Impact Concierge® Front Desk Attendant's Guide

COMDIAL®

Attention

Comdial® makes every effort to design the features in our
communications systems to be fully interactive. Under certain
conditions, some features may be incompatible with each other and
will not work simultaneously. Comdial assumes no responsibility for
problems caused by incompatible features.

The possible combinations of accessories and features are far too
numerous for us to document in this manual. Furthermore, Comdial
Corporation cannot guarantee that features will operate as described
in this publication when they are combined with other features.

This reference manual applies to the following system and telephone models:
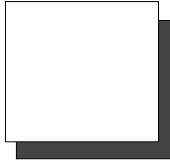
System Models
- Concierge software 3B.

- DXP systems with software 13B and later.

- DXP *Plus* systems with software 13B and later.

Telephone Models
- Impact 8324S-** Rev. A and later.

- Impact 8312S-** Rev. A and later.

- Impact 8024S-** Rev. A and later.

- Impact 8012S-** Rev. A and later.

- DigiTech 7700S-** LCD Speakerphone.

- Impression 2022S-** LCD Speakerphone.

Contact your Comdial dealer for updates of this as well as other Comdial publications.

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Contents

1 <u>*Impact Concierge*</u>

1.1 <u>Introduction</u>

The *Impact Concierge* system provides three interfaces: the computer terminal at the front desk, the administrative telephones, and the room telephones. This user's guide contains chapters discussing how to use each interface.

Chapter 2 contains instructions for accessing the *Impact Concierge* system through the computer terminal at the front desk. The computer terminal allows hotel staff access to the full range of system functions (e.g. do not disturb, a directory of guests and their room numbers, wakeup call status, call access, etc.).

Chapter 3 discusses the administrative telephones, which can be used to perform most of the functions that the front desk terminal can perform.

Chapters 4 and 5 discuss the use of the guest room telephones. Hotel staff can use room telephones for remote answering of attendant stations and for transferring calls (chapter 4). Chapter 5 contains procedures guests use to operate room telephones.

For instructions on the standard features of the DigiTech, *Impact,* or Impression telephones, refer to their respective user guides.

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2 | *Computer Interface*

2.1 The Impact Concierge Program

The *Impact Concierge* computer interface is designed for use at the hotel's front desk. You may perform all system functions from the PC; the PC's visual interface makes it the quickest and easiest way to access the *Concierge* system.

To start the *Impact Concierge* program,

1. Turn on the PC. The Windows 95 desktop screen appears.

2. The *Impact Concierge* program should start automatically. Otherwise, you must double click on the *Impact Concierge* shortcut icon located on the Windows 95 desktop screen.

3. When the *Concierge* main screen appears, click on the login button in the upper left corner of the screen. Type your password and press **Enter** (the default password is "user"—you must type it in lower case). The main *Concierge* user screen appears.

Caution

Impact Concierge **is a real-time application in constant communication with the telephone switch. Any other programs running on the *Concierge* PC will slow or halt the operation of the *Concierge* program.**

Do not load additional software onto the *Concierge* PC! Only load those programs necessary for *Concierge* to operate properly. Loading other software programs may cause the *Concierge* PC to crash!

2.2 Guest Room Features

You can access the guest room features (Check-In, Check-Out, Name, Status, Condition, Do Not Disturb, Message Waiting, Call Access, Wakeup Call, Credit Limit, Guest Telephone State, and Room Status/Condition Grids) from the Rooms drop-down menu. When you select one of these features, the system displays a room grid. The room grid displays a feature setting for each guest room. The button bar at the top of the dialog allows you to switch between room grids. Clicking on a room location will bring up a room summary screen. The room summary screen has toggles and entry boxes for all room features, allowing you to make all settings for a particular room from one menu. Each room feature is discussed in detail in the following sections.

Room
Condition

Wakeup
Call
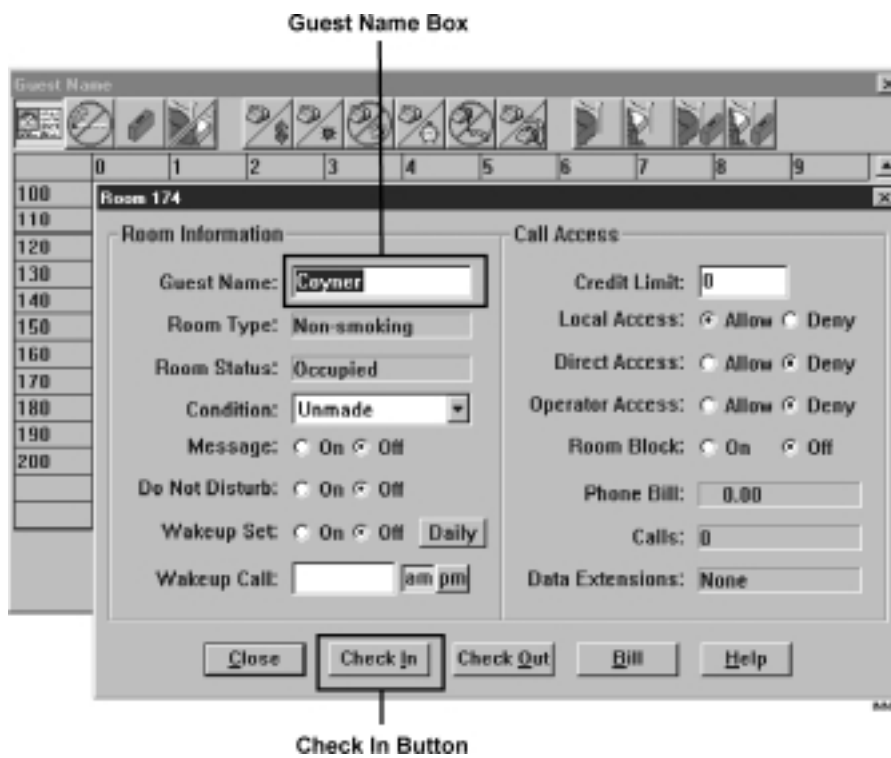
Message
Waiting

Telephone
State

Guest   Room   Room   Credit   Do Not   Call   Vacant/   Vacant/   Occupied/
Name   Type   Status   Limit   Disturb   Access   Made   Unmade   Made

Occupied/
Unmade
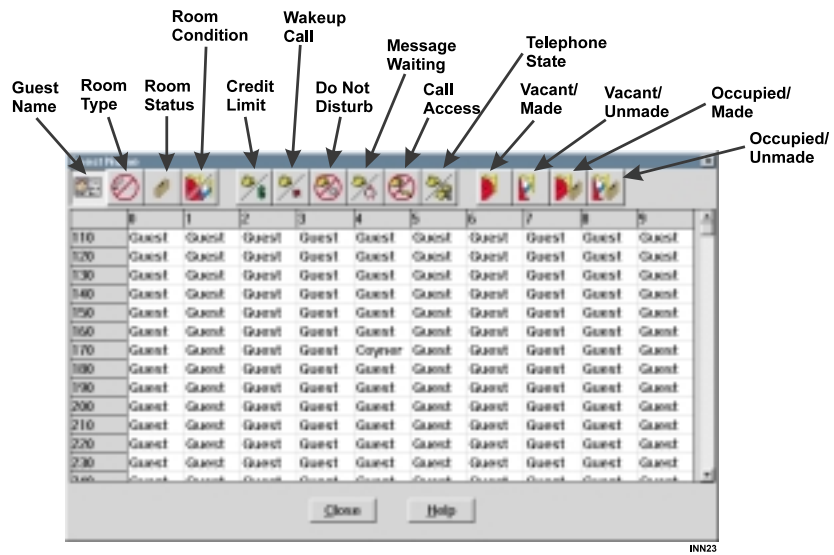
Room Grid

2.2.1 Check In

Impact Concierge's Check In feature allows you to select an available room from a room display grid and check a guest into that room. Remember that at Check In, credit limit and call access are set according to the default settings as set by the installer, but you may change them at any time. Check in may be done from the front desk PC or from any of the administrative telephones.

To Check In a guest,

1. Go to the **Rooms** drop down menu and select **Status**. A room grid appears listing the vacant and occupied rooms.

2. Select a vacant room from the room grid.
   (To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)

3. Click on the box of the room you have selected. The room summary dialog appears. Check the room number in the upper left hand corner of the dialog to make sure it is the room you want.

4. To check a guest into a room, the **Condition** box in the room summary dialog must display "Made." If using maid codes, you may continue with check in if room is unmade.

5. Highlight the name in the Guest Name box by swiping across it with the mouse and replace it with the guest's name.

6. Click the **Check In** box in the lower part of the Room Summary dialog. The **Room Status** will change from "Vacant" to "Occupied."

7. Click **Close** to enter these new settings in the system.

Guest Name Box

Room Information

Guest Name: Goyner

Room Type: Non-smoking

Room Status: Occupied

Condition: Unmade

Message: ○ On ● Off

Do Not Disturb: ○ On ● Off

Wakeup Set: ○ On ● Off   Daily

Wakeup Call: ___ am pm

Call Access

Credit Limit: 0

Local Access: ● Allow ○ Deny

Direct Access: ○ Allow ● Deny

Operator Access: ○ Allow ● Deny

Room Block: ○ On ● Off

Phone Bill: 0.00

Calls: 0

Data Extensions: None

Close   Check In   Check Out   Bill   Help

Check In Button

Check In Dialog

2.2.2   Check Out

The Check Out feature allows you to check a guest out of an occupied room and print the guest's bill. The system will notify you if the guest's telephone is not idle or if there are any messages for the guest. Check out can be done from the front desk PC or from any of the administrative telephones.

To Check Out a guest,

1. Go to the **Rooms** drop down menu and chose **Names**. A room grid appears listing the name of each guest.

2. Select the guest's room by clicking on the guest's name. (If you need to identify the room by number instead of the guest's name, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)

3. The room summary dialog appears. Check the room number in the upper left hand corner of the dialog to make sure it is the room you want.

4. To print the guest's bill, click on the **Bill** button. The PC will display a **Phone Bill** dialog. Click on the **Print** button to print the guest's phone bill.

5. Clear the **Phone Bill** dialog by clicking the **Clear** button and then click on the **Close** button. Depending on how the system is configured, you may also have to enter a password. (If the phone bill is greater than $0, it must be cleared before Check Out can be completed.)

6. Click on the **Check Out** button to clear all of the current settings for the guest's room. This action changes the status of the room to Vacant, and returns the call access settings to the Check Out defaults.

Guest Name Box

Check In Button   Phone Bill Button
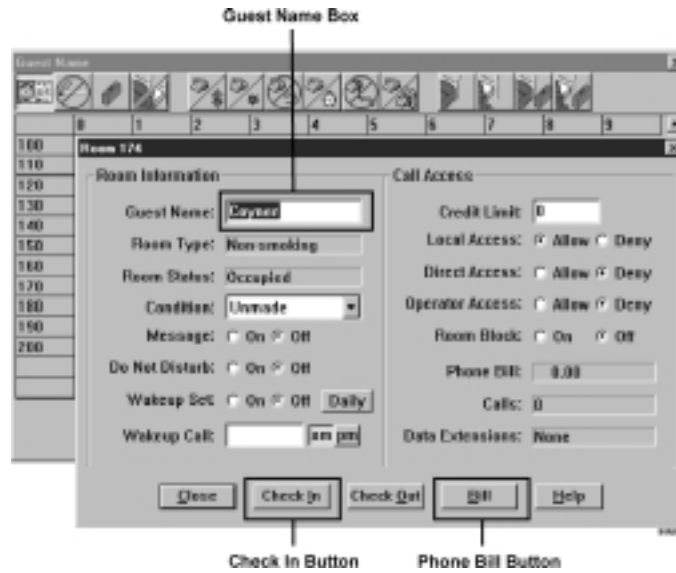
Check Out Dialog
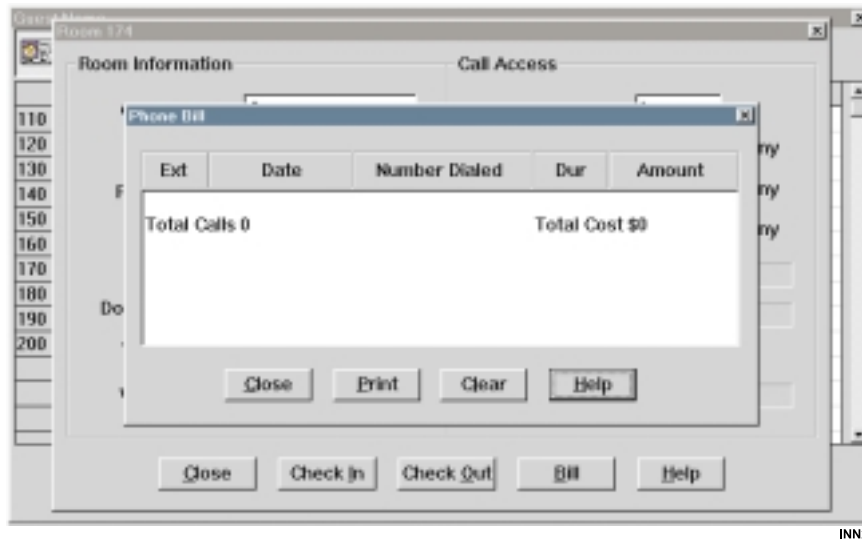
Phone Bill Dialog

2.2.3   Room Type

The Room Type feature displays a brief description of each room. The installer entered the room descriptions, which are displayed in the Room Type grid and in the Room Type box in the Room Summary dialog. Possible room descriptions might be: Poolside, Non-smoking, Smoking, Suite, Single, Double, etc.

To view the Room Type,

1. Go to the **Rooms** drop down menu and select **Room Type**. The Room Type grid appears, displaying room description in each box,

   —OR—

   if you are looking at the Room Summary dialog, check the Room Type box to see the room description.

Room Type Box

Room Type Dialog
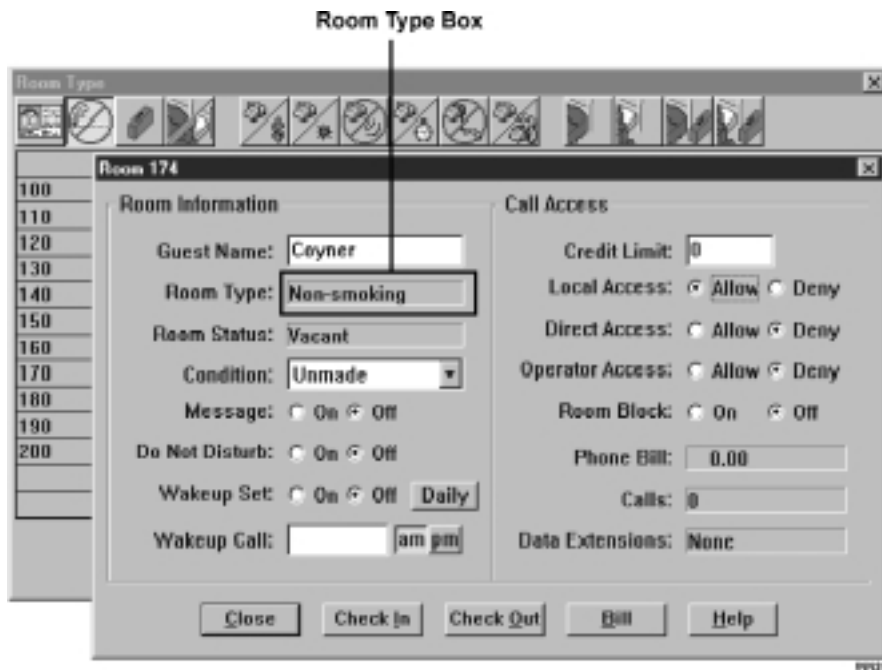
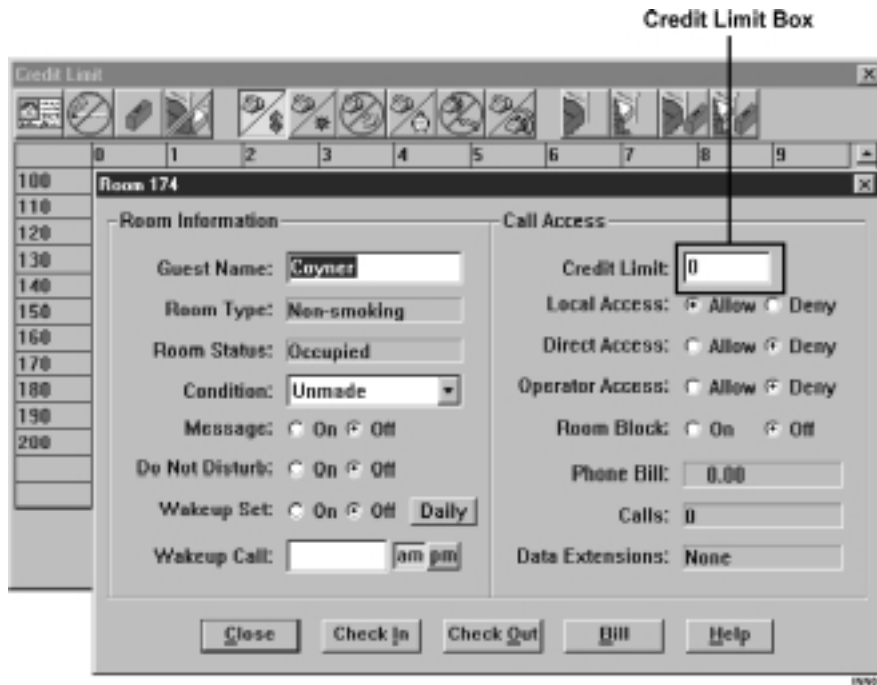### 2.2.4 Credit Limit

The Credit Limit feature allows you to set the maximum bill on a guest's telephone. If a guest exceeds a credit limit, the PC sets all call access or partial call access to "Deny," as programmed by the installer. The system will not disconnect a current call if the credit limit is exceeded during the call. A credit limit setting of "0" indicates unlimited credit. You can set the credit limit from the front desk PC or from any of the administrative telephones.

To set the Credit Limit for a guest,

1. Go the Rooms **drop** down menu and select Credit **Limit.** A room grid appears listing the credit limit for each room. (An "N/A" indicates the room is vacant.)

2. Select the room for which you want to set or change the credit limit.
   (To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)

3. Click on the room you have selected to display the Credit Limit dialog.

4. To change the credit limit setting for a guest, use the mouse to swipe across the current credit limit setting. Enter the new credit limit, or enter "0" for unlimited credit.

5. Click the **Close** button to enter the new setting in the system.

Credit Limit Box

Credit Limit Dialog

2.2.5   Do Not Disturb

The Do Not Disturb (DND) feature prevents the guest's telephone from ringing.

To program Do Not Disturb,

1. Go to the **Rooms** drop down menu and select **Do Not Disturb**. The Do Not Disturb grid appears. Every entry in the dialog box displays the word "On" or "Off" to indicate the DND setting.

2. Find the room number for which you want to set or clear **DND**.
   (To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)

3. Click on the box of the room you have selected. The room summary dialog appears. Check the room number in the upper left hand corner of the dialog to make sure it is the room you want.

4. Turn Do Not Disturb on or off by clicking the appropriate icon. Click the **Close** button to enter the change in the system.
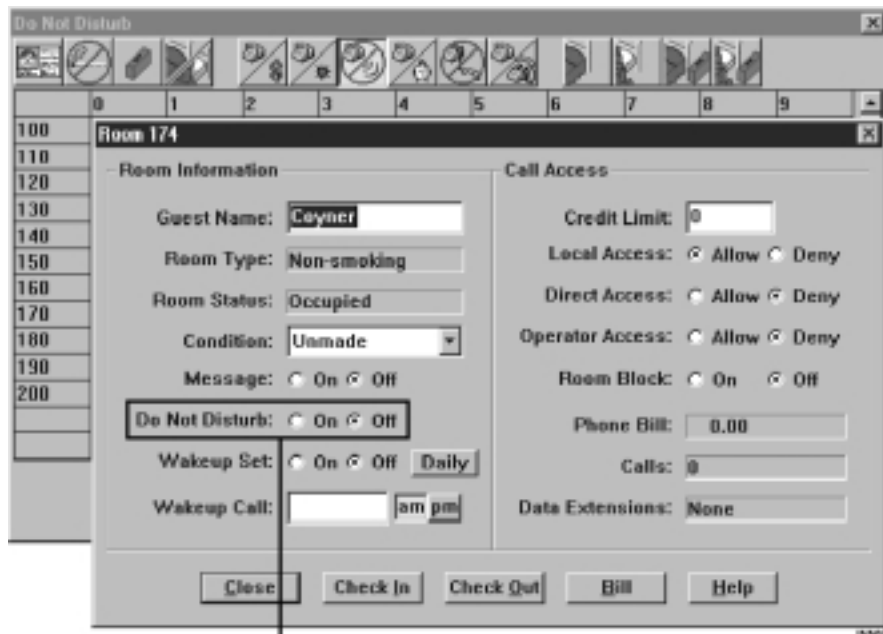
Do Not Disturb Dialog

2.2.6   Condition

The standard *Impact Concierge* guest room condition settings are *Made*, *Unmade*, and *Maintenance*. You can change these settings from the *Concierge* PC, administrative telephones, or room telephones.

When using a Property Management System (PMS) interface such as the Hitachi PMS, additional room condition settings are available for use by the PMS. In the case of the Hitachi PMS, these condition settings consist of the following:

• Made

• Unmade

• Maintenance

• Maid in Room

• Inspection (Required)

• Out of Order

• Reserved

You can change PMS settings from the *Concierge* PC or room telephones, but *not* from administrative telephones.

To change the Condition setting from the PC,

1. Go to the **Rooms** drop down menu and select **Condition**. A room grid displaying the condition of each room appears.

2. Find the room number for which you want to change the room Condition.
   (To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)

3. Click on the box of the room you want to select. The room summary dialog appears. Check the room number in the upper left hand corner of the dialog to make sure it is the room you want.

4. Click on the **Condition** drop down dialog and change the room condition by clicking on the appropriate setting.

5. Click **Close** to enter the new setting in the system.
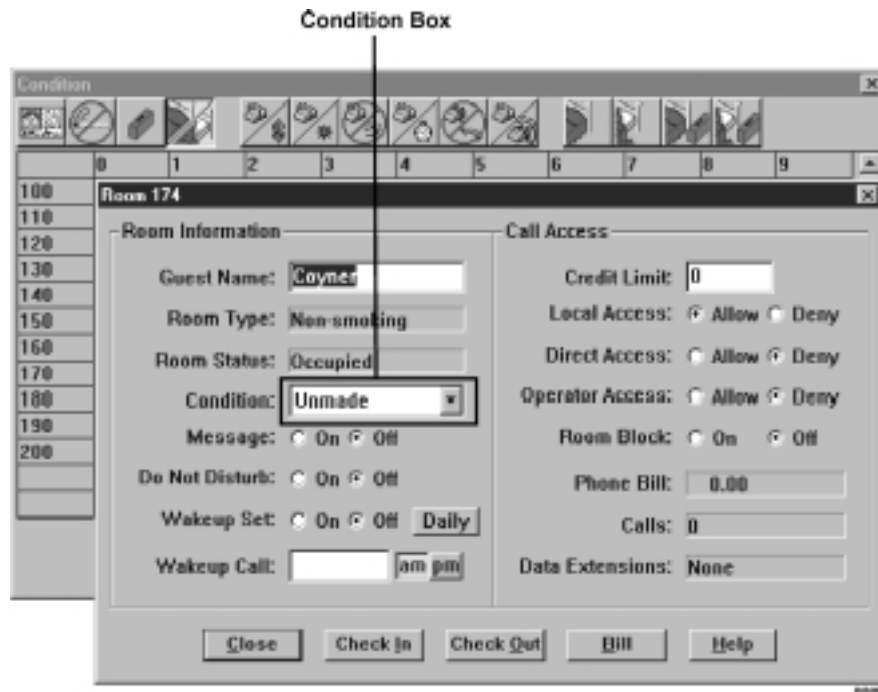
Room Condition Dialog

2.2.7   Message Waiting

Use the Message Waiting feature to set or clear the message waiting lamp and/or the broken dial tone on the guest telephone.

To program Message Waiting,

1. Go to the **Rooms** drop down menu and select **Message**. The Message dialog box appears. Every entry in the dialog box displays one of the following conditions:

   None

   No message

   Desk

   Guest should call the main desk to hear a message

   Voice

   Voice mail message (if your *Concierge* system is equipped with voice mail)

   Both

   Voice mail message and a desk message waiting for the guest

2. Find the room number for which you want to set or clear Message Waiting.
   (To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)

3. Click on the box of the room you have selected. The room summary dialog appears. Check the room number in the upper left hand corner of the dialog to make sure it is the room you want.

4. The Message option is the top option in the Room Summary dialog. Select either **On** or **Off** and click on the **Close** button.

Message Waiting Toggle
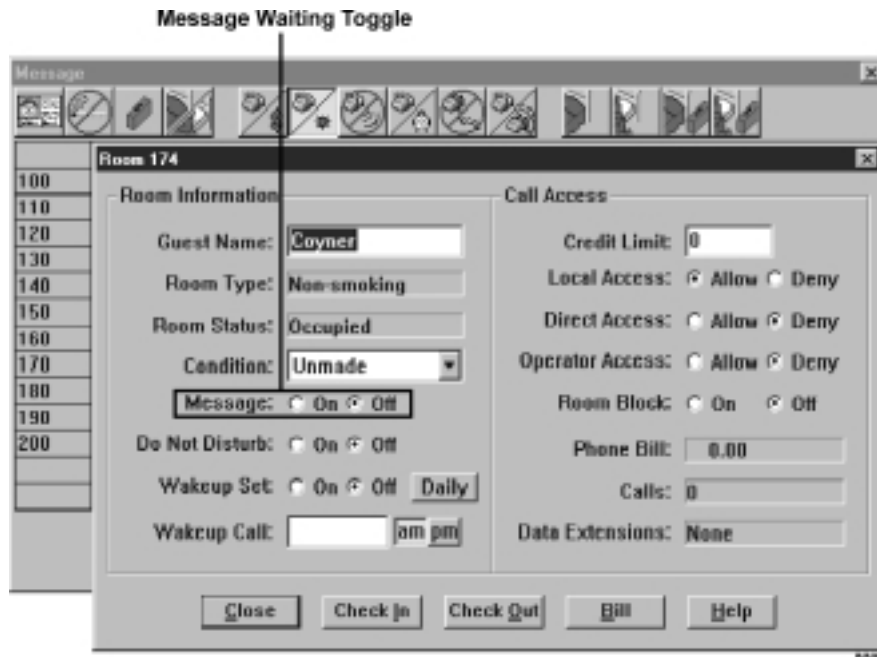
Message Waiting Dialog

2.2.8   Call Access

Call Access controls the types of calls guests can make from their room telephones. There are three categories of call access: Local Access (local calls), Direct Access (long distance calls), Operator Access (operator-assisted calls), and Room Block (calling other guests).

Local Access
Calls made within the local dialing area.

Direct Access
Direct long distance access. Allows a guest to place a long distance call from the room without having to go through an operator or a desk attendant.

Operator Access
Allows a guest to make a long distance call only with assistance from an operator.

Room Block
When enabled, prevents the guest from calling other guests.

To program Call Access,

1. Go to the **Rooms** drop down menu and select **Call Access**. The **Call Access** dialog box appears. The letters in the rectangles represent the following types of call access:

   L—(Local Access)
   D—(Direct Access)
   **O**—(Operator Access)
   R—(Room Block Enabled)

2. Find the room number for which you want to set Call Access.
   (To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)

3. Click on the box of the room you have selected. The room summary dialog appears. Check the room number in the upper left hand corner of the dialog to make sure it is the room you want.

4. Select either **Allow** or **Deny** for Local, Direct, or Operator Access.

5. Select either **On** or **Off** for Room Block.

6. Click the **Close** button when finished setting each type of access.
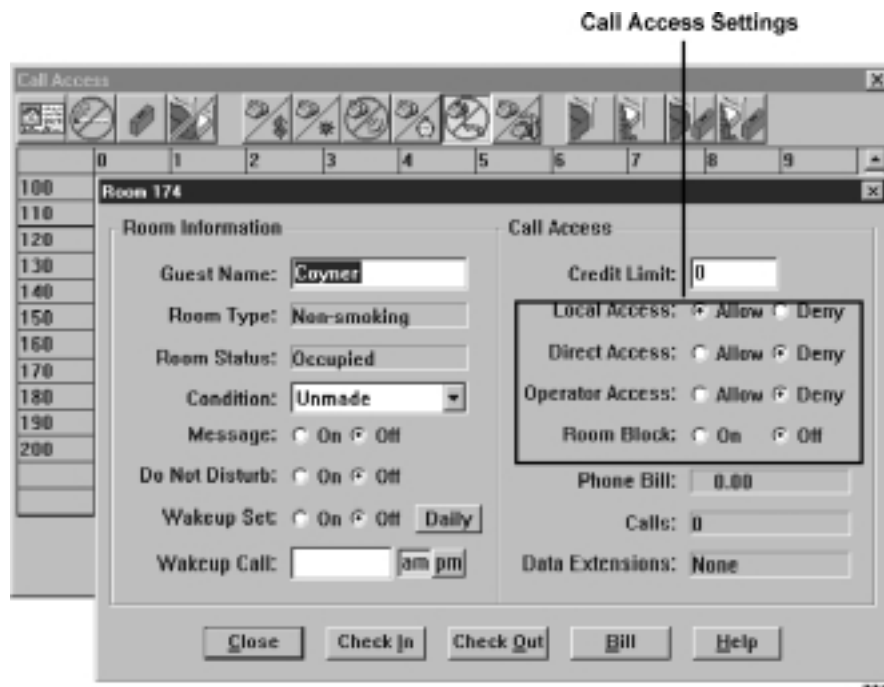
Call Access Dialog

2.2.9 Wakeup Call

You can program a wakeup call up to 24 hours in advance. The system allows only one wakeup call per room. When the system issues a wakeup call, the guest's telephone rings for one minute or until he or she answers it. If the first wakeup attempt is not answered, the system waits one minute and issues another wakeup call. If the guest does not answer by the third wakeup call attempt, the system generates a "Wakeup Call Not Answered" alarm.

If the system goes down or is shut down, the wakeup call settings are saved and are still valid when the system is restarted.

To program a Wakeup Call,

1. Go to the **Rooms** drop down menu and select **Wakeup Call.** The Wakeup Call dialog box appears. Each rectangle will display one of the following wakeup states:

   Ringing
   Wakeup call is in progress

   Waiting
   System is waiting between wakeup call attempts

   Not answered
   None of the wakeup call attempts were answered

   Answered
   The wakeup call was answered

   None
   No wakeup is set

   hh:mm (am/pm)
   Wakeup time that is set

2. Find the room number for which you want to set a wakeup call.

3. Click on the box of the room you want to select. The room summary dialog appears. Check the room number in the upper left hand corner of the dialog to make sure it is the room you want.

4. Enter a time in the wakeup time box using the hh:mm format.

5. Turn on the wakeup call option by clicking the **On** button.

6. If you wish to set the wakeup call to occur every day at the same time, click the **Daily** button. This causes the system to reset an answered wakeup call. If the wakeup call is not answered, the system clears the Daily setting.

7. Click on **Close**.
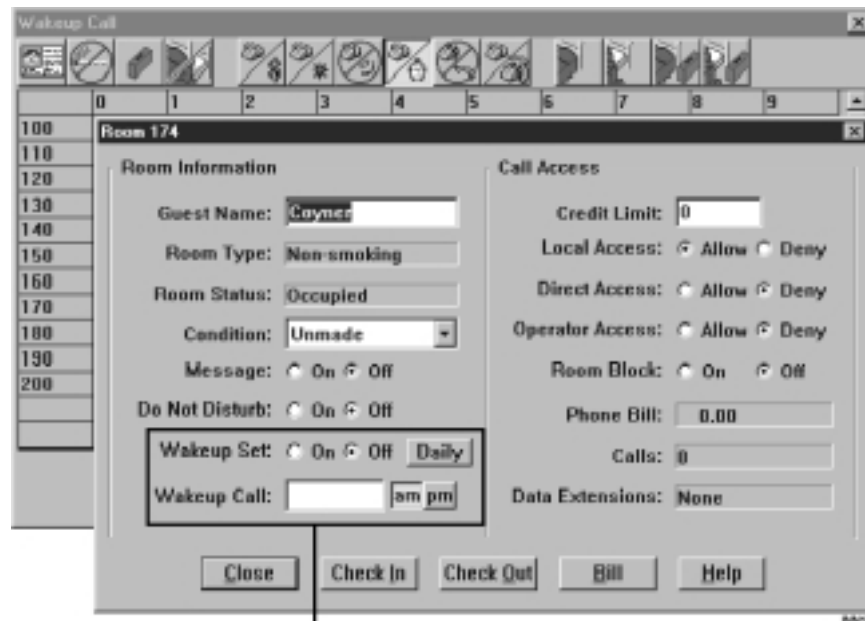
Wakeup Call Dialog

2.2.10 Phone State

Use the Phone State dialog to view the current status of the guest telephones.

To view Phone States,

1. Go to the **Rooms** drop down menu and select **Phone State**. The Phone State grid appears.

2. Find the room number for which you want to view the Phone State.
   (To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)

3. The **Phone States** that the system displays are as follows:

   Disabled
   Guest telephone is disabled or removed

   Idle
   Guest telephone is onhook and not on any type of call

   (intercom number)
   Guest telephone is on an intercom call

   L + (line number)
   Guest telephone is on an outside call using the line that is displayed

   Maid
   Maid is entering an ID

4. If you wish to view the room summary dialog, click on the box of the room you have selected.

5. Click **Close** to exit Phone States.

Phone State Dialog

2.2.11   Room Status/Condition Grids

There are four Room Status/Condition grids: Vacant/Made, Vacant/Unmade, Occupied/Made, Occupied/Unmade. Each grid box displays Yes or No to indicate if the room meets the criteria of the selected Status/Condition grid.

To view the room status/condition grids,

1. Go to the **Rooms** drop down menu and select either **Vacant/Made**, **Vacant Unmade**, **Occupied/Made**, or **Occupied/Unmade**.
   The Room Status/Condition grid you selected appears.

2. Each box in the grid displays Yes or No to indicate if it matches the type of Status/Condition grid selected.

3. If you wish to view the Room Summary dialog for a particular room, click on the box of the room you want. Check the number in the upper left hand corner to make sure it is the room you want.
   (To locate a room number on the grid, find the intersection of the room number in the left column with the room number in the top row. For example: To find Room 174, first locate 170 in the left column, then locate 4 in the top row. The intersection of these two points is Room 174.)

4. Click **Close** to exit the Room Summary dialog.

Vacant / Made Rooms

	0	1	2	3	4	5	6	7	8	9
110	No	No	No	No	No	No	No	No	No	No
120	No	No	No	No	No	No	No	No	No	No
130	No	No	No	No	No	No	No	No	No	No
140	No	Yes	No	No	No	No	No	No	No	No
150	No	No	No	No	No	No	No	No	No	No
160	No	No	No	No	No	No	No	No	No	No
170	No	No	No	No	No	No	No	No	No	No
180	No	No	No	No	No	No	No	No	No	No
190	No	No	No	No	No	No	No	No	No	No
200	No	No	No	No	No	No	No	No	No	No
210	No	No	No	No	No	No	No	No	No	No
220	No	No	No	No	No	No	No	No	No	No
230	No	No	No	No	No	No	No	No	No	No

Close   Help

INN22

Room Status/Condition Grid

2.2.12   Calls Dialog

The Call Display feature allows the user to view SMDR information in real time. When a call is completed, the new call will appear in the window. Users may print call information or clear it from the screen.

To view the Calls dialog,

1. Select **Calls** from the menu bar at the top of the screen. The Calls dialog appears.

2. To print the information in the Calls dialog, click the **Print** button.

3. If you wish to clear the screen, click the **Clear** button. Doing this will eliminate all current call information.

NOTE: If the Manager Password feature is enabled, you will not be able to clear the Calls dialog without entering a manager password.

4. Click the **Close** button when you are finished with the Calls dialog.

Telephone Extension Number   **Call Duration In Minutes**

Type	Ext	Date	Time	Number Dialed	Dur	Amount
Guest	133	09/04/96	13:29	9782333	0.3	$ 0.00
Guest	133	09/04/96	13:29	18042761423	2.9	$ 0.64
Guest	133	09/04/96	13:33	9782333	0.6	$ 0.00
Guest	133	09/04/96	13:40		0.1	$ 0.00
Guest	139	09/04/96	13:40	9781045	0.6	$ 0.00
Guest	139	09/04/96	13:40	9781045	4.3	$ 0.78

Close   Print   Clear   Help

INN15

Calls Dialog

2.2.13   Directory

The directory dialog allows you to sort information by guest name or by room number. By default the directory is sorted by room number, but clicking on the **Name** label sorts the directory alphabetically by guest name. Clicking on the **Find** button allows you to search the directory for a specific name or room number. The system highlights the appropriate room numbers in the list box. Double clicking on a room number brings up the room summary dialog.

> **To view the Directory,**
>
> 1. Click on **Directory** in the toolbar at the top of the screen. The Directory dialog box appears. At default the directory is sorted by room number, but clicking on the **Name** label at the top of the dialog sorts the directory alphabetically by guest name.
>
> 2. You can scroll through the list or use the **Find** button to locate a specific name or room number. Double clicking on an item brings up the room summary dialog.
>
> 3. If you wish to print the directory of rooms and guest names, click the **Print** button.
>
> 4. Click the **Close** button to exit the Directory dialog.
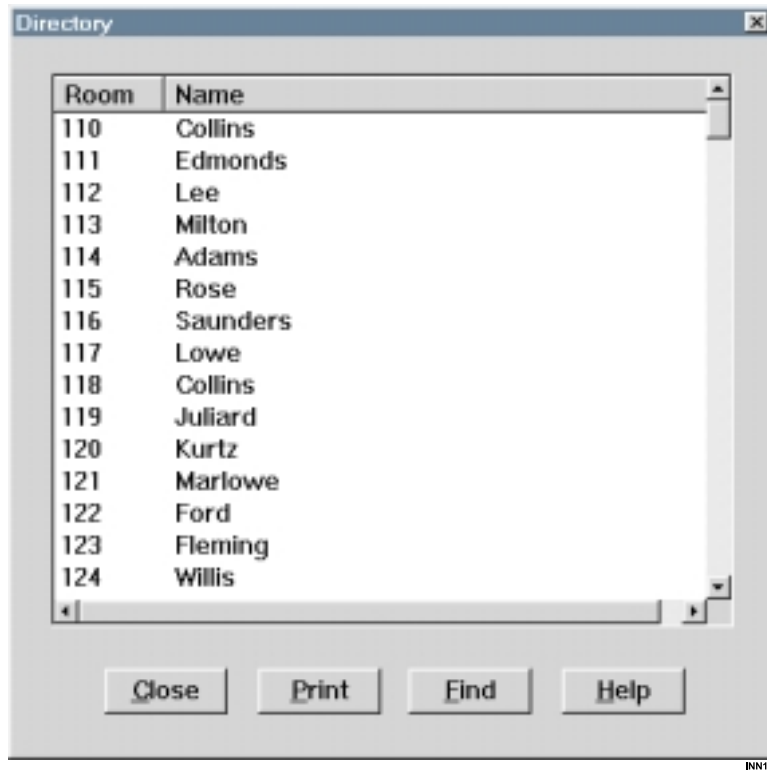
Directory Dialog

2.2.14   Printouts

The Printouts drop down menu allows you to print the following reports:

Alarm

A printout of all alarms in the system (same printout as from the Alarms dialog).

Audit

Prints guest and administrative telephone bill, listing each telephone separately. Each bill contains calls made since the last audit report. The installer can set up *Concierge* to print this report automatically once a day.

Maid

Prints the daily maid report (same as printing from the Daily Maid Statistics Dialog).

Room Status

Prints room status and condition of all guest rooms. The installer can set up *Concierge* to print this report automatically once a day.

The installer can set up *Concierge* to print the reports automatically on a daily basis.

To print the reports,

1. Go the **Printouts** drop down menu and select the report you wish to print by clicking on the appropriate word (**Alarm**, **Audit**, **Maid**, or **Room Status**).

Printouts Drop Down Menu

INN21
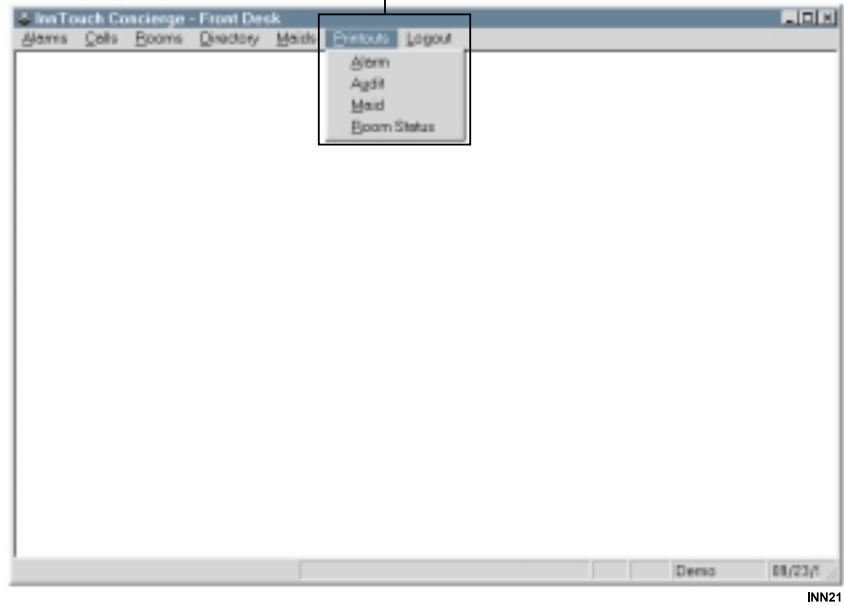
Printouts Drop Down Menu

2.3   Maids

The *Concierge* system supports up to 50 maids. The front desk attendant enters each maid's name and identification number. The system maintains daily and yearly statistics for each maid, including number of rooms entered, number of rooms cleaned, minimum, maximum, and average time spent in a room.

To enter maid names and identification numbers,

1. Go to the **Maids** drop down menu and chose **Setup**. The Maid List dialog appears.

2. To add a maid to the list, click the **Add** button. The Add Maid dialog appears.

3. Enter the maid's name and ID number (each maid must receive a unique ID number between 1 and 999) by positioning the cursor in the appropriate box and entering the new information.

4. Click the **OK** button to enter the maid's name (up to 20 characters) and identification number in the system. Each time you wish to add a new maid to the system, you must click the **Add** button to view the Add Maid dialog. The system will hold up to 50 maids' names and identification numbers.

5. When you are done entering names and IDs, click **Close**.

Maid List Dialog
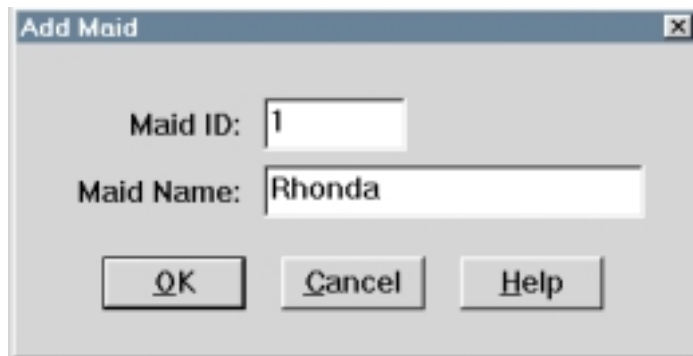
Add Maid Dialog

2.3.1   Daily And Yearly Maid Statistics

The Daily and Yearly Maid Statistics dialogs display statistics for all maids in the system. Both statistics dialogs update information in real time. The In Room column shows the maid's current location.

To view the Maid Statistics dialogs,

1. From the **Maids** drop down menu, select **Day** or **Year**.

2. The statistics dialog you select appears. The In Room column shows the maid's current location.

3. Click the **Print** button if you wish to print the statistic report for all maids.

4. Click the **Clear** button and enter your password when prompted if you wish to clear statistics for all maids.

5. To enter or remove a maid from a room using the *Concierge* PC, use the following procedure:

   a) Click on the **Room** button.
   b) The Maid In Room dialog appears.
   c) Enter the maid's ID and room extension in the appropriate boxes.
   d) Click **OK**.

6. Click the **Close** button to exit the Maid Statistics dialog.
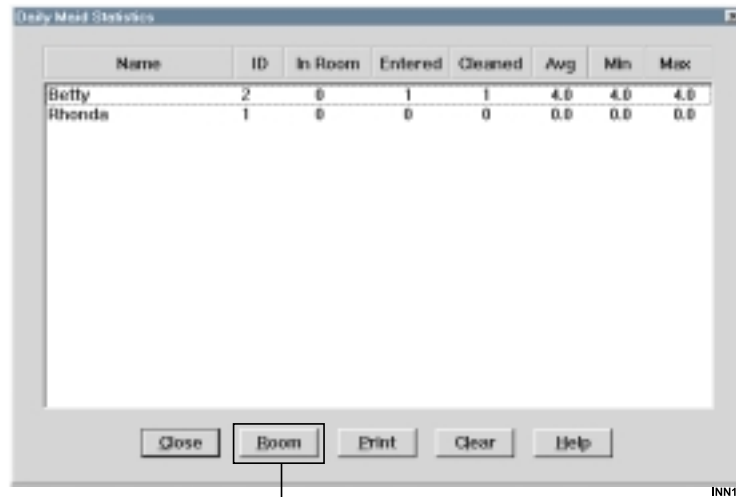
Room button

Maid Statistics Dialog
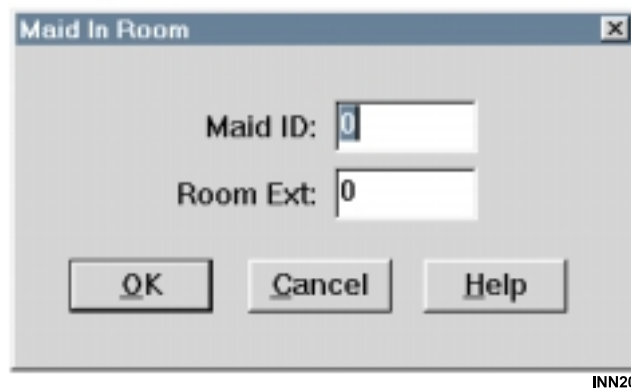
Maid In Room Dialog

2.4 Alarms Display

The system displays alarms in the alarm window as they occur. You can use the alarm window to acknowledge, clear, or print the alarms. Alarms that are in repeat mode and have not been acknowledged will appear highlighted. Alarms that have been acknowledged will not be highlighted.

To view the Alarms dialog,

1. Click on the **Alarms** button in the upper left part of the *Concierge* screen.

2. You can **Close**, **Print**, **Clear**, or **Confirm** by clicking on the corresponding button.

NOTE: If the Manager Password feature is enabled, you will not be able to clear the Alarms dialog without entering a manager password.

Mode	Room	Date	Time	Description
On		Thu Apr 24	03:47 PM	System stopped
On		Mon Apr 28	11:28 AM	System started

Close　Print　Clear　Confirm　Help

Alarms Dialog

2.4.1 Alarm Types

The system displays ten types of alarms:

Telephone Removed

A proprietary telephone is unplugged.
Will not indicate if an IST telephone is unplugged.

Emergency Number Dialed

Guest dials a number matching an entry in the emergency number table

Wakeup Call Not Answered

Guest does not answer a wakeup call.
—OR—
Wakeup call was not issued because system was powered down.
The system issues the Wakeup Call Not Answered alarm after three wakeup call attempts.

Vacant Room Call Attempt

Outgoing call attempt from a vacant guest room.

Credit Limit Exceeded

Guest bill exceeds the guest credit limit. This alarm occurs after a call has been completed and will not disconnect a call in progress.

Telephone Off Hook

Guest telephone is off hook for extended period of time as programmed by the installer.

System Stopped and System Started

Displays time and date of system shutdowns and startups.

Switch Connection Lost

The connection to the digital communications system is not functioning.

PMS Connection Lost

The connection between the *Concierge* PC and the property management system (PMS) is not functioning.

SMDR Connection Lost

The connection between the *Concierge* PC and the SMDR serial port on the PMS is not functioning.

2.4.2   Alarm Modes

The alarm modes are as follows:

Off
System ignores the alarm.

On
When an alarm is set to **On**, the system does three things each time an alarm occurs:

- records an occurrence of the alarm in the Alarm Log File,
- displays the alarm on the status bar for 10 seconds,
- causes the *Concierge* PC to beep once.

Repeat
An alarm set to Repeat mode behaves like an alarm set to On except that it beeps periodically, pops open the Alarms dialog, and appears continuously in the status bar until you acknowledge the alarm through the Alarm dialog. If the alarm dialog is closed or minimized without being acknowledged, it will reopen periodically until it is acknowledged.
When programmed by the installer, an alarm set to Repeat mode also rings the Message Waiting administrative telephone and displays an alarm message in its LCD.

Popup
The Popup setting is exactly like the Repeat setting, except that it only occurs once — if the Alarm dialog is closed or minimized, it will not open again.
When programmed by the installer, an alarm set to Popup mode also rings the Message Waiting telephone and displays an alarm message in its LCD.

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3

Administrative Telephone Interface
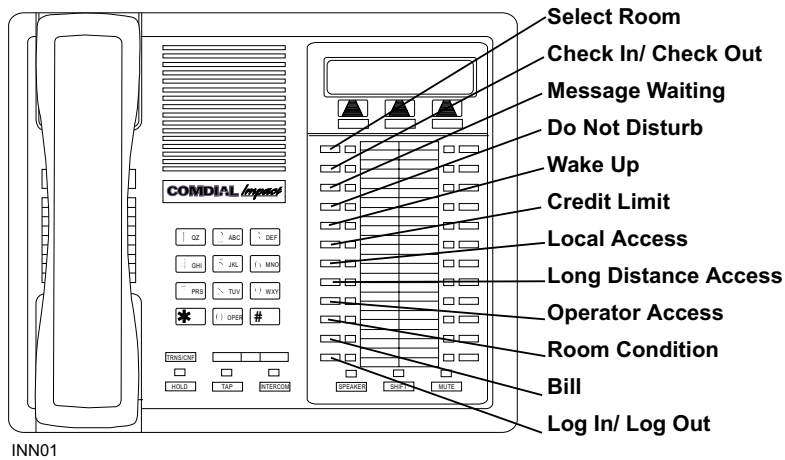
3.1   Administrative Telephones

The *Concierge* administrative telephones offer most of the features available from the computer terminal. Administrative telephones add to the usability of the system by increasing the number of stations available to perform guest telephone programming. For example, a guest might call the front desk attendant to request a wakeup call—the desk attendant can program the wakeup call from the administrative telephone while still on the call with the guest.

Use the installer-programmed Feature Access buttons to access the following features:

- Log In/ Log Out,
- Select Room,
- Check In/ Check Out,
- Message Waiting,
- Do Not Disturb,
- Wake Up,
- Credit Limit,
- Local Access,
- Long Distance Access,
- Operator Access,
- Room Condition,
- Bill.
- Room Block
- Alarms
- Adding An Extension
- Heartbeat

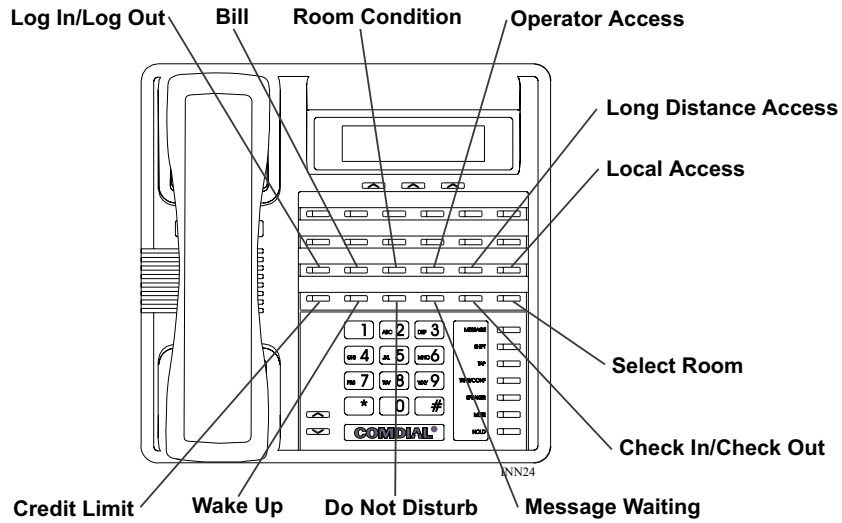### 3.2   *Feature Access Button Locations*

The Comdial telephones pictured below can be used as administrative telephones with the *Concierge* system. Suggested feature access button locations for most features are illustrated. Use the supplied labels to identify feature button locations.


Select Room
Check In/ Check Out
Message Waiting
Do Not Disturb
Wake Up
Credit Limit
Local Access
Long Distance Access
Operator Access
Room Condition
Bill
Log In/ Log Out

INN01

Impact 8024S-** LCD Speakerphone

Select Room
Check In/ Check Out
Message Waiting
Do Not Disturb
Wake Up
Credit Limit
Local Access
Long Distance Access
Operator Access
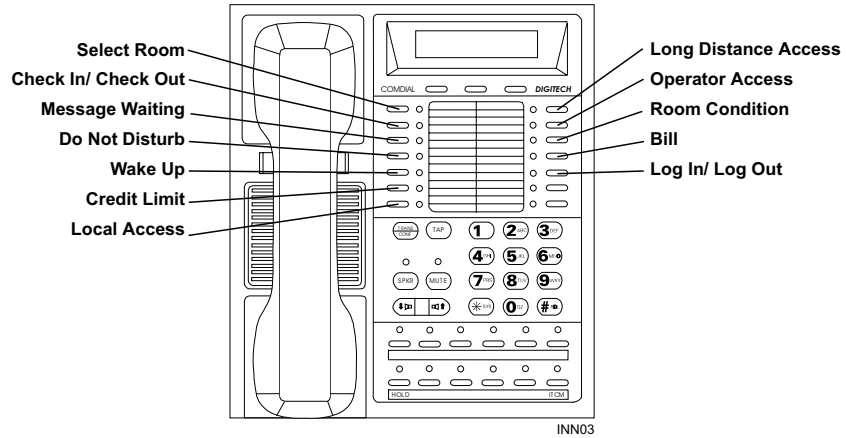Room Condition
Bill
Log In/ Log Out
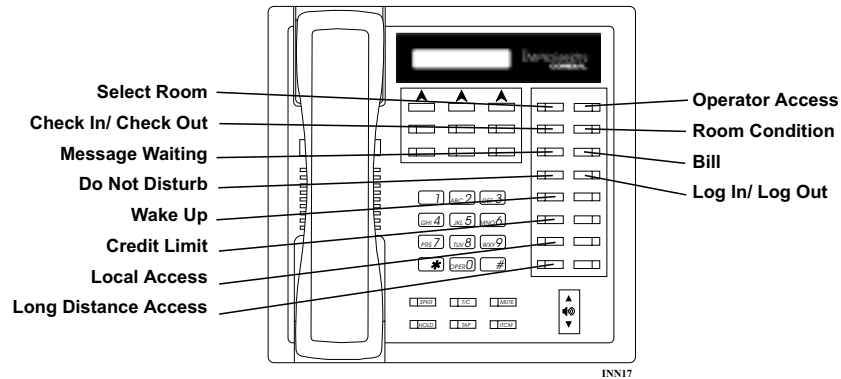
INN02
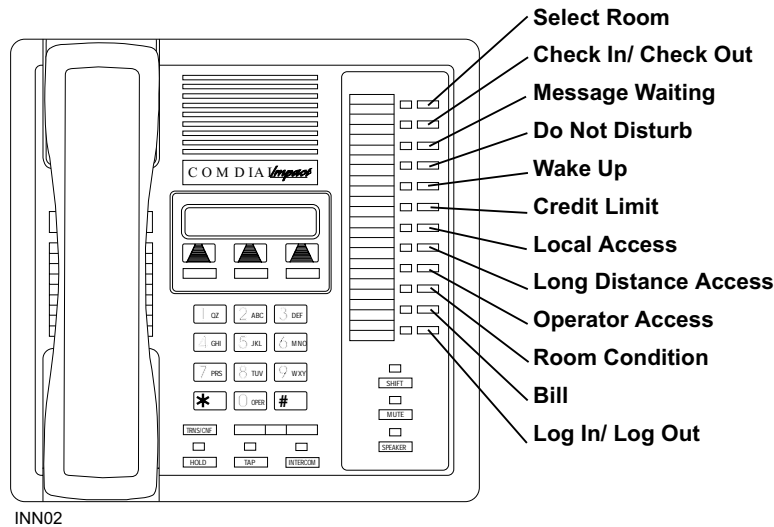
Impact 8012S-** LCD Speakerphone

Impact 8324S-** LCD Speakerphone
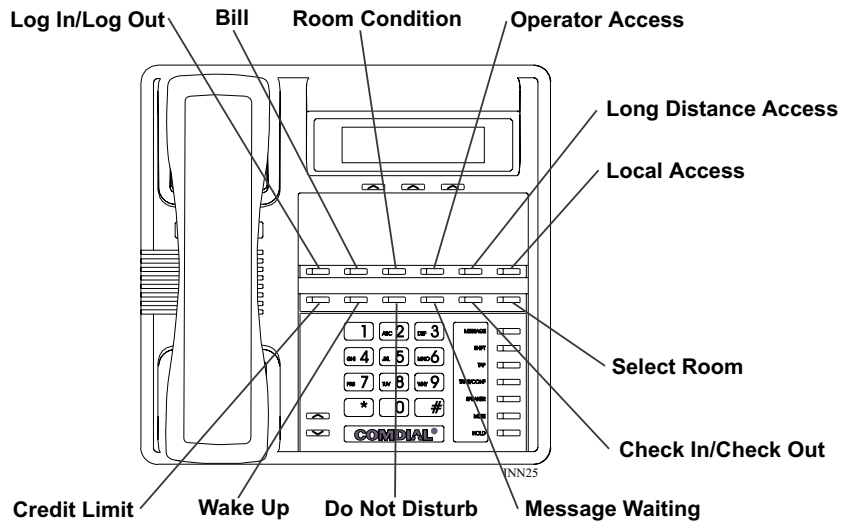
Impact 8312S-** LCD Speakerphone

Impression 2022S-** LCD Speakerphone

DigiTech 7700S-** LCD Speakerphone

3.3   Feature Access Button Functions

Administrative functions are performed using the **Feature Access** buttons on the administrative telephones. Refer to the following chart for a description of each button and its function.

Feature	Description
Log In/ Log Out	Pressing the **Log In/ Log Out** button logs the administrative telephone in or out of the *Concierge* system. Remember that none of the Feature Access buttons will function until you are logged in. Red LED = Logged Out. Green LED = Logged In.
Select Room	After log in, the telephone display prompts you for a room selection. Pressing the **Select Room** button allows you to make additional entries based on the display prompts. Pressing **Select Room** while viewing a room closes that room and prompts the user to select a new room. Red LED = No room selected. Green LED = A room is currently selected.
Check In/ Check Out	During a room view, pressing the **Check In/Check Out** button toggles between the Check In feature and the Check Out feature. The system will only allow Check In to a room that is made and vacant. Check Out can only occur with a room that is occupied. During Check Out, the system prompts the user to print the guest bill, and notifies the user if the guest telephone is not idle. Green LED = Checked in. Clear LED = Nobody checked into room.
Message Waiting	During a room view, pressing the **Message Waiting** button toggles message waiting on and off, and sets a DESK display on the *Concierge* Message Dialog to indicate that the front desk set the message waiting condition. Green LED = Message Waiting is set.
Do Not Disturb	During a room view, pressing the **Do Not Disturb** button toggles the do not disturb condition on and off. Green LED = DND on.

Feature	Description
Wake Up	During a room view, pressing the **Wake Up** button allows the user to view, set, and cancel wakeup calls. When you set a wakeup, the system automatically selects AM; if this is wrong, use the interactive buttons to toggle the setting from AM to PM. When the setting is correct, press the SET interactive button and then press the QUIT interactive button. (Interactive buttons are located under the telephone's LCD.) Green LED = Wakeup is set. Clear LED = No wakeup is set, or a wakeup call has been answered. Flashing Green LED = Wakeup call in progress. Flashing Red LED = Wakeup call is not answered.
Credit Limit	During a room view, pressing the **Credit Limit** button displays the credit limit and editing prompts, allowing the user to change the credit limit for a room telephone. Green LED = Credit Limit is set. Clear LED = No credit limit is set.
Local Access	During a room view, pressing the **Local Access** button allows or denies local call access to the room telephone. Green LED = Local access allowed.
Long Distance Access	During a room view, pressing the **Long Distance Access** button allows or denies long distance access to the room telephone. Green LED = Long distance access allowed.
Operator Access	During a room view, pressing the **Operator Access** button allows or denies operator access to the room telephone. Green LED = Operator access allowed.
Room Condition	During a room view, pressing the **Room Condition** button displays the current Room Condition ("made" or "unmade"). The user may also change the room condition by using the **Room Condition** button to toggle between "made" and "unmade". Green LED = Room is made.
Bill	During a room view, pressing the **Bill** button displays the current telephone bill for that room, and prompts the user with softkey options to print or clear the bill. Green LED = There is a telephone bill.
Room Block	During a room view, pressing the Room Block button toggles room block On or Off on the room telephone. Green LED = Guest calling denied (Room Block on).
Alarm	Press **Alarm** button when flashing to acknowledge an active alarm. Flashing Red LED = An alarm condition is active. Solid Red LED = An alarm condition is in the log.
Add Extension	Press the **Add Extension** button to dynamically assign a wireless extension telephone to a guest room at check in.

3.4   Using The Administrative Telephones

Administrative telephones can perform most of the functions that the *Concierge* PC performs. During a room view you can use the Feature Access buttons (described in section 3.2) to check or set any of the room settings.

To view a guest room from an idle telephone,

1. Press the **Login/Logout** button (see section 3.2, Feature Access Button Locations, for the button locations on your telephones). Depending on system programming, the display may change immediately to the **Enter** display (step 3).

2. Press the **Select Room** button.

3. Enter the number of the room you wish to view.

4. Press the **Enter** softkey (softkeys are located under the LCD).

5. Use the Feature Access buttons to view or change guest room settings (refer to section 3.3, Feature Access Button Functions).

6. Press the **Login/Logout** button to return to normal telephone operation, or press the **Select Room** button to view another room.

To view a guest room while on an intercom call with the guest,

NOTE: To view a guest room while on a call, the administrative telephones must be set to automatic or semi-automatic mode by the installer.

1. If your telephone is programmed for Automatic mode, you don't need to do anything to access guest room features—they will automatically be active when you receive a call from a guest telephone.
If your telephone is programmed for Semi-Automatic mode, you will have to press the **Login/Logout** button to access guest room features when you receive a call from a guest. You do not need to select a room because *Concierge* automatically selects the current extension.

2. Use the Feature Access buttons to view or change guest room settings (refer to section 3.3, Feature Access Button Functions).

3. Press the **Login/Logout** button to return to normal telephone operation, or press the **Select Room** button to view another room.

3.5   Adding Wireless Extensions

This feature allows you to add a wireless extension to a guest room during or after check in. *Concierge* treats a wireless extension as a data extension; it rings when the room extension rings and appears on the guest bill. When a guest checks out, the system automatically removes the wireless extension.

When you use an administrative telephone to make or receive a call from a data extension, the guest's name shows on the LCD when this option is set by the installer. For the name to show, the administrative telephone must not be in administrative mode.

To add a data wireless extension to a room, a guest must be checked in to the room. The wireless extension you are assinging to the room must not be identified as any other extension type.

To add a wirless extension to a room,

1. From an enabled administrative telephone, select the room.

2. Press **OAI 15**.

3. Press the **Add** soft key.

4. Enter the extension number you want to assign to the room.

5. Press the **Enter** soft key.

3.6   Heartbeat Feature

This installer-programmed (through button mapping on the digital communications system) feature causes an LED on the administrative telephones (OAI 20) to flash at two-second intervals to indicate the *Concierge* system is communicating with the telephone system. If the *Concierge* PC or its serial link to the telephone system malfunctions, the indicator will turn off or be on steady.

4 *Staff Use Of* *Room Telephones*

4.1   Room Telephone Functions For Hotel Staff

This chapter discusses use of room telephones for hotel staff purposes. Hotel staff can perform the following functions from room telephones:

- remote answering of administrative station,

- transferring a call,

- maid log in/log out of room,

- enter room status.

4.1.1   Remote Answering Of Attendant Station

To answer a call ringing at an administrative telephone from a room telephone,

1. Lift handset.

2. Dial ✳ **4**.

3. Dial extension number of ringing telephone.

4.1.2   Transferring A Call

To transfer a call answered on a room telephone to another telephone (room or administrative),

1. Quickly press and release telephone hookswitch if using an IST (flash button or TAP button on digital telephones).

2. Dial extension number that will receive transferred call.

3. Hang up,

    —OR—

    wait on line for answer, announce the call, and hang up.

4.1.3   Logging In To A Room

To log in to a room,

1. Lift the guest telephone handset and dial maid system code (default code = **#04**).

2. Dial your maid identification number.

3. Hang up the telephone.

4.1.4   Logging Out Of A Room

To log out of a room and enter the room status,

1. Lift the guest telephone handset and dial maid system code (default code = **#04**).

2. Dial your maid identification number.

3. Press the ✶ key to indicate the room is clean, or press the **#** to indicate the room is unmade and hang up.

    —OR—

4. Press the appropriate room status button (see table on next page) and then hang up.

Depending on which PMS system you are integrated with, the room status codes that maids enter when leaving a room will change. The following table lists the room status codes for the PMS systems currently supported by Comdial.

Room Status	Hitachi/Default Value	Encore Value
Made	1	4
Unmade	2	1
Maid in Room	3	2
Inspection Required	4	3
Maintenance Required	5	5
Out Of Order	6	6
Room is Reserved	7	7

This page remains blank intentionally.

5 Guest Telephones

5.1 Guest Use Of Room Telephones

This chapter discusses procedures guests must use to operate their room telephones. This information is available to guests in the form of faceplates on their telephones; however, the information in this chapter will help you to assist guests if they have questions about operating their telephones.

Guests can perform the following functions from their room telephones:

- place outside calls,
- place inside calls,
- place speed dial calls
- call the attendant,
- answer calls,
- retrieve a message,
- acknowledge a wakeup call,
- set a wakeup call,
- answer a call waiting tone.

5.1.1   Placing An Outside Call

Outgoing dialing plans may differ greatly from one location to another. For example: one hotel may dial 9 for both local and long distance calls, while another may be configured to dial 9 for local and 8 for direct dial long distance calls. The *Concierge* system's programming is very flexible in this regard. Please consult your system installer for instructions on how to place outgoing calls.

5.1.2   Placing A Call Within The Hotel

To place a call within the hotel,

1. Lift handset and listen for dial tone.

2. Dial extension number.

5.1.3   Placing A Speed Dial Call

To place a speed dial call,

1. Lift handset and listen for dial tone.

2. Press ✶**01** and then dial system speed dial number (**000–999**).

NOTE: Earlier systems have only ✶100–✶299 or ✶100–✶599 as system speed dials.

NOTE: See the system installer or the attendant's guide that came with your telephone system for procedures on programming system speed dials.

5.1.4   Placing Calls To The Attendant

To place a call to the attendant,

1. Lift handset.

2. Dial **0**.

5.1.5   Retrieving A Message

To retrieve a message using an LCD proprietary telephone,

1. Observe blinking message waiting light.

2. Press the *CALL* softkey (softkeys are located under the LCD display) to retrieve the message.

To retrieve a message using a non-LCD proprietary telephone,

1. Observe blinking message waiting light.

2. Press **INTERCOM** + **HOLD** to retrieve the message.

To retrieve a message from an IST telephone

1. Observe blinking message waiting light.

2. Press **INTERCOM** + voice mail code (default code = **#**, **00**) to retrieve the message.

5.1.6   Setting A Wakeup Call

To set a wakeup call,

1. Dial the feature code (default code = ✳**04**).

2. Enter the wakeup time in 00:00 format.

3. Wait for the confirmation tone and hang up.

To cancel a wakeup call,

1. Dial the feature code (default code = ✳**04**).

2. Press the **#** key.

3. Wait for the error tone and hang up.

5.1.7 Answering A Wakeup Call

When the system issues a wakeup call to a guest, the guest's telephone will ring for one minute. If the guest does not answer the first wakeup call, the system issues two more wakeup calls at one-minute intervals. If the guest does not answer the third wakeup call, the system issues an alarm.

To answer a wakeup call,

1. Lift and replace handset when telephone rings.

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Notes

Notes

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