P0881636

Meridian Mail
Guest Administration Console Guide

Standard 1.0

November 1996

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Overview

■ *Introduction*

This guide is designed to be read by front-desk or switchboard staff in a hotel environment. This side of the guide describes the functions that can be carried out at the Guest Administration Console (GAC), usually by the switchboard staff.

When a guest checks in, a Meridian Mail voice mailbox is assigned to the room telephone for the guest's use. The mailbox functions much like a personal answering machine—it allows callers to leave messages when the guest is away from the room or on the phone.

If you use only one GAC, locate it near the hotel switchboard. Additional terminals can be installed in other areas for front-desk staff. The flip side of this guide provides guidelines for staff to assist guests in using Voice Messaging.

Throughout this guide, fields displayed in a menu or screen that are referred to in the text appear in italics.

When the guide refers to softkeys, the label of the key displayed on the screen will be enclosed by square brackets (for example, [Exit]).

Keyboard keys are referred to using the label of the key enclosed by angle brackets (for example, <1>, <2>, <Return>).

■ *The Property Management System*

If Meridian Mail is connected to a Property Management System (PMS), this system will control all routine functions for providing Meridian Mail Voice Messaging services to your guests. For example, guests are checked in on the PMS. The PMS then sends a message to Meridian Mail and a mailbox is automatically activated.

In a PMS environment, the GAC is essentially used as a monitoring device. It can, however, act as a backup terminal should the PMS fail. If you are not connected to a PMS, the GAC controls all mailbox assignments, including activating new mailboxes.

Using the Guest Administration Console

```
            Guest Administration Console
1 View/Modify a Mailbox
2 View Post Check Out Mailboxes
3 Copy a Mailbox to Another Room
4 Manual Mailbox Check In
5 Manual Mailbox Check Out
6 Manual Mailbox Restore
7 Hospitality System Status

Enter the password (it will not be displayed)>
```

Softkey 1 = Function Key F6   Cursor keys
Softkey 2 = Function Key F7
Softkey 3 = Function Key F8
Softkey 4 = Function Key F9
Softkey 5 = Function Key F10

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■ *How to use the menu structure*

If you are not familiar with using a menu-based system, follow these instructions:
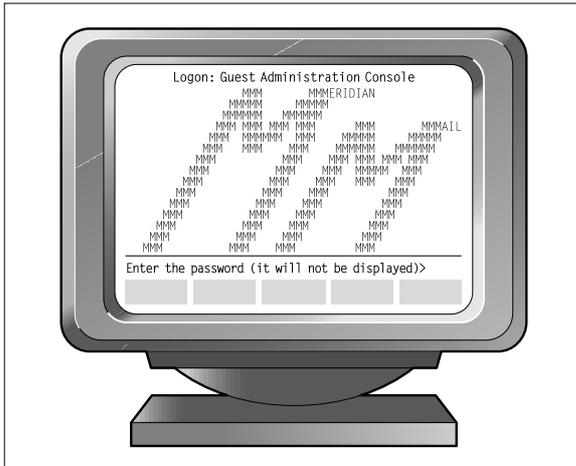
1. First log on. The Guest Administration Console displays a menu of choices. Each choice is preceded by a number.

2. To choose one of the options, type the number of your selection. The number appears next to the prompt *"Select an item >"*. Then press <Return>.

3. The system responds to your selection by displaying another menu.

If you have difficulties with the menus, contact your system administrator.

Some menus use softkeys to provide useful functions. The softkey labels appear at the bottom of the menu screens. To use a softkey, press the function key on the keyboard that corresponds to the softkey label.

In some of the menus you can enter values or make selections in different areas of the menus (these areas are known as fields). To enter a value or make a selection in a field, use the cursor keys on the keyboard to move the cursor into the field.

Starting out

```
        Logon: Guest Administration Console
              MMM         MMMERIDIAN
             MMMMM       MMMMM
            MMMMMM     MMMMMM
           MMM MMM MMM MMM      MMM       MMMAIL
          MMM MMMMMM MMM     MMMMMM    MMMMMM
         MMM   MMM   MMM    MMMMMM   MMMMMM
        MMM          MMM   MMM MMM MMM MMM
       MMM           MMM   MMM  MMMMMM  MMM
      MMM            MMM   MMM   MMM   MMM
     MMM             MMM   MMM         MMM
    MMM              MMM   MMM         MMM
   MMM               MMM   MMM         MMM
  MMM                MMM   MMM         MMM

Enter the password (it will not be displayed)>
```

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■ **Logging on**

The *Logon: Guest Administration Console* screen appears when you are not logged on. The prompt at the bottom of the screen asks you to enter a password. For security reasons, you need a password to access the system. Please contact your system administrator for the password.

    1. Enter the password and press <Return>.

If you enter the correct password, the main *Guest Administration Console* menu is displayed. See the next page for details.

If you enter an incorrect password, the system prompts you for the password once again.

    1. Enter the correct password and press <Return>.

■ **Logging off**

You should not leave the Guest Administration Console unattended while logged on. Should you need to move away from the console for any length of time, log off first.

    1. Press the [Logoff] softkey in the main *Guest Administration Console* menu.

    2. The *Logon* screen appears.

The Guest Administration Console menu

```
          Guest Administration Console
  1 View/Modify a Mailbox
  2 View Post Check Out Mailboxes
 *
  3 Copy a Mailbox to Another Room
  4 Manual Mailbox Check In
 *
  5 Manual Mailbox Check Out
 *
  6 Manual Mailbox Restore
  7 Hospitality System Status

Select an item >
  Logoff
```

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* In a PMS environment, choices 4 and 5 are performed automatically, and choices 3 and 6 can optionally be set up to perform automatically. The manual methods for performing these functions are discussed in this guide (to be used in a non-PMS environment or if the PMS link is down).

■ **The main menu**

After you log on, the main *Guest Administration Console* menu appears. The options presented on this menu enable you to

1. View or modify mailbox information. The functions associated with this option include
   • enabling or disabling a mailbox
   • turning Autologon or off
   • turning Voice-Message Accepted on or off
   • changing a guest mailbox password
2. Verify if guests who have checked out have any unread messages left in their mailboxes.
3. Move a guest's mailbox if the guest changes rooms.
4. Manually activate a mailbox when a guest checks in (only if you are not connected to a PMS or if the PMS system is inoperative).

```
              Guest Administration Console
  1 View/Modify a Mailbox
  2 View Post Check Out Mailboxes
  *
  3 Copy a Mailbox to Another Room
  *
  4 Manual Mailbox Check In
  *
  5 Manual Mailbox Check Out
  *
  6 Manual Mailbox Restore
  7 Hospitality System Status

Select an item >
   Logoff
```

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5. Deactivate a mailbox when a guest checks out (only if you are not connected to a PMS or if the PMS system is inoperative).

6. Reactivate a mailbox if a guest is accidentally checked out.

7. Verify the status of the hospitality system.

The remainder of this guide discusses each menu option in more detail.

■ **How to use the menu**

Choose the function you wish to use, and note its number.

1. Enter the number on the keyboard and press <Return>.

A new sub-menu will appear.

Manual mailbox check in

```
            Guest Administration Console
    Manual Mailbox Check In

    Room:        3245

    Last Name:   Smith

    First Name:  John

    Language*:   American_English    Canadian_French
    _____

     Save      Cancel
```

* This field is displayed only if the system is multilingual.

■ **Activating a mailbox**

In a non-PMS environment, you will use the GAC to activate or check-in guest mailboxes. In a PMS environment, you will only use the GAC to check in guest mailboxes under certain circumstances (for example, if the PMS link is down). In this event, use the following procedure to activate the guest's mailbox.

1. At the main *Guest Administration Console* menu, press <4> on the keyboard (for manual mailbox check in only) and press <Return>.

   The *Manual Mailbox Check In* screen appears.

2. Type the guest's room number in the *Room* field. Press <Return> to go to the next field.

3. Type the guest's last name in the *Last Name* field. Press <Return> to go to the next field.

4. Type the guest's first name in the *First Name* field. Press <Return> to go to the next field.

```
              Guest Administration Console
Manual Mailbox Check In

  Room:       3245

  Last Name:  Smith

  First Name: John

  Language*:  American_English   Canadian_French
  _____

  Save    Cancel
```

* This field is displayed only if the system is multilingual.

5. If your system is multilingual, use the arrow cursor key in the *Language* field to select the language in which the guest wants voice messaging prompts to be played. This includes prompts played to the guest during logon sessions as well as those that are played to callers during Call Answering sessions.

6. Press [Save] to activate the mailbox. The main *Guest Administration Console* menu reappears.

7. Press [Cancel] to cancel the operation; the main *Guest Administration Console* menu reappears and the guest mailbox is not checked in.

■ *Guest language selection*

Your Meridian Mail system can be configured with up to four language options. Only one of the languages can be chosen and designated as the guest's preferred language. Each time a guest checks out and a new guest checks in, a different language may be assigned. If no language is specified at check–in, the guest's voice mailbox will be set to the current system default language.

The guest language can be initially set by a check-in message, or modified by a language change command from the PMS. If your Meridian Mail system is not connected to a PMS, the guest's language preference must be set manual front-desk personnel or the attendant. This can be done on the *Manual Mailbox Check In* menu by simply highlighting the appropriate language.

To set the guest's preferred language when there is a PMS system, but no automatic language support provided, use the *View Modify a Mailbox* menu once the guest has checked in.

■ *Mailbox security*

In some hotels, the guest's last name may be prefixed with a series of digits. Depending on how your system administrator has configured the system, the password for guest mailboxes may be configured in one of two ways:

- by last name
- by check-in Date

■ *By last name*

If the mailbox has been configured to use the last name of the guest, the password consists of the first *n* characters of the guest's last name, where *n* is the allowable password length. This method is recommended because it provides better security against unauthorized attempts to access the system. For additional security, the guest's last name may be prefixed with a series of digits. The first four digits automatically become the initial password for the mailbox. Be sure to tell the guests.

This procedure will also have an effect on how the guest's last name is displayed. When assigning guest mailboxes manually, make sure that you spell the name correctly. If the password is based on the first four letters of the guest's last name and if the name is spelled incorrectly, the guest may not be able to log on to the mailbox. Check with your system administrator. For more information see "Changing the guest's password" in this guide.
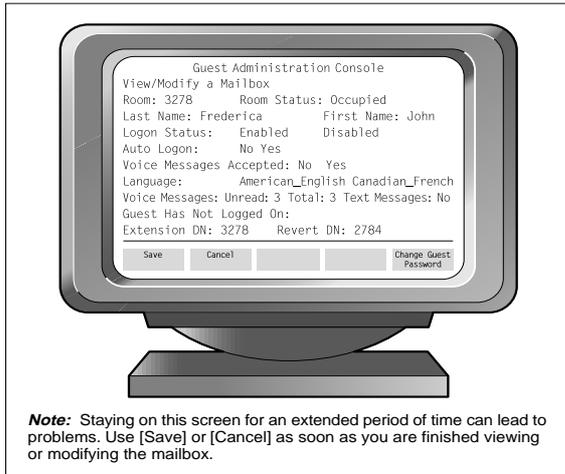
■ *By check-in date*

The password for the guest can also be set to the date of the guest's check-in. The default format is *mm/dd*, where *mm* is the month and *dd* is the day of the month. Alternatively, this format can be set to *dd/mm* through the General Options screen.

In order to set the generation of the initial guest password to the *dd/mm* format, the administrator must select the initial password to be generated by Check-in Date. The required date format must be selected on the General Options screen. Any other selection of the date format (*mm/dd/yy* or *yy/mm/dd*) will automatically use the default *mm/dd* to create the password.

If the date format is changed, only the passwords of guests who check in after the change will be generated in the new format.

View/modify a guest mailbox

```
              Guest Administration Console
       View/Modify a Mailbox
       Room: 3278        Room Status: Occupied
       Last Name: Frederica        First Name: John
       Logon Status:    Enabled    Disabled
       Auto Logon:      No Yes
       Voice Messages Accepted: No  Yes
       Language:        American_English Canadian_French
       Voice Messages: Unread: 3 Total: 3 Text Messages: No
       Guest Has Not Logged On:
       Extension DN: 3278    Revert DN: 2784
                                               Change Guest
       Save      Cancel                        Password
```

Note: Staying on this screen for an extended period of time can lead to problems. Use [Save] or [Cancel] as soon as you are finished viewing or modifying the mailbox.

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Note: Staying on this screen for an extended period of time can lead to problems. Use [Save] or [Cancel] as soon as you are finished viewing or modifying the mailbox.

■ *Viewing a guest mailbox*

Should a guest request any information on the status of messages or come to you with a special request, such as disabling a mailbox, follow this procedure.

1. At the main *Guest Administration Console* menu, press <1> and then press <Return>.

The system prompts you for the guest's room number.

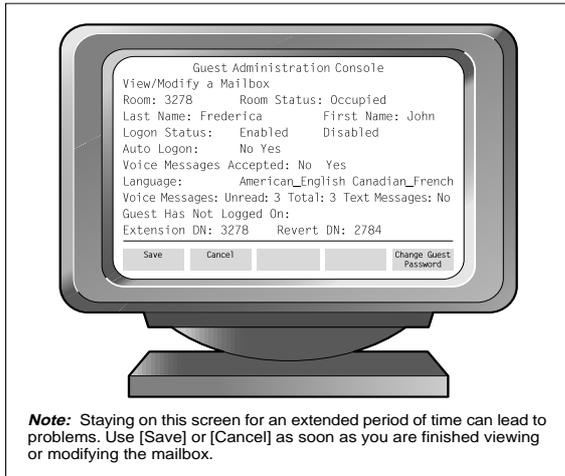2. Type the room number and then press <Return>.

The *View/Modify a Mailbox* screen appears.

3. The following fields are displayed.

Room – This is the room/mailbox number.

Room Status – This is a read-only field. It will always be set to "Occupied". This indicates that a guest has been checked in. (It is not possible to modify a mailbox associated with a vacant room.) This field is read-only. In a non-PMS environment, this indicates that a mailbox has been activated for the room (it is not possible to view or modify a mailbox that has not been activated).
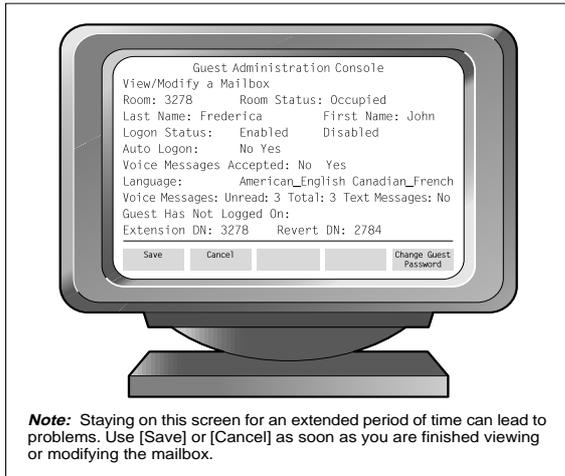
View/modify a guest mailbox, continued

```
           Guest Administration Console
View/Modify a Mailbox
Room: 3278        Room Status: Occupied
Last Name: Frederica        First Name: John
Logon Status:    Enabled    Disabled
Auto Logon:      No Yes
Voice Messages Accepted: No  Yes
Language:        American_English Canadian_French
Voice Messages: Unread: 3 Total: 3 Text Messages: No
Guest Has Not Logged On:
Extension DN: 3278   Revert DN: 2784

  Save    Cancel                      Change Guest
                                         Password
```

Note: Staying on this screen for an extended period of time can lead to problems. Use [Save] or [Cancel] as soon as you are finished viewing or modifying the mailbox.

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Last and First Name – These are the names as they were entered when the guest checked in.

Note: If there is heavy check-in or checkout activity, these fields may remain blank until the backlog is processed by Meridian Mail. In these situations, the following message appears on the screen:

NOTE: Name update may be pending.

The update delay is approximately five minutes for every 100 guest rooms being processed.
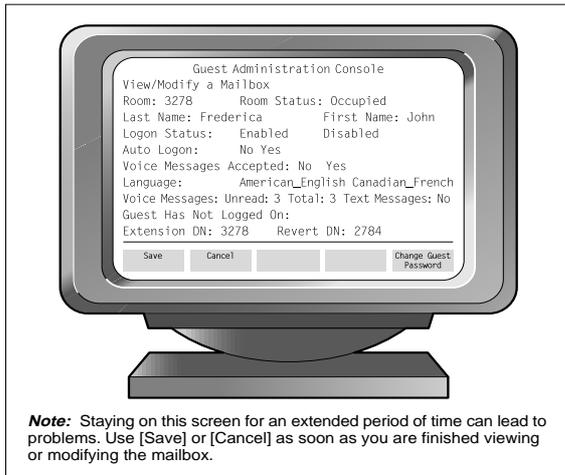
View/modify a guest mailbox, continued

```
              Guest Administration Console
      View/Modify a Mailbox
      Room: 3278        Room Status: Occupied
      Last Name: Frederica          First Name: John
      Logon Status:    Enabled     Disabled
      Auto Logon:      No Yes
      Voice Messages Accepted: No  Yes
      Language:        American_English Canadian_French
      Voice Messages: Unread: 3 Total: 3 Text Messages: No
      Guest Has Not Logged On:
      Extension DN: 3278    Revert DN: 2784
      ┌──────┐ ┌──────┐ ┌──────┐ ┌──────┐ ┌──────────┐
      │ Save │ │Cancel│ │      │ │      │ │Change Guest│
      └──────┘ └──────┘ └──────┘ └──────┘ │ Password  │
                                          └──────────┘
```

Note: Staying on this screen for an extended period of time can lead to problems. Use [Save] or [Cancel] as soon as you are finished viewing or modifying the mailbox.

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Logon Status – If enabled, the guest has access to his or her mailbox. The status may be "Disabled" if the guest entered an incorrect password too many times in which case you can re-enable the mailbox by setting this field to "Enabled."

Auto Log on – If Auto Logon is set to "Off," the guest must provide a password when logging on. (If logging on from a phone other than the guest's room phone, the guest must also enter the mailbox number.) If Auto Logon is on, the guest can press a predesignated button on the room telephone to log on directly to ter mailbox. (No password is necessary.)

Voice Messages Accepted – If set to "No," callers who are connected to this mailbox hear a prompt that informs them that the guest is not using Meridian Mail. (For example, guests with a hearing impairment may request to receive only text messages.)
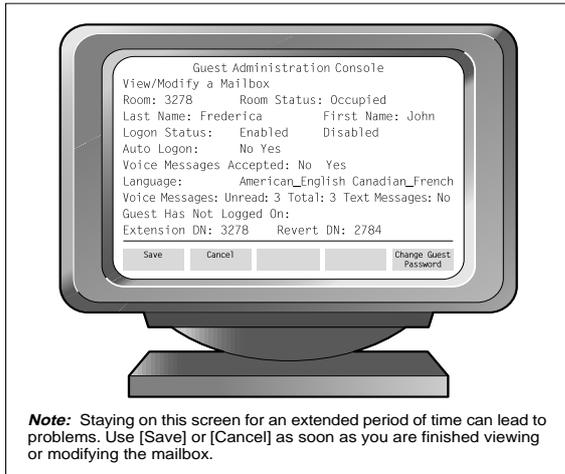
View/modify a guest mailbox, continued

```
           Guest Administration Console
View/Modify a Mailbox
Room: 3278        Room Status: Occupied
Last Name: Frederica       First Name: John
Logon Status:    Enabled    Disabled
Auto Logon:      No Yes
Voice Messages Accepted: No  Yes
Language:         American_English Canadian_French
Voice Messages: Unread: 3 Total: 3 Text Messages: No
Guest Has Not Logged On:
Extension DN: 3278   Revert DN: 2784

[ Save ]  [ Cancel ]  [        ]  [        ]  [ Change Guest ]
                                               [   Password   ]
```

Note: Staying on this screen for an extended period of time can lead to problems. Use [Save] or [Cancel] as soon as you are finished viewing or modifying the mailbox.

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Callers are then connected to an operator who can take text messages. If set to Yes, the mailbox accepts messages when the guest does not answer the phone.

Language – This is the language in which Voice Messaging prompts are played to guests during logon sessions and to callers during Call Answering sessions.

Voice Messages – The following fields are read-only. They keep count of the number of the following types of messages:

- *Unread* – This is the number of new messages that have not been heard by the guest.

- *Total* – This is the total number of voice messages in the mailbox.

- *Text Messages* – If the PMS has messaging capabilities, any messages typed into the PMS will signal Meridian Mail to activate the user's message waiting indicator.

- *Last Logon/Guest Has Not Logged On* – This read-only field indicates the time and date of the guest's last mailbox access. If the guest has not accessed the mailbox, this will be indicated as well.

```
                Guest Administration Console
View/Modify a Mailbox
Room: 3278        Room Status: Occupied
Last Name: Frederica          First Name: John
Logon Status:    Enabled    Disabled
Auto Logon:      No Yes
Voice Messages Accepted: No  Yes
Language:        American_English Canadian_French
Voice Messages: Unread: 3 Total: 3 Text Messages: No
Guest Has Not Logged On:
Extension DN: 3278    Revert DN: 2784
                                           Change Guest
  Save      Cancel                           Password
```

Note: Staying on this screen for an extended period of time can lead to problems. Use [Save] or [Cancel] as soon as you are finished viewing or modifying the mailbox.

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Extension Directory Number – This is the directory number (DN) that is assigned to the mailbox. Typically, the mailbox number and DN are identical. (Only the primary DN is shown, although up to three DNs can be associated with a mailbox.) This is a read-only field. It is configured by the administrator elsewhere.

Revert DN – This is the extension to which the guest is reverted when <0> is pressed while logged on to Meridian Mail. This is a read-only field. It is configured elsewhere by the administrator.

```
                Guest Administration Console
View/Modify a Mailbox
Room:  3278          Room Status:  Occupied
┌─────────────────────────────────────────────────┐
│Last Name:  Frederica        First Name:  John    │
└─────────────────────────────────────────────────┘
Logon Status:        Enabled   Disabled
Auto Logon:          Off  On
Voice Messages Accepted:  No  Yes
Language:            American_English  Canadian_French
Voice Messages: Unread: 3 Total: 3 Text Messages:  No
Guest Has Not  Logged On:
Extension DN: 3278 Revert DN:    2784


    ┌──────┐  ┌──────┐  ┌──────┐  ┌──────┐  ┌──────────┐
    │ Save │  │Cancel│  │      │  │      │  │Change Guest│
    └──────┘  └──────┘  └──────┘  └──────┘  │ Password  │
                                            └──────────┘
```

■ *Changing your guest's name*

If you are connected to a PMS, only change guest names using the PMS. If you are not connected to a PMS, use the following procedure:

1. At the *View/Modify a Mailbox* screen, use the arrow keys or <Tab> to move the cursor to the *Last Name* or *First Name* field.

2. Press the left-arrow <⇐> or right-arrow <⇒> cursor key to move within the field. You can use <Del> to delete any character.

3. Type in any required corrections.

4. Press [Save] to change the name or press [Cancel] to cancel the operation.

Note: For those passwords based on the guest's last name, if you change the first four characters of the guest's last name, be aware that the guest's password will also be changed, unless the guest has already modified the password. (For details on how the guest can do this, see *Guest Voice Messaging Reference Guide*, page 15.)

```
            Guest Administration Console
View/Modify a Mailbox
Room: 3278          Room Status: Occupied
Last Name:  Frederica         First Name: John
Logon Status:      Enabled   Disabled
Auto Logon:        No  Yes
Voice Messages Accepted: No  Yes
Language:          American_English  Cana-
dian_French
Voice Messages: Unread: 3 Total: 3 Text Messages:No
Guest Has Not  Logged On:
Extension DN: 3278  Revert DN:    2784

 Save        Cancel                            Change Guest
                                               Password
```

■ *Changing your guest's password*

If required, you can change your guest's password, whether the original password was based on the guest's last name or check-in date.

Should your guest request that the mailbox password be changed, follow this procedure.

1. At the *View/Modify a Mailbox* screen, press [Change Guest Password].

2. The system prompts you for the guest's new password. Type the new password and press <Return>.

3. The system prompts you for the guest's new password again, as a verification. Type the password again and press <Return>.

4. Press [Save] to save the password or press [Cancel] to cancel the operation.

5. Inform the guest to contact you should he or she forget the password.

6. Make a note in the PMS so that others will be aware that the password was changed, in case guests go to the front desk with password problems.

Note: Guests can also change their own passwords from the telephone set. If you want guests to change their own passwords, explain this capability to them.

 If your hotel has the Calling Party Name Display

(CPND) feature, the CPND will also be updated when you use the above procedure to change the guest's name.

■ *Enhanced password security*

Guest password security assignment can be enhanced by prefixing the guest's last name with a series of randomly chosen digits (from 0 to 9) during check in or during a name change. The digits will be transposed to the end of the name if

1. the initial password is generated using the last name, and
2. the leading digits are at least the initial guest password length.

Up to the initial set password length of digits is transposed to the end of the last name. The password is still generated by the last name as indicated.

For example, if the initial guest password length has been set at four characters by your system adminis-

trator, and is generated using the last name, then if the last name entered is "1234LastName," the name viewed on the GAC is "LastName1234." If the last name entered is "12345LastName," the name is viewed on the GAC is "5LastName1234."

For those passwords based on the guest's check–in date, use the [Change Guest Password] on the View/Modify a Mailbox screen to enter a new password for your guest.

```
              Guest Administration Console
View/Modify a Mailbox
Room: 3278          Room Status: Occupied
Last Name:  Frederica          First Name: John
Logon Status:       Enabled    Disabled
Auto Logon:          Off  On
Voice Messages Accepted: No  Yes
Language:        American_English  Canadian_French
Voice Messages: Unread: 3 Total: 3 Text Messages: No
Guest Has Not  Logged On:
Extension DN: 3278  Revert DN:    2784


  Save        Cancel                          Change Guest
                                              Password
```

■ *If your guest cannot log on*

Should your guest notify you that he or she is unable to log on as a result of too many attempts with an incorrect password, follow this procedure.

1. Use the cursor keys to move the cursor to the *Logon Status* field.

2. Press the left-arrow cursor <⇐> key to select the Enabled settin*g*.

3. Press [Save]. The change is made and the main *Guest Administration Console* menu appears.

Your guest should now be able to log on again. If guests forget their passwords, assign new ones. See the section on "Changing the guest's password" in this guide.

■ *Locking a mailbox*

If your guest wants the room's mailbox locked (for example, so that children cannot play with it), follow the same procedure as above, except choose the Disabled setting instead of Enabled. The mailbox then must be re-enabled before the guest can access voice messages.

```
          Guest Administration Console
View/Modify a Mailbox
Room: 3278          Room Status: Occupied
Last Name: Frederica        First Name: John
Logon Status:       Enabled   Disabled
Auto Logon:         Off  On
Voice Messages Accepted:  No  Yes
Language:           American_English  Canadian_French
Voice Messages: Unread: 3 Total: 3 Text Messages: No
Guest Has Not  Logged On:
Extension DN: 3278  Revert DN:    2784


  Save      Cancel                       Change Guest
                                         Password
```

■ *Disabling one-touch access*

If one-touch access *(Auto Logon)* is enabled, certain guests may request that it be turned off (for security reasons). To disable Auto Logon, follow this procedure.

1. Move the cursor to the *Auto Logon* field with the cursor arrow keys.
2. Press the left-arrow cursor <⇐> key to select the Off setting.
3. Press [Save] to disable Auto Logon*,* or press [Cancel] to cancel the change. (With Auto Logon disabled, a password is required to log on to Meridian Mail.)

■ *Changing voice messaging status*

Some guests may not want to use Meridian Mail Voice Messaging. It is still important, however, that these guests have mailboxes. If the guest does not have a mailbox, a caller who reaches the room will hear *"This room is vacant."* However, if you assign a mailbox but turn Voice Messaging off, a custom prompt will say something like *"This guest is not using the Voice Messaging service. You will now be forwarded to an operator."*

≡ *View/modify a guest mailbox, continued*

```
            Guest Administration Console
View/Modify a Maailbox
Room: 3278          Room Status: Occupied
Last Name: Frederica       First Name: John
Logon Status:       Enabled   Disabled
Auto Logon:         Off  On
Voice Messages Accepted:  No   Yes
Language:           American_English  Canadian_French
Voice Messages: Unread: 3 Total: 3 Text Messages: No
Guest Has Not Logged On
Extension DN: 3278 Revert DN:    2784


  Save       Cancel                        Change Guest
                                           Password
```

To disable Voice Messaging, follow this procedure.

1. At the *View/Modify a Mailbox* screen, use the cursor keys to move the cursor to the *Voice Messages Accepted* field.
2. Press the left-arrow cursor <⇐> key to select the No setting.
3. Press [Save] to change the status, or press [Cancel] cancel the operation.

To turn the Voice Messaging service back on, use the same procedure, but replace No with Yes.

Room moves

```
                          Save

                  Guest Administration Console
          Copy a Mailbox to Another Room

          From Room : 6054

          To Room   :  8025

          Copy Selection: | Messages Only |   Whole Mailbox


          _____


          Save     Cancel
```
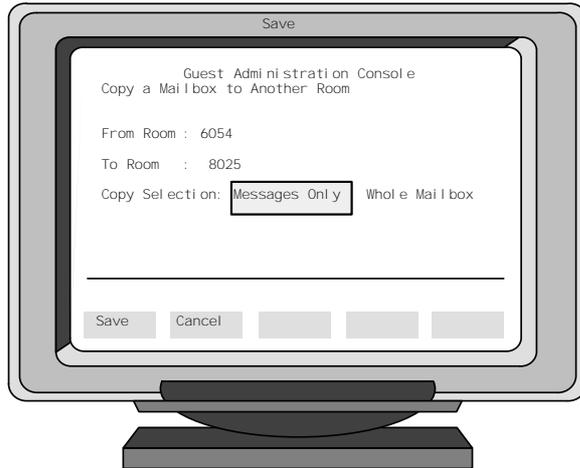
■ *Changing rooms*

If guests change rooms in the hotel with a PMS, they are checked in to the new room using the PMS, and any existing messages are automatically moved to the new mailbox. (The PMS must support the Copy Mailbox command for this to work.)

If you do not have a PMS or if the PMS does not support the Copy Mailbox command, the new room will be checked in but messages must be manually transferred. Note that the messages do not appear in the new mailbox until it is checked in. Use the following procedure to transfer existing messages to the new mailbox:

1. At the main *Guest Administration Console* menu press <3> and then press <Return>.

The *Copy a Mailbox to Another Room* screen appears.

2. Type the guest's old room number in the *From Room* field and press <Return>.

3. Type the new room number in the *To Room* field and press <Return>.

Room moves, continued

```
              Guest Administration Console
    Copy a Mailbox to Another Room


    From Room : 6054

    To Room   :  8025

    Copy Selection: │ Messages Only │   Whole Mailbox



    ─────────────────────────────────────────────


     Save      Cancel
```
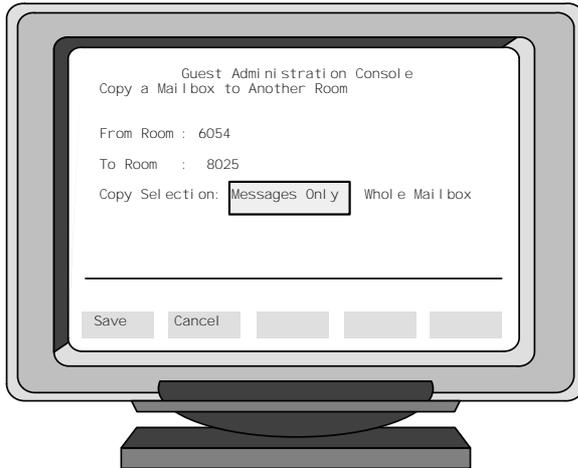
4. Press the left-arrow <⇐> or right-arrow <⇒> cursor key to select the Copy Selection setting. If the room is already occupied (and has a mailbox), select Messages Only. If the room is not yet occupied, select Whole Mailbox to move the guest's mailbox and its contents (such as messages and the guest's greetings).

5. Press [Save] to make the move or press [Cancel] to cancel the move.

Restoring a guest mailbox

```
        Guest Administration Console
1 View/Modify a Mailbox
2 View Post Check Out Mailboxes
3 Copy a Mailbox to Another Room
4 Manual Mailbox Check In
5 Manual Mailbox Check Out
6 Manual Mailbox Restore
7 Hospitality System Status

Enter Room to Restore >
  Save    Cancel
```
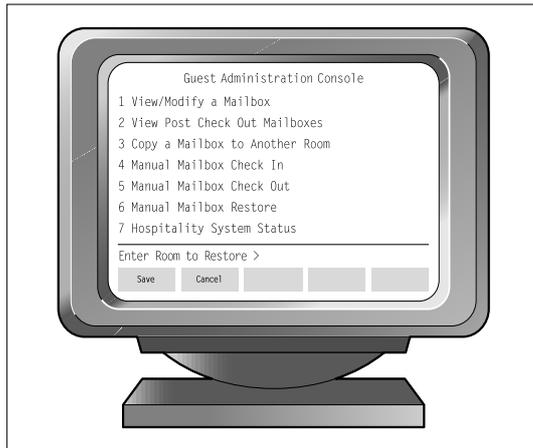
G100347

■ *Accidental checkout*

Guests normally check out from the hotel through the front desk. In some hotels, video checkout services are offered, where guests can use the televisions in their rooms to check themselves out. In this situation, a guest might have inadvertently checked himself or herself out early by mistake. Alternatively, there could be a clerical error at the front desk. In either case, when checked out, the mailbox is essentially "gone" and callers dialing the room will hear the "vacant room" recording; however, a checked-out mailbox is not deleted from the system and is easy to restore in cases of error.

Some PMS systems will automatically restore the mailbox. If the system does not, the following procedure must be used before the room is checked in on the PMS. If the room has already been checked in, then the guest can only access old messages using option 2 on the *View Post Checkout Mailbox* menu.

Should a guest accidentally get checked out, follow this procedure to restore Voice Messaging service to the guest's room:

Restoring a guest mailbox, continued

```
                Guest Administration Console
    1 View/Modify a Mailbox
    2 View Post Check Out Mailboxes
    3 Copy a Mailbox to Another Room
    4 Manual Mailbox Check In
    5 Manual Mailbox Check Out
    6 Manual Mailbox Restore
    7 Hospitality System Status

    Enter Room to Restore >
    [ Save ]  [ Cancel ]  [    ]  [    ]  [    ]
```
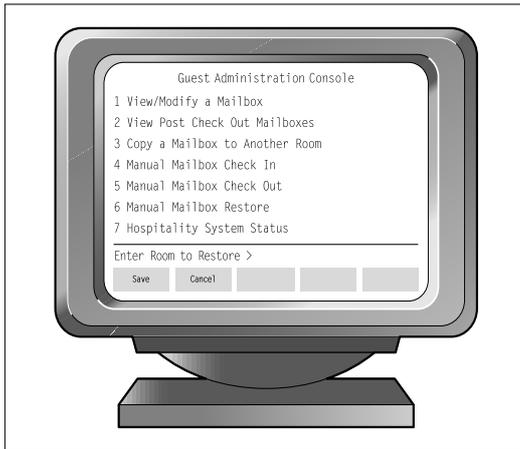
G100347

1. At the main *Guest Administration Console* menu, press <6> for Manual Mailbox Restore and press <Return>.

The prompt, Enter Room to Restore, appears at the bottom of the screen.

2. Type the room number and press <Return> to restore the guest's mailbox and then use *Manual Mailbox Check In (*option 4) to reactivate the mailbox. See the instructions in the section "Activating a mailbox," or press [Cancel] to cancel the Restore function.

Checkout

```
          Guest Administration Console
1 View/Modify a Mailbox
2 View Post Check Out Mailboxes
3 Copy a Mailbox to Another Room
4 Manual Mailbox Check In
5 Manual Mailbox Check Out
6 Manual Mailbox Restore
7 Hospitality System Status

Enter Room to Restore >
   Save      Cancel
```
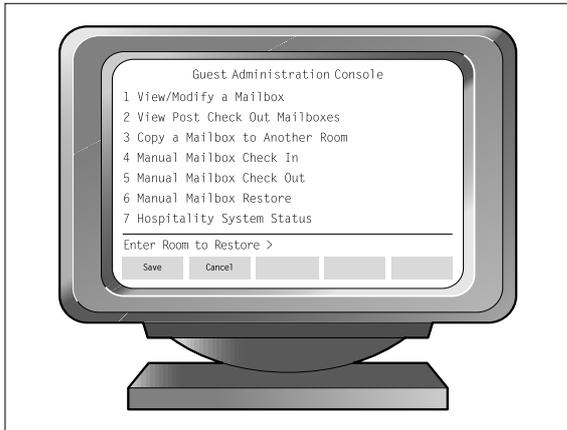
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■ *Deactivating a mailbox*

The Property Management System (PMS) normally handles the checkout process and automatically removes your guest's mailbox. However, under some circumstances, this may not happen. In this event, or if Meridian Mail is not connected to a PMS, use the following procedure to deactivate the guest's mailbox:

1. At the main *Guest Administration Console* menu, press <5> for *Manual Mailbox Check Out* and press <Return>.

   The prompt, *Enter Mailbox to Check Out*, appears at the bottom of the screen.

2. Type the room number and press <Return> to deactivate the mailbox, or press [Cancel] to cancel the deactivation.

After checking out

```
              Guest Administration Console
View Post Checkout Mailboxes

Last Name:      Smi

Room Number:

Check out Date (MM/DD/YY): 15/05/92




     _____

     Enter at least one of the above fields


              Cancel    Find Entries
```

```
              Guest Administration Console
Post Checkout Mailboxes

                                      Voice Msgs
Date     Time    Mailbox   Surname   Read Unread Total

15/05    09:12   3091      SMITH      1    2     3
15/05    10:05   4200      SMILEY     0    1     1
15/05    11:46   6511      SMITHERS   1    0     1


     _____


  Exit
```

■ *The post-checkout mailbox*

Some PMS systems notify you on the screen of the number of messages listened to and not yet listened to by a guest before checking out. If the PMS system does not have this feature, a separate message-notification terminal available with Meridian Mail will beep and highlight the guest's information. If you do not have this optional terminal, you can still access this information from the GAC. Contact the system administrator for assistance

Should your guest request information on messages after checking out, follow this procedure:

1. At the main *Guest Administration Console* menu, press <2> and then press <Return>.

   The *View Post Checkout Mailbox* screen appears.

2. Complete one or more of the following fields:

3. In the *Last Name* field, type the guest's last name and press <Return>. To save time, you need only enter the first three or four characters of the guest's name.

4. In the *Room Number* field, type the guest's room number and press <Return>.

```
              Guest Administration Console
View Post Checkout Mailboxes


Last Name:      Smi

Room Number:

Check out Date (MM/DD/YY): 15/05/92




 _____

 Enter at least one of the above fields

 _____  _____  _____  _____  _____
            Cancel    Find Entries
```

```
              Guest Administration Console
Post Checkout Mailboxes

                                    Voice Msgs
Date    Time    Mailbox  Surname  Read Unread Total

15/05   09:12   3091     SMITH      1    2     3
15/05   10:05   4200     SMILEY     0    1     1
15/05   11:46   6511     SMITHERS   1    0     1



 _____

 Exit
```

5. In the *Check out Date* field, type the guest's checkout date and press <Return>.

6. Press [Find Entries].

   The *Post Checkout Mailboxes* screen appears, listing any last name beginning with the letters you typed.

7. Inform the guest of the checkout date and any unheard messages, and how any unheard messages may be accessed after checkout. Also be sure to warn the guest about any time limits after which messages are no longer accessible. (These limits are determined by the system administrator.)

If a guest has checked out, the guest can check for messages by (a) using the post-checkout mailbox or (b) calling the attendant for assistance. If a new guest has checked in, the post-checkout mailbox must be used. Consult the *Guest Voice Messaging Reference Guide* for instructions on how to access the post-checkout mailbox.

Guests should call an attendant, to ask to be connected to their post-checkout mailbox.

Hospitality system status


```
              Guest Administration Console
        Hospitality System Status

        Link from Meridian Mail to PMS:   Link_Is_OK

        Link from Meridian Mail to SL-1: Link_Is_OK

        Switch Between SL-1 and PMS: Meridian_Mail_On_Line

        Room Re-synchronization Mode: Disabled
        _____

         Exit      Change      Test links and  Change Switch  Acknowledge
                 Re-sync Mode  Update Screen                     alarm
```

G100344

■ System status updates

The *Hospitality System Status* screen is not automatically updated with link status changes. To refresh the screen with the most recent status, press [Test Links and Update Screen]. If Meridian Mail is not accessible, follow this procedure to check the status of the system:

1. Select Hospitality Administration from the *Guest Administration Console* menu, select and press <7> and then press <Return>. The *Hospitality System Status* screen appears.

2. Press [Test links and Update Screen] to test links.

The system tests both links (this may take several seconds), and refreshes the screen with the new status.

Under normal operation, the resynchronization mode is disabled. It should only be enabled after an extended period of system outage to synchronize the PMS database with your telephone service access switch. This operation should only be performed by the supervisor or administrator.

```
           Guest Administration Console
Hospitality System Status


Link from Meridian Mail to PMS:   Link_Is_OK

Link from Meridian Mail to SL-1: Link_Is_OK

Switch Between SL-1 and PMS: Meridian_Mail_On_Line

Room Re-synchronization Mode: Disabled
_____

Exit      Change     Test links and Change Switch Acknowledge
          Re-sync Mode Update Screen               alarm
```
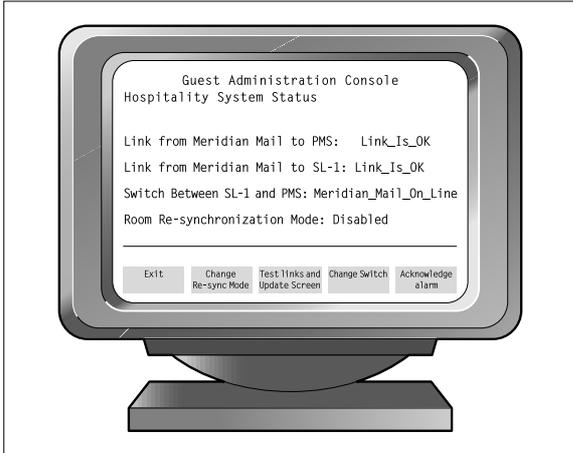
G100344

3. If Meridian Mail is online it can be bypassed by pressing [Change Switch], which removes Meridian Mail from the PMS link. This might be necessary if the system requires work that will affect users (and can be done without taking the whole system down). When in bypass mode, Meridian Mail will not receive any check-in or checkout information from the PMS.

   When you press [Cha*n*ge Switch], the system changes the setting and displays the screen again with the new status.

Note: It is recommended that the setting of the switch be changed only by a supervisor or manager. Manual message procedures will need to be implemented when the link is down and certain departments will need to be informed. This should only be a "last resort" procedure.

```
              Guest Administration Console
        Hospitality System Status


        Link from Meridian Mail to PMS:   Link_Is_OK

        Link from Meridian Mail to SL-1: Link_Is_OK

        Switch Between SL-1 and PMS: Meridian_Mail_On_Line

        Room Re-synchronization Mode: Disabled


        _____

          Exit      Change    Test links and  Change Switch  Acknowledge
                   Re-sync Mode Update Screen                    alarm
```

G100344

4. To turn off alarms, press [Acknowledge alarms]. (This softkey only appears when a system alarm is occurring.)

5. To get up-to-date status information at any time, press [Test links and Update Screen].

   Persistent status problems should be reported to your PBX technician and PMS technician.

6. When you are done, press [Exit]. The main *Guest Administration Console* menu appears.

List of terms

Attendant — A person who routinely monitors and performs the functions associated with the Guest Administration Console. In many establishments this function is performed by the telephone operator.

Auto logon — A feature that allows a guest to log on to Meridian Mail without supplying a room number or password.

CPND — Calling Party Name Display feature.

Greeting — A voice recording that is played to callers reaching Meridian Mail.

Key — Any button on the telephone keypad.

Logon — The action of entering a room number and password when gaining access to Meridian Mail.

Mailbox — A private storage area in the system where a guest's messages are kept.

Password — A sequence of digits (initially set by the hotel), that are entered when logging on to Meridian Mail.

Post-check-out mailbox — A temporary mailbox to which the mailbox of a recently checked out guest is copied. Only those mailboxes that still contain messages are copied and temporarily stored. The guest may access this mailbox by telephone from either inside or outside the hotel with the help of the attendant.

Prompt — A voice recording played during a Meridian Mail session to instruct users on what actions can be taken.

PMS — Property Management System. An optional hardware interface that can be connected to the Meridian Mail system. It automatically controls all routine functions for providing Voice Messaging services to your guests.

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Meridian Mail
Guest Administration Console Guide

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Meridian Mail
Guest Voice Messaging
Reference Guide

Table of Contents

How to use this guide

◼ **Introduction**

This guide provides information on what guests must do to use Meridian Mail from their room phones, from other phones inside the hotel, or from phones away from the hotel. If you wish to demonstrate certain features to a guest, you can log on to the guest's mailbox and follow the procedures in this guide. If you flip this guide over to the other side, you will find instructions on how to use the Guest Administration Console.

In the instructions for using Guest Voice Messaging, you will find that Meridian Mail prompts (audible instructions played by the system) are printed in double quotation marks. System prompts, or their customized versions, are displayed in brackets surrounded by double quotation marks – for example, "(Guest logon greeting)." This is because the wording of the prompt may vary from location to location. Sample messages may also appear in italic type, in quotation marks. Throughout this guide, keys on the telephone keypad are referred to using the label of the key enclosed in angle brackets (for example, <1>, <2>, <#>).

Points to cover with the guest

■ **General features of Meridian Mail**

- Meridian Mail is like a personal phone answering machine; it takes messages when your guest is on the phone, or away from the room.

- Meridian Mail notifies your guest when there are messages waiting. If the room telephone has a message waiting indicator lamp, it flashes. If there is no lamp or it does not flash, your guest hears interrupted dial tone on picking up the receiver.

- Meridian Mail is simple to use. Your guest just presses one button on the room telephone to hear any messages.

- Meridian Mail stores your guest's messages in a private area known as a mailbox. Your guest is given added security through a personalized password that is provided when the guest checks in. The password prevents unauthorized access to the guest's messages, and allows your guest to listen to messages from any telephone outside the room or the hotel.

- Meridian Mail also notifies your guest of any messages waiting at another system, such as a television messaging system or a written messaging system in the Property Management System (PMS).

■ **Meridian Mail prompts**

- Your guest does not need to memorize any Meridian Mail commands because the features simplify message retrieval at the room phones. Meridian Mail plays prompts that tell your guest which commands can be used.

- Prompts are available in different languages which can be set up for each mailbox.

■ **Calling a guest or hotel staff**

- When your guest calls someone in the hotel who is unavailable or on the phone, Meridian Mail asks the guest to leave a message. Your guest can then decide whether to hang up and try again later, or leave a message.

■ **Meridian Mail information**

- Information cards and other user guides that your company provides should be available to your guest. These provide instructions and telephone numbers that your guests need in order to use Meridian Mail.

Checking messages

1   Message Key

2

"There is other mail for you... (Meridian Mail instructs you on how to retrieve your other mail)*"*

3

"Message five, new, from Salvador Smith, received Thursday at 2:35 p.m. Hello, this is Salvador calling..."

4
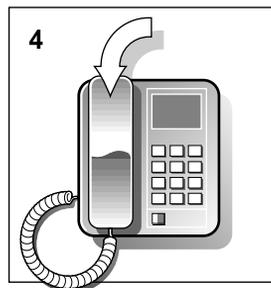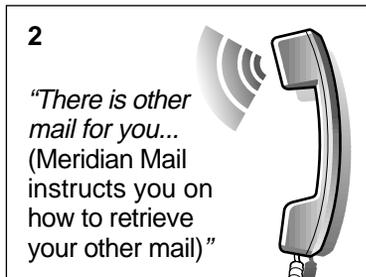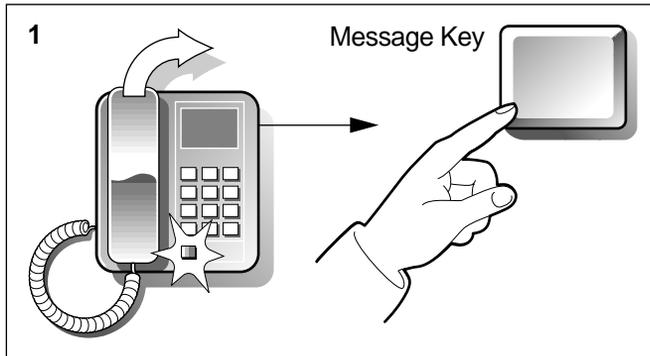
g100331

■ *Accessing Meridian Mail*

You can gain access to Meridian Mail by pressing one key on the room telephone to hear new messages in the order in which they arrived. Check your messages by following this procedure:

1. If the message waiting indicator on the room telephone is on, or if interrupted dial tone is heard in the receiver, press the message key. The guest logon greeting is then played.
   If the telephone does not have a message key, you must dial the Meridian Mail access number.

2. Meridian Mail indicates if there are other messages waiting besides voice messages (for example, written notes left at the front desk, or messages accessible through another system). These can be retrieved by contacting the front desk or by using another messaging system, if there is one.

Checking messages, continued

1   Message Key

2

"There is other mail for you... (Meridian Mail instructs you on how to retrieve your other mail)*"*

3

"Message five, new, from Salvador Smith, received Thursday at 2:35 p.m. Hello, this is Salvador calling..."

4

g100331
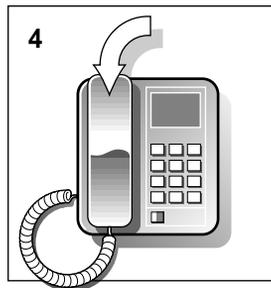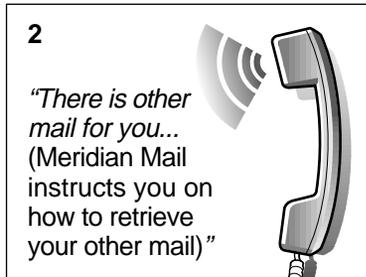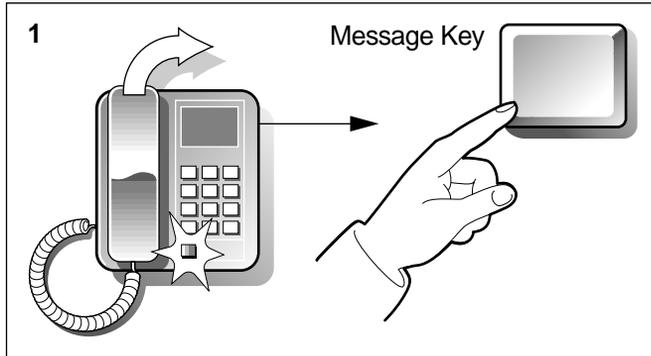
3. Meridian Mail plays any new messages.

An example follows: *"Message five, new, from Salvador Smith, received Thursday at 2:35 p.m. Hello, this is Salvador calling...."*

If there are no new messages, Meridian Mail plays the oldest message. If there have been no messages at all, Meridian Mail indicates this and then says which commands can be used.

4. Once the messages have been played, hang up, or, to continue to use Meridian Mail, see the following pages of this guide.

Checking messages, continued

■ *Controlling message playback*

Your guest can listen to part or all of any message at any time by interrupting automatic playback.

Your guest can...	By pressing...	Your guest hears...
Go to the next message	[MNO 6]	"(Description of next message)"
Go to the previous message	[GHI 4]	"(Description of previous message)"
Play the message again (at the end of the message)	[ABC 2]	*"Start of message"*
Pause during playback	[#]	*"Playback stopped"*
Continue listening to an interrupted message	[ABC 2]	"(Message playback resumes)*"*
Skip backward 5 seconds at a time	[1]	"(Earlier part of message)"
Skip forward 5 seconds at a time	[DEF 3]	"(Later part of message)"
Play the message faster	[ABC 2] + [DEF 3]	"(Speed of playback increases)"
Play the message slower	[ABC 2] + [1]	"(Speed of playback decreases)"
Increase the volume	[ABC 2] + [MNO 6]	"(Volume of playback increases)"
Decrease the volume	[ABC 2] + [GHI 4]	"(Volume of playback decreases)"
Call the attendant	[0]	Ringing. The attendant answers.

Calling a sender

1

"Message five, new, from... Hello, this is Salvador calling..."

wxy
9

2

"The person in this room is not available to take your call. Please leave a message after the tone."

3

g100336

■ **One-touch dialing**

While listening to a message, a guest may want to speak immediately with the person who left the message. If the person who left the message is also staying in the hotel, the sender's number can be automatically dialed using the Calling a Sender feature:

1. When listening to the message, press <9>. (Use the commands on the previous page if you are not listening to the right message.)

   "Calling (name or number)*."*

2. Talk to the caller, or leave a message. Then hang up.

■ **Identifying the sender**

Meridian Mail identifies the sender as follows:

- Staff members are identified by name if they have recorded their "Name for Identification" (also referred to as "personal verification" in Meridian Mail). If no name has been recorded, Meridian Mail plays "from a staff member."

- Messages from other guests are identified by name. For security reasons, if no name is recorded, messages from other guests are identified as "from a guest."

Away from the room?

1   Meridian Mail access number

2 *"Please enter your room number..."*
Room number, #

3 *"Please enter your password..."*
Password, #

4 *"There is other mail for you..."*
(Listen for more instructions)

5
"Message five, new, from Salvador Smith, received Thursday at 2:35 p.m. Hello, this is Salvador calling..."

6
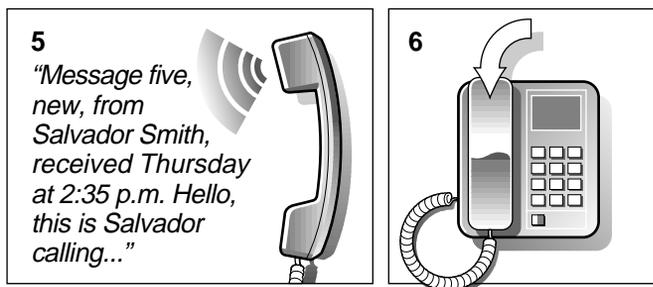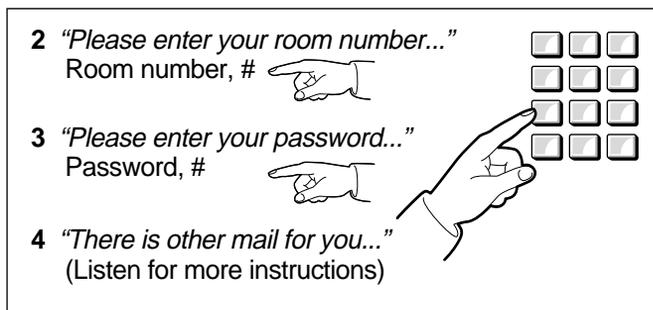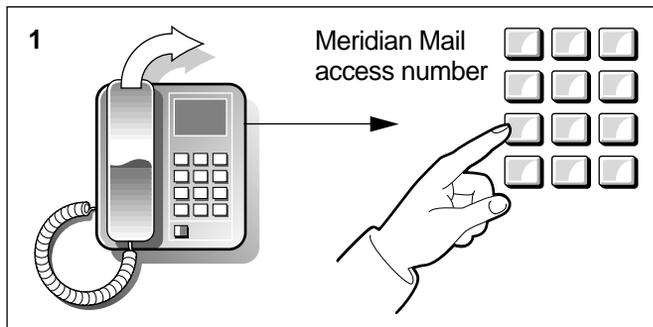
g100332

■ *Calling for messages*

When away from the room, your guest can still use Meridian Mail to listen to messages by following the steps listed below. (This procedure can also be used by guests who have asked the hotel to disable One-touch Access for their room phones.)

1. Dial the Meridian Mail access number.

   Meridian Mail access number: _____

   "(Guest logon greeting) ...Please enter your room number followed by number sign," or *"(A custom message recorded by the system administrator)."*

2. Enter the room number, then press <#>.

   "Please enter your password followed by number sign."

3. Enter the password, then press <#>.

4. Meridian Mail informs you of any messages (including non-voice messages).

5. Any new messages are played. All the usual functions of Meridian Mail can be used to listen to messages.

6. When you are done, hang up.

Away from the hotel?

1 TELEPHONE — Hotel Main Number

2 Meridian Mail number

3 *"Please enter your room number..."*
Room number, #

4 *"Please enter your password..."*
Password, #

5 *"There is other mail for you..."*
(Listen for more instructions)

6 *"Message five, new, from Salvador Smith, received Thursday at 2:35 p.m. Hello, this is Salvador calling..."*

7
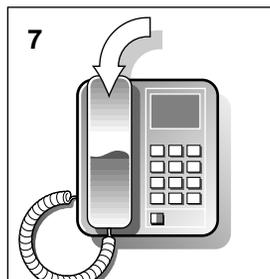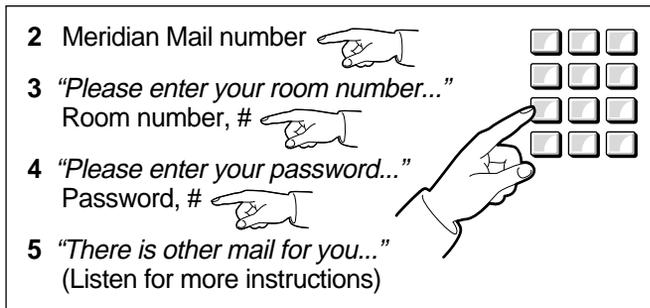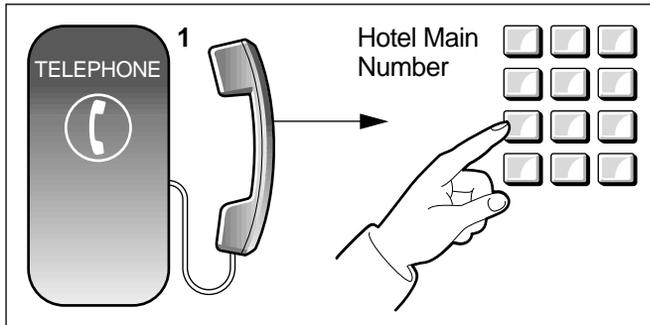
g100333

■ **Calling for messages**

Outside of the hotel, your guest can use this procedure.

1. Dial the hotel's number, or the direct inward number if available.
   Hotel number: _____

2. Dial the Meridian Mail access number if prompted by an automated attendant, or ask to be connected by the attendant.
   Meridian Mail access number: _____
   "(Guest logon greeting) ...Please enter your room number followed by number sign," or
   "(A custom message recorded by the system administrator)."

3. Enter the room number, then press <#>.
   "Please enter your password followed by number sign."

4. Enter the password, then press <#>.

5. Meridian Mail informs you of any messages (including non-voice messages).

6. New messages are played.

7. When you are done, hang up.

Message cleanup

1 prs 7

2 1

3 1 ← ? → #

"All messages...will be deleted when you hang up."

"No messages have been deleted."

4

g100339
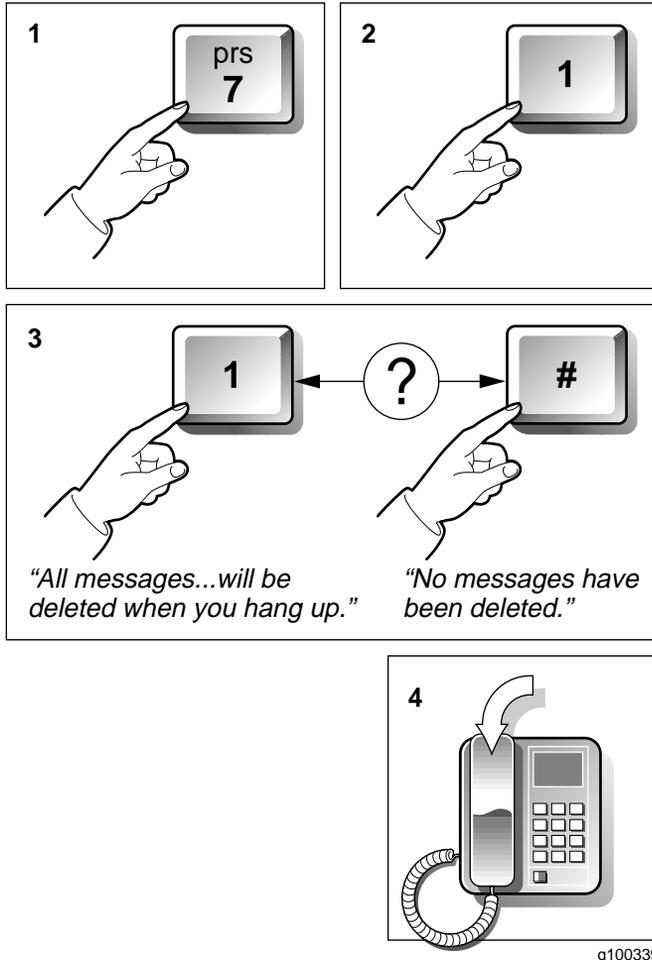
Once you have listened to a message, you may wish to delete items from your mailbox. You may delete them all at once, or selectively, as explained on page 10. If you delete a message in error, see page 11 to restore the message.

■ Deleting all messages

The procedure described below allows the guest to delete all messages at one time.

1. Log on to the mailbox. Press <7>.

   "Message cleanup. To delete all the messages that you have heard, press 1."

2. Press <1>.

   "You have chosen to delete all the messages that you have heard. To confirm the deletion, press 1. To return to your message list without deleting messages, press number sign."

3. To confirm the deletion, press <1>.

   "All messages that you have heard will be deleted from your mailbox when you hang up."

   To cancel the deletion, press <#>.

   "No messages have been deleted. Leaving message cleanup."

4. Proceed with other commands, or hang up.

Message cleanup, continued

1 prs **7**

2 abc **2**

3

"Message five, new, from Salvador Smith, received Thursday at 2:35 p.m. Hello, this is Salvador calling..."

4 "(Message)" ☞ abc **2**

"(Next message)" ☞ mno **6**

"Message deleted" ☞ prs **7**

"Leaving message cleanup" ☞ wxy **9**

5
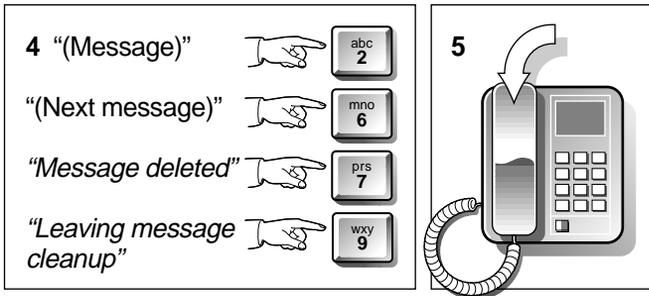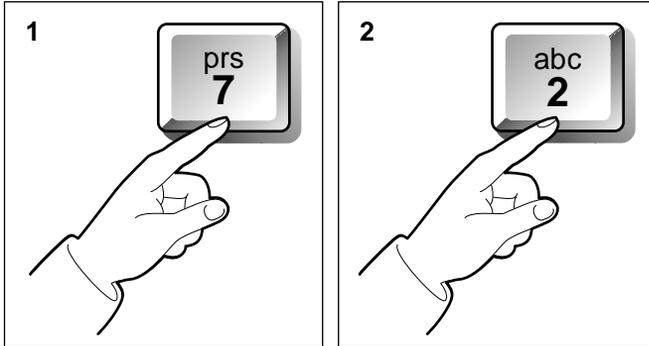
g100338

■ **Deleting selected messages**

The procedure described below allows the guest to delete selected messages.

1. Log on to the mailbox. Press <7>.

   "Message cleanup. To delete all the messages that you have heard, press 1. To select which ones are to be deleted, press 2."

2. Press <2>.

   "Selective deletion. Messages will be played one at a time and you will be able to delete them."

3. The first message is played.

4. Press:

   • <2> to play the message again

   • <6> to go to the next message, without deleting the current message

   • <7> to delete the message just played

   *"Message (*number*) deleted."*

   • <9> to leave the delete function

   "Leaving Message Cleanup."

5. Proceed with other commands, or hang up.

Message cleanup, continued
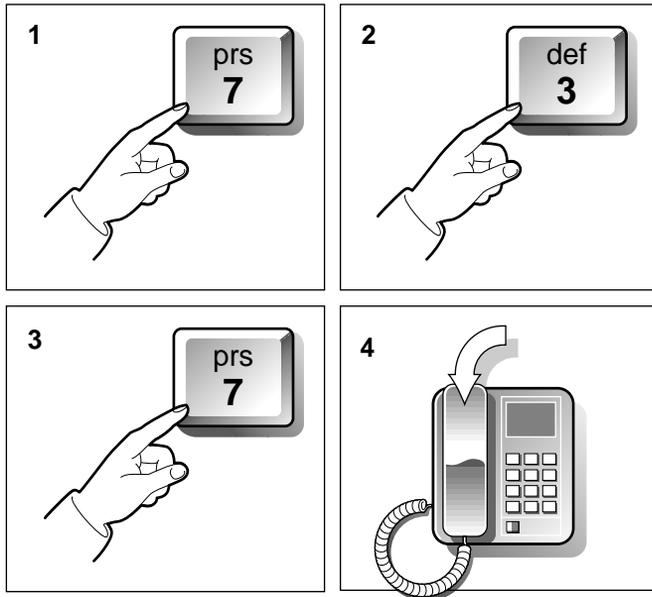
g100340

■ *Restoring deleted messages*

Messages deleted during the current mailbox session can be restored by following the steps listed below, but only if the user has not hung up since deleting the messages. Guests can follow this procedure to restore deleted messages.

1. Press <7>.

   "Message Cleanup. To delete all the messages that you have heard, press 1. To select which ones are to be deleted, press 2. To restore all the messages that you have deleted in this session, press 3. To exit from Message Cleanup, press number sign."

2. Press <3>.

   "All deleted messages have been restored."

If no messages were deleted, the following prompt is played: *"Sorry, that selection is not recognized."* Note that messages that were deleted in a previous session cannot be restored.

3. Meridian Mail repeats the message cleanup commands: *"To delete some messages, use Message Cleanup again in this session by pressing 7."*

4. When you are done, hang up.

Mailbox setup

1
tuv **8**

2
1

3 Say your greeting.   jkl **5**

4 *"Recording stopped."*   **#**

5 *"Start of Greeting (Greeting) End of Greeting"*   abc **2**

6
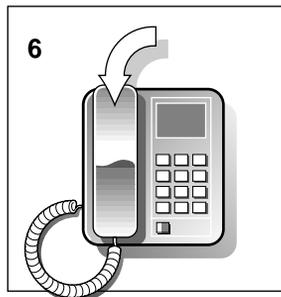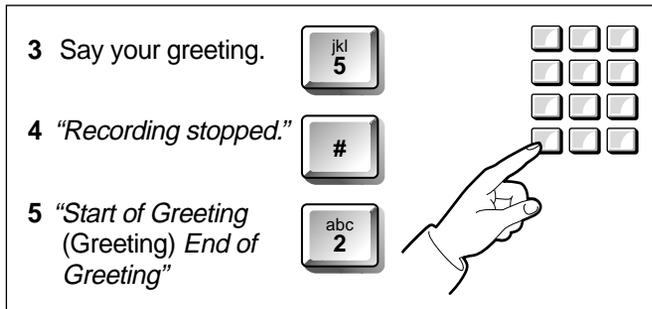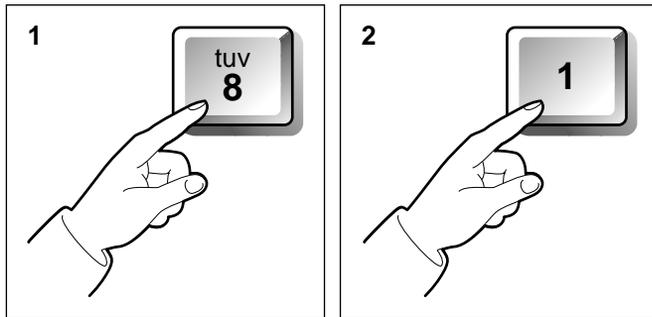
g100341

■ **Setting up a mailbox**

When setting up a mailbox, a guest can

- record a customized personal greeting that callers will hear when Meridian Mail answers the phone, in place of the standard system greeting
- record his or her name which will be used by Meridian Mail to identify the guest
- change his or her password

■ **Recording the greeting**

The guest can change the greeting callers hear when Meridian Mail answers the phone by following this procedure.

1. Log on to the mailbox. Press <8>.

   "Mailbox setup. To record your personal greeting, press <1>...."

2. Press <1>.

   "Personal greeting."

Mailbox setup, continued

1

tuv
8

2

1

3 Say your greeting.

jkl
5

4 *"Recording stopped."*

#

5 *"Start of Greeting*
(Greeting) *End of*
Greeting"

abc
2

6
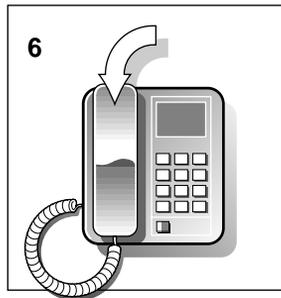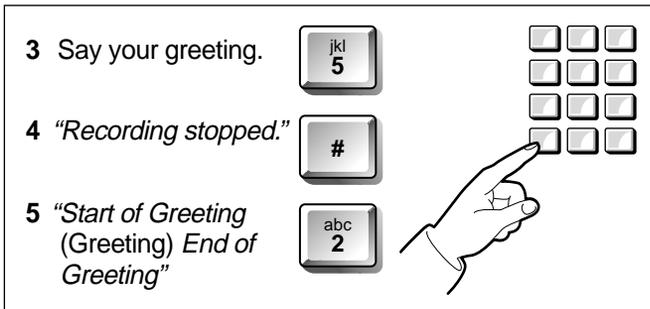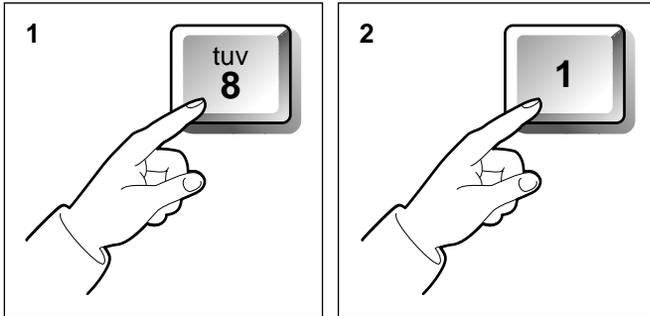
g100341

3. To record the greeting, press <5>. Wait for the tone, then speak. Keep the greeting reasonably short. Mention that callers can press 0 to speak to the hotel operator instead of leaving a message.

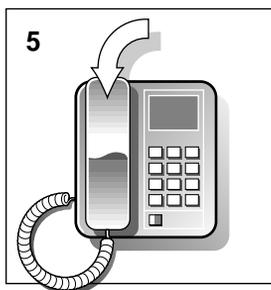4. When you have finished speaking, press <#>. *"Recording stopped."*

5. To check the greeting, press <2>.

   *"Start of greeting (*Greeting) *End of greeting."*

6. To proceed with other commands, press <4>.

7. When you are done, hang up.

Mailbox setup, continued

1 tuv **8**

2 abc **2**

3 jkl **5**

"(Say your name)."

4 #

"(Hear your name)."

5
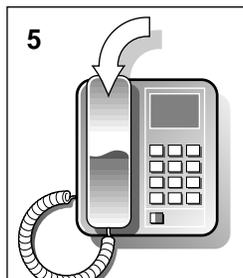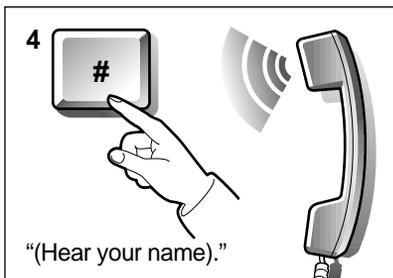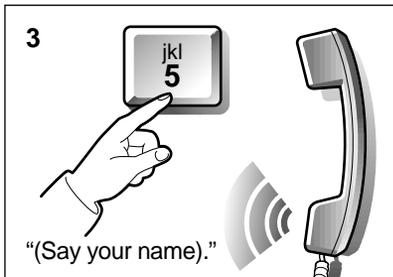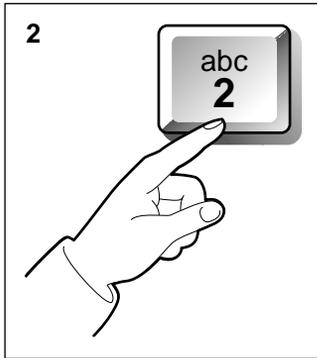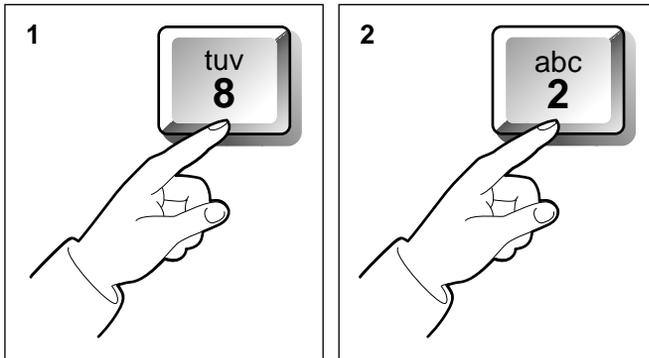
g100337

■ **Customizing the Name for Identification**

The term Name for Identification refers to a spoken recording of your guest's name that Meridian Mail plays to callers. The availability of this feature depends on how the administrator has configured the system. It may not be enabled for all guests, but if it is available, guests can follow this procedure to record their names.

1. Log on to the mailbox. Press <8>.

   "Mailbox setup. To record your personal greeting, press <1>. To record your name for identification, press <2>...."

2. Press <2>.

   "The name for identification is... (name)," or

   "There is no name for identification for room ...(number)."

3. To record the name, press <5>. Wait for the tone, then say your name.

4. To stop the recording, press <#>.

   "The name for identification is ...(name)."

5. To proceed with other commands, press <4>.

6. When you are done, hang up.

Mailbox setup, continued

G100342
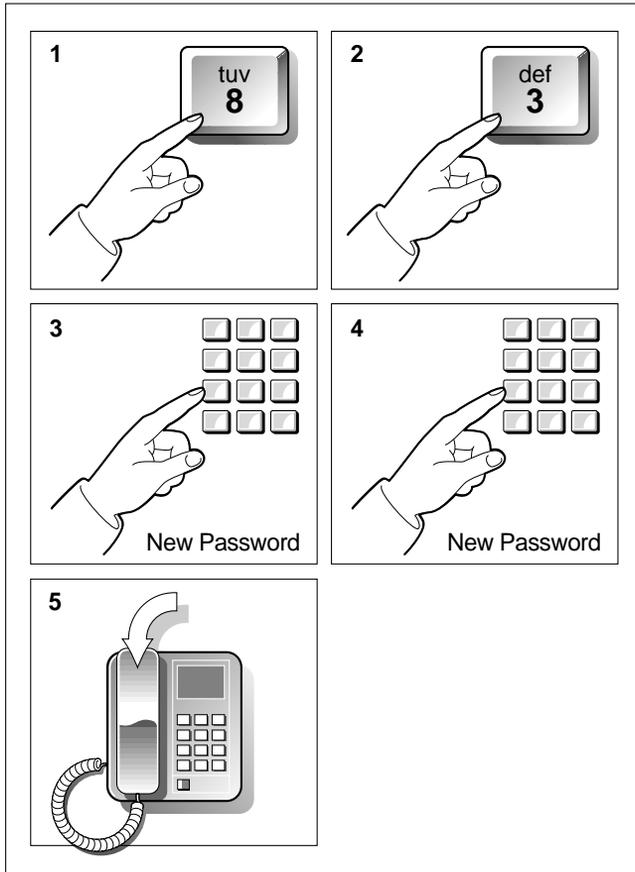
■ Changing the password

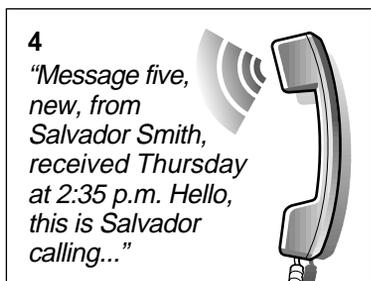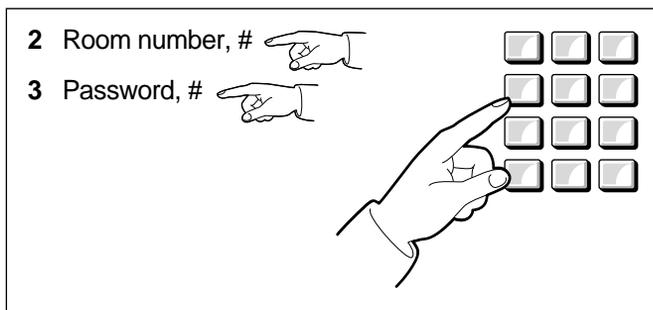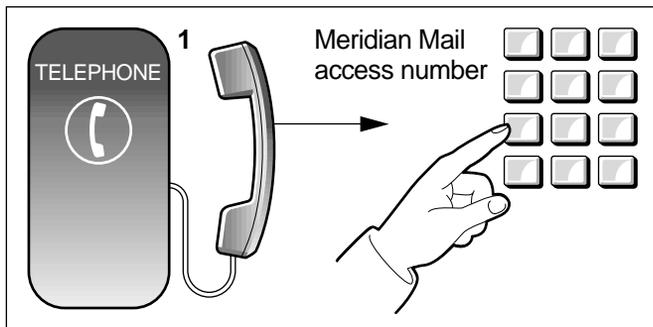The guest can use the following procedure to change the mailbox password.

1. Log on to the mailbox. Press <8>.

   "Mailbox setup. To record your personal greeting, press 1. To record your name for identification, press 2. To change your password, press 3..."

2. Press <3>.

   "Password change. Please enter your new password, followed by number sign."

3. Enter the new password, then press <#>. A password can be up to 16 characters long. To cancel the operation after step 2, just press <#>.

   "Please enter your new password again, followed by number sign."

4. Enter the new password to confirm that it was typed correctly, followed by <#>.

5. To proceed with other commands, press <4>. Otherwise, hang up.

After checking out

1 TELEPHONE — Meridian Mail access number

2 Room number, #

3 Password, #

4 "Message five, new, from Salvador Smith, received Thursday at 2:35 p.m. Hello, this is Salvador calling..."

5

g100334

■ Inside the hotel

After checkout, guests can listen to unheard messages that arrived prior to checkout. Messages are stored for a period of time that is set by the system administrator. Guests should be advised that no new messages can be left in the checked-out mailbox after checkout. If calling from a phone in the hotel shortly after checking out, and before a new guest has checked in, your guest can use the following procedure.
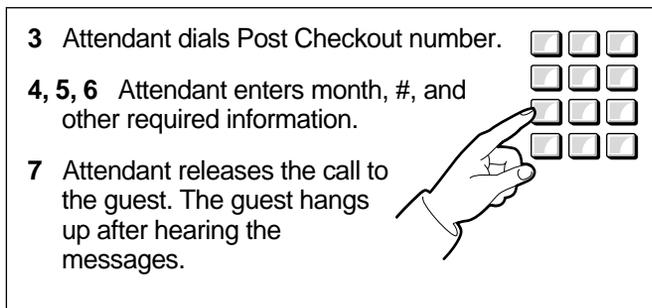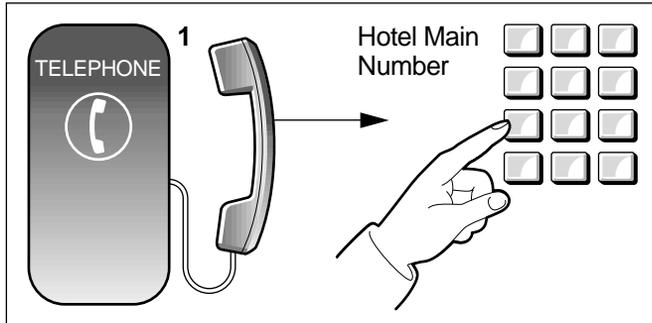
1. Dial the Meridian Mail access number.

   Meridian Mail access number: _____

   "(Guest logon greeting) ...*Please enter your room number followed by number sign,*" or "(A custom message recorded by the system administrator)"

2. Enter the room number, followed by <#>.

   "*Please enter your password followed by number sign.*"

3. Enter the password, then press <#>.

4. The messages are played.

5. When you are done, hang up.

After checking out, continued

1 Hotel Main Number

2 Guest tells attendant room number, last name and checkout date.

3 Attendant dials Post Checkout number.

4, 5, 6 Attendant enters month, #, and other required information.

7 Attendant releases the call to the guest. The guest hangs up after hearing the messages.

g100335

■ **Outside the hotel**

If calling after leaving the hotel, your guest must follow these steps.

1. Dial the hotel main number.

 Hotel number: _____

2. Give the attendant the room number, last name, and date of checkout (month and day).

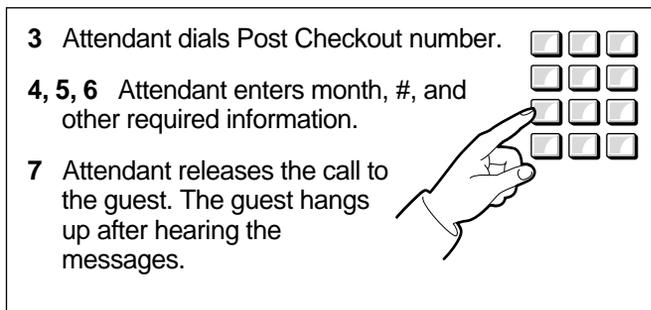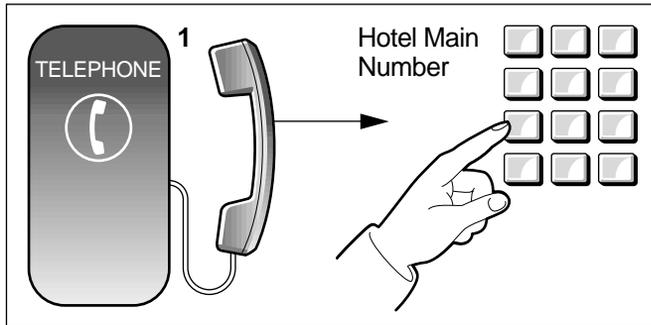At this point, the attendant connects the caller to the Post Checkout mailbox.

3. Dial the post-checkout mailbox number.

 Post Checkout number: _____

 "You have reached the post-checkout mailbox service."

4. Enter the month in numeric form, as instruct–ed by Meridian Mail, then press <#>. Or simply press <#> for the current month.

5. Enter the day of checkout, then press <#>. Or simply press <#> for the current day.

6. Enter the room number, then press <#>. Or simply press <#> and enter the last name.

After checking out, continued

1 TELEPHONE — Hotel Main Number

2 Guest tells attendant room number, last name and checkout date.

3 Attendant dials Post Checkout number.

4, 5, 6 Attendant enters month, #, and other required information.

7 Attendant releases the call to the guest. The guest hangs up after hearing the messages.

g100335

If the room number is entered and if more than one guest checked out of the room on the same day, the system prompts for the last name. In this case, the attendant spells the name and presses <#>.

7. The attendant should stay on the line to hear the initial prompts. Release the call to allow the guest to hear the messages. After hearing the messages, the guest hangs up.

8. If there are no messages in the check-out mailbox, the attendant will hear the following prompt: "*There are no voice messages in your mailbox. Good-bye.*"

The attendant should advise the guest that the mailbox has been deleted because there were no messages to hold for later retrieval.

> *Note:* For security reasons, the post-checkout mailbox must only be accessible by the attendant. Do not publish the access number to guests.

List of terms

Attendant   Person who routinely monitors and performs the functions associated with the Guest Voice Messaging console. In many establishments, this function is performed by the telephone operator.

Greeting   A voice recording that is played to callers reaching Meridian Mail.

Interrupted dial tone   Repeated bursts of dial tone heard when the handset is picked up. This indicates that messages are waiting. Note that this feature exists only on phones that do not have a message waiting indicator (red light) on the phone.

Key   Any button on the telephone keypad.

Logon   The action of entering a room number and password when gaining access to Meridian Mail.

Mailbox   A private storage area in the system where a guest's messages are kept.

Message   A voice recording taken by Meridian Mail when a guest is on the phone or away from the room.

Name   The name used by the registered guest for messaging purposes.

Password   A sequence of digits (initially set by the hotel) that are entered when logging on to Meridian Mail.

PMS   Property Management System. An optional hardware interface that can be connected to the Meridian Mail system. It automatically controls all routine functions for providing voice messaging services to your guests.

Post-check-out mailbox   A temporary mailbox to which the mailbox of a recently checked-out guest is copied. Only those mailboxes that still contain messages are copied and temporarily stored. The guest may access this mailbox by telephone from either inside or outside the hotel with the help of the attendant.

List of terms, continued

Prompt   A voice recording played during a Meridian Mail session to instruct users on what actions can be taken.

Sender   The person who composed a voice message or left a recorded message when Meridian Mail answered a call.

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Meridian Mail

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