Lucent Technologies
Bell Labs Innovations

Intuity™ Lodging

Administration and Feature Operations

Issue 2
June 1999

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.

Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

Lucent Technologies Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical support or assistance, call Technical Service Center Toll Fraud Intervention Hotline at 1 800 643-2353.

Federal Communications Commission Statement

Part 15: Class B Statement. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. 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. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving television or radio antenna where this may be done safely.
- To the extent possible, relocate the receiver with respect to the telephone equipment.
- Where the telephone equipment requires ac power, plug the telephone into a different ac outlet so that the telephone equipment and receiver are on different branch circuits.
-

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration number AS593M-11185-MF-E.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network.   Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Trademarks

DEFINITY is a registered trademark of Lucent Technologies in the U.S. and throughout the world.

AUDIX is a registered trademark of Lucent Technologies.

Ordering Information

For additional documents, refer to the section entitled, "Related Documents" in "About This Book."

You can be placed on a Standing Order list for this and other documents you may need. Standing Order will enable you to automatically receive updated versions of individual documents or document sets, billed to account information that you provide. For more information on Standing Orders, or to be put on a list to receive future issues of this document, please contact the Lucent Technologies Publications Center.

Warranty

Lucent Technologies provides a limited warranty on this product. Refer to the "Limited use Software License Agreement" card provided with your package.

European Union Declaration of Conformity

Lucent Technologies Business Communications Systems declares that XXX equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive89/336/EEC

Low Voltage Directive73/23/EEC

The "CE" mark affixed to the equipment means that it conforms to the above Directives.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Contents

Page iii

Contents

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Contents

Page iv

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Contents

Page v

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Contents

Page vi

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Contents

Page vii

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Contents

Page viii

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Contents

Page ix

**Intuity Lodging
Administration and Feature Operations**

Issue 1
June 1999

Contents

Page x

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Contents

Page xi

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Contents

Page xii

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

About This Information
Purpose

Page xiii

About This Information

Purpose

This information contains instructions for administering Lucent™ INTUITY™ Lodging and Lodging FAX Messaging system and mailbox parameters. It also includes procedures for terminal- and telephone-based administration.

Intended Audiences

This information is intended primarily for the system administrator responsible for performing administration to set up and to maintain Lodging. The secondary audience is the attendant.

Release History

This is the first release of this information for Lucent INTUITY Lodging Release 2.1 which operates on Lucent INTUITY Release 5 systems. This information is only available on this CD-ROM. The previous version, Lucent *INTUITY Messaging Solutions Lodging Administration*, 585-310-577, applies to Lodging Release 2 which operates on Lucent INTUITY Release 4 systems.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

About This Information
How to Use This Information

Page xiv

How to Use This Information

Administrators should:

- Read Chapter 1 for an overview of the Lucent INTUITY Lodging and Lucent INTUITY Lodging FAX Messaging applications

- Read Chapter 2 for an explanation of responsibilities

- Use Chapters 3, 4, 5, 6, and 7 as references for procedures to perform activities listed in Chapter 2 and Chapter 8, and for daily administration

- Use Chapter 8 if the system is experiencing problems

Conventions Used in This Information

This section describes the conventions used in this information.

Terminology

- The words "subscriber" and "user" are interchangeable terms that describe a person administered on the Lucent INTUITY system. The word "user" is the preferred term in the text; however, "subscriber" appears on most of the screens and is the command word you must type at the command line, for example, **change subscriber "Jane Doe".**

- The word "type" means to press the key or sequence of keys specified. For example, an instruction to type the letter "y" is shown as

    Type **y** to continue.

- The word "enter" means to type a value and then press ENTER. For example, an instruction to type the letter "y" and press ENTER is shown as

    Enter **y** to continue.

- The word "select" means to move the cursor to the desired menu item and then press ENTER. For example, an instruction to move the cursor to the Start Test option on the Network Loop-Around Test screen and then press ENTER is shown as

    Select Start Test.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

About This Information
Conventions Used in This Information

Page xv

Keyboard and Telephone Keypad Representations

- Keys that you press on your *terminal or PC keyboard* are represented as rounded boxes. For example, an instruction to press the enter key is shown as

    Press (ENTER).

- Two keys that you press at the same time on your *terminal or PC keyboard* (that is, you press and hold down the first key and then press the second key) are represented as a series inside a rounded box. For example, an instruction to press and hold ALT while typing the letter "d" is shown as

    Press ALT-D.

- A combination keystroke is a series of keystrokes that combines the two key functions described above plus a third key, that is, you press and hold down the first key, then press the second key, then release those keys and press a third key. A combination keystroke is represented as an equation. For example, an instruction to press and hold ALT while typing the letter "d" and then typing the number "1" is shown as

    Press ALT-D 1.

- Function keys on your terminal, PC, or system screens, also known as *soft keys*, are represented as rounded boxes followed by the function or value of that key enclosed in parentheses. For example, an instruction to press function key 3 is shown as

    Press F3 (Save).

- Keys that you press on your *telephone keypad* are represented as square boxes. For example, an instruction to press the first key on your telephone keypad is shown as

    Press 1 to record a message.

Screen Displays

- Values, system messages, field names, and prompts that appear on the screen are shown in typewriter-style `Courier` type, as shown in the following examples:

    Example 1:

    > Enter the number of ports to be dedicated to outbound traffic in the `Maximum Simultaneous Ports:` field.

    Example 2:

    > The system displays the message `Alarm Form Update was successful.`

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

About This Information
Conventions Used in This Information   Page xvi

■ The sequence of menu options that you must select to display a specific screen or submenu is shown as follows:

Start at the INTUITY Main Menu and select:

> Customer/Services Administration
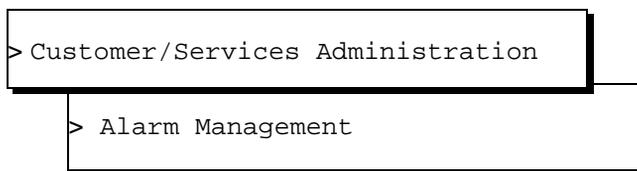
> Alarm Management

In this example, you access the Main Menu and select the line item `Customer/Service Administration`. From the Customer/Service Administration menu that the system then displays, you select the line item `Alarm Management`.

■ Screens shown in this information are examples only. The screens you see on your machine will be similar, but not exactly the same in all cases.

Data Entry Conventions

■ Commands and text you type in or enter appear in **bold type**, as in the following examples:

Example 1:

Enter **change-switch-time-zone** at the `enter command:` prompt.

Example 2:

Type **high** or **low** in the `Speed:` field.

■ Command variables are shown in *bold italic* type when they are part of what you must type in and *regular italic* type when they are not, for example:

Enter **ch ma** *machine_name*, where *machine_name* is the name of the call delivery machine you just created.

Safety and Security Alert Labels

This information uses the following symbols to call your attention to potential problems that could cause personal injury, damage to equipment, loss of data, service interruptions, or breaches of toll fraud security:

⚠ CAUTION:
Indicates the presence of a hazard that if not avoided can or will cause minor personal injury or property damage, including loss of data.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

About This Information
Trademarks and Service Marks   **Page xvii**

⚠ **WARNING:**
> *Indicates the presence of a hazard that if not avoided can cause death or severe personal injury.*

⚠ **DANGER:**
> *Indicates the presence of a hazard that if not avoided will cause death or severe personal injury.*

⚠ **SECURITY ALERT:**
> *Indicates the presence of a toll fraud security hazard. Toll fraud is the unauthorized use of a telecommunications system by an unauthorized party.*

Trademarks and Service Marks

The following trademarks apply to this information. Additional trademarks and service marks provided with this documentation CD-ROM may also apply.

- INTUITY is a trademark of Lucent Technologies.

- Lucent is a trademark of Lucent Technologies.

Related Resources

This section describes additional resources available for the Lucent INTUITY Lodging application.

Documentation

This CD-ROM contains the documentation for Release 5. Related topics, specifically alarms and backing up the system, are listed under system administration. You can also use the table of contents or the index to locate topics of interest.

Other related information includes:

- Lucent *INTUITY Lodging Property Management System Specifications*, for systems integrated with a property management system that is connected by a link cabled between the PMS and INTUITY computers. This information can still be ordered in a paper copy, 585-310-234, Issue 4. The specifications listed in Issue 4 are the same as the specifications in this CD-ROM issue, and also apply to Lodging Release 2.1.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

About This Information
Related Resources

Page xviii

- *DEFINITY Enterprise Communications Server (ECS), GuestWorks™ server, and System 75 Property Management System Interface Specifications*, 555-231-601, for system integrated with a property management system that is connected by a link through the switch

- *Guidebuilder Software for AUDIX Systems*, 585-310-745, Issue 3 or later, for guest, attendant, and administrator reference documents in U.S. English that can be customized for the Lodging site, printed, and copied

- Lodging Artwork packages (Issue 2 or later), for camera-ready artwork that can be photocopied and used to provide instructions to guests

    — Lucent INTUITY *Lodging Artwork Package* – U.S. English, 585-310-739

    — Lucent INTUITY *Lodging Artwork Package* – U.S. English in A4 Sizing, 585-310-739A4

    — Lucent INTUITY *Lodging Artwork Package* – British English, 585-310-739ENB

    — Lucent INTUITY *Lodging Artwork Package* – Canadian French, 585-310-739FRC

    — Lucent INTUITY *Lodging Artwork Package* – Latin Spanish, 585-310-739SPL

    — Lucent INTUITY *Lodging Artwork Package* – Greek, 585-310-739GK

    — Lucent INTUITY *Lodging Artwork Package* – Japanese, 585-310-739JA

    — Lucent INTUITY *Lodging Artwork Package* – Mandarin, 585-310-739CHM

Additional Resources

Lucent Technologies offers the following:

- A training class for Lucent INTUITY Lodging Release 2.1 and earlier:

    Course No. BTC131H, Lucent INTUITY Lodging

- Technical assistance for the Lucent INTUITY system, depending upon your contract

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

About This Information
How to Comment about this Information

Page xix

How to Comment about this Information

We are interested in your suggestions for improving this information. Use one of the following methods to communicate with us:

Method	Address
Email	octeltechpubs@lucent.com
Fax	303-538-9625

Please be sure to include the name of this information:

Lucent INTUITY Lodging Administration, CD-ROM version, June 1999

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

About This Information
How to Comment about this Information

Page xx

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Overview

Page 1-1

Lodging and Lodging FAX Messaging Overview

1

Overview

This chapter presents an introduction to and an overview of the Lucent™ INTUITY™ Lodging and Lucent INTUITY Lodging FAX Messaging applications. This chapter provides basic information about:

- Operations
- Telephone system operations
- Services
- Environments
- Security
- Interfaces

Purpose

The purpose of this chapter is to provide an overview of operations.

Operations

A Lucent INTUITY system equipped with Lodging will accept and store voice-only messages for guests, attendants, and the administrator and play simplified prompts for retrieving the stored messages. Lodging also provides a counter for paper text and fax messages that arrive for guests and plays a prompt informing the guest that a message has arrived. To accept and store electronic versions of

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Operations

Page 1-2

faxes, the Lucent INTUITY system must be equipped with both Lodging and Lodging FAX Messaging. Lodging FAX Messaging will accept and store electronic copies of fax-only messages.

Voice and electronic faxes arrive at the Lucent INTUITY system using different routes and telephone numbers. For message retrieval, however, guests may call one telephone number, the *message retrieval number*, to listen to prompt(s) telling them about paper text or fax messages and to retrieve both voice and fax messages. For retrieving fax-only messages, guests may also call the fax telephone number. Guests calling the Lodging FAX Messaging retrieval number cannot access their voice mail.

Lodging does not interact with other applications available for the Lucent INTUITY system. Messages cannot be shared between the Lucent INTUITY AUDIX and Lodging applications, and you cannot forward a message from one application to the other. Lodging FAX Messaging does not interact with Lucent INTUITY Message Manager.

Lodging Operations

Lodging provides voice message storage and retrieval and a paper message tally. In general, attendants connect outside callers to the guest's room extension. If the guest does not answer, the telephone system will transfer the outside caller to the Lucent INTUITY system and Lodging will record the message. The telephone system will also transfer guests to the Lucent INTUITY system if they are calling between rooms and the called guest does not answer.

Paper text and paper fax messages that arrive for guests cannot be stored on the Lucent INTUITY system. Lodging does not have facilities for typing in these messages. Lodging only keeps a count of these messages. To use the paper message tally, attendants must increment the message count through the Lucent INTUITY or PMS terminal.

Receiving Voice Messages with Attendant Assistance

Figure 1-1 and the following text show the path of an incoming call that will result in a voice message.

➡ 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.

2. The call arrives at the attendant console (labeled #3).

3. The attendant transfers the call to the appropriate room (labeled #4).

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Operations

Page 1-3

4. If the guest does not answer the call or the line is busy, the telephone system automatically transfers the call to the guest's voice mailbox (labeled #7). Lodging plays a greeting, and the caller leaves a voice message.

5. The message-waiting indicator (MWI), a small, flashing light on the guest's telephone, is automatically turned on (labeled #8).

6. Guests can retrieve the waiting message by calling the Lucent INTUITY system (labeled #9).

fcldflw LJK 081997
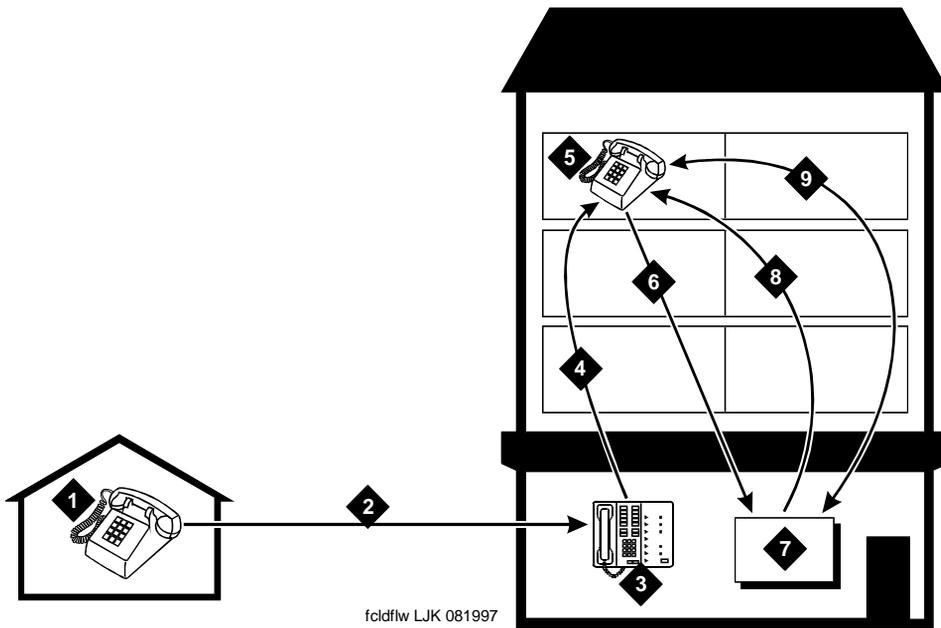
1. Outside telephone	6. Telephone system forwards the call
2. Path to the hotel	7. Lucent INTUITY system
3. Attendant console	8. Guest's MWI updated
4. Attendant connects the call	9. Guest calls the Lucent INTUITY system
5. Guest's room telephone	

Figure 1-1.   Lodging Call Flow Path

Telephone Calls Between Guest Rooms

If one hotel guest calls another hotel guest, the attendant does not need to perform an action. If the called guest's extension is busy or unanswered, the telephone system transfers the call to the Lucent INTUITY system. Lodging plays a greeting and the caller can leave a message.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Operations

Page 1-4

Transferring Telephone Calls to the Attendant

The Lucent INTUITY system transfers calls to an attendant when a caller:

- Presses ⓪ at any time (for assistance)

- Reaches a full mailbox

- Leaves a maximum-length message

- Stays on the line after leaving a message

- Remains silent when prompted to leave a message

The Lodging administrator must set up the last three transfers. For more information, see "Automatic Transfer to Operator at End of Call (Operator Revert)" on page 3-14.

Using the Message Tally

When paper text or fax messages arrive for guests, attendants can use Lodging for notification. To provide notification, attendants can access the Message Management window and record the number of messages that have arrived for the guest. Entering the number of messages that have arrived will cause Lodging to play a prompt for the guest. If the system works with a property management system (PMS), attendants may be able to enter this information through the PMS, depending upon the configuration of your system. See "Message Notification Administration" on page 5-11 for information about Message Management window use.

➡ NOTE:
Do not use the fax portion of the message tally if your system is equipped with Lodging FAX Messaging.

Lodging FAX Messaging Operations

Systems equipped with Lodging FAX Messaging can receive and store electronic copies of fax messages without attendant assistance. However, attendants may need to distribute a paper copy of the fax, depending upon the procedures that you decide to use.

Receiving FAX Messages

Lodging FAX Messaging supports two methods of receiving fax. The caller calls the hotel fax telephone number and does one of the following:

- Enters a guest extension

- Does not enter a guest extension

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Operations

Page 1-5

With the Guest's Extension

The following example shows how the Lucent INTUITY system receives a fax message when the caller calls the hotel fax telephone number and enters the guest's room extension. This is a general example; some paths may differ.

1. An outside caller calls the hotel fax number that is connected to the Lucent INTUITY system.

2. The call arrives at the Lucent INTUITY system.

3. The Lucent INTUITY system answers the call and plays the Lodging fax Messaging greeting:

    "Welcome to the guest fax messaging system. To leave a fax for a guest, enter the room extension. To get faxes from a mailbox, press star."

$\Longrightarrow$ **NOTE:**
You can customize this prompt. For more information, see "Changing the Lodging FAX Prompts" on page 6-8.

4. The outside caller enters the guest's extension number.

5. Lodging FAX Messaging prompts the caller to:

    "Press start on your fax machine now."

6. The outside caller presses start on the fax machine.

7. The system records and associates the fax with the guest's mailbox if fax is turned on for that mailbox and the mailbox is not full.

    If the mailbox is full, Lodging FAX Messaging stores the fax in the administrator's mailbox.

8. The message-waiting indicator (MWI), a small light on the guest's telephone, is automatically turned on.

9. The guest can retrieve the waiting fax by calling the Lodging message retrieval number or the Lodging FAX Messaging telephone number.

    To retrieve the fax, guests may:

    - Press $\boxed{1}$ to receive fax messages on the same call if they are calling from a fax machine or through a dataport.

    - Press $\boxed{2}$ to receive fax messages on the in-room fax machine or a dataport, if administered.

    - Press $\boxed{3}$ to send fax messages to the guest services fax machine.

    - Press $\boxed{4}$ to enter a telephone number of a fax machine, if allowed.

$\Longrightarrow$ **NOTE:**
The Lodging administrator or the attendant must set up the options for the guest. These options can be different for different extensions. For more information, see "Lodging FAX Messaging System Parameters

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Operations

Page 1-6

Without the Guest's Extension

The following example shows how the Lucent INTUITY system receives a fax when:

- The caller does not enter the guest's room extension

- The caller presses start before the prompt completes playout

- A fax machine is calling the hotel fax telephone number

This is a general example; some paths may differ.

1. An outside caller calls the hotel fax telephone number. The call arrives at the Lucent INTUITY system:

2. The Lucent INTUITY system answers the call and plays the Lodging FAX Messaging greeting:

     "Welcome to the guest fax messaging system. To leave a fax for a guest, enter the room extension. To get faxes from a mailbox, press star."

3. When the caller does not enter touch tones, Lodging FAX Messaging prompts the caller to:

     "Press start on your fax machine now."

4. The outside caller presses start on the fax machine or the system detects fax tone.

5. Lodging FAX Messaging records and associates the fax with the administrator's mailbox.

6. Lodging FAX Messaging prints the fax to the guest services fax machine.

7. The administrator retrieves the fax from the fax machine.

8. The administrator may:

     - Distribute the paper copy to guests. Attendants should leave a voice message for the guest asking them to come to the front desk to get the fax.

     - Forward the fax to the guest's mailbox using the FAX ID assigned to and printed on the fax.

9. If the administrator forwards the fax to the guest's mailbox, the guest may retrieve the waiting fax by calling the Lodging message retrieval number or the Lodging FAX Messaging telephone number.

     To retrieve the fax, guests may:

     - Press [1] to receive fax messages on the same call if they are calling from a fax machine.

     - Press [2] to receive fax messages on the in-room fax machine.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Operations

Page 1-7

- Press ③ to send fax messages to the guest services fax machine.

- Press ④ to enter the telephone number of a fax machine.

> **NOTE:**
> The Lodging administrator or the attendant must set up the options
> for the guest. These options can be different for different extensions.
> For more information, see "Lodging FAX Messaging System
> Parameters Administration" on page 4-1 and "Guest FAX Profile
> Administration" on page 5-14.

10. When the guests have received the faxes, the administrator deletes the fax
from the administrator's mailbox.

Distributing Faxes with a Fax Bulletin Board

You can use Lodging FAX Messaging to distribute faxes to outside callers. The
following example is a path for outside callers using same-call fax retrieval. To use
same-call fax retrieval, outside callers must call from a fax machine.

> **NOTE:**
> This is an example. The application does not provide prompts for bulletin
> boards. The Lodging administrator must create and record new prompts.
> For more information, see "Lodging FAX Mailboxes and Bulletin Board
> Administration" on page 4-11 and "Changing the Lodging FAX Prompts" on
> page 6-8.

1. An outside caller calls the hotel fax telephone number. The call arrives at
the Lucent INTUITY system.

2. The Lucent INTUITY system answers the call and plays a customized fax
greeting that you designed and recorded, such as:

> "Welcome to the Hotel Name fax Messaging system. To leave a fax
> for a guest, enter the room extension or press start on your fax
> machine now. To receive information, press star."

3. The caller presses star.

4. The Lucent INTUITY system transmits the fax to the caller's fax machine on
the same call.

Sending Faxes with Lodging
FAX Messaging

You can use Lodging FAX Messaging to send faxes to customers who request
information. If the system has fax mailboxes, reservation agents or attendants can
call the system and instruct it to send a fax to the customer's fax destination.

> **NOTE:**
> You can also use the INTUITY AUDIX application, Lucent INTUITY FAX
> Messaging, and Lucent INTUITY Message Manager to perform a similar

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Telephone System Integration and Services

Page 1-8

function. Lucent INTUITY Message Manager, however, does not operate with
Lodging FAX Messaging.

1. A customer requests an area map and directions to the hotel.

2. The reservation agent completes the telephone call with the customer and
   disconnects.

3. The reservation agent calls the Lodging FAX Messaging telephone
   number.

4. The reservation agent presses ⁎ (star) and enters the mailbox number of
   the Lodging FAX mailbox that contains the area map and directions.

5. The reservation agent presses ④ to forward a fax from the mailbox, enters
   the customer's fax telephone number, and disconnects.

6. The Lucent INTUITY system sends the fax to the customer.

7. If the fax delivery fails, the Lucent INTUITY system continues to attempt to
   deliver the fax, according to the administered retry schedule.

Telephone System Integration and Services

Lodging is integrated with the telephone system. An integrated application uses
information sent from the telephone system to process the telephone call.
Services administered on the Lucent INTUITY system allow Lodging to interpret
and use information sent from the telephone system. However, Lodging also has
optional nonintegrated services available.

Lodging does not work in tandem with other Lucent INTUITY systems or allow
guests to send networked messages to other guests. However, if Lodging is
installed with a Lucent Business Communications System telephone system that
provides Distributed Communications System (DCS) networking, Lodging
provides an option on the mailbox window to provide the correct switch number
for each mailbox.

Lodging does not support Leave Word Calling (LWC).

Integrated Services

When the telephone system transfers a call to Lucent INTUITY system, the
telephone system provides call information that tells the Lucent INTUITY system:

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

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Telephone System Integration and Services

Page 1-9

Using this information, Lodging provides integrated services for the caller. If the telephone call is covered, the telephone system rings the guest's room and when it detects a busy or no answer signal, Lodging plays the call answer greeting and records a message. If the telephone system sends information that indicates that the caller directly dialed the message retrieval number, Lodging will play the retrieval greeting and allow access to the caller's stored messages.

If your telephone system provides a Do Not Disturb feature, it will transfer the caller directly to the Lucent INTUITY system without ringing the room. The Lucent INTUITY system will receive this information from the telephone system and Lodging will play the Do Not Disturb greeting. The caller can then leave a message without disturbing the guest.

Nonintegrated Services

The Lucent INTUITY system cannot identify the extension for a mailbox if a caller is calling from a telephone other than the guest's own room extension to retrieve messages. Unless the Lucent INTUITY system has nonintegrated services available, an attendant must connect the caller to the Lucent INTUITY system, and then the attendant or the caller must enter the extension number using touch tones to reach the correct mailbox.

To allow callers to connect directly to the Lucent INTUITY system without attendant intervention, Lodging offers optional *nonintegrated* services for call answer and message retrieval. If you choose to use these, installation services will administer Lodging nonintegrated call answer (*ldg_ni_ca*) and Lodging nonintegrated voice mail (*ldg_ni_vm*) on the Assign Number Service window from the Voice System Administration menu. These nonintegrated services use telephone numbers that are not directly connected to a telephone — they are administered on the telephone system to go directly to the Lucent INTUITY system. When a telephone call directed to one of these numbers arrives at the Lucent INTUITY system, the Lucent INTUITY system reads the called number from the telephone system and plays the Lodging prompts associated with the assigned service. See the installation book for your system for information about the different services available on the Lucent INTUITY system.

➡ NOTE:

If you allow message retrieval access from telephones other than the guest's room telephone, use passwords to protect the system's security and guests' messages.

Nonintegrated services can be used to accept direct telephone calls from a direct inward dialing (DID), central office (CO) trunk line, or equivalent. If you do not want to allow outside callers to directly access Lodging call answer or to retrieve messages, use nonintegrated services for internal use such as transferring a caller directly to a mailbox without ringing the room (Do Not Disturb feature) or as an extension number for guests to call to retrieve messages from the lobby or other guest telephones.

Message Waiting Indicators

Some telephone systems allow you to manually control message waiting indicators (MWIs). Lucent recommends that you should not use this function. Lodging or the property management system (PMS) should control the MWIs, depending upon your setup. For more information, see "Message Lamp Controlled By" on page 3-15.

If you do use manual MWI control, use it for text and paper fax message notification only.

Environments

The type of environment that you have determines how you will perform Lodging guest administration. In general, there are two environments for Lucent INTUITY Lodging:

- Integrated property management system (PMS)
- Non-PMS

These environments are further influenced by the mailbox assignment type.

Lodging uses two types of administrative tasks: telephone-based and terminal-based. The telephone-based tasks generally apply to all environments. The terminal tasks are different with different environments. Environment is referenced throughout this book.

Property Management System Environments

The PMS is a computer system used for electronically making guest reservations, checking guests in and out, printing guest bills, and other guest-related functions. PMS designers can modify their systems so that they work with Lodging and share information for more efficient administration. In the integrated PMS environment, the PMS sends instructions to the Lucent INTUITY system and software installed on the Lucent INTUITY system allows Lodging to interpret the instructions from the PMS. If your site has a PMS, determine if it is capable of sending information to the Lucent INTUITY system. If the PMS is capable of sending information and you will use it to do so, you have an *integrated PMS environment*.

If you have a PMS but it is not capable of sending information to the Lucent INTUITY system or if you do not have a PMS, you have a *non-PMS* environment.

Non-PMS Environments

In non-PMS environments, perform all Lodging administration using the Lucent INTUITY system terminal.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Environments

Page 1-11

Integrated PMS Environments

In an integrated PMS environment, you will be able to perform some of the Lodging tasks, usually guest voice messaging mailbox administration, by entering information into the PMS terminal. Your PMS implementation will determine what other terminal-based administrative tasks will need to be performed on the Lucent INTUITY system terminal.

⚠ CAUTION:

In integrated PMS environments, do not perform guest mailbox administration on both the Lucent INTUITY and PMS terminals. Entering information into both systems will lead to discrepancies in the databases and Lodging will not be able to provide full service to all guests. The PMS database will overwrite information entered into the Lucent INTUITY system terminal.

In the integrated PMS environment, enter guest information on the Lucent INTUITY terminal only when specifically instructed to do so in this document.

PMS Integration Types

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 separate, physical link between the Lucent INTUITY system and the PMS

    ### ⮡ NOTE:
    The integration through the telephone system is only available for systems integrated with the GuestWorks *server*.

PMS interfaces built to the following specification are compatible with Lucent INTUITY R5.0 systems linked to the PMS through a link cabled directly to the PMS and Lucent INTUITY Lodging R2.1:

- *AUDIX Voice Power Lodging Property Management System Interface Specifications*, 585-310-128, for Release 1.1 and 3.0

- Lucent *INTUITY Lodging Property Management System Specifications*

PMS interfaces built to the following specifications are compatible with Lucent INTUITY R5.0 systems linked to the PMS through the telephone system link (GuestWorks *server*) and Lucent INTUITY Lodging R2.1: *DEFINITY Enterprise Communications Server (ECS), GuestWorks™ server, and System 75 Property Management System Interface Specifications*, 555-231-601. Interfaces designed to operate with AUDIX® Voice Power™ Lodging will not operate with this type of link.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Environments

Page 1-12

For additional information about links between a PMS and the Lucent INTUITY system, see *Lucent INTUITY System Description*, 585-310-235.

PMS Interactions

Integration between the Lucent INTUITY system and the PMS may produce changes in the PMS terminal interface. These changes depend upon the design of the interface and the identity of the features that the PMS vendor included for use. Features not incorporated into the design of the PMS will not be available for your use through the PMS, even though Lodging supports the feature. Consult your vendor's PMS manual for possible screen changes, implemented features, and instructions.

Optional Language Administration. Most PMS integrations include an option to administer optional languages. However, some of the older PMS integrations do not include this option through the PMS screens. If your PMS vendor has not included a method to administer optional languages, you can still use them. For more information, see "Setting the Guest Optional Language without a PMS Guest Language Option" on page 5-9.

Lodging FAX Messaging. The Lucent INTUITY system does not offer PMS integration for Lodging FAX Messaging since Lodging FAX mailbox administration does not change when guests are checked in and out. If you assign a mailbox to a guest, and the mailbox is administered for Lodging FAX Messaging, the guest will be able to use Lodging FAX Messaging. The Lodging FAX information is already associated with the guest mailbox.

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 Lucent INTUITY Lodging or the PMS to control the MWI. Lucent recommends that the PMS be used to control the MWI whenever possible. For more information, see "Message Lamp Controlled By" on page 3-15.

Group List on PMS. The Lucent INTUITY Lodging administrator's telephone interface recognizes mailing lists created on PMS terminal screens. Your PMS vendor must implement the Group List feature on the PMS side for this to be available.

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

Mailbox Assignment Types

Lodging may be used with dynamic (changing) or static (unchanging) mailbox assignments. The mailbox environment will determine the administration when guests are checked in and out.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Security

Page 1-13

Administered Mailbox Environment

Dynamic mailboxes are assigned and unassigned each time a guest checks in and out. At checkout, Lodging moves any remaining messages to the extension's old mailbox and deactivates the guest mailbox until another guest checks in. The new guest cannot access messages left for the previous guest. The attendant or the PMS system must administer the mailbox each time a guest checks in or out.

In an administered mailbox environment, you may check in guests as they arrive or perform batch administration. If you use batch administration, collect information about each guest such as extension as they arrive. At designated times, have an attendant administer a batch of mailboxes for newly arrived guests.

Open Mailbox Environment

In an open mailbox environment, all of the guest mailboxes have been administered for all of the room extensions. These mailboxes remain active at all times — they are not changed each time a guest checks in and out. The attendants or the PMS does not have to assign each guest a mailbox at checkin. Open mailboxes may be administered during or immediately after system installation, depending upon your contract.

➡ NOTE:
This approach introduces security issues. New guests can listen to messages that previous guests failed to retrieve and can have deleted messages restored. New guests may also listen to messages saved by previous guests if you allow guests to save messages or they may be able to forward a fax to another destination or retrieve a fax via same-call delivery.

Security

Security is important for all telephone systems and applications that operate with them. System administrators are responsible for developing, implementing, and monitoring security procedures for their systems.

Toll Fraud

Lucent Technologies 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 Technologies product or design defect, but rather a security risk affecting every major vendor's telephone system with a messaging or automated attendants.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Security

Page 1-14

⮕ **NOTE:**

Lucent Technologies 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 system. The customer is responsible for administering the Lucent INTUITY system, Lucent INTUITY Lodging, and Lucent INTUITY Lodging FAX Messaging to prevent such unauthorized use. The customer has the responsibility to read all documents associated with Lucent INTUITY Lodging and Lucent INTUITY Lodging FAX Messaging and understand the features that enable the administrator to reduce exposure to unauthorized use. If you are operating other applications on the Lucent INTUITY system also, follow the toll fraud prevention guidelines in the documentation for those products.

Because Lodging only allows transfers from a guest's mailbox to an attendant, toll fraud with Lodging is unlikely. With Lodging FAX Messaging, however, there exists a greater potential for fraud. If guests are permitted to forward faxes to long-distance destinations outside your site, hackers may deliver a fax to a guest mailbox, gain access to the mailbox, and then instruct the system to deliver the fax to a long distance telephone number. Under these conditions, you or the guest staying in the room would be billed.

Using a guest mailbox password can prevent unauthorized use of a mailbox. With the password option in use, the system tolerates three login attempts and then transfers the telephone call to an attendant. Ask your attendants to report hang-ups and use caution when transferring outside callers to a mailbox for message retrieval.

You may want to mask the ability to obtain messages through the hotel's fax line by changing the fax greeting prompt to exclude the phrase: "To get faxes from a mailbox, press star". Although the caller must enter a password before gaining access to the mailbox, a hacker may be able to break the password and ask the system to deliver the fax via same-call delivery.

Use caution in allowing attendants to enter destinations for a guest calling from outside the hotel to retrieve faxes. Lucent recommends never permitting your attendants to forward fax messages for an outside caller unless the caller can provide the correct password for the mailbox. Ensure that your administration for billing for forwarding faxes is correct. Follow your security policy for any transfers of faxes.

Since Lodging supports transfer to an attendant or an operator any time that a 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 telephones are capable of transferring a telephone call to an outside line but do not display the origin of the telephone call.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Security

Page 1-15

In situations where the console displays the originating number, caution attendants and operators not to transfer telephone calls from the Lucent INTUITY system to an outside line. Instruct your attendants and operators to disconnect the call and call back the room extension before performing the transfer.

Lucent INTUITY Terminal Access

Physical access to the Lucent INTUITY terminals should be limited to the 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.

Login Attempts

The number of telephone-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. Ask attendants to report frequent hang-ups after transfer to you and then monitor the Mailbox Usage and the Phone Line Usage Reports for unusual activity (Chapter 7, "Reports, Logs, and Audits").

Passwords

The Lucent INTUITY system and the Lodging applications use passwords to limit access to functions and messages. Lucent recommends the consistent use of passwords to protect the system's integrity, guests' messages, and guests' privacy.

General Guidelines

All telephone-based and terminal-based passwords should be based upon an established policy that the administrator, attendants, and guests follow.

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 (administrative) should be at least six characters long; telephone-based passwords should be four digits long.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Security

Page 1-16

- Change passwords once a month and after an employee leaves your organization. Your policy should include notification procedures.

- Create a policy to use to confirm the identity of guests who have forgotten passwords and are 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 *for instructions.*

⚠ CAUTION:

Protect the use of the system administrator's password. This login can be used to change system operations such as how channels operate or can 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 from their room extension if you set the `Allow Personal Greeting:` field on the Mailbox window to "yes". The Lucent INTUITY system prompts for a password for all telephone calls for message retrieval. Although guest passwords are optional, Lucent recommends that for maximum security, attendants should ask guests to choose a password. Inevitably, some guests will forget their passwords or you may experience break-in attempts. 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 Lodging access to guest and administrative telephones through the telephone system. See your telephone system's documentation for instructions about restricting access through the use of classes of restriction (COR) or the equivalent.

Administrative Passwords

The Lodging administrator and attendants use administrative passwords for telephone-based and terminal-based activities. The Lodging administrator's password has the most liberal privileges, allowing broadcast messages to all checked-in guests (telephone-based) or removal of all the old mailboxes (terminal-based). Both the administrator and attendant passwords can be used to override any guest password and gain access to the mailbox and messages. Protect the administrative passwords from unauthorized access. Change these passwords at least once a month or after you have had personnel changes.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
The Lodging Terminal Interface

Page 1-17

The Lodging Terminal Interface

After logging on to the Lucent INTUITY terminal with the *attend* login, a menu, a message line, and a row of function keys appear (Figure 1-2). This display is typical of all Lodging menus. If your system has the Lodging FAX Messaging option, the system will display the FAX Add-on Administration option. If your system does not have Lodging FAX Messaging, this option will not appear on the menu. If you use another login to log on to the system, you will need to choose Lodging Administration to reach the Lodging Administration menu.

> **NOTE:**
> This section only applies to the Lucent INTUITY system terminal and Lodging menus and windows.
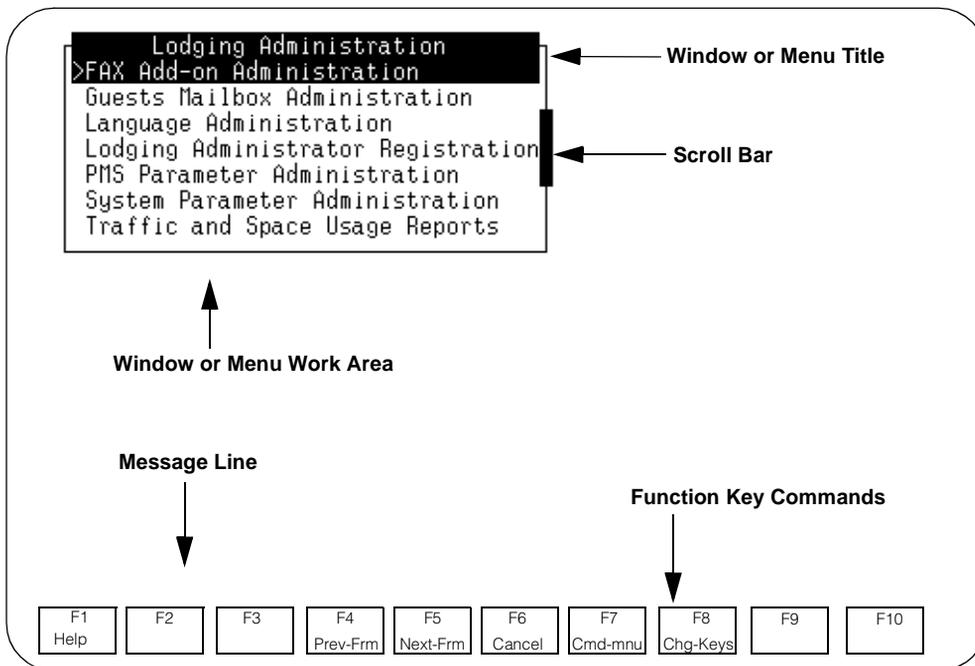
Figure 1-2. Basic Screen Components

Lodging Windows and Menus

The administration of system parameters (operating instructions that apply to all users of the system) and mailboxes (storage areas for messages) may be performed using windows and menus. Windows display information or allow you to enter information. Menus offer items that can be selected using arrow keys.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
The Lodging Terminal Interface

Page 1-18

Window and Menu Components

A *window* or *menu* has a:

- Title

- Work area

- Scroll bar (if applicable)

- Message line

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

The *work area* is the largest part of a screen and contains a list of options, a series of blanks (parameter fields), or read-only information. Parameter fields, referred to as "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.

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 F1 (Help) key.

Window and Menu Types

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

Menus allow you to choose a task or an option.

Windows allow you to:

- View information

- Enter information

- Confirm an action

Choosing Tasks or Options

Tasks and options are normally listed in alphabetical order under the menu title (Figure 1-3).

```
        Lodging Administration            Guests Mailbox Administration
 FAX Add-on Administration              >Mailbox
>Guests Mailbox Administration           Merge Mailbox
 Lodging Administrator Registration      Message Management
 PMS Parameter Administration            Old Mailbox
 System Parameter Administration         Suite Mailbox
 Traffic and Space Usage Reports         Swap Mailboxes
                                         Transfer Mailbox
```

Figure 1-3.　Lodging Administration Menus 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 (Table 1-1),

Table 1-1.　Key Summary

Key	Description
⏎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 page of text
PgDn	Scroll to next page of text

Viewing Information

Some windows display information (Figure 1-4). This information includes help messages, error messages, directions, and reports. Information in these windows cannot be changed.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
The Lodging Terminal Interface

Page 1-20

```
               Information
  Guest Checked In


  Press <Enter> to continue.
```
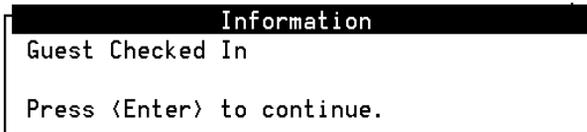
Figure 1-4. Information Window

Entering Information

Some windows allow you to enter information and also provide information. The
typical fill-in window contains brief descriptions of the type of information needed
or provided and fields for the information.

A *field* is an area on the window 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 1-5). In most cases, the length of this line represents the
maximum number of characters allowed for the response. The message line of
the screen explains restrictions on the values you enter in fields (Figure 1-5).

```
                      Mailbox                  x Administration
          Guest Extension: _____
      Guest Room Number: _____
            Guest Name: _____  ement
         Guest Password: *___
        Guest Language: American English
          Switch number: _____          s
  Allow personal greeting: Yes                box

          Messages Waiting
                  Voice:
                    Fax:
                   Text:
   Mailbox Capacity Usage:    %
  Suite Mailbox Extension:
              Comments: _____
```
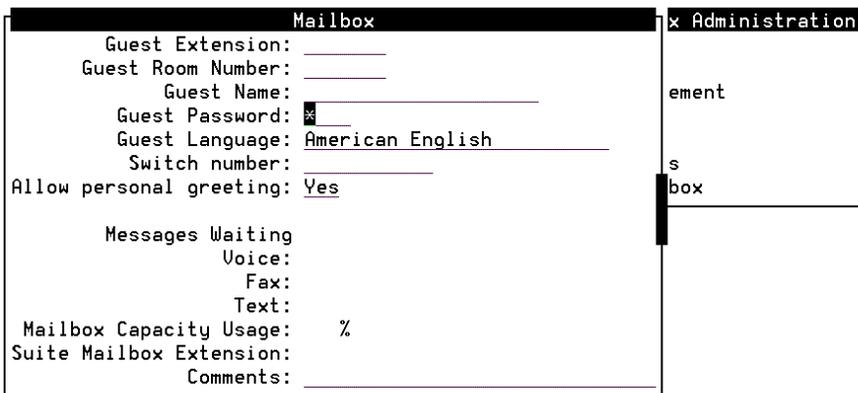
```
Enter exactly 4 digits, * or 0 (no password), or # (deny access).
```

Figure 1-5. Guests Mailbox Window Showing Fields

When you access a window 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 ⒡2 (Choices) key. The choices menu displays possible responses for

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
The Lodging Terminal Interface

Page 1-21

the field where the cursor is placed. Descriptions that do not have a line following them cannot be changed; they are for displaying information only.

Table 1-2 shows the keys and key combinations you can use to move around in a window:

Table 1-2. Key Summary

Key	Description
⌷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 1-6). Press **y** on the keyboard to confirm your choice or **n** to stop (cancel) the process.

```
                        Confirm
Are you sure you want to checkout this
guest?

Press <y> to confirm.
Press <n> to cancel.
```
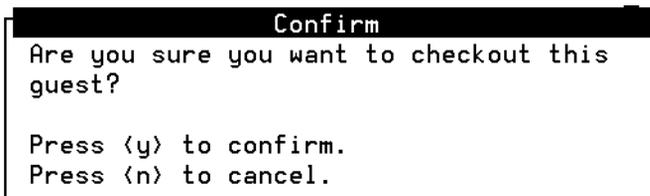
Figure 1-6. Confirmation Screen

Function Key Commands

The *function key commands* (softkeys) are boxed words and abbreviations that appear below windows or menus (Figure 1-2). These boxes correspond to the first eight function keys marked F1 through F8 on the keyboard. The label describes

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1   Lodging and Lodging FAX Messaging Overview
  The Lodging Terminal Interface

Page 1-22

the action that results when you press the function key. For example, many windows label the third box from the left (F3) as Save. If you press ⌷F3⌷, the system saves the information for use.

When you open a window or menu, 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. Each window or menu has a slightly different set of alternate standard keys. 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, checkin instead of ⌷F1⌷.

Table 1-3 summarizes the common function keys:

Table 1-3.   Function Key Summary

Function Key	Description
⌷F1⌷ (Help)	Displays information about the active window or menu, including available function key commands. To close the help window, press ⌷F6⌷ (Cancel). ⇒ **NOTE:** Help windows provide brief descriptions. They are not a substitute for system documentation.
⌷F2⌷ (Choices)	Provides a list of options for the field in which the cursor is placed. The options that the Choices key lists depend on the field and is not available for all fields.
⌷F2⌷ (PrevPage)	Moves to the previous page when a window contains more than one page of information. A page is one window of text.
⌷F3⌷ (Save)	Permanently saves any changes made to a window for the system to use.
⌷F3⌷ (NextPage)	Moves to the next page when a window contains more than one page of information. A page is one window 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.
⌷F4⌷ (Display)	This key shows information already present in or compiled by the system, such as the number of messages a current guest has or a report. Usually, you need to enter some information, such as a guest extension, before pressing the Display key.

(1 of 2)

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
The Lodging Terminal Interface

Page 1-23

Table 1-3. Function Key Summary — *Continued*

Function Key	Description
F4 (Prev-Frm)	Makes the previous window or menu active while still displaying the current window or menu if more that one window or menu is open. Continue pressing the key to move through all open windows or menus.
F5 (Next-Frm)	Makes the next window or menu active while still displaying the current window or menu if more that one window or menu is open. Continue pressing the key to move through all open window or menus. You can view a list of open windows or menus using the Frm-Mgmt key's list option.
F6 (Cancel)	Closes the active window or menu and returns to the previous window or menu. Any unsaved changes are lost.
F6 (Print) or F2 (Print)	Prints each page of a window if you have a printer connected to the Lucent INTUITY system. The print key that appears will depend on the window or menu that the system is displaying.
F7 (Cmd-Menu)	Presents a list of tasks and options related to the Lodging database.
F7 (Frm-Mgmt)	Displays a menu that allows you to change several physical characteristics of the windows and menus. You may move, reshape, refresh, or list the open windows or menus.
F8 (Chg-Keys)	Changes the identity of the function keys to the next set.

(2 of 2)

Printing Window Information

If you have a printer connected to the Lucent INTUITY system, you can print the information displayed on some of the windows

➡️ NOTE:
Lucent recommends printing reports regularly and keeping them for reference.

To print a window:

1. Display or enter the information you wish to print.

2. Press F8 (Chg-Keys) and then F2 (Print) or F6 (Print). The identity of the print key depends upon the window being displayed.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Lodging Telephone Interface

Page 1-24

The print function key sends the information shown in the window to the printer connected to the Lucent INTUITY system. You cannot send information from the Lucent INTUITY system to another printer.

Lodging Telephone Interface

The Lodging telephone interface consists of prompts and menus designed to help users. The term *telephone-based* applies to tasks performed at the telephone or information about the telephone interface.

Interface Options

Lodging offers several options that the administrator can set for the telephone interface.

Optional Languages

Lucent Technologies offers different languages for use with Lodging. You can purchase and use any or all of the languages. The system does not limit the number of languages installed. One of the languages must be administered as the default language. For guests, the system uses the default language unless another language is administered and when the guest logs on to a Lodging mailbox from a telephone other than the guest's room extension. After logging in, Lodging switches to the guest's chosen language and stops using the default. For administrators and attendants, the system uses U.S. English. This cannot be administered.

During checkin, the guest chooses a language. Setting the guest language for individual guests depends on the environment. In a Non-PMS environment, administer the guest's language on the Lucent INTUITY system terminal. In an integrated PMS environment, the procedure to activate an optional language for a guest will depend upon the PMS. If your PMS does not have a language option, use the procedure in "Setting the Guest Optional Language without a PMS Guest Language Option" on page 5-9.

Messages recorded for guests remain in the language(s) in which they were recorded. Optional languages only apply to prompts that the system uses to provide instructions.

Personal Greetings

Guests may record their own personal greetings for their extensions. If a guest chooses to record a personal greeting, callers reaching the guest extension will hear the guest's greeting in the guest's own voice. The system administrator can activate or deactivate this feature.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Lodging Telephone Interface

Page 1-25

Telephone Interface Operation

Some of the basic features of the Lodging telephone interface include:

- Pause for Touch-Tone Input

  After playing a telephone-based menu or prompt, the system pauses briefly for touch-tone inputs. If you do not enter any inputs, the menu or prompt repeats. If you do not enter any inputs after the third repetition, the system plays a closing message and disconnects or transfers the user to the attendant.

- No Touch-Tone Needed for Leaving a Message

  Although Lucent INTUITY system only accepts touch-tone inputs, outside callers with rotary telephones can still leave messages. Lodging's call-answer interface does not need any touch-tone input to record a message.

- Type Ahead

  Most telephone-based menus and prompts accept the entry of a touch tone before the prompt finishes playing. When the system detects a touch tone during the prompt, the system will stop playing the prompt, and then respond to the touch tone.

- Talk Off

  By pressing a touch tone, a guest can stop the replay of a message. After the touch tone, the system prompts for instructions with a menu. This is called a *talk off.*

- Error Response

  The system responds with "entry not understood" after an invalid selection and then prompts again. If a touch tone interrupts recording, Lodging will prompt:

  > "To re-record, press ①.
  > To review the recording, press ②.
  > To erase, press ③."

- Optional Guest Passwords

  This book 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

  Lodging prompts and messages are different for guests, attendants, and administrators. Lodging selects the prompts to play by using the identity of the telephone (lobby, guest room, or attendant) and the password.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

1 Lodging and Lodging FAX Messaging Overview
Lodging Telephone Interface

Page 1-26

■ Extension Entry

The Lucent INTUITY system does not need switch-specific digits, unless they have been administered on the Lucent INTUITY system. For example, if the telephone system requires the digit 7 before the extension, press 7 and then enter the room extension to call or transfer to a room. To enter the same extension on the Lucent INTUITY system, enter the extension but not the 7.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

2 Administrator's Responsibilities
Overview

Page 2-1

Administrator's Responsibilities

2

Overview

This chapter contains information about the administrator's responsibilities. The
Lucent™ INTUITY™ Lodging administrator needs to:

- Perform pre-installation activities.

- Perform initial activities.

- Evaluate, establish, and enforce security policies.

- Give site-specific information to attendants and train them.

- Perform ongoing daily, weekly, and monthly preventive maintenance.

- Monitor system performance including traffic and mailbox use.

- Interact with guests and attendants to keep them properly informed, correct
  any misconceptions, troubleshoot problems, and respond to any questions.

Purpose

The purpose of this chapter is to provide information about the administrator's
responsibilities and to describe the activities he/she will be performing.

Preinstallation Activities

The administrator is responsible for performing these activities *before* Lucent
INTUITY Lodging and Lucent INTUITY Lodging FAX Messaging are placed into
service. These preliminary activities prepare guests and attendants for the new
application.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

2 Administrator's Responsibilities
Preinstallation Activities

Page 2-2

Pre-Installation Activities Checklist

Table 2-1 provides a checklist of activities the system administrator must perform *before* installing the Lucent INTUITY system. The activities are listed in the order in which you should perform them and include a reference for the location of the procedures.

Table 2-1. Checklist of Pre-Installation Activities

✓	No.	Description	Reference
	1	Determine the messaging setup.	Chapters 1, 3, 4, and 5
	2	Determine the security policy.	Chapter 1
	3	Create guest instructions.	Lucent INTUITY Lodging Artwork Package(s)
	4	Copy troubleshooting worksheet.	Appendix A
	5	Train attendants.	Chapter 5
	6	Inform current guests about Lodging.	Sections that follow

Preinstallation Activities

The following section describes the preinstallation activities.

Activity 1: Determine the Messaging Setup

Before placing the system into service, decide which options guests will be able to use. For voice messaging, you may use the following options:

- Save messages

- Record personal greetings and change passwords

For more information, see "Allow Guests to Save Message" on page 3-13 and "Allow Personal Greeting" on page 5-5.

If the Lucent INTUITY system will also be operating Lucent INTUITY Lodging FAX Messaging, you may use the following options:

- Forward faxes to destinations outside the hotel

- Print faxes to in-room fax machines

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

2 Administrator's Responsibilities
Preinstallation Activities

Page 2-3

Administrators will also need to:

- Determine Lodging FAX Messaging administration procedures

- Determine procedures to handle faxes that print to the guest services fax machine

- Determine which fax machine will be the guest services fax machine

See Chapter 1, "Lodging and Lodging FAX Messaging Overview", and Chapter 4, "Lodging FAX Messaging Administration" for more information.

Activity 2: Determine the Security Policy

The Lodging administrator is responsible for system security. Create a security policy or modify the existing policy. Determine how you will maintain and enforce the security policy. For more information, see "Security" on page 1-13.

Activity 3: Create Guest Instructions

The Lodging documentation includes the Lucent *INTUITY Lodging Artwork Package* (585-310-739). Use this camera-ready artwork to create instructions to help guests use Lodging. These instructions will lessen the time spent by attendants explaining the system and answering questions. If the system provides optional languages, create guest instructions for each language. See Appendix A, "Job Aids" and "Related Resources" on page xvii for a listing of artwork packages.

Activity 4: Copy Troubleshooting Worksheet

Appendix A, "Job Aids" contains a Lodging User Trouble Report. Copy the report, and keep copies at each attendant's desk so that any problems can be accurately recorded. This report is associated with a key in Chapter 8, "Troubleshooting".

Activity 5: Train Attendants

Train front desk and telephone attendants *before* you put the application into service. To train the attendants:

1. Prepare training information.

   a. Decide which features the attendants should use.

   > **NOTE:**
   > Some administrators do not inform guests about all of Lodging features such as restoring deleted messages. However, attendants should still be trained in all Lodging features in case of an emergency.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

2 Administrator's Responsibilities
Preinstallation Activities

Page 2-4

    b. Identify site-specific information that the attendants will need. This information can include:

- The message retrieval telephone number

- Telephone numbers for non-integrated services

- The Lodging FAX Messaging telephone number

- Password use

- Whether guests can save messages, record personal greetings, or change their own passwords

- Optional languages available for the system

- Availability of a Do Not Disturb feature

- How to distribute paper copies of fax messages to guests

    c. Create training material.

- Copy the quick reference cards in <u>Appendix A, "Job Aids"</u>

- Copy the appropriate pages from Chapter <u>1</u> and Chapter <u>5</u>

2. Arrange one or more training sessions so that at least one attendant on every shift is familiar with Lodging. At the training sessions, use a speaker phone to show how the telephone-based interface works.

Activity 6: Inform Current Guests About Lodging

Inform guests about the new messaging service when it becomes available. Your environment will determine if your current guests will receive service the day the system begins operation.

Integrated PMS Environment

In the integrated PMS environment, all current guests will have mailboxes after you synchronize the PMS database and the Lodging database, and change the guest coverage paths. After you change the coverage path, the telephone system will route unanswered calls to the Lucent INTUITY system. Database synchronization occurs automatically after the PMS and Lucent INTUITY systems start operating.

Before synchronizing the databases and changing the coverage path, distribute a memo announcing the new messaging system and provide guest instructions. Instruct the housekeeping staff to put the guest instructions in each room on the day that the system begins operations.

NOTE:
Current guests will not have a voice mail password. If you choose to use guest passwords, only new guests will receive a password when passwords are assigned at checkin.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

2 Administrator's Responsibilities
Initial Administration Activities

Page 2-5

Non-PMS Environment

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

- Administering all current guests

- Administering only new guests

- Using open mailboxes

How you inform your guests about these depends upon the option you choose.

All Current Guests or Open Mailboxes. If you administer all current guests or use open mailboxes, distribute a memo announcing the new messaging system and provide guest instructions. Instruct the housekeeping staff to put the guest instructions in each room on the day that the system begins operations. After Lodging is in-service, use the broadcast feature. See "Broadcast Message Administration" on page 6-6 for more information.

Only New Guests. If you decide to administer only new guests, explain the messaging system to guests and provide guest instructions. Issue guests a password when they check in.

NOTE:
You will also have to modify the new guest's telephone system path to call cover to the Lucent INTUITY system.

Initial Administration Activities

Perform initial activities *immediately* after the installation of the Lucent INTUITY system and Lodging.

Initial Administration Checklist

Table 2-2 provides a checklist of initial administration activities The activities are listed in the order in which you should perform them during the initial phase and include a reference for the location of the procedures.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

2 Administrator's Responsibilities
Initial Administration Activities

Page 2-6

Table 2-2. Checklist of Initial Administration Activities

✓	No.	Description	Reference
	1	Change terminal- and telephone-based passwords.	Chapter 3
	2	Check the system clock.	Checking the System Clock
	3	Create suite mailboxes.	■ In a non-PMS environment, Chapter 5 ■ In an integrated PMS environment, see your PMS documentation
	4	Administer Lodging FAX parameters.	Chapter 4
	5	Administer guest FAX Messaging Profiles.	Chapter 5
	6	Arrange for permanent guests if applicable.	The explanation for Activity 6: Make Arrangements for Permanent Guests
	7	Customize system prompts.	Chapter 6
	8	Create Lodging FAX Messaging bulletin boards or mailboxes.	Chapter 4

Initial Administration Activities

The following section describes the initial administration activities.

Activity 1: Change the Passwords

Passwords control telephone and login access to the system. To protect system security, change the terminal- and telephone-based passwords for the administrator and the attendants within 24 hours after system installation. See "Password Administration" on page 3-3 for instructions.

Activity 2: Check the System Clock

The Lucent INTUITY 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 the retention time expires.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

2 Administrator's Responsibilities
Initial Administration Activities

Page 2-7

Check the clock after you install the system. To check the Lucent INTUITY system clock, see "Verifying the Date and Time" in Chapter 3, "Common System Procedures," of the Lucent INTUITY maintenance book for your platform.

Activity 3: Create Suites

Since the main extension and member extensions of a suite do not change often, you may want to enter all of the suites at one time after you install the system and then modify them as necessary.

- To create suites in the non-PMS environment, see "Suite Administration" on page 5-21.

- To set up suites in the integrated PMS environment, see your vendor's PMS documentation for procedures.

Activity 4: Administer Lodging FAX Parameters

If you have purchased Lodging FAX Messaging, installation services will administer the system for the Guest Services fax machine number and one channel as a maximum for the system to use to deliver faxes to fax machines or other destinations. During the initial activities phase, review the parameters for the Lodging FAX System Parameter Administration screen and make any changes. For more information, see "Lodging FAX Messaging System Parameters Administration" on page 4-1.

Activity 5: Administer Guest FAX Profiles

Guest Lodging FAX Messaging profiles determine the Lodging FAX Messaging permissions for guest extensions. The Lodging FAX Messaging guest profile for an extension does not change throughout checkin and checkout unless you change the administration itself. Since these permissions do not change, administer the Lodging FAX Messaging guest profile for each extension so that administration does not have to be performed during checkin and checkout. Identify any rooms with in-room fax machines or any rooms that you do not want to receive Lodging FAX messages. For more information, see "Guest FAX Profile Administration" on page 5-14.

Activity 6: Make Arrangements for Permanent Guests

Permanent guests are people who use your site as their primary residence. They live at the hotel all year or for extended periods of time. Generally, their affairs are handled differently from those of short-term guests. Since the PMS may not consider them to be checked-in guests, they may not receive a voice mailbox.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

2 Administrator's Responsibilities
Preventive Maintenance Activities

Page 2-8

Systems with the Intuity AUDIX Application

If permanent guests reside at your site, you can administer them as INTUITY AUDIX® subscribers. If you administer guests as INTUITY AUDIX subscribers, you may want to create a separate INTUITY AUDIX class of service (COS) for them. Be sure to provide permanent guests using INTUITY AUDIX with or without Lucent INTUITY FAX Messaging with instructions.

> **NOTE:**
> Permanent guests who use the INTUITY AUDIX application may receive broadcast messages intended only for employees. If you give permanent guests INTUITY AUDIX mailboxes, use a mailing list of employees to send messages only to employees instead of using the INTUITY AUDIX broadcast feature.

Systems without the Intuity AUDIX Application

If your site hosts permanent guests and you do not have the INTUITY AUDIX application, check permanent guests in as guests on the Lucent INTUITY terminal. Use the check-in procedure in Chapter 5, "Mailbox Administration and Use", to enter permanent guests in the integrated or non-PMS environments.

Activity 7: Create Customized Prompts

Lodging includes system voice prompts that provide instructions for guests and callers. Some of these prompts can be changed to include the name or location of your site or other information such as seasonal greetings. See "Custom Prompt Administration" on page 6-7 for instructions.

Activity 8: Create FAX Bulletin Boards or Fax Mailboxes

If you want to use Lodging FAX Messaging to distribute or send faxes to customers, create the Lodging FAX Messaging bulletin board or Lodging FAX Messaging mailboxes. See Chapter 1, "Lodging and Lodging FAX Messaging Overview" for a description of Lodging FAX Messaging bulletin board and mailbox operation. See Chapter 4, "Lodging FAX Messaging Administration" for instructions.

Preventive Maintenance Activities

Administrators are required to perform periodic preventive maintenance. When you perform this maintenance on a regular basis, you can identify and correct problems that might otherwise compound themselves. Information collected for analysis is also more reliable when samples are for identical collection periods.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

2 Administrator's Responsibilities
Preventive Maintenance Activities

Page 2-9

Preventative Maintenance Checklist

Table 2-3 provides a checklist of the required activities and includes a reference to where you can find the procedures for performing them.

Table 2-3.   Checklist of Administrator's Preventive Maintenance Activities

✓	Activity	Reference
Daily		
	Respond to any problems reported by guests or attendants.	Chapter 8, "Troubleshooting"
	Review the Administrator's and Alarm Logs for administrator's messages and system alarms.	Alarms and Log Messages
	Print and review the Guest Over Mailbox Limit Report.	"Guest Over Mailbox Limit Report" in Chapter 7, "Reports, Logs, and Audits"
	Observe calls for several minutes on the System Monitor screen. Verify that all channels have On-Hook status.	"System Monitor" in Chapter 7, "Reports, Logs, and Audits"
	Review the FAX Transmission Queue Report.	"Lodging FAX Transmission Queue Report" in Chapter 7, "Reports, Logs, and Audits"
	Check the condition of the guest services FAX machine.	None
Weekly		
	Check available disk space.	"Verifying System Status" in Chapter 7, "Reports, Logs, and Audits"
	Print and review the Phone Line Usage Report.	"Phone Line Usage Report" in Chapter 7, "Reports, Logs, and Audits"
	Audit the mailbox database.	"Audit Mailbox Database" in Chapter 7, "Reports, Logs, and Audits"
	Create an attended back up.	Backing Up System Files (Attended)

(1 of 2)

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

2 Administrator's Responsibilities
Preventive Maintenance Activities

Page 2-10

Table 2-3. Checklist of Administrator's Preventive Maintenance Activities

✓	Activity	Reference
Monthly		
	Check the system clock.	Checking the System Clock
Before, During, and After Periods of High Occupancy		
	Check available disk space.	"Verifying System Status" in Chapter 7, "Reports, Logs, and Audits"

(2 of 2)

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Overview

Page 3-1

Basic System Administration

3

Overview

This chapter describes the basic system administration, including:

- Password

- Lodging system parameter

- Extension

- Old mailbox

Purpose

The purpose of this chapter is to provide procedures and information for the administrator necessary to administer Lucent™ INTUITY™ Lodging.

Logging In and Out

Use the following procedures to log in and out of the Lucent INTUITY system terminal.

Logging In

To log on to the Lucent INTUITY system at the terminal:

➡ NOTE:

If the Lucent INTUITY terminal already displays a window or menu, log out (see below) and log back in to make sure that you have system administrator's permissions. The system administrator's login is *sa*.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Logging In and Out Page 3-2

1. Enter **sa** at the `Console Login:` prompt.

2. At the `Password:` prompt, type the password provided at installation and press `ENTER`.
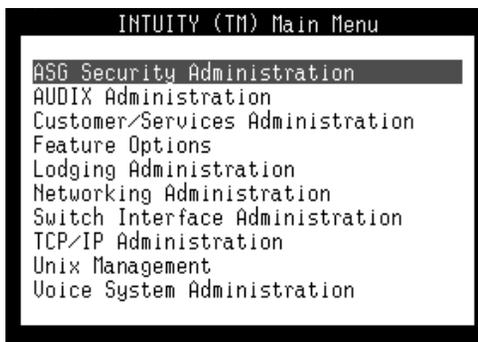
Figure 3-1. INTUITY **(TM) Main Menu**

➡ **NOTE:**

You may change your terminal-based password, but not your login name. See "Changing Terminal-based Passwords", below, to change the system administrator's (sa) password.

Logging Out

The Lodging administrator's login and password allow the system administrator access to confidential information and special functions. To protect the system's security, log out after finishing administrative tasks.

To log out of the system:

1. Press `F6` (Cancel) until you reach the `Console Login:` prompt.

   You are logged out of the system when you see this prompt.

⚠ **CAUTION:**

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

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Password Administration

Page 3-3

Password Administration

The terminal-based login and password allow you to perform administrator tasks on the Lucent INTUITY terminal. Change the passwords within 24 hours of installation and on a routine basis after the system is in operation.

Passwords are confidential information and should not be shared with any unauthorized individuals. Lucent recommends memorizing passwords instead of writing them down. Take special care not to forget the password. If you forget the password, you will not be able to perform any of the system administration functions until the password is re-administered. To fix the problem, follow your service path.

This section describes how to change the administrator's and attendant's:

- Terminal-based passwords

- Telephone-based passwords

➤ **NOTE:**
For information about guest passwords, see "Guest Password" in Chapter 5, "Mailbox Administration and Use'".

Changing Terminal-based Passwords

To change any terminal-based password, access the Assign/Change Password window, and then enter the login ID.

1. Start at the Lucent INTUITY main menu (Figure 3-1) and select:

> Customer/Services Administration

> System Management

> Password Administration

> Assign/Change Password
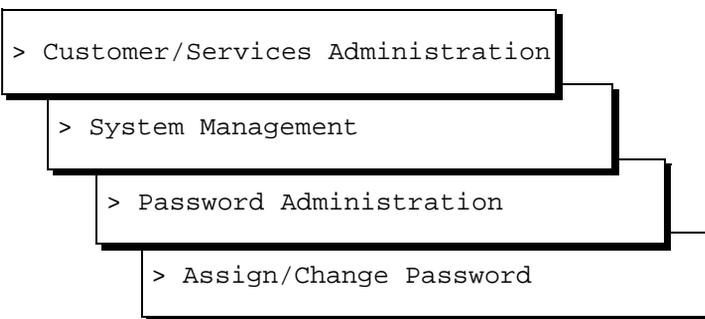
The system displays the Assign/Change Password window (Figure 3-2).

```
        Assign/Change Password
             Login:
```

Figure 3-2.   Assign/Change Password Window

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Password Administration

Page 3-4

2. Enter **sa** (system administrator) or **attend** (attendant) into the `Login:` field ([Figure 3-2](#)).

3. Press `F3` (Save).

   The system displays the following message:

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

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

4. Press **y**

   The system displays the following message:

   Changing password command for sa
   New Password:

5. Enter the new password.

   The system displays the following message:

   Re-Enter New Password:

6. Enter the same password.

   If the entries match, the system displays the following message:

   ```
   Password changed for (login)
   ```

   Hit acknowledge key to continue

   If the entries do not match, the system prompts you to try again.

7. Press `F1` (Acknowledge Message).

   The system returns to the Assign/Change Password window ([Figure 3-2](#)).

8. Press `F6` (Cancel) until you reach the Lucent INTUITY main menu ([Figure 1-3](#)) or enter another login.

Changing Telephone-based Passwords

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

Change the attendants' telephone-based password at least once a month and follow your security policy.

To change telephone-based passwords:

1. Start at the Lucent INTUITY main menu ([Figure 3-1](#)) and select:

> Lodging Administration

> Lodging Administrator Registration

The system displays the Lodging Administrator Registration window
([Figure 3-3](#)).

```
┌Lodging Administrator Registration┐
│Administrator Extension: 0000    │
│ Administrator Password: 0000    │
│      Attendant Password: 0000   │
└──────────────────────────────────┘
```

Figure 3-3.   Lodging Administrator Registration Window

2. Verify that the administrator's extension is correct. If not, enter the correct
    extension.

3. Enter the administrator's new password into the `Administrator`
    `Password:` field. This 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. Enter the new telephone-based password for the attendant into the
    `Attendant Password:` field. The field accepts four digits.

5. Press F3 (Save).

    The system displays the following message:

    Are you sure you want to save these registration
    parameters?

    Type y to confirm your password changes.
    Type n to cancel your password changes.

6. Press **y**

    The system displays the following message:

    Administration Registration Parameters Updated

    Press <Enter> to continue.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Lodging System Parameter Administration

Page 3-6

7. Press (ENTER) to continue.

8. Press F6 (Cancel) to return to the Lucent INTUITY main menu (Figure 1-3).

Lodging System Parameter Administration

The Lodging System Parameter Administration window (Figure 3-4) allows you to set system limits and activate features for all guests. You cannot change these parameters for individual guests.

The system parameters control operating conditions such as mailbox size and maximum message length. If you need to conserve disk space, keep system parameter values near their minimum values. However, this limits outside callers' access time to the system. If you have chronic space problems on the system, you may need to purchase additional storage space. See "Verifying System Status" on page 7-18 and "Guest Over Mailbox Limit Report" on page 7-10 to generate a report containing storage space use information.

The defaults provided by Lodging for system parameters are sufficient for most sites. Use caution while changing any of these parameters and monitor the system's performance after the change.

Changing System Parameters

1. Start at the Lucent INTUITY main menu (Figure 3-1) and select:

```
> Lodging Administration

    > System Parameter Administration
```

The system displays the System Parameter Administration window (Figure 3-4).

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Lodging System Parameter Administration

Page 3-7

```
                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 3-4.   System Parameter Administration Window

2. Change or enter the desired parameters. Use the up and down arrow keys to move the cursor to different fields.

    NOTE:
    In the non-PMS environment, the two PMS parameters shown in the example window (Figure 3-4) do not appear.

3. Press F3 (Save).

4. Enter **y** to confirm your choice of saving the parameters.

    The system displays a window confirming that the parameters have been saved.

5. Press ENTER to continue.

    The system returns to the System Parameters window (Figure 3-4).

6. Press F6 (Cancel) to exit the System Parameter window.

System Parameters

The following section describes each of the system parameters.

Attendant Extensions

The seven fields at the top of the System Parameters window are for attendant extensions. Attendant extensions have special privileges such as the ability to restore a deleted message and use the attendant telephone-based password.

NOTE:
The administrator's extension cannot be an attendant extension.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Lodging System Parameter Administration

Page 3-8

Enter all extensions that need attendant privileges, one extension in each field. The system may support a maximum of seven attendant extensions. Each extension may have a maximum extension length of seven digits. Leave unused fields blank. This parameter does not have any defaults.

If you change the primary attendant, modify the attendant hunt group to include the changes to the extension(s).

Hunt Group or Primary Attendant

The system uses the number in the Hunt Group or Primary Attendant parameter to transfer guests and callers to the attendant for help. The system transfers callers or guests to the attendant when they do any of the following:

- Press ⓪ for assistance

- Leave a maximum length message

- Stay on the line after leaving a message

- Remain silent when prompted to leave a message

- Reach a full mailbox

The last three bullet items only occur when the Operator Revert parameter is set to yes. See "Automatic Transfer to Operator at End of Call (Operator Revert)" below.

⇒ NOTE:

The administrator's extension may not be the hunt group/primary attendant extension.

To set this parameter:

- If you have created a hunt group on the telephone system of attendant extensions, enter that hunt group's extension.

- If you have not created an attendant hunt group on the telephone system, enter one of the attendant extension to serve as transfer point for help.

- Enter the primary attendant extension also as an Attendant Extension.

The field allows a maximum of seven digits. The system does not provide defaults for this field. This is a required parameter. Lodging does not allow you to save and exit the System Parameter window if this field remains blank.

Mailbox Size

The Mailbox Size parameter specifies the size for all guest mailboxes and sets each mailbox to the same size. The field is two characters long and accepts only numbers from 1 to 99 minutes. The default is 6 minutes. If you leave this field blank, mailboxes have no limit.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Lodging System Parameter Administration

Page 3-9

➡️ **NOTE:**

This parameter applies to voice message storage. The system controls fax message storage with the number of fax messages allowed in a mailbox under the Guest FAX Profile Administration window. See "Maximum Number of FAX Messages" in Chapter 5, "Mailbox Administration and Use".

The default size of 6 minutes will support an extremely heavy user. Reports show that the average message length is between 20 and 30 seconds, allowing the default to support approximately 12 messages at 30 seconds each. See "Maximum Message Length" below for instructions about determining the average message length on your system.

You do not need to increase the mailbox size if you are operating the application in a hospitality environment. If you are operating this application in a college dormitory, a hospital, a nursing home, or another type of care facility, residents may need larger mailboxes.

When a guest exceeds the mailbox size, callers to the extension hear "There is no room in the mailbox to leave a message" and the system transfers the caller to an attendant. Guests who call to retrieve messages from a mailbox that is over the limit hear "Your mailbox is full. Please delete unneeded messages."

⚠️ **CAUTION:**

This parameter impacts the storage space on the system. Always monitor the system space usage after changing this parameter. If you need additional hours of speech, contact your sales representative.

While setting this parameter:

1. Review the number of guests over the limit. See "Guest Over Mailbox Limit Report" in Chapter 7, "Reports, Logs, and Audits". If you have guests over the mailbox limit or frequent complaints from guests, increase this parameter.

2. Determine the hours of speech available for use. See "Verifying System Status" in Chapter 7, "Reports, Logs, and Audits", and determine the number of unused hours of speech by subtracting the Used Hours of Speech from the Purchased Hours of Speech. Potential Hours of Speech is the number of hours available on your system without purchasing an additional disk.

3. Determine system space availability and increase in size:

   For systems not operating Lodging FAX Messaging:

   Divide the unused hours of speech by the number of guests at high or maximum occupancy. This number is the maximum amount of time that you can add to each mailbox. You can add this available time to the mailboxes in any increment of 1 or more minutes. Monitor the system to determine if the increase stops the mailbox full condition.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Lodging System Parameter Administration

Page 3-10

If the system needs additional storage space, contact your sales representative.

$\Longrightarrow$ **NOTE:**
Until the system receives additional storage space, impose a modest mailbox size or set Allow Guests to Save Message to off (below). This will prevent the speech database from running out of space.

For systems operating Lodging FAX Messaging:

The system does not use the setting in the Mailbox Size for FAX. Instead, the system stores the faxes in purchased hours of speech time and uses the Maximum Number of FAX messages parameter to limit the number of faxes. When you increase the mailbox size, monitor the system space usage to be sure that the system has sufficient space for storing faxes. If the usage goes too high, your system will not be able to accept or store faxes.

a. Estimate your highest number of received faxes during a 24-hour period. Be sure to take into account guest populations — certain events such as business meetings or sales conferences may experience heavier fax traffic.

$\Longrightarrow$ **NOTE:**
If you are unable to estimate the fax traffic for the system, use

(0.25/faxes/subscriber/day)(number of subscribers)

to determine the Estimated Number of Faxes and continue with step c.

b. Subtract an estimate of the number of faxes currently on the system from your estimate in Step a. Use the FAX Traffic Report's `FAXes Received` field. See "Lodging FAX Traffic Report" in Chapter 7, "Reports, Logs, and Audits" for the current day and the previous day.

c. Multiply the following together to determine the estimated number of seconds that the system needs to store faxes:

Estimated Number of Seconds of Fax =

(Estimated Number of FAXes)(3 pages/FAX)(40 seconds/page)

d. Convert the seconds needed to hours of speech:

Estimated Hours of Speech for Fax =

(Estimated Number of seconds of fax)(1 min/60 sec)(1 hr/60 min)

e. Subtract the hours of speech needed for fax storage from the unused hours of speech.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Lodging System Parameter Administration

Page 3-11

f. Use the remaining hours of speech to increase the guest's mailbox size. Divide the unused hours of speech by the number of guests at high or maximum occupancy. This number is the maximum amount of time that you can add to each mailbox. You may add this available time to the mailboxes in any increment of 1 or more minutes. Monitor the system to determine if the increase stops the full mailbox condition.

Pause for Touch-tone Input

The Pause for Touch-Tone Input parameter (also called the *time-out* period) sets the number of seconds that Lodging waits for input. The field accepts a single digit from 4 to 9 seconds. The default is 4 seconds. If users are new, unfamiliar with the language, or physically challenged, you may want to increase this number and adjust it as necessary.

This field determines the time the system waits to act:

■ After playing a prompt for the user to respond

If the user does not respond within the set time, the prompt repeats. If nothing is entered, Lodging plays a closing message and disconnects.

■ During touch-tone input for the next tone

If the user does not enter the next digit of an extension or a password before the time-out period expires, the system processes the already-entered digits. For incomplete passwords, the system plays "login incorrect". For incomplete extensions, the transfer fails and the system prompts for the extension again.

■ After an extension shorter than the maximum

If the user enters an extension length that is shorter than the Maximum Extension Length (below), the system waits for the next digit(s). For example, a site has room extensions with 3 or 4 digits. The system is set to the Maximum extension length of 4. When a caller enters a 3-digit extension, Lodging waits the length of the timeout period for the 4th digit. After the timeout period expires, Lodging uses the 3 digits entered.

■ During Lodging FAX Messaging call answer

The time-out period can affect fax delivery for systems with Lodging FAX Messaging. For the first digit entered for the guest's extension, Lodging waits for 4 seconds. Subsequent digits use the Pause for Touch-Tone Input setting. If time-out occurs, the system stores the fax in the administrator's mailbox.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Lodging System Parameter Administration

Page 3-12

Maximum Extension Length

The Maximum Extension Length parameter sets the maximum number of digits in a room extension. The range is from 1 to 7 digits and the default is 4 digits. In environments operating with multiple-length room extensions, set the longest extension length. Setting this number accurately ensures that calls are processed quickly.

⚠ CAUTION:

If the Lodging database is populated and you decrease this number, you risk making some mailboxes inaccessible.

Before setting this parameter to a lower number, examine the Mailbox Usage Report to verify that the system does not have extensions longer than the new maximum. For example, to decrease the number from 4 to 3, make sure that no 4-digit room extensions exist in the database. If 4-digit extensions exist and you decrease the Maximum Extension Length to 3, guests with 4-digit extensions will only be able to access their mailboxes from their rooms.

➡ NOTE:

Users entering an extension number shorter than the maximum experience the time-out period. See the earlier section, .

Maximum Message Length

The Maximum Message Length parameter sets the maximum length allowed for any single voice message.

➡ NOTE:

This parameter does not apply to Lodging FAX Messaging. These messages can be any length.

The field is three characters long and the range is between 30 and 360 seconds. The default is 120 seconds. Callers exceeding this maximum are transferred to the attendant (if you have enabled Operator Revert) or disconnected after the system plays a closing message.

Reports show that the average voice message length is between 20 and 30 seconds. The 120-second default is usually sufficient for the caller to leave a detailed message. The Mailbox Usage Report 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. To find the average message length at your site, divide the speech seconds by the number of messages.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Lodging System Parameter Administration

Page 3-13

Allow Guests to Save Message

This parameter allows you to permit guests to save voice messages.

> **NOTE:**
> This parameter does not apply to Lodging FAX Messaging. The system controls the guest's ability to save faxes under the Guest FAX Profile Administration window. See "Keep FAX Messages Active in the Mailbox After Delivery" in Chapter 5, "Mailbox Administration and Use".

This is a yes or no field. The default is yes. To allow guests to save messages manually or automatically, enter yes. If set to yes, after the system plays a message, the guest can press 4 to manually save the message or not press any touch tones to allow the system to automatically save the message and play the next. If set to no, guests will not hear this prompt and cannot save messages. Lodging will only save messages if the caller disconnects during playout. The Phone Line Usage Report lists disconnects in the Abandoned Voice Mail field.

If the Mailbox Size parameter contains a reasonable value and you have purchased the minimum recommended hours of speech, your system has enough disk space for guests to save their messages. If you allow guests to save messages, monitor the system's space use. See "Preventive Maintenance Activities" in Chapter 2, "Administrator's Responsibilities" for a listing of preventive maintenance activities. If you constantly encounter storage space problems, contact your sales representative and purchase additional hours of speech.

Lamp On for New Messages Only

The Lamp On for New Messages Only parameter sets the message-waiting indicator (MWI) to on for new messages only or to on for any new, saved, or restored messages This is a yes or no field. The default is yes.

> **NOTE:**
> For Lodging FAX messages, the MWI stays on if the faxes remain active in the mailbox.

If the Lamp On for New Messages Only parameter is set to no, the MWI is on for all types of messages, including saved and restored. The advantage to this setting is that the guest always knows when a message is waiting. This setting 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 but the light is still on.

If the Lamp On for New Messages Only parameter is set to yes, then the MWI is on for new messages only. With this setting, attendants have to notify guests when they restore deleted messages or when they reactivate an old mailbox with saved messages. After a guest handles all messages, the MWI will go off.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Lodging System Parameter Administration

Page 3-14

Automatic Transfer to Operator at End of Call (Operator Revert)

The Automatic Transfer to Operator at End of Call parameter sets the system's transfer instructions when callers:

- Leave a maximum-length message

- Stay on the line after leaving a message

- Remain silent when prompted to leave a message

This is a yes or no field. The default is no. When you set this parameter to yes, the system transfers callers to the Primary Attendant (above). If you set this parameter to no, the system plays 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 telephones 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

The Default Language parameter sets the language for the spoken system prompts. The system uses the default language any time that it does not have instructions to use another language, such as when a guest calls for messages from an extension other than the guest's extension or if the guest is not administered for a guest language that is different from the default.

➡️ NOTE:
The system sets languages in two places: with the Default Language parameter on the System Parameters window, and with the Guest Language parameter on the Mailbox window. The Guest Language field on the Mailbox window sets the language for individual guests, one at a time. The Default Language field on the System Parameters window sets the default language for guests.

Mailbox Type

The Mailbox Type parameter sets how the system arranges the messages in the mailbox. The field has 2 options: separate and combined. The default is separate.

If you set this parameter to separate, the system divides the old and new messages in the mailbox and a voice header identifies the group during message playout. If you set this parameter to combined, the system plays out all messages one group without new or old message identification.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Lodging System Parameter Administration

Page 3-15

Playback Format

The Playback Format parameter sets the order in which messages in a group will be played out. This field has 2 options: LIFO (last-in-first-out) and FIFO (first-in-first-out). The default is FIFO. If you set this parameter to LIFO, the system will play new messages first. If you set this parameter to FIFO, the system will play the messages in the order in which the system received them, oldest messages first.

Message Lamp Controlled By

The system displays the Message Lamp Controlled By parameter only if the PMS software is installed on the Lucent INTUITY system and the link in use is a direct link from the Lucent INTUITY system to the PMS computer. This parameter determines if Lodging or the PMS controls the MWI. The field has two options: LDG (Lodging) or PMS (Property Management System.) The default is LDG.

➡ NOTE:

This parameter does not appear for systems integrated through the switch link, such as the GuestWorks *server* integration.

After you set this parameter you should not change the MWI control. If Lodging is in control of the MWI and you change the control of the MWI to PMS, MWIs turned on by Lodging cannot be turned off. After guests have deleted all of their messages, their MWIs will remain on. The MWIs turned on by Lodging must be turned off by Lodging.

➡ NOTE:

Leave Word Calling (LWC) is the activation of the MWI from the attendant console. Lodging does not support LWC. If you manually activate an MWI with LWC, you must manually deactivate the MWI with LWC.

In the integrated PMS environment, Lucent recommends that the PMS control the MWI. 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 Property Management System Specifications*. Under these specifications, if a guest retrieves voice messages but not text messages, the MWI remains on.

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

Table 3-1 below summarizes the impact of the administration.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
 Lodging System Parameter Administration

Page 3-16

When PMS Link Is Down, Call for Guests Handled By

The system displays the When PMS Link is Down, Call for Guests Handled By parameter only if the PMS software is installed on the Lucent INTUITY system and the link in use is a direct link from the lucent INTUITY system to the PMS computer. This parameter determines whether the system or the attendant will answer calls when the PMS link is down. The field has two options: Attendant and LDG (Lodging). The default is Attendant.

NOTE:
This parameter does not appear for systems integrated through the switch link, such as the GuestWorks *server* integration.

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

Table 3-1 summarizes the impact of the administration.

Table 3-1.   MWI Parameter Control Summary

Message Lamp Controlled By:	When PMS Link Is Down, Calls for Guests Handled By:	Impact if the PMS Link Stops Functioning
LDG	LDG	Lodging continues to take messages and control the MWI.

(1 of 2)

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Extension Administration

Page 3-17

Table 3-1. MWI Parameter Control Summary

Message Lamp Controlled By:	When PMS Link Is Down, Calls for Guests Handled By:	Impact if the PMS Link Stops Functioning
PMS	LDG	Lodging continues to take messages but the MWIs will not be updated until the PMS link is restored.
LDG	Attendant	Lodging continues to take messages normally. Callers and guests experience no differences during the time that the link is down.
PMS	Attendant	The Lucent INTUITY system transfers all telephone calls to the attendant. The caller hears "This message is experiencing technical difficulties. Your call is being transferred to a hotel operator." Guests can still retrieve messages that were recorded before the link went down but their message notification may not state that text and fax messages are waiting. However, no MWI inconsistencies will occur while the PMS link is down.
		During this time, attendants should take text messages and enter the text messages into the text message tally after the PMS link gets restored.

(2 of 2)

Extension Administration

Extension administration involves

- Deleting extensions from the database
- Changing the administrator's extension

When the Lodging database has an incorrect extension number or a particular room does not require a voice mailbox, such as a room under construction or serving as storage space, delete the extension. Deleting unwanted 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 Lodging when a guest is being transferred to the INTUITY AUDIX messaging application.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Extension Administration

Page 3-18

Changing the administrator's extension allows administrators to re-administer the extension if the need arises. If you change the administrator's extension, you will need to administer a new password for the extension. All mailing lists will still be available with the new extension.

➤ **NOTE:**
To re-administer the attendants' extensions, see "Attendant Extensions" above and use the Lodging System Parameter Administration window.

Deleting Extensions

If your system operates behind a GuestWorks *server* and uses a link between the PMS and the telephone system for operations with Lodging and for non-PMS environments, use the procedure below to delete extensions. For other PMS environments, follow your vendor's instructions.

To delete an extension from the Lodging database:

1. Start at the Lucent INTUITY main menu (Figure 3-1) and select:

```
> Lodging Administration

    > Guest Mailbox Administration

        > Mailbox
```
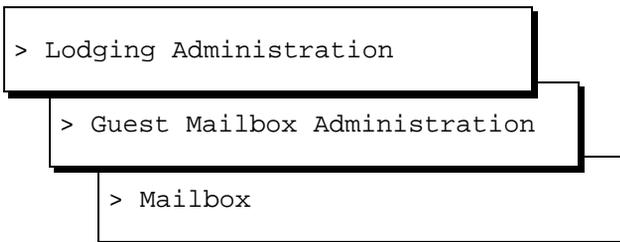
The system displays the Mailbox window (Figure 3-5).

```
                     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 3-5.   Mailbox Window

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Extension Administration

Page 3-19

2. Enter the extension to be deleted into the `Guest Extension` field.

   ➡ **NOTE:**
   The extension entered must be checked out before you delete it.

3. Press F8 (Chg-Keys) and then F6 (Del_Extn).

   The system displays a confirmation message that the extension has been deleted from the database.

   ➡ **NOTE:**
   If the system reports "`There is no room with this extension`", ignore the message and continue.

4. Press ENTER to continue.

5. Press F8 (Chg-Keys) and then F6 (Cancel).

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

Changing the Administrator's Extension

In an integrated PMS environment, follow the instructions in the PMS documentation. In a non-PMS environment, follow the instructions below.

To change the administrator's extension:

1. Clear the administrator's mailbox of all voice and fax messages.

2. Start at the Lucent INTUITY main menu (Figure 3-1) and select:

```
> Lodging Administration

    > Lodging Administrator Registration
```

The system displays the Lodging Administrator Registration window (Figure 3-6).

```
┌Lodging Administrator Registration┐
│Administrator Extension: 0000___   │
│ Administrator Password: ____      │
│     Attendant Password: ____      │
└───────────────────────────────────┘
```

Figure 3-6.   Lodging Administrator Registration Window

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

3 Basic System Administration
Old Mailbox Administration

Page 3-20

3. Enter the new extension in the `Administrator Extension:` field.

> **NOTE:**
> The administrator's extension cannot be an attendant or the hunt group/primary attendant extension.

4. Enter new password in the `Administrator Password:` field. This 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.*

5. Press F3 (Save).

   The system displays the following message:

   ```
   Are you sure you want to save these registration
   parameters?

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

6. Type **y** to confirm saving the registration parameters.

   The system displays the following message:

   ```
   Administrator Registration Parameters Updated

   Press <Enter> to continue.
   ```

7. Press ENTER to continue.

8. Press F6 (Cancel).

9. If you are going to assign the old extension to INTUITY AUDIX or if you are going to discontinue any type of mail service for the extension, delete the extension. See "Deleting Extensions" above.

10. Verify that the coverage path for new administrator's extension includes Lodging.

Old Mailbox Administration

The system stores messages for a previous guest in an old mailbox for a maximum of 24 hours after the guest checks out or until another guest gets checked out from the same extension. Old mailboxes contain unopened, saved, or restored voice messages and unprinted or deleted fax messages. Old mailboxes do not include deleted messages or text and fax message tallies. These are purged from the system when the guest checks out.

At midnight, the system purges all old mailboxes that are at least 24 hours old. If many guests check out and leave old messages behind or if the system is exhibiting space problems such as not accepting fax messages, you may force the system to purge the mailboxes before the scheduled time. Purging old mailboxes removes them from the database.

After you purge the old mailboxes, attendants will not be able to retrieve old messages for checked-out guests. After purging all mailboxes, inform attendants that they cannot retrieve leftover messages for recently checked-out guests or reactivate mailboxes.

If your system is operating behind a GuestWorks *server* and using a link between the PMS and the telephone system for operations with Lodging and for non-PMS environments, use the procedure below to purge old mailboxes. For other PMS environments, follow your vendor's instructions.

To purge all old mailboxes:

1. Start at the Lucent INTUITY main menu (Figure 3-1) and select:

```
> Lodging Administration

   > Guest Mailbox Administration

      > Old Mailbox
```

The system displays the Old Mailbox window (Figure 3-7).

```
                    Old Mailbox
        Guest Extension: all
      Guest Room Number:
             Guest Name:
         Guest Password:
         Guest Language:
         Guest Checkout:

 Voice Messages Waiting:
  Mailbox Capacity Usage:     %
Suite Mailbox Extension:
               Comments:
```
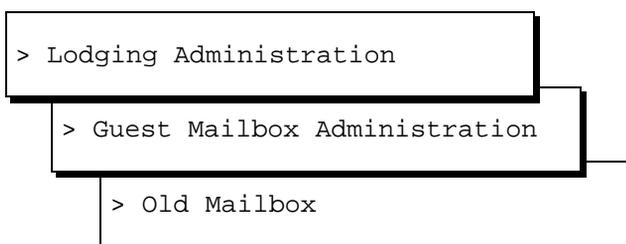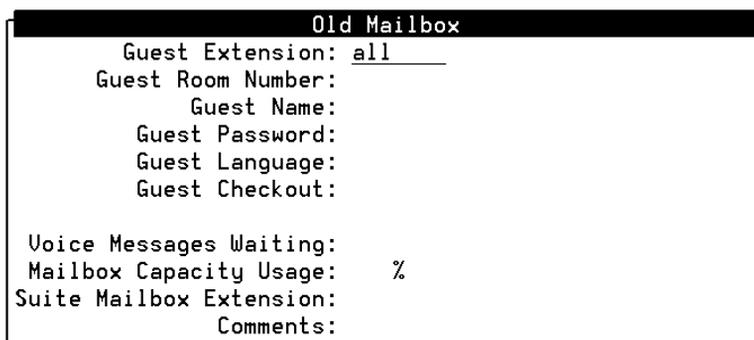
Figure 3-7. Old Mailbox Window

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

**Intuity Lodging
Administration and Feature Operations**

Issue 1
June 1999

3 Basic System Administration
Old Mailbox Administration

Page 3-22

> ➡ **NOTE:**
>> To purge a single mailbox, enter the guest's previous extension.
>> Pressing the F2 (Choices) key displays list of all extensions that have
>> an old mailbox.

3. Press F8 (Chg-Keys) and then F1 (Purge).

   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 system displays the following message:

   `Checking if voice system is up and running`

5. Press ENTER to continue.

   The system displays a confirmation message saying that all old mailboxes
   have been purged.

6. Press ENTER to continue.

7. Press F8 (Chg-Keys) and then F6 (Cancel) until you reach the Lucent
   INTUITY main menu (Figure 3-1).

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

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Overview

Page 4-1

Lodging FAX Messaging Administration

4

Overview

This chapter describes the tasks the Lodging administrator will need to perform for systems operating Lucent INTUITY Lodging FAX Messaging.

Purpose

The purpose of this chapter is to provide instructions for Lucent™ INTUITY™ Lodging FAX Messaging administration.

Lodging FAX Messaging System Parameters Administration

Lodging FAX Messaging administration uses two windows:

■ FAX System Parameters Administration

This window applies to all extensions in the system. For an explanation of this window, see the section that follows.

■ Guest FAX Profile Administration

This window applies to individual extensions. See "Guest FAX Profile Administration" in Chapter 5, "Mailbox Administration and Use" for instructions.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Messaging System Parameters Administration *Page 4-2*

Changing FAX System Parameters

1. Start at the Lucent INTUITY main menu (Figure 3-1) and select:

> ```
> > Lodging Administration
> ```

> ```
> > FAX Add-on Administration
> ```

> ```
> > FAX System Parameters Administration
> ```

The system displays the FAX System Parameters Administration window (Figure 4-1).

```
                 FAX System Parameter Administration
              Allow delivery of FAX to any number?: Yes
 Maximum number of digits allowed in the FAX number: 10
           Maximum number of tries to deliver a FAX: 5
 Maximum number of channels to use for FAX delivery: 2
                         First retry interval (min): 5
                        Second retry interval (min): 10
                    Subsequent retries interval (min): 30
       String of digits to prefix to the FAX number: 729
     Use prefix only if entered number greater than: 6  digits
                           Guest services FAX machine: 5027
```

Figure 4-1.   FAX System Parameter Administration

2. Change or enter the desired parameters. For a description of the different fields, see the section that follows.

3. Press F3 (Save).

   The system displays the following message:

   FAX system parameters updated

   Press <Enter> to continue.

4. Press ENTER to continue.

5. Press F6 (Cancel) to exit the FAX System Parameter Administration window (Figure 4-1).

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Messaging System Parameters Administration

Page 4-3

FAX System Parameters

The following section provides details about the parameters available in the FAX System Parameter Administration window.

Allow Delivery of FAX to Any Number

For a guest to be able to send faxes to any destination outside the hotel, including offices, residences, or other locations, the following two parameters must be set to yes:

- Allow Delivery of FAX to Any Number on the FAX System Parameter Administration window.

- Deliver FAX Messages to any Phone Number? on the Guest FAX Profile Administration window in Chapter 5, "Mailbox Administration and Use".

The Allow Delivery of FAX to Any Number parameter applies to every mailbox on the system. This is a yes/no field. The default is no. For guests to be able to use this feature, the switch must be administered to permit outcalling for the Lucent INTUITY channels.

⚠ CAUTION:

If you allow guests to forward faxes to other destinations, use passwords with the mailboxes. Otherwise, any caller can connect to the mailbox through the fax telephone number and forward faxes to another destination or retrieve the fax through same-call retrieval.

If this parameter is set to yes, guests may send a fax to an outside destination. You may place restrictions on the destination(s) and control billing by administering the following parameters:

- Maximum Number of Digits Allowed in the FAX Number

  Controls how many digits guests may dial when forwarding a FAX to an outside number.

- String of Digits to Prefix to the FAX Number

  Allows the use of codes for billing guests who forward a fax to an outside destination.

- Deliver FAX Messages to Any Phone Number?

  Allows you to give permission to individual guests to deliver fax to any phone number. The field must be set to yes for the guest to be able to do so. You may use this field from the Guest FAX Profile Administration window.

  If set to no, guests may only send their faxes to the guest services fax machine, to another fax machine within the hotel, or to their in-room fax machine. They may not forward faxes to other destinations even if Allow Delivery of FAX to Any Number is set to yes.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Messaging System Parameters Administration   Page 4-4

Maximum Number of Digits Allowed in the FAX Number

The Maximum Number of Digits Allowed in the FAX Number parameter sets the maximum number of digits that a guest may dial while sending a fax. The field accepts a number from 0 to 20. The default is 10. This number does *not* include the numbers of digits used in the dial string.

If you want to allow your guests to send faxes to any long-distance location, enter the number of digits that guests should dial. To find this number, subtract the number of digits in the dial string from the total of all the digits that will need to be dialed.

For example, if you will allow guests to call any number within the North American Numbering Plan, and your string of digits is set to 9e to obtain an outside line and bill the guest, enter 11. The guest dials 1 plus the area code and the number. The system dials the dial string and the digits that the guest entered as follows:

1. The dial string is 9e. The letter "e" instructs the system to dial the user's extension for billing purposes.

2. The guest dials 1-614-555-1212

3. The system attaches the dial string and dials
    9-(guest extension)-1-614-555-1212

4. The telephone system processes the call and uses the guest's extension to establish the account code for billing.

To allow all destinations, enter 20. Since this is a maximum, guests may enter fewer numbers to reach a destination.

⚠ CAUTION:

If you allow unrestricted delivery, make sure that you use passwords with your mailboxes. If you do not, an outside caller can send a fax to the guest extension and then call the extension and send the fax to any destination. You or the guest occupying the room will be billed for the call.

If Allow Delivery of FAX to Any Number? is set to no, leave this field blank.

Maximum Number of Tries to Deliver a Fax

The Maximum Number of Tries to Deliver a fax parameter sets the maximum number of times the Lucent INTUITY system attempts to send the fax to a fax machine or guest-specified destination. The field accepts a number from 1 to 9. The default is 5. The system includes the first attempt at delivery against this count. For example, if the field is set to 5, the system counts the first failed delivery as 1 and tries four additional times to deliver the fax to the guest services fax machine or any other destination.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Messaging System Parameters Administration　　　　　　　　Page 4-5

If the system is unable to deliver the fax after the maximum number of tries, it marks the fax as "Failed" and returns it to the originating mailbox.

When administering this parameter, be sure to conform to any local retry specifications. Contact your sales representative or remote maintenance center if you have questions about the number of times your system may be permitted to call out.

Maximum Number of Channels to Use for FAX Delivery

The Maximum number of Channels to use for Lodging FAX Delivery parameter sets the maximum number of channels that the system may use at one time for fax forwarding or retrieval.

➡ NOTE:

This parameter only applies to Lodging FAX calls generated by the system. The system generates fax calls while sending faxes to the guest services fax machine, in-room fax machine, or to a destination outside the hotel. The system may use any channel for same-call fax delivery. Same-call fax delivery occurs when the caller presses start on a fax machine and the Lucent INTUITY system transmits the fax without disconnecting and re-connecting.

The field accepts an entry from 0 to 9. The default is 2. You may not want to administer all channels to permit outbound fax activity. To begin with, enable half of your channels, and then monitor the fax transmission queue. If the system blocks faxes from delivery, increase the number of channels in this field. If you need to stop fax transmission, set this field to zero. When you set this field to zero, the system will not call out to deliver any faxes, although it will continue to deliver faxes via same-call delivery. Also, the number of failed delivery attempts and the retry intervals will continue to increment. Fax transmission will remain off until you enter a number greater than zero.

Any faxes in the queue, when the system reaches the maximum number of channels, will remain in queue until channels become available.

First Retry Interval

The First Retry Interval parameter sets the length of time the system waits before resending a fax that failed its first delivery attempt. The field accepts a number from 0 to 99 minutes. The default is 5 minutes.

When the system is instructed to send a fax, it immediately attempts delivery, if a port is available. If a port is unavailable, or if the system encounters a busy signal or a time-out at the delivery destination, the system uses this field to determine when to try to send the fax again. If you leave this field blank, the system uses the subsequent retry interval time.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Messaging System Parameters Administration Page 4-6

Second Retry Interval

If the system was unable to deliver the fax to the destination number during the initial and first retry intervals, it uses this parameter to establish when to try again. You may enter a number from 1 to 99 minutes to indicate the number of minutes that the system should wait. The default is 10 minutes. If you leave this field blank, the system uses the subsequent retry interval time.

Subsequent Retries Interval

The Subsequent Retries Interval parameter sets the time that the system waits if the initial, first, and second delivery attempts fail. The default is 30 minutes.

The system uses this time period between each later delivery attempt, up to the maximum number of tries set in the `Maximum Number of Tries to Deliver a fax:` field The first attempt counts as 1 against the maximum number of tries. For example, a guest instructed the system at 3:00 to deliver a fax to a destination number. If the first delivery failed, and the retry administration was:

Maximum number of tries to deliver a FAX: 4

First retry interval (min):   5

Second retry interval (min): 10

Subsequent retries interval (min): 30

the system would attempt to send the fax at 3:05, 3:15, and 3:45 or until a successful delivery occurred.

If the fax delivered successfully during the first or second retry, the system would stop sending the fax. With this administration, as soon as the fourth delivery attempt failed, the system would return the fax to the guest's mailbox, play a failed delivery message for the guest, and light the MWI.

String of Digits to Prefix to the FAX Number

The String of Digits to Prefix to the FAX Number parameter sets a dial string for the Lucent INTUITY system. A dial string tells the system which digits to dial before dialing the user-entered digits. The field accepts:

- Digits (a maximum of 8)
- e (dial extension)

➡ NOTE:

P (prefix) is only supported in Lucent INTUITY FAX Messaging. Lodging FAX Messaging does not support P.

The default is blank (no digits dialed). If you include a "1" for long-distance calls in a dial string such as "91", be sure to inform your guests.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Messaging System Parameters Administration Page 4-7

Administer this parameter according to the destinations that you will allow guests to use.

A Fax Machine in the Building

Leave the field blank or enter a prefacing digit for the dial plan, if needed. Guests will not have to enter any numbers that are part of the dial string.

➤ **NOTE:**
If you decide to administer the system so that guests only have to enter 1 or 2 digits to reach their room fax machines, adjust Use Prefix Only if Enter Number Greater Than parameter. This will block guests from entering the telephone number of another fax machine or off-site destination, because the system will add the information from the dial string to the dialed numbers.

To External Destination(s)

Guests must log on to their mailboxes and select the option to enter another telephone number to forward the fax. Enter the digits necessary to access an outside line to handle the external destinations. If you will be billing guests for the call, enter an **e** after the prefacing digits. The "e" causes the Lucent INTUITY system to send the switch code used for billing the guest. The switch code is generally referred to as the account code.

An example of the string of digits to prefix to the fax number is 9e. The 9 causes connection to an outside line and the *e* causes the Lucent INTUITY system to outpulse the switch account code.

Use Prefix Only if Entered Number Greater Than

The Use Prefix Only if Entered Number Greater Than parameter tells the system when to use the dial string for fax delivery. The field accepts digits from 1 to 20. The default is blank.

If you want to allow your guests to forward a fax to any destination, set this parameter to one less than the number of digits that the guest needs to dial to reach an outside destination. For example, if your extensions are 3 digits and you want to bill or hide a dial 9 access for local telephone calls of 7 digits, enter 6. The system will use the dial string for every fax destination greater than 6 digits. When a guest dials 7 digits, the system detects greater than 6, dials the dial string, and then dials the numbers that the guest entered.

➤ **NOTE:**
If you have different length extensions, set this parameter equal to the longest extension or the system will attach the dial string to the shorter extension. For example, if the dial plan uses 3- and 4-digit extensions, set this parameter to 4.

If you provide free local calling, you may wish to set this parameter to the number of digits in your local phone numbers. With this setting, all numbers greater than

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Message Retrieval

Page 4-8

the local numbers will use the prefix. If you do not use the dial string for local numbers, you may need to tell your guests how to access an outside line.

⚠ CAUTION:

If you set this parameter to too high a number and your dial string contains "e" for the account codes, the system will not send the switch account codes and your guest will not be billed for the call. For example, if the extension length is 3, the Use Prefix Only if Entered Number Greater Than parameter is set to 19, and the maximum number of digits allowed in the fax number is 20, any delivery destination between 4 and 19 digits long will not have the prefix attached and no billing for the call from the Lucent INTUITY system will occur. If a guest or other party knows the digits to dial for outside access, the caller may deliver a fax without being billed.

Guest Services FAX Machine

The Guest Services FAX Machine parameter tells the system where to deliver the fax any time that a guest presses ③ to receive faxes on the guest services fax machine.

Choose the location of the fax machine carefully, and consider security. Lucent recommends that you:

- Use a fax machine that is restricted from general public access to protect your guest's information and privacy.

- Have your attendants monitor this fax machine and remove any printed faxes regularly.

- Require guests to ask the attendant for the fax and present identification.

If you use a number in a conference room or other unrestricted location, you will be unable to monitor who retrieves the printed fax or request identification.

Lodging FAX Message Retrieval

When an outside caller reaches the Lucent INTUITY system to send a fax to a guest, the system will request an extension number. If the caller does not know the guest's extension, the system will:

1. Accept and store the fax

2. Print the fax to the guest services fax machine

3. Associate the fax with the administrator's mailbox

When the administrator's mailbox contains faxes, you can:

- Forward the fax to the guest's mailbox

- Print all faxes in the mailbox

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Message Retrieval

Page 4-9

■ Delete the faxes

Guests cannot forward faxes to other guests. Administrators will need to forward faxes from the administrator's mailbox to provide this service.

Printing All FAX(es) to the Guest Services Fax Machine or to a Fax Machine in Your Office

This procedure instructs the system to print all faxes in the administrator's mailbox. The system does not remove the faxes from the administrator's mailbox. The administrator must manually remove the faxes.

1. Dial the fax telephone number.

2. Press ✳ (star).

3. Enter the administrator's mailbox extension number.

4. Enter the administrator's password.

5. Press ② to print all faxes in the mailbox.

   The system responds:

   > "All fax messages in the mailbox will be sent to the guest services fax machine."

   The system prints all faxes in the administrator's mailbox to the guest services fax machine.

   ### ⟹ NOTE:
   The system will only print these faxes to the guest services fax machine, even if you have administered your mailbox for an in-room fax machine.

Transferring a Guest FAX from the Administrator's Mailbox to the Guest Mailbox

Use the following procedure to transfer a fax from the administrator's mailbox to the guest's mailbox. To do this, you will need the FAX ID. The FAX ID is printed on the paper copy of the fax.

1. Dial the FAX telephone number.

2. Press ✳ (star).

3. Enter the administrator's mailbox extension number.

4. Enter the administrator's password.

5. Press ① to forward a fax to a guest's mailbox.

   The system responds with a prompt saying whether or not the mailbox contains faxes.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Message Retrieval

Page 4-10

- If the mailbox does not have any fax messages in the mailbox, the system reports:

   "There are no fax messages in the mailbox."

   and returns to the main menu.

- If the mailbox contains faxes, the system reports:

   "Please enter a 4-digit FAX ID or star to go back to the main menu."

   Continue with step 6.

6. Enter the FAX ID for the guest fax.

   The system validates the FAX ID.

   - If the FAX ID is not valid, the system prompts for the FAX ID again.

   - If the FAX ID is valid, the system prompts for the guest extension to receive the FAX.

7. Enter the guest's extension.

   The system validates the extension.

   - If the extension is not valid, the system prompts for the FAX ID again. Return to step 6.

   - If the extension is valid, the system forwards the fax and prompts for the next FAX ID.

8. Repeat step 6 and step 7 for each fax.

9. When all of the faxes have been forwarded, disconnect or press ✳ (star) to return to the main menu.

Deleting a Fax Message from the Administrator's Mailbox

Use the following procedure to delete a fax from the administrator's mailbox. To do this, you will need the FAX ID. The FAX ID is printed on the paper copy of the fax.

⚠ CAUTION:

When you delete faxes from the administrator's mailbox, they will remain in the administrator's mailbox for 24 hours. After 24 hours, the system permanently deletes the fax, and the fax cannot be restored.

1. Dial the FAX telephone number.

2. Press ✳ (star).

3. Enter the administrator's mailbox extension number.

4. Enter the administrator's password.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Mailboxes and Bulletin Board Administration

Page 4-11

5. Press ③ to delete a fax message from the mailbox.

 The system prompts you to enter a 4-digit FAX ID.

6. Enter the 4-digit FAX ID for the fax that you want to delete.

 The system validates the FAX ID number.

 ■ If you do not enter a valid FAX ID, the system reports "Invalid FAX ID" and prompts for another FAX ID.

 ■ If you enter a valid FAX ID, the system deletes the fax, and, if there are additional faxes in the mailbox, prompts for the next FAX ID. If there are no more messages in the administrator's mailbox, the system returns you to the main menu.

Lodging FAX Mailboxes and Bulletin Board Administration

Lodging FAX Messaging allows you to administer a bulletin board to distribute information via fax. Outside callers can call the fax telephone number from a fax machine (or telephone, if administered) and request faxes. The Lucent INTUITY system will send the fax to the customer.

You can also administer FAX mailboxes that are not part of a bulletin board for internal use. However, if you administer a bulletin board mailbox with permissions to forward faxes to outside destinations, staff can call the FAX telephone number, access the mailbox, and send a fax to a customer.

Setting Up a FAX Bulletin Board

To set up a FAX bulletin board:

1. Plan your bulletin board:

 a. Select the information you want to make available.

 b. Plan the prompts you will record.

 c. Determine the dummy extension numbers for the mailboxes. Use single digits so that your prompts may state, "For..., press 1."

 > **NOTE:**
 > The dummy extension numbers do not need an extension or administration on the switch. Callers getting faxes will call the telephone number that is also used to leave faxes and reach the Lucent INTUITY system.

2. Obtain clear, clean copies of the information that you want to have available as a fax.

3. Verify whether your system permits users to send faxes to any destination:

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Lodging FAX Messaging Administration
4
Lodging FAX Mailboxes and Bulletin Board Administration   Page 4-12

⊒› NOTE:

This may be turned on for the system, but turned off for individual guests. See "Allow Delivery of FAX to Any Number" on page 4-3.

a. Login as sa.

b. Start at the Lucent INTUITY main menu (Figure 3-1) and select:

> > Lodging Administration
> >
> >   > FAX Add-on Administration
> >
> >   > FAX System Parameters Administration

c. Verify whether you have set the Allow delivery of FAX to any number? field to yes.

If you have not set it to yes, configure the FAX System Parameter Administration window. See "Lodging FAX Messaging System Parameters Administration" on page 4-1 for information.

d. Press F6 (Cancel) twice to return to the Lodging Administration window after you have completed the FAX administration.

4. Create the mailboxes:

a. Start at the Lodging Administration menu and select:

> > Guests Mailbox Administration
> >
> >   > Mailbox

The system displays the Mailbox window (Figure 5-1).

b. Complete the following Mailbox window fields:

1. Guest Extension: Enter the dummy extension number.

2. Guest Room Number: Enter **fax**

3. Guest Name: Enter a one or two word description of the fax, such as "area map".

4. Guest Password: Enter * or 0 for no password. If you use a password on this mailbox, outside callers will not be able to access the fax.

5. Guest Language: Press F2 (Choices) and select a language.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Mailboxes and Bulletin Board Administration Page 4-13

> **NOTE:**
> If the system does not display the F2 (Choices) key,
> press F8 (Chg-Keys) to display the F2 (Choices) key.

6. Press F8 (Chg-Keys).

7. Press F1 (Checkin).

The system checks in the mailbox and displays an
information window confirming the checkin.

8. Press ENTER to continue.

9. Repeat step 1 through step 8 for each FAX mailbox.

10. Press F8 (Chg-Keys).

11. Press F6 (Cancel) twice to return to the Lodging
Administration menu.

5. Administer the mailbox(es) for FAX.

a. Start at the Lodging Administration menu and select:

```
> FAX Add-on Administration

    > Guest FAX Profile Administration
```

b. Administer the Guest FAX Profile Administration fields:

1. `Extension:` Enter the dummy extension number.

2. `FAX mailbox for guest ON?:` Enter **y** for yes.

3. `Maximum number of FAX messages:` Enter the exact
number of faxes that you want to store in the mailbox.

4. `Deliver FAX messages to any phone number?:`
Enter yes if you are willing to pay the toll charges. Enter no if
customers must call from a fax machine for same-call
delivery.

5. `Keep FAX messages active in the mailbox after
delivery?:` Enter **y** for yes. This allows multiple prints of the
same fax message.

> **NOTE:**
> If the system does not display F2 (Add), press F8
> (Chg-Keys) to display F2 (Add).

6. Press ADD (F2).

An Information window opens saying that the guest profile
has been updated.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Mailboxes and Bulletin Board Administration Page 4-14

7. Press ENTER to continue.

8. Repeat step 1 through step 7 for each FAX mailbox.

9. Press F6 (Cancel) four times to log off the system.

6. Place the faxes into the mailbox:

a. Call the FAX telephone number.

b. Enter the FAX mailbox (dummy) extension number.

c. Press START on the fax machine.

d. Hang up.

e. Repeat step a through step d for each FAX mailbox.

7. Record the customized prompts. See "Changing the Lodging FAX Prompts" in Chapter 6, "Prompt, Mailing List, and Broadcast Message Administration".

8. Test the application. Call the FAX telephone number from a fax machine and select the different faxes.

9. Publicize the fax number with your reservations and front desk personnel, and in travel publications.

Creating FAX Mailboxes for Sending Faxes to Customers

The following procedure allows your staff to dial into a mailbox and instruct the system to deliver a fax to a certain number. Use of this feature reduces the time that your staff spends faxing maps and other information to customers.

1. Plan your FAX mailboxes:

a. Select the information that you want to make available.

> **NOTE:**
> Remember, your establishment will pay for outgoing calls. Bundle several faxes together to form a package to avoid multiple connections.

b. Plan the prompts that you will record.

c. Determine the dummy extension numbers for the mailboxes. Match the extension length in use.

> **NOTE:**
> The dummy extension numbers do not need an extension on the switch. Staff sending faxes will call the telephone number that is also used to leave faxes and reach the Lucent INTUITY system.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Mailboxes and Bulletin Board Administration Page 4-15

2. Obtain clear, clean copies of the information that you want to have available as a fax.

3. Verify whether the system allows you to send faxes to any destination:

   NOTE:

   You may turn this on for the system, but turn it off for individual guests. See "Allow Delivery of FAX to Any Number" on page 4-3.

   a. Login as sa.

   b. Start at the Lucent INTUITY main menu (Figure 3-1) and select:

   ```
   > Lodging Administration

       > FAX Add-on Administration

           > FAX System Parameters Administration
   ```

   c. Verify whether you have set the `Allow delivery of FAX to any number?` field to yes.

      If you have not set this field to yes, configure the FAX System Parameter Administration window. See "Lodging FAX Messaging System Parameters Administration" on page 4-1 for information.

   d. Press [F6] (Cancel) twice to return to the Lodging Administration menu after you have completed the FAX administration.

4. Create the mailboxes:

   a. Start at the Lodging Administration menu and select:

   ```
   > Guests Mailbox Administration

       > Mailbox
   ```

   b. Complete the following Mailbox window fields:

      1. `Guest Extension:` Enter the dummy extension number.

      2. `Guest Room Number:` Enter **fax**

      3. `Guest Name:` Enter a 1 or 2 word description of the fax, such as "area map".

      4. `Guest Password:` Enter a password.

**Intuity Lodging
Administration and Feature Operations**

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Mailboxes and Bulletin Board Administration

Page 4-16

> **NOTE:**
> Your staff will need to know this password to forward
> the fax. Staff members should protect the password.
> Change the identity of this password on a regular basis.

5. Guest Language: Press F2 (Choices) and select a
   language. This will be the language that your staff hears.
   Customers will not hear any prompts.

   > **NOTE:**
   > If the system does not display the F2 (Choices) key,
   > press F8 (Chg-Keys) to display the F2 (Choices) key.

6. Press F8 (Chg-Keys).

7. Press F1 (Checkin).

   The system checks in the mailbox and displays an
   information window for confirmation.

8. Press ENTER to continue.

9. Repeat step 1 through step 8 for each FAX mailbox.

10. Press F8 (Chg-Keys).

11. Press F6 (Cancel) twice to return to the Lodging
    Administration menu.

5. Administer the mailboxes for Lodging FAX Messaging.

   a. Start at the Lodging Administration menu and select:

   ```
   > FAX Add-on Administration

         > Guest FAX Profile Administration
   ```

   b. Administer the Guest FAX Profile Administration fields:

      1. Extension: Enter the dummy extension number.

      2. FAX mailbox for guest ON?: Enter **y**

      3. Maximum number of FAX messages: Enter the exact
         number of faxes that you want to store in the mailbox. If you
         allow more faxes in the mailbox than you are going to store,
         someone may add a fax to the mailbox.

      4. Deliver FAX messages to any phone number?:
         Enter **y** for yes. "yes" means that you will incur the related toll
         charges.

      5. Keep FAX messages active in the mailbox after
         delivery?: Enter **y**

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Mailboxes and Bulletin Board Administration

Page 4-17

⇒ **NOTE:**

If the system does not display F2 (Add), press F8 (Chg-Keys) to display F2 (Add).

6. Press ADD (F2).

An Information window opens saying that the guest profile has been updated.

7. Press ENTER to continue.

8. Repeat step 1 through step 7 for each FAX mailbox.

9. Press F6 (Cancel) four times to log off the system.

6. Place the faxes into the mailbox:

   a. Call the FAX telephone number.

   b. Enter the FAX mailbox (dummy) extension number.

   c. Press Start on the fax machine.

   d. Hang up.

   e. Repeat step a through step d for each FAX mailbox.

7. Make sure that the dialout is not restricted on the switch.

8. Test the FAX distribution. Send a fax from each mailbox to an off-site fax machine.

9. Instruct your staff about sending the fax:

   a. Call the mailbox

   b. Press 4 to forward the fax

   c. Enter the customer's fax number

   d. Disconnect

Changing Faxes in a Bulletin Board or a FAX Mailbox

Use the following procedure to update faxes in a bulletin board or a fax mailbox.

NOTE:

If you are changing the faxes, check your bulletin board prompts and make any necessary changes. See Chapter 6, "Prompt, Mailing List, and Broadcast Message Administration", for instructions.

1. Identify and write down the mailbox number(s) that contain faxes you wish to change.

2. Obtain clear, clean copies of the information that you want to have available as a fax.

    a. Log in as sa

    b. Start at the Lucent INTUITY main menu (Figure 3-1) and select:

    ```
    > Lodging Administration

        > FAX Add-on Administration

            > Guest FAX Profile Administration
    ```

    The system displays the Guest FAX Profile Administration window (Figure 5-4).

    c. Administer the Guest FAX Profile Administration fields:

        1. `Extension:` Enter the dummy extension number for the mailbox receiving new faxes.

        2. `Keep FAX messages active in the mailbox after delivery?:` Enter **n** for no.

        NOTE:

        If the system does not display [F3] (Modify), press [F8] (Chg-Keys) to display [F3] (Modify).

        3. Press [F3] (Modify).

        An Information window opens saying that the guest profile has been updated.

        4. Press [ENTER] to continue.

        5. Repeat step 1 through step 4 for each FAX mailbox.

        6. Press [F6] (Cancel) four times to log off the system.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Lodging FAX Messaging Administration
4
Lodging FAX Mailboxes and Bulletin Board Administration

Page 4-19

3. Remove the old faxes from the mailbox:

   a. From a fax machine, dial the FAX telephone number.

   b. Press ✱ (star).

   c. Enter the mailbox's extension number.

   d. Press 1 to print the faxes from the mailbox for same-call delivery.

   e. Repeat step a through step d for each mailbox.

4. Re-administer the mailbox.

   a. Log on to the Lucent INTUITY system as **sa**

   b. Start at the Lucent INTUITY main menu (Figure 3-1) and select:

   > Lodging Administration

   > FAX Add-on Administration

   > Guest FAX Profile Administration

   The system displays the Guest FAX Profile Administration window (Figure 5-4).

   c. Administer the Guest FAX Profile Administration fields:

      1. `Extension:` Enter the dummy extension number for the mailbox receiving new faxes.

      2. `Maximum number of FAX messages:` Enter the exact number of faxes that you want to store in the mailbox. If you allow more faxes in the mailbox than you are going to store, someone may add a fax to the mailbox.

      3. `Keep FAX messages active in the mailbox after delivery?:` Enter **y** for yes.

         ➲ **NOTE:**
         If the system does not display F3 (Modify), press F8 (Chg-Keys) to display F3 (Modify).

      4. Press F3 (Modify).

         An Information window opens saying that the guest profile has been updated.

      5. Press ENTER to continue.

      6. Repeat step 1 through step 4 for each FAX mailbox.

      7. Press F6 (Cancel) four times to log off the system.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

4 Lodging FAX Messaging Administration
Lodging FAX Mailboxes and Bulletin Board Administration

Page 4-20

5. Place the faxes into the mailbox:

   a. Call the FAX telephone number.

   b. Enter the FAX mailbox (dummy) extension number.

   c. Press Start on the fax machine.

   d. Disconnect.

   e. Repeat step a through step d for each FAX mailbox.

6. Record any changes to the customized prompts. See "Changing the Lodging FAX Prompts", Chapter 6, "Prompt, Mailing List, and Broadcast Message Administration" for the procedure.

7. Test the application. Call the FAX telephone number from a fax machine and select the different faxes.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Overview

Page 5-1

Mailbox Administration and Use

5

Overview

This chapter contains instructions for mailbox administration and use, including:

- Mailbox administration types

- Basic mailbox administration

- Message notification administration

- Guest FAX profile administration

- Room change administration

- Suite administration

- Old mailbox administration

- Recording messages without disturbing the guest

- Message retrieval

NOTE:
The tasks in this chapter assume the use of a guest password, although guest passwords are optional. If a guest does not have a password, skip the steps that refer to one.

Purpose

The purpose of this chapter is to present instructions for the administration and use of guest mailboxes.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Mailbox Administration Types

Page 5-2

Mailbox Administration Types

Mailbox administration depends on the environment. Administered mailboxes change each time when a guest checks in or out. Open mailboxes are not re-administered each time a guest checks in and out. See "Environments" on page 1-10 for information about environments.

Administered Mailbox Environment

In non-PMS environments, use the Mailbox window to checkin and checkout each guest. Perform all activities on the Lucent INTUITY terminal.

In integrated PMS environments, use your PMS instructions to check guests in and out. Do not use the Lucent INTUITY terminal. Do not use both the PMS and Lucent INTUITY terminals to administer mailboxes. The PMS database will overwrite the Lodging database, and any information entered through the Lodging windows will be lost. The system will be unable to provide service to guests who were administered through the Lodging windows.

Open Mailbox Environment

You may perform administration for open mailboxes during installation or immediately after installation. You should use the Mailbox window to administer a mailbox for each extension. To administer the system for open mailboxes:

1. Verify whether you have administered open mailboxes. If not, obtain a list of the extensions and use the Mailbox window to administer a mailbox for each extension.

2. Set the Lamp On for New Messages Only parameter to no. See Chapter 3, "Basic System Administration", for more information.

3. Instruct your housekeeping staff to observe the message waiting indicator (MWI) on the telephone set when they clean a checked-out room. If it is lit, instruct them 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, and deletes them from the mailbox. See "Message Notification Administration" on page 5-11 for instructions.

   The mailbox is now empty for the next guest.

5. Keep any text messages according to your hotel policy.

In the open mailbox environment, the mailboxes will use the language administered in the Mailbox window for the guest. If you need to change the language for a guest, see "Modifying Guest Mailbox Information" on page 5-8. Remember to return the mailbox to the system's default language after the guest leaves.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
  Basic Guest Mailbox Administration

Page 5-3

Basic Guest Mailbox Administration

The Mailbox window is the basic window for mailbox administration. It allows you
to check guests in and out. In an integrated PMS environment, follow your PMS
instructions. In a non-PMS environment, use the following procedures.

Displaying the Mailbox Window

1. Start at the Lodging Administration menu and select:

```
> Guests Mailbox Administration

    > Mailbox
```
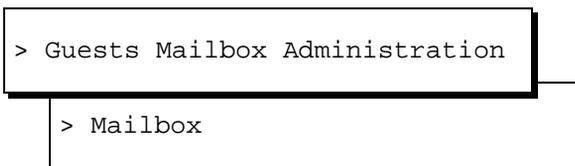
The system displays the Guest Mailbox window (Figure 5-1).

```
                    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 5-1.   Guest Mailbox Window

2. To enter information, place the cursor on the field and type in the
   information. To move the cursor to a field, use the arrow keys.

3. To save or use the information that you entered, press the function key that
   matches the action that you are performing. See each procedure for the
   correct key.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Basic Guest Mailbox Administration

Page 5-4

Mailbox Parameters and Fields

The Mailbox window displays parameters and fields. The following sections describes each of the entries in the Mailbox window.

Guest Extension

The Guest Extension parameter assigns a unique extension number to a mailbox. The maximum length of a guest extension is seven digits. Only enter numbers in this field. Do not use zero as a guest extension number.

Guest Room Number

The Guest Room Number parameter identifies the guest's room. The field is seven characters long and accepts both letters and numbers. If room numbers are different from telephone extension numbers, always include the guest's room number.

Guest Name

The Guest Name parameter identifies the guest. The maximum length of the guest name is 20 characters. The field accepts numbers and letters. Enter the guest's last name first. If you are administering open mailboxes, leave this parameter blank.

Guest Password

The Guest Password parameter sets the password for guests. Guests must enter this password if they are retrieving messages from an extension other than their room extensions. Without the correct password, guests cannot access their mailboxes from any extension other than their room extensions.

⚠ CAUTION:

Always follow your site's security policy for passwords.

The Guest Password is four digits long. This field accepts only numbers. Different guests may use the same password for different mailboxes.

Lucent Technologies recommends letting guests choose passwords. 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 chose 4 digits. These 4 digits should not be the room or extension number.

The field cannot be left blank. Although the system does not require guests to have a password, you must enter something in this field. If the guest does not want a password, enter an asterisk (*) or a zero for a password. It allows the guest

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Basic Guest Mailbox Administration

Page 5-5

access to the mailbox without a password. An asterisk is the default. A default is a value the system supplies until you enter another value.

A pound sign (#) in this field allows access to the mailbox only from the assigned guest room. Under all other circumstances or even with the attendant password, Lodging denies access to the mailbox. The system will state, "invalid password" when anyone tries to access the mailbox from a location other than the guest extension.

> **NOTE:**
> If a guest uses the change password feature over the telephone and creates a new password, the new password will overwrite the old one created when the guest checked in.

Guest Language

The Guest Language parameter sets the language for instructions that the system plays for a guest calling from the room extension. The system also uses this language after a guest is connected to the mailbox from another extension. The field requires the name of a language — you cannot leave this field blank. Lodging displays the default language in this field, and if you do not enter the name of another language, Lodging uses the default language for the guest.

> **NOTE:**
> The language choice only affects prompts. Messages left by callers remain in the language in which the message was recorded.

Your site may have one or more different languages. Press F2 (Choices) to display any optional languages.

Switch Number

Switch Number 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.

Allow Personal Greeting

The Allow Personal Greeting parameter accepts yes or no. If set to yes, guests may record a personal greeting. If no, guests may not record a personal greeting and the system uses a standard greeting for all extensions.

> **NOTE:**
> This parameter also controls the change password feature. If set to yes, the guest will be able to change the password for the mailbox and record personal greetings.

Messages Waiting

The `Voice:`, `Fax:`, and `Text:` fields give the number of voice, fax, and text messages, respectively, waiting to be delivered to the guest. These are status fields and cannot be changed. Use these fields when guests are checking out to be sure that they have received all of their messages or if guests ask if they have messages.

Mailbox Capacity Usage

`Mailbox Capacity Usage` indicates how much guest mailbox capacity has been used. This is a status field and cannot be changed. If this field indicates 100%, callers cannot leave new messages. To receive new messages, the guest must delete some of the old ones stored in the mailbox.

Suite Mailbox Extension

`Suite Mailbox Extension` identifies this mailbox as part of a suite. This is a status field and cannot be changed.

If this extension is a suite member, this field shows the main suite extension. If this field is blank, this extension is not a member of a suite. See "Suite Administration" on page 5-21 for instructions to administer a suite.

Comments

The `Comments` field is used for any general comments concerning the guest. This field is 20 characters long. This field accepts both letters and numbers.

Checking a Guest In

Checking guests in on the Lodging system gives them a mailbox and allows you to track text and fax message tallies. In an integrated PMS environment, follow your PMS instructions. In a non-PMS environment, use the following procedure.

To check a guest in:

1. Start at the Lodging Administration menu and select:

```
> Guests Mailbox Administration

    > Mailbox
```

The system displays the Mailbox window (Figure 5-1).

2. Enter all of the necessary information.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
   Basic Guest Mailbox Administration Page 5-7

> **NOTE:**
> For a description of all of the fields on the Mailbox window see
> "Mailbox Fields" above.

   a. For the `Guest Extension`, `Guest Room Number`, `Guest Name`,
      type in the information and move to the next field by pressing
      (ENTER), (TAB), or 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 `Guest Language:`

      1. Press (F2) (Choices).

         The system displays a list of languages (Figure 5-2).

         > **NOTE:**
         > The list includes only the languages that have been
         > purchased and installed. Figure 5-2 is only an example.

```
   Available Languages
›American English
 Japanese
 Spanish
 Greek
 Mandarin
 UK English
 Canadian French
```

Figure 5-2.   Available Languages Menu

      2. Highlight the language you want to use. Use the arrow keys
         to move the highlight bar.

      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 the system is part
      of a DCS network.

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

   f. Enter any comments.

3. When you have finished entering information, press (F8) (Chg-Keys).

   The system displays the alternate softkeys.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Basic Guest Mailbox Administration *Page 5-8*

4. Press F1 (Checkin).

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

```
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 F8 (Chg-Keys) and then F6 (Cancel).

Modifying Guest Mailbox Information

You may need to modify the information on the Mailbox window after a guest has checked in, possibly to add comments or to change the message retrieval password. Use the following instructions to change existing information.

⮕ 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 "Message Notification Administration" on page 5-11.

To modify a checked-in guest's mailbox information:

1. Start at the Lodging Administration menu and select:

```
> Guests Mailbox Administration

    > Mailbox
```

The system displays the Mailbox window (Figure 5-1).

2. Enter the guest's extension in the Guest's Extension: field.

3. Press F8 (Chg-Keys).

The system displays the alternate softkeys.

4. Press F4 (Display).

The system displays the information for the guest. Verify whether this is the guest information you want to modify by looking at the Guest Name: field.

5. Change the fields. Use the arrow keys to move the cursor to the field you want to change. Use the Backspace key to erase information, or with the cursor on the first character in the field, retype the information.

See "Mailbox Parameters and Fields" on page 5-4 for information about each field.

6. Press F3 (Modify).

The system changes the information and displays the following message:

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

7. Press ENTER to continue.

8. Determine your next step:

a. To modify information for another guest, return to step 2.

b. To exit, press F8 (Chg-Keys) and the F6 (Cancel).

Setting the Guest Optional Language without a PMS Guest Language Option

Use the following procedure to administer an optional language for a guest if your PMS does not have an option to set the guest language.

NOTE:

This procedure does not apply to non-PMS environments or to PMS integrations that use the PMS system to administer optional guest languages. To use your PMS system to set the optional language, follow your PMS instructions.

To use the language feature in an integrated PMS environment that does not support the language option:

1. Check in the guest on the PMS terminal. Use the normal check-in procedures.

2. After you check in the guest, log on to the Lodging system.

3. Modify the guest's mailbox. See "Modifying Guest Mailbox Information" on page 5-8 for the procedure.

4. Move the cursor to the Guest Language: field.

5. Press F2 (Choices).

6. Select the desired language.

7. Press F3 (Save).

8. Press F6 (Cancel) to log off.

After you save the guest mailbox information, the guest hears voice mail menus and system prompts in the chosen language.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Basic Guest Mailbox Administration

Page 5-10

Checking a Guest Out

When you check out a guest, the system deactivates the mailbox, moves any leftover messages into the old mailbox for that extension, and stops taking new messages for the guest. See "Retrieving Messages for a Checked-out Guest" on page 5-34 for information about old mailboxes.

In an integrated PMS environment, follow your PMS instructions. In a non-PMS environment, use the following procedure.

NOTE:
If a checked-out guest checks back into the hotel within 24 hours of the original check-out time and another guest has not checked out of the extension, you can reactivate the mailbox. See "Reactivating an Old Mailbox" on page 5-36 for instructions.

To check a guest out:

1. Start at the Lodging Administration menu and select:
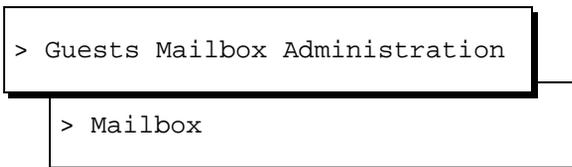
   ```
   > Guests Mailbox Administration

        > Mailbox
   ```

   The system displays the Mailbox window (Figure 5-1).

2. Enter the guest's extension in the Guest Extension: field.

3. Press F8 (Chg-Keys).

   The system displays the alternate softkeys.

4. Press F4 (Display).

   The system displays the information for the guest. Verify whether this is the guest you want to check out by looking at the Guest Name: field.

5. Check the Voice:, Fax:, or Text: fields. These 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 step 6.

   NOTE:
   The Fax: field shows a total for both paper and electronic faxes if the system is equipped with Lodging FAX Messaging. The Text: field shows a total for paper text messages.

6. Press F2 (Checkout).

   The system displays the following message:

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Notification Administration

Page 5-11

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

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

7. Press **y**

   The system deactivates the mailbox, moves any leftover messages into an old mailbox, and displays the following message:

   ```
   Guest Checked Out

   Press <Enter> to continue.
   ```

8. Press ENTER to continue.

9. Determine your next step:

   a. To check out another guest, return to step 2.

   b. To exit, press F8 (Chg-Keys) and then F6 (Cancel).

Message Notification Administration

Message notification administration allows you to use Lodging to notify guests about paper text and fax messages that have arrived. This administration instructs Lodging to play a message for the guest stating that the guest has a text or fax message. The Message Management window allows you to add or subtract the number of text and fax messages in a guest's message tally. The tally is a counter that allows you to keep track of the number of waiting paper messages. This is only a tally or count; Lodging does not provide utilities for typing in the actual message.

> **NOTE:**
> If the system is equipped with Lodging FAX Messaging and you are going to deliver a paper copy of the fax to a guest, *do not* use the fax tally. Instead, leave a message in the guest's mailbox that a paper or text message has arrived.

Adding a Text or Fax Message to the Tally

To notify the guest:

1. Start at the Lodging Administration menu and select:

   ```
   > Guests Mailbox Administration

       > Message Management
   ```

   The system displays the Message Management window (Figure 5-3).

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Notification Administration

Page 5-12
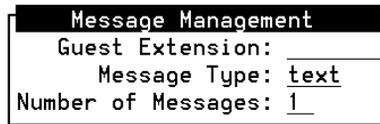
```
┌─────────────────────────────────┐
│      Message Management          │
│    Guest Extension: _____     │
│        Message Type: text        │
│  Number of Messages: 1_          │
└─────────────────────────────────┘
```

Figure 5-3. Message Management Window

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 �F2 (Choices) 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 each type.

4. Enter the number of messages received.

    For example, you might 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 system adds the number you enter to the existing message tally.

5. When you have finished entering information in all three fields, press �F8 (Chg-Keys).

    The system displays alternate 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 the following message:

    `Messages Added To Mailbox`

    `Press <Enter> to continue.`

7. Press ENTER.

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

    ═▷ **NOTE:**
    Lodging does not turn the message waiting indicator (MWI) on for text and fax paper messages as it does with voice messages. If guests have only text and fax paper 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

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Notification Administration

Page 5-13

> turn on the MWI via the attendant console to notify guests, continue
> to do so.
>
> The easiest way to notify guests about text and fax messages is to
> call and leave a message asking them to call the attendant or come
> to the front desk to get the message(s). Leaving a voice 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 F8 (Chg-Keys) and then F6 (Cancel).

Delivering Text and Fax Messages

When guests retrieve their paper text and fax messages, delete the messages
from their tallies.

NOTE:
If the system is equipped with Lodging FAX Messaging, delete only the
number of paper messages from the fax total. With Lodging FAX
Messaging, the tally totals both electronic and paper faxes together. Zeroing
the fax tally will block guests from retrieving electronic fax messages.

To delete text or fax messages from the tally:

1. Deliver the paper message to the guest.

2. Start at the Lodging Administration menu and select:

   ```
   > Guests Mailbox Administration

        > Message Management
   ```

   The system displays the Message Management window (Figure 5-3).

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 retrieved, **a**ll, **t**ext, or **f**ax, or press
   F2 (Choices) 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 paper message they
   retrieved, text or fax. Do *not* use "all" if your system has Lodging FAX
   Messaging.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Guest FAX Profile Administration

Page 5-14

> **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 F8 (Chg-Keys).

   The system displays the alternate softkeys.

6. Press F2 (Delivered).

   The system displays the following message:

   ```
   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 the following message:

   ```
   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 F8 (Chg-Keys) and then F6 (Cancel).

10. Do any other tasks your establishment may require for delivered paper
    messages.

    For example, if the procedure is to turn off the MWI via the attendant
    console after guests have retrieved their paper messages, do so.

Guest FAX Profile Administration

If your system has Lucent INTUITY Lodging FAX Messaging, you may need to
enter information about Lodging FAX Messaging for the guest. In general, the
system administrator will set the fields for the rooms. These settings will remain
for the extension through guest check in and check out. To change the information
for the extension, the settings in the window must be re-administered.

> **NOTE:**
> For suites, administer a Guest FAX Profile for the main suite extension.
> Callers should enter the main suite extension number to leave a fax
> message.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Guest FAX Profile Administration

Page 5-15

Changing Guest FAX Profile Parameters

1. Start at the Lodging Administration menu and select:

> > FAX Add-on Administration

> > > Guest FAX Profile Administration

The system displays the Guest FAX Profile Administration window
([Figure 5-4]).
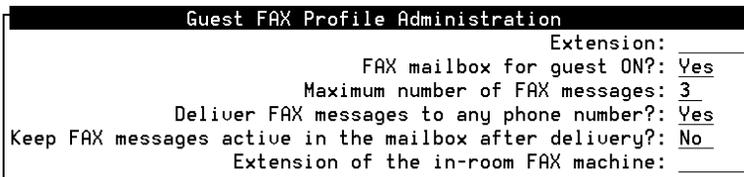
```
            Guest FAX Profile Administration
                              Extension: _____
                  FAX mailbox for guest ON?: Yes
               Maximum number of FAX messages: 3
         Deliver FAX messages to any phone number?: Yes
Keep FAX messages active in the mailbox after delivery?: No
              Extension of the in-room FAX machine: _____
```

Figure 5-4. Guest FAX Profile Administration Window

2. Change or enter the desired parameters. See "Guest FAX Profile
   Parameters" that follows for a description of the different fields.
3. Press F3 (Save).
4. Enter **y** to confirm your choice of saving the parameters.

   A confirmation window opens saying that the parameters have been saved.
5. Press (ENTER) to continue.
6. Press F6 (Cancel) to exit the Guest FAX Profile Administration window
   ([Figure 5-4]).

Guest FAX Profile Parameters

The following describes the parameters on the Guest FAX Profile Administration
window.

Extension

Enter the guest's extension number. The maximum length of a guest extension is
seven digits.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Guest FAX Profile Administration

Page 5-16

FAX Mailbox for Guest ON?

This field controls FAX for individual mailboxes. The default is yes. If this field is set to no, the mailbox will not accept fax messages. If this field is set to yes, the mailbox will accept fax messages.

Maximum Number of FAX Messages

This field controls the number of fax messages that the mailbox stores. If more than this number of faxes arrive for the mailbox, the system stores the additional faxes in the administrator's mailbox. This field only accepts digits from 0 to 99. The default is 3. Enter 0 in this field to stop the extension from accepting fax messages.

Deliver FAX Messages to Any Phone Number

This field allows the guest to send faxes to a destination outside the hotel. The default is yes. If this field is set to yes and the Allow Delivery of FAX to Any Number? parameter on the FAX System Parameter Administration window is also set to yes, the guest may enter an extension number and the Lucent INTUITY system will dial the number and deliver the fax. If this field is set to no, the guest using this mailbox does not hear the prompt, "To enter a telephone number of a fax machine, press ④."

Keep FAX Messages Active in the Mailbox After Delivery

This field allows faxes to remain in the mailbox after a guest has forwarded or printed them. The default is no. If this field is set to yes, the guest may print or forward the fax to an outside destination (if allowed) again. If this field is set to no, the system deletes the fax message after the guest has retrieved, printed, or forwarded it.

NOTE:
You can restore a deleted fax message. See "Restoring a Deleted Message" on page 5-35 for the procedure.

Extension of the In-room FAX Machine

If the guest's room has a fax machine on a second telephone line, enter the extension number. This field also will accept a dataport number so that guests can connect a laptop or notebook to retrieve faxes. If this field contains an extension, guests hear the prompt, "To receive fax messages on the in-room fax machine, press ②." When the guest presses ②, the Lucent INTUITY system sends the fax to the administered number. If you leave this field blank, the guest does not hear the prompt and cannot print to an in-room fax machine, even if there is one in the room.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Room Change Administration

Page 5-17

Room Change Administration

If guests change or alter their room arrangements, you must modify the mailboxes.

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, 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 out the guest in room #1. Both room #1 and room #2 must be checked in at the time of the merger.

Lodging allows the merged mailbox to exceed its capacity because of the merge operation.

If the *move from* room or the *move to* room mailbox is being accessed for messages, this operation aborts, and the system displays an appropriate message 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:
To merge two guests (room #1 and room #2) into a third room (room #3), you must first transfer one of the guests to the third room, and then merge the remaining guest with the third room. See "Transferring a Guest to Another Room" on page 5-18 for the procedure.

To merge two mailboxes:

1. Start at the Lodging Administration menu and select:

```
> Guests Mailbox Administration

    > Merge Mailbox
```

The system displays the Mailbox window (Figure 5-5).

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Room Change Administration

Page 5-18

```
                    Merge Mailbox
        Move From Extension: _____
                To Extension: _____
```

Figure 5-5.   Merge Mailbox Window

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 F3 (Save).

   The system displays the following message:

   `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 the following message:

   `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 F6 (Cancel).

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 that guest's mailbox. Transferring a mailbox takes the messages (voice and text and fax tallies) from room #1, transfers them to room #2, checks the guest out of room #1, and 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 the system displays an appropriate message on your screen. Try the operation again later.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Room Change Administration

Page 5-19

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 "Merging Two Mailboxes" on page 5-17.

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 "Mailing List Administration" on page 6-2 for more information.

To transfer a mailbox:

1. Start at the Lodging Administration menu and select:
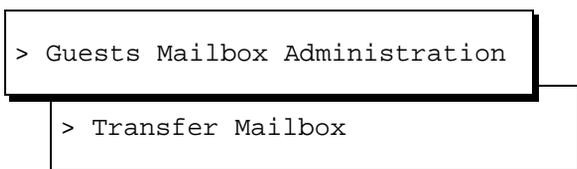
> Guests Mailbox Administration

> Transfer Mailbox

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

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

Figure 5-6. Transfer Mailbox Window

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 telephone 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 the three fields, press [F3] (Save).

The system displays the following message:

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

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

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Room Change Administration

Page 5-20

6. Press **y**

   The system transfers the guest and displays the following message:

   ```
   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 ⌈F6⌉ (Cancel).

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 the system displays an appropriate message. 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 "Mailing List Administration" on page 6-2 for more information.
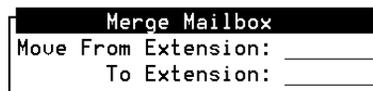
To swap two mailboxes:

1. Start at the Lodging Administration menu and select:

   ```
   > Guests Mailbox Administration

       > Swap Mailboxes
   ```

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

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Suite Administration

Page 5-21

```
┌─────────────────────────┐
│  ■ Swap Mailboxes ■      │
│ Extension: _____       │
│ Extension: _____       │
└─────────────────────────┘
```

Figure 5-7.   Swap Mailboxes Window

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 F3 (Save).

   The system displays the following message:

   ```
   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 the following message:

   ```
   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 F6 (Cancel).

8. Swap any paper messages (text or fax) between the physical mailboxes of the two rooms.

Suite Administration

A suite consists of a number of 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 telephone, each with its own extension. Even if more than one guest occupies the suite, each person may not need his or her own mailbox. Using Lodging, you can create one mailbox to serve an entire suite of rooms (Figure 5-8).

➡ **NOTE:**
   If your site does not use different numbers for each separate telephone in a suite of rooms, you don't need to create suites.
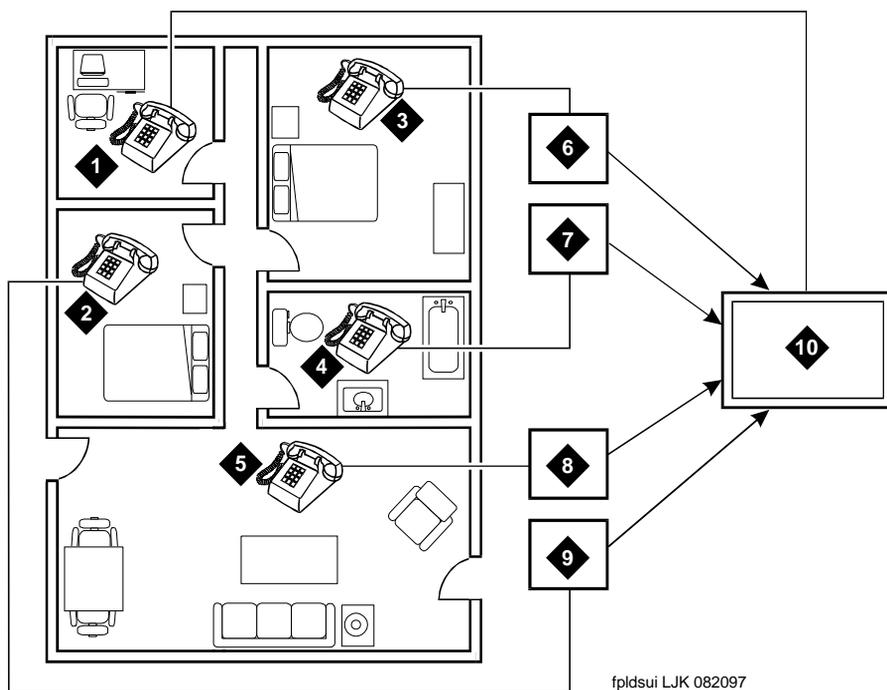
Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Suite Administration

Page 5-22

1. Extension 2000
2. Extension 2001
3. Extension 2002
4. Extension 2003
5. Extension 2004
6. Mailbox 2002
7. Mailbox 2003
8. Mailbox 2004
9. Mailbox 2001
10. Mailbox 2000

Figure 5-8. 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.* Only the MWI for the main suite extension lights up when it receives messages. The MWI in the suite member extensions remain unlit.

Members 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 the system stores in the suite mailbox. Members of the suite can access the suite mailbox from any telephone by entering the main suite extension and password.

In an integrated PMS environment, follow your PMS instructions. In a non-PMS environment, use the following instructions.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Suite Administration

Page 5-23

Creating a Suite of Rooms

The main extension and member extensions for a suite may not change often. Therefore, you may want to enter all of the suites for your site at one time, and then modify them only as necessary. In addition, you can create Lodging suite groups only 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. After you create a suite group, it remains until you delete it. The system does not delete it, for example, when the guest checks out.

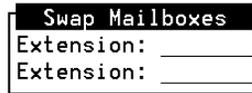To create a suite mailbox:

1. Start at the Lodging Administration menu and select:

   > Guests Mailbox Administration

   > Suite Mailboxes

   The system displays the Suite Mailbox window (Figure 5-9).

```
                        Suite Mailbox
           Suite Mailbox Extension:  _____
Extensions Which Share This Suite
                          Range:  _____

                                    _____
                                    _____
                                    _____
                                    _____
                                    _____
                                    _____
                                    _____
                                    _____
                                    _____
                                    _____
```

Figure 5-9. Suite Mailbox Window

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. Skip the `Range` field.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Suite Administration

Page 5-24

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 have finished entering extensions, press F8 (Chg-Keys).

   The system displays the alternate softkeys.

6. Press F3 (Save).

   The system displays the following message:

   ```
   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 the following:

   ```
   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 F6 (Cancel).

Checking Guests In and Out of Suites

After you create a suite of extensions, use the main suite extension to check guests in and 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 "Checking a Guest In" on page 5-6 for instructions to check in a guest.

If you need to use the member extension for checkin and checkout, 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 on the Mailbox window (Figure 5-1).

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 will have their own mailboxes.

1. Verify whether you have checked out the main suite extension.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Suite Administration

Page 5-25

To delete a suite of extensions, the main suite extension must be checked out. See "Checking a Guest Out" on page 5-10 for instructions to check out a guest.

2. Start at the Lodging Administration menu and select:

> > Guests Mailbox Administration
>
> > > Suite Mailboxes

The system displays the Suite Mailbox window (Figure 5-10).

```
                        Suite Mailbox
        Suite Mailbox Extension: _____
Extensions Which Share This Suite
                         Range:  _____

                                 _____
                                 _____
                                 _____
                                 _____
                                 _____
                                 _____
                                 _____
                                 _____
                                 _____
```
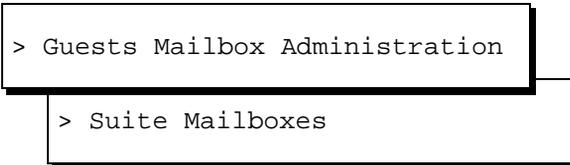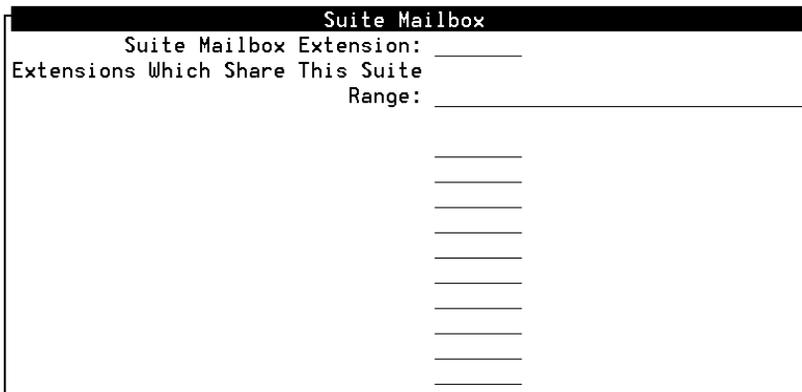
Figure 5-10.   Suite Mailbox Window

3. Enter the suite's main extension in the `Suite Mailbox Extension:` field.

4. Press F8 (Chg-Keys).

   The system displays the alternate softkeys.

5. Press F4 (Display).

   The system displays all of the member extensions.

6. Verify whether this is the suite you want to delete.

7. Press DELETE (F2).

   The system displays the following message:

   `Are you sure you want to delete the`
   `suite?`

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Suite Administration

Page 5-26

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

8. Press **y**

   The system deletes the suite assignment and displays the following message:

   ```
   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 F6 (Cancel).

Modifying a Suite Mailbox

To modify a suite mailbox's parameters, use the following procedure to modify a mailbox, and modify the mailbox for the main suite extension. If you need to change a suite of extensions that has already been created:

1. Start at the Lodging Administration menu and select:

   > Guests Mailbox Administration

   > Suite Mailboxes

   The system displays the Suite Mailbox window (Figure 5-10).

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

3. Press F8 (Chg-Keys).

   The system displays the alternate softkeys.

4. Press F4 (Display).

   The system displays all of the member extensions on the window's 10 short lines.

5. Verify whether this is the suite you want to modify.

6. Make all the 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.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Recording Messages without Disturbing the Guest (Do Not Disturb) Page 5-27

■ To change an extension, type over the existing extension.

The maximum number of member extensions is ten. Ignore the `Range:` field.

7. When you have finished making modifications, press `F3` (Save).

The system displays the following message:

```
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 `F6` (Cancel).

Merging, Swapping, Transferring, and Reactivating Suites

The merge, swap, transfer, and reactivate operations are the same for suites as they are for individual rooms. Perform these operations on the main suite extension. An attempt to use a member extension will result in an error.

Recording Messages without Disturbing the Guest (Do Not Disturb)

With 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 telephone system offers a *Do Not Disturb* feature, Lodging may recognize it and transfer the caller directly to the voice mailbox. If Lodging recognizes it, activate the Do Not Disturb feature as you normally would. When you transfer calls to that room, they automatically go to the Lucent INTUITY system.

Another way to transfer a caller directly to a voice mailbox without ringing the room is to use a *nonintegrated call-answer number.* This number is different from the message retrieval number.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Retrieval

Page 5-28

To transfer a caller directly to voice mail using the nonintegrated call-answer number:

1. Start function.

   NOTE:
   See for more information.

2. Dial the extension assigned to non-integrated call-answer.

   Listen to the greeting.

3. Enter the guest's room extension.

4. Release.

   The system connects the caller to the messaging system and he/she can leave a message for the guest.

Message Retrieval

Guests can retrieve messages by calling the message retrieval number. Attendants can assist guests by transferring them to the message retrieval number if they are calling from outside the hotel.

Determining if Guests Have Messages

Guests who are unfamiliar with the Lodging capabilities may stop at the front desk and ask for messages. To use the Lodging terminal to check for guest messages:

1. Start at the Lodging Administration menu and select:

   ```
   > Guests Mailbox Administration

        > Mailbox
   ```
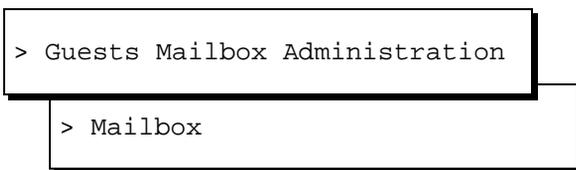
   The system displays the Mailbox window (Figure 5-1). The cursor is in the `Guest Extension:` field.

2. Enter the guest's extension in the `Guest Extension:` field.

3. Press F8 (Chg-Keys).

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

4. Press F4 (Display).

   The system displays the guest's information.

5. Verify whether this is the guest for whom you want to check messages by looking at the `Guest Name:` field.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Retrieval

Page 5-29

6. Look at the `Voice:`, `Fax:`, and `Text:` fields. These fields list the number of each kind of message.

> **NOTE:**
> The `Fax:` field in this window refers to both paper and electronic fax messages.

If guests have voice or electronic fax messages, they can use the telephone in their room or a lobby telephone (if allowed) to retrieve them. If the guest has paper fax and text messages, follow your site's procedures for handling them. See "Message Notification Administration" on page 5-11 for instructions about using the Message Management window.

7. Press F8 (Chg-Keys) and then F6 (Cancel) to exit the window.

Message Retrieval Conditions

Message retrieval is affected by:

- Message retrieval telephone numbers
- Passwords for message retrieval
- Start function and release methods

Message Retrieval Telephone Numbers

Guests dial a special extension number to retrieve messages. This number is called the *message retrieval number.* Attendants call this number and use it to perform tasks such as restoring deleted messages.

Your site may also have two other types of numbers: a non-integrated call answer number and a non-integrated voice mail number. Non-integrated numbers require the caller to enter the guest extension number.

The two types of non-integrated numbers have different functions. Attendants may transfer a caller directly to call answer without disturbing a guest and the caller then records a message. Attendants may transfer a guest directly to the non-integrated voice mail telephone number and Lodging will prompt for an extension number and password.

The examples and instructions below use the integrated message retrieval telephone number.

Passwords for Message Retrieval

The attendant password gives you special abilities. 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

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Retrieval

Page 5-30

password and gives access to the mailbox. Follow your site's security policies about guests who forget their passwords. Before connecting them to the mailbox, you may want to verify that they are indeed guests.

$\Longrightarrow$ NOTE:

Passwords are confidential information and should not be shared with any unauthorized individuals. Lucent recommends that you memorize this password and not write it down.

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, skip the steps that refer to the password.

Start Function and Release

The *attendant console* is a special-purpose telephone with several lines and features to answer and transfer calls. The attendant console procedures to answer the telephone and to transfer calls do not change with the addition of Lodging. Lodging, however, adds subtasks.

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.

Step 2 is a subtask.

The procedure for starting a function and releasing varies with console type. On some consoles, you press a `START` button, and then begin the subtask. On other consoles you begin the subtask by pressing the appropriate touch-tones or by pressing and releasing the switch hook. How you end a subtask also depends on your console type. You may press a `RELEASE` button or hang up. Use the appropriate methods for your console. Begin when you see the words *Start function,* and then continue with the instructions for that subtask. Complete the task when you see the word *Release.*

Retrieving Messages from the Guest's Room

The simplest way for guests to retrieve messages is to use the telephones in their rooms. The information below presents all of the options available to guests. However, if the option is not turned on for the system, guests will not hear the instructions for the options. For example, if Lodging FAX Messaging is not turned on, the guest will not hear the instruction to press 6 to get faxes. Similarly, if guests do not have a particular type of message waiting, the system will not

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Retrieval

Page 5-31

mention the message type in the message notification, with the exception of voice mail. The system will always tell guests how many voice messages they have, including none.

Lodging follows a specific order when the guest retrieves messages. If Lodging is set to first-in-first-out (FIFO), it presents the new voice mail messages first, the old voice mail messages second, and then offers other options or presents a disconnect message. Old voice mail messages are messages that the guest instructed the system to save during a previous message retrieval call.

To retrieve messages from room extensions, guests must:

1. Dial the message retrieval number.

2. The system plays the message notification. The message notification tells how many and what type of messages guests have. Messages may be:

   - New voice messages: recordings of callers messages

   - Text or fax messages: paper messages that are not stored electronically on the Lucent INTUITY system. For more information about the tally, see "Message Notification Administration" on page 5-11.

   - FAX messages: an electronic copy of a fax message that is stored in the guest mailbox

3. The system plays the new voice messages one at a time after the message notification. The system plays the time, day, and date the message arrived before playing each message.

   Guests have several options after each message:

   - Press 2 to replay the message.

   - Press 3 to delete the current message and listen to the next message.

     ➡ NOTE:
     Attendants can restore deleted messages. See "Restoring a Deleted Message" on page 5-35 for more information.

   - Press 4 to save the current message and listen to the next message.

     ➡ NOTE:
     Lodging administrators can allow guests to save messages (press 4).

     If guests cannot save messages, the system deletes the current message automatically when the guest listens to the next message. If the guest hangs up in the middle of listening to a message, the system saves the remaining messages.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Retrieval

Page 5-32

- If the guest does not enter any touch tones, the system saves the message that the guest just listened to and plays the next one.

4. The system plays the old voice messages. After each old message, the guest has the same options as after a new voice message.

 The system also announces old fax messages and gives the guest the option to print the fax.

5. After the old voice messages, the system presents additional options:

 - Press ⑤ to record a personal greeting or change the mailbox password

 - Press ⓪ to get text messages

 - Press ⑥ to get fax messages

 NOTE:
 The system plays only the prompts that apply. For example, if the guest does not have any fax messages, the system will not play the prompt about getting faxes. If the system is not equipped with Lodging FAX Messaging, the system will not play any of the Lodging FAX prompts.

 The system will transfer guests who press ⓪ to the attendant. Attendants will need to deliver the paper text or fax message to the guest or ask them to come to the front desk. Guests who press ⑥ will be able to retrieve electronic faxes from their mailboxes.

 If the guest does not enter any touch tones, the system plays a closing message and disconnects.

Retrieving FAX Messages

The system allows guests to get fax messages from their mailboxes after it plays all of the voice messages.

NOTE:
Guests may also call the Lodging FAX telephone number, press * and enter the extension number and password to retrieve fax messages.

To get fax messages from their mailboxes, guests must:

1. Listen to all voice messages.

 After playing out the voice messages, the system instructs the guest:

 "To record your personal greeting or change your password, press ⑤. To get your fax messages, press ⑥."

2. Press ⑥ to get fax messages.

3. After pressing ⑥, guests may:

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Retrieval

Page 5-33

- Press $\boxed{1}$ to receive the message on the same telephone call. To do this, the guest must call from a fax machine.

- Press $\boxed{2}$ to print the fax to an in-room fax machine. If the room has a dataport, you can administer the dataport extension. The guest's notebook or laptop computer must be connected to the dataport and ready to receive the fax.

- Press $\boxed{3}$ to send the fax to the guest services fax machine.

- Press $\boxed{4}$ to send the fax to a fax machine outside the hotel. The guest will need to enter the fax machine's telephone number.

Options 1 and 3 are always available and the system always plays these prompts. Option 2 must be administered on the Guest FAX Profile window to be available for guests. For more information, see "Guest FAX Profile Administration" on page 5-14.

Retrieving Messages from Telephones Other Than the Guest's Extension

If a guest calls from a telephone other than the guest's extension, you or the guest must enter the correct extension number and password. After the system receives the correct extension number and password, message retrieval is the same as if the guest were calling from the room extension.

If a guest calls from a lobby or outside telephone that can connect directly to Lodging or calls the non-integrated message retrieval number, the guest will need to enter a room extension and password when the system prompts him/her to do so. If the guest calls from another guest's room or from an outside telephone that does not connect directly from Lodging, the attendant must connect the guest to Lodging. Guests who call the message retrieval number from another guest's extension will be connected to their own mailboxes after the system asks for a password.

If you need to retrieve messages for a checked-out guest, see "Retrieving Messages for a Checked-out Guest" on page 5-34.

Always follow your site's security policies when connecting guests to a mailbox.

To connect a guest to Lodging:

1. Ask the guest for the room extension. Tell the guest to enter the password when the system queries for it.

⚠ CAUTION:
If callers use rotary telephones (no touch tones), you may need to enter guests' passwords. If they have forgotten their passwords, follow your security procedures. Do not use your attendant password to connect an unknown caller to a mailbox to retrieve messages.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Retrieval

Page 5-34

2. Start function.

3. Dial the message retrieval number.

   The system plays the message retrieval greeting.

4. When you hear the message retrieval greeting, enter the room extension.

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

   ⇒ **NOTE:**
   If you need to enter the password, enter it after the "current guest" message.   (If you enter the password, the system will not prompt the guest to enter a password.) Listen for the confirmation message "Ready for message retrieval", enter ⊡ for the guest, and do step 5.

5. Release.

   The system prompts for a password. After receiving the correct password, the system prompts: "To listen to voice mail messages, press ⊡".

   After pressing ⊡, the system plays the message notification and begins to play the voice mail messages. Guests have the same options that they have when calling from their room extensions.

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 removed from the system and the old messages in them are no longer available.

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, retrieve those old messages as follows:

⇒ **NOTE:**
If you receive a message that states "Login incorrect", you are calling from a telephone without attendant privileges. Use an attendant telephone.

1. Ask for the guest's previous room extension.

2. Start function.

3. Dial the message retrieval number.

4. When you hear the message retrieval greeting, enter ⊡ and then the guest's room extension.

   For example, if retrieving messages for room 211, enter ⊡ ② ① ①.

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

5. Release.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Retrieval

Page 5-35

> **NOTE:**
>
> If the guests calls from a rotary telephone (no touch tones) or has forgotten the password, you may need to enter a guest or attendant password. Follow your security procedures. After entering the password, listen for the confirmation message "Ready for message retrieval", enter 1, and then release.

The system prompts the guest for a password. After receiving the correct password, the system prompts: "Press 1 to listen."

The guest then uses the same steps for message retrieval as in .

Guests who have no messages hear: "You have no messages."

Restoring a Deleted Message

This procedure places deleted voice or fax messages back into the guest's mailbox. The system stores deleted voice messages until midnight of the day the guest deleted them, as long as the guest remains checked in. The system stores any messages deleted before 11:00 p.m. until midnight that night. Messages deleted after 11:00 p.m. are stored until midnight of the following day. For example, you can restore a voice message that a guest deleted at 6:00 p.m. until midnight that evening. If the guest deleted the messages after 11:00 p.m., you can restore the message any time before midnight of the next night. When a guest checks out, the system removes all of the guest's deleted messages, and you can no longer restore them.

The system keeps deleted Lodging FAX messages. Guests may not use the save option for Lodging FAX messages; when a guest tells the system to print or forward the fax, the system deletes the message from the guest's mailbox. The system will not remove these deleted fax messages unless they are at least 6 hours old. For example, if a guest prints or forwards a fax message before 6:00 p.m., the system will remove the message at midnight that evening. If a guest prints or forwards a fax message after 6:00 p.m., the system waits until midnight of the next day to remove the fax. A restore will restore all of the deleted fax messages in the mailbox.

Deleted messages are stored last-in-first-out. The last message deleted is the first message restored. Ask guests how many messages they have deleted after the message they want. If the message was the last one deleted, follow the procedure below once. If the message was not the last one deleted, perform the procedure once for each message deleted after the one that the guest wants. You may want to restore all of the deleted messages. It is much easier to restore three messages in a row and let the guest sort through them than to restore #1, find out that it is not the right one, and then restore #1 over again in order to get to #2.

To restore a deleted message:

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Retrieval

Page 5-36

⟹ **NOTE:**
If you receive a message that states "Login incorrect", you are calling from a telephone without attendant privileges. Use an attendant telephone.

1. Ask for the guest's room extension, message retrieval password, and number of messages to be restored.

   ⟹ **NOTE:**
   If there are several messages to restore, you may want to tell the guest you will call back after restoring the messages.

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.

   For example, if restoring a message for room 211, enter ⓪ ② ① ①

5. Enter the attendant's or guest's password.

   The system prompts a confirmation message that says that this is a current guest's extension number.

   The system restores the message that the guest deleted last. You hear the following prompts: "Last deleted message has been restored" and then "Ready for message retrieval".

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

6. Repeat Steps 3 through 5 for each message you want to restore.

7. If the guest is still on the line, release. If the guest is not on the line, call the guest and say that the message(s) have been restored.

   If you connect the guest, the guest will hear the message retrieval prompt: "To listen to voice mail messages, press ①".

Repeat Steps 3 through 6 as many times as necessary.

Reactivating an Old Mailbox

The system stores unopened (messages that have not been listened to), saved, or restored messages in the old mailbox. Old mailboxes do not include deleted messages or text and fax paper message tallies. The system removes deleted messages and text and fax message tallies when the guest checks out. You cannot restore a deleted message for a checked-out or reactivated guest.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Retrieval

Page 5-37

You can retrieve unopened, saved, or restored messages for checked-out guests for at least 24 hours after check out if another guest has not checked out of the same extension during that time period. If another guest has checked out of the same extension, the old mailbox contains that guest's messages. See "Retrieving Messages for a Checked-out Guest" on page 5-34 for more information.

At midnight, the system removes all old mailboxes that are at least 24 hours old. Messages in these mailboxes are no longer retrievable.

Messages for previous guests are stored in an "old mailbox" for a maximum of 24 hours after check out or until another guest is checked out from the same extension. Old mailboxes contain messages that the guest has not listened to 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 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 his/her previous stay.

You cannot restore any deleted messages for an old mailbox, because deleted messages and text and fax tallies are removed 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 a reactivated guest's information, go to the Mailbox window and use the guest's new extension to bring up the Mailbox window. Note that you can also reactivate a suite's main extension.

To reactivate an old mailbox:

1. Start at the Lodging Administration menu and select:
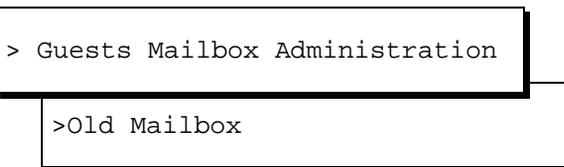
```
> Guests Mailbox Administration

    >Old Mailbox
```

The system displays the Old Mailbox window (Figure 5-11).

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Retrieval

Page 5-38
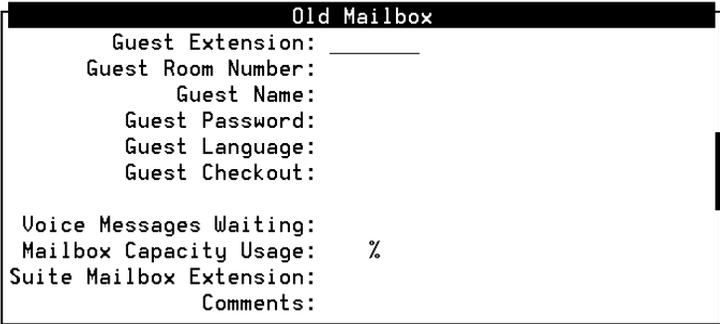
```
                       Old Mailbox
           Guest Extension: _____
        Guest Room Number:
               Guest Name:
           Guest Password:
           Guest Language:
           Guest Checkout:

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

Figure 5-11.   Old Mailbox Window

2. Enter the guest's previous extension in the `Guest Extension:` field.

    If you are unsure of the guest's previous extension, press F2 (Choices) to display possible extensions.

3. Press F8 (Chg-Keys).

    The system displays the alternate softkeys.

4. Press F4 (Display).

    The system displays the information for the guest on the Old Mailbox window (Figure 5-11).

5. Verify whether this is the guest you want to reactivate by looking at the `Guest Name:` field. All of these fields are the same as on the Mailbox window except `Guest Checkout`. This field contains the date and time when the guest checked out.

6. Press F2 (Activate).

    The system displays the Reactivate Old Mailbox window (Figure 5-12).
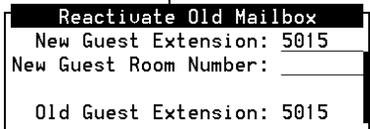
```
            Reactivate Old Mailbox
       New Guest Extension: 5015
    New Guest Room Number: _____

       Old Guest Extension: 5015
```

Figure 5-12.   Reactivate Old Mailbox Window

7. Enter the new extension and room number for the guest.

    You do not need to enter the room number if telephone extension and room numbers are the same.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Retrieval

Page 5-39

8. Press F3 (Save).

   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, you may retrieve all leftover messages. If one (or more) of the leftover messages has not been listened to, the guest's MWI remains lit. 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 F6 (Cancel).

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

5 Mailbox Administration and Use
Message Retrieval

Page 5-40

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

6 Prompt, Mailing List, and Broadcast Message Administration
Overview

Page 6-1

Prompt, Mailing List, and Broadcast Message Administration

6

Overview

This chapter describes mailing list and broadcast administration, and prompt customization. The administrator must perform this administration using the administrator's extension or extension number and password. This chapter includes instructions to use:

- Mailing lists
- Broadcast messages
- Prompt customization

Purpose

The purpose of this chapter is to provide instructions for the administration of mailing lists and broadcast messages, and prompt customization.

Telephone-based Administration

The administrator activity menu is a telephone-based menu that allows the Lucent™ INTUITY™ Lodging administrator to retrieve messages and perform special tasks, such as broadcasting messages to all guests and changing some of the Lodging prompts.

You can perform these activities from the administrator's, attendant's, or hotel lobby telephone. To access the administrator's activity menu from a guest room or outside telephone, call an attendant to be connected. To input or change the administrator's extension, see .

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

6 Prompt, Mailing List, and Broadcast Message Administration
Mailing List Administration

Page 6-2

All of the tasks in this chapter assume that you have accessed the administrator activity menu from the administrator's extension. The administrator's main telephone-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.

To return to the administrator's main telephone-based menu at any time, press [*] [7].

Mailing List Administration

The mailing lists feature allows you to create a list of extensions to use to send the same message to each extension in the group. You may want to create a mailing list of a particular group of rooms, for example, to notify guests of a schedule change or to welcome a particular group of guests. This section uses the following terms:

- 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 your vendor's PMS manual for more information.

- A *mailing list member* is a single extension or a group list included in the mailing list.

- The *list identification number* or *list ID* is a unique number that you use to identify and recall a mailing list. After you create a list, you cannot change its list ID number and still maintain the members.

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

Accessing the Administrator's Menu to Administer Mailing Lists

To access the administrator's menu:

1. Dial the message retrieval number.

2. Enter the administrator's password.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

6 Prompt, Mailing List, and Broadcast Message Administration
Mailing List Administration

Page 6-3

3. Listen to the message notification.

4. Press ⑤ to access the mailing list administration menu.

Creating a Mailing List

To create a new mailing list:

1. Press ① to create a mailing list.

2. Enter a new list ID number (up to six digits) followed by #.

   If the list ID number you entered already exists, Lodging prompts for a new number. If you enter the existing number again, the existing list is replaced with the new list.

3. 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.

   The entered extension must be checked in to be accepted. If you enter an extension that is not checked in, Lodging tells you that this extension is invalid, and does not include it 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.

4. Press * # to complete the list.

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

5. Select one of the following options:

   ■ To create another list, begin at step 2.

   ■ Press * ⑦ to return to the main menu.

   ■ If you have finished performing administrative tasks, disconnect.

To send a message to a mailing list, see "Sending a Message Using a Mailing List" on page 6-7.

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:

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

6 Prompt, Mailing List, and Broadcast Message Administration
Mailing List Administration

Page 6-4

1. 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.

2. Select one of the following options:

    ■ Press ✳ ③ to delete the list.

    ■ Press # to go to the next list.

    ■ If you have finished performing administrative tasks, disconnect.

Deleting a Mailing List

See "Scanning List Identification Numbers" above for the procedures.

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, see "Scanning List Identification Numbers" above.

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

1. Press ③ to change an existing mailing list.

2. 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.

3. Select one of the following options:

    ■ 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 have finished entering new members, press ✳ #.

    ■ Press ✳ ① to review the list from the beginning.

    ■ Press ✳ # when you have finished reviewing or modifying the list.

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

4. Select one of the following options:

   ■ To review or modify another list, begin at step 2.

   ■ Press ⁎ 7 to return to the main menu.

   ■ If you have finished performing administrative tasks, disconnect.

Replacing a Mailing List

To replace an existing mailing list with a new mailing list:

1. Press 1 to create a mailing list.

2. Enter the existing list ID number you want to replace, followed by #.

   The system confirms that the list ID already exists.

3. Enter the existing number again, followed by #.

4. 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 or list ID, the system confirms your entry by repeating the extension or list ID.

   The entered extension must be checked in to be accepted. If you enter an extension that is not checked in, Lodging tells you that this extension is invalid, and does not include it 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.

5. After entering the last extension number to be included in the list, press ⁎ #.

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

6. Select one of the following options:

   ■ To create another list, begin at step 2.

   ■ Press ⁎ 7 to return to the main menu.

   ■ If you have finished performing administrative tasks, disconnect.

To send a message to this list see <u>"Sending a Message Using a Mailing List" on page 6-7</u> for the procedure.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

6 Prompt, Mailing List, and Broadcast Message Administration
Broadcast Message Administration

Page 6-6

Broadcast Message Administration

The broadcast feature allows administrators to record one message and send the message to a group of guests or to all guests. Only the administrator has broadcast message permissions.

Accessing the Administrators Menu to Administer Broadcast Messages and Recording the Message

To access the administrator's menu to administer broadcast messages and record the message:

1. Dial the message retrieval number.

2. Enter the administrator's password.

3. Listen to the message notification.

4. Press ⌴1 to create a message.

5. Record the message at the tone.

6. Press ⌴1 when you have finished recording.

7. 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.

Sending a Message to One or More Persons

The easiest way to send a message to one person is to call the intended recipient. To send the same message to one or more persons without creating a mailing list, record the message and:

1. Enter each recipient's extension followed by ⌴#.

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

2. When you are finished entering extensions, press ⌴* ⌴#.

   A "delivery scheduled" message confirms that your message will be sent.

   Lodging returns you to the administrator's main telephone-based menu. You can choose another task or disconnect.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

6 Prompt, Mailing List, and Broadcast Message Administration
Custom Prompt Administration

Page 6-7

Sending a Message Using a Mailing List

To create a mailing list, see . To send a message to an existing mailing list, record the message and:

1. Press ⁎ 5 followed by the list's identification number, then press #.

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

    The system plays a "delivery scheduled" message to confirm that your message will be sent.

    The system returns you to the administrator's main telephone-based menu. You can choose another task or disconnect.

Sending a Message to All Extensions

To send the same message to all checked-in extensions, record the message and:

1. Press ⁎ 6 to broadcast the message to all extensions.

2. 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 will be sent to all checked-in extensions, including the administrator's.

    ⇛ **NOTE:**
    The system does not send the message immediately to all extensions. The system executes it to groups of extensions at a time. Depending on the number of checked-in rooms, there will be some delay before the messages are delivered to all extensions.

    The system returns you to the administrator's main telephone-based menu. You can choose another task or disconnect.

Custom Prompt Administration

Lodging includes system voice prompts that provide greetings and instructions. You can customize the following voice prompts:

- Call-answer greeting
- Call-answer good-bye
- Message retrieval greeting
- Message retrieval good-bye
- Do not disturb

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

6 Prompt, Mailing List, and Broadcast Message Administration
Custom Prompt Administration

Page 6-8

You can also return to the system version of the prompts at any time since Lodging saves copies of the system version prompts.

If your site has purchased optional languages and you are fluent in the language, 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 below. Before recording:

1. Write down the new wording. Be sure that the person who will be recording the prompts has a pleasant telephone voice and practices speaking the prompts.

2. Locate a quiet area. Be sure that you will not record background noise.

3. Select a good telephone to use for recording.

Make sure that the new prompt includes all of the original information contained in the system version.

Accessing the Lodging FAX Administrators Menu to Administer Lodging FAX Prompts

To access the Lodging FAX administrator's telephone-based menu:

1. Dial the fax number.

2. Press ✻ (star).

3. Enter the administrator's extension.

4. Enter the administrator's password.

5. Listen to the message notification.

6. Press 9 to administer prompts.

   The system plays the following message:

   > "To administer the FAX caller interface menu, press 1
   > To administer the FAX message retrieval menu, press 2
   > To go back to the main menu, press ✻ (star)."

Changing the Lodging FAX Prompts

You can change the prompts for two menus:

■ Caller interface menu — provides the words that a caller hears when the system answers. The system version is:

   > "Welcome to the guest FAX messaging system.
   > To leave a fax for a guest, enter the room extension.
   > To get faxes from a mailbox, press ✻ (star)."

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

6 Prompt, Mailing List, and Broadcast Message Administration
Custom Prompt Administration

Page 6-9

■ FAX retrieval menu — provides instructions to reach the fax. The system version is:

"To access a FAX mailbox, enter the mailbox ID or the room extension."

Be sure to include the information from the system version and any information about your bulletin board such as:

"To get faxes from a mailbox or to get information about the area and <hotel name's> facilities, press ✳ (star)."

⇒ **NOTE:**
Keep these prompts short to avoid time-outs on sending fax machines.

When you record prompts, you record a separate, new message. The system keeps the system version. You can place the system version back into service at any time, by selecting options ⁹, ¹ or ², and then ³ from the fax version of the administrator's mailbox.

To change the Lodging FAX Messaging prompts:

1. Select and enter an option, depending on prompts you want to change:

   a. Press ¹ to administer the Lodging FAX caller interface prompts.

      The system plays the following message:

      "To record the caller interface menu, press ¹
      To listen to the caller interface menu, press ²
      To choose the menu to use, press ³
      To go back to the main menu, press ✳ (star)."

      Continue with step 2.

   b. Press ² to administer the Lodging FAX Messaging retrieval prompts.

      The system plays the following message:

      "To record the FAX retrieval menu, press ¹
      To listen to the FAX retrieval menu, press ²
      To choose the menu to use, press ³
      To go back to the main menu, press ✳ (star)."

      Continue with step 2.

2. Press ¹ to record the new prompt.

   The system plays the following message:

   "After recording, press ¹.
   Please record at the tone."

3. Record the message.

4. Press ¹ to stop recording.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

6 Prompt, Mailing List, and Broadcast Message Administration
Custom Prompt Administration

Page 6-10

5. Press 2 to listen to the recording.

   After the system plays out the new prompt, you have several options:

   - Press 1 to re-record.

   - Press 2 to review your recording.

   - Press 3 to erase and go back.

   - Press 4 to save and go back.

6. Determine your next step:

   a. If you approve of the recording, press 4 and continue with step 7.

   ⇒ **NOTE:**
   You may want to record both the caller interface menu and the Lodging FAX Messaging retrieval menu before placing the new prompt into service. As soon as you place the prompt into service, the system begins playing the message.

   b. If you want to re-record the message, press 1 and return to step 2.

7. Press 3 to place the new message into service.

8. Select one of the following options:

   - Press 1 to use the custom (new) menu.

   - Press 2 to use the system menu.

9. Press press * (star) to return to the main menu.

10. Select one of the following options:

    - Press 1 to forward a fax into a guest's mailbox.

    - Press 2 to print all fax messages in the mailbox.

    - Press 3 to delete a fax message from the mailbox.

    - Press 9 to administer fax prompts. Select this option if you need to record another fax prompt.

    - If you have finished performing administrative tasks, disconnect.

Accessing the Lodging FAX Administrators Menu to Administer Lodging FAX Prompts

To access the administrator's telephone-based menu:

1. Dial the message retrieval number.

2. Enter the administrator's password.

3. Listen to the message notification.

4. Press 9 to administer prompts.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

6 Prompt, Mailing List, and Broadcast Message Administration
Custom Prompt Administration

Page 6-11

5. Press 2 to administer call-answer prompts.

Using the Language Menu

After you select the greeting that you want to change, Lodging presents an option to select the language for the prompt. If you do not have optional languages on the system, Lodging will not play this prompt.

To access the menu of language codes, enter ✳ 1 for a language code menu when Lodging prompts for a language code.

The codes for the optional languages are:

- 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 6 to record in British English

- 0 7 to record in Canadian French

Changing the Call-answer Prompts

The system uses the call-answer greeting to introduce outside callers to the voice mail system and to provide instructions to leave a message.

To change the call-answer greeting:

1. Select one of the following options:

    - Press 1 to administer the call-answer greeting and replace the following message:

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

    - Press 2 to administer the call-answer good-bye and replace the following message:

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

2. If your site has purchased one or more language packages, Lodging prompts you to enter the 2-digit language code.

    Select one of the following options after entering the language code:

    - Press 9 to confirm a language selection.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

6 Prompt, Mailing List, and Broadcast Message Administration
Custom Prompt Administration

Page 6-12

- Press 6 to enter the language code again.

   If your site does not have additional language packages, go to step 3.

3. Press 1 to record the new prompt.

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

5. Press ✳ # to approve the message.

   Before approving the message, you can select one of 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 3.

6. Select one of the following options:

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

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

7. Select one of the following 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 have finished performing administrative tasks, disconnect.

Changing the Do Not Disturb Message

The system plays the do not disturb message to guests when they call an extension for which the Do Not Disturb feature is turned on.

To change the do not disturb message, access the administrators telephone-based menu and:

1. Press 2 to administer call-answer prompts.

2. Press 3 to administer the custom do not disturb message.

3. If your site has purchased one or more language packages, Lodging prompts you to enter the 2-digit language code.

   Select one of the following options after entering the language code:

   - Press 9 to confirm a language selection.

   - Press 6 to enter the language code again.

   If your site does not have additional language packages, go to step 4.

4. Press 1 to record the custom do not disturb message.

5. Press 1 to stop recording when the custom do not disturb message is complete.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

6 Prompt, Mailing List, and Broadcast Message Administration
Custom Prompt Administration

Page 6-13

6. Press ⁎ # to approve the message.

   Before approving the message, you can select one of 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 4.

7. Select one of the following options:

   - Press ⑨ to select the custom message retrieval greeting.

   - Press ⑥ to select the system message retrieval greeting.

8. Select one of the following 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 have finished performing administrative tasks, disconnect.

Changing the Message Retrieval Prompts

The system plays the message retrieval greeting to guests when they call the message retrieval number to retrieve their messages.

To change the message retrieval greeting, access the administrator's telephone-based menu and:

1. Press ① to administer voice mail retrieval prompts.

2. Press ① to administer the message retrieval greeting.

3. If your site has purchased one or more language packages, Lodging prompts you to enter the 2-digit language code.

   Select one of the following options after entering the language code:

   - Press ⑨ to confirm a language selection.

   - Press ⑥ to enter the language code again.

   If your site does not have additional language packages, go to step 4.

4. Press ① to record the message retrieval greeting.

   The prompt that you are replacing is:

   > "Welcome to the guest voice mail system. For assistance from the attendant, press zero at any time."

5. Press ① to stop recording when the message retrieval greeting is complete.

6. Press ⁎ # to approve the message.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

6 Prompt, Mailing List, and Broadcast Message Administration
Custom Prompt Administration

Page 6-14

Before approving the message, you can select one of the following options:

- Press ②③ to listen to the message.

- Press ②① to rerecord the message.

- Press ✱③ to delete the message and return to step 4.

7. Select one of the following options:

- Press ⑨ to select the custom message retrieval greeting.

- Press ⑥ to select the system message retrieval greeting.

8. Select one of the following 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 have finished performing administrative tasks, disconnect.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Overview

Page 7-1

Reports, Logs, and Audits

7

Overview

The Lucent™ INTUITY™ system and Lucent INTUITY Lodging gathers information about the system and makes it available in a series of reports, audits, and logs. These provide statistics about guest use of the system and system operations. These reports can be useful for troubleshooting if a problem occurs. Lucent Technologies recommends that you check these reports, logs, and audits regularly to ensure the efficient operation of the system. See Chapter 2, "Administrator's Responsibilities" for guidelines.

Purpose

This chapter describes how to access the reports, logs, and audits and their contents.

Types of Reports, Logs and Audits

This chapter presents the different types of reports, logs, and audits in the following sections:

- Lodging reports

  These reports provide information about guest usage of the system. Lodging reports compile data that applies only to Lodging and the Lodging FAX Messaging applications. These reports include the:

  — Phone Line Usage report

  — Mailbox Usage report

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Lodging Reports

Page 7-2

— Guest Over Mailbox Limit report

— FAX Messaging Reports

- FAX Traffic Report

- FAX Transmission Queue

■ Logs

The Alarm and Administrator's Logs provide alarms and log messages.

■ Audits

Audits help detect and report inconsistencies within the Lodging database, and provide a fix or restart of the system.

■ System Monitor

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

Lodging Reports

Lodging reports focus on guest usage of the system. These reports include:

■ Phone line usage

■ Mailbox

■ Guests over mailbox limit

These reports compile data that applies only to the Lodging application.
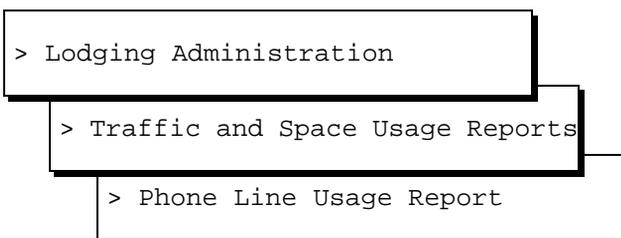
Phone Line Usage Report

The Phone Line Usage report provides information about Lodging channel activity during a particular period. The Lucent INTUITY system uses channels to send and receive calls and data.

Displaying the Phone Line Usage Report

To display the Phone Line Usage report:

1. Start at the Lucent INTUITY main menu and select:

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Lodging Reports

Page 7-3

```
> Lodging Administration

    > Traffic and Space Usage Reports

        > Phone Line Usage Report
```

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

```
             Which Report
 Today's Phone Line Usage Report
>A Previous Phone Line Usage Report
```
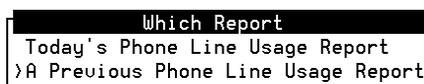
Figure 7-1.   Which Report Menu

2. Determine your next step:

   a. To view today's report, select `Today's Phone Line Usage Report.`

      The system displays the `Phone Line Usage Report` (Figure 7-3).

   b. To view a previous day's report:

      1. Select `A Previous Phone Line Usage Report.`

         The system displays the `Select Day` window (Figure 7-2).

```
             Select Day
Date of the desired report: __
```

Figure 7-2.   Select Day Window

   2. Enter a number from **1** to **31** to select the desired date.

      ➡ **NOTE:**
      The system keeps records for the previous 31 days
      (1 month) for this report.

   3. Press [F3] (Save).

The system displays the `Phone Line Usage Report` for the selected day.

```
                        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 7-3.   Phone Line Usage Report Window

Interpreting the Phone Line Usage Report

The top of the Phone Line Usage Report () lists the starting and ending time for the data-collection period. The rest of the information is organized in numerical order based on channel numbers. Lodging supports a maximum of 42 simultaneous channels (from 0 to 41). The report will show only the number of channels purchased for the system.

The number of channels determines the number of calls Lodging can handle simultaneously. Each channel's information begins with a title line stating the channel number and the name of the service assigned to that channel, for example "`Channel 0 - assigned *DNIS_SVC`".

Each channel has one assigned service. A channel's assigned service tells the channel what to do when it receives a call. *DNIS_SVC (dialed number information service) allows the channels to work with any application on the same system. Lodging requires the channels to be assigned to *DNIS_SVC for operation.

If a channel has been active, the report provides a separate page for that channel. If no telephone line usage information has been recorded for a particular channel, the system reports `No phone usage information has been recorded.`

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Lodging Reports Page 7-5

Lodging compiles and keeps statistics for Call Answer, Voice Mail, and Channel Totals.

- *Call Answer* displays statistics for messages recorded for guests.

- *Voice Mail* displays statistics for messages that guests have retrieved

- *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 because Call Answer applies to recording messages.

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 7-4). To move to the end of the Phone Line Usage report, press the `END` button on the keyboard.

```
                        Phone Line Usage Report

    Totals for all channels

                        Call            Voice           Grand
                       Answer           Mail            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 7-4.   Phone Line Usage Report: Totals for All Channels

Table 7-1 lists the fields for the Phone Line Usage Report.

Table 7-1.   Field Definition: Phone Line Usage Report

Field Name	Description/Procedure
Calls	Total number of calls a channel handled.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Lodging Reports

Page 7-6

Table 7-1. Field Definition: Phone Line Usage Report

Field Name	Description/Procedure
`Abandoned`	The number of times the user disconnected a call without taking action, such as a guest hanging up while listening to messages or a caller disconnecting 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 system. For example, Holding Time in the Voice Mail area shows the average amount of time it takes guests to listen to their messages.
`Occupancy (%)`	The average percentage of time the channel was in use.
`Messages Sent`	The number of messages sent 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, and then restored by the attendant.
`Greeting Recorded`	The number of greetings that guests have recorded.
`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 not answered or for which the caller or guest received a busy signal.
`Attendant Incomplete`	The number of calls that failed to transfer to an attendant due to a system parameter or telephone system problem. The following conditions can cause an Attendant Incomplete entry: ■ The Hunt Group or Primary Attendant fields in the System Parameter window has a wrong extension or hunt group. The caller hears "No one is available to receive your call. Please try again later." See Chapter 3, "Basic System Administration" for more information. ■ The PBX or telephone system failed to provide Lodging with the expected tones (dial tone, progress tone, voice energy). The caller will hear "This call is experiencing technical difficulties. Please try again later." See Chapter 8, "Troubleshooting" for more information.

(2 of 3)

Table 7-1. Field Definition: Phone Line Usage Report

Field Name	Description/Procedure
Logins	The number of times guests logged in to Lodging to retrieve messages.
Attendant Assistance	The number of times the attendant helped guests retrieve messages, usually from a lobby telephone or from outside the hotel.
Not Checked In	The number of calls transferred to a room where the guest was not checked in on 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."

(3 of 3)

Mailbox Usage Report

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

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. View this report to verify whether 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. View the Mailbox Usage report to see if the guest has deleted any messages.

Displaying The Mailbox Usage Report

To display a Lodging Mailbox Usage report:

1. Start at the Lucent INTUITY main menu and select:

> ```
> > Lodging Administration
>
>     > Traffic and Space Usage Reports
> ```
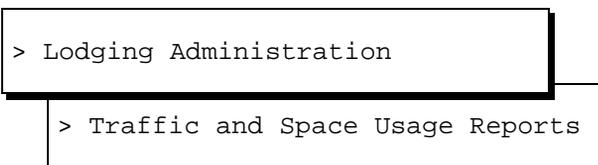
The system displays the Lodging Reports window.

2. Select Mailbox Usage.

The system displays the Mailbox Usage Report window (Figure 7-5).

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Lodging Reports

Page 7-8

```
┌─────────────────────────────────────────────────────────────────┐
│                       Mailbox Usage Report                        │
│                                                                   │
│                       Mailbox Usage Report                        │
│                       Mailbox size: 360 seconds                   │
│                       Fri Sep  1 16:05:02 1995                    │
│                                                                   │
│   Current Messages:                                               │
│   Mailbox            Voice Msgs  Time(secs)  Text Msgs  Fax Msgs  │
│                                                                   │
│    3100                 0            0           0         0       │
│    3101                 0            0           0         0       │
│    3102                 0            0           0         0       │
│    3103                 0            0           0         0       │
│    3104                 0            0           0         0       │
│    3105                 0            0           0         0       │
│    3106                 0            0           0         0       │
│    3107                 0            0           0         0       │
│    3108                 0            0           0         0       │
│    3109                 0            0           0         0       │
│    3110                 0            0           0         0       │
│    3111                 0            0           0         0       │
└─────────────────────────────────────────────────────────────────┘
```

Figure 7-5.   Mailbox Usage Report Window

Interpreting the Mailbox Usage Report

The top of the Mailbox Usage report shows the maximum size of the mailbox limit in seconds. The title lines also show the date and time that the system generated the report.

The Mailbox Usage report has three sections:

- *Current messages* are messages Lodging has taken, but that guests have not retrieved. This category also includes attendant-restored messages and messages the guests have saved.

  In the current messages section, `**WARNING**` appears beside the mailbox extension of guests who have exceeded two-thirds of the time allotted to them for message storage. `**OVER**` appears beside the mailbox extension of those who have exceeded the limit. The Guest Over Mailbox Limit report summarizes the mailbox usage of all guests who have exceeded their mailbox limit.

  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".

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Lodging Reports

Page 7-9

- *Deleted messages* are voice messages that guests have listened to and removed from their mailboxes. Deleted messages are stored on the system until midnight of the day they were deleted, or until midnight of the following day if they were deleted after 11 p.m.

- *Old messages* are leftover messages for a checked-out guest who has not retrieved these messages. This category also includes messages attendants restored and guests saved. 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.

To move to the end of the Mailbox Usage report, press the END button on the keyboard. At the end, the report provides the total number of messages and the time that they consume for each message type (current, deleted, and old). The report also provides a grand total of the number of all messages and time they consume. The totals summarize all the messages stored under the Lodging application.

Table 7-2 lists the fields for the Mailbox Usage report.

Table 7-2. Field Definition: Mailbox Usage Report

Field Name	Description
Mailbox	The extension number for each mailbox. In the current section, this column lists all checked-in extensions, even those without messages. In the deleted message and old message sections, the report lists only those mailbox extensions that have been deleted or old messages.
Voice Msgs	Voice Messages include: ■ Current messages: The number of recorded messages from callers. These can be new, saved, or restored messages. ■ Deleted messages: The number of messages that guests have deleted. ■ Old messages: The number of remaining messages for checked-out guests.

(1 of 2)

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Lodging Reports

Page 7-10

Table 7-2. Field Definition: Mailbox Usage Report

Field Name	Description
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. This column only applies to the current message section. Lodging does not track deleted text messages. The text message tally is not stored as part of the old messages for checked-out guests.
Fax Msgs	The number of fax messages for the guest. This column only applies to the current message section. Lodging does not track deleted fax messages. The fax message tally is not stored as part of the old messages for checked-out guests.

(2 of 2)

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. This report is a snapshot; it shows guests over the mailbox limit at the day and time you generate the report.

$\implies$ 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."

Contact guests who are over their mailbox limit. Stress the importance of keeping their mailboxes free of unneeded messages so that new messages can be recorded. If a large percentage of guests are over the mailbox limit, increase mailbox size. See "Mailbox Size" on page 3-8 for more information.

Displaying the Guest Over Mailbox Limit Report

To display a Lodging Mailbox Usage report:

1. Start at the Lucent INTUITY main menu and select:

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Lodging Reports

Page 7-11

> Lodging Administration

> Traffic and Space Usage Reports

The system displays the `Lodging Reports` window.

2. Select `Guests Over Mailbox Limit`.

The system displays the `Guests Over Mailbox Limit` window (Figure 7-6).

```
              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 7-6.   Guests Over Mailbox Limit Report Window

Interpreting the Guests Over Mailbox Report

The top of the Guests Over Mailbox report shows the size of the mailbox in seconds. The title lines also show the date and time the report was generated.

The information in this report is organized by individual mailbox extensions in the Mailbox column. This report only lists those mailbox extensions that are over the mailbox limit.

The Guest Over Mailbox Limit report provides totals for the Voice Msgs and Time (in seconds) categories at the bottom of the report.

Table 7-3 lists the fields for the Guests Over Mailbox Limit report.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Lodging FAX Messaging Reports

Page 7-12

Table 7-3. Field Definition: Guests Over Mailbox Report

Field Name	Description
Voice Msgs	The number of current messages recorded from callers. These can be new, saved, or restored messages.
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.

Lodging FAX Messaging Reports

Use the following procedures to display reports for Lodging FAX Messaging. Lodging FAX Messaging reports include:

- Lodging FAX Traffic
- Lodging FAX Transmission Queue

Lodging FAX Traffic Report

The FAX Traffic report lists the data for FAXes received, sent, and failed. This report also lists the average time in queue in minutes for FAXes waiting to be delivered to a fax machine or to another destination.

Displaying the Lodging FAX Traffic Report

To display a Lodging FAX Traffic Report:

1. Start at the Lucent INTUITY main menu and select:

```
> Lodging Administration

    > Traffic and Space Usage Reports

        > FAX Messaging Reports

            >FAX Traffic Report
```

The system displays the Which Report window.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Lodging FAX Messaging Reports

Page 7-13
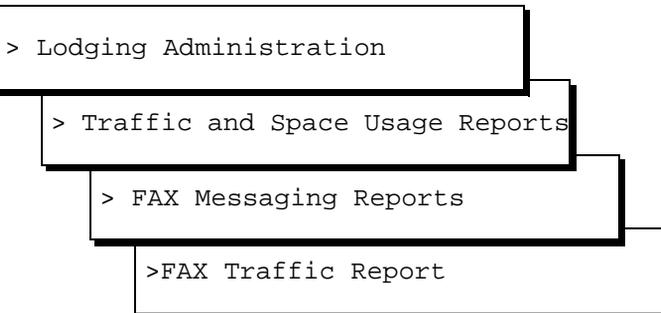
2. Determine your next step:

a. To view the current day's data select:

```
> Today's FAX traffic Report
```

The system displays the `FAX Traffic Report` window
([Figure 7-7]).

b. To view a previous day's FAX traffic Report:

1. Select:

```
> A Previous FAX traffic Report
```

The system displays the Select Day window ([Figure 7-7])

```
                    Select Day
Date of the desired report: ▮_
```

Figure 7-7.   Select Day Window

2. Enter a number between **1** and **31** depending on the day for
which you want to generate a report.

> **NOTE:**
> The system only saves reports for the past 30 days.

3. Press [F3] (Save).

The system displays the `FAX Traffic Report` window
([Figure 7-8]).

```
                          FAX traffic Report

                      Starting Mon Apr 07 00:00:43
                       Ending Mon Apr 07 14:29:43

       Starting      FAXes    FAXes    FAXes     Avg Time
       Time          Rcvd     Sent     Failed    in queue (min)

       12:00 am
       01:00 am
       02:00 am
       03:00 am
       04:00 am
       05:00 am
       06:00 am
       07:00 am
       08:00 am
       09:00 am
       10:00 am
       11:00 am
       12:00 pm
```

Figure 7-8.   **FAX Traffic Report Window**

Interpreting the Lodging FAX Traffic Report

The top of the FAX traffic Report states the report's starting and ending time. The information in this report is organized by one-hour intervals. The report shows the starting time for each interval in the left column. The FAX Traffic Report does not total the columns at the end of the report.

Table 7-4 shows the FAX traffic Report field definitions for each one-hour interval.

Table 7-4.   **Field Definitions: FAX Traffic Report**

Field Name	Description
FAXes Rcvd	The number of FAX messages that the system recorded.
FAXes Sent	The number of FAX messages that the system printed to a fax machine or forwarded to another destination.

(1 of 2)

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Lodging FAX Messaging Reports

Page 7-15

Table 7-4. Field Definitions: FAX Traffic Report

Field Name	Description
FAXes Failed	The number of FAX messages that the system could not deliver.
Avg Time in queue (min)	The average amount of time the FAX message spent waiting for delivery. ⇒ **NOTE:** If the guest complaints indicate that the time in queue is too long, add more channels for transmitting FAX messages. See Chapter 4, "Lodging FAX Messaging Administration" for information about the Maximum Number of Channels to use for FAX Delivery parameter. You may need to purchase additional channels.

(2 of 2)

Lodging FAX Transmission Queue Report

The FAX Transmission Queue report lists the FAX ID, the associated extension, the destination, and the queue statistics. The FAX Transmission Queue information includes the current status, number of tries, and the time of the next scheduled try.

Displaying the Lodging FAX Transmission Queue Report

To display a Lodging FAX Transmission Queue:

1. Start at the Lucent INTUITY main menu and select:

> Lodging Administration

> Traffic and Space Usage Reports

> FAX Messaging Reports

>FAX Transmission Queue
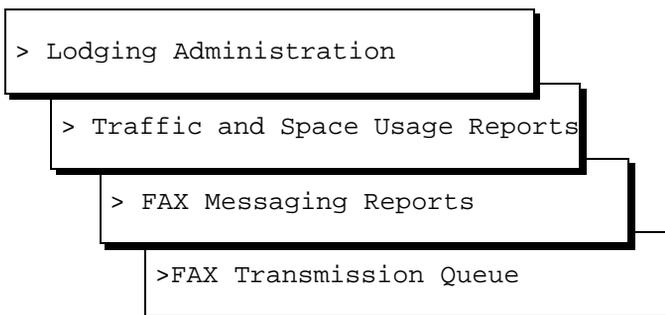
The system displays the FAX Transmission Queue window (Figure 7-9).

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Lodging FAX Messaging Reports Page 7-16

➤ **NOTE:**
You may refresh this window at any time. Press ⌨F8 (Chg-Keys) and then ⌨F4 (Refresh).

```
                    FAX Transmission Queue

                      Mon Apr 07 14:31:49
                      Channels in Use: 0

     No.  Guest    To                    Current   Number   Next
          Ext                            status    of tries try
```
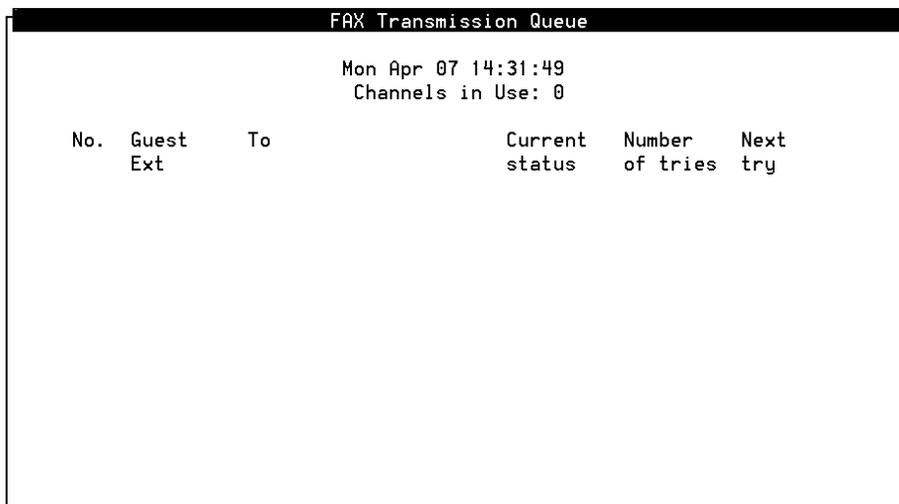
Figure 7-9. FAX Transmission Queue Window

Interpreting the Lodging FAX Transmission Queue Report

The top of the FAX Traffic Report displays the report's time and the number of channels currently transmitting FAXes. The FAX traffic Report compiles four statistics for one-hour intervals.

Table 7-5 lists the fields for the FAX Transmission Queue report.

Table 7-5. Field Definition: Lodging FAX Transmission Queue Report

Field Name	Description
`No.`	The number of the FAX in queue.
`Guest Ext`	The extension number of the guest who has sent the FAX to the queue.
`To`	The destination telephone number entered by the guest, the in-room FAX machine number, or the guest services FAX machine number.

(1 of 2)

Table 7-5.   Field Definition: Lodging FAX Transmission Queue Report

Field Name	Description
Current status	The Current status field has three states: ■ Waiting: Previous attempts to send the FAX failed. The next attempt will be the time displayed under the Next try field. ■ Sending: The Lucent INTUITY system is attempting to connect or is already connected to the telephone number in the To field in an attempt to deliver the FAX. ■ Ready: The FAX is scheduled to be sent now. The Delivery attempt is pending because all channels are currently busy.
Number of tries	The number of times that the system has already attempted to deliver the FAX and failed.
Next try	If a time appears in this column, the time that the system will attempt to re-deliver the FAX.

(2 of 2)

Removing Lodging FAXes from the Queue

You may select FAXes with a status of ready, sending, or waiting. The system returns FAXes removed from the queue to the sender's mailbox.

In the FAX Transmission Queue window:

1. Press F8 (Chg-Keys).

    The system displays the alternate softkeys.

2. Press F5 (Rmv-Item).

    The system displays the Remove from FAX queue window ([Figure 7-10](#)).

```
┌Remove from FAX queue┐
│Number: ___           │
└──────────────────────┘
```

Figure 7-10.   Remove From FAX Queue Window

3. Enter the number from the No. column of the FAX to be removed.

    The system removes the FAX from the queue.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
System Reports

Page 7-18

System Reports

System reports provide information for the Lucent INTUITY system and include information about other applications that are operating on the system. If the system is not equipped with other applications, the system will not display this information.

Verifying System Status

The Verify System Status report runs a series of checks to determine the condition of the voice system, voice ports, system space use, and selected applications. Use this report to check the system's use of storage space.

NOTE:

This report does not contain any information about Lodging and Lodging FAX Messaging application status. It does contain information about hours of speech. The hours of speech fields do apply to the Lodging and all applications on the system. For additional information about this report if you are operating INTUITY AUDIX®, see <u>Verifying System Status</u>.

Displaying the Verify System Status Report

To display the Verify System Status window:

1. Start at the Lucent INTUITY main menu and select:

```
> Customer/Services Administration

    > System Verification

        > Verify System Status
```

The system displays the Verify System Status window (<u>Figure 7-11</u>).

2. Use the down arrow key to scroll to the System status of vs (<u>Figure 7-11</u>).

NOTE:

Ignore any s25act: system error messages.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
System Reports

Page 7-19

```
                    Verify System Status
Number of Low Speed Networking Ports in Service 0
Status of AMIS Analog Networking is ON

System status of us

Voice System is Up
Number of Purchased Voice Ports 6
Number of Voice Ports In Service 0
Purchased Hours of Speech  100
Used Hours of Speech  7
Potential Hours of Speech  165
PROSTK=000000    STKCONF=line00  StackStatus=Activated
```

Figure 7-11.   Verify System Status Window

Interpreting the Verify System Status Report

To obtain the hours of speech available for the applications, subtract the Used Hours of Speech from the Purchased Hours of Speech. The system will issue an alarm if Hours of Speech Used is 90% or greater.

Table 7-6 lists the fields of the Verify System Status Report.

Table 7-6.   Field Definitions: Verify System Status

Field Name	Description
Voice System is	The status of the voice system (up or down). If it's up, the system will accept telephone calls.
Number of Purchased Voice Ports	The number of ports that you have purchased.
Number of Voice Ports In Service	The number of voice ports that are activated and available for the system to use. Voice ports may be purchased for future use and activated as they are needed.

(1 of 2)

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
System Reports

Page 7-20

Table 7-6.   Field Definitions: Verify System Status

Field Name	Description
`Purchased Hours of Speech`	The number of hours you have purchased for use with the system.
`Used Hours of Speech`	The number of hours in use. This is a snapshot and reflects the system at the time of the report. View this field at different times to obtain an average.
`Potential Hours of Speech`	The maximum number of hours available on the system with the current number of hard drives. Subtract the purchased hours of speech from the potential hours of speech to determine the hours available for additional purchase.
	NOTE: You may be able to purchase an additional hard disk drive for your system if you need more hours of speech. Contact your sales representative if you need additional hours.

(2 of 2)

System Monitor

The System Monitor is a dynamic report window that shows the activity on the channels of the Lucent INTUITY system. Lucent INTUITY channels support both voice and FAX messaging. Use the System Monitor to verify whether channels are working properly and to troubleshoot problems (if they occur) in the system.

Displaying the System Monitor Report

To display the System Monitor:

1. Start at the Lucent INTUITY main menu and select:

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

The system displays the System Monitor window.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
   System Reports

Page 7-21

Interpreting the System Monitor Report

The System Monitor is divided into 6 columns and is organized by channel (Figure 7-12). Channel numbers are shown in the Channel column, ranging 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
         Calls Voice        Service              Caller        Dialed
Channel Today Service       Status               Input         Digits

     0    1                 *On Hook
     1    0                 *On Hook
     2    0                 *On Hook
     3    0                 *On Hook
     4    0                 *On Hook
     5    0                 *On Hook
     6    1                 *On Hook
     7    1                 *On Hook
     8    1                 *On Hook
     9    0                 *On Hook
    10    1                 *On Hook
    11    0                 *On Hook
```

Figure 7-12.   System Monitor — Voice Channels Window

■ The `Calls Today` fields show 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.

■ The `Voice Service` fields show the service assignment when the channel is being used. For example, if a channel is assigned to the lodging service, lodging is displayed in this column when that channel answers a call.

   Table 7-7 below lists the voice services.

■ The Service Status fields show 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.

■ The `Caller Input` fields show the last set of touch tones entered by the caller.

■ The `Dialed Digits` fields show the last set of digits dialed by the channel during a transfer attempt.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
System Reports

Page 7-22

Table 7-7. System Monitor: Services

Service	Definition
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 system 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.

(1 of 2)

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
System Reports

Page 7-23

Table 7-7. System Monitor: Services

Service	Definition
Transfer	The channel is transferring a call.
*Unknown	The channel is experiencing a breakdown in communication.

(2 of 2)

Changing the System Monitor Refresh Rate

The Lucent INTUITY 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 F8 (Chg-keys) and then F1 (Chg-Rate).

   The system displays the Change Refresh Rate window (Figure 7-13).

```
┌─ Change Refresh Rate ─┐
│Refresh Rate: 5_ seconds│
└───────────────────────┘
```

Figure 7-13. Change Refresh Rate Window

2. Enter any interval between 1 and 30 seconds.

3. Press F3 (Save) to close the Change Refresh Rate window and save the new rate to memory.

Verifying System Installation

As part of the process of troubleshooting system problems, you can confirm whether the system's primary software packages have been properly installed.

Displaying the Verify System Installation Report

To verify system installation:

1. Start at the Lucent INTUITY main menu and select:

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
System Reports
Page 7-24

```
┌──────────────────────────────────────────┐
│ > Customer/Services Administration        │
│     ┌──────────────────────────────────┐  │
│     │ > System Verification             │  │
│     │     ┌─────────────────────────────┤  │
│     │     │ > Verify System Installation│  │
│     │     └─────────────────────────────┘  │
│     └──────────────────────────────────┘  │
└──────────────────────────────────────────┘
```

The system takes a few minutes to perform a series of background checks on the system software and then displays the results in the Verify System Installation window (Figure 7-14).

```
                Verify System Installation
 Performing pkgchk for package AUDIXtune

 pkgchk reported no errors for this package.

 Performing pkgchk for package TSM

 pkgchk reported no errors for this package.

 Performing pkgchk for package VM-files

 pkgchk reported no errors for this package.
```
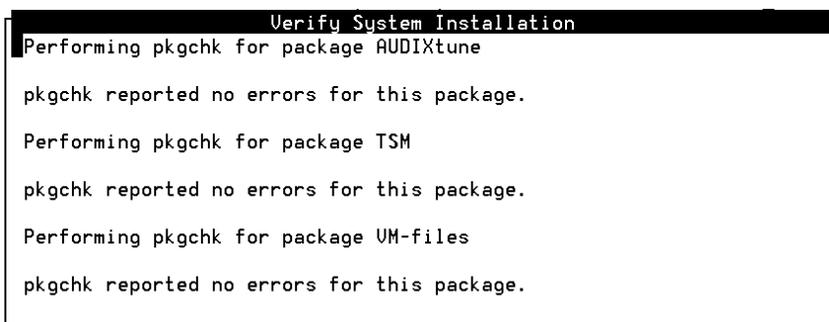
Figure 7-14.   Verify System Installation Window

2. The system lists each of the primary software packages installed. See Table 7-9 on page 7-28 for a complete listing of available software packages. Use [F2] (PrevPage) and [F3] (NextPage) to page through the report.

3. If you want to print this report, press [F8] (Chg-Keys) and [F6] (Print).

4. Press [F8] (Chg-Keys) again to return to the original keyset.

5. Press [F6] (Cancel) repeatedly to return to the main menu.

Interpreting the Verify System Installation Report

All packages should report no errors for the installation. If you are having problems with an application and the Verify System Installation Report notes errors for the application, contact your remote maintenance center.

Viewing Installed Hardware

The View Installed Hardware window displays a list of the following types of hardware currently installed on the system:

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
System Reports

Page 7-25

■ Hard disk drives

■ RAM

■ Circuit cards

Displaying the View Installed Hardware Report

To view installed hardware:

1. Start from the Lucent INTUITY main menu and select:

> Customer/Services Administration

> System Verification

> View Installed Hardware

The system takes a few minutes to check the hardware installed on the system and displays the results in the View Installed Hardware window (Figure 7-15).

```
                    View Installed Hardware
Installed hardware of asp

 There is no SSP card installed on the system.

 Installed hardware of mtce

 MAP/40 chassis configured as a Model 40 with:
  o 63 megabytes of memory installed
  o 2047 megabyte hard drive installed at SCSI id 0

 Installed hardware of netw
```
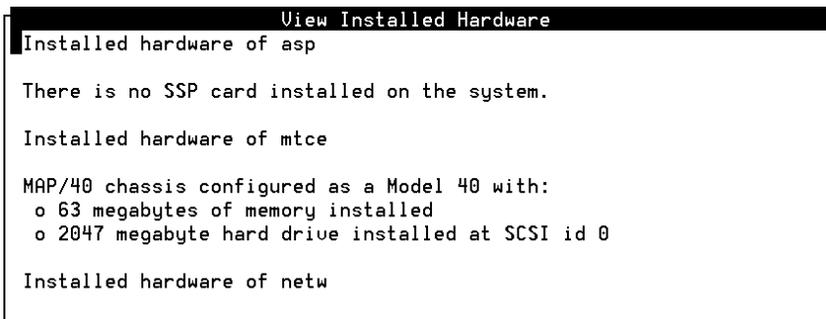
Figure 7-15.   View Installed Hardware Window

2. Use F2 (PrevPage) and F3 (NextPage) to page through the report.

3. If you want to print this report, press F8 (Chg-Keys) and F6 (Print).

4. Press F8 (Chg-Keys) again to return to the original keyset.

5. Press F6 (Cancel) repeatedly to return to the main menu.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
System Reports Page 7-26

Interpreting the View Installed Hardware Report

Different parts of the Lucent INTUITY system, called *modules*, manage particular pieces of hardware. The system asks each module to report on the pieces of hardware that it manages. This report also supplies additional information about some pieces of hardware, for example, the hard disk jumper setting. Usually, the information displayed on the View Installed Hardware windows matches the hardware that is installed on your Lucent INTUITY system. However, a piece of hardware may fail to appear in the report if the hardware is not functioning properly.

Figure 7-8 contains the basic modules, the hardware they manage, and explanations of related information.

➯ **NOTE:**
Lodging does not directly control any hardware. See viewing installed hardware, for a complete listing.

Table 7-8.   View Installed Hardware Components

Module	Hardware Managed	Results Window Information
mtce (maintenance)	hard drives	Number of Mbytes installed and, following the letters id, the jumper setting.
	RAM	Number of Mbytes
vs (voice system)	Voice Cards	CARD: logical card # (0-10)
		OSI: O.S. Index, should match Card #
		TYPE: should always read ivc6
		CODE: should always read ayc10
		SUFFIX: Lucent version of card
		VINTAGE: manufacturing version of card
		MODULE: has no meaning for the ivc6 card

Viewing Installed Software

The View Installed Software window displays all software currently installed on your Lucent INTUITY system.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
System Reports

Page 7-27

➡️ **NOTE:**
Lodging does not control any hardware directly, but instead uses shared resources on the system.

Displaying the View Installed Software Report

To view the installed software:

1. Start at the Lucent INTUITY main menu and select:
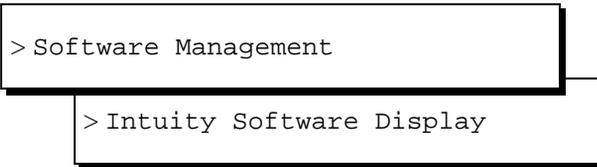
> Software Management

> Intuity Software Display

The system takes a few minutes to check the hardware installed on the system and displays the results on the View Installed Software window (Figure 7-16).

```
File  Edit  Scripts  Controls  Phones  Options  Help

                                    Intuity Software Display (p1 of 2)

       High level packages installed on swin7 in Intuity Priority order

   audixcd       ia5.0.30        Intuity AUDIX CD Versioning Package
   U213rf+b      2.1.3    INTUITY SCO UnixWare 2.1.3 Enhancement Set
   html          5.0-14   Intuity html server and browser
   AUDIXset      3.2-12   INTUITY Platform AUDIX Set
   swmgmt        5.0-14   Software Management
   syseval       5.0-14   System Evaluation Utility
   DCIUset       3.2-8    INTUITY Platform DCIU set (V2)
   APPLset       5.0-14   AUDIX(R) Application Set
 * LODGING       2.1-1    Intuity Lodging Software Set R2.1
   RMBset        3.2-11   INTUITY RMB V2 set
   upgset        5.0-14   Intuity Upgrade Utility
 * veng          y-1      Intuity Lodging US English License Ry
   us-eng        R5.0-4   US-ENG System Announcements
   VM-lab        5.0-14   AUDIX(R) Lab software

   Display software in alphabetical order
   Display software installation time

-- press space for more, use arrow keys to move, <enter> to activate.
```

Figure 7-16. View Installed Software Window (Detailed Version)

2. Use ⌑F2⌑ (PrevPage) and ⌑F3⌑ (NextPage) to page through the report.

3. If you want to print this report, press ⌑F8⌑ (Chg-Keys) and ⌑F6⌑ (Print).

4. Press ⌑F8⌑ (Chg-Keys) again to return to the original keyset.

5. Press [F6] (Cancel) repeatedly to return to the main menu.

Interpreting the View Installed Software Report

The View Installed Software window contains two sections:

- A detailed listing (long version) of the primary software packages loaded on the system

- An abbreviated listing of all software packages loaded on the system, located at the end of the report

Usually, the information displayed in the View Installed Software window matches the software that is installed on your Lucent INTUITY system. However, a piece of software may fail to appear in the report if the software is not functioning properly.

Table 7-9 lists the primary software package names and indicates when they should appear on the View Installed Software window.

Table 7-9. View Installed Software — Primary Software Packages

PKGINST	**Primary Software Package Name**	**Should Appear**
maint	Lucent INTUITY Maintenance Module	Always
mtce	Lucent INTUITY Utilities Package	Always
netw	INTUITY AUDIX Digital Networking	Always
vs	Voice Processing Platform	Always
VM-files	AUDIX(R) Files	Required for AUDIX
VM-dfltdb	AUDIX(R) Default db	Required for AUDIX
VM-sw	AUDIX(R) Software	Required for AUDIX
cdhstub	Lucent INTUITY CDH Stub Package	always
cvismenu	Lucent INTUITY Administration Screens Package	always
vmscreens	Lucent INTUITY Voice Mail Administration Screens Package	Required for AUDIX
machlog	INTUITY AUDIX Logger Package	Always
pltupg	Lucent INTUITY Platform Upgrade Assistance Package	Always
upgrade	Lucent INTUITY Upgrade Utility	Always

(1 of 2)

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
System Reports

Page 7-29

Table 7-9. View Installed Software — Primary Software Packages

PKGINST	Primary Software Package Name	Should Appear
prismlog	Lucent INTUITY Logger/Alerter Package	Always
tipring	Lucent INTUITY Tip/Ring Board Driver	Always
TSM	Lucent INTUITY Transaction State Machine Package	Always
AUDIXtune	Lucent INTUITY Platform AUDIX Tuning	Required for AUDIX
swinbase or swutil or usswtch, etc.	Switch integration package	Always
language set	Language set	Always, minimum of one per major messaging application
vlodg	Lucent INTUITY Lodging application software	Required for Lodging
vpms	Lucent INTUITY Lodging Stand-Alone PMS Interface Software	Optional for Lodging
qwpms	Lucent INTUITY Lodging GuestWorks™ PMS Interface Software	Optional for Lodging
vfax	Lucent INTUITY Lodging FAX Messaging application software	Optional for Lodging

(2 of 2)

Verifying Feature Options

The Lucent INTUITY system has a variety of optional features. If you purchase an optional feature, you can verify whether it is activated for your system by checking its status on the Feature Options window.

NOTE:
This is a read-only window. You cannot make changes to the information.

Displaying the Feature Options Report

To display the Feature Options window:

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
System Reports

Page 7-30

1. Start at the Lucent INTUITY main menu and select:

```
> Customer/Services Administration

    > Feature Options
```

The system displays the Feature Options window (Figure 7-17).

```
                    Feature Options (Read Only)
                                                                    ^
Feature Options Available                 Current    Max

Audix Application                         ON         N/A
DCS                                       OFF        N/A
Enhanced-List Application                 OFF        N/A
Fax for Lodging                           OFF        N/A
Fax                                       OFF        N/A
High speed digital ports                  0          12
Internet Messaging Application            OFF        N/A
Low speed digital ports                   0          12
Lucent Voice Director Sessions            32         64
Lucent Voice Director Size                1000       20000
Max Number of IMAPI Sessions              32         96
Multilingual Lodging                      OFF        N/A
Multilingual                              OFF        N/A
Number of Mailboxes Purchased             15000      20000
TCPIP digital ports                       4          12
Text-to-Speech Sessions                   4          4          u
Trusted Servers                           32         64
hours_of_speech                           170        173
```

Figure 7-17.   Feature Options Window; Verifying Feature Activation

Interpreting the Features Options Report

Table 7-10 describes the selected options in this window.

Table 7-10.   Feature Options

Feature	Available Settings	Maximum
AUDIX Application	Feature is on or off.	N/A
DCS	Feature is on or off.	N/A
Enhanced-List Application	Feature is on or off.	N/A

(1 of 2)

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
System Reports

Page 7-31

Table 7-10. Feature Options

Feature	Available Settings	Maximum
Fax for Lodging	Feature is on or off.	N/A
Fax	Feature is on or off.	N/A
High speed digital ports	Current number of high-speed INTUITY AUDIX Digital Networking ports enabled.	12
Low speed digital ports	Current number of low-speed INTUITY AUDIX Digital Networking ports enabled.	12
Max Number of IMAPI Sessions	Current number of IMAPI LAN sessions purchased.	96
Multilingual Lodging	Feature is on or off.	N/A
Multilingual	Feature is on or off.	N/A
Number of Mailboxes Purchased	This selection applies to the AUDIX application.	20,000
TCPIP Digital Ports	Current number of digital ports purchased.	4
Text-to-Speech Sessions	Current number of TTS sessions purchased	4 without an SSP card 30 with an SSP card
Trusted Servers	Current number of trusted servers.	64
hours_of_speech	Number of hours of speech on the INTUITY AUDIX system's hard disks that have been payed for and activated.	Number of hours of speech left on the hard disk that can be purchased and activated. If this number is 0 and additional hours of speech are needed, another hard disk must be purchased.
voice_ports	Number of ports on the INTUITY AUDIX system that have been payed for and activated.	Maximum number of ports that can be purchased and activated for the current platform size.

(2 of 2)

Logs

The Lucent INTUITY system and Lodging provide 3 logs for use with Lodging:

- Alarm Log

- Administrator's Log

- PMS Communication Log

Administrator's and Alarm Logs

See Alarms and Log Messages for information about using the Alarm and Administrator's Logs.

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.

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 a diskette or print it.

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.

$\Longrightarrow$ 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. Start at the Lucent INTUITY main menu and select:

```
> Lodging Administration
```

2. Press F7 (Cmd-Menu).

The system responds by displaying the Command Menu window (Figure 7-18).

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Logs Page 7-33

```
              Command Menu
>Audit Mailbox Database
 Audit And Fix Mailbox Database
 LDG/PMS Database Synchronization
 LDG/PMS Link Restart
 PMS Communication Log
```
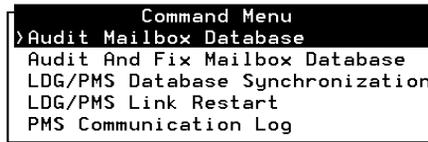
Figure 7-18.   Command Menu Window

3. Select PMS Communication Log.

   The system responds by displaying the PMS Communications Log window
   (Figure 7-19).

```
 PMS Communications Log
 Start PMS Log
 Stop PMS Log
 Display PMS Log
 Download PMS Log
```
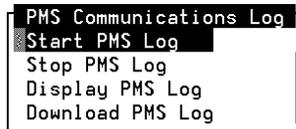
Figure 7-19.   PMS Communications Log Menu

4. Select Start PMS Log.

   The system responds by displaying the Select Level window (Figure 7-20).

```
   Select Level
Trace level:
```

Figure 7-20.   Select Level Window

5. Type high and press F3 (Save).

   The system displays the following message:

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

   Press <Enter> to continue.
   ```

6. Press ENTER.

   The system responds by returning to the Select Level window.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Logs *Page 7-34*

7. Press �F6 (Cancel). The system returns to the PMS Communications
    Log menu.

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, open
the PMS Communications Log to look for errors.

To display the PMS Communications Log:
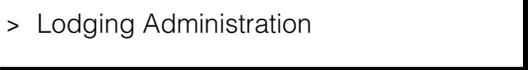
1. Start at the Lucent INTUITY main menu and select:

> > Lodging Administration

2. Press ⎚7 (Cmd-Menu).

    The system responds by displaying the Command Menu (Figure 7-21).
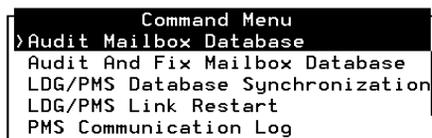
```
            Command Menu
>Audit Mailbox Database
 Audit And Fix Mailbox Database
 LDG/PMS Database Synchronization
 LDG/PMS Link Restart
 PMS Communication Log
```

Figure 7-21.   Command Menu

3. Select PMS Communication Log.

    The system responds by displaying the PMS Communications Log menu
    (Figure 7-22).
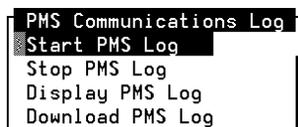
```
PMS Communications Log
 Start PMS Log
 Stop PMS Log
 Display PMS Log
 Download PMS Log
```

Figure 7-22.   PMS Communications Log Menu

4. Select Display PMS Log.

    The system displays the following message:

```
Formatting
```

The system then displays logged data (Figure 7-23).

➤ **NOTE:**
The screen below displays 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 7-23. PMS Communications Log

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

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 stops 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. Start at the Lucent INTUITY main menu and select:

> Lodging Administration

2. Press F7 (Cmd-Menu).

The system displays the Command Menu (Figure 7-24).

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

Figure 7-24. Command Menu

3. Select PMS Communications Log.

The system displays the PMS Communications Log Menu (Figure 7-25).

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Database Audits

Page 7-37

```
┌─────────────────────────────┐
│ PMS Communications Log       │
│▓Start PMS Log               │
│ Stop PMS Log                 │
│ Display PMS Log              │
│ Download PMS Log             │
└─────────────────────────────┘
```
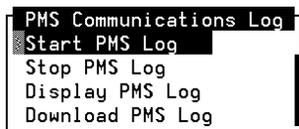
Figure 7-25.   PMS Communications Log Menu

4. Select Stop PMS Log.

   The system displays the following message:

   PMS communication log stopped.

   Press <Enter> to continue.

5. Press ENTER.

   The system returns to the PMS Communications Log menu (Figure 7-25).

Database Audits

Audits provide a means to monitor system operation. The system performs audits in the background and it displays the results when it finds inconsistencies 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 any discrepancies between the speech database and mail database. This audit may be run during system operation. If you find discrepancies, stop and start the voice system to correct the discrepancies. Stopping and starting the voice system will force Lodging to audit and fix the database.

To audit the mailbox databases:

1. Start at the Lucent INTUITY main menu and select:

   ```
   > Lodging Administration
   ```

2. Press F7 (Cmd-Menu).

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Database Audits Page 7-38

The system displays the `Command Menu` (Figure 7-26).

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

Figure 7-26. 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 7-27).

   > **NOTE:**
   > The system will not fix the databases unless you stop the voice system.

```
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
```

Figure 7-27. 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.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Database Audits

Page 7-39

5. Press (ENTER).

The system returns you to the Command Menu.

Fix Mailbox Databases: Stop and Start the Voice System

To fix 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 Lodging databases:

> **NOTE:**
> This procedure also operates an audit.

1. Start at the Lucent INTUITY main menu and select:

```
> Customer/Services Administration

    > System Management

        > System Control

            >Stop Voice System
```

The system displays the following message:

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

2. Enter **y**

The system displays the following message:

```
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...
```

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Database Audits Page 7-40

3. Press (ENTER).

   The system displays the System Control menu.

4. From the System Control menu select:

   ```
   > Start Voice System
   ```

   The system responds by beginning an audit and displays the following message:

   The voice system is starting

   When the process is finished, the system displays the following message:

   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 returns you to the System Control menu.

Lodging Audit: Access through the Lucent INTUITY System Menus

The Audit and Fix Mailbox Database command may also be accessed through the Lucent INTUITY menus. 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.

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

1. Start at the Lucent INTUITY main menu and select:

   ```
   > Customer/Services Administration

       > Database Audits

           > Lodging Audit
   ```

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Database Audits

Page 7-41

➡ **NOTE:**

The system will stop at `Lodging Audit` and not display a window.

2. Press F8 (Chg-Keys).

The system displays the alternate softkeys.

3. Press F1 (Runaudit).

The system displays the following message:

```
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 F4 (View_Res).

The system displays the `Results of Lodging Audit` window (Figure 7-28).
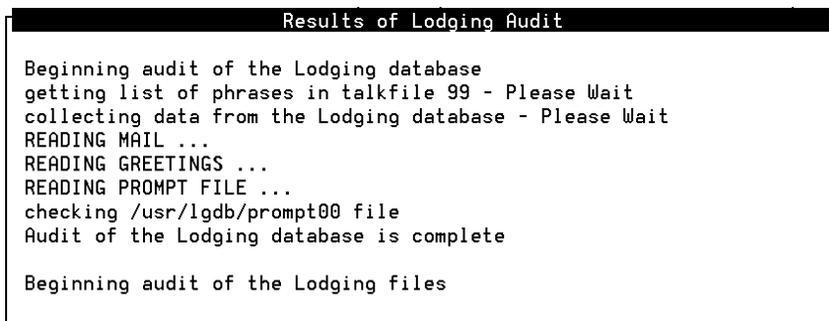
```
                    Results of Lodging Audit

  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 7-28. Results of Lodging Audit Window

7. Examine the output. Use the 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 "Fix Mailbox Databases: Stop and Start the Voice System" on page 7-39.

8. Press F6 (Cancel).

The system displays the Database Audits menu.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

7 Reports, Logs, and Audits
Database Audits

Page 7-42

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Overview

Page 8-1

Troubleshooting

8

Overview

This chapter provides troubleshooting information to help you isolate and correct problems that may occur with Lucent™ INTUITY™ Lodging in the following areas:

- "Call Handling Problems"

- "System Problems"

- "Message-Waiting Indicator Problems"

- "Property Management System Problems: Systems with a Link Between the PMS and the Lucent Intuity System".

For hardware problems, see your system's maintenance book.

Purpose

The purpose of this chapter is to provide troubleshooting information for system administrators.

Service Path

When you purchased 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 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.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Troubleshooting Strategy

Page 8-2

Your contract and location will determine if you have automatic alarm origination. Systems with automatic alarm origination will place a telephone call to a remote maintenance center and deliver a message about a major or a minor alarm condition. See Alarms and Log Messages for additional information.

Troubleshooting Strategy

Problems with 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. Check the system for alarms or administrative messages. See Alarms and Log messages for additional information.

2. For problems that do not generate alarms, gather information. Use the trouble report to record information from guests or attendants who reported the problem. See the key in this chapter for page references for troubleshooting help.

3. Try to recreate the problem. Make test calls from guest, attendant, and the administrator's telephones.

4. By a process of elimination or by scanning this chapter, try to narrow the problem to one of the following: call handling, system administration, MWI, or PMS.

5. 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. Each section lists one or more possible reasons and solutions below the problem with the most commonly encountered listed first. Try all remedies before proceeding.

6. If you try all the remedies and nothing works, call for help. Because Lodging works with PMSs and other vendors' telephone systems, make sure that the problem is with Lodging before following your Lodging service path. When you speak with service personnel, be sure to tell them what troubleshooting steps you have taken.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Lodging User Trouble Report Key

Page 8-3

Lodging User Trouble Report Key

The following table lists the page number in this chapter for the trouble. This list corresponds to the trouble report in Appendix A.

Phrase	Page
"Login incorrect"	page 8-4
"Invalid extension"	page 8-4
"Invalid password"	page 8-4
"Transfer failed"	page 8-5
"No one is checked in to the room you dialed"	page 8-5
"No one is available to receive your call"	page 8-6
"This call is experiencing technical difficulties"	page 8-7
"Due to technical difficulties, your call is being transferred"	page 8-8
"There is no room in the mailbox to leave a message"	page 8-10
"The speech database is full"	page 8-10
Busy signal	page 8-10
"Multiple logins"	page 8-11
"No default guest interface language"	page 8-12
"The language requested is not installed"	page 8-12
"Undelivered FAX messages have been returned"	page 8-14

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Call Handling Problems

Page 8-4

Call Handling Problems

This section helps you troubleshoot problems in the telephone interface. Many of the symptoms in this section are Lodging prompts played to signal a problem.

The guest hears "login incorrect" and is unable to access the guest mailbox.

Possible Reason:	The guest has entered the wrong extension or password.
Solution:	Ask for the guest's extension and mailbox password. Use the Lucent INTUITY system terminal to verify whether these are correct.
	Call the message retrieval number. Enter the guest's extension and password. If you hear "invalid extension" or "invalid password," see that symptom in this section.
Possible Reason:	The guest is attempting to retrieve messages from a hotel lobby telephone and the number of digits in the guest's extension exceeds the Maximum Extension Length system parameter.
Solution:	Display the System Parameter screen to determine the maximum extension length. 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.

"Invalid extension" or "invalid password" is heard when an attendant is attempting to connect a guest to the mailbox or when a guest is attempting to retrieve messages from a lobby telephone.

Possible Reason:	The extension or password entered using the telephone interface differs from the extension or password used to check in the guest.
Solution:	Verify whether guest is checked in using the correct extension and password. Re-administer the password for the guest.
Possible Reason:	In the integrated PMS environment, the PMS link was down when the guest checked in. The guest does not have a mailbox.
Solution:	The guest will have a mailbox when the PMS link is restored and the systems complete automatic database synchronization. To verify the PMS link's state, see "Property Management System Problems: Systems with a Link Between the PMS and the Lucent Intuity System" on page 8-23.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Call Handling Problems

Page 8-5

Possible Reason:	The guest's password is a pound sign (#). This allows access to the mailbox only from the guest's assigned room.
Solution:	If the guest does not wish to use this feature, ask the guest to choose a password and modify the guest's mailbox to change the password.
Possible Reason:	The attendant is attempting to restore a deleted message for a checked-out guest.
Solution:	Deleted messages are purged from the Lucent INTUITY system when a guest checks out and cannot be restored. Only new, saved, or restored messages in the guest mailbox can 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 not be administered properly.
Solution:	See your vendor's telephone system documentation and your Lucent INTUITY switch integration book.

Caller hears "No one is checked in to the room you dialed" and is unable to leave a message.

Possible Reason:	The attendant or caller dialed the wrong extension.
Solution:	Use the Lucent INTUITY system terminal to verify whether the guest the caller is trying to reach is checked in. Try the transfer again.
Possible Reason:	The guest is not checked in.
Solution:	Check the guest in. If the PMS link was down at the time of checkin, the PMS and Lodging databases may not be synchronized.
Possible Reason:	The wrong extension was used to check in the guest.
Solution:	Verify whether the guest has been checked in using the correct extension. Try to display information about the guest's mailbox. If the system does not display information, check the guest into the correct extension. Delete the wrong extension.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Call Handling Problems

Page 8-6

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.
Solution:	The guest will have a mailbox when the PMS link is restored and the systems complete automatic database synchronization. To verify the state of the PMS link, see "Property Management System Problems: Systems with a Link Between the PMS and the Lucent Intuity System" on page 8-23.

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.
Solution:	Specify the primary attendant extension or attendant hunt group number on the System Parameter screen.
Possible Reason:	All of the attendant extensions are busy and the queue is full.
Solution:	The caller or guest can try to reach the attendant later. If this problem is reported often, consider adding more attendant extensions.

The caller is never transferred to the mailbox or is transferred to an attendant when no one answers the telephone in a guest's room.

Possible Reason:	A large volume of calls can create a condition where the Lucent INTUITY system is busy and has no ports available to accept calls.
Solution:	Monitor the system traffic. If this is a frequent condition, contact your sales representative and purchase additional ports.
Possible Reason:	The call coverage path for the extension has been incorrectly administered in the telephone system.
Solution:	See your telephone system's documentation for instructions about administering call coverage paths.

A guest dials the message retrieval number. It rings, but Lodging never answers.

Possible Reason:	A large volume of calls can create a condition where the Lucent INTUITY system is busy and has no ports available to accept calls.
Solution:	Monitor the system traffic. If this is a frequent condition, contact your sales representative and purchase additional ports.
Possible Reason:	The system has heavy FAX traffic or is using too many channels to deliver FAXes to the guest services FAX machine or other destinations.
Solution:	Monitor the system call and FAX traffic. If this is a frequent condition, contact your sales representative and purchase additional ports.
Possible Reason:	The message retrieval number was configured incorrectly.
Solution:	Confirm the message retrieval number.
Possible Reason:	The analog line is not properly connected to the channel.
Solution:	Verify the channels. See your Lucent INTUITY maintenance book. Identify and record the card or channel that did not pass the diagnostics or are in the *foos state on the Voice Equipment screen.
	Look at the back of the Lucent INTUITY system. Verify whether 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:	The channels do not have assigned services or if *DNIS_SVC is assigned, Lodging has not been assigned as a part of *DNIS_SVC.
Solution:	Verify whether all channels have services assigned. See your Lucent INTUITY installation book.

"This call is experiencing technical difficulties."

Possible Reason:	The PMS link is down.
Solution:	Verify system status and restart PMS link.
Possible Reason:	No default has been set for the guest interface language.
Solution	Set a default guest language using the System Parameter screen.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Call Handling Problems Page 8-8

Possible Reason:	Phone to channel mapping is incorrect.
Solution:	Verify whether the telephone to channel mapping is correct. See your Lucent INTUITY installation book.

Possible Reason:	The system is heavily loaded.
Solution:	Try the call again later. Look at the traffic reports and view the System Monitor. If the problem persists, evaluate the number of channels needed at your site. Talk to your sales representative.

Possible Reason:	At large hotels, database synchronization is in progress.
Solution:	When automatic database synchronization is completed, all services will return to normal. To verify the progress of the database synchronization, see "Property Management System Problems: Systems with a Link Between the PMS and the Lucent Intuity System" on page 8-23.

Possible Reason:	The 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.
Solution:	Lodging will automatically delete the message.

"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 window defines that all coverage calls are to be handled by the attendant.
Solution:	When the PMS link is back, callers will no longer hear this message. To verify the state of the PMS link, see "Property Management System Problems: Systems with a Link Between the PMS and the Lucent Intuity System" on page 8-23.

Messages are truncated.

Possible Reason:	There was excessive background noise when caller was leaving the message.
Solution:	The caller needs to speak up or eliminate background noise. If the problem persists, follow your service path.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Call Handling Problems

Page 8-9

Possible Reason:	The caller pressed a touch tone while recording the message. This terminated the recording.
Solution:	Inform the caller or guest that this is a feature. The system plays a menu with instructions and options if the caller presses a touch tone.
Possible Reason:	When recording the message, the caller's voice simulated a touch tone. This terminated the recording.
Solution:	Inform the caller or guest that this is a rare occurrence and to attempt to leave the message again.
Possible Reason:	The incoming trunk lines are noisy.
Solution:	Call your local telephone company and ask them to check the lines.

Guest hears "Message terminated by transfer to the operator."

Possible Reason:	The caller pressed zero or another touch tone while recording the message.
	The caller did not did not record a complete message before pressing a touch tone.
Solution:	The operator or attendant should instruct the caller not to press any touch tones and transfer the call to the guest's mailbox.

System prompts for room extension when a guest is retrieving messages from the guest's room.

Possible Reason:	No one is checked into that room.
Solution:	Attempt to display information about the guest's mailbox. If the system does not display information, check the guest in.
Possible Reason:	The number of digits in the guest's extension exceeds the maximum extension length.
Solution:	Display the System Parameter screen to determine the maximum extension length. 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.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Call Handling Problems

Page 8-10

Caller hears "There is no room in the mailbox to leave a message."

Possible Reason:	The guest's mailbox is full of messages.
Solution:	Ask the guest to delete unneeded messages. Look at the Guest Over Mailbox Limit report to determine if you need to adjust the mailbox size.

Caller hears "The speech database is full."

Possible Reason:	The Lucent INTUITY system is extremely low on disk space.
Solution:	Stop and start the voice system. This will rid the speech database of any unreferenced messages. See Stop and Start the Voice System.
	Purge all old mailboxes, and then broadcast a message asking guests to delete any unneeded messages. Look at the Guests Over Mailbox Limit and Mailbox Usage report to see how many guests are experiencing problems. If this happens often, consider purchasing more speech storage. 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.
Solution:	Retry the call later.
Possible Reason:	All channels are currently in use and the queue is full.
Solution:	Retry the call later. If this happens often, consider adding more channels to the system. Talk to your sales representative.
Possible Reason:	Channels are not in service.
Solution:	Verify whether all channels are in the "Inserv" state with the System Monitor (Chapter 7). If the problem persists, try to narrow the problem to a specific channel and card, and then follow your service path.
Possible Reason:	Phone-to-channel mapping is incorrect.
Solution:	Verify whether the correct extensions are mapped to their corresponding channels. See your installation book for information.
Possible Reason:	The Lucent INTUITY computer is not on.
Solution:	Restore power to the system. For additional information, see your INTUITY maintenance book.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Call Handling Problems

Page 8-11

Guest hears "multiple logins."

Possible Reason:	After retrieving messages, the guest does not completely disconnect.
Solution:	Try the call again later. If the problem persists, stop and start the voice system. See <u>Stop and Start the Voice System</u>.
Possible Reason:	Two people (for example, a guest and an attendant) are trying to access the mailbox at the same time.
Solution:	Try the call later.

Lodging is taking a long time to answer.

Possible Reason:	A large volume of calls can create a condition in which the Lucent INTUITY system is busy and has no ports available to accept calls. The system will answer the call as soon as a port is available.
Solution:	Monitor the system traffic. If this is a frequent condition, contact your sales representative and purchase additional ports.
Possible Reason:	The system has heavy FAX traffic or is using too many channels to deliver FAXes to the guest services FAX machine or other destinations.
Solution:	Monitor the system call and FAX traffic. If this is a frequent condition, contact your sales representative and purchase additional ports.
Possible Reason:	In the integrated PMS environment, PMS automatic database synchronization is in process. This can slow Lodging's response time.
Solution:	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.
Solution:	Attendants should press # after dialing the last digit of the extension during a transfer.

Caller or guest hears the reorder tone (holler tone).

Possible Reason:	A channel is not administered properly in the telephone system.
Solution:	See your telephone system's documentation for channel administration instructions.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Call Handling Problems

Page 8-12

"No default guest interface language has been specified".

Possible Reason:	The Lodging System Parameter window does not have a valid default guest interface language.
Solution:	Administer a valid language name.

"The language requested is not installed."

Possible Reason:	The PMS checked in a guest with a language which is not installed on the system, or a language package previously installed on the system has been removed.
Solution:	Check the PMS interface language assignment and operation.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
FAX Messaging Problems

Page 8-13

FAX Messaging Problems

FAX(es) stop printing to the guest services FAX machine.

Possible Reason:	The guest services FAX machine is jammed, out of paper, without power, or overly busy.
Solution:	Check the condition of the guest services FAX machine. Look for jams. Check for lack of paper, toner, and power.
	Check the guest services fax machine number on the FAX System Parameters Administration window. Call the number and confirm that it is answering with tone.
	If the guest services FAX is operational, check the number of FAXes that it has printed and the time at which the FAX machine printed the FAXes. If the FAX machine printed the FAXes closely together, the machine may be too busy to support the Lucent INTUITY system and other incoming calls. You may need to restrict the FAX machine so that it is only used with the Lucent INTUITY system.
	If the guest services FAX machine is operational but not receiving any FAXes from the Lucent INTUITY system, check the FAX System Parameters screen to verify whether the system has the right extension number for the guest services FAX machine field. Call the extension to verify whether the FAX machine is operational.
	If the FAX machine is operational, check the Lodging FAX message queue to see if the system has been unable to deliver FAXes. If the system has a large number of FAXes waiting to be printed, display the FAX System Parameters window and check the number of channels set for FAX delivery. If this number is too low, the system will be unable to call out to the FAX machine or other FAX destinations. If the system is receiving a large number of telephone calls, it may not be able to place telephone calls to deliver the FAX. If the problem persists, contact your sales representative and add more channels.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
FAX Messaging Problems

Page 8-14

Guest hears, "Undelivered FAX messages have been returned."

Possible Reason:	The guest pressed ⬚1 to receive FAXes on the same telephone call but was not calling from a FAX machine.
Solution:	To use ⬚1, the guest must call from a FAX machine. If the guest calls from a standard telephone and pressed ⬚1, the system will not be able to get a response tone for FAX delivery. Request the guest to:

1. Call from a FAX machine.

2. Press ⬚3 to send the FAX to the guest services FAX machine.

3. Ask the guest to use the polling feature on the FAX machine.

Solution:	Administer the dataport as an in-room fax machine. Check the PC/notebook connection to the dataport. If the PC/notebook is properly connected, try the call again.
Possible Reason:	The guest pressed ⬚2 to send FAXes to an in-room FAX machine, and the in-room FAX machine is not operational or the system is unable to reach the in-room FAX machine.
Solution:	

1. Check the condition of the in-room FAX machine. Add paper, remove the jam, or return power to the FAX machine, as needed. If the machine is operational, check the machine's log. The machine may simply have been busy with other requests.

2. Display the Guest FAX Profile Administration window for the guest's mailbox and check the telephone number for the in-room FAX machine. Call the number administered in the system to verify whether the FAX machine is answering and playing out FAX tone.

3. If the in-room FAX machine is operational, check the Lodging FAX message queue to see if the system has been unable to deliver FAXes. If the system has a large number of FAXes waiting to be printed, display the FAX System Parameters window and check the number of channels set for FAX delivery. If this number is too low, the system will be unable to call out to the FAX machine or other FAX destinations. If the system is receiving a large number of telephone calls, it may not be able to place telephone calls to deliver the FAX. If the problem persists, contact your sales representative and add more channels.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
FAX Messaging Problems

Page 8-15

Possible Reason:	The guest pressed 3 to send FAX(es) to the guest services FAX machine, and the guest services FAX machine is not operational or the system is unable to reach the guest services FAX machine.
Solution:	1. Check the condition of the guest services FAX machine. Add paper, remove the jam, or return power to the FAX machine, as needed.
	2. Display the FAX System Parameters screen and check the telephone number for the guest services FAX machine. Call the number administered in the system to verify whether the FAX machine is answering and playing out FAX tone.
	3. If the guest services FAX machine is operational, check the Lodging FAX message queue to see if the system has been unable to deliver FAXes. If the system has a large number of FAXes waiting to be printed, display the FAX System Parameters screen and check the number of channels set for FAX delivery. If this number is too low, the system will be unable to call out to the FAX machine or other FAX destinations. If the system is receiving a large number of telephone calls, it may not be able to place telephone calls to deliver the FAX. If the problem persists, contact your sales representative and add more channels.
Possible Reason:	The guest pressed 4, to enter an off-site number for FAX(es) delivery, and the remote FAX machine or voice messaging system did not receive the FAX. The guest may have entered the wrong number, the system may not be administered to accept the guest's selected number, or the remote FAX machine may not be operational.
Solution:	Ask the guest for the number. Check the FAX System Parameter Administration window to be sure that the system is administered to accept the destination. If the guest may not deliver FAXes to the telephone number, inform the guest. If the telephone number is allowed, call the number and listen for FAX tone. If the FAX machine answers and is operational, call the guest's mailbox and instruct the system to deliver the FAX to the telephone number. It is possible that the FAX machine was busy each time that the Lucent INTUITY system tried to deliver the FAX.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
FAX Messaging Problems

Page 8-16

A guest room receives multiple telephone calls playing out FAX tone.

Possible Reason: One of the guests attempted to forward a FAX to another guest's extension.

Solution: Lodging does not accept FAX calls directly into a guest mailbox through the guest extension.

Display the FAX Messaging Queue. Remove the FAXes from the queue with the room extension destination. Note the sending guest's extension number. Contact the sending guest. If the guest has a paper copy of the FAX, offer to make a copy for the other guest or use the FAX ID, if the FAX was or is in the administrator's mailbox, and forward the FAX to the other guest's mailbox.

If the guest does not have a paper copy, restore the FAX to the guest's mailbox, print a copy to the guest services FAX machine, and give the FAX to the other guest or use the FAX ID to forward a copy to the other guest's mailbox from the administrator's mailbox. You can also offer to print out a copy of the FAX and deliver it.

$\Longrightarrow$ **NOTE:**
Deleted FAXes (any FAXes that the guest prints or forwards from the guest mailbox) are deleted from the system at midnight if the guest instructed the system before 11:00 p.m. to deliver the FAX. If the guest gave the system instructions after 11:00 p.m. or if the FAX has not been stored in a deleted condition by the system for at least 6 hours, the system will wait until midnight of the following day to delete the FAX. The system retains FAXes in the administrator's mailbox for not less than 24 hours. FAXes deleted from the administrator's mailbox before 6:00 p.m. and that are at least 24 hours old will be removed at midnight that day. FAXes deleted from the administrator's mailbox after 6:00 p.m. and that are 24 hours old will be removed at midnight the following day. FAXes that have not been printed or deleted will remain in the system indefinitely.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
FAX Messaging Problems

Page 8-17

A guest calls the system and the system reports that the guest has FAX(es). When the guest presses ⑥ to get FAX(es), the system asks the guest to press ⓪, and transfers the guest to the attendant.

Possible Reason:	An attendant used the Message Management screen to increase the FAX tally to indicate that the guest has paper FAXes.
Solution:	Systems using Lodging FAX Messaging should use the text field for all paper messages. Do not use fax as an option.
	Deliver the paper FAX to the guest. Stop using "fax" in the `Message Type:` field in the Message Management window.
	To turn off the MWI, use the Message Management window and mark all FAXes in the count "delivered."

> **NOTE:**
> PMS protocol supports incrementing the FAX tally. Instruct attendants not to use FAX as a message type on PMS screens if you are using Lodging FAX Messaging on your system.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
FAX Messaging Problems

Page 8-18

The administrator delivers FAX(es) to the guest's mailbox. The guest reports not receiving the FAX(es).

Possible Reason:	The administrator forwarded the FAX to the wrong mailbox.
Solution:	Forward the FAX to the correct mailbox. Verify the guest's extension. Use the FAX ID from the printed copy to identify and forward the FAX. You may only do this if the FAX is still in the administrator's mailbox.

> ➡ **NOTE:**
> Deleted FAXes (any FAXes that the guest prints or forwards from the guest mailbox) are deleted from the system at midnight if the guest instructed the system before 11:00 p.m. to deliver the FAX. If the guest gave the system instructions after 11:00 p.m. or if the FAX has not been stored in a deleted condition by the system for at least 6 hours, the system will wait until midnight of the following day to delete the FAX. The system retains FAXes in the administrator's mailbox for not less than 24 hours. FAXes deleted from the administrator's mailbox before 6:00 p.m. and that are at least 24 hours old will be removed at midnight that day. FAXes deleted from the administrator's mailbox after 6:00 p.m. and that are 24 hours old will be removed at midnight the following day. FAXes that have not been printed or deleted will remain in the system indefinitely.

Possible Reason:	An attendant or administrator used the Message Management window or a PMS field to report FAXes as delivered.
Solution:	The system will allow you to manually control the count of FAXes in the mailbox. If you report all FAXes as delivered on the Message Management window, the system will adjust the total to zero even if there are electronic copies of FAXes in the mailbox. The guest will not hear a FAX announcement and will not be able to retrieve the electronic FAXes. Increment the fax message tally.

Administrator deleted the wrong FAX(es).

Possible Reason:	You entered the wrong FAX ID.
Solution:	The system retains deleted FAXes in the administrator's mailbox for not less than 24 hours. Using the telephone interface, call the administrator's FAX mailbox and enter the deleted FAX ID when prompted for the FAX ID.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
FAX Messaging Problems

Page 8-19

Administrator forwarded FAX(es) to the wrong extension.

Possible Reason:	You entered the wrong extension number.
Solution:	Forward the FAXes to the correct extension. The system retains forwarded FAXes in the administrator's mailbox for not less than 6 hours.

If you know the wrong extension number, use the system console and view the Mailbox window for the wrong extension to verify whether the wrong extension has the FAX in the mailbox. Depending upon your hotel's policy, you may:

1. Call the hotel's FAX telephone number.

2. Enter $*$ and the mistaken extension number.

3. Print the FAX to the guest services FAX machine.

These steps will clear the wrongly forward FAX from the guest's mailbox. However, if deleted messages are restored for the guest, the system will return the FAX to the mailbox. Use caution. If the guest who received the wrong FAX intended to forward the FAX to another destination such as an office or a customer, you will need the FAX ID to restore the guest's FAXes. If the FAX was received directly into the guest's extension, you will be unable to restore only the FAX that the guest should have.

If the guest mailbox has the wrongly forwarded and other FAXes, you may want to contact the guest, explain the mistake, ask the guest to print all FAXes to the guest services FAX machine. Distribute the paper copies to the correct individuals.

> ⚠ **CAUTION:**
> *Always follow your hotel's security and privacy policies when dealing with mis-directed FAXes.*

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
System Problems

Page 8-20

System Problems

This section details problems that may occur when you start up the Lucent INTUITY system.

Forgotten terminal-based passwords.

Solution:	For the sa login, follow your service path. For attend, use the sa login to change the attend password.

Cannot login.

Possible Reason:	The user is typing with capital letters.
Solution:	Check the ⌜Caps Lock⌟ key. UNIX is a case-sensitive operating system, so "SA" means something different than "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.
Solution:	Remove the diskette, and press ⌜Ctrl⌟ ⌜ALT⌟ ⌜DEL⌟ to reboot.
Possible Reason:	There is a hardware problem.
Solution:	See your maintenance book.

The screen shows UNIX system or console parity errors during boot up.

Possible Reason:	A condition such as a power outage caused problems. The system was unable to properly stop operating because of the power failure.
Solution:	Record the errors printed on your screen and then follow your service path.

The screen shows "system error in checking guest".

Possible Reason:	System error.
Solution:	Stop and start the messaging system. See Stop and Start the Voice System.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Message-Waiting Indicator Problems

Page 8-21

Message-Waiting Indicator Problems

This section covers some of the problems related to message-waiting indicators (MWIs).

For systems integrated with Lucent switches, MWI signals may be activated by the PMS, Lodging, or leave word calling (LWC), activation from the attendant console. Although any one of these components can turn the MWI on, only the component that turns the MWI on can turn it off. For example, if a guest complains that the 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.

If MWI trouble occurs, determine which component controls the MWI from the Lodging System Parameters window. Since the attendant console is independent of the PMS or Lodging, ask the attendant if the MWI was activated from the console.

Once you have determined which system controls the MWI, try the appropriate remedies.

$\Longrightarrow$ NOTE:

Lucent Technologies recommends that you don't activate the MWI from the console.

Guest has messages but MWI is not on.

Reason:	In the integrated PMS environment, the PMS link is down, and System Parameter window specifies that the MWI is controlled by the PMS.
Solution:	When the PMS link is back, MWIs are automatically updated to correct downtime inconsistencies. To verify the state of the PMS link, see "Property Management System Problems: Systems with a Link Between the PMS and the Lucent Intuity System" on page 8-23.
Possible Reason:	The link to the telephone system link is down and the System Parameter window specifies that the MWI is controlled by the Lodging.
Solution:	See the switch document in your Lucent INTUITY documentation set.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Message-Waiting Indicator Problems

Page 8-22

Possible Reason:	The telephone system administration of the MWI is incorrect.
Solution:	See your telephone system's documentation to verify whether the MWI for that extension is enabled and is the appropriate type (LED or neon).
Possible Reason:	The telephone line is not properly connected to the guest's telephone or the MWI bulb is burned out.
Solution:	Check the telephone connection. When you insert the telephone line into the telephone, 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 telephone.

The administrator's MWI is out of sync (on when they are supposed to be off and vice versa).

Possible Reason:	The MWI was controlled by Lodging.
Solution:	Check control of the MWI.

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.
Solution:	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 Problems: Systems with a Link Between the PMS and the Lucent Intuity System".
Possible Reason:	The PMS automatic database synchronization is in process. This can slow MWI updates.
Solution:	When the synchronization is complete, all MWIs should be updated to the correct state.
Possible Reason:	In the integrated PMS environment, the PMS is not communicating to the switch.
Solution:	See your PMS vendor's manual for possible remedies.
Possible Reason:	The telephone system link is down and Lodging controls of the MWIs.
Solution:	See your telephone system documentation.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Property Management System Problems: Systems with a Link Between the PMS Page 8-23

Possible Reason:	The MWI queue is malfunctioning.
Solution:	Stop and start the voice system. See Stop and Start the Voice System.
Possible Reason:	Control of the MWI was changed on the System Parameter window.
Solution:	Change the control back to its original setting.

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

The link between the PMS and the Lucent INTUITY system is extremely important. Each system keeps its own database of information. The link allows updates to the databases. For example, PMS automatically tells Lucent INTUITY system when it checks guests in so that Lodging can add those guests to its database and give them mailboxes. Lodging automatically tells the PMS when guests receive messages so that PMS can update those guests' message tallies.

NOTE:

PMS software that interacts with the Lucent INTUITY 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 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, the condition may cause 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. The most common problems that result are covered in the "Call Handling Problems" on page 8-4. 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

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Property Management System Problems: Systems with a Link Between the PMS   Page 8-24

If the PMS link is down, the system will generate one of the following alarms:

> 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 comes back, the databases will automatically resynchronize.

Below are two troubleshooting paths for PMS link problems.

If the Lodging/PMS Link Is Down

If the PMS link is down, do the following in order:

1. Check the physical connection between the Lucent INTUITY system 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. An Alarm Code 11 indicates that PMS link is down. See Alarms and Log messages for additional information.

3. Check the PMS Link Idle Timeout on both systems. For the Lucent INTUITY system, see Lucent *INTUITY Lodging Property Management System Specifications*.

4. Read the section "While the Link Is Down" on page 8-25.

5. If the PMS does not return to service itself, determine which system 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.

   Lucent Technologies recommends following your PMS vendor's service path before following your Lucent service path.

If the Lodging/PMS Link Is Up

If the PMS link is up and you are experiencing problems with the messaging system, determine which system is malfunctioning. 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 "Restarting the PMS Link" on page 8-25.

Lucent Technologies recommends that you follow your PMS vendor's service path before following your Lucent service path.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
PMS Link Procedures

Page 8-25

While the Link Is Down

When the link is down and the PMS is still up and running, you can perform administrative tasks at the PMS terminal. All telephone-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: Lodging can continue to take messages, or all coverage calls can be transferred to the attendant. For more information, see .

If Lodging handles coverage calls while the link is down, guests can check out and Lodging will continue to take messages for them. 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 Lodging administrator option.

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.

PMS Link Procedures

This section provides several step-by-step procedures for troubleshooting. Do not perform these procedures unless instructed to do so by this document.

Restarting the PMS Link

Do a PMS restart only if it is the time of day when 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:

1. Starting at the Lucent INTUITY main menu select:

```
> Lodging Administration
```

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
PMS Link Procedures *Page 8-26*

2. Press ⌨F7 (Cmd-Menu) to display the Command Menu.

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

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

Figure 8-1. Command Menu Window

3. Select

```
> LDG/PMS Link Restart
```

After you choose the PMS restart option, 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.

4. Press ⌨ENTER to return to Command Menu.

5. Press ⌨F6 (Cancel) to return to the Lodging Administration window.

PMS Database Synchronization

To initiate a request to the PMS to synchronize the 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 main menu select:

```
> Lodging Administration
```

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Stop and Start the Voice System

Page 8-27

2. Press ⌐F7¬ (Cmd-Menu).

   The system displays the Command Menu (Figure 8-2).

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

Figure 8-2.   Command Menu

3. Select:

   > LDG/PMS Database Synchronization

4. If database synchronization is initiated, the systems begin the update. The Lucent INTUITY system 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 returns you to the Command Menu.

Stop and Start the Voice System

To stop and start the voice system:

⚠ CAUTION:
Stopping the voice system stops the Lucent INTUITY system from accepting telephone calls and taking messages. If possible, only stop and start the voice system during periods when the system receives very few telephone calls.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

8 Troubleshooting
Stop and Start the Voice System

Page 8-28

1. Start at the INTUITY Main menu and select:

```
> Customer/Services Administration

    > System Management

        > System Control
```

The system displays the System Control menu.

2. Select Stop Voice System.

The system displays the Wait Time window.

3. Type **60** in the Wait Time window and press F3 to save the wait time.

The system responds by waiting 60 seconds and stops the voice system. This process could take several minutes. The system then returns to the System Control screen or displays the following message:

```
The Voice System has stopped.
Press ENTER to continue.
```

4. When the system presents this message, press ENTER to return to the System Control Window.

5. Start at the System Control menu and select:

```
> Start Voice System
```

The system displays the following message:

```
Startup of the Voice System is complete
Hit Acknowledge key to continue...
```

6. Press F1 (Acknowledge Message).

7. The system displays the System Control window.

8. Press F6 three times to return to the Lucent INTUITY Main menu.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

A Job Aids
Overview

Page A-1

Job Aids

A

Overview

This appendix consists of job aids to help to use Lucent™ INTUITY™ Lodging:

- Trouble report

- Attendant quick reference card

- Administrator quick reference card

Purpose

The purpose of this appendix is to provide job aids for copying and use.

Types of Job Aids

The following are for use with Lodging.

Trouble Report

The 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.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

A Job Aids
Preparing Job Aids for Use

Page A-2

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.

Preparing Job Aids for Use

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

Trouble Report

The forms is single-sided. Photocopy the side with text for use.

Attendant and Administrator Quick Reference Cards

Photocopy 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 forms to this binder for future use.
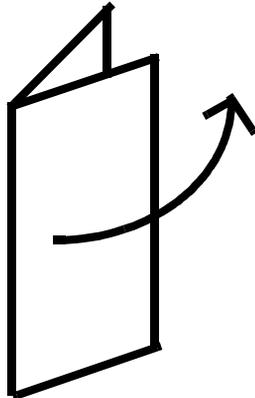
Lucent INTUITY™ Lodging User Trouble Report

To report a problem with Lucent Iɴᴛᴜɪᴛʏ 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.

   _____

   _____

   What task was being performed when the trouble occurred (retrieving messages, leaving a voice mail message, etc.)?

   _____

   _____

   _____

5. 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"	
"Undelivered FAX messages have been returned"	

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

A Job Aids
Preparing Job Aids for Use

Page A-4

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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 or attendant's password.

   > ➡ **NOTE:**
   > Follow your hotel's security policy.

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. Hang up, transfer back to guest, and explain that there are no messages to restore.

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 message notification.
   Messages are played one at a time.
   Guests must listen to all voice mail messages before getting FAX(es).

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, see *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.

   If the guest does not answer, the telephone system will automatically transfer the call to the voice messaging system.

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, enter ⟨∗⟩ and then the extension.

5. Enter the guest's password or release and allow the guest to enter the password.

   > ⟹ **NOTE:**
   > Follow your hotel's security policy.
   >
   > If you 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.*

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.

Helping a Guest Retrieve FAX Messages

Find out if the guest:

a. Pressed ⟨3⟩ to print the FAX to the guest services FAX machine. If yes, check for the FAX printout.

b. Is expecting a FAX but has not yet retrieved messages. If yes, check for already printed copies. If there is no printed FAX, check the Mailbox screen FAX total or connect the guest to the mailbox.

c. Wants an electronic copy of the FAX forwarded to a mailbox. If yes, inform the voice mail administrator.

To connect a guest to the guest mailbox to get FAX messages, use the same procedure as for voice mail retrieval. After the guest listens to all voice mail messages, the guest may press ⟨6⟩ and:

- Press ⟨1⟩ for same call FAX delivery. The guest must be calling from a FAX machine or connected to the dataport.
- Press ⟨2⟩ to send the FAX to an in-room FAX machine if there is a FAX in the room (if allowed).
- Press ⟨3⟩ to send the FAX to the guest service's FAX machine.
- Press ⟨4⟩ to enter a telephone number of another FAX machine (if allowed).
- Press ⟨0⟩ to transfer to the attendant.

The option that the guest chooses will apply to all FAXes in the guest's mailbox.

Accessing the Administrator's FAX Activity Menu

1. Dial the hotel's FAX number _____

2. Press ⓧ.

3. Enter the administrator's mailbox number.

4. Enter the administrator's password.

Forwarding a FAX to a Guest's Mailbox

1. Press ① to forward a FAX to a guest's mailbox.

2. Enter the FAX 4-digit ID.

3. Enter the guest's extension.

Printing all FAXes in the Administrator's Mailbox

Press ② to print all FAXes in the administrator's mailbox to the guest service's FAX machine.

Deleting a FAX from the Administrator's Mailbox

1. Press ③ to delete a FAX from the administrator's mailbox.

2. Enter the FAX 4-digit ID.

Use this card for Lucent INTUITY™ Lodging phone-based tasks.

Accessing the Administrator's Activity Menu

1. Dial the message retrieval number _____

2. Enter the administrator's password.

Retrieving Voice 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 ⑨

4. To include an extension, enter **extension** ⑨

   To include another mailing list in this list, enter ⓧ ⑤ **list ID** ⑨

   You can string extensions and list IDs together in any order.

5. Press ⓧ ⑨ 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** ⑨

4. The system states the first list member.

   ■ Press ⑨ 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** ⑨

      To add a mailing list, enter ⓧ ⑤ **list ID** ⑨

      You can string extensions and list IDs together in any order.

      When you finish entering new members, press ⓧ ⑨

   ■ Press ⓧ ① to review the list from the beginning.

   ■ Press ⓧ ⑨ when you finish reviewing/modifying the list.

Changing the Basic Prompts

1. Press ⑨ to administer prompts.

2. Press ① to administer message retrieval prompts or ② to administer call-answer prompts.

3. Press ① to administer the greeting or ② to administer the 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 prompt.

7. Record the prompt.

8. Press ① to stop recording.

9. Press ⓧ ⑨ to approve the message.

10. Press ⑨ to use the new prompt or ⑥ to use the prompt that came with the system.

Changing the Lucent Intuity FAX Messaging Prompts

1. Call the hotel's FAX telephone number and log in as the administrator.

2. Press ⑨ to administer prompts.

3. Press ① to administer FAX greeting prompts, or ② to administer FAX retrieval prompts.

4. Press ① to record the message retrieval prompt.

5. Record the message retrieval prompt.

6. Press ① to stop recording.

7. Press ② to listen to the prompt.

8. Press ④ to approve the prompt.

9. Press ③ to place the prompt into service.

10. Press ① to use the new prompt or ② to use the prompt that came with the system.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-1

Glossary

Numerics

5ESS Switch
> A central office switch manufactured by Lucent Technologies 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).

ACA
> See *automatic circuit assurance*.

ACD
> See *automatic call distribution*.

activity menu
> The list of options spoken to users 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 user identification, containing the user's extension and machine, that indicates where the system needs to deliver a message. An address may include several users or mailing lists. Name or number addressing can be selected with the ✳ A (Address) 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.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-2

administration and data acquisition package (ADAP)
A software package that allows the system administrator to transfer system user, 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
Consisting of alphabetic and numeric symbols or punctuation marks.

ALT
See *assemble, load, and test.*

American wire gauge (AWG)
A standard measuring gauge for nonferrous conductors.

AMIS
See *Audio Messaging Interchange Specification*.

AMIS prefix
A number added to the destination number to indicate that it is an AMIS analog networking number.

analog networking
A method of transferring a message from one messaging system to another whereby the message is played back (voiced) during the transfer.

analog signal
In teleprocessing usage, a communications path that usually refers to a voice-grade telephone line.

announcement
A placeholder within the Lucent INTUITY system for playing fragments. Each event that may occur within AUDIX has one or more announcement numbers permanently assigned to it. Fragment numbers are then assigned to the announcement numbers.

announcement fragment
A numbered piece of spoken information that makes up a system message or prompt.

antistatic
A treatment for material to prevent the build-up of static electricity.

API
See *application programming interface.*

application
A computer software program.

application identifier
A two-letter code used in the administrator's log to identify the application or subsystem for which an alarm is being generated. There are 11 application identifiers as follows: CA (Call Accounting), EL (Enhanced List), LF (Lodging Fax), LG (Lucent INTUITY Lodging), ML (MERLIN LEGEND), MT

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-3

(Maintenance), NW (Digital Networking), SW (Switch Integration), VM (Voice Messaging), VP
(Voice Processing), and VR (Voice Response).

application programming interface (API)
A set of formalized software calls and routines that an application program can reference to access
underlying network services.

assemble, load, and test (ALT)
The Lucent factory process that preloads software, installs hardware, and tests the system prior to
shipping.

ASP
advanced signal processor

asynchronous communication
A method of data transmission in which bits or characters are sent at irregular intervals and spaced
by start and stop bits rather than 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 for use with the Lucent INTUITY system 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 EIA-232 capabilities for
INTUITY AUDIX Digital Networking, if required.

attendant console
A special-purpose telephone with numerous lines and features usually located at the front desk of a
business or other organization. The front desk attendant uses this telephone to answer and trans-
fer calls.

Audio Messaging Interchange Specification (AMIS)
An analog networking protocol that allows users to exchange messages with any messaging sys-
tem that also has AMIS Analog Networking capabilities. Messages can be exchanged with users 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 users to designate that faxes be automatically deleted from
their mailboxes after they are printed.

automated attendant
A Lucent INTUITY system feature that allows users 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.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-4

automatic call distribution (ACD)

The System 85, Generic 2, or Generic 3 call-distribution group of analog ports that connects Lucent INTUITY users to the system. See also *call-distribution group*.

automatic circuit assurance (ACA)

A feature of the switch that keeps records of both very long and very short calls and notifies the attendant when these calls exceed a certain parameter. The logic is that many very short calls or one very long one may suggest a trunk that is hung, broken, or out of order. The attendant can then physically dial into the trunk to check it.

automatic message scan

An INTUITY AUDIX feature that allows users to scan all message headers and messages at the touch of two buttons. With Lucent 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 users to designate that faxes be 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 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 medium such as floppy diskette or tape. The back-up filesystem can 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 for which the information is intended.

basic call transfer

The 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 b*asic rate access*.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-5

binary synchronous communications (BSC)
A character-oriented synchronous link protocol.

BIOS
See *basic input/output system*.

body
The part of a Lucent INTUITY 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.

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 users automatically.

BSC
See *binary synchronous communications*.

buffer
A temporary storage area used to equalize or balance different operating speeds. A buffer can be used between a slow input device, such as a terminal keyboard, and the main computer, which operates at a very high speed.

bulletin board
An INTUITY AUDIX feature that allows a message to be played to callers who dial the bulletin board 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 a Lucent INTUITY device from service (make it appear busy or in use), and later restore it to service (release it). The Lucent INTUITY switch data link, voice ports, or networking ports can be busied out if they appear faulty or when maintenance tests are run.

C

CA
Call accounting system application identifier. See *application identifier*.

Intuity Lodging
Administration and Feature Operations

Glossary

Issue 1
June 1999

Page GL-6

call accounting system (CAS)
A software device that monitors and records information about a calling system.

call-answer
An INTUITY AUDIX feature that allows the system to answer a call and record a message when the user is unavailable. Callers can be redirected to the system through the call coverage or call for-warding switch features. INTUITY AUDIX users can record a personal greeting for these callers.

call-answer language choice
The capability of user 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 classification analysis (CCA)
A process that enables application designers to use information available within the system to clas-sify the disposition of originated and transferred calls.

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 Lucent INTUITY system can be placed at the end of a coverage path to handle redirected calls through call coverage, send all calls, go to cover, etc.

call data handler process (CDH)
A software process that accumulates generic call statistics and application events.

call detail recording (CDR)
A switch feature that uses software and hardware to record call data. See also *call detail recording utility*.

call detail recording utility (CDRU)
Applications software that collects, stores, optionally filters, and outputs call detail records for direct or polled output to peripheral devices. See also *call detail recording*.

call delivery
See *message delivery*.

call-distribution group
The set of analog port cards on the switch that connects switch users to the Lucent 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 (a 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 gen-erally the telephone number of the fax endpoint.

calling tone (CNG tone)
The distinctive tone generated by a fax endpoint when placing a call (a constant 1100-Hz tone that is on for 1/2 second, off for 3 seconds).

call vectoring

A System 85 R2V4, Generic 2, and Generic 3 feature that uses a vector (switch program) to allow a switch administrator to customize the behavior of calls sent to an automatic call distribution (ACD) group.

card cage

An area within the Lucent 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 accouting system*.

CCA

See *call classification analysis.*

CDH

See *call data handler process*.

CDR

See *call detail recording*.

CDRU

See *call detail recording utility (CDRU).*

CED tone

See *called tone*.

CELP

See *code excited linear prediction*.

central office (CO)

An office or location in which large telecommunication equipment 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.

class of restriction (COR)

A feature that allows up to 64 classes of call-origination and call-termination restrictions for telephones, telephone groups, data modules, and trunk groups. See also *class of service*.

class of service (COS)

The standard set of INTUITY AUDIX features given to users when they are first administered (set up with a voice mailbox). See also *class of restriction*.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-8

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 Lucent INTUITY Message Manager, the user'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*.

COR
See *class of restriction*.

COS
See *class of service*.

code excited linear prediction (CELP)
An analog-to-digital voice coding scheme.

collocated
A Lucent 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 (that is, 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
A numbering system for telecommunications equipment used by Lucent Technologies. Each comcode is a 9-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-key or two-key touch tones that control a mailbox activity or function.

community
A group of telephone users administered with special send and receive messaging capabilities. A community is typically comprised of people who need full access to each other by telephone on a frequent basis. See also *default community*.

compound message
A message that combines a voice message and a fax message into one unit, which INTUITY AUDIX then
handles 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.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-9

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 to a user on a Lucent INTUITY system is automatically sent when it is not answered by the user. 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 telephone 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 connec-

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-10

tions. The 2600 or 2700 series may also be used; these support diagnostic testing and the DATA-PHONE II Service network system.

data set

Another term for a modem, although 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.

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 *troubleshooting*.

dedicated line

A communications path that does not go through a switch. A dedicated (hard-wired) path can be formed with directly connected cables. MPDMs, DSUs, or other devices can 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 community

A group of telephone users administered with restrictions to prevent them from sending messages to or receiving messages from other communities. If a system is administered to use communities, the default community is comprised of all the AUDIX users defined on that system.

default print number

The user-administered extension to which autoprinted faxes are redirected upon their receipt into the user's mailbox. This default print destination is also provided as a print option when the user 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.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-11

dial string
> A series of numbers used to initiate a call to a remote AMIS machine. A dial string tells the switch what type of call is coming (local or long distance) and gives the switch time to obtain an outgoing port, if applicable

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 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 (DSP)
> A specialized digital microprocessor that performs calculations on digitized signals that were originally analog and then sends the results on.

DIP switch
> See *dual in-line package switch*.

direct inward dialing (DID)
> The ability for an outside caller 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
> 1. A Lucent INTUITY AUDIX feature that allows you to hear a user's name and extension after pressing ✳ ✳ N at the activity menu. 2. 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*.

domain
> An area where data processing resources are under common control. The INTUITY AUDIX system is one domain and an e-mail system is another domain.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-12

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 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 users 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 user mailboxes can be in either of the two languages.

dual tone multifrequency (DTMF)

A way of signaling consisting of a pushbutton or touch-tone dial that sends out a sound consisting of two discrete tones that can be picked up and interpreted by telephone switches.

E

EIA interface

A set of standards developed by the Electrical Industries Association (EIA) that specifies various electrical and mechanical characteristics for interfaces between electronic devices such as computers, terminals, and modems. Also known as *RS-232*.

ELA

See Enhanced-List Application.

electronic mail

See *e-mail*.

electrostatic discharge (ESD)

The discharge of a static charge on a surface or body through a conductive path to ground, ESD can damage integrated circuits.

e-mail

The transfer of a wide variety of message types across a computer network (LAN or WAN). E-mail messages may be text messages containing only ASCII files or may be complex multimedia messages containing embedded voice messages, software files, and images.

enabled/disabled

The state of a hardware device that indicates whether it is available for use by the Lucent INTUITY system. Devices must be equipped before they can be enabled (made active). See also *equipped/unequipped*.

endpoint

See *fax endpoint*.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-13

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-List Application (ELA)

An INTUITY AUDIX option that facilitates message delivery to large numbers of recipients. There can be up to 100 enhanced lists per system, each of which can contain up to 1500 addresses.

enhanced serial data interface (ESDI)

A software-controlled 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 within the system 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 user who encounters a problem trying to respond to a message. To escape, the user presses $\boxed{\#}$.

escape to attendant

An INTUITY AUDIX feature that allows users with the call answer feature to have a personal attendant or operator administered to pick up their unanswered calls. A system-wide extension could also be used to send callers to a live agent.

ESD

See *electrostatic discharge*.

ESDI

See *enhanced serial data interface*.

event

An 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

facilities restriction level (FRL)

A value that determines which types of calls the users of a switch are allowed to make.

facility out-of-service (FOOS)

State of operation during which the current channel is not receiving a dial tone and is not functioning.

facsimile

1. A digitized version of written, typed, or drawn material transmitted over telephone lines and printed out elsewhere. 2. Computer-generated text or graphics transmitted over computer networks. A computer-generated fax is typically printed to a fax machine, but can remain stored electronically.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-14

fax

See *facsimile*.

fax addressing prefix

Uniquely identifies a particular fax nodepoint to the Lucent INTUITY system. Used by the system as a "template" to differentiate all call-delivery machines on the network from each other.

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.

fax print destination prefix

A dial string that the Lucent INTUITY system adds to the fax telephone number the user enters to print a fax. The system takes the full number (fax print destination prefix + fax telephone extension) and hunts through the machine translation numbers until it finds the specific fax endpoint.

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 (FIFO)

A method of processing telephone calls or data in which the first call or data to be received is the first call or data to be processed.

F key

See *function key*.

FNPAC

See *foreign numbering-plan area code*.

FOOS

See *facility out-of-service*.

foreign exchange (FX)

A central office (CO) other than the one providing local access to the public telephone network.

foreign numbering-plan area code (FNPAC)

An area code other than the local area code that must be dialed to call outside the local geographical area.

format

To set up a disk, floppy diskette, or tape with a predetermined arrangement of characters so that the system can read the information on it.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-15

FRL

See *facilities restriction level*.

function

Individual steps or procedures within a mailbox activity.

function key (F key)

A key on a computer keyboard programmed to perform a defined function when pressed. The user interface for the Lucent INTUITY system defines keys F1 through F8.

FX

See *foreign exchange*.

G

Generic 1, 2, or 3

Lucent switch system software releases, designed for serving large communities of System 75 and System 85 users.

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 hear the system answer and 5% hear ringing until a port becomes 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 callers who are not INTUITY AUDIX users to leave messages on the system by dialing a user's extension and entering a system-wide guest password.

H

hard disk drive

A high-capacity data-storage and data-retrieval device that is located inside a computer. A hard disk drive stores data on nonremovable 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.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-16

header
Information that the system creates to identify a message. A message header includes the origina-tor 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*.

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.

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 file-systems; and starts normal service.

initialization and administration system (INADS)
A computer-aided maintenance system used by remote technicians to track alarms.

initialize
To start up the system for the first time.

input
A signal fed into a circuit or channel.

integrated services digital network (ISDN)
A network that provides end-to-end digital connectivity to support a wide range of voice and data services.

integrated voice processing CELP (IVC6) card
A computer circuit card that supports both fax processing and voice processing capabilities. It pro-vides two analog ports to support six analog channels. All telephone calls to and from the Lucent INTUITY system are processed through the IVC6 card.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-17

interface
The device or software that forms the boundary between two devices or parts of a system, allowing them to work together. See also *user interface*.

internal e-mail
Software on a PC that provides messaging capability between users on the same AUDIX system, or to administered remote AUDIX systems and users. Users can create, send, and receive a message that contains multiple media types; specifically, voice, fax, text, or file attachments (software files, such as a word processing or spreadsheet file).

interrupt request (IRQ)
Within a PC, a signal sent from a device to the CPU to temporarily suspend normal processing and transfer control to an interrupt handling routine.

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 users. See also *digital networking*.

INTUITY Message Manager
A Windows-based software product that allows INTUITY AUDIX users to receive, store, and send their voice/FAX messages from a PC. The software also enables users to create and send multimedia messages that include voice, fax, file attachments, and text.

INTUITY messaging application programming interface (IMAPI)
A software function-call interface that allows INTUITY AUDIX to interact with Lucent INTUITY Message Manager.

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*.

J

jumper
Pairs or sets of small prongs or pins on circuit cards and mother boards the placement of which determines the particular operation the computer selects. When two pins are covered, an electrical circuit is completed. When the jumper is uncovered, the connection is not made. The computer interprets these electrical connections as configuration information.

K

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 back-up 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 (LIFO)

A method of processing telephone calls or data in which the last call (or data) 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 on the hardware platform that shows the status of operations.

liquid crystal display (LCD)

The 10-character alphanumeric display that shows the status of the system, including alarms.

load

The process of reading software from external storage (such as disk) and placing 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 users' PCs be on a LAN.

local AUDIX machine

The Lucent INTUITY system where a user's INTUITY AUDIX mailbox is located. All users on this home machine are called *local users*.

local installation

A switch, adjunct, or peripheral device installed physically near the host switch or system. See also *collocated*.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-19

local network
An INTUITY AUDIX Digital Network in which all Lucent INTUITY systems are connected to the same switch.

login
A unique code a user must enter 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 users every time they log in to the system.

Lotus Notes
Information management software for work groups that allows individuals to share and manipulate information over a local or wide area network

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 allotted to each Lucent INTUITY system user for creating and storing outgoing and incoming messages.

mailing list
A group of user addresses assigned a list ID# and public or private status. A mailing list may be used to simplify the sending of messages to several users.

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
State of operation during which a unit has been intentionally taken out of service.

MAP
See *multi-application platform*.

mean time between failures
The average time a manufacturer estimates will elapse before a failure occurs in a component or system.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-20

media type
The form a message takes. The media types supported by the Lucent INTUITY system are voice, text, file attachments, and fax.

memory
A device that stores logic states such that data can be accessed and retrieved. Memory may be temporary (such as system RAM) or permanent (such as disk).

menu
A list of options displayed on a computer terminal screen or spoken by a voice processing system. Users choose the option that reflects what action they want the system to take.

menu tree
The way in which nested automated attendants are set up.

message categories
Groups of messages in INTUITY AUDIX users' 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 component
A media type included in a multimedia message. These types include voice, text, file attachments, and fax messages.

message delivery
An optional Lucent INTUITY feature that permits users 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 Lucent INTUITY users that they have received new mail messages. An MWI can be an LED or neon lamp, or an audio tone (stutter dial tone).

message waiting lamp (MWL)
See *message-waiting indicator*.

migration
An installation that moves data to the Lucent INTUITY system from another type of Lucent messaging system, for example, from AUDIX R1, DEFINITY AUDIX, or AUDIX Voice Power.

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 back-up (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.

ML
MERLIN LEGEND application identifier. See *application identifier*.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-21

mode code
> A string of touch-tones from a MERLIN LEGEND switch. A mode code may send the INTUITY AUDIX system information such as call type, calling party, called party, and on/off signals for message waiting indicators.

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-vera.

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 can connect the Lucent INTUITY system to a switch DCIU or SCI link or connect terminals to a switch port card.

MPDM
> See *modular processor data module*.

MT
> Maintenance application identifier. See *application identifier*.

MTBF
> See *mean time between failures*.

multi-application platform (MAP)
> The computer hardware platform used by the Lucent INTUITY system.

multilingual feature
> A feature that allows announcement sets to be active simultaneously in more than one language on the system. Mailboxes can be administered so that users can hear prompts in the language of their choice.

MWI
> See *message waiting indicator*.

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
> A message that could not be delivered after a specified number of attempts. This usually means that the user's mailbox is full.

NPA
> See *numbering plan area*.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-22

NT

Networking application identifier. See *application identifier*.

MWL

See *message waiting lamp*.

numbering plan area

Formal name for 3-digit telephone area codes in North America. Within an area code, no two tele-phone lines may have the same 7-digit phone number. The code is often designated as *NXX*, to indicate the three digits.

O

off-hook

See *switch hook*.

on-hook

See *switch hook*.

on-line help

A Lucent INTUITY system feature that provides information about user interface windows, screens, and menus by pressing a predetermined key. See also *help*.

open systems interconnection (OSI)

An internationally accepted framework of standards for communication between systems made by different vendors.

operating system (OS)

The set of software 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 specify program output by modifying the execution of a command. When you do not specify any options, the command executes according to its default options.

OS

See *operating system*.

OSI

See *open systems interconnection*.

outcalling

A Lucent INTUITY system feature that allows the system to dial users' numbers to inform them they have new messages.

outgoing mailbox

A storage area on the Lucent INTUITY system where users can keep copies of messages for future reference or action.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-23

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

1. A word or character string recognized automatically by the Lucent INTUITY system that allows a user access to his/her mailbox or a system administrator access to the system data base. 2. An alphanumeric string 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 user's AUDIX password or the administrator's system password expires. The user or administrator must then change the password.

PBX

See *private branch exchange*.

PC

See *power converter*.

PDM (processor data module)

See *modular processor data module (MPDM)*.

peripheral device

Equipment such as a printer or terminal that is external to the Lucent INTUITY cabinet, but necessary for full operation and maintenance of the system. Also called a *peripheral*.

personal directory

An INTUITY AUDIX feature that allows each user to create a private list of customized names.

personal fax extension

See *secondary extension*.

PI

See *processor interface*.

PIB

See *processor interface*.

pinouts

The signal description per pin number for a particular connector.

PMS

See *property management system*.

port

A connection or link between two devices that allows information to travel to a desired location. For example, a switch port connects to a Lucent INTUITY voice port to allow a caller to leave a message.

POST

See *power-on self test*.

power on self test (POST)

A set of diagnostics stored in ROM that tests components such as disk drives, keyboard, and memory each time the system is booted. If problems are identified, a message is sent to the screen.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-24

priority call answer

An INTUITY AUDIX feature that allows users to designate a call answer message as a priority message. To make a message a priority message, the caller presses ② after recording.

priority messaging

An INTUITY AUDIX feature that allows some users to send messages that are specially marked and preferentially presented to recipients. See also *priority outcalling*.

priority outcalling

An INTUITY AUDIX feature that 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 telephone switching 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 Lucent INTUITY system user who owns it can access.

private messaging

A feature of INTUITY AUDIX that allows a user 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 (PMS)

A product used by lodging establishments to automate the management of guest records, reservations, room assignments, and billing. In an integrated PMS environment, special software links the PMS to the Lucent INTUITY Lodging system so that both systems share a common set of messages and commands.

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 user can use if that user knows the owner's list ID number and extension number. Only the owner can modify a public mailing list.

pulse-to-tone converter

A device connected to the switch that converts signals from a rotary pulses to touch tone signals. This device allows callers to use rotary telephones to access options in a Lucent INTUITY user's mailbox or in an automated attendant.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-25

R

RAM

See *random access memory*.

random access memory (RAM)

The memory used in most computers to store the results of ongoing work and to provide space to store the operating system and applications that are actually running at any given moment.

read-only memory (ROM)

A form of computer memory that allows values to be stored only once; after the data is initially recorded, the computer can only read the contents. ROM is used to supply constant code elements such as bootstrap loaders, network addresses, and other more or less unvarying programs or instructions.

reboot

See *boot*.

remote access

Sending and receiving data to and from a computer or controlling a computer with terminals or PCs connected through communication (that is, telephone) 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 maintenance

The ability of Lucent personnel to interact with a remote computer through a telephone line or LAN connection to perform diagnostics and some system repairs. See also *remote service center*.

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 in to your system and remedy problems. See also *remote maintenance.*

remote terminal

A terminal connected to a computer over a telephone line.

remote users

INTUITY AUDIX users whose mailboxes reside on a remote INTUITY AUDIX Digital Networking machine.

REN

See *ringer equivalence number*.

reply loop escape

An INTUITY AUDIX feature that allows a user the option of continuing to respond to a message after trying to reply to a nonuser message.

reply to sender

An INTUITY AUDIX feature that allows users to immediately place a call to the originator of an incoming message if that person is in the switch's dial plan.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-26

request to send (RTS)

One of the control signals on an EIA-232 connector that places the modem in the originate mode so that it can begin to send.

restart

1. A Lucent INTUITY feature that allows INTUITY AUDIX users who have reached the system through the call answer feature to access their own mailboxes by entering the ⁅✳⁆ ⁅R⁆ (Restart) command. This feature is especially useful for long-distance calls or for users who want to access the Lucent INTUITY system when all the ports are busy. 2. 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 back-up tapes, floppy diskette, or another disk device.

retention time

The amount of time messages are saved on disk before being automatically deleted from a user's mailbox.

reusable upgrade kit (RUK)

A package shipped to the customer's site prior to an upgrade that contains materials the technician needs to complete the installation. This package includes an A/B switch box, a keyboard, a 25-foot coaxial cable, two T adapters, and terminations to a LAN circuit card. It remains the property of Lucent once the installation is finished.

right-to-use (RTU) fee

A charge to the customer to access certain functions or capacities that are otherwise restricted, for example, additional voice or networking ports or hours of speech storage. Lucent Technologies personnel can update RTU parameters either at the customer's site or remotely via a modem.

ringer equivalence number (REN)

A number required in the United States for registering your telephone equipment with a service provider.

ROM

See *read-only memory.*

RS-232

See *EIA interface.*

RTS

See *request to send.*

RUK

See *reusable upgrade kit.*

S

scan

To automatically play mail messages, headers, or both.

scheduled delivery time

A time and/or date that an INTUITY AUDIX user can assign to a message that tells the system when to deliver it. If a delivery time is omitted, the system sends the message immediately.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-27

screen

That portion of the Lucent INTUITY user interface through which most administrative tasks are performed. Lucent INTUITY screens request user input in the form of a command from the enter command: prompt.

SCSI

See *small computer system interface*.

secondary extension

A second, fax-dedicated extension that directs incoming faxes directly into a user'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*.

SIMM

See *single in-line memory module*.

simplified message service interface (SMSI)

Type of data link connection to an integrated 1A ESS or 5ESS switch in the Lucent INTUITY system.

simplified message desk interface (SMDI)

Also known as station message desk interface. Type of data link from the central office that contains information and instructions for the Lucent INTUITY system. With SMDI, the caller need not re-enter the called number once the call terminates to the Lucent INTUITY system. See also *simplified message service interface*.

single in-line memory module (SIMM)

A method of containing random access memory (RAM) chips on narrow 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.

SMDI

See *station message desk interface*.

SMDR

See *station message detail recording*.

SMSI

See *simplified message service interface*.

SP

signal processor

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-28

SSP
scalable signal processor

station message desk interface (SMDI)
See *simplified message desk interface*.

station message detail recording
See *call detail recording (CDR)*.

subscriber
A Lucent INTUITY user who has been assigned the ability to access the INTUITY AUDIX Voice Messaging system.

surge
A sudden rise and fall of voltage in an electrical circuit.

surge protector
A device that plugs into the telephone system and the commercial AC power outlet to protect the telephone system from damaging high-voltage surges.

SW
Switch integration application identifier. See *application identifier*.

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 that is depressed when the handset is resting in the cradle (that is, when the telephone is *on hook*). This device is raised when the handset is picked up (that is, when the telephone 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 to provide a seamless interface to callers and system users. A fully integrated INTUITY AUDIX system, for example, answers each incoming telephone call with information taken directly from the switch. Such information includes the number being called and the circumstances under which the call was sent to it, for example, covered from a busy or unanswered extension.

switch integration device (SID)
A combination of hardware and software that passes information from the switch to the Lucent INTUITY system thus allowing it to share information with non-Lucent switches. The operation of a SID is unique to the particular switch with which it interfaces.

switch network
Two or more interconnected switching systems.

synchronized mailbox
A mailbox that is paired with a corresponding mailbox in another domain and linked via software that keeps track of changes to either mailbox. When the contents of one mailbox change, the software replicates that change in the other mailbox.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-29

synchronizer
　　The name given to the trusted server by the e-mail vendor, Lotus Notes.

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 75
　　An advanced digital switch manufactured by Lucent Technologies that supports up to 800 lines for voice and data communications.

System 85
　　An advanced digital switch manufactured by Lucent Technologies that supports up to 3000 lines for voice and data communications.

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 to magnetic tape.

TCP/IP
　　See *transmission control protocol/internet protocol*.

TDD
　　See *telecommunications device for the deaf*.

TDM
　　See *time division multiplexing*.

telecommunications device for the deaf (TDD)
　　A device with a keyboard and display unit that connects to or substitutes for a telephone. The TDD allows a deaf or hearing-impaired person to communicate over the telephone 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 from which a user is logging in to the Lucent INTUITY system. Terminal type is the last required entry before gaining access to the Lucent INTUITY display screens.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-30

terminating resistor
A grounding resistor placed at the end of a bus, line, or cable to prevent signals from being reflected or echoed.

time division multiplexing (TDM)
A method of serving multiple channels simultaneously over a common transmission path by assigning the transmission path sequentially to the channels, with each assignment being for a discrete time interval.

tip/ring
A term used to denote the analog telecommunications interface.

tone generator
A device acoustically coupled to a rotary telephone used to produce touch-tone signals.

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. Translations customize the Lucent INTUITY system and switch features for users.

transmission control protocol/internet protocol (TCP/IP)
A suite of protocols that allow disparate hosts to connect over a network. Transmission control protocol (TCP) organizes data on both ends of a connection and ensures that the data that arrives matches that which was sent. Internet protocol (IP) ensures that a message passes through all the necessary routers to the proper destination.

T/R
See *tip/ring*.

troubleshooting
The process of locating and correcting errors in computer programs (also called *debugging)* or systems.

trusted server
A server that uses IMAPI to access an INTUITY AUDIX mailbox on behalf of a user and is empowered to do everything to a user message that INTUITY AUDIX can do.

TTS
Text-to-Speech

U

UCD
See *uniform call distribution*.

Undelete
An INTUITY AUDIX feature that allows users to restore the last message deleted by pressing ✳ Ｕ.

undelivered message
A message that has not yet been sent to an INTUITY AUDIX user's incoming mailbox. The message resides in the sender's outgoing mailbox and may be modified or redirected by the sender.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-31

unequipped
See *equipped/unequipped*.

unfinished message
A message that was recorded but not approved or addressed, usually as 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 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 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 user 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 remains 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 telephone keypad presses. For example, a prompt might say, "*Press star three,*" instead of, *"Press star D*."

user interface
The devices by which users access their mailboxes, manage mailing lists, administer personal greetings, and use other messaging capabilities. Types of user interfaces include a touch-tone telephone keypad and a PC equipped with Lucent INTUITY Message Manager.

user population
A combination of different types of users on which Lucent INTUITY configuration guidelines are based.

V

vector
A customized program in the switch for processing incoming calls.

VM
Voice messaging application identifier. See *application identifier*.

voice link
The Lucent INTUITY analog connection(s) to a call-distribution group (or hunt group) of analog ports on the switch.

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Glossary

Page GL-32

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 IVC6 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 INTUITY AUDIX users.

voicing
1. Speaking a message into the Lucent INTUITY system during recording. 2. Having the system play back a message or prompt to a user.

VP
Voice platform application identifier. See *application identifier*.

VR
Voice response application identifier. See *application identifier*.

W

WAN
See *wide area network*.

wide area network (WAN)
A data network typically extending a local area network (LAN) over telephone lines to link with LANS in other buildings and/or geographic locations.

window
That portion of the Lucent INTUITY user interface through which you can view system information or status.

Intuity Lodging
Administration and Feature Operations

Index

Issue 1
June 1999

Page IN-1

Index

**Intuity Lodging
Administration and Feature Operations**

*Issue 1
June 1999*

Index

Page IN-2

D

E

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Index

Page IN-3

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Index

Page IN-4

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Index

Page IN-5

J

K

L

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Index

Page IN-6

M

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Index

Page IN-7

N

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Index

Page IN-8

O

old mailboxes, 5-36
    reactivating, 5-36
open mailbox concept, 5-2
open mailboxes, 1-13
operations
    call transfer, 1-4
    calls between guest rooms, 1-3
    FAX messaging
        bulletin boards, 1-7
        distribution, 1-7
        receiving, 1-4
        with guest extension entry, 1-5
        without guest extension entry, 1-6
    overview, 1-2
    text and fax message notification, 1-4
    transfers, 1-14
    voice messaging, 1-2
operator revert, 3-14
optional language administration, 1-12

P

parameters
    system, 3-6
passwords
    administrative, 1-15, 1-16
    administrator telephone-based, 3-4
    administrator terminal-based, 3-3
    after installation, 1-16
    attendant telephone-based, 3-4
    attendant terminal-based, 3-3
    changing guest, 1-16
    guest, 1-16, 5-29
    guest administration, 5-4
    guidelines, 1-15
    invalid, 8-4
    phone-based, 5-30
    security, 1-14, 1-15
PBX
    integration, 1-8
    link, 8-22
personal greetings, 1-24
phone line usage, 7-2
playback format, 3-15
PMS, see property management systems
prefixes, 4-7
previous frame key, 1-22, 1-23
previous page key, 1-22
primary attendant, 3-8
print key, 1-23
printing
    FAX messages, 4-9
    screen information, 1-23, 1-24

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Index

Page IN-9

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Index

Page IN-10

S

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Index

Page IN-11

T

**Intuity Lodging
Administration and Feature Operations**

Issue 1
June 1999

Index

Page IN-12

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Index

Page IN-13

W

windows
    titles,
    work area,

Intuity Lodging
Administration and Feature Operations

Issue 1
June 1999

Index

Page IN-14