

## Hospitality Quick Reference

### Check In:

*"In the STATUS mode the DSS console key for the room is on"*

- Press **CHECK IN** key
- Dial the Room Number (you will see "Set" in the display). Do not press one touch key must dial room number.
- Press **SPEAKER**

### Check Out:

*"In the STATUS mode the DSS console key for the room is off"*

- Press **CHECK OUT** key
- Dial the Room Number. Do not press one touch key must dial room number.
- Press **SPEAKER**

### Change A Room's Toll Restrictions:

- *Once a guest has checked in...*
- Press **TOLL RSTRCT** Button
- Dial the Room Number (You will hear a single beep)
- Enter the new toll restriction level
  1. Wide Open
  2. Long Distance – No Overseas
  3. Toll Restricted – Local Calls Only
  4. Internal Only
- Press **SPEAKER**

### Set/Cancel A Wake Up Call From A Room Phone:

- Press **SPEAKER**
- Enter **631** (to Set) or **632** (to cancel)
- Enter the time you wish to wake up (via 24Hr clock)
- Press **SPEAKER**

### Set/Cancel A Wake Up Call From The Front Counter:

- Press **SPEAKER**
- Press **“Wake Up Set or Cancel”** on Front Desk Set
- Enter the Room Number
- Press **SPEAKER**

### House Cleaning From A Room Phone

- Press **SPEAKER**
- Enter **640**
- Dial the Room status code
  1. Room Cleaned (Occupied)
  2. Maid Required
  3. Maid in Room
  4. Inspection Required
- Press **SPEAKER**

## House Cleaning From The Front Counter

- Press **SPEAKER**
- Enter **641**
- Enter the room number
- Dial the Room status code
  1. Room Cleaned (Occupied)
  2. Maid Required
  3. Maid in Room
  4. Inspection Required
- Press **SPEAKER**

## To View The Status Of A Room

Without lifting the handset, press **STATUS**

If the DSS Key is:

- ON (Green)
- OFF
- SLOW FLASH (Green)
- MEDIUM FLASH (Green)
- FAST FLASH (Green)

The guest has:

- Checked In and Clean
- Checked Out (Clean and Available)
- Maid Required
- Maid in Room
- Inspect

## Room Voicemail

A solid green light next to a room button on the add on console [without Room Status or Wake Up Status keys depressed] indicates a new voice message for that room.

If the message has not been listened to and the guest has checked out there are three ways to clear the message[s] and turn off the green light on the add-on console:

- From the room pick up handset and dial 62 to access voicemail and follows prompts to listen to and delete message.
- From any Admin Digital [multiline] set dial 499 [voicemail pilot]. The voicemail will answer and ask for a mailbox. Enter room number with new message and follow voice or soft key prompts to listen and delete messages.
- From the Front Desk set with add on console press Vmsg [soft key], press More [soft key], Mgr [soft key], press Subs [soft key], Press Msg [soft key]. This will erase all messages in the mailbox.

All three methods will turn off the green light at add on console.