



Intuity™ Lodging

Artwork Package

585-310-739
Issue 4
Comcode 108099581
October 1997

Notice

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

Avaya Web Page

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

Preventing Toll Fraud

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

Avaya Fraud Intervention

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

Providing Telecommunications Security

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

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

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

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

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

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

Your Responsibility for Your Company's Telecommunications Security

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

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

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

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

Federal Communications Commission Statement

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

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

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 AS5USA-20411-VM-E. Refer to the "Federal Communications Commission Statement" in "About This Book" for more information regarding Part 68.

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

Industry Canada (IC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of Industry Canada.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le règlement sur le brouillage radioélectrique édicté par le Industrie Canada.

Ordering Information

Call: Avaya Publications Center
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Write: Avaya Publications Center
2855 N. Franklin Road
Indianapolis, IN 46219 USA

You can be placed on a standing order list for this and other documents you may need. For more information on standing orders, or to be put on a list to receive future issues of this document, contact the Avaya Publications Center.

Obtaining Products

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

European Union Declaration of Conformity

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

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

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

Disclaimer

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

MAKING GUEST QUICK REFERENCE CARDS

This package contains two sheets of quick reference artwork. These sheets are referred to as the main sheet and the subsheet.

1	2	3	4

Main Sheet

5	6	7	8
9	10	11	12

Subsheet

Each sheet contains blocks of text; each block contains different information. By arranging these blocks, you may provide different information for your guests:

- Block 1 is the Guest Quick Reference cover. You may wish to modify this cover to include your lodging establishment's name and logo.
- Blocks 2-3 represent INTUITY Lodging's basic features.
- Block 9 can be substituted for Block 2 if you plan to use guest passwords consistently.
- Block 10 can be substituted for Block 3 if you have enabled the save option for guests.
- Block 11 can be substituted for Block 4 if your lobby phone(s) rings directly to the attendant.
- Blocks 5,7,and 8 represent some of INTUITY Lodging's additional features and can be used on any card.
- Blocks 6 and 12 provide instructions for retrieving messages from outside the hotel. If you have implemented a Direct Inward Dial (DID) or Central Office (CO) trunk line use Block 12; otherwise, use Block 6.

You can use any combination of the text blocks provided and/or create and add in some of your own text blocks.

The following pages contain examples of different ways to arrange the text blocks. The arrangements shown here are examples and may be modified to include any information you would like.

For additional information about features and operations, refer to *INTUITY Lodging Administration and Feature Operations* (585-310-559).

Scenario #1

This scenario provides a simple inexpensive solution for guest quick reference cards. Blocks 1-4 represent INTUITY Lodging's basic features. If you wish to use just these blocks for your guest card:

1. Paste a copy of the blocks at the top of the main sheet over the blank blocks at the bottom of the main sheet.

1	2	3	4
1	2	3	4

Main Sheet

2. Copy the main sheet.
3. Cut along the horizontal line.



1	2	3	4
1	2	3	4

Main Sheet

4. Distribute as a strip.

1	2	3	4
---	---	---	---

Strip

Scenario #2

This scenario allows you to use up to four text blocks to produce a single fold, two-sided card:

1. Choose four text blocks.
2. Using copies of those blocks, arrange two sheets of your own. The only critical position is Block 1, the cover. It must reside in the second and fourth columns of either the front or back sheet. You may arrange the other blocks in any order.

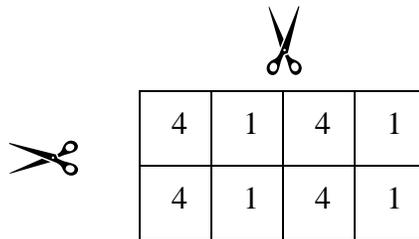
2	3	2	3
2	3	2	3

Front

4	1	4	1
4	1	4	1

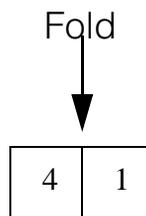
Back

3. Copy these two sheet back to back.
4. Cut along the median horizontal line and median vertical line.



Back

5. Fold so that Block 1 is the cover and the card opens like a book on the right.



Scenario #3

This scenario allows you to use up to eight text blocks to produce a trifolded, two-sided card.

1. Choose eight text blocks.
2. Using copies of those blocks, arrange two sheets of your own. The only critical position is Block 1, the cover. It must reside in the fourth column of either the front or back sheet. You may arrange the other blocks in any order.

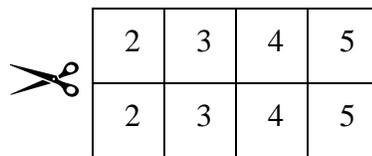
2	3	4	5
2	3	4	5

Front

6	7	8	1
6	7	8	1

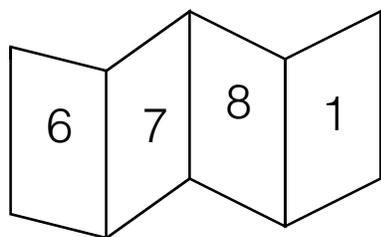
Back

3. Copy the two sheets back to back.
4. Cut along the horizontal line.

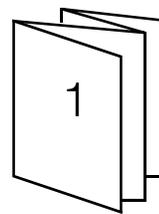


Front

5. Fold so that Block 1 is the cover and the card opens like a book on the right.



Accordion Style (back)



Final

Lucent INTUITY™ Lodging

Hotel telephone number: _____

Message retrieval number: _____

Your room extension: _____

Introduction and Assistance

This card is intended to assist you to use our voice mail system. Voice mail is similar to having your own private answering machine that records messages for you.

While using the voice mail system, you can press **[0]** at any time for assistance from the hotel operator.

Retrieving Messages from Your Room

1. Call the message retrieval number.
2. Listen to the message notification. Messages are played one at a time.
3. After each message, you may press:
 - [2]** to replay the message.
 - [3]** to delete the message and go to the next message.

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

If you want to retrieve your messages from another guest's room, call the hotel operator.

Retrieving Messages from the Hotel Lobby

1. Call the message retrieval number.
2. Enter your room extension followed by your password (if applicable).
3. Listen to the message notification. Messages are played one at a time.
4. After each message, you may press:
 - [2]** to replay the message.
 - [3]** to delete the message and go to the next message.

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

If you want to retrieve your messages from another guest's room, call the hotel operator.

Checking Out

Any new messages that you did not retrieve prior to check out will remain in your mailbox for at least 24 hours after check out.

To retrieve your messages after you check out, call the hotel operator. Tell the operator that you have checked out. The operator will ask for your room extension and voice mail password.

Please note that the voice mail system will not continue to record messages for you after you have checked out.

Retrieving Messages from Outside the Hotel

Call the hotel operator.

The operator will ask for your room extension and voice mail password.

You will be connected to the message retrieval system when you hear the voice prompt: "Press 1 to listen."

Leaving a Voice Message for Another Guest

If you are calling from the phone in your room, simply dial the guest's extension. If the guest does not answer, or if the line is busy, you are automatically transferred to the appropriate voice mailbox.

If you are calling from a phone outside of the hotel, dial the hotel operator and the operator will transfer you to the appropriate room.

Restoring a Deleted Message

If you inadvertently delete a message that you need to listen to again, you may have it restored by the hotel operator until midnight of the day it was deleted.

The operator will need the following information:

1. Your room extension.
2. Your voice mail password.
3. The number of messages you deleted before the message you want to have restored.

Introduction and Assistance

This card is intended to assist you to use our voice mail system. Voice mail is similar to having your own private answering machine that records messages for you.

While using the voice mail system, you can press **[0]** at any time for assistance from the hotel operator.

When you check in, the operator will ask you to choose a voice mail password. You will use this password to access your mailbox from all phones except the one in your room. Passwords are confidential information and should not be shared with anyone else or written down.

Retrieving Messages from Your Room

1. Call the message retrieval number.
2. Listen to the message notification. Messages are played one at a time.
3. After each message, you may press:
 - [2]** to replay the message.
 - [3]** to delete the message and go to the next message.
 - [4]** to save the message and go to the next message.

If no touch tones are pressed, the current message is saved and the new one is played.

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

Retrieving Messages from the Hotel Lobby

1. Call and tell the hotel operator that you want to retrieve your voice mail.
2. The operator will ask for your room extension and voice mail password. You will be connected to the message retrieval system when you hear the voice prompt: "Press 1 to listen."
3. After each message, you may press:
 - [2]** to replay the message.
 - [3]** to delete the message and go to the next message.
 - [4]** to save the message and go to the next message.

If no touch tones are pressed, the current message is saved and the new one is played.

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

Retrieving Messages from Outside the Hotel

1. Call the message retrieval number.
2. Enter your room extension followed by your password (if applicable).
3. Listen to the message notification. Messages are played one at a time.
4. After each message, you may press:
 - [2]** to replay the message.
 - [3]** to delete the message and go to the next message.
 - [4]** to save the message and go to the next message.

If no touch tones are pressed, the current message is saved and the new one is played.

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

Changing your Password

1. Call the message retrieval number.
2. Press **5** after getting your messages.
3. Press **4** to change your password.
4. Press 4 numbers on your telephone.
Do not use your room number or the same number such as 5555 for a password.
5. Press the 4 numbers again.
If the numbers from Steps 4 and 5 are the same the system will change the password.
If the numbers are different, go back to Step 4 and enter the numbers again.

Recording your Greeting

1. Call the message retrieval number.
2. Press **5** after getting your messages.
3. Press **1** to change your greeting.
4. Record your greeting.
For example:
This is *name* from XYZ Corporation.
Please leave a message and I will return your call. If your call is urgent, call 614-555-1212 to reach my assistant.
Do not include your room number or any other information that may be unsafe.
5. Press **1** to stop recording.
6. Press **2** to listen to your message.
7. Press **1** to record again or **4** to save the recording and go to the main menu.

Printing your FAX

1. Call the message retrieval number.
2. Listen to the message notification. If you have a FAX message it will tell you.
3. Listen to any voice messages.
4. Press **6** to get your FAX message(s).
5. To get your FAX(es), you may press:
 - 1** to receive the FAX message on the same telephone call. You may press **1** from a fax machine or if you are connected to a dataport.
 - 2** to send the FAX to the room fax machine if you have one in your room.
 - 3** to send the FAX to the hotel's fax machine.
6. Hang up.

Printing your FAX

1. Call the message retrieval number.
2. Listen to the message notification. If you have a FAX message it will tell you.
3. Listen to any voice messages.
4. Press **6** to get your FAX message(s).
5. To get your FAX(es), you may press:
 - 1** to receive the FAX message on the same telephone call. You may press **1** from a fax machine or if you are connected to a dataport.
 - 2** to send the FAX to the room fax machine if you have one in your room.
 - 3** to send the FAX to the hotel's fax machine.
 - 4** to enter a telephone number of another fax machine.
6. Hang up.