

# **NEAX 2000 IPS**

## **INTERNET PROTOCOL SERVER**

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### **Hospitality Features and Specifications**

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| ISSUE 1  |                 |   |   | ISSUE 2 |             |   |   | ISSUE 3 |                |           |   | ISSUE 4 |                |                    |   |   |   |
| DATE   | SEPTEMBER, 2001 |   |   | DATE    | MARCH, 2002 |   |   | DATE    | FEBRUARY, 2003 |           |   | DATE    | NOVEMBER, 2003 |                    |   |   |   |
| ISSUE 5  |                 |   |   | ISSUE 6 |             |   |   | ISSUE 7 |                |           |   | ISSUE 8 |                |                    |   |   |   |
| DATE   | NOVEMBER, 2004  |   |   | DATE    | JULY, 2005  |   |   | DATE    | DECEMBER, 2005 |           |   | DATE    |                |                    |   |   |   |
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## Table of Features

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|---|---------------|------|--------------|------|------|------|------|
|   | 3000          | 3100 | 3200<br>R6.2 | 3300 | 3400 | 3500 | 3600 |
| Automatic Wake Up   | X             | →    | →            | →    | E    | →    | E    |
| Check In/Check Out  | X             | →    | →            | →    | E    | →    | E    |
| Direct Data Entry   | X             | →    | →            | →    | →    | →    | →    |
| Do Not Disturb  | X             | →    | →            | →    | →    | E    | E    |
| Do Not Disturb - System   | X             | →    | →            | →    | →    | →    | →    |
| Guest Name Display through PMS  | X             | →    | →            | →    | →    | →    | →    |
| Guest Room to Guest Room Calling Restriction  | X             | →    | →            | →    | →    | →    | →    |
| Guest/Administrative Service  | X             | →    | →            | →    | →    | →    | →    |
| Hotel Console   | X             | →    | →            | →    | E    | →    | →    |
| Hotel/Motel Front Desk Terminal   | X             | →    | →            | →    | E    | →    | E    |
| Maid Status   | X             | →    | →            | →    | E    | →    | →    |
| Message Registration  | X             | →    | →            | →    | E    | →    | →    |
| Message Waiting   | X             | →    | E            | →    | →    | →    | →    |
| PMS Interface   | X             | →    | →            | →    | E    | →    | E    |
| Printer Control - Front Desk Terminal   | X             | →    | →            | →    | →    | →    | E    |
| Room Cutoff   | X             | →    | →            | →    | →    | →    | →    |
| Room Number Display on Station  | X             | →    | →            | →    | →    | →    | →    |
| Room Status   | X             | →    | →            | →    | E    | →    | E    |
| Split Access  | X             | →    | →            | →    | →    | →    | →    |
| X = available<br>- = not available<br>→ = carried over to next level software<br>E = enhanced |               |      |              |      |      |      |      |

# Introduction

## Terms in this document

### PBX system name

Usually, PBX system is designated as “PBX” or “system”.

When we must distinguish between PBX systems, they are designated as follows:

2000 IPS: NEAX 2000 IPS

2400 IPX: NEAX 2400 IPX

**This page is for your notes.**

# AUTOMATIC WAKE UP

## GENERAL DESCRIPTION

This service allows the system to be programmed to call guest stations and administrative stations at a given time automatically. Upon answering, the guest will be connected to a recorded announcement or music source. A printout of unanswered or blocked AUTOMATIC WAKE UP attempts for each guest room is provided at the Hotel/Motel printer.

## STATION APPLICATION

All stations

## OPERATING PROCEDURE

To set AUTOMATIC WAKE UP from the Hotel/Motel Front Desk Terminal:

1. Press the **WK UP** key.
2. Dial the desired wake up time in military format (in one minute increments).
3. Press the **WK UP** key.
4. Dial the station number.
5. Press the **SET** key.  
Steps 4 and 5 can be repeated for other stations.
6. Press the **RLS** key.  
OR
1. Press the **WK UP** key.
2. Dial the station number.
3. Press the **SET** key.
4. Dial the desired wake up time in military format (in one minute increments).
5. Press the **SET** key.  
Steps 2 through 5 can be repeated for other stations.
6. Press the **RLS** key.

To cancel AUTOMATIC WAKE UP from the Hotel/Motel Front Desk Terminal:

1. Press the **WK UP** key.
2. Dial the station number.
3. Press the **RESET** key.  
Steps 2 and 3 can be repeated for other stations.
4. Press the **RLS** key.

## AUTOMATIC WAKE UP (CONT'D)

### OPERATING PROCEDURE (CONT'D)

To set AUTOMATIC WAKE UP from a guest room station:

1. Lift the handset and receive Dial Tone.
2. Dial the Wake Up access code and receive Special Dial Tone.
3. Dial the desired wake up time in military format (in one minute increments).
4. Receive Service Set Tone.
5. Restore the handset.

To cancel AUTOMATIC WAKE UP from a guest room station:

1. Lift the handset and receive Dial Tone.
2. Dial the Automatic Wake Up cancellation code.
3. Receive Service Set Tone.
4. Restore the handset.

To set AUTOMATIC WAKE UP from the Hotel/Motel Front Desk Terminal while engaged in conversation with the station:

1. Press the **WK UP** key.
2. Dial the wake up time in military format (in one minute increments).
3. Press the **SET** key.
4. Press the **RLS** key.

To cancel AUTOMATIC WAKE UP from the Hotel/Motel Front Desk Terminal while engaged in conversation with the station:

1. Press the **WK UP** key.
2. Press the **RESET** key.
3. Press the **RLS** key.

To set WAKE UP from an administrative station (vicarious):

1. Lift the handset and receive Dial Tone.
  2. Dial Wake Up code and receive Special Dial Tone.
  3. Dial station number and receive Special Dial Tone.
  4. Dial desired wake up time in military time at five minute intervals and receive Special Dial Tone. Step 3 and 4 can be repeated for other stations.
  5. Restore the handset.
- OR
1. Lift the handset and receive Dial Tone.
  2. Dial Wake Up code for other stations setting at same time and receive Special Dial Tone.

## AUTOMATIC WAKE UP (CONT'D)

### OPERATING PROCEDURE (CONT'D)

3. Dial desired wake up time in military time at five minute intervals and receive Special Dial Tone.
4. Dial station number and receive Special Dial Tone.  
Step 4 can be repeated for other stations.
5. Restore the handset.

To cancel WAKE UP from an administrative station (vicarious):

1. Lift the handset and receive Dial Tone.
2. Dial Wake Up code and receive Special Dial Tone.
3. Dial station number and receive Special Dial Tone.
4. Dial "9999" code for cancellation and receive Service Set Tone.
5. Restore the handset.

### SERVICE CONDITIONS

1. Setting and cancelling can be activated from the following:
  - Attendant Console
  - D<sup>term</sup> with Hotel/Motel features
  - Guest Station
  - Administrative Station
  - PMS Terminal
2. There is no limit to the number of stations that can be set to the same time in military format for Automatic Wake-Up calling. (**Series 3400 software enhancement**)
3. The ringing signal is the same as station-to-station calls, and its time can be assigned from 4 sec. to 32 sec. (programmable on a system basis).
4. The Automatic Wake-Up call will ring a station in Do Not Disturb.
5. When setting or canceling has been completed, service set tone is heard as confirmation.
6. When Automatic Wake-Up call is received, the station receives music or an announcement. A DAT circuits of MP card or a 4DAT card or COT card (with locally-provided music or announcement source) is required. As an option, a PN-DK00 (or built-in DK00 in MP) can be programmed to provide a contact closure for starting the external announcement or music source when used with a COT card. When providing the internal announcement via a DAT card, multiple connections can be made to the announcement card. Secondary station users may be connected to the middle of the message.
7. Data for Automatic Wake-Up programming is canceled by Check Out operation.
8. The number of Automatic Wake-Up call attempts is programmable from 1 to 5 times.
9. After Automatic Wake-Up is set, the Hotel/Motel Front Desk Terminal is able to verify the setting on request. The Automatic Wake-Up set procedure is followed, but a new wake-up time setting need not be entered.

## AUTOMATIC WAKE UP (CONT'D)

### SERVICE CONDITIONS (CONT'D)

10. Automatic Wake-Up calls will not be rerouted by Call Forwarding or other features.

#### ■ **Service Conditions on Printer connection**

1. An AP00 card is required for connection to a printer.
2. Wake-Up attempts, whether successful or not, can be printed out at a locally-provided printer. The results of execution of Automatic Wake-Up set and cancel are also printed.
3. If the station does not answer, is busy, in Line Lockout, or ringing, recalling is initiated one minute later. Recalling is repeated up to 5 times. Each call that fails is printed. When the final attempt results in failure, a flashing LED on the DSS/BLF Console is available to indicate which station does not answer.

#### ■ **Service Conditions on Built-in PMS on IP (Series 3400 software enhancement)**

When the Built-in PMS on IP is used, information regarding Automatic Wake-Up set/cancel and the result of execution can be automatically output to a printer connected to an AP00 card. The AP00B MRC-F is required. **(Series 3600 software enhancement)**

**Note:** *The AP00 card for the hotel functions cannot be used at this time.*

# CHECK IN/CHECK OUT

## GENERAL DESCRIPTION

When CHECK IN or CHECK OUT service is activated, the following operations occur:

CHECK IN: Guest room stations are allowed unrestricted use.  
ROOM CUTOFF is cleared.

CHECK OUT: ROOM STATUS printout is supplied.  
DO NOT DISTURB is reset.  
ROOM CUTOFF is set.  
MESSAGE WAITING is reset.  
AUTOMATIC WAKE UP is cleared.

## STATION APPLICATION

D<sup>term</sup> with LCD assigned as HOTEL/MOTEL FRONT DESK TERMINAL

## OPERATING PROCEDURE

To set CHECK IN from HOTEL/MOTEL FRONT DESK TERMINAL:

1. Press the **CHK IN** key.
2. Dial guest room number.
3. Press the **SET** key.  
Step 2 and 3 can be repeated for other stations.
4. Press the **RLS** key.

To set CHECK OUT from HOTEL/MOTEL FRONT DESK TERMINAL:

1. Press the **CHK IN** key.
2. Dial guest room number.
3. Press the **RESET** key.  
Step 2 and 3 can be repeated for other stations.
4. Press the **RLS** key.

## SERVICE CONDITIONS

1. This feature can only be activated from HOTEL/MOTEL FRONT DESK TERMINAL or PMS (Property Management system). A line key on HOTEL/MOTEL FRONT DESK TERMINAL must be assigned as CHECK IN/CHECK OUT function key.

## CHECK IN/CHECK OUT (CONT'D)

### SERVICE CONDITIONS (CONT'D)

2. This feature only applies to guest room stations.
3. Refer to Features and Specifications of HOTEL/MOTEL FRONT DESK TERMINAL and PMS for further information.

#### ■ **Service Conditions on Built-in PMS on IP (Series 3400 software enhancement)**

1. When the Built-in PMS on IP is used, Check In/Check Out can be operated only from the PMS. The operation is restricted from Hotel/Motel Front Desk Terminal.
2. When the Built-in PMS on IP is used, information regarding Check In/Check Out set/cancel from a PMS terminal can be automatically output to a printer connected to an AP00 card. The AP00B MRC-F is required. **(Series 3600 software enhancement)**

**Note:** *The AP00 card for the hotel functions cannot be used at this time.*

# DIRECT DATA ENTRY

## GENERAL DESCRIPTION

This feature allows a maid or other hotel personnel to enter numeric data to the PMS (Property Management System) computer through dial operation, using the guest room station for entry. The same numerical data can be output to a Hotel Printer by system data programming.

## STATION APPLICATION

All stations

## OPERATING PROCEDURE

1. Lift the handset and receive Dial Tone.
2. Dial the Direct Data Entry access code and receive Special Dial Tone.
3. Dial input data to the PMS computer and/or Hotel Printer, and receive Service Set Tone.
4. Restore the handset.

## SERVICE CONDITIONS

1. This feature is activated from a guest room station.
2. The digit 0,1,2,3,4,5,6,7,8, and 9 can be used for the input data.
3. The input data can be sent out to the PMS computer and/or Hotel Printer. The output option can be selected by system data programming.
4. A maximum of 30 digits can be entered in one operation to the PMS computer and/or Hotel Printer. If data exceed 30 digits, the guest room station receives Reorder Tone.
5. If the input data to be sent are less than 30 digits, “#” can be used to end the digit string. (The “#” is not sent to the PMS computer and Hotel Printer.)  
Example: Access code + 1234567890#
6. When the Hotel Printer is used, “\*” can be used to separate the data entry (“\*” is not printed out, but is sent out to the PMS computer). In this case, the input data including “\*” shall be up to 30 digits.  
Example: Access code + 001\*002\*12345\*3#
7. Reorder Tone will be received instead of Service Set Tone if the PMS does not respond within 15 seconds or sends a negative answer to the system.

## DIRECT DATA ENTRY (CONT'D)

### SERVICE CONDITIONS (CONT'D)

8. There are two types of printout format for the Hotel Printer. The printout format can be selected by the system data programming. The following figure shows examples of the printout format 1 and 2.

Example: Input data = 001\*002\*12345\*3# (\* is used to separate the input data. \* is not printed out but sent out to the PMS computer.)

Printout Format-1

|       |       |       |     |
|-------|-------|-------|-----|
| 1994  | 04/11 | 17:20 | MON |
| NO.   | 220   |       |     |
| CODE1 |       | 001   |     |
| CODE2 |       | 002   |     |
| CODE3 | 12345 |       |     |
| CODE4 |       | 3     |     |

Printout Format-2

|          |       |       |     |
|----------|-------|-------|-----|
| 1994     | 04/11 | 17:20 | MON |
| NO.      | 220   |       |     |
| CODE1    |       | 001   |     |
| QUANTITY |       | 002   |     |
| CODE2    | 12345 |       |     |
| QUANTITY |       | 3     |     |

- (1) The maximum number of characters per line is 20.  
 (2) The maximum number of input data per line is 10. When the number of input data is 11 or more, the data over 10 characters are printed out on the next lines.

Example: Input data = 1\*123456789012\*2\*1#

Printout Format-1

|       |            |       |     |
|-------|------------|-------|-----|
| 1994  | 04/11      | 17:20 | MON |
| NO.   | 220        |       |     |
| CODE1 |            | 1     |     |
| CODE2 | 1234567890 |       |     |
|       | 12         |       |     |
| CODE3 |            | 2     |     |
| CODE4 |            | 1     |     |

Printout Format-2

|          |            |       |     |
|----------|------------|-------|-----|
| 1994     | 04/11      | 17:20 | MON |
| NO.      | 220        |       |     |
| CODE1    |            | 1     |     |
| QUANTITY | 1234567890 |       |     |
|          | 12         |       |     |
| CODE2    |            | 2     |     |
| QUANTITY |            | 1     |     |

- (3) In Printout Format-2, even if the data corresponding QUANTITY is not entered, the system does not recognize that the data entry is an error (no Reorder Tone is received).

Example: Input data = 1\*2\*3\*#

Printout Format-1

|       |       |       |     |
|-------|-------|-------|-----|
| 1994  | 04/11 | 17:20 | MON |
| NO.   | 220   |       |     |
| CODE1 |       | 1     |     |
| CODE2 |       | 2     |     |
| CODE3 |       | 3     |     |

Printout Format-2

|          |       |       |     |
|----------|-------|-------|-----|
| 1994     | 04/11 | 17:20 | MON |
| NO.      | 220   |       |     |
| CODE1    |       | 1     |     |
| QUANTITY |       | 2     |     |
| CODE2    |       | 3     |     |

# DO NOT DISTURB

## GENERAL DESCRIPTION

This feature allows the Attendant Console, HOTEL/MOTEL FRONT DESK TERMINAL, Guest Stations or PMS Terminal to place individual stations into DO NOT DISTURB. Calls can be placed from stations set in DND.

## STATION APPLICATION

All stations

## OPERATING PROCEDURE

To set DO NOT DISTURB from the HOTEL/MOTEL FRONT DESK TERMINAL:

1. Press the **DD** key.
2. Dial the desired station number.
3. Press the **SET** key.
4. Step 2 and 3 can be repeated for other stations.
5. Press the **RLS** key.

To cancel DO NOT DISTURB from the HOTEL/MOTEL FRONT DESK TERMINAL:

1. Press the **DD** key.
2. Dial the desired station number.
3. Press the **RESET** key.
4. Step 2 and 3 can be repeated for other stations.
5. Press the **RLS** key.

To set DO NOT DISTURB to the station currently connected to the HOTEL/MOTEL FRONT DESK TERMINAL:

1. Press the **DD** key.
2. Press the **SET** key.
3. Press the **RLS** key.

To cancel DO NOT DISTURB to the station currently connected to the HOTEL/MOTEL FRONT DESK TERMINAL:

1. Press the **DD** key.
2. Press the **RESET** key.
3. Press the **RLS** key.

## DO NOT DISTURB (CONT'D)

### OPERATING PROCEDURE (CONT'D)

To set DO NOT DISTURB on the setting station from a Guest Station or Administrative Station:

1. Lift the handset and receive Dial Tone.
2. Dial the DO NOT DISTURB setting code.
3. Receive Service Set Tone and restore the handset.

To cancel DO NOT DISTURB on the setting station from a Guest Station or Administrative Station:

1. Lift the handset and receive Dial Tone.
2. Dial the DO NOT DISTURB cancellation code.
3. Receive Service Set Tone and restore the handset.

To set DND to a Sub Line from a D<sup>term</sup>

1. When the D<sup>term</sup> is idle, press the Sub Line key for which DND is to be set, and hear dial tone.
2. Dial the DND feature access code and receive service set tone. If equipped with an LCD, the display will indicate **SET**.  
OR  
Press the DND function key and the associated LED lights, and receive service set tone. If equipped with an LCD, the display will indicate **SET**.  
OR  
Press the DND Soft key and receive service set tone. The LCD will indicate **SET**.
3. Replace the handset or press the **Speaker** key.

To cancel DND in a Sub Line from a D<sup>term</sup>

1. When the D<sup>term</sup> is idle, press the Sub Line key for which DND is to be set, and hear dial tone.
2. Dial the DND cancel code and receive service set tone. If equipped with an LCD, the display will indicate **CANCEL**.  
OR  
Press the DND function key and the associated LED goes out, and receive service set tone. If equipped with an LCD, the display will indicate **CANCEL**.  
OR  
Press the DND Soft key and receive service set tone. The LCD will indicate **CANCEL**.
3. Replace the handset or press the **Speaker** key.

### SERVICE CONDITIONS

1. AUTOMATIC WAKE UP and TIMED REMINDER will override DO NOT DISTURB.
2. A station in DO NOT DISTURB can be called from the Attendant Console or the HOTEL/MOTEL FRONT DESK TERMINAL using the DND OVERRIDE key.
3. DO NOT DISTURB is automatically cleared when CHECK OUT is performed.

## DO NOT DISTURB (CONT'D)

### SERVICE CONDITIONS (CONT'D)

4. Depending on system programming, an incoming call addressed to a station in DND condition is routed to one of the following on a per-tenant basis:
  - Reorder Tone
  - Attendant Console
  - A predesignated station
  - A predetermined outside number
5. Refer to Attendant Console and HOTEL/MOTEL FRONT DESK TERMINAL Features and Specifications for further information.
6. When a member station within a STATION HUNTING group is in DND, calls will bypass the member station and continue hunting. A pilot station in DND places the Hunt group in DND.
7. CALL FORWARDING - BUSY LINE settings in DND by stations will result in calls being forwarded, even if the stations are idle.
8. MESSAGE WAITING and MESSAGE REMINDER cannot be set to stations in DND during conversation.
9. CALL BACK cannot be set to stations in DND.
10. Recalls will override the DND setting, and ring back to a station in DND.
11. When the station user who has set in DND lifts the handset, the station can receive Special Dial Tone by system programming. It reminds the station user that their own station has been set in DND.
12. When a call is transferred to an outside number, an outgoing trunk is chosen depending on the tenant of Do Not Disturb station, and Toll Restriction is followed by that of the class of Do Not Disturb station.
13. When a call is transferred to an outside number, SMDR will charge to the station which sets Do Not Disturb.
14. When transferring a call via CCIS, the number of the station which sets Do Not Disturb will be displayed as an intermediate station and the type of transfer will be Call Forwarding - Busy Line.
15. If all trunks are in busy status, or if trunk connection is restricted by Toll Restriction, a calling party will hear Busy Tone. And even if a calling party is Attendant, it cannot override to the station that sets Do Not Disturb, by pressing DDOVR key.
16. If an Attendant calls a station which set Do Not Disturb, the call will not be transferred.
17. If Return Message Schedule is set, a call terminated from trunk will be transferred to outside number. An internal call cannot be transferred.
18. DND is displayed on HOTEL/MOTEL FRONT DESK TERMINAL or Attendant Console, when calling a station in DND through intra-office or over CCIS. (**Series 3600 software enhancement**)

# DO NOT DISTURB (CONT'D)

## SERVICE CONDITIONS (CONT'D)

### **Conditions for DND Setting to Sub Line and DND Multiline Key Indication (Series 3500 software enhancement)**

1. A D<sup>term</sup> user can set/cancel Do Not Disturb (DND) to Sub Line including Virtual line, in addition to My Line. For example, if only few group members are present at night, a user can set a suitable number of Sub Lines for the number of attended persons at that time by DND set/cancel from the D<sup>term</sup>, to prevent incoming calls from being kept ringing and not answered.
2. A D<sup>term</sup> user can check whether DND has been set for each Sub Line (including virtual lines) accommodated in the D<sup>term</sup>, with Sub Line key lamps.
3. Conditions for DND setting for stations which set DND
  - a. The stations that can set DND are D<sup>term</sup> and D<sup>term</sup>IP.
  - b. A D<sup>term</sup> can set DND for only Sub Lines seized when My Line is idle. DND cannot be set for the Sub Lines if they are used.
4. Conditions for DND setting for stations for which DND is set
  - a. The stations for which DND can be set are Single Line Telephone, D<sup>term</sup>, D<sup>term</sup>IP, and virtual line.
  - b. Stations for which DND is set have the same conditions as when the existing Do Not Disturb function is set for My Line by themselves. That is, they reject calls from other stations or trunks.
5. Conditions for DND Multiline Key Indication
  - a. When a Multiline key is accommodated at the flexible function button of the D<sup>term</sup>/D<sup>term</sup>IP, the lamp for the line flashes red in short interval, if the line is set for DND.
  - b. DND Multiline key indication is enabled only if the line is idle. If the line is used, the lamp can indicate the state of the line.
    - Line busy = lighting in red
    - Line seized on the terminal = lighting in green
    - Call incoming on the line = flashing in red
  - c. DND Multiline key indication is continued even when the following actions are made: System initialization, D<sup>term</sup> cable disconnection and connection, and logout and login on the D<sup>term</sup>IP.
  - d. The number of flexible function buttons of each D<sup>term</sup> for DND indication is determined according to the system data for the D<sup>term</sup>. (CM12 YY = 24)
  - e. If Sub Lines for DND indication are added to or changed from flexible function buttons of D<sup>term</sup>, the lamp of the corresponding key is turned off. The lamp indication is updated by, for the D<sup>term</sup>, disconnecting and then connecting its cable or by, for the D<sup>term</sup>IP, logging out and then logging in on it.

## DO NOT DISTURB (CONT'D)

### SERVICE CONDITIONS (CONT'D)

6. Conditions with Other Services

a. Do Not Disturb from My Line

If Do Not Disturb is set from a Single Line Telephone or D<sup>term</sup> with My Line seized, lamp indication of DND status (flashing red in short interval) is also available on each D<sup>term</sup> that accommodates that line in Multiline.

b. Message Waiting (MW) Multiline Key Lamp Indication

It is impossible to use the MW and DND lamps together for the same line key at a time. It is required to select which lamp is used for DND or MW indication on each station by system data programming. Message Waiting function supports the indication (lighting red or flashing red at long intervals) of the Multiline key where Message Waiting has been set.

c. DSS Console Lamp Control

While DND is set for a Sub Line, a DSS console lamp (Do Not Disturb) of the corresponding station turns on. If it is canceled, the lamp turns off.

d. Hotel/Motel Attendant Console

While DND is set for a Sub Line, using hotel functions on the attendant console, the DND function key on the attendant console turns on. If it is canceled, the lamp turns off.

# DO NOT DISTURB - SYSTEM

## GENERAL DESCRIPTION

This feature simultaneously restricts incoming calls to a preassigned group of stations by operation from HOTEL/MOTEL FRONT DESK TERMINAL. Attendant Console and HOTEL/MOTEL FRONT DESK TERMINAL can use the DND OVR key to override this DO NOT DISTURB setting.

## STATION APPLICATION

All stations

## OPERATING PROCEDURE

To set DO NOT DISTURB - SYSTEM from the HOTEL/MOTEL FRONT DESK TERMINAL:

1. Press the **DD** key.
2. Press the **GROUP** key.
3. Press the **SET** key.
4. Press the **RLS** key.

To cancel DO NOT DISTURB - SYSTEM from the HOTEL/MOTEL FRONT DESK TERMINAL:

1. Press the **DD** key.
2. Press the **GROUP** key.
3. Press the **RESET** key.
4. Press the **RLS** key.

## SERVICE CONDITIONS

1. Stations are assigned to the DO NOT DISTURB (DND) Group in Class of Service.
2. Calls to stations whose stations are in DO NOT DISTURB will receive Reorder Tone.
3. The station in DO NOT DISTURB can originate calls in the normal manner.
4. Verification of stations in DO NOT DISTURB is possible from the HOTEL/MOTEL FRONT DESK TERMINAL and Attendant Consoles.
5. To set DND is possible both on a per station basis and per system (for DND group) basis.
6. Only HOTEL/MOTEL FRONT DESK TERMINAL and Attendant Consoles have the ability to place a group of stations in DO NOT DISTURB. There is only one group available, and the stations within the group are programmed in system data. There is no limitation on the number of stations in the group.
7. A station included in a DND group retains the ability to place that particular station in DND.
8. When the HOTEL/MOTEL FRONT DESK TERMINAL places group in DND, an individual station in the group can cancel the DND setting to that station.

## **DO NOT DISTURB - SYSTEM (CONT'D)**

### **SERVICE CONDITIONS (CONT'D)**

9. Refer to the HOTEL/MOTEL FRONT DESK TERMINAL Features and Specifications for further information.
10. Refer to DO NOT DISTURB Features and Specifications for the interactions between DND and system features.

# GUEST NAME DISPLAY THROUGH PMS

## GENERAL DESCRIPTION

This service feature displays the name of guests on HOTEL CONSOLE (SMART CONSOLE) or HOTEL/MOTEL FRONT DESK TERMINAL. The information about guest names is provided from the PMS computer.

## STATION APPLICATION

SMART CONSOLE

D<sup>term</sup> with LCD assigned as HOTEL/MOTEL FRONT DESK TERMINAL

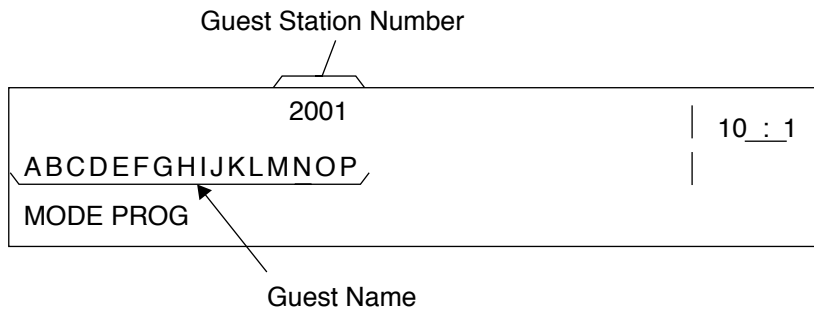
## OPERATING PROCEDURE

1. No manual operation is required.
2. Displays are automatically provided by the system once programmed through the PMS computer.

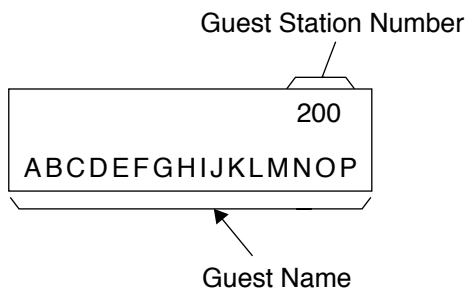
## SERVICE CONDITIONS

1. The following is displayed on the LCD of the SMART CONSOLE or D<sup>term</sup> (with H/M feature) while talking with the guest station or in ringing state:

SMART CONSOLE's LCD display:



D<sup>term</sup>'s LCD display:



## GUEST NAME DISPLAY THROUGH PMS (CONT'D)

### SERVICE CONDITIONS (CONT'D)

2. The maximum number of name of guests which can be stored in the systems is 512.
3. The maximum number of characters allowed for a guest name is 16.
4. The PMS enables the system to be provided with the name of guests. This information is registered or changed from the PMS host computer only.
5. The name of guests will be displayed under the following conditions:
  - a. HOTEL CONSOLE or H/M FRONT DESK TERMINAL is called from the guest station. The guest's name flashes during the ringing period.
  - b. HOTEL CONSOLE or H/M FRONT DESK TERMINAL is connected with the guest station.
    - HOTEL CONSOLE:
      - The guest's name is displayed continuously.
    - H/M FRONT DESK TERMINAL
      - The guest's name is displayed for 6 seconds after D<sup>term</sup> or guest station answers.
      - After 6 seconds, display is changed to time and date.
  - c. HOTEL CONSOLE or H/M FRONT DESK TERMINAL calls the guest station.
    - The guest's name flashes during the ringing period.
  - d. HOTEL CONSOLE or H/M FRONT DESK TERMINAL is called from the guest station via another station as administration. In this case, the name of the other station is not displayed.
6. Guest name assignment data is retained in case of system reset or power failure.
7. When the system provides this feature, the following requirements exist:
  - a. 1000 slots of memory block No. 2 must be cleared to store the information about the guest names.
  - b. A part of system data must be cleared for SPEED CALLING - STATION.

# **GUEST ROOM TO GUEST ROOM CALLING RESTRICTION**

## **GENERAL DESCRIPTION**

This service feature prohibits connection between two guest stations. It is possible to release the restriction using external key operation.

## **STATION APPLICATION**

All stations

## **OPERATING PROCEDURES**

No manual operation is required.

## **SERVICE CONDITIONS**

1. The restriction or permission of connection between two guest stations can be set by tenant basis.

# **GUEST/ADMINISTRATIVE SERVICE**

## **GENERAL DESCRIPTION**

This feature permits a distinction to be made between Guest and Administrative stations, and allows various features to be either permitted or restricted to those stations.

## **STATION APPLICATION**

All stations

## **OPERATING PROCEDURE**

Refer to the Command Manual

## **SERVICE CONDITIONS**

1. The following features may be programmed to be either permitted or restricted:
  - STATION TO STATION CALLING (Administrative to Guest)
  - STATION TO STATION CALLING (Guest to Administrative)
  - STATION TO STATION CALLING (Guest to Guest)
  - TRUNK ANSWER FROM ANY STATION (from Guest station)
  - CALL FORWARDING - BUSY LINE/DON'T ANSWER/ALL CALLS (from Guest station)
  - CALL HOLD (from Guest station)
  - OUTGOING TRUNK QUEUING (from Guest station)
  - PAGING ACCESS (from Guest station)
  - CALL PICKUP - DIRECT (from Guest station)
  - PRIORITY CALL (from Guest station)
2. A switch hook flash from a Guest station may either recall the ATTENDANT CONSOLE or have no effect. This function is defined in system programming.
3. Guest station may not be programmed for the CONSULTATION HOLD feature.
4. GUEST/ADMINISTRATIVE SERVICE stations may dial the same trunk access code and reach separate trunk groups, or may access the same trunk group. See SPLIT ACCESS.
5. Guest/Administrative stations are assigned on a per tenant basis. Each tenant can be programmed to include either Guest or Administrative stations (not both).

# HOTEL CONSOLE

## GENERAL DESCRIPTION

The SMART CONSOLE can be programmed to function as a HOTEL CONSOLE. In addition to the business features and functions of the Attendant, the HOTEL CONSOLE can set ROOM CUTOFF (individual and group), AUTOMATIC WAKE UP, MESSAGE WAITING, and DO NOT DISTURB (individual and group).

## STATION APPLICATION

SMART CONSOLE

## OPERATING PROCEDURE

ROOM CUTOFF (INDIVIDUAL), DO NOT DISTURB (INDIVIDUAL) and MESSAGE WAITING:

To set:

1. Dial the desired station.
2. Press the applicable function key.
3. Press the **START** key.

To cancel:

1. Dial the desired station.
2. Press the applicable function key.
3. Press the **RESET** key.

ROOM CUTOFF (GROUP) and DO NOT DISTURB (GROUP):

To set:

1. Press the applicable function key.
2. Press the **START** key.

To cancel:

1. Press the applicable function key.
2. Press the **RESET** key.

AUTOMATIC WAKE UP:

To set:

1. Dial the desired station.
2. Press the AUTOMATIC WAKE UP function key.
3. Dial the digits applicable to the desired wake up time in military time (ex. set 7:30pm like 1930).
4. Press the **START** key.

## HOTEL CONSOLE (CONT'D)

### OPERATING PROCEDURE (CONT'D)

To cancel:

1. Dial the desired station.
2. Press the AUTOMATIC WAKE UP function key.
3. Press the **RESET** key.

### SERVICE CONDITIONS

1. A dedicated function key on the console must be assigned for each desired feature (ROOM CUTOFF, AUTOMATIC WAKE UP, etc.).
2. The ROOM CUTOFF and DO NOT DISTURB features are applicable to a group of stations and individual stations. One group is available for each feature and the stations in the groups are programmed on a per station basis in system data.
3. An AP00 is required to provide STATION MESSAGE DETAIL RECORDING, MESSAGE REGISTRATION, ROOM CUTOFF (GROUP), and DO NOT DISTURB (GROUP).
4. Pressing the DND OVERRIDE key, when calling a station that has set DND, will override the DND setting.

#### ■ **Service Conditions on Built-in PMS on IP (Series 3400 software enhancement)**

When the Built-in PMS on IP is used, an AP00 card is not required to provide Station Message Detail Recording, Message Registration, Room Cutoff (group) and Do Not Disturb (group).

# HOTEL/MOTEL FRONT DESK TERMINAL

## GENERAL DESCRIPTION

D<sup>term</sup> with LCD can be programmed to function as a HOTEL/MOTEL (H/M) FRONT DESK TERMINAL. This can be used to set and cancel standard H/M features such as MESSAGE WAITING, DO NOT DISTURB, AUTOMATIC WAKE UP, and ROOM CUTOFF.

## STATION APPLICATION

D<sup>term</sup> with LCD assigned as HOTEL/MOTEL FRONT DESK TERMINAL

## OPERATING PROCEDURE

1. Normal call processing procedures apply except for the following condition:  
When calling a station that has set DO NOT DISTURB, pressing the DND OVERRIDE key will override the DND condition.

To activate DO NOT DISTURB, MESSAGE WAITING, and ROOM CUTOFF:

1. Press the applicable function key.
2. Dial the desired station number where feature is to be set or canceled. (This procedure is not required when talking with that station in a station-to-station call or when setting the group functions.)
3. Press the **SET** key to set the desired function.  
OR  
Press the **RESET** key to cancel the desired function.
4. Repeat step 2 and 3 for other stations.  
OR  
Press the **RLS** key to exit feature activation.

**Note:** *For alternate operating procedures, refer to the applicable feature.*

To activate DO NOT DISTURB (GROUP) or ROOM CUTOFF (GROUP):

1. Press the **DND** or **RC** key.
2. Press the **GROUP** key.
3. Press the **SET** key.
4. Press the **RLS** key.

To cancel DO NOT DISTURB (GROUP) or ROOM CUTOFF (GROUP):

1. Press the **DND** or **RC** key.
2. Press the **GROUP** key.
3. Press the **SET** key.
4. Press the **RLS** key.

# HOTEL/MOTEL FRONT DESK TERMINAL (CONT'D)

## OPERATING PROCEDURE (CONT'D)

To activate AUTOMATIC WAKE UP:

1. Press the **WK UP** key.
2. Dial the desired wake up time in military format (in one minute increments).
3. Press the **WK UP** key.
4. Dial the station number.
5. Press the **SET** key.  
Step 4 and 5 can be repeated for other stations.
6. Press the **RLS** key.  
OR
1. Press the **WK UP** key.
2. Dial the station number.
3. Press the **SET** key.
4. Dial the desired wake up time in military format (in one minute increments).
5. Press the **SET** key.  
Step 2 through 5 can be repeated for other stations.
6. Press the **RLS** key.

To cancel AUTOMATIC WAKE UP:

1. Press the **WK UP** key.
2. Dial the station number.
3. Press the **RESET** key.  
Step 2 and 3 can be repeated for other stations.
4. Press the **RLS** key.

To activate AUTOMATIC WAKE UP while engaged in conversation with station:

1. Press the **WK UP** key.
2. Dial the wake up time in military format (in one minute increments).
3. Press the **SET** key.
4. Press the **RLS** key.

To cancel AUTOMATIC WAKE UP while engaged in conversation with station:

1. Press the **WK UP** key.
2. Press the **RESET** key.
3. Press the **RLS** key.

# HOTEL/MOTEL FRONT DESK TERMINAL (CONT'D)

## OPERATING PROCEDURE (CONT'D)

To activate CHECK IN/CHECK OUT:

1. Press the CHECK IN/CHECK OUT function key.
2. Dial the desired station number.
3. Press the **SET** key to set CHECK IN.  
OR  
Press the **RESET** key to set CHECK OUT.

To activate ROOM STATUS:

1. Press the ROOM STATUS function key.
2. Dial the desired station number.
3. Press the **SET** key. The features that are activated at the station will be indicated by the LED lighting at the applicable feature function key and the LCD will display \*\*:\*\* unless AUTOMATIC WAKE UP is set, in which case the set time will be displayed. In addition, the ROOM STATUS number is displayed (to the right of the display).
4. Press the **RLS** key to exit feature activation.

To activate Print Out:

1. Press the PRINT OUT function key.
2. Press the applicable function key for which a hand copy is required. If ROOM STATUS is selected, a code must be dialed to select which room condition is to be printed. If a code is not entered, all room conditions will be printed.
3. Press the **SET** key.
4. Press the **RLS** key to exit feature activation.

## SERVICE CONDITIONS

1. The following Hotel/Motel functions can be accessed from the HOTEL/MOTEL FRONT DESK TERMINAL:
  - DO NOT DISTURB
  - ROOM CUTOFF
  - MESSAGE WAITING
  - PRINT OUT
  - CHECK IN/CHECK OUT
  - AUTOMATIC WAKE UP
  - ROOM STATUS
  - DO NOT DISTURB OVERRIDE
2. For each feature desired, a dedicated line key on the HOTEL/MOTEL FRONT DESK TERMINAL must be assigned.

# HOTEL/MOTEL FRONT DESK TERMINAL (CONT'D)

## SERVICE CONDITIONS (CONT'D)

3. The ROOM CUTOFF and DO NOT DISTURB features are applicable to a group of stations and individual stations. There is one group available for each feature and the stations in the groups are programmed on a per-station basis in system data.
4. When Check Out is done, the following functions are set or cleared:
  - DND - cleared
  - Message Wait - cleared
  - Room Cutoff - set
  - Automatic Wake Up - cleared
5. Room Status Codes are totally flexible, and the user determines the meaning for each code. The system will print the maid ID or station number (if other than guest room) that set the specific code. Up to eight codes (1-8) are available.

### ■ Service Conditions on Printer connection

1. An AP00 card is required for connection to a printer.
2. The Print Out function provides a hard copy on the status of the following features when the feature is set or reset:
  - Do Not Disturb
  - Room Cutoff
  - Message Waiting
  - Automatic Wake up
  - Room Status
  - Check In/Check Out
3. Successful and unsuccessful Wake Up attempts are printed out.
4. A printer must be provided locally.
5. The Print Out function allows selection of output based on individual station numbers (except for Room Status).

### ■ Service Conditions on Built-in PMS on IP (Series 3400 software enhancement)

When the Built-in PMS on IP is used, below information regarding Hotel/Motel service can be automatically output to a Hotel/Motel Printer connected to an RS port of an AP00 card. The AP00B MRC-F is required. (Series 3600 software enhancement)

**Note:** *The AP00 card for the hotel functions cannot be used at this time.*

- Automatic Waku-Up Set/Cancel
- Automatic Wake-Up Result
- Do Not Disturb Set/Cancel
- Message Waiting Set/Cancel
- Room Cutoff Set/Cancel

# MAID STATUS

## GENERAL DESCRIPTION

This feature allows the HOTEL/MOTEL FRONT DESK TERMINAL, PMS Terminal or Guest Room station (using specific access code) to register the condition of each guest room.

## STATION APPLICATION

All stations

## OPERATING PROCEDURE

To set MAID STATUS from HOTEL/MOTEL FRONT DESK TERMINAL:

1. Press the **STS** key.
2. Press desired function status number code (1-8).
3. Press the **STS** key again.
4. Dial guest room number.
5. Press the **SET** key.  
Step 4 and 5 can be repeated for other stations.
6. Press the **RLS** key.

OR

1. Press the **STS** key.
2. Dial guest room number.
3. Press the **SET** key - Room Status is displayed.  
Step 2 and 3 can be repeated for other stations.
4. Press the **STS** key again.
5. Press desired function status number code (1-8).
6. Press the **SET** key.  
Step 2 through 6 can be repeated for other stations.
7. Press the **RLS** key.

To set MAID STATUS from a guest room station by maid or repair person:

1. Lift the handset and receive Dial Tone.
2. Dial MAID STATUS feature access code and receive Special Dial Tone.
3. Dial maid ID code (10-99) (if used).
4. Dial desired function status number code (1-8).
5. Receive Service Set Tone and restore the handset.

## MAID STATUS (CONT'D)

### SERVICE CONDITIONS

- When dialing from a guest station, a Maid Identification code (Maid ID code) can be provided (up to 2 digits). This is allowed or denied in system programming.

■ **Service Conditions on PMS with AP00**

- There is a maximum of 8 types of room conditions as follows:

| Status code | Room condition (example; see below) |
|-------------|-------------------------------------|
| 1           | Check In                            |
| 2           | Check Out                           |
| 3           | Under Cleaning                      |
| 4           | Cleaning Finished                   |
| 5           | Check Finished                      |
| 6           | Out of Service                      |
| 7           | Needs Maintenance                   |
| 8           | Maintenance Complete                |

- Although the system provides for a maximum of 8 types of room conditions, the 8 codes (1-8) provided are not fixed for a given condition. This provides the end user with the flexibility to select any code (1-8) to serve as the Maid Status code for any condition. When Maid Status is displayed, or printed out, the digit(s) dialed as the code when the Maid Status was last changed are displayed or printed.

■ **Service Conditions on Built-in PMS on IP (Series 3400 software enhancement)**

- The Maid Status codes are as follows.

| Status code | Meaning           |
|-------------|-------------------|
| 1           | Cleaning Started  |
| 2           | Cleaning Finished |
| 3           | Check Finished    |

Depending on the Room Status, the Maid Status codes that can be entered differ. The room condition varies depending on the Room Status and Maid Status as follows.

| Maid Status<br>Room Status | 1: Cleaning Started | 2: Cleaning Finished | 3: Check Finished  |
|----------------------------|---------------------|----------------------|--------------------|
| 0: OUT                     | Under Cleaning      | Waiting for Check    | Available (vacant) |
| 1: STAY                    | Under Cleaning      | —                    |                    |
| 2: STAY/Departure Date     | Under Cleaning      | —                    |                    |

## MAID STATUS (CONT'D)

### SERVICE CONDITIONS (CONT'D)

2. When operating from a guest room station, the user can add a maid ID (00 - 99; fixed to 2-digit format), uniquely assigned to each maid, to the notification to the PMS. However, this ID cannot be verified from the guest room station or Hotel/Motel Front Desk Terminal.
3. When the communications with the PMS are disconnected, reorder tone is heard and setting is not allowed.
4. With Room Status Display function on DSS Console, the Maid Status can be checked.

| <b>Maid Status</b>     | <b>0: -</b> | <b>1: Cleaning</b> | <b>2: Waiting for Check</b> | <b>3: Available (vacant)</b> |
|------------------------|-------------|--------------------|-----------------------------|------------------------------|
| <b>Room Status</b>     |             |                    |                             |                              |
| 0: OUT                 | Light on    | Flash slowly       | Flash rapidly               | Flash rapidly                |
| 1: STAY                | Light off   | Flash slowly       |                             |                              |
| 2: STAY/Departure Date | Light off   | Flash slowly       |                             |                              |

# MESSAGE REGISTRATION

## GENERAL DESCRIPTION

This feature provides output from the system to a call accounting system using an RS-232C or LAN connector. This allows the Hotel/Motel clerk to retrieve the information needed to charge for local and toll calls.

## STATION APPLICATION

Not applicable

## OPERATING PROCEDURE

No manual operation is required.

## SERVICE CONDITIONS

1. An AP00 card is required to provide Message Registration.
2. The STATION MESSAGE DETAIL RECORDING (SMDR) call record information is used to provide MESSAGE REGISTRATRIION information to a call accounting system.
3. The call accounting system must be locally provided and compatible with the system.
4. Refer to SMDR Features and Specifications for further information.
5. When the call accounting system is Property Management System (PMS), call charge information for incoming calls and tandem calls cannot be output to the PMS.

### ■ Service Conditions on Built-in PMS on IP (Series 3400 software enhancement)

An AP00 card is not required to provide Message Registration.

# MESSAGE WAITING

## GENERAL DESCRIPTION

This feature allows the Attendant Console, HOTEL/MOTEL (H/M) FRONT DESK TERMINAL, Administrative Station, or Property Management System (PMS) Terminal to light a lamp (on an uninterrupted or interrupted basis) on a Single Line Telephone or D<sup>term</sup> to indicate a message is waiting.

In addition to the lamp indication control, this feature also provides the Voice Message Waiting service that an originating station user can set the MESSAGE WAITING with a recorded message by using the Digital Announcement Trunk card.

- VOICE MESSAGE WAITING - SYSTEM

An originating station user can choose the recorded message to be set by dialing the message number associated. The messages are recorded by the predetermined station.

- VOICE MESSAGE WAITING - INDIVIDUAL

When setting MESSAGE WAITING, an originating station user is required to dial the station number and record the message.

## STATION APPLICATION

All stations

## OPERATING PROCEDURE

To set MESSAGE WAITING from the HOTEL/MOTEL FRONT DESK TERMINAL:

1. Press the **MW** key.
2. Dial the desired station number.
3. Press the **SET** key.
4. Step 2 and 3 can be repeated for other stations.
5. Press the **RELEASE (RLS)** key.

To cancel MESSAGE WAITING from the HOTEL/MOTEL FRONT DESK TERMINAL:

1. Press the **MW** key.
2. Dial the desired station number.
3. Press the **RESET** key.
4. Step 2 and 3 can be repeated for other stations.
5. Press the **RELEASE** key.

## MESSAGE WAITING (CONT'D)

### OPERATING PROCEDURE (CONT'D)

To set MESSAGE WAITING from the Attendant Console:

1. Dial the desired station number.
2. Press the **MW** key.
3. Press the **START** key.
4. Press the **RELEASE** key.

To cancel MESSAGE WAITING from the Attendant Console:

1. Dial the desired station number.
2. Press the **MW** key.
3. Press the **RESET** key.
4. Press the **RELEASE** key.

To set MESSAGE WAITING from the HOTEL/MOTEL FRONT DESK TERMINAL while receiving Ringback Tone or Busy Tone.

1. Press the **MW** key.
2. Press the **SET** key.
3. Press the **RELEASE** key.

To cancel MESSAGE WAITING from the HOTEL/MOTEL FRONT DESK TERMINAL while receiving Ringback Tone or Busy Tone.

1. Press the **MW** key.
2. Press the **RESET** key.
3. Press the **RELEASE** key.

To set MESSAGE WAITING from the administrative station:

1. Lift the handset and receive Dial Tone.
2. Dial the MESSAGE WAITING set access code.
3. Dial the desired station number and receive Service Set Tone.
4. Restore the handset.

To cancel MESSAGE WAITING from the administrative station:

1. Lift the handset and receive Dial Tone.
2. Dial the MESSAGE WAITING reset access code.
3. Dial the desired station number and receive Service Set Tone.
4. Restore the handset.

**Note:** *PMS procedures will vary, depending on the locally-provided PMS.*

## **MESSAGE WAITING (CONT'D)**

### **OPERATING PROCEDURE (CONT'D)**

#### VOICE MESSAGE WAITING - SYSTEM

To record:

1. Lift the handset and receive Dial Tone.
2. Dial the VOICE MESSAGE WAITING - SYSTEM record access code.
3. Dial the message number (0-9) and receive Service Set Tone for 3 seconds.
4. Record the message.
5. Restore the handset.

To check:

1. Lift the handset and receive Dial Tone.
2. Dial the VOICE MESSAGE WAITING - SYSTEM replay access code.
3. Dial the message number (0-9) and receive Service Set Tone for 3 seconds.
4. Listen to the message.
5. Restore the handset.

To set:

1. Lift the handset and receive Dial Tone.
2. Dial the VOICE MESSAGE WAITING - SYSTEM set access code.
3. Dial the message number (0-9) and receive Feature Dial Tone.
4. Dial the desired station number and receive Feature Dial Tone.
5. Repeat Step 4 for other stations.
6. Restore the handset.

To cancel VOICE MESSAGE WAITING - SYSTEM to all stations:

1. Lift the handset and receive Dial Tone.
2. Dial the VOICE MESSAGE WAITING - SYSTEM all stations cancel access code.
3. Dial the message number (0-9) and receive Service Set Tone.
4. Restore the handset.

To cancel VOICE MESSAGE WAITING - SYSTEM to an individual station:

1. Lift the handset and receive Dial Tone.
2. Dial the VOICE MESSAGE WAITING - SYSTEM cancel access code.
3. Dial the message number and receive Service Set Tone.
4. Restore the handset.

## MESSAGE WAITING (CONT'D)

### OPERATING PROCEDURE (CONT'D)

To retrieve a message from a Single Line Telephone:

1. Lift the handset and receive Dial Tone.
2. Dial the VOICE MESSAGE WAITING - SYSTEM retrieve access code.
3. Listen to the message.
4. Restore the handset.

To retrieve a message from D<sup>term</sup>:

1. Press the **Speaker** key or lift the handset and receive Dial Tone.
2. Press the **MESSAGE** key.
3. Listen to the message.
4. Press the **Speaker** key or restore the handset.

### VOICE MESSAGE WAITING - INDIVIDUAL

To set:

1. Lift the handset and receive Dial Tone.
2. Dial the VOICE MESSAGE WAITING - INDIVIDUAL set access code and receive Feature Dial Tone.
3. Dial the desired station number and receive Service Set Tone for 3 seconds.
4. Record the message.
5. Restore the handset.

To cancel:

1. Lift the handset and receive Dial Tone.
2. Dial the VOICE MESSAGE WAITING - INDIVIDUAL cancel access code and receive Feature Dial Tone.
3. Dial the desired station number and receive Service Set Tone.
4. Restore the handset.

To set VOICE MESSAGE WAITING - INDIVIDUAL while receiving Ringback Tone or Busy Tone or conducting a voice call:

From a Single Line Telephone:

1. Dial "8" (or press the hookswitch and dial "8" for PB telephone and Voice Call) and receive Service Set Tone for 3 seconds.
2. Record the message.
3. Restore the handset.

## MESSAGE WAITING (CONT'D)

### OPERATING PROCEDURE (CONT'D)

From D<sup>term</sup> (including the LCD Display on D<sup>term</sup>):

1. Dial "8" or press the function key of D<sup>term</sup> and receive Service Set Tone for 3 seconds.
2. Record the message.
3. Message Waiting lamp is lit on the called station (X = the number of messages).
4. Restore the handset (XXX = Card No.).

|   |
|---|
| 0:00:03 PLS WAIT<br>1:34 PM FRI 12 APR 1999 |
|---|

|   |
|---|
| 0:00:00 CARD#XXX<br>1:34 PM FRI 12 APR 1999 |
|---|

|                                  |
|----------------------------------|
| MSG X<br>1:34 PM FRI 12 APR 1999 |
|----------------------------------|

|   |
|---|
| REC COMPLETE XXX<br>1:34 PM FRI 12 APR 1999 |
|---|

From the Attendant Console:

1. Dial "8" and receive Service Set Tone for 3 seconds.
2. Press the **RELEASE** key or **CANCEL** key.

To retrieve a message from a Single Line Telephone:

1. Lift the handset and receive Dial Tone.
2. Dial the VOICE MESSAGE WAITING - INDIVIDUAL retrieve access code.
3. Listen to the message.
4. Restore the handset.

To retrieve a message form D<sup>term</sup>:

1. Press the **Speaker** key or lift the handset and receive Dial Tone.
2. Press the **MESSAGE** key.
3. Listen to the message.
4. Press the **Speaker** key or restore the handset.

### SERVICE CONDITIONS

#### A. MESSAGE WAITING:

1. When CHECK OUT is performed, any remaining messages will be output to the printer and then cleared from memory.
2. The MESSAGE WAITING function can be set even when the Guest Station is busy. The Message Waiting lamp will not light while the Guest Station has the handset in use (on Single Line Telephone).

## MESSAGE WAITING (CONT'D)

### SERVICE CONDITIONS (CONT'D)

3. Message Waiting status is indicated by the Message Waiting lamp on Single Line Telephone or D<sup>term</sup>.
4. MESSAGE WAITING can be automatically cleared by talking to the Attendant Console or the HOTEL/MOTEL FRONT DESK TERMINAL (on a system basis). If MESSAGE WAITING is not automatically cleared, the reset operation is required.
5. A LC card which supports Message Waiting is required to provide Single Line Telephones with the MESSAGE WAITING function. Single Line Telephones must be equipped with Message Waiting lamp for 70 VDC.
6. When multiple MESSAGE WAITING indications are activated from various points (Attendant Consoles, FRONT DESK TERMINAL, other stations, etc.), clearing one message will remove the MESSAGE WAITING indication.
7. The flashing interval for the Message Waiting lamp is selected on a system-wide basis. For D<sup>term</sup>, 60 IPM or lit steady. For a Single Line Telephone, one second ON-one second OFF or lit steady. 4LLCB card is not recommended to use for flashing the lamp.
8. If the station has been set MESSAGE WAITING, the station user can receive Special Dial Tone by system programming when he/she lifts the handset. It reminds the station user that a message is waiting.

#### B. VOICE MESSAGE WAITING - SYSTEM/INDIVIDUAL

1. A maximum of 10 messages can be recorded for VOICE MESSAGE WAITING - SYSTEM. A maximum of 128 messages can be set simultaneously for VOICE MESSAGE WAITING - INDIVIDUAL. One Digital Announcement Trunk (DAT) per four messages are required.
2. The time of recording is limited to 120 seconds in VOICE MESSAGE WAITING - SYSTEM/INDIVIDUAL.
3. VOICE MESSAGE WAITING - SYSTEM/INDIVIDUAL can be automatically cleared by retrieving a message from a set station.
4. For the VOICE MESSAGE WAITING - SYSTEM, more than one connection can be made to a Digital Announcement Trunk. The group of the stations to be announced after the first group may be connected to the message in progress. For the VOICE MESSAGE WAITING - INDIVIDUAL, only one station can be connected to each Digital Announcement Trunk Card at a time.
5. Any operations for VOICE MESSAGE WAITING - SYSTEM/INDIVIDUAL are not available from a station with a call in Consultation Hold.
6. The message is repeated until the handset is restored.
7. VOICE MESSAGE WAITING - SYSTEM/INDIVIDUAL can be provided on a system basis.

# PMS INTERFACE

## GENERAL DESCRIPTION

The system provides a data interface to a locally-provided Property Management System (PMS). This enables communication between the system and the PMS to provide computer control of Hotel/Motel features. Major functions and their interactions are indicated below:

|                         |        |    |     |
|-------------------------|--------|----|-----|
| AUTOMATIC WAKE UP       | system | ←→ | PMS |
| MESSAGE WAITING         | system | ←→ | PMS |
| AUTOMATIC MW LAMP - OFF | system | ←→ | PMS |
| CHECK IN/CHECK OUT      | system | ←→ | PMS |
| MAID STATUS             | system | ←→ | PMS |
| DO NOT DISTURB          | system | ←→ | PMS |
| ROOM CUTOFF             | system | ←→ | PMS |
| ROOM STATUS             | system | ←→ | PMS |
| ROOM CHANGE/ROOM SWAP   | system | ←→ | PMS |
| MESSAGE REGISTRATION    | system | ←→ | PMS |
| GUEST NAME DISPLAY      | system | ←→ | PMS |

## STATION APPLICATION

Not applicable

## OPERATING PROCEDURE

Operating procedures will vary, depending on the locally provided PMS.

## SERVICE CONDITIONS

1. One Interface Port is provided for PMS.
2. The system sends information related to the following features to the PMS upon request from the PMS:
  - DO NOT DISTURB
  - ROOM CUTOFF
3. Two types of PMS interfaces are available as follows:
  - a. Built-in PMS on IP (MP) (**Series 3400 software enhancement**): PMS connection is provided via TCP/IP port on MP
  - b. PMS with AP00 on RS-232C (AP00B MRC-C): PMS connection is provided via RS232C port on AP00

## PMS INTERFACE (CONT'D)

### SERVICE CONDITIONS (CONT'D)

4. The Hotel/Motel functions built in the MP cannot be used together with those provided by the AP00. It is necessary to specify which set of functions to use in system data programming.

#### ■ Service Conditions on PMS with AP00

1. PMS interface is not available with the AP00B MRC-E. The AP00B MRC-C is required.

**Note:** *SPN-AP00B MRC-C(AP) is PN-A00-B card with SC-3005 IXS AP00 PROG-D1 firmware.*

2. Maximum of 504 stations can be controlled by the AP00B MRC-C. When more than 504 stations are accommodated in a system, the stations to be controlled must be specified by system data programming.
3. The maximum lengths of the station number are four digits. The station number with five-digit or longer numbers cannot be used.

#### ■ Service Conditions on Built-in PMS on IP (Series 3400 software enhancement)

1. Ethernet card (PZ-M606-A) is required.
2. When the Built-in PMS on IP is used, following functions can be operated only from the PMS:
  - Check In/Check Out
  - Room Status
3. The use of the Hotel/Motel functions built in the MP requires interaction with the PMS. On the PBX side, the status data necessary for implementing the functions is lost if system initialization occurs. In that case, the data needs to be restored by the recovery process from the PMS, upon request from the PBX.
4. The maximum lengths of the station number are six digits. The station number with seven-digit or longer numbers cannot be used.
5. There are two methods for billing control - by using the PMS or by using the SMDR. It must be selected by system data programming. It is not possible to use both methods per system.
6. If the communications with PMS are lost, some services will not be available. Since it takes 120 to 180 seconds for the PBX to recognize the communication error after it occurs, those services will be available during that time.
7. The interface conditions between PBX and PMS are listed below.

## PMS INTERFACE (CONT'D)

### SERVICE CONDITIONS (CONT'D)

| Item                    | Condition  |
|-------------------------|--|
| Physical layer          | Ethernet   |
| Connection layer        | The Ethernet packet format conforms to the DIX standard. |
| TCP/IP core protocol    | ARP, IP, ICMP, UDP, TCP                                  |
| Socket interface        | Conforming to the 4.3BSD socket interface                |
| Transport protocol      | TCP stream-type protocol                                 |
| Application port number | 60050 (fixed)  |
| Number of connections   | 1  |
| Client/server           | Server: PBX<br>Client: PMS                               |
| Transmission encoding   | 7-bit, ASCII code  |
| Pseudo-normal condition | 1. At connection release<br>2. Status monitoring text    |

8. The MP card (in Remote PIM system, MP card in Main site) communicates with the PMS. In the communication settings of the PMS side, set the IP address of the MP card specified by system data to the address to be connected, and set the port number to 60050.

#### ■ Service Conditions on Printer connection

1. When the Built-in PMS on IP is used, below information regarding Hotel/Motel service can be automatically output to a Hotel/Motel Printer connected to an RS port of an AP00 card. The AP00B MRC-F is required. (**Series 3600 software enhancement**)

**Note:** *The AP00 card for the hotel functions cannot be used at this time.*

- **Automatic Waku-Up Set/Cancel**

When Automatic Wake-Up is set/canceled from a guest station or an administrative terminal (Front Desk Terminal, DSS Console, Attendant Console or PMS terminal), date and time, guest station number and wake-up time are printed out. Setting/canceling station number or terminal type is also printed out when the feature is set or canceled from the administrative terminal.

- **Automatic Wake-Up Result**

When Automatic Wake-Up is executed, the result of the wake-up attempt is printed out (Start Ringing, Answered, No Answer, Busy or Incomplete).

- **Do Not Disturb Set/Cancel**

When Do Not Disturb is set or canceled from a guest station or an administrative terminal (Front Desk Terminal, DSS Console, Attendant Console or PMS terminal), date and time and guest station number are printed out. Setting/canceling station number or terminal type is also printed out when the feature is set or canceled from the administrative terminal.

## PMS INTERFACE (CONT'D)

### SERVICE CONDITIONS (CONT'D)

- **Message Waiting Set/Cancel**

When Message Waiting is set or canceled from an administrative terminal (Front Desk Terminal, DSS Console, Attendant Console or PMS terminal), date and time, guest station number, and setting/canceling station number (or terminal type) are printed out.

- **Room Cutoff Set/Cancel**

When Room Cutoff is set or canceled from an administrative terminal (Front Desk Terminal, DSS Console, Attendant Console or PMS terminal), date and time, guest station number, and setting/canceling station number (or terminal type) are printed out.

- **Check In/Check Out Set/Cancel**

When Check In/Check Out is set or canceled from a PMS terminal, date and time and guest station number are printed out.

- **PMS Interface Connected/Disconnected**

When PMS interface is connected or disconnected, date and time of these events is printed out.

2. Whether to print out the above information can be selected for each service by system data programming.
3. The maximum number of station number digits that can be printed is 6 when the Built-in PMS on IP is used. (Max. 4 when the AP00 hotel function is used.)
4. The maximum allowable number of printer output queues is 64 (fixed) when the Built-in PMS on IP is used. If this number is exceeded, the older queues are deleted. (Variable queues by system data programming when the AP00 hotel function is used.)
5. The maximum number of connectable printer is 1 per system.
6. The connectable RS port of AP00 card is CH1 or CH3 only when the Built-in PMS on IP is used. (Any channel through CH1 to CH3 is connectable when the AP00 hotel function is used.)
7. The time information such as service setting time (year, month, day, hours, and minutes) is based on main site time. Main site time is used also when the time information is output for a station accommodated in a remote site.

# PRINTER CONTROL - FRONT DESK TERMINAL

## GENERAL DESCRIPTION

This feature enables information about the status of the guest stations to be printed on the hotel printer.

## STATION APPLICATION

D<sup>term</sup> with LCD assigned as HOTEL/MOTEL FRONT DESK TERMINAL

## OPERATING PROCEDURE

No manual operation is required.

## SERVICE CONDITIONS

1. The following information can be printed out:
  - DO NOT DISTURB Station numbers
  - ROOM CUTOFF Station numbers
  - MESSAGE WAITING Station numbers
  - AUTOMATIC WAKE UP Station numbers
  - CHEK IN Station numbers
  - ROOM STATUS
2. The maximum number of FRONT DESK TERMINALS is two per system.
3. The maximum number of hotel printers is two per system.
4. One FRONT DESK TERMINAL can control two hotel printers.
5. Two FRONT DESK TERMINALS can control one hotel printer.
6. The hotel printers can also be used as the CALL INFORMATION SYSTEM (CIS) printers.
7. The maximum number of hotel CIS printers is two per system.
8. The AP00B MRC-C is required for connection to a printer.

**Note:** *SPN-AP00B MRC-C(AP) is PN-A00-B card with SC-3005 IXS AP00 PROG-D1 firmware.*

9. When the Built-in PMS on IP is used, SPN-AP00B MRC-F is required for connection to a printer. **(Series 3600 software enhancement)** For details, refer to the PMS Interface Features and Specifications.

# ROOM CUTOFF

## GENERAL DESCRIPTION

This feature allows the following types of terminals to temporarily restrict guest room telephones from making unauthorized calls when guests are away from their rooms. This feature allows the same restriction when the rooms are in Check Out status:

- HOTEL/MOTEL FRONT DESK TERMINAL
- Property Management System (PMS) Terminal
- Guest Room Station using specific access code

There are two types of ROOM CUTOFF conditions depending on the type of calls restricted.

- |                           |   |  |
|---------------------------|---|--|
| External Call Restriction | : | In this type of ROOM CUTOFF feature, <u>all outgoing calls</u> from guest room stations are restricted in the ROOMCUTOFF status.<br>(Only internal calls are available.)     |
| Toll Call Restriction     | : | In this type of ROOM CUTOFF feature, <u>all toll calls</u> from guest room stations are restricted in ROOM CUTOFF status.<br>(Internal calls and local calls are available.) |

## STATION APPLICATION

ROOM CUTOFF - INDIVIDUAL (External Call Restriction)

SMART CONSOLE, HOTEL/MOTEL FRONT DESK TERMINAL, and PMS Terminal

ROOM CUTOFF - INDIVIDUAL (Toll Call Restriction)

Guest Room Station, HOTEL/MOTEL FRONT DESK TERMINAL, and PMS Terminal

## OPERATING PROCEDURE

For ROOM CUTOFF - INDIVIDUAL (External Call Restriction)

To set ROOM CUTOFF - INDIVIDUAL from the HOTEL CONSOLE:

1. Dial the desired station number.
2. Press the **RC** key.
3. Press the **Answer** key.
4. Press the **RLS** key.

To cancel ROOM CUTOFF - INDIVIDUAL from the HOTEL CONSOLE:

1. Dial the desired station number.
2. Press the **RC** key.
3. Press the **RESET** key.
4. Press the **RLS** key.

## ROOM CUTOFF (CONT'D)

### OPERATING PROCEDURE (CONT'D)

To set ROOM CUTOFF - INDIVIDUAL from the HOTEL/MOTEL FRONT DESK TERMINAL:

1. Press the **RC** key.
2. Dial the desired station number.
3. Press **SET** key. Step 2 and 3 can be repeated for other stations.
4. Press the **RLS** key.

To reset ROOM CUTOFF - INDIVIDUAL from the HOTEL/MOTEL FRONT DESK TERMINAL:

1. Press the **RC** key.
2. Dial the desired station number.
3. Press the **RESET** key. Step 2 and 3 can be repeated for other stations.
4. Press the **RLS** key.

To set ROOM CUTOFF - INDIVIDUAL from the HOTEL/MOTEL FRONT DESK TERMINAL while engaged in conversation with station:

1. Press the **RC** key.
2. Press the **SET** key.
3. Press the **RLS** key.

To reset ROOM CUTOFF - INDIVIDUAL from the HOTEL/MOTEL FRONT DESK TERMINAL while engaged in conversation with station:

1. Press the **RC** key.
2. Press the **RESET** key.
3. Press the **RLS** key.

### For ROOM CUTOFF - INDIVIDUAL (Toll Call Restriction)

To set ROOM CUTOFF - INDIVIDUAL from the HOTEL/MOTEL FRONT DESK TERMINAL:

1. Press the **STS** key.
2. Dial the desired function status code.
3. Press the **STS** key again.
4. Dial the guest room station number.
5. Press the **SET** key. Step 4 and 5 can be repeated for other stations
6. Press the **RLS** key.

OR

1. Press the **STS** key.
2. Dial the guest room station number.
3. Press the **SET** key, and Room Status is displayed. Step 2 and 3 can be repeated for other stations.

## **ROOM CUTOFF (CONT'D)**

### **OPERATING PROCEDURE (CONT'D)**

4. Press the **STS** key again.
5. Dial the desired function status code.
6. Press the **SET** key. Step 5 and 6 can be repeated for other stations.
7. Press the **RLS** key.

To set ROOM CUTOFF - INDIVIDUAL from a Guest Room Station by maid or repair person:

1. Lift the handset and receive Dial Tone.
2. Dial the MAID STATUS feature access code and receive Special Dial Tone.
3. Dial the maid ID code.
4. Dial the desired function status code and receive Service Set Tone.
5. Restore the handset.

### **SERVICE CONDITIONS**

For ROOM CUTOFF - INDIVIDUAL (External Call Restriction)

1. The ROOM CUTOFF - INDIVIDUAL function can be set from a HOTEL CONSOLE, HOTEL/MOTEL FRONT DESK TERMINAL, or PMS Terminal.
2. Stations in ROOM CUTOFF - INDIVIDUAL conditions are able to originate outgoing calls using the Attendant Assisted Calling.
3. If the station under ROOM CUTOFF status dials a C.O. line access code, the station is rerouted to one of the following:
  - a. Reorder Tone
  - b. HOTEL CONSOLE
4. ROOM CUTOFF - INDIVIDUAL is automatically set by CHECK OUT operation, and it is automatically reset by CHECK IN operation.
5. ROOM CUTOFF - INDIVIDUAL is available for guest room station only.
6. Station-to-station calling and service feature access (such as MAID STATUS) are still available.

For ROOM CUTOFF - INDIVIDUAL (Toll Call Restriction)

1. The ROOM CUTOFF - INDIVIDUAL function can be set from a HOTEL/MOTEL FRONT DESK TERMINAL, PMS Terminal, or Guest Room Station.
2. Stations in ROOM CUTOFF - INDIVIDUAL conditions are able to originate toll calls using the Attendant Assisted Calling.

## **ROOM CUTOFF (CONT'D)**

### **SERVICE CONDITIONS (CONT'D)**

3. If the station under ROOM CUTOFF status dials a specific area code and/or central office code, the station is rerouted to one of the following:
  - a. Reorder Tone
  - b. SMART CONSOLE
4. ROOM CUTOFF - INDIVIDUAL is automatically set by CHECK OUT operation, and it is automatically reset by CHECK IN operation.
5. ROOM CUTOFF - INDIVIDUAL is available for guest room stations only.
6. Station-to-station calling, local calling, and service feature access (such as MAID STATUS) are still available.

# ROOM NUMBER DISPLAY ON STATION

## GENERAL DESCRIPTION

This service feature provides a visual number display of the calling station on the D<sup>term</sup>.

## STATION APPLICATION

D<sup>term</sup> with LCD

## OPERATING PROCEDURES

1. No manual operation is required.

## SERVICE CONDITIONS

1. The calling number display is as follows:

|                                 |
|---------------------------------|
| XXXX<br>1:50 PM FRI 28 APR 1999 |
|---------------------------------|

XXXX: CALLING NUMBER

# ROOM STATUS

## GENERAL DESCRIPTION

This feature provides the HOTEL/MOTEL FRONT DESK TERMINAL with visual display of the guest's room status. A supplementary printout (individual and summary) can be provided.

## STATION APPLICATION

All stations

## OPERATING PROCEDURE

To display ROOM STATUS from HOTEL/MOTEL FRONT DESK TERMINAL:

1. Press the **STS** key.
2. Dial desired station number.
3. Press the **SET** key. The AUTOMATIC WAKE UP time and MAID STATUS are displayed on the LCD and associated room status lamps lights green, if set.  
Step 2 and 3 can be repeated for other stations.
4. Press the **RLS** key.

## SERVICE CONDITIONS

1. Indication items are as follows:
  - a. Set status of DO NOT DISTURB
  - b. Set status of MESSAGE WAITING
  - c. Set status of ROOM CUTOFF
  - d. AUTOMATIC WAKE UP Time
  - e. Status of CHECK IN/CHECK OUT
  - f. MAID STATUS
2. The following status is indicated by a green LED associated with each function key at D<sup>term</sup> with Hotel/Motel features:
  - a. CHECK IN/CHECK OUT
  - b. DO NOT DISTURB
  - c. MESSAGE WAITING
  - d. ROOM CUTOFF
  - e. AUTOMATIC WAKE UP
3. Refer to the Installation Procedure Manual/Feature Programming Manual for more information.

## ROOM STATUS (CONT'D)

### SERVICE CONDITIONS (CONT'D)

#### ■ Service Conditions on Printer connection

1. An AP00 card is required for connection to a printer.
2. The Room Status of stations can be printed at the Hotel/Motel printer (if available) by pressing the print (PR) key on the Hotel/Motel Front Desk Terminal prior to pressing the STS key.

#### ■ Service Conditions on Built-in PMS on IP (Series 3400 software enhancement)

1. When the Built-in PMS on IP is used, below information regarding Hotel/Motel service can be automatically output to a Hotel/Motel Printer connected to an RS port of an AP00 card. The AP00B MRC-F is required. (Series 3600 software enhancement)

**Note:** *The AP00 card for the hotel functions cannot be used at this time.*

- Automatic Waku-Up Set/Cancel
  - Automatic Wake-Up Result
  - Do Not Disturb Set/Cancel
  - Message Waiting Set/Cancel
  - Room Cutoff Set/Cancel
2. When the Built-in PMS on IP is used, Room Status can be operated only from the PMS. The operation is restricted from Hotel/Motel Front Desk Terminal.

# **SPLIT ACCESS**

## **GENERAL DESCRIPTION**

This feature allows Guest and Administrative stations to dial the same Central Office access codes using different trunk groups.

## **STATION APPLICATION**

All stations

## **OPERATING PROCEDURE**

To operate:

1. Lift the handset and receive Dial Tone.
2. Dial access code and receive Second Dial Tone.
3. Dial desired number.

## **SERVICE CONDITIONS**

1. Assignments are established in system data.
2. A maximum of 64 different trunk groups may be divided between Guest and administrative tenants or other tenants of the system.

## APPENDIX 1: D<sup>term</sup> Fixed Function Keys

| Series i  | 75 Series | 65 Series | Description  |
|-----------|-----------|-----------|--|
| Answer    | Answer    | ANS       | To answer a waiting call.  |
| Conf      | Conf      | CNF       | To establish three way conversation.   |
| Directory | –         | –         | To display the directory of Dial by Name for Speed Calling - Station.                  |
| Feature   | Feature   | FNC       | To activate terminal setup functions and to program One Touch Speed Dial/Feature Keys. |
| Hold      | Hold      | HOLD      | To place an internal or external call on hold.   |
| Message   | –         | –         | To search Message Waiting.   |
| MIC       | –         | –         | To control the microphone ON/OFF.  |
| Recall    | Recall    | LNR/SPD   | To terminate established call and re-seize internal dial tone.                         |
| Redial    | Redial    | RECALL    | To active Last Number Call and Speed Calling.  |
| Speaker   | Speaker   | SPKR      | To control the built-in speaker which can be used for Hands Free dialing/ monitoring.  |
| Transfer  | Transfer  | TRF       | To transfer established calls to another station, without attendant assistance.        |

## APPENDIX 2: D<sup>term</sup> LCD Displays

| Description                    | D <sup>term</sup> 75/Series i       | D <sup>term</sup> 65 Series    |
|--------------------------------|-------------------------------------|--------------------------------|
| Clock/Calendar Display         | 10:06 PM MON 21 APR 1999            | 10:06 PM TUE 14                |
| Busy                           | BUSY XXXX                           | BSY XXXX                       |
| Restriction                    | RESTRICT XXXX                       | RST XXXX                       |
| Do Not Disturb                 | DND XXXX                            | DND XXXX                       |
| Call Forwarding - All Calls    | CF ALL XXXX                         | FDA XXXX                       |
| Call Forwarding - Busy Line    | CF BUSY XXXX                        | FDB XXXX                       |
| Call Forwarding - Don't Answer | CF NANS XXXX                        | FDN XXXX                       |
| Call Transfer                  | TRANSFER XXXX                       | XFR XXXX                       |
| Conference                     | CONF XXXX XXXX                      | CNF XXXX XXXX                  |
| Non-Exclusive Hold             | HOLD XXXX                           | HLD XXXX                       |
| Exclusive Hold                 | E-HOLD XXXX                         | EHD XXXX                       |
| Stack Dial                     | REDIAL [*/#] / SPEED -1<br>82625563 | RDL [*/#] / SPD -1<br>82625563 |