DIMENSION® PBX

ROOM STATUS AND SELECTION

CONTENTS

1. GENERAL INFORMATION

1.1 This section describes the tests to be performed whenever the room status and selection feature is activated and controlled by Dimension PBX. However, this section does not provide testing information when the room status and selection feature is being performed by property management system (PMS).

1.2 Feature definition: This feature will provide the capability to store and display the occupancy and cleaning status and the type of each guest room, facilitating housekeeping management, maid locating and room selection. Also, communication between the front desk and the housekeeper is speeded up via real-time maid activity and check-out audit printouts to indicate which rooms need cleaning next. The occupancy status is normally changed automatically by checking in or checking out the room on the console/terminal. Cleaning status is normally changed by the maid or inspector dialing from the room telephone. Capability on an optional basis is provided to detect occupied/vacant status discrepancies via maid dialing separate Clean-Looks Occupied and Clean-Looks Vacant codes.

PRIVATE

Printed in U.S.A.

1.3   Definition of PROC 279 Word 1 (For PG5E009 Iss. L5 and up), Fields 14 through 16:

FIELD	ENTRY	DEFINITION
14	0	Room status and selection feature is disabled.
14	1	Room status and selection feature is activated and controlled by PBX.
14	2	Room status and selection feature is activated but control of feature is performed by property management system (PMS).
15	0	No maid occupied/vacant status discrepancy detection (status option is not active).
15	1	With maid occupied/vacant status discrepancy detection (status option is active).
16	2, 3, 4 digits	Specifies housekeeper's station line extension number. Only this station can activate and deactivate housekeeping audits and reports.

2.   DOCUMENTATION

2.1   The following sections of the job COD are required for the test section:

2.1.1   System and Feature Summary
2.1.2   Station Line Assignment
2.1.3   Class of Service Assignments
2.1.4   Trunk and Feature Dial Code Summary

3.   TEST EQUIPMENT

3.1

QTY	TYPE	DESCRIPTION
2	ITE4208A	Telephone Hand Set, or equivalent
2	ITE9153L	Cord Assembly, or equivalent

4.   PREPARATION

4.1   Temporarily connect (if not yet done) a hotel/motel console/terminal in the PBX room.

4.2   Temporarily connect a telephone hand set via the cord assembly to a H/M guest room station (and to a remote room status control station, if equipped) at the test points of line circuit pack.

4.3   Obtain the following dial codes from the Trunk and Feature Dial Code Summary of COD when maid occupied/vacant status discrepancy detection option is not provided; otherwise, go to next step.

DESCRIPTION	MAAP FEATURE TYPE	DIAL CODE
Maid in Room	70	(see COD)
Clean*	71	"
Room Clean Look Vacant-Needs Inspection**	72	"
Room Inspected - OK**	74	"
Room Inspected - Not OK**	75	"

*Inspection is not used.
**Inspection is used.

4.4   Obtain the following dial access codes from the Trunk and Feature Dial Code Summary of COD when maid occupied/vacant status discrepancy detection option is provided:

DESCRIPTION	MAAP FEATURE TYPE	DIAL CODE
Maid in Room	70	(see COD)
Room Clean Looks Vacant - OK*	71	"
Room Clean Looks Vacant - Needs Inspection**	72	"
Room Clean Looks Occupied	73	"
Room Inspected - OK**	74	"
Room Inspected - Not OK**	75	"

*Inspection is not used.
**Inspection is used.

4.5   If remote room status control station is provided, obtain the following dial codes from the COD:

DESCRIPTION	MAAP FEATURE TYPE	DIAL CODE
Maid in Room State (MD STATE)	76	(see COD)
Needs Cleaning State (NC STATE)	77	"
Needs Inspection State (NI STATE)	78	"
Clean State (CL STATE)	79	"
Maid Status Audit*	80	"

*Access by housekeeper phone

4.6   The following digits correspond to the room status (needed for OP Code 9):

        0 = BLOC (Blocked - out of service)
        1 = RDY (Ready Room)
        2 = OCCL (Occupied Clean Room)
        3 = OCNC (Occupied Needs Cleaning)
        4 = OCMD (Occupied Maid in Room)
        5 = VANC (Vacant - Needs Cleaning)
        6 = VAMD (Vacant - Maid in Room)
        7 = VANI (Vacant - Needs Inspection)
        8 = VAC (Vacant)

5.   PROCEDURE

5.1   Perform the following steps when the maid occupied/vacant status discrepancy option is <u>not</u> active; otherwise, go to step 5.2.

5.1.1   Change (if not yet done) the guest room status to OCNC (3), see step 4.6, by using OP Code 9 on the H/M console/terminal.

Action 1:   At the guest room phone, dial the "Maid in Room" dial code.

Response 1:   Using OP Code 9, verify that the guest room is being changed to OCMD (4).

Action 2:   At the guest room phone, dial the "Clean" or "Room Clean Looks Vacant - Needs Inspection" dial code.

Response 2:   Using OP Code 9, verify the guest room is being changed to OCCL (2).

5.1.2   Change the guest room status to VANC (5) by using OP Code 9 on the H/M console/terminal.

Action 1:   At the guest room phone, dial the "Maid in Room" dial code.

Response 1:   Using OP Code 9, verify that the guest room is being changed to VAMD (6).

Action 2:   Dial the "Clean" dial code.

Response 2:   Using OP Code 9, verify that the guest room is being changed to RDY (1).

5.1.3   Perform the following steps if inspection is used.   Otherwise, go to step 5.1.4.

Action 1:   Using OP Code 9, change the guest room to VAMD (6).

Action 2:   Dial the "Room Clean Looks Vacant - Needs Inspection" dial code.

Response 2:   Using OP Code 9, verify that the guest room is being changed to VANI (7).

Action 3:   Dial the "Room Inspected - Not OK" dial code.

Response 3:   Using OP Code 9, verify that the guest room is being changed to VANC (5).

Action 4:   Using OP Code 9, change the guest room to VANI (7).

Action 5:   Dial the "Room Inspected - OK" dial code.

Response 5:   Using OP Code 9, verify that the guest room is being changed to RDY (1).

5.1.4   The following diagrams are the room status state charts which correspond
         to steps 5.1.1 – 5.1.3 (when status option is not active).

(Step 5.1.1)

OCNC

(Action 1)

Dial Maid in Room

(Response 1)

OCMD

(Action 2)

*Dial Clean
    (or)
**Dial Room Clean Looks
Vacant – Needs Inspection

(Response 2)

OCCL

*Inspection is not used.
**Inspection is used.

(Step 5.1.2)

VANC

(Action 1)

Dial Maid in Room

VAMD

(Response 1)

(Action 2)

(Step 5.1.3, Action 2)

*Dial Clean

**Dial Room Clean Looks
Vacant - Needs Inspection

(Response 2)

RDY

**VANI

(Response 2)

(Action 5)

(Action 3)

**Dial Room
Inspected - OK

**Dial Room
Inspected Not OK

(Response 5)

RDY

VANC

(Response 3)

*Inspection is not used.
**Inspection is used.

5.1.5   If remote room status control station is provided, go to step 5.3; otherwise, go to
         step 5.4.

5.2   Perform the following steps when the maid occupied/vacant status discrepancy
           option is active.

5.2.1   Change (if not done) the guest room status to OCNC (3), see step 4.6, by
           using OP Code 9 on the H/M console/terminal.

           Action 1:   At the guest room phone, dial the "Maid in Room" dial code.

           Response 1:   Using OP Code 9, verify that the guest room is being changed
                            to OCMD (4).

           Action 2:   At the guest room phone, dial the "Room Clean Looks Occupied"
                            dial code (See note 1 in step 5.2.4 for Room Clean Looks Vacant
                            - OK or Needs Inspection dial code).

           Response 2:   Using OP Code 9, verify that the guest room is being changed
                            to OCCL (2).

5.2.2   Change the guest room status to VANC (5) by using OP Code 9 on the H/M
           console/terminal.

           Action 1:   At the guest room phone, dial the "Maid in Room" dial code.

           Response 1:   Using OP Code 9, verify that the guest room is being changed
                            to VAMD (6).

           Action 2:   Dial the "Room Clean Looks Vacant - OK" dial code.

           Response 2:   Using OP Code 9, verify that the guest room is being changed
                            to RDY (1).

5.2.3   Perform the following step if inspection is used. Otherwise, go to step 5.2.4.

           Action 1:   Using OP Code 9, change the guest room to VAMD (6).

           Action 2:   Dial the "Room Clean Looks Vacant - Needs Inspection" dial
                            code.

           Response 2:   Using OP Code 9, verify that the guest room is being changed
                            to VANI (7).

           Action 3:   Dial the "Room Inspected - Not OK" dial code.

           Response 3:   Using OP Code 9, verify that the guest room is being changed
                            to VANC (5).
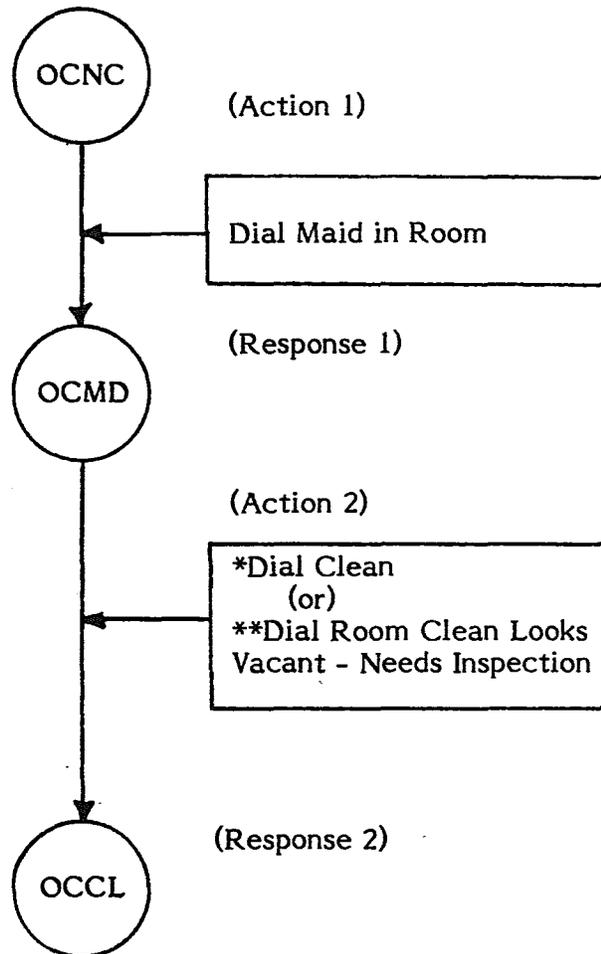
           Action 4:   Using OP Code 9, change the guest room to VANI (7).

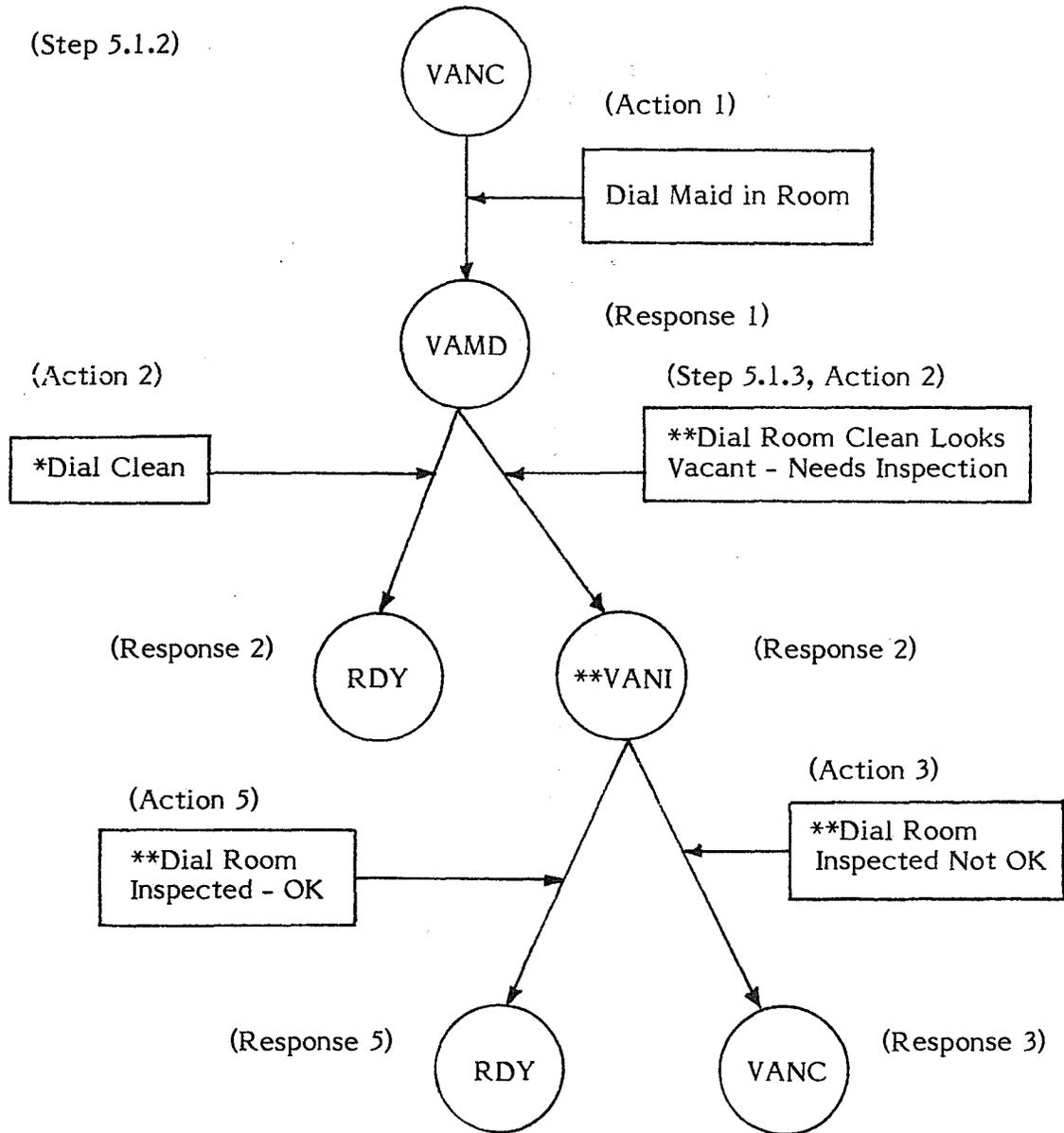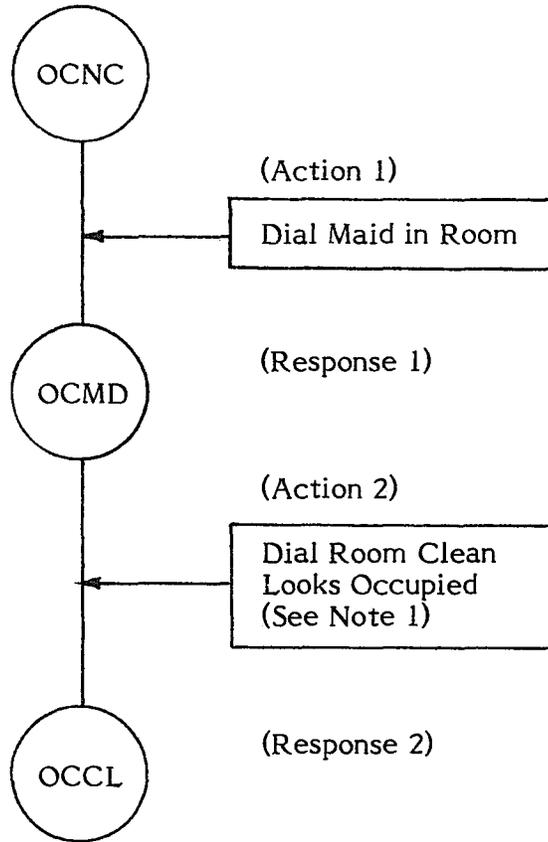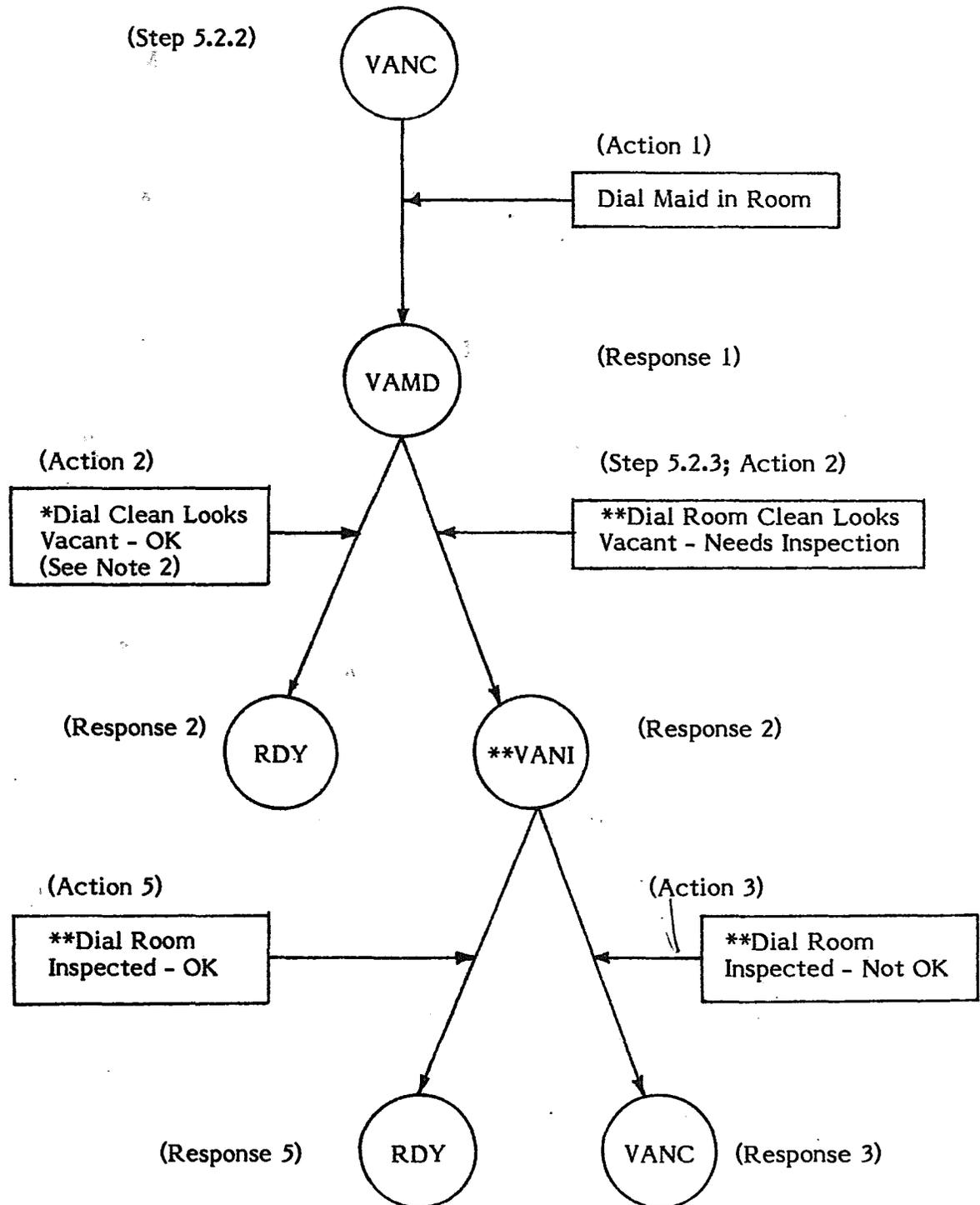   Action 5:   Dial the "Room Inspected - OK" dial code.

           Response 5:   Using OP Code 9, verify that the guest room is being changed
                            to RDY (1).

5.2.4   The following diagrams are the room status state charts which correspond
           to steps 5.2 - 5.2.3 (when status option is active).

(Step 5.2.1)

```
        ┌──────┐
        │ OCNC │
        └──────┘
           │
           │         (Action 1)
           │◄──────────┌──────────────────────┐
           │           │  Dial Maid in Room    │
           │           └──────────────────────┘
           │
        ┌──────┐       (Response 1)
        │ OCMD │
        └──────┘
           │
           │         (Action 2)
           │           ┌──────────────────────┐
           │◄──────────│  Dial Room Clean      │
           │           │  Looks Occupied       │
           │           │  (See Note 1)         │
           │           └──────────────────────┘
        ┌──────┐
        │ OCCL │       (Response 2)
        └──────┘
```

Note 1:   If cleaning status is not properly entered (such as dialing Room Clean Looks
           Vacant - OK or Room Clean Looks Vacant - Needs Inspection), intercept
           tone will be heard. If maid audit trail is active, an error message will
           be printed out which indicates the maid has detected discrepancy
           in the room status.

(Step 5.2.2)

```
                    ┌──────┐
                    │ VANC │
                    └──┬───┘
                       │           (Action 1)
                       │        ┌────────────────────┐
                       ◄────────│  Dial Maid in Room  │
                       │        └────────────────────┘
                    ┌──▼───┐
                    │ VAMD │        (Response 1)
                    └──┬───┘
```

(Action 2)   (Step 5.2.3; Action 2)

┌────────────────────┐   ┌──────────────────────────┐
│ *Dial Clean Looks │──►   ◄────│ **Dial Room Clean Looks │
│ Vacant - OK   │   │ Vacant - Needs Inspection │
│ (See Note 2)   │   └──────────────────────────┘
└────────────────────┘

```
         (Response 2)  ┌─────┐      ┌────────┐  (Response 2)
                       │ RDY │      │ **VANI │
                       └─────┘      └───┬────┘
```

(Action 5)   (Action 3)

┌────────────────┐   ┌──────────────────┐
│ **Dial Room   │──►   ◄─────│ **Dial Room   │
│ Inspected - OK │   │ Inspected - Not OK │
└────────────────┘   └──────────────────┘

```
    (Response 5)  ┌─────┐        ┌──────┐  (Response 3)
                  │ RDY │        │ VANC │
                  └─────┘        └──────┘
```

*Inspection is not used.
**Inspection is used.

Note 2:   If Room Clean Looks Occupied is dialed, intercept tone will be heard.
          If maid audit trail is active, an error message will be printed out which
          indicates the maid has detected discrepancy in the room status.

5.3   Perform the following steps if remote room status control station is provided; otherwise, go to step 5.4.

Action 1:   Using OP Code 9, change the guest room to OCNC (3). From the housekeeper phone, if provided, dial the Maid Status Audit dial code to turn on the maid audit trail.

Action 2:   From the remote room status control station's phone, dial the "Maid in Room State" (MD STATE) dial code (and dial the end of digit, #, if required), and the guest room extension number.

Response 2:   If audit trail is on, a <u>typical</u> printout will be generated on the audit trail printer:
              R 7545 08:10 OCMD   D

              If audit trail is off, verify that the guest room is being changed to OCMD (4).

Action 3:   From the remote room status control station's phone, dial the "Needs Cleaning State" (NC STATE) dial code (and dial end of digit, #, if required), and the guest room extension number.

Response 3:   If audit trail is on, a typical printout will be generated on the audit trail printer:
              R 7545 08:11 OCNC   D

              If audit trail is off, verify that the guest room is being changed to OCNC (3) by using OP Code 9 on the console/terminal.

Action 4:   From the remote room status control station's phone, dial the "Clean State" (CL STATE) dial code (and dial end of digit, #, if required), and the guest room ext. number.

Response 4:   If audit trail is on, a typical printout will be generated on the audit trail printer:
              R 7545 08:12 OCCL   D

              If audit trail is not on, verify that the guest room is being changed to OCCL (2) by using OP Code 9 on the console/terminal.

Action 5:   Using OP Code 9, change the guest room to VANC (5).

Action 6:   From the remote room status control station's phone, dial the "Maid in Room State" (MD STATE) dial code (and dial end of digit, #, if required), and the guest room extension number.

Response 6:   If audit trail is on, a typical printout will be generated on the audit trail printer:
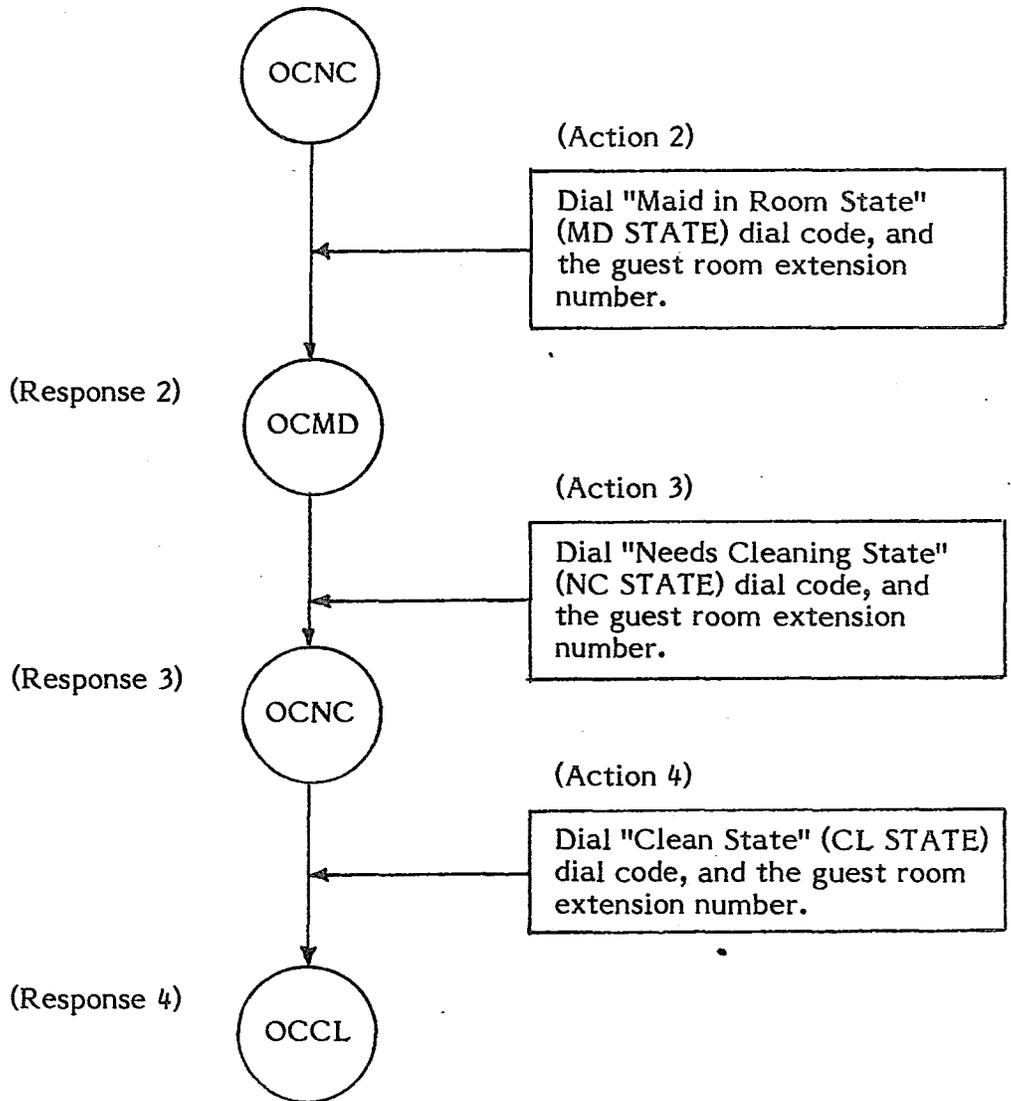   R 7545 08:14 VAMD   D

              If audit trail is off, verify that the guest room is being changed to VAMD (6) by using OP Code 9 on the console/terminal.
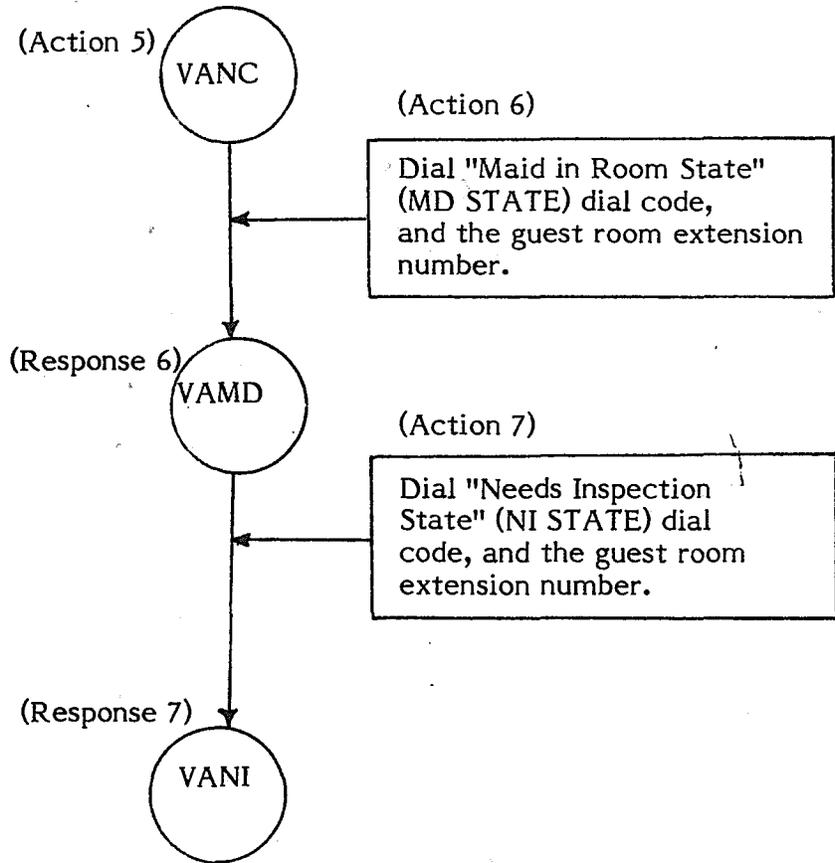
Action 7:   From the remote room status control station's phone, dial
                   the "Needs Inspection State" (NI STATE) dial code (and dial
                   end of digit, #, if required), and the guest room extension
                   number.

Response 7:   If audit trail is on, a typical printout will be generated on
                   the audit trail printer:
                           R 7545 08:16 VANI   D

                   If audit trail is off, verify that the guest room is being changed
                   to VANI (7) by using OP Code 9 on the console/terminal.

5.3.1   The following is the room status state charts which correspond to step 5.3.

State chart diagram:

- OCNC (circle at top)
  - (Action 2): Dial "Maid in Room State" (MD STATE) dial code, and the guest room extension number.
- (Response 2) → OCMD
  - (Action 3): Dial "Needs Cleaning State" (NC STATE) dial code, and the guest room extension number.
- (Response 3) → OCNC
  - (Action 4): Dial "Clean State" (CL STATE) dial code, and the guest room extension number.
- (Response 4) → OCCL

(Action 5) **VANC**

(Action 6)

Dial "Maid in Room State"
(MD STATE) dial code,
and the guest room extension
number.

(Response 6) **VAMD**

(Action 7)

Dial "Needs Inspection
State" (NI STATE) dial
code, and the guest room
extension number.

(Response 7)

VANI

5.4   This completes the testing of the room status and selection feature.

Reason for issue:
New Section

Manager, Denver PBX PECC