



for the DCS System

SYSTEM ADMINISTRATOR GUIDE

TABLE OF CONTENTS

| | |
|---|----|
| ABOUT THIS BOOK | 1 |
| CHECK IN / CHECK OUT | 2 |
| Checking in a guest when you know an available room number | 3 |
| Checking in a guest when you don't know an available room number | 5 |
| Entering room names from your keyset | 7 |
| Checking a guest out of a room using the Check Out key | 8 |
| Checking a guest out of a room using the Hotel key | 9 |
| DEPOSIT POSTING | 10 |
| Adding credit to a room | 11 |
| Adding telephone credit to a room | 12 |
| GUEST SERVICES BILLING | 13 |
| Billing an item to a room from an administrator keyset | 14 |
| Single line telephone billing instructions | 15 |
| Deleting or reducing a charge on a room bill | 16 |
| LOBBY PHONE SERVICE | 17 |
| Billing a telephone call to a guest room from another telephone | 18 |
| NIGHT SERVICE OPERATION | 19 |
| Automatic Night Service | 19 |
| Manual Night Service | 19 |
| When using a single night key | 20 |
| When using multiple night keys | 20 |
| When using a single line telephone | 21 |
| Non display keysets | 21 |

| | |
|--|-------|
| PRINTED REPORTS | 22 |
| Printing a phone bill for a room | 23 |
| Printing a guest or meeting room bill | 24 |
| ROOM STATUS REVIEW | 25–26 |
| Viewing and changing the status of a room | 27 |
| Using the console to view room status | 28 |
| Printing a room status report | 29 |
| WAKE UP CALLS | 31 |
| Wake up activity report | 31 |
| Setting a wake up call | 32 |
| Setting a wake up call from a guest room | 32 |
| Cancelling a wake up call | 33 |
| Printing a wake up report for a guest room | 34 |

ABOUT THIS BOOK

This book contains instructions for the special Hotel / Motel features contained in your telephone system software. These features will generally be used by a front desk clerk to manage check in, check out, and various other room use related functions and by other employees to bill items to a room.

A copy of this guide should be kept in close proximity to any keyset that will be using some or all of these features as it will be a useful reference and staff training tool.

CHECK IN / CHECK OUT

CHECK IN

There are two methods that can be used, by an administrator display keyset, when checking a guest into a room. It is possible to check a guest into a room, whether you know an available room number or not.

The **CHECK IN** key is utilized when an available room number is known. The **HOTEL** key is utilized when an available room number is NOT known.

When a guest is checked into a room, the guest's name may be assigned to the room (the name will automatically be erased when the room is checked out).

Pressing the **PRINT** key at the end of the check in procedure will print a room account summary (this can be used to verify proper application of credits, guest's name, room charge, taxes, etc.).

CHECK OUT

There are two methods that can be used, by an administrator display keyset, to check a guest out of a room, these are the **CHECK OUT** key and the **HOTEL** key.

At check out a room status can be changed to **HOLD**, for late check out purposes. When a room is set as **HOLD**, the room charge will not automatically increment, but other room related services can still be billed (such as room service and phone calls).

Additionally, when the **CHECK OUT** key is pressed it is possible to request a printout of current room charges without checking the guest out (for reference purposes).

NOTE: Systems utilizing multiple phones in guest/meeting rooms, must check in/out each extension for proper billing. The system does not cross reference multiple extensions in the same room.

CHECKING IN A GUEST WHEN YOU KNOW AN AVAILABLE ROOM NUMBER

ACTION

1. Press **CHECK IN** key and enter the room number.
2. Enter your Staff ID CODE.
3. Enter the item code for the room (billing code).
4. Enter the nightly room rate (Item Cost) you must enter 5 digits.
5. Press **ACCEPT** if the information in the display is correct or press **CHANGE** if the information is incorrect.
6. If the guest wishes to prepay for the room press the **CASH** soft key.
7. If the guest wishes to pay at check out press the **CREDIT** key.
8. Select if the cash deposit is to be applied to the cost of the room or to phone calls. The deposit type not selected may be accessed by using the **CREDIT** key after the check in procedure is completed. See pages 10 and 11.
9. Enter the amount of the deposit, you must enter 5 digits.
10. Press **ACCEPT** if the information shown is correct. If it is incorrect press **CHANGE** and enter the correct amount.
11. You may enter the guest's name (up to 11 characters) into the system, if desired, using the procedure described on page 7 of this booklet.

DISPLAY

Enter Room
NUMBER:XXXX

Enter Staff Code
XXXX

Enter Item Code
XX

Enter Item Cost
XXX.XX

Rm:XXXX \$XXX.XX
ACCEPT CHANGE

Check In Room
CREDIT CASH

Cash Deposit
ROOM PHONE

Credit Room
\$XXX.XX

Rm:XXXX \$XXX.XX
ACCEPT CHANGE

Name:
EXIT PRINT

12. Pressing exit will complete the check in procedure and return your telephone to idle.

13. Press **PRINT** to receive the initial room account summary.

Name:John Smith
EXIT PRINT

CHECKING IN A GUEST WHEN YOU DON'T KNOW AN AVAILABLE ROOM NUMBER

ACTION

1. Press **HOTEL** key.
2. Press **ROOM STATUS**.
3. Press **AVAIL**.
4. Select room type, first available room is displayed.
5. Scroll through the available rooms using the **VOL UP** and **DOWN** keys and select the desired room by pressing the **CHECK IN** soft key.
6. Enter your Staff ID CODE.
7. Enter the item code for the room (billing code).
8. Enter the nightly room rate (Item Cost) you must enter 5 digits.
9. Press **ACCEPT** if the information in the display is correct. If it is incorrect press **CHANGE** and enter correct amount.
10. If the guest wishes to prepay for the room press the **CASH** soft key.
11. If the guest wishes to pay at check out press the **CREDIT** key.

DISPLAY

- Room Check Phone
Stat Out Bill
- Enter Room:XXXX
AVAIL RPT OCCUP
- Smoking Room?
YES NO
- 209
CHECK IN EXIT
- 215
CHECK IN EXIT
- Enter Staff Code
XXXX
- Enter Item Code
XX
- Enter Item Cost
XXX.XX
- Rm:XXXX \$XXX.XX
ACCEPT CHANGE
- Check In Room
CREDIT CASH
- Check In Room
CREDIT CASH

12. Select if the cash deposit is to be applied to the cost of the room or to phone calls. The deposit type not selected may be accessed by using the **CREDIT** key after the check in procedure is completed. See pages 10 and 11.
13. Enter the amount of the deposit, you must enter 5 digits.
14. Press **ACCEPT** if the information shown is correct or press **CHANGE** if it is wrong.
15. You may now enter the guest's name (up to 11 characters) into the system, if desired using the procedure described on page 7 of this booklet.
16. Pressing **EXIT** will complete the check in procedure and return your telephone to idle.
17. Press **PRINT** to receive the initial room account summary.

- Cash Deposit
ROOM PHONE
- Credit Room
\$XXX.XX
- Rm:XXXX \$XXX.XX
ACCEPT CHANGE
- Name:
EXIT PRINT
- Name:John Smith
EXIT PRINT
- Name:John Smith
EXIT PRINT

ENTERING ROOM NAMES FROM YOUR KEYSSET

You can assign an 11 character name to your guest room. This allows you to call the guests by using the directory dial feature. You can enter a guest's name during the check in procedure or use the following procedure:

To program a room name:

- Enter customer level programming.
- Press **TRSF** and then dial 104.
- Write the name of your guest using the dial pad keys. Each press of a key selects a character. Pressing the **NEXT** key moves the cursor to the next position. For example, if your guest name is "John Smith", press 5 for "J", press 6 three times to get an "O", press 4 twice to get an "H", press 6 twice to get an "N". Continue selecting characters from the following table to complete your guest's name.
- Press **TRSF** to store the name.

| COUNT | 1 | 2 | 3 | 4 | 5 |
|--------|-------|---|---|----|---|
| DIAL 0 | Q | Z | . |) | 0 |
| DIAL 1 | space | ? | , | ! | 1 |
| DIAL 2 | A | B | C | @ | 2 |
| DIAL 3 | D | E | F | # | 3 |
| DIAL 4 | G | H | I | \$ | 4 |
| DIAL 5 | J | K | L | % | 5 |
| DIAL 6 | M | N | O | ^ | 6 |
| DIAL 7 | P | R | S | & | 7 |
| DIAL 8 | T | U | V | Q | 8 |
| DIAL 9 | W | X | Y | (| 9 |
| DIAL * | : | = | [|] | * |

CHECKING A GUEST OUT OF A ROOM USING THE CHECK OUT KEY

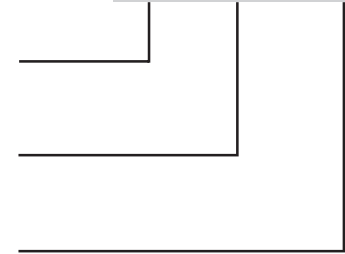
ACTION

1. Press the **CHECK OUT** key and dial the room number
2. Press **YES** to check the guest out and print a room bill.
3. Press **HOLD** to hold the room for late check out.
4. Press **PRINT** to print a copy of the room bill without checking the guest out.

DISPLAY

Enter Room
NUMBER:XXXX

Check Out Room?
YES HOLD PRINT



NOTES:

1. While a room is in **HOLD** status, room charge will not increment, while other guest room related charges can still be billed.
2. When a guest is checked out of a room, the room status is automatically changed to **NEEDS CLEANING**.

CHECKING A GUEST OUT OF A ROOM USING THE HOTEL KEY

| ACTION | DISPLAY |
|---|---|
| 1. Press HOTEL key. | Room Check Phone Stat Out Bill |
| 2. Press CHECK OUT . | Enter Room NUMBER: |
| 3. Enter room number. | |
| 4. Press YES to check the guest out and print a room bill. | Check Out Room? YES HOLD PRINT |
| 5. Press HOLD to hold the room for late check out. | |
| 6. Press PRINT to print a copy of the room bill but not check the guest out. | |

NOTES:

1. While a room is in **HOLD** status, room charge will not increment, while other guest room related charges can still be billed.
2. When a guest is checked out of a room the room status is automatically changed to **NEEDS CLEANING**.

DEPOSIT POSTING

The **CREDIT** feature allows an administrator display keyset to apply a deposit to a room bill. This deposit can be used to offset charges already incurred or to prepay for either of the room associated charges (room or phone).

This credit may be applied during check in or at any time during the guest's stay. Credits applied, will be automatically deducted from the room bill.

A credit applied to the room bill will be deducted from the total room bill.

At check in, a credit applied to the phone bill, will set a limit to the phone use (when the credit limit is reached, the system will give two beeps tones, and then disconnect the caller and restrict the phone, requiring additional deposits).

A credit applied to the phone bill, during the guest's stay, will deduct the deposit amount from the room bill, and set a limit to the phone use.

Pressing the **PRINT** key, at the end of the check in procedure will allow the administrator keyset to verify that credits were properly applied.

ADDING CREDIT TO A ROOM

- | ACTION | DISPLAY |
|---|---|
| 1. Press the CREDIT key and enter the room number. | Enter Room NUMBER:XXXX |
| 2. Enter the Staff ID CODE. | Enter Staff Code XXXX |
| 3. Select ROOM . | Add credit to ROOM PHONE |
| 4. Enter the amount to be credited. | Credit Room XXXX \$XXX.XX |
| 5. Press ACCEPT if the amount shown is correct. | Rm:XXXX \$XXX.XX ACCEPT CHANGE |
| 6. If the amount is incorrect press CHANGE and enter the correct amount. | |

ADDING TELEPHONE CREDIT TO A ROOM

- | ACTION | DISPLAY |
|---|---|
| 1. Press the CREDIT key and enter the room number. | Enter Room NUMBER:XXXX |
| 2. Enter the Staff ID CODE. | Enter Staff Code XXXX |
| 3. Select PHONE . | Add credit to ROOM PHONE |
| 4. Enter the amount to be credited. | Credit Phone XXXX \$XXX.XX |
| 5. Press ACCEPT if the amount shown is correct. | Rm:XXXX \$XXX.XX ACCEPT CHANGE |
| 6. If the amount is incorrect press CHANGE and enter the correct amount. | |

NOTE:

Adding a telephone credit will set a limit to the phone use. When the credit limit is reached the system will alert the guest with two beeps in his/her ear as a warning tone, followed by a short grace period, then the system will disconnect the caller and the phone will be restricted, requiring additional deposits be made to reactivate the phone.

GUEST SERVICES BILLING

A billable item or service may be added to a guest's room bill by either a display keyset or a single line telephone.

A display keyset can utilize the **BILL** feature key and follow the LCD instructions. A single line telephone can add an item or service charge, by dialing the **BILL** feature access code, and following the SLT billing procedures.

Charges for items or services may also be reduced or deleted from a guest's room bill. Only an administrator display keyset can reduce or delete an item or charge from a room bill.

NOTE:

At the end of the delete procedure, the system will prompt for a passcode. This passcode is provided by your service company.

BILLING AN ITEM TO A ROOM FROM AN ADMINISTRATOR KEYSSET

ACTION

1. Press the **BILL** key and then select **ADD**.
2. Enter the room number the item is to be billed to (if the room is not occupied you will hear an error tone and be returned to idle).
3. Enter the Staff ID CODE.
4. Enter the Item Code.
5. Enter the amount to be charged for the item. You must enter 5 digits.
6. If the amount shown is correct press the **ACCEPT** key.
7. If the amount shown is incorrect press the **CHANGE** key and enter the correct amount.
8. If the deposit amount is exceeded, you will hear an error tone and the display will read **DEPOSIT EXCEEDED**.

DISPLAY

Service Charge
ADD DELETE

Enter Room
Number:XXXX

Enter Staff Code
XXXX

Enter Item Code
XX

Enter Item Cost
\$XXX.XX

Rm:XXXX \$XXX.XX
ACCEPT CHANGE

SINGLE LINE TELEPHONE BILLING INSTRUCTIONS

To bill an item to a room from a Single Line Telephone:

- Lift the handset and receive dial tone.
- Dial the **BILL** feature access code _____.
- Dial the room number to be billed.
- Dial your staff ID CODE.
- Dial the item code.
- Enter the cost (in five digit format)
Example: 01500 = \$15.00
- Receive confirmation tone and hang up.

DELETING OR REDUCING A CHARGE ON A ROOM BILL

ACTION

1. Press the **BILL** key and select **DELETE**.
2. Enter the guest room number.
3. Enter the Staff ID CODE.
4. Enter the Item Code.
5. Enter the amount to be deleted.
6. If the amount shown is correct press the **ACCEPT** key.
If it is incorrect press **CHANGE** and enter the correct amount.
7. The system will then prompt for a manager passcode to allow the credit to take place. This passcode will be provided by your service company.

DISPLAY

Service Charge
ADD DELETE

Enter Room
Number:XXXX

Enter Staff Code
XXXX

Enter Item Code
XX

Enter Item Cost
\$XXX.XX

Rm:XXXX \$XXX.XX
ACCEPT CHANGE

Enter Passcode
XXXX

LOBBY PHONE SERVICE

This feature allows an administrator display keyset to bill a call from a remote location, such as a lobby phone, to a guest's room bill.

The guest calls from the lobby phone to the hotel operator and requests the operator to bill an outside call to his/her room. The operator will press the **RB** key placing the guest on transfer hold. The operator will then enter the guest's room number and receive a confirmation tone.

The operator can then access a trunk or LCR and pass the dial tone to the guest, so that he can complete the call, or the operator can complete the call for the guest and pass the ringback tone to him.

If the room number dialed is not occupied, an error tone will be returned along with an error display. At this point the operator can press the **TRSF** key and reconnect to the guest.

BILLING A TELEPHONE CALL TO A GUEST ROOM FROM ANOTHER TELEPHONE (LOBBY PHONE SERVICE)

NOTE: Your keyset must have a **REMOTE BILLING (RB)** key to implement this feature.

When a guest wishes to place an outside telephone call from a restricted telephone such as a lobby or house phone, they must first place a call to the operator who will then perform the following procedure:

When a guest calls and asks for a call to be billed to his/her room, ask the guest for his/her room number.

ACTION

1. Press the **REMOTE BILLING (RB)** key and enter the room number the call is to be billed to.
2. If the room is occupied you will receive this display.
3. You may now dial "9" and hang up to transfer outside dial tone or you may dial the telephone number for the guest and hang up when you hear ringing.
4. If the room number given is empty (there is no guest checked in that room) you will receive an error tone along with this display. You can now press the **TRSF** key to return to the guest and find out the correct room number.

DISPLAY

**Enter Room
NUMBER:XXXX**

**Call Billed To
ROOM #:XXXX**

**Error:Room XXXX
Is Empty**

NIGHT SERVICE OPERATION

Your system is designed to have alternate modes of operation generally designated as **NIGHT** service. **NIGHT** service permits incoming calls to ring at different locations than normal day operation.

Since it is customary, to have more than two operating modes, in the Hotel / Motel industry, the DCS HOTEL/MOTEL software allows for three different ringing modes. These ringing modes are designated as **DAY**, **NIGHT** and **WEEK-END** operation.

NIGHT service may be set automatically or manually. Class of service dialing restrictions can also be set to correspond with these modes. You may change the **NIGHT** service at any time. For Automatic Night Service each mode has an on time and off time for each day. If no automatic timer is set, you must change modes manually.

AUTOMATIC NIGHT SERVICE

Automatic Night Service is turned on and off according to the programmed on and off times. These programmed times use the system clock as a reference, so the system clock must be set correctly.

NOTE: Manually setting Night Service will override automatic settings.

MANUAL NIGHT SERVICE

There are several methods that can be used to manually set Night Service. Two of these methods require administrator or business keysets with programmed NIGHT keys. The third is the single line telephone operation.

- The first method utilizes a single **NIGHT** key on the administrator or business display keyset. When this key is pressed, the display will prompt you to enter a passcode. After entering the passcode, the display will prompt you to press the soft key that corresponds with the night service desired.
- The second method utilizes a dedicated **NIGHT SERVICE** key, for each of the three ring modes, on the administrator and business keysets. You simply press the key that corresponds with the Night Service mode desired. When this key is pressed, the display will prompt you to enter a passcode. After entering the passcode, the display will confirm that the desired mode is set.

- The third method is performed by an administrator or business single line telephone. From the single line telephone, dial the **NIGHT** feature access code, enter the passcode, and dial "0" for **DAY** mode, "1" for **NIGHT** mode, or "2" for **WEEKEND** mode. When properly set you will receive a confirmation tone.

NOTE: A keyset with no **NIGHT** key programmed, may access the feature in the same manner as a single line telephone.

WHEN USING A DISPLAY KEYSSET WITH SINGLE NIGHT KEY

| ACTION | DISPLAY |
|--------------------------------|-------------------------------------|
| 1. Press the NIGHT key. | Enter Passcode |
| 2. Enter passcode | Make a Selection DAY NIGHT WKEND |
| 3. Press DAY | DAY service operation |
| 4. Press NIGHT | NIGHT service operation |
| 5. Press WKEND | WEEKEND service operation |

*Passcode will be provided by your service company.

WHEN USING A DISPLAY KEYSSET WITH MULTIPLE NIGHT KEYS

| ACTION | DISPLAY |
|--|----------------------------|
| 1. Press the NIGHT key desired. | Enter Passcode |
| 2. Enter passcode | |
| 3. If you pressed DAY KEY | DAY service operation |
| 4. If you pressed NIGHT KEY | NIGHT service operation |

5. If you pressed **WKEND KEY**

**WEEKEND service
operation**

WHEN USING A SINGLE LINE TELEPHONE

To set night service from a business or administrator single line set:

- Dial **NIGHT** feature access code
- Dial passcode.
- Dial **0** for **DAY OPERATION**
Dial **1** for **NIGHT OPERATION**
Dial **2** for **WEEKEND OPERATION**
- Receive confirmation tone.
- Hang up.

*Passcode and feature access codes are provided by your service company.

NON DISPLAY KEYSETS

Non-display keysets can also manually change night service.

With a single **NIGHT** key:

- Press the **NIGHT** key and dial the passcode.
- Dial "0" for **DAY** mode, "1" for **NIGHT** mode, or "2" for **WEEKEND** mode. You will receive a confirmation tone when set.

With dedicated **NIGHT** keys:

- Press the **NIGHT** key that corresponds with the desired mode.
- Dial the passcode and you will receive a confirmation tone when set.

PRINTED REPORTS

PHONE BILL PRINTOUT

The Phone Bill option allows an administrator display keyset to print out the phone bill for a specific room.

If the guest wishes to pay for phone calls separately from the room bill, the phone bill can be printed, and the associated call records can be deleted from the room bill.

If the guest wishes to receive a printout for reference purposes, the phone bill can be printed, without deleting the associated calls from the room bill.

GUEST AND MEETING ROOM PRINTOUT

When a guest or meeting room is checked out, the system will automatically print out the associated room bill. When a check out is completed, the room bill records are automatically deleted from the system memory.

A printout, for reference purposes, can also be printed out, without deleting the room bill records from the system memory.

There are two methods that an administrator display keyset can use to request these printouts. These are via the **CHECK OUT** feature key and **HOTEL** feature key.

ROOM STATUS PRINTOUT

Room Status Reports can be requested by the administrator display keyset. Please see the Room Status Review section.

WAKE UP CALL ACTIVITY PRINTOUT

Wake Up Call Activity Reports, for guest rooms, can be requested by the administrator's display keyset. Please see the Wake Up Call section.

PRINTING A PHONE BILL FOR A ROOM

ACTION

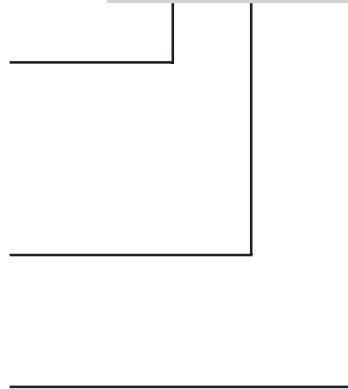
1. Press the **HOTEL** key.
2. Press **PHONE BILL**.
3. Enter the room number.
4. Pressing the **PRINT&SAVE** key will print out the current telephone charges for the selected room and will maintain the charges as part of the room bill.
5. Pressing the **EXIT** key will return your keyset to idle without printing anything.
6. Pressing the **BILL &CLR** key will print out the telephone charges for the selected room and delete the current charges from the room bill.

DISPLAY

Room Check Phone
Stat Out Bill

Enter Room
Number:XXXX

Print Phone Bill
&SAVE EXIT &CLR



PRINTING A GUEST OR MEETING ROOM BILL

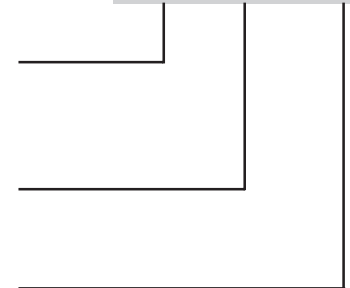
ACTION

1. Press the **CHECK OUT** key.
 2. Enter the room number.
 3. Pressing the **YES** key will print out the room bill and set the room status to **NEEDS CLEANING**.
 4. Pressing the **HOLD** key will set the room status to hold.
 5. Pressing the **PRINT** key will print out the current room bill without checking out the room or changing the room status.
- OR
6. Press the **HOTEL** key and then press **CHECK OUT**.
 7. Enter the room number and follow the above procedure.

DISPLAY

Enter Room
NUMBER:

Check Out Room
YES HOLD PRINT



Room Check Phone
Stat Out Bill

Enter Room
NUMBER:

Check Out Room
YES HOLD PRINT

ROOM STATUS REVIEW

An administrator keyset can view the room status condition of guest and meeting rooms. Room status can be viewed on an individual room basis, or by all rooms in any of the five possible status conditions or all rooms in all conditions at once.

The five room status conditions are: Available, Occupied, Needs Cleaning, Needs Maintenance, and Hold.

VIEWING AND CHANGING THE STATUS OF A ROOM

Administrator display keysets can view the status of individual rooms. During this procedure the administrator has the option to change the status of the individual room.

For check in purposes, Available and Occupied rooms can also be viewed during this procedure.

USING THE CONSOLE TO VIEW ROOM STATUS

An administrator phone, with a 64 button console attached, may temporarily view the status of stations.

When requesting room status view, all stations in the desired status will display on the 64 Button Console. These rooms will be displayed by their associated LEDs being lit steady red.

These LEDs will remain lit until the **ANS/RLS** button is pressed or the predetermined timer expires.

NOTE: Occupied room display includes all rooms with a guest checked in, regardless of Cleaning or Hold Status (an occupied room, in Needs Cleaning status will be displayed in both Occupied and Needs Cleaning displays).

PRINTING A ROOM STATUS REPORT

An administrator display keyset can request a printout to view the status of guest and meeting rooms. There are five different room status conditions that a room may be in. A printout of stations, in each of the five room status conditions, may be requested.

A printout of all rooms in all conditions may also be requested.

NOTE: Occupied room printout includes all rooms with a guest checked in, regardless of Cleaning or Hold Status (an occupied room, in Needs Cleaning status will printout in both the Occupied and the Needs Cleaning reports).

VIEWING AND CHANGING THE STATUS OF A ROOM

ACTION

1. Press the **HOTEL** key.
2. Press the **ROOM STAT** soft key and enter the room number
3. Your display will show the current status of the selected room.
4. You may change the status of the selected room by pressing the right soft key and then scrolling through the list by using the **VOLUME UP** and **DOWN** keys.
When you get to the desired new room status, pressing the right soft key will return confirmation tone and change room status.

DISPLAY

Room Check Phone
Stat Out Bill

Enter Room:XXXX
AVAIL RPT OCCUP

Room Number:XXXX
OCCUPIED

Room Number:XXXX
AVAILABLE

Room Number:XXXX
NEEDS CLEANING

Room Number:XXXX
NEED MAINTENANCE

Room Number:XXXX
HOLD

ROOM STATUS DEFINITIONS

- **AVAILABLE:** This indicates that the room is ready to have a guest checked into it.
- **OCCUPIED:** This indicates that the room has a guest checked into it.
- **NEEDS CLEANING:** This indicates that the room needs to be cleaned.
- **NEEDS MAINTENANCE:** This indicates that the room needs to have maintenance performed on it.
- **HOLD:** This indicates that the room is being held pending a late check out.

USING THE CONSOLE TO VIEW ROOM STATUS

If your keyset has a room status view key and is equipped with one or two consoles programmed with **DSS/BLF** keys for each of the rooms, you can view the status of all programmed rooms on the console.

Press the **Room Status View (RSV)** key and dial the type of room status you want to check from the list below.

| DIGIT | STATUS | DESCRIPTION |
|-------|-------------------|---------------------------------------|
| 0 | AVAILABLE | ROOM IS READY FOR A GUEST TO CHECK IN |
| 1 | OCCUPIED | A GUEST IS CHECKED INTO THE ROOM |
| 2 | NEEDS CLEANING | ROOM NEEDS TO BE CLEANED |
| 3 | NEEDS MAINTENANCE | ROOM REQUIRES MAINTENANCE |
| 4 | HOLD | ROOM IS BEING HELD |

When the digit is dialed all stations having that status will light steady red on the console and all other LEDs will be off. In addition the LEDs will continue to show the room status until either the timer expires or another **RSV** type has been entered, or the **ANS/RLS** is pressed. Please note that the Occupied Status will show all rooms that have a guest checked into them regardless of the rooms cleaning status or hold status.

For systems with one touch room status feature access:

Press the **RSV** key associated with the room status type you wish to view. All stations having that status will light steady red on the console, and all other LEDs will be off. The LEDs will continue to show the room status until either the timer expires or **ANS/RLS** is pressed. **ANS/RLS** must be pressed before the next room status type can be displayed.

PRINTING A ROOM STATUS REPORT

ACTION

1. Press the **HOTEL** key.
2. Press **ROOM STAT**.

3. Press the **RPT** key.

4. Select the type of report you want by using the **SCROLL** key to cycle through the various reports.

5. When the status type that you wish to print out is displayed, press the associated soft key to generate the report.

6. Pressing the **AVAIL** key will print a report of all rooms that are ready to have guests checked into them.

7. Pressing **OCCUP** key will print a report of all rooms that have guests checked into them.

8. Pressing the **CLEAN** key will print a report of all the rooms that need to be cleaned.

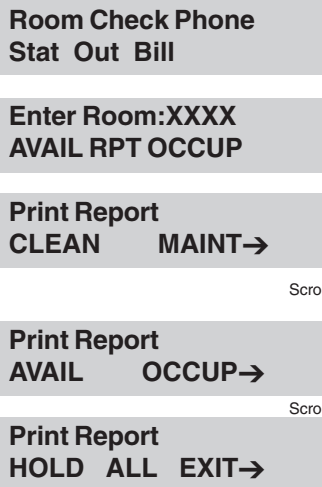
9. Pressing the **MAINT** key will print a report of all the rooms that need to have maintenance performed on them.

10. Pressing the **HOLD** key will print a report of all the rooms that are being held for later check out.

11. Pressing the **ALL** key will print out a report showing the status of all rooms.

12. Pressing the **EXIT** key will return your keyset to idle without generating any reports.

DISPLAY



TEAR HERE

MAID SERVICE

Housekeeping and maintenance personnel can also update the status of a room. When a room is checked out or reaches the automatic daily update timer, the room status is changed to **NEEDS CLEANING**. After cleaning the room, the housekeeper dials the **HOTEL** feature access code, followed by his/her staff ID code and the proper activity code (see table below). This will update the room status (if the room was checked out the status will be updated to **AVAILABLE**, if the room still has a guest checked into it, the status will be updated to **OCCUPIED**). Maintenance personnel would utilize this feature in a similar manner. The table below indicates the activity codes and their associated activities.

| CODE | ACTIVITY |
|------|--------------------------|
| 0 | Room needs to be cleaned |
| 1 | Room cleaned |
| 2 | Room needs maintenance |
| 3 | Room repaired |

USER INSTRUCTIONS

1. Lift handset and receive dial tone.
2. Dial the **HOTEL** feature access code _____.
3. Dial your staff ID code.
4. Dial the associated activity code from the above list.
5. Receive confirmation tone and hang up.

WAKE UP CALLS

Wake up calls can be set by either an administrator display keyset or the guest room phone.

The administrator display keyset can utilize the **WAKEUP** key and follow the LCD instructions.

A guest room or non display keyset can set a wake up call by dialing the **WAKEUP** system access code (51) and the four digit military time for the wake up call.

To change a wake up time, simply enter the new wake up call time. This will override the original setting.

NOTE: Only an administrator display keyset can cancel a wake up call.

WAKE UP ACTIVITY REPORT

An administrator display keyset can request a printout of all wake up information, since the room was checked in. The information included in this printout is: wake up calls set, answered wake up calls, unanswered wake up calls, and cancelled wake up calls (this information is also included in the room bill).

SETTING A WAKE UP CALL

If your keyset is programmed with a **WAKEUP** key you can use this key to enter a **WAKE UP** time for a guest room, clear a previously set wake up time or print out a list of wake up calls to a guest room since that guest checked in.

ACTION

DISPLAY

1. To set a wake up call for a guest room. Press the **WAKEUP** key and select SET.

Wake Up Call
PRINT SET CANCEL

2. Enter the guest room number.

Enter Room
Number:XXXX

3. Enter the time and select AM or PM.

Enter Wake Time
HH:MM AM PM

XXXX Wake HH:MM_
YES CLEAR EXIT

4. If the time shown is correct press **YES** to set the wake up call.

5. If the time shown is incorrect press the **CLEAR** key and re-enter the time.

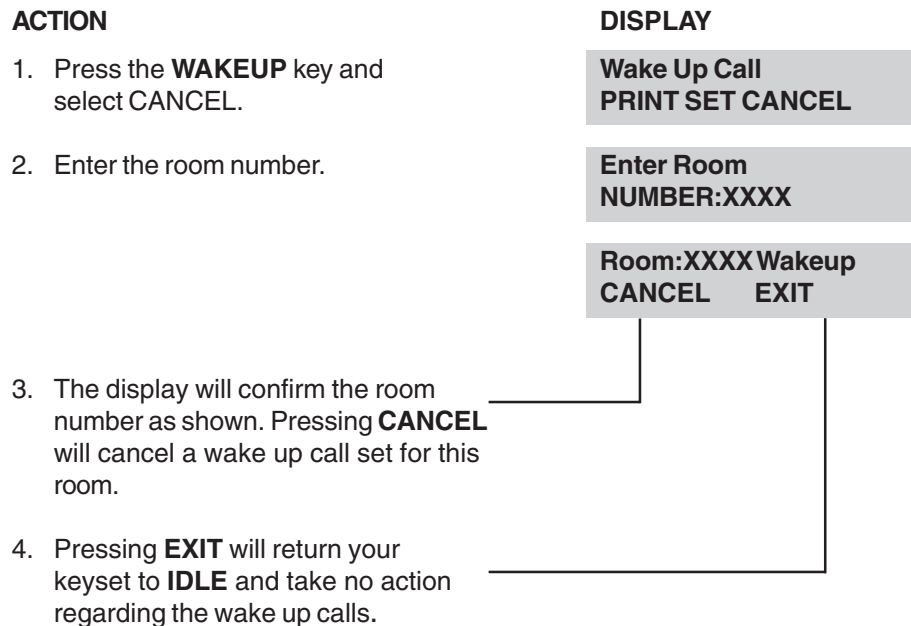
6. If you want to exit without setting the wake up call press the **EXIT** key and this will return you to idle.

NOTE: Wake up calls use the system clock as a reference, so the system clock must be set correctly.

SETTING A WAKE UP CALL FROM A GUEST ROOM

- Lift handset and receive dial tone.
- Dial 51 (Wake Up feature access code).
- Enter 4 digit military time for the wake up call.
- Receive confirmation tone and hang up.

CANCELLING A WAKE UP CALL



NOTE: Only an administrator keyset can cancel a wakeup call.

PRINTING A WAKE UP REPORT FOR A GUEST ROOM

