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Answering Calls

Ringing and a flashing Answer key indicate the arrival of a call. The number next to C/W in the display indicates how many calls are waiting to be answered. The information displayed next to the softkeys F1> to F0> indicate the actions you can take by pressing the corresponding softkey.

For example, you can answer an outside (trunk) call by pressing [Ldn 1] (Listed Directory Number 1), or an internal (extension) call by pressing [Dial 0].

The following softkey prompts can accompany an incoming call:
- [Recall]
- [Redial]
- [Ldn 1], [Ldn 2], ... [Ldn 6] in positions F2-F7. (Names of keys may be customized. e.g. External and Internal

To answer calls
Do one of the following:
- Press **Answer** to answer the first call in the queue.
- Press a softkey (F1 – F0) to answer a specific type of call. e.g F3 or F4 Internal or External when call ringing in

Tones on For Console

When you are using the console you will sometimes be required to dial a digit to invoke a function on the remote line. e.g. Press 1 for Sales.
The console does not send digits in its default state and you must change the way the keypad functions before it will send tones.
To change the function you must press the Tones On button as displayed.
Once pressed the keypad will send tones until the Tones Off key is pressed or the call terminates.

Transferring a Call

From Console
The console is always ready to transfer a call. Simply dial the destination extension and then press release. If you want to return to the caller, press cancel instead of release.

From an Admin Phone
- Before transferring a call from an admin phone, you must first press the transfer key.
- Once pressed you can dial the destination extension
- To complete the transfer, press a release key if one is available or hang-up
- To return to the caller without completing the transfer, press the cancel key

Placing a Call on Hold

You can place up to three calls on hold using the fixed Hold keys. If you need to place more calls on hold, use the Hold 4+ key in combination with the softkeys. Console hold keys are private and can only be retrieved from the console.

To place a call on hold:
- Press Hold 1, Hold 2 or Hold 3 – The associated lamp indicates the call is on hold
- To retrieve the call press the key again

Note: If the call needs to be retrieved from another admin phone, use system park (see below)

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System Park Orbits

Each admin phone has 3 Orbit keys. These keys are common to each set and can be used to place calls on hold to be retrieved from another phone.

System Park from Console

- While on a call, press the System park key and enter the destination orbit number 01, 02 or 03
- The system will display a retrieval code if required e.g. *5701, *5702 or *5703
- The call can then be retrieved from another phone by pressing the associated Orbit key.

System Park from Admin Set

- While on a call press one of the 3 Orbit keys on the phone
- To retrieve the call, press the key again

Setting Wakeup Calls

From Console

- Press **Function** Key
- Press **Guest Room** Key
- Enter **Room Number** (or admin extension number)
- Press **Wakeup**
- Enter up to 3 wakeup calls for a room
    - Multiple wakeup calls cannot be set with less than a 15 minute interval
    - Each wakeup will call a minimum of 3 times if not answered
    - Wakeups are considered complete if the call is answered
    - Wakeups can be set to repeat daily at a specific time

From Admin Set (5340 Set Type ONLY)
- Press Guest room Key and follow steps above

By Guest in Room
- They will dial ***32** followed by the 4 digit time (24hour clock).
- To cancel they will dial ***32** then dial **9999**

Through Voicemail in Room
- Dial voicemail access code ***8** or _____(if hotel has custom codes)
- Dial **9** (W) when voicemail advises to do so
- Listen to the prompts and this will walk you through process of setting a wakeup call

Maid in Room Codes

This feature is use to communication with the Property Management Software as to the condition and status of a guest room.

From a Guest Room Phone

- *351 is _____
- *352 is _____
- *353 is _____
- *354 is _____

*NOTE: *35 is the default code however hotel may have its own custom codes.*

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Changing restrictions on phones

From Console

- Press **Function** Key
- Press **Guest Room** Key
- Enter **Room Number** (or admin extension number)
- Press *Rest O/G* key
  - Status will toggle through the following options
    - INT – Internal Dialing Only
    - LOC – Local calling allowed – Default Setting on Checked Out
    - LD – Long Distance Allowed – Default Setting on Checked In

From Admin Set

- Press Guest room Key and follow steps above

Note: The Property Management System automatically changes restriction to LD for checked in Guests. If you have a cash customer, you may want to change it manually to Local

Emergency Calls 911

Phones at the front desk will be notified if ANY 911 call is placed on the system. The call proceeds to emergency services without delay. The purpose of the notification is to make the front desk staff aware that a 911 call has been made. When the alarm is read, the system will tell you the Name and Extension number for the phone that dialed 911

Read Alarm from Console

- Console will ring differently and the display will say: 911 Call   {Press Function key for Details}
- Press **Function**
- Press **911 Call** (F3)
- Make note of information on display
- Clear the alarm by pressing **F9**

Read Alarm from Admin Set

- Phone will ring differently and the display will say: ALARM(S) ACTIVE
- Alarm Key will flash
- Press **Alarm** Key
- Press **Show 911** Key
- Make note of Extension number and Name information at top of display
- Delete the alarm by pressing key labeled **– Delete Alarm**

Switching to Night/Day Service

Incoming calls that normally ring the console during the day can ring another answering point at night. Your system may have one or two night service modes called Night 1 and Night 2. The mode you should select depends on system programming.
Any attendant can switch the system into night or day service. When the system is in night service, the night status indicator (Night 1 or Night 2) displays on all consoles.

To switch to night or day service:

- Press **Function.**
- Press [**Att Function**].
- Press [**Chg Service**].
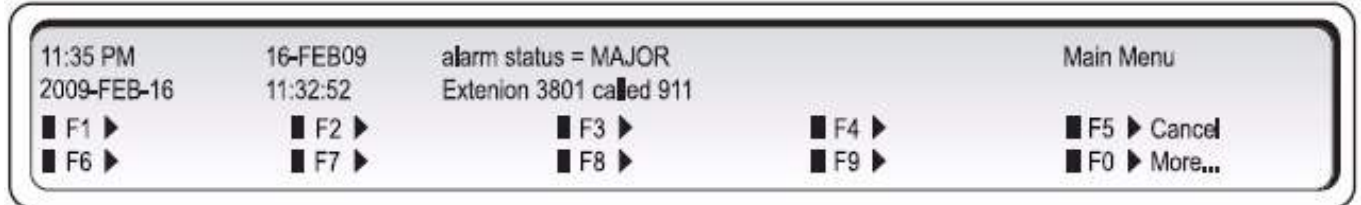- Press [**Night 1**], [**Night 2**], or [**Day**] as required.

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Viewing System Alarm Information

An alarm indicator on the display means a fault in the telephone system has occurred. You can read information about the nature and location of the fault from the console.

To read an alarm message:
- Press Function.
- Press [Alarm].
- The display shows, for example:

- Record all the alarm information.
    - Press [More...] to display additional information or other alarms (if any).
    - The Alarm indicator will continue to flash until all alarm messages have been displayed.
    - Contact your communications department.
- Press [Exit].

Setting System Date and Time

You can change the date and time appearing on the console display. The time displays either in 12- or 24-format depending on system programming.

To set the time
- Press Function.
- Press [Att Function].
- Press [Date/Time].
- Press [12/24 Hr] to select either the 12-hour or 24-hour format.
- "AM" or "PM" will appear after the time in the 12-hour format.
- Press [Set Time].
- Enter the current time using four digits (hh:mm).
- For example, for 9:30 enter 0930.
- Press [PM] if applicable.
- [PM] appears only if the system is set to 12-hour format, and the hour entered is in the range 01 – 12.
- Press [Set] (24-hour format only).
- You can use the arrow key to make corrections.
- Press [Exit].

To set the date
- Press Function.
- Press [Att Function].
- Press [Set Date].
- Enter the current date in YY/MM/DD format.
- For example, for December 12, 2009, enter 091212.
- Press [Set].
- Press [Exit].

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