Empowered by Innovation

NEC

NVM-DFx

Hospitality

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This manual has been developed by NEC Unified Solutions, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

NEC Unified Solutions, Inc.
4 Forest Parkway
Shelton, CT 06484
www.necunifiedsolutions.com

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Introduction

Hospitality is a feature that lets you create a mailbox for each guest extension in a hotel so that the guest can have voice mail messaging capabilities and receive wake-up calls. More specifically, the Hospitality feature:

- Automatically activates or deactivates a Hotel Guest Mailbox when the Phone System Administrator does the "Check-In" or "Check-Out" procedure for extensions.

- Lets an outside caller leave a private recorded message at a Hotel Guest extension should the guest not answer or be busy on a call. The caller will not have to go back to the hotel operator to leave a message. To listen to their messages, the guest simply dials a few codes at their extension to call (log on to) their mailbox.

- Lets the guest program their own extension for a Wake-Up call. The guest uses their extension's dialpad to enter the time they wish to receive the Wake-Up call. When the Wake-Up time arrives, Hospitality calls the Hotel Guest extension.

- Lets the guest activate a snooze alarm when they receive a Wake-Up call. Hospitality will give them another Wake-Up call after the pre-programmed "snooze" time elapses. The guest can activate the snooze alarm as many times as they wish.

Setup

After the NVM-DFx Voice Mail system has been installed, the Hotel Guest Extension feature must be set up:

1) Assign a Hotel Guest Mailbox to each Hotel Guest Extension

2) Set the system-wide Wake-Up call options

3) Activate Call Forwarding at each Hotel Guest extension

Each of these steps is explained in detail in the following sections.

Setup

Hotel Guest Mailbox

A Hotel Guest Mailbox is a mailbox that you assign to a Hotel Guest extension so the guest can receive private recorded messages, listen to messages, and program wake-up calls.

To create a Hotel Guest Mailbox:

1) Select **Mailbox Options Add** from the **Customize** section of the main menu.

2) Scroll through the **Mailbox Type** list and select Hotel Guest as the type of mailbox that you want to create.

3) Type the mailbox number in the **Mailbox List** field:

   ■ To create a single mailbox, enter the desired mailbox number

   ■ To create several mailboxes, enter the desired mailbox numbers separated by a comma, e.g. 12, 14, 15

   ■ To create a range of mailbox numbers, separate the beginning and ending numbers with a hyphen, e.g. 24-48

4) Click **Apply**.

To configure a Hotel Guest Mailbox:

1) Select **Mailbox Options Edit** from the **Customize** section of the main menu. Use the navigation buttons at the top of the screen to select the mailbox that you want to set up.

   Note - If several mailboxes are going to be set up with the same parameters, a range of mailboxes can be specified, and the **Copy** button can be used to apply the same parameters to all mailboxes in the range. See *Creating and Accessing Mailboxes* in Chapter 3 of the NVM-DFx System Guide.

2) The **General** tab of the **Mailbox Options** window for the selected mailbox is displayed:

3) Select or type in the desired settings for each of the following data fields:

   ■ **Type** - If you selected a mailbox number of a Hotel Guest Mailbox, this field will already contain **Hotel Guest**.

   ■ **Security Code** - Password protect the mailbox by entering a security code up to six digits in length. This code serves a a lock for the mailbox. A caller must dial this code to gain access to the Hotel Guest Mailbox. If no security code is desired, enter **None**.

   ■ **Name** - Enter the guest's name in this field. An automated attendant caller dials this name from a Directory Dialing Mailbox to reach the Hotel Guest Mailbox. A caller also dials this name from an Extension Name Directory to transfer to this Hotel Guest Mailbox or extension.

   ■ **Extension** - Enter a unique extension number for this guest, up to 7 digits. Assigning an extension allows:

      Automated Attendant callers to transfer to that extension and leave messages if the transfer is incomplete.

      Message Waiting Lamp indication when the mailbox receives messages.

Setup

- **Next Call Routing Mailbox** - Enter a Call Routing Mailbox number that will provide options for where to send a call.

  Outside callers who enter the mailbox to leave a message after the beep can dial **0** to route their call to another destination (e.g., the operator). Enter the hotel operator's extension number in the Key 0 field of the Next Call Routing Mailbox's Dial Action Table.

- **Next CRMB Dial Mode** - This feature provides additional routing options to callers when a Next Call Routing Mailbox is assigned to the Hotel Guest Mailbox:

  None - When the caller enters the mailbox, the Voice Mail plays the mailbox greeting, then a beep signifying that Voice Mail is in the record mode. The caller can then record a message and/or dial 0.
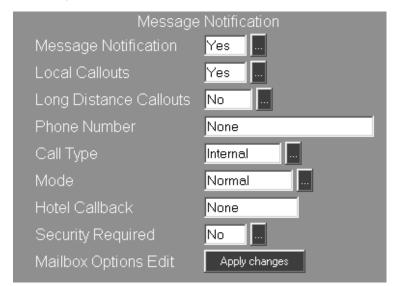
  Option 1 - When the caller enters the mailbox, the Voice Mail plays the mailbox greeting, then a beep signifying that Voice Mail is in the record mode. The caller can then record a message and/or select one of the routing options assigned to keys 0-9 of the Next Call Routing Mailbox's Dial Action Table.

  Option 2 - lets a caller use the routing options assigned to Keys 0-9, *, #, and the TIMEOUT function of the Next Call Routing Mailbox's Dial Action Table. When the caller enters the mailbox, the Voice Mail plays the mailbox greeting and possibly a pre-recorded voice prompt, such as *Start recording at the tone. When you are done, press the pound key or hang up*. Voice Mail then waits for the caller to dial a digit to select one of the routing options.

- **Tenant** - Enter the Tenant number associated with the mailbox.

- **Directory List** - This option determines whether an automated attendant caller can name-dial this mailbox or extension from a Directory Dialing Mailbox, or a Call Routing Mailbox that is programmed for an Extension Name Directory.

  Assign a Directory List to this mailbox. Possible entries are:

1-100	Allows a caller to name-dial this mailbox only from a Directory Dialing Mailbox or Extension Name Directory with a Directory List numbered 1-100.
A	Allows a caller to name-dial this mailbox from any Directory Dialing Mailbox or Extension Name Directory that does not have a Directory List.
N	Does not allow a caller to name-dial this mailbox.

- **Number of Messages** - Enter the number of messages (1-1000) that the mailbox can receive.

- **Bilingual Mode** - Select the language that the Voice Mail uses for all the voice prompts that play after a guest calls (logs onto) the mailbox (e.g., *You have ___ messages. To listen to your messages...*). You have a choice between two languages. Click in the box to view the other selection.

4) Click the **Apply changes** button.

5) Click the **Message Notification** tab on the **Mailbox Options** window:

Message Notification		
Message Notification	Yes	
Local Callouts	Yes	
Long Distance Callouts	No	
Phone Number	None	
Call Type	Internal	
Mode	Normal	
Hotel Callback	None	
Security Required	No	
Mailbox Options Edit	Apply changes	

6) If the **Message Notification** option is disabled, there are no other parameters to specify. If the Message Notification option is enabled, the Voice Mail will dial a pre-programmed telephone number when the mailbox receives a voice message. In addition, the following additional parameters must be set:

■ **Local Callouts** - If this option is enabled, the Voice Mail will dial a pre-programmed local telephone number containing 5-8 digits. The Voice Mail also recognizes the following toll free numbers as local calls:

1-800-XXX-XXXX   1-877-XXX-XXXX   1-888-XXX-XXXX

■ **Long Distance Callouts** - If this option is enabled, the Voice Mail will dial a pre-programmed long distance telephone number containing 9 or more digits.

■ **Phone Number** - Enter the telephone number that the Voice Mail will dial when the Hotel Guest Mailbox receives messages. Include any of the following special codes:

F - Flash

W - Wait for dial tone

S - Wait for sound

P - Pause

M - Monitored pause

A - Analyzed pause

Setup

- **Call Type** - Select the Call Type (**Internal**, **Local**, or **Long Dis**) from the drop-down menu.

- **Mode** - This option allows you to assign the type of notification that will be used for the mailbox. The following choices are available:

    Normal - an extension number of a telephone

    R. Pager - a radio pager number

    D. Pager - a digital pager number

- **Hotel Callback** - Enter the callback number that you want displayed on the digital pager (when D. Pager is selected as the mode).

- **Security Required** - If this option is enabled, a user will be prompted to enter a Mailbox Security Code after accepting a notification call at a non-pager number in order to gain access to the messages in the mailbox.

7) Click the **Apply changes** button.

8) Click the **Messaging** tab on the **Mailbox Options** window:

9) Enter the desired settings in each data field for the following Messaging options:

- **Auto Erase/Save** - This option determines whether the Voice Mail automatically erases or saves the message after it has been listened to. The selections are **Erase** or **Save**.

    If Auto Erase is selected, the Hotel Guest will have the option of saving the message after he has listened to it. If he doesn't select the option, the message will automatically be erased.

    If Auto Save is selected, the Hotel Guest will have the option of erasing the message after he has listened to it. If he doesn't select the option, the message will automatically be saved.

- **Message Retention** - This option determines how long the Voice Mail retains a message in the mailbox. Message retention applies to any message that the Voice Mail or mailbox user does not erase. When the message retention time expires, the Voice Mail automatically erases the message. Allowable entries are **1** to **90** days, or **Indefinite** (Voice Mail will not erase the message).

10) Click the **Apply changes** button.

11) Click the **Lamp/Logon/Transfer** tab on the **Mailbox Options** window:

Lamp/Logon/Transfer	
Message Wait Lamp	Yes [...]
Lamp On String	None
Lamp Off String	None
Forced Unscreened Transfer	No [...]
Transfer Only Mailbox	No [...]
Use Remote Login As Direct	No [...]
First Login Option	None [...]
Login Announcement Mailbox	None
Mailbox Options Edit	Apply changes

12) Enter the desired settings in each data field for the following Lamp/Logon/ Transfer options:

■ **Message Wait Lamp** - When this feature is enabled, the Message Waiting Indicator lamp on the guest's extension will light indicating that the mailbox contains an unread message.

  Note - If a guest receives a message while he is logged on to his mailbox, the message key will not turn on until he exits the mailbox. However, the guest will hear the message *You have received new messages*.

■ **Lamp On String** - This dial string tells the phone system how to turn on the Message Lamp at an extension. Lamp Strings can contain up to 20 digits including these additional special codes:

  X - The Voice Mail replaces the "X" with an extension number

  G - Number of messages in a mailbox. Any Lamp String must include an X.

  Entering a dial string in this field will overwrite the global dial string specified under *System Options, Dial Strings*. If you want the global string to apply to this extension, enter **None** in this field.

■ **Lamp Off String** - Should be left as **None**.

■ **Forced Unscreened Transfer** - If this option is enabled, all Automated Attendant transfers to the guest extension are unscreened transfers. The Voice Mail transfers the call to the extension and releases it. An incomplete transfer is handled by the phone system.

■ **Transfer Only Mailbox** - When this option is enabled, an Automated Attendant caller can only transfer to the guest mailbox extension. The caller cannot leave a message. If the transfer is incomplete, the Voice Mail lets the caller know the extension status (e.g., *Extension ____is busy*) and automatically returns the caller to the Welcome Message for the Call Routing or Directory Dialing Mailbox that transferred the call.

Setup

■ **Use Remote Login as Direct** - If this option is enabled, a guest can dial a Voice Mail extension number from his extension and then log onto the mailbox. If the option is disabled, a guest must dial the mailbox extension number after the Voice Mail extension number to log onto the mailbox.

■ **First Login Option**

None - No first logon options

Option 1 - The first time the Hotel Guest logs on to his mailbox, Voice Mail plays a recorded Announcement Message (if one has been left in the Login Announcement Mailbox).

Option 2 - The first time the Hotel Guest logs on to his mailbox, Voice Mail plays a recorded Announcement Message (if one has been left in the Login Announcement Mailbox) and then explains to the guest how to record a Mailbox Greeting, Name and Security Code.

■ **Login Announcement Mailbox** - This is the number of the Announcement Mailbox (up to 7 digits) that plays the recorded Announcement Message when the First Login Option (above) is enabled.

13) Click the **Apply changes** button.

14) Click the **Hotel Guest** tab on the **Mailbox Options** window:

15) Select or type in the desired settings for each of the following data fields:

■ **Conflict Ext. Digit Length** - Leave this field set to **None**.

■ **Wakeup Announcement Mailbox** - This Announcement Mailbox plays the recording that a guest hears after answering a wake-up call (*Good morning, this is your wake-up call*). This replaces the default message *This is the wake-up call you requested*.

■ **Archive Mailbox** - This mailbox receives any new or held messages that remain in the Hotel Guest Mailbox after the guest has checked out.

■ **Check In/Out** - The Check In status enables the Hotel Guest Mailbox to receive messages. The Check Out status makes a mailbox inactive and unable to receive messages.

■ **Allow Security Code** - This option allows a guest to assign a security code to his mailbox after logging on for the first time. Note - First Login Option 2 must be selected on the Lamp/Logon/Transfer tab.

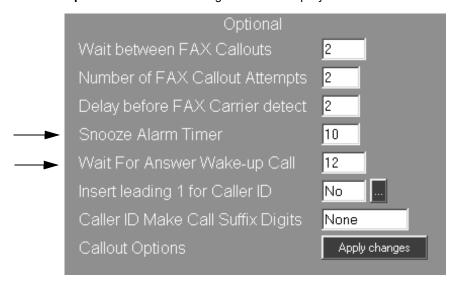16) Click the **Apply changes** button.

Wake-Up Call Options

There are two wake-up call options that can be set:

Snooze Alarm Timer

Number of rings per wake-up call

1) To set these options, select **Callout Options** from the **Customize** menu and then click the **Options** tab. The following screen is displayed:

Optional	
Wait between FAX Callouts	2
Number of FAX Callout Attempts	2
Delay before FAX Carrier detect	2
Snooze Alarm Timer	10
Wait For Answer Wake-up Call	12
Insert leading 1 for Caller ID	No ...
Caller ID Make Call Suffix Digits	None
Callout Options	Apply changes

2) Set the following options:

■ **Snooze Alarm Timer** - This option determines the amount of time (1 to 99 minutes) that Voice Mail will wait before redialing a Hotel Guest extension after the guest activates the snooze alarm.

■ **Wait for Answer Wake-up Call** - This option determines how long the Voice Mail will continue to ring the guest extension (1 to 99 secs) before cancelling the wake-up call.

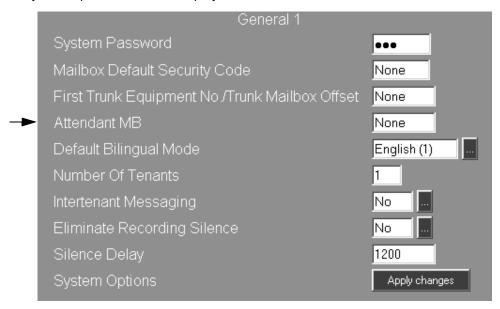3) Click the **Apply changes** button.

Setup

Attendant Mailbox

If an Attendant Mailbox is created, unanswered wake-up calls will be returned to the front desk with the message:

Room XXX does not answer. The wake-up call has failed.

To create an Attendant Mailbox:

1) Select **System Options** from the **Customize** menu. The General tab of the System Options screen is displayed:

```
                         General 1
System Password                              ●●●
Mailbox Default Security Code                None
First Trunk Equipment No./Trunk Mailbox Offset   None
Attendant MB                                 None
Default Bilingual Mode                       English (1)  ▪
Number Of Tenants                            1
Intertenant Messaging                        No  ▪
Eliminate Recording Silence                  No  ▪
Silence Delay                                1200
System Options                               Apply changes
```

2) In the Attendant MB field, enter the mailbox number of an existing Subscriber Mailbox that is not being used by any other person. The default parameters for this mailbox should be adequate for the mailbox to receive notices of unanswered wake-up calls.

Call Forwarding

To let non-Auto Attendant callers leave a message in a Hotel Guest Mailbox, the phone system's Call Forwarding feature must be activated at that Hotel Guest extension. Calls must be forwarded to the Voice Mail master extension number. Otherwise, a caller who is transferred to a Hotel Guest extension will not be able to leave a recorded message.

It is common to forward calls under the "no-answer" and "busy" conditions. This way, the call will ring the Hotel Guest extension and be forwarded to the auto attendant only if the extension does not answer or is busy.

Use the phone system's procedure for Call Forwarding. For the destination extension, enter the Voice Mail master extension number.

Leaving a Message for a Hotel Guest

An outside caller who is transferred to a Hotel Guest extension can leave a recorded message for the guest if the Hotel Guest extension is busy or does not answer. The outside caller hears:

The guest you are trying to reach is unavailable. Please leave a message at the tone or press 0 to ring the hotel operator.

The caller simply waits for the tone, leaves a recorded message, then hangs up. Or, the caller can press **0** for the hotel operator.

Note - The caller will be able to dial 0 for the hotel operator only if the Hotel Guest Mailbox has a Next Call Routing Mailbox with the correct Key 0 entry in the Dial Action Table.

Using a Hotel Guest Mailbox

A guest can call his Hotel Guest Mailbox to hear voice messages and to set wake-up call options. After a guest calls his mailbox, Voice Mail tells him how many messages he has and then plays a main menu of features. The guest hears the following prompts:

You have ___ messages (this plays only if there are 1 or more messages)

To listen to your messages, press L

To set a Wake-Up call, press U

To exit, press X

To ring the hotel operator, press zero

Calling and Exiting a Hotel Guest Mailbox

A guest can call his mailbox from his room extension or from any hotel phone extension. He can also call his mailbox from outside the hotel. If the hotel has an automated attendant, the gust simply presses # to bypass the auto attendant and go to a menu of options.

Listening to Messages

To see if there are any messages, a guest simply checks the Message Lamp at his extension phone. If it is flashing, there are messages. To listen to the messages, a guest must call the Hotel Guest Mailbox, then press **L**.

If a guest listens to a message all the way through, Voice Mail will automatically erase the message when the guest exits the mailbox. If the guest listens to only part of the message, Voice Mail will leave the message in the mailbox.

Using a Hotel Guest Mailbox

Using Wake-Up Calls and the Snooze Alarm

Guests can program their own phone for wake-up calls. There is no need for the guest to call the hotel operator to request a wake-up call. The guest simply calls his Hotel Guest Mailbox, selects the Wake-Up Call feature, and enters the time he wants to be called. Voice Mail will automatically call the guest at the requested time and play the following message:

This is the wake-up call you requested

To activate the snooze alarm, press S

To call the hotel operator, press 0

Otherwise, hang up now to turn off the wake-up call

If the guest does not answer the wake-up call within the pre-programmed number of rings, the wake-up call will be canceled.

If the guest presses **S,** Voice Mail will redial the extension (i.e, make another wake-up call) after the pre-programmed Snooze Alarm timer elapses. The guest can activate the snooze alarm as many times as he wants.

If the guest presses **0**, Voice Mail cancels the wake-up call and calls the hotel operator. Note - Voice Mail will only call the operator if the Hotel Guest Mailbox has a Next Call Routing Mailbox with the correct Key 0 entry in the Dial Action Table.

If the guest hangs up, Voice Mail cancels the wake-up call.

System Administrator Functions

Erasing All the Messages in a Mailbox

All the messages in a Hotel Guest Mailbox can be erased by the System Administrator.

1) Listen for a dial tone and dial the Voice Mail extension.

2) Dial the System Administrator Mailbox number.

3) Dial the Security Code.

4) Press **SA** to get the System Administrator Menu.

5) Press **EM** to access the Erase All Messages feature. Follow the voice prompts.

Check-In and Check-Out Features

Voice Mail's Check-In feature activates a Hotel Guest Mailbox and the Check-Out feature deactivates a Hotel Guest Mailbox. When a Hotel Guest Mailbox becomes active, an outside caller can contact that Hotel Guest extension and leave a recorded message. When a Hotel Guest Mailbox becomes inactive, Voice Mail erases all the messages in that mailbox and an outside caller will not be able to get through to that extension. Instead, Voice Mail plays *The room you are calling is not occupied. To ring the hotel operator, press 0*.

To use Check-In and Check-Out procedure:

The Check In/Check/Out function can be accessed from the web interface (Hotel Guest Mailbox - Hotel tab) or from the System Administrator menu

Note - An inactive Hotel Guest Mailbox can still be logged onto from the Hotel Guest extension.

System Administrator Functions

NEC

NEC Unified Solutions, Inc.
4 Forest Parkway, Shelton, CT 06484
Tel: 800-365-1928   Fax: 203-926-5458
necunifiedsolutions.com

Other Important Telephone Numbers

Sales: 203-926-5450
Customer Service: 203-926-5444
Customer Service FAX: 203-926-5454
Technical Service: 203-925-8801
Discontinued Product Service: 900-990-2541
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