

SAMSUNG HOTEL

User Guide





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to which this declaration relates is in conformity with

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EN61000-4-4:1995, EN61000-4-5:1995, EN61000-4-6:1996, EN61000-4-8:1993

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EN61000-4-11:1994, AS/NZS3548:1995

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EN60950 ; 1992+A1+A2+A3+A4+A11

(Manufacturer)

Samsung Electronics Co., Ltd
259, Gongdan-Dong, Gumi-City
Kyungbuk, Korea, 730-030

Tae-eok Jang / General Manager

2001-03-31 TE Jang
.....
(place and date of issue)

.....
(name and signature of authorized person)

(Representative in the EU)

Samsung Electronics Euro QA Lab.
Blackbushe Business Park
Saxony Way, Yateley, Hampshire
GU46 6GG, UK

In-Seop Lee / Manager

2001-04-03 IS Lee
.....
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- LVD: EN60950: 2000 (IEC 60950, Third Edition, 1999)
-
- EMC: EN55022 : 1998, EN61000-3-2:1995 Inc A1/A2:1998 + A14:2000*,
-
- EN61000-3-3:1995, EN61000-4-2:1995 98, EN61000-4-3:1996,
-
- EN61000-4-4:1995, EN61000-4-5:1995, EN61000-4-6:1996,
-
- EN61000-4-11:1994, AS/NZS3548:1995
-

(Manufacturer)

Samsung Electronics Co., Ltd
259, Gongdan-Dong, Gumi-City
Kyungbuk, Korea, 730-030

Tae-eok Jang / General Manager

2002-04-19 TE Jang
.....
(place and date of issue)

.....
(name and signature of authorized person)

(Representative in the EU)

Samsung Electronics Euro QA Lab.
Blackbushe Business Park
Saxony Way, Yateley, Hampshire
GU46 6GG, UK

In-Seop Lee / Manager

2002-04-18 IS Lee
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(place and date of issue)

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CONTENTS

① Introduction to Hotel	1
About the Hotel Application	1
What is Covered in this Guide	1
Who Should Read this Guide	2
What You Need to Know	2
② Basic Administration.....	4
Overview of Administration	4
Checking In a Guest.....	8
Checking Out a Guest.....	11
Billing a Guest Room.....	12
Credit a Room or Phone Bill.....	16
Setting & Cancelling a Wake-up Call for a Guest.....	18
Setting a 'Message Waiting Indication,' 'Camp-On' or 'Callback' on an Extension	23
Answering a 'Message Waiting Indication' on an Extension	25
Setting a Room On Hold	27
Room Status: Viewing & Changing	28
Remote Billing for Phone Calls	31
Booth Option for Phone Calls.....	32
Displaying a Call Cost or Timer.....	34
Separating Phone Charges	35
Printing a Room Bill	36
Staff Location.....	37
③ Using the HOTEL Key	39
HOTEL Key on Administrator's Keyphone.....	39
HOTEL Key on Extension (Guest) Keyphone.....	45

- ④ Printing a PMS Report46**
- ⑤ Invoices and Status Reports.....47**
 - Room Invoice.....47
 - Room Status Reports48
- ⑥ Troubleshooting.....49**

1 INTRODUCTION TO HOTEL

ABOUT THE HOTEL APPLICATION

Hotel software is intended for use by hotels and similar establishments which operate a Samsung DCS, DCS Compact II or iDCS keyphone system. The software is managed through display keyphones and allows the manager and front desk staff to check guests in and out, enter items for billing, check the status of rooms, and carry out other tasks that are a routine part of daily administration.

Your Hotel system will already have been set up to operate in the most appropriate way for your establishment. If you need to make any changes to the system configuration, refer to the *Samsung Hotel Installation & Programming Manual*.

WHAT IS COVERED IN THIS GUIDE

Section 1 is this introduction to the Hotel application.

Section 2 takes you through the procedures required to perform day-to-day administration including checking in a guest, checking out a guest, adding billing items to guests' bills, adding credit payments, setting wake up calls, printing bills, and so on. The procedures require you to have access to one or more Administrator's display keyphones on which Hotel features have been programmed. Simple key presses allow you to perform all of the functions required for Hotel administration.

Section 3 explains how to use the special HOTEL key programmed on the keyphone. This can be used for checking in, checking out, changing room status and printing status reports.

Section 4 shows you how to print a Property Management System (PMS) activity report and describes its contents.

Section 5 provides examples of bills (invoices) and status reports that you can print.

Section 6 lists some of the more common problems that you may encounter while using the Hotel application, and explains how to deal with them.

WHO SHOULD READ THIS GUIDE

The guide should be read by all managers and staff members who are responsible for processing guest and room information on a daily basis.

For a technical discussion of the Hotel system, refer to the *Samsung Hotel Installation & Programming Manual*.

WHAT YOU NEED TO KNOW

■ STAFF CODES AND FEATURE CODES

Access to Hotel features can be protected by passcodes (staff codes) for security. It is important that the system manager makes sure each member of staff is allocated their own 4-digit passcode, if these are required. The manager should also ensure that staff members are aware of:

- the relevant Hotel feature codes they may need when using key-phones for administration.
- the passcode required to delete item charges from room bills.

Your system installer should have provided you with this information.

■ ADD-ON MODULES

You may have one or more add-on modules (AOMs) attached to your Administrator's key-phone(s). These AOMs provide additional keys for programming Hotel features and for assigning to rooms / extensions (DSS keys) to allow you to quickly check room status and staff locations.



Typical AOM

A single AOM may have 14, 48 or 64 keys. The number of AOMs you need, therefore, depends on the number of rooms you have.

■ PRESSING THE WRONG KEY

If you enter an invalid value or code during administration, the display will inform you and change to allow you to enter a valid value/code, or to begin the entry sequence again.

■ PROBLEMS

If you have any problems while using the keyphone system, refer to section 6, [Troubleshooting](#), or contact your system manager.

2 BASIC ADMINISTRATION

OVERVIEW OF ADMINISTRATION

Administration is carried out using the Administrator's display keyphone. This will normally be a Samsung DCS (Euro) keyphone ([Figure 2-1](#)) or an iDCS series keyphone ([Figure 2-2](#)). The feature keys should be marked clearly. Some functions (such as setting the cleaning/maintenance status of rooms) can be carried out from other keyphones not designated as Administrator's keyphones—such as guest-room phones—provided the appropriate feature access codes have been set up in the system.

■ USING THE KEYPHONE KEYS

This guide assumes that the Administrator's keyphone has been programmed with the following Hotel features assigned to keys:

BILL	Add or delete service charges to or from guest rooms
BOOTH	Enable/Disable booth phone (iDCS systems only)
CHIN	Check in a guest
CHOUT	Check out a guest, print bills and put a room on hold
CREDIT	Credit a guest's room or phone bill
HOTEL	Check or set the current status of a room (occupied, needs cleaning, etc), check a guest in or out, or print a phone bill
RB	Remote billing
RSV	Room status view (requires one or more AOMs)
SLOCAT	Staff location (requires one or more AOMs) (iDCS systems only)
WAKEUP	Set a wake-up call for a room
XCHIN	Express check in for a guest

Other keys may be assigned miscellaneous system features, such as CALL, MESSAGE, and so on. To use these other features, refer to the *Samsung Keyset User Guide* provided with your phone.

■ SELECTING KEYPHONE DISPLAY OPTIONS

As you work through the keyphone LCD displays, options are selected by pressing the key on the keyphone—called a soft key—directly below the option shown in the display. There are three soft keys.

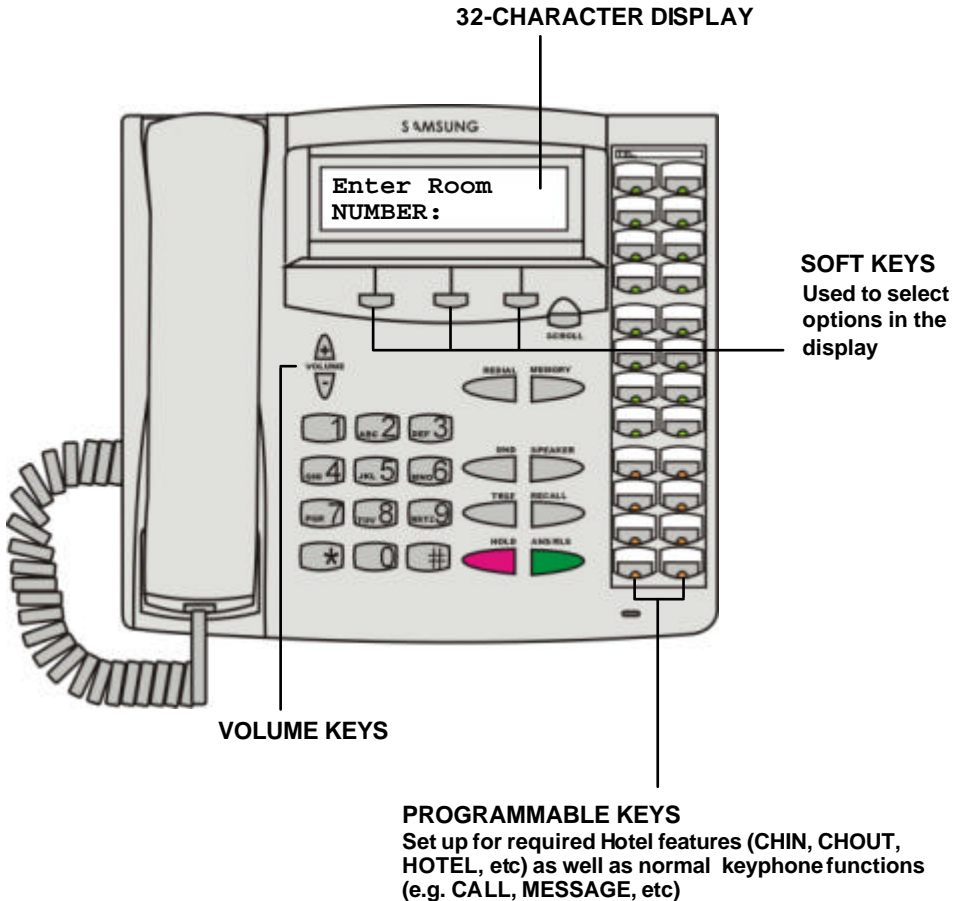


Figure 2-1: DCS (Euro) Administrator’s Keyphone (Version shown is 24B)

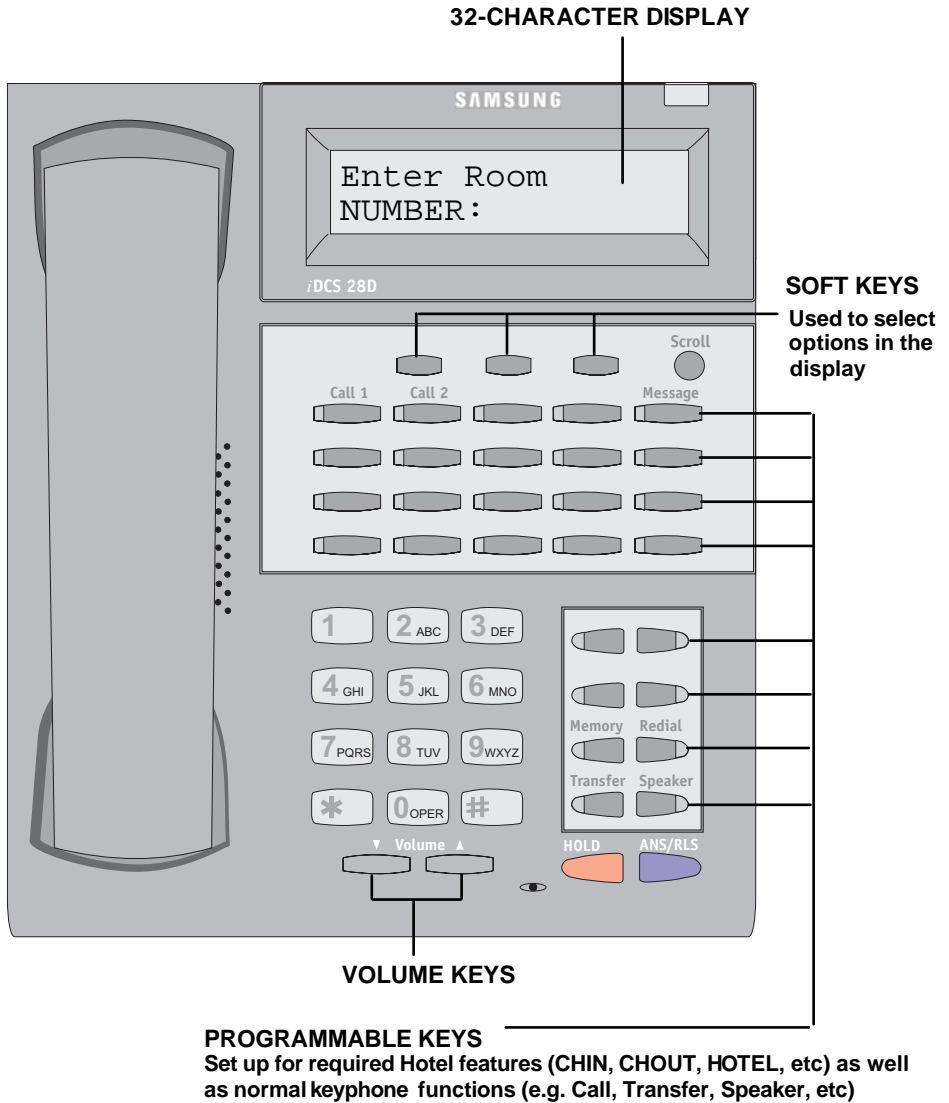


Figure 2-2: iDCS Series Administrator's KeypHONE (Version shown is 28D)

■ THE HOTEL KEY

The HOTEL key provides access to some Hotel features (such as checking in, checking out and room status) which can be accessed using other programmed keys. However, because the HOTEL key has much wider applications, it is described separately (see section 3, [Using the HOTEL Key](#)).

■ INVOICE ITEM CODES AND COSTS

Keep to hand a list of the item codes and costs that are likely to be required when checking in guests and entering billing information. (See the following example.) Make sure this list is available to all staff.

Example

Your system installer could set up the system like this:

Item	Code
Double (room)	02
Twin (room)	03
Single (room)	04
Breakfast	05
Lunch	06
Dinner	07
Bar	08
Laundry service	09
Gym	10
Papers	11

Costs for each item are entered when you check a guest in and subsequently add items to room bills.

See your system installer for a complete list of the codes and costs applicable to your system.

CHECKING IN A GUEST

Guests are checked in using either the **CHIN** (Check In) key or **XCHIN** (Express Check In) key.

NOTE: To use the HOTEL key to check guests in, see section 3, [Using the HOTEL Key](#). You need to use the HOTEL key if the guest specifically requests a smoking or non-smoking room, for example.

Use XCHIN for quick check in (to enter room number and room cost only).

Use CHIN to enter cash deposits (pre-payments for rooms and/or phones) and guest names. If you enter cash deposits, these will be subtracted from the total charges billed to the room when the guest checks out.

TIP: If you want to quickly check which rooms are available for checking in, you can use the RSV key(s). See [Room Status: Viewing and Changing](#).

PROCEDURE

1. Press the **CHIN** or **XCHIN** key. Display shows:

```
Enter Room  
NUMBER :
```

2. Enter the room number (or press the dedicated DSS key, if available). *If a staff code is required*, the display shows:

```
Enter Staff Code
```

If no staff code is required, you see the screen display shown in [step 3](#), and you should proceed to [step 4](#).

3. Enter your 4-digit staff code. The code is not displayed; instead you see '***' in the display. (If you enter an incorrect code, you return to this display to re-enter the code.) Display shows:

```
Enter Item Code
```

4. Enter the item code for the room. For example, this might be 02 for a 'Double'. (If the code you enter is not valid, you return to step 1 to begin again.) Display shows:

```
Enter Item Cost
:XXX.XX
```

5. Enter the item (room) cost (e.g. £20.00 is entered as 020.00).

If you selected the Express Check In option (XCHIN), the procedure is now complete. Otherwise, you see the following display.

```
RM:XXX :XXX.XX
ACCEPT CHANGE
```

If you want to change your item cost entry, select CHANGE at this display and re-enter the cost.

If the entry is correct, select ACCEPT to enter the cost. Display shows:

```
Check In Room
CREDIT CASH
```

6. If there is no cash deposit to enter, select CREDIT and go to [step 10](#).
OR
To enter a cash deposit, select CASH.

Display shows:

```
Cash Deposit
ROOM      PHONE
```

7. Select if the deposit is for the room or phone. You will see one of the following displays.

```
Credit Room
:000.00
```

```
Credit Phone
:000.00
```

8. Enter the deposit value (e.g. £20.00 is entered as 020.00). Display shows:

```
RM:XXX :XXX.XX
ACCEPT CHANGE
```

9. To enter the value, select ACCEPT.
OR
If you want to change the value, select CHANGE and enter a new value.

Display shows:

```
NAME :
EXIT      PRINT
```

10. Enter the guest name using the dial keypad. Use the letters printed on the keys (2=ABC, 3=DEF, etc). For example, to get the letter "E", press key '3' twice; for "C" press '2' three times, and so on. After each letter, press the right soft key to move the cursor to the next position.

Select either EXIT to complete the check-in procedure or PRINT to print a bill for one night showing the room cost and deposit. If you select PRINT the LCD returns to a normal display after a short delay.

CHECKING OUT A GUEST

Guests are checked out using the **CHOUT** (Check Out) key. The CHOUT key can also be used to put a room on hold (see [Setting a Room On Hold](#)).

NOTE: To use the HOTEL key to check guests out, see section 3, [Using the HOTEL Key](#).


PROCEDURE

1. Press the **CHOUT** key. Display shows:

```
Enter Room  
NUMBER :
```

2. Enter the room number (or press the dedicated DSS key, if available). Display shows:

```
Check Out Room  
YES    HOLD    PRINT
```



3. Select YES.

Checkout will be completed with a printout of the room bill (see section 5, [Invoices and Status Reports](#), for an example printout). All billing records for the room are set to zero. The room status is set to 'Needs Cleaning' unless the system is programmed for automatic cleaning.

4. Press the **SPEAKER** key to exit.

NOTE: For a description of status 'flags' see [Room Status: Viewing and Changing](#).

BILLING A GUEST ROOM

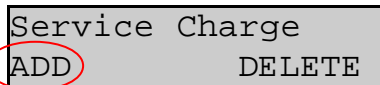
To enter an item and an item cost, and have it added to the bill for a room, use the **BILL** key. The currency value you enter here will automatically have any tax(es) applied where appropriate. For example, in the UK, VAT is applied.

You can also delete a previously billed item.

■ ADDING AN ITEM TO A BILL

PROCEDURE

1. Press the **BILL** key. Display shows:



```
Service Charge
ADD          DELETE
```

2. Select ADD. Display shows:

```
Enter Room
NUMBER :
```

3. Enter the room number. Display shows:

```
Enter Staff Code
```

If no staff code is required, you see the screen display shown in [step 4](#), and you should proceed to [step 5](#).

4. Enter your staff code. The code is not displayed; instead you see ******** in the display. (If you enter an incorrect code, you return to [step 1](#) to begin again.) Display shows:

```
Enter Item Code
```

5. Enter the item code. For example, this might be 08 for 'Bar'. (If the code you enter is not valid, you return to [step 1](#) to begin again.) Display shows:

```
Enter Item Cost
:XXX.XX
```

6. Enter the item cost (e.g. £20.00 is entered as 02000). Display shows*:

```
RM:XXX :XXX.XX
ACCEPT CHANGE
```

* If a deposit was entered during the check-in procedure for this guest and the amount entered here for the item cost exceeds the deposit amount, the message "Deposit Exceeded" appears on the display and you return to [step 1](#) to add/delete the item cost.

Select ACCEPT to enter the item cost. The display returns to normal.
OR
If you want to change your entry, select CHANGE to return to [step 3](#).

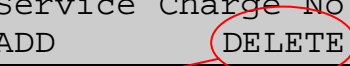
■ DELETING AN ITEM FROM A BILL

To delete an item from a bill you will need the special 'delete' passcode. If you don't know the passcode, ask your system manager.

PROCEDURE

1. Press the **BILL** key. Display shows:

```
Service Charge No.  
ADD          DELETE
```



2. Select DELETE. Display shows:

```
Enter Room  
NUMBER :
```

3. Enter the room number. Display shows:

```
Enter Staff Code
```

If no staff code is required, you see the screen display shown in [step 4](#), and you should proceed to [step 5](#).

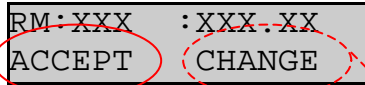
4. Enter your staff code. The code is not displayed; instead you see '***' in the display. (If you enter an incorrect code, you return to [step 1](#) to begin again.) You then see this display:

```
Enter Item Code
```

5. Enter the item code. For example, this might be 08 for 'Bar'. (If the code you enter is not valid, you return to [step 1](#) to begin again.) Display shows:

```
Enter Item Cost  
:XXX.XX
```

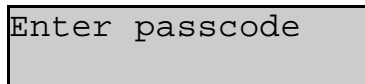
6. Enter the item cost (e.g. £20.00 is entered as 02000). Display shows:



```
RM: XXX : XXX.XX
ACCEPT CHANGE
```

If you want to change your entry, select CHANGE to return to [step 3](#) and enter the room number again.

7. Select ACCEPT to delete the item. Display shows:



```
Enter passcode
```

8. Enter the 'delete' passcode (four digits) that allows you to delete item charges. The passcode is not displayed; instead you see '****' in the display.

The charge is deleted and the display returns to normal.

When the final invoice is printed at checkout time, or you print a list of charges for the room, the deleted item will be displayed as a negative (–) value.

CREDIT A ROOM OR PHONE BILL

You can credit a guest's room or phone bill if the guest makes a deposit when checking in, or subsequently makes a cash payment to offset some of the charges already incurred. A deposit can be entered during the check-in procedure (described above). If you want to increase the amount of credit, use the **CREDIT** key.

PROCEDURE

1. Press the **CREDIT** key. Display shows:

```
Enter Room  
NUMBER :
```

2. Enter the room number. Display shows:

```
Enter Staff Code
```

If no staff code is required, you see the screen display shown in [step 3](#), and you should proceed to [step 4](#).

3. Enter your staff code. (If you enter an incorrect code, you return to enter the code again.) The code is not displayed; instead you see '****' in the display. You then see:

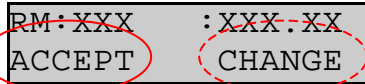
```
Add Credit to  
ROOM          PHONE
```

4. Select if the credit is for the room or phone. You will see one of the following displays.

```
Credit Room XXX  
:000.00
```

```
Credit Phone XXX  
:000.00
```

5. Enter the credit value (e.g. £20.00 is entered as 02000). Display shows:



RM: XXX : XXX.XX
ACCEPT CHANGE

6. Select ACCEPT to enter the value in the system. The display returns to normal.

OR

If you want to change the value, select CHANGE to enter the value again ([step 5](#)).

NOTE: If a cash credit is made for a phone bill, the system will warn the guest when the 'credit expiration warning threshold' has been reached (the guest hears three beeps while making a call). When the credit limit is reached, any call in progress will be dropped and no more calls can be made.

SETTING AND CANCELLING A WAKE-UP CALL FOR A GUEST

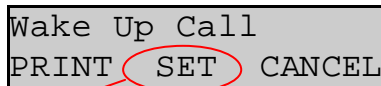
The WAKEUP key allows you to enter a wake-up (alarm) call for a guest room, or cancel a previously set alarm call. Guests may be allowed to set their own alarm calls from extensions.

Alarms are set as either “once only” or “daily” alarms. This feature also allows you to print out a list of alarm calls set since the guest was checked in.

■ SETTING A WAKE-UP CALL

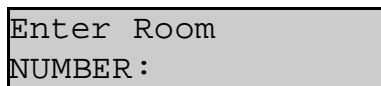
Using the Administrator’s Keyphone

1. Press the **WAKEUP** key. Display shows:



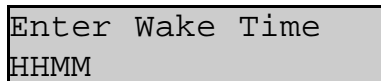
```
Wake Up Call
PRINT SET CANCEL
```

2. Select SET. Display shows:



```
Enter Room
NUMBER :
```

3. Enter the room number. Display shows:



```
Enter Wake Time
HHMM
```

4. Enter the alarm time in 24-hour format (HHMM). For example, 8.30am is entered as 0830, and 2.30pm is entered as 1430.

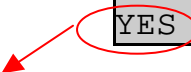
NOTE: To set alarm for 12 o'clock midnight, enter “2400”, **not** “0000”.

Display shows:

```
Enter Wake Time
      TODAY  DAILY
```

5. Select if this is a “once only” (TODAY) alarm, or is to be set for each day the guest is in occupation (DAILY). Display shows:

```
XXX      Wake:  HH:MM
YES      CLEAR   EXIT
```



6. Select YES to set the alarm time you entered.

If you don't want to enter this time, select CLEAR (the display returns to normal).

7. Select EXIT to exit.

Using a Standard Telephone (Guest Room)

You can set a “once only” alarm at this phone.

1. Lift the handset and dial **18**.
2. Enter the alarm time in 24-hour format (e.g. 0730 for 7.30am, 1430 for 2.30pm) and wait for the confirmation tone.

NOTE: To set alarm for 12 o'clock midnight, enter “2400”, **not** “0000”.

3. Replace the handset.

Using an Extension Keyphone with Display

Up to three alarms can be set using a display keyphone, each as a “once only” or “daily” alarm. (To set a single “once only” alarm, you can follow the instructions for the standard telephone, above.)

1. Press the **TRSF** (or **Transfer**) key and dial **112**.
2. Press 1, 2 or 3 for the alarm number.
3. Enter the time you want the alarm to ring as HHMM using a 24-hour clock (e.g. 1330 is 1.30pm).

NOTE: To set alarm for 12 o'clock midnight, enter "2400", **not** "0000".

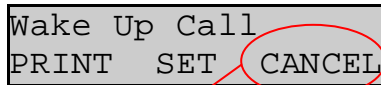
4. Press **1** (TODAY) or **2** (DAILY) to select the alarm type.
5. Press the **TRSF** (or **Transfer**) key to save alarm setting and exit
OR
Press the right soft key to move the cursor and repeat the procedure for the next alarm (step 2 onwards).

■ CANCELLING A WAKE-UP CALL

Using the Administrator's Keypoint

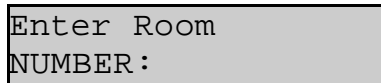
1. Press the **WAKEUP** key. Display shows:

```
Wake Up Call
PRINT SET CANCEL
```



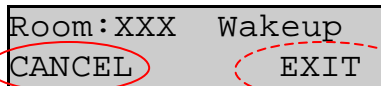
2. Select CANCEL. Display shows:

```
Enter Room
NUMBER :
```



3. Enter the room number. Display shows:

```
Room: XXX Wakeup
CANCEL EXIT
```



4. Select CANCEL to cancel the alarm call and then select EXIT to exit
OR
Select EXIT to exit without cancelling.

Using a Standard Telephone (Guest Room)

1. Lift the handset and dial **18**.
2. Dial **0000**.
3. Replace the handset.

Using an Extension Keyphone with Display

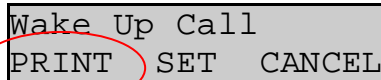
1. Press the **TRSF** (or **Transfer**) key and dial **112**.
2. Press 1, 2 or 3 for the alarm number.
3. Move the cursor to the TODAY or DAILY field using the right soft key.
4. Press **0** for NOTSET.
5. Press the **TRSF** (or **Transfer**) key to cancel the alarm and exit
OR
Press the right soft key to move the cursor and repeat the procedure for the next alarm (step 2 onwards).

■ PRINTING A LIST OF WAKE-UP CALLS

This provides a list of alarm calls set for a room since check-in. This is useful if a guest queries whether an alarm call was actually set when requested.

PROCEDURE

1. Press the **WAKEUP** key. Display shows:



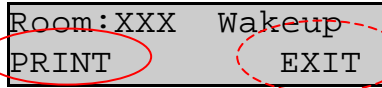
```
Wake Up Call
PRINT SET CANCEL
```

2. Select PRINT. Display shows:



```
Enter Room
NUMBER:
```

3. Enter the room number. Display shows:



4. Select PRINT to print and then select EXIT to exit.
OR
Select EXIT to exit *without* printing.

SETTING A “MESSAGE WAITING INDICATION”, “CAMP-ON” OR “CALL-BACK” ON A GUEST PHONE

If you ring an extension from the Administrator’s phone with a message, and the extension does not answer or is busy, it is possible to leave an indication that you have a message waiting for that extension. Alternatively, you can set a ‘callback’ or a ‘camp on’.

- A message waiting indication alerts the extension user that you are trying to contact them. A message key LED or special light on the extension will flash* or a special ‘message waiting tone’ is heard when the extension handset is lifted.
- A callback means that the extension will automatically ring you back when it is free.
- A camp-on means your call will continue to ring at the busy extension until it is answered.

* The use of a flashing message light is an optional feature available with selected telephones. Check with the system manager or installer whether this option has been installed.

PROCEDURE

The procedure to follow depends on whether the extension is busy or does not answer.

- **If the extension is busy**, the display shows:

XXX : Busy		
CBK	MSG	CAMP →

(If you see a “camp-on” display instead, refer to the [NOTE](#), below.)

Select one of the following options (that is, press the appropriate soft key):

CBK—Set a callback. The extension will automatically ring you back when it finishes its current call (if busy) or after it makes another call. Hang up after selecting this option.

MSG—Leave a message waiting indication on the extension. (Alternatively, press the **MSG** or **Message** key on your phone.) Hang up after selecting this option.

CAMP—Camp on to (keep ringing) the extension. If you camp on, the display gives you the option to select a callback or leave a message waiting indication on the extension if you decide not to wait any longer:

```
camp on to XXX
CBK      MSG
```

If you don't make a selection, the extension keeps ringing.

NOTE: An iDCS system allows your phone to be set for automatic camp-on. If this is the case, when you dial a busy number, you will see the display above and your call will keep ringing until answered. At any time during ringing, you can select CBK or MSG.

- **If the extension rings but does not answer**, the display shows:

```
XXX: Ringing
CBK      MSG
```

Select one of the following (that is, press the appropriate soft key):

CBK—Set a callback. The called extension will automatically ring you back the next time it is used. Hang up after selecting this option.

MSG—Leave a 'message waiting' indication on the extension. (Alternatively, press the **MSG** or **Message** key on your phone.) Hang up after selecting this option.

ANSWERING A “MESSAGE WAITING INDICATION” ON AN EXTENSION

If a message waiting indication is set on an extension, a message indicator light (or Message key) flashes, or a ‘message waiting’ tone—distinct from the normal dialling tone—is heard. How you answer depends on whether you are using a display keyphone or a standard telephone.

Using a Display Keyphone

1. Press the flashing **Message** key. The display shows who left the message indication (extension “XXX”):

```
message frm XXX  
REPLY CLEAR NEXT
```

Select one of the following (that is, press the appropriate soft key):

REPLY—Rings extension XXX. If the extension is busy or does not answer, you can set a callback (select CBK from the display) or leave a message waiting indication (select MSG from the display). Your Message key continues to flash.

NOTE: Setting a callback means that XXX will automatically call you back when it becomes free. Setting a message waiting indication means that XXX is made aware that you are trying to contact them.

CLEAR—Clears the message waiting indication without ringing the extension (your Message key stops flashing).

NEXT—Allows you to see if any other extension has left a message. This returns you to the display above to make your selections again.

Using a Standard Telephone

Either a 'message waiting' light flashes (if fitted on the phone) or you hear the message waiting indication tone—which is distinct from the normal dialling tone—when you lift the handset.

- Lift the handset and dial **43**.

The extension that left the message waiting indication will ring. If there is no answer, replace the handset and try again later.

If more than one extension has left a message waiting indication, your message light will continue to flash or the next time you lift the handset you will hear the message tone again. When you dial **43** you will ring the next extension in the message queue. The message waiting indication remains until all messages left for you have been answered.

SETTING A ROOM ON HOLD

An occupied room can be put on hold if it is required that no further automatic charges are made to this room. For example, a guest may request a checkout later than the programmed checkout time and does not wish to be charged for an extra day.

NOTE: To use the HOTEL key for setting a room on hold, see section 3, [Using the HOTEL Key](#).


PROCEDURE

1. Press the **CHOUT** (Check Out) key. Display shows:

```
Enter Room  
NUMBER :
```

2. Enter the room number. Display shows:

```
Check Out Room  
YES  HOLD  PRINT
```



3. Select HOLD. The status flag is set to 'on hold' and will not increase the room bill at the programmed checkout time.
4. Press the **SPEAKER** key to exit the procedure.

ROOM STATUS: VIEWING AND CHANGING

The status of a room shows whether the room:

- is available for checking in;
- is occupied;
- is on hold;
- is clean or needs cleaning;
- needs repairs or has had repairs carried out.

The status of a room is indicated by a status 'flag': a value set automatically by the system which changes when guests are checked in and out and rooms are cleaned or repaired. The flags are set as follows:

Value	Status
0	Room available
1	Room occupied
2	Room needs cleaning
3	Room needs maintenance
4	Room is on hold

NOTE: A guest-room can also be set as a 'smoking' or a 'no smoking' room. This can only be changed by reprogramming the system, as described in the *Samsung Hotel Installation & Programming Manual*.

- A guest can only be checked in to a room if it is set as 'Available'. When the check-in procedure is complete, the room status automatically changes to 'Occupied'.
- At a specified time each day, the 'Needs Cleaning' flag for the room is automatically set by a system timer. The 'Needs Cleaning' flag may also be automatically set when a guest is checked out, depending on system programming. A room cannot be checked in again until the room status shows the room is clean.

- If a room requires maintenance, this can also be entered into the system. Again, the room cannot be checked in to until maintenance has been carried out.

■ VIEWING THE STATUS OF ROOMS (RSV)

To view the status of rooms, your keyphone must have one or more Room Status View (**RSV**) keys. Each room also requires a dedicated key programmed on one or more add-on-modules (AOMs) depending on the number of rooms .

NOTE: To view and change the status of rooms using the HOTEL key, see section 3, [Using the HOTEL Key](#).

PROCEDURE

- **If you have a single RSV key on your phone**

Press the **RSV** key and then press the number **0–4** for the status you require ([see table, above](#)).

For example, if you press **RSV** followed by **1**, all the keys assigned to occupied rooms will light.

- **If you have keys marked ‘RSV0’–‘RSV4’ on your phone**

Press the relevant **RSV0–RSV4** key. For example, if you press **RSV1**, all the keys assigned to occupied rooms will light.

■ CHANGING THE STATUS OF A ROOM

Using the Administrator’s Keyphone

Use the HOTEL key to view and change room status from the Administrator’s phone. See section 3, [Using the HOTEL Key](#).

Using a Standard Telephone

It is convenient to allow cleaning and maintenance staff to be able to set and change the room 'cleaning/maintenance' status when they have inspected, cleaned or repaired a room. To do this, a HOTEL key with restricted feature access can be assigned to room extensions if they are display keyphones (see section 3, [Using the HOTEL Key](#)).

However, since most guest rooms are likely to have standard telephones, the procedure described below requires that a HOTEL access code be programmed which can be dialled from the extension, allowing staff to enter the required 'activity' code.

Ask your manager if you don't know the HOTEL code. (Enter the code here: _____) You may also need your staff code.

PROCEDURE

1. Lift the handset and dial the **HOTEL code**.
2. Enter your staff code (if requested).
3. Enter the activity code number. It is one of the following:

Code	Activity
0	Room needs cleaning
1	Room cleaned
2	Room needs maintenance
3	Room repaired

4. Hang up when you hear the 'confirm' tone.

If a room is flagged with '0' or '2', it cannot be checked in to until '1' or '3' is entered to indicate the required activity is complete. Setting the flag to '1' or '3' sets the room back to its previous status ('Available' or 'Occupied').

REMOTE BILLING FOR PHONE CALLS

It is possible for a guest to make a phone call from a phone extension other than their own (e.g. a phone in the lobby) and have the call charged to their phone bill. The phone must be able to dial the Administrator's phone to request this service.

This is similar to the Booth option described later.

PROCEDURE

A guest calls the Administrator's keyphone to request that an outside call be billed to their room.

1. Answer the call and press the **RB** key. Display shows:

```
Enter Room  
NUMBER :
```

2. Enter the room number. If the room is unoccupied, you receive an error message saying 'the room is empty'. If so, press the **TRSF** (or **Transfer**) key to return to the caller.
3. If the room is occupied, display shows:

```
Call Billed to  
ROOM XXX :
```

4. Press **9** and hang up to transfer the dial tone to the caller
OR
Dial the outside number requested and hang up to transfer the ringing tone to the caller.

BOOTH OPTION FOR PHONE CALLS

Like remote billing (above), the Booth option allows guests to make external calls from another phone and have the cost charged to their room number. In this case, a phone is 'enabled' as a booth phone and all subsequent calls are charged to the room number requesting the service.

PROCEDURE

A guest requests the use of a booth phone and to have the call costs charged to their room. On the Administrator's phone:

1. Press the **BOOTH** key. Display shows:

```
Enter booth
number :
```

2. Enter the booth phone number (e.g. 200). Display shows:

```
[ 200 ] BOOTH : DIS
ENABLE      DISABLE
```



3. Select **ENABLE**. Display shows:

```
Enter Room
NUMBER :
```

4. Enter the room number (e.g. 101). Display shows:

```
CHARGE TO ROOM
[ 101 ]          OK
```

5. Select **OK** to confirm the charge to the room.

The phone enabled as a booth phone should be disabled when all calls are completed by following steps 1 and 2 above and selecting DISABLE.

DISPLAYING A CALL COST OR TIMER

This feature is provided to allow a display keyphone to show the cost or duration of a call. The real-time call cost, or the elapsed call time—depending on what is selected for the keyphone during system setup—is displayed in the top right of the keyphone display while a call is in progress. It is useful, for example, if a guest requests to make a call from the front desk (Administrator's) keyphone.

This feature is automatically activated when a call is made if it is programmed into the system. Refer to MMC 110 (Call Cost option) in the *Samsung Hotel Programming & Installation Manual*.

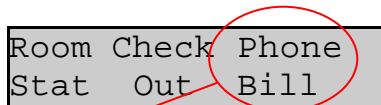
SEPARATING PHONE CHARGES

This option allows you to print a guest's phone charges separately from other room charges. It is also possible to delete these call charges from the final room invoice. For example, many guests staying for business purposes may wish to pay for personal calls separately from items on their room bill. These call charges would not then appear on the final bill.

PROCEDURE

1. Press the **HOTEL** key. Display shows:

```
Room Check Phone
Stat Out Bill
```



2. Select the Phone Bill option. Display shows:

```
Enter Room
NUMBER :
```

3. Enter the room number. Display shows:

```
Print Phone Bill
&SAVE  EXIT  &CLR
```

4. Select the required option (that is, press the appropriate soft key):

&SAVE—To print the phone bill and save the total charges. Then select **EXIT** to exit. These charges will be printed on the final room bill.

&CLR—To print the phone bill and clear the total charges. Then select **EXIT** to exit. These charges will not be printed on the final room bill.

EXIT—To exit *without* printing the bill.

PRINTING A ROOM BILL

A room bill is automatically printed when a guest is checked out of a room. (See [Checking Out a Guest](#).) However, it is possible to obtain a printout of a room bill using the CHOUT (Check Out) key without checking out the guest.


PROCEDURE

1. Press the **CHOUT** key. Display shows:

```
Enter Room  
NUMBER :
```

2. Enter the room number. Display shows:

```
Check Out Room  
YES   HOLD   PRINT
```



3. Select PRINT to print the room bill. An example is shown in section 5, [Invoices and Status Reports](#).

Charges will continue to accrue on the room bill until the room is checked out.

NOTE: It is possible to do this using the HOTEL key (see section 3, [Using the HOTEL Key](#)).

STAFF LOCATION

This feature allows you to quickly see in which rooms staff members are located. To work correctly:

- you need a special **SLOCAT** key programmed on the Administrator's phone;
- the Administrator's phone requires a dedicated key for each room, and you may therefore need more than one add-on module (AOM) depending on the number of rooms;
- each guest-room phone should have a programmed **SLOCAT** key, or an **SLOCAT access code** should be programmed in the system;
- staff will require their own codes in order to register their location using guest-room phones.

If you have a programmed **SLOCAT access code**, enter it here: _____

Registering Your Location via the Guest-Room Phone

1. Press the **SLOCAT** key
OR
Enter the **SLOCAT access code** (see above).

Display shows:



Enter Staff Code

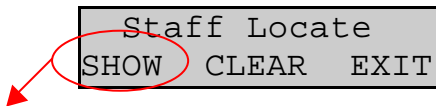
2. Enter your 4-digit staff code. You will hear a confirmation tone and the display returns to normal.

Checking Location of Staff via the Administrator's Phone

Provided staff members have registered their locations as described above, you can quickly check in which rooms they are located.

1. Press the **SLOCAT** key
OR
Enter the **SLOCAT access code** (see above).

Display shows:



2. Select **SHOW**.

All programmed keys for rooms in which staff members are located will light.

3. To exit the display and turn off key LEDs, press **EXIT**.
OR
To clear registered locations and exit, press **CLEAR** then **EXIT**.

If you clear locations, they will not display again until members register again from guest-room phones.

Note: A staff member may register in each room as they move between rooms. Only the most current location will display on the system.

3 USING THE HOTEL KEY

A HOTEL key can be programmed on any Administrator's keyphone, or on a guest or meeting room extension provided with a display keyphone. It is designed to be flexible so that while it performs its own unique functions, it also performs the functions of some other dedicated keys described in section 2, [Basic Administration](#). How it works depends on the type of keyphone to which it is assigned.

HOTEL KEY ON ADMINISTRATOR'S KEYPHONE

The HOTEL key programmed on the Administrator's keyphone has these main functions:

- Setting and changing room status
- Checking in
- Checking out
- Printing phone bills
- Printing status reports

When you press the HOTEL key, you see the main display:

Room	Check	Phone
Stat	Out	Bill

The function of each option is:

- **Room Stat** — view/change room status; check in guest; check out guest; print status reports.
- **Check Out** — check out guest; put room on hold; print room bill.
- **Phone Bill** — print phone bill (and special billing option).

■ ROOM STATUS OPTION

The Room Status option allows you to:

- view and change the status of rooms,
- print room status information, and
- check guests in and out.

From the main display, select the Room Stat option. Display shows:

```
Enter Room:
AVAIL  RPT  OCCUP
```

View & Change a Room's Status

Enter a room number. The status of the room is shown. It is one of the following:

Available	Cleaned
Occupied	Repaired
Needs Cleaning	Hold & Need Clean
Needs Maintenance	Hold & Need Maint
Hold	

For example:

```
Enter Room:220
NEEDS CLEANING
```

The display will return to normal after a short delay, or you can press the **SPEAKER** key to exit.

Changing the Room Status

You cannot use this option to change an “occupied” room to an “available” room, or vice versa. Rooms must be checked in and out in the normal way. However, you can change other status information.

1. Press the right soft key to move the cursor (the underline character) to the status line (e.g. under NEEDS CLEANING).
2. Press the **VOLUME** Up (+ or ▲) or Down (– or ▼) key to display the required status (e.g. CLEANED).
3. Press the right soft key to set the new status.

The display will return to normal after a short delay, or you can press the **SPEAKER** key to exit.

View 'Available' Rooms

1. Select the AVAIL option. Display shows:

Smoking Room?	
YES	NO

2. Select YES for smoking rooms, or NO for non-smoking rooms. Display shows:

XXX	
CHECK IN	EXIT

The keyphone displays the lowest numbered available room of the type requested. To view other available rooms, press the **VOLUME** Up or Down key. If no rooms are available, "None" is displayed. You can also check in a room (see below).

Check In a Room

When you view the availability of a room with the AVAIL option, you can use the display to check in the room.

Select the CHECK IN option and enter your staff code if requested. Now follow the [Checking In](#) procedure (from step 4 onwards) described in section 2, *Basic Administration*.

View 'Occupied' Rooms

Select the OCCUP option. Display shows:

```

XXX: Occupied
CHECK OUT      EXIT
  
```

The keyphone displays the lowest numbered occupied room. To view other occupied rooms, press the **VOLUME** Up (+ or ▲) or Down (– or ▼) key. Press EXIT to exit the display. You can also check out a room (see below).

Check Out a Room

If a room is displayed as 'occupied' with the OCCUP option, the display allows you to check the room out.

Select the CHECK OUT option. Now follow the [Checking Out](#) procedure (from step 3 onwards) described in section 2, *Basic Administration*.

Print Room Status Reports

You can obtain printed reports at any time showing room status information. Reports are available for:

CLEAN	All rooms needing cleaning
MAINT	All rooms needing maintenance
AVAIL	All available rooms
OCCUP	All occupied rooms
HOLD	All rooms on hold
ALL	All rooms

1. Select the RPT option. Display shows:

```

Print Report
CLEAN          MAINT→
  
```

The arrow symbol (→) means that more options are available. Use the **SCROLL** key to view the remaining options. You see:

```
Print Report
AVAIL      OCCUP→
```

followed by

```
Print Report
HOLD      ALL      EXIT
```

2. Select the option for which you want to print a report. (An example printout is shown in section 5, [Invoices and Status Reports.](#))
3. Press EXIT to exit the display. (If necessary, use the **SCROLL** key to find the EXIT option.)

■ CHECK OUT OPTION

This option allows you to check out a room, put a room on hold, or print a room bill.

1. From the main display, select the Check Out option. Display shows:

```
Enter Room
NUMBER :
```

2. Enter the room number. Display shows:

```
Check Out Room
YES      HOLD      PRINT
```

Check Out a Room

Select YES. Checkout will be completed with a printout of the room bill (see section 5, *Invoices and Status Reports*). All billing records for the room are set to zero. The room status is set to 'Needs Cleaning' unless the system is programmed for automatic cleaning.

Set a Room On Hold

Select HOLD. The room status is set to 'On Hold' and the room charges are not incremented until the status flag is changed again.

Print a Room Bill

Select PRINT to print out the room bill without checking out the room. The room remains in 'Occupied' status and charges continue to accrue on the bill.

PHONE BILL OPTION

This option prints phone bills for selected rooms. A further option allows you to print a phone bill if requested by a guest, and then delete the charges from the room bill. This is useful if the guest wishes to pay for phone calls separately from the room bill.

1. From the main display, select the Phone Bill option. You see:

```
Print Phone Bill
&SAVE EXIT &CLR
```

2. Select the required option (press the appropriate soft key):

&SAVE—To print the phone bill and save total charges. These charges are printed on the final room bill.

&CLR—To print the phone bill and clear total charges. These charges are not printed on the final room bill.

EXIT—To exit the procedure.

HOTEL KEY ON EXTENSION (GUEST) KEYPHONE

If a HOTEL key is programmed on a display keyphone in a guest or meeting room, it is used to set cleaning/maintenance status flags *only*. It *cannot* be used for other HOTEL key features as on the Administrator's keyphone.

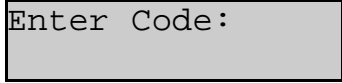
NOTE: Standard telephones are normally used for guest rooms. Therefore, special dialling codes can be used for setting status flags (for details, see section 2, [Basic Administration](#)).

1. Press the **HOTEL** key. Display shows:



Enter Staff Code

2. Enter your 4-digit staff code. (If you enter an incorrect code, you return to step 1 to start again.) The code is not displayed; instead you see ******** in the display followed by:



Enter Code:

3. Enter the appropriate code (**0–3**), as follows:

- | | |
|---|------------------------|
| 0 | Room needs cleaning |
| 1 | Room cleaned |
| 2 | Room needs maintenance |
| 3 | Room repaired |

The display returns to normal after a short delay.

If '0' or '2' is entered, a room cannot be checked in until cleaning or maintenance is carried out and either '1' or '3' is entered to indicate that the required activity is complete. If '1' or '3' is entered, a room returns to its original status of 'Available' or 'Occupied'.

4 PRINTING A PMS REPORT

The PMS (Property Management System) report shows all activities logged in the system. This includes all the individual actions carried out for each room such as items added/deleted, bills printed, status flags set/changed, and so on.

If the printer port is configured to log PMS information you will see a printout formatted to show the following details for each logged activity. (See the *Samsung Hotel Installation & Programming Manual* for details of configuring the printer port.)

Room No./Date/Time/Item No. /Description/Details/Cost

For example:

215	03/17	15:19	02	DOUBLE	1234	100.00
215	03/17	15:19	02	VAT	TAX	014.90
215	03/17	15:19	93	Check In	1234	000.00
215	03/17	15:19	96	Occupied	1234	000.00
215	03/17	15:19	06	BAR	4321	020.00
215	03/17	15:19	06	SERVICE	TAX	002.00
215	03/17	15:20	05	LAUNDRY	1234	050.00
215	03/17	15:20	05	VAT	TAX	007.45
215	03/17	15:20	05	SERVICE	TAX	005.00
215	03/17	15:20	05	LAUNDRY	4321	-025.00
215	03/17	15:20	05	VAT	TAX	-003.73
215	03/17	15:20	05	SERVICE	TAX	-002.50
202	03/17	15:21	TEL	123	00:00:11	002.25
216	03/17	15:22	03	SINGLE	4321	050.00
216	03/17	15:22	03	VAT	TAX	007.45
216	03/17	15:22	93	Check In	4321	000.00
216	03/17	15:22	96	Occupied	4321	000.00
202	03/17	15:22	89	W/UP SET		000.00
202	03/17	15:22	92	W/UP CANCEL		000.00
202	03/17	15:23	89	W/UP SET		000.00

The 'Details' column provides more information on an item. For example, TAX if the item is VAT; the staff code of the person entering the item (if the use of staff codes is programmed in the system); the length of the phone call if the item is TEL; and so on.

5 INVOICES AND STATUS REPORTS

This section shows examples of the types of bills (invoices) and status reports you can print using Hotel software. The printer port must be configured for HM REPT for invoicing and status report printing. See the *Samsung Hotel Installation & Programming Manual* for details of configuring the printer port and for setting printer options to suit your printer and paper type.

ROOM INVOICE

A room invoice is automatically printed when you check a guest out of a room. You can also select to print a bill, without checking out the room, using the **CHOUT** key (see section 2, [Basic Administration](#)) or the **HOTEL** key (see section 3, [Using the HOTEL Key](#)).

The room bill shows the following information for each billing item entered:

Room No./Date/Time/Item (Code)/Description/Details/ Charge

A “Total” line and an “Inclusive VAT of” line are also printed. For example:

CHARGES BILLED TO ROOM NUMBER 202						
ROOM	DATE	TIME	ITEM	DESCRIPTION	DETAILS	CHARGE
202	03/17	13:06	02	DOUBLE	1234	100.00
202	03/17	13:06	02	VAT	TAX	014.90
202	03/17	13:08	06	BAR	1234	010.00
202	03/17	13:08	06	SERVICE	TAX	001.00
202	03/17	13:09	06	BAR	1234	012.00
202	03/17	13:09	06	SERVICE	TAX	001.20
202	03/17	13:09	05	LAUNDRY	1234	012.00
202	03/17	13:09	05	VAT	TAX	001.79
202	03/17	13:09	05	SERVICE	TAX	001.20
202	03/17	13:10	TEL	123	00:00:20	002.25
					TOTAL	136.25
					Inclusive VAT of	020.09

The 'Details' column provides more information on an item. For example, TAX if the item is VAT; the staff code of the person entering the item (if the use of staff codes is programmed in the system); the length of the phone call if the item is TEL; and so on.

Any items deleted using the BILL option will be displayed as a negative (-) value.

ROOM STATUS REPORTS

Using the HOTEL key, you can obtain a printout of all rooms flagged with a particular status, or showing the status of all rooms. See [Print Room Status Reports](#) in section 3, *Using the HOTEL Key*, for details.

For example, you might select to print the status of all rooms (option ALL). You would see a printout in this format:

```

ROOM STATUS PRINTOUT      ALL      14:41 17/03
ROOM      STATUS      ROOM      STATUS      ROOM      STATUS
301  NEEDS CLEANING    202  OCCUPIED    302  OCCUPIED
203  NEEDS CLEANING    303  NEEDS CLEANING  204  NEEDS CLEANING
304  OCCUPIED          205  NEEDS CLEANING  305  NEEDS CLEANING
206  OCCUPIED          306  OCCUPIED      207  OCCUPIED
307  NEEDS CLEANING    208  OCCUPIED      308  NEEDS CLEANING
209  OCCUPIED          210  AVAILABLE     211  AVAILABLE
212  OCCUPIED          213  OCCUPIED      214  OCCUPIED
215  AVAILABLE         216  AVAILABLE     217  AVAILABLE
    
```

6 TROUBLESHOOTING

When entering information via keyphones you may encounter an error message or the system may appear to ignore your entry. The most common problems, and their likely solutions, are listed below. If the problem persists, check with your system manager, who may need to seek advice from the system installer/dealer.

“Access Denied” Message

If you dial an extension and see this message on your display, it means that your keyphone is denied from ringing that extension by the system. If you require access to this extension from your keyphone, ask your system manager who will need to program the system to allow this.

“Invalid Number” Message

This indicates that you have entered a number not recognised by the system, or which is already reserved by the system for other uses. For example, make sure you enter a valid room number, staff code or item code. In some cases you may re-enter the correct code; in others you may need to start the entry sequence from the beginning.

You Cannot Check In a Room

If you cannot check in a room, you normally see a message saying “Not Available.” Check its status. This can be done using the HOTEL key or the RSV key(s). The room may already be occupied. Alternatively, if it has been checked out, the ‘needs cleaning’ or ‘needs maintenance’ flag has not been manually changed to indicate that the room is again available for checking in.

See [*Room Status: Viewing and Changing*](#) in section 2, *Basic Administration*, or see section 3, [*Using the HOTEL Key*](#).

Other Error Messages

The following messages may appear at the keyphone(s) designated as the 'Warning Destination' in MMC 753. They require the attention of the system manager or installer.

Message	Meaning & Action Required
WARNING !! VM ALARM	<p>The system is provided with an emergency destination for calls destined for Voice Mail (VM), if the VM card is removed or the VM system is off-line. In addition, any calls that are forwarded to VM will not forward; they will remain ringing at the "fwd from" station until answered.</p>
SMDR INFORMATION !! BUFFER FULL !!	<p>This occurs when the system's SMDR data buffer is not big enough to save any more Hotel information.</p> <p>Check out all guest rooms immediately.</p>

Samsung Telecoms (U.K.) Limited

Brookside Business Park, Greengate, Middleton, Manchester M24 1GS
Tel: 0161 655 1100 Fax: 0161 655 1166



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