



Nortel Communication Server 1000

Hospitality Messaging Server 400

Staff Telephone User Interface Quick Reference Guide



Introduction

This guide highlights the options available from the Staff Telephone User Interface (TUI). The TUI was specifically designed to provide an easy and convenient way for Administrators to perform common maintenance and administrative tasks from a telephone set instead of directly from the system. It offers similar functions to those provided by the Meridian Mail HVS Guest Administration Console (GAC). This feature is currently available in English (American), British, German, Russian, Italian, French, Spanish (Latin American), Mandarin, and Japanese.

TUI Access

Dial the TUI access number and enter the password. Consult your System Administrator to obtain both the TUI access number (DN) and Password.

Menu Options

Once a valid password is entered, the user will be presented with 3 options:

- ❑ For PMS Menu, **press 1**
- ❑ For Guest Services Menu, **press 2**
- ❑ For Prompt Maintenance Menu, **press 3**
- ❑ To record Welcome Prompt, **press 4** (Hidden Option – not prompted)

Below is the sub-menu for each option followed by a brief explanation of each function:

Property Management Services (PMS)

- 1) Check In a room
 - Enter room number, # (termination key)
 - System validates entry
 - 'Command Activated' prompt played (if valid)
 - Returns to PMS Menu

Note: *A room that is checked-in through this function will have "New Guest" as its name*

- 2) Check Out a room
 - Enter room number, # (termination key)
 - System validates entry
 - 'Command Activated' prompt played (if valid)
 - Returns to PMS Menu

Note: *A room that is checked-out through this function will have its name deleted*

- 3) Move a guest to another room
 - Enter *Old* room number, # (termination key)
 - Enter *New* room number, # (termination key)

Note: *New room must be a vacant room*

 - 'Command Activated' prompt played
 - Returns to PMS Menu

- 4) Change the language of a Guest Mailbox
 - Enter room number, # (termination key)
 - Enter language code, # (termination key)
 - 'Command Activated' prompt played
 - Returns to PMS Menu

Note: *The list of language codes can be acquired by the system administrator as described in the section "Obtaining List Of Language Codes" on page 6.*

Guest Services

- 1) Reset Mailbox Password
 - Enter room number, # (termination key)
 - 'Password Reset' prompt played
 - Returns to Guest Services Menu

- 2) Enable a Mailbox (**Admin mailboxes only**)
 - Enter extension number, # (termination key)
 - 'Command Activated' prompt played (if valid)
 - Returns to Guest Services Menu

Note: *This actually re-enables a disabled mailbox; it doesn't create a new one. Creation of a new mailbox can only be done from the system's VM Office GUI by the System Administrator. A re-enabled mailbox's language will follow that set in the "Default Check In/Admin MBOX Language" parameter found in the PMSI Configuration GUI*

- 3) Disable a Mailbox (**Admin mailboxes only**)
 - Enter extension number, # (termination key)
 - 'Command Activated' prompt played (if valid)
 - Returns to Guest Services Menu

- 4) Set or Cancel a Wake Up Call for one guest or a group of guests
 - Enter room number, # (termination key) OR * followed by Distribution List number, #
 - System checks whether there is a previous AWU call set
 - If so, it announces the AWU time followed by current time
 - If not, it straightaway plays the current time
 - Enter new AWU time using the 24-hour clock format OR '*****' to cancel previous AWU time
 - System echoes the new AWU time as confirmation
 - Returns to Guest Services Menu

- 5) Retrieve Post Checked Out message
 - < Put the caller on hold after getting pertinent guest information (name, room number, and checked-out date)>
 - Enter checked-out guest's room number, # (termination key)
 - Enter check-out date (MMDD format)
 - <Connect the call to checked-out guest>

- System announces number of messages

Note: *The maximum number of days post checked-out messages can be kept by the system is 99 days but the default is set to 2*

6) Undelete messages

- Enter room number, # (termination key)
- System validates entry and looks up mailbox number for that room
- All messages that were deleted prior to this will be restored

Prompt Maintenance

This option provides the ability to record prompts primarily for Auto Attendant usage. However, it can also be used to record customized auto-wakeup (AWU) prompts. A prompt must be given a unique 4-digit ID prior to recording.

- Enter 4-digit ID
- Record after the tone and press 1 to stop
 - *Press 1 to Confirm*
 - *Press 2 to Listen to new prompt*
 - *Press 3 to Re-record*
 - *Press 4 to Cancel*

All prompts recorded would be saved on the HMS 400 server in the “AAPrompt” sub-folder of the corresponding language of the line. For instance, if the voicemail lines have been configured as French, then all recorded prompts will be found in: C:\HM\Sound\French\AAPrompt\.

Note: When customizing an AWU prompt, the recorded prompt **MUST** be renamed to the following – Autocall.x40 (where x denotes the designated letter for each language with the exception for Greek, Dutch, and Thai whose extension is Gre, Dut, and Tha) – and then copied to the corresponding language folder.

Caution: Only experienced HMS 400 System Administrators should attempt to move prompt files on the server. Changing or deleting prompts other than those mentioned in this section could result in a non-functioning voicemail system.

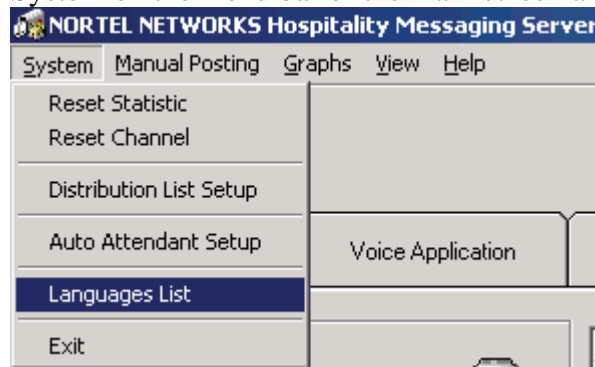
Welcome Prompt Recording

This is a hidden option (meaning there are no prompts for the feature) for recording customized hotel welcome prompts. The steps are as follows:

- Press 4 followed by the 2-digit language code, #
- Record after the tone and press 1 to stop
 - *Press 1 to Confirm*
 - *Press 2 to Listen to new prompt*
 - *Press 3 to Re-record*
 - *Press 4 to Cancel*

Obtaining List Of Language Codes

To obtain the complete list of language codes currently used in the system, click System on the menu bar of the main screen and then select 'Languages List'.



HMS 400 Quick Reference Card

Telephone User Interface



Call-in

<Enter Password> #

Main Menu

1 PMS Menu	2 Guest Service	3 Prompt Maint.
4 Welcome Prompt	5	6
7	8	9
*	0	#

PMS Menu

1 Check In Guest	2 Check Out Guest	3 Move Guest
4 Change Language	5	6
7	8	9
*	0	#

Guest Service Menu

1 Reset Password	2 Enable Mailbox	3 Disable Mailbox
4 Set/Cancel AWU	5 Retrieve Checked- Out Msg.	6 Undelete All Msg.
7	8	9
*	0	#

Prompt Maintenance Menu

Prompt Recording

<Enter 4-Digit ID> #

Start Recording

Press 1 to stop

1 Confirm	2 Playback New Prompt	3 Re- record
4 Cancel	5	6
7	8	9
*	0	#

Welcome Prompt (Hidden Option)

Prompt Recording

<Enter 2-Digit Language Code> #

Start Recording

Press 1 to stop

1 Confirm	2 Playback New Prompt	3 Re- record
4 Cancel	5	6
7	8	9
*	0	#

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