

*business*phone
...it's your business



User's Guide

BUSINESSPHONE HOTEL

Receptionist and Service staff

BUSINESSPHONE HOTEL - VERSION 5.0 RECEPTIONIST AND SERVICE STAFF

USER'S GUIDE

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*This is my opinion on the BusinessPhone
Hotel User's Guide, article
number EN/LZTBS 102 006 R2A:*

Name.....

Position

Company.....

Address

City

Postcode Country.....

Tel

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Email

Good
Adequate
Bad

Size and format: ☐ ☐ ☐

Instructions: ☐ ☐ ☐

Symbols and illustrations: ☐ ☐ ☐

Description of functions: ☐ ☐ ☐

Quick reference guide: ☐ ☐ ☐

I have found some errors/ I suggest these improvements:

Page

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Please feel free to add pages if you need more space!

CD-ROM

On the CD you will find helpful products and your user's guide in electronical format.

Hardware requirements:

CPU Pentium 166MHz, 32 MB RAM
15 MB free memory on hard disk (optional)
VGA 800*600, 8 bit, 256 colors
Sound card (recommended)
CD-ROM drive (12x)

Software requirements:

Operating system: MS Windows 9x, MS Windows 2000 or
MS Windows NT 4 (service pack 3 or higher)

No CD-ROM?

Please send an e-mail to:
businessphone.documentation@sea.ericsson.se
and we will send you a personal copy for free!

Designation Card Manager

The Designation Card Manager is the tool for designing and printing your personal designation cards.

Also included

All user documentation as pdf-files, a quick reference help system, a screen saver and a demo version of our BusinessPhone Computer Based Training tool.

Welcome to BusinessPhone Hotel.

You are swamped with work! Your boss knows that. Therefore he had an idea to make your life easier — BusinessPhone Hotel.

This guide is addressed to personnel being responsible for reception, cleaning and room service. This manual informs you about functions we have developed especially for hotels, pensions and residences. You may find more information on further services of your telephone in the general user guide.

The pages are divided into two columns. The left one shows operation by means of symbols, the right one contains additional information regarding operation.

***Note:** This system telephone can only be used for the Ericsson BusinessPhone 250 and BusinessPhone 50 system.*

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RECEPTION GENERAL

The reception is a hotel's organisation centre. This section informs you on how you may use your reception telephone for special hotel features.

HOTEL ACCOUNTING SYSTEM

BusinessPhone may work together with a hotel accounting system. The following tips are very important if you have a hotel accounting system at your disposal.

It is recommended to use the hotel accounting system for certain functions:

- Using keyboard and screen makes operation easier.
- The data have to be exchanged between the two systems – BusinessPhone and hotel accounting system – so both systems are to work with the same information. Operating the functions by means of the hotel accounting system guarantees that both systems have the same information status.

Note: Operation by means of the hotel accounting system shall be made especially for the following functions (if these functions are supported by the hotel accounting system):

- Check-in
- Check-out
- Display call charging status
- Input or change of guest data

CONTROL ELEMENTS

Function keys

The function keys may be marked with letters and serve for initiating the desired function.

Check-in/out 

Press to check-in/out

This key initiates the following functions:

- Display and update room status
- Check-in
- Display and change guest data
- Check-out
- Display call charging status

Wake up 

Press for a wake-up call

This key serves for:

- Input of wake-up time
- Change of wake-up time
- Cancelling of wake-up call

Block In-house 

Press for blocking of room-to-room calls

This function blocks calls between guest rooms.

Enter 

Press to confirm the input

This key has the same function as the # key. Use the # key if the enter key is not programmed on your telephone.

Alarm 

Alarm

This key indicates directory numbers for which an alarm occurred.

To display guest data:

2nd 

Press

Read& 

Press

If the display shows “&” after the directory number, you may read the guest data. Press keys “2nd” and “Read &”. Hold the key “Read &” until you have read all information.



Clear

Press “C” to abandon the ongoing procedure.

DISPLAY

The display on your telephone guides you by means of questions and indications.

```
10 MAY 14:10  +15°
GUEST ROOM NUMBER?
clear
```

MENU KEYS

The bottom line of the display shows the functions according to the respective operational status.

```
10 MAY 14:10  +15°
                214
vacant   barred   cleaned   return
```

Select by pressing one of the four menu keys below the display. The functions of these keys correspond to the text in the bottom line of the display.

OPTIONS DURING OPERATION

Among other things, the menu keys below the display offer the following possibilities during operation:

back

Abandon with change (see display)

By pressing the “back” key BusinessPhone saves all data you have confirmed with “Enter” (or #) and abandons the operation action.

clear

Abandon without change (see display)

By pressing “clear” you abandon the operation action without BusinessPhone saving the entered data.

return

Return to previous input (see display)

The “return” key brings you back to the previous step without saving the previous input.

next

Next guest room (see display)

By pressing “next” you may continue with the input for another guest room.

change

Correct (see display)

Press this key, if you want to modify the data.

WRITING TEXT



The figures keys serve mainly for the input of directory numbers and texts. If the input is text, these keys automatically are changed to the alphanumeric mode – the figures keys become letter keys. Depending on how often you press the key another letter is indicated.

Key pressed	1x	2x	3x	4x	5x
	1				
	A	B	C	2	
	D	E	F	3	
	G	H	I	4	
	J	K	L	5	
	M	N	O	6	
	P	Q	R	S	7
	T	U	V	8	
	W	X	Y	Z	9
	0				
	?	–	.	!	:
	Confirm the input by pressing “#”				

If you have the enter key programmed on your telephone, you may press “Enter” instead of “#”. For the action described both keys have the same function.



Move the cursor to the next position

Use this to enter the next character and also for space.



Backspace to erase incorrect entry

DISPLAY AND CHANGE ROOM STATUS

BusinessPhone informs you about the status of the rooms. The display gives an answer to the following questions:

- Is the room occupied or vacant?
- Is the guest telephone open or barred?
- What is the room's status (uncleaned, cleaned, checked, unavailable)? The room status is entered on the guest telephone after cleaning and check of the room. During night BusinessPhone changes the room status to uncleaned (programmable).

DISPLAY ROOM STATUS

Proceed according to the following method for display of the room status.

Check-in/out 

Press “Check-in/out”

The display asks for the room number.

```
10 MAY 14:10  +15°
GUEST ROOM NUMBER?
clear
```



Enter 

Dial the desired room number and press “Enter”

The display indicates the room status (e.g. for room 214).

```
10 MAY 14:10  +15°
                                214
vacant   barred   uncleaned   return
```

(continued)

DISPLAY ROOM STATUS (continued)

Room status

The indication of the room status contains the following information:

<u>check-in/out</u>	<u>guest telephone</u>	<u>room</u>
vacant	barred	uncleaned
occupied	open	checked
		unavail
		cleaned

return

Press “return” to leave the indication without change (see display)

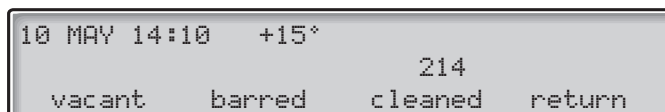
The room status is still activated.

Change of room status

Proceed according to section “Display room status”. Stop when the display shows the room status.



Press the related menu keys to change to the desired room status (see display)



Enter



Press to confirm

CHECK-IN

Note: If you have a hotel accounting system: initiate the function check-in from your hotel accounting system.

Check-in/out

**Press**

The display asks for the room number.

```

10 MAY 14:10   +15°
GUEST ROOM NUMBER?
               clear
  
```



Enter

**Dial the desired room number and press**

The display indicates the room status (e.g. for room 214).
See section “Display and Change Room Status”.

```

10 MAY 14:10   +15°
                                214
vacant   barred   cleaned   return
  
```

The room has to be vacant if a new guest is to occupy it.
Take notice of the indication above the first menu key.
vacant.....The room is vacant.
occupied.....The room is already occupied.
Search for another room.

vacant

Press to change from “vacant” to “occupied” (see display)

Enter

**Press to confirm**

The guest telephone is automatically opened for external calls.

Skip all following entries

If you have no time to enter all following guest data, you may do this later.

back

Press to skip all following entries (see display)

For later input of the room status. See section “Change guest data”.

(continued)

CHECK-IN (continued)

Enter guest data

Now you may enter the guest data one after another.

```

10 MAY 14:10   +15°
GUEST NAME?
  back      clear      return
  
```



Enter the guest's name

The figures keys automatically become letter keys.
See section "Writing text".

```

10 MAY 14:10   +15°
SMITH MR
  back      clear      return
  
```

Enter



Press to confirm

```

10 MAY 14:10   +15°
DATE OF CHECK-IN?  010510
  back      clear      return
  
```



Enter



Check the date of arrival and press

BusinessPhone proposes the actual date. Enter another date to modify the proposed check-in date. The date format is YYMMDD (e.g. 010510 corresponds to May 10, 2001).

```

10 MAY 14:10   +15°
DATE OF CHECK-OUT?
  back      clear      return
  
```



Enter



Enter the date of departure and press

The date format is YYMMDD.

```

10 MAY 14:10   +15°
LANGUAGE?
  back      clear      return
  
```



Enter

**Enter the language the guest prefers and press**

The language will be shown at each call of the guest. Thus, you may answer in the right language.

The language serves also for the selection of the wake-up message. Use the figures keys of your telephone to enter the short forms for languages. The figures keys automatically become letter keys. See sections “Language for wake-up announcement” and “Writing text”.

10 MAY 14:10 +15°		
CREDIT CARD		
back	clear	return



Enter

**Enter the name of the guest's credit card and press**

Use the short form. The figures keys will automatically become letter keys. See sections “Writing text” and “Abbreviations for credit cards”.

**Check guest data
(modify if necessary)**

The display shows all guest data.

10 MAY 14:10 +15°		
SMITH MR	0510-0517 ENGL VISA	
clear	change	return

Press the menu key “change” to modify the guest data. See section “Change guest data”.

Enter

**Press to confirm**

10 MAY 14:10 +15°		
GUEST ROOM NUMBER?		
clear		

Check in further guests

or

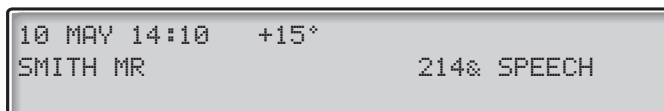
clear

Press to abandon the procedure (see display)

DISPLAY AND CHANGE GUEST DATA

Display guest data during call

BusinessPhone shows you the guest data during a call to a guest. The character “&” after the directory number indicates that there are more data available.



2nd

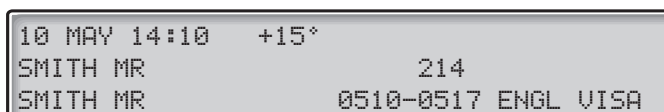


Press

Read &



Press and hold until you have read all information



The display shows from left to right:

- Name of guest
- Date of arrival–date of departure
- Language preferred by the guest
- Credit card of guest (some hotel accounting systems show VIP-information instead of credit card)

Display guest data

Proceed according to the following method to read the guest data for an occupied room.

Check-in/out 

Press

The display asks for the room number.

```
10 MAY 14:10  +15°
GUEST ROOM NUMBER?
clear
```



Enter

**Dial the desired room number and press**

The display indicates the room status (e.g. for room 214).
See section “Display and Change Room Status”.

```
10 MAY 14:10  +15°
SMITH MR                214
occupied    open    uncleaned    return
```

Enter

**Press again to read the guest data**

```
10 MAY 14:10  +15°
SMITH MR                0510-0517 ENGL VISA
clear            change    return
```

Change guest data

Proceed according to section “Display guest data”. Stop when the display shows the guest data.

```
10 MAY 14:10  +15°
SMITH MR                0510-0517 ENGL VISA
clear            change    return
```

Note: If you have a hotel accounting system: change the guest data by means of the hotel accounting system.

change

Press to change (see display)

```
10 MAY 14:10  +15°
GUEST NAME?
back    clear            return
```

Proceed according to section “Enter guest data”.
Press “Enter” to skip data that should not be changed.

CHECK-OUT

Note: If you have a hotel accounting system: initiate the function check-out from your hotel accounting system.

Check-in/out



Press

The display asks for the room number.

```
10 MAY 14:10  +15°
GUEST ROOM NUMBER?
clear
```



Enter



Dial the desired room number and press

The display indicates the room status (e.g. for room 214). See section “Display and Change Room Status”.

```
10 MAY 14:10  +15°
SMITH MR                214
occupied   open   uncleaned   return
```

For operation of the function check-out the room has to be occupied. Take notice of the indication above the first menu key.

occupiedThe room is occupied.

vacant.....The room is vacant.

occupied

Press to change from “occupied” to “vacant” (see display)

Enter



Press to confirm

The display shows the accumulated charges in local currency. Enter the amount on the account.

```
10 MAY 14:10  +15°
SMITH MR                214  1234.00 ATS
check-out  clear                      next
```

check-out

Press (see display)

The guest telephone is automatically barred for external calls. The counter is set to zero. The wake-up order will not be deleted until 24 hours after check-out. However, if you check in a new guest to the room, the old wake-up order will be deleted immediately.

10 MAY 14:10	+15°		
SMITH MR		214	0.00 ATS
clear			next

clear

Press to end (see display)

Pressing the menu key “clear” terminates the check-out. You can also press “next” to execute check-out for other guests.

DISPLAY CALL CHARGING STATUS

You may read the intermediate call charging status for occupied rooms.

Note: If you have a hotel accounting system: indicate the call charges by means of the hotel accounting system.

Display call charging status

Display the call charging status as described in chapter “Check-out”. Stop when the display indicates the accumulated call charges in local currency.

10 MAY 14:10	+15°		
SMITH MR		214	1234.00 ATS
check-out	clear		Return

clear

Press to abandon without change (see display)

ALARM

The function “Alarm” offers additional protection for your guests. An auxiliary module is fitted into the bottom of the telephone. It makes it possible to transfer alarm signals from various alarm interfaces via the telephone to a pre-defined extension.

The module allows you to connect several alarm interfaces, such as bathroom alarms for hotel rooms, emergency alarms for hospitals, bank security alarms and supervision of machines.

Indicate alarm

The alarm key flashes rapidly if an alarm has occurred.



Press to read the alarm

```
10 MAY 14:10  +15°
ALARM FROM           214  TIME 20:13
```

The lamp of the alarm key shows steady light if you have read all alarms. Start the corresponding emergency measures.



Press to exit

Indicate already read alarm

After indication of an alarm the lamp of the alarm key is on until the alarm is reset.



Press to indicate already read alarms

By pressing the alarm key you may see which alarms have not been reset.

```
10 MAY 14:10  +15°
ALARM FROM           214 WAS READ AT 20:13
```

RESET ALARM

During the emergency measures:



Reset the external alarm button and press at the guest telephone

The alarm key lamp extinguishes at the reception telephone when all alarms are reset.

WAKE-UP CALL

A wake-up call may be entered, changed or cancelled from reception and guest telephones. BusinessPhone executes further wake-up calls if the guest does not react. The number of calls and the time between the repeated individual calls may be programmed. If also further wake-up calls are not answered, the wake-up call is diverted to your reception telephone. You may read the status of the wake-up call at your reception telephone.

Indicate wake-up call

Proceed according to the following method for indication of wake-up time and wake-up status.

Wake up 

Press

The display asks for the room number.

```
10 MAY 14:10   +15°
GUEST ROOM NUMBER?
               clear
```



Enter 

Dial the desired room number and press

```
10 MAY 14:10   +15°
SMITH MR                      214
wake-up      clear           return
```

wake-up

Press (see display)

The display indicates the wake-up time and the wake-up status.

```
10 MAY 14:10   +15°
WAKE-UP TIME 0600   GUEST ANSWER 0608
               clear           return
```

(continued)

WAKE-UP CALL (continued)

Wake-up status

GUEST ANSWER 0722

This indicates whether your wake-up call has been answered.

ADMIN ANSWER 0727

The wake-up call has been answered at 07:22 hrs.

NOT ANSWERED

The wake-up call has not been answered and therefore has been directed to the reception at 07:27 hrs.

STORE AS 0720

The wake-up call is active and will take place at the programmed time.

CANCELLED AT 0703

The wake-up call is active. If you program a wake-up call at a minute that is not an even 5 minutes interval, it will be stored and executed as the nearest lower 5 minutes interval, e.g 07:23 is stored as 07:20 hrs.

The wake-up call was cancelled at 07:03 hrs.

Further functions for wake-up call

If a wake-up call is indicated you may select:

- Enter or change wake-up call
- Cancel wake-up call
- Abandon without change (check wake-up call)

Enter or change wake-up call

Proceed according to the procedure "Indicate wake-up call".



Dial the desired wake-up time

Dial the desired wake-up time in 24-hour-mode for every 5 minutes interval, e.g 0720.

10 MAY 14:10 +15°
WAKE-UP TIME 0720
clear return

Enter 

Press to confirm

The new wake-up call is stored. BusinessPhone is now ready for further wake-up calls.

Cancel wake-up call

Proceed according to procedure “Indicate wake-up call” and continue with the following method.

```
10 MAY 14:10   +15°
WAKE-UP TIME 0720   NOT ANSWERED
               clear               return
```



Press to cancel the wake-up call and press to confirm

Check wake-up call

Use the procedure “Indicate wake-up call” for indication of wake-up time and wake-up status.

```
clear
```

Press to abandon without change (see display)

**Re-route of
Wake-up Calls**

If the guest does not answer the wake-up call, BusinessPhone diverts the wake-up call to the reception.

```
SMITH MR                214
WAKE-UP                  CALLING
directory                redial    Prog
```



Lift the handset to answer the re-routed wake-up call

BusinessPhone changes the wake-up status to “ADMIN ANSWER”. Now you can either program a new wake-up call or you send a person to the room.

**Spoken Wake-up
Acknowledgement
(option)**

The guest may receive a voice announcement as acknowledgement of his wake-up order. The wake-up message is available in three languages. By entering the language at check-in you determine the language for the voice announcement.

BLOCKING OF ROOM-TO-ROOM CALLS

The telephone connection between rooms may be blocked during night hours. You may also activate and deactivate manually if:

- Room-to-Room calls are allowed.
- Incoming external calls are allowed to call a certain extension directly (direct in-dialling).

Block In-house 

Press

or



Press

The display shows:

```
10 MAY 14:10  +15°
BLOCK ROOM TO ROOM TRAFFIC / DID
  indiv      system    clear
```

You can choose between individual blocking of some selected guest room extensions (*indiv*) and blocking the whole system (*system*).

indiv

Press to activate or deactivate blocking of specific guest room extensions (see display)

system

Press to activate or deactivate blocking of room-to-room calls for the whole system (see display)

MESSAGE SYSTEM

GENERAL

You can send a call-back, voice or text message when you call an extension and receive busy tone or get no answer. Your incoming messages are indicated on your telephone by a rapidly flashing message-key.

SEND MESSAGE

You can send a message without calling an extension (direct message) or when you call an extension and receive busy tone or get no answer.

Direct message

Message



Press

send

Press (see display)

```
10 MAY 10:35  +15°
FROM NUMBER:  4200  TO NUMBER:
send  chnge-no.      chnge-no.
```



Enter the extension number

send

Press (see display)

```
10 MAY 10:35  +15°
FROM NUMBER:  4200  TO NUMBER:  201
call-back    voice      text
```

Select message type (see display)

Note: After sending, you can repeat to other extensions. You can also change the sending extension number, if you want the message to be sent from someone else (if this function is allowed). Please ask your system administrator if you require this function.

(continued)

SEND MESSAGE (continued)

Call-back

To send a "call me" message.

call-back

Press (see display)

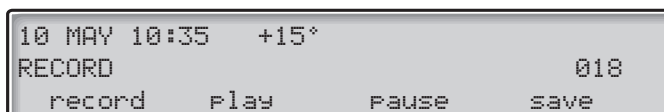
Voice

To send a voice message.

voice

Press (see display)

Start to record your message after the second short signal.
While recording, the display will show the remaining time in seconds (countdown).



The menu keys offer the following options:

record

Press and speak to re-record (see display)

play

Press to play-back (see display)

pause

Press to pause the recording (see display)

save

Press to activate the voice message (see display)

The information is activated.



Press to finish the procedure

Text

To write a text message and send it. Only possible to Executive phones.

text**Press (see display)****Use the figures keys (0...9) to enter the text**

Depending on how often you press the key another letter is indicated. A text message may comprise up to 40 characters.

**Press to move the cursor to the next position**

Backspace to erase incorrect entry.

Note: For more information, see section "Writing text".

```
10 MAY 10:35  +15°
CALL BACK MR KATARY ON HIS MOBILE
send
```

send**Press to send the text message****Press to finish the procedure**

**During an
unanswered call**

When you call an extension and receive busy tone or get no answer, you can send a call-back, voice or text message. Keep the handset off hook.

Message**Press**

```
10 MAY 10:35  +15°
FROM NUMBER:  4200  TO NUMBER:  4201
               call-back  voice      text
```

call-back**Select message type (see display)**

Note: After sending, you can repeat to other extensions.

CHECK SENT MESSAGES

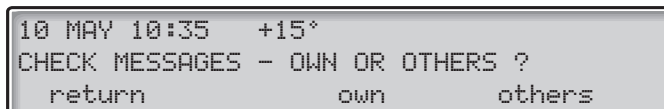
You can check messages that you have sent, for instance if you want to erase a message. You can also check messages received at other extensions (if this is allowed).

Message 

Press

check

Press (see display)



Own messages

OWN

Press to check your own messages (see display)

Enter the receiving extension number. You can check and erase the messages that you have sent (see display).

Others

others

Press to check messages for another extension (see display)

Enter the receiving number that you want to check. All messages will be presented with senders name. You can check and erase the messages (see display).



Press to finish the procedure

RETURNED MESSAGES

Messages that have been left unanswered too long are sent back to you. To check returned messages:

Message  **Press**

```
15 Sep 10:35 +15°
SELECT FUNCTION
send      receive  check    sent-back
```

sent-back **Press (see display)**

Use the menu keys to check returned messages (see display)

You can see the time the message was sent or re-send the message.



Press to finish the procedure

CHECK AND STORE RECEIVED MESSAGES

You can check and store your received messages.

Received messages are divided into following three categories:

- New messages (not heard or read)
- Heard/Read messages
- Stored messages

***Note:** Messages are deleted from the system after a certain time. The time depends on which category the message belongs to. Please ask your system administrator regarding this.*

Message  **Press to view mailbox**

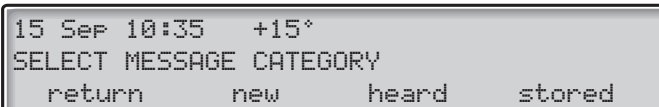
If the mailbox contains heard messages only, the lamp shows steady light instead.

***Note:** Depending on the configuration, you might be asked for your password before you can retrieve your messages.*

(continued)

CHECK AND STORE RECEIVED MESSAGES (continued)

receive **Press (see display)**



15 Sep 10:35 +15°
SELECT MESSAGE CATEGORY
return new heard stored

new **Select message category (see display)**
New, heard, read or stored.

call-back **Select message type (see display)**
Note: If only one message type is available (call-back, voice or text messages), this step is excluded.

Use the menu keys to check the message (see display)

Voice messages will be heard via the speaker or the handset. "Call me" messages will call the sender automatically. Text messages are read in the display.

Select options below:

next **Press to check the next message (see display)**

erase **Press to erase the message (see display)**

store **Press to store the message (see display)**
Up to 20 messages can be stored. Call-back messages cannot be stored.



Press to finish the procedure

CLEANING GENERAL

This section describes features for cleaning personnel.

Control elements

Operation is done according to the following scheme.



Lift the handset

After lifting the handset wait until you hear the dial tone.



Dial the features' numbers

A correct entry is confirmed by a verification tone.



Replace the handset to finish the procedure

INPUT OF ROOM STATUS FROM THE GUEST TELEPHONE

The room status indicates whether the room has been cleaned. BusinessPhone makes this information available to the reception and the hotel accounting system, so that the rooms may efficiently be arranged.

Input of the room status

Use the following method for input of the room status from the guest telephone.



Lift the handset of the guest telephone

Wait until you hear the dial tone.



Dial the access code for room status

Enter one information from the following four.



Cleaned



Uncleaned



Cleaned and checked



Not available

Wait until you hear the verification tone and then replace the handset.



Replace the handset to finish procedure

FOLLOW-ME TO THE CLEANING PERSON

You may also be accessible when you are cleaning the rooms. The function “Follow-me” sends the calls to you.

Preparation

Divert your telephone to the room you are starting your work in.



Lift the handset of your service telephone



Dial the access code for Follow-me



Dial the number of the first guest room and press

A special dial tone confirms your input.



Replace the handset to finish the procedure

Follow-me

You may now have your calls send to the room in which you are at that moment. Before you are moving to the next room use following procedure.



Lift the handset of the guest telephone



Dial the access code for Follow-me



Dial your own service number and press



Dial the number of the next guest room and press

A special dial tone confirms your input.



Replace the handset to finish the procedure

(continued)

FOLLOW-ME TO THE CLEANING PERSON (continued)

Cancel Follow-me

Cancel Follow-me before you leave the last guest room.



Lift the handset of the guest telephone



Dial the access code for cancelling Follow-me



Dial your own service number and press

The dial tone confirms your input.



Replace the handset to finish the procedure

All calls will be indicated on your telephone.

SERVICE TELEPHONES GENERAL

Service telephones have special tasks within hotel operation. These telephones are used for several services, as e.g. floor and room service, restaurant, cleaning, information, etc. A service extension may consist of one or several telephones that have the same directory number. A central service extension may take over the tasks of other service extensions in total or in part – if a service extension is vacant or overloaded by calls the calls may be diverted to the central service extension.

Control elements



Line or service keys

The lamp of the key flashes rapidly if there are unanswered calls. Press the key to answer a call.



Press



Indicates further guest data as long as the "Read &" key is pressed

ANSWER CALLS AT SERVICE EXTENSIONS

Call diversion

If calls to another service extension are diverted to your telephone, your display indicates which service extension the guest wants (e. g. Room Service).

ROOM SERVICE	7	
SMITH MR	2148	CALLING
directory	redial	Prog

Central service extension

The central service extension disposes of answer keys of other service extensions. With these keys it is possible to answer calls if other service extensions are overloaded or vacant.

Answer calls on a line key

Incoming calls are presented by a ring signal and the rapidly flashing lamp in the line key.



Press *Line 1* or *Line 2*

Answer calls on a service key

Incoming calls are presented by a ring signal and by a rapidly flashing lamp of the service key. Your answer keys are marked with letters so that you know which section's calls you are answering.

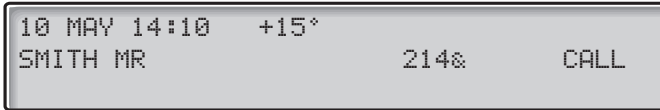


Press the service key

10 MAY 14:10	+15°	
SMITH MR	2148	

Display guest data

The character “&” (after the directory number) indicates that there is further information regarding the guest.

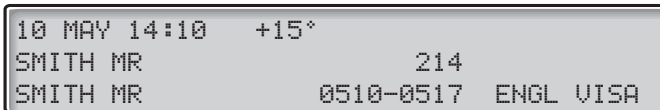


2nd

Press

Read &

Press and hold the key until you have read all information



The display shows from left to right:

- Name of guest
- Date of arrival – date of departure
- Language preferred by the guest
- Credit card of guest (some hotel accounting systems show VIP-information instead of credit card)

Alarm

See section “Reception”.

SETTINGS GENERAL

It may be that your telephone does not have all described features available. The tables below offer the special settings of your BusinessPhone.

Wake-up Call

	Standard	Programmed
Duration of call	30 seconds	
Time between attempts	3 minutes	
Number of attempts	3 attempts	
Voice announcement?	No	No / Yes

Language for wake-up announcement

The wake-up message is available in up to three languages. BusinessPhone can select the preferred wake-up language for the guest. The short form may have four letters at most.

Language	Short form
1	
2	
3	

Short forms for languages (these proposals may vary due to country version)

Arabic	ARAB	Icelandic	ICEL
Chinese	CHIN	Italian	ITAL
Danish	DANI	Japanese	JAPA
Dutch	DUTC	Norwegian	NORW
English	ENGL	Portuguese	PORT
Finnish	FINN	Russian	RUSS
French.....	FREN	Spanish	SPAN
German.....	GERM	Swedish.....	SWED
Greek	GREE		

Abbreviations for
credit cards

VIP guestVIP
Not VIP guestNVIP
American ExpressAMX
American Express GoldAMXG
American Express PlatinaAMXP
Diners ClubDIC
MastercardMACH
VisaVISA

Alarm

Function installed?
Time until activation
Receiver of alarm

Blocking of
room-to-room calls

Manual blocking? No / Yes (Delete word not applicable)
Automatic blocking? No / Yes from until hrs

GLOSSARY

ACCOUNTING SYSTEM

The BusinessPhone offers a protocol supported by most hotel accounting systems that enables both systems to work together. Functions that require the hotel accounting system (if supported) are: 1. *Check-in*. 2. *Check-out*. 3. *Display call charging status*. 4. *Input or change of guest data*. See section "Reception".

EXTENSION

All telephones connected to the PBX have a unique internal number (up to 8 digits). If your telephone is equipped with a display, you can see your number.

FOLLOW-ME

A function which allows all calls to be forwarded to a person moving from room-to-room i.e. cleaners. See section "Follow-me to the cleaning person".

GUEST DATA

Information required by the system which relates to a guest's arrival/departure. Information entered: 1. *Room number*. 2. *Name*. 3. *Date of check-in*. 4. *Date of check-out*. 5. *Language*. 6. *Name of credit card*. See section "Display and change guest data".

ISDN

Integrated Services Digital Network. Provides your system with supplementary services from the public net.

MENU KEYS

The bottom line of the display provides certain functions that can be selected by pressing the corresponding key to a particular menu function. See section "Reception".

PBX

Public Branch Exchange. Your telephone switching system (e.g. BusinessPhone 250).

ROOM STATUS

The BusinessPhone can provide information on the status of all rooms. Status information can be: 1. *Occupied or vacant*. 2. *Telephone open or barred*. 3. *Room cleaned, uncleaned, checked or unavailable*. See section "Display and change room status".

SERVICE TELEPHONE

A specific telephone that is used for service purposes only, i.e. floor & room service, restaurant, cleaning, etc. A common directory number may be used for several telephones. See section "Service Telephone".

TIE LINE

An external line from the private network.

TRUNK LINE






A trunk line is the same as an external line. Can be either digital or analogue.

WAKE-UP STATUS





Information relating to the status of a wake-up call. The indicated status can be: 1. *Answered*. 2. *Not answered*. 3. *Cancelled*. See section "Wake-up call".

QUICK REFERENCE GUIDE - RECEPTIONIST









ROOM STATUS

Display room status: **Check-in/out** 
  (Room number) **Enter** 
 Exit without change: **return**
 Change room status:  (Menu key, see display) **Enter** 

CHECK-IN

To occupy a room: **Check-in/out** 
  (Room number) **Enter** 
 vacant -> occupied
 Enter 

ENTER GUEST DATA

Guest's name:  (Name) **Enter** 
 Date of arrival:  (Date) **Enter** 
 Date of departure:  (Date) **Enter** 
 Language:  (Short form) **Enter** 

Short forms for languages:	
Arabic	ARAB
Chinese	CHIN
Danish	DANI
Dutch	DUTC
English	ENGL
Finnish	FINN
French	FREN
German	GERM
Greek	GREE
Icelandic	ICEL
Italian	ITAL
Japanese	JAPA
Norwegian	NORW
Portuguese	PORT
Russian	RUSS
Spanish	SPAN
Swedish	SWED







Credit card:  (Abbreviation for credit card) **Enter** 

Abbreviations for credit cards:





VIP guest	VIP	American Express Platina ..	AMXP
Not VIP guest	NVIP	Diners Club	DIC
American Express	AMX	Mastercard	MACH
American Express Gold ..	AMXG	Visa	VISA

To confirm and terminate: **Enter**  **clear**








DISPLAY GUEST DATA

During a call: **2nd**  **Read &** 
 (Press and hold)
 In idle state: **Check-in/out**   (Room number)
 Enter  **Enter** 








CHECK-OUT

To mark a room as vacant: **Check-in/out** 
  (Room number) **Enter** 
 occupied -> vacant
 Enter 









ALARM

Indicate alarm: **Alarm**  
 Indicate already read alarm: **Alarm** 
 Reset alarm:    






WAKE-UP CALL

Indicate wake-up call: **Wake up**   (Room number)
 Enter  **wake-up**
 Enter or change wake-up call:
 1. Proceed according to the procedure "Indicate wake-up call".
  (Wake-up time) **Enter** 
 Cancel wake-up call:
 1. Proceed according to the procedure "Indicate wake-up call".
 -
  **Enter** 

BLOCKING OF ROOM-TO-ROOM CALLS

Activate/deactivate for specific guest rooms:     **indiv**
 Activate/deactivate for the whole system:     **system**

MESSAGES

Send message: **Message**  **send**
  (Extension no.) **send**
 call-back (Select message type)
 Receive message: **Message**  **receive** (See display)
 Check message: **Message**  **check**
 own or others 

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