

### focus® 960

#### Front Desk Console User's Guide



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### INTRODUCTION

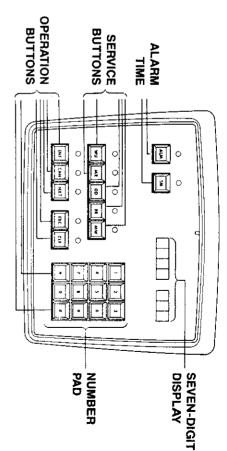
This User's Guide provides complete instructions for using the Front Desk Console to access certain **focus 960** system features, including those commonly used by lodging establishments. Services are registered, displayed, or cancelled at the Front Desk Console by using simple button entry procedures. The Front Desk Console provides the user with display information concerning service use, control of printout information, and error codes to guide the user in following the procedures correctly. One or more printers are used to provide printouts when certain services are accessed. These printouts are also described in this Guide.

**NOTE:** This Guide describes the use of the Front Desk Console both for systems using the Message Registration feature and for systems using the **Call-Collector** feature. Operation of the **Call-Collector** feature in systems which are not equipped with the Front Desk Console is also described.

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### FRONT DESK CONSOLE



#### DESCRIPTION

The Front Desk Console has the following features available for operator use:

- Seven digit display the seven digit display provides the console operator with visual information concerning service entry and use.
   The current time and date can also be displayed.
- Service buttons the five service buttons on the console are each
  assigned to access a specific service. After pressing the desired
  service key, the operator can continue with the required operation (for
  example, registration or cancellation of a service entry).
- Service button indicators when a service button is pressed, the indicator above the button lights to show that the service has been accessed.
- Operation buttons the seven operation buttons are used as required with each service. These keys allow the operator to carry out the desired action with the service accessed (for example, cancelling an entry or clearing the display).
- Operation button indicators when an operation button is pressed, the indicator above the button lights to show that the operation is being carried out.
- Number buttons ten number buttons are provided for number entry. The ten number buttons are part of the 12-button dialpad. The other two buttons are operation buttons.

- Alarm button the alarm button is used to cancel an alarm indication after repairs have been completed.
- Alarm indicator the alarm indicator lights to indicate that the battery backup unit for the Lodging services memory is insufficiently charged.
- Time/date display button the time/date display button is used to display the current time and day of the month.

### GENERAL INSTRUCTIONS

The following instructions apply to all Front Desk Console users

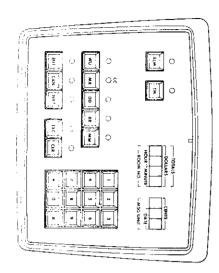
### MESSAGE REGISTRATION AND CALL-COLLECTOR FEATURES

A system may be equipped to use either the Message Registration or **Call-Collector** feature. All other features described in this User's Guide operate in the same manner in all systems.

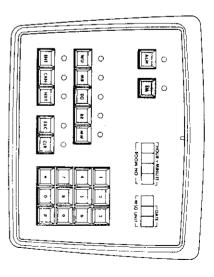
#### **FACEPLATE**

Two versions of the Front Desk Console faceplate are in use. The universal faceplate is labeled for use with either the Message Registration or the Call-Collector feature. The Message Registration only faceplate is labeled only for use with this feature. The faceplates are illustrated as follows.

NOTE: The universal faceplate is now standard on all Front Desk Consoles. The Message Registration only faceplate is no longer available.



Unive sal Faceplate



Message Registration Only Faceplate

When using a Front Desk Console equipped with a universal faceplate, refer to the appropriate labeling above or below the seven-digit display field, depending on which feature the system uses. The MR button is used for both features. The letters **CC** are printed on the faceplate above the indicator light for this button to indicate its dual use.

NOTE: Instructions that apply specifically to the Call-Collector feature are described separately. See Call-Collector FEATURE GENERAL INFORMATION AND INSTRUCTIONS. All other features operate in the same manner, whether the system uses the Message Registration or Call-Collector feature.

## **ROOM/STATION NUMBER ENTRY**

Most operations require that a room or station number be entered first. In lodging establishments, the room and station numbers are usually the same. If they are not, enter the station number.

## USING THE CLEAR (CLR) BUTTON

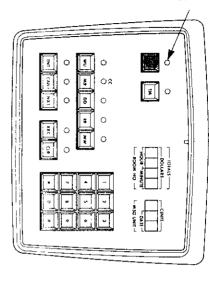
The CLR button is pressed at the end of each operation to clear the display. This button can also be pressed at any time if an error is made while entering data to clear the display and start over.

#### TIME FORMAT

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### **FEATURE OPERATION**

#### ALARM INDICATOR



### ALARM — ALM BUTTON

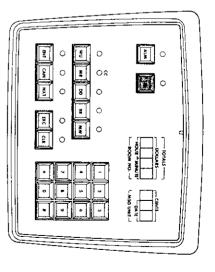
If light above button is flashing:

Call repair personnel.

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- Press ALM button after repairs. Verify that light goes off. Re-register wake-up times.

  Messages Registration/Call-Collector data is lost.

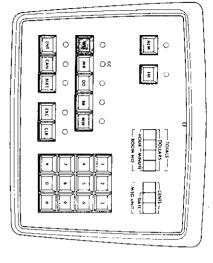


# TIME AND DATE DISPLAY -- TM BUTTON

- TO DISPLAY
- Press TM button.
   Read time and date display.

NOTE: Display shows time in 24 hour format (see Automatic Wake-Up).

- TO CLEAR
- Press CLR button.
   Verify that the display cleared.



## AUTOMATIC WAKE-UP — WU BUTTON

This service automatically rings a telephone at the designated time. A printout is made on the Front Desk Console printer at the time of registration and at the time of execution (see Automatic Wake-Up Reports).

- TO REGISTER
- Press WU button.
- Enter room number.
- Verify that the correct room number appears in the display.
- Verify that 0 appears in the DATE area of the display.

NOTE: If a 1 appears in the DATE area, a wake-up time is already registered. A second wake-up time cannot be registered to the room until the first one is executed or cancelled.

- Press ENT button.
- Enter wake-up time in 24-hour format (see Table on page 8)
   Press EXC button.
- Verify that A1 appears in the DATE area of the display.
- Press CLR button.Verify that the disp
- Verify that the display cleared.

#### TO DISPLAY

- Press WU button.
- Enter room number.
- Verify that the correct room number appears in the display.
- Read the DATE area of the display (0 = wake-up not registered;
   1 = wake-up registered).
- Press # button.
- Read display. Display will show registered wake-up time or BBBB C for not registered.
- Press NXT button to display successive rooms.
- Press CLR button.
- Verify that the display cleared

#### TO CANCEL

- Press WU button.
- Enter room number.
- Verify that the correct room number appears in the display.
- Verify that a 1 appears in the DATE area of the display.

**NOTE:** If a 0 appears in the DATE area, wake-up is not registered to the room.

- Press CAN button.
- Press EXC button.

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- Verify that A0 appears in the DATE area of the display.
- B. Press CLR button.
- Verify that the display cleared.

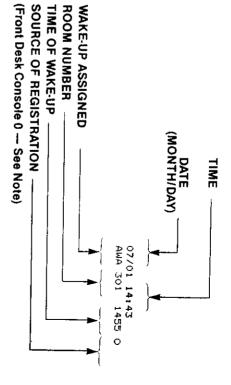
### 24-HOUR, 4-DIGIT TIME FOR AUTOMATIC WAKE-UP SERVICE

11:XX PM	10:XX PM	9:XX PM	8:XX PM	7:XX PM	6:XX PM	5:XX PM	4:XX PM	3:XX PM	2:XX PM	1:XX PM	12:XX NOON	11:XX AM	10:XX AM	9:XX AM	8:XX AM	7:XX AM	6:XX AM	5:XX AM	4:XX AM	3:XX AM	2:XX AM	1:XX AM	MIDNIGHT	TIME FORMAT CC
23XX	22XX	21XX	20XX	19XX	18XX	17XX	16XX	15XX	14XX	13XX	12XX	1 XX	10XX	09XX	08XX	07XX	06XX	05XX	04XX	03XX	02XX	01XX	HRS 00XX MINS	CONSOLE ENTRY FORMAT

Automatic Wake-Up Reports

**EXAMPLE:** REGISTRATION.

The following is an example of the printout which is made when Automatic Wake-Up is registered to a room.

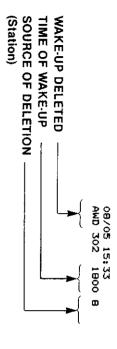


NOTE: Automatic Wake-Up can be registered from the Front Desk Console, from the Attendant Console, or directly from the room where wake-up is desired. The source of the registration is identified as shown in the table.

## IDENTIFICATION OF AUTOMATIC WAKE-UP REGISTRATION SOURCE

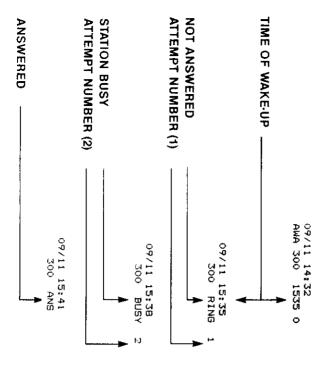
	7	σ.	<u>თ</u>	4	ω	N		0	NUMBER ON PRINTOUT
Station	Attendant Console 3	Attendant Console 2	Attendant Console 1	Attendant Console 0	Front Desk Console 3	Front Desk Console 2	Front Desk Console 1	Front Desk Console 0	SOURCE OF REGISTRATION

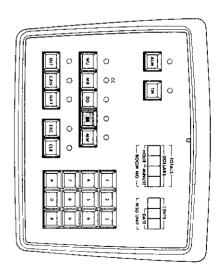
**EXAMPLE:** CANCELLATION. The following is an example of the printout which is made when an Automatic Wake-Up registration is cancelled.



**EXAMPLE:** WAKE-UP EXECUTION. The following are examples of the printouts which are made when Automatic Wake-Up is executed.

**NOTE:** When an Automatic Wake-Up registration is executed, three attempts are made to receive an answer to the wake-up. The attempts are made approximately three minutes apart. In each case, the station to which wake-up is registered will ring for thirty seconds. If no answer is received on the third attempt, no further attempts are made. All Wake-Up registrations are automatically cancelled upon answer or following three unsuccessful attempts.





# MESSAGE REGISTRATION -- MR BUTTON

Message Registration is used to determine the charges for local calls. The charges are determined from the number of message units used in making the call, and the rate per message unit. The charges are calculated automatically by the **focus 960** system. The number of message units can be changed, displayed, or cancelled by using the following operations. A printout is made on the Front Desk Console printer when the number of message units is changed or cancelled (see Message Registration Reports).

#### TO CHANGE

- Press MR button.
- Enter room number.
- Verify that the correct room number appears in the display.
- Press ENT button.
- Enter new total of message units
- Press EXC button.
- Verify that A1 appears in the DATE area of the display.
- 8. Press CLR button.
- Verify that the display cleared.
- Verify new total on Front Deck Console printout

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#### TO DISPLAY

- Press MR button.
- Enter room number.
- ω γν 🗕 Verify that the correct room number appears in the display — read message unit total for room.
- Press NXT button to display message units for successive rooms
- Press CLR button.
- Verify that the display cleared

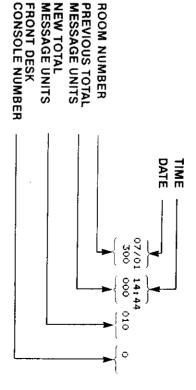
#### TO CANCEL

Cancellation causes total charges for room to be printed out.

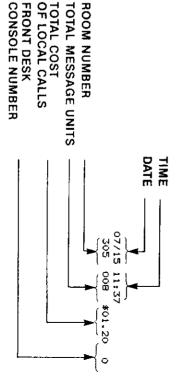
- Press MR button.
- Enter room number.
- Verify that the correct room number appears in the display.
- Press CAN button.
- Press EXC button.
- Verify that A0 appears in the DATE area of the display.
- Press CLR button
- Verify that the display cleared
- 98765 Read the total charges from the Front Deck Console printout.

### Message Registration Reports

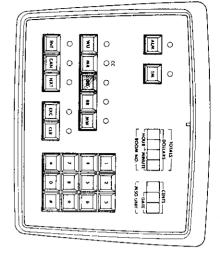
EXAMPLE: CHANGE. The following is an example of the printout which is made when the number of message units Desk Console. registered to a room is changed from the Front



EXAMPLE: CANCELLATION. The following is an example of the printout which is made when the number of charges for room to be printed. cancelled. Cancellation causes total message units registered to a room is



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## DO NOT DISTURB — DD BUTTON

Blocks a station from receiving calls. Out-going calls can still be made.

- TO REGISTER
- Press DD button.
- Enter room number.
- Verify that the correct room number appears in the display.
- Verify that a 0 appears in the DATE area of the display.

registered. NOTE: If a 1 appears in the DATE area, Do Not Disturb is already

- Press ENT button.
- Press EXC button.
- Verify that A1 appears in the DATE area of the display.
- Press CLR button.
- Verify that the display cleared
- TO DISPLAY
- Enter room number.
  - Press DD button.
- Verify that the correct room number appears in the display.
- Read the DATE area of the display (0 = Do Not Disturb is not registered; 1 = registered)
- Use NXT button for successive rooms
- Press CLR button.
- Verify that the display cleared

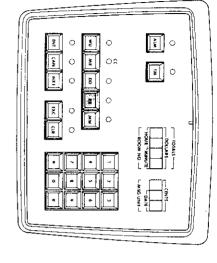
#### TO CANCEL

- Press DD button.
- Enter room number.
- Verify that the correct room number appears in the display.
- Verify that a 1 appears in the DATE area of the display.

to the room NOTE: If a 0 appears in the DATE area, Do Not Disturb is not registered

- Press CAN button.
- Press EXC button.
- Verify that A0 appears in the DATE area of the display.
- Press CLR button.
- Verify that the display cleared

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## ROOM RESTRICTION — RR BUTTON

Normally used to restrict telephone use in a vacant room to prevent unauthorized use.

#### TO REGISTER

- Press RR button.
- Enter room number.
- Verify that the correct room number appears in the display.
- Verify that a 0 appears in the DATE area of the display.

NOTE: If a 1 appears in the DATE area, Room Restriction is already registered.

- Press ENT button.
- Press EXC button.
- Verify that A1 appears in the DATE area of the display.
- Press CLR buttonVerify that the disp
- Verify that the display cleared.

#### TO DISPLAY

- Press RR button.
- Enter room number.

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- Verify that the correct room number appears in the display.
- Read the DATE area of the display (0 = Room Restriction is not registered; 1 = registered).
- Press NXT button to display successive rooms.
- Press CLR button.
- Verify that the display cleared.

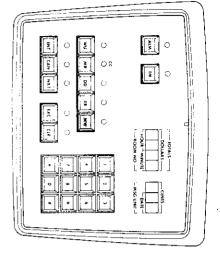
5

#### TO CANCEL

- Press RR button.
- Enter room number.
- 3. Verify that the correct room number appears in the display.
- 4. Verify that a 1 appears in the DATE area of the display.

NOTE: If a 0 appears in the date area, Room Restriction is not registered.

- Press CAN button
- Press EXC button.
- Verify that A0 appears in the DATE area of the display.
- Press CLR button.
- Verify that the display cleared.



## MESSAGE WAITING - MW BUTTON

the front desk. Causes light on telephone to flash, indicating that a message is waiting at

#### TO REGISTER

- Press MW button.
- Enter room number.
- Verify that the correct room number appears in the display.
- Verify that a 0 appears in the DATE area of the display.

NOTE: If a 1 appears in the DATE area, Message Waiting is already registered.

- Press ENT button.
- Press **EXC** button
- Verify that A1 appears in the DATE area of the display.
- Press CLR button.
- Verify that the display cleared

#### TO DISPLAY

- Press MW button.
- 9 4 4 Enter room number.
  - Verify that the correct room number appears in the display.
- Read the DATE area of the display (0 = Message Waiting not registered; 1 = registered)
- Use NXT button for successive rooms
- 7 6 5 Press CLR button
- Verify that the display cleared

#### TO CANCEL

- Press MW button.
- Enter room number.
- Verify that the correct room number appears in the display.
- Verify that a 1 appears in the date area of the display.

registered. NOTE: If a 0 appears in the DATE area, Message Waiting is not

- ი თ Press CAN button.
- Press EXC button.
- Verify that A0 appears in the DATE area of the display.
- Press CLR button.
- Verify that the display cleared

# Call-Collector FEATURE GENERAL INFORMATION AND INSTRUCTIONS

The Call-Collector feature enables the focus 960 system to automatically calculate and store call charges. When a call is made, the focus 960 system automatically records information associated with the call. When the call is concluded, the information is printed out as a Call Detail Report on the Station Message Detail Recording (SMDR) printer. (See Call Detail Reports for an explanation of these printouts.)

**NOTE:** The following information applies only to systems which use the Front Desk Console and the Front Desk Console printer for **Call-Collector** operations.

The information associated with each call is stored by the focus system in a special call-memory, according to the station from which the call is placed. Charges for local and toll calls are recorded separately. As more calls are made, the system automatically totals the call charges in each category. Call charge information is available at any time and can be displayed on the Front Desk Console or printed out on the Front Desk Console printer. These operations (Room/Station Display and Individual Room/Station Print, respectively) do not alter the information in the call-memory.

In a lodging establishment, the total charges for the room are printed out at guest check-out, using an Individual Room/Station Print and Cancel operation. By cancelling charges as the printout is made, the memory is cleared to record the charges for the next guest.

The entire system call-memory must be cleared periodically to avoid losing information when the call-memory capacity is reached. Before clearing the call memory, the entire call-memory contents should be printed out using an All Print operation to maintain a record of the calls.

In a lodging establishment, the call charges for each room should be posted to the room folios when the printout is complete. Any additional charges for calls made since the last posting must be added to the bill.

A complete printout for a full call-memory requires up to 30 minutes. During this time the **focus 960** system has a reduced capacity for storing new call information. Therefore, an All Print operation should be carried out only at a time of low telephone usage. The printout can be discontinued at any time if required. If, while a printout is in progress, the charges of an individual room/station are required (for example if a hotel guest or hospital patient is checking out) the printout can be obtained by following the regular procedure for this operation. Following the printout for the individual room or

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If the call-memory is nearly full, the following warning will appear on the Front Desk Console printer.

# WARNING 1 — CALL STORAGE ALMOST FULL CANCEL BILLING DATA AFTER PRINT

The printout of this warning is accompanied by a bell or tone from the printer. An All Print operation is then carried out automatically. When the printout is complete, an All Cancel operation should be entered through the Front Desk Console.

NOTE: Always check the printout after an All Print operation to be sure that it has been successfully executed (the paper did not jam or run out, etc.) before executing an All Cancel operation. A successful All Print operation is essential to maintain a record of the calls.

If the All Cancel operation is not carried out, a second warning will be printed out when the call memory is full:

## WARNING 2 — CALL STORAGE IS FULL CANCEL BILLING DATA AFTER PRINT

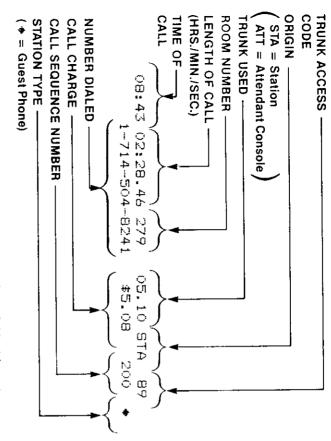
The printing of this warning is also accompanied by a bell or tone. An All Cancel operation must now be executed, or new calls will not be recorded in the call memory. (The All Cancel operation will cancel only those calls in the call-memory at the time the All-Print operation was executed. Call information for calls which were made after the printout was started will be retained so that no call information is lost.)

NOTE: If call-memory is full, all new calls printed out on the SMDR printer will lack sequence numbers and a bell will sound each time call information is printed out. (See Call Detail Reports.) Charges for calls which have Call Detail Reports lacking sequence numbers will not be included in the Call Summary Reports and must be posted individually.

## Call-Collector CALL DETAIL REPORTS

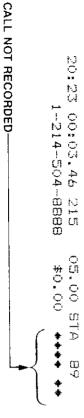
**EXAMPLE:** CALL ORIGINATED FROM The following is an example of A GUEST STATION.

the printout which is made when station. a call is originated from a guest



NOTE: The Call Sequence Number portion of the printout is blank in systems that are equipped to print Call Detail reports only

**EXAMPLE:** CALL UNRECORDED IN CALL-MEMORY. The following is an example of the sequence number is assigned and the station type changes. is not recorded in call memory. No printout which is made when a call



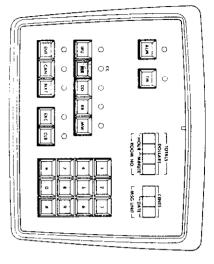
call-memory and will not be included in the Call Summary report. The NOTE: A call which is not assigned a sequence number is not recorded in

> EXAMPLE: CALLS ORIGINATED FROM AN The following is an ADMINISTRATIVE STATION

call is placed from an which is made when a example of the printout administrative station.

09:50 02:16.14 220 1-213-450-4075 123456789012345 05.02 STA

ACCOUNT NUMBER ADMINISTRATIVE STATION



## Call-Collector ROOM/STATION DISPLAY

charges for each, on a room by room (station by station) basis. This service displays the number of local and long distance calls, and the

#### TO DISPLAY

- Press CC button
- Enter room/station number.
- Verify that the correct room/station number appears in the
- Press # button.

Display shows local call charges.

OFF is displayed at this point if the phone is off-hook. Additional, unrecorded charges may be incurred.

Pressing the # button again starts the displays listed

Press # button

Display shows number of local calls.

Press # button.

Display shows toll call charges

Press # button.

Display shows number of toll calls

number. (Pressing # button again returns display to original room/station

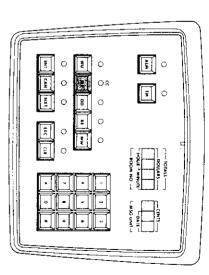
Ċυ Press NXT button.

Display shows next room/station number.

(Continuing using # button and NXT button as required.)

.7 6 Press CLR button.

Verify that the display cleared



# Call-Collector INDIVIDUAL ROOM/STATION PRINT

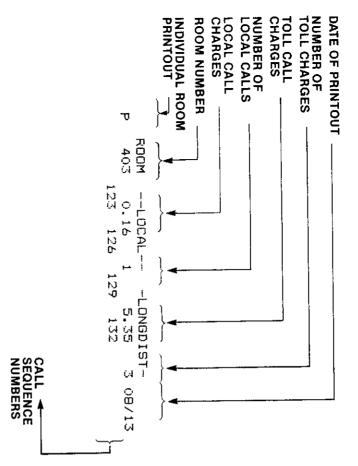
Front Desk Console printer (see Individual Room/Station Call Summary). charges for each, on an individual room basis. The printout is made on the This service prints the number of local and long distance calls, and the total

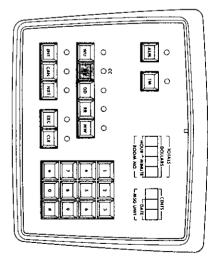
#### TO PRINT

- Press CC button
- Enter room/station number.
- Verify that the correct room/station number appears in the
- Press EXC button.
- Ċ Verify that the display shows A1, indicating that the printout has started. OFF is displayed if the phone is off-hook and the printout has started. Additional, unrecorded charges may be incurred.
- Verify that the call charge summary is printed out
- Press CLR button.
- Verify that the display cleared

## Individual Room/Station Call Summary

The following is an example of an Individual Room/Station Call Summary printout.





## Call-Collector INDIVIDUAL ROOM/STATION PRINT AND CANCEL

This service prints the Individual Room/Station Call Summary. In addition, the data for the room/station specified is cancelled from the system memory. The printout is made on the Front Desk Console printer (see example).

### TO PRINT AND CANCEL

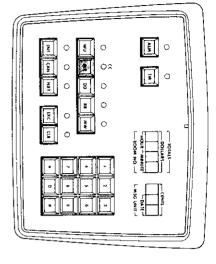
- Press the CC button.
- Enter the room/station number.
- Verify that the display shows the room/station number.
- Press CAN button.
- Press EXC button.
- 6. Verify that the display shows A0, indicating that the printout has started and the data is cancelled. OFF is displayed if the phone is off-hook when the printout starts and data is cancelled. Additional unrecorded charges may be incurred.
- Verify that call charge summary is printed out
- Press CLR button.
- Verify that the display is cleared.

The following is an example of an Individual Room/Station Print and Cancel Call Summary printout. (See Individual Room/Station Call Summary for an explanation of the format of this printout.)



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### Call-Collector ALL PRINT

This service prints the number of local and long distance calls, and the total charges for each, for all rooms/stations registered in the system. The Call summary). printout is made on the Front Desk Console printer (see All Room/Station

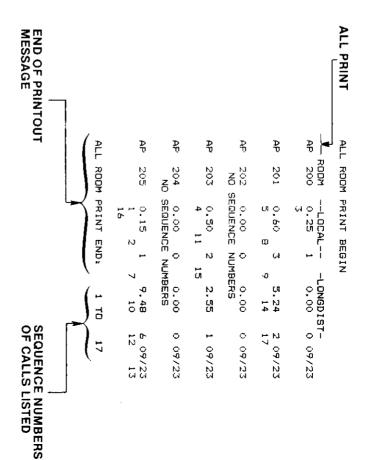
- TO PRINT
- Press CC button.
- Enter 0000.
- μ Verify that the display shows 0000
- Press EXC button.
- Verify that the Front Desk Console printer begins printout.
- Verify that the display shows A1 when printout starts

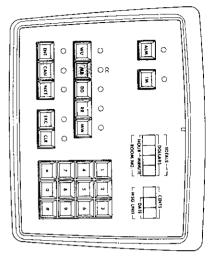
NOTE: When A1 appears console is released for normal use. Individual printouts and displays can be made.

- æ .7 Press CLR button.
- Verify that the display cleared

### All Room/Station Call Summary

of this printout.) (See Individual Room/Station Call Summary for an explanation of the format The following is an example of an All Room/Station Call Summary printout.





### Call-Collector HALT ALL PRINT

This service halts an All Print operation once the printout has begun.

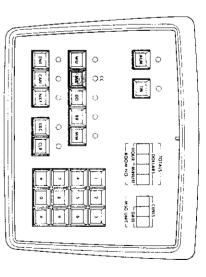
### TO HALT PRINTOUT

- Press CC button
- Enter 0000.
- Verify that the display shows 0000.
- Press # button.
- Verify that the display shows ABD. Press **EXC** button.
- Verify that the printout halts and that an abort message is printed
- out (see example below). Verify that the display shows A0.
- Press CLR button.
- Verify that the display cleared.

<u></u>

The aborted printout message is as follows:

ABORT ALL ROOM PRINT



### Call-Collector ALL CANCEL

all rooms/stations registered to the system. This service cancels all the call charge information in the system memory for

## TO CANCEL ALL ROOMS/STATIONS

- Press CC button.
- Enter 0000.
- Verify that the display shows 0000. Press CAN button.
- Press EXC button.
- Verify that the display shows A0
- Press CLR button.
- Verify that the display cleared.

# FRONT DESK CONSOLE ERROR CODES

EB	ΕA	Е9		E8	E7	E6	æ	E4	E3	E2	Ē.	ERROR CODE
AUTOMATIC WAKE-UP	AUTOMATIC WAKE-UP MESSAGE REGISTRATION Call-Collector	AUTOMATIC WAKE-UP MESSAGE REGISTRATION Call-Collector		AUTOMATIC WAKE-UP MESSAGE WAITING	AUTOMATIC WAKE-UP	AUTOMATIC WAKE-UP	ALL SERVICES	ALL SERVICES	ALL SERVICES	ALL SERVICES	ALL SERVICES	SERVICES AFFECTED
There is no memory available for additional wake-up registration.	A Real Time Source (RTS) card failure has occurred or card is not installed. (Call repair personnel.)	A Non Volatile Memory (NME) circuit card failure has occurred or NME card is not installed. (Call repair personnel.)	More than 35 stations in the same cabinet have registered Message Waiting. Re-attempt registration when an existing registration is cancelled. (Message registration for stations assigned to a different cabinet may still be possible when this error code appears.)	Time-frame full; 32 rooms have been registered in the same 10-minute time-frame. Register wake-up time(s) 10 minutes earlier or later.	Wrong time-frame. Register wake-up time 10 minutes later.	Incorrect time-format entered. See time-format table.	Another FDC, Attendant Console or station is registering or cancelling a service to the same room at the same time.	Printer failure.	Administration / Service Desk. Services are denied these stations.	There is no telephone installed for room/station number entered.	Room Restriction is registered and service is denied. Cancel RR and register the service.	EXPLANATION

# FRONT DESK CONSOLE ERROR CODES (Cont.)

e13 MeSSAGE WAITING		E12 MESSAGE WAITING	E11 MESSAGE WAITING	E10 Call-Collector	EF Call-Collector	EE Call-Collector	ED Call-Collector	EC ALL SERVICES	ERROR SERVICES CODE AFFECTED
unavailable for the room/station number entered.	Message Waiting is temporarily	Message Waiting cannot be cancelled for the room/station number entered.	Message Waiting is not available for room/station number entered.	All Cancel was attempted before All Print.*	Memory dump is in progress: an All Cancel or new All Print operation cannot be carried out.	Override code was entered incorrectly.	Cannot Half All Print because All Print is not in progress.	There are no guest stations registered.	EXPLANATION

<sup>\*</sup>Error code E10 can be overridden by entering 0101 (override code), pressing the CAN button, and then pressing the EXC button. A0 appears in the display to indicate that the operation has been carried out. Overriding this error code will cause all data to be lost.

### SUPPORT EQUIPMENT FAILURE MESSAGES

The following messages are printed out on the Front Desk Console printer to indicate an equipment failure in the **focus 960** system affecting Front Desk Console operation. These messages are as follows:

\* NME FAILURE !

This message indicates that the **focus** system memory used for Front Desk Console features is not functioning. This condition results in the following:

Automatic Wake-Up — all Automatic Wake-Up registrations are lost and new ones cannot be entered.

Message Registration — all Message Registration information is lost and new registrations cannot be made.

Call-Collector

all call information recorded in the call-memory since the last All Print operation is lost, and new call information will not be recorded. Call Detail Reports will continue to be printed out on the SMDR printer, but will not have sequence numbers.

\*FOWF ? CANCEL 10:15 - 10:55

This message indicates that the **focus 960** system memory used for Front Desk Console features is not functioning. This condition results in the following:

Automatic Wake-Up —— all previously entered wake-up registrations are cancelled. If the clock continues to malfunction, any attempt to enter new registrations will result in an error code display of EA on the Front Desk Console.

Message Registration — the number of message units used to compute the call charges will be in error.

 Call charge calculations will be in error as call start times and length of call times are wrong.

Call-Collector



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