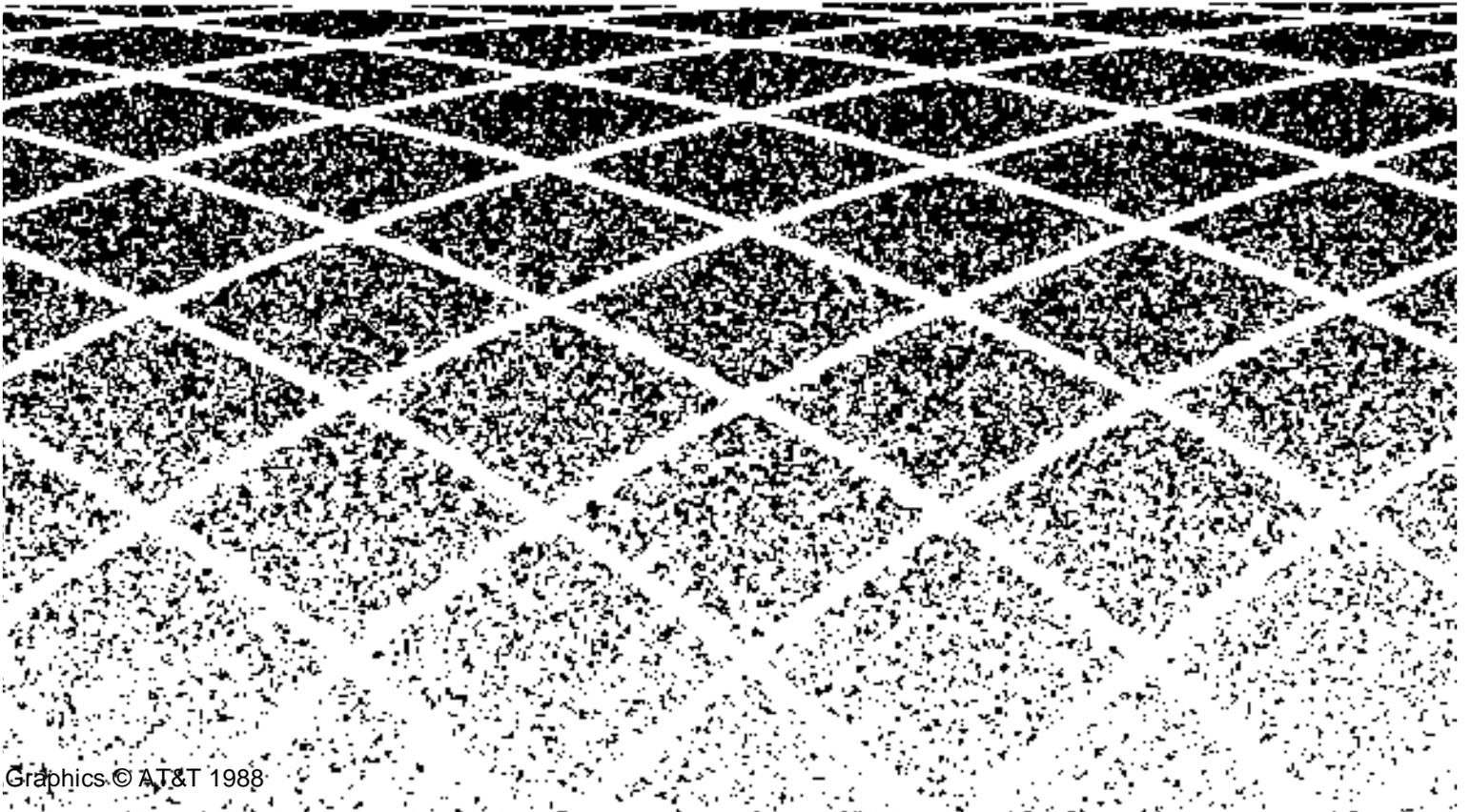




585-310-739
Issue 1
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INTUITY Lodging Artwork Package



MAKING GUEST QUICK REFERENCE CARDS

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

1	2	3	4

Main Sheet

5	6	7	8
9	10	11	12

Subsheet

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

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

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

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

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

Scenario #1

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

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

1	2	3	4
1	2	3	4

Main Sheet

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



1	2	3	4
1	2	3	4

Main Sheet

4. Distribute as a strip.

1	2	3	4
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Strip

Scenario #2

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

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

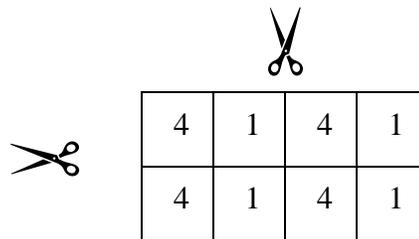
2	3	2	3
2	3	2	3

Front

4	1	4	1
4	1	4	1

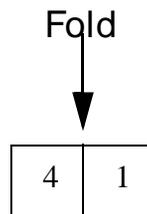
Back

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



Back

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



Scenario #3

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

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

2	3	4	5
2	3	4	5

Front

6	7	8	1
6	7	8	1

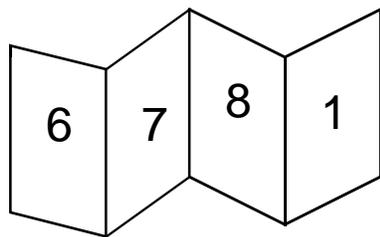
Back

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

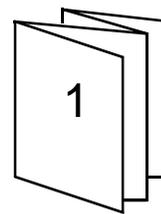


Front

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



Accordion Style (back)



Final

AT&T INTUITY™ Lodging

Hotel telephone number:

Message retrieval number:

Your room extension:

Introduction and Assistance

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

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

Retrieving Messages from Your Room

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

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

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

Retrieving Messages from the Hotel Lobby

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

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

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

Checking Out

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

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

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

Retrieving Messages from Outside the Hotel

Call the hotel operator.

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

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

Leaving a Voice Message for Another Guest

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

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

Restoring a Deleted Message

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

The operator will need the following information:

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

Introduction and Assistance

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

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

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

Retrieving Messages from Your Room

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

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

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

Retrieving Messages from the Hotel Lobby

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

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

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

Retrieving Messages from Outside the Hotel

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

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

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