Hospitality
Quick Reference for System Administrators

Calling a System Administrator (SA) Mailbox

<u>From any hotel extension</u>:

- Listen for a dial tone and dial the Voice Mail extension

- Dial the System Administrator Mailbox number

- Dial the security code

<u>From outside the hotel</u>:

- Dial the hotel's main telephone number. If the hotel has an automated attendant, press **#** when you hear the hotel greeting.

- Dial the System Administrator Mailbox number

- Dial the security code

To Check In a Hotel Guest

- Call the System Administrator Mailbox

- Press **S A** for the System Administrator menu

- Press **G M**

- Press **C I**

- Enter the room extension of the guest to be checked in

- Follow the voice prompts

The Hotel Guest's mailbox can now receive messages from outside callers.

To Check Out a Hotel Guest

- Call the System Administrator Mailbox

- Press **S A** for the System Administrator menu

- Press **G M**

- Press **C O**

- Enter the room extension of the guest to be checked out

- Follow the voice prompts

The Hotel Guest's mailbox can no longer receive messages from outside callers. This also erases the mailbox greeting, name and security code (if any) for the mailbox that was checked out.

Post Check-Out Message Checking

This feature lets a guest listen to any new or held messages that are still in the mailbox after he checks out. The Hotel Guest simply calls the operator who then transfers the call to the Voice Mail master extension, logs on to the System Administrator Mailbox, then does the following:

- Press **S A** for the System Administrator menu
- Press **M C**
- Enter the room extension of the guest
- Enter the date the guest was checked out
- Listen for the message count. If the guest has no messages, you will hear, *There are no messages*.
- Press **L** to listen to the messages, or press **T** and complete the transfer so that the guest who has checked out can listen to the messages.

Voice Mail now lets the caller listen to and erase the messages or call the operator.

To Move a Hotel Guest's Mailbox

This option moves the characteristics of a Hotel Guest's mailbox (messages, greeting, wake-up call) to another mailbox.

- Call the System Administrator Mailbox
- Press **S A** for the System Administrator menu
- Press **G M**
- Press **M G**
- Enter the room extension to be moved
- Enter the extension number of the new room
- Follow the prompts

To Erase All Messages

The System Administrator can erase all messages in any Hotel Guest Mailbox.

- Call the System Administrator Mailbox
- Press **S A** for the System Administrator menu
- Press **E M** to erase all messages in the mailbox
- Follow the voice prompts

To Delete a Security Code

The System Administrator can delete the security code for any Hotel Guest Mailbox.

- Call the System Administrator Mailbox
- Press **S A** for the System Administrator menu
- Press **D S** to delete the security code
- Follow the voice prompts

To Set a Wake-Up Call for a Hotel Guest

The System Administrator can set a wake-up call for any Hotel Guest. Once a wake-up call has been set, it can be modified or canceled.

To set a wake-up call:

- Call the System Administrator Mailbox
- Press **S A** for the System Administrator menu
- Press **G M**
- Press **W C**
- Follow the prompts for the room extension to receive the wake-up Call

To cancel or modify the time of a wake-up call for a particular room extension:

- Call the System Administrator Mailbox
- Press **S A** for the System Administrator menu
- Press **G M**
- Press **W C**
- Enter the room extension requiring a canceled or modified Wake-Up Call. Listen for the prompt stating that the wake-up Call is active. Follow the prompts to cancel or modify wake-up Call.

Hotel Guests have the ability to set their own wake-up calls through their mailboxes. Your system can be set up (using an Attendant Mailbox) so that the Front Desk's mailbox receives an urgent notice when a guest does not answer a wake-up call. The Front Desk attendant hears, *Room XXX does not answer. The wake-up call has failed.*

To Record a Wake-Up Call Announcement

The Voice Mail has a standard announcement that plays for Wake-Up Calls: *Hello, this is the wake-up call you requested. To activate the Snooze Alarm, press S. To ring the hotel operator, press 0. Otherwise, hang up now to turn off your wake-up call.* Your Voice Mail may be set up with a wake-up Announcement Mailbox that is set for each Hotel Guest Mailbox. If it is, the standard wake-up call announcement will not play. You must record the wake-up call announcement (which plays in place of the standard announcement).

Use the same steps for recording any Announcement Message:

- Call the System Administrator Mailbox
- Press **S A** for the System Administrator menu
- Press **A N**
- Follow the voice prompts to record the announcement that plays for wake-up calls

Hotel Guest List Mailboxes

This feature lets a System Administrator place Hotel Guest Mailboxes on a Distribution List. Once the list is set up, the System Administrator can use the Record and Send (**R S**) feature to send a message to all mailboxes on the list without entering each mailbox number.

- Call the System Administrator Mailbox

- Press **S A** for the System Administrator menu

- Press **G M**

- Press **G L**

- Enter the Distribution Mailbox number

- Follow the prompts to modify the list (adding or deleting room extensions on the list), to hear which room extensions are on the list, or to remove all room extensions from the list.

A Distribution Mailbox is the mailbox assigned to a Distribution List (which is simply a list of mailboxes). Distribution Mailboxes and their corresponding lists are assigned during system programming.

After you put the Hotel Guests on a Distribution List, you can use **R S** (Record and Send) to send a message to all mailboxes on the list without entering each individual mailbox. When you are prompted for the mailbox number to receive your message, enter the Distribution Mailbox number.