

## *Hotel/Motel*

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### **Description**

Your system provides Hotel/Motel services in addition to the many features available to business users. These Hotel/Motel services help you run your facility more efficiently, save you time and money and provide your guests with more responsive service.

Hotel/Motel features include:

#### **Wake Up Call**

Wake Up Call is like having an alarm clock in each room - with some unique advantages:

- Guests can set or cancel Wake Up Calls for themselves, or you can set and cancel Wake Ups for them.
- Unanswered Wake Up Calls can automatically call the operator and print on the Room Status Printout report.
- You can view the status of all your system Wake Up Calls from your DSS Console.
- Use Wake Up Call as a meeting reminder (e.g., for convention attendees).

#### **Single Digit Dialing**

Single Digit Dialing gives your guests one-touch access to your important Hotel/Motel services. They can lift the handset and press a single key for:

- Extensions such as the front desk, reservation services, housekeeping or the maitre d' of your restaurant.
- Feature Access Codes for one-button access to selected features and outside lines.
- Voice Mail, so your guests can leave requests even when your service providers are unavailable.
- A Department Calling Group allowing, for example, your guests to reach the first available agent in your reservation desk group.

#### **A Department Calling Group**

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#### **Message Waiting**

If you call a guest while they are away from their room, leave them a Message Waiting. When the guest returns, they see the lamp on their phone flashing and can automatically call you back. You can use Message Waiting when you have parcels for a guest dropped off at your front desk. Do not keep redialing the guest if they are not in - just send them a Message Waiting. (Your DSS Console can show all the rooms that have messages waiting.)

#### **Room to Room Calling Restriction**

Prevent guests in one room from calling guests in another - a handy feature for guests that want to maintain their privacy. If you need to, you can always allow inter-room calling (e.g., for families or groups that have separate rooms).

#### **Toll Restriction (When Checked In)**

Control a guest's long distance dialing automatically when they check in. Use this feature to set up two different Toll Restriction modes. The first mode is for you and your staff when the room is checked out. The second mode is for your guests when they check in. You may want to restrict the outside numbers



guests can dial, but allow your staff to call vendors and suppliers. In addition, you can set a room's Toll Restriction mode directly to any valid setting : 1 ~ 15.

## Room Status

Your phone and DSS Console can set and monitor the status of all your guest rooms: Checked In, Checked Out, Maid Required and Maid in Room. Maximize room usage by coordinating your cleaning staff and reservation desk. For example, you can dial simple codes to set a room status. And, press STATUS on your console to see the status of all rooms at a single glance.

## Room Status Printouts

The Room Status Printouts give you a concise overview of the status of all your guest rooms at a glance. The printouts provide up to the minute reports showing Room Status, Room Call Restriction, Do Not Disturb, Message Waiting and Wake Up Calls. If your cleaning staff needs to know which rooms to clean, for example, just print out the report showing Room Status. This printout requires a connection to the system using IP post on the CPU.

## DSS Console Monitoring

Your DSS Console provides unique one-touch room monitoring abilities. Press a button on your DSS Console to check a room status. Or, see at a glance which rooms have Wake Up Calls set or messages waiting. You can also use your console for business mode features.

## Do Not Disturb

A guest can activate DND anytime they need privacy (for example, if they need to work uninterrupted). Do Not Disturb (DND) blocks the room telephone incoming calls and Paging announcements. This can be set from the room phone or attendant phone.

## Flexible Numbering Plan



To simplify dialing guests and services in your facility, customize your system to have room numbers match phone extension numbers. For example, if the rooms on the first floor are numbered 100 ~ 120, the corresponding room extensions should also be 100 ~ 120.

## InMail Integration

- By setting PRG 45-02-05 to "1" (On), at the event of check-in the special command is transmitted from the system to the InMail in order to activate following features.
  1. Mailbox for the room cleared of messages
  2. The mailbox language returns to default
- Each Guest Room user can have individual mailbox languages at PRG 40-07-01.
- Guest Room users has ability to choose the language indication by Soft Key.

## Hotel/Motel Feature Quick Reference Chart

Hotel/Motel Feature Quick Reference Chart	
<b>Do Not Disturb</b>	
Enable DND at a room telephone:	Lift handset + <b>627</b> + Hang up.
Cancel DND at a room telephone:	Lift handset + <b>628</b> + Hang up.
Enable DND for another room telephone:	Lift handset + <b>629</b> + <b>Extension</b> for which you want to enable DND + Hang up.
Cancel DND enabled at another room telephone:	Lift handset + <b>630</b> + <b>Extension</b> for which you want to disable DND + Hang up.
<b>DSS Console Monitoring</b>	
Check which room telephones have Messages Waiting:	Without lifting the handset, press <b>MESSAGE</b> (PAGE).

<b>Hotel/Motel Feature Quick Reference Chart</b>	
Check which room telephones have Wake Up Calls set:	Without lifting the handset, press <b>WAKE UP</b> (GROUP).
View the Check Out Status of a room:	Without lifting the handset, press <b>STATUS</b> (DOOR).
<b>Message Waiting</b>	
Leave a Message Waiting:	Call the room telephone + <b>0</b> + Hang up.
Cancel a Message Waiting:	Lift handset + <b>773</b> . - or - You know the extension at which you left the message: Lift handset + <b>771</b> + <b>Extension</b> .
Leave a Message Waiting without first calling the extension:	Lift handset + <b>626</b> + <b>Extension</b> .
Answer a Message Waiting left at your telephone:	Lift handset + <b>* 0</b> .
<b>Room Status</b>	
<b>Check-in Options</b>	
Set a room as checked in:	Lift handset + <b>638</b> + <b>Extension</b> of the room you want to check in + Hang up.
Set a room as checked out:	If you have previously dialed <b>638</b> to check it in, lift handset + <b>639</b> + <b>Extension</b> of the room you want to check out + Hang up.
<b>House Cleaning Options</b>	
Set a room house cleaning status from the room telephone:	Lift handset + <b>640</b> + <b>Room status code</b> (1 ~ 4) + Hang up. 1 = Room Clean (Occupied) 2 = Maid Required 3 = Maid in Room 4 = Inspection Required
Set a room status from another telephone:	Lift handset + <b>641</b> + <b>Extension</b> of the room you want to set + <b>Room status code</b> (1 ~ 4) + Hang up. 1 = Room Clean (Occupied) 2 = Maid Required 3 = Maid in Room 4 = Inspection Required
<b>Room Status Printouts</b>	
Have your printer output the Room Status Printout:	Lift handset + <b>642</b> + <b>Room Status Printout</b> option (0 ~ 5) + Hang up. 0 = All Printouts 1 = Room Status List (Check-in and House Cleaning Status) 2 = Call Restriction List 3 = Do Not Disturb and Room Clean List 4 = Message Waiting List 5 = Wake Up Call List
<b>Room-to-Room Call Restriction</b>	
Enable Room-to-Room Call Restriction for a guest's telephone:	Lift handset + <b>635</b> + <b>Extension</b> .  <i>The guest cannot dial any other Hotel Mode extension.</i>
Disable Room-to-Room Call Restriction for a guest's telephone.	Lift handset + <b>636</b> + <b>Extension</b> .
<b>Single Digit Dialing</b>	
When a guest wants to use Single Digit Dialing:	Lift handset + <b>single dial pad key</b> (1 ~ 9).
<b>Toll Restriction (When Checked In)</b>	
Change a room telephone Toll Restriction (When Checked In) level:	Lift handset + <b>637</b> + <b>Extension</b> to change the Toll Restriction (When Checked In) level + Enter the new <b>Toll Restriction (When Checked In) level</b> (01 ~ 15).  <i>If a room Toll Restriction level is changed using access code 637, that room keeps the new setting until it is either changed using access code 637 or in system programming.</i>
<b>Wake Up Call</b>	



Hotel/Motel Feature Quick Reference Chart	
Set a Wake Up Call for your own room:	Lift handset + <b>631</b> + Time for wake up (use a 24-hour clock, ex: 1:00 PM = 13:00) + Hang up.
Cancel a Wake Up that you have set:	Lift handset + <b>632</b> .
Set a Wake Up Call for another room:	Lift handset + <b>633</b> + <b>Extension</b> to receive the wake up + Time for your wake up (use a 24-hour clock, ex: 1:00 PM = 13:00) + Hang up.
Cancel a Wake Up you have set for another room:	Lift handset + <b>634</b> + <b>Extension</b> whose wake up you want to cancel.

## Conditions

- When multiple DSS Consoles are used for Hotel/Motel, function keys must be assigned to each DSS console for Wake Up Call Indication and Room Status Indication.
- The Message Waiting status of a room cannot be seen when the console is in Wake Up Call or Room Status mode.
- The BLF indication for each room is always available no matter what mode the console is in.
- The Hotel/Motel feature requires the licensed. The following dial access codes can be used only if the CPU is licensed for the Hotel/Motel Feature:

Dial Access Codes that Require SL-SYS-HOTEL LIC		
Program	Dial Access Code	Description
11-10-16	626	Leaving Message Waiting (Requires CPU to be licensed for Hotel/Motel)
11-14-01	627	Set DND for Own Extension
11-14-02	628	Cancel DND for Own Extension
11-14-03	629	Set DND for Other Extension
11-14-04	630	Cancel DND for Other Extension
11-14-05	631	Set Wake Up Call for Own Extension
11-14-06	632	Cancel Wake Up Call for Own Extension
11-14-07	633	Set Wake Up Call for Other Extension
11-14-08	634	Cancel Wake Up Call for Other Extension
11-14-09	635	Set Room to Room Call Restriction
11-14-10	636	Cancel Room to Room Call Restriction (Hotel)
11-14-11	637	Change Toll Restriction Class for Other Extension
11-14-12	638	Check In
11-14-13	639	Check Out
11-14-14	640	Room Status Change for Own Extension
11-14-15	641	Room Status Change for Other Extension
11-14-16	642	Room Status Output
11-14-17	675	Hotel Room Monitor

## Default Settings

Disable

## System Availability

### Terminals

All Terminals

### Required Component(s)

DSS Console

License (SL-SYS-HOTEL LIC)

## Related Features

Code Restriction/Toll Restriction

Department Calling

Do Not Disturb (DND)

Flexible System Numbering



## Guide to Feature Programming

Program No.	Program Name / Description	Input Data	Default
10-20-01	<b>LAN Setup for External Equipment - TCP Port</b>	Available values are: 0 ~ 65535	External Device 1 (CTI Server) = 8181 (V3.0 Changed) External Device 4 (Networking System) = 30000 (V1.5 Added) External Device 5 (SMDR Output) = 0 External Device 6 (DIM Output) = 0 External Device 9 (1st Party CTI) = 8282 (V3.0 Changed) External Device 11 (O&M Server) = 8080 External Device 12 (Traffic Report Output) = 0 External Device 13 (Room Data Output for Hotel Service) = 0 External Device 14 (IP-DECT Directory Access) = 0 (V3.0 Added)
11-10-16	<b>Service Code Setup (for System Administrator) - Leaving Message Waiting (Requires CPU to be licensed for Hotel/Motel)</b> Terminal: MLT	0~9, *, # Maximum of 8 digit	626
11-14-01	<b>Service Code Setup (for Hotel) - Set DND for Own Extension</b> Terminal: MLT, SLT Determine what the service code should be for an internal party to set DND for own extension.	0~9, *, # Maximum of 8 digit	627

Program No.	Program Name / Description	Input Data	Default
11-14-02	<b>Service Code Setup (for Hotel) - Cancel DND for Own Extension</b> Terminal: MLT, SLT Determine what the service code should be for an internal party to cancel DND for own extension.	0~9, *, # Maximum of 8 digit	628
11-14-03	<b>Service Code Setup (for Hotel) - Set DND for Other Extension</b> Terminal: MLT, SLT Determine what the service code should be for an internal party to set DND for another extension.	0~9, *, # Maximum of 8 digit	629
11-14-04	<b>Service Code Setup (for Hotel) - Cancel DND for Other Extension</b> Terminal: MLT, SLT Determine what the service code should be for an internal party to cancel DND for another extension.	0~9, *, # Maximum of 8 digit	630
11-14-05	<b>Service Code Setup (for Hotel) - Set Wake Up Call for Own Extension</b> Terminal: MLT, SLT Determine what the service code should be for an internal party to set wake up call for own extension.	0~9, *, # Maximum of 8 digit	631
11-14-06	<b>Service Code Setup (for Hotel) - Cancel Wake Up Call for Own Extension</b> Terminal: MLT, SLT Determine what the service code should be for an internal party to cancel wake up call for own extension.	0~9, *, # Maximum of 8 digit	632
11-14-07	<b>Service Code Setup (for Hotel) - Set Wake Up Call for Other Extension</b> Terminal: MLT, SLT Determine what the service code should be for an internal party to set wake up call for another extension.	0~9, *, # Maximum of 8 digit	633
11-14-08	<b>Service Code Setup (for Hotel) - Cancel Wake Up Call for Other Extension</b> Terminal: MLT, SLT Determine what the service code should be for an internal party to cancel wake up call for another extension.	0~9, *, # Maximum of 8 digit	634
11-14-09	<b>Service Code Setup (for Hotel) - Set Room to Room Call Restriction</b> Terminal: MLT, SLT Determine what the service code should be for an internal party to Set Room to Room Call Restriction.	0~9, *, # Maximum of 8 digit	635
11-14-10	<b>Service Code Setup (for Hotel) - Cancel Room to Room Call Restriction (Hotel)</b> Terminal: MLT, SLT Determine what the service code should be for an internal party to cancel Room to Room Call Restriction.	0~9, *, # Maximum of 8 digit	636
11-14-11	<b>Service Code Setup (for Hotel) - Change Toll Restriction Class for Other Extension</b> Terminal: MLT, SLT Determine what the service code should be for an internal party to change the toll restriction class for another extension.	0~9, *, # Maximum of 8 digit	637
11-14-12	<b>Service Code Setup (for Hotel) - Check-In</b> Terminal: MLT, SLT Determine what the service code should be for an internal party to check-in another extension.	0~9, *, # Maximum of 8 digit	638
11-14-13	<b>Service Code Setup (for Hotel) - Check-Out</b> Terminal: MLT, SLT Determine what the service code should be for an internal party to check-out another extension.	0~9, *, # Maximum of 8 digit	639

Program No.	Program Name / Description	Input Data	Default
11-14-14	<b>Service Code Setup (for Hotel) - Room Status Change for Own Extension</b> Terminal: MLT, SLT Determine what the service code should be for an internal party to change room status on their extension.	0~9, *, # Maximum of 8 digit	640
11-14-15	<b>Service Code Setup (for Hotel) - Room Status Change for Other Extension</b> Terminal: MLT, SLT Determine what the service code should be for an internal party to change room status on another extension.	0~9, *, # Maximum of 8 digit	641
11-14-16	<b>Service Code Setup (for Hotel) - Room Status Output</b> Terminal: MLT Determine what the service code should be for an internal party to output the status of hotel rooms via a printer.	0~9, *, # Maximum of 8 digit	642
11-14-17	<b>Service Code Setup (for Hotel) - Hotel Room Monitor</b> Terminal: MLT, SLT Determine what the service code should be for initiating Hotel Room Monitor.	0~9, *, # Maximum of 8 digit	675
15-03-01	<b>Single Line Telephone Basic Data Setup - SLT Signaling Type</b> Assign all extension numbers to be used for Voice Mail to a signaling type of DP.	0 = DP 1 = DTMF	1
15-03-04	<b>Single Line Telephone Basic Data Setup - Flashing</b> Enables/disables Flash for single line telephones.	0 = No 1 = Yes	1
20-06-01	<b>Class of Service for Extensions - Class of Service for Extensions</b>	1 ~ 15	Extension 101 is Class 15 and other Extension are Class 1
20-13-11	<b>Class of Service Options (Supplementary Service) - Room Monitor, Initiating Extension</b> Turns off or on extension user ability to Room Monitor other extensions.	0 = Off 1 = On	COS 01 ~ 15 = 1
20-13-13	<b>Class of Service Options (Supplementary Service) - Continued Dialing (DTMF) Signal on ICM Call</b> Turn off or on an extension user ability to use Continued Dialing, which allows DTMF signal sending while talking on extension.	0 = Off 1 = On	COS 01 ~ 15 = 1
20-13-16	<b>Class of Service Options (Supplementary Service) - Barge-In, Receive</b> Turns off or on an extension ability to have other extensions barge-in on calls.	0 = Off 1 = On	COS 01 ~ 15 = 0
20-13-17	<b>Class of Service Options (Supplementary Service) - Barge-in Tone/Display (Intrusion Tone)</b> Turns off or on the Barge-In tone. If on, callers hear an alert tone and their display indicates the Barge-In when another extension barges into their conversation. If off, there is no alert tone or display indication.	0 = Off 1 = On	COS 01 ~ 15 = 1
20-13-40	<b>Class of Service Options (Supplementary Service) - Do Not Disturb</b> Turn off or on an extension user ability to set or cancel Do Not Disturb.	0 = Off 1 = On	COS 01 ~ 15 = 1
20-15-10	<b>Ring Cycle Setup - Incoming Signal Type : Alarm for SLT</b>	Ringing Cycle Number : 1 ~ 13	5



Program No.	Program Name / Description	Input Data	Default
20-17-01	<b>Operator Extension - Operator's Extension Number</b> Determines an operator extension number when any extension user dials "0", the assigned operator extensions shall ring.	Up to eight digits	101
20-35-01	<b>Extension's Operator Setting - Extension's Operator Setting</b>	0 ~ 15 (0 = Not Set)	0
30-01-01	<b>DSS Console Operating Mode - DSS Operation Mode</b> Set the DSS system Console mode.	0 = Business Mode 1 = Hotel Mode	0
30-02-01	<b>DSS Console Extension Assignment - Extension Number</b> Set the extension number for the multiline terminal connected with the DSS console.	Up to eight digits	No Setting
30-03-01	<b>DSS Console Key Assignment</b>		The DSS keys 001~060 of all DSS consoles = DSS/One-Touch key 101~160 The DSS keys 061~114 of all DSS consoles = No Setting
40-07-01	<b>Voice Prompt Language Assignment for VRS - Voice Prompt Language Assignment for VRS</b>	01 = US English 02 = UK English 03 = Australian English 04 = French Canadian 05 = Dutch 06 = Mexican Spanish 07 = Latin America Spanish 08 = Italian 09 = German 10 = Madrid Spanish 11 = Norwegian 12 = Parisian French 13 = Brazilian Portuguese 14 = Japanese 15 = Mandarin Chinese 16 = Korean 17 = Iberian Portuguese 18 = Greek 19 = Danish 20 = Swedish 21 = Thai 22 = Mandarin Chinese (Taiwan) 23 = Flemish 24 = Turkish 25 = Arabic 26 = Russian (V3.0 Added)	1
42-01-01	<b>System Options for Hotel/Motel - Answering Message Mode for Wake Up Call (Hotel Mode)</b>	0 = MOH (Hold Time) 1 = VAU Message 2 = VAU Message + Time	0
42-01-02	<b>System Options for Hotel/Motel - Wake Up Call Message Assignment</b> VAU Message for Wake Up Calls. You must make an entry for this program if you have selected 1 or 2 in Item 01 above.	0 ~ 100 (0 = No setting)	0
42-01-03	<b>System Options for Hotel/Motel - Wake Up Call No Answer</b>	0 = No Transfer 1 = Transfer to the Operator	0
42-01-04	<b>System Options for Hotel/Motel - Setup Message Mode for Wake Up Call (Hotel Mode)</b>	0 = Confirmation Tone 1 = VAU Message 2 = Time Stamp + VAU Message	0
42-01-05	<b>System Options for Hotel/Motel - Wake Up Call Message Assignment</b>	0 ~ 100 (0 = No setting)	0

Program No.	Program Name / Description	Input Data	Default
42-02-01	<b>Hotel/Motel Telephone Setup - Hotel Mode</b> If you want an extension to operate in the Hotel/Motel mode, enter 1. If you want the telephone to operate in the business mode, enter 0.	0 = Normal 1 = Hotel	0
42-02-02	<b>Hotel/Motel Telephone Setup - Toll Restriction Class When Check In</b> Assign an extension Toll Restriction Class when it is checked in. The system has 15 Toll Restriction Classes (1 ~ 15). The entry you make in this option affects the telephone in all Night Service modes. (Refer to Programs 21-05 and 21-06 to set up the Toll Restriction dialing options.) When the extension is checked out, it uses the Toll Restriction Class set in Program 21-04.	1 ~ 15	1
42-03-01	<b>Class of Service Options (Hotel/Motel) - Check-In Operation</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-02	<b>Class of Service Options (Hotel/Motel) - Check-Out Operation</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-03	<b>Class of Service Options (Hotel/Motel) - Room Status Output</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-04	<b>Class of Service Options (Hotel/Motel) - DND Setting for Other Extension</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-05	<b>Class of Service Options (Hotel/Motel) - Wake up Call Setting for Other Extension</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-06	<b>Class of Service Options (Hotel/Motel) - Room Status Change for Other Extension</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-07	<b>Class of Service Options (Hotel/Motel) - Restriction Class Changing for Other Extension</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-08	<b>Class of Service Options (Hotel/Motel) - Room to Room Call Restriction</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-09	<b>Class of Service Options (Hotel/Motel) - DND Setting for Own Extension</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-10	<b>Class of Service Options (Hotel/Motel) - Wake Up Call Setting for Own Extension</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-11	<b>Class of Service Options (Hotel/Motel) - Change Room Status for Own Extension</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-12	<b>Class of Service Options (Hotel/Motel) - SLT Room Monitor</b> Enable (1) or disable (0) a single line telephone ability to use Room Monitor.	0 = Off 1 = On	Class 01 ~ 15 = 1
42-04-01	<b>Hotel Mode One-Digit Service Codes - Hotel Mode One-Digit Service Codes</b>	Destination Number Up to eight digits	No Setting
42-05-01	<b>Hotel Room Status Printer - Output Port Type</b>	0 = No Setting 3 = LAN	0
42-05-03	<b>Hotel Room Status Printer - Wake Up Call No Answer Data</b>	0 = Not Output 1 = Output	0
42-05-04	<b>Hotel Room Status Printer - Check-Out Sheet</b>	0 = Not Output 1 = Output	0
45-02-05	<b>NSL Option Setup - Send 4PM message</b>	0 = Off 1 = On	0



## Operation

None

# *Hotel/Motel - Do Not Disturb*

## Description

Use **Do Not Disturb** to block your incoming calls so that you can have privacy.

Do Not Disturb (DND) blocks incoming telephone calls and Paging announcements. A guest can activate DND anytime they need privacy (for example, if they need to work uninterrupted). Once a guest activates Do Not Disturb, they can still place calls and dial other hotel/motel services from their room telephone. Callers to the DND extension hear error tone or the voice prompt, *“Please do not disturb”* (if installed).

Supervisor's stations can remotely activate and cancel Do Not Disturb for room telephones. If you allow room telephones to activate DND, you should also allow supervisor stations to remotely activate and cancel. Checking out a guest also deactivates their phone Do Not Disturb.

## Conditions

None

## Default Settings

Disabled

## System Availability

### Terminals

Refer to Hotel/Motel.

### Required Component(s)

Refer to Hotel/Motel.

## Related Features

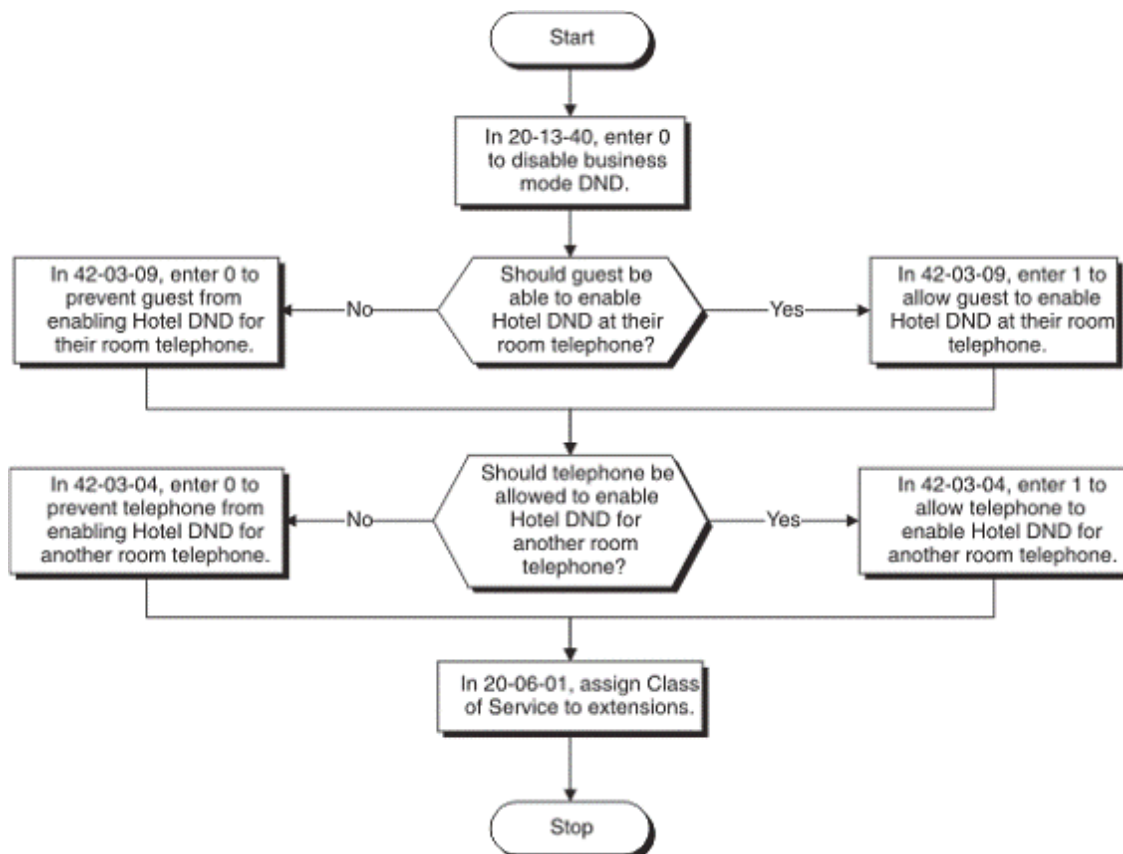
Hotel/Motel

## Guide to Feature Programming

Program No.	Program Name / Description	Input Data	Default
20-06-01	<b>Class of Service for Extensions - Class of Service for Extensions</b>	1 ~ 15	Extension 101 is Class 15 and other Extension are Class 1

Program No.	Program Name / Description	Input Data	Default
20-13-40	<b>Class of Service Options (Supplementary Service) - Do Not Disturb</b> Turn off or on an extension user ability to set or cancel Do Not Disturb.	0 = Off 1 = On	COS 01 ~ 15 = 1
42-03-04	<b>Class of Service Options (Hotel/Motel) - DND Setting for Other Extension</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-09	<b>Class of Service Options (Hotel/Motel) - DND Setting for Own Extension</b>	0 = Off 1 = On	Class 01 ~ 15 = 1


## Setting Up




## Operation

### To Enable DND at a room telephone:



1. Lift the handset.
2. Dial **627**.

 *You hear confirmation tone after you dial the code.*

3. Hang up.


 *The supervisor's station user can still call the extension by using the business mode feature Do Not Disturb Override.*

**To Cancel DND at a room telephone:**

1. Lift the handset.  
 *You hear stutter dial tone when you lift the handset.*
2. Dial **628**.  
 *You hear confirmation tone.*
3. Hang up.


**To Enable DND at a room telephone:**

Normally, only the supervisor's station has this ability.

1. Lift the handset.
2. Dial **629**.
3. Dial the number of the extension for which you want to enable DND.  
 *You hear confirmation tone.*
4. Hang up.

**To Cancel DND enabled at another room telephone:**

Normally, only the supervisor's station has this ability.

1. Lift the handset.
2. Dial **630**.
3. Dial the number of the extension for which you want to disable DND.  
 *You hear confirmation tone.*
4. Hang up.

# Hotel/Motel - DSS Console Monitoring

## Description

Use **DSS Console Monitoring** to see who has messages and Wake-Up Calls and even their room's status. 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

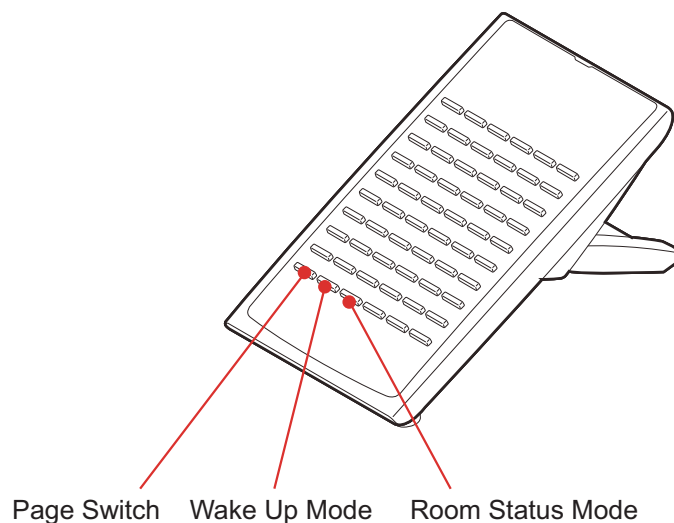



## Conditions

None

## Default Settings

DSS Consoles are not assigned. Refer to [Setting Up DSS Console Monitoring on page 1-389](#) after plugging in the console. The console example shown next illustrates some common button assignments.



 *These buttons are not programmed at default and must be set in PRG 30-03-01.*

<b>Page Switch</b>	ON = Buttons 1 ~ 54 are Rooms 1 ~ 54 SLOW FLASH = Buttons 61 ~ 114 are Rooms 61 ~ 114	
<b>Wake Up Mode</b>	ON = Wake Up Mode Set OFF = Wake Up Mode Not Set FAST FLASH = Wake Up Call Missed	

<b>Room Status Mode</b>	ON = Checked In and Clean OFF = Checked Out (clean and available) SLOW FLASH = Maid Required MEDIUM FLASH = Maid in Room FAST FLASH = Inspect Room	
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## System Availability

### Terminals

Refer to Hotel/Motel.

### Required Component(s)

Refer to Hotel/Motel.

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## Related Features

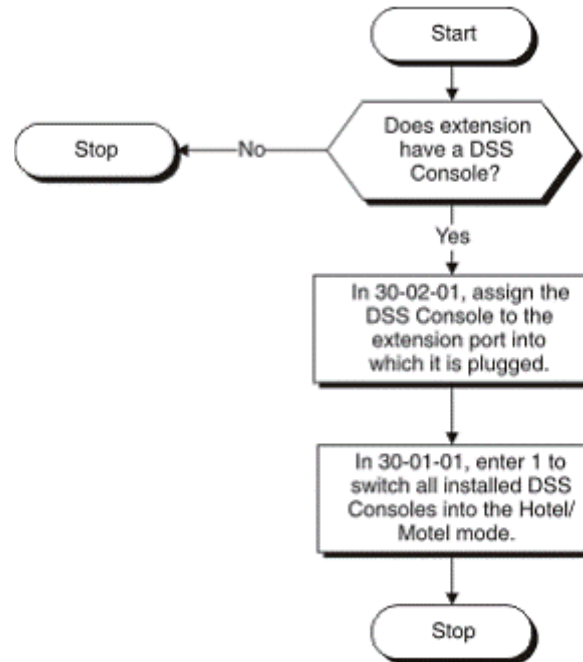
Hotel/Motel

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## Guide to Feature Programming

Program No.	Program Name / Description	Input Data	Default
30-01-01	<b>DSS Console Operating Mode - DSS Operation Mode</b> Set the DSS system Console mode.	0 = Business Mode 1 = Hotel Mode	0
30-02-01	<b>DSS Console Extension Assignment - Extension Number</b> Set the extension number for the multiline terminal connected with the DSS console.	Up to eight digits	No Setting
30-03-01	<b>DSS Console Key Assignment</b> <b>This key in Hotel/Motel Mode: Has this Function:</b> Function Code 92 Wake Up Call Indication Function Code 93 Room Status Indication Function Code 95 Page Switching		The DSS keys 001~060 of all DSS consoles = DSS/One- Touch key 101~160 The DSS keys 061~114 of all DSS consoles = No Setting

## Setting Up



## Operation

### To check which room telephones have Messages Waiting:

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

If the DSS key is:	The guest has:
ON (Red)	A Message Waiting
OFF	No messages

### To check which room telephones have Wake Up Calls set:

- Without lifting the handset, press the **WAKE UP** key (Function Code 92).

If the DSS key is:	The guest has:
ON (Red)	Wake Up Call set
OFF	No Wake Up Call set
FAST FLASH (Red)	Wake Up Call missed

**To view the Status of a room:**

- Without lifting the handset, press the **STATUS** key (Function Code 93).

If the DSS key is:	The guest has:
ON (Red)	Checked In and Clean
OFF	Checked Out (Clean and Available)
SLOW FLASH (Red)	Maid Required
MEDIUM FLASH (Red)	Maid in Room
FAST FLASH (Red)	Inspect

**To view the Status of rooms 1~54 or 61~114:**

- Without lifting the handset, press the **PAGE SWITCHING** key (Function Code 95).

If the DSS key is:	The DSS Console Indicates:
ON (Red)	Buttons 1~54 are Rooms 1~54
SLOW FLASH (Red)	Buttons 61~114 are Rooms 61~114



# Hotel/Motel - Message Waiting


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## Description

Use **Message Waiting** so that while a guest is out they can leave a message waiting so they can automatically call you when they return.

If you call a guest and they are away from their room, leave them a Message Waiting for a return call. When the guest returns, they see the lamp on their phone flashing. To return the message, the guest goes to the phone and dials the Message Waiting code. The system then automatically places a call to the extension that initially left the message.

Use Message Waiting when you have mail, parcels or other packages for a guest dropped off at your front desk. Instead of constantly redialing the room hoping to find the guest in, just send them a Message Waiting. In that way, you'll be sure to get a return call as soon as the guest arrives.

 *An option is available for analog Single Line Terminals with MW Lamp to allow for a Message Waiting indications.*

## Conditions

None

## Default Settings

Enabled

---

## System Availability

### Terminals

Refer to Hotel/Motel.

### Required Component(s)

Refer to Hotel/Motel.

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## Related Features

Hotel/Motel

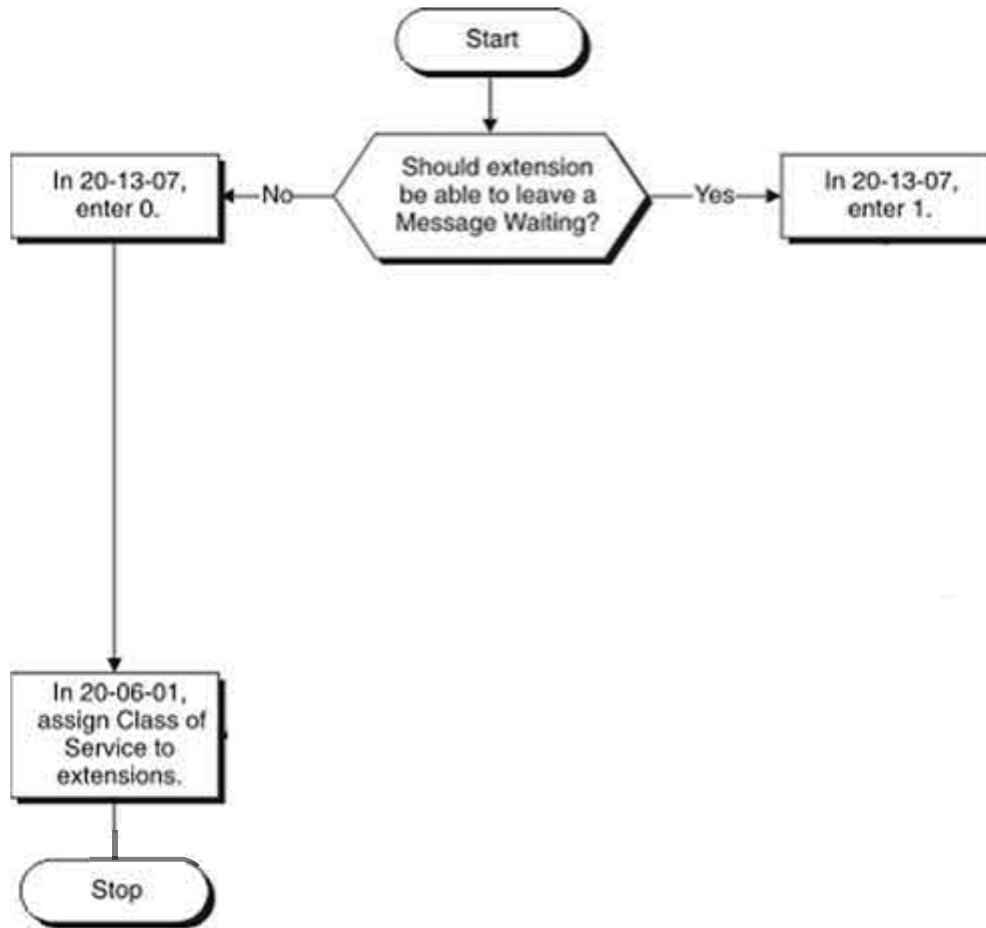


## Guide to Feature Programming

Program No.	Program Name / Description	Input Data	Default
15-03-09	<p><b>Single Line Telephone Basic Data Setup - Caller ID Function - For External Module</b></p> <p>This command enables or disables a Single Line Terminal with a display to show the caller ID received from the Telco.</p> <p>This program is only for Single Line Terminals (not digital or IP) that have caller ID displays. If the phone does not have a caller ID display, do not enable this.</p>	<p>0 = Disable (Caller ID not displayed.)</p> <p>1 = Enable (Caller ID is displayed.)</p>	0
15-03-10	<p><b>Single Line Telephone Basic Data Setup - Caller ID Name</b></p> <p>Determine if an extension user telephone should display the Caller ID name.</p>	<p>0 = Disable</p> <p>1 = Enable</p>	1
20-06-01	<p><b>Class of Service for Extensions - Class of Service for Extensions</b></p>	1 ~ 15	Extension 101 is Class 15 and other Extension are Class 1
20-13-07	<p><b>Class of Service Options (Supplementary Service) - Message Waiting</b></p> <p>Turns off or on an extension ability to leave Message Waiting.</p>	<p>0 = Off</p> <p>1 = On</p>	COS 01 ~ 15 = 1



## Setting Up




## Operation


### To leave a Message Waiting:

*Normally, only the supervisor's station has this ability.*

1. Call the room telephone.
2. Dial **0**.

 *You hear confirmation tones. The Message Waiting lamp on the telephone you called flashes.*

3. Hang up.

 *If you want to cancel the message you just left, lift the handset and dial 773. If you know the number of the extension at which you left the message, dial 771 and that extension number instead.*

### To leave a Message Waiting without first calling the extension:

*The supervisor's station is typically the only phone with this ability.*

1. Lift the handset.

2. Dial **626**.
3. Dial the number of the room telephone where you want to leave the message waiting.



*You hear confirmation tones.*

### **To answer a Message Waiting left at your telephone:**

*Your Message Waiting lamp flashes when you have a message.*

1. Lift the handset and listen for dial tone.
2. Dial **\*0**.



*You automatically call the extension that left you a message.*

A blue square containing a white letter 'H', likely a logo or brand mark.

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# Hotel/Motel - Room Status

---

## Description

Use **Room Status** to set and monitor the status of your guest. Use your phone and DSS Console to set and monitor the status of guest rooms. Room Status helps you maximize room usage by coordinating the cleaning staff and reservation desk. Use simple codes to set room status. And, press the key programmed for Room Status Mode (Function 93) on your console to see the status of all guest rooms at a single glance.

Four Room Status options are available:

- **Check-in Options**

Check-in options override house cleaning options. Also, changing a room check-in status affects Toll Restriction (When Checked In).

- **Checked In**

The guest has checked into the room. This option is Room Clean on the Room Status Printout. Normally, only the front desk can use this option.

- **Checked Out**

The room is clean, checked out and available for a new guest. All house cleaning is complete. This option is Inspection Required on the Room Status Printout. Normally, only the front desk can use this option.

- **House Cleaning Options**

- **Maid Required**

The room is vacant, was inspected and needs to be cleaned. The room is not checked out and available for a new guest. This option is Maid Required on the Room Status Printout.

- **Maid in Room**

House cleaning is currently working in the room. The room is not checked out and is not available for a new guest. This option is Maid in Room on the Room Status Printout.

## Conditions

The follow features were added in version 2.00 or higher SL1100 software:

- View current room status in PRG 42-02-03 via WebPro and PhonePro.
- Use PRG 42-01-06 to enable (1) or disable (0) the ability to change from any room status code to any other room status code.

When PRG 42-01-06 is disabled valid room status changes are limited.

The current room status in PRG 42-02-03 cannot be checked via PCPro.

## Default Settings

Disabled

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## System Availability

### Terminals

Refer to Hotel/Motel.



## Required Component(s)

Refer to Hotel/Motel.

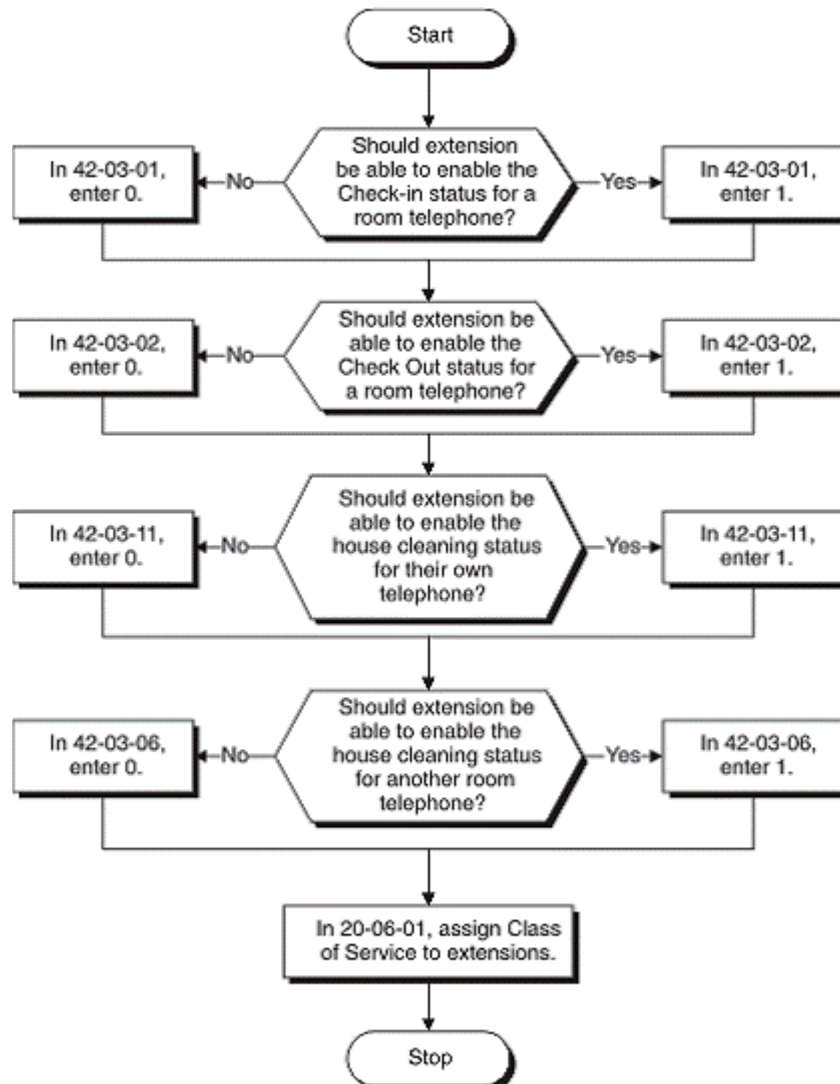
## Related Features

Hotel/Motel

## Guide to Feature Programming

Program No.	Program Name / Description	Input Data	Default
20-06-01	<b>Class of Service for Extensions - Class of Service for Extensions</b>	1 ~ 15	Extension 101 is Class 15 and other Extension are Class 1
42-01-06	<b>System Options for Hotel/Motel - Flexible Room Status</b> (V2.0 Added) When PRG42-01-06 is set to on, any room status change from any status can be made. Ex) Hotel Status Code 4 -> 3 Hotel Status Code 4 -> 4	0 = Off 1 = On	0
42-02-03	<b>Hotel/Motel Telephone Setup - Room Status (Reference Only)</b> (V2.0 Added) This Program shows the hotel room status of each Hotel extension.	Read Only: 1 = Room Clean (Occupied) 2 = Maid Required 3 = Maid in Room 4 = Inspection Required 5 = Maintenance Request 6 = Out of Order 7 = Reserve 1 8 = Reserve 2 9 = Reserve 3 0 = Room Clean (Vacant) * = Reserve 5 # = Reserve 6	-
42-03-01	<b>Class of Service Options (Hotel/Motel) - Check-In Operation</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-02	<b>Class of Service Options (Hotel/Motel) - Check-Out Operation</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-06	<b>Class of Service Options (Hotel/Motel) - Room Status Change for Other Extension</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-11	<b>Class of Service Options (Hotel/Motel) - Change Room Status for Own Extension</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-09-01	<b>Flexible Setup for Room Status - Flexible Setup for Room Status</b> (V2.0 Added)	1 = Room Clean (Occupied) 2 = Maid Required 3 = Maid in Room 4 = Inspection Required 5 = Maintenance Request 6 = Out of order 7 = Reserve 1 8 = Reserve 2 9 = Reserve 3 0 = Room Clean (Vacant) * = Reserve 5 # = Reserve 6	1 - # = None

## Setting Up




## Operation

### Check-in Options

#### To set a room as checked in:

Set a room as checked in as the guest registers at the front desk.

1. Lift the handset.
2. Dial **638**.
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.

### To set a room as checked out:

Set a room as checked out after your guest checks out and the room is clean. You can set a room as checked out only if you have previously dialed **638** to check it in.

1. Lift the handset.
2. Dial **639**.
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.*

### House Cleaning Options


#### To set a room house cleaning status from the room telephone:

Your cleaning staff can set the room status.

1. Lift the handset.
2. Dial **640**.
3. Dial the room status code:
  - 1 = Room Clean (Occupied)
  - 2 = Maid Required
  - 3 = Maid in Room
  - 4 = Inspection Required
  - 5 = Maintenance Request
  - 6 = Out of Order
  - 7 = Reserve 1
  - 8 = Reserve 2
  - 9 = Reserve 3
  - 0 = Room Clean (Vacant)
  - \* = Reserve 5
  - # = Reserve 6

 *You hear confirmation tone.*

4. Hang up.

 *In the STATUS mode, the DSS Console shows the room status: Slow Flash for Maid Required; Fast Flash for Inspect Room.*

#### To set room status from another telephone:

The supervisor's station should be the only telephone with this ability.

1. Lift the handset.
2. Dial **641**.
3. Dial the extension number of the room you want to set.

4. Dial the room status code:
  - 1 = Room Clean (Occupied)
  - 2 = Maid Required
  - 3 = Maid in Room
  - 4 = Inspection Required
  - 5 = Maintenance Request
  - 6 = Out of Order
  - 7 = Reserve 1
  - 8 = Reserve 2
  - 9 = Reserve 3
  - 0 = Room Clean (Vacant)
  - \* = Reserve 5
  - # = Reserve 6

5. You hear confirmation tone.

6. Hang up.



*In the STATUS mode, the DSS Console shows the room status: Slow Flash for Maid Required; Fast Flash for Inspect Room.*



# Hotel/Motel - Room Status Printout

## Description

Use the **Room Status Printout** to get detailed, up-to-the-minute printouts that show the status of all your rooms. Use the Room Status Printout to get a concise overview of the status of guest rooms at a glance. The printout gives you up to the minute reports showing Check In Status, Room Call Restriction, Do Not Disturb, Message Waiting and Wake Up Calls. This feature requires a connection to the system using an IP port on the CPU. Five separate reports are available

### Room Status List (Option 1)

The Room Status List shows the status of each room. This gives you an overview of all rooms in a single report. In the report below:

- *Room Clean*  
Lists all the Checked In rooms (305, 311 and 315).
- *Maid Required*  
Lists all the vacant rooms that need cleaning (309).
- *Maid in Room*  
Lists the rooms in which house cleaning is currently working (317).
- *Inspection Required*  
Lists the rooms that are Checked Out waiting to be cleaned up (313).

```
Room Status List ----- 03/03/06 12:15
Room Clean (Occupied) --- Check In
305 311 315
Maid Required
309
Maid in Room
317
Inspection Required
313
```

### Call Restriction List (Option 2)

The Call Restriction List shows the status of Room-to-Room Call Restriction and Toll Restriction at each phone. In the following report:

- *Room-to-Room Barring*  
Shows which extensions have Room-to-Room Call Restriction enabled (311).
- *Outside Call Class*  
Lists the Toll Restriction Level for each extension. If an extension is checked in, this report shows the Toll Restriction When Checked In level. If the extension is checked out, this report shows the business mode Toll Restriction level.

```
Calling Class List ----- 03/03/06
12:15
Room to Room Barring
311
Outside Call Class
305 -05 309 -01 311 -03
```

### Do Not Disturb and Room Clean List (Option 3)

This report shows two things: Rooms in Do Not Disturb and rooms with a house cleaning option enabled. This is an important report for the cleaning staff. The first section of the report shows the rooms that should not be disturbed for any reason. The second section of the report shows rooms that need to be cleaned or that housecleaning is currently cleaning.

- *Do-Not Disturb*  
Lists all rooms that have enabled Do Not Disturb (309).

- **Clean Up Check**

Provides a summary report of rooms that are unavailable because they are either checked in or checked out (313). You may want to check these rooms to see if they need cleaning. Rooms not in this report are unoccupied and available.

DND and Clean Up Check	-----	03/03/06
12:15		
DO-NOT-DISTURB		
309		
CLEAN UP CHECK		
313		

#### Message Waiting List (Option 4)


This report lists all the rooms that have Messages Waiting (307 and 311). Be sure to clear the Messages Waiting for all rooms that are checked out or available (clean).

Message Service List	-----	03/03/06
12:15		
307	311	

#### Wake Up Call List (Option 5)

This report lists all the rooms that have Wake Up calls (307, 311 and 339) and shows the time set for each call. An asterisk (\*) in front of the extension number indicates that the Wake Up Call was unanswered. Consider checking on the guests that have unanswered Wake Up Calls.

Wake Up Call List	-----	03/03/06
07:15		
307	-07:55	*311 -6:55 339 -
07:15		

 *Room Status Reports require a LAN connection*

#### Conditions

None

#### Default Settings

Disabled

---

## System Availability

#### Terminals

Refer to Hotel/Motel.

#### Required Component(s)

Refer to Hotel/Motel.

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## Related Features

Hotel/Motel

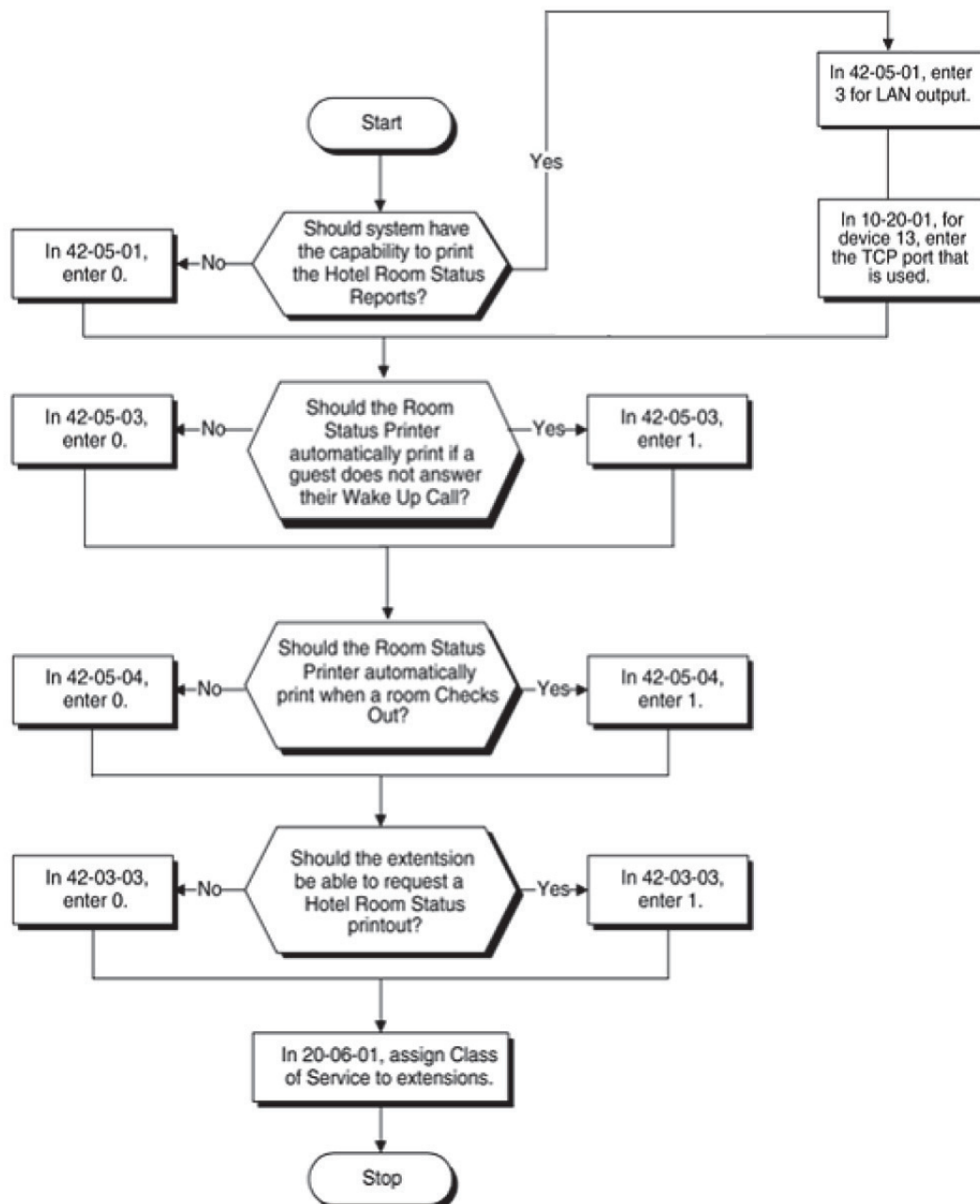
## Guide to Feature Programming

Program No.	Program Name / Description	Input Data	Default
10-20-01	<b>LAN Setup for External Equipment - TCP Port</b>	Available values are: 0 ~ 65535	External Device 1 (CTI Server) = 8181 (V3.0 Changed) External Device 4 (Networking System) = 30000 (V1.5 Added) External Device 5 (SMDR Output) = 0 External Device 6 (DIM Output) = 0 External Device 9 (1st Party CTI) = 8282 (V3.0 Changed) External Device 11 (O&M Server) = 8080 External Device 12 (Traffic Report Output) = 0 External Device 13 (Room Data Output for Hotel Service) = 0 External Device 14 (IP-DECT Directory Access) = 0 (V3.0 Added)
20-06-01	<b>Class of Service for Extensions - Class of Service for Extensions</b>	1 ~ 15	Extension 101 is Class 15 and other Extension are Class 1
42-05-01	<b>Hotel Room Status Printer - Output Port Type</b>	0 = No Setting 3 = LAN	0
42-05-03	<b>Hotel Room Status Printer - Wake Up Call No Answer Data</b>	0 = Not Output 1 = Output	0
42-05-04	<b>Hotel Room Status Printer - Check-Out Sheet</b>	0 = Not Output 1 = Output	0


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## Setting Up

### Setting Up Room Status Printouts



## Operation

### To have your printer output the Room Status Printout:

*Your printer should be located conveniently next your telephone.*

1. Lift the handset.
2. Dial **642**.

3. Dial the Room Status Printout option:
  - 0 = All Printouts
  - 1 = Room Status List (Check-in and House Cleaning Status)
  - 2 = Call Restriction List
  - 3 = Do Not Disturb and Room Clean List
  - 4 = Message Waiting List
  - 5 = Wake Up Call List
4. Hang up.

A blue square containing a white capital letter 'H'.

# Hotel/Motel - Room-to-Room Call Restriction

## Description

Use **Room-to-Room Call Restriction** to help your guests keep their privacy by avoiding nuisance callers. Room-to-Room Call Restriction prevents guests in one room from calling guests in another. You'll find this restriction handy for guests that want to maintain their privacy. On the other hand, you may want to allow inter-room calling for families or groups that have separate rooms.

## Conditions

An extension cannot enable Room-to-Room Call Restriction for a room telephone.



***WARNING: If you enable Room-to-Room Call Restriction for a guest's phone, neither you nor any other Hotel Mode extension can call them while they are checked in. To call the guest's phone, first dial 639 to cancel the restriction. This may have implications in emergency situations.***



*Checking out a room (by dialing Service Code 639 automatically cancels Room-to-Room Call Restriction.*

## Default Settings

Disabled

## System Availability

### Terminals

Refer to Hotel/Motel.

### Required Component(s)

Refer to Hotel/Motel.

## Related Features

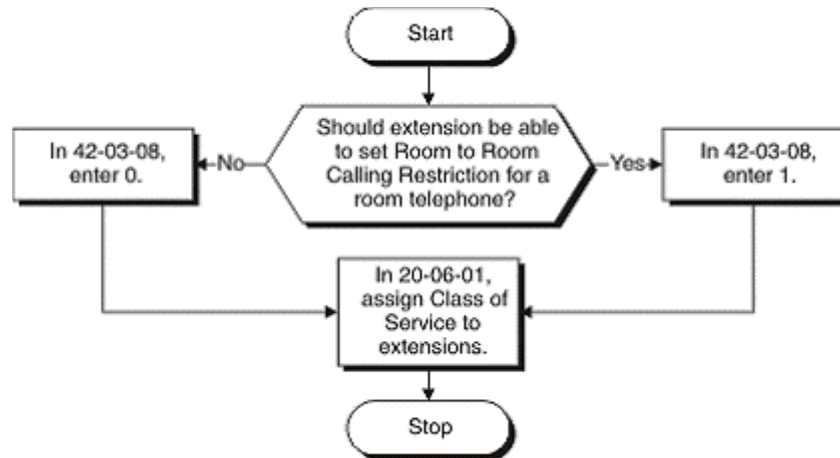
Hotel/Motel

## Guide to Feature Programming

Program No.	Program Name / Description	Input Data	Default
20-06-01	<b>Class of Service for Extensions - Class of Service for Extensions</b>	1 ~ 15	Extension 101 is Class 15 and other Extension are Class 1

Program No.	Program Name / Description	Input Data	Default
42-03-08	Class of Service Options (Hotel/Motel) - Room to Room Call Restriction	0 = Off 1 = On	Class 01 ~ 15 = 1


## Setting Up



## Operation

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

1. Lift the handset.
2. Dial **635**.
3. Dial the guest's telephone number.  
*You hear confirmation tone.*

 *The guest cannot dial any other Hotel Mode extension. Consider having a single emergency phone that is not set for Hotel Mode (e.g., the operator). The guest can always call that phone, even with restriction enabled.*

### To disable Room-to-Room Call Restriction for a guest's telephone:

1. Lift the handset.
2. Dial **636**.
3. Dial the guest's telephone number.  
*You hear confirmation tone.*

# *Hotel/Motel - Single Digit Dialing*

---

## Description

Use **Single Digit Dialing** to provide guests with one-touch access to services and departments. Single Digit Dialing gives guests one-touch access to important Hotel/Motel services. Rather than having your guests dial longer codes for services and departments, they can lift the handset and press a single key. The Single Digit Dialing codes can be:

- **Extension Numbers**

You can give guests one-touch access to the front desk, reservation services, housekeeping or the maitre d' of your restaurant. There is no need to publish an in-room directory of extension numbers for these services. The press of a single key automatically dials the assigned extension number.

- **Feature Access Codes**

Storing feature access codes gives you great flexibility in how you want guest phones to work. For example, you could have your guests dial 6 for local calls. The digit 6 could output 631, which is the access code for setting a wake-up call. Or, you could program the code 5 to automatically leave a Message Waiting at the maintenance office. In this example, dialing 5 could output 1050 which would leave a Message Waiting at extension 105 .

- **Voice Mail**

If you have mailboxes for your services (such as housekeeping), your guests can leave requests even when the service providers are unavailable. You cannot miss the requests and your guests can appreciate the convenience.

- **A Department Calling Group**

If you have several agents with extensions at your reservation desk, you could program them into a unique Department Calling Group. Then, assign a single digit to access the pilot number of the group. When a guest dials the digit, they go through to the first available agent. Refer to Department Calling in your Software Manual for additional details on Department Calling Groups.

## Conditions

- When programming Single Digit Dialing, PRG 11-01-01 has priority over PRG 42-04-01.
- For options other than 9, PRG 11-01-01 must be set to two digits or more for Single Digit Dialing to work.
- Setting Single Digit Dialing value 9 equal to a destination starting with 11 is not recommended. Doing so dials emergency 911 every time it is dialed by a user.

## Default Settings

Disabled

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## System Availability

### Terminals

Refer to Hotel/Motel.

### Required Component(s)

Refer to Hotel/Motel.



## Related Features

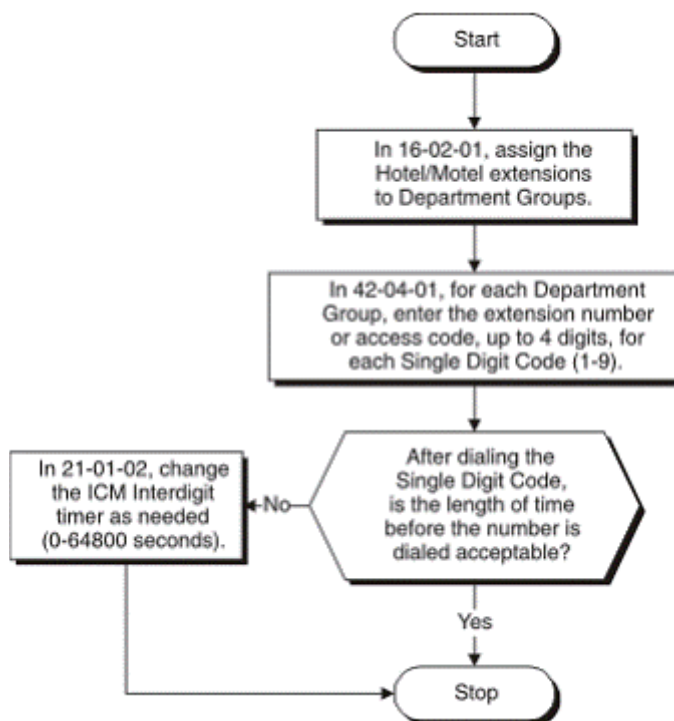
Hotel/Motel

## Guide to Feature Programming

Program No.	Program Name / Description	Input Data	Default
16-02-01	<b>Department Group Assignment for Extensions</b>	-	Refer to Programming Manual.
21-01-02	<b>System Options for Outgoing Calls - Intercom Interdigit Time</b> When placing Intercom calls, extension users must dial each digit in this time.	0 ~ 64800 seconds	10
42-04-01	<b>Hotel Mode One-Digit Service Codes - Hotel Mode One-Digit Service Codes</b>	Destination Number Up to eight digits	No Setting

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## Setting Up



## Operation

### When a guest wants to use Single Digit Dialing:

They lift the handset and press a single dial pad key (1~9).

# *Hotel/Motel - Toll Restriction (When Checked In)*

---


## Description

With Toll Restriction (When Checked In), you can control guest's long distance dialing automatically when they check in. This option allows you to set up two completely different Toll Restriction modes. The first mode determines the type of call your staff can place from a room telephone when the room is checked out (Service Code **639**). This is the business mode Toll Restriction. The second mode sets the Toll Restriction limits for your guests as soon as you check them in (Service Code **638**). This is the hotel mode Toll Restriction.

In the checked out mode, for example, you may want to allow your staff to call locally and within your area code. This would allow them to contact suppliers and other service providers without going to the front desk each time. In the checked in mode, however, you may want to completely restrict outgoing calls and force your guests to use your metered services. (This can also tie into [Single Digit Dialing on page 1-407.](#))

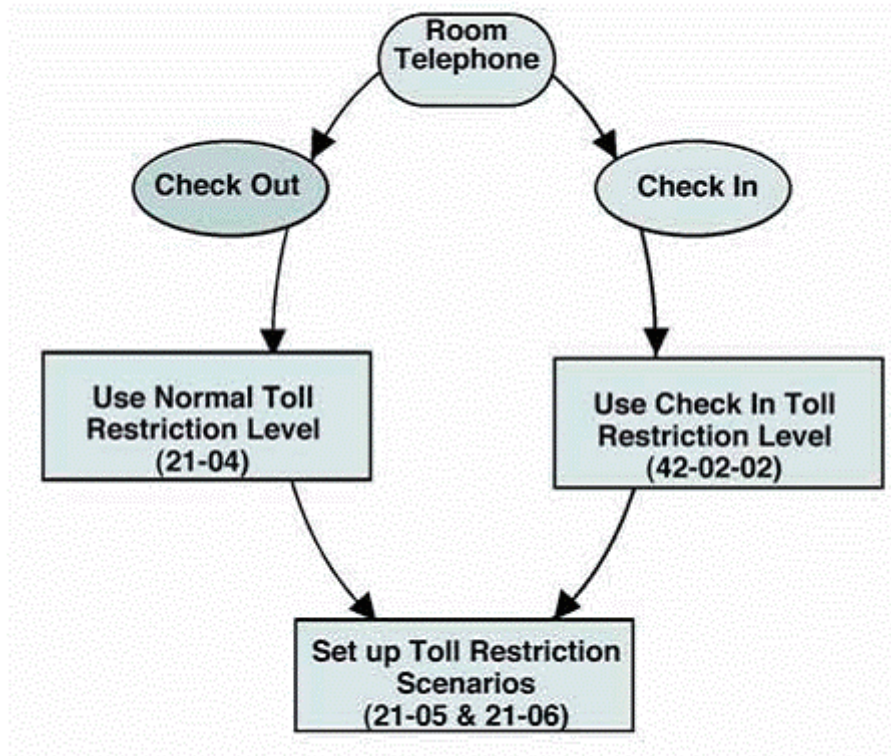
In many cases, such simplified Toll Restriction scenarios may be adequate. However, since each mode uses the full abilities of the system Toll Restriction programming, you can make the calling restriction as elaborate as it needs to be.

Toll Restriction (When Checked In) also allows you to change the Toll Restriction of a room telephone while the room is checked in. This allows you to provide more permissive Toll Restriction to high priority guests. It also allows you to enforce less permissive dialing privileges to guests if you suspect the potential for abuse.

 *If a room Toll Restriction is changed using access code **637**, that room keeps the new setting until it is either changed using access code **637** or in system programming.*

The following diagram shows the basic operation of Toll Restriction (When Checked In). When checked in, the room telephone follows the Check In Toll Restriction Level (set in PRG 42-02-02). When checked out, the room telephone follows the normal Toll Restriction Level (set in PRG 21-04-01). Both levels interact with the dialing restrictions set up in PRG 21-05 and 21-06. For more details, refer to [Setting Up on page 1-413](#).





### Conditions

None

### Default Settings

Disabled

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## System Availability

### Terminals

Refer to Hotel/Motel.

### Required Component(s)

Refer to Hotel/Motel.

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## Related Features

Hotel/Motel

## Guide to Feature Programming

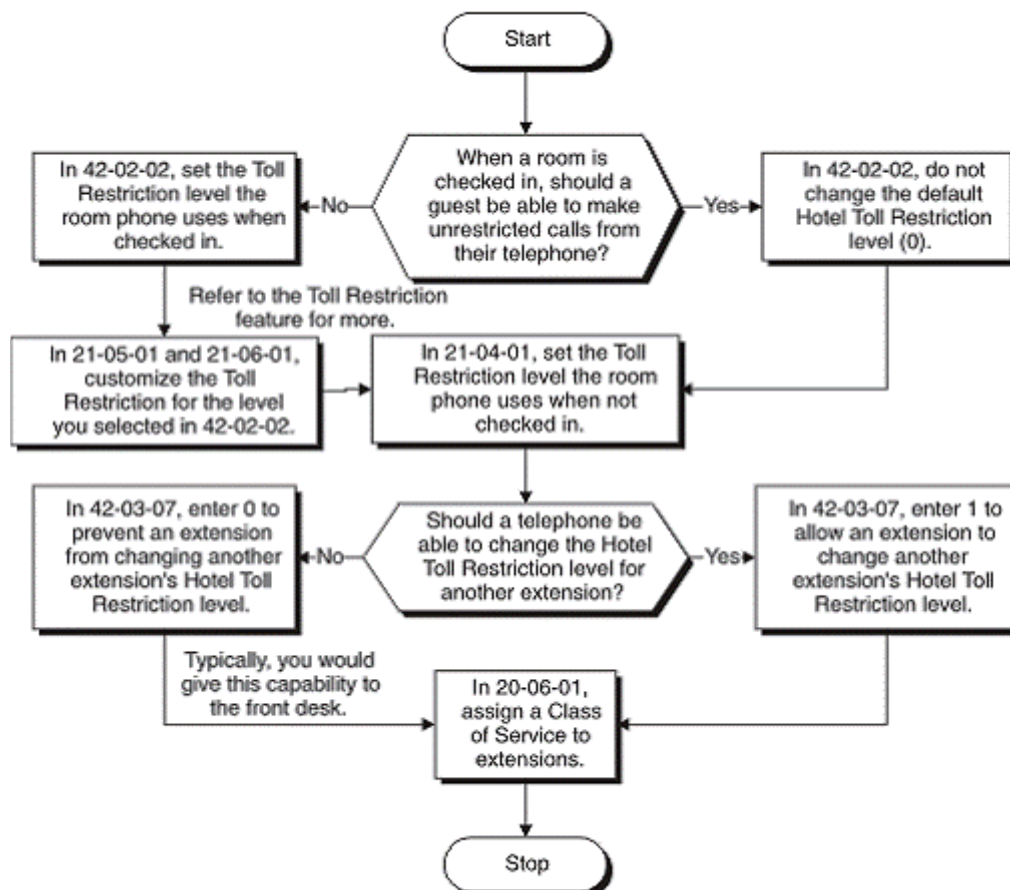
Program No.	Program Name / Description	Input Data	Default
20-06-01	<b>Class of Service for Extensions - Class of Service for Extensions</b>	1 ~ 15	Extension 101 is Class 15 and other Extension are Class 1
21-04-01	<b>Toll Restriction Class for Extensions - Restriction Class</b> Per Day/Night Mode assign a toll restriction class to each extension. It is recommended to not use class 1, because by default all trunks are assigned in class 1.	1 ~ 15 = Toll Class 1 ~ 15	2
21-05-01	<b>Toll Restriction Class - International Call Restriction Table</b> Assign or Unassign the International Call restrict table for the toll restriction class you are programming.	0 = Unassign (No international restrict table applied.) 1 = Assign (Table in PRG 21-06-01 is applied.)	Class No1, 6 ~ 15 : 0 Class No2 ~ 5 : 1
21-05-02	<b>Toll Restriction Class - International Call Permit Code Table</b> Assign or unassign the International Call permit table for the toll restriction class you are programming.	0 = Unassign (No international permit table applied.) 1 = Assign (Table in PRG 21-06-02 is applied.)	Class No1, 3 ~ 15 : 0 Class No2 : 1
21-05-04	<b>Toll Restriction Class - Maximum Number of Digits Table Assignment</b> Select the table (defined in PRG 21-06-03) to be used to determine the maximum number of digits to be dialed in this toll restriction class. If a user dials the amount of digits specified in PRG 21-06-03 the call will be restricted.	0 = No Table Applied 1 ~ 4 = Tables 1 ~ 4 ( Defined in PRG 21-06-03)	Class No1 ~ 2, 6 ~ 15 : 0 Class No3 : 1 Class No4 : 2 Class No5 : 3
21-05-05	<b>Toll Restriction Class - Common Permit Code Table</b> Assign or unassign the common permit table for the toll restriction class you are programming. The common permit table is used for numbers that may be shared throughout the groups. An example of common permit entries would be toll free calling: 1800, 1888, 1877, 1866, 1855, etc.	0 = Unassign (No common permit table applied.) 1 = Assign (Table in PRG 21-06-04 is applied.)	Class No1, 8 ~ 15 : 0 Class No2 ~ 7 : 1
21-05-06	<b>Toll Restriction Class - Common Restriction Table</b> Assign or Unassign the common restrict table for the toll restriction class you are programming. The common restrict table is used for numbers that may be shared throughout the groups. An example of common restrict entries would be: 1900, 1976, 0.	0 = Unassign (No common restrict table applied.) 1 = Assign (Table in PRG 21-06-05 is applied.)	Class No1, 6 ~ 15 : 0 Class No2 ~ 5 : 1
21-05-07	<b>Toll Restriction Class - Permit Code Table</b> Per toll restriction class you can assign a Permit Table (1 ~ 4). A permit table entry will override any settings in a deny table. An example of this would be if a class was denied all 1+ calling in a deny table. The users in this class need to be able to dial 1214XXXXXXX numbers and no other 1+ calls. The class would be set to look at a Permit table and in that permit table an entry of 1214 would be added.	0 = No Permit Table Assigned 1 ~ 4 = Permit Tables 1 ~ 4 (assigned in PRG 21-06-06)	Class No1 ~ 2, 6 ~ 15 : 0 Class No3 : 1 Class No4 : 2 Class No5 : 3
21-05-08	<b>Toll Restriction Class - Restriction Table</b> Per toll restriction class you can assign a Restrict Table (1 ~ 4). If the same entry exists in a restrict table and a permit table the permit table has a higher priority and the call will be permitted.	0 = No Permit Table Assigned 1 ~ 4 = Restrict Tables 1 ~ 4 (assigned in PRG 21-06-07)	0



Program No.	Program Name / Description	Input Data	Default
21-05-09	<b>Toll Restriction Class - Restriction for Common Speed Dials</b> Per Toll Restriction class enable or disable the ability to apply Toll Restriction to system speed dials. If enabled system speed dialing numbers have the same restrictions as manually dialed numbers.	0 = Does Not Restrict 1 = Following Restriction Check	0
21-05-10	<b>Toll Restriction Class - Restriction for Group Speed Dials</b> Per Toll Restriction class enable or disable the ability to apply Toll Restriction to group speed dials. If enabled group speed dialing numbers have the same restrictions as manually dialed numbers.	0 = Does Not Restrict 1 = Following Restriction Check	0
21-05-11	<b>Toll Restriction Class - Intercom Call Restriction</b> Per Toll Restriction class enable or disable the ability to receive intercom calls.	0 = Disable (ICM call not restricted.) 1 = Enable (ICM call restricted.)	0
21-05-12	<b>Toll Restriction Class - PBX Call Restriction</b> If PRG 21-05-01 is assigned as a (1) then this table is where you can list up to 10 different entries to restrict International Calls. Each table can have a maximum of four digits.	0 = Disable (PBX/CTX call not restricted.) 1 = Enable (PBX/CTX call restricted.)	Class 1 ~ 6 = 0 Class 7 = 1 Class 8 ~ 15 = 0
21-05-13	<b>Toll Restriction Class - Restriction of Tie Line Calls</b> It chooses whether the toll restriction of the dial set up by 34-08 is enabled or disabled.	0 = Disable (No) 1 = Enable (Yes)	0
21-06-01	<b>Toll Restriction Table Data Setup - International Call Restriction Table</b>		Tables 1~10 = No Setting
21-06-02	<b>Toll Restriction Table Data Setup - International Call Permit Code Table</b>		Tables 1~20 = No Setting
21-06-03	<b>Toll Restriction Table Data Setup - Maximum Number of Digits Table Assignment</b>		Tables 1~ 4 = 30
21-06-04	<b>Toll Restriction Table Data Setup - Common Permit Code Table</b>		Table 1 = 911 Table 2 = 1800 Table 3 = 1888 Table 4 = 1822 Table 5 = 1833 Table 6 = 1844 Table 7 = 1855 Table 8 = 1866 Table 9 = 1877 Table 10 = No Setting
21-06-05	<b>Toll Restriction Table Data Setup - Common Restriction Table</b>		Table 1 = 900 Table 2 = 1900 Table 3 = 976 Table 4~10 = No Setting
21-06-06	<b>Toll Restriction Table Data Setup - Permit Code Table</b>		Table 1~4 = No Setting
21-06-07	<b>Toll Restriction Table Data Setup - Deny Restriction Table</b>		Table 1~4 = No Setting
21-06-08	<b>Toll Restriction Table Data Setup - PBX Access Code</b>		Table 1~4 = No Setting
21-06-09	<b>Toll Restriction Table Data Setup - Specific Dial Outgoing Code</b>		Tables 1~20 = No Setting
21-06-10	<b>Toll Restriction Table Data Setup - Outgoing Call Code Setup</b>		Tables 1~20 = No setting


Program No.	Program Name / Description	Input Data	Default
42-02-02	<b>Hotel/Motel Telephone Setup - Toll Restriction Class When Check In</b> Assign an extension Toll Restriction Class when it is checked in. The system has 15 Toll Restriction Classes (1 ~ 15). The entry you make in this option affects the telephone in all Night Service modes. (Refer to Programs 21-05 and 21-06 to set up the Toll Restriction dialing options.) When the extension is checked out, it uses the Toll Restriction Class set in Program 21-04.	1 ~ 15	1
42-03-07	<b>Class of Service Options (Hotel/Motel) - Restriction Class Changing for Other Extension</b>	0 = Off 1 = On	Class 01 ~ 15 = 1

## Setting Up



## Operation

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

 If a room Toll Restriction is changed using access code 637, that room keeps the new setting until it is either changed using access code 637 or in system programming.

1. Lift the handset.

2. Dial **637**.
3. Dial the number of the extension for 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.*



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# *Hotel/Motel - Wake Up Call*

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## Description

Use **Wake Up Call** to have your guests set their Wake Up Calls- or you can set Wake Ups for them. A Wake Up Call is like an alarm clock: Set it and it alerts the guest at prescribed time. But unlike a simple alarm clock, Wake Up Call has some unique advantages.

Guests can set or cancel Wake Up Calls for themselves, or you can set and cancel Wake Ups for them.

When a guest answers their Wake Up Call, you can have the system play them a recorded message, or a recorded message followed by the time. If you choose the message or message/time option, your system repeats the message three times and then cancels the Wake Up Call. (This option is available only from analog Single Line Terminals.)

You can view the status of all wake up calls from your DSS Console. Press the key programmed for WAKE UP Call Indication Mode (function 92) to see which rooms have reminders set. Refer to [DSS Console Monitoring on page 1-387](#).

Optionally have **unanswered** Wake Up Calls call the operator and print on the Room Status Printout report. This helps you find out who needs another reminder or might need assistance. See [Room Status Printout on page 1-400](#) for more on the printed report.

Use Wake Up Call as a meeting reminder for convention attendees. If the meeting time gets changed, you can reset the reminder for all attendees.

Up to a maximum of 16 telephones can be set for the same time. If more than 16 telephones are set for the same time, the time for the Wake Up Call for those additional phones is moved to the next minute.

When a guest answers their Wake Up Call, you can choose to play either Music on Hold or a VRS message as set in PRG 42-01-01 and PRG 42-01-02. If the system is set for the VRS message and the VRS is not available (connect connected, busy or PRG 42-01-02 is set to 0), Music on Hold is played instead.

## Conditions

None

## Default Settings

Disabled

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## System Availability

### Terminals

Refer to Hotel/Motel.

### Required Component(s)

Refer to Hotel/Motel.



## Related Features

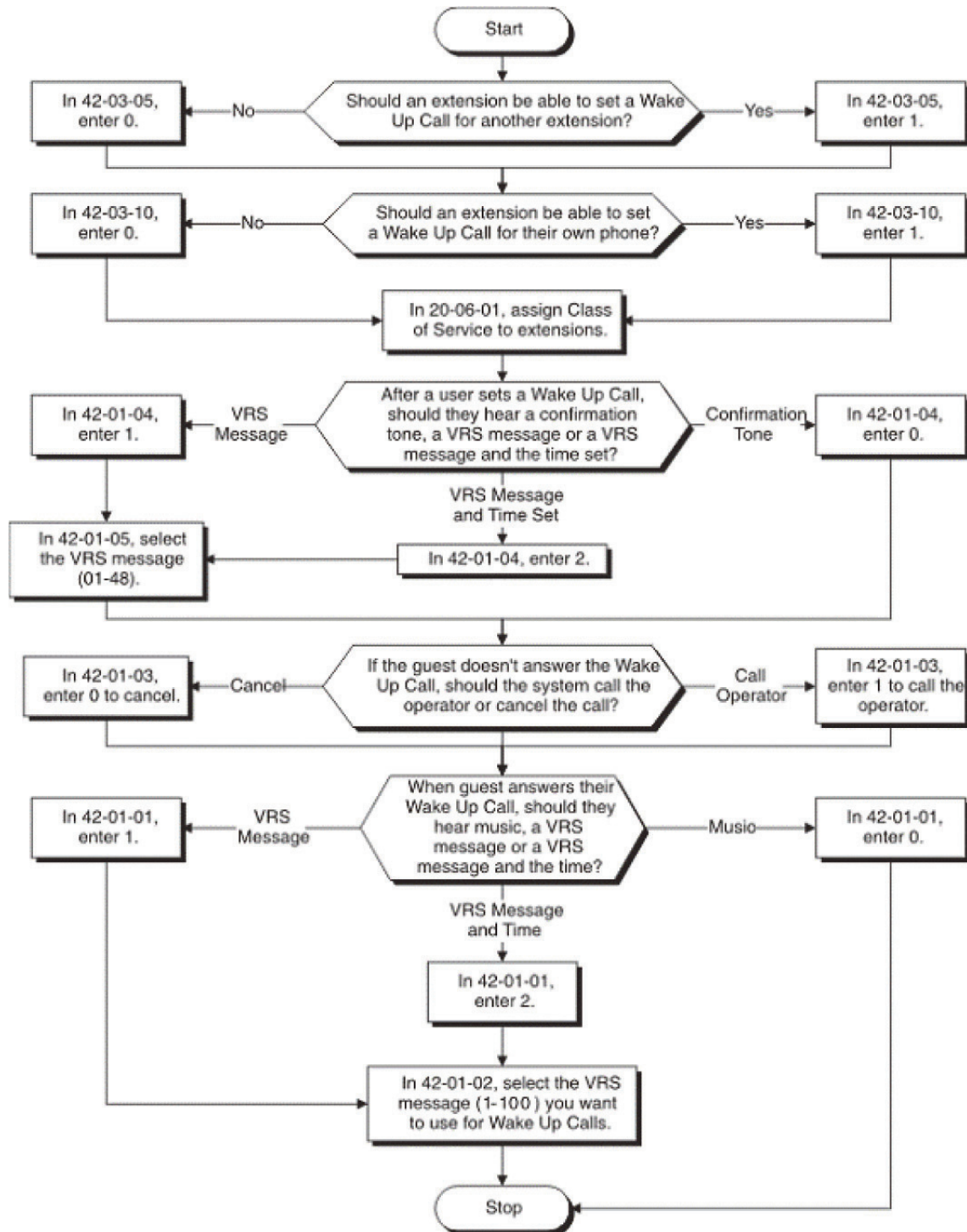
Hotel/Motel

## Guide to Feature Programming

Program No.	Program Name / Description	Input Data	Default
20-06-01	<b>Class of Service for Extensions - Class of Service for Extensions</b>	1 ~ 15	Extension 101 is Class 15 and other Extension are Class 1
20-15-10	<b>Ring Cycle Setup - Incoming Signal Type : Alarm for SLT</b>	Ringing Cycle Number : 1 ~ 13	5
42-01-01	<b>System Options for Hotel/Motel - Answering Message Mode for Wake Up Call (Hotel Mode)</b>	0 = MOH (Hold Time) 1 = VAU Message 2 = VAU Message + Time	0
42-01-02	<b>System Options for Hotel/Motel - Wake Up Call Message Assignment</b> VAU Message for Wake Up Calls. You must make an entry for this program if you have selected 1 or 2 in Item 01 above.	0 ~ 100 (0 = No setting)	0
42-01-03	<b>System Options for Hotel/Motel - Wake Up Call No Answer</b>	0 = No Transfer 1 = Transfer to the Operator	0
42-01-04	<b>System Options for Hotel/Motel - Setup Message Mode for Wake Up Call (Hotel Mode)</b>	0 = Confirmation Tone 1 = VAU Message 2 = Time Stamp + VAU Message	0
42-01-05	<b>System Options for Hotel/Motel - Wake Up Call Message Assignment</b>	0 ~ 100 (0 = No setting)	0
42-03-05	<b>Class of Service Options (Hotel/Motel) - Wake up Call Setting for Other Extension</b>	0 = Off 1 = On	Class 01 ~ 15 = 1
42-03-10	<b>Class of Service Options (Hotel/Motel) - Wake Up Call Setting for Own Extension</b>	0 = Off 1 = On	Class 01 ~ 15 = 1



## Setting Up




## Operation

### To set a Wake Up Call for your own room:

1. Lift the handset.
2. Dial **631**.


3. Dial the time for your wake up.

 Use a 24-hour clock. For example, 1:00 PM = 1300. You hear confirmation tone.

4. Hang up.

### To cancel a Wake Up that you have set:


1. Lift the handset.
2. Dial **632**.

 You hear confirmation tone.

### To set a Wake Up Call for another room:

*Normally, only the supervisor's station has this ability.*


1. Lift the handset.
2. Dial **633**.
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 = 1300. You hear confirmation tone.

5. Hang up.

### To cancel a Wake Up you have set for another room:

1. Lift the handset.
2. Dial **634**.
3. Dial the number of the room phone whose wake up you wants to cancel.

 You hear confirmation tone.

