Lucent Technologies
Bell Labs Innovations

GuestWorks™ *server*

Feature Descriptions

555-231-204
Comcode 107883258
Issue 2
September 1996

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For more information about Lucent Technologies documents, refer to the section entitled, "Related Documents" in "About This Book."

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Lucent Technologies Global Business Communications Systems declares that GuestWorks equipment specified in this document conforms to the referenced European Union (EU) Directives listed below:
Single-Carrier Cabinet (SCC), AC Powered with 25 Hz ring generator

EMC Directive	89/336/EEC
Low Voltage Directive	73/23/EEC
	The "CE" mark affixed to the equipment means that it conforms to the above Directives.

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Acknowledgment
This document was prepared jointly by the Lucent Technologies Customer Training & Information Products Organization and the BCS Product Documentation Development group, Bell Laboratories, Denver, CO 80234-2703.

Contents

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Feature Descriptions

About This Book

This book contains the following information about the GuestWorks™ *server*:

- A general description of hospitality services
- Feature descriptions (including user operation, administration, and required hardware) for the following features:
  - ASCII Data Over the Server-to-Property Management System (PMS) Link
  - Attendant Backup
  - Attendant Crisis Alert
  - Authorization Codes
  - Automatic Route Selection
  - Automatic Wakeup
  - Busy Verification
  - Call Accounting
  - Call Coverage
  - Call Park
  - Check-In/Check-Out
  - Client Room Class of Service
  - Controlled Restrictions

- Direct Access Calling
- Display Client on Redirection
- Display Room Information on Call Display
- Do Not Disturb
- Emergency Access to the Attendant
- Maid Status/Housekeeping Status
- Message Waiting Notification
- Mixed Extension Numbering
- Names Registration
- Prefixed Extension Numbering
- Property Management System Interface
- Recorded Announcements
- Room Change/Swap
- Room Occupancy
- Server/Intuity/PMS Link Integration
- Terminal Translation Initialization
- Trunk Identification
- Voice Messaging

NOTE:
Some of the GuestWorks' features can be activated and deactivated by guests from their rooms. These features include creating Automatic Wakeup calls, entering Do Not Disturb requests, and getting their telephone messages through an integrated voice messaging application. The procedures for these features are documented in the *Guest User Operation* section for each of the features. It is the responsibility of the hotel personnel to provide these procedures to their guests.

- Hardware Descriptions
- Reports

Reasons for Reissue

This document is reissued for the following reasons:

- To add the ASCII Data Over the Server-to-PMS Link feature
- To make corrections in the Attendant Backup *Administration* section
- To add the Attendant Crisis Alert feature
- To add new information about Toll Restriction to the Controlled Restrictions feature
- To add ASCII Mode information to the Property Management System Interface feature
- To add new information about the Recorded Announcement feature
- To add the Server/Intuity/PMS Link Integration feature
- To add information about the Compact Single Carrier Cabinet (CSCC)
- To add information about the 302C attendant console.

Conventions

The following conventions are used in this document:

- The terms “attendant console” and “backup voice terminal” are used in this document. The attendant console is the Model 302B or 302C console that is usually found at the front desk. The backup voice terminal can be either a Model 8410 or Model 8434 voice terminal with attendant-type feature buttons. Other multiappearance voice terminals can be used, but the preferred models are the 8410 and 8434.
- Buttons you press on the console or backup voice terminal are shown as follows:

  Release

  The buttons shown in this document use label designations provided by Lucent Technologies. Since the button labels can be customized for each site, some button labeling may have different designations.

  Some button labels, such as Serial Call, span two lines. Because of line spacing in this document, they are shown across one line of text, such as Serial Call.
- Administration command paths and options you enter in the administration fields are shown as follows:

  change system hospitality-parameters
- Field names shown on the administration screens are shown as follows:

  `Extension of PMS`
- The term “dial keypad” refers to the touch-tone keypad where you dial (enter) telephone numbers and feature access codes.
- When a procedure refers to a “room number,” the procedure is referring to the extension number of the room. The two numbers are not always the same.

- Times entered for features, such as Automatic Wakeup and Do Not Disturb, must consist of the hour followed by minutes in a multiple of 5 minutes; minute entries that do not meet this requirement will be rounded off by the server to the nearest multiple of 5. For example, to enter 7:00 a.m., dial 0 7 0 0. To enter 11:30 a.m., dial 1 1 3 0. To enter 10:15 p.m., dial 2 2 1 5.

  Times entered in the range from 13:00 to 00:59 represent 1:00 p.m. to 12:59 a.m. Times entered in the range from 01:00 and 12:59 could represent either a.m. or p.m., so the server prompts you to designate the correct time.

  In all of the procedures where you enter the time of day, 12:00 a.m. is midnight and 12:00 p.m. is noon.

- You will hear the following tones during normal operation:

  — Dial tone — a steady tone you hear when you select an idle call appearance.

  — Ringback tone — the normal ringing tone you hear after you dial a guest room or outside number.

  — Busy tone — a slow on-off-on-off tone you hear when the person you are calling is busy on their telephone.

  — Reorder tone — a fast on-off-on-off tone you hear when calling facilities are not available or are out of order.

  — Confirmation tone — a three-burst tone you hear after successfully using a feature access code.

  — Intercept tone — a high-to-low tone you hear when a call or feature access code is not accepted.

- The following table lists the features described in this document. Ask your administrator for these codes and note them in this table.

Feature	Feature Access Code
Announcement	
Answer Back (for Call Park)	
Automatic Route Selection	
Automatic Wakeup Call	
Busy Verification	
Call Park	
Emergency Access to Attendant	
Terminal Translation Initialization Activation Deactivation Security Code	
Trunk Answer Any Station	
Verify Wakeup Announcement	
Voice Do Not Disturb	

Related Documents

The following documents are available for the GuestWorks *server*:

- 555-025-600 — *BCS Products Security Handbook*
- 555-231-103 — *GuestWor*ks™ s*erver Technician's Handbook*
- 555-231-205 — *GuestWor*ks™ s*erver Intuity™ Lodging Call Accounting User's Guide*
- 555-231-601 — *DEFINITY® Enterprise Communications Server (ECS), GuestWorks™ server, and System 75 Property Management System Interface Specifications*
- 555-231-735 — *GuestWorks™ server Console Operations*
- 555-231-777 — *GuestWorks™ server 8403 Voice Terminal Quick Reference*
- 555-231-780 — *GuestWorks™ server 8410 Voice Terminal Quick Reference*
- 555-231-783 — *GuestWorks™ server 8434 Voice Terminal Quick Reference*

Hospitality Services

Keeping guests happy is the main ingredient for a successful lodging establishment, and providing full guest services through up-to-date communication can enhance guest satisfaction. The Lucent Technologies GuestWorks *server* offers the lodging operator the most advanced hospitality communications package currently available. The package was designed to assist lodging management with sales, housekeeping, and guest services with a minimum of assistance from the property's communications staff. The GuestWorks *server* is the newest system in a long line of successful Lucent Technologies premises products, which include the DEFINITY® and MERLIN® Enterprise Communications Servers (ECS).

The GuestWorks *server* provides a sound digital telephony base for the property where Lucent Technologies Intuity™ Lodging Voice Messaging, Intuity Lodging Call Accounting, and enhanced guest services are integrated into the server. The hospitality package provides the custom hospitality features either with or without the presence of a PMS.

GuestWorks supports two types of voice terminals: multiappearance and single-line. Single-line voice terminals allow a user to handle two simultaneous calls: one active and one on hold. Some single-line sets have a data/FAX jack on the set to allow business people to keep in touch with their office. For guest rooms, the Teledex* line of analog sets are the recommended models. For other use in a hotel (lobby phones, occasional phones), the Model 8101 and Model 8102 are two recommended single-line voice terminals.

Multiappearance voice terminals are equipped with multiple buttons that can be used for call appearances or features. Multiappearance voice terminals can also be equipped with a digital display. Depending on the type of call and the feature being used, the display will show who is calling, the time of day, the length of a call, and the trunk group currently in use. The Model 8403, Model 8410, and Model 8434 are recommended for office staff use. The Model 8410

* Teledex is a registered trademark of Teledex Corporation.

and Model 8434 have digital displays and access to additional features by using special softkey buttons.

The server provides automatic wakeup for guest rooms where guests can request their own wakeup call. The request process can use the speech synthesizer circuit pack to prompt the guest through the request. The wakeup call can be as simple as silence, or a custom sales message in the native language of the guest, tailored to the time of day and day of the week.

NOTE:
In this document where native language is discussed, it should be understood that the server can deliver the different languages when the messages are recorded into the Integrated Announcement board. It is the customer's responsibility to record the messages.

Hospitality is having a check-in and check-out button on the attendant console or backup voice terminal. When a guest is checked in, the desk clerk presses the check-in button; the server prompts for an extension number, marks the room as occupied, and turns the telephone on. At check-out, the reverse happens.

Hospitality is the housekeeper cleaning a room, going to the telephone and dialing a feature access code to change the room status from "dirty" to "clean and ready for occupancy." All of the above are done in the communications server, without the use of a PMS.

When a PMS is added, many of these communications server features mentioned above become enhanced for the needs of the lodging management. The PMS interfaces to the communications server using a digital port. When the guest checks into the hotel, all information is entered in the PMS and then transferred to the server. If the PMS has the names registration feature, the guest's name is transferred automatically to the server and is added to the station form.

This means that when Jim Smith calls for room service, the person answering the telephone sees "Jim Smith" in the digital display, and answers "How can I

help you, Mr. Smith." This kind of personalized service is what distinguishes one hotel from another.

Hospitality is the ability to activate Do Not Disturb and the assurance that the feature will turn off at the predetermined time. Do Not Disturb is just that — it turns off ringing at a station (a form of terminating restriction). When activated, only Priority Calling and Automatic Wakeup calls can ring at the station. This restriction ensures fewer distractions when a guest does not want to be disturbed.

Hospitality is a message waiting lamp on a guest's telephone, where the lamp has been turned on by the Intuity Lodging voice messaging system or by the console attendant. When written messages are taken at the front desk, they can be left in the guest's voice mailbox. This ensures that when the guests call in to retrieve their messages, they get all their messages with one phone call. When guests retrieve all of their messages, the voice messaging system turns their message waiting lamp off.

If your communications server is not equipped with voice messaging, the front desk personnel can take messages manually and turn on the guest's message waiting lamp. When the guests call the front desk and get their messages, the front desk personnel can turn off the guest's message waiting lamp.

In hotels with meeting facilities where there is an occasional need for telephone service in the meeting rooms, there is the Terminal Translation Initialization (TTI) feature. With TTI, ports are translated as "administered, but inactive." When the port needs to be activated, a hotel communications staff member plugs a voice terminal into the desired jack. He or she dials a feature access code, a security password, and an extension number. The telephone is now available for that room. When the phone is to be removed, the removal code is dialed, followed by the password and the extension number. This arrangement requires that the hotel has a port from the communications server wired to every possible jack in the meeting rooms, which is very expensive. One way to limit the cost is to provide a limited number of ports to the meeting room area. A patch panel would allow hotel staff to wire extensions to specific jacks on a flexible basis. You can still serve several jacks with a limited number of ports.

Feature Descriptions

The GuestWorks *server* supports an impressive number of hospitality features. Unless noted otherwise, all of these features are part of the standard Level I software.

- ASCII data over the server-to-PMS to provide flexibility and compatibility with a larger base of PMS vendors
- Attendant Backup for answering overflow calls to the attendant console
- Attendant Crisis Alert to notify hotel personnel when someone has called their local emergency service agency, such as dialing 911
- Automatic Route Selection (ARS) and World Class Routing (WCR) that assures you that your guests' calls are being routed over the lowest cost facility providing a larger margin on telephone service to the hotel
- Guest-activated or attendant-activated Automatic Wakeup service; this feature provides time-of-day wakeup announcements using a speech synthesizer board or customized messages using an integrated announcement board (requires Level II software and hardware)
- Busy verification of trunk facilities to ensure that all outside lines are available for your guests and staff
- Connectivity to a Lucent Technologies Intuity Lodging Call Accounting system or to your call accounting system
- Automated display at the attendant console of room status; this provides a more efficient check-in procedure, whether the PMS is active or not
- Call restrictions based on individual room numbers or groups of rooms
- Direct Access Calling to give incoming callers direct access to rooms, the front desk, or other services (requires Level II software and hardware)
- Guest- or attendant-activated Do Not Disturb service (when done from a guest room, this feature requires Level II software and hardware)
- Emergency Access to the Attendant from a guest room by going off hook; after a short interval an alarm will ring at the attendant console and display the room number

- Maid status for each room displayed on the attendant console
- Message Waiting lamps, either LED or neon, on guest room telephones
- Names Registration from the PMS (if available)
- Server/Intuity/PMS link integration to provide standard message delivery between the Intuity and the PMS by sending the message through the server
- Meeting room telephone service (without concern about telephone fraud when the rooms are vacant) by using the TTI feature
- Trunk identification to troubleshoot bad connections
- Secure Intuity Lodging voice messaging system where guests can retrieve messages up to 24 hours after checkout
- Connectivity to compatible PMS products
- Lower-cost local and long distance by using bulk digital facilities in place of individual trunk lines
- Answer detection to provide more accurate long distance call records (requires Level II software and hardware)
- Multiappearance display telephones for attendant backup where customer service is essential
- Support for Integrated Services Digital Network (ISDN) access using Primary Rate Interface (PRI) and Basic Rate Interface (BRI) voice terminals and adjuncts (requires Level II software and hardware)
- Toll Fraud Security to help protect against illegal use of telecommunications resources
- PC-based TERRANOVA® software to gain access to the server administration.

Other features not described in this document can be found in the quick reference guides for the GuestWorks *server* voice terminals.

ASCII Data Over the Server-to-PMS Link

The server communicates with the PMS using a message set that contains guest status information such as the room number and the Call Coverage path. There are two ways that the guest data can be encoded:

- Using a combination of Binary Coded Decimal (BCD) encoding and the ASCII character set
- Using only the ASCII character set.

Through administration, the server can now use this new ASCII message set exclusively instead of the mixed BCD/ASCII message set.

This ASCII message set makes the GuestWorks *server* more flexible. The server still works with existing PMS vendors that use a combination of BCD and ASCII, but now also works with newly-developed PMS products that support ASCII guest data.

For more information about the message set and guest data specifications, see *DEFINITY® Enterprise Communications Server (ECS), GuestWorks™ server, and System 75 Property Management System Interface Specifications* (555-231-601).

User Operation

There is no special user operation required for this feature.

Administration

change system hospitality-parameters

- On Page 1 of this form, enter **transparent** in the `PMS Protocol Mode` field and **y** in the `ASCII mode?` field.

Required Hardware

There is no special hardware required for this feature.

Required Software

To take advantage of this new feature, the PMS software must be compatible with the ASCII-only guest data message set. Contact your PMS vendor and request that they upgrade their software to comply with the ASCII-only guest data message set as documented in *DEFINITY® Enterprise Communications Server (ECS), GuestWorks™ server, and System 75 Property Management System Interface Specifications* (555-231-601).

Attendant Backup

The Attendant Backup feature allows you to access most attendant console features from one or more specially-administered multiappearance voice terminals. Using this backup mode, you can answer calls faster, thus providing better service to your guests and prospective clients.

The recommended voice terminals are the Lucent Technologies Model 8434 and Model 8410. When calls terminate at the attendant console during normal operation, users at the backup voice terminals can answer overflow calls by pressing a button or dialing a feature access code. You can then process the calls as if you are at the attendant console. Procedures for basic feature operation are documented in the quick reference guides for each voice terminal.

NOTE:
The Attendant Backup features cannot be done from guest rooms administered as “client” rooms even if they have a multiappearance voice terminal.

When the attendant console is in the day mode (the Night lamp is off), you cannot answer overflow calls at the backup voice terminals until the number of calls waiting in the attendant queue has reached an administered threshold. Until the threshold is reached, the only indication the backup voice terminals receive about calls waiting in queue is when the Queue Calls and the Queue Time lamps go on. You can press the Queue Time button to see how long the call has been waiting, but you cannot answer the call. The Queue Time lamp starts flashing when the time in queue warning level has been reached (this is

usually set for 15 seconds). When the calls waiting in queue threshold has been reached, the backup voice terminals will beep every 10 seconds as long as the number of calls waiting stays above the threshold. You can then answer calls using the Trunk Answer Any Station feature access code _____ or an automatic dialing button administered with that feature access code.

When the attendant console is in the night mode (the Night lamp is on), all calls to the attendant console immediately beep at the backup voice terminals and the Queue Calls and the Queue Time lamps go on. You can then answer calls using the Trunk Answer Any Station (TAAS) feature access code _____ or an automatic dialing button administered with that feature access code.

You can also install an external ringing device that sounds whenever the attendant queue limit is reached and when calls can be answered with the TAAS feature access code. This is an optional feature.

User Operation

The Attendant Backup feature has no specific user operation procedures. The user operation for basic console and hospitality features using the attendant console or a backup voice terminal is documented in *GuestWorks server Console Operations,* (555-231-735). For basic voice terminal operation, see the quick reference guide for the voice terminal.

Administration

change station XXXX (**XXXX** is the extension number of the voice terminal)

- Add the following required feature buttons to the backup voice terminal:
  - **atd-qcalls** (this button causes backup voice terminals to ring when the queue warning level is reached)
  - **atd-qtime**

Other buttons related to hospitality features should be added to the backup voice terminal. Those include the following:

- **ext-dn-dist**
- **auto-wkup**
- **night-serv** (only one backup voice terminal can have this button)
- **ringer-off**
- **check-in**
- **check-out**
- **busy-ind** (assign a busy indicator button for the attendant console extension and for the extensions of other backup voice terminals)

change attendant X (**X** is the console number; usually 1)

- Use this form to administer the attendant console parameters. On Page 1 of this form, the console `Type` field must be set to **principal**.

change feature access-codes

- Use this form to add the Trunk Access Any Station feature access code. This feature is used to answer attendant calls that overflow the attendant call waiting queue.

change system console-parameters

- On Page 1 of this form, enter a value for the `Calls in Queue Warning` field (1-30 calls) and the `Time in Queue Warning` field (1-300 seconds).

  Enter the equipment location of an unused analog circuit in the `Ext Alert Port (TAAS)` field. This identifies the port where you can connect an external ringing device to alert hotel personnel that there are calls waiting in the attendant queue. An analog circuit must be administered to enable the Attendant Backup feature even if you do not have a ringing device attached to the port.

change restriction cos

- For the COS used by the backup voice terminals, enter **y** for `Console Permissions`.

  SECURITY ALERT:

  Make sure that the COS used by the backup voice terminals are not assigned to any other voice terminals, especially guest rooms.

change system guestworks-options

- Enter **y** in the `Day Mode TAAS Pickup & Backup Station Audible Alerting` field.

Required Hardware

The Attendant Backup feature can be used from any supported multiappearance voice terminal. The recommended models for GuestWorks are the Model 8434 and Model 8410.

If you are using the TAAS external alerting port, you must use an approved ringing device.

Attendant Crisis Alert

The Attendant Crisis Alert feature provides a visual, audible, and printed record when guests or hotel staff place a call to the local emergency service agency. This gives hotel personnel the ability to assist emergency personnel when they arrive at the hotel by identifying where the call came from and when the call was made. This feature uses the Automatic Route Selection (ARS) feature to allow routing of any emergency service access code (such as 911) to the appropriate emergency service agency, while also identifying the call for crisis alerting.

For example, the hotel publishes that in emergencies, guests should dial 911 to reach the local emergency service agency. When the call is placed and successfully routed to the local emergency service agency, the attendant console is notified immediately by a special emergency alerting tone and a

special emergency display (the emergency call itself cannot be answered at the attendant console, but the call information is displayed). The attendant can then note the room number and contact the appropriate personnel at the hotel to assist with the emergency.

NOTE:
Each subsequent emergency notification is queued with a 5-second delay to allow the attendant to finish processing the current emergency notification.

The Attendant Crisis Alert feature can be used for any type of emergency such as a medical emergency from a guest room, a fire in the kitchen, or a burglary.

User Operation

Other than the emergency call, which can be placed from any telephone on the server, all user operation occurs at the attendant console.

1. Someone dials the emergency services access code (for example, 911) from a telephone on the server.
   - The call is routed to the local emergency service agency. The call **does not** route to the attendant console.
   - The ***Position Available*** lamp goes off and the Pos Busy lamp goes on. This prevents new incoming calls from interrupting this emergency notification. All new incoming calls are queued and can be answered after the emergency notification is processed.
   - The Crisis Alert lamp flashes.
   - The special emergency alerting tone starts.
   - The following is displayed at the attendant console:

```
a=  <Name>        <Ext No.>    EMERGENCY
```

   - The call information is logged in the server and is printed on the journal/schedule printer (if administered).

2. If you are currently on an active call, you may want to place that call on hold so you can process the emergency notification.
3. Press the Crisis Alert button once.
   - The alerting tone stops.
4. Write down the emergency information displayed on the console. Follow your local procedures for handling emergencies. Even though the console is set to “position busy,” you can place calls to assist with the emergency.
5. Press the Crisis Alert button a second time.
   - The Crisis Alert lamp stops flashing, but remains on.
6. When you are finished handling the emergency, press the Crisis Alert button a third time.
   - The Crisis Alert lamp goes off.
   - The display goes blank.
7. Press the Pos Busy button.
   - The Pos Busy lamp goes off.
   - The ***Position Available*** lamp goes on.
8. You can now process other incoming calls.

Administration

change attendant 1

- On Page 2 of this form, add the **crss-alert** feature button. Using a blank button label, create a Crisis Alert button label and install it on the attendant console. The Crisis Alert button can be added only to the attendant console, not any of the attendant backup voice terminals.

change network ars analysis X (X is the first digit of the dialed digit string)

- On this form, assign a routing pattern and the **alrt** Call Type to the desired emergency service access code. For example, if your emergency service access code is 911, assign the 911 digit string to a routing pattern and assign it the **alrt** Call Type. This takes care of the condition when the guest dials 9 (for local access) and then 911. If a guest only dials 911, you also want the call to route to the emergency service agency. You must assign a dialed string of 11 with a different routing pattern that removes the dialed digits 11 and inserts the dialed digit string 911. The following screens show these two examples administered as part of the ARS Digit Analysis Table.

```
change network ars analysis 9                                Page   1 of   2
                          ARS DIGIT ANALYSIS TABLE
                        Partitioned Group Number:  1      Percent Full:   6

       Dialed     Total Rte Call Nd ANI      Dialed      Total Rte Call Nd ANI
       String     Mn Mx Pat Type Num Rq      String      Mn Mx Pat Type Num Rq
911               3  3  5   alrt     n                                    n
                                     n                                    n
                                     n                                    n
                                     n                                    n
                                     n                                    n
                                     n                                    n
                                     n                                    n
                                     n                                    n
                                     n                                    n
```

```
change network ars analysis 1                                  Page   1 of   2
                          ARS DIGIT ANALYSIS TABLE
                        Partitioned Group Number:  2      Percent Full:   6

       Dialed      Total Rte Call Nd ANI      Dialed      Total Rte Call Nd ANI
       String      Mn Mx Pat Type Num Rq      String      Mn Mx Pat Type Num Rq
 11                2  2  6   alrt     n                                     n
                                       n                                     n
                                       n                                     n
                                       n                                     n
                                       n                                     n
                                       n                                     n
                                       n                                     n
                                       n                                     n
                                       n                                     n
```

change network route-pattern X (X is the routing pattern)

- On this form, assign a routing pattern for the emergency service access code.

  In this first example, Preference 1 of Pattern 5 is used when guests dial 9911 (9 for the ARS access code, and 911 for the emergency service agency).

```
change network route-pattern 5                                  Page   1 of   1
                          Pattern Number: 5

   Grp.  FRL NPA Pfx Hop Toll No. Del Inserted                            IXC
   No.           Mrk Lmt List Digits  Digits
1: 5      7
2:
3:
4:
5:
6:

    BCC VALUE   TSC  CA-TSC     ITC   BCIE  Service/Feature            Numbering
   0 1 2 3 4 W       Request                                          Format
1: y y y y y n   n              rest
2: y y y y y n   n              rest
3: y y y y y n   n              rest
4: y y y y y n   n              rest
5: y y y y y n   n              rest
6: y y y y y n   n              rest
```

In this second example, Preference 1 of Pattern 6 is used when guests dial 911. Pattern 6 deletes the two digits dialed after the ARS access code (11), and inserts the correct digit string (911).

```
change network route-pattern 6                                  Page   1 of   1
                          Pattern Number: 6

   Grp.  FRL NPA Pfx Hop Toll No. Del Inserted                            IXC
   No.           Mrk Lmt List Digits  Digits
1: 6      7                    2     911
2:
3:
4:
5:
6:

    BCC VALUE   TSC  CA-TSC     ITC   BCIE  Service/Feature            Numbering
   0 1 2 3 4 W       Request                                          Format
1: y y y y y n   n              rest
2: y y y y y n   n              rest
3: y y y y y n   n              rest
4: y y y y y n   n              rest
5: y y y y y n   n              rest
6: y y y y y n   n              rest
```

change system hospitality-parameters

- On Page 1 of this form, administer the data module extension for the journal/schedule printer in the `Extension of Journal/Schedule Printer` field.

Required Hardware

There is no special hardware required for this feature.

Authorization Codes

The Authorization Codes feature allows hotel staff to access additional calling features of the server when making toll calls or accessing the server remotely. Authorization codes may be used for any or all of the following reasons:

- To allow a calling user to override the FRL assigned to the originating station or trunk
- To restrict individual incoming tie trunks and remote access trunks from accessing an outgoing trunk
- To identify certain calls on CDR records for cost-allocation purposes
- To provide additional security control for the system

When an authorization code is dialed, the FRL assigned to the extension number, attendant console, incoming trunk group, or remote access trunk group being used for the call is replaced by the FRL assigned to the authorization code. The new FRL functions the same as the one it replaces; however, the new FRL may represent greater or lesser calling privileges than the FRL that it replaces. Access to any given facility depends on the restrictions associated with the authorization code FRL.

For example, a supervisor may be at a desk of another user and want to make a call that is not normally allowed by the FRL assigned to that extension. The supervisor, however, can still make the call by dialing an authorization code that has been assigned an FRL that is not restricted from making that type call.

For security reasons, authorization codes range from four to seven digits. The number of digits in the codes must be a fixed length.

Each authorization code is assigned a COR that contains an associated FRL. Within a system, access privileges are determined by the FRL assigned to the facility where the call is originated. When an ARS call is dialed, the system allows or denies the call based on the FRL of the originating station. COR is used to restrict internal or non-ARS calls.

When an authorization code is required on some, but not all, trunk groups, the system prompts for an authorization code when the originating FRL is not adequate to access the next available trunk group in the routing pattern.

When a remote access caller dials the assigned remote access number and establishes a connection to the system, the system may request the caller to dial an authorization code and/or a barrier code. The authorization code defines the caller's calling privileges within the system.

If entry of an authorization code is required, it applies to all remote access trunk groups in the system. If a remote access user must dial an authorization code to gain access to the system facilities, an authorization code is not requested again even if the user places a call that routes through ARS.

For security reasons, Authorization codes must be assigned randomly. This also makes it difficult for one user to guess the authorization code assigned to another user.

User Operation

When an authorization code is required, users are prompted to enter the authorization code after they dial the called number. Users receive a second dial tone and that is when they enter the authorization code.

Administration

change system feature-parameters

- On Page 3 of this form, enable authorization codes for the server. You also set the code length (4 to 7 digits), the attendant timeout flag, and other parameters.

change network authorization-codes

- Use this form to add authorization codes to the server. You can add up to 300 codes on the server. Administer only the authorization codes required. Do not add random authorization codes as this may cause a breach in system security.

Required Hardware

There is no special hardware required for this feature.

Automatic Route Selection

Automatic Route Selection (ARS) World Class Routing (WCR) is used to ensure that calls use the lowest-cost facility. ARS can also deny calls to specific numbers or groups of numbers (for example, 976-xxxx or 900 numbers). ARS routing patterns can be designed so that the calling party's COR will dictate the type of facility for this call, and what to do if all of those facilities are busy.

ARS partitioning is used to provide a method to segregate the guest usage from the administrative usage. Calls for each group can be routed over different facilities for an identical dial string. This is accomplished by Class of Restriction (COR). Guest rooms could be in COR 1, while the hotel staff could be in COR 2. The COR also defines the Facility Restriction Level (FRL), or calling privileges, for that class of user. There must be an ARS analysis table for each partition. The analysis table will provide unique routing of calls made by each group of callers. Long distance calls made by the administrative users may be routed over SDN trunks, while a guest who dialed the same dial string could be routed over a "Time and Charges" type of trunk (required in some states).

User Operation

There is no special user operation required for this feature.

Administration

change restriction cor X (X is a COR number 0-95)

- Use this form to assign a Facility Restriction Level (FRL) to the guest room and office staff class of restriction (COR). You may want to limit the long distance calling ability of the guest rooms, but allow the office staff to call without any restrictions.

change system dialplan first-digit

- Use this form to assign your local area code in the `North American Area Code` field, and to indicate whether you require users to dial a "1" before dialing a long distance call in the ARS `Prefix 1 Required` field. Most areas in North America require a "1" before a long distance call.

change feature access-codes

- Use this form to add the ARS feature access code. This code is usually assigned to the digit "9." You can have two different ARS feature access codes.

change network ars analysis X (X is the first digit)

- Use this form to assign a route pattern to a string of dialed digits.

change network route-pattern X (**X** is the routing pattern 1-40)

- Use this form to add ARS routing patterns.

Required Hardware

There is no special hardware required for this feature.

Automatic Wakeup

A wakeup call can be requested from the guest room or from the front desk by using the attendant console or a backup voice terminal. If guests are allowed to create their own wakeup calls, the server must have a speech synthesizer board (TN725B). The server can place up to 150 wakeup calls in one 15-minute interval, and there can be a total of 800 wakeup requests at one time (one per telephone extension).

Once a wakeup call is requested, there are several ways the wakeup call can be delivered:

- The speech synthesizer board, where the wakeup message depends on the time of day.
- The Integrated Announcement board (TN750C), which provides customized wakeup messages. The messages can range from very simple to a complete sales message in various languages.
- Music on hold, where the guest hears music when the wakeup call is made, but hears no other special message.
- Customized announcements recorded on the Audichron Recording device which delivers sales pitches for various hotel functions with the wakeup call. Audichron can be equipped with time and temperature circuitry which enables the wakeup announcement to give the time and temperature. Audichron uses all four ports on a TN763 auxiliary pack.
- Silence; the least expensive. The phone just rings and, when answered, the guest hears silence.

Wakeup calls ring at a guest's room telephone for 30 seconds. The wakeup call is repeated three times if the guest does not answer the call. If the guest does not answer their wakeup call, a lamp on the attendant console and the backup voice terminals goes on. The attendant or backup voice terminal user presses a button labeled Failed Wakeup, and the display shows the failed wakeup information. With this notification, you can contact the guests to see if there are any problems since they did not answer their wakeup call.

NOTE:
The Failed Wakeup button is administered as an Automatic Message Waiting extension. All failed wakeups send a message to that extension, and the lamp goes on at the attendant console or backup voice terminal.

The integrated announcement board is the most flexible of all wakeup announcements. With this type of announcement, it is possible for the attendant to select from a variety of wakeup announcements. When the attendant enters a wakeup time, he or she designates the appropriate message based on the time of the wakeup call or the language required.

The integrated announcement board also has the ability to operate in the repeat mode where the message repeats for a fixed amount of time before the guest is disconnected from the call. There is also a barge-in function where the wakeup announcement is connected at the point where the message is currently playing, without waiting to start at the beginning.

User Operation

The user operation for applying Automatic Wakeup calls using the attendant console or a backup voice terminal is documented in *GuestWorks server Console Operations,* (555-231-735).

See the section on Recorded Announcements on Page 76 for information about recording and checking announcements.

Guest User Operation

If your server is equipped with the speech synthesizer board, guests can enter their own wakeup calls. The following instructions should be provided to your guests so they can access this feature without attendant intervention. In most properties, these instructions are included in something similar to a Guest Services Handbook or on a user card that is placed next to the room phone.

Enter a Wakeup Call Time

Access to the Automatic Wakeup feature may be from a button on the guest telephone or by using a feature access code.

1. Pick up the handset of your telephone and press the wakeup button, or dial the Automatic Wakeup Call feature access code _____.

   - Listen to the wakeup instructions. You will hear “You have reached the automatic wakeup service. Please enter the time for your wakeup call followed by the pound sign.”

2. Using the dial keypad, enter the time when you wish to receive a wakeup call, followed by the # button. If you make a mistake, hang up and start over.

   - If you entered a time between 13:00 and 00:59, you will hear a message saying: “Thank you. Your request for _____ is confirmed.” You can hang up.

     If you used a time between 01:00 and 12:59, the prompt says “A.M., press two; P.M., press seven.”

3. Press 2 for an A.M. wakeup call or 7 for a P.M. wakeup call.

   - You will hear a message saying: “Thank you. Your request for _____ is confirmed.” You can hang up.

When your wakeup time arrives, your telephone will alert you with special 3-burst ringing. Answer the call (and listen to the message, if you like), then hang up. Your wakeup call is now finished and will not be repeated. If you do not answer the wakeup call, it is repeated two more times at 5-minute intervals.

Change or Delete Your Wakeup Call

1. Pick up the handset of your telephone and press the wakeup button, or dial the Automatic Wakeup Call feature access code _____.
   - Listen to the wakeup instructions. You will hear “You have reached the automatic wakeup service. Your current request for a wake-up call is _____. Press two to change; press three to delete.”
2. If you want to change the wakeup time that you entered earlier, press 2.
   - You will now go through the original procedure for entering a wakeup time again. Your new time will replace the old time.
3. If you want to delete your wakeup call completely, press the 3 key.
   - You will hear the message “Thank you. Your request has been canceled.” You can hang up.

Administration

In addition to the following, see the information about administering Recorded Announcement Equipment on Page 98.

change feature access-codes

- Use this form to add the Automatic Wakeup feature access code.

change system hospitality-parameters

- On Page 2 of this form, enter an extension number in the `Extension to Receive Failed Wakeup LWC Messages` field. This defines which extension will receive LWC messages that represent failed wakeup attempts. Assign an extension number that is in the dial plan but is not currently assigned to another object. Administer an automatic message waiting lamp appearance for this extension at the attendant console and on the backup voice terminals. Use the button labeled Failed Wakeup.

- On Page 2 of this form, enter an extension number in the `Routing Extension on Unavailable Voice Synthesis` field. This defines where you want to route callers when the speech synthesizer board is unavailable for Automatic Wakeup and Do No Disturb requests. For most cases, the attendant console extension number (or the value **attd**) is used.

change attendant 1

- On Page 2 of this form, add the following feature buttons:
  - **auto-wkup**
  - **aut-msg-wt** (this is the extension used for failed wakeup messages; the button is labeled Failed Wakeup)

change station XXXX (**XXXX** is the extension number of the backup voice terminal)

- Add the following features to the backup voice terminal feature buttons:
  - **auto-wkup**
  - **aut-msg-wt** (this is the extension used for failed wakeup messages; the button is labeled Failed Wakeup)

Required Hardware

If you want to provide more than just silence for your wakeup calls, you must have one of the following:

- Integrated Announcement Board (TN750C) — The announcement board is used to provide automatic wakeup messages and call prompts for the Direct Access Calling feature. Using the integrated announcement board gives you the flexibility to make changes to your wakeup announcements, add announcements when needed, and deliver wakeup messages in the language of your guests.
- Speech Synthesizer Board (TN725B) — The speech synthesizer board must be installed to allow guests to request their own wakeup calls.

Busy Verification

The Busy Verification feature allows attendants and backup voice terminal users to make test calls to see if a trunk is actually busy or out of service.

User Operation

To use the Busy Verification feature, do the following:

1. At the attendant console or a backup voice terminal, press the Busy Verify button.
2. Dial the trunk access code followed by a specific trunk number (such as, 01, 02, and so on). One of the following occurs:
   - If the trunk is busy with an active call, you are bridged onto the active call. All parties on the active call receive a warning tone (2-second burst of 440 Hz tone) to let them know that you are bridging onto the call. A half-second burst of warning tone repeats every 15 seconds, as long as you remain on the call.
   - If the trunk is out of service, the busy verification is denied. You will hear reorder tone.
   - If the trunk is idle and it is an outgoing trunk, you will hear dial tone. You can make a call on that trunk to verify that it is in working order. If the trunk is an incoming trunk, you hear a confirmation tone which indicates that the trunk is available for use.
3. Press Release to end the call from the attendant console, or go on-hook from a backup voice terminal.

Administration

change feature access-codes

- Use this form to add the Busy Verification feature access code.

change attendant 1

- On Page 2 of this form, add the **busy-verify** feature button.

change station XXXX (**XXXX** is the extension number of the backup voice terminal)

- Use this form to add the **busy-verify** feature button.

Required Hardware

This is no special hardware required for this feature.

Call Accounting

Call Accounting takes call records supplied by the server, puts the records into a standard bill format, and sends the billing information to the PMS. When guests check out, their long distance calling charges are printed automatically on their bill. This gives the hotel better control over revenues generated by telephone usage. The call records used for the call accounting are provided by the Call Detail Recording (CDR) feature of GuestWorks.

The GuestWorks *server* solution for call accounting is the Intuity Lodging Call Accounting. This application is coresident with the Intuity Lodging Voice Messaging on the MAP/5 platform. If your site is using a different call accounting system, it must be compatible with the GuestWorks *server*. Two of the supported call record formats are the *Teleseer* and *printer* formats.

User Operation

The user operation for the call accounting software is documented in *GuestWorks server Intuity Lodging Call Accounting User's Guide,* (555-231-205). If you have a different call accounting system, see the user documentation for your system.

Administration

change system cdr-parameters

- Check this form to make sure that CDR options are enabled on a server-wide basis.

change group trunk XX (**XX** is the number of any outgoing trunk group)

- On Page 1 of this form, enter **y** in the `CDR Reports` field for all outgoing trunk groups.

Required Hardware

The Intuity Lodging Call Accounting resides on the Intuity MAP/5 platform.

Call Coverage

Call Coverage takes a call intended for a guest's room and redirects the call to one, two, or three secondary answering positions if the guest does not answer or is busy on the telephone. The coverage answering positions could be the attendant or a voice messaging system. The call follows a preset "coverage path" which is established for a station or group of stations by server administration.

The coverage path can have different redirection criteria and destinations for callers inside and outside of the hotel. An outside call might go to a voice messaging system while a room-to-room call might go to the attendant.

For office staff personnel, you also have access to features such as Go to Cover and Call Transfer out of AUDIX. With Go to Cover, you can call an associate and press the Go to Cover button on your voice terminal. This immediately redirects your call to AUDIX so you can leave a message without delay. With Call Transfer out of AUDIX, when AUDIX begins to answer a call you have placed to another associate, you can press * 8 and call someone else instead of leaving a message.

Interactions with PMS

When there is no PMS or when the PMS is operating in the Normal mode, the following features interact with Call Coverage:

- Check-In or Check-Out — The coverage path for the room is not changed.
- Room Change or Room Swap — The coverage paths of the two rooms are not changed.

With a PMS, there is a default coverage path. The coverage path is determined by what services the guest requires. The front desk clerk has the ability to allow the default coverage path to be used, or to change to another coverage path. If the coverage path field in the PMS is left blank, the default coverage path is used. If zero is entered, then there is no coverage. If a valid coverage path number is entered, then that coverage path is used.

The PMS can control the coverage path only if the PMS Protocol Mode is set to "Transparent." If the PMS is in the "Normal" mode, the server will default to a "No PMS" mode.

When the PMS is fully active, the following features interact with Call Coverage:

- Check-In — The coverage path for the room is set to the path given in the "check-in" message. If the path in the "check-in" message is blank, then the Default Coverage Path for Client Rooms is used.
- Check-Out — The coverage path for the room is set to the default coverage path.
- Room Change — The coverage path is moved from the old room to the new room. The old room is given the default coverage path.
- Room Swap — The coverage paths of the two rooms are swapped.

User Operation

There is no special user operation required for this feature.

Administration

change system hospitality-parameters

- On Page 1 of this form, enter an assignment in the `Client Room Coverage Path Configuration` field. If your server has no PMS or the guest room Call Coverage path is not controlled by the PMS, put **act-nopms** in this field. If the guest room Call Coverage path is controlled by the PMS, put **act-pms** in this field. The PMS vendor should be consulted concerning this setting.
- On Page 1 of this form, enter an assignment in the `Default Coverage Path for Client Rooms` field. This field defines the Call Coverage path number set for a guest room when the server receives a check out message in the Transparent Mode or the ASCII Mode. The default Call Coverage path is used when the PMS cannot function in the Transparent Mode or ASCII Mode, or when the room is unoccupied. This field may be left blank to indicate no coverage path.

  The default Call Coverage path is also used when translations are being saved on the server. This path is used for each station with a “client room” COS.

change station XXXX (**XXXX** is the extension number of a voice terminal)

- Enter a coverage path number in the `Coverage Path` field.
- Use this form to add **send-calls** and **go-to-cvr** buttons on the office staff voice terminals.

change group coverage path X (**X** is the coverage path number)

- Use this form to administer the coverage path criteria for your guest room telephones and your hotel staff voice terminals.

Required Hardware

There is no special hardware required for this feature.

Call Park

The Call Park feature allows you to put a call on hold and then retrieve the call from any other voice terminal within the system. Calls can be parked using the attendant console or any voice terminal that does not have a “client room” COS.

User Operation

The user operation for Call Park from the 8400-series voice terminals is given in the quick reference guides for those voice terminals.

To use Call Park from the attendant console, do the following:

1. While on an active call, press the Start button.
   - You hear a dial tone.
   - The Split lamp goes on.
2. Dial the Call Park feature access code _____, or press the Call Park button.
   - You hear a dial tone.
3. Dial one of the administered Call Park extensions. These extensions are designated for use for parking calls only.
   - You hear a confirmation tone.
4. Press Release.

To pick up a parked call, do the following:

1. Dial the Answer Back feature access code _____ at the attendant console or from any voice terminal or telephone that does not have the “client room” COS.
   - You hear a dial tone.
2. Dial the extension number where the call was parked.
   - You are connected to the parked call.

Administration

change feature access-codes

- Use this form to administer the Call Park feature access code and the Answer Back feature access code.

change attendant 1

- On Page 2 of this form, add an **abrv-dial** button used to dial the Call Park feature access code.

change station XXXX (**XXXX** is the extension number of a voice terminal)

- Add the **call-park** button to the voice terminals where you might use this feature.

change system console-parameters

- Use this form to designate common shared extensions used by the Call Park feature. You must enter an unused extension number and then enter the number of shared extensions needed for Call Park.

change system feature-parameters

- Enter a value in the Call Park Timeout Interval field. This determines how long a call can remain parked on the server. When this interval times out, the call rings back at the extension that parked the call.

Required Hardware

There is no special hardware required for this feature.

Check-In/Check-Out

The GuestWorks *server* can check guests into a hotel and, when the guest leaves, check them out. There are two ways this is done: through the PMS terminal or through the attendant console (or backup voice terminal).

NOTE:
Check-in and check-out from the attendant console can only be used if there is no PMS or if the link to the PMS is down. If the PMS is installed and working, check guests using the PMS.

For guest check-in or check-out from the console, there are two buttons on the attendant console (or backup voice terminal): one labeled Check In and the other labeled Check Out. The check-in procedure performs two functions: it deactivates the restriction on the telephone in the room allowing outward calls, and it changes the status of the room to occupied.

User Operation

The user operation for guest check-in and check-out using the PMS is given in the PMS documentation.

The user operation for guest check-in and check-out using the attendant console or the backup voice terminal is documented in *GuestWorks server Console Operations,* (555-231-735).

Administration

change attendant 1

- On Page 2 of this form, add the following feature buttons:
  - **check-in**
  - **check-out**
  - **maid-stat**
  - **occ-rooms**

change station XXXX (**XXXX** is the extension number of the backup voice terminal)

- Add the following features to the backup voice terminal feature buttons:
  - **check-in**
  - **check-out**
  - **maid-stat**
  - **occ-rooms**

Required Hardware

There is no special hardware required for this feature.

Client Room Class of Service

Client Room Class of Service (COS) is not a feature, but rather a condition established when you designate the telephone in a room to be a “client room.” When a telephone is administered with the client room COS, the telephone interacts with hospitality features differently than a telephone that is not administered as a client room.

These are the hospitality features that interact for a telephone with a client room COS:

- Check-In
- Check-Out
- Maid Status
- Message Waiting Notification
- Names Registration (if PMS is in Transparent Mode or ASCII Mode)
- Room Change

- Room Swap
- Emergency Access to Attendant

NOTE:
Any extension can utilize the Automatic Wakeup, Do Not Disturb, or Message Waiting Notification features. A specific COS is not required.

Telephones with the client room COS are restricted from the following:

- answering attendant console calls
- updating housekeeping status using the designated telephone status codes.

User Operation

There is no special user operation required for this feature.

Administration

change restriction cos

- For the COS assigned to the guest rooms, enter **y** in the `Client Room` field.

SECURITY ALERT:
Make sure that the COS used by the backup voice terminals are not assigned to any other voice terminals, especially guest rooms.

Required Hardware

There is no special hardware required for this feature.

Controlled Restrictions

The Controlled Restrictions feature allows you to activate different types of calling restrictions on guest room telephones. The restriction types include the following:

- Outward — The guest cannot place calls to the public network.
- Station-to-Station — Guests cannot place or receive calls between guest rooms or administrative staff voice terminals.
- Termination — The guest cannot receive any calls.
- Total — The guest cannot place or receive any calls.
- Toll — The guest cannot place toll calls, but can place local free calls.

The Controlled Toll Restriction feature is a new option with GuestWorks and can be substituted for either Outward Restriction or Station-to-Station Restriction. This substitution was done because most PMS products in use today only recognize four different types of restrictions. Through administration, you can enable Outward/Toll Restriction, Station-to-Station/Toll Restriction, Termination Restriction, and Total Restriction.

The ways to activate controlled restrictions are as follows:

- When you check in a guest, all controlled restrictions are removed from the room telephone. When the guest checks out, Outward Restriction or Toll Restriction is enabled for the room telephone.
- When you or a guest sets up a Do Not Disturb request, Termination Restriction is enabled for the room telephone.
- Using a feature access code from the attendant console or from a voice terminal with console permissions, you can enable any of the controlled restrictions for a guest room telephone.

- Using a feature access code from the attendant console or from a voice terminal with console permissions, you can enable any of the controlled restrictions for the telephones in a group of guest rooms. This grouping is based on the administered Class of Restriction (COR).
- Using the PMS, you can enable any of the individual controlled restrictions plus some predefined combinations. These combinations include the following:
  - Outward/toll and station-to-station/toll
  - Outward/toll and termination
  - Station-to-station/toll and termination

NOTE:
Since current PMS products do not automatically recognize the new Toll Restriction feature, PMS terminal users must be trained that Toll Restriction may be substituted for either Outward or Station-to-Station Restriction.

When a guest tries to make a call from a station that is restricted, the call is routed to one of the following: the attendant, a recorded announcement, a Call Coverage path, another extension (for example, one of the backup voice terminals), or intercept tone.

User Operation

The user operation for applying controlled restrictions using the PMS is given in the PMS documentation.

The user operation for applying controlled restrictions using the attendant console or backup voice terminal is documented in *GuestWorks server Console Operations,* (555-231-735).

Administration

change system guestworks-options

- Use this form to assign Toll Restriction as a substitute for either Outward or Station-to-Station restriction. Enter **nothing**, **outward**, or **station-station** into the `Controlled Toll Restriction replaces` field.

  If you enter **nothing**, you have access to Outward, Total, Termination, and Station-to-Station restrictions. If you enter **outward**, you have access to Toll, Total, Termination, and Station-to-Station restrictions. If you enter **station-station**, you have access to Outward, Total, Termination, and Toll restrictions.

change system feature-parameters

- On Page 3 of this form, add the intercept treatment desired for the Outward/Toll, Termination (Do Not Disturb), and Station-to-Station restricted calls in these fields:

  - `Control Outward/Toll Restriction Intercept Treatment`
  - `Controlled Termination Restriction (Do Not Disturb)`
  - `Controlled Station to Station Restriction`

  Callers that encounter one of these restrictions can be routed to an announcement, the attendant, Call Coverage (for Termination Restriction only), an extension, or to intercept tone. If you select announcement or extension, you must enter the appropriate extension number.

  If restricted calls are routed to a recorded announcement, the specific announcement must be recorded and assigned to the correct extension number.

change system hospitality-parameters

- On Page 1 of this form, enter an assignment in the `Controlled Restrictions Configuration` field. If your server has no PMS or the guest room telephone restrictions are not controlled by the PMS, enter **act-nopms** in this field. If the guest room telephone restrictions are controlled by the PMS, enter **act-pms** in this field. The PMS vendor should be consulted concerning this setting.

change feature access-codes

- Enter feature access codes for the Group-Controlled Restrictions and the User-Controlled Restrictions.

Required Hardware

There is no special hardware required for this feature.

Direct Access Calling

Direct Access Calling uses the integrated announcement hardware of the server to deliver short messages to the caller, such as “Hello. You have reached A1 Hotel. Please press 1 for the front desk, press 2 to reach a guest room, or press 3 for reservations,.” If the caller selects 1, the call routes to the front desk. If the caller selects 2, the caller is then prompted to dial the room extension number. If the caller selects 3, the call routes to the hotel’s reservation number (the number could be local or national). This automated attendant application speeds call handling and saves time for hotel personnel.

Another application of this feature is to provide your hotel guests a listing of hotel services and events by way of a daily menu of offerings. Your guests can call a number and be given a menu of choices. As they select menu options, they can receive more information or be routed to guest services, such as room service or housekeeping.

User Operation

The only user operation required for this feature depends on the choices given. The caller must follow the prompts and select those options chosen. In most cases, no action by the caller will result in the call being routed to the attendant console.

Administration

SECURITY ALERT:

If you use a Direct Access Calling procedure to route calls to a location outside of your hotel, the COR of the Direct Access procedure must route using its own ARS restricted partition to prevent toll fraud.

add feature direct-access number XXXX (**XXXX** is the extension number)

- Use this form to specify which Direct Access Calling procedure number (1 through 4) callers will access when the Direct Access Calling number is dialed. There can be four different Direct Access Calling numbers. One of the numbers is usually the published telephone number for the hotel. A second number could be used by hotel guests to provide a menu of information about hotel services and events. After you add a number, you can later change the number if needed.

change feature direct-access procedure X

- You can assign up to four procedures that define how calls will be handled as users select the different prompts. The following example shows a Direct Access procedure. Contact your authorized dealer for support in setting up your procedures.

```
change feature direct-access procedure 1                    Page   1 of   2
                            DIRECT ACCESS PROCEDURE

Procedure: 1                Name auto-attd-1


01 wait-time    2   secs hearing ringback
02 collect      1  digits after announcement 381
03
04 route-to     number 0               with cov n if digit             =  0
05 route-to     number 105             with cov n if digit             =  1
06 goto         step   12  if digits          =      2
07 route-to     number 699             with cov n if digit             =  3
08 goto         step   20  if digits          =      4
09 goto         step   16  if digits          =      5
10 route-to     number 0               with cov n if unconditionally
```

```
change feature direct-access procedure 1                    Page   2 of   2
                            DIRECT ACCESS PROCEDURE


12 collect      3  digits after announcement 382
13 route-to     digits with coverage y
14 route-to     number 0               with cov n if unconditionally
15
16 goto         step   2   if unconditionally
17
18
19
20 collect      3  digits after announcement 383
21 goto         step   13  if unconditionally
```

The procedure above does the following:

1. When a customer calls the hotel, they receive ringback for 2 seconds.
2. Announcement 381 plays. This announcement asks them to do one of the following:
   - Press 0 or wait if they want the front desk; if they press 0 or wait for the timeout, they are routed to the front desk.
   - Press 1 if they want the reservation desk; if they press 1, they are routed to extension 105, which is the reservations desk.
   - Press 2 if they know the guest room extension; if they press 2, they are routed to announcement 382, which tells them to dial the guest room extension.
   - Press 3 if they want to retrieve their voice messages; if they press 3, the call is routed to the voice messaging system.
   - Press 4 if they know the department they wish to access (such as catering); if they press 4, they are routed to announcement 383, which gives them a listing of several extensions at the hotel that they can dial directly.
   - Press 5 to start over again; if they press 5, the caller hears announcement 381, which repeats all of the options.
   - If the caller dials anything else, the call is routed to the front desk.

Required Hardware

The integrated announcement board (TN750C) is required for this feature.

Display Client on Redirection

Security involving the room number and the guest name is a sensitive issue. When the Class of Service (COS) is set for “client room,” the redirection information is not passed to a receiving station. Examples of redirection information are “b” (busy), “d” (didn’t answer), or “f” (forward). This information could be a potential security breach, because the display shows a redirection code. This information might indicate whether guests are in their room.

NOTE:
Blocking this information can cause problems when the server uses the Intuity Lodging voice messaging. When no redirect information is delivered, the voice messaging system does not know how to answer the caller. To correct this problem, you must enable the Display Client on Redirection feature.

The following is a list of call purpose indicators that are displayed when calls are redirected to the attendant console or to a backup voice terminal:

- **b** or **B** — Busy. Indicates that the called guest is busy and the call is redirected by Call Coverage.
- **co** — Controlled Outward Restriction Call. Indicates that a guest attempted to make an outgoing call, but the room has Outward Restriction applied.
- **cs** — Controlled Station-to-Station Restriction Call. Indicates that a guest attempted to make a call to another guest room, but the room has Station-to-Station Restriction applied.
- **ct** — Controlled Termination Restriction Call. Indicates that a guest or an outside caller attempted to make a call to a guest room, but the called room has Termination Restriction applied.
- **d** — Don’t Answer or Cover. Indicates that the guest did not answer their telephone, and the call is redirected to the attendant through Call Coverage.
- **f** — Indicates that a call has been redirected using Call Forwarding.

- **ic** — Indicates that an incoming calls has been redirected as a result of intercept treatment.
- **ld** — Direct Inward Dialing (DID) Listed Directory Number (LDN) Call. Indicates that an incoming call came in on the LDN over a DID trunk.
- **rc** — Recall Call. Indicates that a call being held on the console is requesting more help.
- **rt** — Return Call. Indicates that a call transferred to another telephone or parked at an extension, was not answered, and has returned to the console for processing.
- **s** — Send All Calls. Indicates that the call was redirected because the called party used Send All Calls.
- **sc** — Serial Call. Indicates a recall to the console for an outside caller making a series of calls to different guests at the hotel.
- **tc** — Trunk Control. Indicates that a guest attempted to place a call using a trunk that has controlled access.

User Operation

There is no special user operation required for this feature.

Administration

change station XXXX (**XXXX** is the extension number of a display voice terminal)

- Enter **y** in the `Disp Client Redir` field if you want the redirection reason displayed for the voice terminal user. This is a desirable feature for backup voice terminals. If you enter `n`, the call will not display redirection information.

Required Hardware

There is no special hardware required for this feature.

Display Room Information on Call Display

When calls from guest rooms terminate at the attendant console or a backup voice terminal, information about the call is displayed, including the extension number of the caller. For some properties, the extension of the client room phone may be different from the room number. The extension could be 4234 and the room number could be 234. Through administration, you can include the actual room number in the call display by administering Site Data for that extension. By providing this capability to display the room number, it assists the hotel staff in providing better service to their clients.

User Operation

There is no special user operation required for this feature.

Administration

change system hospitality-parameters

- On Page 2 of this form, enter a value in the `Display Room Information in Call Display` field. Enter **y** when the information in the room field on the station forms is to be used instead of just the extension number on the display-equipped voice terminals. If the associated station form defines a “client room” COS and a non-blank value in the room field, the characters in the room field are shown in the extension portion of call displays. If the room field has more than five characters, only the first five characters are shown. This supports situations where there are several phones with different extension numbers in one guest room. The room number will always be displayed no matter which phone is in use.

Required Hardware

There is no special hardware required for this feature.

Do Not Disturb

The Do Not Disturb feature permits hotel guests to request that calls directed to the room be blocked for a predetermined period of time. This can be done from the attendant console, a backup voice terminal, or by guests themselves. If the server has a speech synthesizer board, guests can apply their own Do Not Disturb requests.

When the room with Do Not Disturb receives an automatic wake-up call, the Do Not Disturb feature is turned off. If the room with Do Not Disturb receives a priority call, the call will ring at the guest's room. Most calls coming to this station (from another room, or outside calls, or from the attendant), receive intercept treatment (the call is routed to the attendant, a recorded announcement, voice messaging, or intercept tone).

The server creates an audit trail report of all voice terminals that are in the Do Not Disturb mode. See the Reports section (Page 101).

User Operation

The user operation for applying Do Not Disturb requests using the PMS is given in the PMS documentation.

The user operation for applying Do Not Disturb using the attendant console or a backup voice terminal is documented in *GuestWorks server Console Operations,* (555-231-735).

Guest User Operation

If your server is equipped with the speech synthesizer board, guests can enter their own Do Not Disturb requests. The following instructions should be provided to your guests so they can access this feature without attendant intervention. In most properties, these instructions are included in something similar to a Guest Services Handbook or on a user card that is placed next to the room phone.

Enter a Do Not Disturb Request

Access to the Do Not Disturb feature may be from a button on the guest telephone or by using a feature access code.

1. Pick up the handset of your telephone and press the Do Not Disturb button or dial the Voice Do Not Disturb feature access code _____.
   - Listen to the Do Not Disturb instructions. You will hear “You have reached the Do Not Disturb service. Please enter the time you wish Do Not Disturb to end, followed by the pound sign.”
2. Using the dial keypad, enter the time when you want the Do Not Disturb time to end, followed by the (#) button. If you make a mistake, hang up and start over.
   - If you used a time between 13:00 and 00:59, you will hear a message saying: “Thank you. Do Not Disturb is activated. It will be turned off at _____.” You can hang up.
   - If you used a time between 01:00 and 12:59, you will hear a message saying “A.M., press two; P.M., press seven.
3. Press (2) for A.M. or (7) for P.M.
   - You will hear a message saying “Thank you. Do Not Disturb is activated. It will be turned off at _____.” You can hang up.

During the Do Not Disturb period, all calls are blocked from ringing your telephone, except for the following:

- Emergency calls, cleared through the front desk
- Wakeup calls scheduled before your Do Not Disturb period ends

Change or Delete a Do Not Disturb Request

1. Pick up the handset of your telephone and press the Do Not Disturb button, or dial the Voice Do Not Disturb feature access code _____.
   - Listen to the instructions. You will hear "You have reached the Do Not Disturb service. The current time for deactivation is _____. Press two to change; press three to deactivate the service now."
2. If you want to change the time your Do Not Disturb period ends, press 2.
   - You will now go through the original procedure for entering the time. Your new time will replace the old time.
3. If you want to cancel Do Not Disturb completely, press the 3 key.
   - You will hear a message saying "Thank you. Your request has been canceled." You can hang up.

Administration

change attendant 1

- On Page 2 of this form, add the following feature buttons:
  - **ext-dn-dst**
  - **grp-dn-dst**

change station XXXX (**XXXX** is the extension number of the voice terminal)

- On Page 3 of this form, enter the following features to the backup voice terminal's feature buttons:
  - **ext-dn-dst**
  - **grp-dn-dst**
  - **dn-dst**

Required Hardware

Speech Synthesizer Board (TN725B) — The speech synthesizer board must be installed to allow guests to place their own Do Not Disturb requests.

Emergency Access to the Attendant

This feature provides a method for emergency calls to go to the attendant. These calls are generated in two ways:

- The guest knocks the handset off the telephone
- The guest dials the Emergency Access to Attendant feature access code. This code must be provided to the guest.

A parameter is set for the time interval between a handset going “off-hook,” and the placement of an emergency call to the attendant. When the timer expires, the emergency call enters the emergency queue and is sent to the attendant console. When the call reaches the console, the loud emergency alerting tone is heard and the display shows the calling party ID and extension number. The display also shows the number of other emergency calls that may be waiting in queue. The tone heard by the attendant is different from any other console alerting tones and is fixed at a louder volume.

NOTE:
Some guests may not use the Do Not Disturb feature and simply take their guest room telephone off-hook when they do not want to be disturbed. If you have enabled the off-hook emergency alerting option, the front desk may be deluged by “false” emergency calls. You may want to limit access to the Emergency Access to Attendant feature by requiring guests to use the feature access code.

User Operation

The user operation for answering emergency calls at the attendant console is documented in *GuestWorks server Console Operations,* (555-231-735). You must instruct your staff how to properly process emergency calls.

Guest User Operation

The following instructions should be provided to your guests so they can access this feature. In most properties, these instructions are included in something like a Guest Services Handbook or on a user card that is placed next to the room phone.

In an emergency situation, you can send the attendant an urgent call for help. The attendant will receive both audible and visible signals that indicate the emergency call. There are two ways to place an emergency call to the attendant:

- Pick up the handset of your telephone and dial the Emergency Access to Attendant feature access code _____. The the server sends an emergency signal to the attendant.
- If you cannot press the code, take the handset off the telephone; after being off-hook for the administered time interval, the server automatically sends an emergency signal to the attendant.

Administration

change system feature-parameters

- On Page 3 of this form, enter a time value (1-3000 seconds) in the `Time before Off-hook Alert` field. This is the number of seconds before an emergency call goes to the attendant. This interval does not include the 10 seconds of dial tone a guest receives after going off-hook. The recommended value for this field is **10**.
- On Page 3 of this form, enter an extension number in the `Emergency Access Redirection Extension` field. This is a backup extension for receiving emergency calls destined for the attendant console.
- On Page 3 of this form, enter a value (0-25) in the `Number of Emergency Calls Allowed in Attendant Queue` field. This determines the number of emergency calls allowed in the attendant queue before calls are redirected to an emergency backup extension.

change feature access-codes

- On Page 1 of this form, add a feature access code for the Emergency Access to Attendant feature.

change restrictions cos

- For all classes of service where you want the Emergency Access To Attendant feature available when the phone is left off-hook, enter **y** in the `Off-hook Alert` field.

NOTE:
Before you assign this off-hook alerting to your guest rooms, remember that if guests take their telephones off-hook so they will not be disturbed, an emergency call will be directed to the attendant console. You may want to offer this feature by way of a feature access code only.

Required Hardware

There is no special hardware required for this feature.

Maid Status/Housekeeping Status

The Maid Status/Housekeeping Status feature records the status for up to six housekeeping codes. These status codes are usually entered by the housekeeping staff from the guest room or from a designated telephone, but they can also be updated by the front office personnel using the attendant console or a backup voice terminal. Six status codes can be used from guest rooms, and four status codes can be used from telephones that do not have the client room COS.

You must decide on a definition for each status code. For example, the definition for status code 1 could be “room being cleaned” and it might have a feature access code of *31. Status code 2 could be “ready for inspection” and have a feature access code of *32. If the room status is being reported from the designated telephone and not from the guest room, the feature access code for status code 1 might be #31 and status code 2 might be #32. When a

housekeeping staff member updates the status, you can also record who updated the status by assigning identification codes for your personnel. After they update the current status, they can input their identification code. This is an administrable option.

On a server that has a PMS, this information is passed from the server to the PMS. Front desk personnel can then view this information on the PMS Terminal. If there is no PMS, room status is viewed by using the Maid Status button on the attendant console or backup voice terminal. You can also view this information through administration using the **list maintenance pms-down** command. If there is a log printer, this information is printed when the housekeeping staff updates the status.

User Operation

The user operation for updating and viewing housekeeping status using the PMS is given in the PMS documentation.

The user operation for updating housekeeping status from a guest room or at the attendant console is documented in *GuestWorks server Console Operations,* (555-231-735). Examples of housekeeping status definitions and procedures for viewing housekeeping status are also included in this document.

Administration

change system hospitality-parameters

- On Page 1 of this form, enter an assignment in the `Housekeeper Information Configuration` field. If your server has no PMS or the housekeeping status is not controlled by the PMS, put **act-nopms** in this field. If the housekeeping status is controlled by the PMS, put **act-pms** in this field. The PMS vendor should be consulted concerning this setting.
- On Page 1 of this form, enter an assignment in the `Number of Housekeeper ID Digits` field. Set this field to **0** if you do not require your housekeeping staff to use a personal ID when updating room status. Set this field to a value from **1** to **5** if you do want them to use a personal ID. All ID codes must be the same length.

- On Page 3 of this form, enter a definition for each of the six room phone housekeeping states in the `Definition for Rooms in State X` field (X meaning 1 through 6). The status definitions can be up to 30 characters long. It is recommended that the first four definitions be the most important definitions because those can be used either from guest rooms or from designated telephones. When updating the maid status from a designated telephone, you can use only the first four codes.

change feature access-codes

- On Page 4 of this form, add feature access codes for each of the housekeeping status codes. There are six codes for housekeeping status from a guest room (client room) and four codes for housekeeping status from a designated telephone (station). When working with a PMS vendor, the feature access codes for the housekeeping status need to be coordinated. The PMS will determine the ASCII format that will equate to the feature access code.

Required Hardware

There is no special hardware required for this feature.

Message Waiting Notification

Guests are notified of waiting messages in two ways. Each guest room's telephone has a message waiting lamp that lights whenever the guest has any messages. For a visually impaired guest, a special stutter dial tone is heard if the guest has any messages. After the guests have retrieved their messages, by calling the voice messaging system or the front desk, the message waiting lamp is turned off automatically and regular dial tone is heard.

Messages can be left for guests when people call and leave messages in a voice mailbox or when they leave messages at the front desk. This section describes the feature known as Message Waiting Notification, which is done manually from the attendant console. See the voice messaging system description for more information about voice messaging.

NOTE:
The Message Waiting Notification feature should be used only if you do not have an integrated voice messaging system (such as the Intuity Lodging package). If you have a voice messaging system, all messages, even written messages left at the front desk, should be left as voice messages for your guests.

Message Waiting Notification is a hospitality feature similar to Leave Word Calling. Message Waiting Notification can be activated only for extensions that have a client room Class of Service (COS). The attendant uses the MW Act button to turn on a message waiting lamp, and the MW Deac button to turn off a message waiting lamp.

If there is a PMS, the PMS can activate and deactivate the message waiting lamps. If the message waiting lamp has been activated by Leave Word Calling or a voice messaging system, the PMS cannot turn off the guest's message waiting lamp. At check-out, the switch or the PMS deactivates the message waiting lamp.

User Operation

The user operation for activating the message waiting lamp using the PMS is given in the PMS documentation.

The user operation for activating the message waiting lamp from the attendant console or the backup voice terminal is documented in *GuestWorks server Console Operations,* (555-231-735).

Administration

change system-parameters hospitality

- On Page 1 of this form, enter an assignment in the `Message Waiting Configuration` field. If you do not have a PMS, or the message waiting notifications are not controlled by the PMS, put **act-nopms** in this field. If the message waiting notifications are controlled by the PMS, put **act-pms** in this field. The PMS vendor should be consulted concerning this setting.

change attendant 1

- On Page 2 of this form, add the following feature buttons:
  - **mwn-act**
  - **mwn-deact**

change station XXXX (**XXXX** is the extension number of a backup voice terminal)

- Add the following feature buttons:
  - **mwn-act**
  - **mwn-deact**

change station XXXX (**XXXX** is the extension number of a visually impaired guest)

- On Page 1 of this form, enter **y** in the `Audible Message Waiting` field.

Required Hardware

There is no special hardware required for this feature.

Mixed Extension Numbering

CAUTION:
Any changes made to your dial plan can cause service degradation and lost calls if not done correctly. Plan all numbering changes with caution.

As an alternative to using prefixed extension numbers (discussed in the *Prefixed Extension* section), a mixed numbering plan will provide similar functionality. Mixed numbering allows you to use the same first digit for single-digit dialing, two-digit dialing, and three-, four-, and five-digit room number dialing.

The following table shows an example of a mixed numbering plan.

	Length (in digits)				
First Digit	**1**	**2**	**3**	**4**	**5**
1	Ext	Ext	Ext		
2	Ext	Ext	Ext		
3	Ext	Ext	Ext		
4	Ext	Ext	Ext		
5	Ext	Ext	Ext		
6	Ext	Ext	Ext		
7	Ext	Ext	Ext		
8	TAC				
9	FAC				
0	Atnd				
*		FAC			
#		FAC			

This example has the following dial plan:

- Single-digit access to the hotel attendant (0).
- Single-digit access to seven hotel services (extensions 1 through 7).
- Two-digit access to 70 hotel services (extensions 10 through 79).
- Guest room extensions on floors 1 through 7 (extensions 100 through 799).
- Toll calling access by dialing trunk access code (TAC) 8.
- Local calling by dialing ARS feature access code (FAC) 9.
- Two-digit FACs by dialing * or # followed by a digit 0 to 9.

This dial plan allows for a 700 room hotel with rooms on floors 1 through 7. There can be up to 100 rooms on each floor with a three digit dial plan. Hotel services such as “room service” or “bell captain” can be accessed by dialing a single digit. Other hotel services such as “reservations” could be accessed by dialing two digits.

When a mixed dial plan such as this is used, there will be an interdigit timeout before a single-digit or two-digit call is completed. The timeout can be administered from 3 to 9 seconds.

User Operation

There is no special user operation required for this feature.

Administration

change system dialplan first-digit

- This form determines how the communications server will process each call dialed in the server. For each first digit, you must specify whether it will be used to access an extension, a prefixed extension, a feature access code, a trunk access code, an attendant console, or remain unused. For each first digit, you also specify the number of digits the server should expect.

change system feature-parameters

- On Page 5 of this form, enter a value for the `Short Interdigit Timer` field. This value (3 to 9 seconds) determines the maximum time between entering digits before the server times out and sends the dialed digits.

Required Hardware

There is no special hardware required for this feature.

Names Registration

Names Registration is used with a PMS that can operate in the Transparent Mode or ASCII Mode. Using the PMS terminal at check-in, the PMS records the guest information and sends the information to the communications server; at check-out, the guest's name is removed. Read the *Check-In/Check-Out* section for a complete description of what happens during the check-in and check-out processes.

The name information provided to the server by the PMS enables a higher level of customer service. Whenever a guest calls a hotel service (front desk, room service, housekeeping), the name of the caller is displayed and the call can be answered using the guest's name. Calls going to other guest rooms will not carry the name unless the guest room receiving the call is equipped with a digital display telephone. Without Names Registration, someone must manually enter the guest's name through server administration.

If changes are made in the guest information during the guest's stay, the server is updated as soon as the PMS is updated. You can also reserve a block of rooms in advance and add guest names later. An example where this works well is when the hotel is used by airline personnel. The hotel knows that guests are coming, but does not know names associated with the reservation. When the airline personnel arrive at the hotel, their names are added to the PMS and the server is updated automatically.

Only alphanumeric characters, commas, and spaces may be used in the name field when Integrated Directory is used. When the directory feature is not in use, the guest's name may be sent to the server using the above methods and may use periods. However, the periods will not be displayed. The formats for names are:

- Last Name, (comma) First Name (for example: Jones,Fred)
- Last Name, (comma) First Name, (space) Middle Initial/Title (for example: Jones,Fred Mr)
- Last Name only (for example: Jones)

User Operation

There is no special user operation required for this feature.

Administration

change station XXXX (**XXXX** is the guest room number)

- If you are not using the PMS Names Registration feature, you can input the names manually through server administration. Add the guest's name to the `Name` field on this form.

Required Hardware

There is no special hardware required for this feature.

Prefixed Extension Numbering

CAUTION:
Any changes made to your dial plan can cause service degradation and lost calls if not done correctly. Plan all numbering changes with caution.

In the hospitality industry, prefixed extension numbers are frequently used to define specific groups of hotel rooms. A Prefixed Extension (PEXT) is made up of a prefix (a first digit) and an extension number with up to five digits. In a hospitality environment, the PEXT would be used to identify different floors. For example, extensions on floors 1 through 9 would be prefixed with a 7, while floors 10 through 30 would not have a prefix. Buildings adjacent to the main hotel could use a different prefix for identification of these buildings. Prefixing extension numbers is a method used to keep all guest room extension numbers the same length. In some hotels, it is used as a means to provide security, preventing people from using house phones and disturbing the guests.

When a decision is made to use prefixed extensions, care must be taken to insure that there are no dial plan conflicts (for example, a prefixed extension may not follow a trunk access code or an ARS feature access code).

Here is an example of a dial plan incorporating prefixed extensions and a mixed number plan, with an explanation of each entry. In the dial plan, prefixed extensions are designated as Pext. When the prefixed number is dialed, the server will remove the prefix digit and use the remaining digits to complete the call. If the prefix digit is not dialed, the call will not complete, since the dialed digits do not match the dial plan.

	Length (in digits)				
First Digit	**1**	**2**	**3**	**4**	**5**
1		TAC			
2	Ext		¢	¢	
3	Ext		¢	¢	
4	Ext		¢	¢	
5			Ext	¢	
6	Ext		¢	Pext	
7	Ext		¢	¢	Pext
8	TAC				
9	FAC				
0	Atnd				
*		FAC			
#		FAC			

This example has the following dial plan:

- The prefixed extensions do not show up on the Dial Plan table; they are implied by their absence. The prefixed extensions in the example would be those indicated by the ¢ symbol.
- Single-digit access to the hotel attendant (0).
- Ten trunk access codes (TAC) beginning with the digit 1 (10 through 19).
- Single-digit access to five hotel/motel services using the digits 2, 3, 4, 6, and 7.

- Nonprefixed access to 100 possible extensions for hotel administration users (500 through 599).
- Prefixed room extensions — pattern 6xxx is for floors 1 through 9, and pattern 7xxxx is for floors 10 through the highest guest room floor. Extensions are numbered the same as the room: room 429 would be extension 6429, and room 1234 would be extension 71234.
- Toll calling access by dialing TAC 8.
- Local calling by dialing ARS FAC 9.
- Two-digit FACs beginning with * and # followed by a digit from 0 to 9.

When using prefixed extension numbers, it is not necessary to include an entry for the “real” extension number in the dial plan. The server is able to complete a call using the prefixed extension number. When dialing 7345 (where 7 is the prefix), the communications server will ring extension 345.

When using a dial plan like the one above, which includes both prefixed and non-prefixed extensions, dialing 567 instead of 4567 will ring an administrative extension instead of a room.

The dialing delays, which may not be perceived by hotel guests, will occur when dialing 6 and 7. The server must wait for the 3- to 9-second interdigit timeout to expire before the call will be sent. The user can preempt the timer by pressing the # key after the number has been dialed.

NOTE:
When using prefixed extensions, the extension that shows up on a display voice terminal does not show the prefix. The prefix will not show up on CDR reports. If extension number 3315 is prefixed with a 6 and the dial plan shows 3xxx for extensions, it is possible to dial either 3315 or 63315 to reach extension 3315. If the dial plan was changed to remove the entry for extensions in the 3xxx block, then 3315 could only be reached by dialing 63315.

User Operation

There is no special user operation required for this feature.

Administration

change system dialplan first-digit

- This form determines how the communications server will process each call dialed in the server. For each first digit, you must specify whether it will be used to access an extension, a prefixed extension, a feature access code, a trunk access code, an attendant console, or remain unused. For each first digit, you also specify the number of digits the server should expect.

change system feature-parameters

- On Page 5 of this form, enter a value for the `Short Interdigit Timer` field. This value (3 to 9 seconds) determines the maximum time between entering digits before the server times out and sends the dialed digits.

Required Hardware

There is no special hardware required for this feature.

Property Management System Interface

The PMS is a computer with a terminal used to input information. The computer is running software that interacts with the GuestWorks *server*. The PMS terminal is usually located at the front desk with the attendant console. This is where the clerk does the following:

- Checks a guest in and out
- Registers the guest's name
- Establishes any coverage criteria the guest requests
- Sets any controlled restrictions for the guest's phone
- Takes messages and turns on the message waiting lamp on the guest phone
- Changes or swaps the guest room
- Checks housekeeping status and room occupancy
- Verifies that the link to the PMS is operational.

The PMS and the communications server interact with each other to communicate all of this information. As information changes in the server, the PMS is updated; as information changes in the PMS, the server is updated. These changes are communicated in an ASCII format called a FRAME.

A PMS has three data link protocols: Normal Mode, Transparent Mode, and ASCII Mode. The GuestWorks *server* can operate in any of these modes. Normal Mode supports the following transactions:

- Check-in
- Check-out
- Message waiting activation/deactivation
- Housekeeping status
- Controlled restriction
- Status inquiry (checks on status of data link)

- Room data image (occupied/vacant, message waiting lamp status, controlled restriction level)
- Room change.

Transparent Mode or ASCII Mode can do all the Normal Mode transactions plus these additional transactions (shown in bold):

- Check-in **with guest name**
- **Guest information (in and out/change, guest name, call coverage path)**
- Room data image (occupied/vacant, message waiting lamp status, controlled restriction level, **guest name, call coverage path**)
- **Leave Word Calling (LWC) and voice messages can be used along with the Message Waiting Notification feature.**

  The PMS cannot turn on or off LWC or voice messages. The LWC and voice message lamps are controlled by the server.
- Room change/**swap**
- **5-digit extensions**.

This section gives a basic overview of how the GuestWorks *server* interacts when connected to a PMS. For a more detailed description of the PMS interface, see the *DEFINITY® Enterprise Communications Server (ECS), GuestWorks™ server, and System 75 Property Management System Interface Specifications,* (555-231-601). All approved PMS products must adhere to this specification. The document establishes the standard code so the server and PMS can communicate.

User Operation

The user operation for the PMS features is given in the PMS documentation. The user operation for activating the features from the attendant console or backup voice terminal is documented in *GuestWorks server Console Operations,* (555-231-735).

The following table summarizes how the hospitality features are activated when you use only the communications server and when you use the PMS:

Feature	Server Only	With PMS
Automatic Wakeup	Activated via console button	N/A
Call Coverage	Activated via administration with TERRANOVA	Activated via PMS terminal Transparent or ASCII Mode
Check-in Check-out	Activated via console button	Activated via PMS terminal Normal, Transparent, or ASCII Mode
Do Not Disturb	Activated via console button	Activated via PMS terminal Normal, Transparent, or ASCII Mode
Emergency Access to Attendant	Activated by guest action	N/A
Maid Status	Activated via console button	Activated via PMS terminal Normal, Transparent, or ASCII Mode
Message Waiting Notification	Activated via console button	Activated via PMS terminal Normal, Transparent, or ASCII Mode
Names Registration	Activated via administration with TERRANOVA	Activated via PMS terminal Transparent or ASCII Mode
Room Change/Swap	Activated via administration with TERRANOVA	Activated via PMS terminal Normal, Transparent, or ASCII Mode
Room Occupancy	Activated via console button	Activated via PMS terminal Normal, Transparent, or ASCII Mode

Even though you can do most operations from the attendant console, it is recommended that you do as much as possible from the PMS terminal. This provides for better hotel operations.

Administration

This section shows the administration required for the PMS link. Any administration related to PMS features is shown in the descriptions for each feature.

change system hospitality-parameters

- On Page 1 of this form, administer the following fields:
  - `Extension of PMS`

    This is the extension number assigned to the data port where the PMS is connected to the communications server. The PMS is an asynchronous device connected to the server by a digital port and a data module.
  - `PMS Protocol Mode`

    Enter **Normal** or **Transparent** to identify the mode of the message protocol and the message set used between the communications server and the PMS. Consult the PMS vendor about this setting.
  - `ASCII mode?`

    If the Transparent Mode is enabled, enter **y** to enable the ASCII message set protocol mode.
  - `Seconds before PMS Link Idle Timeout`

    Enter the idle time in seconds (5 to 20) that the server waits before concluding that the PMS is not sending data across the link. The recommended setting is **20**, and it should always be longer than the PMS Link Acknowledgment Timer, but consult the PMS vendor about this setting.
  - `Milliseconds before PMS Link Acknowledgment Timeout`

Enter the time in milliseconds (100 to 20000) that the server waits for an acknowledgment from the PMS indicating it correctly received a message. The recommended setting is **300** if operating in the Normal Mode, and **500** if operating in the Transparent Mode or ASCII Mode. Consult the PMS vendor about this setting.

– `PMS Link Maximum Retransmissions`

  Enter the number of times (1 to 5) that the server will retransmit a message in response to a negative acknowledgment, or send an inquiry for an acknowledgment from the PMS for a message before giving up on the message transmission. The recommended setting is **5**. Consult the PMS vendor about this setting.

– `PMS Link Maximum Retransmission Requests`

  Enter the number of times (1 to 5) that the switch will request the PMS to retransmit a message. The recommended setting is **5**. Consult the PMS vendor about this setting.

– `Take Down Link for Lost Messages`

  Enter **y** to cause the server to take the PMS link down if a message is sent and rejected for the number of times specified in the `PMS Link Maximum Retransmissions` field. An **n** in this field causes the server to leave the PMS link up, but the PMS will stop trying to send the message. Careful monitoring of the PMS log is recommended when set to **n**. The recommended setting is **y**.

  The database swap between the server and the PMS may not be complete if they are out of synchronization. Choosing to disable the link allows the PMS to function with partially correct data. Taking down the link forces a database swap. The reason why the server and the PMS are out of synchronization must be determined and corrected.

Required Hardware

The PMS interfaces to the communications server through a 7400A data module connected to a digital port (TN754). Unless otherwise instructed by the PMS vendor, set the 7400A speed at 9600 bps for Transparent Mode or ASCII Mode and 1200 bps for Normal Mode.

Recorded Announcements

The Recorded Announcements feature allows you to create several different recorded announcements for wakeup calls and Direct Access Calling procedures. For example, you may want to have different messages for different times of day. For early morning wakeup calls, you can advertise breakfast at your coffee shop. For afternoon wakeup calls, you can advertise dinner at your restaurant. These announcements are recorded using the integrated announcement board (TN750C) and are assigned manually to wakeup calls when the wakeup calls are scheduled using the attendant console or a backup voice terminal.

Another example of this feature is if you want to announce special events at the hotel or the dinner menu at the restaurant, create a fixed set of recorded announcements that you can change as needed. Publish those announcement numbers in your “directory of guest services.” Guests can dial the announcement numbers from their rooms to hear the recorded information.

If you have a speech synthesizer board (TN725B), wakeup call announcements are generated from this board when guests create their own wakeup calls. These messages are fixed in content and cannot be changed.

User Operation

You can verify the proper operation and content of the wakeup announcements. The operation is different for the integrated announcements board and the speech synthesizer board.

For the integrated announcement board (TN750C), do the following:

1. Go off-hook at a voice terminal and dial the Announcement feature access code _____.
2. Dial the extension number of the announcement you need to record.
3. Press 1 and record after the tone. Hang up, press Drop, or press the switchhook when finished.
4. Go off-hook and dial the Announcement feature access code _____.
5. Dial the extension number of the announcement you just recorded.
6. Press 2 to listen to the recording.

   If you need to re-record the message, repeat Steps 3 through 6.
7. If the message is satisfactory, hang up and repeat this procedure to record the rest of the messages.

The recorded announcements board has the following recording time limit based on the sampling rate used:

- 8 minutes, 32 seconds at 16 KHz
- 4 minutes, 16 seconds at 32 KHz
- 2 minutes, 8 seconds at 64 KHz.

For the speech synthesizer board (TN725B), do the following:

1. At a voice terminal, dial the Verify Wakeup Announcements feature access code _____.
2. Dial 1 or 2.
   - Listen to the announcement. There may be a short delay before you hear the announcement.
3. If the wakeup announcement is absent, distorted, inaudible, or defective in any way, follow local procedures to correct the problem.

Administration

change feature announcements

- Use this form to assign extension numbers that are used to represent recorded announcement numbers.

change system hospitality-parameters

- On Page 2 of this form, enter one of the following values in the Announcement Type field to control the type of announcement used for wakeup calls:
  - **external** — This is entered when an auxiliary board is used to interface to other recorded announcement equipment, such as the Audichron announcements. If you use this equipment type, the Auxiliary Board for Announcement field displays and you must enter the equipment location for that board. Assign all four ports for this recorded announcement type.
  - **mult-integ** — This is entered when a TN750C is being used for recorded announcements. If you use this equipment type, the Default Announcement Extension field displays and you must enter an announcement number. Once you have created some announcements, put the default announcement number in this field. All announcements must be administered on the Recorded Announcement form.
  - **music-on-hold** — This is entered when you are using a music-on-hold device that interfaces to the communications server.
  - **silence** — This is entered when you have no recorded announcement boards or announcement equipment.
  - **voice-synthesis** — This is entered when a TN725B is being used for recorded announcements. (This board is also used by guests to create their own wakeup calls and Do Not Disturb requests.) If you use this equipment type, two Announcement Ports fields display and you must enter two of the four announcement port equipment locations of the TN725B.

- On Page 2 of this form, enter an extension in the `Routing Extension on Unavailable Voice Synthesis` field. This is the extension number where you route calls when the speech synthesizer board is busy or out of order. Put the attendant's extension or the extension of a backup voice terminal in this field since the attendant or backup voice terminal user can input wakeup calls and Do Not Disturb requests manually.
- On Page 2 of this form, enter a time value in the `Length of Time to Remain Connected to Announcement` field. This is the amount of time someone can listen to a wakeup announcement before the line is dropped. Enter a value from 0 to 300 seconds. If you have a limited number of speech synthesizer circuit cards, these calls should be limited to **10** seconds. Some wakeup calls may not be completed on time if you allow guests to listen to wakeup announcements for longer than 10 seconds.

list feature integrated-annc-boards

- Use this command to display a list of all active announcement extensions, the length of each message, and the amount of recording time available.

Required Hardware

The server supports the following announcement boards:

- Integrated Announcement Board (TN750C) — The announcement board is used to provide automatic wakeup messages and call prompts for the Direct Access Calling feature. The use of the announcement board gives the hotel management the flexibility to make changes to their wakeup announcements, add announcements when needed, and deliver wakeup messages in the language of a foreign guest.
- Speech Synthesizer Board (TN725B) — The speech synthesizer board must be installed to allow guests to create their own wakeup calls.

Room Change/Swap

It often happens that guests wish to change rooms after they have already checked-in to the hotel. The Room Change/Swap feature allows you to easily move all of the guest's information from one room to another vacant room. When this is done, their Automatic Wakeup requests, Do Not Disturb requests, and voice messages are moved with them to their new room. This feature is provided solely by the PMS and cannot be done efficiently from the communications server.

User Operation

The user operation for moving guests from room to room using the PMS is given in the PMS documentation.

If you do not have a PMS, or if the PMS link is down, you can move a guest by checking them out of one room and checking them into another room. This, however, does not save any guest information such as their wakeup calls, Do Not Disturb end times, or their voice messages.

Administration

There is no special administration required for this feature.

Required Hardware

There is no special hardware required for this feature.

Room Occupancy

The Room Occupancy feature enables the attendant console to display the current occupancy status of rooms. The Room Occupancy feature provides information on guest room availability without the requirement for a PMS.

When the Occupd Rooms button on the attendant console is pressed, the console displays a message indicating that it is in the occupied room mode. The DXS selector console lamps are on for all rooms that are occupied (that is, checked in) and stay unlit for all rooms that are vacant (that is, checked out). The hundreds group buttons can be pressed to cycle through the extensions of the guest rooms. The occupancy status normally updates as guests are checked in and checked out. While the console is in the occupied rooms mode, it updates lamps for any rooms as status changes. While in the occupied room mode, the console can still use the DXS to place calls to guest rooms.

User Operation

The user operation for checking room occupancy using the PMS is given in the PMS documentation.

The user operation for checking room occupancy using the attendant console is documented in *GuestWorks server Console Operations,* (555-231-735).

Administration

change attendant 1

- On Page 2 of this form, add the **occ-rooms** feature button.

change station XXXX (**XXXX** is the extension number of a backup voice terminal)

- Add the **occ-rooms** feature button.

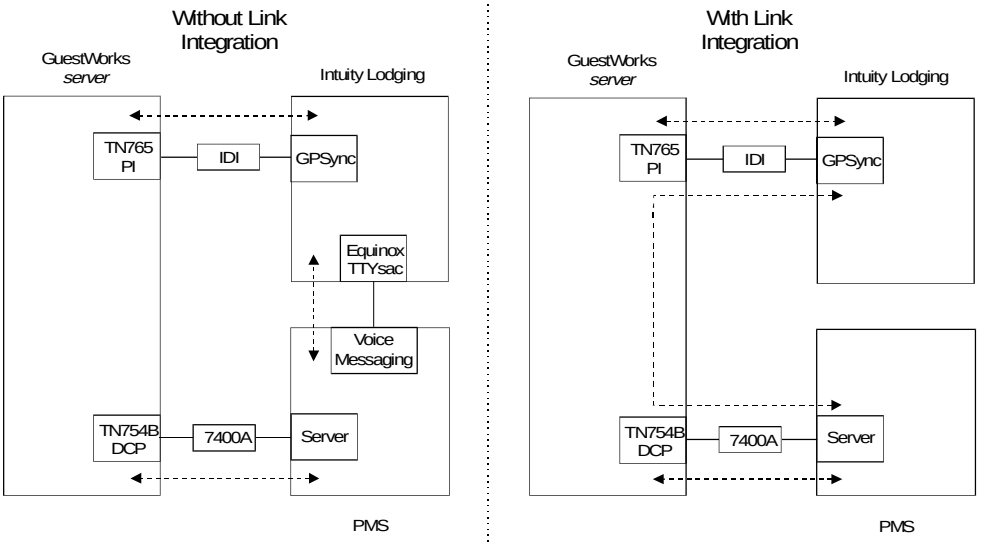
Required Hardware

There is no special hardware required for this feature.

Server/Intuity/PMS Link Integration

In an integrated solution where a hotel has the GuestWorks *server*, the Intuity Lodging voice messaging, and a PMS, data is exchanged between all three components to update guest information, enable voice messaging, add calling restrictions, and so on. Traditionally, three physical links are required to transmit these messages between each component.

With this enhanced link software on the GuestWorks *server* and updated software on the Intuity Lodging system, you can completely remove the link between the Intuity and the PMS. Guest information, such as check-in and check-out data that activates and deactivates guest room voice mailboxes, is sent from the PMS, through the server, and then to the Intuity Lodging system.



There are several advantages using the integrated link through the server:

- The solution is more reliable; with one less physical connection, there is less chance for loss of data because of faulty hardware.
- If the server-to-Intuity link is down but the server-to-PMS link is up, the server maintains a buffer that contains the 100 most-recent PMS transactions, and updates the Intuity as soon as the server-to-Intuity link is back up.
- The solution is less expensive because you use one less port on the PMS and the Intuity in addition to the cables used to make the connection.
- The PMS vendors do not need to write new code to support the message set between the PMS and the Intuity; they can use the existing message set that communicates with the server.

Using this new link, the following messages are supported between the PMS and the Intuity through the server:

- Check-in
- Check-out
- Room Data Image
- Guest Information
- Message Waiting
- Room Change/Swap

If you need any of the other Intuity-to-PMS messages not shown in this list as part of normal operating procedures, you must install the standard Intuity-to-PMS link.

User Operation

There is no special user operation required for this feature.

Administration

change system hospitality-parameters

- On Page 1 of this form, enter **y** in the `Forward PMS Message to Intuity Lodging` field and **transparent** in the `PMS Protocol Mode` field.

change maintenance communication-interface processor-channels

- On Page 4 of this form, administer processor interface channel 59 to the **audix** application with the `Machine-ID` field equal to **1**.

Required Hardware

There is no special hardware required for this feature. However, if you upgrade your existing GuestWorks *server* with this new feature, you must disconnect the voice messaging link between the Intuity and the PMS.

Required Software

To take advantage of this new feature, the PMS software may need to be upgraded to be compatible. Contact your PMS vendor and request that they verify that their software complies with the *DEFINITY® Enterprise Communications Server (ECS), GuestWorks™ server, and System 75 Property Management System Interface Specifications* (555-231-601).

The Intuity software must be Issue 1.1.

Terminal Translation Initialization

The Terminal Translation Initialization (TTI) feature allows you to temporarily add phones to conference rooms and other facilities where phone jacks have been installed, but are not used for full-time telephone service. This ensures security and increases profits for telephones used in unmonitored hotel areas. Telephones can be added as you need them and then disabled after your guests are finished with them. No one without the proper information can activate an outlet and take telephone service from the hotel without being charged.

User Operation

Activate a TTI Port

1. Connect a telephone to the wall jack. The telephone must match the port equipment type.
   - You hear dial tone.
2. Dial the TTI Activation feature access code _____.
   - You hear another dial tone.
3. Dial the security code _____.
   - You hear another dial tone.
4. Dial the extension number being used for the telephone.
   - You hear confirmation tone if the change was accepted.
5. Hang up the phone. The telephone is now ready for use.

Deactivating a TTI Port

1. At the telephone you want to take out of service, dial the TTI Deactivation feature access code _____.
   - You hear dial tone.
2. Dial the security code _____.
   - You hear another dial tone.

3. Dial the extension number being used for that telephone.
   - You hear confirmation tone if the change was accepted.
4. Disconnect the telephone from the wall jack.

Administration

change system options

- Enter **y** in the `Terminal Trans. Init. (TTI)` field to enable the TTI feature for the server.

change feature access-codes

- On Page 3 of this form, add a feature access code for merging and separating a TTI port.

change system feature-parameters

- On Page 2 of this form, enter **y** in the `TTI Enable` field. When this field is enabled, the `TTI State` field displays the current TTI status. The possible values include **voice**, **data**, **suspend**, and **resume**.
- On Page 2 of this form, add a TTI security code in the `TTI Security Code` field. The security code can be from 1 to 7 digits.

SECURITY ALERT:

Always use a 7-digit security code for the best security against hacking. Always use random digits, never repetitive or sequential. Never give out the security code to unauthorized personnel. Change the code at least every 90 days.

Required Hardware

The port type used for the TTI activation must match the type of telephone installed at that location. Incompatible equipment will not operate.

Trunk Identification

The Trunk Identification feature allows you to use the attendant console or a backup voice terminal to identify a specific trunk being used on any trunk call, incoming or outgoing. This can help you find faulty or noisy trunks so you can report them to your local telephone company, thus providing better service to your guests.

User Operation

To use the Trunk Identification feature from the attendant console or from a backup voice terminal, do the following:

1. While on a trunk call where you are experiencing a bad connection, press the Trunk ID button.
   - The display shows a number sequence. The first number is the trunk access code, and the second number is the trunk identification number. Write down the trunk information.
2. Continue with your call.

Give this information to your administrator to determine which physical trunk is connected to that trunk group. Relay this information to your local telephone company to report bad trunks.

Administration

change attendant 1

- On Page 2 of this form, add the **trk-id** feature button.

Required Hardware

There is no special hardware required for this feature.

Voice Messaging

The GuestWorks *server* is compatible with many voice messaging systems and supports standard voice messaging interfaces. The recommended GuestWorks *server* messaging solution is based on the Intuity Lodging package. This Intuity offering uses Intuity Lodging for the guest rooms and Intuity AUDIX for the office staff voice terminal users. This platform also supports the Intuity Lodging Call Accounting. The guest and administrative message system provides the following features:

- Message waiting lamp control
- Multiple mailbox support per room
- Dial through to attendant at any time
- Remote access to messages
- Automatic opening/closing of guest mailboxes at check-in/check-out
- 24-hour storage of undeleted and unaccessed messages after check-out
- Do Not Disturb calls routed directly to mailboxes.

User Operation

The user operation office staff is provided in the Intuity Lodging documentation set.

Guest User Operation

Hotel guests dial the voice messaging extension number from their room to access their messages. Voice prompts are given to instruct them how to listen and delete their messages.

Administration

The administration shown here is for the Intuity Lodging product but will also be used for other voice messaging systems. A group of extension numbers must be reserved as voice messaging ports. These numbers cannot be used for anything else.

> **SECURITY ALERT:**
> *Always restrict the voice port COR to Outward Restriction and use an FRL of 0 to prevent unauthorized calls from being made using the voice messaging system.*

add station XXXX (**XXXX** is the first voice port used in the voice messaging hunt group)

- Use this form to add the first voice messaging port. Administer the port as a model 2500 telephone to a port on the TN791 board. Enter **AUDIX 1** in the `Name` field, and enter **y** in the `Switchhook Flash` and `Adjunct Supervision` field.

server duplicate station XXXX (**XXXX** is the first voice port used in the voice messaging hunt group)

- Use this form to add the rest of the voice messaging ports. After you issue the command, a duplicate of the first voice port displays, and you need to change the values in the `Extension` and `Name` fields. For example, your voice port extensions could be 501, 502, 503, and so on; extension 501 is named AUDIX 1, 502 is named AUDIX 2, and so on.

add group hunt XX (**XX** is the hunt group)

- On Page 1 of this form, add information in the following fields:
  - `Group Name` — this name is used on other forms, so make it unique
  - `Queue` — enter **y**
  - `Group Extension` — this is the telephone number guests and employees use to access their messages; you will have one number for guest access and one number for employee access
  - `Group Type` — enter **ucd**
  - `COR` — enter a COR number
  - `Queue Length` — enter the total number of voice ports
- On Page 2 of this form, add information in the following fields:
  - `Message Center` — enter **audix**
  - `LWC Reception` — enter **audix**
- On Page 3 of this form, add each voice port extension and name. You must specify the maximum number of hunt group members and the range of numbers.

add data-module XXXX (**XXXX** is the data interface extension number used to connect the voice messaging data link to the server)

- On this form, add information in the following fields:
  - `Type` — enter **procr-intf**
  - `Physical Channel` — enter **01**
  - `Name` — enter **audix**
  - `COS` — enter a COS number
  - `COR` — enter a COR number
  - `Maintenance Extension` — enter an extension to use for maintenance testing

change maintenance communication-interface links

- On this form, add information for Link 1 in the following fields:
  - `Enable` — enter **y**
  - `Est Conn` — enter **y**
  - `PI Ext` — enter the processor interface extension number
  - `Prot` — enter **BX25**
  - `Destination Digits` — enter **eia**
  - `DTE/DCE` — enter **DTE**
  - `Identification` — enter **audix**
  - `Clocking` — enter **internal**

change maintenance communication-interface processor-channels

- On Page 4 of this form, add information for Processor Channel 59 in the following fields:
  - `Appl` — enter **audix**
  - `Interface Link` — enter **1**
  - `Interface Chan` — enter **1**
  - `Priority` — enter **h**
  - `Remote Proc Chan` — enter **1**
  - `Machine-ID` — enter **1**

Required Hardware

The voice ports of the voice messaging system connect to the server using the TN791 analog board. The data link from the voice messaging system connects to the server on the Processor Interface (PI) port (TN765).

Hardware Descriptions

The GuestWorks *server* solution consists of the following equipment:

- The GuestWorks *server*
- TN791 analog port board
- The attendant console
- Voice terminals
- Recorded announcement equipment
- Administration Terminal
- Printers
- Property Management System (PMS) (optional)
- Call Accounting system (optional)
- Voice messaging system (optional)

GuestWorks *server*

The GuestWorks *server* is available on two hardware platforms:

- The single cabinet carrier (SCC) product which supports hotels needing 100 to 500 lines
- The compact single carrier cabinet (CSCC) product which supports hotels needing 50 to 100 lines.

The circuit packs are the same for either platform, and all connections between the platforms and the adjuncts (Intuity and PMS) remain the same. For the customer, this change is transparent and only affects technicians.

NOTE:
The CSCC is also known as the very small (VS) cabinet. When the CSCC is used with GuestWorks, it is also known as the Extended Stay (ES) cabinet.

SCC Hardware

The SCC design consists of a single circuit pack carrier installed in a small cabinet. A maximum of four single-carrier cabinets can be stacked on top of each other. Each cabinet has vertical slots that hold circuit packs. A blank faceplate covers each unused slot.

There are two different cabinet types used for GuestWorks:

- Basic control cabinet (J58890L)
- Port cabinet (J58890H)

Each stack of single-carrier cabinets requires at least one basic control cabinet. There is a maximum of three port cabinets per stack. The positions of the stacked cabinets are labeled from “A'' through “D.” The position of the basic control cabinet is always labeled ``A.'' Additional port cabinet positions are labeled ``B,'' ``C,'' and ``D,'' sequentially, as required.

A screw-type latch, located below the identification stripe, secures the front door to the cabinet. Turning the screw counterclockwise loosens the latch and releases the door. The cabinet can be secured to the floor, which is required for earthquake protection, using adapter brackets. Cabinet clips in the front of the cabinets connect the cabinets together. At the back of the cabinets, a ground plate connected between cabinets provides ground integrity.

CSCC Hardware

The CSCC design consists of a single circuit pack carrier installed in a small case. Each cabinet has vertical slots that hold circuit packs. This one carrier houses both the processor circuit packs and the port circuit packs. A blank faceplate covers each unused slot.

Two screw-type latches, located on either end of the cabinet, secure the end caps to the cabinet. Turning the screw counterclockwise loosens the latch and releases the end caps. Removing the end caps gives you access to the circuit packs and the interface connectors. The cabinet can be placed on a desk or on a shelf.

TN791 Analog Port Board

The TN791 analog port board is used for guest room analog telephone connections. The TN791 contains the circuitry to support many types of analog telephones, including most telephones used today in existing hotel sites that have neon or LED message lamps. The TN791 has the following characteristics:

- 16 ports
- Supports neon and LED Message Waiting indicators
- Feed voltage of -48V
- Supports hard bridging
- Supports station adjuncts
- Secondary lightning protection
- Same premises, out-of-building support
- Supports the 500-type, 2500-type, 7100-series, 8102-type, and 8110-type telephones

  The distance limit for the 500-type, 2500-type, and 7102A telephones is 20,000 feet. The distance limit for the 7101A and 7103A telephones is 15,200 feet. The distance limit for the 8100-series telephones is 12,000 feet. All distances are with 24-gauge wire.
- Ringer load of 3
- Supports simultaneous ringing on 8 ports

  The TN791 allows ringing on four ports of each half of the circuit pack for a maximum of eight simultaneous ports ringing. A user attempting to ring one half of the circuit pack when all four ports are busy receives a busy tone.

Attendant Console

The GuestWorks *server* solution provides one Lucent Technologies Model 302B or 302C attendant console per site for use at the front desk. The server supports more than one attendant console, but most attendant console procedures can be done from a backup voice terminal.

Voice Terminals

The GuestWorks *server* solution supports many Lucent Technologies telephones, but the following are the recommended models:

- Teledex analog guest room telephones
- Model 8101
- Model 8102
- Model 8403
- Model 8410
- Model 8434
- Transtalk

Teledex Telephones

The Teledex Diamond Series is the recommended guest room telephone. These Teledex sets come with either neon or LED message waiting lamps, feature buttons for direct access to hotel services, and a data/fax port.

Model 8101

The Model 8101 is a basic analog telephone that is designed for use in lobbies and common areas in the hotel.

Model 8102

The Model 8102 is similar to the 8101, but has 10 locally-programmed feature buttons. The buttons can be programmed to access specific locations in the hotel so guests do not have to remember extension numbers.

Model 8403

The Model 8403 is a digital multiappearance voice terminal. It has three call appearances and 12 programmable feature buttons.

Model 8410

The Model 8410 is a digital multiappearance voice terminal. It has ten call appearance/feature buttons. Using the 2-line, 24-character display, you can access 12 features through the use of menus and soft keys. This is one of the voice terminals recommended for the Attendant Backup feature.

Model 8434

The Model 8434 is a digital multiappearance voice terminal. It has 24 call appearance/feature buttons. Using the 2-line, 40-character display, you can access 15 features through the use of menus and soft keys. This is one of the voice terminals recommended for the Attendant Backup feature.

Transtalk

The Transtalk 9000 is a 900 MHz telephone that interfaces to the server using a hybrid circuit board (TN762). It has 5 buttons that can be assigned as call appearances or feature buttons.

Recorded Announcement Equipment

The recorded announcement equipment provides wakeup announcements for guest rooms. The following equipment may be used:

- TN750C integrated announcement board
- TN725B speech synthesizer board
- Audichron recorded announcements
- Music-on-hold equipment.

You must define which recorded announcements are used on your server. See the Recorded Announcements feature description on Page 76.

Administration Terminal

To make changes for the server administration, you must use either an SAT or a PC with the TERRANOVA software. The SAT is an option terminal that connects directly to the server. The TERRANOVA software comes with every server and can be installed on your PC. You can then connect a COM port from your PC to the server and access the server for administration.

Printers

Printers used with the server must have a serial interface. Some Lucent Technologies printers that operate with GuestWorks include:

- Model 470
- Model 475
- Model 572 (for journal/schedule reports only)
- Model 573
- Model 5310
- Model 5320.

There are several ways printers can be connected and used with the GuestWorks *server*:

- SAT printer — This printer connects to the back of the SAT, and is used to print out SAT screens
- System printer — This printer connects to a TN754 digital port; it is enabled on the **change system feature-parameters** screen, and cannot be used as a "journal" printer
- Journal printer — This printer connects to a TN754 digital port; it is enabled on the **change system hospitality-parameters** screen, and can be also used as the "log" printer
- Log printer — This printer connects to a TN754 digital port; it is enabled on the **change system hospitality-parameters** screen, and can be also used as the "journal" printer.

Property Management System

The PMS hardware is provided by vendors that have produced equipment that conforms to the *DEFINITY® Enterprise Communications Server (ECS), GuestWorks™ server, and System 75 Property Management System Interface Specifications,* (555-231-601). The following is a list of vendors that manufacture PMS equipment compatible with the GuestWorks *server*:

- Communications Decisions Technology (CDT)
- Computerized Lodging Systems (CLS)
- DATA - DPS
- Doubletree MIS
- ECCO/ECI-UX-GEAC
- Embassy/Excaliber
- Encore
- Fidelio Software
- Hargis-Flagler (LMS)

- HIS
- HMS (Sultus Group)
- Hyatt (Encore-like)
- Lodging and Gaming Systems
- Lodgistics (Sultus Hospitality)
- Marriott
- Multi Systems
- Northwind (Dehan)
- Resort Computer Corporation
- Springer-Miller Systems.

Call Accounting and Voice Messaging System

The GuestWorks *server* integrated solution uses the Intuity Lodging Voice Messaging and Intuity Lodging Call Accounting. These applications are supported on the Intuity MAP/5 platform.

Reports

Administration Reports

Whether using a SAT or the TERRANOVA software terminal emulator on a PC, you can view the following reports:

Command	Description
list maintenance pms-down	Shows server activity even when there is no PMS; this can be used to help diagnose communication errors
list feature do-not-disturb station	Shows all current Do Not Disturb requests for stations
list feature do-not-disturb group	Shows all current Do Not Disturb requests for groups
list feature wakeup incomplete	Shows all failed wakeups over the last 24 hours
list feature wakeup requests	Shows all current wakeup requests
list feature wakeup station XXXX	Shows an audit of wakeup call activity for station XXXX
list feature emergency	Shows a history of emergency calls
server status station XXXX	Shows the current status of a station XXXX
list feature direct-access number	Displays the Direct Access Calling extension numbers
list feature direct-access procedure	Displays the Direct Access Calling procedures
list feature integrated-announcements	Displays the integrated announcement board extension assignments

The following is an example of the **list feature wakeup incomplete** report viewed from an administration terminal.

```
list feature wakeup incomplete

                              WAKEUP INCOMPLETIONS

Extension    Time of Attempt
3315             02:30 PM
3315             02:35 PM
3315             02:40 PM
```

Any of these reports can be printed, either on a SAT printer or on the system printer. To print on the SAT printer, you simply add the command **pr** after the report command string. For example, if you want a printed copy of the station status report, enter the command **status station XXXX pr** (**XXXX** is the extension number). The report will be printed at the SAT printer.

To print on the system printer, you simply add the command **sched** after the report command string. For example, if you want a printed copy of the station status report, enter the command **status station XXXX sched** (**XXXX** is the extension number). The report will be printed at the system printer.

Printer Reports

Printer reports keep track of several hospitality events. This is done to track patterns of service problems and to keep track of room status. From the server's perspective, there are two types of printers that may be accessed for hospitality reports: a log printer and a journal/schedule printer. These two printer functions can be combined on one physical printer, or they can be assigned to two different printers. If you have only one printer, the status events print out as they occur as part of one listing. If you have two printers, the log reports print on one printer and the journal (and scheduled) reports print on the other printer.

Log Printer

The log printer has one report, which is a record of the housekeeping status. This report occurs automatically as the housekeeping staff updates the status for guest rooms. The following is an example of a log printer report:

```
2900      from room, code 1 activity - nopms 18/20:10 PM
3100      from sta., code 2 activity - nopms 18/21:00 PM
3106      from room, code 4 activity - nopms 18/21:45 PM
```

Journal/Schedule Printer

The journal/schedule printer prints two types of reports: journal reports and scheduled reports. A journal report is a running summary of hospitality events such as wakeup calls, wakeup calls that fail, Do Not Disturb requests, etc. A scheduled report is a report that is scheduled through administration and usually occurs at the same time every day.

The scheduled reports are assigned at an administration terminal (either the SAT or a PC with TERRANOVA) using the **change system hospitality-parameters** command. On Page 2 of this form, you can administer the time of day when you want the following reports to print:

- Automatic wakeup activity
- Automatic wakeup summary
- Emergency access summary.

The following is an example of a journal printer report:

```
EAT  09/19/95 06:48  3345 0 attd in night service alert
AWU  09/19/95 06:48  3315 REQUEST 07:00 by Att 1
AWU  09/19/95 07:00  3315 COMPLETED 1
PMS  09/19/95 08:43  3350 from room code 1 PMS link oos
```

These codes are used to define the status events:

- AWU — Automatic wakeup events
- EAT — Emergency access to attendant events
- PMS — PMS events
- PMS chng stn rstr — Station restrictions changed by the PMS
- PMS room change — Room status message from PMS
- PMS link out — The PMS link is out of service
- PMS prot vio — The PMS sustained a protocol violation.

The following table summarizes which printer types report which status events.

Printer Type	Status Events
Journal/Schedule	1,2,3,4,5,8,9
Log Only	6,7,10
Combined Journal/Schedule and Log	1,2,3,4,5,6,7,8,9,10

Events:
1. Emergency Alert successful call off-hook alert (EAT)
2. Emergency Alert Failed originator abandoned call off-hook alert (EAT)
3. Auto WAKEUP Failed (AWU)
4. Auto WAKEUP Request (AWU)
5. Auto WAKEUP Completed (AWU)
6. Room Status Fm Room (PMS)
7. Room Status Fm Station (PMS)
8. Summary Reports (AWU, EAT)
9. Auto WAKEUP Activity Report (AWU)
10. PMS Down (PMS)

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