Aria Communications Pty. Ltd.

Digital Business Systems

aria Hospitality

FRONT DESK USER GUIDE

INDEX FOR SELECT 30 BUTTON DISPLAY AND ELITE EXECUTIVE KEYSTATIONS

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INDEX FOR SELECT 30 BUTTON DISPLAY OR ELITE EXECUTIVE WITH DSS CONSOLE

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INTRODUCTION

Congratulations on your selection of the Aria Hospitality system which has been specifically developed for use in small to medium hospitality applications. Aria Hospitality is a flexible system designed to be configured to your requirements. Therefore your installer will have discussed your needs prior to programming your system according to the requirements specified by management. If you feel some aspect of operation is not to your satisfaction check with your installer as to whether the programming can be modified or options added to satisfy your requirements.

The hospitality documentation consists of a number of User Guides which include;

- Front Desk User Guides:
    1. Front Desk Station User Guide
    2. Front Desk Quick Reference Guide
    3. Digital Keystation User Guide
- Service Keystation and Room Attendant User Guide
- Guest Extension User Guide

The Front Desk User Guide and Quick Reference Guide for attendants have been written to provide general understanding of the guest features of the Aria Hospitality system. Operational instructions are given to enable you to familiarise yourself with the system quickly and be in a position to establish procedures which will best serve your guests.

This User Guide has been divided into two major sections:

The **first** section covers the attendant operation on a Aria Select 30 Button Display or Elite Executive Keystation without a DSS Console.

The **second** section covers the attendant operation on Aria Select 30 Button Display or Elite Executive Keystation with a DSS Console (see DSS Map 1 on page 4).

Up to 4 consoles can be connected to each attendant or service station. The pre-programmed flexible button assignment is illustrated in DSS Map 1.

DSS Map 1 is used in this User Guide; there are four other maps available. If management have selected a different DSS Map you should place a copy of it in this guide to avoid confusion (see your system installation specialist).

The assignments have been designed to assist the attendant in offering faster and more efficient service, by having the most frequently used functions pre-programmed for one touch operation.

Note: The word **Attendant** will be used through this user guide. In this instance it refers to the front desk, reception and receptionist.

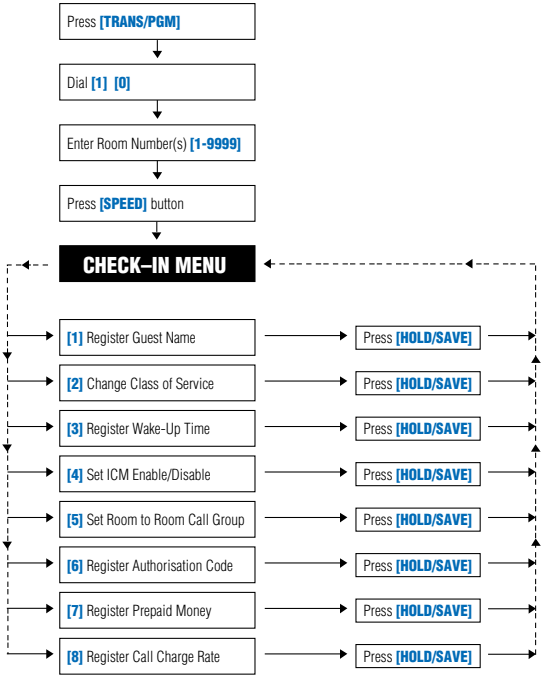
Hospitality Keystation Underlay

LINE 1	LINE 2	LINE 3
LINE 4	LINE 5	LINE 6
LINE 7	LINE 8	LINE 9
LINE 10	LINE 11	LINE 12
LINE 13	LINE 14	LINE 15
CHECK-IN	CHECK-OUT	DISPLAY ROOM CHARGE
ROOM STATUS PRINT	ICM ENABLE	ICM DISABLE
ONE TIME CO CALL	ROOM TYPE	ROOM TYPE

Hospitality DSS Console Underlay - using DSS Map 1 Underlay

ROOM 100	ROOM 101	ROOM 102	ROOM 103
ROOM 104	ROOM 105	ROOM 106	ROOM 107
ROOM 108	ROOM 109	ROOM 110	ROOM 111
ROOM 112	ROOM 113	ROOM 114	ROOM 115
ROOM 116	ROOM 117	ROOM 118	ROOM 119
ROOM 120	ROOM 121	ROOM 122	ROOM 123
ROOM 124	ROOM 125	ROOM 126	ROOM 127
ROOM 128	ROOM 129	ROOM 130	ROOM 131
ROOM 132	ROOM 133	ROOM 134	ROOM 135
ROOM 136	ROOM 137	ROOM 138	ROOM 139
ROOM 140	ROOM 141	ROOM 142	ROOM 143
ROOM 144	ROOM 145	ROOM 146	ROOM 147

While Checking-in a new guest a number of important functions are entered into the system. The diagram below illustrates Check-in Menu together with the steps involved in Checking-in a guest:



Check-in is performed directly from the **Attendant** keystation. Due to space availability on the LCD and the fact that you may not need to enter data against all the options each step in the menu is performed separately. Following the completion of each function the menu returns to the Check-in Menu where the next option is selected.

Each of the Check-in Menu functions are individually covered in this User Guide with a detailed description and step by step explanation of the operation involved.

The User Guide also concentrates on servicing guest requirements and one off requests during their stay in the hotel. Functions have been developed to simplify Attendant operation requirements. Functions can be directly entered into the system without searching through the Check-in screen. This also provides for certain functions to be activated for a range of rooms in one command, example room to room call group and ICM call enable/disable. These options are covered by separate menus which are individually described from pages 18-29.

Please Note : Guests can call Service Stations even in cases where the guest's extension has been barred to all other calls.

TO SIMPLIFY ROOM NUMBER SEARCH

If a room number has been selected on the LCD display, the status of the previous room and next room can be reached by pressing the **[UP/DOWN]** key until the desired room is displayed.

PRINTER PAPER FEED

Printing reports such as Room Status, Total Charge Report etc., are an important function of the Aria Hospitality system. Please note that your printer will line feed 1 page prior to printing each report. Incorrect feeding of paper will cause printing errors.

RING PATTERNS ON YOUR KEYSTATION AND GUEST EXTENSIONS

Ringing on attendant, service keystations and guest extensions have different patterns depending on the type of call. The following diagram illustrates these patterns to help you recognise the source of the call.

Internal Call Ring Pattern

Incoming Call Ring Pattern

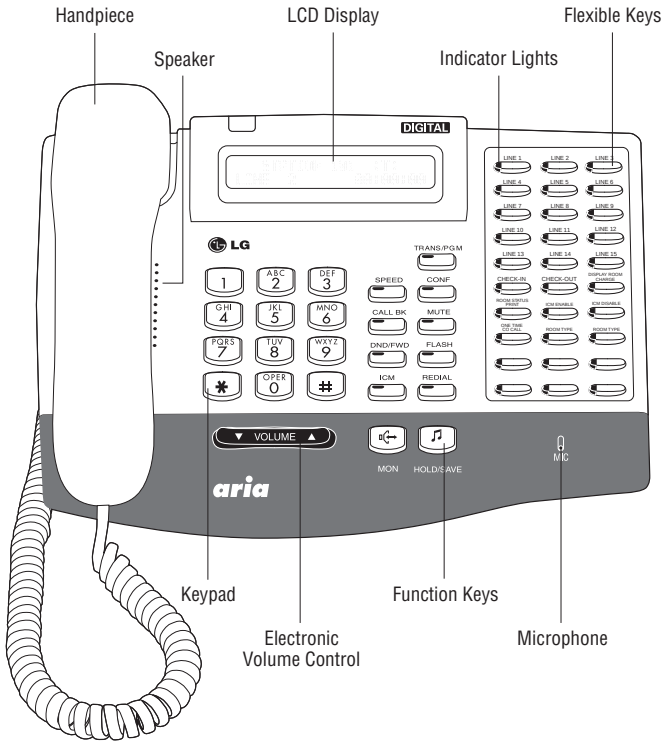
INDICATOR LIGHT PATTERNS ON YOUR KEYSTATION AND DSS CONSOLE

The LED status of each exchange line, staff extension and guest room phone is shown as follows:

Button Not Lit
Line is not in use extension is free
Button Flashing
Outside call to be answered, extension is ringing or call on hold
Button Lit Continuously
Line or extension is busy

To help you familiarise yourself with the system, we urge you to take a few minutes to read this User Guide. It will provide you with a concise understanding of all the functions available to you in servicing guest requirements.

Please Note: If a Proprietary Management System has been installed, operation of the functions in this User Guide will be different. Please consult with the manufacturer of your PMS system for Front Desk operation information.


Handpiece
LCD Display
Flexible Keys
Speaker
Indicator Lights
DIGITAL
LG
TRANS/PGM
SPEED
CONF
CALL BK
MUTE
DND/FWD
FLASH
ICM
REDIAL
VOLUME
MON
HOLD/SAVE
MIC
aria
Keypad
Electronic Volume Control
Function Keys
Microphone

CHECK-IN GUESTS

This feature allows the System Attendant to view the status of a room and to Check-in a guest.

The desired Check-in functions are entered one at a time and saved. The display will return to the Check-in Menu each time.
This process is repeated until all desired Check-in Functions have been entered. Press the **[MON]** Key to exit the Check-in Menu.

A Check-in Status report is printed upon completion of each guests Check-in. The eight functions are individually covered in the following pages with a detailed description and step by step explanation of the operation involved in each function.

1. Press **[TRANS/PGM]** button
2. Dial **[1] [0]**
3. Enter room Number(s) **[1-9999]**
   or
   Press **{DSS}** key(s) assigned to room number(s)
4. Press **[SPEED]** button
5. The system is now ready for Check-in. The following options are available; you are not required to enter data against each one, only the options required to satisfy your management requirements
6. Dial Check-in function

[1] Register/change guest name screen (12 character-see character set). Press **[SPEED]** (page 10)
[2] Change COS (page 11)
[3] Register/Change Wake-Up Time (page 12)
[4] Set ICM Enable/Disable (page 13)
[5] Set Room to Room Call Group (page 14)
[6] Register/Change Authorisation Code (page 15)
[7] Register/Change Prepaid Money (page 16)
[8] Register/Change Call Charge Rate (page 17)

- Press **[HOLD/SAVE]** button
- After each option the system will return to your Check-in function. To complete Check-in simply hang up handset or press **[MON]**
- In case of multiple room Check-in/Change Status, status of first room selected is shown on screen, however changes will affect all stations selected when **[HOLD/SAVE]** is pressed (Authorisation codes are exempt)

After Check-in, the Room Status is printed via a printer in the following format:

Chk-In	Room	Check-In	Guest Name	COS	ICM	GRP	WAKE	AUTH	PRE-PAID	C-RT	CHARGE
	0100	12/29-18	. . . . .	1	No	. .	. . : . .	No	0	.	0
Changed	Room	Check-In	Guest Name	COS	ICM	GRP	WAKE	AUTH	PRE-PAID	C-RT	CHARGE
	0100	12/29-18	J. CITIZEN	1	Yes	01	06:00	Yes	200.00	.	0

Steps 1 to 5 are used only to gain access to the Check-in function. Once the Check-in function is invoked (Step 6) the attendant is not required to enter data against each one of the seven functions, only against those options required to satisfy your management requirements.

REGISTER / CHANGE GUEST NAME

This feature allows the System Attendant to register/change Guest Name. The Guest Name appears on all printed reports and on the station display.

1. Press **[TRANS/PGM]** button
2. **[TRANS/PGM]** button flashes **[MON]** LED lights steady
3. Dial **[1] [0]** (Check-in/Change Room Status)
4. Dial **[Room Number(s)]**
   or
   Press **{DSS}** key(s) assigned to room number(s)
5. Press **[SPEED]** button

LCD shows current status of Room Number eg., after entering Room No. 100, LCD shows Room Status as follows:

```
100 (CLEAN) . . . . . .
COS77 . . : . .  I(X)  G(. . ) . . .
```

6. Dial **[1]** to Register/Change Guest Name

- Enter **[Guest's Name]** 12 characters maximum (If Guest's Name is less than 12 characters, then press the **[SPEED]** button)
- Press the **[HOLD/SAVE]** button
- System returns to Check-in Menu

CHARACTER SET

A	**21**	I	**43**	Q	**7***	Y	**93**	6	**60**	(	**#1**
B	**22**	J	**51**	R	**72**	Z	**9#**	7	**70**	)	**#2**
C	**23**	K	**52**	S	**73**	0	**00**	8	**80**	-	**#3**
D	**31**	L	**53**	T	**81**	1	**10**	9	**90**		
E	**32**	M	**61**	U	**82**	2	**20**	.	**13**		
F	**33**	N	**62**	V	**83**	3	**30**	space	***1**		
G	**41**	O	**63**	W	**91**	4	**40**	;	***2**		
H	**42**	P	**71**	X	**92**	5	**50**	,	***3**		

DIALLING PRIVILEGES

This feature allows the application of dialling privileges through Class of Service Assignments. These COS assignments can be allocated to all stations and external lines. Guest Rooms are set at default of COS22 at Check-in on Day and Night modes. COS22 allows for external line restrictions, as configured by the installer. This may be changed to any of the seven COS during guest Check-in.

Your manager will advise your organisation's policy on guest dialling privileges after consultation with your systems installer. If you are concerned about a guest's ability to pay, you can request a prepayment for calls. Please refer to page 20 of this manual.

REGISTER / CHANGE STATION COS

1. Press **[TRANS/PGM]** button
2. **[TRANS/PGM]** button flashes, **[MON]** LED lights steady
3. Dial **[1] [0]** for Check-in/Change Room Status
4. Dial **[Room Number(s)]**
   or
   Press **{DSS}** key(s) assigned room number(s)
5. Press **[SPEED]** button
   LCD shows current status of Room Number eg., entering room No. 100, LCD shows Room Status as follows:

   ```
   100 (CLEAN) . . . . . .
   COS77 . . : . .  I(X)   G(. . ) . . .
   ```

6. Dial **[2]** for Register/Change Room COS

- Dial Room Day and Night COS (Range 1-7)
  Note - 2 digits one is for day and other is for night COS
  e.g., COS 15 = Class of Service 1 for day and 5 for night
- Press **[HOLD/SAVE]** button
- System returns to Check-in Menu

There are seven Station Class of Service assignments options that can be programmed for each station. The COS options are as follows :

STA COS 1	No Restrictions
STA COS 2	Please check with management or installation technician for programmed privileges
STA COS 3	Please check with management or installation technician for programmed privileges
STA COS 4	Please check with management or installation technician for programmed privileges
STA COS 5	The leading digit dialled cannot be a long distance code. The dialled digits can be longer than 8 digits.
STA COS 6	The leading digits cannot be a long distance code. Only eight digits maximum can be dialled. For example 92636600.
STA COS 7	Intercom only calls are allowed.

TO REGISTER/CHANGE GUEST STATION WAKE-UP TIME

This feature allows you to set a wake-up time upon guest request. Wake-up setting may be programmed once-off or permanently.

On wake-up signalling, user lifts handset and receives Music On Hold, Message or Internal Chimes (dependent on programming and options available on the system).

At wake-up time the telephone will ring for 30 Secs. ON and 90 Secs. OFF for a maximum of 3 times on the Guest Station unless the telephone is answered.

If not answered, the **wake-up fail alarm** is sent to the Attendant Station(Attendant). The LCD at System Attendant displays the designated station.

The **wake-up fail alarm** can be deleted by dialling the station number or pressing DSS button at System Attendant Station. This cancels the alarm and prints a report of wake-up fail. This report indicates that wake-up alarm has been activated and that the guest has not responded.

1. Press **[TRANS/PGM]** button
2. **[TRANS/PGM]** button flashes **[MON]** LED lights steady
3. Dial **[1] [0]** for Check-in/Change Room Status
4. Dial **[Room Number(s)]**
   or
   Press the **{DSS}** key(s) assigned to room number(s)
5. Press **[SPEED]** button
   LCD shows current status of Room Number eg., after entering Room No. 100, LCD shows Room Status as follows:

   ```
   100 (CLEAN) . . . . . .
   COS77 . . : . .  I(X)   G(. . ) . . .
   ```

6. Dial **[3]** to Register/Change Wake-up Time.

- Enter Wake-up Time **[HH:MM]** (HH:MM = 24-hour format-ring e.g., 7:30 AM= 0730 hours, 10:00 PM = 2200 hours)
- Press **[SPEED]** button for only one time wake-up call
  or
  Press **[#]** button for permanent wake-up call set.
- Press **[HOLD/SAVE]** button
- System returns to Check-in Menu

SET INTERCOM CALL ENABLE / DISABLE

This feature enables a Guest Station to call other stations in the system. By default Guest Stations can only call the Attendant and Service Stations. After a guest Checks out, the rooms ICM call status is returned to default ready for the requirements of the next Guest.

1. Press **[TRANS/PGM]** button
2. **[TRANS/PGM]** button flashes **[MON]**
   LED lights steady
3. Dial **[1] [0]** for Check-in/Change Room Status
4. Dial **[Room Number(s)]**
   or
   Press the **{DSS}** key(s) assigned to room number(s)
5. Press **[SPEED]** button
   LCD shows current status of Room Number eg., after entering Room No. 100, LCD shows Room Status as follows:

   ```
   100 (CLEAN) . . . . . .
   COS77 . . : . .  I(X)   G(. . ) . . .
   ```

6. Dial **[4]** for Enable/Disable ICM Call, then ICM call status is changed (toggle setting). LCD shows current status of station number
   I (X) = Station ICM disabled
   I (0) = Station ICM enabled

- Press **[HOLD/SAVE]** button
- System returns to Check-in Menu

REGISTER/CHANGE ROOM TO ROOM CALL GROUP

The default setting of Aria-186 Hospitality system is that all guests are barred from dialling other guest stations. Where required the Attendant can enable groups of guest stations to call each other.

This is done by putting rooms into groups; when room to room call restriction is turned on, guests can only call those extension rooms which are in the same group. Stations in the system can be arranged in up to 100 Room to Room Call Groups, each containing an unlimited number of stations. A Guest Station can belong to only one Room to Room Call Group. Guest stations can also call Attendant Station, Service Stations, and rooms in the same Room to Room Call Group, even if ICM Call feature is disabled.

After Check-Out, Room to Room Call Group is returned to default settings ready for the next guest

1. Press **[TRANS/PGM]** button
2. **[TRANS/PGM]** button flashes, **[MON]** LED lights steady
3. Dial **[1] [0]** for check-in/change room status
4. Dial **[Room Number(s)]**
   or
   Press **{DSS}** key(s) assigned to room number(s)
5. Press **[SPEED]** button
   LCD shows current status of Room Number eg., after entering Room No. 100, LCD shows Room Status as follows:

   ```
   100 (CLEAN) . . . . . .
   COS77. . : . . I(X)  G(56 ) . . .
   ```

6. Dial **[5]** to Register/Change Room to Room Call Group

- Enter room to room call group number **[00-99]** eg., G(56)
- Press **[HOLD/SAVE]** button
- System returns to Check-in Menu

REGISTER / CHANGE AUTHORISATION CODE

This feature provides a means for barred stations (i.e. no external dialling privileges) to access external lines. The system allows for 192 Authorisation codes, but they cannot be duplicated, i.e. one code only can be entered by any employee to access an external line. Verification codes are required for the following two call types;

1. To Access Denied External Line:
A user, must enter their Authorisation Code. If correct Authorisation Code is matched, external Dial Tone is presented.

2. To Access an External Line from a Service Station:
A user must enter Authorisation Code. This function is only applicable in cases where the service station has been set at COS 7 (i.e. external line access is denied.)

1. Press **[TRANS/PGM]** button
2. **[TRANS/PGM]** button flashes, **[MON]** LED lights steady
3. Dial **[1] [0]** for check-in/change room status
4. Dial **[Room Number]**
   or
   Press **{DSS}** key(s) assigned to room number(s)
5. Press **[SPEED]** button
   LCD shows current status of Room Number eg., after entering Room No. 100, LCD shows Room Status as follows:

```
100 (CLEAN) . . . . . .
COS77 . . : . .  I(X)   G(. . ) . 'A'. .
```

If Authorisation Code is registered, LCD displays "A"

6. Dial **[6]** for Register/Change Authorisation Code

- Enter **[Guest's Authorisation Code]** (5 digit code)
- Press **[HOLD/SAVE]** button
- System returns to Check-in Menu

REGISTER / CHANGE PREPAID MONEY

This feature allows the guest station to make calls in accordance with their prepaid money. The prepaid money must be twice the single unit charging rate determined by the hotel and programmed by the technician (i.e., if 60¢ is charged for a local call from a guest room, the prepaid money must be a minimum of $1.20) in order for the guest to make a call.

If the prepaid money goes into debit, equal to a single unit charging rate of the call during a conversation, a warning tone is given and the call will be disconnected. You will need to advise the guest of this if the prepayment feature is used. Prepaid money is included as part of the guest's room charge status report.

Total Room Charge = Total Charge - Prepaid Money

1. Press **[TRANS/PGM]** button
2. **[TRANS/PGM]** button flashes, **[MON]** LED lights steady
3. Dial **[1] [0]** for Check-in/Change Room Status
4. Dial **[Room Number(s)]**
   or
   Press **{DSS}** key(s) assigned to room number(s)
5. Press **[SPEED]** button
   LCD shows current status of Room Number eg., after entering room No. 100, LCD shows Room Status as follows:

```
100 (CLEAN) . . . . . .
COS77 . . : . .  I(X)   G(. . ) .P . .
```

If Prepaid Money is registered, LCD displays "P" for Prepaid Money

6. Dial **[7]** to Register/Change Prepaid Money

- Enter **[Prepaid Money]** (e.g., service costs $4.75, press 475)
- Press **[SPEED]** button
- LCD shows database ("P")
- Press **[HOLD/SAVE]** button
- System returns to Check-in Menu

Please note: If a guest returns at a later time to further prepay calls the attendant must enter the total credit plus the extra credit being added into the system. Eg. if total credit from the initial prepaid money is $73 and the guest would like to prepay an extra $50, the total sum must be entered into the system of $123.

ASSIGN CALL CHARGE RATE(S)

This feature allows the system attendant to assign a variable call charge rate to rooms at the time of Check-in. Up to six different rates are supported ranging from 000-999% of standard programmed call cost. These rates are assigned by the technician at the time of installation. For details of programmed rates for 1-6 please refer to management. (Eg. 60c may be charged for a local call, a hotel may increase the premium on weekends by charging 50% on top of the standard rate i.e. 90c).

1. Press **{Check-In}** button
2. Dial **[Room Number(s)]**
   or
   Press **{DSS}** key(s) assigned to room number(s)
3. Press **[SPEED]** button
4. LCD shows current status of Room Number e.g., after entering Room No. 100, LCD shows Room Status as follows:

   ```
   100 (CLEAN) . . . . . .
   COS77 . . : . .  I(X)   G(. . ) .1 . .
   ```

   If a call charge rate is assigned, LCD displays rate number (eg.1)
5. Dial **[8]** to Register/Change call charge rate.

- Enter [Call Charge Rate] as required (0-6)
  or
  Press **[SPEED]** button to erase
- LCD shows Call Charge Rate
- Press **[HOLD/SAVE]** button
- System returns to Check-in Menu

CHANGE ROOM STATUS

CHECK ROOM STATUS

Check room status may be used after a guest is checked in and Attendant needs to view or modify details against guest's room.

CALL CHARGE RATE ASSIGN

This feature allows the system attendant to assign a variable call charge rate to rooms at the time of Check-in. Up to six different rates are supported from 000%-999% of standard programmed call cost. The standard programmed call cost is set by the technician.

REGISTER AND CHANGE CALL CHARGE RATE

- Press **[TRANS/PGM]** button
- Dial **[2] [2]**
- Confirmation tone - LCD displays the Call Charge Rate and Call Charge Rate type of the first option
- Enter Call Charge Rate required. **[0]-[5]**
- To program a Call Charge Rate Number currently not displayed
- Press Flexible button **[1]**
- Press Call Charge Rate (3 digits) eg., 050%
- To register a Call Charge type
- Press Flexible button **[2]**
- Enter Call Charge type eg, Holiday
- Press **[HOLD/SAVE]** button

ASSIGN DEFAULT CALL RATE TO ROOM(S)

- Press **[TRANS/PGM]** button
- Dial **[2] [3]**
- Enter room range **[1-9999]**
- Enter Call Charge Rate required. **[0]-[5]**
- Press **[HOLD/SAVE]** button

CHECK OUT

This feature allows the system attendant to Check-out a guest. When Check-out is completed, the Room Status is changed to "DIRTY" as part of default settings. The following functions are automatically reset on the system for the next guest: message waiting, wake-up time, maid status, station COS, prepaid money etc.

The attendant can also designate the payment method which is printed out on the invoice (eg. CASH, VISA, AMEX etc.). Ten different payment options are available. For payment options available please speak to your management, as these must be programmed by a technician.

Checking-out a guest automatically prints out a detailed guest account, which can be given to the guest upon their departure.

CHECK OUT WITH PAYMENT METHOD

- Press **[TRANS/PGM]** button
- Dial **[1] [1]**
- Enter room number **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to room number(s)
- Press **[SPEED]** + **[BIN]** (0-9) for designating payment method
- Press **[HOLD/SAVE]** button

CHECK OUT WITH OUT PAYMENT METHOD

- Press **[TRANS/PGM]** button
- Dial **[1] [1]**
- Enter room number **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to room number(s)
- Press **[HOLD/SAVE]** button

During check out process, total charge for room is printed.
Printed format is as follows:

BARNIES PALACE
TOTAL CHARGE IN ROOM 100(Guest-Name : D. JONES)

Check - In : 94/12/26 - 18
Check - Out : 94/12/31 - 11 (5 days)

Start-Time	CO	Duration	Dialled-No.	Count	Call-Cost	Remark
12/27-13 :10	01	00:00:32	00018234507951	0	0	Unanswered
12/27-13 : 30	01	00:01:23	000182343507951	3	15.00	
12/28-21 : 22	02	00:10:18	000182343507953	31	155.00	

Charge-Time	Charged-STA	Item	Bar-Cost
12/28-21 : 32	COFFEE-SHOP	COFFEE	2.00
12/29-10 : 10	FRONT-DESK	COKE (MINI-BAR)	3.00

	ITEM		CHARGE	Tax(Rate)	Sum
(1)	ROOM CHARGE (rate 02 : GOLD)	:	300.00	30 (10.00%)	330
(2)	CALL CHARGE	:	170.00	17(10.00%)	187
(3)	BAR CHARGE	:			80.00
(4)	PRE-PAID				-200

Method of payment : VISA

TOTAL : 397.00 AUD

DIAL BY NAME

This feature automatically builds an internal directory of registered Service Stations and Guests Checked-in. Once the guest names have been added during Check-in function, names may be chosen from the list for dialling and transferring calls.* The guest's name is automatically deleted once check-out is complete.

- Press **[SPEED]** button twice
- Dial **[1]** for internal Speed dial directory
- Press the **[Up/Down]** button until name is found.
- The LCD displays 2 names at one given time
- For Line 1 dial **[1]**
  or
  For Line 2 Dial **[2]**
- Press **[HOLD/SAVE]** button

* Please note a display station is required for this function to operate

ENABLE ONE TIME EXTERNAL CALL

Guests can make an external call from a Service Station or another room and charge it back to their room; this feature must be activated from the attendant station (charged guest station must be a Checked-in room.)

If an external call has been attempted unsuccessfully the system automatically resets barring facilities to default. Therefore, it may be necessary to repeat the function until the call has been successfully completed.

- Press **[TRANS/PGM]** button
- Dial **[1] [8]**
- Dial **[Service Station]**
  or
  [Room Number] where call is to be made from
- Dial **[Room Number]** where the call is to be charged to
- Press **[HOLD/SAVE]** button
- Notify guest that one time External Call has been enabled

Print format called from station 112 and charged station 104:

No.	STA	CO	TIME	START		DIALLED	COUNT	COST	Remark
0001	104	01	00:01:23	12/29/94	08:16	0001034507950	3	15	R 0112

LCD DISPLAY LANGUAGE CHANGE

This feature enables the attendant to change the LCD Language of any guest keystation. The system supports 8 different LCD Languages. After a guest Checks-out the guest station language is returned to default for the requirements of the next guest.

- Press **[TRANS/PGM]** button
- Dial **[5] [1]**
- Enter Room Number Range **[1-9999]**

- Press
  [0] English
  [1] Korean
  [2] Italian
  [3] Invalid
  [4] Swedish
  [5] Norwegian
  [6] Finnish
  [7] Dutch
  [8] Spanish
  [10] Danish
  [11] German
  [13] Estonian

- Press **[HOLD/SAVE]** button

INTERCOM CALL ENABLE/ DISABLE

This feature disables a Guest Station's ability to call another station in the system. Guest stations can call Attendant, Service and Room to Room Call Group stations even though ICM call function is disabled. After Check-out ICM call status is disabled ready for next guest.

- Press **[TRANS/PGM]** button
- Dial **[1] [4]** to Enable
  or
  Dial **[1] [5]** to Disable
- Enter Room Range **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to room number(s)
- Press **[HOLD/SAVE]** button

REGISTER HOTEL NAME

This feature allows the system attendant to register or change the hotel name, which will be printed on guest invoices.

- Press **[TRANS/PGM]** button
- Dial **[2] [1]**
- Enter **[Hotel Name]** (up to 24 characters)
- Press **[HOLD/SAVE]** button

see character set on page 10 for hotel name programming

REGISTER/CLEAR ROOM TO ROOM CALL GROUP

Stations in the system can belong to one room to room call group allowing guests in the same group to call each other, while excluding calls to other guests not in the group.

- Press **[TRANS/PGM]** button
- Dial **[1] [6]** to register
  or
  Dial **[1] [7]** to clear
- Enter room call group number **[01-99]**
- Enter room range **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to room number(s)
- Press **[HOLD/SAVE]** button

ROOM CHARGE DISPLAY

System Attendant can view the total charge of a single room on the LCD display or send it to printer at any time for hotel requirements or on guest's request.

- Press **[TRANS/PGM]** button
- Dial **[1] [2]**
- Enter room number **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to room number(s)
- Detailed Room Charge is displayed
- Press **[#]** to print detailed room charge via printer
- Press **[HOLD/SAVE]** button

PART-TIME ACCOMMODATION

In cases where the duration of stay at the hotel is less than 24 hours, a part-time fee may be charged according to hotel policy. Each room type may have up to 6 fields for different part-time ranges e.g. a guest may stay in a hotel for 00-03 hours or 06-09 hours and be charged the same or different rate. There are 32 part-time ranges available on the Aria Hospitality system.
Each room may be assigned 6 of 32 part-time ranges. Costs are **automatically** calculated by the system at Check-out.

REGISTER AND CHANGE ROOM RATE(S) / TIME RANGES

- Press **[TRANS/PGM]** button
- Dial **[2] [4]**
- Hear Confirmation tone
- LCD displays the time range of first option
- To program a new time range that is not currently assigned
- Enter option to be programmed **[00]-[31]**
- Press Flexible button **[1]**
- Dial 4 digits eg. 04-12 hours is 0412
- To assign charge rate
- Press Flexible button **[2]**
- Enter range of the rate from 000% to 100% eg., for 50% enter 050
- Press **[HOLD/SAVE]** button

LCD displays the time range of staying at hotel and fee for that range

Rate (00)
01-03 : 050%

e.g. Room type table

ROOM TYPE TABLE

Room type	Charge	Part time bins
:	:	
	:	:
SINGLE	$100	01,03
:	:	:
:	:	:

PART TIME TABLE

Bin	Part time range	Rate
00	:	:
01	00 -03 hours	50%
02		
03	04-12 hours	80%
04	13-15 hours	90%
:	:	:
:	:	:

If room 100 is type SINGLE and room is used for 3 hours then $50 charge will apply. For 13 hours occupation, $100 will be charged because room type SINGLE has no part time bin No 04 allocated.

ROOM RATE ASSIGN

This feature allows the system attendant to assign a room rate to individual rooms. Setting of up to 20 different room rates are possible on the system. This information will be included on the Guest bill at Check-out.

PROGRAMMING ROOM RATE

- Press **[TRANS/PGM]** button
- Dial **[1] [9]**
- Hear Confirmation Tone
- LCD displays the room cost and room type name of the first option programmed
- To program another Room Rate Number, that is currently not assigned/defined.
  Enter Room Rate number **[00]-[19]**
- To assign room cost
- Press Flexible button **[1]**
- Dial Room Cost (max 7 digits) eg., 0000100 equals $100 or Press eg 100 + **[SPEED]** button for less than 7 digits (if no decimal place is programmed)
- Otherwise must make allowance (eg. cost $100, press **10000** then **[SPEED]** button)
- Press Button **[2]** to type room name
- Dial Room Type Name (max. 6 digits) eg., SINGLE, DOUBLE etc.
- Press **[HOLD/SAVE]** button

ASSIGN ROOM RATE TO ROOMS

- Press **[TRANS/PGM]** button
- Dial **[2] [0]**
- Enter Room Range **[1-9999]**
- Enter Room Rate Option Number **[00]-[19]**
- Press **[HOLD/SAVE]** button

LCD displays currently assigned Room Rate Option

```
100-105
01: 0000200 SINGLE
```

ROOM STATUS REPORT

This feature allows a Room Status report to be printed, providing an up to date report summarising the status for every room.
If room is vacant the Room Attendant status is printed.

- Press **[TRANS/PGM]** button
- Dial **[1] [3]**
- Enter room range **[1-9999]**
  or
  Press **{DSS}** key(s) assigned room number(s)
- Press **[HOLD/SAVE]** button
- Room Status Report is printed via printer

Note: Charge is the total balance due by the customer to the hotel or balance of (prepaid money - total costs).

ROOM STATUS REPORT FORMAT

S	ROOM	CHECK-IN	GUEST NAME	COS	ICM	GRP	WAKE	AUTH	PRE-PAID	C-RT	CHARGE
C	0100	12/29-23	J. Smith	1	Yes	. .	. .		200	.	12345
C	0102	12/25-18	J. Citizen	1	No	. .	07 : 00	No		1	500
C	0103	12/29-15	J. Anderson	1	No	. .	08 : 00	Yes		2	600
D	0104	Vacant									
C	0105	Vacant									

- S means maid status, C clean and D dirty
- C-RT means call charge rate

TAX RATES

This feature allows up to 5 different tax rates to be charge against bar items. These are programmed by your installer. Tax rates for call charge and room charge is set always at the first tax rate.
For further information please do not hesitate to contact your support specialist.

WAKE-UP CALLS

This feature is used as a Wake-up or timed reminder call to one or a group of stations when a meeting or other engagement has been scheduled. The telephone will ring 30 seconds ON and 90 seconds OFF for a maximum of 3 times in the Guest Station. If not answered the wake-up fail alarm ring is sent to Attendant Station.

To set Wake-Up Call Once Off

- Press **[TRANS/PGM]** button
- Dial **[4] [1]**
- Hear Confirmation tone
- Enter Room Range **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to room number(s)

Permanent

- Enter wake-up time 24 hour **[HH:MM]***
- Enter **[#]** for permanent wake-up time
- Press **[HOLD/SAVE]** button
- Hear Confirmation tone

* These instructions enable the setting of a once off wake-up time. You can set a permanent wake-up call (i.e. to ring at the same time daily, simply by entering a **[#]** after entering the wake-up times. LCD shows current Room number status as “C” for continuous or “S” for single wake-up call.

To Cancel Wake-Up Call

- Press **[TRANS/PGM]** button
- Dial **[4] [2]**
- Hear Confirmation tone
- Enter room range **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to room number(s)
- Press **[HOLD/SAVE]** button
- Hear Confirmation tone

RESETTING ROOM STATUS CLEAN/DIRTY

The room status feature serves to assist the attendant to ensure that a room is clean for Check-in. When a guest is checked-out the status of the room is registered as "DIRTY". The room attendant can then prepare the room for the next guest. Once the room is ready the maid or main attendant can enter the relevant code (as described below). The status of the room is changed to "CLEAN".

The code below can also be used by the main attendant to override a "Dirty"/"Clean" room status - when required.

From Front-Desk (Attendant)

To Register "Clean"

- Press **[TRANS/PGM]** button
- Dial **[7] [8]**
- Hear Confirmation tone
- Enter room range **[1-9999]**
  or
- Press **{DSS}** key(s) assigned to room number(s)
- Hear Confirmation tone
- Press **[HOLD/SAVE]** button
- Hear Confirmation tone

To Register "Dirty"

- Press **[TRANS/PGM]** button
- Dial **[7] [9]**
- Hear Confirmation tone
- Enter room range **[1-9999]**
  or
- Press **{DSS}** key(s) assigned to room number(s)
- Hear Confirmation tone
- Press **[HOLD/SAVE]** button
- Hear Confirmation tone

From Guest Extension

To Register "Clean"

- Press **[*] [3]**
- Confirmation tone is heard
- Dial **[7] [8]**
- Confirmation tone is heard

To Register "Dirty"

- Press **[*] [3]**
- Confirmation tone is heard
- Dial **[7] [9]**
- Confirmation tone is heard

Note: This assumes that an industry Standard Telephone is used for Guest rooms, if a keystation is used in the guest room **[*] [3]** is replaced by **[TRANS/PGM]**.

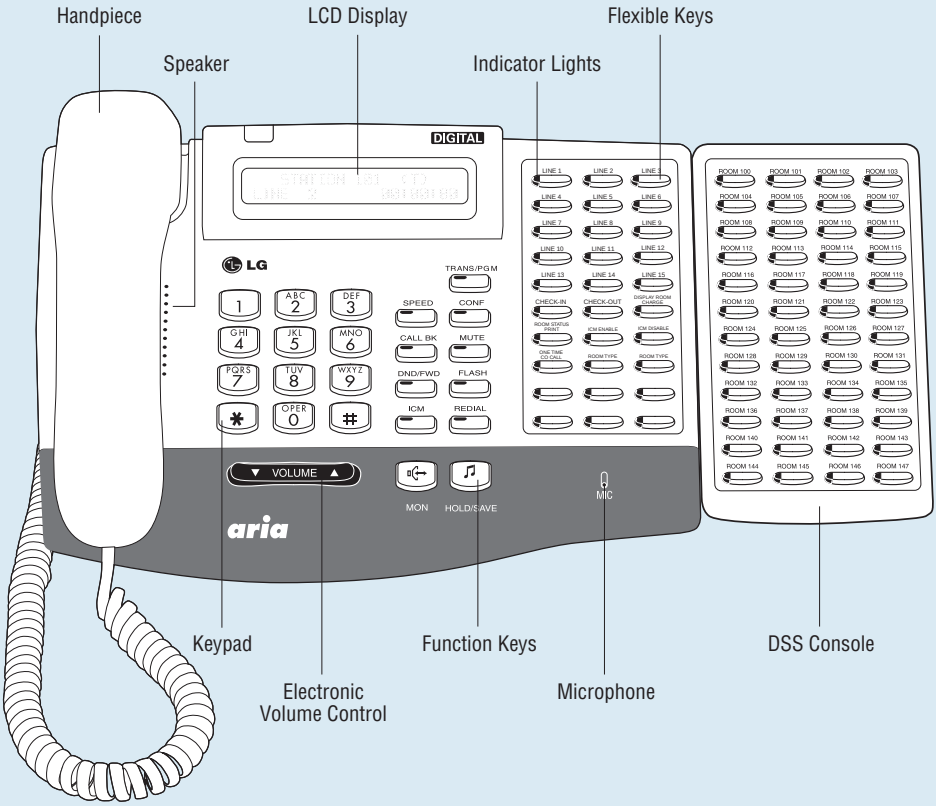
REGISTER COST AT SERVICE STATION

Guest purchases of products or services can be directly billed against their room. This can be performed from any Attendant or service station.

- Press [**TRANS/PGM]** button
- Dial **[7] [1]**
- Dial Room Number to be charged
- Dial Product code **[00]-[99]**
- Dial **[Product Cost]** (e.g., service costs $4.75, press 475) max 6 digits.
- Press **[SPEED]** if cost entered is less than 6 digits
- Otherwise must make allowance (eg. cost $100, press **10000** then **[SPEED]** button)
- Press **[HOLD/SAVE]** button
- Confirmation tone is heard

Note: Guest Stations can call Service Stations either by dialling the extensions number or by dialling a predetermined digit service code (as set by system installer).

Guests can call Service Stations even in cases where the guest's extension has been barred to all other calls.


Handpiece
Speaker
LCD Display
Indicator Lights
Flexible Keys
DIGITAL
LG
TRANS/PGM
SPEED
CONF
CALL BK
MUTE
DND/FWD
FLASH
ICM
REDIAL
VOLUME
MON
HOLD/SAVE
MIC
aria
Keypad
Electronic
Volume Control
Function Keys
Microphone
DSS Console

CHECK-IN GUESTS

This feature allows the System Attendant to view the Status of a room and to Check-in a guest.

The desired Check-in functions are entered one at a time and saved. The display will return to the Check-in menu each time.
This process is repeated until all desired Check-in functions have been entered. Press the **[MON]** Key to exit the Check-in menu.

During the Check-in process all DSS buttons show room status, i.e., whether guest rooms are vacant or occupied. A Check-in status report is printed upon completion of each guests check-in. The eight functions are individually covered in the following pages with a detailed description and step by step explanation of the operation involved in each function.

1. Press **{Check-In}** button
2. Dial **[Room Number(s)]**
   or
   Press **{DSS}** key(s) assigned to room number(s)
3. Press **[SPEED]** button
4. The system is now ready for Check-in. The following options are available; you are not required to enter data against each one, only the options required to satisfy your management requirements.
5. Dial check-in function

   [1] Register/Change Guest Name Screen (12 Character-see Character set). Press **[SPEED]** (page 32)
   [2] Change COS (page 33)
   [3] Register/Change Wake-Up Time (page 34)
   [4] Set ICM Enable/Disable (page 35)
   [5] Set Room to Room Call Group (page 36)
   [6] Register/Change Authorisation Code (page 37)
   [7] Register/Change Prepaid Money (page 38)
   [8] Register/Change Call Charge Rate (page 39)

- Press **[HOLD/SAVE]** button
  After each option the system will return to your Check-in function. To complete Check-in simply hang up Handset.

After check-in, the room status is printed via a printer in the following format:

Chk-In	Room	Check-In	Guest Name	COS	ICM	GRP	WAKE	AUTH	PRE-PAID	C-RT	CHARGE
	0100	12/29-18	. . . . .	1	No	. .	. . : . .	No	0	.	0

Changed	Room	Check-In	Guest Name	COS	ICM	GRP	WAKE	AUTH	PRE-PAID	C-RT	CHARGE
	0100	12/29-18	J. CITIZEN	1	Yes	01	06:00	Yes	200.00	.	0

Steps 1 to 4 are used only to gain access to the Check-in function. Once in the Check-in function (Step 5) the attendant is not required to enter data against each one of the eight functions, only against those options required to satisfy your management requirements.

REGISTER / CHANGE GUEST NAME

This feature allows the System Attendant to register/change Guest Name. The guest name appears on all printed reports, but not on the station display.

1. Press **{Check-In}** button
2. Dial **[Room Number(s)]**
   or
   Press **{DSS}** key(s) assigned to room number(s)
3. Press **[SPEED]** button
4. LCD shows current status of Room Number e.g., after entering Room No. 100, LCD shows Room Status as follows:

   100 (CLEAN) . . . . . .
   COS77 . . : . . I(X) G(. .) . . .

5. Dial Check-in function

- Dial **[1]** to Register/Change Guest Name
- Enter **[Guest's Name]** 12 characters maximum. (If guest's name is less than 12 characters, then press the **[SPEED]** button)
- Press the **[HOLD/SAVE]** button
- System returns to Check-in Menu

CHARACTER SET

A	**21**	I	**43**	Q	**7***	Y	**93**	6	**60**	(	**#1**
B	**22**	J	**51**	R	**72**	Z	**9#**	7	**70**	)	**#2**
C	**23**	K	**52**	S	**73**	0	**00**	8	**80**	-	**#3**
D	**31**	L	**53**	T	**81**	1	**10**	9	**90**		
E	**32**	M	**61**	U	**82**	2	**20**	.	**13**		
F	**33**	N	**62**	V	**83**	3	**30**	space	***1**		
G	**41**	O	**63**	W	**91**	4	**40**	;	***2**		
H	**42**	P	**71**	X	**92**	5	**50**	,	***3**		

REGISTER/CHANGE STATION COS - DIALLING PRIVILEGES

This feature allows the application of dialling privileges through Class of Service Assignments. These COS assignments can be allocated to all stations and external lines. Guest Rooms are set at Check-in at default of COS22, for Day and night modes which allows for external line restrictions, as configured by the installer. This may be changed to any of the seven COS's during guest check-in.

Your manager will advise your organisation's policy on guest dialling privileges after consultation with your systems installer. If you are concerned about a guest's ability to pay, you can request a prepayment for calls. Please refer to page 38 of this manual.

1. Press **{Check-In}** button
2. Dial **[Room Number(s)]**
   or
   Press **{DSS}** key(s) assigned to room number(s)
3. Press **[SPEED]** button
4. LCD shows current status of room number e.g., after entering room No. 100, LCD shows room status as follows:

   ```
   100 (CLEAN) . . . . . .
   COS77 . . : . .  I(X)   G(. . ) . . .
   ```

5. Dial check-in function

- Dial **[2]** for Register/Change Room COS
- Dial Room Day and Night COS (Range 1-7)
  Note - 2 digits one is for day and other is for night COS e.g., COS is 15 = Class of Service 1 for day and 5 for night
- Press **[HOLD/SAVE]** button
- System returns to Check-in Menu

There are seven Station Class of Service assignments available to each station. The COS's are as follows:

STA COS 1	No Restrictions
STA COS 2	Please check with management or installation technician for programmed privileges
STA COS 3	Please check with management or installation technician for programmed privileges
STA COS 4	Please check with management or installation technician for programmed privileges
STA COS 5	The leading digit dialled cannot be a long distance code. The dialled digits can be longer than 8 digits.
STA COS 6	The leading digits cannot be a long distance code. Only eight digits maximum can be dialled. For example 92636600.
STA COS 7	Intercom only calls are allowed.

TO REGISTER/CHANGE GUEST STATION WAKE-UP TIME

This feature allows you to set a Wake-up time upon guest request. Wake-up setting operates only one time*. Wake-up setting is erased automatically after Wake-up call has been answered.

On wake-up signalling, user lifts handset and receives Music On Hold, Message or Internal Chimes (dependent on programming and options available on the system).

At Wake-up time the telephone will ring for 30 Secs. ON and 90 Secs. OFF for a maximum of 3 times on the Guest Station unless the telephone is answered.

If not answered, the **wake-up fail alarm** is sent to Attendant Station. The LCD at System Attendant displays the designated station.

The **wake-up fail alarm** can be deleted by dialling the station number or pressing DSS button at System Attendant Station. This cancels the alarm and prints a report of Wake-up fail. This report indicates that Wake-up alarm has been activated and that the guest has not responded.

1. Press **{Check-In}** button
2. Dial **[Room Number(s)]**
   or
   Press **{DSS}** key(s) assigned to room number(s)
3. Press **[SPEED]** button
4. LCD shows current status of Room Number e.g., after entering Room No. 100, LCD shows room status as follows:

   ```
   100 (CLEAN) . . . . . .
   COS77 . . : . .  I(X)   G(. . ) . . .
   ```

5. Dial Check-in function

- Dial **[3]** to Register/Change Wake-Up time
- Enter Wake-Up Time **[HH:MM]** (HH:MM = 24-hour format - ring e.g., 7:30 AM= 0730 hours, 10:00 PM = 2200 hours)
- Press **[SPEED]** button
  or
  Press **[#]** button for permanent wake-up call set
- Press **[HOLD/SAVE]** button
- System returns to Check-in Menu

SET ICM CALL ENABLE / DISABLE

This feature enables a Guest Station to call other stations in the system. By default Guest Stations can only call the Attendant and Service Stations. After a guest Checks out the rooms ICM call status is returned to default ready for the requirements of the next Guest.

1. Press **{Check-In}** button
2. Dial **[Room Number(s)]**
   or
   Press **{DSS}** key(s) assigned to room number(s)
3. Press **[SPEED]** button
4. LCD shows current status of Room Number e.g., after entering Room No. 100, LCD shows Room Status as follows:

   ```
   100 (CLEAN) . . . . . .
   COS77 . . : . .  I(X)   G(. . ) . . .
   ```

5. Dial check-in function

- Dial **[4]** for Enable/Disable ICM Call, then ICM Call status is changed (toggle setting). LCD shows current status of Station Number.
  I (X) = Station ICM disabled
  I (0) = Station ICM enabled
- Press **[HOLD/SAVE]** button
- System returns to Check-in Menu

REGISTER / CHANGE ROOM TO ROOM CALL GROUP

The default setting of Aria Hospitality system is that all guests are barred from dialling other guest stations. Where required the Attendant can enable groups of guest stations to call each other.

This is done by putting rooms into groups; when room to room call restriction is turned on, guests can only call those extensions which are in the same group. Stations in the system can be arranged in up to 100 Room to Room Call Groups, each containing an unlimited number of stations. A guest station can belong to only one Room to Room Call Group. Guest Stations can also call Attendant Station, Service Stations and rooms in the same Room to Room Call Group, even if ICM Call is disabled.

After Check-out, Room to Room Call Group is returned to default settings ready for the next guest

1. Press **{Check-In}** button
2. Dial **[Room Number(s)]**
   or
   Press **{DSS}** key(s) assigned to room number(s)
3. Press **[SPEED]** button
4. LCD shows current status of Room Number e.g., after entering Room No. 100, LCD shows Room Status as follows:

   ```
   100 (CLEAN) . . . . . .
   COS77 . . : . .  I(X)   G(56 ) . . .
   ```

5. Dial Check-in function

- Dial **[5]** to Register/Change Room to Room Call Group
- Enter Room to Room Call Group Number **[00-99]** e.g., G(56)
- Press **[HOLD/SAVE]** button
- System returns to Check-in Menu

REGISTER / CHANGE AUTHORISATION CODE

This feature provides a means for barred stations (ie no external dialling privileges) to access external lines. The system allows for 192 Authorisation codes, but they cannot be duplicated (i.e., one code only can be entered at one particular station to access an external line.) Verification codes required for the following two call types;

1. To Access Denied External Line:
A use must enter their Authorisation Code. If correct Authorisation Code is matched, external Dial Tone is presented.

2. To Access an External Line from a Service Station:
A user must enter Authorisation Code. This function is only applicable in cases where the service station has been set at COS 7 (i.e., external line access is denied).

1. Press **{Check-In}** button
2. Dial **[Room Number(s)]**
   or
   Press **{DSS}** key(s) assigned to room number(s)
3. Press **[SPEED]** button
4. LCD shows current status of Room Number
   e.g., after entering Room No. 100, LCD shows Room Status as follows:

```
100 (CLEAN) . . . . . .
COS77 . . : . .  I(X)   G(. . ) .A . .
```

5. Dial check-in function

If Authorisation Code is registered, LCD displays “A”.

- Dial **[6]** for Register/Change Authorisation Code
- Enter **[Guest’s Authorisation Code]** (5 digit code)
- Press **[HOLD/SAVE]** button
- System returns to Check-in Menu

REGISTER / CHANGE PREPAID MONEY

This feature allows the guest station to make calls in accordance with their prepaid money. If the Prepaid Money is less than twice the single unit charging rate determined by the hotel (that has been programmed by the technician) i.e., if 60¢ is charged for a local call from a guest room, the prepaid money has to be a minimum of $1.20) in order for the guest to make a call.

If the prepaid money goes into debit, equal to a single unit charging rate of the call during a conversation, a warning tone is given and the call will be disconnected. You will need to advise the guest of this if the prepayment feature is used. Prepaid money is included as part of the guest's room charge status.

Total Room Charge = Total Charge - Prepaid Money

1. Press **{Check-In}** button
2. Dial **[Room Number(s)]**
   or
   Press **{DSS}** key(s) assigned to room number(s)
3. Press **[SPEED]** button
4. LCD shows current status of Room Number e.g., after entering Room No. 100, LCD shows Room Status as follows:

   ```
   100 (CLEAN) . . . . . .
   COS77 . . : . .  I(X)   G(. . ) . P . .
   ```

5. Dial Check-in function

If prepaid money is registered, LCD displays "P" for Prepaid Money

- Dial **[7]** to Register/Change Prepaid Money
- Enter **[Prepaid Money]** (e.g., service costs $4.75, press 475)
- Press **[SPEED]** button if cost entered is less than 6 digits
- Otherwise must make allowance (eg. cost $100, press **10000** then **[SPEED]** button)
- LCD shows database ("P")
- Press **[HOLD/SAVE]** button
- System returns to Check-in Menu

Note: If a guest returns at a later time to further prepay calls the attendant must enter the total credit plus the extra credit being added to the system. Eg. if total credit from the initial prepaid money is $73 and the guest would like to prepay an extra $50, the total sum must be entered into the system of $123.

ASSIGN CALL CHARGE RATE

This feature allows the system attendant to assign a variable call charge rate to rooms at time of Check-In. Up to six different rates are supported ranging from 000-999% of standard SMDR call cost. These rates are assigned by the technician.

1. Press **{Check-In}** button
2. Dial **[Room Number(s)]**
   or
   Press **{DSS}** key(s) assigned to room number(s)
3. Press **[SPEED]** button
4. LCD shows current status of Room Number e.g., after entering Room No. 100, LCD shows Room Status as follows:

```
100 (CLEAN) . . . . . .
COS77 . . : . .  I(X)   G(. . ) .1 . .
```

5. Dial Check-in function

If a call charge rate is assigned, LCD displays rate number (eg. 1).

- Dial **[8]** to Register/Change call charge rate
- Enter **[Call Charge Rate]** as required (0-6)
  or
- Press **[SPEED]** button to erase
- LCD shows Call Charge Rate
- Press **[HOLD/SAVE]** button
- System returns to Check-in Menu

Change room status may be used after a guest is checked in and Attendant needs to view or modify details against guest's room.

CHECK OUT

This feature allows the system attendant to Check Out a guest. When Check-out is completed, the Room Status is changed to "DIRTY" as part of default settings. The following functions are automatically reset on the system for the next guest: message waiting, wake-up time, maid status, station COS, prepaid money etc.

The attendant can also designate tha payment method which is printed out on the invoice (eg CASH, VISA, AMEX etc.).
Ten different payment options are available.

Checking-out a guest automatically prints out a detailed guest account, which can be given to the guest upon their departure.

CHECK OUT WITH PAYMENT METHOD

- Press **{Check out}** button
- Enter room range **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to room number(s)
- Press **[SPEED]** + **[BIN]** (0-9) for designated payment method
- Press **[HOLD/SAVE]** button

CHECK OUT WITH OUT PAYMENT METHOD

- Press **{Check out}** button
- Enter room range **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to room number(s)
- Press **[HOLD/SAVE]** button

During Check Out Process, Total Charge for room is printed.
Printed format is as follows:

BARNIES PALACE
TOTAL CHARGE IN ROOM 100(Guest-Name : D. JONES)

Check - In : 94/12/26 - 18
Check - Out : 94/12/31 - 11 (5 days)

Start-Time	CO	Duration	Dialled-No.	Count	Call-Cost	Remark
12/27-13 :10	01	00:00:32	00018234507951	0	0	Unanswered
12/27-13 : 30	01	00:01:23	000182343507951	3	15.00	
12/28-21 : 22	02	00:10:18	000182343507953	31	155.00	

Charge-Time	Charged-STA	Item	Bar-Cost
12/28-21 : 32	COFFEE-SHOP	COFFEE	2.00
12/29-10 : 10	FRONT-DESK	COKE (MINI-BAR)	3.00

	ITEM		CHARGE	Tax(Rate)	Sum
(1)	ROOM CHARGE (rate 02 : GOLD)	:	300.00	30 (10.00%)	330
(2)	CALL CHARGE	:	170.00	17(10.00%)	187
(3)	BAR CHARGE	:	80.00		
(4)	PRE-PAID				-200

Method of payment : VISA

TOTAL : 397.00 AUD

ENABLE ONE TIME EXTERNAL CALL

Guests can make an external Call from a Service Station or another room and charge it back to their room; this feature must be activated from the attendant station (charged guest station must be a checked in room).

If an external call has been attempted unsuccessfully the system automatically resets to default. Therefore, it may be necessary to repeat the function until the call has been successfully completed.

- Press **{One-time CO Call Enable}** button
- Dial **[Service Station]**
  or
  [Room Number] where call is to be made from
- Dial **[Room Number]** where the call is to be charged to
- Press **[HOLD/SAVE]** button
- Notify guest that One time External Call has been enabled

Print format called from station 112 and charged station 105:

No.	STA	CO	TIME	START		DIALLED	COUNT	COST	C-RT	Remark
0001	105	01	00:01:23	12/29/94	08:16	0001034507950	3	500	.	R 0112

INTERCOM CALL ENABLE/ DISABLE

This feature disables a Guest Station's ability to call another station in the system. Guest stations can call Attendant, Service and Room to Room Call Group stations even though ICM call function is disabled. After Check out ICM call status is disabled ready for next Guest.

- Press **{ICM Call Enable}** button
  or
  Press **{ICM Call Disable}** button
- Enter Room Range **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to room number(s)
- Press **[Hold/Save]** button

REGISTER/CLEAR ROOM TO ROOM CALL GROUP

Stations in the system can belong to one room to room call group allowing guests in the same group to call each other, while excluding calls to other guests not in the group.

- Press **{Room Group Call Enable}** button
  or
  Press **{Room Group Call Disable}** button
- Enter Room Call Group Number **[01-99]**
- Enter room range **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to Room Number(s)
- Press **[HOLD/SAVE]** button

ROOM CHARGE DISPLAY

System attendant can view the total charge of a single room on the LCD display or send it to printer at any time for hotel requirements or on guest's request.

- Press **{Display Call Charge}** button
- Enter Room Number **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to room number(s)
- Total Room Charge is displayed
- Press **[#]** to print detailed Room Charge via printer
- Press **[HOLD/SAVE]** button

ROOM STATUS REPORT

- Press **{Print Room Status}** button
- Enter Room Range **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to room number(s)
- Press **[HOLD/SAVE]** button
- Room Status Report is printed via printer

Note: Charge is the total balance due by the customer to the hotel or Balance of (prepaid money - total costs).

STATUS	ROOM	CHECK-IN	GUEST NAME	COS	ICM	GRP	WAKE	AUTH	PRE-PAID	C-RT	CHARGE
Clean	0100	12/29-23	J. Smith	1	Yes	. .	. . : . .	No	20.00	.	12.34
Clean	0102	12/25-18	J. Citizen	1	No	. .	07 : 00	No		.	500.00
Clean	0103	12/29-15	J. Anderson	1	No	. .	08 : 00	Yes		.	.50
Dirty	0104										
Clean	0105										

WAKE-UP CALLS

This feature is used as a Wake-up or timed reminder call to one or a group of stations for when a meeting, or other engagement has been scheduled. The telephone will ring 30 seconds ON and 90 seconds OFF for a maximum of 3 times in the Guest Station. If not answered, the wake-up fail alarm ring is sent to Attendant station.

To set Wake-Up Call

One Wake-Up Call only

- Press **{Wake-Up Set}** button
- Enter room range **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to room number(s)
- Enter Wake-up time 24 hour **[HH:MM]**
- Press **[HOLD/SAVE]** button
- Hear Confirmation tone

Wake-Up Call Every Day

- Press **{Wake-Up Set}** button
- Hear Confirmation tone
- Enter Room Range **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to room number(s)
- Enter Wake-up time 24 hour **[HH:MM]***
- Dial **[#]**
- Press **[HOLD/SAVE]** button
- Hear Confirmation tone

* These instructions enable the setting of a once-off wake-up time. You can set a permanent wake-up call (i.e. to ring at the same time daily, simply by entering a **[#]** after entering the wake-up time). LCD shows current Room number status as “C” for continuous or “S” for single wake-up call.

To Cancel a Wake-Up Call

- Press **{Wake-Up Erase}** button
- Hear Confirmation tone
- Enter Room Range **[1-9999]**
  or
  Press **{DSS}** key(s) assigned to room number(s)
- Press **[HOLD/SAVE]** button
- Hear Confirmation tone

RESETTING ROOM STATUS CLEAN/DIRTY

The room status feature serves to assist the attendant to ensure that a room is clean for Check-in. When a guest is checked out the status of the room is registered as "DIRTY". The room attendant can then prepare the room for the next guest by entering the relevant code (as described below). The status of the room is changed to "CLEAN".

The code below can also be used by the main attendant to overide a "Dirty"/"Clean" room status - when required.

From Front-Desk (Attendant)

To Register "Clean"

- Press **[TRANS/PGM]** button
- Dial **[7] [8]**
- Hear Confirmation tone
- Press **{DSS}** key(s) assigned to room number(s)
- Hear Confirmation tone
- Press **[HOLD/SAVE]** button
- Hear Confirmation tone

To Register "Dirty"

- Press **[TRANS/PGM]** button
- Dial **[7] [9]**
- Hear Confirmation tone
- Press **{DSS}** key(s) assigned to room number(s)
- Hear Confirmation tone
- Press **[HOLD/SAVE]** button
- Hear Confirmation tone

From Guest Extension

To Register "Clean"

- Press **[*] [3]**
- Confirmation tone is heard
- Dial **[7] [8]**
- Confirmation tone is heard

To Register "Dirty"

- Press **[*] [3]**
- Confirmation tone is heard
- Dial **[7] [9]**
- Confirmation tone is heard

Note: This assumes that an industry Standard Telephone is used for Guest rooms. If a keystation is used **[*] [3]** is replaced by **[TRANS/PGM]**.

REGISTER COST AT SERVICE STATION

Guest purchases of products or services can be directly billed against their room. This can be performed from any Attendant or service station.

- Press **[TRANS/PGM]** button
- Dial **[7] [1]**
- Dial Room Number to be charged
- Dial Product Code **[00-99]**
- Dial **[Product Cost]** (e.g., service costs $4.75, press 475) max 6 digits.
- Press **[SPEED]** button if cost entered is less than 6 digits
- Otherwise must make allowance (eg. cost $100, press **10000** then **[SPEED]** button)
- Press **[HOLD/SAVE]** button
- Confirmation tone is heard

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