HOTEL
Operator

for the iDCS 500 System

System Administrator Guide

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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 / EXPRESS CHECK IN

There are three 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** or **XCHIN** 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.).

Print option not available when using Express Check In feature.

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 **HO-TEL** 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

DISPLAY

1. Press **CHECK IN** or **XCHIN** key and enter the room number (either manually on the keypad or by pressing the associated DSS key).

```
Enter Room
NUMBER:XXXX
```

2. Enter your Staff ID CODE.

```
Enter Staff Code
XXXX
```

3. Enter the item code for the room (billing code).

```
Enter Item Code
XX
```

4. Enter the room rate (Item Cost) you must enter 5 digits.

```
Enter Item Cost
XXX.XX
```

5. Press **ACCEPT** if the information in the display is correct or press **CHANGE** if the information is incorrect.

```
Rm:XXXX :XXX.XX
ACCEPT    CHANGE
```

6. If the guest wishes to prepay for the room press the **CASH** soft key.

```
Check In Room
CREDIT    CASH
```

7. If the guest wishes to pay at check out press the **CREDIT** key.

8. 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.

```
Name:
EXIT       PRINT
```

9. Pressing **EXIT** will complete the check in procedure and return your telephone to idle.

```
Name:John Smith
EXIT       PRINT
```

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

11. If the guest wishes to prepay for the room, press the **CASH** soft key.

```
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 11 and 12.

```
Cash Deposit
ROOM      PHONE
```

13. Enter the amount of the deposit, you must enter 5 digits.

```
Credit Room
:XXX.XX
```

14. Press **ACCEPT** if the information shown is correct. If it is incorrect press **CHANGE** and enter the correct amount.

```
Rm:XXXX :XXX.XX
ACCEPT    CHANGE
```

EXPRESS CHECK IN

ACTION

DISPLAY

1. Press **XCHIN** key and enter the room number, either manually on the keypad or by pressing the associated DSS key.

```
Enter Room
NUMBER:
```

2. Enter your STAFF ID Code

```
Enter Staff Code
```

3. Enter the ITEM CODE for the Room (Billing Code)

```
Enter Item Code
```

4. Enter the room rate (Item Cost). You must enter 5 digits

```
Enter Item Cost
:XXX.XX
```

5. Retrieve confirmation tone and display.

```
Rm:214 :150.00
```

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

ACTION

DISPLAY

1. Press **HOTEL** key.

```
Room Check Phone
Stat  Out   Bill
```

2. Press **STAT** soft key.

```
Enter Room:XXXX
AVAIL RPT OCCUP
```

3. Press **AVAIL** soft key.

```
Smoking Room?
YES          NO
```

4. Select room type, first available room is displayed.

```
209
CHECK IN    EXIT
```

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.

```
215
CHECK IN    EXIT
```

6. Enter your Staff ID CODE.

```
Enter Staff Code
XXXX
```

7. Enter the item code for the room (billing code).

```
Enter Item Code
XX
```

8. Enter the room rate (Item Cost) you must enter 5 digits.

```
Enter Item Cost
XXX.XX
```

9. Press **ACCEPT** if the information in the display is correct. If it is incorrect press **CHANGE** and enter correct amount.

```
Rm:XXXX :XXX.XX
ACCEPT     CHANGE
```

10. If the guest wishes to pay at check out press the **CREDIT** key.

```
Check In Room
CREDIT     CASH
```

11. 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.

```
Name:
EXIT       PRINT
```

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

```
Name:John Smith
EXIT       PRINT
```

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

```
Name:John Smith
EXIT       PRINT
```

14. If the guest wishes to prepay for the room press the **CASH** soft key.

```
Check In Room
CREDIT     CASH
```

15. 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 11 and 12.

```
Cash Deposit
ROOM       PHONE
```

16. Enter the amount of the deposit, you must enter 5 digits.

```
Credit Room
:XXX.XX
```

17. Press **ACCEPT** if the information shown is correct or press **CHANGE** if it is wrong.

```
Rm:XXXX :XXX.XX
ACCEPT     CHANGE
```

ENTERING NAMES FROM YOUR KEYSET (Digital Keysets Only)

You can assign an 11 character name to your digital phone. 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 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.

DCS KEYSETS

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 ✳	:	=	[	]	✳

iDCS KEYSETS

COUNT	1	2	3	4	5
DIAL 0	<	>	.	)	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	Q	R	S	7
DIAL 8	T	U	V	*	8
DIAL 9	W	X	Y	Z	9
DIAL ✳	:	=	[	]	✳

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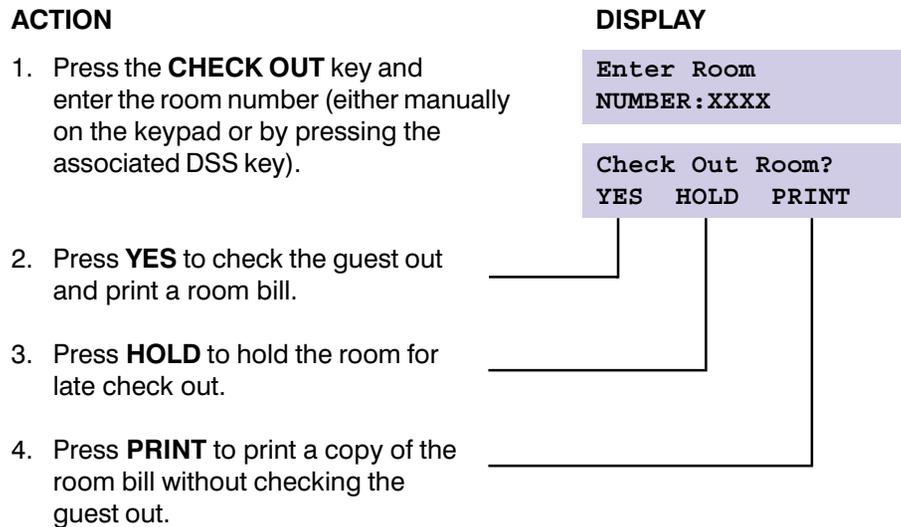
ACTION

DISPLAY

1. Press the **CHECK OUT** key and enter the room number (either manually on the keypad or by pressing the associated DSS key).

```
Enter Room
NUMBER:XXXX
```

```
Check Out Room?
YES   HOLD   PRINT
```

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.

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**.

3. Always print a copy of the room bill before check out. Once the room is checked out, all data related to the room is cleared from the system.

CHECKING A GUEST OUT OF A ROOM USING THE HOTEL KEY
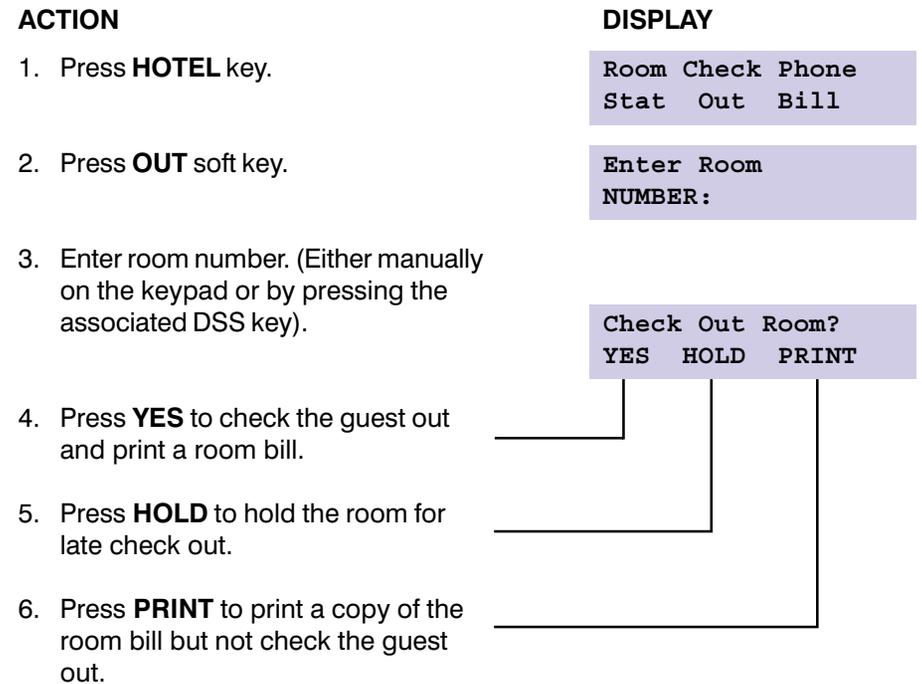
ACTION

DISPLAY

1. Press **HOTEL** key.

```
Room  Check  Phone
Stat   Out    Bill
```

2. Press **OUT** soft key.

```
Enter Room
NUMBER:
```

3. Enter room number. (Either manually on the keypad or by pressing the associated DSS key).

```
Check Out Room?
YES   HOLD   PRINT
```

4. Press **YES** to check the guest out and print a room bill.

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**.

3. Always print a copy of the room bill before check out. Once the room is checked out, all data related to the room is cleared from the system.

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 (either manually on the keypad or by pressing the associated DSS key).	`Enter Room` `NUMBER:XXXX`
2. Enter the Staff ID CODE.	`Enter Staff Code` `XXXX`
3. Select **ROOM** soft key.	`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 (either manually on the keypad or by pressing the associated DSS key).

```
Enter Room
NUMBER:XXXX
```

2. Enter the Staff ID CODE.

```
Enter Staff Code
XXXX
```

3. Select **PHONE** soft key.

```
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 system 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.

EXECUTIVE DO NOT DISTURB

Setting an Executive DND

ACTION

DISPLAY

1. To set DND for a Guest Room Press **SET DND** key.

```
Enter Extension
Number:
```

2. Enter the Room Number (either manually on the keypad or by pressing the associated DSS key).

```
Set DND: 244
YES  EXIT  CLEAR
```

3. To set DND to station Press the **YES** key.

4. To exit without setting **DND** Press the **EXIT** key.

Setting DND from a Guest Room

- Lift handset and receive Dial Tone
- Dial 401 on the Keypad (DND Activate Code)
- Receive Confirmation Tone and hang up.

Canceling Executive DND

1. Press **SET DND** key.

   ```
   Enter Extension
   Number:
   ```

2. Enter the Room Number (either manually on the keypad or by pressing the associated DSS key).

   ```
   Set DND: 244
   YES   EXIT   CLEAR
   ```

3. To exit without canceling DND, press **EXIT** key.

4. To cancel DND press **CLEAR** key.

Canceling DND from a Guest Room

- Lift handset and receive dial tone.
- Dial 400 (DND Cancel Code)
- Receive Confirmation Tone and hang up.

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 KEYSET

ACTION

DISPLAY

1. Press the **BILL** key and then select **ADD**.

```
Service Charge
ADD       DELETE
```

2. Enter the room number the item is to be billed to (either manually on the keypad or by pressing the associated DSS key, if the room is not occupied you will hear an error tone and be returned to idle).

```
Enter Room
Number:XXXX
```

3. Enter the Staff ID CODE.

```
Enter Staff Code
XXXX
```

4. Enter the Item Code.

```
Enter Item Code
XX
```

5. Enter the amount to be charged for the item. You must enter 5 digits.

```
Enter Item Cost
:XXX.XX
```

6. If the amount shown is correct press the **ACCEPT** key.

```
Rm:XXXX_:XXX.XX
ACCEPT    CHANGE
```

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**.

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

DISPLAY

1. Press the **BILL** key and select **DELETE**.

```
Service Charge
ADD      DELETE
```

2. Enter the guest room number, either manually on the keypad or by pressing the associated DSS key.

```
Enter Room
Number:XXXX
```

3. Enter the Staff ID CODE.

```
Enter Staff Code
XXXX
```

4. Enter the Item Code.

```
Enter Item Code
XX
```

5. Enter the amount to be deleted.

```
Enter Item Cost
$XXX.XX
```

6. If the amount shown is correct press the **ACCEPT** key.
   If it is incorrect press **CHANGE** and enter the correct amount.

```
Rm:XXXX :XXX.XX
ACCEPT     CHANGE
```

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.

```
Enter Passcode
XXXX
```

NOTE: The Manager passcode can be setup in MMC 207, Assign VM/AA Port, using the DELETE option.

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** (Remote Billing) 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 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	DISPLAY
1. Press the REMOTE BILLING (**RB**) key and enter the room number the call is to be billed to via the keypad.	`Enter Room` `NUMBER:XXXX`
2. If the room is occupied you will receive this display.	`Call Billed To` `ROOM #:XXXX`
3. You may now dial "9" and 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.	`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 iDCS 500 HOTEL/MOTEL software allows for three different ringing modes. These ringing modes are designated as **DAY**, **NIGHT** and **WEEKEND** operation.

Note: For each administration station designating the keys as DAY, NIGHT, and WKEND keys, a technician will have to program these keys as **RP** (Ring Plan) keys in MMC 722. For example:

Phone Label		MMC 722 Setup
DAY	=	(RP1)
NIGHT	=	(RP2)
WKEND	=	(RP3)

When the DAY/NIGHT/WKEND key is pressed, the phone system will change ring operating modes (i.e. from day ringing to night ringing). The associated LED on the key will light steady to indicate the mode that is activated.

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. The Ring Plan is setup in MMC 202, Change Feature Passcode, using the Ring Plan Option.

WHEN USING A DISPLAY KEYSET 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 KEYSET WITH MULTIPLE NIGHT KEYS

ACTION	DISPLAY
1. Press the **NIGHT** key desired. 2. Enter passcode	`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.

ENHANCED USER PROGRAM KEY

The enhanced user program feature will allow the Hotel Manager or Administrator to access certain areas of the iDCS 500 programming to administer some common changes to the system without the assistance of the service technician.

ACTION	DISPLAY
1. Press the **PROG** key.	`Enter Passcode`
2. Enter station passcode.	`Programming Mode` `Enter PGM ID:`
3. Enter MMC to program **(e.g. 100).**	`[201] STN LOCK` `UNLOCKED`
4. Make desired program changes.	
5. Press TRSF to store or Press SPK to store and advance **to next MMC.**	

The following MMCs can be accessed using the **PROG** key:

-MMC 100: Station Lock
-MMC 102: Call Forward
-MMC 104: Station Name
-MMC 115: Set Programmed Message
-MMC 116: Alarm and Message
-MMC 505: Assign Date and Time
-MMC 705: Assign System Speed Dial
-MMC 706: System Speed Dial by Name
-MMC 722: Station Key Programming

Note: The station passcode is used to enter the programming mode. The default station passcode will not work with this feature. The default station passcode must be changed in MMC 101, Change User Passcode, before using this feature.

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 seperately 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.
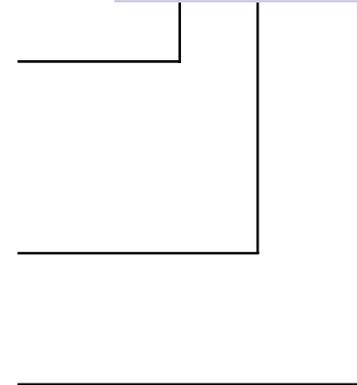
PRINTING A PHONE BILL FOR A ROOM

ACTION

1. Press the **HOTEL** key.
2. Press **PHONE BILL**.

3. Enter the room number, either manually on the keypad or by pressing the associated DSS key.

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.

DISPLAY

```
Enter Room
NUMBER:
```

2. Enter the room number, either manually on the keypad or by pressing the associated DSS key.

```
Check Out Room
 YES HOLD PRINT
```

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**.

```
Room Check Phone
Stat  Out  Bill
```

7. Enter the room number, either manually on the keypad or by pressing the associated DSS key, and follow the above procedure.

```
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 nine room status conditions are: Available, Occupied, Needs Cleaning, Needs Maintenance, Hold, Cleaned, Repaired, Hold & Needs Cleaning, Hold and Needs Maintenance.

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).

STAFF LOCATOR

ACTION   **DISPLAY**

1. Press the **SLOCAT key**.

   ```
   Staff Locate
   SHOW CLEAR EXIT
   ```

2. To display rooms that staff members are logged into.

3. To clear all indications.

4. To exit from function without any further action.

VIEWING AND CHANGING THE STATUS OF A ROOM

ACTION   **DISPLAY**

1. Press the **HOTEL** key.

   ```
   Room Check Phone
   Stat  Out  Bill
   ```

2. Press the **STAT** soft key and enter the room number, either manually or by pressing the associated DSS button.

   ```
   Enter Room:XXXX
   AVAIL RPT OCCUP
   ```

3. Your display will show the current status of the selected room.

   ```
   Room Number:XXXX
   OCCUPIED
   ```

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.

   ```
   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.
- **CLEANED:** Indicates that the room has been cleaned (sent to PMS).
- **REPAIRED:** Indicates that the room has been repaired (sent to PMS).
- **HOLD AND NEEDS CLEANING:** Indicates that the room is being held and requires cleaning (sent to PMS).

- **HOLD AND NEEDS MAINTENANCE:** Indicates that the room is being held and requires cleaning (sent to PMS).

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.

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

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

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.

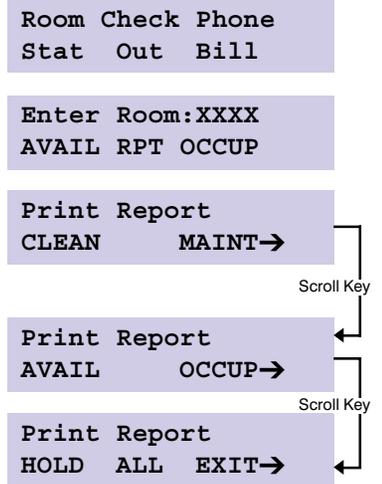**For systems with one touch room status feature access:**

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 **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

```
Room Check Phone
Stat  Out  Bill
```

```
Enter Room:XXXX
AVAIL RPT OCCUP
```

```
Print Report
CLEAN     MAINT→
```
Scroll Key

```
Print Report
AVAIL     OCCUP→
```
Scroll Key

```
Print Report
HOLD  ALL  EXIT→
```

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 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.

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 on the keypad.

```
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 the Wake Up feature access code.
- Enter 4 digit military time for the wake up call.
- Receive confirmation tone and hang up.

CANCELING A WAKE UP CALL

1. Press the **WAKEUP** key and select CANCEL.

```
Wake Up Call
PRINT SET CANCEL
```

2. Enter the room number, either manually on the keypad or by pressing the associated DSS key.

```
Enter Room
NUMBER:XXXX
```

```
Room:XXXX Wakeup
CANCEL        EXIT
```

3. The display will confirm the room number as shown. Pressing **CANCEL** will cancel a wake up call set for this room.

4. Pressing **EXIT** will return your keyset to **IDLE** and take no action regarding the wake up calls.

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

PRINTING A WAKE UP REPORT FOR A GUEST ROOM

ACTION

DISPLAY

1. Press the **WAKEUP** key and select PRINT.

```
Wake Up Call
PRINT SET CANCEL
```

2. Enter the guest room number, either manually on the keypad or by pressing the associated DSS key.

```
Enter Room
NUMBER:XXXX
```

3. The display will confirm the room number to you.

```
Room:XXXX Wakeup
PRINT        EXIT
```

4. If the **PRINT** key is pressed a report of all wake up activity for the selected guest room, since the current guest checked in will be printed.

5. If the **EXIT** key is pressed your keyset will return to **IDLE** and no report will print.