2]**
To erase your personal greeting, press **[3]**
To change your password, press **[4]**
To go back to your messages, press **[5]**

2. Press **[1]**

You will hear:

You are now recording your personal greeting.
After you have finished recording, press **[1]**
Record at the tone.

3. Record your message. You may wish to record a message such as:

This is Lou Jones from XYZ Corporation. Please leave a message and I'll return your call. If your call is urgent, you may reach my assistant at 614-555-1212 or my pager at 216-555-1212.

Do not include your room number or any other information that may be unsafe.

4. Press **[1]** to stop the recording.

You will hear:

To re-record, press **[1]**
To review your recording, press **[2]**
To erase and go back, press **[3]**
To save and go back, press **[4]**

5. Choose your option:

- Press **[1]** to record the message again.
- Press **[2]** to listen to your greeting.
- Press **[3]** to erase your message. If you erase the personal greeting and do not record another, the system will play the system's greeting.
- Press **[4]** to save your greeting and return to the previous menu. The system will now play this greeting for callers when you do not answer the telephone.
- Hang up. The system will delete anything that you recorded if you hang up without entering any touch tones.

Voice Mail

Instructions

- Press **3** to erase your message. If you erase the personal greeting and do not record another, the system will play the system's greeting.
- Press **4** to save your greeting and return to the previous menu. The system will now play this greeting for callers when you do not answer the telephone.
- Hang up. The system will delete anything that you recorded if you hang up without entering any touch tones.

Welcome! To better serve you, your telephone extension has voice mail. To use the voice mail, follow the instructions below.

To Get Messages:

From your room, call: _____

From the hotel lobby, call: _____

From another guest's room, call: _____

From outside the hotel, call: _____

To Listen to Messages:

The hotel operator or the system will answer. If the operator answers, the operator will connect you to the system. When the system answers, it will do one of the following:

- Play the message notice.

The message notice tells you how many messages you have. After the message notice, the system will play your voice messages.

If you have fax or text messages, go to the front desk to get them.

- Ask you for information such as your room extension or password. Enter the information by pressing the numbers on the telephone.
- Ask you to press one. Press **1** on your telephone if the system asks you to.

Listen to the messages. After each message, you may press:

2 to replay the message

3 to delete the message and go to the next message

(Continued on the next page.)

[4] to save the message and go to the next

If you do not press any touch tones, the current message is saved and the next one is played.

To keep your mailbox space free for new messages, delete the message after listening to it.

To Change your Password:

1. Press [5] after the system answers.

You will hear:

To record your personal greeting, press [1]
To listen to your personal greeting, press [2]
To erase your personal greeting, press [3]
To change your password, press [4]
To go back to your messages, press [5]

2. Press [4]

You will hear:

Please enter a 4-digit password.

3. Press 4 numbers on your telephone keypad.

Do not use your room number or the same number such as 5555 for a password.

You will hear:

Please re-enter your password.

4. Press the same 4 numbers.

- If the numbers are the same as the first time you entered them, you will hear:

Password changed.

The system will go back to the menu. You may choose another option or hang up.

- If the numbers are different, you will hear:

Password entries do not match.
Please enter a 4-digit password.

Go back to Step 3.

To Record your Personal Greeting:

The personal greeting is the message that a caller hears when you do not answer your extension. If you wish to record a new personal greeting, you do not need to erase the old one.

1. Press [5] after the system answers.

You will hear:

To record your personal greeting, press [1]
To listen to your personal greeting, press [2]
To erase your personal greeting, press [3]
To change your password, press [4]
To go back to your messages, press [5]

2. Press [1]

You will hear:

You are now recording your personal greeting.
After you have finished recording, press [1]
Record at the tone.

3. Record your message. You may wish to record a message such as:

This is Lou Jones from XYZ Corporation. Please leave a message and I'll return your call. If your call is urgent, you may reach my assistant at 614-555-1212 or my pager at 216-555-1212.

Do not include your room number or any other information that may be unsafe.

4. Press [1] to stop the recording.

You will hear:

To re-record, press [1]
To review your recording, press [2]
To erase and go back, press [3]
To save and go back, press [4]

5. Choose your option:

- Press [1] to record the message again.
- Press [2] to listen to your recording.

(Continued on the back)

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

BCS

Business Communications Systems

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

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
Lucent Technologies'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)

VROP
voice response output process

Glossary

5ESS Switch

A Lucent Technologies central office switch that can be integrated with the Lucent 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 a Lucent 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 a Lucent 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*.

American wire gauge

A standard measuring gauge for non-ferrous conductors.

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 (API)

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 (ALT)

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 Lucent 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 Lucent Intuity systems as well as with users on remote messaging systems made by vendors other than Lucent Technologies.

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*.

B

background testing

Testing that runs continuously when the system is not busy doing other tasks.

backplane

A centrally-located device within a computer in to which individual circuit cards are plugged for communication across an internal bus.

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 Lucent 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

Lucent'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 Lucent 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 Lucent 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 a Lucent Intuity system and a Lucent 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 Lucent 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

Lucent Technologies 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 Lucent 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 Lucent Intuity system. Assigning this service to a channel permits the Lucent 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 Lucent 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 Lucent 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 Lucent 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 a Lucent 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 Lucent Intuity system defines keys F1 through F8.

G

Generic 1, 2, or 3

Lucent 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 Lucent Intuity system.

GOS

See *grade of service*.

grade of service (GOS)

A parameter that describes the delays in accessing a port on the Lucent 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 Lucent 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 a Lucent 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 Lucent Intuity system over the data link. Also, the physical link connecting a Lucent 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 tip/ring 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 Lucent Intuity system are processed through tip/ring circuit cards.

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

A Lucent Intuity feature that allows customers to link together up to 500 remote Lucent 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 Lucent 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 a Lucent 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 Lucent Intuity Message Manager requires that the Intuity AUDIX system and the subscribers' PCs are on a LAN.

local AUDIX machine

The Lucent 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 Lucent Intuity systems are connected to the same switch.

login

A unique code used to gain approved access to the Lucent 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 Lucent Intuity software that affects at least one fourth of the Lucent 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 Lucent 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 Lucent Intuity system.

minor alarm

An alarm detected by maintenance software that affects less than one fourth of the Lucent Intuity ports in service, but has exceeded error thresholds or may impact service.

mirroring

a Lucent 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 Lucent 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 Lucent 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 Lucent 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 a Lucent 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

AI 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

A Lucent Intuity feature that provides information about Lucent 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

A Lucent 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 Lucent 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 Lucent Intuity cabinet, such as printers or terminals, necessary for full operation and maintenance of the Lucent 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 a Lucent 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

A Lucent or Lucent-certified organization that provides remote support to Lucent 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

A Lucent 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 Lucent 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

A Lucent or Lucent-certified person who assists you in the purchasing, planning, and implementation of Lucent 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 Lucent 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 Lucent 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

A Lucent 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 Lucent 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 Lucent Intuity system. Terminal type is the last required entry before gaining access to the Lucent 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.

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 Lucent 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 or hardware.

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 (UPS)

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 a Lucent 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 Lucent Intuity configuration guidelines are based.

V

vector

A customized program in the switch for processing incoming calls.

voice link

The Lucent 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 Lucent Intuity system on disk memory. Also called *voice mail*.

voice port

The tip/ring circuit card port that provides the interface between the Lucent Intuity system and the analog ports on the switch.

voice terminal

A telephone used for spoken communications with the Lucent 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 Lucent 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.

Index

A

About this book, xiii
Activate key, 5-32
Add key, 5-16
Addressing messages
 broadcasting, 3-37
 one or more persons, 3-36
 to mailing list, 3-37
Administrator
 activity menu, 3-30
 additional activities, 3-14
 changing extension, 3-17
 cut-to-service activities, 3-3
 definition, 1-2
 deleting extensions, 3-16, 5-13
 initial activities, 3-6
 logging in, 3-6
 logging out, 3-14
 password phone-based, 3-9
 password terminal-based, 3-7
 purging old mailboxes, 3-15
 quick reference, A-2
Alarm log, 8-31
 using, 8-31
Attendants
 administration, 4-1, 5-1
 automatic transfer to, 3-25
 changing extension, 3-20
 console, 4-1
 extensions, 3-20
 troubleshooting, 8-6
 front desk, 1-2
 hunt group, 3-21
 logging out, 5-3
 password phone-based, 3-9
 password terminal-based, 3-7
 phone, 1-2
 quick reference, A-2
 training, 3-3
Audience, xiii
Audit mailbox database, 7-18
Audits
 audit and fix mailbox database, 6-2, 7-17

B

Backup, 3-28
Broadcast messages, 1-6, 3-37
Busy signal
 troubleshooting, 8-10

C

Call processing scenario, 1-2, 4-3
Calls
 coverage, 1-11, 4-3
 direct, 1-11
Cancel key, 2-8
Change keys, 2-6, 2-8
Channels
 in service, 8-10
 verifying state, 8-20
Chapter summaries, xiii
Checking a guest in, 5-8
Checking a guest out, 5-11
Checkout key, 5-12
Choices key, 2-7
Choices keys, 2-5
Clock
 resetting, 3-10
Command menu
 key, 2-8
Comments field, 5-7
Configuration
 hardware, 1-12
Conventions
 document, xiv
Coresidency
 applications, 1-16
 definition, 1-16
Coverage path, 4-3
Cursor movement, 2-4
Customized prompts, 3-14, 3-38, 3-41
 call-answer good-bye, 3-40
 call-answer greeting, 3-39
 message retrieval good-bye, 3-44
 message retrieval greeting, 3-43
Cut-to-Service
 activities, 3-3

D

Databases
 auditing, 6-2, 7-17, 7-18
 maintenance, 6-2
 PMS synchronization, 8-11, 8-15, 8-29
Date
 resetting, 3-10
Delete extension key, 3-17, 5-14
Delete key, 5-29
Deleting extensions, 3-16, 5-13
Delivered key, 5-17
Diagnostics
 equipment, 8-30
Display key, 2-7
displaying, 7-3

Do I have any messages?, 5-18
Do not disturb, 1-12
do not disturb message, 3-41
Document
 set, xv, xx

E

Environment, 2-12
 integrated PMS, 2-13
 nonPM, 2-14
Equipment
 diagnosing, 8-30
Equipment. See also hardware
Errors, 8-1
 parity, 8-12
 UNIX system, 8-12
Extensions
 changing administrators, 3-17
 changing attendant, 3-20
 deleting, 3-16, 5-13
 maximum length, 3-23, 8-4, 8-6, 8-9

F

Fax messages, 5-15
 adding, 5-15
 delivering, 5-17
 message waiting indicator, 5-16
Features
 administrator mailbox, 1-9
 attendant, 1-7
 broadcast message, 1-6
 customized prompts, 1-8
 deleted message retrieval, 1-6
 documentation, 1-9
 guest features, 1-4
 guest instructions, A-2
 guest passwords, 1-5
 guest reference cards, 1-8, A-2
 help, 1-8
 language, 1-4
 mailing lists, 1-9
 message retrieval, 1-5
 moving mailboxes, 1-7
 MWI, 1-7, 1-11
 nonintegrated services, 1-11
 old mailboxes, 1-6
 operator revert, 1-8
 personal greetings, 1-4
 PMS compatibility, 1-10
 PMS group list, 1-11
 reactivating mailboxes, 1-7
 reports, 1-9

 saving messages, 1-5
 security, 1-5
 suites, 1-5
 text/fax tally, 1-7
 user interface, 1-4
Fields, 2-5
FIFO, 3-26
Form windows
 cursor movement, 2-6
Frame management
 key, 2-8
 refresh screen, 2-8
Function
 key, 2-6
function, 2-6
Function key commands, 2-6

G

Glossary, GL-1
Good-byes
 customized, 3-38
Greetings
 customized, 3-38
Guest
 extension field, 5-5
 language field, 5-6
 name field, 5-5
 password field, 5-5
 passwords, 2-11
 questionnaire, A-1
 quick reference cards, 3-3
 room number field, 5-5

H

Hard drive
 troubleshooting, 8-19
Hardware
 channels, 8-10, 8-20
 configuration, 1-13
 optional circuit cards, 1-13
 platforms, 1-13
 PMS connection, 1-13
 tip/ring cards, 1-12, 1-13
 troubleshooting, 8-18
 visual inspection, 8-18
Help
 key, 2-7
Help screens, 2-7
 error messages
 , 2-4
Hunt group, 1-12

I

Identification number
 mailing list, 3-31
ing, 3-31
Interface
 guest, 1-4
 user, 1-4
INTUITY AUDIX, 1-16
Intuity Lodging
 definition, 4-1, 5-1
 players, 1-2
 training, xiii
Invalid extension, 8-4
Invalid password, 8-4

J

Job aids, A-1
 administrator quick reference, A-2
 attendant quick reference, A-2
 guest questionnaire, A-1
 guest quick reference, A-2
 trouble report, A-1

K

Keys, 2-6
 activate, 5-32
 add, 5-16
 cancel, 2-8
 change keys, 2-6, 2-8
 checkin, 5-9
 checkout, 5-12
 choices, 2-5, 2-7
 command menu, 2-8
 delete, 5-29
 delete extension, 3-17, 5-14
 deliverd, 5-17
 display, 2-7
 frame management, 2-8
 help, 2-7
 modify, 5-11
 next frame, 2-7
 next page, 2-8
 previous frame, 2-8
 previous page, 2-7
 print, 2-8, 5-20
 purge, 3-16, 5-34
 save, 2-7

L

Language
 customized prompts, 3-38
 default, 3-25
 guest language field, 5-6
 optional, 1-4, 3-38
 PMS interaction, 3-26
 R1.0 and R1.1 languages, 1-4
 system parameter, 3-25
LIFO, 3-26
Lodging
 basics, 2-1
 definition, 1-1
 features, 1-3
 how it works, 1-2
Logging in
 administrator, 3-6
 troubleshooting, 8-12
Logging out
 administrator, 3-14
 attendants, 5-3
Login attempts
 security issues, 2-11
Login incorrect, 8-4
Lucent INTUITY applications, 1-16
Lucent INTUITY Lodging
 basics, 2-1
 definition, 1-1
 features, 1-3
 how it works, 1-2

M

Mailbox, 3-26
 combined, 3-26
Mailbox capacity usage field, 5-7
 mailbox usage, 7-9
Mailbox window fields, 5-4
 comments, 5-7
 guest extension, 5-5
 guest language, 5-6
 guest name, 5-5
 guest password, 5-5
 guest room number, 5-5
 mailbox capacity usage, 5-7
 messages waiting, 5-7
 suite mailbox extension, 5-7
Mailboxes
 merging, 5-20
 modifying, 5-10
 moving, 1-7
 no room in, 8-9
 open, 2-14

- reactivating, 1-7
- size, 3-22
- swapping, 5-23
- transferring, 5-21

Mailing list

- creating, 3-33
- defined, 3-31
- deleting, 3-34
- identification number, 3-31
- member, 3-31
- modifying, 3-34
- PMS environment, 3-31
- replacing, 3-35
- reviewing, 3-34
- scanning, 3-34
- sending messages to, 3-37

Maintenance

- daily, 6-1
- monthly, 6-2
- ongoing preventive, 6-1
- weekly, 6-2

manooos, 8-20

Maximum extension length, 3-23, 8-4, 8-6

- troubleshooting, 8-9

Menu screens, 2-4

Menu windows

- cursor movement, 2-4
- highlighting, 2-4

Menus

- administrator activity, 3-30

Merging mailboxes, 5-20

Message line, 2-2

Message retrieval number, 4-2

Messages

- broadcast, 1-6
- broadcasting, 3-37
- do I have any?, 5-18
- fax, 5-15
- heard, 3-24
- maximum length, 3-23
- restoring a deleted, 4-11
- retrieval, 1-5
- retrieving deleted, 1-6
- saving, 1-5, 3-24, 4-6, 4-7
- sending to a mailing list, 3-37
- sending to one or more persons, 3-36
- text, 5-15
- text/fax tally, 1-7
- truncated, 8-8
- unheard, 3-24

Messages waiting field, 5-7

Modify key, 5-11

Monitor

- troubleshooting, 8-19

Multiple logins, 8-11

MWI

- call processing scenario, 1-2, 4-3
- control, 1-11, 3-24
- controlled by, 3-27

- for new messages only, 3-24
- general operation, 1-7
- system parameter, 3-24, 3-27
- text/fax messages, 5-16
- troubleshooting, 8-13

N

- Networking, 1-17
- Next frame key, 2-7
- Next page key, 2-8
- Nonintegrated services, 1-11

O

- Old mailboxes, 5-13
 - feature, 1-6
 - purging, 5-33
 - reactivating, 5-31
- Open mailbox concept, 2-14
- Operator revert, 3-25
 - description, 1-8

P

- Parameters
 - system, 3-19
- Passwords
 - administrative, 1-6, 2-10
 - administrator phone-based, 3-9
 - administrator terminal-based, 3-7
 - attendant, 1-9
 - attendant phone-based, 3-9
 - attendant terminal-based, 3-7
 - changing guest, 1-5
 - guest, 1-5, 2-11, 4-2, 5-2
 - phone-based, 4-2
 - security issues, 2-10
- PBX
 - administration, 1-12
 - compatibility, 1-12
 - do not disturb, 1-12
 - integration, 1-11
- PBX link, 8-15
- Personal greetings, 1-4, 1-8
- phone line usage, 7-3, 7-4
- Phones
 - rotary, 2-9
- Playback format, 3-26
- PMS
 - AUDIX Voice Power compatibility, 1-10
 - communications log, 8-24

- compatibility, 1-10
- database synchronization, 8-11, 8-15, 8-29
- demarcation, 1-18
- environments, 2-12
- group list, 1-11
- GuestWorks server, 1-10
 - group list, 1-11
 - link use, 1-13
 - specs, 1-10
- interface specifications, 2-14
- link, 8-4, 8-6, 8-8, 8-14, 8-16
- link down, 8-16, 8-17
- link restart, 8-23, 8-24
- link troubleshooting, 8-15
- link types, 1-10, 1-13
- MWI control parameter, 3-27
- specs, 1-10
- troubleshooting, 8-16
- PMS link
 - down, 3-28
- Power, 8-18
 - outage, 8-19
- Prerequisite skills, xiii
- Previous frame key
 - See Next Frame., 2-8
- Previous page key
 - See Next Page, 2-7
- Primary attendant, 3-21
- Print
 - key, 2-8
- Printing
 - screen information, 5-20, 7-2
- Prompts
 - customized, 3-14, 3-38
- Property Management System. See PMS
- Purge key, 3-16, 5-34
- Purging old mailboxes, 3-15, 5-33

Q

- Quick reference, A-1
 - administrator, A-2
 - attendant, 3-3, A-2
 - guest cards, 3-3, A-2

R

- Reactivating old mailboxes, 5-31
- Rebooting, 8-12
- Refresh screen, 2-8
- Related resources, xv, xx
- Release, 4-2
- Report, 7-3, 7-4, 7-9
- Reports, 7-3

- displaying guest over mailbox limit, 7-12
- displaying mailbox usage, 7-9
- displaying phone line usage, 7-4
- maintenance, 6-2
- Restoring deleted messages, 4-11
- Retrieving messages
 - administrator, 3-31
 - another guest's room phone, 4-7
 - checked out guest, 4-9
 - guest's room phone, 4-5
 - hotel lobby phone, 4-6
 - outside hotel, 4-8
- Ring no answer, 8-7
- Rotary phones, 2-9

S

- Save
 - key, 2-7
- Saving messages, 3-24
- Screen
 - active, 2-3
 - guest mailbox administration, 5-3
- Screens
 - function key commands, 2-6
 - menu, 2-4
 - message line, 2-2
 - refresh, 2-8
- Security
 - evaluating, 2-10
 - features, 1-5
 - guest passwords, 1-5
 - login attempts, 2-11
 - passwords, 2-10
 - terminal access, 2-12
 - toll fraud, 2-11
- separate, 3-26
- Service path, 8-2
- Services
 - non-integrated, 4-10
- Sizes
 - mailbox, 3-22
- Software
 - configuration, 1-15
 - languages, 1-15
 - optional, 1-15
 - required, 1-15
- Speech database
 - full, 8-10
- Start function, 4-2
- Starting the voice system, 7-18, 7-20, 7-21, 8-21
- Stopping the voice system, 7-18, 7-20, 7-21, 8-21
- Suite mailbox extension field, 5-7
- Suites, 1-5, 3-13
 - checking in, 5-27
 - checking out, 5-27

- creating, 5-26
- deleting, 5-28
- example, 5-25
- mailbox extension field, 5-7
- main extension, 5-25
- member extensions, 5-25
- merging, 5-30
- modifying, 5-29
- reactivating, 5-30
- swapping, 5-30
- transferring, 5-30
- suites, 5-24
- Swapping
 - mailboxes, 5-23
- Switch
 - administration, 1-12
 - compatibility, 1-12
 - integration, 1-11
- system, 3-28
- System monitor, 8-22
- System parameters, 3-19
 - attendant extensions, 3-20
 - changing, 3-20
 - mailbox size, 3-22
 - maximum extension length, 3-23
 - MWI controlled by, 3-27
 - MWI for new messages only, 3-24
 - operator revert, 3-25
 - pause for touch-tone, 3-22
 - PMS link down, 3-28
 - primary attendant, 3-21
 - saving messages, 3-24

- Transfer failed, 8-5
- Transferring mailboxes, 5-21
- Trouble report, A-1
- Troubleshooting, 8-1
 - attendant extensions, 8-6
 - busy signal, 8-10
 - call handling, 8-4
 - documenting, 8-3
 - hardware, 8-18
 - invalid extension, 8-4
 - invalid password, 8-4
 - logging in, 8-12
 - login incorrect, 8-4
 - messages truncated, 8-8
 - multiple logins, 8-11
 - MWI, 8-13
 - no room in mailbox, 8-9
 - parity errors, 8-12
 - passwords, 8-12
 - PBX link, 8-15
 - PMS link, 8-4, 8-6, 8-8, 8-14, 8-15, 8-16, 8-23
 - procedures, 8-20
 - report, A-1
 - ring no answer, 8-7
 - service path, 8-2
 - speech database full, 8-10
 - strategy, 8-2
 - technical difficulties, 8-7, 8-8
 - transfer failed, 8-5
 - UNIX system errors, 8-12
 - visual inspection, 8-18
 - will not boot, 8-12

T

- Technical difficulties, 8-7, 8-8
- Terminals
 - logging in, 3-6
 - PMS, 5-1
 - security issues, 2-12
- terminals
 - Intuity Lodging, 5-1
- Text messages, 5-15
 - adding, 5-15
 - delivering, 5-17
 - message waiting indicator, 5-16
- Text/fax tally, 1-7
- Time
 - resetting, 3-10
- Tip/ring cards, 1-12, 8-10, 8-20
- Toll fraud
 - security issues, 2-11
- Touch-tone
 - pause for, 3-22
- Training, xiii
 - attendants, 3-3

V

- Verify, 8-20
- viewing, 8-31

W

- Window
 - mailbox window fields, 5-4
 - message management, 5-15
- Windows
 - titles, 2-3
 - work area, 2-3