

## **Attendant Console Operator Instructions**

The following instructions are provided to the attendant console / front desk. A special "Hotel" function key has been programmed on your telephone.

### **[Hotel] [1] Check In**

Enter Room Number, **[Save]**  
Enter Toll Class (0 through 9)  
Toll Class refers to dialing capability and restrictions  
Enter Credit Limit Amount (in dollars and cents), **[Save]**  
e.g., Enter 1000 for \$10.00.

### **[Hotel] [2] Check Out**

Enter Room Number, **[Save]**  
Check Out disables room dialing  
Checked out rooms default to toll class 9 (unable to place outside calls)

### **[Hotel] [3] Message Waiting**

**[1]**= Set      **[2]**= Cancel  
Enter Room Number

### **[Hotel] [4] Wake Up**

**[1]**= Set      **[2]**= Cancel  
Enter Room Number  
Enter Time (military/24 hour format)  
0000~1159 = midnight to 11:59 AM  
1200~2359 = noon to 11:59 PM  
Press **[Save]**, Enter another room or **[SPK]** to exit

### **[Hotel] [5] Do Not Disturb**

**[1]**= Set      **[2]**= Cancel  
Enter Room Number

### **[Hotel] [6] Set Toll Class**

Enter Room Number  
Press **[Save]**  
Set Toll Class 0 – 9  
Set Credit Limit (dollars and cents. Leave zeros for no limit) e.g., Enter 500 for \$5.00  
Press **[Save]**

### **[Hotel] [7] Reset Room Password**

Enter Room Number  
Press **[Save]**  
No password required after reset

## **Attendant Console Call Accounting Instructions**

The following instructions are provided to the attendant console / front desk. A special "Hotel" function key has been programmed on your telephone.

### **[Hotel] [#] [3] Guest Room Charge Inquiry**

Enter Room Number  
Press **[Save]**  
Press **[SPK]** to exit

### **[Hotel] [#] [4] Metering Rate (International Customers)**

Enter Rate per meter pulse  
Press **[Save]**

### **[Hotel] [#] [5] Print Room Charge**

Enter Room Number  
Press **[Save]**

### **[Hotel] [#] [7] List Used & Available Call Records**

Press **[SPK]** to exit

### **[Hotel] [#] [8] List Total Telephone Charges (All Rooms)**

Press **[SPK]** to exit

### **[Hotel] [#] [9] Set Credit Limit**

Enter Room Number  
Press **[Save]**  
Enter credit limit (1500 = \$15.00)  
Press **[Save]**

## **[Hotel] [8] or Dial [89] Administrative Voice Services**

**[1]**= Check In Check Out  
**[2]**= Wake Up Service  
**[3]**= Leave a Voice Message  
**[4]**= Do Not Disturb  
**[5]**= External Message Check  
**[6]**= Reset Room Password  
**[7]**= Lock/Unlock Room Phone  
**[8]**= Voice Administrative Functions

**[1]**= Control Day/Night Service

**[1]**= Auto Mode

**[2]**= Manual Mode

**[1]**= Day

**[2]**= Lunch

**[3]**= Night

**[4]**= Holiday

Press **[#]** when you are finished

**[2]**= Greeting Messages

**[1]**= Company Greeting Messages

**[1]**= Day

**[2]**= Lunch

**[3]**= Night

**[4]**= Holiday

**[5]**= Day second language

**[6]**= Lunch second language

**[7]**= Night second language

**[8]**= Holiday second language

**[9]**= External Call Forward Message

**[2]**= ACD Greeting Messages

**[1]**= ACD Section 1 Message

**[1]**= Change Recording

**[2]**= ACD Section 2 Message

**[1]**= Change Recording

**[3]**= ACD Section 3 Message

**[1]**= Change Recording

**[3]**= Special Function Messages

**[1]**= Department Introduction

**[2]**= Music On Hold

**[3]**= Wake Up Message

**[4]**= Emergency Call

**[3]**= Administrative Password Control

Enter New Password or **[#]** to Reset

Reset means no password is required

**[4]**= Guest Password

Enter Room Number

**[1]**= Change

Enter New Password

or **[#]** to Reset

Reset means no password is required

**[9]**= Repeat Voice Options

## Administration Voice Mail Users Guide

To access Voice Mail:

Press the Personal Voicemail Key or  
Dial **[8] [6]** or  
Press **[MSG]** lift handset or press the "Call" soft  
function key

"You have "x" new messages and "y" old messages.  
Press **[1]** to play your messages.  
New messages will automatically play. After you  
delete or replay system will announce new and old  
message count with option to play newest message.

Dial **[1]** to play messages

**[1]**= Replay  
**[2]**= Delete  
**[3]**= Previous  
**[4]**= Next

Press **[2]** to record greeting

**[1]**= Record  
**[1]**= Listen  
**[2]**= Re-record  
**[2]**=Delete

Press **[#]** when you are finished

Hang up

Press **[3]** for security code

Enter New Password or **[#]** to reset  
Reset means no password is required

Press **[4]** to set up notification

**[1]** for message lamp control  
**[1]** to change from disable to enable  
Press **[#]**  
**[2]** for external notification control  
**[1]** Disable or enable  
**[2]** Telephone  
**[3]** Pager  
**[4]** to enter telephone number  
Press **[#]**

Press **[5]** to send a new message

Enter mailbox number of recipient  
Record message at the beep  
Hang up or press **[#]** for more options  
**[1]** to listen  
**[2]** to re record

Press **[#]** when you are finished

Press **[6]** Do Not Disturb

**[1]**= Enable  
**[2]**= Disable

Hang up or press **[9]** to return to the main menu

## Guest Room Voice Mail Users Guide

Dial **[7] [6]** whenever message light is flashing  
Dial **[1]** to play messages  
Dial **[2]** for Automatic Wake Up Service  
Dial **[3]** for Do Not Disturb  
Dial **[4]** for Password Control

Dial **[8] [6]** to access Voice Mail Service if light  
is not flashing

Dial **[2]** for Automatic Wake Up Service  
Dial **[3]** for Do Not Disturb  
Dial **[4]** for Password Control

Dial **[0]** for the Operator  
Dial **[9]** for an outside line



## TDS Lodging Series



## Attendant Console Operating Instructions