

**NEC**

**NDA-24245  
ISSUE 2  
STOCK # 200890**

# **NEAX<sup>®</sup> 2400IMX**

## **Hotel Features and Specifications**

**MAY, 2000**

**NEC America, Inc.**

## **LIABILITY DISCLAIMER**

The information contained in this document is specific to D<sup>term</sup> Series E only.

Throughout this document, references to “Console” or “Attendant Console” imply a Hotel Console. Most features described in this manual require a Hotel Console. However, some features (including A-57, A-73, I-23, P-34, and V-16) can also be performed using a Business Console.

Minimum firmware may be required. Contact NEC Engineering for additional information.

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Printed in the U.S.A

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NEAX2400 IMX  
Hotel Features and Specifications

Revision Sheet 2/2

NDA-24245 ISSUE 2

## NEAX2400 IMX Hotel Features and Specifications

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## NEAX2400 IMX Hotel Features

<b>LEGEND</b>					
	<b>X</b>	–	<b>Available</b>		
	—	–	<b>Not Applicable</b>		
	<b>N</b>	–	<b>Not Available</b>		
	→	–	<b>Feature carried over to next software series</b>		
Index	Feature Description	Series 7300		Series 7400	
		Non-Network	FCCS	Non-Network	FCCS
A-10	Automatic Wake-Up	X	X	→	→
A-10D	Automatic Wake-Up D <sup>term</sup>	X	X	→	→
A-15	Announcement Service	X	—	→	—
A-25	Attendant Console With Hotel Functions	X	N	→	N
A-26	Audit Reports	X	X	→	→
A-48	Automatic Message Waiting Lamp Off	X	X	→	→
A-57	Alert Service	X	N	→	N
A-58	Automatic Wake-up – Hotel Attendant	X	N	→	→
A-73	Automatic Multiple Attendant Recall	X	N	→	N
A-74	Answering Camp-On/Call Hold Calls By Switchhook Flash	X	—	→	—
A-75	Automated Guest Station Voice Mail Retrieval	X	—	→	—
B-26	Busy Status – Hotel Attendant	X	X	→	→
C-19	Calendar Display	X	—	→	—
C-23	Check-In/Checkout	X	X	→	→
C-32	Calling Station Number Display	X	X	→	→
C-71	Called Number Display – Hotel Attendant Console	X	X	→	→
C-72	Connecting Room Service	X	N	→	N
C-147	Call Information Display	X	N	→	N
D-11	Do Not Disturb	X	X	→	→
D-11D	Do Not Disturb - D <sup>term</sup> <b>Note:</b> <i>Different from Business.</i>	X	X	→	→
D-15	Day/Night Class of Service	X	N	→	N
D-23	Direct Page Connection	X	—	→	—
D-24	Direct Paging	X	—	→	—
D-25	Direct Service Set/Reset	X	X	→	→
D-26	Direct Station Selection	X	—	→	—
D-88	Directory Assistance Interface	X	N	→	N
D-89	Direct Selection – Outside	X	—	→	—
D-105D	D <sup>term</sup> With Hotel Function	X	X	→	→

**NEAX2400 IMX Hotel Features (Continued)**

<b>LEGEND</b>					
	<b>X</b>	- Available			
	<b>—</b>	- Not Applicable			
	<b>N</b>	- Not Available			
	<b>→</b>	- Feature carried over to next software series			
<b>Index</b>	<b>Feature Description</b>	<b>Series 7300</b>		<b>Series 7400</b>	
		<b>Non-Network</b>	<b>FCCS</b>	<b>Non-Network</b>	<b>FCCS</b>
D-107	Direct Data Entry – Station	X	N	→	N
D-150	Double Suite Room	X	N	→	N
D-151	DND/MW Lamp Control	X	X	→	→
E-21	Emergency Call Monitor – Attendant	X	N	→	N
G-1	Guest/Administrative Service	X	X	→	→
G-4	Group Service Through PMS	X	X	→	→
G-5	Guest Name Display Through PMS	X	X	→	→
G-6D	Guest Name Display – D <sup>term</sup>	X	X	→	→
G-7D	Guest Information Display – D <sup>term</sup>	N	N	N	N
G-8	Guest Information Display – Hotel Attendant Console	X	N	→	N
G-9	Guest Information Display – PMS Terminal	X	N	→	N
G-11	Guest Room Calling – Hotel Attendant	X	X	→	→
G-21	Group Restriction	X	N	→	N
G-24	Guest Station - D <sup>term</sup>	X	X	→	→
H-8	House Phone/Hot Line	X	—	→	—
H-22	Feature Transparency Over CCIS	X	—	→	—
I-23	Inter-Position Transfer 2	X	N	→	N
L-27	Language Service	X	X	→	→
M-6	Message Waiting	X	X	→	→
M-22	Maid Status	X	X	→	→
M-51	Manual Switching Of C.O. Incoming Call Destination	X	N	→	N
M-68	Maid Status - Answerback	X	N	→	N
O-6	Off-hook Alarm	X	X	→	→
O-9	Overtime Call	X	X	→	→
P-8	Printer Control – Hotel Attendant Console	X	X	→	→
P-27	PMS Interface – BISYNC	X	X	→	→
P-29	PMS Interface	X	X	→	→
P-34	Paging Console	X	—	→	—
R-9	Room Cutoff	X	X	→	→
R-10	Room Status	X	X	→	→

**NEAX2400 IMX Hotel Features (Continued)**

<b>LEGEND</b>					
	<b>X</b>	-	<b>Available</b>		
	<b>—</b>	-	<b>Not Applicable</b>		
	<b>N</b>	-	<b>Not Available</b>		
	<b>→</b>	-	<b>Feature carried over to next software series</b>		
<b>Index</b>	<b>Feature Description</b>	<b>Series 7300</b>		<b>Series 7400</b>	
		<b>Non- Network</b>	<b>FCCS</b>	<b>Non- Network</b>	<b>FCCS</b>
R-17	Room Numbering	X	—	→	—
S-17	Split Access	X	X	→	→
S-32	Screening (Split Hold)	X	N	→	N
S-49	Service Call Routing	X	X	→	→
S-74	Secretarial Service – Guest Station	X	N	→	N
S-75	Suite Room Service	X	X	→	N
S-128	2nd Wake-up Call – Same Guest Station	X	X	→	→
T-13	Toll Terminal Access	X	X	→	→
T-21	Timing Start	X	X	→	→
V-16	Voice Mail Service Via Message Center Interface (MCI)	X	X	→	→
W-2	Wake-up Announcement – Headstart	X	N	→	N

This page is for your notes.

## CHAPTER 1 INTRODUCTION

### General Description

This manual covers the Office Data Design of the Hotel System, the Numbering Plan and a description of Service features.

### How to Follow the Manual

This manual is organized as follows:

- CHAPTER 2 - NUMBERING PLAN  
This chapter explains the numbering plan in the hotel system.
- CHAPTER 3 - DESCRIPTION OF SERVICE FEATURES  
This chapter explains how to use the hotel service features.

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This page is for your notes.

## CHAPTER 2 NUMBERING PLAN

### General Description

Access Codes for various service features are determined according to the Dial Access Numbering Plan. This chapter explains the Numbering Plan, and commands related to the Numbering Plan in the Hotel System.

### Dial Access Numbers

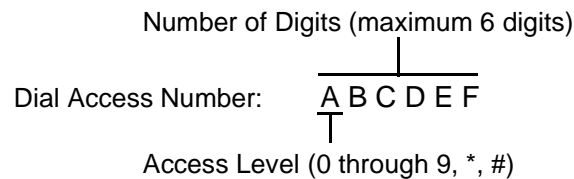
There are three types of Dial Access Numbers:

- Station Access Numbers
- Special Service Access Numbers
- Trunk Access Numbers

This section explains the procedure for determining these Dial Access numbers and precautions.

### Basic Knowledge of Dial Access Numbers

- a.) A Dial Access Number consists of an Access Level and a Number of Digits as shown below:



- b.) For the Hotel System, the service to be performed is determined according to the specific Dial Access Number.
- c.) The Hotel System can have two Numbering Plan Development tables; one is for Administration stations and the other for Guest stations.

Therefore, the Dial Access Number for Administration stations and the Dial Access Number for Guest stations can be provided independently.

#### Examples:

- Dial Access Number for Administration Station

Dial Access Number	Access To
“0”	Split Access (Operator Call)
“10”	Speed Calling – System
“12”	Call Hold
“2XXXX”	Guest Station (4 or 5 digits) of Main Building
“3XXXX”	Guest Station (4 or 5 digits) of Annex
“4XXX”	Administration Station (4 digits)
“5XXX”	Special Administration (4 digits)
“8X”	2-Digits Trunk
“9”	C.O. Trunk
“6” and “7”	Vacant Level

**Basic Knowledge of Dial Access Numbers (cont'd)**

- Dial Access Number for Guest Station

Dial Access Number	Access To
“0”	Split Access (Special Administration Station (STN 5000) Call
“13”	Automatic Wake Up; Set
“14”	Automatic Wake Up; Cancel
“2XXXX”	Guest Station (4 or 5 digits) of Main Building
“3XXXX”	Guest Station (4 or 5 digits) of Annex
“7”	Floor Service
“9”	C.O. Trunk
“4”, “5”, “6”, and “8”	Vacant Level

**Note:** For the Access Level (1st digit of the Dial Access numbers) different numbers are assigned for Station Access numbers, Special Service Access numbers, and Trunk Access numbers.

**Station Access Numbers**

- One through six-digit station numbers are supported.
- The system can provide Timing Start Service. The Timing Start Service allows single-digit and multi-digit stations to use the same Access levels.

**Examples:**

- 2101: Guest Station Number of No. 1 Room on the 1st floor of the main building.
- 21001: Guest Station Number of No. 1 Room on the 10th floor of the main building.
- 3101: Guest Station Number of No. 1 Room on the 1st floor of the annex.
- 31001: Guest Station Number of No. 1 Room on the 10th floor of the annex.

- The same station number cannot be assigned twice within the same system, even if it is assigned to different tenants or to an Administration Station and a Guest Station.

**Special Service Access Numbers**

- Special Service Access numbers of one through six digits can be assigned for each Access Level. Usually, one through three digits are used.
- The Hotel System can provide the Same Number Access (Split Access) service. The Same Number Access service can provide both Administration and Guest stations with the different service feature by the same number. It can also provide the same or a different service feature by the same number according to Tenant Class, Route Restriction Class (RSC) and Service Feature Class (SFC) concerned.

**Examples:**

Dial Code	Service Feature for Administration Station	Service Feature for Guest Station
“0”	Operator Call	Special Administration Station Call

- The Hotel System can provide the Floor Service. The Floor Service is a service function to call the Room Service station on each floor by the same Access code.



**Special Service Access Numbers (cont'd)**

**Examples:**

Guest Station on the 1st Floor of the main building  
dial "7" Calling

→ Room Service Station (STN 4801) on the 1F

Guest Station on the 2nd Floor of the main building  
dial "7"

→ Calling Room Service Station (STN 4802) on the 2F

Guest Station on the 3rd Floor of the main building  
dial "7"

→ Calling Room Service Station (STN 4803) on the 3F

d.) Table 2-1 shows a listing of special services which require Access numbers.

**Note:** *In a case where both Entry and Cancel are specified for the same special service, different Access numbers must be assigned for Entry and for Cancel.*

**Trunk Access Numbers**

a.) Trunk Access numbers ranging from one through six (1-6) digits may be assigned on an individual basis. Usually, one through three (1-3) digits are used.

**Table 1 Special Services Requiring Access Numbers**

Name of Special Service	Remarks	Name of Special Service	Remarks
Account Code Dial		Faulty Trunk Report	
Attendant Manual Override		Flash Signal Sending (CAS Main Station)	
Authorization Code/Forced Account Code Dial		Floor Service	
Automatic Wake Up – Set			
Automatic Wake Up – Cancel		Group Announcement – Entry	
		Group Announcement – Cancel	
Busy Out – Entry (UCD)		Guest/Administration Service	
Busy Out – Cancel (UCD)			
		Hotel Service	
Call Back – Entry			
Call Back – Cancel		Individual Speed Calling: Entry	
C.F. – All Calls – Entry		Individual Speed Calling: Access	
C.F. – All Calls – Cancel		Individual Trunk Access	
C.F. – Busy Line – Entry			
C.F. – Busy Line – Cancel		Line Load Control: Entry	
C.F. – Don't Answer – Entry		Line Load Control: Cancel	
C.F. – Don't Answer – Cancel			

**Table 1 Special Services Requiring Access Numbers (Continued)**

Name of Special Service	Remarks	Name of Special Service	Remarks
Call Hold		Message Reminder	
Call Park Access Code			
Call Park Local Retrieval Code		Priority Call 1	
Call Park Remote Retrieval Code		Priority Call 2	
Call Pickup		Priority Call 3	
Call Pickup – Direct		Priority Paging	
Call Waiting			
		Speed Calling Access	
Data Privacy – Entry		Same Number Access	
Data Privacy – Cancel			
Dial Access to Attendant		TAS Answer	
		Trunk Queuing: Entry	
Executive Right-of-Way		Trunk Queuing: Cancel	
		Voice Call	

- a.) Trunk Access numbers are required on an individual route basis.
- b.) When Least Cost Routing (LCR) is utilized, LCR Access is regarded as access to an individual route; therefore an Access Number must be assigned.
- c.) If Answer Service is provided for Speaker and/or Radio Paging, a Paging Answer code must be assigned.

Examples of a Dial Access Numbering Plans are shown in [Table 2, Example of Dial Access Numbering Plan for Administration Station](#) and [Table 3, Example of Dial Access Numbering Plan for Guest Station](#).

**Table 2 Example of Dial Access Numbering Plan for Administration Station**

Access Number	Function	Remarks
0	Same Number Access (Dial Access to Attendant)	Operator Call
10	Call Hold	
11	Call Back (Entry)	Cancel Number is “19”
12	Executive Right of Way	
13	Speed Calling System	
14	Vacant Numbers	
15		
16		
17		
18		

**Table 2 Example of Dial Access Numbering Plan for Administration Station (Continued)**

Access Number	Function	Remarks
19	Call Back (Cancel)	Entry Number is "11"
2000 – 2018	4-digit Administration Station Number	
3000 – 3011	4-digit Guest Station Number	
4	Vacant Numbers	
5		
6		
7		
80	Vacant Numbers	
81	Access to Area A	Route Number: 2
82	Access to Area B	Route Number: 3
83	Access to Area C	Route Number: 4
84	Access to Area D	Route Number: 5
85	Access to Area E	Route Number: 6
86	Vacant Numbers	
87		
88	Access to Paging Equipment	Route Number: 10
89	Vacant Number	
9	Access to Central Office	Route Number: 1

**Table 3 Example of Dial Access Numbering Plan for Guest Station**

Access Number	Function	Remarks
0	Same Number Access (Special Administration Station Call)	Special Administration Station Number "2000"
10	Vacant Numbers	
11		
12		
13		
14	Automatic Wake Up (Entry)	Cancel Number is "15"
15	Automatic Wake Up (Cancel)	Entry Number is "14"

**Table 3 Example of Dial Access Numbering Plan for Guest Station (Continued)**

Access Number	Function	Remarks
16	Vacant Numbers	
17		
18		
19		
2	Vacant Level	
3000 – 3011	4-digit Guest Station Number	
4	Vacant Level	
5		
6		
7	Floor Service	1F: STN = 2001 Call, 2F: STN = 2002 Call
8	Vacant Level	
9	Access to Central Office	Route Number: 1

**Commands Related to the Numbering Plan**

This section explains the commands related to the Numbering Plan and also explains command assignment procedure.

For details of command, refer to the NEAX2400 IMX Office Data Specification Manual.

1. ASYD (Assignment of System Data)

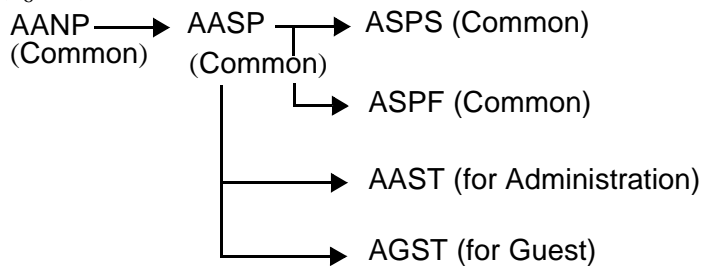
The system data pertaining to the Numbering Plan is as follows:

- SYS1 INDEX 160 b<sub>6</sub>

This data is for determining whether the Numbering Plan Development Table is to be provided in common or separately for Administration and Guest stations. The commands to be used vary with the value assigned to the data as follows:

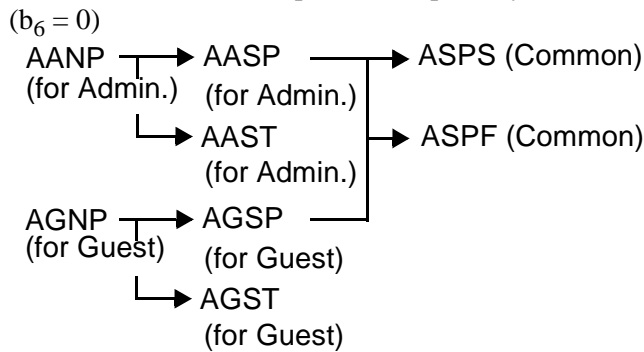
- a.) When the Table is to be provided in common for Administration and Guest stations.

(b<sub>6</sub> = 1)



**Commands Related to the Numbering Plan (cont'd)**

b.) When the Table is to be provided separately for Administration and Guest stations.



**Note:** Administration stations can call Guest stations, but calls from Guest stations to Administration stations are restricted. A call from a Guest Station to a predetermined Administration Station is allowed via Same Number Access (Split Access) service.

- SYS1 INDEX 161 b<sub>6</sub>, b<sub>7</sub>
  - b<sub>6</sub>: “#” code is used in Timing Start Service.  
(0/1 = Ineffective/Effective)
  - b<sub>7</sub>: “\*” code is used in Timing Start Service.  
(0/1 = Ineffective/Effective)

When Timing Start is used, the system can have the following numbering:

**Examples:**

<u>Floor</u>	<u>Room No.</u>	<u>Station No.</u>
1st	11	8111
11th	11	81111

In this case, if a 5-digit station number is dialed, the call is immediately connected to the called station. However, if a 4-digit station number is dialed, the call is connected to the called station with a certain delay. This is because the necessary number of digits of the access level assigned by the AANP/AGNP command is set to the number of digits of station number of larger number of digits. Thus, when a station number of smaller number of digits is dialed, the call is not connected to the called station until the Register Inter-Digit Timer in the system is timed out. In order that a call by dialing a station number of smaller number of digits can be immediately connected to the called station, assignment of these system data is necessary. If use of “#” code is made effective, a call to a station of smaller number of digits is connected immediately to the called station with “#” code dialed after the station number.

2. AANP/AGNP (Assignment of Administration Numbering Plan/Assignment of Guest Numbering Plan)  
These commands are used to assign the minimum required number of digits to be used for determining the required service according to the first digit received.

**Note:** When the Timing start service is used, the minimum required number of digits is assigned to the station number of larger number of digits.

For example, when Station Number 200 and Station Number 2000 exist, Number of Necessary Digits (NND) = 4 is to be assigned with respect to the 1st Digit (1st DC) = 2.

3. A dummy number (SID36, STATE 63) is necessary for the following case: When the system has stations “200” and “21000”, assign a dummy number for “210” with NND = 2.
4. AASP/AGSP (Assignment of Administration Special Access Code/Assignment of Guest Special Access Code)

These commands are used to specify the kind of service to be executed or the route to be accessed when a Special Access Code or Trunk Access Code is dialed. This data pertains to Administration stations.

### Commands Related to the Numbering Plan (cont'd)

5. ASPS (Assignment of Special Access Code for Same Number Access)  
When Split Access (Same Number Access) is required, these commands are used to specify the kind of service to be executed or the route to be accessed when a Special Access Code or Trunk Access Code is dialed.
6. ASPF (Assignment of Special Access Code for Floor Service)  
This command is used to assign the calls from Guest stations on each floor, and can be terminated to a service station, such as laundry service and room service, on the same floor as the Guest Station.
7. AAST/AGST (Assignment of Administration Station Data/Assignment of Guest Station Data)  
These commands are used to assign station data. When the system provides the floor service, these commands are used to assign floor service data with respect to Guest Room Service Station.

### Examples of Numbering Plan Data Assignments

Examples of Numbering Plan data assignments are shown below. The procedures for data assignment are explained in the subsequent pages.

#### Example:

1. Dial Access Number
  - For Administration

<u>Access Code</u>	<u>Access To</u>
“0”	Operator Call
“100” ~ “1000”	Guest Station on 1F
“200” ~ “2000”	Guest Station on 2F
“3000” ~ “3500”	Administration Station Number
“4000”	Special Administration Station
“5000”	Room Service Station for 1F
“5001”	Room Service Station for 2F
“9”	C.O. Trunk
  - For Guest

<u>Access Code</u>	<u>Access To</u>
“0”	Special Administration Station Call
“100” ~ “1000”	Guest Station on 1F
“200” ~ “2000”	Guest Station on 2F
“8”	Floor Service
“9”	C.O. Trunk
2. Others
  - Numbering Plan Development Table is provided separately for Administration and Guest.
  - Use of “#” code in the Timing Start Service is made effective.

**Examples of Numbering Plan Data Assignments (cont'd)**

Entry Procedure:

START

ASYD      \_\_\_\_\_      SYS1

INDEX 160, b<sub>6</sub> = 0  
 Numbering Plan Development Table is provided separately for Administration and Guest.

INDEX 161, b<sub>6</sub> = 0  
 Use of “#” code in the Timing Start Service is made effective.

INDEX 165, b<sub>7</sub> = 1  
 Floor Service is provided.

AANP      \_\_\_\_\_

With respect to the 1st digit code (1ST DC), assign Number of Necessary Digits (NND) as follows.

<u>1ST DC</u>	<u>NND</u>
0	1
1	4
2	4
3	4
4	4
5	4
9	1

AGNP      \_\_\_\_\_

With respect to the 1st digit code (1ST DC), assign Number of Necessary Digits (NND) as follows.

<u>1ST DC</u>	<u>NND</u>
0	1
1	4
2	4
8	1
9	1

AASP      \_\_\_\_\_

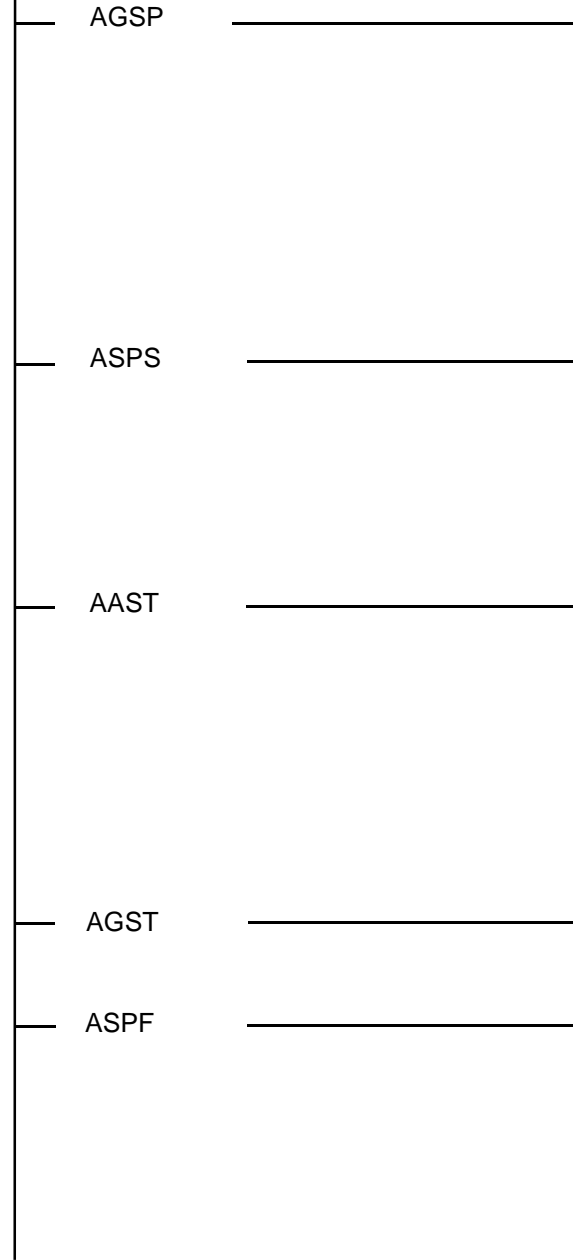
With respect to the Access Code (ACC) assign service features as follows.

<u>ACC</u>	<u>SRV</u>	<u>SID</u>	<u>No.</u>	<u>KIND</u>
0	SSC	57	0	0
<u>ACC</u>	<u>SRV</u>	<u>RT</u>		
9	OGC	1		



Examples of Numbering Plan Data Assignments (cont'd)

A



AGSP

With respect to the Access Code (ACC) assign service features as follows:

<u>ACC</u>	<u>SRV</u>	<u>SID</u>	<u>No.</u>	<u>KIND</u>
0	SSC	57	0	0
8	SSC	56	0	-

<u>ACC</u>	<u>SRV</u>	<u>RT</u>
9	OGC	1

ASPS

With respect to the data assigned by AASP and AGSP, assign service features as follows:

<u>No.</u>	<u>F</u>	<u>SRV</u>	<u>SID</u>	<u>STN</u>
0	0	SSC	2	-
0	1	STN	-	4000

AAST

Assign the station data of Administration stations. Also, assign the data for floor service as follows:

<u>STN</u>	<u>ROOM CLASS</u>
"3000" ~ "3500"	0
"4000"	0
"5000"	1 - 7
"5001"	1 - 7

AGST

Assign the station data of Guest stations.  
(STN "100" - "1000", STN "200" - "2000")

ASPF

Assign the data related to the Room Service.  
Station on each floor as follows:

<u>No.</u>	<u>ANX</u>	<u>G</u>	<u>FLR</u>	<u>DC</u>
0	0	0	1	5000
0	0	0	2	5001

END



## CHAPTER 3 DESCRIPTION OF SERVICE FEATURES

### Hotel Service Features

This section explains each Hotel service feature by the following items:

- **General Description**
- **Operating Procedure**
- **Service Conditions**

#### **General Description**

This item explains a general description of the service feature.

#### **Operating Procedure**

This item explains the procedure to be followed for receiving a specific service feature concerned. When testing a service feature, perform installation test work steps by referring to this item.

#### **Service Conditions**

These items explain the functional outline of a specific service feature concerned and the matter of caution (hardware requirements, etc.) related to performance of that service feature. It is recommended that these items be referred to for more extensive knowledge of the service feature concerned.

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This page is for your notes.

# A-10

# Automatic Wake-Up

## General Description

This service feature allows the system to be programmed to automatically call guest rooms at specified times. Upon answering, the guest is connected to a recorded announcement or music source. A printout of unanswered or blocked wake-up attempts for guest rooms is provided at the Hotel printer. This feature can be activated from the guest room stations, administration stations, Console, PMS Terminal, or predetermined Special Administration Station.

## Operating Procedure

- To set AUTOMATIC WAKE-UP from a guest room:
  - a.) With separate set and cancel codes (24-hour time only):

Step	Action	Result
1	Lift the handset.	Receive dial tone.
2	Dial WAKE-UP code.	Hear special dial tone.
3	Dial desired time of AUTOMATIC WAKE-UP.	Hear service set tone.
4	Hang up.	

- b.) When set and cancel codes are the same:

Step	Action	Result
1	Lift the handset.	Receive dial tone.
2	Dial WAKE-UP code.	Hear special dial tone.
3	Dial desired time of AUTOMATIC WAKE-UP.	Hear service set tone.
4	Hang up.	

- To cancel AUTOMATIC WAKE-UP from Guest Room:
  - a.) With separate set and cancel codes (24-hour time only):

Step	Action	Result
1	Lift the handset.	Receive dial tone.
2	Dial CANCEL AUTOMATIC WAKE-UP code.	Hear service dial tone.
3	Hang up.	

- b.) When set and cancel codes are the same:

Step	Action	Result
1	Lift the handset.	Receive dial tone.
2	Dial WAKE-UP code.	Hear special dial tone.
3	Dial the digit "3".	Hear service set tone.
4	Hang up.	

### Operating Procedure (cont'd)

- To set AUTOMATIC WAKE-UP from a Regular Administration Station:

Only separate set and cancel codes will operate from a regular administration station.

Step	Action	Result
1	Lift the handset.	Receive dial tone.
2	Dial SET WAKE-UP code.	Hear special dial tone.
3	Dial desired time of AUTOMATIC WAKE-UP.	Hear service set tone.
4	Hang up.	

- To cancel AUTOMATIC WAKE-UP from a Regular Administration Station:

Only separate set and cancel codes will operate from a regular administration station.

Step	Action	Result
1	Lift the handset.	Receive dial tone.
2	Dial CANCEL WAKE-UP code.	Hear service set tone.
3	Hang up.	

- To set AUTOMATIC WAKE-UP from a Special Administration Station:

Only separate set and cancel codes will operate from a special Administration station.

Step	Action	Result
1	Lift the handset.	Receive dial tone.
2	Dial SET WAKE-UP code.	Hear special dial tone.
3	Dial desired time of AUTOMATIC WAKE-UP, then dial the guest room number.	Hear service set tone.
4	Hang up.	

- To cancel AUTOMATIC WAKE-UP from a Special Administration Station:

Step	Action	Result
1	Lift the handset.	Receive dial tone.
2	Dial CANCEL WAKE-UP code and guest room number.	Hear service set tone.
3	Hang up.	

- To set AUTOMATIC WAKE-UP from the Front Desk Terminal or Console using the **WUS/WUR** (Wake-Up Set/ Wake-Up Reset) key:

a.) When guest calls to request a wake-up call (see DIRECT SERVICE SET/RESET [D-25]):

Step	Action	Result
1	Press the <b>WUS</b> key while still connected with the guest room.	
2	Dial the wake-up time requested. (Use of 12-hour or 24-hour time is set in system data.).	

## Operating Procedure (cont'd)

b.) If the wake-up time is entered after the guest line is released:

Step	Action	Result
1	Press <b>WUS</b> key.	The associated lamp lights.
2	Dial wake-up time.	The console displays the entered time.
3	Dial the guest station number.	The console displays the station number.
4	Press the <b>ENTER</b> key.	The lamp flashes to confirm that AUTOMATIC WAKE-UP has been set.
5	Press the <b>EXIT</b> key.	The lamp and station display are extinguished.

- To cancel AUTOMATIC WAKE-UP from the Front Desk Terminal or Console using the **WUS/WUR** (Wake-Up Set/Wake-Up Reset) key:

a.) When guest calls to cancel a wake-up call (see DIRECT SERVICE SET/RESET [D-25]):

Step	Action	Result
1	Press the <b>WUR</b> key while still connected with the guest room.	

b.) If the wake-up cancel is input after the guest line is released:

Step	Action	Result
1	Press <b>WUR</b> key.	The associated lamp lights.
2	Dial guest station number.	The console displays the station number and the AUTOMATIC WAKE-UP time set.
3	Press the <b>ENTER</b> key.	The lamp flashes to confirm the cancellation of the wake-up call.
4	Press the <b>EXIT</b> key.	The lamp and station display are extinguished.

- To call the guest station that does not answer the wake-up call, from the Console.

Step	Action	Result											
1	The guest does not answer the wake-up call.	The call is routed to Attendant and terminates on the <b>WU</b> key.											
2	Press the <b>WU</b> key or <b>ANSWER</b> key.	The following is displayed:											
	<table border="1" style="margin: auto;"> <tr> <td><b>HH:MM</b></td> <td><b>NAME</b></td> <td><b>:NANS</b></td> </tr> <tr> <td><b>DEST TN:X</b></td> <td><b>CLS:X</b></td> <td><b>XXXX</b></td> </tr> <tr> <td><b>No. XXXX</b></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td><b>OCPD</b></td> </tr> </table>	<b>HH:MM</b>	<b>NAME</b>	<b>:NANS</b>	<b>DEST TN:X</b>	<b>CLS:X</b>	<b>XXXX</b>	<b>No. XXXX</b>					<b>OCPD</b>
<b>HH:MM</b>	<b>NAME</b>	<b>:NANS</b>											
<b>DEST TN:X</b>	<b>CLS:X</b>	<b>XXXX</b>											
<b>No. XXXX</b>													
		<b>OCPD</b>											
3	Press the <b>START</b> key.	The guest station is rung.											
4	If the guest does not answer, release the call by pressing <b>CANCL</b> key.	The guest number is given to the front desk clerk and he/she is asked to visit the guest room.											

## Service Conditions

1. From the Front Desk Terminal or Console, set AUTOMATIC WAKE-UP using either 24-hour time, or 12-hour time. When using 12-hour time, time is entered by dialing a special code, which includes either a # or \* before entering the time to indicate PM. For example, when dialing the desired time, dial #1030 for 10:30 PM. The choice of # or \* is assigned in system data.
2. The maximum number of stations that can set the same wake-up time can be assigned as one of the following: 64, 128, 256, 512 stations per Local Processor (LP). If the number of stations reaches the assigned maximum stations, the next attempt to set an AUTOMATIC WAKE-UP call at the same wake-up time is automatically set 5 minutes earlier than the appointed time.

**Note 1:** *The ability to process this expanded number of calls is based on traffic and station distribution in the system.*

**Note 2:** *Variable timing can be assigned in system data. The timing must be a multiple of five minutes (such as 5, 10, or 15) earlier.*

3. All AUTOMATIC WAKE-UP times are to be set at five-minute intervals in either 12- or 24-hour time.

**Example:** 7:50 AM = 0750  
7:55 AM = 0755  
8:00 AM = 0800

**Note:** *Wake-Up Time to be set from a station/Console will be rounded to the nearest multiple of five.*

Time to be set by keypad operation is	Time to be set by system is
xx: x1 ~ xx: x4	xx: x0
xx: x6 ~ xx: x9	xx: x5

4. If a Wake-Up announcement is used, this feature requires one of the following hardware alternatives:
  - a.) Central Office Trunk (COT) or 2W E&M trunk and an announcement machine.
  - b.) Digital Announcement Trunk (DAT).
5. This feature provides three additional AUTOMATIC WAKE-UP attempts at fixed three-minute intervals. If the called party is not reached (i.e., no answer, busy, blocked, or locked-out) after a total of four attempts, the results will be automatically printed out at the hotel printer. The number of retries for a no-answer condition is determined by system data, up to a maximum of three retries. The number of retries for a busy condition is flexible, up to a maximum of three retries.
6. Ringing duration for AUTOMATIC WAKE-UP is controlled by the CF/NA timer, SYS1, ASYD, INDEX 139. The choice of ring duration is made through programming in system data.
7. AUTOMATIC WAKE-UP overrides DO NOT DISTURB [D-11].
8. AUTOMATIC WAKE-UP messages can be arranged for headstart operation. Refer to the WAKE-UP ANNOUNCEMENT – HEADSTART [W-2] feature description for details.
9. If WAKE-UP ANNOUNCEMENT – HEADSTART [W-2] is not required, announcements can be arranged either as continuous recordings (last party disconnects) or to automatically disconnect after 30 seconds. An engineering traffic study is required to determine the number of interface trunks needed to accommodate each recording channel.
10. AUTOMATIC WAKE-UP for a guest station can be set from the Console, predetermined Special Administration stations, Front Desk Terminal, or the actual guest phone. AUTOMATIC WAKE-UP for an Administration Station can only be set from the actual administration phone.

**Note:** *Any Administration Station that is assigned as a Special Administration Terminal may NOT set WAKE-UP for itself or for any station other than a guest station.*

11. If PMS Language Selection is used, AUTOMATIC WAKE-UP announcements can be provided according to a guest's language.
12. If all announcement trunks are busy, music will be provided for AUTOMATIC WAKE-UP. Music is provided by the NEAX2400 IMX MUSIC ON HOLD [M-1] source.

## Service Conditions (cont'd)

13. For guest stations, a confirmation announcement can be provided instead of service set tone for AUTOMATIC WAKE-UP setting and cancelling operations.
14. AUTOMATIC WAKE-UP entry and result information is reported, as required, to the PMS and NEAX2400 IMX hotel printer for continuous update.
15. A maximum of six digits can be used for the identification code. Use of an ID code is not mandatory, and is left to the customer's discretion.
16. It is possible to use the same access code for both AUTOMATIC WAKE-UP set and cancel. For example: \*1 may be assigned the AUTOMATIC WAKE-UP set and cancel access code. The system will recognize \*1 and wait for the next digit. If \*, #, 0, 1, or 2 is dialed, then a time is being set. If 3 is dialed, this is an AUTOMATIC WAKE-UP cancel.

### Example:

*1	*0300	3:00 PM wake-up set	(12-hour clock)
*1	#0300	3:00 PM wake-up set	(12-hour clock)
*1	0800	8:00 AM wake-up set	(12/24-hour clock)
*1	1000	10:00 AM wake-up set	(12/24-hour clock)
*1	2100	9:00 PM wake-up set	(24-hour clock)
*1	3	Wake-up cancel	

17. As a system option, once AUTOMATIC WAKE-UP has been set from a guest station, only that guest station is allowed to cancel or change the WAKE-UP service. This option is determined by system data (Wake-Up Guest Station Priority Service).
18. These same conditions are applicable to WAKE-UP ANNOUNCEMENT – HEAD START [W-2].
19. Setting and cancelling wake-up services may be restricted, depending on service class, from Administration Stations, the PMS Terminal, a Front Desk Terminal, or predetermined Special Administration Stations.
20. When AUTOMATIC WAKE-UP for a guest station is set from the Console, the PMS Terminal, a Front Desk Terminal, or predetermined Special Administration Stations, that guest station is allowed to set/cancel the WAKE-UP service.
21. When AUTOMATIC WAKE-UP has been executed, setting/cancelling of another AUTOMATIC WAKE-UP service is allowed from the Console, the PMS Terminal, a Front Desk Terminal, or predetermined Special Administration Stations.
22. AUTOMATIC WAKE-UP [A-10] and WAKE-UP ANNOUNCEMENT-HEADSTART [W-2] procedures remain the same.
23. Maximum number of stations per LP that can be set for a single AUTOMATIC WAKE-UP time is determined by the system data.
24. The system can be programmed so that, once a day, the system will generate and print a Wake-Up report listing all Wake-Ups that are currently set. The time of the output is decided by the customer and assigned in the AHSY Command.
25. If no End Time is specified in AHSY, pending wake-up calls after 9:55 a.m. will not be printed.

# A-10D Automatic Wake-Up D<sup>term</sup>

## General Description

This service feature allows the system to be programmed to automatically call guest rooms at specified times. Upon answering, the guest is connected to a recorded announcement or music source. A printout of unanswered, blocked, or busy wake-up attempts for guest rooms is provided at the Hotel printer. This feature can be activated from the guest room D<sup>term</sup>s.

## Operating Procedure

- To set AUTOMATIC WAKE-UP from a guest room D<sup>term</sup> (24-hour time only):
  - a.) With separate set and cancel codes:

Step	Action	Result
1	Lift the handset or press the <b>SPKR</b> key.	Receive dial tone.
2	Dial WAKE-UP code.	Hear special dial tone. The LCD displays: <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>WAKE UP                      SET</b>  <b>(Time and Date)</b>  <b>&gt;&gt;&gt;</b> </div>
3	Dial desired time of AUTOMATIC WAKE-UP.	Hear service set tone. The LCD displays: <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>XX:XX SET</b>  <b>(Time and Date)</b>  <b>&gt;&gt;&gt;</b> </div>
4	Hang up.	If the AUTOMATIC WAKE-UP time steady display is available by system data, the following will display: <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>XX:XX</b>  <b>(Time and Date)</b>  <b>&gt;&gt;&gt;</b> </div>



## Operating Procedure (cont'd)

b.) When set and cancel codes are the same:

Step	Action	Result
1	Lift the handset or press the <b>SPKR</b> key.	Receive dial tone.
2	Dial WAKE-UP code.	Hear Special Dial Tone. <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>WAKE UP</b>                      <b>SET</b>  <b>(Time and Date)</b>  <span style="float: right;">&gt;&gt;&gt;</span> </div>
3	Dial desired time of AUTOMATIC WAKE-UP.	Hear service set tone. The LCD displays: <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>XX:XX SET</b>  <b>(Time and Date)</b>  <span style="float: right;">&gt;&gt;&gt;</span> </div>
4	Hang up.	If the AUTOMATIC WAKE-UP time steady display is available by system data, the following will display: <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>XX:XX</b>  <b>(Time and Date)</b>  <span style="float: right;">&gt;&gt;&gt;</span> </div>

- To cancel AUTOMATIC WAKE-UP from a guest room D<sup>term</sup> (24-hour time only):

a.) With separate set and cancel codes:

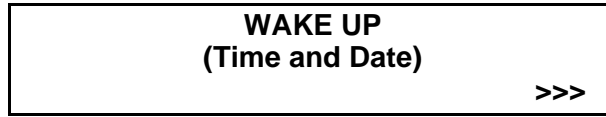
Step	Action	Result
1	Lift the handset or press the <b>SPKR</b> key.	Receive dial tone.
2	Dial CANCEL AUTOMATIC WAKE-UP code.	Hear service set tone. The LCD displays: <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>WAKE UP</b>                      <b>CNCL</b>  <b>(Time and Date)</b>  <span style="float: right;">&gt;&gt;&gt;</span> </div>
3	Hang up.	

b.) When set and cancel codes are the same:

Step	Action	Result
1	Lift the handset or press the <b>SPKR</b> key.	Receive dial tone.
2	Dial WAKE-UP code.	Hear special dial tone.
3	Dial the digit "3".	Hear service set tone. The LCD displays: <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>WAKE UP</b>                      <b>CNCL</b>  <b>(Time and Date)</b>  <span style="float: right;">&gt;&gt;&gt;</span> </div>
4	Hang up.	

**Service Conditions**

1. From the guest room D<sup>term</sup>, set AUTOMATIC WAKE-UP using 24-hour time only.
2. When AUTOMATIC WAKE-UP is executed, the LCD will display:



3. When the D<sup>term</sup> answers the wake-up call, “WAKE UP” display will remain.
4. The maximum number of stations that can set the same wake-up time can be assigned as one of the following: 64, 128, 256, 512 stations per LP (Local Partition) depending on System Data programming. If the number of stations reaches the assigned maximum stations, the next attempt to set an AUTOMATIC WAKE-UP call at the same wake-up time is automatically set 5 minutes earlier than the appointed time.

**Note 1:** *The ability to process this expanded number of calls is based on traffic and station distribution in the system.*

**Note 2:** *Variable timing can be assigned in system data. The timing must be a multiple of five minutes (such as 5, 10, or 15 minutes) earlier.*

5. All AUTOMATIC WAKE-UP times are to be set at five-minute intervals.

**Example:**

- 7:50 AM = 0750
- 7:55 AM = 0755
- 8:00 AM = 0800
- 3:00 PM = 1500
- 3:55 PM = 1555

**Note:** *Wake-Up Time set from a station will be rounded to the nearest multiple of five.*

Time to be set by keypad operation	Time to be set by system
xx:x1 ~ xx:x4	xx:x0
xx:x6 ~ xx:x9	xx:x5

6. If Wake-Up announcement is used, this feature requires one of the following hardware alternatives:
  - a.) Central Office Trunk (COT) or 2W E&M trunk and an announcement machine.
  - b.) Digital Announcement Trunk (DAT).
7. This feature provides three additional AUTOMATIC WAKE-UP attempts at fixed three-minute intervals. If the called party is not reached (i.e., no answer, busy, blocked, or locked-out) after a total of four attempts, the results will automatically print out at the hotel printer. The number of retries for a no-answer or busy condition is determined by system data, up to a maximum of three retries.
8. Ringing duration for AUTOMATIC WAKE-UP is controlled by SYS1, ASYD, INDEX 139, the Call Forward, No Answer timer.
9. AUTOMATIC WAKE-UP overrides DO NOT DISTURB [D-11].
10. AUTOMATIC WAKE-UP messages can be arranged for headstart operation. Refer to the WAKE-UP ANNOUNCEMENT – HEADSTART [W-2] feature description for details.
11. If WAKE-UP ANNOUNCEMENT – HEADSTART [W-2] is not required, announcements can be arranged either as continuous recordings (last party disconnects) or to automatically disconnect after 30 seconds. An engineering traffic study is required to determine the number of interface trunks needed to accommodate each recording channel.

**Service Conditions (cont'd)**

12. When AUTOMATIC WAKE-UP is set from the Administration Station, Front Desk Terminal, or Console, the LED for AUTOMATIC WAKE-UP on the guest room D<sup>term</sup> illuminates. If the AUTOMATIC WAKE-UP time steady display is available, the following will display:



13. If PMS Language Selection is used, AUTOMATIC WAKE-UP announcements can be provided according to a guest's language.
14. If all announcement trunks are busy, music will be provided for AUTOMATIC WAKE-UP. Music is provided by the NEAX2400 IMX MUSIC ON HOLD [M-1] source.
15. For guest stations, a confirmation announcement can be provided instead of service set tone for AUTOMATIC WAKE-UP setting and cancelling operations.
16. AUTOMATIC WAKE-UP entry and result information is reported, as required, to the PMS and NEAX2400 IMX hotel printer for continuous update.
17. A maximum of six digits can be used for the identification code. Use of an ID code is not mandatory, and is left to the customer's discretion.
18. It is possible to use the same access code for both AUTOMATIC WAKE-UP set and cancel. For example, \*1 may be assigned the AUTOMATIC WAKE-UP set and cancel access code. The system will recognize \*1 and wait for the next digit. If 0, 1, or 2 is dialed, then a time is being set. If the 3 is dialed, this is an AUTOMATIC WAKE-UP cancel.

**Example:**

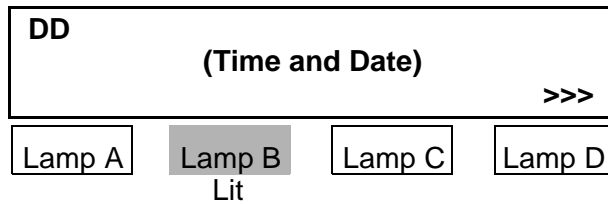
*1	0800	8:00 AM	wake-up set
*1	1000	10:00 AM	wake-up set
*1	2100	9:00 PM	wake-up set
*1	3		wake-up cancel

19. As a system option, once AUTOMATIC WAKE-UP has been set from a guest station, only that guest station is allowed to cancel or change the WAKE-UP service. This option is determined by system data (Wake-Up Guest Station Priority Service).
20. These same conditions are applicable to WAKE-UP ANNOUNCEMENT – HEADSTART [W-2].
21. AUTOMATIC WAKE-UP [A-10] and WAKE-UP ANNOUNCEMENT – HEADSTART [W-2] procedures remain the same.
22. For Distinctive Ringing of AUTOMATIC WAKE-UP, C.O. Line Incoming Connection is used.
23. When several services are set at the same time, services are displayed according to the following order of priority:
- |  |         |
|--|---------|
| 1. AUTOMATIC WAKE-UP - D <sup>term</sup> | [A-10D] |
| 2. 2ND WAKEUP CALL – SAME GUEST STATION  | [S-128] |
| 3. MESSAGE WAITING                       | [M-6]   |
| 4. DO NOT DISTURB - D <sup>term</sup>    | [D-11D] |
| 5. ROOM CUTOFF                           | [R-9]   |
24. AUTOMATIC WAKE-UP is not activated for the guest station which has been set DO NOT DISTURB - D<sup>term</sup> by using the DND key of a D<sup>term</sup> Series E.

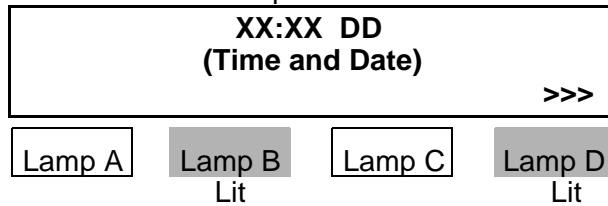
**Service Conditions (cont'd)**

**Example:**

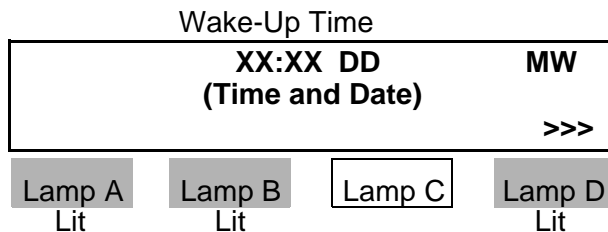
a.) When setting DO NOT DISTURB – D<sup>term</sup> only:



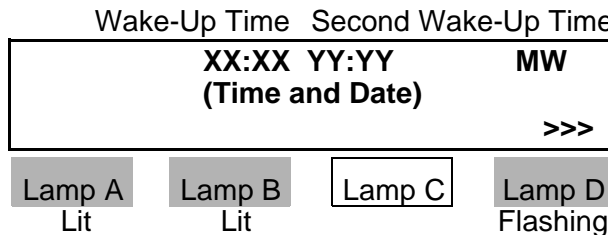
b.) When setting DO NOT DISTURB – D<sup>term</sup> and AUTOMATIC WAKE-UP – D<sup>term</sup>:  
Wake-Up Time



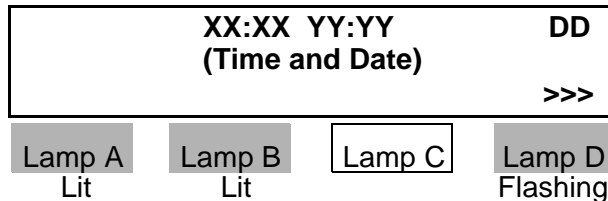
c.) When setting DO NOT DISTURB – D<sup>term</sup>, AUTOMATIC WAKE-UP – D<sup>term</sup> and MESSAGE WAITING:



d.) When setting DO NOT DISTURB – D<sup>term</sup>, AUTOMATIC WAKE-UP – D<sup>term</sup>, MESSAGE WAITING and 2ND WAKEUP CALL – SAME GUEST STATION (MW lamp illuminates):



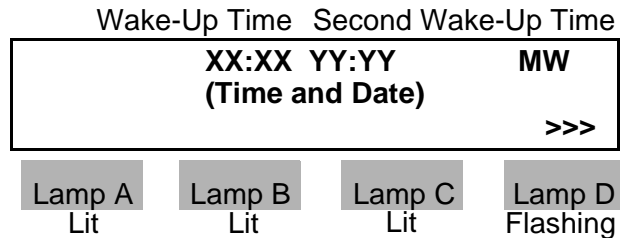
In case of the MESSAGE WAITING lower display (MW lamp illuminates):



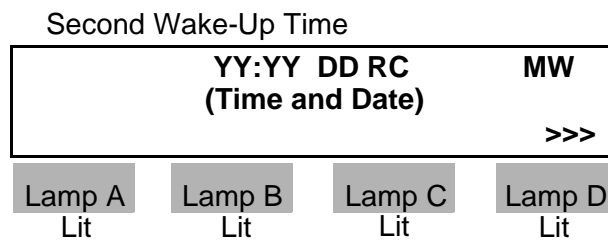
**Note:** On the upper LCD, AUTOMATIC WAKE-UP - D<sup>term</sup>, 2ND WAKE-UP CALL - SAME GUEST STATION, DO NOT DISTURB - D<sup>term</sup>, and ROOM CUTOFF are displayed in order of priority.

**Service Conditions (cont'd)**

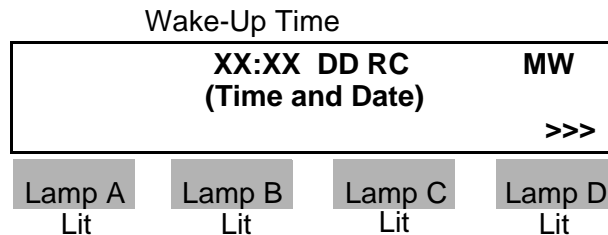
- e.) When setting DO NOT DISTURB – D<sup>term</sup>, AUTOMATIC WAKE-UP – D<sup>term</sup>, MESSAGE WAITING, 2ND WAKEUP CALL – SAME GUEST STATION and ROOM CUTOFF (the MW lamp illuminates):



- f.) When going on-hook at the status of “e” after AUTOMATIC WAKE-UP – D<sup>term</sup> is activated (the MW lamp illuminates):



- g.) When cancelling 2ND WAKEUP CALL – SAME GUEST STATION at the status “e” (the MW lamp illuminates):



25. Maximum number of stations per LP that can be set for a single AUTOMATIC WAKE-UP time is determined by the system data.

# A-15 Announcement Service

## General Description

This service feature allows a station user to hear a prerecorded announcement for various services such as:

ALERT SERVICE	[A-57]
AUTOMATIC WAKE-UP	[A-10]
Confirmation announcement (See AUTOMATIC WAKE-UP)	[A-10]
DO NOT DISTURB	[D-11] mode setting
GROUP SERVICE THROUGH PMS	[G-4]
Hotel information	
Intercept announcement when a vacant level is dialed	
Language selection (Property Management System (PMS) option)	
Restricted call attempts (ROOM CUTOFF)	[R-9]
Tourist group information (tour group schedule & agenda)	

## Operating Procedure

- To access:

Step	Action	Result
1	Lift the handset or press the <b>SPKR</b> key.	Receive dial tone.
2	Dial the associated announcement service access code.	The NEAX2400 IMX responds with an announcement.
3	Listen to the announcement and hang up.	

## Service Conditions

- This feature requires one of the following hardware alternatives:
  - Central Office Trunk (COT) or 2W E&M trunk and an announcement machine.
  - Digital Announcement Trunk (DAT).
- Announcements can be arranged as continuous recordings (last-party disconnect) or to automatically disconnect after 30 seconds. An engineering traffic study is required to determine the number of interface trunks needed to accommodate each recording channel.
- If PMS Language Selection is utilized, ANNOUNCEMENT SERVICE can be provided according to guest's language.
- The following connections are available:
  - Multi-connection - many station users can connect to one announcement trunk at the same time.
  - Single connection - one station user can connect to one announcement trunk at the same time
- This feature is also available for the Tie Line trunk access to announcement trunk.
- The system can be programmed to return Ring Back Tone before connection to the announcement machine is made.
- When this feature is activated from a Tie Line, the system can be programmed to return answer supervision to far-end PBX.
- If PMS Language Selection is used, Announcement Service can be provided according to the guest's language.
- Checked out Guest Stations cannot use this feature, except for Room Cutoff Announcement.

# A-25 Attendant Console With Hotel Functions

## General Description

The NEAX2400 IMX Console provides regular business call handling and processing capabilities, as well as hospitality functions. The console provides for the following special hospitality services:

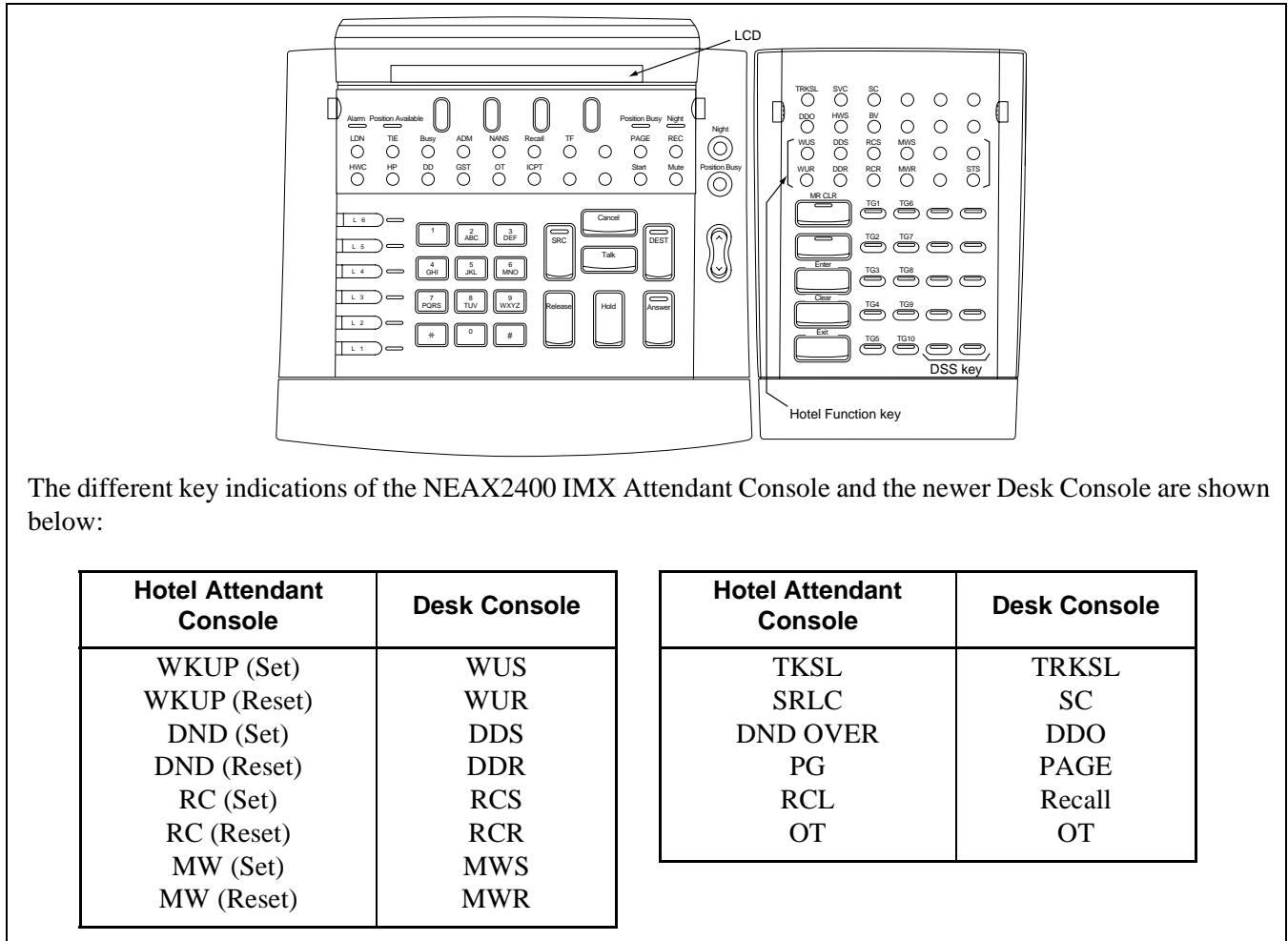
1. Individual keys to set and reset:
 

AUTOMATIC WAKE-UP	[A-10]
MESSAGE WAITING	[M-6]
CHECK-IN/CHECKOUT	[C-23]
DO NOT DISTURB	[D-11]
SECRETARIAL SERVICE – GUEST STATION	[S-74]
ROOM STATUS	[R-10]
MANUAL SWITCHING OF C.O. INCOMING CALL DESTINATION	[M-51]
ROOM CUTOFF	[R-9]
AUDIT REPORT	[A-26] (requires a hotel printer)
2. Special keys for incoming call identification:
  - ADM – Incoming administrative calls
  - DND – Incoming calls to stations in DO NOT DISTURB [D-11] mode
  - EMG – OFF HOOK ALARM [O-6] – Emergency calls (option)
  - GST – Incoming guest station calls
  - GST2 – Incoming foreign guest station calls (option)
  - HP – HOUSE PHONE/HOT LINE [H-8]
  - OT – Overtime calls (option)
  - WU – Wake-Up calls (option) (Morning Call [MC])
3. Direct key access to frequently called Administration or service stations (i.e., room service, restaurant, maid, or C.O. number). These numbers are preassigned via the MAT. Ten keys are provided for this function.
4. The console provides the following displays:
  - Calendar (date and time)
  - Call Waiting (number of calls)
  - Class of Service
  - Name Display - System (for Administration stations)
  - Room Status:
 

– AUTOMATIC WAKE-UP	[A-10]
– DO NOT DISTURB	[D-11]
– GUEST NAME DISPLAY THROUGH PMS	[G-5]
– Language (PMS Option)	
– MESSAGE WAITING	[M-6]
– Optional data display (Refer to Service Condition 3.)	
– Room class	
– ROOM CUTOFF	[R-9]
– Room occupied	
– Station number	
– VIP (PMS option)	
  - Station/Trunk
  - Tenant Number

**General Description (cont'd)**

**Note:** *If the Desk Console is used instead of the NEAX2400 IMX Hotel Attendant Console, the basic key allocations are different from the previous ones. The following illustration shows the Desk Console key positions and indications used in hotel system. The operating procedures for each service are the same as the NEAX2400 IMX Hotel Attendant Console.*



**Figure 1 Key Allocations of Desk Console**

**Operating Procedure**

Refer to the NEAX2400 IMX How to Operate Attendant Console.

**Service Conditions**

1. Distance limitation between the NEAX2400 IMX and the console: up to 1000 feet (304 meters) using 25-pair, 24 AWG cable.
2. Maximum of four consoles per PIM.
3. A three-character and a five-character display can be used in conjunction with PMS to display additional guest information instead of language and room class. For example, company name, complementary code, etc. may be displayed.



**Service Conditions (cont'd)**

4. The OAI name of the Administration station is displayed on the character display (guest name display area) when Name Display service via OAI is available in the NEAX2400 IMX system. When there is no name assigned for the Administration station, "ADM STATION" is displayed.

# A-26

# Audit Reports

## General Description

The System provides AUDIT REPORT printout of all rooms assigned specific Room Status conditions. For example, an AUDIT of all stations in DO NOT DISTURB [D-11] mode may be ordered. These REPORTS are generated by key operation and function codes entered from the Hotel Console. AUDIT REPORTS available from the printer are as follows:

Function		Printout Information
Code	Definition	
0	All Status	All Status
1	Maid Status	To be Cleaned
2		Cleaned
3		Ready to sell
4		Out of Service
5		Repair Needed
6		Vacant
7	Room Condition	Occupied
8		MESSAGE WAITING set [M-6]
9		AUTOMATIC WAKE-UP [A-10] ( <i>Room &amp; Time</i> )
10		Vip Room ( <i>see service condition, PMS option</i> )
11		DO NOT DISTURB [D-11]
12		ROOM CUTOFF [R-9]
*	Room Class	All Class Audit
21		Room Class 1
22		Room Class 2
23		Room Class 3
24		Room Class 4
25		Room Class 5
26		Room Class 6
27		Room Class 7
28		Room Class 8
29		Room Class 9
20		Room Class 10
2*		Room Class 11
2#	Room Class 12	

## Operating Procedure

- To order AUDIT REPORTS printouts from the Console or Front Desk Terminal:

Step	Action	Result
1	Press the <b>AUD</b> key.	The associated lamp illuminates
2	Press the <b>STS</b> key.	
3	Dial the desired function code.	The function code is displayed.
4	Press the <b>ENTER</b> key.	All displayed information is cleared and lamps are extinguished. Printout begins.

## Service Conditions

- VIP classification must be entered via PMS.
- Room classifications are assigned via the MAT.
- Guest name and optional data (Language, etc.) are displayed on the Console, but are not included in the printout.
- Hotel printer is necessary for this service feature.
- Only one audit may be run at a time.
- Status information is automatically printed out when the following services are performed:
  - MAID STATUS [M22] (from guest room only).
  - AUTOMATIC WAKE-UP [A-10] (unanswered, blocked calls).

# A-48 Automatic Message Waiting Lamp Off

## General Description

This feature provides for guest station MESSAGE WAITING [M-6] lamps to automatically turn off after guests have called predetermined Administration Stations (i.e. Message Center) to retrieve messages.

## Operating Procedure

When a guest calls the Administration Station to retrieve a message, the MESSAGE WAITING [M-6] lamp on the associated guest telephone is automatically extinguished and the MESSAGE WAITING [M-6] data is cleared.

## Service Conditions

1. This service is only available when the MESSAGE WAITING [M-6] has been set from:
  - a.) Front Desk Terminal (Model 90 or 120 PMS).
  - b.) Front Desk Terminal or Console (Model 60 PMS).
2. This feature is not available when calling the Console.
3. Message Waiting lamps set by Message Center Interface will not be canceled by AUTOMATIC MESSAGE WAITING LAMP OFF [A-48].
4. Refer to MESSAGE WAITING [M-6] for more information.

# A-57

# Alert Service

## General Description

In an emergency situation, the Console or Special Administration Station may initiate the ALERT SERVICE. All guest stations and Special Administration Stations are called, using a distinctive ringing pattern, and connected to an emergency announcement.

At this time, if D<sup>term</sup>s are used for guest stations, the D<sup>term</sup> LCDs will indicate emergency.

## Operating Procedure

- To set ALERT SERVICE from Console:

Step	Action	Result
1	Press the <b>LOOP</b> key.	
2	Dial the access code for Alert Service Setting.	<ul style="list-style-type: none"> <li>Receive Service Set Tone.</li> <li>All the Guest Stations and all the Special Administration are rung.</li> </ul>
3	Press the <b>RELEASE</b> key.	

- To cancel ALERT SERVICE from Console:

Step	Action	Result
1	Press the <b>LOOP</b> key.	
2	Dial the access code for Alert Service Cancel.	Receive Service Set Tone.
3	Press the <b>RELEASE</b> key.	

- To set ALERT SERVICE from Special Administration Station:

Step	Action	Result
1	Lift the handset.	Receive Dial Tone.
2	Dial the access code for Alert Service Setting.	<ul style="list-style-type: none"> <li>Receive Service Set Tone.</li> <li>All the Guest Station and all the Special Administration Station are rung.</li> </ul>
3	Replace the handset.	

- To cancel ALERT SERVICE from Special Administration Station:

Step	Action	Result
1	Lift the handset.	Receive Dial Tone.
2	Dial the access code for Alert Service Cancel.	Receive Service Set Tone.
3	Replace the handset.	

- To answer:

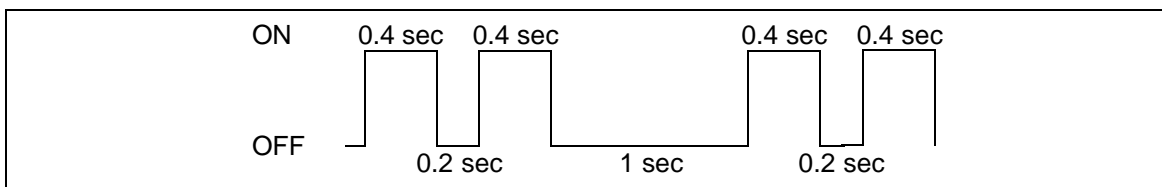
Step	Action	Result
1	The Stations rung by the Alert Service lifts the handset.	Announcement is heard from the Announcement Machine. <b>(Note)</b>
2	Replace the handset.	

## Operating Procedure (cont'd)

**Note:** *On answering, the station is automatically connected to an announcement machine. If Language service has been specified by PMS, the guest will receive the announcement in their own language.*

## Service Conditions

1. A guest station is called every 2 seconds, to a maximum of 24 stations per Module Group ringing simultaneously. The stations are called in ascending order, based on Line Equipment Number (LEN) per Module Group (MG). After all stations in a Port Interface Module (PIM) have been called, the process is repeated in an attempt to reach stations that did not answer, were busy, or were blocked. Unreached stations will be tried three times by the system.
2. Stations will be retried if the guest does not answer, the line is busy, or the line is in LINE LOCKOUT [L-3]. Stations in the Make Busy condition are not called. This information is reported to the hotel printer.
3. ALERT SERVICE overrides DO NOT DISTURB [D-11].
4. Special Administration Stations are also called.
5. The ringing pattern used with ALERT SERVICE is shown below. This pattern may not be changed.



6. If a printout of responses (i.e., answered, blocked, busy) is required, the hotel printer must support a minimum of 220 characters per second (CPS).
7. When announcement trunks for ALERT SERVICE in different languages are provided, the guest receives the announcement in his/her own language. In this case, the guests are connected to the announcement trunk in multiple connection, and if the guest does not go on hook after hearing the announcement, the call is disconnected automatically after 30 seconds.
8. While guest stations are ringing, the LCDs on the guest room D<sup>term</sup>s (if used) will display:

**EMERGENCY CALL**  
**(Time and Date)**

>>>

# A-58 Automatic Wake-up – Hotel Attendant

## General Description

When AUTOMATIC WAKE-UP [A-10] is set to the guest station with VIP status and it is time for the guest to be awakened, the call will ring the Console. When answered, the call is extended to the guest. The guest will be greeted by the attendant rather than a recorded announcement.

## Operating Procedure

- To operate from the Console:

Step	Action	Result
1		On the Hotel Console, the <b>WU</b> (Wake-Up) lamp flashes and the bell rings at preset time.
2	Press the <b>WU</b> key or <b>ANSWER</b> key. <b>(Note 1)</b>	The status of guest station to be called appears on the display of Console. <b>(Note 2)</b>
3	Press the <b>START</b> key.	Receive Ring Back Tone. The Station is rung.  If a D <sup>term</sup> is used for a guest station, the LCD will display as follows: <div style="border: 1px solid black; padding: 5px; text-align: center; margin: 5px 0;"><b>WAKE UP</b> <b>(Time and Date)</b> <span style="float: right;">&gt;&gt;&gt;</span></div>
4	Guest Station lifts the handset.	Hotel Attendant informs Wake-Up time.  If a D <sup>term</sup> is used for a guest station, “WAKE UP” display goes out.
5	Press the <b>RELEASE</b> key.	

**Note 1:** If the guest station concerned goes off hook while a call termination is being indicated at the **WU** key, this is processed as an answer to AUTOMATIC WAKE-UP [A-27], and AUTOMATIC WAKE-UP—HOTEL ATTENDANT ASSISTANCE is cancelled.

**Note 2:** If the guest station concerned goes off-hook after the Hotel Attendant presses the **WU** or **ANSWER** key, but before pressing of the **START** key, the Hotel Attendant and the guest station can communicate.

**Note 3:** VIP status is set via PMS at the time of CHECK-IN/CHECKOUT [C-23] or when room data is changed.

## Service Conditions

- The Service Conditions for setting and resetting AUTOMATIC WAKE-UP [A-10] also apply to AUTOMATIC WAKE-UP – HOTEL ATTENDANT.
- ATTENDANT CONSOLE WITH HOSPITALITY FUNCTIONS [A-47] and AUTOMATIC WAKE-UP [A-10] must be provided.
- If Wake-Up is set to a master station of a SUITE ROOM SERVICE [S-75], the status is displayed on the Direct Station Selection (**DSS**) keys. The Attendant may initiate ringing to all the phones in a suite by pressing the **START** key, or to a specific phone by pressing the corresponding **DSS** key.

**Service Conditions (cont'd)**

4. If the guest station goes off-hook after the Attendant presses the **WKUP** key, but before the Attendant presses the **START** key, the guest and Attendant will be connected.
5. The system reports the Wake-Up call as “called” at the time it rings in at the **WKUP** key.
6. An incoming Wake-Up call to the Console that is not answered will not time out. The system will not divert unanswered Wake-Up calls to AUTOMATIC WAKE-UP [A-10]. AUTOMATIC WAKE-UP [A-10], AUTOMATIC WAKE-UP – HOTEL ATTENDANT [A-58], and VIP Wake-Up are mutually exclusive.
7. System audit shows “Attendant-called” when the Console rings for a Wake-Up call, and shows “Attendant-answered” when the Attendant answers the call. Wake-up result is sent to PMS.
8. The console displays “ATC”, and no other result is sent to PMS when the Attendant answers the call.
9. Setting and cancelling WAKE-UP services are restricted from administration stations, the Console, the PMS Terminal, a Front Desk Terminal, or predetermined Special Administration Station if the feature was set by the guest room station. These restrictions are programmable with the system data.
10. AUTOMATIC WAKE-UP [A-10] and WAKE-UP ANNOUNCEMENT – HEADSTART [W-2] execution remain the same.
11. VIP Wake-Up Variation: Guest stations are given the VIP status via the PMS computer. When AUTOMATIC WAKE-UP [A-10] is set to the VIP guest station and it is time for the guest to be awakened, the call will ring the Console. When answered, the call is extended by the Attendant to the guest. The guest will be greeted by the attendant rather than a recorded announcement.
  - a.) An incoming VIP Wake-Up call to the Console will ring up to three minutes. If the Attendant does not answer after three minutes, the system will divert the VIP Wake-Up to AUTOMATIC WAKE-UP [A-10]. The service conditions of AUTOMATIC WAKE-UP [A-10] will apply.
  - b.) VIP Wake-up processing can be canceled by the Console.
  - c.) When the VIP Wake-Up is attempted for a guest station, a station check at the Console for that station will display “CLD” while the console rings. The Console displays “ANS” when the Attendant is called.
  - d.) If the attendant detects an overload of incoming Hotel Attendant Assistance Wake-Up calls, processing of the calls can be altered. The attendant seizes a loop and dials the Hotel Attendant Assistance Wake-up cancel code. The calls will be handled as AUTOMATIC WAKE-UP [A-10] calls. This ensures that the guests are awakened in a timely manner. When the overload is determined to be over, the Attendant seizes an idle loop and dials the Hotel Attendant Assistance Wake-up reactivate code.
12. Automatic Wake-Up hotel attendant assistance overrides Do Not Disturb.



# A-73 Automatic Multiple Attendant Recall

## General Description

This feature is a variation of the Automatic Recall feature of the NEAX2400 IMX. When the Attendant answers an incoming trunk call, dials the station, and presses the **RELEASE** key, the automatic-recall timer is activated. The dialed station rings, but if it is unanswered within the customer-defined recall time, the call is directed to all active Attendants as an incoming call on the **NANS** (no answer) **ICI** key — the dialed station stops ringing at this point. If there is no available Attendant, the call is directed to the Attendant who originally handled the call, and the dialed station begins ringing again. It continues ringing until the incoming trunk is released.

## Operating Procedure

Step	Action	Result
1	The Attendant presses the incoming trunk call identification key or the <b>ANSWER</b> key when the call waiting lamp is lit.	
2	The Attendant dials the station number, then presses the <b>RELEASE</b> key.	<ul style="list-style-type: none"> <li>• The Automatic Recall timer is activated.</li> <li>• The caller hears ringback tone while the called station rings, and the call remains in the Attendant loop (i.e., the Attendant that answered the call can retrieve the call before the station answers or before the recall time elapses).</li> </ul>
3	If the station does not answer within the recall time, the NEAX2400 IMX releases the station.  Any Attendant can press the <b>NANS</b> key and talk to the caller.	The call rings on all active Attendants as a <b>NANS</b> (no answer) call, and can be answered by any of the Attendants.  <b>Note:</b> <i>If the ATTENDANT LOOP RELEASE [A-6] is activated, the recall timer is fixed at 30 seconds.</i>
4	If <b>CALLED NUMBER DISPLAY – ATTENDANT [C-59]</b> is activated:	The unanswered station number is displayed as the destination, and the <b>DEST</b> lamp lights.
5	If the Attendant presses the <b>SRC</b> key:	The calling trunk number is displayed and the <b>SRC</b> lamp lights; the <b>DEST</b> lamp goes off.

## Service Conditions

1. This feature is not available on a tenant basis, only on a system basis.
2. This feature only works on incoming trunk calls. Internal calls recall to the original Attendant.
3. This feature only applies when the automatic-recall timer elapses while timing a call to a ringing, unanswered station. It does not apply to stations with **ATTENDANT CAMP-ON [A-1]** or **CALL HOLD [C-6]**.
4. **AUTOMATIC MULTIPLE ATTENDANT RECALL** can be used in conjunction with **ATTENDANT LOOP RELEASE [A-6]**. When the programmable timer runs out, the call is directed to all attendants without recalling on a specific Attendant loop.
5. This feature is not available for **INCOMING C.O. CALLS TO TIE LINE CONNECTIONS [I-3]**.
6. This feature applies to both guest and administration stations.
7. **ATT** peg count is incremented by one when the call is redirected to the attendants.
8. A call record is not sent to **SMDR** until the call is answered by one of the attendants.

**Service Conditions (cont'd)**

9. CALL FORWARDING – DON'T ANSWER [C-3] supersedes this feature.
10. This feature can be used in conjunction with CALLED NUMBER DISPLAY – ATTENDANT [C-59]. If CALLED NUMBER DISPLAY – ATTENDANT [C-59] is activated, the called station number is displayed on the console when the Attendant answers. (The called number is displayed not only by AUTOMATIC MULTIPLE ATTENDANT RECALL, but also by call forwarding to Attendant.)
11. The “Called Number” displayed is the number of the station that is ringing when the attendant presses the **RELEASE** key. If the call has been forwarded, this number is not the same as the dialed number.
12. Automatic Multiple Attendant Recall is not available for calls transferred to stations over CCIS.

# A-74 Answering Camp-On/Call Hold Calls By Switchhook Flash

## General Description

This feature allows a busy guest station to answer a CAMP-ON or CALL HOLD call automatically by using switch hook flash.

## Operating Procedure

- To answer a CAMP-ON call:

Step	Action	Result
1	The Attendant executes ATTENDANT CAMP-ON WITH TONE INDICATION [A-1].	A busy guest station user hears a camp-on tone indication.
2	If the camped-on station becomes idle:	It is automatically rung and connected to the waiting trunk when the user answers. An alternative is for camped on station to perform a switch hook flash.
3	When ANSWERING CAMP-ON/CALL HOLD CALLS BY SWITCH HOOK FLASH has been enabled and the camped-on station performs a switch hook flash:	The call in progress is placed in a CALL HOLD [C-6] state and the camped-on station is connected to the CAMP-ON call. The station can then alternate between the two parties by repeating the switch hook flash.
4	When ANSWERING CAMP-ON/CALL HOLD CALLS BY SWITCH HOOK FLASH has been restricted:	CALL HOLD [C-6] can be used to answer the CAMP-ON call.

- To answer a CALL HOLD call:

Step	Action	Result
1	A station uses CALL HOLD [C-6].	The call is placed on hold.
2	The station initiates another call.	
3	When the station becomes idle:	It is automatically rung and the user is connected to the call on hold upon answer. The station may also perform a switch hook flash to reconnect with the held call.
4	When this feature is enabled and the station performs a switch hook flash:	The call in progress is automatically placed in a CALL HOLD [C-6] state and the original call is reconnected. The station can then alternate between the two parties by repeating the switch hook flash.
5	When this feature is restricted:	CALL HOLD [C-6] can be used to place the second call on hold and return to the original call.

**Service Conditions**

1. This feature may be used to answer CAMP-ON calls by Administration Stations when FLASH BUTTON – D<sup>term</sup> [F-3D] has been allowed. However, CALL WAITING – ANSWER – D<sup>term</sup> [C-27D] is the preferred way for Administration Stations to answer CAMP-ON calls.
2. This feature may be used to answer CALL HOLD calls by Administration Stations when FLASH BUTTON – D<sup>term</sup> [F-3D] has been allowed. However, CALL HOLD – D<sup>term</sup> [C-6D] may be used as an alternative.
3. The operating procedure for CALL HOLD [C-6] is replaced by this feature when SYS1, INDEX 177, Bit 6 is enabled.
4. The operating procedure for CALL HOLD – D<sup>term</sup> [C-6D] using FLASH BUTTON – D<sup>term</sup> [F-3D] is replaced by this feature when enabled in system data.
5. The function of the TRF key on the D<sup>term</sup> does not change when this feature is enabled.
6. The limitations for ATTENDANT CAMP-ON WITH TONE INDICATION [A-1] and for CALL HOLD [C-6] apply to this feature.

# A-75 Automated Guest Station Voice Mail Retrieval

## General Description

AUTOMATED GUEST STATION VOICE MAIL RETRIEVAL (VMR) is a feature that makes it easy for guest stations to retrieve voice mail. Guest stations dial a Voice Mail Retrieval (VMR) access code and a station password for immediate message retrieval. The feature is customer-programmable to allow it to conform to the needs of any voice mail system.

## Operating Procedure

The voice mail facility must be set up as an administrative station.

- Operating the guest station:

Step	Action	Result
1	The guest sees that the Message Waiting Lamp on the guest station is lit.	
2	The guest lifts the handset and dials the VMR access code.	The Voice Mail System (VMS) answers, and prompts the guest for his password (if required).
3	The guest enters the password.	The VMS plays the messages.

A guest station can be provided with normal voice mail operating procedures or AUTOMATED GUEST STATION VOICE MAIL RETRIEVAL at the discretion of the system operator.

## Service Conditions

1. This feature is not available when the guest station has a party on hold. If a party is on hold, normal operating procedures for voice mail access will be required. This procedure usually requires the dialing of the station number and password, but read the appropriate voice mail manual for complete instructions.
2. Normal operating procedure should be used by the Console and the Administration Stations.
3. If a guest does not listen to the messages before checking out, the messages must be removed by the Voice Mail administrative terminal.
4. Access to voice mail is established by dialing a VMR access code, and internal dialing by the PBX of a function code (limited to 2 digits plus a pause) and the station number (maximum of 5 digits). The order will be dependent on the voice mail system.

## B-26 Busy Status – Hotel Attendant

### General Description

When the Hotel Attendant calls a guest station that is busy, BUSY STATUS DISPLAY – HOTEL ATTENDANT causes the current status of the called guest station to display in detail on the console LCD.

The following figures show the LCD displays for each status.

1. When the called station receives dial tone (off-hook status):

```
STA BUSY
XXXX → BUSY
```

2. When the called station is in make busy status:

```
STA BUSY
XXXX → MAKE BUSY
```

3. When the called station is in LINE LOCK OUT [L-3] status:

```
STA BUSY
XXXX → LOCK OUT
```

4. When the called station is dialing:

```
STA BUSY
XXXX → DIALING
```

5. When the called station is being accessed from another station:

```
STA BUSY
XXXX → RINGING
```

6. When the called station is talking to the Administration Station:

```
STA BUSY
XXXX → ADM:XXXX
```

7. When the called station is talking to another Guest Station:

```
STA BUSY
XXXX → GST:XXXX
```

8. When the called station is engaged in a Central Office (CO) line call and when Central Office code (1-4 digits) is assigned:

```
STA BUSY
XXXX → COC:X
```

**General Description (cont'd)**

- 9. When the called station is engaged in a CO line call and when Central Office code is not assigned:

**STA BUSY**  
**XXXX → RT:XX**

- 10. When the called station is engaged in a call with a Hotel Attendant, and specified Attendant Number (1 to 6 digits) is assigned:

**STA BUSY**  
**XXXX → ATT:XXX**

- 11. When the called station is engaged in call with a Hotel Attendant, and Specified Attendant Number is not assigned:

**STA BUSY**  
**XXXX → ATN:X**

- 12. For other status conditions:

**STA BUSY**  
**XXXX → BUSY**

**Operating Procedure**

- To operate from the Hotel Console:

Step	Action	Result
1	The attendant dials a station number individually, or while holding a station/trunk.	Receives busy tone or reorder tone according to the status of the called station.
2	The attendant presses the <b>STS</b> key.	The current status of the called station displays on the console LCD.
3	The attendant presses the <b>EXT</b> key.	The console LCD returns to the previous display.
4	From the status described in either step 2 or 3, the attendant presses the <b>CANCL</b> key	<ul style="list-style-type: none"> <li>• The Attendant is connected to the original party.</li> <li>• The console LCD returns to the initial display.</li> </ul>

**Service Conditions**

1. BUSY STATUS DISPLAY – HOTEL ATTENDANT is available only for the Hotel Console.
2. This feature is available only when the called party is a guest station.

# C-19

# Calendar Display

## General Description

A digital display indicating month, day, hour, and minute is provided on the Console.

## Operating Procedure

Hour and minute information is constantly displayed. Month and day information is displayed only while key operations pertaining to hospitality services are not being performed.

## Service Conditions

1. Hour and minute display – (constant).

**Note:** *The Attendant Console clock reads 00:00 AM at midnight and 00:00 PM at noon.  
The Desk Console clock reads 00:00 AM at midnight and 12:00 PM at noon.*

2. Month and day are displayed as shown below.
  - a.) On the Attendant Console:

<b>MONTH XX DAY DAY OF WEEK NAME</b>
--

- b.) On the Desk Console:

<b>HH:MM AM/PM MONTH XX DAY DAY OF WEEK NAME</b>
--

3. The time indication can be corrected by use of the MAT command ATIM.



## C-23

# Check-In/Checkout

### General Description

This service manages Vacant/Occupied status of each guest room, and automatically restrict/cancel the restriction for such services as C.O. outgoing call, Automatic Wake-Up, etc. according to the present status of each guest room. When CHECK-IN/CHECKOUT service is activated from the PMS terminal, the Console, or the Front Desk Terminal, the following operations occur:

CHECK-IN:	The services available at the guest station are dependent upon the guest station Class of Service (as defined by the CLASS OF SERVICE – INDIVIDUAL [C-15]).	
CHECKOUT:	DO NOT DISTURB	[D-11] – Reset
	ROOM CUTOFF	[R-9] – Set
	MESSAGE WAITING	[M-6] – Reset
	AUTOMATIC WAKE-UP	[A-10] – Clear
	GUEST NAME DISPLAY D <sup>term</sup>	[G-6D] – Clear
	GROUP SERVICE through PMS	[G-4] – Reset

**Note:** Features may be cleared from the PMS terminal depending on data assignment when PMS Model 60 is used. All data is cleared when the Console is used. Features may be cleared from the PMS terminal depending on code sent to the NEAX2400 IMX when PMS Model 90 or 120 is used.

### Operating Procedure

- Check-In from the Console or Front Desk Terminal:

Step	Action	Result
1	Press the <b>CHK IN</b> key.	The associated lamp illuminates.
2	Dial the guest room number.	The guest room number is displayed.
3	Press the <b>ENTER</b> key.	The lamp flashes to confirm Check-In.
4	Press the <b>EXIT</b> key.	The lamp and guest room number are extinguished.

- Checkout from the Console or Front Desk Terminal:

Step	Action	Result
1	Press the <b>CHK OUT</b> key.	The associated lamp illuminates.
2	Dial the guest room number.	The guest room number is displayed.
3	Press the <b>ENTER</b> key.	The lamp flashes to confirm Checkout.
4	Press the <b>EXIT</b> key.	The lamp and guest room number are extinguished.

**Note 1:** If an error is made in the course of key operations, press the **CLEAR** key and continue from Step 2 (station dialing).

**Note 2:** When performing CHECK-IN/CHECKOUT for two or more guests at the same time, follow Steps 1 through 3 for the first guest. Follow Steps 2 and Step 3 only for the remaining guests, then Step 4 to exit from the CHECK-IN/CHECKOUT mode.

### Service Conditions

1. When the PMS feature is in operation, the CHK IN/CHK OUT key does not function from the Console. CHECK-IN/CHECKOUT is activated by the PMS computer.

**Service Conditions (cont'd)**

- 
2. The CHK IN/CHK OUT key at the Front Desk Terminal is always operational. The Front Desk Terminal CHK IN/CHK OUT key can be used to unrestrict or restrict the guest's phones prior to Check-In/Out from the PMS terminals as a temporary CHECK-IN/OUT when the PMS terminals are overloaded.

# C-32 Calling Station Number Display

## General Description

This feature provides hospitality service stations (restaurant, valet, room service, etc.) and guest stations with an LCD display of incoming calling number (Guest, Administration, OG, or IC trunk). This display flashes while the call is ringing, then appears steadily when the call is answered. D<sup>term</sup> may be used for service stations.

## Operating Procedure

Step	Action	Result
1	Incoming call to the prime line:	Automatically activates the CALLING NUMBER DISPLAY.
2	If a call terminates to another line appearing on the D <sup>term</sup> :	
	a.) Press the ringing line button.	<p>The hospitality service station LCD will display:</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px; text-align: center;"> <p><b>(Time and Date) RMO XXXX</b></p> <p style="text-align: right;">&gt;&gt;&gt;</p> </div> <p>- OR -</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px; text-align: center;"> <p><b>(Time and Date) RMS XXXX</b></p> <p style="text-align: right;">&gt;&gt;&gt;</p> </div> <p>- OR -</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px; text-align: center;"> <p><b>(Time and Date) ADM XXXX</b></p> <p style="text-align: right;">&gt;&gt;&gt;</p> </div> <p>- OR -</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px; text-align: center;"> <p><b>HH:MM DDD</b></p> <p><b>(Time and Date)</b></p> <p style="text-align: right;">&gt;&gt;&gt;</p> </div> <p>HH:MM indicates lapsed time, DDD indicates trunk type (1-3 digits)</p>

Operating Procedure (cont'd)

Step	Action	Result
	a.) Continued.	The guest room station LCD will display: <div style="border: 1px solid black; padding: 5px; margin: 5px 0; text-align: right;">                         ADM XXXX                          (Time and Date) &gt;&gt;&gt;                     </div> - OR - <div style="border: 1px solid black; padding: 5px; margin: 5px 0; text-align: right;">                         OPR                          (Time and Date) &gt;&gt;&gt;                     </div> - OR - <div style="border: 1px solid black; padding: 5px; margin: 5px 0; text-align: right;">                         DDD X                          (Time and Date) &gt;&gt;&gt;                     </div> <div style="border: 1px solid black; padding: 5px; margin: 5px 0; text-align: right;">                         HH:MM FX X                          (Time and Date) &gt;&gt;&gt;                     </div> <div style="border: 1px solid black; padding: 5px; margin: 5px 0; text-align: right;">                         HH:MM WATS X                          (Time and Date) &gt;&gt;&gt;                     </div> <div style="border: 1px solid black; padding: 5px; margin: 5px 0; text-align: right;">                         HH:MM TIE X                          (Time and Date) &gt;&gt;&gt;                     </div> <div style="border: 1px solid black; padding: 5px; margin: 5px 0; text-align: right;">                         HH:MM CCSA X                          (Time and Date) &gt;&gt;&gt;                     </div>
	b.) Lift handset and answer the call.	The display stops flashing.

Service Conditions

1. When a call terminates to a line other than the prime line, the LCD displays the incoming station as determined by LINE PRESELECTION – D<sup>term</sup> [L-9D].
2. LINE PRESELECTION – D<sup>term</sup> [L-9D] is governed by a timer. After the timer times out, the display returns to TIME DISPLAY – D<sup>term</sup> [T-18D].
3. The display will show either RMO (Room Out) and the station number, or RMS (Room Stay) and the station number when connected to a guest station, depending on the data sent from PMS. The display will show ADM (Administration) when connected to any station other than a guest station.
4. The RMO, RMS, and ADM displays do not appear when calling between nodes of CCIS network.

# C-71

# Called Number Display – Hotel Attendant Console

## General Description

If a call is transferred to the Console as a result of such features as:

- DO NOT DISTURB [D-11]
- CALL FORWARDING – ALL CALLS [C-5]
- CALL FORWARDING – BUSY LINE [C-2]
- CALL FORWARDING – DON'T ANSWER [C-3]
- CALL FORWARDING – INTERCEPT/ANNOUNCEMENT [C-25],

information pertaining to that station is displayed on the Console. The LCD displays on the Attendant Console and Desk Console are illustrated below.

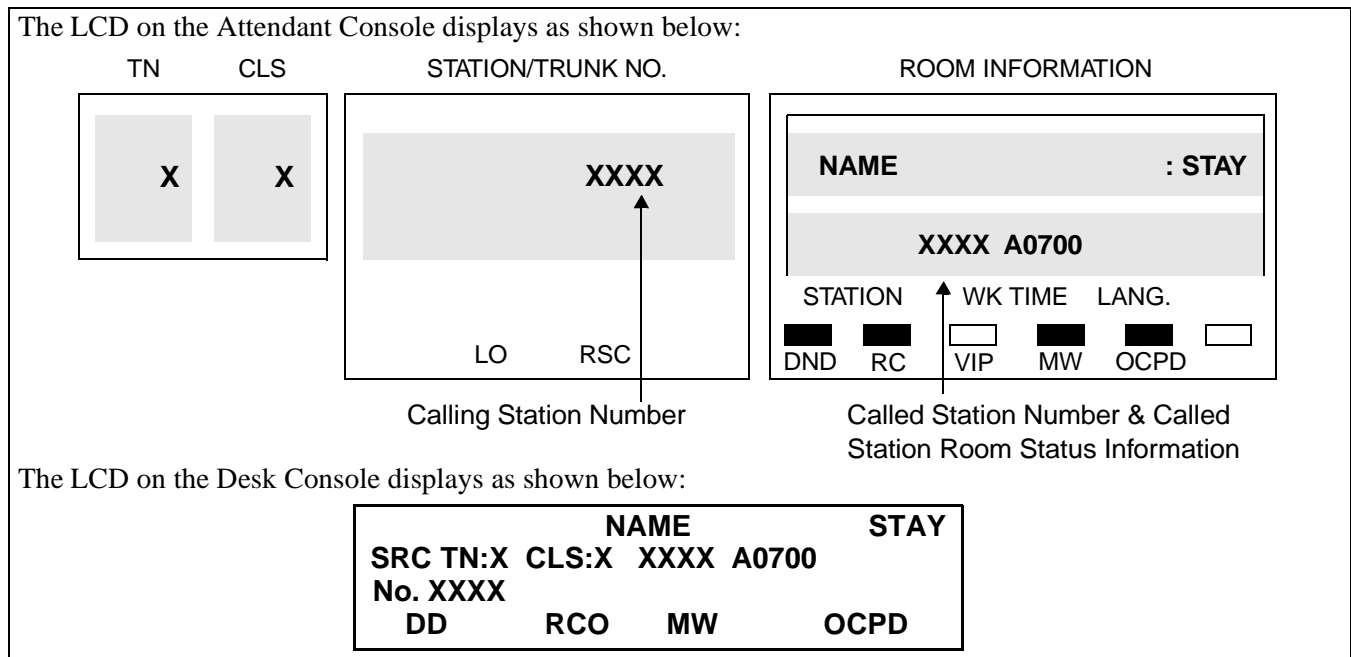


Figure 2 Display Area of Attendant Console and Desk Console

## Operating Procedure

Step	Action	Result
1	The attendant answers an incoming call.	The DEST lamp lights, and the called station number is displayed.
2	The attendant presses the <b>SRC</b> key.	The DEST lamp goes off, and the SRC lamp lights. Either the calling party's station number or the route/trunk number is displayed.

## Service Conditions

1. This feature is effective when a station-to-station call or a DID call has been routed to an Console as a result of DO NOT DISTURB [D-11], CALL FORWARDING – ALL CALLS [C-5], CALL FORWARDING – BUSY LINE [C-2], CALL FORWARDING – DON'T ANSWER [C-3], or CALL FORWARDING – INTERCEPT/ANNOUNCEMENT [C-25], and is answered by the Attendant.
2. If the Attendant presses the **SRC** key while the called station number is displayed, the display changes to the number of the calling party. The called station number cannot be displayed again.
3. While the called station number is displayed, the Attendant can transfer the call to a desired station by keying the destination number on the keypad. In this case, the called station number of that call cannot be displayed again.
4. While the called station number is displayed, the Attendant can place the call on hold by pressing the HOLD key.
5. While the called station number is displayed, the Attendant can set CALL PARK [C-29] service. The called station number cannot be displayed again.
6. The Attendant can override the busy guest station by pressing the associated loop key or TKSL key. The called number and the associated station/route number are displayed on the Console.

Connection	Overridden Party	Console Key Used	Console Display	
			“Station Trunk No.” Area	“Room Information” Area
Station A – Station B	Station A	<b>LOOP</b>	Station B. No.	Station A name and information
Station A – Trunk A	Station A	<b>LOOP</b>	Trunk A. No.	Station A name and information
Station A – Trunk A	Trunk A	<b>TKSL</b>	Trunk A No.	Station A name and information

This service is activated, depending on the hotel system parameters.

# C-72 Connecting Room Service

## General Description

This feature allows the PMS to connect two rooms on a temporary basis to act as one room. One room will act as the master room and the other to act as a secondary room. If suite rooms are to be connected, the master station in the suite room arrangement is used for connecting room purposes.

## Operating Procedure

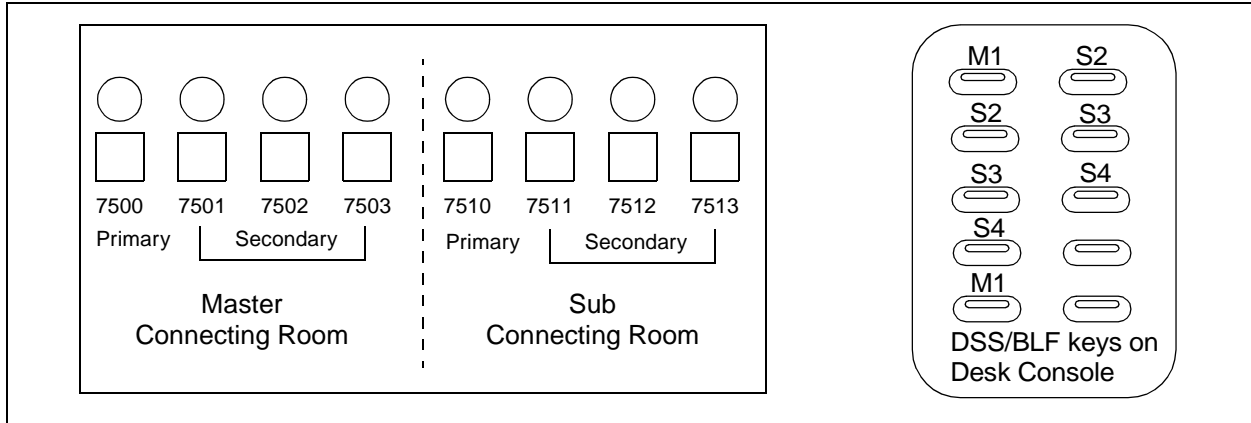
CONNECTING ROOM SERVICE assignment is made through the PMS terminal.

## Service Conditions

1. Dialing the master room phone number rings both master and secondary room phones. Dialing the secondary room phone number rings the secondary phone only.
2. The master station can originate a call when the secondary station is in use, and vice versa.
3. Only two rooms may be connected. If SUITE ROOMS are connected, then up to eight stations may be connected.
4. Master suite room numbers are assigned when suite rooms are connected. The status of all eight stations appears on the DSS lamps when the Console calls the connected suite rooms, if such status indicators are assigned through system data.
5. This feature essentially provides for suite room service on a temporary basis for answering incoming calls. CHECK-IN/CHECKOUT [C-23], MAID STATUS [M-22], MESSAGE WAITING [M-6], AUTOMATIC WAKE-UP [A-10], DO NOT DISTURB [D-11] and ROOM CUTOFF [R-9] must be set or reset independently for each room.
6. PMS message registration (billing) must be done separately for connecting rooms.
7. When CONNECTING ROOM SERVICE is canceled by the PMS terminal, the other hospitality statuses remain unchanged. CONNECTING ROOM SERVICE is automatically canceled when PMS declares the status of these rooms as either Vacant or Out of Order.
8. CONNECTING ROOM SERVICE is also canceled when MAID STATUS [M-22] sets the room or master rooms Ready to Sell or Out of Order. It is also canceled when master room or both rooms are checked out (CHECK-IN/CHECKOUT [C-23]).
9. The CALLING STATION NUMBER DISPLAY [C-32] will display at either the master or secondary connecting room. In the case of connecting suite rooms, the display will be either the master suite room or the secondary suite room, depending on number dialed. For CONNECTING ROOM SERVICE, the station number dialed will display regardless of the answering station.
10. There is no limit to the number of connecting room arrangements within a system.
11. Three processing alternatives are available if the master station in the connecting room is busy.
  - a.) The caller hears busy tone.
  - b.) The call is transferred to the Console.
  - c.) The call rings an idle station.
12. When the DND override feature is used for a secondary room, room status displays secondary room information with the master room number.

**Service Conditions (cont'd)**

- 13. When the Console dials the master station, the DSS keys and lamps are used in the operation. The status of the connecting room phones appear on the DSS lamps. Ringing is generated at the connecting room phones when the first DSS key is pressed or the START key is pressed. If a secondary phone DSS key is pressed, only the corresponding secondary phone will ring. The DSS lamp on a busy connecting room station will flash. The DSS lamp on an idle connecting room phone will show solid.



**Figure 3 Console Lamps Used for Connecting Suites**

- 14. Ringing cycles are controlled by the line card. If suite rooms are not serviced by a common line card, ring will not be synchronized.
- 15. If digital remote units are used for connecting stations, ringing will be random and will not be synchronized.



# C-147 Call Information Display

## General Description

This feature allows the following information to be displayed on the guest room D<sup>term</sup>s LCD. D<sup>term</sup> may be used for guest stations.

Calling/Called Station	
AUTOMATIC WAKE-UP – D <sup>term</sup>	[A-10D]
ALERT SERVICE	[A-57]
DO NOT DISTURB – D <sup>term</sup>	[D-11D]
DIRECT DATA ENTRY – STATION	[D-107]
MESSAGE WAITING	[M-6]
MAID STATUS	[M-22]
ROOM CUTOFF	[R-9]
2ND WAKE-UP CALL – SAME GUEST STATION	[S-128]

## Operating Procedure

### 1. Calling/Called Station Display

a.) During a call with another guest station in progress:

<b>(Time and Date)</b>	<b>XXXX</b>
	<b>&gt;&gt;&gt;</b>

b.) During a call with Administration Station in progress:

<b>(Time and Date)</b>	<b>ADM XXXX</b>
	<b>&gt;&gt;&gt;</b>

A 6 digit station displays as AMXXXXXX

c.) During a call with the Console in progress:

<b>(Time and Date)</b>	<b>OPR</b>
	<b>&gt;&gt;&gt;</b>

d.) During a call through Central Office in progress:

<b>HH:MM DDD</b>	<b>X</b>
<b>(Time and Date)</b>	
	<b>&gt;&gt;&gt;</b>

HH:MM indicates lapsed time,  
X indicates trunk type (1-3 digits)

- OR -

<b>HH:MM FX</b>	<b>X</b>
<b>(Time and Date)</b>	
	<b>&gt;&gt;&gt;</b>

<b>HH:MM WATS</b>	<b>X</b>
<b>(Time and Date)</b>	
	<b>&gt;&gt;&gt;</b>

**Operating Procedure (cont'd)**

e.) During a call through Tie line in progress:

<b>HH:MM TIE</b>	<b>X</b>
<b>(Time and Date)</b>	<b>&gt;&gt;&gt;</b>

- OR -

<b>HH:MM CCSA</b>	<b>X</b>
<b>(Time and Date)</b>	<b>&gt;&gt;&gt;</b>

2. For other display services, see each service feature description.

**Service Conditions**

1. When the guest name two-line display is provided by the system parameters, the time display (lower line) disappears during a call.
2. When originating a call using the ISDN terminal, the charging information is not displayed.

# D-11

# Do Not Disturb

## General Description

This feature allows the Console, PMS terminal, Front Desk Terminal, Special Administration Station, or Guest Station to temporarily place individual stations into a mode that blocks incoming calls. Outgoing calls may still be placed from stations in DO NOT DISTURB (DND) mode.

## Operating Procedure

- To set DO NOT DISTURB from the Console or Front Desk Terminal:

Step	Action	Result
1	Press the <b>DND</b> (set) key.	The associated lamp illuminates.
2	Dial the station number.	The console displays the station number.
3	Press the <b>ENTER</b> key.	The lamp flashes to confirm that DND is set.
4	Press the <b>EXIT</b> key.	The lamp and station display are extinguished.

- To cancel DO NOT DISTURB from the Console or Front Desk Terminal:

Step	Action	Result
1	Press the <b>DND</b> (reset) key.	The associated lamp illuminates.
2	Dial the station number.	The console displays the station number.
3	Press the <b>ENTER</b> key.	The lamp flashes to confirm that DND cancellation.
4	Press the <b>EXIT</b> key.	The lamp and station display are extinguished.

- To set DO NOT DISTURB from Special Administration Station:

Step	Action	Result
1	Lift handset or press the <b>SPKR</b> key.	Receive dial tone.
2	Dial Enhanced DO NOT DISTURB access code. (If ID code is required, dial ID code upon receiving second dial tone.)	Receive special tone.
3	Dial the station number	Receive service set tone.
4	Repeat Step 3 for as many guest rooms as required.	

## General Description (cont'd)

- To cancel DO NOT DISTURB from Special Administration Station:

Step	Action	Result
1	Lift handset or press the <b>SPKR</b> key.	Receive dial tone.
2	Dial Enhanced DO NOT DISTURB cancel code. (If ID code is required, dial ID code upon receiving second dial tone.)	Receive special dial tone.
3	Dial the station number.	Receive confirmation tone.
4		

- To set DO NOT DISTURB from guest stations:

Step	Action	Result
1	Lift handset.	Receive dial tone.
2	Dial the DND set code.	Receive service set tone.
3	Hang up.	

- To cancel DO NOT DISTURB from guest stations:

Step	Action	Result
1	Lift handset.	Receive dial tone.
2	Dial the DND cancel code.	Receive service set tone.
3	Hang up.	

To obtain a printout of stations in the DO NOT DISTURB state, refer to the AUDIT REPORTS [A-26] feature description.

**Note:** *For the Console and Front Desk Terminal only:*

*If an error is made in the course of key operations, press the **CLEAR** key and continue from Step 2 (station dialing). When setting or cancelling DO NOT DISTURB for two or more stations at the same time, follow the above operating procedure for the first station. Perform Steps 2 and 3 for the remaining stations, then Step 4 to exit from the service mode.*

*DIRECT SERVICE SET/RESET [D-25] is also available for this feature.*

## Service Conditions

- Setting and cancelling of DO NOT DISTURB is performed by key operations at the Console, PMS terminal, guest station, Special Administration Station, or Front Desk Terminal.
- An incoming call to a station in DO NOT DISTURB mode is routed to a reorder tone connection, a “Do Not Disturb” announcement, or the Console, depending on the system data.
- After the guest has checked out (CHECK-IN/CHECKOUT [C-23]), DO NOT DISTURB information is automatically erased.
- A station in DO NOT DISTURB mode will be rung for AUTOMATIC WAKE-UP [A-10] service or for ALERT SERVICE [A-57].
- If a call to a station in DO NOT DISTURB mode is routed to the Console, the Attendant may be able to connect both stations for temporary service cancellation by pressing the **DND OVER** key. This aspect of the DO NOT DISTURB feature is programmable into system data.

**Service Conditions (cont'd)**

6. DO NOT DISTURB is provided for guest room stations only.
7. When a station in a suite sets DO NOT DISTURB, all stations in that suite are placed in the DND mode.
8. Station in DND mode can receive calls from specific trunk routes or stations through system data assignment.
9. Guest “Boss” and “Secretary” rooms override DND mode for calls between assigned stations.
10. When setting DO NOT DISTURB from Special Administration Station, no check is made to see if dialed station is in DO NOT DISTURB mode or not; subsequent DO NOT DISTURB set/cancel is accepted.
11. DO NOT DISTURB set by Special Administration Station can be canceled by guest station, and vice versa.

# D-11D Do Not Disturb - D<sup>term</sup>

## General Description

This feature allows a guest room D<sup>term</sup> to temporarily block incoming calls. Outgoing calls may still be placed from stations in DO NOT DISTURB (DND) mode.

## Operating Procedure

- To set DO NOT DISTURB from guest room D<sup>term</sup>s:

Step	Action	Result
1	Lift handset or press the <b>SPKR</b> key.	Receive Dial Tone.
2	Dial the DND set code.	Receive Service Set Tone. The LCD displays: <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>DD SET</b>            (Time and Date)            &gt;&gt;&gt;         </div>
3	Hang up.	If the DO NOT DISTURB steady display is available by system data, the following will be displayed: <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>DD</b>            (Time and Date)            &gt;&gt;&gt;         </div>

- To cancel DO NOT DISTURB from guest room D<sup>term</sup>s:

Step	Action	Result
1	Lift handset or press the <b>SPKR</b> key.	Receive Dial Tone.
2	Dial the <b>DND</b> cancel code.	Receive Service Set Tone. The LCD displays: <div style="border: 1px solid black; padding: 5px; text-align: center;"> <b>DD CNCL</b>            (Time and Date)            &gt;&gt;&gt;         </div>
3	Hang up.	

To obtain a printout of stations in DO NOT DISTURB state, refer to the AUDIT REPORTS [A-26] feature description.

## Service Conditions

- Setting and cancelling of DO NOT DISTURB is performed by key operations at the guest room D<sup>term</sup>.
- An incoming call to a station in DO NOT DISTURB mode is routed to a reorder tone connection, a “Do Not Disturb” announcement, or the Console, depending on the system data.
- After the guest has checked out (CHECK-IN/CHECKOUT [C-23]), DO NOT DISTURB information is automatically cleared.
- A station in DO NOT DISTURB mode will be rung for AUTOMATIC WAKE-UP [A-10] service or for ALERT SERVICE [A-57].

**Service Conditions (cont'd)**

5. If a call to a station in DO NOT DISTURB mode is routed to the Console, the Attendant may be able to connect both stations for temporary service cancellation by pressing the **DND OVER** key. This aspect of the DO NOT DISTURB feature is programmable into system data.
6. DO NOT DISTURB is provided for guest room stations only.
7. When a station in a suite sets DO NOT DISTURB, all stations in that suite are placed in the DND mode.
8. Station in DND mode can receive calls from specific trunk routes or stations through system data assignment.
9. Guest “Boss” and “Secretary” rooms override DND mode for calls between assigned stations.
10. DO NOT DISTURB set by Special Administration Station can be canceled by guest station, and vice versa.
11. This feature and DO NOT DISTURB – D<sup>term</sup> in BUSINESS FEATURE are activated respectively. DO NOT DISTURB – D<sup>term</sup> in BUSINESS FEATURE cannot provide DND Override Feature.
12. For the conditions of the LCD display when several services are set at the same time, see Service Conditions of AUTOMATIC WAKE-UP – D<sup>term</sup> [A-10D].

## D-15 Day/Night Class of Service

### General Description

This feature permits all stations within a tenant to alternate between two different CLASS OF SERVICE – INDIVIDUAL [C-15] options, one for Day mode and another for Night mode. System data can be programmed so that once the ATTENDANT CONSOLE [A-3] has entered the NIGHT CONNECTION [N-1, 2] mode, a station's CLASS OF SERVICE – INDIVIDUAL [C-15] will be automatically changed as required. Class may be upgraded or downgraded, and trunk groups normally controlled by the Console in Day mode may be opened to station control in Night mode.

For hotel software, DAY/NIGHT Route Restriction Class change may be controlled using Time Of Day programming via the MAT. The Console will operate in Day mode, but stations will operate under Night mode restriction tables.

### Operating Procedure

1. This feature is controlled via the ATTENDANT CONSOLE [A-3]. Pressing the **NITE** key or removing the handset enters the tenant/system into Night mode and changes service class. Releasing the **NITE** key or replacing the handset restores normal CLASS OF SERVICE – INDIVIDUAL [C-15].
2. If the Time Of Day change is used once programming is set via the MAT, no further operation is required.

### Service Conditions

1. DAY/NIGHT CLASS OF SERVICE can be assigned on a per TENANT [T-12] and per station basis.
2. DAY/NIGHT CLASS OF SERVICE can be assigned to different trunk restriction and service restriction.
3. Refer to CLASS OF SERVICE – INDIVIDUAL [C-15] for further details.
4. Night mode restriction class can be set at any time by entering the related command on the MAINTENANCE ADMINISTRATION TERMINAL (MAT) [M-18].
5. When TENANT SERVICE [T-12] is provided with MULTIPLE CONSOLE OPERATION [M-4], the system can be programmed for either “all attendant consoles” or “master attendant console” to control activation of DAY/NIGHT CLASS OF SERVICE.
6. For Service and Tenant Restriction Class changes, the Console must be placed into the Night mode.
7. This service feature allows transfer of an incoming call to a different destination during either day or night. Transfer and connection to the different destination is determined by the business hours of the respective guest service station and the special number assigned to the group number in the night function.



## D-23

# Direct Page Connection

### General Description

This feature allows direct loop-to-loop connection for paging, enabling the Attendant to hold an incoming (IC) call, page the desired party, then directly connect both parties after the paged party answers.

### Operating Procedure

- For IC call on a loop requiring paging:

Step	Action	Result
1	The Attendant presses the <b>HOLD</b> key. The call is held on a loop.	The call is held on a loop.
2	The Attendant presses the <b>PG</b> key, or dials the access code, then pages the desired party. (The Attendant holds the <b>PG</b> key down for the duration of the page).	

- To connect the held party to the paged party, (via HOUSE PHONE [H-8] or dial "0"):

Step	Action	Result
1	The Attendant presses the held <b>LOOP</b> key, then presses either:	
	a.) The <b>RELEASE</b> key	Connects the paged and held parties immediately.
	b.) The <b>TALK</b> key	Connects the paged party, held party, and the Attendant in a <b>THREE-WAY CALLING [T-2]</b> connection.
2	To release, the Attendant presses the <b>RELEASE</b> key.	

### Service Conditions

- In a **MULTIPLE CONSOLE OPERATION [M-4]**, paged party responses are directed to the proper Attendant via the **INTER-POSITION TRANSFER [I-5]** feature.
- This feature is also available for internal calls.
- The **PA-M87 (DPI: Direct Page Interface)** is required if the Console **PG** key is used.

## D-24

# Direct Paging

### General Description

This feature eliminates the need for the Attendant to dial for paging access. While pressing the **PG** key on the Console, the Attendant is directly connected to customer-provided paging equipment.

### Operating Procedure

To establish connections to paging equipment, press the **PG** key on the console and page the desired party.

### Service Conditions

1. Paging equipment is to be customer provided.
2. The PA-M87 (DPI: Direct Page Interface) circuit card is required. This circuit card provides an interface between the paging equipment and the NEAX2400 IMX.
3. A maximum of six consoles can be connected to the paging equipment via each DPI card.

# D-25 Direct Service Set/Reset

## General Description

When the Attendant responds to guest calls via the **GST** or **ANSWER** key on the Console, or when a call is answered at the Front Desk Terminal, **DIRECT SERVICE** is established by pressing the associated set/reset key. Station number dialing, **ENTER** and **EXIT** operations are not required. **DIRECT-SERVICE SET/RESET** is available for the following:

AUTOMATIC WAKE-UP	[A-10]
DO NOT DISTURB	[D-11]
MESSAGE WAITING	[M-6]
ROOM CUTOFF	[R-9]
ROOM STATUS	[R-10]

## Operating Procedure

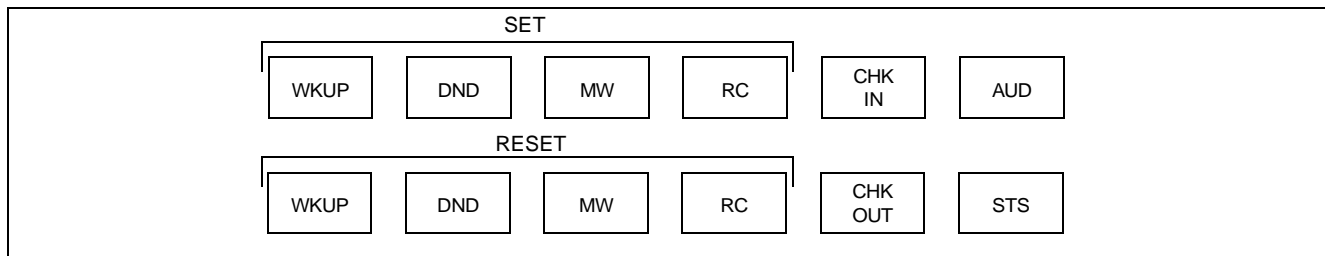
The Attendant answers an incoming guest call via the **GST** or **ANSWER** key, or the call is answered at the Front Desk Terminal (guest information is displayed). The guest hangs up after specifying the desired services.

Step	Action	Result
1	The Attendant presses the desired set/reset function key. <b>(Note)</b>	The associated lamp illuminates.
2	Press the <b>CANCL</b> key.	The connection is terminated.

**Note:** For **AUTOMATIC WAKE-UP [A-10]**, dial required time after Step 1 and press **ENTER**.

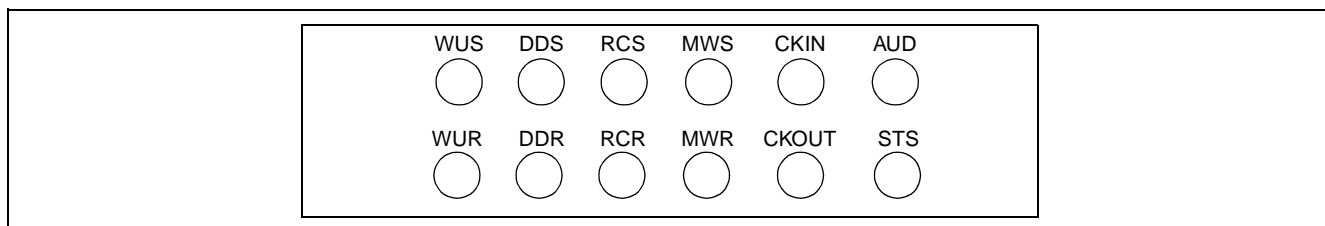
## Service Conditions

1. SET/RESET can be established for one or all of these services simultaneously (any combination), prior to pressing the **CANCL** key.
  - a.) The keys on the Attendant Console are shown in [Figure 4](#).



**Figure 4 Key Pattern on the Attendant Console**

- b.) The keys on the Desk Console (with hotel/motel add-on module) are shown in [Figure 5](#).



**Figure 5 Key Pattern on the Desk Console**

**Service Conditions (cont'd)**

2. DIRECT SERVICE SET/RESET is available after a guest station calls the Attendant or the Front Desk Terminal, and until the attendant presses the **CANCL** key. The guest station is not required to remain connected for the service to be initiated.

## D-26

# Direct Station Selection

### General Description

Ten DIRECT STATION SELECTION (DSS) keys are provided on the Console for direct access to frequently called Administration or service stations such as restaurant, valet, maid, etc.

### Operating Procedure

Press the loop and the desired **DSS** key to originate a call.

### Service Conditions

1. A maximum of ten keys are provided for DIRECT STATION SELECTION on each Console.
2. DSS stations are assigned via the MAT for each console individually.
3. DSS keys cannot be used in setting MESSAGE WAITING [M-6], DO NOT DISTURB [D-11], AUTOMATIC WAKE-UP [A-10], or similar services.
4. A maximum of 14 digits can be assigned per DSS key.

# D-88 Directory Assistance Interface

## General Description

This feature allows the Console operator to search for the station number of a guest via the PMS terminal. The Console must have a PMS terminal dedicated to directory assistance. The guest's name, station number, and other information normally exchanged between the PMS and NEAX2400 IMX are entered into the PMS data base at Check-In. The PMS will inform the NEAX2400 IMX of the guest's station number and that number is displayed at the Console. The attendant may now call that guest.

## Operating Procedure

- Originating calls:

Step	Action	Result
1	The attendant presses the <b>LOOP</b> key.	
2	The attendant enters the called party's name into the PMS terminal.	The PMS terminal becomes menu-driven, executing its own programs.
3	The PMS searches its database and sends the station number to the NEAX2400 IMX.	Room status display comes up on the Console.
4	The attendant presses the <b>START</b> key.	

- Terminating calls:

Step	Action	Result
1	An incoming call terminates at the Console.	The calling party requests to speak with a guest or administrative personnel.
2	The attendant enters the called party's name into the PMS terminal.	The PMS terminal becomes menu-driven, executing its own programs.
3	The PMS searches its database and sends the station number to the NEAX2400 IMX.	Room status display comes up on the Console.
4	The attendant presses the <b>START</b> key.	
5	The attendant presses the <b>RELEASE</b> key.	The calling party is connected to the called party.

## Service Conditions

1. The DIRECTORY ASSISTANCE INTERFACE (DAI) feature requires a dedicated PMS port. The PMS port used for normal text messages (Message Waiting, Check-In/Out, etc.) cannot be used for this feature. The port dedicated for DAI may also be used for the Guest Information Display feature.
2. One DIRECTORY ASSISTANCE INTERFACE PMS port is required for up to four Consoles. Two DIRECTORY ASSISTANCE INTERFACE PMS ports are required for five or more Consoles.
3. Each directory assistance terminal must be dedicated to a Console. This information is programmed into the PMS external computer. The ability to reassign directory assistance terminals to different Consoles is a function of the PMS Directory Assistance Program.
4. If the attendant presses the keypad, the directory assistance request is invalid.
5. The data transfer between the PMS and NEAX2400 IMX is BISYNC Protocol at only 4800 or 9600 bps. The station number must be sent to the NEAX2400 IMX within 1.5 seconds of the request.

## D-89

# Direct Selection – Outside

### General Description

Ten DIRECT STATION SELECTION (DSS) [D-26] keys are provided on the Console for direct access to frequently called outside numbers or to emergency numbers such as fire, police, or ambulance.

### Operating Procedure

To originate a call, press **LOOP** key and the desired **DSS** key.

### Service Conditions

1. A maximum of ten keys are provided for DIRECT STATION SELECTION [D-26] on each console.
2. DSS outside numbers are assigned via the MAT for each console individually.
3. DSS keys cannot be used in setting MESSAGE WAITING [M-6], DO NOT DISTURB [D-11], AUTOMATIC WAKE-UP [A-10], or similar services.
4. A maximum of 14 digits can be assigned per key.
5. DIRECT STATION SELECTION [D-26] services remain intact.

# D-105D D<sup>term</sup> With Hotel Function

## General Description

This feature allows the users of 16-button or 24-button D<sup>term</sup> to control the following services by operating programmable line/feature keys in the same manner as the keys of the Hotel Console. Fifteen programmable feature keys are assigned to the Front Desk Terminal to provide full hospitality functionality.

AUTOMATIC WAKE-UP	[A-10] Set/Reset (WUS/WUR)
DO NOT DISTURB	[D-11] Set/Reset (DDS/DDR)
ROOM CUTOFF	[R-9] Set/Reset (RCS/RCR)
MESSAGE WAITING	[M-6] Set/Reset (MWS/MWR)
CHECK-IN/CHECKOUT	[C-23] (C/I/C/O)
ROOM STATUS	[R-10] Display (STS)
AUDIT REPORTS	[A-26] (AUD)

Also required are the **ENT** (Enter), **CE** (Clear) and **END** (Exit) feature keys.

**Note:** The *RECALL* key will function as an "END" key.

## Operating Procedure

The Front Desk Terminal may be operated either in the idle condition or connected to the guest station. For DO NOT DISTURB [D-11], ROOM CUTOFF [R-9], CHECK-IN/CHECKOUT [C-23]

- Idle Condition:

Step	Action	Result
1	Press the specific function's set or reset key.	The LCD shows the feature abbreviation.
2	Enter the guest station number.	
3	Press the <b>ENT</b> key.	
4	Press the <b>END</b> key.	
5	Press the <b>CE</b> key to clear an entry such as a wrong station number.	

- Connected to a guest station (DIRECT SERVICE SET/RESET [D-25]):

Step	Action	Result
1	Press the specific function's set or reset key.	The LCD shows the feature abbreviation.
2	Press the <b>ENT</b> key.	
3	Press the <b>END</b> key.	



## Operating Procedure (cont'd)

For AUTOMATIC WAKE-UP [A-10]

- Idle Condition:

Step	Action	Result
1	Press the <b>WUS</b> or <b>WUR</b> key.	The LCD shows the feature abbreviation.
2	Enter the WAKE-UP time in 24-hour time. (See AUTOMATIC WAKE-UP [A-10] for enhanced 12-hour time entry.)	
3	Enter the guest station number.	
4	Press the <b>ENT</b> key	
5	Press the <b>END</b> key.	
6	Press the <b>CE</b> key to clear an entry such as a wrong station number.	

- Connected to a guest station:

Step	Action	Result
1	Press the <b>WUS</b> or <b>WUR</b> key.	The LCD shows the feature abbreviation.
2	Enter the WAKE-UP time in 24-hour time. (See AUTOMATIC WAKE-UP [A-10] for enhanced 12-hour time entry).	
3	Press the <b>ENT</b> key.	
4	Press the <b>END</b> key.	
5	Press the <b>CE</b> key to clear an entry such as a wrong station number.	

## Operating Procedure (cont'd)

For ROOM STATUS [R-10]

- Idle Condition:

Step	Action	Result
1	Press the <b>STS</b> key.	The LCD shows the feature abbreviation.
2	Enter the guest station number.	
3	Press the <b>ENT</b> key.	<p>The MESSAGE WAITING [M-6] set, CHECK-IN/CHECKOUT [C-23] set, DO NOT DISTURB [D-11] set, ROOM CUTOFF [R-9] set LEDs will illuminate if these services have been set to the guest station.</p> <p>If WAKE-UP has been set, the time will appear on the LCD display. AM or PM is displayed as either an A or a P before the time.</p>

- Connected to a guest station:

Step	Action	Result
1	Press the <b>STS</b> key.	The LCD shows the feature abbreviation.
2	Press the <b>ENT</b> key.	<p>The MESSAGE WAITING [M-6] set, CHECK-IN/CHECKOUT [C-23] set, DO NOT DISTURB [D-11] set, ROOM CUTOFF [R-9] set LEDs illuminate if these services have been set for the guest station.</p> <p>If WAKE-UP has been set, the time appears on the LCD display. AM or PM is displayed with either an A or a P before the time. (STATUS is always displayed when any service is set.)</p>

## Operating Procedure (cont'd)

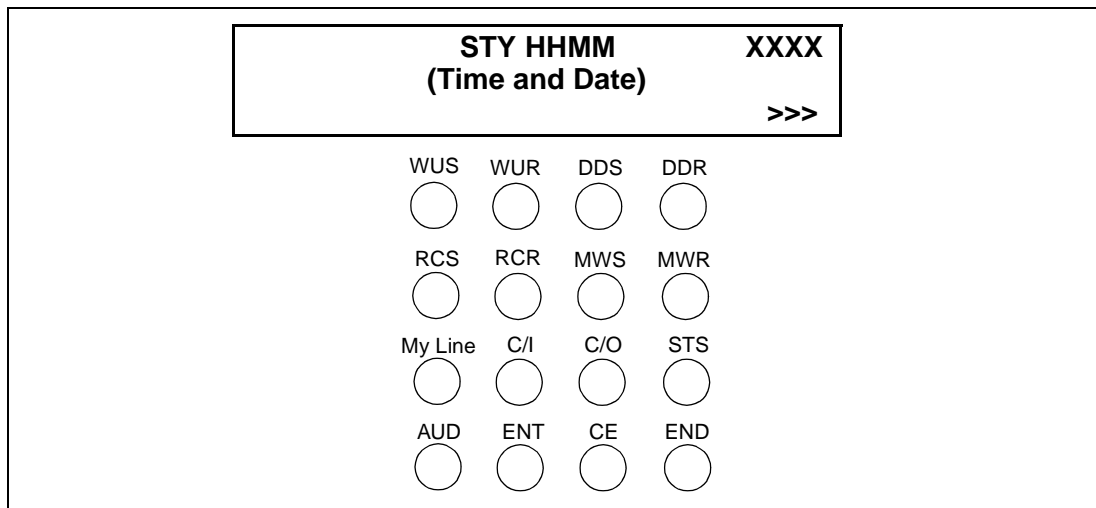


Figure 6 Example of 16-Button D<sup>term</sup> on a Front Desk Console

For AUDIT REPORTS [A-26]

- Idle Condition only:

Step	Action	Result
1	Press the <b>AUD</b> key.	The LCD shows the feature abbreviation.
2	Press the <b>STS</b> key.	
3	Dial the desired AUDIT code; see AUDIT REPORTS [A-26].	
4	Press the <b>ENT</b> key.	The Audit Report will be printed out on the hotel printer. See PRINTER CONTROL [P-8].

## Service Conditions

1. A maximum of 32 Front Desk Terminals per Module Group (MG) may be assigned.
2. 16-button or 24-button D<sup>term</sup>s shall be used as a Front Desk Terminal.
3. Only Special Administration Stations may be Front Desk Terminals.
4. MESSAGE WAITING [M-6] set from a Front Desk Terminal can only be reset from:
5. Front Desk Terminal, PMS Terminal, or Console (Model 60 PMS).
6. Front Desk Terminal or PMS Terminal (Model 90, 120 PMS).
7. During hospitality feature activation, performing any of the following actions will result in the release of hospitality service setting:
  - a.) Using SPEED CALLING – ONE TOUCH [S-26D].
  - b.) Pressing the RECALL key.
  - c.) Pressing the TRF key.
  - d.) Pressing the SPKR key.
  - e.) Pressing the HOLD key.
  - f.) Pressing a multi-line appearance key.
  - g.) Lifting the handset off-hook, if it is in idle mode.

**Service Conditions (cont'd)**

8. The service feature abbreviations shown on the 16-button or 24-button D<sup>term</sup> LCD are shown in [Table 4](#):

**Table 4 Standard Service Abbreviations on D<sup>term</sup>**

Feature	Set/Activate	Reset
AUDIT REPORTS [A-26]	AUD	—
AUTOMATIC WAKE-UP [A-10]	WUS	WUR
CHECK-IN/CHECKOUT [C-23]	C/I	C/O
DO NOT DISTURB [D-11]	DDS	DDR
MESSAGE WAITING [M-6]	MWS	MWR
ROOM CUTOFF [R-9]	RCS	RCR
ROOM STATUS [R-10]	STS	—

# D-107 Direct Data Entry – Station

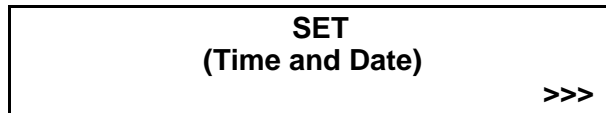
## General Description

This feature allows a maid or other hotel personnel to enter numeric data to the Property Management System (PMS) computer, using the guest room station for entry through dial operation.

## Operating Procedure

Step	Action	Result
1	Lift handset or press the <b>SPKR</b> key.	Hear dial tone.
2	Dial the Direct Data Entry access code.	Hear special dial tone.
3	Dial input data to the PMS computer. <b>Note:</b> <i>If another data entry is required, repeat this step.</i>	Hear service set tone. <b>(Note)</b>
4	Replace the handset.	

**Note:** *If a D<sup>term</sup> is used for a guest station, the LCD displays as shown below:*



## Service Conditions

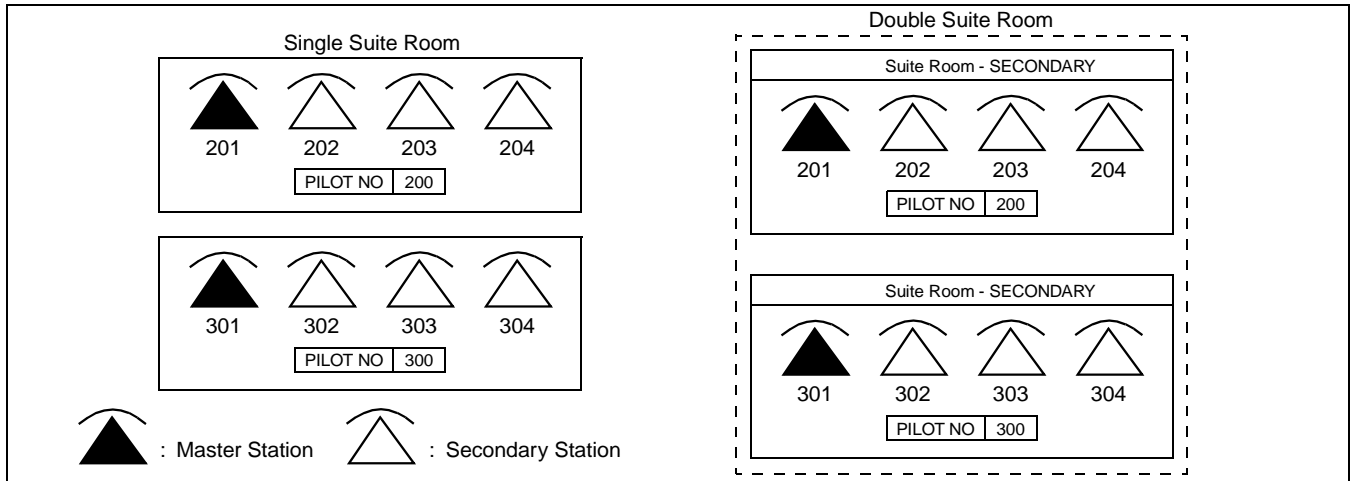
1. This feature is activated only through dial operation from a guest room telephone in an idle condition.
2. A maximum of 30 digits can be entered simultaneously to the PMS computer. If data exceeds 30 digits, the guest room station hears reorder tone.
3. If the numeric data to be sent is less than 30 digits, “#” (pound) can be used to end the digit string. (The “#” is not sent to the PMS computer.)
4. The digits 0, 1, 2, 3, 4, 5, 6, 7, 8, and 9 can be used for the data.
5. Reorder tone will be heard instead of service set tone if the PMS does not respond within 30 seconds or sends a negative answer to the NEAX2400 IMX.
6. This feature requires a Model 90 or Model 120 PMS.

# D-150

# Double Suite Room

## General Description

This service allows two suite rooms (single suite rooms) to be connected as a double suite room. Maximum eight stations can be called simultaneously.



**Figure 7 Example of Single/Double Suite Room**

## Operating Procedure

- To call a double suite room:

Step	Action	Result
1	Lift the handset or press the <b>SPKR</b> key.	Receive dial tone.
2	Dial the master station number of the double suite room.	The call is connected to the telephone that answers first.

## Service Conditions

- The single suite rooms must be assigned prior to activating this service.
- The telephone numbers assigned for the single suite room are used continuously in the double suite room. The primary station numbers of the single suite rooms will be the primary station number of the primary/secondary single suite room respectively. The primary phantom number can be assigned for both the primary/secondary single suite rooms, but the number of the primary single suite room will be the primary number of the double suite room.
- Following ways of ringing the telephones of the double suite room can be selected by the system parameters:
  - When the primary station of the primary single suite room is called, all the telephones in the double suite room ring simultaneously.
  - When the primary station of the primary single suite room is called, all the telephones in the primary suite room ring simultaneously, and when the primary station of the secondary single suite room is called, all the telephones in the secondary single suite room ring simultaneously. When the called party does not answer or is busy, the other primary station (primary or secondary) will be called.

---

**Service Conditions (cont'd)**

- c.) When the individual telephone number of the double suite room is called, only that telephone rings.
4. When all the telephones of the double suite room are rung simultaneously, the call is connected to the first telephone which answers. When the call is answered, other telephones stop ringing.
5. Each of the telephones in the double suite room can originate the call independently.
6. When the stations that belong to the double suite room are accommodated in the same line circuit, the ringers ring simultaneously.
7. The message waiting lamps of the eight stations are controlled simultaneously.
8. The number displayed on the Console is the primary station number of the primary suite room, and if the phantom number is assigned, the phantom number will be displayed.
9. The interface to PMS is controlled by the primary station of the double suite room. However, the billing text will be sent for each telephone number.
10. CONNECTING ROOM SERVICE [C-72] is not available when this service is activated.
11. When a D<sup>term</sup> is used in the double suite room:
  - a.) The D<sup>term</sup> must have the my line.
  - b.) MULTIPLE LINE OPERATION – D<sup>term</sup> [M-20D] service is available.
  - c.) The D<sup>term</sup> should be designated as the master station of the double suite room.
  - d.) The master station number of the double suite room must be assigned as the my line number of the D<sup>term</sup>.
12. When a few D<sup>term</sup>s and a few analog telephones (up to 8) are used in the double suite room and virtual lines are assigned to the D<sup>term</sup>s:
  - a.) An incoming call cannot be answered by using the virtual stations (sub lines) of the double suite room.
  - b.) The maximum number of telephone circuits that can be accommodated in a double suite room is eight circuits.
  - c.) The Service Conditions of SUITE ROOM SERVICE [S-75] also apply to DOUBLE SUITE ROOM.

# D-151

# DND/MW Lamp Control

## General Description

This service allows the Message Waiting Lamp to be controlled by setting/cancelling DO NOT DISTURB [D-11] service. The Message Waiting Lamp will either light or flash to distinguish which of the services (MESSAGE WAITING [M-6] or DO NOT DISTURB [D-11]) is being activated.

## Operating Procedure

Refer to the operating procedures of MESSAGE WAITING [M-6] and DO NOT DISTURB [D-11].

## Service Conditions

1. Whether to control the Message Waiting Lamp by DO NOT DISTURB [D-11] or MESSAGE WAITING [M-6] service can be selected in the system.
2. The Message Waiting Lamp may be controlled to light or flash for DO NOT DISTURB [D-11] service.
3. The Message Waiting Lamp may be controlled to light or flash for MESSAGE WAITING [M-6] service.
4. When the Message Waiting Lamp is controlled by both DO NOT DISTURB [D-11] AND MESSAGE WAITING [M-6] service, control by MESSAGE WAITING [M-6] service has priority.
5. The Message Waiting Lamp control is not available during predetermined Do Not Disturb mode.
6. The Message Waiting Lamp requires a PA-16LCBE circuit card.



# E-21 Emergency Call Monitor – Attendant

## General Description

EMERGENCY CALL MONITOR – ATTENDANT alerts the hospitality console operator that a guest has placed a call to an emergency service such as 911. The name and room number of the guest display on the console.

## Operating Procedure

Step	Action	Result																				
1	Guest dials 911.	The console emergency call trunk LED (trunk group busy lamp) illuminates.																				
2	The console operator presses either the <b>LOOP</b> or <b>TKSL</b> key.																					
3	The operator dials either the trunk route and identification ( <b>TKSL</b> key pressed), or station number ( <b>LOOP</b> key pressed) of the call to be interrupted.	Console operator hears busy tone.																				
4	Console operator presses the <b>BV</b> key.	<p>A two-burst tone is sent to the interrupted parties, and the operator enters into a three-way conference with the parties. The table below shows the various information that displays on the console at this time.</p> <table border="1"> <thead> <tr> <th colspan="3">When the Console Operator:</th> <th colspan="2">The Console Displays:</th> </tr> <tr> <th>Presses</th> <th>Dials</th> <th>Presses</th> <th>Number</th> <th>Character</th> </tr> </thead> <tbody> <tr> <td>LOOP</td> <td>Station</td> <td>BV</td> <td>Trunk ID</td> <td>Guest Name</td> </tr> <tr> <td>TKSL</td> <td>Trunk</td> <td>BV</td> <td>Trunk ID</td> <td>Guest Name</td> </tr> </tbody> </table>	When the Console Operator:			The Console Displays:		Presses	Dials	Presses	Number	Character	LOOP	Station	BV	Trunk ID	Guest Name	TKSL	Trunk	BV	Trunk ID	Guest Name
When the Console Operator:			The Console Displays:																			
Presses	Dials	Presses	Number	Character																		
LOOP	Station	BV	Trunk ID	Guest Name																		
TKSL	Trunk	BV	Trunk ID	Guest Name																		
5	To terminate the conference call, the console operator presses the <b>RELEASE</b> key.																					

## Service Conditions

1. An external bell or buzzer can be connected to the emergency trunk through a relay to provide an audible tone to the console operator when the trunk is seized.
2. Service conditions for ATTENDANT OVERRIDE [A-7] and BUSY VERIFICATION [B-3] also apply for EMERGENCY CALL MONITOR – ATTENDANT. (For details on [A-7] and [B-3] refer to the NEAX2400 IMX Feature Programming Manual.
3. The system can be programmed so the hospitality console operator only needs to dial a specific code after pressing the **TKSL** key, instead of the trunk route and identification.
4. On outgoing trunk calls, the information on Special Service numbers may be printed (for assistance with billing). The printout shows route and trunk, the called number, the time the call originated, and the duration of the call. This feature can also be used to print out a list of 911 calls. For these calls to print on the hotel printer, SMDR [S-10] must be enabled.

# G-1 Guest/Administrative Service

## General Description

This feature enables stations to be classified as guest stations and administration stations, and to use the respective numbering plan. This allows a guest station to call an Administration Station by using a feature access code.

## Operating Procedure

No manual operation is required.

## Service Conditions

1. Calls between two Administration stations can be performed using the same procedure as for an ordinary station-to-station call.
2. A call between an Administration and a Guest Station is allowed by editing the received number on the basis of digit addition and/or deletion information, which is registered in the system for the corresponding access code. A maximum of 15 editing patterns can be registered in system data.

## G-4 Group Service Through PMS

### General Description

Group service information is entered via the PMS and forwarded to the NEAX2400 IMX for storage. This enables the Console, or predetermined Special Administration Stations, to activate various ANNOUNCEMENT SERVICES [A-15] on a group basis. Ten different types of announcements can be provided for group service. System limitations are as follows:

- 64 Groups standard
- 80 Guest rooms per group maximum for 1 IMG configuration
- 255 Guest rooms per group maximum for 4 IMG configuration
- 10 Announcement types maximum
- 1 Digit maximum for announcement-type code (0-9)
- 6 Digits maximum for group code

If PMS Language Service is used, announcements can be provided according to a group's language. The language information is entered from the PMS terminal.

### Operating Procedure

- To set GROUP SERVICE THROUGH PMS from a predetermined Special Administration Station:

Step	Action	Result
1	Lift the handset.	Receive dial tone.
2	Dial the Group Announcement code.	Hear special dial tone.
3	Dial time (24-hour time).	Hear second dial tone.
4	Dial ID code (if used).	Hear special dial tone.
5	Dial Group code and Group Announcement type code.	Receive service set tone.
6	Hang up.	

**Note:** *If ID codes are not used, special dial tone will be heard after Step 3.*

- To cancel GROUP SERVICE THROUGH PMS from a predetermined Special Administration Station:

Step	Action	Result
1	Lift the handset.	Receive dial tone.
2	Dial the cancel code for Group Announcement.	Hear second dial tone.
3	Dial the ID code (if used).	Hear special dial tone.
4	Dial the Group code.	Receive service set tone.
5	Hang up.	

**Note:** *If ID codes are not used, special dial tone is heard after Step 2.*

## Operating Procedure (cont'd)

- To set from the Console:

Step	Action	Result
1	Press the <b>WKUP</b> key (set).	The associated lamp illuminates.
2	Dial the time.	The console displays the time using a 12-hour clock.
3	Dial the Group Announcement set code.	
4	Press the <b>ENTER</b> key.	
5	Dial the Group code plus Group Announcement type code.	The console displays the information.
6	Press the <b>ENTER</b> key.	
7	Press the <b>EXIT</b> key.	The lamp and display are extinguished.

- To cancel from the Console:

Step	Action	Result
1	Press the <b>WKUP</b> key (reset).	The associated lamp illuminates.
2	Dial the Group Announcement cancel code.	
3	Press the <b>ENTER</b> key.	The associated lamp illuminates.
4	Dial the Group code.	The console displays the information.
5	Press the <b>ENTER</b> key.	
6	Press the <b>EXIT</b> key.	The lamp and display are extinguished.

## Service Conditions

- The PMS must be able to supply the NEAX2400 IMX with group service information. This information is entered from the PMS terminal and forwarded to the NEAX2400 IMX.
- This feature requires a Digital Announcement Trunk (DAT) package.
- All announcement times are to be set per group at five-minute intervals in 24-hour time.  
Example: 7:50 AM = 0750  
7:55 AM = 0755  
8:00 AM = 0800  
1:00 PM = 1300
- Ringling duration can vary between 15, 30, 60, and 120 seconds, depending on data assignment.
- Ten types of Group Announcement services can be provided.
- A maximum of six digits can be used for the identification code. Use of ID codes is optional and is left to the customer's discretion.
- Group Announcements can be arranged either as continuous recordings (last-party disconnects), or as an option, to automatically disconnect after 30 seconds. If the 30-second timing is used, an engineering traffic study is required to determine the number of interface trunks needed to accommodate each recording channel. (This arrangement requires more than one interface trunk per announcement channel.)

**Service Conditions (cont'd)**

8. Group Wake-Up Announcements can be arranged as AUTOMATIC WAKE-UP [A-10] or WAKE-UP ANNOUNCEMENT – HEADSTART [W-2]. When Group Wake-Up Announcements are executed and answered, if the D<sup>term</sup>s are used for the guest stations in a group, the LCDs display as below (only when announcement type code is 0):



## G-5 Guest Name Display Through PMS

### General Description

As part of the ROOM STATUS [R-10] Display on the console, a 16-character digital display is provided for visual indication of the associated guest's name. This information is generated from the PMS computer.

### Operating Procedure

- To display guest name from console:

Step	Action	Result
1	Press the <b>STS</b> key.	The associated lamp illuminates.
2	Dial the station number.	The console displays the station number.
3	Press <b>ENTER</b> .	Status is displayed and the lamp flashes.
4	Press the <b>CLEAR</b> key and continue from Step 2 (station dialing) for as many stations as required.	
5	Press the <b>EXIT</b> key to release from the service mode.	

**Note:** *If an error is made in the course of key operations, press CLEAR and continue from Step 2 (station dialing).*

### Service Conditions

- The PMS must be able to supply the NEAX2400 IMX with the guest name. This information is entered from the PMS host computer only.
- Display of guest's name and status information will appear when the Attendant responds to guest calls or activates the STATUS function.
- A 16-character guest name is used with Model 90 or 120 PMS interface.
- This feature is not available for remote guest stations in a CCIS network.
- An optional 3- or 5-character data field can be used by the PMS system to show additional information such as how the room was paid for, or a guest's award level (in a hotel awards program). The actual use is decided by the customer. (No additional programming is required for this data. The 3- and 5- character optional data are entered through the PMS terminal.)

## G-6D Guest Name Display – D<sup>term</sup>

### General Description

This feature allows a Special Administration Station D<sup>term</sup> to display the name of the guest when connected to a guest station.

When a Special Administration Station calls a guest station, the following is displayed on the LCD. (The information is displayed in the same manner when a guest station calls the Special Administration Station.)

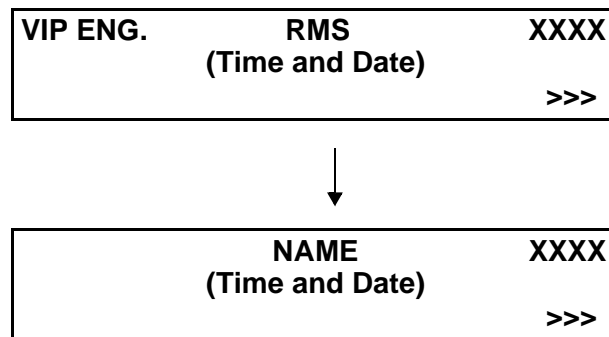


Figure 8 LCD display on Special Administration Station D<sup>term</sup>

The LCD displays name and extension, as well as the following:

- a.) Room Status (3 characters)
  - ADM Administration Station
  - RMO Guest out of room
  - RMS Guest in room (room stay)
- b.) VIP information, if set (3 characters)
- c.) Language information, if set, or other optional data (5 characters)
  - ENG English SP Spanish
  - JPN Japanese CHI Chinese
  - GER German RUS Russian
  - FR French

### Operating Procedure

- Call Termination to D<sup>term</sup> (Special Administration Station) Pattern-1

Step	Action	Result
1	Special Administration is rung. (A call has terminated.)	Optional Data and Station number are displayed.
2	Special Administration answers by lifting the handset or pressing the <b>SPEAKER</b> button.	<ul style="list-style-type: none"> <li>• Guest Name is displayed.</li> <li>• After about 10 seconds the display changes to the name and station number of the called guest.</li> </ul>
3	Special Administration Station replaces the handset or presses the <b>SPEAKER</b> button.	The display is cleared.

### Operating Procedure (cont'd)

- Call Termination to D<sup>term</sup> (Special Administration Station) Pattern-2

Step	Action	Result
1	Special Administration Station is rung. (A call has terminated.)	Guest Name is displayed.
2	Special Administration Station answers by lifting the handset or pressing the <b>SPEAKER</b> button.	The display changes to the name and station number of the called guest.
3	Special Administration Station replaces the handset or presses the <b>SPEAKER</b> button.	The display is cleared.

- Call Termination to D<sup>term</sup> (Special Administration Station) Pattern-3

Step	Action	Result
1	Special Administration Station is rung. (A call has terminated.)	Guest Name is displayed.
2	Special Administration Station answers by lifting the handset or pressing the <b>SPEAKER</b> button.	<ul style="list-style-type: none"> <li>• Optional Data and Station number is displayed.</li> <li>• After about 10 seconds the display changes to the name and station number of the called guest.</li> </ul>
3	Special Administration Station replaces the handset or presses the <b>SPEAKER</b> button.	The display is cleared.

- Call Origination from D<sup>term</sup> (Special Administration Station) Pattern-1

Step	Action	Result
1	Special Administration Station lifts the handset or presses the <b>SPEAKER</b> button.	Special Administration Station receives Dial Tone.
2	Special Administration Station dials desired guest station number.	<ul style="list-style-type: none"> <li>• Ring Back Tone is received and the guest name is displayed.</li> <li>• After about 3 seconds the display changes to Optional Data and station number.</li> </ul>
3	The desired station lifts the handset to answer the call.	<ul style="list-style-type: none"> <li>• The display changes to guest name again at the Special Administration Station.</li> <li>• After about 10 seconds the display changes to the name and station number of the called guest.</li> </ul>
4	Special Administration Station replaces the handset or presses the <b>SPEAKER</b> button.	The display is cleared.



**Operating Procedure (cont'd)**

- Call Origination from D<sup>term</sup> (Special Administration Station) Pattern-2

Step	Action	Result
1	Special Administration Station lifts the handset or presses the <b>SPEAKER</b> button.	Special Administration Station receives Dial Tone.
2	Special Administration Station dials desired guest station number.	The dialed number is displayed.
3	The desired station lifts the handset to answer the call.	The guest name and the station number of the called guest are displayed.
4	Special Administration Station replaces the handset or presses the <b>SPEAKER</b> button.	The display is cleared.

- Call Origination from D<sup>term</sup> (Special Administration Station) Pattern-3

Step	Action	Result
1	Special Administration Station lifts the handset or presses the <b>SPEAKER</b> button.	Special Administration Station receives Dial Tone.
2	Special Administration Station dials desired guest station number.	<ul style="list-style-type: none"> <li>• Ring Back Tone is received, and the Optional Data and station number of the called guest are displayed.</li> <li>• After about 3 seconds the display changes to the name and station number of the called guest.</li> </ul>
3	The desired station lifts the handset to answer the call.	<ul style="list-style-type: none"> <li>• The display changes to Optional data and station number again at the Special Administration Station.</li> <li>• After about 10 seconds, the display changes to the name and station number of the called guest.</li> </ul>
4	Special Administration Station replaces the handset or presses the <b>SPEAKER</b> button.	The display is cleared.

**Service Conditions**

1. Only Special Administration Stations are allowed this feature. Special Administration Station status is designated via Service Feature Class (SFC).
2. The maximum number of characters in a guest name is 16 (PMS Model 90/120 Interface).
3. This service feature can be provided for a maximum of 64 stations per Module Group (MG).
4. GUEST NAME DISPLAY – D<sup>term</sup> is automatic for the prime line of the Special Administration Station. This feature will also operate in conjunction with LINE PRESELECTION – D<sup>term</sup> [L-9D], when the subline preselected is programmed as a Special Administration Station.
5. GUEST NAME DISPLAY THROUGH PMS [G-4] must be provided first.

**Service Conditions (cont'd)**

6. SERVICE DISPLAY – D<sup>term</sup> [S-25D] is not available if optional data, or VIP and language information is required on calls answered by the following:
  - a.) Call Forwarding
  - b.) Call Park
  - c.) Call Pick-up
  - d.) Call Transfer, etc.
7. Whether to display VIP/language data or optional data in the upper line of LCD is selected in the system parameters on a system basis.
8. Multilines cannot be set up for the Special Administration Stations used for this service; only Station Hunting is available.
9. This feature is not available for remote guest stations in a CCIS network.
10. Guest Name Display with D<sup>term</sup> telephones can be provided with a two-line display. Option data “A” and “B” or VIP and language, along with room number, appear on the top line of the D<sup>term</sup> LCD. Guest name appears on the second line.
11. This feature is not available when calling stations over a CCIS network.
12. An optional 3- or 5-character data field can be used by the PMS system to show additional information such as how the room was paid for, or a guest’s award level (in a hotel awards program). The actual use is decided by the customer. (No additional programming is required for this data. The 3- and 5- character optional data are entered through the PMS terminal.)

# G-7D Guest Information Display – D<sup>term</sup>

## General Description

This feature allows guest information to be displayed on a Special Administration Station (a data terminal connected to a D<sup>term</sup>) in the following cases:

- When a Special Administration Station receives a call from a guest station
- When a Special Administration Station originates a call to a guest station
- When a Special Administration Station dials the access code for guest information retrieval

## Operating Procedure

- Call termination from a guest station:

Step	Action	Result
1	A call is terminated from a guest station to a Special Administration Station.	The guest information is displayed on the monitor of a data terminal connected to a D <sup>term</sup> .

- Call origination to a guest station:

Step	Action	Result
1	Dial the guest station number.	The guest information is displayed on the monitor of a data terminal connected to a D <sup>term</sup> .
2	Replace the handset.	The guest information disappears.

- Retrieval:

Step	Action	Result
1	Dial the guest information retrieval access code.	Hear special dial tone.
2	Dial the room station number and hear special service tone.	The guest information is displayed on the monitor of a data terminal connected to a D <sup>term</sup> .
3	Replace the handset.	The guest information disappears.

## Service Conditions

1. This service is only applicable to Special Administration Stations. Special Administration Stations are set according to station service class.
2. Terminals that can be used for this service are as follows:
  - a.) Data terminal with ESC sequence
  - b.) Data terminal with control signals for Carriage Return (CR) and Line Feed (LF).
3. The terminal interface conditions are as follows:
 

Interface:	EIA RS-232C-based
Transmission speed:	1200/2400/4800/9600 bps <b>(Note)</b>
Transmission code:	ASCII 7-bit
Parity:	With/without parity; parity can be even/odd
Synchronization:	Start-stop

**Service Conditions (cont'd)**

**Note:** *Availability of transmission speed varies, depending on the terminals used.*

*Example: Data terminal with ESC sequence (VT-100) – 1200/2400/4800/9600 bps*

*Data terminal with control signals for Carriage Return (CR) and Line*

*Feed (LF) – 1200/2400/4800/9600 bps*

4. Up to 32 stations per system can use this service. DLINT (PA-PC60) is required.
5. This service cannot be provided for sublines of digital sets (D<sup>term</sup>s).
6. The guest information displayed on a data terminal is entered from the PMS at check-in time. The following are examples of guest information:
  - Date and Time of Check-In
  - Date of Scheduled Checkout
  - Do Not Disturb
  - Guest Name
  - Guest Rank Information
  - Language Information
  - Message Waiting
  - Name of Company
  - Nationality
  - Number of Guests
  - Room Cutoff
  - Room Stay Information
  - Room Telephone Number
  - Time Set for Group Announcement
  - Wake-up Setting

# G-8 Guest Information Display – Hotel Attendant Console

## General Description

This feature allows guest information to be displayed on a PMS terminal corresponding to the Console in the following cases:

- When the Console receives a call from a guest station
- When the Console originates a call to a guest station

## Operating Procedure

- Termination from guest station:

Step	Action	Result
1	A call from the guest station terminates to the Console.	The guest information is displayed on the PMS terminal corresponding to the Console.
2	The Console releases the call.	The guest information disappears.

- Call origination to guest station:

Step	Action	Result
1	Dial the guest station number.	The guest information is displayed on the PMS terminal corresponding to the Console.
2	The Console releases the call.	The guest information disappears.

## Service Conditions

1. To provide this feature, a PMS computer is required with dedicated PMS interface port(s), in addition to the general PMS port. The number of dedicated PMS interface ports needed for this service depends on the number of PMS terminals displaying the guest information in accordance with the following conditions:

Number of PMS terminals	Number of PMS interface ports displaying guest information dedicated to this service
4 or less	1 port
5 or more	2 ports

2. To provide this feature simultaneously with DIRECTORY ASSISTANCE INTERFACE [D-88], the PMS interface port or ports dedicated to this service are shared with the ports for these two features.
3. Transfer of the guest information from PMS to NEAX2400 IMX shall be done within two seconds.
4. The PMS terminal for this service is not shared by multiple Consoles.
5. Recommended data transfer speed on the PMS interface is BISYNC 4800 bps (1 IMG system), and 4800 or 9600 bps (4 IMG system). ASYNC 1200 bps may be used, depending on the PMS traffic.

## G-9 Guest Information Display – PMS Terminal

### General Description

This feature allows guest information to be displayed on a Special Administration Station using a PMS port in the following cases:

- When a Special Administration Station receives a call from a Guest Station.
- When a Special Administration Station originates a call to a Guest Station.

### Operating Procedure

- Call termination from guest station:

Step	Action	Result
1	A call is terminated from a guest station to a Special Administration Station.	The guest information is displayed on the PMS terminal corresponding to the Special Administration Station.
2	Replace the handset.	The guest information disappears.

- Call origination from Special Administration Station to guest station:

Step	Action	Result
1	Lift the handset and dial the desired guest station number.	The guest information is displayed on the monitor of the PMS Terminal corresponding to the Special Administration Station.
2	Replace the handset.	The guest information disappears.

### Service Conditions

1. Transfer of the guest information from PMS to NEAX2400 IMX shall be done within a maximum of 2 seconds.
2. To provide this service, a PMS computer is required.
3. To provide this service, a PMS interface port (or ports) dedicated to this service is required, in addition to general PMS interface ports. The required number of PMS interface ports dedicated to this service depends on the number of PMS terminals needed to display the guest information:

Number of PMS terminals	Number of PMS interface ports displaying guest information dedicated to this service
4 or less	1 port
5 or more	2 ports

4. The PMS interface port or ports used for guest information may be shared with GUEST INFORMATION DISPLAY – HOTEL ATTENDANT CONSOLE [G-8] and DIRECTORY ASSISTANCE INTERFACE [D-88].
5. The recommended data transfer speed on the PMS interface-BISYNC is 4800 (IMG (1 IMG system), 4800 bps or 9600 bps (4 IMG system). ASYNC 1200 bps may be used, depending on the PMS traffic.

# G-11 Guest Room Calling – Hotel Attendant

## General Description

This feature allows the Console operator to display guest room information before calling a guest room.

## Operating Procedure

Step	Action	Result
1	The attendant answers an incoming call.	
2	The attendant dials the guest's room number.	The guest room information is displayed on the Console. Guest station status is indicated on the Direct Station Selection (DSS) lamp.
3	The attendant presses the <b>START</b> key or <b>DSS</b> key.	The guest room rings.

## Service Conditions

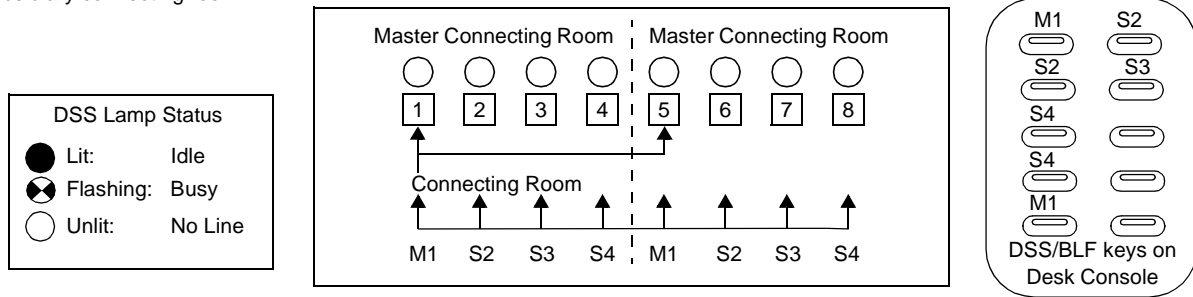
1. This feature is not effective when calling an Administration Station. When an Administration Station is called, the station is rung immediately after the dialing is completed by the Console.
2. The guest station status indication on the DSS lamp is the status at the time when the guest station number is dialed. This status display is not updated.
3. The correspondence between **DSS** keys and suite station numbers is shown below:
  - a.) When a guest station is called, the **START** key is used for an ordinary guest room; whereas in the case of a suite, the **START** key is used to call all stations, and a **DSS** key for an individual station.
  - b.) **DSS** key/station correspondence and lamp indications are shown on the following page.

**Service Conditions (cont'd)**

- Suite Room and Single Room Display
- Connecting Room Display

When the Console dials a master station, the DSS keys and lamps are used. The status of the connecting room phones appear on the DSS lamps. Ringing is generated at the connecting room phones when the first DSS key or the START key is pressed. If a subsidiary phone DSS key is pressed, only the corresponding subsidiary phone will ring. A busy connecting room station will show flashing on the DSS lamp and an idle connecting room phone will show solid.

If two ordinary rooms are connected, DSS key #1 will display the status of the master room, and DSS key #05 will display the status of the subsidiary connecting room.



**Figure 9 DSS Key/Station Correspondence and Lamp Indications**

4. If DSS status display is not set in system data, the guest room rings immediately after being dialed.
5. When the slave room of the SUITE ROOM SERVICE [S-75] is called by the DSS key, TIMING START [T-21] is not effective.
6. This feature is not available for remote guest stations when Centralized Attendant is used in a CCIS network.



# G-21

# Group Restriction

## General Description

This feature allows the guest stations in a group to be restricted per the following conditions.

1. GROUP RESTRICTION is categorized as follows:
 

Outgoing Call Restriction	Guest stations in a group are restricted from originating a call.
Outgoing Station Call Restriction	Guest stations in a group are restricted from making a call to stations in the other groups.
Outgoing C.O. Call Restriction	Guest stations in a group are restricted from making a call to outside parties.
Incoming Call Restriction	Incoming calls to the guest stations in a group are restricted.
Incoming Station Call Restriction	Incoming calls from guest stations in the other groups are restricted.
Incoming C.O. Call Restriction	Incoming calls from Central Office are restricted.
Outgoing and Incoming Call Restriction	Outgoing calls from guest stations in a group and incoming calls to the stations in a group are restricted.
2. Group to Group Connection:  
If Group to Group Connection is assigned to a group with GROUP RESTRICTION, station calls to the other groups are allowed.
3. Replacement of RSC:  
RSC may be replaced while GROUP RESTRICTION is established, which allows selecting to restrict or not according to RSC (in case of station calls) at each route (in case of C.O. calls).
4. All others:
  - a.) All restrictions clear  
The entry of GROUP RESTRICTION/Group to Group Connection is cleared by one operation.
  - b.) Restriction check  
The status of GROUP RESTRICTION is checked at the Console.

## Operating Procedure

- To set GROUP RESTRICTION from the Console:

Step	Action	Result
1	Press the <b>GRS</b> key.	GRS lamp lights and the console display the title.
2	Enter the select number for the required restriction.	The console displays its title according to the select number.
3	Enter the group number.	
4	Press the <b>ENT</b> key.	“OK” and the restriction status are displayed.

## Operating Procedure (cont'd)

- To cancel GROUP RESTRICTION from the Console:

Step	Action	Result
1	Press the <b>GRR</b> key.	The GRR lamp lights and the console displays the title.
2	Enter the select number for the required restriction.	The console displays its title according to the select Number.
3	Enter the group number.	
4	Press the <b>ENT</b> key.	“OK” and the restriction status are displayed.

- To set Group to Group connection from the Console:

Step	Action	Result
1	Press the <b>GRS</b> key.	The GRS lamp lights and the console displays the title.
2	Enter “8”.	The console displays the title.
3	Enter the group number A.	
4	Enter the group number B.	
5	Press the <b>ENT</b> key.	“OK” is displayed.

- To cancel Group to Group Connection from the Console:

Step	Action	Result
1	Press the <b>GRR</b> key.	The GRR lamp lights and the console displays the title.
2	Enter “8”.	The console displays the title according to the select number.
3	Enter the group number A.	
4	Enter the group number B.	
5	Press the <b>ENT</b> key.	“OK” is displayed.

To operate from the PMS terminal, follow the operating procedure for the PMS terminal.

a.) To set/cancel GROUP RESTRICTION

ORSC: Outgoing restriction service class

0 = to cancel Outgoing Call Restriction

1 = to set Outgoing Station Call Restriction and cancel Outgoing C.O. Call Restriction

2 = to cancel Outgoing Station Call Restriction and set Outgoing C.O. Call Restriction

3 = to set Outgoing Call Restriction

IRSC: Incoming restriction service class

0 = to cancel Incoming Call Restriction

1 = to set Incoming Station Call Restriction and cancel Incoming C.O. Call Restriction

2 = to cancel Incoming Station Call Restriction and set Incoming C.O. Call Restriction

3 = to set Incoming Call Restriction

b.) To set/cancel Group to Group Connection

GRPR: 0/1 = cancel/set

## Service Conditions

1. This service may not be provided for the guest rooms not checked in.
2. The maximum number of the groups which may be entered in GROUP RESTRICTION is 128.
3. Set/cancellation for GROUP RESTRICTION is available from the Console or according to texts from a PMS terminal.
4. When the Console operator enters select numbers for restrictions, the following titles are displayed.
 

Outgoing Call Restriction	OUTGOING ENT/CLR
Outgoing Station Call Restriction	OG TO STA ENT/CLR
Outgoing C.O. Call Restriction	OG TO CO ENT/CLR
Incoming Call Restriction	INCOMING ENT/CLR
Incoming Station Call Restriction	IC FROM STA ENT/CLR
Incoming C.O. Call Restriction	IC FROM CO ENT/CLR
Outgoing and Incoming Call Restriction	OG AND IC ENT/CLR
Group to Group Connection	GRP: GRP:
All Restrictions Clear	ALL RESTRICTION CLR
Restriction Check	RESTRICTION CHECK
5. When a guest in a group checks out, the room comes out of GROUP RESTRICTION. When all guests in a group checkout, GROUP RESTRICTION on this group is cleared.
6. A room added to the group after the entry of GROUP RESTRICTION is also restricted.
7. Station calls between rooms in the same group are permitted.
8. When both restrictions of Outgoing Station Call Restriction and Outgoing C.O. Call Restriction are set, Outgoing Call Restriction is established. When Incoming Station Call Restriction and Incoming C.O. Call Restriction are set, Incoming Call Restriction is established. Setting both restrictions of Outgoing Call Restriction and Incoming Call Restriction is the same as setting Outgoing and Incoming Call Restriction.
9. In case a group uses replacement of RSC service, it must set an RSC for GROUP RESTRICTION (1 ~ 15). In case replacement of RSC is not needed, "0" must be set.
10. When a call terminates to a guest station in a group with GROUP RESTRICTION, whether to restrict it or not is decided according to the originating party as follows.
  - When replacement of RSC is not assigned.

Originating Party	Connection
Guest station	Restricted without condition.
ADM/Console	Allowed without condition.
Outside	Restricted without condition.
Another group	Allowed if Group to Group Connection is entered.

## Service Conditions (cont'd)

- When replacement of RSC is assigned.

Originating Party	Connection
Guest station	Restricted according to restrictions of the replaced RSC.
ADM/Console	Restricted according to restrictions of the replaced RSC.
Outside	Restricted according to restrictions of the replaced RSC. If there is a restriction on the dummy route when the LCR service is used, any routes for outgoing calls are restricted.
Another group	Allowed if Group to Group Connection is entered. If not, according to restrictions of the replaced RSC. When another group is also set GROUP RESTRICTION, according to restrictions of the replaced RSC between groups.

- The followings are significations of restriction status displayed on the Hotel Console. However, setting status of Group to Group Connection is not displayed.
 

No display	No entry
“SO”	An entry of Outgoing Station Call Restriction exists
“CO”	An entry of Outgoing C.O. Call Restriction exists
“OG”	An entry of Outgoing Call Restriction exists
“SI”	An entry of Incoming Station Call Restriction exists
“CI”	An entry of Incoming C.O. Call Restriction exists
“IC”	An entry of Incoming Call Restriction exists
- When incoming calls from the Console are restricted with GROUP RESTRICTION, the operator can call by pressing the **DDO** key.
- If the entry of GROUP RESTRICTION cannot be read out from HP, the group is operated as if it is not restricted.
- When a call is transferred to the Console by GROUP RESTRICTION, its destination is the **ICPT** key.
- Even if the call diversion is set by GROUP RESTRICTION, the transferred call and so on is not connected to the diverted station. At this time, ROT is sent. In case of DIT from the Central Office, the current restriction operation is performed. (The call terminates to the Console.)
- The restriction status is listed in order of the entered group numbers.
- When the group number which is not assigned Group to Group Connection is ordered to be listed, “GROUP NOT ASSIGN” is printed. If any groups are not allowed Group to Group Connection, “ALLOW GRP NOTHING” will print.

## Interactions

- GROUP RESTRICTION is not available when DO NOT DISTURB [D-11D] or RESTRICTION FROM OUTGOING CALLS [R-4] service is provided.
  - When DO NOT DISTURB is set to a station in the group restricted with Incoming Call Restriction of GROUP RESTRICTIONS, the station is restricted with DO NOT DISTURB.
  - When RESTRICTION FROM OUTGOING CALLS is set to a station in the group restricted with Outgoing Call Restriction of GROUP RESTRICTION, the station is restricted with RESTRICTION FROM OUTGOING CALLS.

## G-24

## Guest Station - D<sup>term</sup>

### General Description

This feature allows the D<sup>term</sup> to be used as a guest station in the Hotel system. Various useful features such as HANDS FREE ANSWER BACK - D<sup>term</sup> [H-4D] and MULTIPLE LINE OPERATION - D<sup>term</sup> [M-20D] have become available for guest room stations.

In addition to time display, The D<sup>term</sup> LCD is used for the following Hotel services:

AUTOMATIC WAKE-UP	[A-10]
CALLING STATION NUMBER DISPLAY	[C-32]
2ND WAKE UP CALL	[S-128]
DO NOT DISTURB	[D-11]
ROOM CUTOFF	[R-9]
MESSAGE WAITING	[M-6]
MAID STATUS	[M-22]
DIRECT DATA ENTRY - STATION	[D-107]
Group Announcement for Automatic Wake Up	

### Operating Procedure

Refer to the associated pages with regard to the operation of each service.

### Service Conditions

Refer to the associated pages with regard to the operation of each service.

# H-8 House Phone/Hot Line

## General Description

This feature allows selected stations to reach the Attendant (house phone) or a predesignated station (hot line) by going off-hook. House phones are normally provided in a hotel lobby or restaurant.

## Operating Procedure

Step	Action	Result
1	The HOUSE PHONE/HOT LINE user goes off-hook.	The Attendant (or other predesignated station) is called.
2	The attendant answers via the <b>HP</b> or <b>ANSWER</b> key.	
3	The attendant connects the user to the desired station or trunk.	

## Service Conditions

1. When the house phone terminates at the Console, the INCOMING CALL IDENTIFICATION [I-2] will appear as the HP key of the Console.
2. House phone/hot lines may be equipped with or without dials.
3. There is no limit to the number of house phone/hot lines which may be assigned.
4. House phone/hot line function cannot be assigned to D<sup>term</sup>s.
5. House phone/hot line assignments are programmed into system data via the MAT.
6. Guest stations may be assigned as house phones but not as hot lines.

# H-22 Feature Transparency Over CCIS

## General Description

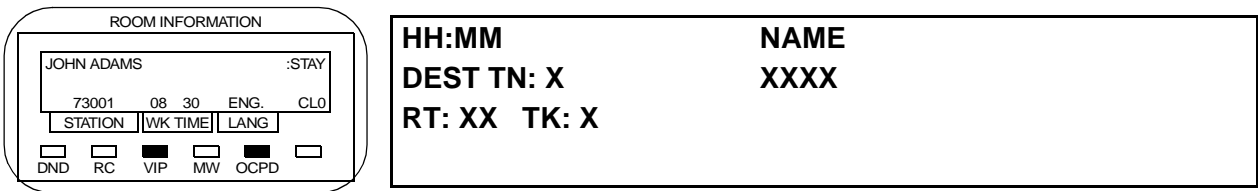
This feature allows a hotel system to use Common Channel Interoffice Signaling (CCIS), which conforms to the CCITT Signaling System No. 7. Some of the hospitality services may be activated over different offices via the CCIS lines.

## Operating Procedure

- To originate a CCIS call:

Action	Result
Dial the office code and the station number from the Console or the station.	The called guest information or the Administration Station number is displayed on the character display of the Console or the D <sup>term</sup> LCD.

When the called party is ringing:



When the called party answers:

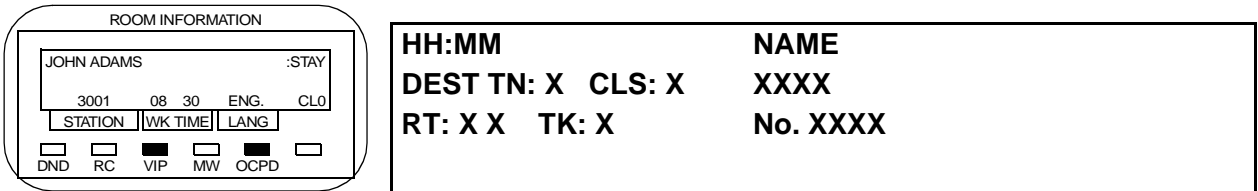
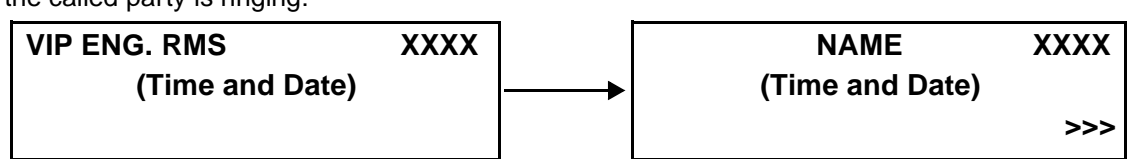


Figure 10 Example of Display for Call Origination — from Attendant Console and Desk Console

When the called party is ringing:



When the called party answers:

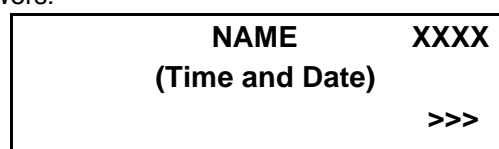


Figure 11 Example of Display for Call Origination from D<sup>term</sup>

**Operating Procedure (cont'd)**

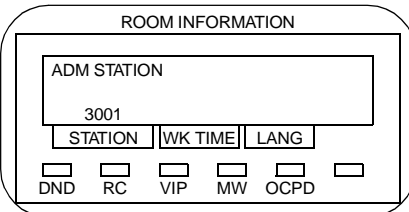
- To terminate a CCIS call:

Action	Result
Press the <b>RLS</b> key.	Console displays time, date, and site name.

- To answer a CCIS call:

Action	Result
The Attendant or the D <sup>term</sup> user answers an incoming central office call.	The calling guest information is displayed on the character display of the Console or the D <sup>term</sup> LCD.

**Attendant Console:**



**Desk Console:**

**HH:MM                      NAME**  
**SRC TN: X    CLS: X    XXXX**  
**No. XXXX**

**Special Administration D<sup>term</sup>:**

**SMITH                      RMS                      3001**  
**2:20                      PM                      THU                      1**

**Special Administration D<sup>term</sup>:**

**NAME                      XXXX**  
**(Time and Date)**  
**>>>**

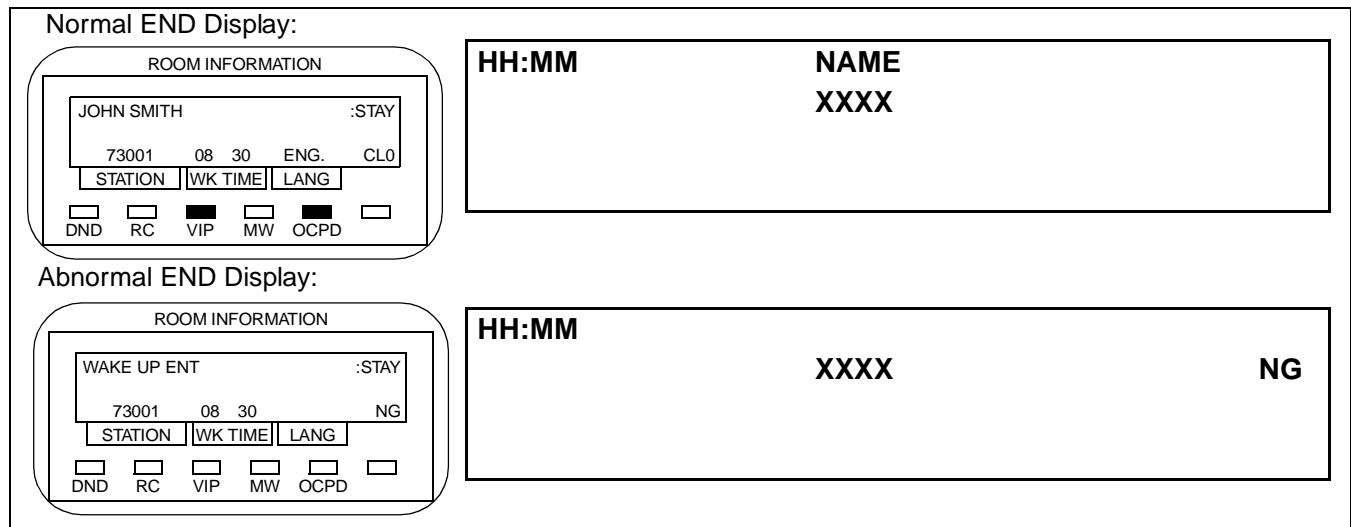
**Figure 12 Call Termination on Attendant Console, Desk Console, Special Administration D<sup>term</sup>**

- To set and cancel service features from the Console:

Step	Action	Result
1	Press a Function Key on the Hotel Console.	
2	Enter an access code for a distant office, then enter a station number.	
3	Enter other information, such as time, if required.	When the process ends normally, the guest information is displayed on the character display; when not, "NG" is displayed.
4	Press the <b>ENT</b> key on the console.	



## Operating Procedure (cont'd)



**Figure 13 Example of Service Feature Setting — Attendant Console and Desk Console**

## Service Conditions

1. This service is available in 1-IMG and 4-IMG systems.
2. The service is available for the PMS Terminal Models 60/90/120.
3. The connection to the host computer is made in the individual office.
4. The same PMS interface model is assigned in every office.
5. When a guest station is enabled to set its own wake-up calls and a log of these settings is desired, then a hotel printer must be located at the site of the guest station PBX.
6. The central office lines are accommodated in each office. When placing the central office call, the line accommodated in the same office is used.
7. When a call terminates from the guest in the distant office via the CCIS line, the call terminates on the GST key of the Console.
8. When a call terminates from the Attendant or the Administration Station in the distant office via the CCIS line, the call terminates on the ADM key of the Console.
9. When the call is transferred to the Console by CALL TRANSFER – ALL CALLS – CCIS [C-50], the call terminates on either the ADM or GST key depending on the transferring party.
10. When a call terminates to the Attendant by tandem connection from the individual line to the CCIS line, the call terminates on the key depending on the trunk class of the individual line.
11. Upon answering the call, the attendant can distinguish whether the call is from the distant office or in the same office by the number display.
12. If the office code and the station number exceeds six digits, hospitality services cannot be activated over CCIS by the Console. However, Guest Name Display over CCIS is available.
13. This service is not available in the tandem connection.
14. In case of SERIAL CALL – CCIS [S-52] and SUPERVISORY CALL – CCIS [S-73], Guest Name Display over CCIS is not available (☆ = USA and Canada only).
15. When originating/answering the calls using the CCIS lines, the RING/ANS lamps are controlled as in case of the tie line call origination/termination.

**Service Conditions (cont'd)**

16. The day/night mode changeover is performed by the NITE key in the office where the Console is placed, and by the external key in the other offices. Before leaving, the Attendant should press the NITE key and answer all the terminating calls.
17. When NAME DISPLAY – SYSTEM – CCIS [N-36] and Guest Name Display over CCIS are both available, NAME DISPLAY – SYSTEM – CCIS [N-36] has precedence. However, NAME DISPLAY – SYSTEM – CCIS [N-36] is not available to the guest stations.
18. Announcement machines for wake-up must be connected in each office.
19. The following table shows which hotel services are available over CCIS (☆ = USA and Canada only).
20. Automatic Wake-Up Hotel Attendant Assistance [A-58] is not available in the distant office.
21. Administration Name Display is not available to Hotel ATTCON over CCIS.

**Table 5 Available Hospitality Service Over CCIS**

Index	Feature Description	Available	Remarks
A-15	Announcement Service	X	
A-26	Audit Reports	—	
A-27	Automatic Wake-Up	X	
A-47	Attendant Console with Hospitality Functions	X	
A-48	Automatic Message Waiting lamp Off	—	
A-57	Alert Service	—	
A-58	Automatic Wake-Up – Hotel Attendant Assistance	—	
☆ A-73	Automatic Multiple Attendant Recall	—	
☆ A-74	Answering Camp-On/Call Hold Calls by Switch Hook Flash	—	
☆ A-75	Automated Guest Station Voice Mail Retrieval	—	
B-26	Busy Status Display – Hotel Attendant	X	
C-19	Calendar Display	—	
C-23	Check-In/Check-Out	X*	Available from Console / D <sup>term</sup> with Hospitality Functions
C-32	Calling Station Number Display	X	
☆ C-62	Consecutive Speed Calling – System	X	
C-71	Called Number Display – Hotel Attendant Console	X	
C-72	Connecting Room Service	—	
D-11	Do Not Disturb	X*	The call is transferred to the destination assigned in each office.
D-15	Day/Night Class of Service	—	
D-23	Direct Page Connection	X	
D-24	Direct Paging	X	
D-25	Direct Service Set/Reset	X	
D-26	Direct Station Selection	X	
D-88	Directory Assistance Interface	—	
D-89	Direct Selection – Outside	X	
D-105	D <sup>term</sup> with Hospitality Functions	X	
D-107	Direct Data Entry – Station	—	

**Table 5 Available Hospitality Service Over CCIS (Continued)**

Index	Feature Description	Available	Remarks
D-150	Double Suite Room	—	
D-151	DND/MW lamp Control	—	
G-1	Guest/Administrative Service	X	
G-4	Group Service through PMS	X*	Available from Console / D <sup>term</sup> with Hospitality Functions.
G-5	Guest Name Display through PMS	X	
G-6D	Guest Name Display –D <sup>term</sup>	X	
G-7D	Guest Information Display – D <sup>term</sup>	—	
G-8	Guest Information Display – Hotel Attendant Console	—	
G-9	Guest Information Display – PMS Terminal	—	
G-11	Guest Room Calling – Hotel Attendant	—	
H-8	House Phone/Hot Line	—	
☆ I-23	Inter-Position Transfer 2	—	
L-27	Language Service	—	
M-6	Message Waiting	X	
M-22	Maid Status	X*	Available from Console only
M-51	Manual Switching of C.O. Incoming Call Destination	—	
M-68	Maid Status – Answerback	X*	Available from Console only
O-6	Off-Hook Alarm	—	
O-9	Overtime Call	—	
P-8	Printer Control – Attendant Console	—	
P-27	PMS Interface – BISYNC	X	
P-29	PMS Interface	X	
P-34	Paging Console	—	
R-9	Room Cutoff	X	
R-10	Room Status	X	
R-17	Room Numbering	X	
S-17	Split Access to Outgoing	—	
S-32	Screening	—	
S-49	Service Call Routing	—	
S-74	Secretarial Service – Guest Station	—	
S-75	Suite Room Service	—	
S-128	2nd Wakeup Call – Same Guest Station	X	
T-13	Toll Termination Access	—	
T-21	Timing Start	—	
☆ V-16	Voice Mail via Message Center Interface	—	
W-2	Wake-Up Announcement – Headstart	X	

**LEGEND:**

- X: Available
- : Not Available
- \*: Available with some limitations
- ☆: USA and Canada only

## I-23 Inter-Position Transfer 2

### General Description

This feature is applicable for a multi-attendant environment and will provide for the transfer of an incoming station or trunk call to a group of attendants by use of the Priority Call key.

An attendant can answer an incoming call, put the call on hold at the Attendant loop, and page the requested party. The paged party calls the attendant, and if a different attendant answers this incoming call, the answering attendant can transfer the call to the paging attendant. The attendant who holds the incoming call can then answer the paged party call and connect the two parties.

### Operating Procedure

- Operating the Console:

Step	Action	Result
1	The attendant answers the incoming call and asks with whom the caller wishes to speak.	
2	The attendant puts the incoming call on hold at the Attendant loop by pressing <b>HOLD</b> key and makes note of name and loop number; then, the requested party is paged and directed to call the attendant from a nearby courtesy phone.	The individual answers the page.
3	The paged party calls the attendant by dialing an operator access code or by automatic ring down.	
4	An attendant (one of any available attendants) answers the paged party and asks for the name.	
5	The attendant dials the service access code for transferring this party to the other attendants, one of which holds the corresponding incoming party, and asks the other attendants to answer the call by announcing the paged party's name, then presses <b>RELEASE</b> key.	The system terminates the transferred call to the Priority Call key, which is assigned as an ICI key position. This appears on specific Attendant only.
6	The attendant holding the corresponding incoming call answers the call by pressing Priority Call key or <b>ANSWER</b> key.	
7	The attendant confirms the paged guest's name and incoming party's name, then connects the incoming party to the paged guest by pressing the corresponding <b>LOOP</b> key where the incoming party is being held.	Three-way Conference is established; when the Attendant releases, the incoming party and the paged party talk to each other.

### Service Conditions

1. Paging transfer access code can be 1 or more digits. \* or # may be used as the last digit in the access code.
2. Attendant can answer a call by pressing the Priority Call key or the **ANSWER** key. If an attendant does not have a Priority Call key designated, incoming call indication will not be seen when the attendant transfers a call using this service.

# L-27

# Language Service

## General Description

This service provides the announcement in the guest's language and the language information display in case following services are activated.

1. Announcement Services
  - The announcements sent to the guest will be in his/her language.
  - AUTOMATIC WAKE-UP [A-10]
  - AUTOMATIC WAKE-UP – HOTEL ATTENDANT [A-58]
  - GROUP SERVICE THROUGH PMS [G-4]
2. Language Information Display
  - When the following services are activated, the language used by the guest is displayed on the D<sup>term</sup> or Console.
  - ATTENDANT CONSOLE WITH HOTEL FUNCTIONS [A-25]
  - GUEST INFORMATION DISPLAY – D<sup>term</sup> [G-7D]
  - GUEST NAME DISPLAY – D<sup>term</sup> [G-6D]
  - GUEST ROOM CALLING – HOTEL ATTENDANT [G-11]
3. Hotel Printer Service [H-13]
  - The language information is printed on the hotel printer.
4. Incoming Call Identification [I-2]
  - According to the language used by the guest, the call terminates on either of the two incoming call keys (GST1 or GST2) on the Hotel Console.

## Operating Procedure

Language information is sent to the NEAX2400 IMX via the PMS interface. No manual operation is required.

## Service Conditions

1. This service provides up to 15 languages through optional data programming. In standard data assignment, the following 7 languages are provided as defaults:
  - Japanese
  - English
  - German
  - French
  - Spanish
  - Chinese
  - Russian
2. Relationship between language type and the number of displayed or printed characters in this service is as follows:

Language Type	Number of Displayed or Printed Characters
Up to 15 languages	Maximum 2 characters
Up to 7 languages	Maximum 4 characters

3. Language information does not display for remote guest stations when Centralized Attendants are used in a CCIS network.

**Service Conditions (cont'd)**

4. The default identifiers of languages 1-7 can be changed by the customer to include other languages. Up to four ASCII characters can be used. (Refer to the AHSY command for programming index 1-32.)

# M-6 Message Waiting

## General Description

This feature allows the Console, PMS terminal, or Front Desk Terminal to illuminate a lamp on an individual station to indicate when a message is waiting. With the AUTOMATIC MESSAGE WAITING LAMP OFF [A-48] feature, the MW lamp is automatically extinguished when the guest calls to retrieve messages from the message center. Refer to the AUTOMATIC MESSAGE WAITING LAMP OFF [A-48] feature description for details.

## Operating Procedure

- To set MESSAGE WAITING from the Console or Front Desk Terminal:

Step	Action	Result
1	Press the <b>MWS</b> (set) key.	The associated lamp illuminates.
2	Dial the guest station number.	The console displays the station number.
3	Press the <b>ENTER</b> key.	The lamp flashes to confirm that Message Waiting is set. <b>(Note)</b>
4	Press the <b>EXIT</b> key.	The lamp and station display are extinguished.

**Note:** If a  $D^{term}$  is used for a guest station, the following will display:



- To cancel MESSAGE WAITING from the Console or Front Desk Terminal:

Step	Action	Result
1	Press the <b>MWR</b> (reset) key.	The associated lamp illuminates.
2	Dial the guest station number.	The console displays the station number.
3	Press the <b>ENTER</b> key.	The lamp flashes to confirm Message Waiting cancellation. <b>(Note)</b>
4	Press the <b>EXIT</b> key.	The lamp and station display are extinguished.

**Note:** If a  $D^{term}$  is used for a guest station, "MW" display will go out.



**Note 1:** If an error is made in the course of key operations, press the **CLEAR** key and continue from Step 2 (station dialing).

**Note 2:** When performing service setting or cancellation for two or more stations at the same time, follow Steps 1 through 3 for the first station. Follow Steps 2 (Station Dialing) and 3 (ENTER) for the remaining stations, then continue with Step 4 to exit from the MESSAGE WAITING service mode.

**Note 3:** **DIRECT SERVICE SET/RESET [D-25]** is available for this feature. Refer to the feature description for details.

## Service Conditions

- MESSAGE WAITING set from the PMS terminal can display at both the Console and Front Desk Terminal. If MESSAGE WAITING is cancelled from the Console, it will remain displayed at the Front Desk Terminal, and vice versa.

**Service Conditions (cont'd)**

2. Desk Terminal – If MESSAGE WAITING is cancelled from the Console, it will remain displayed at the Front Desk Terminal, and vice versa.
3. Message Waiting set from Message Center Interface cannot be displayed at the Front Desk Terminal or Console. Message Waiting set from Message Center Interface must be cancelled from message Center Interface.
4. For the conditions of the LCD display when several services are set to a guest room D<sup>term</sup> at the same time, see Service Conditions of AUTOMATIC WAKE-UP - D<sup>term</sup> [A-10D].



## M-22

## Maid Status

### General Description

This feature allows the Console, Special Administration, or guest room stations to update the status of guest room conditions. This information is stored in the NEAX2400 IMX Hotel Processor (HP) for printout services, and is forwarded to the PMS computer for readout. AUDIT REPORTS [A-26] of MAID STATUS are also available. Refer to the AUDIT REPORTS [A-26] feature description for details.

The types of room conditions that can be entered are as follows:

- To be Cleaned
- Cleaned
- Ready to Sell
- Out of Service
- Repair Needed
- Repair Complete

Identification codes may be used with all conditions, if required.

### Operating Procedure

- Setting MAID STATUS from guest room station; by maid or repairman:

Step	Action	Result
1	Lift the handset.	Hear dial tone.
2	Dial the Maid Status access code (programmed via MAT).	Hear dial tone.
3	If the identification code is used, dial the identification code.	Hear service set tone, music, or confirmation announcement. <b>(Note)</b>
4	Hang up.	

**Note:** If a  $D^{term}$  is used for a guest station, the following will display:

**SET**  
**(Time and Date)**

>>>

- Service setting from a Special Administration Station:

Step	Action	Result
1	Lift the handset.	Hear dial tone.
2	Dial the Maid Status access code.	Hear dial tone.
3	If the identification code is used, dial the identification code.	Hear special dial tone.
4	Dial the guest room station number	Hear service set tone. <b>(Note)</b>
5	Hang up.	

## Operating Procedure (cont'd)

**Note:** If a  $D^{term}$  is used for a guest station, the following will display:

<b>SET RMS XXXX</b> <b>(Time and Date)</b> >>>
--

**Note 1:** Reorder tone will be heard instead of service set tone if this feature is not accepted by the NEAX2400 IMX.

**Note 2:** Service set tone will be heard after the Maid Status access code is dialed, if the Maid ID code is not in service.

**Note 3:** If the Maid ID code is not in service, the following will be displayed on the LCD (if  $D^{term}$  is used for a guest station) after the Maid Status access code is dialed:

<b>SET</b> <b>(Time and Date)</b> >>>
---

**Note 4:** This display appears when the “To Be Cleaned,” “Cleaned,” “Ready to Sell,” or “Out of Service” status is assigned.

- To set from the Console:

Step	Action	Result
1	Press the <b>STS</b> key.	The associated lamp illuminates.
2	Dial the guest room number.	The Console displays the guest room number.
3	Press <b>ENTER</b> .	Station status is displayed and the lamp flashes.
4	Press the <b>STS</b> key again.	The most recent Maid Status information appears in the top right hand corner of the room information display.
5	To change Maid Status information, press the desired status code (1 – 9). <b>(Note 1)</b>	The new status is displayed for confirmation.
6	Press the <b>ENTER</b> key.	The STS lamp flashes for confirmation. <b>(Note 2)</b>
7	Press the <b>EXIT</b> key.	The Maid Status indication and STS lamp are extinguished.

**Note 1:** Standard MAID STATUS codes 1-9, entered at the Console, are listed below:

- 1: To Be Cleaned
- 2: Cleaned
- 3: Ready to Sell
- 4: Out of Service
- 5: Not Used
- 6: Not Used
- 7: Not Used
- 8: Repair Needed
- 9: Repair Completed

**Note 2:** Actual MAID STATUS displays on the Attendant Console as an alpha-character (V, X, S, SC, etc.).

## Service Conditions

- When this service is activated, the identification code (if used) and room status are forwarded to the PMS computer and stored in the HP memory until the next data for the room is entered. When MAID STATUS is entered from a guest room station, a printout on the NEAX2400 IMX printer can be provided at the hotel printer only when the PMS-NEAX2400 IMX communication link is closed.

---

**Service Conditions (cont'd)**

2. MAID STATUS information from the Console, guest phones, or the Special Administration Station is sent to the PMS for readout.
3. A maximum of six digits can be used for the identification code (specific maid, repairman, Special Administration Station). Use of ID codes is optional, and is left to the customer's discretion.
4. When setting this service from a guest room or Special Administration Station, each function code has its own access code.
5. If "Repair Needed" status is assigned to a room, the room status displays "OUT OF SERVICE". (Execution of Repair Needed is the same as Out of Service.)
6. If "Repair Completed" status is assigned to a room, the room status displays "READY TO SELL". (Execution of Repair Completed is the same as Ready to Sell.)
7. When the room is in "Check-In" status, only the "To Be Cleaned" or "Cleaned" status can be assigned. When the room is in "Check-out" status, any MAID STATUS can be assigned.
8. After the maid or repairman dials Maid Status access code from guest room station, either service set tone or confirmation announcement can be provided, according to selection by the system. (The announcement corresponds to each Maid Status access code, so the maid or repairman can confirm the access code he/she had dialed.) The announcement is connected in multiple connection, and will be disconnected after 30 seconds.
9. PMS Terminals cannot set Maid Status.
10. This service feature is compatible with the MAID STATUS ANSWERBACK [M-68] feature, and both can coexist in the same system.
11. If an error is made upon dialing the identification code (if used), a reorder tone will be heard.

# M-51 Manual Switching Of C.O. Incoming Call Destination

## General Description

This feature allows the Console operator to manually change the termination point of a specific group of trunks. Trunks that normally are used as DIT trunks may be changed to terminate at the Console.

## Operating Procedure

- To change the termination of DIT trunks from stations to the Console:

Step	Action	Result
1	Press the <b>CIC</b> key.	The associated LED flashes.
2	Dial # and the tenant number (2-7); then press <b>ENTER</b> .	The LED stays steadily lit.
3	Press <b>EXIT</b> .	The Console displays the status of the trunks as Not Switched.

- To change the termination of trunks from the Console to the DIT station or Business Console:

Step	Action	Result
1	Press the <b>CIC</b> key.	The associated LED flashes.
2	Dial * and the tenant number (2-7); then press <b>ENTER</b> .	The LED stays solid.
3	Press <b>EXIT</b> .	The Console displays the status of the trunks as Not Switched.

## Service Conditions

- Only trunks in tenants 2-7 may be switched. The Console must be in tenant 1.
- This service is only applicable to C.O. ring-down trunks.
- It is possible to reverse the Console display through system programming so that trunks terminating to the DIT stations will be displayed as Not Switched. Calls terminating to the Console will be displayed as Switched.
- Since CIC key is assigned in the same place as the AUD key, AUDIT REPORTS [A-26] function is not available when this feature is activated.
- This feature is not available across a CCIS network.
- Check-In/Checkout or Check-In Cancellation will not change the destination of the DIT calls.

# M-68 Maid Status - Answerback

## General Description

This feature allows a maid or other hotel personnel to receive answerback acknowledgment from the PMS (Property Management System) computer when MAID STATUS has been changed using guest room station or Special Administration Station telephones.

## Operating Procedure

- Service setting from a guest room station by a maid or repairman:

Step	Action	Result
1	Lift handset.	Hear dial tone.
2	Enter a Maid Status code (corresponding to one of the Maid Status conditions programmed via MAT) by dial operation.	Hear service set tone (answerback). <b>(Note)</b>

**Note:** In case of using a *D<sup>term</sup>* for a guest station, if the Maid Status code of the “To Be Cleaned,” “Cleaned,” “Ready to Sell,” or “Out of Service” status is entered, the following will display:

<b>SET (Time and Date)</b>	<b>&gt;&gt;&gt;</b>
--------------------------------	---------------------

- Service setting from a Special Administration Station:

Step	Action	Result
1	Lift handset.	Hear dial tone.
2	Enter a Maid Status code (corresponding to one of the Maid Status conditions programmed via MAT) by dial operation.	Hear special dial tone.
3	Dial the guest room station number.	Hear service set tone (answerback).
	To repeat the same status for another guest room station, repeat Step 3.	

## Service Conditions

- This service is activated only when Maid Status is entered through dial operation from a guest room station or Special Administration Station telephone.
- Maid Status information depends upon the PMS computer software.
- Reorder tone will be heard instead of service set tone if the PMS does not respond within 30 seconds or sends a negative answer to the NEAX2400 IMX.
- This service feature is compatible with the MAID STATUS [M-22] feature; both can coexist in the same system.
- Model 90 or Model 120 PMS is required for this feature.

# O-6 Off-hook Alarm

## General Description

The OFF-HOOK ALARM feature is intended for emergency alert situations. A station user who remains off-hook without dialing for longer than 30 seconds is automatically routed to the **EMG** key on the Console or to a predesignated station.

## Operating Procedure

Step	Action	Result
1	Station user goes off hook.	After 30 seconds, a call is routed to the <b>EMG</b> key on the console or to a predetermined station.
2	The attendant presses the <b>EMG</b> key to respond.	The station data is displayed.
3	If the attendant presses the <b>HWS</b> key on the Console:	The Howler Tone is sent to an off-hook station that is routed to the <b>EMG</b> key.

## Service Conditions

- Under CALL HOLD [C-6] or CONSULTATION HOLD – ALL CALLS [C-17] mode, the OFF-HOOK ALARM service cannot be activated (for example, if the user neglects to dial after receiving special dial tone).
- This feature is assigned on a CLASS OF SERVICE – INDIVIDUAL [C-15] basis.
- When the OFF-HOOK ALARM terminates at a D<sup>term</sup>, the display shows “OFA” in addition to the station number.
- The predetermined time of 30 seconds is fixed in system programming.
- By pressing the **HWS** key on the Hotel Console, an attendant can send Howler Tone to an off-hook, single station routed to the **EMG** key.
- Howler Tone will be sent to a guest station one time only.

# O-9 Overtime Call

## General Description

The OVERTIME CALL feature permits the system to measure the length of all outgoing calls, and to print a message on the hotel printer or alert the Console that the call has exceeded a predetermined time.

## Operating Procedure

If the hotel printer is to receive this information, no manual operation is required.

- To operate from the Console:

Step	Action	Result
The OT lamp flashes and an incoming audible signal sounds.		
1	Press the <b>OT</b> or <b>ANSWER</b> key.	A THREE-WAY CALLING [T-3] connection is established.
2	If the call is in progress, press the <b>RELEASE</b> key.	
3	If the call is to be forcibly released, press the <b>DEST</b> (destination) key once and the <b>CANCL</b> key twice.	

## Service Conditions

- If the OVERTIME CALL is routed to the Console, the call must be answered, breaking into the connection.
- If the OVERTIME CALL notification is to be routed to the hotel printer rather than the Console, this feature can be selected for Administration Station, guest station, or both stations, depending on system data.
- The timer value for OVERTIME CALL is defined by the system data programming (30, 60, 90 or 120 minutes).
- This feature is not available across a CCIS network.

## P-8 Printer Control – Hotel Attendant Console

### General Description

A printer should be connected to the NEAX2400 IMX to provide AUDIT REPORTS [A-26], CHECK-IN/CHECKOUT [C-23], OVERTIME CALL [O-9], and AUTOMATIC WAKE-UP [A-10] set times, and results of Wake-Up calls. In the event that PMS is provided and then temporarily fails, PMS messages will be sent to this printer.

Printer Service has been enhanced to include the following:

AUTOMATIC WAKE-UP	[A-10] time daily printout
AUTOMATIC WAKE-UP	[A-10] times printout (from TTY only)
2ND WAKE-UP CALL SAME GUEST STATION	[S-128] printout
Guest/VIP AUTOMATIC WAKE-UP setting output	
Special Service Number printout	

### Operating Procedure

The only operation required for AUTOMATIC WAKE-UP [A-10] printout is described in the TTY (Teletypewriter Printer) Operation Manual.

### Service Conditions

1. Only one printer per system may be provided on either an 1 IMG/4 IMG configuration.
2. When a guest room sets AUTOMATIC WAKE-UP [A-10], the condition can be output as follows:  
Example: G08:00  
          #380 – Room Number
3. When a VIP room sets AUTOMATIC WAKE-UP [A-10], the condition can be output as follows:  
Example: V08:00  
          #380 – Room Number

**Note:** *The VIP-setting output is given priority over the guest-room-setting output.*

4. By entering the time range, a list of stations subject to wake-up calls may be printed out in ascending order.  
\* \*WAKE-UP TIME 08:00  
8701  
8703  
\* \*WAKE-UP TIME 09:00  
8702  
8704  
8706
5. On outgoing trunk calls, only the information on Special Service Number calls may be printed out at the end of each call.

Printout format:

[14-2]	MESSAGE REGISTRATION			
RSN:5000R		T:006	TRK:005	CALLED NO.:976xxxx
ORG-TIME:18:45,20		DURATION:4 [S]	COUNT:	CLASS:03

**Note:** *Special Service Number codes must be programmed into system data and only four codes may be stored. This will include the OG access code. In this example, if the digit 9 is an OG access code, 9976 is stored as the code to be printed.*



## P-27

# PMS Interface – BISYNC

### General Description

The PMS INTERFACE service feature provides an interface to the Property Management System (PMS) computer using the standard IBM® BISYNC (Binary Synchronous Communication) protocol. This interface allows a PMS computer to accommodate both front and back office hospitality management features.

**Note:** IBM® is a registered trademark of International Business Machines, Inc.

### Operating Procedure

No manual operation is required.

### Service Conditions

1. Additional hardware is required.
2. Interface specification:  
The data link hardware consists of an EIA RS-232C serial data electrical interface extended from the NEAX2400 IMX I/O channel.
3. BISYNC Interface Characteristics:
 

Data Rate:	1 IMG-4800 bps 4 IMG-4800 or 9600 bps
Operating Mode:	Half Duplex
Electrical Interface:	EIA RS-232C electrical standard interface
Interface Distance:	Maximum 50 feet (15 meters) between NEAX2400 IMX and the PMS without modems
Synchronization Method:	SYN Synchronization
Error Detection:	CRC (CRC: Cyclic Redundancy Check) $S(x) = x^{16} + x^{15} + x^2 + 1$
Transmission Code:	EBCDIC
Control:	Contention basis
Priority Sequence:	Primary Station: NEAX2400 IMX Secondary Station: PMS Host Computer
4. When PMS is equipped, the characters \* and # cannot be used as part of the station numbers.

## P-29

## PMS Interface

### General Description

The PMS INTERFACE provides a data link between the NEAX2400 IMX and the customer's Property Management System (PMS) computer. This communications link enables the PMS-related hospitality management functions. Major functions and their communication interactions are indicated below:

AUTOMATIC WAKE-UP	[A-10]	IMX	←————→	PMS
AUTOMATIC MESSAGE WAITING LAMP OFF	[A-48]	IMX	←————→	PMS
CHECK-IN/CHECKOUT	[C-23]	IMX	←————→	PMS
CONNECTING ROOM SERVICE	[C-72]	IMX	←————→	PMS
DIRECT DATA ENTRY – STATION	[D-107]	IMX	←————→	PMS
DIRECTORY ASSISTANCE INTERFACE	[D-88]	IMX	←————→	PMS
DO NOT DISTURB	[D-11]	IMX	←————→	PMS
GUEST INFORMATION DISPLAY –				
HOTEL ATTENDANT CONSOLE	[G-8]	IMX	————→	PMS
PMS TERMINAL	[G-9]	IMX	←————→	PMS
GUEST NAME DISPLAY THROUGH PMS	[G-5]	IMX	←————→	PMS
LANGUAGE SERVICE	[L-27]	IMX	←————→	PMS
MAID STATUS – ANSWERBACK	[M-68]	IMX	←————→	PMS
MAID STATUS	[M-22]	IMX	————→	PMS
MESSAGE REGISTRATION		IMX	————→	PMS
MESSAGE WAITING	[M-6]	IMX	←————→	PMS
ROOM CUTOFF	[R-9]	IMX	←————→	PMS
SECRETARIAL SERVICE – GUEST STATION	[S-74]	IMX	←————→	PMS
VIP		IMX	←————→	PMS

A SOCKET interface (LAN interface) can also be provided for the connection with PMS.

### Operating Procedure

No manual operation is required.

### Service Conditions

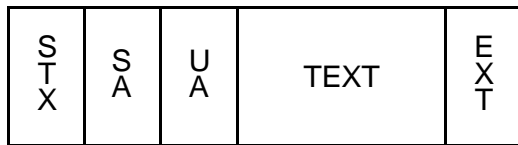
#### RS232C Interface Conditions

- One or two interface ports are provided for the PMS, depending upon features utilized.
- The specifications for communication are as follows:
 

Transmission speed:	1200 bps
Synchronizing Method:	Asynchronous
Transmission System:	Half duplex, 4-wire (carrier-fixed) line
Control System:	Contention basis
Error Detection:	Exclusive OR of the contents from STX to ETX
Transmission Code:	ASCII
Sending Time:	Upon data generation
Text Configuration:	1 text / 1 record
Priority Right:	PBX side
Text Length:	Variable length (Max. 127 characters including STX, ETX)
Transmission Protocol:	Level 2A

### Service Conditions (cont'd)

3. Message format:



STX: Start of Text

SA: Station Address - 31 Hex (1) is used

UA: I/O Unit Address - 21 Hex (!) is used

ETX: End of Text

BCC: Block Check Code **(Note)**

**Note:** The Block Check Code is for the Longitudinal Redundancy Check.

On detecting STX, the computation starts (STX is excluded).

On detecting ETX, the computation ends (ETX is included).

4. Data format and contents of TEXT are in conformity with Bell System Voice Communications Technical Reference Publication No. 42707, PMS Data Link Interface Specifications. (Details are in accord with the separate specifications).
5. Besides the above specifications, the following information is added:  
 WAKE UP Set/Cancel (PMS $\longleftrightarrow$ PBX)  
 Room Status Change (PMS $\longrightarrow$ PBX)
6. When PMS is equipped, \* and # cannot be used as part of the station numbers.
7. Only one PMS can be accommodated in an FCCS network.

# P-34

## Paging Console

### General Description

The PAGING CONSOLE feature allows a Console operator to transfer an incoming call to a PAGING CONSOLE when the guest is not in his or her room. The PAGING CONSOLE operator pages the guest through the hotel public address system, requesting him or her to dial a special number from a nearby telephone. When the guest calls, the PAGING CONSOLE operator connects the guest to the incoming call.

### Operating Procedure

Step	Action	Result
1	The Attendant transfers the incoming call to the paging console operator using the intertenant special interposition transfer: a.) The Attendant dials the Paging Console number. b.) The Paging Console operator presses the <b>ANSWER</b> key or <b>TF</b> key. c.) The Attendant presses the <b>RELEASE</b> key.	The Attendant can talk to the Paging Console operator.
2	The Paging Console operator places the incoming call on hold and pages the guest via the external paging unit.	
3	The guest dials the special number from a nearby telephone (intertenant special position call).	
4	The Paging Console operator presses the <b>LOOP</b> key and connects the guest to the incoming call, then presses the <b>RELEASE</b> key.	

### Service Conditions

1. One Console is used as a dedicated PAGING CONSOLE. It can be a business console.
2. The PAGING CONSOLE uses an exclusive tenant, different from the tenant used by the other Consoles.
3. The maximum number of combined Consoles and PAGING CONSOLES is:
  - 1 IMG: Maximum of 16
  - 4 IMG: Maximum of 60
4. The AUTOMATIC RECALL [A-8] timer default is normally set at a maximum of 3 minutes.
5. The paging unit is to be provided by the customer.

# R-9 Room Cutoff

## General Description

This feature allows the Console, PMS terminal, or Front Desk Terminal to temporarily restrict outgoing CO calls from guest room telephones while the guests are away.

## Operating Procedure

- To set ROOM CUTOFF from Console or Front Desk Terminal:

Step	Action	Result
1	Press the <b>RCS</b> (set) key.	The associated lamp illuminates.
2	Dial the station number.	The console displays the station number.
3	Press the <b>ENTER</b> key.	The lamp flashes to confirm that ROOM CUTOFF is set. <b>(Note)</b>
4	Press the <b>EXIT</b> key.	The lamp and station display are extinguished.

**Note:** If the "RC" steady display is available by system data, the following will display on a Guest station  $D^{term}$ :

<b>RC</b> <b>(Time and Date)</b>	>>>
-------------------------------------	-----

- To cancel ROOM CUTOFF from the Console or Front Desk Terminal:

Step	Action	Result
1	Press the <b>RCR</b> (reset) key.	The associated lamp illuminates.
2	Dial the station number.	The console displays the station number.
3	Press the <b>ENTER</b> key.	The lamp flashes to confirm that ROOM CUTOFF is set. <b>(Note)</b>
4	Press the <b>EXIT</b> key.	The lamp and station display are extinguished (ROOM CUTOFF status is automatically cancelled when CHECK-IN is initiated from the Console or PMS terminal).

**Note:** If a  $D^{term}$  is used for a guest station, the "RC" display (if provided) will go out.

<b>(Time and Date)</b>	>>>
------------------------	-----

To obtain a printout of stations in ROOM CUTOFF mode, refer to the AUDIT REPORTS [A-26] feature description.

**Note 1:** If an error is made in the course of key operations, press the **CLEAR** key and continue from Step 2 (station dialing).

**Note 2:** When setting or canceling ROOM CUTOFF for two or more stations at the same time, follow the above operating procedure for the first station. Perform Steps 2 and 3 for the remaining stations, then perform Step 4 to exit from the service mode.

**Note 3:** **DIRECT SERVICE SET/RESET [D-25]** is available for this feature. Refer to the feature description for details.

**Service Conditions**

1. Stations in ROOM CUTOFF mode that attempt to access C.O. lines will be routed to a reorder tone connection, the Console, or an announcement on a system-wide basis.
2. Stations in ROOM CUTOFF mode may be able to place outgoing C.O. calls via the Attendant, depending on the restriction data assigned via the MAT.
3. ROOM CUTOFF is available for guest room stations only.
4. Through system data programming, a station in ROOM CUTOFF mode can be allowed to access certain trunk routes, or be restricted from calling certain stations.
5. ROOM CUTOFF mode is set automatically when CHECK-IN/CHECKOUT [C-23] is initiated from the Console, PMS terminal, or Front Desk Terminal.
6. At this time, if a D<sup>term</sup> is used for a guest station, “RC” may be displayed depending on system data.
7. For the conditions of the LCD display when several services are set at the same time, see Service Conditions of AUTOMATIC WAKE-UP – D<sup>term</sup> [A-10D].

# R-10

# Room Status

## General Description

This feature provides a ROOM STATUS display on the Console or Front Desk Terminal. The ROOM STATUS display indicates the following:

AUTOMATIC WAKE-UP	[A-10]
DO NOT DISTURB	[D-11]
GUEST NAME DISPLAY through PMS	[G-5]
MESSAGE WAITING	[M-6]
ROOM CUTOFF	[R-9]
Room Occupied	
Room Reserved	
Station number	
VIP (PMS option)	

## Operating Procedure

To display ROOM STATUS on the Console or Front Desk Terminal:

Step	Action	Result
1	Press the <b>STS</b> key.	The associated lamp illuminates.
2	Dial the station number. — — —	The console displays the guest station number.
3	Press the <b>ENTER</b> key.	The status is displayed and the lamp flashes.
4	Press the <b>CLEAR</b> key and continue from Step 2 for as many stations as required.	

**Note:** *If an error is made in the course of key operations, press the CLEAR key and continue from Step 2 (station dialing).*

## Service Conditions

1. Language, guest name, and VIP status are PMS options and must be generated from the PMS computer.
2. ROOM STATUS will be displayed when the operator responds to the calls from guest rooms, and vice versa.
3. Guest station dialing is often done by dialing 7 and then the room number. For example, to call room 845, another station will dial 7845. When displaying the ROOM STATUS of station number 7845, the Console can display #845, if this capability was set in system programming.
4. Only the first digit of the station number can be deleted. That digit will be replaced on the Console and D<sup>term</sup> displays by the character specified in system programming (0-9, \*, or #). Refer to AHSY, INDEX 179.
5. Display of whether a guest room is “Occupied” or the guest is “Out” can be selected either by the room key interface or Check-In/Checkout.

# R-17 Room Numbering

## General Description

This feature enables flexible assignment of station numbers based on the guest ROOM NUMBERING plan.

## Operating Procedure

Guest room calls are completed in the same manner as calls to ordinary stations.

## Service Conditions

1. The same station number cannot be assigned to more than one station in the system.
2. Guest numbers must be contained within Tenant 1.
3. One-, two-, three-, four-, or five-digit station numbering may be used.
4. TIMING START [T-21] is available with this feature.
5. If TIMING START [T-21] is used, the characters \* and # cannot be included as part of the station numbers.
6. Within the system programming, it is possible to match the station number with the room number, using up to a five-digit station number.

For example:

Station Number: 7  
                  77  
                  777  
                  7777  
                  77777

7. If PMS is equipped, \* and # cannot be included as part of the station number.
8. When separate number plans are used for guest and administration stations, the guest stations will require an access code assigned in AGSP to complete calls to an Administration Station. Administration stations can call guest stations directly.
9. Selecting common or separate numbering plans must be done at the time of PBX installation. Once the selection is made **DO NOT** split or combine the numbering plan.
10. The leading digit of a guest room number display on the H/M Console and the Special Administration stations can be replaced by the # sign. This way, room numbers will be more easily recognized (for example, #101 rather than 7101).



# S-17

# Split Access

## General Description

This feature allows stations which are differentiated by Guest/Administration data, CLASS OF SERVICE – INDIVIDUAL [C-15] data (Service Feature Class, Telephone Equipment Class, Route Restriction Class) or Day/Night information to dial the same access codes but access different service features or trunk routes.

## Operating Procedure

System data programming is performed from the MAT.

## Service Conditions

1. TOLL RESTRICTION – 3/6 DIGIT [T-7] must be assigned for guest and Administration stations individually from the MAT.
2. Attendant-assisted calls for guest stations can be provided on a delay or non-delay basis (refer to NON-DELAY OPERATION [N-3]). If delay service is required, connection to the guest must be ended prior to establishing the outside call.
3. Day/Night change is to be made either by the NITE key on the Hotel Console or the Day/Night assignment command (ADNR) for hotel service. This selection is to be made on a system basis. To change Day/Night mode, the Hotel Console must be used.

## S-32 Screening (Split Hold)

### General Description

This feature provides the Attendant with a special SCRN key which lets them selectively extend calls which require SCREENING, and process other calls while waiting for the called station to answer. This is especially helpful when the Attendant is responding to a VIP call which requires special handling, but must also enter other loops because other calls require attention.

### Operating Procedure

- To operate from the Console:

Step	Action	Result
1	Answer an incoming call.	
2	Dial the desired guest room number.	Hear ringback tone.
3	Press the <b>SCRN</b> key. Process other calls as required.	The RING and HOLD lamps for that incoming loop illuminate
4	The guest answers.	The ANSWER and HOLD lamps flash; the RING lamp is extinguished. The guest hears music or an announcement until the Attendant returns to the call.
5	The attendant presses the loop key to respond to the guest and announce the call.	
6	The attendant presses <b>RELEASE</b> .	

### Service Conditions

- This feature is available for incoming trunk calls.
- SCREENING and ATTENDANT LOOP RELEASE [A-6] can be provided together.

## S-49

# Service Call Routing

### General Description

The SERVICE CALL ROUTING feature allows several extensions to be assigned the same number with different terminations by differentiating between a main building and annex, or between floor numbers. This makes it possible to set up service stations that are assigned the same number at several places in the hotel.

### Operating Procedure

- To call a service station:

Action	Result
Dial the feature access code for the required service.	The call terminates to the service station assigned beforehand, according to building and floor.

### Service Conditions

- This service may be used for the following number of buildings and floors:  
Buildings: Maximum of 4  
Floors: Floor 1 to 127 and basement 1 to 127 for each building.
- The maximum number of 16 access code numbers can be assigned. Each access code can have multiple terminations based on building and floor location.

# S-74 Secretarial Service – Guest Station

## General Description

This feature allows the Console to temporarily set two or more guest stations to operate in a boss/secretary arrangement. All calls to the boss are diverted to the secretary. The secretary may screen the calls and then transfer the call to the boss or just take messages.

## Operating Procedure

- To set SECRETARIAL SERVICE – GUEST STATION from the Hotel Console:

Step	Action	Result
1	Press the <b>SCS</b> (Secretary Service) key.	The following is displayed at the Console: <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <b>HH:MM BOSS-SECRETARY ENT</b> </div>
2	Dial the secretary's station number.	The display changes to show the secretary's station number: <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <b>HH:MM BOSS-SECRETARY ENT XXXX</b> </div>
3	Press the <b>ENTER</b> key.	The display changes as follows: <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <b>HH:MM SEC:XXXX BOS: NEW</b> </div>
4	Dial the boss' station number.	The display changes to show the boss' station number: <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <b>HH:MM SEC:XXXX BOS: XXXX NEW</b> </div>
5	Press the <b>ENTER</b> key.	The display changes as follows: <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;"> <b>HH:MM SEC:XXXX BOS:    XXXX                                   1:1 OK</b> </div>
6	Press the <b>EXIT</b> key.	

**Note:** When multiple boss' stations are set for one secretary station, repeat Steps 2 and 3 above. The display shows 1:N.

**Operating Procedure (cont'd)**

- To cancel SECRETARIAL SERVICE – GUEST STATION from the Hotel Console:

Step	Action	Result
1	Press the <b>SCR</b> key.	The following is displayed at the Hotel Console: <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;"> <b>HH:MM BOSS-SECRETARY CLR.</b> </div>
2	Dials the secretary's station number.	The display changes to display the secretary's station number: <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;"> <b>HH:MM BOSS-SECRETARY CLR. XXXX</b> </div>
3	Press the <b>ENTER</b> key.	The display changes as follows: <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;"> <b>HH:MM SEC:XXXX BOS: XXXX 1:1</b> </div>
4	Press the <b>ENTER</b> key.	The display changes as follows: <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 5px auto;"> <b>HH:MM BOSS-SECRETARY CLR.</b> </div>
5	Press the <b>EXIT</b> key.	

- To call the Secretary Station from the Boss' Station:

Step	Action	Result
1	Boss' station lifts the handset.	Boss' Station receives Dial Tone.
2	Boss' Station dials the access code of secretarial service.	Boss' Station receives Ring Back Tone. Secretary Station is ringing.
3	Secretary Station lifts the handset to answer the call.	Boss' Station and Secretary station talk with each other.
4	Boss' Station or Secretary Station replaces the handset.	The call is released.

**Operating Procedure (cont'd)**

- To call the Boss' Station from the Secretary Station:

Step	Action	Result
1	Secretary Station lifts the handset.	Secretary station receives Dial Tone.
2	Secretary Station dials the access code of secretarial service. <b>(Note)</b>	Secretary Station receives Ring Back Tone. Boss' Station is ringing.
3	Boss' Station lifts the handset to answer the call.	Boss' Station and Secretary Station talk with each other.
4	Boss' Station or Secretary Station replaces the handset.	The call is released.

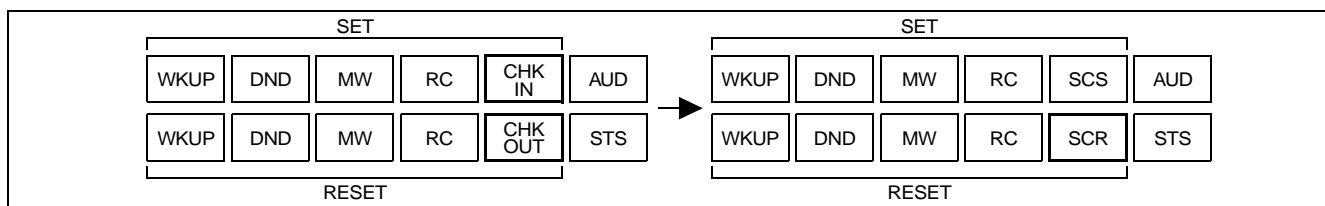
**Note:** When more than one Boss' Station are set, dial the Station number of each Boss after dialing access code.

- To transfer an incoming call from the secretary to boss:

Step	Action	Result
1	The secretary receives an incoming call for the boss.	The secretary switchhook flashes and dials the transfer access code. If only one boss has been assigned, the call is transferred.
2	If two or more bosses have been assigned, the secretary dials the specific boss' station number.	

**Service Conditions**

- AUTOMATIC WAKE-UP [A-10] and VIP WAKE-UP calls go to the boss' station, not to the secretary's station.
- The Console Check-In/Checkout keys are replaced by the Secretary Service Set and Secretary Service Reset keys (depending on system data).



**Figure 14 Check-In/Checkout Keys Replaced by Secretary Service Set/Reset (SCS, SCR)**

- The attendant is unable to originate a call directly to the boss.
- Only guest can be assigned this feature.
- Setting of secretarial service can be performed via the PMS terminal.
- The Boss and Secretary's stations can call each other even if "DO NOT DISTURB" [D-11] is set. If the secretary has DND set, calls directed to the Boss follow DND programming in ASYD.
- The secretary can dial a Busy Out code at anytime, and all calls directed to the boss' station ring at the Boss' Station. The secretary must dial the Busy Out Cancel code to begin receiving the Boss calls.
- Multiple Boss' Stations can be set for a Secretary's Station. (The number of boss' stations is not limited.)

**Service Conditions (cont'd)**

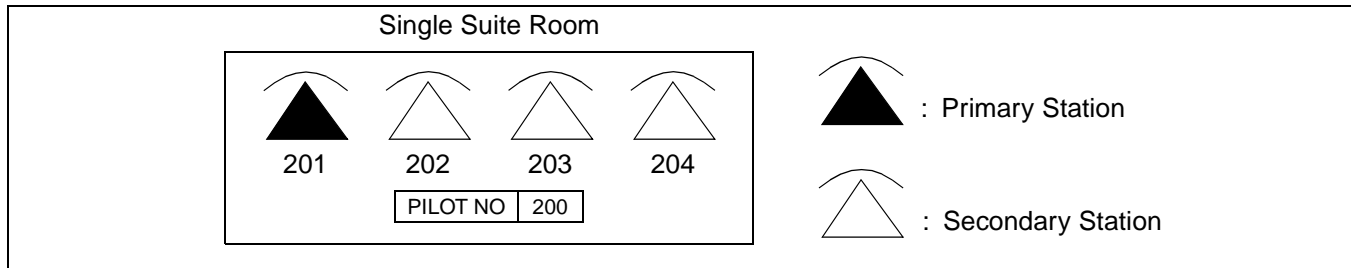
9. An incoming call to the Boss' Station is automatically transferred to the secretary's station. If the secretary's station is busy, the caller hears the busy tone. If the secretary has Call Forward – Busy set, the call rings at the CFW – Busy destination.

# S-75

# Suite Room Service

## General Description

The SUITE ROOM SERVICE feature allows up to four analog stations to serve one suite room. Each telephone will have its own station number. One station is designated as the primary station. When the primary station is called, any secondary station in the suite may answer.



## Operating Procedure

- To answer a call:

Action	Result
When a call is directed to the primary station, all telephones in the suite room ring simultaneously. The call is connected to the telephone that answers first.	The other telephones stop ringing.

- To originate a call:

Action	Result
Each of the telephones in the suite room can originate a call independently.	

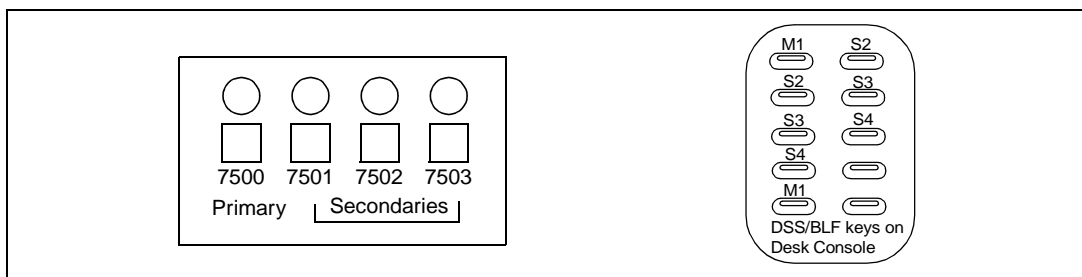
## Service Conditions

- Each of the telephones in a suite is given an independent station number. One of these is assigned as the primary station, the others are regarded as secondary to the primary.
- The primary station number can either be the actual station number of the telephone assigned as the primary telephone, or a phantom number given to the suite room.
- The maximum number of analog telephone circuits that can be accommodated in a suite is four circuits.
- For secondary stations, either of the following procedures can be selected on a system-wide basis:
  - A secondary station in the suite may be dialed directly. Only the secondary station will ring and only the secondary station may answer.
  - Secondary station may only be rung from the Console or Special Administration D<sup>term</sup>.
- The primary station may originate a call independently.
- If the primary station is busy, an incoming call to the primary will, depending on system data, allow one of the following:
  - Ring idle secondary stations.
  - The caller hears busy tone.
  - The call is transferred to the Console.



## Service Conditions (cont'd)

7. The station number displayed on the D<sup>term</sup> or Console is the primary station number or phantom number, regardless of the telephone used in the suite room.
8. There is no limitation to the number of suites in a system.
9. If digital remote units are used for suite room service, ringing cannot be synchronized.
10. PMS registers all hospitality activity against the primary station.
  - a.) Maid service – May be dialed from any suite room phone.
  - b.) MESSAGE WAITING [M-6] – This feature is set or cancelled against the primary station or phantom number. When set, all suite room stations will display the MESSAGE WAITING [M-6] indication.
  - c.) AUTOMATIC WAKE-UP [A-10] – This feature is set or cancelled against the primary station. When the wake-up call arrives, it will ring all suite room phones.
  - d.) DO NOT DISTURB [D-11] and ROOM CUTOFF [R-9] – These features are set or cancelled against the primary station or phantom number.
11. When the Console dials the primary station, the **DSS** keys and lamps are used in the operation. The status of the suite room phones appear on the DSS lamps. Ringing is generated at the suite room phones when the **START** key is pressed. If a primary or subsidiary phone DSS key is pressed, only the corresponding phone will ring. A busy suite room station will show flashing on the DSS lamp and an idle suite room phone will show solid.



**Figure 15 DSS Busy Lamps on Attendant Console and Desk Console**

12. When the Console dials a secondary station, the status of that station displays on the first **DSS** key only. To initiate ringing at the secondary station, the attendant must press the first **DSS** key or the **START** key.
13. A delay will occur between the time the station status is displayed on the Console and the time the attendant presses the **DSS** or **START** key. The status is not updated. Blocking may occur because another station in the system has called the primary or secondary station.
14. A system option allows for only the primary station to ring in a suite room. Any phone in the suite room may still answer.
15. Console and D<sup>term</sup> called number displays will show the primary station only, regardless of the actual station connected.
16. Ringing cycles are controlled by the line card. If suite rooms are not serviced by a common line card, ring will not be synchronized.
17. For the DIRECT STATION SELECTION (DSS) [D-26] display to be available, the GUEST ROOM CALLING – HOTEL ATTENDANT [G-11] must be programmed into the system data.
18. When a D<sup>term</sup> is used in a suite:
  - a.) The D<sup>term</sup> must have the my line.
  - b.) MULTIPLE LINE OPERATION – D<sup>term</sup> [M-20D] service is available.
  - c.) The D<sup>term</sup> should be designated as the primary station of the suite room.

### Service Conditions (cont'd)

19. The primary station number of the suite room must be assigned as the my line number of the D<sup>term</sup>. When one D<sup>term</sup> is used in a suite (sub lines will be virtual stations):
- The my line number will be the prime line number, and it should be assigned as the primary station number of the suite room.
  - The primary station number is used for the interface to PMS.
  - All sub lines are assigned as guest room stations.
  - Incoming calls terminate to the prime line (my line).
  - If a primary station is busy, an incoming call to the primary will, depending on the system parameters, allow one of the following:
    - Ringing idle secondary stations.
    - The caller hears busy tone.
  - For originating a call, one of several lines may be selected.
  - The maximum number of multiple lines that can be set to a D<sup>term</sup> is four.
20. When a few D<sup>term</sup>s and a few analog telephones (up to 4) are used in a suite room: (Example: Two stations of the primary and secondary 1 are D<sup>term</sup>s.)
- The my line number of the primary station will be the prime line number. The my line number of the primary station is assigned to the prime line of the secondary station 1.
  - The my line number of the primary station is assigned as the primary number of the suite room, and the other lines are assigned as secondary station number.
  - The primary station is used for the interface to PMS.
  - All lines are assigned as guest stations.
  - Incoming calls terminate the primary station of a suite room. The key indication and ringing status of each telephone are as follows:

	Key Indication	Ringing
Primary	My line	Rung
Secondary 1	Prime line	Rung
Secondary 2	–	Rung <b>(Note)</b>
Secondary 3	–	Rung <b>(Note)</b>

**Note:** *It is possible to set no-ringing by system data.*

- Any phone in the suite room may answer. When using D<sup>term</sup>s, a guest may answer on the line indicating termination. In this case the primary station may answer on my line, and the secondary station 1 may answer on the prime line.
- If the primary station is busy, an incoming call will, depending on the system parameters, allow one of the following:
  - Ringing idle secondary stations.
  - The caller hears busy tone.

## S-128 2nd Wake-up Call – Same Guest Station

### General Description

By combining with AUTOMATIC WAKE-UP [A-27] service, this service allows two wake-up calls to be set for a guest room.

### Operating Procedure

The notice asking the guest to call the Attendant when the guest wants to set the second wake-up call should be prepared in the guest room. The guest sees the notice and calls the attendant. The attendant sets the second wake-up call using the Console as follows.

To set the second wake-up call using the **WUS** key:

- When the guest calls in to request the second wake-up call (see DIRECT SERVICE SET/RESET [D-25]):

Step	Action	Result
1	Press the <b>WUS</b> key while connected to the guest room.	The character display shows “WAKE UP ENT.”
2	Press the <b>WUS</b> key again.	The display shows “2ND WAKE UP ENT (A).” In case of setting AUTOMATIC WAKE-UP – HOTEL ATTENDANT ASSISTANCE [A-58], press the <b>WUS</b> key again; the display shows “2ND WAKE UP ENT (S).”
3	Dial the wake-up time requested.	
4	Press the <b>ENTER</b> key.	<b>(Note 1)</b>

- If the wake-up time is entered after the guest line is released:

Step	Action	Result
1	Press the <b>WUS</b> key.	The character display shows “WAKE UP ENT.”
2	Press the <b>WUS</b> key again.	The display shows “2ND WAKE UP ENT (A).” In case of setting AUTOMATIC WAKE-UP – HOTEL ATTENDANT ASSISTANCE [A-58], press the <b>WUS</b> key again; the display shows “2ND WAKE UP ENT (S).”
3	Dial the wake-up time requested.	The display shows the entered time.
4	Dial the guest station number.	The display shows the station number.
5	Press the <b>ENTER</b> key.	<b>(Note 1)</b>
6	To set the second wake-up call for another guest consecutively, repeat steps 4 and 5. When all wake-up calls are set, press the <b>END</b> key.	

## Operating Procedure (cont'd)

To cancel the second wake-up call using the **WUR** key:

- When the guest calls in to cancel the second wake-up call (see DIRECT SERVICE SET/RESET [D-25]):

Step	Action	Result
1	Press the <b>WUR</b> key while connected to the guest room.	The character display shows “WAKE UP RESET.”
2	Press the <b>WUR</b> key again.	The display shows “2ND WAKE UP RESET”.
3	Press the <b>ENTER</b> key.	<b>(Note 2)</b>

- If the wake-up cancel is entered after the guest line is released:

Step	Action	Result
1	Press the <b>WUR</b> key.	The character display shows “WAKE UP RESET.”
2	Press the <b>WUR</b> key again.	The display shows “2ND WAKE UP RESET”.
3	Dial the guest station number.	
4	Press the <b>ENTER</b> key.	<b>(Note 2)</b>
5	<ul style="list-style-type: none"> <li>To cancel the second wake-up call for another guest consecutively, repeat steps 3 and 4.</li> <li>When all wake-up calls are cancelled, press the <b>END</b> key.</li> </ul>	

- To set the second wake-up call using the **WUS** key and the service set code:

Step	Action	Result
1	Press the <b>WUS</b> key.	The character display shows “WAKE UP ENT.”
2	Dial the wake-up time requested.	
3	Dial the second wake-up set code.	
4	Press the <b>ENTER</b> key.	The display shows “2ND WAKE UP ENT (A).” or “2ND WAKE UP ENT (S).” according to the service set code dialed.
5	Dial the guest station number.	The display shows the station number.
6	Press the <b>ENTER</b> key.	<b>(Note 1)</b>
7	<ul style="list-style-type: none"> <li>To set the second wake-up call for another guest consecutively, repeat steps 5 and 6.</li> <li>When all wake-up calls are set, press the <b>END</b> key.</li> </ul>	

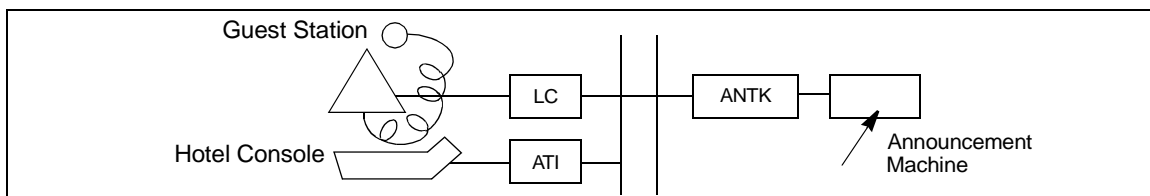
**Note 1:** In case of using a  $D^{term}$  for a guest station, if the second wake-up time steady display is available by system data, the following will display:

<b>HH:MM</b> <b>(Time and Date)</b> <span style="float: right;">&gt;&gt;&gt;</span>
---

**Note 2:** If a  $D^{term}$  is used for a guest station, the second wake-up time display (if provided) will go out.

## Service Conditions

1. When setting the second wake-up call, the attendant can select whether to set it as AUTOMATIC WAKE-UP [A-27] service or AUTOMATIC WAKE-UP – HOTEL ATTENDANT ASSISTANCE [A-58] service.
2. This service can be set/cancelled from the Console or the PMS Terminal (Model 90 and 120 only). However, when setting from the PMS Terminal, AUTOMATIC WAKE-UP – HOTEL ATTENDANT ASSISTANCE [A-58] cannot be selected.
3. Original AUTOMATIC WAKE-UP [A-27]/[A-58] service will be referred to as the first wake-up service, and will be set/cancelled from the guest station.
4. The second wake-up call list is printed on the hotel printer at the predetermined time automatically. The list excludes those wake-up calls that have already been activated.
5. If the guest station is busy or does not answer when called by this service, the guest station will be recalled. The number of times to retry is determined in the hotel system parameters.
6. If the guest is identified as the VIP, and if the VIP wake-up service is set, this service operates as the VIP wake-up service.
7. AUTOMATIC WAKE-UP – HOTEL ATTENDANT ASSISTANCE [A-58] service referred to in this service operates as the VIP wake-up service.
8. This service cannot be confirmed by the Automatic Wake-Up announcement.
9. Upon answering the second wake-up call, the guest is connected to the recorded announcement.
10. The second wake-up times are to be set at five-minute intervals.
11. This service is cancelled either from the Console, the PMS Terminal, or via MAID STATUS [M-22] service.
12. The second wake-up call entry and result information is reported to the PMS Terminal (Model 90 and 120). When cancelled automatically via MAID STATUS [M-22] service or called by the attendant in case of VIP wake-up/AUTOMATIC WAKE-UP – HOTEL ATTENDANT [A-58] service (“ATT CALLED”), the information is printed by the hotel printer (regardless of its models).
13. The information can be printed by the hotel printer either in one-line or two-line format. (The selection is to be made in the hotel system parameters.) However, when cancelled automatically via MAID STATUS [M-22] service or when called by the attendant in case of AUTOMATIC WAKE-UP – HOTEL ATTENDANT ASSISTANCE [A-58] service (“ATT CALLED”), the information is printed in one-line format only.
14. When setting AUTOMATIC WAKE-UP – HOTEL ATTENDANT ASSISTANCE [A-58] for the second wake-up call, the wake-up call can be entered using either 24-hour time or 12-hour time. When using 12-hour time, the time is entered by dialing a special code (\* or #) before entering the time to indicate PM. Depending on the system data, the wake-up time is displayed either in 12-hour or 24-hour time. (In case of 12-hour time, either A or P is indicated before the time.)  
The LCD on the guest room D<sup>term</sup> displays the set second wake-up time in 24-hour time even if the second wake-up call is entered using 12-hour time.



**Note:** The Second Wake-Up call can be cancelled by the Hotel Console only.

**Service Conditions (cont'd)**

15. When 2ND WAKE-UP CALL is executed, the LCD displays as shown below:



16. When the guest room D<sup>term</sup> answers the second wake-up call, "WAKE UP" display will remain.
17. For the conditions of the LCD display when several services are set at the same time, see Service Conditions of AUTOMATIC WAKE-UP – D<sup>term</sup> [A-27D].

# T-13

# Toll Terminal Access

## General Description

This feature enables guest stations to directly access toll trunks. Access may be arranged on a direct-dial or attendant-assisted basis, depending on the associated Central Office.

## Operating Procedure

To operate:

Action	Result
The guest station dials the toll access code (usually "8").	<ul style="list-style-type: none"><li>• If direct-dial service is allowed, the guest will receive dial tone and may place the call.</li><li>• If direct-dial service is not allowed, guest will be connected to toll operator for completion of the call.</li></ul>

## Service Conditions

Guest stations must be assigned the proper Route Restriction Class to gain TOLL TERMINAL ACCESS.

# T-21

# Timing Start

## General Description

This feature allows single-digit and multi-digit stations to use the same numbering plan levels by providing a predetermined time delay between the completion of dialing and the start of ringing. By pressing the # or \* key after dialing the station number, the station user will not have to wait for ring start. By pressing the **START** key on the Console, the attendant will not have to wait for ring start.

## Operating Procedure

Step	Action	Result
1	Lift handset or press the <b>SPKR</b> key.	Hear dial tone.
2	Dial the desired station.	
3	Wait for interdigit timeout or dial # or *.	Access to the desired service or station is completed.

## Service Conditions

- The Interdigit Timer will be used for TIMING START if a # or \* symbol has not been assigned as a TIMING START character in system data, or if the station user forgets to press the TIMING START character.
- Levels can be duplicated for station numbering.  
Example: 1st Floor Room No. 11, Station No. 111  
11th Floor Room No. 11, Station No. 1111
- The # or \* character cannot be used as the second or third digit of any service feature access code or station number if it is assigned for TIMING START.
- The interdigit timer is adjustable through system programming.
- When TIMING START is used, it is necessary to assign dummy station numbers depending on the number of digits to be assigned for station numbers.

Example: 4-digit station number = 4xxx

1-digit station number = 4 (TIMING START used)

In the case of data assignment shown in the example above, dummy station numbers of 2 digits=4x and 3 digits=4xx must also be assigned.

4-digit station number = 4xxx

3-digit station number = 4xx

2-digit station number = 4x

1-digit station number = 4

Two stations are to be assigned as dummy stations.

**Note:**  $x = 0 \sim 9$



# V-16 Voice Mail Service Via Message Center Interface (MCI)

## General Description

Voice mail service is available for guest and Administration Stations through the Message Center Interface (MCI) in the NEAX2400 IMX Hotel System. This capability allows the integration of a customer-provided voice mail system, using an RS-232C interface. Guest calls are Call Forwarded – All Calls/Busy/Don't Answer to a UCD station port group, providing access to the voice mail system. When a voice message is received, the guest station message waiting lamp lights. When the guest retrieves all his messages, the lamp is turned off.

## Operating Procedure

- To send a message without operator assistance:

Step	Action	Result
1	The guest or Administration Station sets Call Forwarding – All Calls/Busy Line/Don't Answer.	
2	The Administration Station or another guest station calls guest station.	If guest station is busy or does not answer, the call is forwarded to Voice Mail.
3	The caller leaves a message in Voice Mail.	
4	Notification from Voice Mail, by MW-On command, is sent to the guest station via MCI.	Guest station's message waiting lamp is lit.

- To retrieve a message without operator assistance:

Step	Action	Result
1	The guest station accesses Voice Mail.	
2	Message is retrieved.	
3	When all the messages have been retrieved, notification from Voice Mail, by MW-Off command, is sent to the NEAX2400 IMX via MCI.	Guest station's message waiting lamp is turned off.

- To send a message with operator assistance (attendant only):

Step	Action	Result
1	A call comes to the Attendant from a station or trunk.	
2	The attendant answers the call.	
3	The attendant dials the guest station.	If the station is busy, reorder tone is heard (when guest station doesn't answer, it becomes a Recall).
4	The attendant accesses Voice Mail.	A message is left in Voice Mail.
5	Notification from Voice Mail, by MW-On command, is sent to the NEAX2400 IMX via MCI.	Guest station's message waiting lamp is lit.

## Operating Procedure (cont'd)

- To retrieve a message with operator assistance (attendant only):

Step	Action	Result
1	The guest station accesses Voice Mail.	
2	Message is retrieved.	
3	When all messages have been retrieved, notification from Voice Mail, by MW-Off command, is sent to the NEAX2400 IMX via MCI.	Guest station's message waiting lamp is turned off.

## Service Conditions

- The type of port/trunk interface to the voice mail system depends on the type of voice mail system provided. NEC recommends an analog station (16LCBE) port interface to the voice mail system. These ports should be programmed in a UCD group.
- The presence of messages in Voice Mail is controlled completely by the Voice Mail equipment. The NEAX2400 IMX only carries out message waiting lamp on/off control.
- Display operations for Console, Front Desk Terminal, and PMS are not performed (i.e. check-in, checkout, room change recovery do not operate).
- The NEAX2400 IMX will be notified of message waiting lamp on/off requirements by the Voice Mail equipment via MCI.
- The message waiting lamp control feature from MCI is not performed for Suite Room Service. Global Suite Room guest station message waiting lamp control is also not performed.
- Message waiting service features for hotel service operate independently of this service.
- When a guest station has set Call Forwarding – All Calls to another guest station, and the second station has set Call Forwarding – Busy to the MCI group, calls will be directed to the MCI group when the second station is busy, but no MCI data is output to Voice Mail.

## W-2 Wake-up Announcement – Headstart

### General Description

This feature establishes a connection to the WAKE-UP ANNOUNCEMENT from the beginning of the message. The message will not begin at a random point in the recording. A printout of unanswered or blocked AUTOMATIC WAKE-UP [A-10] attempts for guests is automatically provided by the hotel printer.

WAKE-UP ANNOUNCEMENT – HEADSTART operates according to a predetermined disconnect timing which is programmed in system data from the MAT.

Eight stations per PIM are rung simultaneously. Subsequently, another eight stations are rung at 1-minute intervals until the 500 station/LP (Local Processor) maximum for a single wake-up period is attained.

Example:

7:00 AM - 5-minute Wake-Up Interval	7:00 AM - The first eight stations (per PIM) are rung simultaneously for WAKE-UP ANNOUNCEMENT–HEADSTART. When the first station answers, the system waits two seconds, collects any other stations which have answered within that interval, and connects them to the beginning of the WAKE-UP ANNOUNCEMENT–HEADSTART recording.  Stations answering after the two-second interval hear music and are held in WAKE-UP ANNOUNCEMENT–HEADSTART queue until connected to the beginning of the recording.
7:01 – 7:04	This process continues until the 500-station/LP maximum is attained.
7:05 AM - 5 minute Wake-Up Interval	7:05 AM - New WAKE-UP ANNOUNCEMENT–HEADSTART Wake-Up period. The process is repeated until 7:09 (500 stations/LP) etc.

### Operating Procedure

Refer to the AUTOMATIC WAKE-UP [A-10] operating procedure for setting and resetting operations.

### Service Conditions

1. Disconnect timing must be programmed in accordance with announcement length — not to exceed 30 seconds. Timing can be arranged in 2-second increments, up to the maximum of 30 seconds.
2. If a station is blocked from access to the announcement or if the wake-up queue memory is full, music or hold tone will be sent to the station.
3. This feature requires a Digital Announcement Trunk (DAT) package.
4. No more than 500 stations per LP can be set for a single AUTOMATIC WAKE-UP [A-10] period. If the 500 station maximum is exceeded when setting AUTOMATIC WAKE-UP [A-10], the system will automatically set the wake-up time five minutes earlier (**Note**) for the stations subsequent to the 500th.

**Note:** *A variable timing can be programmed in system data. The timing must be an increment of five minutes (such as 5, 10, or 15 minutes) earlier.*

5. All AUTOMATIC WAKE-UP [A-10] times are to be set at 5-minute intervals in 24-hour time. (12-hour format is optional.)

Example: 7:50 AM = 0750

7:55 AM = 0755

8:00 AM = 0800

**Service Conditions (cont'd)**

6. This feature provides three additional wake-up attempts at fixed 3-minute intervals. If the called station is busy for four attempts, a message is printed on the hotel printer. The number of retries for a no-answer condition is determined by system data. A maximum of three retries can be assigned.
7. Ringing duration for AUTOMATIC WAKE-UP [A-10] can be varied for 15 seconds, 30 seconds, 45 seconds, or 60 seconds.
8. AUTOMATIC WAKE-UP [A-10] overrides DO NOT DISTURB [D-11].
9. AUTOMATIC WAKE-UP [A-10] can be set for guest rooms and regular Administration Stations. See AUTOMATIC WAKE-UP [A-10] for more details on the methods which can be used.
10. If PMS Language Selection is utilized, WAKE-UP ANNOUNCEMENT – HEADSTART can be provided according to the guest's language.
11. Printout is available for unanswered, blocked, busy or answering (depending on system data) calls. AUTOMATIC WAKE-UP [A-10] verification can be accomplished via PMS.