

Hotel - Receptionist Guide

Receptionist Quick Guide

Feature	Operation
Check In	738 + room number
Check Out	739 + room number
Room Clean Status	741 + room number + Status (1-4) 1 = Room Clean 2 = Maid Required 3 = Maid in Room 4 = Inspection Required
Toll Restriction Class (when checked in)	737 + room number + Class (01-15)
Room to Room Call Restriction	Set = 735 + room number Cancel = 736 + room number
Wake Up Call	Set = 733 + room number + hhmm (24hour clock) Cancel = 734 + room number
Do Not Disturb	Set = 729 + room number Cancel = 730 + room number
Room Monitor (SLT phone only)	770 + 2 + room number

Hotel DSS Console



The reception telephone can have a 60 button DSS console assigned that will show the status of the hotel room telephones (for example checked in, vacant, room clean).

It will also show the status of other extensions (idle, busy, DND, Call forward).

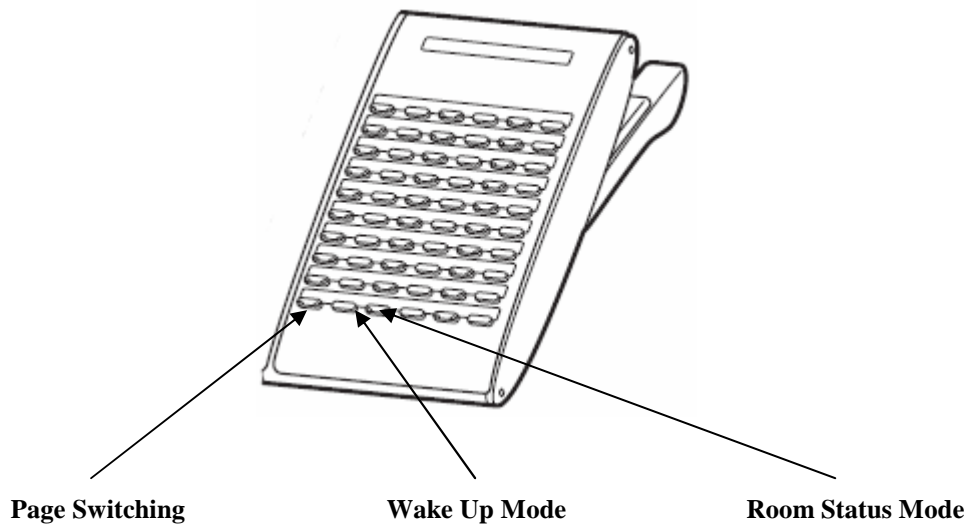
The flash patterns of the busy lamp keys can be changed within the system configuration.

The DSS Console provides the supervisor's station with unique one-touch room monitoring abilities. Instead of relying on an elaborate off-line tracking system, the supervisor can press a button on their DSS Console to see:

- Room telephones with messages waiting
- Room telephones that have Wake Up Calls set or missed
- The status of each room (Checked In, Checked Out, Maid Required, Maid in Room, or Ready to Inspect)

The DSS Console also gives the supervisor's station the full complement of business mode DSS Console features, including:

- One-button calling to extensions, Door Boxes and outside lines
- Busy Lamp Field (BLF) for extensions and Door Boxes
- Night Service Mode switching
- One-button access to Service Codes and Programmable Feature Key codes



The DSS keys, when configured above, will give a visual indication as to the status of the Hotel rooms.

Page Switching

There are a possible 120 busy lamps available

Red = Buttons 1~54 are Rooms 1~54

Green = Buttons 61~114 are Rooms 61~114

Wake Up Mode

ON = Wake Up Mode Set

OFF = Wake Up Mode Not Set

FAST FLASH = Wake Up Call Missed

Room Status Mode

ON = Checked In and Clean

OFF = Checked Out (clean and available)

SLOW FLASH = Maid Required

MEDIUM FLASH = Maid in Room

FAST FLASH = Inspect Room

The Hotel reception telephone can use the Programmable Function keys on their keyphone but these will not provide DSS lamp indication for hotel room telephones.

DSS Console Lamp Indications

The DSS lamps will show the status of the room telephone:

Message Waiting (Without lifting the handset, make sure the keys programmed for Room Status Mode and Wake Up Call mode are off.)

ON (green) = A Message Waiting

OFF = No messages

Wake Up Call Status (Without lifting the handset, press **WAKE UP**)

ON (green) = A Wake Up Call set

OFF = No Wake Up Call set

FAST FLASH = Wake Up Call missed

Check in/Out Status (Without lifting the handset, press **STATUS**)

ON (green) = Checked In and Clean

OFF = Checked Out (Clean and Available)

SLOW FLASH (green) = Maid Required

MEDIUM FLASH (green) = Maid in Room

FAST FLASH (green) = Inspect

Function Key Programming To change the function of a General Function programmable key:

1. Press idle CALL key.
2. Dial 851.
3. Press the key you want to program.
4. Enter the 2-digit key function, any additional information needed for the key and press HOLD.

Available functions are 00-99 and line keys 001-200 (for a DSS key enter 01+room telephone number+HOLD, for Night Mode enter 09+mode number).

To undefine a key, enter 00.

To change the function of an Appearance Function programmable key:

1. Press idle CALL key.
2. Dial 852.
3. Press the key you want to program.
4. Enter the 3-digit key function and any additional information needed for the key.

Available functions are *00-*99 and line keys 001-200.

To undefine a key, enter 000.

When a key is programmed using service code 852, that key cannot be programmed with a function using the 851 code until the key is undefined (852+000).

Check In and Check Out

When hotel room telephones are checked in their toll restriction class can be changed automatically by the system to allow the guest to make calls.

To Check In a hotel room telephone:

1. Lift the handset.
2. Dial 738.
3. Dial the extension number of the room you want to check in.
You hear confirmation tone.
4. Hang up.

In the STATUS mode, the DSS Console key for the room is on (green).

To Check Out a hotel room telephone:

You can set a room as checked out only if you have previously checked it in.

1. Lift the handset.
2. Dial 739.
3. Dial the extension number of the room you want to check out.
You hear confirmation tone.
4. Hang up.

In the STATUS mode, the DSS Console key for the room is off.

When the room is checked out the system will automatically cancel any Message Waiting, Do Not Disturb, Room to Room Call Restriction, Toll Restriction and Wake Up calls that may be set at the room telephone.

Room Clean Status

You can use the DSS console lamps to indicate the status of the hotel room, commonly Clean (occupied or not), Maid Required, Maid in Room, Inspection Required.

1. Lift the handset.
2. Dial 741.
3. Dial the extension number of the room you want to set.
4. Dial the room status code:
 - 1 = Room Clean*
 - 2 = Maid Required*
 - 3 = Maid in Room*
 - 4 = Inspection Required*
5. You hear confirmation tone.
6. Hang up.

In the STATUS mode, the DSS Console shows the room's status.

ON (green)= Checked In and Clean

OFF = Checked Out and Clean

SLOW FLASH (green) = Maid Required

MEDIUM FLASH (green) = Maid in Room

FAST FLASH (green) = Inspect

The room status can also be set from the room's telephone, refer to the Hotel Staff - Room Telephone Guide.

Toll Restriction

When a room is checked in the telephone can be given a different Toll Restriction class, this would usually have no restrictions. When the room is checked out it would typically have a fully restricted.

This operation is automatic if setup in the system configuration.

Changing Toll Restriction class while room is checked in

The Toll Restriction class number can be changed for a room telephone when checked in.

The Toll Restriction classes must be pre-defined in the system configuration, check with your system maintainer for the Toll Restriction class numbers you can use.

To change a room telephone's Toll Restriction (When Checked In) level:

1. Lift the handset.
2. Dial 737.
3. Dial the extension number of the room which you want to change the Toll Restriction (When Checked In) level.
You hear a single beep.
4. Enter the new Toll Restriction (When Checked In) level (01-15).
You hear confirmation tone.

Room to Room Call Restriction

You can prevent a guest from placing calls to other hotel rooms.

This will not prevent the guest placing outside calls or calls to non-hotel room telephones.

To enable Room-to-Room Call Restriction for a guest's phone:

1. Lift the handset.
2. Dial 735.
3. Dial the guest's phone number.
You hear confirmation tone.
The guest can not dial any other Hotel room extension.

To disable Room-to-Room Call Restriction for a guest's phone.

1. Lift the handset.
2. Dial 736.
3. Dial the guest's phone number.
You hear confirmation tone.

Wake Up Call

A Wake Up call is like an alarm clock for the guest.
The guest can also set and cancel their own Wake Up calls.

To set a Wake Up for a room:

1. Lift the handset.
2. Dial 733.
3. Dial the number of the room phone that should receive the wake up.
4. Dial the time for your wake up.
Use a 24-hour clock. For example, 1:00 PM = 13:00. You hear confirmation tone.
5. Hang up.

To cancel a Wake Up for a room:

1. Lift the handset.
2. Dial 734.
3. Dial the number of the room phone whose wake up you want to cancel.
You hear confirmation tone.

The system can also be setup to alert the Reception telephone when a Wake Up call is not answered. The display will show the room number of the missed Wake Up call.

To check the Wake Up calls set

If you have a DSS console:

1. Press the Wake Up Call Status key
ON (green) = A Wake Up Call set
OFF = No Wake Up Call set
FAST FLASH (green) = Wake Up Call missed

To clear the missed Wake Up call indication place a call to the room from the Reception telephone, when the call is answered the lamp will go out.

Do Not Disturb

You can set Do Not Disturb for a room telephone to prevent calls being made to the room telephone.

The room telephone can also set/cancel Do Not Disturb, refer to Hotel Guest - Room Telephone Guide.

To enable DND for a room telephone:

1. Lift handset.
2. Dial 729.
3. Dial the number of the extension for which you want to enable DND.
You hear confirmation tone.
4. Hang up.

If you need to contact the guest you may be able to override the Do Not Disturb:

1. Lift handset.
2. Call the room telephone.
3. Dial 809 (if override is enabled the telephone will ring).

To cancel DND for a room telephone:

1. Lift handset.
2. Dial 730.
3. Dial the number of the extension for which you want to disable DND.
You hear confirmation tone.
4. Hang up.

Message Waiting

You can leave a Message Waiting indication (flashing lamp) for a guest. When the guest replies to the Message Waiting the system will automatically setup a call to the Reception telephone.

To leave a Message Waiting:

1. Call the room telephone. There is no answer.
2. Dial 841.

You hear confirmation tone. The Message Waiting lamp flashes on the room's telephone.

3. Hang up.

If you want to cancel the message you just left, lift the handset and dial 871 and then the room number.

To Leave a Message Waiting Without First Calling the Extension:

1. Lift the handset.
2. Dial 726.
3. Dial the number of the room telephone at which you want to leave the message waiting.

You hear confirmation tone.

Room Monitor

The room telephone can be used to monitor the audio within the hotel room.

The monitored room telephone and the monitoring telephone at reception must be single line telephones, not keyphones.

The room telephone must first be setup to be monitored, refer to the Hotel Guest - Room Telephone Guide.

1. Lift the handset.
2. Dial 770 + 2.
3. Dial to room number.

You hear confirmation tone and can hear the audio near to the room telephone.

If the room telephone is not setup to be monitored you will hear busy tone.

4. You can monitor other room telephones, if setup to be monitored, by going on hook and repeating steps 1 to 3.