PhoneSuite®
A division of Call Management Products, Inc.

Console User's Manual

Rev. 090609
for Main Board Software
Version 1.246 (model 64)
Version 4.23Q (model 112e)

How to Reach Customer Support: If you encounter problems you are not able to resolve with your Phone-Suite system, contact your PhoneSuite dealer. Call Management Products will only provide telephone support to valid PhoneSuite dealers who are at the site where PhoneSuite is installed.

Warranty: Call Management Products Inc. (CMP) warrants this product, so far as the same is of its own manufacture, against defects in material and workmanship under the normal use and service for which it was designed, for a period of two years from date of initial end-user purchase. CMP's obligation under this warranty is limited, however, to the replacement or repair, at its option, of a part or parts determined by it to be defective. Necessary packaging and transportation costs for the return of the goods shall be paid by the buyer. All replacement or repaired goods will be returned prepaid by CMP. This limited warranty does not include damage resulting from accident, abuse, or non-factory modification of the product. CMP shall under no circumstances be liable for any special, indirect, or consequential damages owing to failure of the product. SELLER MAKES NO WARRANTY OF FITNESS OR MERCHANTABILITY AND NO OTHER WARRANTY, ORAL OR WRITTEN, EXPRESS OR IMPLIED, EXCEPT AS SPECIFICALLY SET FORTH HEREIN.

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Console Layout & Overview

This manual describes the PhoneSuite console, which is the primary operator station for handling telephone calls with the PhoneSuite telephone system. The console is also used for system programming and to set guest room and system features.

There are five main parts to the PhoneSuite Console: the LCD Display, the Status Lights, the Keypad, the Call Buttons, and the Feature-Key Buttons. Each of these is described in detail below.

Typically, a handset is connected to the console, as pictured above. In some cases, a headset or even a separate telephone will be connected by the installer. Note that if a telephone is connected, it does not need to be hung up in its cradle between calls, though the cradle can be used as a convenient resting place for the handset whenever desired. All dialing is done on the console, so there is no use for a dialing keypad on the attached telephone set.

- **LCD Display:** The Display shows information about calls as they arrive at the console. It is also used to enter and display data for various commands that are described in this manual. In normal operation, the display is divided into four sections, corresponding to the four Call Buttons (described below). The origin of each call can be quickly checked by viewing the appropriate part of the display.

- **Status Lights / Busy-Lamp Fields (BLF):** These lights show the status of the extensions and trunks that are selected to display. The lights are arranged in rows and columns, where the row indicates the

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first two digits of the extension and the column indicates the last digit. For example, the top row is usually used for extensions 100 - 109, and the second row for extensions 110 - 119. However, the extension lamps can be set by your telephone installer to display different extension numbers, so these numbers may represent different extensions on your phone system. Trunk lights are fixed and cannot be reassigned. For extensions, a solid red light means the phone is in use (or ringing), a blinking red light means the phone is idle (hung up) but has the message-waiting lamp on, and a dark (unlit) lamp means the phone is idle (hung up). For trunks, a solid red light means the trunk is in use (or ringing), a blinking red light means the trunk has been removed from use (either manually or automatically) due to some problem, and a dark (unlit) lamp indicates that the trunk is idle (unused).

- **Keypad:** The Keypad is used to dial extension numbers, outgoing (trunk) phone calls, commands, and other digits as needed when processing calls or reviewing and entering data in phone system commands.

- **Call Buttons:** The four Call Buttons are used for handling (making, answering, transferring, and holding) calls. When an incoming call arrives from an extension or trunk, it flashes on the first available Call Button, and the call is answered by pressing the button. The current call you are on shows as a solidly-lit Call Button. A call in progress can be placed on hold by pressing the solidly-lit Call Button, which will begin to blink to indicate that it is on hold. Once a call has been transferred to an extension (or a trunk) or is ended, the Call Button it was on will go blank and is free to handle another call.

- **Feature-Key Buttons:** The Feature-Key Buttons, located on the lower left part of the console, provide a quick way to set the most commonly-used system features, including: Check In/Out, Per-Extension Dialing Permissions (allowing or blocking Long-Distance, Local, and Room-to-Room calls), Do Not Disturb, Message-Waiting Lamp On/Off, Check Phone Bill, Print Phone Bill, Set Credit Limit, Clear Voice Mail Message, Wakeup Calls, Print Room Status, and Night Mode.

- **Command Buttons:** The command buttons are used in conjunction with the Keypad to enter Phone-Suite console commands. They extend some of the functions of the Feature Keys.

During normal operation, whenever the console is idle (i.e., not in use), the LCD Display will show the idle message:

```
MM/DD/YY   HH:MM
Features=A Adm=*
```

Where MM/DD/YY is the current month, day, and year, and HH:MM is the current time (in military format) programmed into PhoneSuite.

Changing the System Date and Time

If the console displays an incorrect time or date, then the clock in PhoneSuite needs to be set to the correct value. To do this, press the ***** key and follow the instructions on the display. For detailed instructions, see page 48.

Resetting the Console

To refresh the console's LCD Display (after the PhoneSuite cabinet is powered up or if the console ever appears to be locked up), press the D key on the console. If this does not work, the console may need a full reset, which is accomplished by pressing the "Reset Console" feature-key button (bottom right of the Feature-Key Button area). Note that resetting the console will cause the console's ringer to be set to the maximum volume; to adjust this, see the next heading.

Adjusting Console Ringing Volume

When power is applied to the PhoneSuite system, and any time the console is reset with the "Reset Console" feature-key button, the console ringing volume is set to the maximum value. There are eight levels of console ringing volume. To adjust the console ringing volume, use the "Ringing Volume +" and "Ringing Volume –" feature-key buttons. As you make adjustments, the console ringer will sound briefly to give an indication of the current volume setting.

Adjusting Console LCD Contrast

There is a potentiometer on the left side of the console (next to the where the handset plugs into the console) that controls the contrast of the LCD Display. This does not normally need to be adjusted. If any adjustment is performed, us a small, flat-point screwdriver and adjust the potentiometer in small increments.

Two-Console Operation

If two feature-key consoles are connected to PhoneSuite (available in the Model 112e only), both consoles will ring whenever an incoming trunk call rings to either console, whenever a call rings to "0," or whenever an unsuccessful call transfer is recalled to "0." Installer "B" commands can only be run from Console 1, and the system date and time can only be set from Console 1. A-level programming commands (daily-use commands that are described in this manual) are available from both consoles. If either console dials 0, the other console will ring, so the consoles can call each other that way. You may transfer a call from one console to the other by pressing "0" then "C." Extension users who dial "0" will ring to both consoles, but they can reach a specific console by adding a second digit immediately after the "0"—dialing "00" will reach Console 1 and dialing "01" will reach Console 2.

Static Discharge

Users in very dry environments may build up a static electrical charge by walking on carpet or sliding against furniture. This static charge may build up and be discharged and felt as a shock by touching the console. If you experience this problem, consider purchase of an anti-static floor mat or use an anti-static spray on the carpeting. Avoid touching the console LCD panel as this component is susceptible to failure if it experiences an extreme static discharge.

Basic Call Handling

Answering Calls

When a call arrives at the console, it rings in on one of the four Call Buttons. To answer the call, press the Call Button that is flashing and begin speaking into the console's handset. Note that trunk calls (calls that arrive on an outside phone line) ring at the console with a long single-ring pattern, while calls from an extension ring with a shorter double-ring pattern. In addition, the console's LCD Display provides information about the type of call that is arriving. On the Model 112e, and only when a Property Management System (PMS) is connected and configured to perform a check in function with a guest name, the guest name will appear in the LCD display when the call is answered.

Note: If an incoming trunk call is answered by the Auto Attendant or by an extension and is transferred to the console, the caller will hear either ringing or hold music, depending on how PhoneSuite was configured by the installer.

Placing Calls on Hold

To place a call on hold, press the Call Button the call is on; this button will change from being solidly lit to flashing, to indicate it is on hold. With the call on hold, the console is free to perform other activity, without the caller hearing; instead, the caller will hear silence or music-on-hold (if a music device is connected to PhoneSuite). To retrieve the call from on hold, press the now flashing Call Button again.

If a call is left on hold for longer than the phone system's Hold Recall Timer (set by the installer), the call will ring back to the console with a triple-ring pattern. In this case, the call can be answered by pressing the flashing Call Button.

Transferring Calls

Once a call has been answered (or placed) by the console, it can be transferred to an extension, to a hunt group, to a trunk, or to an extension's voice mailbox. This transfer can be performed at any time during the call, whether the call is active or on hold. To transfer a call, see the appropriate following section:

Transferring to an Extension or Hunt Group

There are two methods available for transferring a caller to an extension or hunt group, based on whether the call is on hold or is active (i.e., when the console operator is talking to the caller). The two methods are equivalent, and the console operator can use whichever method he/she prefers. These two methods are described next:

Transferring Active Calls:

Incoming & Internal Calls: This method is used to transfer an incoming call or a console-to-extension call while it is active (i.e., while you are talking to the caller). To perform this transfer, simply dial the desired extension number or hunt group number on the console's keypad. The caller will be placed on standby (a type of hold) automatically while you listen to the extension's ringing or busy signal. To connect

the caller to the extension (and exit the console from both calls), press the "C" key on the keypad; to cancel the transfer and return to the caller, press the "D" key on the keypad.

In summary, to transfer an <u>incoming or internal</u> call that is active (not on hold):

Dial the extension or hunt group number on keypad	Talk privately to extension if desired	Press **C** to connect, or Press **D** to cancel transfer

Outgoing Trunk Calls (calls placed by the console to an outside phone number) cannot be transferred to an extension or hunt group while it is active (i.e., while you are talking). They first must be placed on hold. See "Transferring Calls That Are On Hold" below.

Notes:

1. A call that is transferred to a hunt group will be transferred to the first available (non-busy) extension in the Hunt Group.

2. If transferring an incoming or internal call, the console operator can wait for the extension to answer and can talk with the extension prior to pressing "C" to transfer the call. This conversation is private and is not heard by the caller. This is sometimes known as a "screened transfer." If the console operator does not wish to talk to the extension prior to transferring the call, he/she can press "C" to transfer the call immediately, before or after the extension starts ringing.

3. If a call is transferred to a busy extension with voice mail, the call will drop from the console and the voice mail system will immediately answer the calling party. Without voice mail, when you dial the destination extension you will hear busy tone. Press D to cancel the transfer and then pick up the original call by pressing the blinking call button.

4. If the extension is set to forward its calls to another extension, the console operator (or the call) will follow this forwarding and will ring at the forward extension. However, if this extension does not answer the transferred call, the call will go to the original extension's voice mailbox (if it has one).

Transferring Calls That Are On Hold

Whenever desired, a call that is on hold can be connected to another call the console has placed. This is convenient in situations where the console operator may have to try several extensions before finding the desired party. In this case, you can place the call on hold and can then call as many extensions, hunt groups, or outside phone numbers as needed. After talking privately on each new call, you can press "D" to end this new call and leave the original call on hold, or you can press the Call Button the call is holding on and then press "C" to connect this call to the new call you placed.

In summary, to transfer a call (incoming or outgoing) that is on hold:

Press **Call Button** to place call on hold	Dial an extension, hunt group, or outside phone number and talk privately	Press **D** to end new call, or Press **Call Button** plus **C** to connect call on hold to this call

Notes:

1. A call to a hunt group will go to the first available (non-busy) extension in the Hunt Group.

2. If the console operator does not wish to talk to the extension prior to transferring the call, he/she can press "C" to transfer the call immediately, before or after the extension starts ringing.

3. If a call is transferred to a busy extension with voice mail, the call will drop from the console and the voice mail system will immediately answer the calling party. Without voice mail, when you dial the destination extension you will hear busy tone. Press D to cancel the transfer and then pick up the original call by pressing the blinking call button.

4. If the extension is set to forward its calls to another extension, the console operator (or the call) will follow this forwarding and will ring at the forward extension. However, if this extension does not answer the transferred call, the call will go to the original extension's voice mailbox (if it has one).

Unsuccessful Call Transfers

If a call is transferred to an extension that does not answer and does not have voice mail, the call will ring back to the console. This ring-back will occur after the amount of time designated in the phone system's Transfer Recall Timer as configured by the installer. This ring-back also occurs with calls that are transferred to a hunt group if the call is not answered by the first non-busy extension in the hunt group or if all extensions in the hunt group are busy (and the first extension in the hunt group list does not have voice mail).

Calls that ring back to the console after a transfer attempt will ring with a triple-ring pattern and will arrive on the first available Call Button, not necessarily the same Call Button the call was on originally. To answer the call, press the flashing Call Button.

If a call is transferred to a busy extension with voice mail, the call will drop from the console and the voice mail system will immediately answer the calling party. Without voice mail, when you dial the destination extension you will hear busy tone. Press D to cancel the transfer and then pick up the original call by pressing the blinking call button.

Transferring to an Outside Phone Line (Trunk)

Calls can be transferred to an outside phone number (on a trunk) if desired. When an extension call is transferred to a trunk, it is the same as if the extension dialed the phone number directly, but it bypasses any dialing restrictions that have been applied to this extension. If a trunk call is transferred to another trunk, then both trunks will remain in use until the call has been finished. Note: Trunk-to-trunk transfers can result in telephone charges to your business; for this reason, they can be disabled by the installer.

Outgoing trunk calls (calls placed by the console to an outside phone number) cannot be transferred to another trunk while active; instead, they must be placed on hold. Transferring all other types of calls to an outside phone number is identical to transferring the call to an extension, except that instead of dialing an extension number, you dial "9" (or "8," "81," or whatever trunk group you want to use) plus the outside phone number. The rest of the transfer process is the same.

In summary, to transfer a non-outgoing-trunk-call that is active (not on hold):

Dial "9" or another trunk group, then the phone number or speed dial using *+digit	Talk privately if desired	Press **C** to connect, or Press **D** to cancel transfer

To transfer any type of call (incoming or outgoing) that is on hold:

Press **Call Button** to place call on hold	Dial "9" or another trunk group, then the phone number	Press **D** to end new call, or Press **Call Button** plus **C** to connect call on hold to this call

Note: Unlike transfers to extensions, a call that is transferred to an outside phone number will not return to the console if the destination number is busy or not answered.

Transferring to Voice Mail

PhoneSuite has an optional voice mail system that allows callers to leave messages in their own voice for a particular person or department who is unavailable at the time of the call. If this optional Voice Mail is installed, then each extension can have an individual voice mailbox (set up by the installer).

If a caller is transferred to an extension that has a voice mailbox, and that extension is busy or doesn't answer the call, then the caller will automatically go to that extension's voice mailbox. If the extension is forwarded to another extension, the caller will ring at the forward extension; if not answered at that extension, then the caller will go to the original extension's voice mailbox (not the forward extension's voice mailbox).

Note: The console never goes to an extension's voice mailbox automatically. If the console dials an extension that is busy or doesn't answer, the console operator will continue to hear busy tone or ringing until he/she takes further action by pressing "D," "C," or "8." "D" will drop the console's call to the extension. "C" will connect the caller to the extension, if this is a call transfer; once transferred, the caller will go to voice mail immediately if the extension is busy or will ring at the extension and then go to voice mail on a no-answer. Dialing "8" from the console will send the caller immediately to voice mail, as described below:

Transferring a Call Directly to a Voice Mailbox

This transfer method sends the caller directly to the desired extension's voice mailbox, *without first trying the extension.* This is useful if the console operator knows that an extension user is not available (e.g., is out of the office, in a meeting, or does not wish to take this call).

To accomplish this transfer, make sure the call is active (not on hold), dial the extension number as though transferring the call, then immediately dial "8" to send the call into that extension's voice mailbox (and exit the console from the call). Note that "8" is used because it is the digit for the letter V (for Voice Mail). When "8" is dialed, the caller will immediately be connected to this extension's voice mailbox, and the

console will be removed from the call. If you mis-dial before pressing "8", the transfer to voice mail can be canceled by pressing "D" on the console; this will place the caller on hold and leave the console idle.

Dial extension number	Dial **8** immediately

Notes: 1) If the extension being called is set to forward its calls to another extension, the console operator can still send the caller to the original extension's voice mailbox by dialing "8" any time before the call is answered. 2) This transfer method will not work on outgoing trunk calls (calls placed by the console to an outside phone number).

Trying an Extension First and Transferring the Caller to Voice Mail if Unavailable

This transfer method allows the console operator to *see if an extension is answered before deciding whether or not to transfer the caller to that extension's voice mailbox.* This is useful when an extension is forwarded to another extension, but the caller wants to reach this particular extension user or leave a message for that person.

To accomplish this transfer, make sure the call is active (not on hold), and dial the desired extension number; if the extension is busy or is not answered, and the console operator wants to send the call to the extension's voice mailbox, this is done by pressing "8" (for V) on the console's keypad. The caller will be connected to the voice mailbox, and the console will be removed from the call. If the console operator does not wish to send the call to the voice mailbox, he/she can press "D" instead of "8"; this will place the caller on hold and leave the console idle.

Dial extension number and wait for answer	If busy or no answer, dial **8** to connect to voice mail

Note: If the extension being called is set to forward its calls to another extension, the console operator can still send the caller to the original extension's voice mailbox by dialing "8" any time before the call is answered.

Making Calls

The console can place calls to extensions, hunt groups, or outside phone numbers. To place a call, see the appropriate following section. To transfer a call after placing it, see the "Transferring Calls" heading earlier in this section.

Calling an Extension or Hunt Group

To call an extension or hunt group, dial the desired extension or hunt group number on the console's keypad. The extension will ring and, when it is answered, the console will be able to talk to that user. If a hunt group is called, the first available (non-busy) extension in the hunt group will ring. When the console operator is done with the call, he or she should press "D" on the keypad.

Dial extension or hunt group number on keypad	Talk; when done, press **D**

Notes:

1. When the console places a call, this call appears on one of the Call Buttons (this button will become solidly lit). To place the call on hold, press this Call Button; to retrieve it from on hold, press this Call Button again. Multiple calls can occur at the console at a time—simply place a call on hold to answer or place another call.

2. If the console calls an extension that is set to forward its calls to another extension, the console operator will follow this forwarding and will ring at the forward extension.

3. If the dialed extension is busy or does not answer, the console operator will *NOT* go to its voice mailbox automatically. This can be done by pressing "8" as described below.

Calling an Outside Phone Number

To dial an outside phone number from the console, dial the desired trunk group number (e.g., "9"), followed by the phone number. This dialing is done on the console keypad. If desired, the console can press "C" when done dialing, in order to connect slightly faster; if "C" is not pressed, PhoneSuite waits for additional digits to be dialed and only places the call after this waiting period times out. To end the call (e.g., to hang up), press "D" on the console keypad.

Dial trunk group number (usually 9 or 8) on keypad	Dial phone number on keypad	When finished with the call, press **D**

Calling an Extension's Voice Mailbox to Leave a Message

The console never goes to an extension's voice mailbox automatically. If the console places a call to an extension that is busy or doesn't answer, the console operator will continue to hear busy tone or ringing until he/she takes further action by pressing "D" or "8." Pressing "D" will drop the console's call to the extension. Pressing "8" will connect the console to the extension's voice mailbox, so the console operator can leave a message (or retrieve messages, as described below).

Dial extension number on keypad	To go to voice mail, dial **8**	Leave message; when done, press **D**

Note: If the console calls an extension that is set to forward its calls to another extension, the console operator will ring at the forward extension but can still reach the original extension's voice mailbox by dialing "8" any time before the call is answered.

Calling an Extension's Voice Mailbox to Retrieve Messages

The console can retrieve the voice mail messages in any PhoneSuite voice mailbox. To do this, dial the extension number and press "8" to enter the extension's voice mailbox. Then, dial the extension number again (this is a pseudo-password). You will get the voice mailbox menu prompt and can listen to and save or erase messages.

Dial extension number on keypad	To go to voice mail, dial **8**	At greeting, dial extension number again

This feature is usually used to allow the console to retrieve messages on behalf of a guest or from a department mailbox. It can also be used to provide a voice mailbox for the console operator. In this case, the installer needs to set up an "extension" that is not physically wired to a real telephone but does have a voice mailbox set up; then, anyone wishing to leave a message for the console operator can dial this extension number and leave a message, which can be retrieved from the console with the above process.

Note: The PhoneSuite voice mail system has two ports (up to four may be available in PhoneSuite 112e), so two (or four) users, including the console, can access voice mail simultaneously. If another user attempts to access voice mail while two (or four) users are already in the system, this user will hear busy tone.

Clearing an Extension Voice Mail Password

The password can only be changed, not cleared, by the user. Normally the password is cleared when messages are cleared on check in or check out, but it is also possible to clear the password from the console. Dial the extension, press "8" to enter the voice mail box, and then dial "**." The call will drop after entering the second "*." Clearing a password can be accomplished only from the console and only for an extension with "guest" class of service. The "guest" class of service for an extension is set by the installer.

If it is necessary to clear the password of an administrative (non-guest) extension, you must completely reset the voice mail box using the "Clear Voice Mail" button on the console. Not only will the password be cleared, but all stored messages and any personal greeting will also be erased.

Paging

If external paging equipment is connected to PhoneSuite by the installer, the console can place a page by dialing "55" from an idle state (i.e., while not on a call). The console operator can then speak into the console headset to place the page. When done, press "D."

Dial **55**	Talk (what you say will be heard as the page); when done, press **D**

NOTE: The first "5" in this "55" command is the "System Feature Access Digit" programmed by your installer. If this digit has been set to a digit different from "5," substitute the appropriate digit in this command. For example, if the System Feature Access Digit is "6," dial "65" to page. Your installer must also configure the system to allow paging.

Parking a Call on Hold in a Call Park Slot

This feature is normally disabled and may be enabled only by a PhoneSuite technician.

The console operator can park an incoming trunk call on hold in a particular "slot" so that an extension can answer the call by dialing this slot number. This allows the console to place a call on hold, page an individual, and have that person answer the call from the most convenient extension.

To place a call on hold in a call park slot, press "C" while talking to the caller (i.e., **without** first putting the caller on hold). A park slot number will be displayed; to park the call in that slot, simply press that number on the console's keypad. At this point, the call can be answered from any extension that can use Control Features (set by the installer; typically, guest rooms are not allowed to use Control Features but other extensions are). To answer the call at the extension, pick up the extension's handset and dial "56" plus the park slot number.

While the call is active (not on hold), dial **C**	A park slot number will be displayed; dial that number to park the call

NOTE: The "5" in the "56" command the extension user dials is the "System Feature Access Digit." If this digit has been set to a different digit than "5," substitute the appropriate digit in this command.

Conference Calls

A conference call can be placed to allow three different parties to talk to each other at the same time. One party in the conference must be "internal" to PhoneSuite (i.e., an extension), and one party must be on a trunk. The third party in the conference can be an extension, or a trunk. Conference calls can be placed by the console or directly by an extension that can use Control Features (this is set by the installer; typically, guest rooms are not allowed to use Control Features but other extensions are).

Only one conference call may be in progress at a time. The console operator can set up a conference call by using the following procedure:

1. Place a call to (or receive a call from) one of the three parties who is to be in the conference call, and place this party on hold. Repeat this process until each of the three parties is on hold.

2. Once all three of the parties to be conferenced are on hold, press each of these Call Buttons in turn and then press the "C" key on the keypad. After this, the selected parties will be conferenced together, and the console will be removed from the call automatically.

Place (or receive) each call and put it on hold	Press each Call Button that has a call on hold	Press **C**

If your installation uses the Direct Inward Dialing (DID) or Dialed Number Identification Service (DNIS) features of a T1 digital line, then the PhoneSuite conference bridge will be disabled, and you won't be able to set up a conference call.

Speed Dial

You may enter speed dial numbers from the console by entering a trunk access digit (usually "9"), "*," and a speed dial digit in the range 0-9. The Speed Dial number list must be set up by your installer.

Calls to the console from either an internal extension or from an outside trunk can be transferred to a Speed Dial number using this procedure:

1. Without putting the call on hold, press "9" or another trunk group digit
2. Press "*"
3. Press the speed dial digit
4. Press "C" to connect or "D" to cancel the transfer

Be aware that calls from the console bypass all system call restrictions. If the transfer is trunk-to-trunk, SMDR records will be produced for both the incoming (answered) and outgoing (speed-dialed) call.

Feature-Key Buttons

The Feature-Key Buttons on the console are used to provide quick access to the PhoneSuite features (commands) that are used most frequently. The full set of available commands is described in the next section of this manual.

Certain keys are used consistently when programming features in PhoneSuite: The "D" key is commonly used to exit without making changes. The "#" key is used to "Enter," or accept, changes. The "C" key is used to clear a feature (voice mail for example). For certain on/off settings, the "3" key is used for "Off," and the "6" key is used for "On."

Select Extension

Before any of the extension-specific feature-key buttons are used, you should first select an extension. This is done automatically if the console operator is currently talking with (or calling) an extension. Otherwise, this can be done by pressing the "Select Extension" button and then entering the extension number.

```
Select Exten EEE
Butt=On/Off D=Ex
```

Once you have an extension selected, the lights on the top two rows of feature-key buttons will light up to indicate the current settings for that extension. If the light on a feature-key button is on, then that feature is "on" or "allowed" for that extension. If the light is off, then that feature is "off" or "blocked" for that extension. For example, if "Long-Dist Calls" if lit, then the extension is allowed to make long-distance calls; if this button is not lit, then the extension is blocked from making long-distance calls.

If you press a feature-key button that is related to an extension, but no extension is currently selected, the console's display will show the "Select Extension" panel (as above), and you must enter a valid extension number before you can proceed.

Note: In the examples that follow for each feature-key button, extension 101 has been selected.

Check In / Out

If the "Check In/Out" button is lit, the selected extension is currently checked in. If not, it is currently checked out. Pressing the "Check In/Out" button will not toggle this setting automatically, but it will show you the current check in/out status for the selected extension and will allow you to check the extension in or out if desired.

If the extension is currently checked in, you will see:

```
101 Checked IN
3=Check OUT D=Ex
```

If the extension is currently checked out, you will see:

```
101 Checked OUT
6=Check IN  D=Ex
```

Press 3 to perform a check-out for this extension, press 6 to perform a check-in for this extension, or press "D" to exit from this display without changing the extension's checked-in/out status.

When you check an extension in or out, PhoneSuite will <u>automatically</u> perform certain actions, based on how the installer configured your system. These actions may include any or all of the following: turning off the Message-Waiting lamp on the room phone; clearing any Wakeup Call that has been set for this room; clearing any Voice Mail messages left in this room's voice mailbox (along with any customized voice mail greeting that may have been recorded); restricting the room's calling permissions to prevent local, long-distance, and/or room-to-room calls; and printing an extension phone bill (if the optional Call Accounting Card is installed).

If PhoneSuite is set to clear Message-Waiting lamps, Wakeup Calls, and/or Voice Mail messages, it will first check to see if the message-waiting lamp is on, or if there is a wakeup call set, or if there are voice mail messages that have not been erased. For each of these, if there is nothing to clear, PhoneSuite will perform that part of the check-in/out procedure automatically. If there <u>is</u> something to clear, PhoneSuite will prompt you to determine whether or not it should clear this setting; in this case, you can press C to clear the setting and continue with the check-in/out procedure, press # to leave the setting <u>uncleared</u> and continue with the check-in/out procedure, or press D to cancel the check-in/out procedure.

Example: If the extension has a wakeup call set when the check in/out feature is invoked, the display will read:

```
101 WAKEUP SET
C=Cl Ent=OK D=Ex
```

To clear the wakeup call setting and continue with the check-in/out, press C on the console keypad. To leave the wakeup call setting as-is and continue with the check-in/out, press Enter (#). To quit the check in/out procedure, press Exit (D).

Similarly, if the extension's message-waiting lamp is set to "ON" or the extension has voice mail messages that have not been erased, then when the check in/out feature is invoked, the display will read:

```
101 HAS MESSAGE
C=Cl Ent=OK D=Ex
```

To turn off the message-waiting lamp, clear any voice mail messages, and continue with the check-in/out, press C on the console keypad. To leave the voice mail messages and/or message-waiting lamp as they are and continue with the check-in/out, press Enter (#). To quit the check in/out procedure, press Exit (D).

Notes:

1. Whether an extension is checked in or out, it will still be able to call 911 or the console, regardless of how its calling permissions are set.

2. If the optional Call Accounting Card is installed, the room's phone bill will be cleared to zero when the extension is next checked-in. This is not done when the extension is checked out, so you can print additional copies of the room's phone bill if desired (with the "Print Bill" feature-key or with command A50). If you are done printing copies of the bill and would like to manually clear the bill (in order to free up memory on the Call Accounting Card), you can use the A51 command.

3. If a customized voice mailbox greeting has been recorded, it will be cleared along with the voice mail messages at check-in/out. If there are no voice mail messages, the custom greeting will still be cleared. However, if there <u>are</u> voice mail messages, and you choose to leave them uncleared, the custom greeting will remain as well.

4. It is possible to set <u>every</u> extension to a checked-in status all at once with command A45, as described on page 51.

5. PhoneSuite 112e models with the voice mail option can be configured to automatically load a greeting message to the extension's voice mailbox when that room is checked in. See the A35 command on page 30.

Long-Dist Calls

If the "Long-Dist Calls" button is lit, the selected extension is allowed to make long-distance calls. If the light on this button is off, the selected extension is prevented from making long-distance calls.

To change the long-distance calling permission for the selected extension, simply press the "Long-Dist Calls" button. Within one second, the light will change (from on to off or from off to on).

Note: What qualifies as a "long-distance" call is programmable, and usually the installer has set this up to match any calls for which you are charged by your telephone company. In general, calls that begin with a "0" or "1" are considered to be "long-distance," while calls that begin with a digit 2–9 are considered to be local, but this can be modified as needed to match your dialing patterns.

IMPORTANT: You cannot turn long-distance calls on for an extension that has long-distance calls disabled by the installer.

Local Calls

If the "Local Calls" button is lit, the selected extension is allowed to make local calls. If the light on this button is off, the selected extension is prevented from making local calls.

To change the local calling permission for the selected extension, simply press the "Local Calls" button. Within one second, the light will change (from on to off or from off to on).

Note: What qualifies as a "local" call is programmable, and usually the installer has set this up to match any calls for which you are <u>not</u> charged by your telephone company. In general, calls that begin with a "0"

or "1" are considered to be long-distance, while calls that begin with a digit 2-9 are considered to be "local," but this can be modified as needed to match your dialing patterns. For example, toll-free 800, 888, 877, 866, etc. numbers are usually set up as local calls.

IMPORTANT: You cannot turn local calls on for an extension that has local calls disabled by the installer.

IMPORTANT: 9-1-1 can always be dialed no matter what this setting is. In addition, calls that are set by the installer to "Always Allow" can be dialed regardless of how local calling permissions are set.

Ext-to-Ext Calls

If the "Ext-to-Ext Calls" button is lit, the selected extension is allowed to make calls to other extensions. If the light on this button is off, the selected extension is prevented from calling other extensions.

To change this calling permission for the selected extension, simply press the "Ext-to-Ext Calls" button. Within one second, the light will change (from on to off or from off to on).

IMPORTANT: You cannot turn extension-to-extension calls on for an extension that has extension-to-extension calls disabled by the installer.

Do Not Disturb

If the "Do Not Disturb" button is lit, the selected extension is in Do Not Disturb mode. In this mode, any calls that are made or transferred to the extension will receive a busy signal, or will go directly to voice mail if optional Voice Mail is installed.

To change the Do Not Disturb setting for the selected extension, simply press the "Do Not Disturb" button. Within one second, the light will change (from on to off or from off to on).

Message Waiting

If the "Message Waiting" button is lit, the selected extension has its message-waiting status set to on. If the room phone has a standard hotel message-waiting lamp, this lamp will be blinking.

Note that the message-waiting lamp can be set or cleared independently of the voice mail messages, but if the optional Voice Mail Card is installed, the message-waiting lamp will be turned on automatically when a message is left for the extension, and will be turned off when voice mail is cleared or the mailbox user erases their messages.

To change the message-waiting lamp setting for the selected extension, simply press the "Message Waiting" button. Within one second, the light will change (from on to off or from off to on).

Check Bill Total

The "Check Bill Total" button works only if the optional Call Accounting Card is installed. This button's lamp will light when you press the button, at which time the display will read:

```
$DDD.CC for  101
Enter=OK  D=Exit
```

Where $DDD.CC is the total cost, in dollars and cents, of the calls this extension has made since being checked in (or since the calls were last cleared with command A51). Note that it will take a few seconds for PhoneSuite to total up the current bill before it displays this total; in the meantime, the actual letters DDD.CC will be shown in the display.

Clear Voice Mail

If optional Voice Mail is installed and the selected extension has voice mail messages and/or has a lit message-waiting lamp, the "Clear Voice Mail" button will be on. Pressing the "Clear Voice Mail" button allows you to clear the message-waiting lamp and erase all voice mail messages and erase any customized greeting the extension has recorded. When "Clear Voice Mail" is pressed, the display will read:

```
Clear Voice Mail
101 C=Clear D=Ex
```

Press "C" to clear the settings as described above, or press "D" to exit without clearing.

The PhoneSuite 112e can be configured to load a default message into the mailbox after it is cleared. See the description of the A35 command on page 30.

Note: The PhoneSuite voice mail system has two ports on the Model 64 and four ports on the Model 112e, so either two or four extensions can access voice mail simultaneously depending on the model. If another extension attempts to access voice mail when the maximum number of users are already in the system, this extension will hear busy tone. However, even if all ports are in use, an extension's voice mail messages can still be cleared.

Clear Ext Features

If the selected extension has particular features on, the "Clear Ext Features" button will be lit to indicate that at least one of these features is active. To quickly remove any and all of these settings for the selected extension, press the "Clear Ext Features" button. The lamp on the "Clear Ext Features" button will go out, and the settings will be removed or cleared.

The features that are affected by this button are: Do Not Disturb mode (if on, it's turned off), call forwarding (the extension is set to **not** forward calls), message-waiting lamp (if on, it's turned off), and call-on-hold status (if a call is on hold, it is removed from its connection to the extension, so the extension is not able to retrieve it from on hold, and the caller must hang up and call in again). Because of its effects on call hold and hunt groups, the "Clear Ext Features" button is normally only used for room extensions that have accidentally set some of their features, not for administrative extensions.

Note: This command does NOT clear any voice mail messages the extension has, but it does clear the extension's message-waiting lamp status.

Wakeup Call

Background: A wakeup call can be set for each extension. PhoneSuite will automatically call that extension at a specified time. If the extension answers, they will hear the built-in PhoneSuite wakeup voice message. PhoneSuite 112e models with the voice mail option have a facility for recording a custom wake-up greeting. See command A35 on page 30.

If the extension does not answer within the programmed number of rings, PhoneSuite will stop ringing and will call the extension again one minute later. This pattern will continue for the programmed number of calls as configured by the installer, usually three attempts.

Note: For a printed report showing wakeup call settings, see commands A20 and A21 later in this manual.

If the selected extension has a wakeup call pending (i.e., it has been set but has not yet occurred), the "Wakeup Call" button lamp will be on. To set, change, or cancel a wakeup call for the selected extension, simply press the "Wakeup Call" button, and the display will read:

```
 101 HH:MM 1 Day
Ent=OK C=Cl D=Ex
```

If a wakeup call has been set for this extension, the HH:MM will show the time the wakeup call is set to occur; otherwise, the actual letters HH:MM will be displayed.

To enter a new wakeup call, or to replace the existing wakeup call, enter the desired time using 24-hour "military" format. Be sure to enter all four digits, HH:MM. For example, 6:30 AM is entered as 0630, and 6:30 PM is entered as 18:30. The HH:MM portion of the display will be filled in with the time as you type. After the wakeup call time is entered, you have the option of entering either a repeat count of up to nine days or setting an indefinite repeat. To enter a repeat count, type an additional single digit 2 through 9 that will overwrite the default value of 1. Enter "*" if you wish the wakeup call to repeat every day until canceled manually at the console or by the guest phone, or automatically upon check-out. If you do not enter a repeat count, the wake-up call cycle will occur for a single day.

Once the wakeup time and optional repeat count are entered, or if the wakeup time already displayed is correct, you can save the wakeup setting by pressing the Enter (#) key. The display will briefly show a message indicating that the wakeup is being saved, and the console will emit a short tone as confirmation.

If you do not wish to save any changes you made to the wakeup setting, press "D" to quit. Any changes you might have made to the wakeup setting will be abandoned.

To cancel / clear any wakeup setting that is displayed, press the C key. The wakeup call will be erased and will not occur, and the display will return to the idle mode.

Credit Limit

Background: If the optional Call Accounting Card is installed, a credit limit can be set for each extension to restrict the total cost of that extension's phone calls. When the extension is checked in, PhoneSuite

automatically sets a credit limit for calls from that extension. Normally, this is "no limit," but your installer may have set a fixed value according to your hotel's practices. You may override the default limit manually by pressing the "Credit Limit" button.

Once a credit limit has been set, it is used as follows: After the extension finishes each call, the total cost of that extension's calls is calculated. If this total exceeds the extension's credit limit, then the extension's calling permissions (Long-Distance, Local, and Extension-to-Extension) are automatically turned off. In addition, a Credit Limit Violation Alarm Message is printed to any printer that is set to print call accounting event messages.

The "Credit Limit" button's lamp will light when you press the button, at which time the display will read:

```
Cred. Limit  EEE
=$CC Ent=OK D=Ex
```

After a short delay, the display will show the current credit limit, in dollars only, in the left part of the bottom line. Press Enter (#) or Exit (D) if the current setting is correct, or type in the new value as two digits (i.e., 05 for $5.00) and then press Enter (#) to save the new setting or Exit (D) to quit without saving the new setting.

Notes:

1. A credit limit cannot be set for an extension that is checked out.

2. Setting a credit limit of 00 tells PhoneSuite to ignore all calls made from that extension; this will allow the extension to make unlimited calls, without tracking these calls for billing purposes; this setting is normally only used for administrative extensions. Setting a credit limit of 99 tells Phone-Suite to track and cost calls for that extension, but to not apply any credit limit to these calls.

3. If the credit limit is increased to a value greater than the current room total, the calling permissions automatically return to the default check-in settings.

Print Bill

If the optional Call Accounting Card is installed, this button can be used to print a "phone bill" for an extension (a list of all the calls, with total cost, made by the selected extension since it was checked in or since the last time the extension's calls were cleared with command A51). This bill is printed automatically when an extension is checked out, but there are situations where it is useful to print it manually without checking the extension out or to print a second copy after checking the guest out. *Example:* if a guest exceeds their credit limit, is cut off from making additional calls, but then pays for the calls that have already been made, you would want to print the guest's phone bill, clear it (command A51), and reset the guest's credit limit so they can make more calls.

The "Print Bill" button's lamp will light when you press the button, at which time the display will read:

```
Print Calls  EEE
Enter=OK  D=Exit
```

Press Enter (#) to print the report, or "D" to quit without printing. Note that this report will print on any printer that is set up by the installer to print "A Reports." To stop printing partway through the report, press "D."

This report contains a detailed list of all the calls that have been priced and stored for the selected extension, including the trunk used for placing the call, the time and date the call started, the number dialed, the type of call placed, the duration of the call (in minutes and tenths of a minute), and the cost of the call. At the bottom of the report, the total number of calls, the total sum of minutes, and the total cost of the calls are all shown.

Status Report

The "Status Report" button is used to print a report that shows the current room status setting for all extensions. When this feature-key button is pressed, the display will read:

```
Prt Room Status
Report=Ent  D=Ex
```

Press Enter (#) to print the report, or Exit (D) to quit without printing. The Status Report, which includes all settings (except wakeup calls) for all extensions, will be printed. See the "Reports" section later in this manual for a detailed description of this report. Note: to stop printing partway through the report, press "D."

Night Mode

Night Mode can be turned on or off whenever desired, by pressing the "Night Mode" button. If the "Night Mode" button's lamp is flashing, PhoneSuite is currently in Night Mode; if this lamp is unlit, PhoneSuite is in Day Mode. The system may also be configured to enter and leave night mode automatically. For detailed information on Night Mode, see page 47.

"A Level" Commands

In addition to basic call handling and feature-key buttons, the console can be used to run a variety of daily-use commands. These are called "A Level" commands, because they are invoked by first pressing the "A" key on the console keypad, then dialing a two digit command. The following table summarizes these commands and lists the page number in this manual where more detailed information can be found:

	Command	Description	Page
Hospitality Commands	A10	Check In or Out	27
	A11	Message-Waiting On/Off	27
	A12	Set / Change Wakeup Call	27
	A13	Set Room Status	28
	A14	Clear All Room Status Codes	29
	A15	Allow/Block Long-Distance Calls	29
	A16	Allow/Block Local Calls	29
	A17	Allow/Block Extension-to-Extension Calls	30
	A35	Manage System Voice Messages (112e only)	30
Reports & Displays	A18	Check Call Duration	30
	A20	Print Individual Extension Wakeup Report	35
	A21	Print System Wakeup Report	35
	A22	Print Room Status Report	36
	A23	Active Stations Report	37
	A24	View PhoneSuite Main Board Software Version	37
	A25	Request Property Management System Database Dump	37
	A26	Display Extension Outbound Call Count (Model 64 only)	**Error**
	A27	Display Extension Call Count (Model 64 only)	**Error**
Extn. Features	A30	Forward Extension's Calls	43
	A31	Clear Voice Mail	44
	A32	Do Not Disturb	45
	A40	Clear Extension Features	46
System Com- mands	*	Set PhoneSuite's Date and Time	48
	A28	Assign Name to Extension (112e only)	49
	A41	Manual Night Mode On/Off	47
	A42	Clear 9-1-1 Alarm	48
	A43	Trunk Alarm	49
	A44	Access A Specific Trunk	50
	A45	Check All Extensions In	50
Call Accounting & Auto Attendant	A50	Check-Out Report (Extension Phone Bill)	51
	A51	Clear Extension's Phone Bill	54
	A52	Revive Extension Calls	54
	A53	Set Credit Limit	55
	A54	Print Credit Violations	55
	A55	Print Audit Report	55
	A56	Clear Audit Report	56
	A57	Check Bill Total for an Extension	56
	A59	Record Auto Attendant Messages	56
Misc	A61	Set Time	48
	A62	Set Date	48
	*	Set Date and Time	48

Hint: If you do not remember an "A Level" command code, you can press the "A" key repeatedly to scroll through an abbreviated list of available commands. This list includes only the most commonly-used "A" commands, based on whether this is a hospitality application or a general business application.

For hospitality applications (as configured by the installer), the A Commands scroll list includes:

- Check In or Out

- Message-Waiting On/Off
- Set Room Status
- Night Mode On/Off
- Set / Change Wakeup Call
- Allow/Block Long-Distance Calls
- Allow/Block Local Calls
- Allow/Block Extension-to-Extension Calls
- Do Not Disturb
- Clear Voice Mail

For general business applications (as configured by the installer), the A Commands scroll list includes:

- Message-Waiting On/Off
- Night Mode On/Off
- Set / Change Wakeup Call (can be used as a reminder call)
- Do Not Disturb
- Forward Extension's Calls

Notes:

1. A Commands have a 5-second time-out, in case they are entered accidentally. If "A" is dialed but additional digits are not dialed within five seconds, the console will return to idle.

2. If you answer or start a phone call while in the middle of an A Command, the A Command will automatically be exited.

Hospitality Commands

PhoneSuite contains a variety of commands, such as "Check In or Out," that are designed for use by hotels and motels. These commands are grouped together and are described in this section. Some of these commands may also be used in general business applications (i.e., a "Wakeup Call" can be used as a reminder call, and message-waiting lamps are a useful indicator that an extension has voice mail messages).

Note: If the console is in a call with an extension when one of these commands is run, PhoneSuite will automatically pre-load that extension number into the command. If this is not the desired extension number, it is necessary to exit from the command, place the call on hold (or end it), and reenter the command.

A10 Check In or Out

PhoneSuite includes an easy-to-use Check-In / Check-Out function that will quickly change several settings for an extension. The settings that are affected by this command are configurable and are normally set up by the installer when PhoneSuite is installed.

In general, performing a "Check-In" for an extension number will do the following automatically: enable that extension phone to place some types of calls (e.g., local) while prohibiting it from making other types of calls (e.g., long-distance or room-to-room calls); check for leftover settings from the previous guest, such as a Wakeup Call, Message-Waiting Lamp, or Voice Mail messages (and any customized voice mail greeting), and let you clear these if found; clear the room's phone bill to zero, if the optional Call Accounting Card is installed, and also apply a credit limit to the guest's calls.

In general, a "Check-Out" will automatically prohibit the extension phone from making undesirable calls (usually all calls except 911 calls or calls to the console); check for any leftover Wakeup Call, Message-Waiting Lamp, or Voice Mail messages (and any customized voice mail greeting) and let you clear these if found; and print the room's phone bill, if the optional Call Accounting Card is installed.

Running command A10 is identical to pressing the "Check In/Out" feature-key button on the console. See page 15 for a complete description of this command.

A11 Message-Waiting On/Off

On telephones that are equipped with a "Message-Waiting" lamp, PhoneSuite can turn this light on or off, to indicate that this extension has a message waiting in voice mail or at the front desk. This can be done by running command A11, or by pressing the "Message Waiting" feature-key button on the console. See page 18 for a complete description of this command.

A12 Set / Change Wakeup Call

PhoneSuite can place a Wakeup Call to any extension at a predesignated date and time. This Wakeup Call can be set up by running command A12 or by pressing the "Wakeup Call" feature-key button on the console. See page 20 for a complete description of this command.

A13 Set Room Status

PhoneSuite allows the console operator or a maid in a room to enter a code that indicates the status of a room (e.g., clean, needs supplies, reserved, etc.). The code(s) currently applied to a room can be viewed from the console. In addition, a report can be printed to show the status of all the rooms.

Each room can have two status codes applied to it at a time. This allows the maid to indicate the room's current cleaning status, while the console indicates the room's current front-desk status. Up to 9 individual status codes (e.g., clean, needs towels, needs soap, had do-not-disturb sign on door, etc.) can be set up for maids to enter from extension telephones; an additional 9 status codes can be set up for the console operator to enter (e.g., reserved but no deposit paid, reserved with deposit, paid in full, etc.). The maid's codes can be different in meaning from the console codes, allowing for a total of 81 different codes. However, on reports, the two status codes are shown together as a two-digit number 11-99, where the first digit was set by the console and the second digit was set by the maid in the room.

Note: The status codes have no particular meaning to PhoneSuite, so users can set these codes to mean whatever they wish to track.

Example: The ABC Motel uses the following room status codes for the first digit:

1 - Room is vacant
2 - Room is reserved without payment
3 - Room is reserved with deposit
4 - Room is paid in full

In addition, the following are used for the second digit of the room status code:

1 - Room needs cleaning and/or supplies
2 - Room has been cleaned & re-supplied and is ready for use
3 - Room needs maintenance or repair

When a room is reserved or is paid, the console operator changes the first digit of the room status code, and if appropriate, the second digit (e.g., to indicate that the room needs cleaning). When the maids and/or maintenance staff are finished in each room, they use the extension phone in that room to change the second digit of the room status code. This allows the console operator to print a report whenever desired to view the full status of each room. In this example, a room that is vacant and clean would show on reports as having a room status of "12."

To change an extension's room status code, press A-1-3 on the console keypad. The display will read:

```
EEE Room Stat=SS
A=Nxt C=Clr D=Ex
```

Enter the extension number or D to exit. When the extension number is entered, it will appear over the EEE in the display above, and the current status setting (if any) will be shown in place of SS. Type in a new two-digit (you must enter two digits!) setting and then press Enter (#) if OK.

SUMMARY: To set an extension's room status, enter the following sequence:		
A	**13**	Enter an extension number and a two digit room status code.

NOTES:

1. If a Property Management System (PMS) is connected to PhoneSuite, and PhoneSuite is set up to send room status codes to the PMS, only the second digit of the room status code (the one set by maids in the room) will be sent to the PMS.

2. To change a room's status from the extension telephone in that room, dial:

    ∗2   plus a single-digit status code 1-9; PhoneSuite will provide a double-beep confirmation tone and will change only the second digit of the room status.

A14 Clear All Room Status Codes

This command is used to clear the current room status settings for **all** extensions. On the console keypad, press A-1-4, and the display will read:

```
Clear All Room
Status?  y=ENTER
```

If you press Enter (#), all extensions will have their room status setting cleared (set to 00). To quit without making this global change, press Exit (D).

SUMMARY: To clear all extensions' room status, enter the following sequence:		
A	**14**	Press Enter (#) to clear all to 00.

A15 Allow/Block Long-Distance Calls

PhoneSuite can allow or block long-distance calls from any extension, on an extension-by-extension basis. This can be done by running command A15, or by pressing the "Long-Dist Calls" feature-key button on the console. See page 17 for a complete description of this command.

A16 Allow/Block Local Calls

PhoneSuite can allow or block local calls from any extension, on an extension-by-extension basis. This can be done by running command A16, or by pressing the "Local Calls" feature-key button on the console. See page 17 for a complete description of this command.

IMPORTANT: 9-1-1 can always be dialed, regardless of how A16 is set. Other calls (such as toll-free 800, 888, 877, and 866 numbers) can also be set by the installer to "Always Allow" status if desired.

A17 Allow/Block Extension-to-Extension Calls

PhoneSuite can allow or block calls from any extension to other extensions, on an extension-by-extension basis. This can be done by running command A17, or by pressing the "Ext-to-Ext Calls" feature-key button on the console. See page 18 for a complete description of this command.

IMPORTANT: The console (dial 0) can always be dialed, regardless of how A17 is set.

A18 Check Call Duration

This command allows the console operator to view the phone number dialed and the duration of a call that is currently in progress between an extension and an outside trunk. To do this, dial A-1-8 on the console keypad. The display will then read:

```
EEE Dial DDDD...
Dur. HH:MM  D=Ex
```

Enter an extension number, such as 101, and if that extension is on a trunk call, the DDDD... portion of the display will show the first four digits of the phone number that was dialed by PhoneSuite to the telephone company, and HH:MM will show the duration of the call so far. When finished viewing this information, press D to exit this display. If the information is left displayed for 10 seconds, the display will automatically "time out" and return to idle.

SUMMARY: To view information about a call in progress, press this sequence:		
A	**18**	Enter the extension number.

A35 Manage System Voice Messages (112e only)

PhoneSuite provides a method to pre-record voice mail messages that can later be delivered to a specific extension's voice mailbox. Using this command you can:

- Store a generic welcome greeting message into the guest's voice mailbox upon check-in so there is a message waiting when the guest enters the room. PhoneSuite will automatically load the message when the voice mailbox is cleared manually or in conjunction with a check-in operation.
- Store other pre-recorded messages into a guest mailbox. For example, you may wish to store a generic check-out reminder message the night before the expected check-out day.
- Override the default wake-up call greeting message with a custom greeting. A property may wish to change the wake-up greeting on a daily basis to include the weather report or special event announcements.
- Store a message that will be loaded into the guest's voice mailbox whenever an attached Property Management System (PMS) issues a MW 1 (Message-Waiting On) request to the PhoneSuite.

There are three different messages you may record for delivery to voice mailboxes and a special fourth message you can record that will play as the wake-up greeting instead of the default.

Special message set up consists of three steps: selecting the message, recording the message, and storing it to a specific extension's voice mailbox.

Selecting a Special Message

The PhoneSuite 112e must include the voice mail option to use A35. To start using the command, dial A-3-5 on the console keypad. The display will read:

```
Which Special VM
Message? 1,2,3,4
```

Enter a single digit 1, 2, 3, or 4 to select the special message type according to this chart:

Message Number	Description
1	Special message 1. If configured by the installer, this message will be loaded into the guest's voice mailbox automatically whenever the mailbox is cleared.
2	Special message 2 (loaded manually by console operator).
3	Special message 3. This message will automatically be loaded into the guest mailbox upon receipt of a MW 1 (Message Waiting On) command from an attached PMS.
4	Custom wake-up greeting.

After selecting the message number you wish to manage, the display will change to:

```
VM Message Rec=1
Erase=2 Clone=3
```

Enter 1, 2, or 3 to invoke one of the following operations

Operation Number	Description
1	Review or record a message
2	Erase the current message
3	"Clone" the message to an extension's voice mailbox.

Reviewing, Recording, and Erasing a Special Message

Use the console handset when reviewing, recording, and erasing messages. When you press "1" to record a special message, the current recording will play and the system will return to the idle prompt.

If there is no current recording, you will hear a tone prompting you to record your message. After entering your message, press the # key to end it. The message you just recorded will play back, and you will be prompted to either enter "1" to send (save) the message or "2" to start the recording over. After saving the message, the system will play "message stored," and the console will return to the idle prompt. You may then review the message by reentering A-3-5, selecting the message number, and pressing "1."

If you need to erase the current message in order to record a new one, press "2" to erase. The system will confirm "message erased" and return to console idle. Reenter A-3-5, select the message number, then press "1" to record a new message as described above.

Storing ("Cloning") to a Voice Mailbox

After confirming that the message is correct, you may store it to an extension's voice mailbox. Reenter A-3-5, select the message number, and press pressing "3" for "clone." The display will show:

```
Clone to Extens.
EEE  (Ent)  D=Ex
```

Enter the three- or four-digit extension number and press the # (Enter) key. The system will play "message stored" through the handset and return to the console idle state. To store the message to another extension, reenter A-3-5 and repeat the process.

If configured for automatic operation by the installer, it is normally not necessary to perform a clone operation on Message 1. See the section "Automatic Load of Message #1 on Check-In" below.

Setting a Custom Wake-Up Greeting

You may override PhoneSuite's default wake-up voice message by entering "4" at the message selection prompt. Review, erase, and record the Message 4 greeting as described above. When you are satisfied with the message, press D to exit. To clear the custom wake-up greeting and return to the PhoneSuite default, erase Message 4.

Automatic Load of Message #1 on Check-In

Your installer can configure PhoneSuite so that the Message #1 you record is loaded automatically to the extension whenever that extension's voice mailbox is cleared. Clearing usually occurs during a check-in operation, which can take place two ways.

- *Manually* by pressing the console Check In/Out button, using the equivalent A10 command, or entering a properly formatted *10 command from a sub-attendant extension
- *Automatically* upon receipt of a properly formatted check-in command from a compatible Property Management System (PMS)

An extension's voice mailbox may also be cleared manually by using the "Clear Voice Mail" key on the console. See page 19.

This feature is typically used to provide an arriving guest with a welcome message in voice mail. To turn off the automatic load-on-check-in feature, simply erase Message #1. If desired, your installer can permanently disable this feature.

Automatic Load of Message #3 by the Property Management System

If a message of Type 3 is recorded and stored and the PhoneSuite receives a MW 1 (Message-Waiting Lamp On) command from an attached Property Management System (PMS), then the message will be automatically copied into the guest voice mailbox, and the phone's message-waiting lamp will be illuminated. A typical recording for Message #3 is "You have a message waiting at the front desk. Dial 0 now to ring the operator" followed by a few seconds of silence.

When the guest retrieves the message and presses 0, he will be immediately transferred to the front desk and the announcement message removed from the mailbox.

Error Messages

The console will display "ILLEGAL OPERATION" for the following conditions:

- The special message feature is not supported in this PhoneSuite version
- The extension does not have voice mail enabled
- A message number other than 1–4 was entered
- A message command other than 1–3 was entered

The system will play "no mail" through the handset if:

- You attempt to clone (store) an empty message

Reports, Displays, and Messages

A number of commands are available to display or print information about current settings in PhoneSuite. In addition, system messages are printed at various times, SMDR data can be printed about completed calls, and costed call records can be printed if the optional Call Accounting Card is installed. These reports, displays, and messages are detailed in this section.

Note: The printed reports and messages will print to any PhoneSuite parallel and/or serial port that is set up by the installer to output that type of information (A-Level Reports, B-Level Reports, System Events, Call Accounting Events, Incoming Call SMDR Data, and Outgoing Call SMDR Data).

A20 Individual Extension Wakeup Report

This command prints the Wakeup Call status for a single extension. To print this report, dial A-2-0 on the console keypad. The display will read:

```
Prt Wake Status
Ext EEE   D=Exit
```

Enter the extension number, and the extension's Wakeup Report will print as a 2-line message. The report contains the following information:

```
Date/time  MM/DD/YY  HH:MM
Ext EEE For HH:MM <STATUS> n Day
```

Where MM/DD/YY HH:MM is the current date and time and EEE is the extension number. The HH:MM after the word "For" is the time the Wakeup Call is set to occur (if there is one), and *n* Day represents the number of repeat wake-up calls remaining. "* Day" means the wake-up call will repeat each day indefinitely. The <STATUS> portion of the message will read:

NONE	No Wakeup Call Setting / Activity
PEND n Calls	Wakeup Call is set and waiting to occur or in progress
ANSWD n Calls	Wakeup Call at indicated setting was answered
OFFHK n Calls	Phone was off-hook when Wakeup Call was attempted
ALARM n Calls	Wakeup Call at indicated setting was not answered

A21 System Wakeup Report

This command prints a report that shows the Wakeup Call setting or last status change for every extension in PhoneSuite. To print this report, dial A-2-1 on the console keypad. The display will read:

```
Print All Wake
Calls (Ent) D=Ex
```

Press Enter (#) to print the report, or Exit (D) to quit without printing. This report will print the current date and time, followed by a line for each extension in PhoneSuite, showing the same information as the Individual Extension Wakeup Report. To stop printing partway through the report, press "D." The following is a sample of this report:

```
                                         Description (for reference; will not print)
Date/time  04/04/06  08:02
Ext 101 For 12:30 PEND  0 Calls 1 Day    Wakeup set for a time that hasn't arrived yet
Ext 102                 NONE             Nothing set today or yesterday
Ext 103 For 09:00 PEND  0 Calls 3 Day    Wakeup call with 3 day repeats remaining
Ext 104 For 08:00 ANSWD 1 Calls 0 Day    Wakeup call was answered on first try
Ext 105 For 07:00 ANSWD 1 Calls * Day    Wakeup call was answered on first try and
                                         will repeat indefinitely
...
Ext 217 For 08:00 OFFHK 0 Calls 0 Day    Extension was off hook at 8:00, so no call
Ext 218 For 08:00 PEND  2 Calls 1 Day    Ext has been called twice with no answer
Ext 219 For 07:30 ALARM 3 Calls 0 Day    Ext was called max (3) times, with no answer
```

A22 Room Status Report

This command prints a report showing the current settings for each extension in PhoneSuite. To print this report, dial A-2-2 on the console keypad. The display will read:

```
Prt Room Status
Report=Ent  D=Ex
```

Press Enter (#) to print the report, or Exit (D) to quit without printing. The first line will show "Date/time" and the current system date and time. Next, all A-level settings except wakeup calls will be printed for each extension. To stop printing partway through the report, press "D." The report looks like:

```
Date/time 06/15/99 07:35
Ext  RMST MESS FWDA FWDB SHLD THLD  DND CHKO LDIS EXTS LOCL
101  00    Off  Off  Off  Off  Off  Off   In   On   On   On
102  01     On   On  101  Off  Off  Off  Out  Off  Off  Off
103  00     On  Off  Off  Off  Off  Off   In   On   On   On
104  00     On  100  Off  Off  Off  Off   In  Off   On   On
etc…
```

These columns contain the following information:

Ext: Contains the extension number
RMST: Shows the two-digit room status code (see command A13 on page 28)
MESS: Shows whether the message-waiting lamp is on or off for the extension.
FWDA: If this extension is set to forward all calls, shows the forward extension; otherwise, "Off"
FWDB: If this ext is set to forward calls on busy / no answer, shows the forward ext; otherwise, "Off"
SHLD: "On" if the extension currently has a call with another extension on hold.
THLD: "On" if the extension currently has a call with a trunk on hold.

DND: "On" if the extension is set to Do Not Disturb

CHKO: "In" if the extension is checked in (see page 15) or "Out" if checked out

LDIS: "On" if the extension is allowed to make long-distance calls

EXTS: "On" if the extension is allowed to make extension-to-extension calls

LOCL: "On" if the extension is allowed to make local calls

A23 Active Stations Report

Use this command to list all stations (extensions) currently in use. The report will show the hardware station port number, the extension number, and whether or not the connection is normal or in a problem state.

The report displays as:
```
Date/time 06/15/99 07:35
Sta# Ext# Norm/Prob
017  101  N
026  110  N
```

"N" in the problem column indicates the extension is in its normal state; a "P" indicates either a wiring problem or a possible PhoneSuite software problem. Contact your PhoneSuite dealer for advice.

A24 View PhoneSuite Main Board Software Version

This command is used to display the version number of the PhoneSuite Main Board Software. To view this, dial A-2-4 on the console keypad. The display will read:

```
Softw Vers V.VVV
 Reset Count=###
```

Where V.VVV is the software version number and ### is a 3-digit number that indicates how many times PhoneSuite has been powered up from an unpowered state. This information will display for a few seconds, and then the display will return to normal. To exit this function before it times out, press "D."

A25 Request Property Management System Database Dump (Model 112e only)

This rarely-used command requests information from a Property Management System (PMS) that is connected to a PhoneSuite Model 112e. This command is not available in PhoneSuite Model 64. Normally, PhoneSuite and the PMS synchronize their data automatically. However, if PhoneSuite is powered on after having been off for a considerable amount of time, it may be desirable to request a PMS Database Dump to speed up this process. To do this, dial A-2-5 on the console keypad. The display will show:

```
DATA LOAD/CHANGE
SUCCESSFUL!
```

and will then return to idle.

A26 Display Extension Call Count (Model 64 only)

This command will display a total count of the outbound trunk calls lasting more than thirty seconds made from and inbound calls received by a particular extension. From the console idle prompt, press A-2-6. The display will show:

```
EEE All Call Cnt
C=Clear   D=Exit
```

Enter the two- or three-digit extension number. The "Cnt" portion of the display will immediately change to a three-digit number that indicates the total number of outbound trunks calls made from and inbound calls received by that extension. Press "D" to exit the command or "C" to clear the call count and exit. A check-in operation will automatically clear the count for that extension. To view just the outbound call count, use command A27 described below.

A27 Display Extension Outbound Call Count (Model 64 only)

This command will display a count of the outbound trunk calls lasting more than thirty seconds made from a particular extension. From the console idle prompt, press A-2-7. The display will show:

```
EEE Out Call Cnt
C=Clear   D=Exit
```

Enter the two- or three-digit extension number. The "Cnt" portion of the display will immediately change to a three-digit number that indicates the number of outbound trunks calls made from that extension. Press "D" to exit the command or "C" to clear the call count and exit. A check-in operation will automatically clear the count for that extension. To display the count of both outbound and inbound trunk calls to an extension, use command A26 described above.

System Startup Message

Whenever PhoneSuite is powered up from an unpowered state, it prints an initialization message to its serial and parallel ports:

```
MM/DD/YY HH:MM PhoneSuite VX.XXX NNN
```

Where MM/DD/YY is the current PhoneSuite date, HH:MM is the PhoneSuite current time, and NNN is the reset counter that will increment each time PhoneSuite is restarted (this can be used to test for frequent power failure occurrences). After this information, the version number of the Main Board software is shown.

Note: The initialization message only appears when new power is applied, is sent to all output ports, and cannot be turned off.

System Event Messages

As system events occur, messages are printed to notify you about them. A message will be printed any time a change is made to one of the following: an extension's Message-Waiting lamp status, an extension's

Wakeup Call status, an extension's Room Status Code, an extension's Long-Distance, Local, or Extension-to-Extension calling restrictions, an extension's Do Not Disturb status, or an extension's Check-In or Check-Out status. In addition, if an extension's Voice Mail messages are cleared or if PhoneSuite is changed between Day Mode and Night Mode (either manually or automatically), a message will print.

All system event messages print in the same general format:

```
Ext EEE MM/DD/YY HH:MM <EVENT> <STATUS>
```

Where EEE (or EE) is the extension number, MM/DD/YY is the current PhoneSuite date, HH:MM is the current PhoneSuite time, and <EVENT> and <STATUS> will include one of the following combinations:

<EVENT>	<STATUS>	Description (for reference—will not print)
ANITE	SET	Automatic Night Mode was invoked
ANITE	CLEAR	Automatic Night Mode was exited
CHKIN	SET	A "Check in" was performed
CKOUT	SET	A "Check out" was performed
DND	SET	The extension was set to Do-Not-Disturb
DND	CLEAR	Do-Not-Disturb status was cleared (turned off)
EXALL	CLEAR	All "Features" for the extension (Do Not Disturb, Call Forwarding, Call on Hold) were cleared
LDOFF	SET	Long-Distance Call Block was set (LD is now blocked)
LDOFF	CLEAR	Long-Distance Call Block was cleared (LD is now allowed)
MNITE	SET	Manual Night Mode was invoked
MNITE	CLEAR	Manual Night Mode was exited
MWAIT	SET	The message-waiting lamp was lit
MWAIT	CLEAR	The message-waiting lamp was turned off
NOLOC	SET	Local Call Block was set (local calls are now blocked)
NOLOC	CLEAR	Local Call Block was cleared (local calls are now allowed)
NOEXT	SET	Ext-to-Ext Call Block was set (these calls are now blocked)
NOEXT	CLEAR	Ext-to-Ext Call Block was cleared (these calls are now allowed)
RSTAT	SET to SS	Room status was set to code SS
RSTAT	CLEAR	Room status code was cleared (set to 00)
VMAIL	SET	A voice mail message was taken and message lamp was lit
VMAIL	CLEAR	Voice mail was cleared and message lamp was turned off
WAKE	ALARM *n* Calls	A wakeup call was unanswered after *n* attempts
WAKE	ANSWD *n* Calls	A wakeup call was answered after *n* attempts
WAKE	CLEAR	Any wakeup call for this extension was cleared
WAKE	OFFHK *n* Calls	A wakeup call was considered answered by the extension going off-hook after *n* attempts
WAKE	SET for HH:MM n Day	A wakeup call was set for HH:MM with *n* repeats

On-the-Fly Costed Call Messages

If the optional Call Accounting Card is installed in PhoneSuite, and it is set by the installer to print costed calls on-the-fly, a message will be printed after each call is finished. This message will include a one-line heading plus a one-line record, in the following format:

```
EXT  TK DATE  TIME  NUMBER DIALED  DESCRIPTION        DURATN     $ COST
EEEE TT MM/DD HH:MM NNNNNNNNNNNNN  DDDDDDDDDDDDDDDD MMMM.T   DDDDD.CC
```

Where EEEE is the 2-4 digit extension number that received the call (if transferred from the console, the extension that it was sent to is displayed), TT is the trunk number, MM/DD is the date the call was received, HH:MM is the time the call was received, NNNN... is the number dialed, DDDD... is a description of the type of call made, MMMM.T is the duration of the call in minutes and tenths-of-a-minute, and DDDDD.CC is the cost of the call in dollars and cents.

Note: If you are using a Property Management System that is connected to PhoneSuite, additional information may print along with the on-the-fly call record.

Incoming SMDR Messages

If turned on by the installer, an SMDR message will print after each incoming call (a call that arrives on a trunk) is finished. This message will print in the following format on a PhoneSuite Model 64:

```
EEE TT MM/DD/YY HH:MM:SS HH:MM:SS    HH:MM:SS
```

On a PhoneSuite Model 112e, this message will print in the following format:

```
EEEE TT MM/DD/YY HH:MM:SS HH:MM:SS     HH:MM:SS
```

Where EEE or EEEE is the extension number that received the call (if transferred from the console, the extension that it was sent to is displayed; if a Remote Programming call, "REM" is displayed), TT is the trunk number, MM/DD/YY is the date the call was received, the <u>first</u> HH:MM:SS is the time the call was received, the next HH:MM:SS is the total duration of the call, and the final HH:MM:SS is the length of time the call rang before it was answered.

As an aid in setting up an external call accounting system, the following shows the column locations in the incoming SMDR data format:

```
0         1         2         3         4         5
12345678901234567890123456789012345678901234567890123456789012345678901234567890
EEE TT MM/DD/YY HH:MM:SS HH:MM:SS    HH:MM:SS
EEEE TT MM/DD/YY HH:MM:SS HH:MM:SS     HH:MM:SS
```

Outgoing SMDR Messages

If turned on by the installer, an SMDR message will print after each outgoing call (a call that is placed out on a trunk) is finished. This message will print in the following format on a PhoneSuite Model 64:

```
EEE TT MM/DD/YY HH:MM:SS HH:MM:SS NNNNNNNNNNNNNNNNN            AAAAAAAAAAAA
```

On a PhoneSuite Model 112e, this message will print in the following format:

```
EEEE TT MM/DD/YY HH:MM:SS HH:MM:SS NNNNNNNNNNNNNNNNN            AAAAAAAAAAAA
```

Where EEE or EEEE is the extension number that placed the call, TT is the trunk number, MM/DD/YY is the date the call was made, the <u>first</u> HH:MM:SS is the time the call was placed (in military format), the

next HH:MM:SS is the total duration of the call, NNNNNNNNNNNNNN (26 digits max) is the number dialed, and AAAAA (12 digits max) is the optional account code.

As an aid in setting up an external call accounting system, the following shows the column locations in the outgoing SMDR data format:

```
0         1         2         3         4         5         6         7
1234567890123456789012345678901234567890123456789012345678901234567890123456789012345678901234
EEE TT MM/DD/YY HH:MM:SS HH:MM:SS NNNNNNNNNNNNNNNNN           AAAAAAAAAAAA
EEEE TT MM/DD/YY HH:MM:SS HH:MM:SS NNNNNNNNNNNNNNNNN          AAAAAAAAAAAA
```

Changing Extension Features from the Console

There are several extension settings that are normally changed from the extension itself but can also be changed from the console. These include turning call forwarding on or off, turning Do Not Disturb mode on or off, clearing the extension's voice mail messages, and clearing certain features that are set for the extension. This section describes the commands to perform these functions.

A30 Forward Extension's Calls

The console operator can set an extension's forwarding options so calls to the extension are forwarded to another extension or to the console. All calls to the extension can be forwarded this way, or calls can be forwarded only when the initial extension is busy or doesn't answer. In addition to setting an extension's forwarding status, the console operator can also clear an extension's forwarding options. The extension must have "control features" enabled by the installer for forwarding to work. Usually only administrative extensions support forwarding.

With call forwarding set, a call that is transferred to the extension and meets the forwarding criteria (e.g., the extension is busy or doesn't answer) will ring at the forward-to extension if it's available. If this forward-to extension is also forwarded, the call will follow that forwarding path, and this process will continue until the final forward-to extension is busy or rings without answer. At that point, the call will go to the <u>original</u> destination extension's voice mailbox (if it has one) or will be returned to the extension / console that transferred the call.

To change an extension's call forwarding status, press A-3-0 on the console keypad. If no current forwarding is active, the display will read:

```
Forw EEE to FFF
          D=Exit
```

Enter the extension number (e.g., 101) and the "forward-to" extension (e.g., 202), and the display will read:

```
Forw 101 to 202
1=All 2=Busy, NA
```

To forward <u>all</u> of extension 101's calls to extension 202, press 1. To forward extension 101's calls to 202 only if 101 is busy or does not answer a call, press 2. The setting will be made. Note: To forward calls to the console, enter "000" or "0000" as the forward-to extension.

If the extension you wish to forward does not support forwarding, the error message "ILLEGAL ACTION" will appear briefly as soon as you enter the extension number.

When A30 is entered, if an extension already has call forwarding active, as soon as the extension is entered the display will read:

```
Forw 101 to 202
All C=Clr 2=B,NA
```

if the current setting is forward ALL calls, or:

```
Forw 101 to 202
B,NA C=Clr 1=All
```

if the current setting is to forward calls only when 101 is busy or does not answer. Press C to clear call forwarding for extension 101, 1 to change the call forwarding setting to all calls, or 2 to change call forwarding to busy / no answer calls only.

SUMMARY: To set an extension's forwarding options from the console, press:		
A	**30**	Enter the extension to be forwarded, the extension to forward calls to ("000" or "0000" for the console, or clear this field to clear call forwarding for this extension), and the type of forwarding desired (all calls or when the extension is busy or doesn't answer)

Note: If call forwarding is turned on for an extension that is part of a hunt group, operation will be as follows: if a call is **transferred directly to that extension**, or if another extension calls that extension directly, the call will be forwarded. **If a call is transferred to the hunt group**, or if an extension calls the hunt group, the forwarded extension is considered to be unavailable, and will be skipped. The next extension in the list will then be tried. **On the PhoneSuite 112e only**, a second pass through the hunt group extension list will be attempted, and this time the forwarded-to extension(s) will be rung. In all cases, an unanswered call will go to the voice mail box of the first extension in the hunt group if voice mail is enabled on that extension. Otherwise, the call will ring to the console.

A31 Clear Voice Mail

If optional Voice Mail is installed, the console can retrieve or clear the messages in an extension's voice mailbox. Retrieving voice mail messages is described on page 10. Clearing voice mail messages is often done in hotel/motel applications, where the guest doesn't know how to clear their own messages or simply doesn't bother to do so. Voice mail messages are usually cleared automatically when a guest is checked in or out, as described on page 15. To clear an extension's voice mail messages (and any customized voice mail greeting) manually from the console, dial A-3-1 on the console keypad. The display will read:

```
Clear Voice Mail
EEE C=Clear D=Ex
```

Enter the extension number (e.g., 101), and then press C to clear all voice mail messages and any custom greeting for that extension.

SUMMARY:		To clear an extension's voice mail messages, press this sequence:
A	**31**	Enter the extension number and dial **C** when prompted; this will <u>clear</u> all of the extension's voice mail messages, along with the voice mailbox's customized personal greeting.

Note: The PhoneSuite voice mail system has two ports (up to four may be available in PhoneSuite 112e), so two (or four) extensions can access voice mail simultaneously. If another extension attempts to access voice mail while two (or four) users are already in the system, this extension will hear busy tone. However, even if all ports are in use, voice mail messages can still be cleared.

A32 Do Not Disturb

This command is used to temporarily prevent calls from ringing to an extension (except for wakeup calls). Instead, callers will go to the extension's voice mailbox (if the extension has one) or will hear a busy signal. This Do Not Disturb feature can be turned on and off from the console by dialing A-3-2 on the console keypad. The display will read:

```
Do Not Disturb
EEE A=Next  D=Ex
```

Enter an extension number (e.g., 101), and the display will read:

```
Do Not Disturb
101 OFF,   6=On
```

if Do Not Disturb is currently off, or

```
Do Not Disturb
101 ON,   3=Off
```

if Do Not Disturb is currently on. To turn Do Not Disturb on, press 6, or to turn it off, press 3. When the setting is correct, press Enter (#).

SUMMARY:		To prevent calls from ringing to an extension, press this sequence:
A	**32**	Enter the extension number and set Do Not Disturb to on (to prevent calls) or off (to allow calls).

Note: If the console operator attempts to call an extension that is set to Do Not Disturb, the console operator will hear a busy tone and will see a message on the display indicating the status of the extension. If the console operator needs to get through, he/she must turn Do Not Disturb off for the extension and try the call again.

A40 Clear Extension Features

This command clears specific "features" that may be set for an extension. These features include: Do Not Disturb mode (if on, it's turned off), call forwarding (the extension is set to **not** forward calls), call-on-hold status (if a call is on hold, it is removed from its connection to the extension, so the extension is not able to retrieve it from on hold, and the caller must hang up and call in again).

Note: This command does NOT clear any voice mail messages the extension has.

These extension features can be cleared by pressing the "Clear Ext Features" feature-key button on the console, or by using the A40 command. Both commands work the same way.

To use the A40 command, dial A-4-0 on the console keyboard. The display will read:

```
Clear Features
EEE        D=Exit
```

Enter the extension number, for example 101, and the display will read:

```
Clear Features
101 Enter?  D=Ex
```

Press Enter (#) to clear the extension's current feature settings, or Exit (D) to quit without making any changes.

Night Mode

Night Mode is designed to direct calls to alternate locations after hours, when there may not be someone at the console to answer calls. If the Auto Attendant option is installed, you may choose to record a different nighttime greeting for incoming trunk calls that will play when PhoneSuite is in night mode.

There are two ways to invoke Night Mode: manually or automatically. Night Mode can be turned on manually when the console operator leaves the console at the end of the day or for any other prolonged time. Night Mode can also turn on and off automatically at times configured by the installer.

When PhoneSuite is in Night Mode, extension users who dial 0 will not ring to the console(s) and any extensions that ring along with the console(s) during Day Mode. Instead, these calls will ring to the extensions that are set up to ring with Dial 0 calls during Night Mode. These calls may or may not continue to ring at the console(s) as well as at the Night Mode extensions, depending on how the installer configured your system.

Similarly, during Day Mode, incoming trunk calls ring to the console(s) and/or to various extensions (set by the installer) and/or to the Auto Attendant. During Night Mode, these calls will instead ring to the Auto Attendant and/or to a different set of extensions, unless a particular trunk has been set to continue ringing its Day Mode extensions. These calls may or may not continue to ring at the console(s) as well as at the Night Mode extensions, depending on how the installer configured the system.

A41 Manual Night Mode On/Off

Night Mode can be turned on or off from the console whenever desired. This can be done with the A41 command, or by pressing the "Night Mode" feature-key button on the console, as described on page 22.

Note: If the "Night Mode" button on the console has a flashing lamp, PhoneSuite is currently in Night Mode.

System Commands

Some commands affect system-wide functions or affect all of the extensions in PhoneSuite. These commands include changing the system date and time, clearing the 9-1-1 Alarm after someone dials 911, setting or clearing a Trunk Alarm, and setting all extensions to a checked-in status. In addition, the console has the ability to access a particular trunk directly, usually to test that it is working or to clear it if it is locked up. These commands are described in this section.

Changing PhoneSuite's Date and Time

The console operator can change the date and time that is displayed on the console and is used for system-wide features such as wakeup calls. To set the time or date, press the * key on the console keypad. The display will read:

```
Time=1    Date=2
Prog=B from Idle
```

Time

Press 1 to set the time, or 2 to set the date. If 1 (time) is pressed, the display will read:

```
SET TIME    hhmm
```

Enter the time in <u>24-hour</u> ("military") format, where 1:00 p.m. is entered as 13:00 and Midnight is 00:00. You must press <u>two</u> digit keys for the hour and two digit keys for the minute. For example, 8:05 a.m. is entered as 0-8-0-5. As the time is entered, each digit will be displayed in the hhmm portion of the display. Once all four digits have been entered, the display will read:

```
SET TIME    hhmm
Enter if OK D=Ex
```

Press the '#' key (Enter) if the new time is correct, or press D to exit without updating the PhoneSuite time. The display will then return to the "Idle" display. The time may also be set with the A61 command.

Date

If setting the date, press * on the console keypad, and then press 2. The display will read:

```
SET DATE  mmddyy
```

Setting the date follows the same process as setting the time, except that the date must be entered as two digits for the month, two digits for the day, and two digits for the year. The date may also be set with the A62 command.

A28 Assign Name to Extension (112e only)

The calling extension number will show on the display panel when a call rings to the console or a Feature Phone. This command allows you to assign names that will display along with the extension number for any of nine extensions. Manual name assignment is a separate function from the automatic guest name setting that occurs when PhoneSuite receives a check-in command from a suitably configured Property Management System (PMS).

To assign a name to an extension, enter A-2-8. If no name has been assigned to the first table position, the console display will show:

```
Ext NAME #1   EEE
```

If a name has already been assigned to an extension, the display will look similar to this:

```
Ext NAME #1   115
ANGELA_____
```

This indicates that extension 115 has been given the name ANGELA. Whenever extension 115 dials the console or a feature phone, ANGELA will appear on the display in addition to the extension number.

Select the table entry to edit by pressing the A key to advance through the nine table positions or the B key to back up. After locating the table entry you wish to change, enter the three- or four-digit extension number to map. As soon as the last extension digit is entered, an underline will appear in the first position of the second line, overwriting any existing letter. Use multiple presses of the number pad to enter letters or numbers. For example, to enter the letter N, press the 6 key twice. Enter Q by pressing 7 twice and Z by pressing 9 four times. Press the Enter (#) key to move the underscore to the next character position and key the next letter in the name the same way. Pressing the Enter (#) key without selecting a letter will enter an underscore at that position. Continue entering letters and underscores until all sixteen positions are filled. Pressing Enter (#) once more will save the changes and exit. To abandon the command without saving changes, press D.

You may also clear an entry by pressing C immediately after selecting one of the nine table positions. After the entry is cleared, the console display will return to the idle prompt.

A42 Clear 9-1-1 Alarm

If any extension is used to call 9-1-1 Emergency Services, the PhoneSuite console(s) will immediately display the number of the extension that is placing the 9-1-1 call, as follows:

```
9-1-1 Dialed
From 101 C=Clear
```

This notifies the console operator(s) that emergency workers (police officers, fire fighters, and paramedics) will be arriving shortly, so they can be directed appropriately. It also allows the staff to take action while waiting for the emergency workers to arrive.

To clear the 9-1-1 Alarm at any console, press C. This clears the alarm but has no effect on the actual call being placed to 911.

A43 Trunk Alarm or Idle

This command is used to temporarily remove a trunk from use when there is a problem with it, or to restore the trunk to use once the problem has been corrected. If PhoneSuite tries to access a trunk that has no connection, it will automatically remove the trunk from service and place the trunk in an Alarm state. In this state, the trunk light on the console's BLF display will flash repeatedly, and calls cannot be placed out or ring in on this trunk. To restore the trunk to use (after the problem has been corrected), use this command. This command can also be used to manually place a trunk into Alarm state if it is experiencing problems or will be under service.

To invoke this command, dial A-4-3 on the console keypad. The display will read:

```
Trunk TT 6=Alarm
3=Idle    D=Exit
```

Type in the trunk number to remove or restore, as a 2-digit number (01-32), or press Exit (D) to quit without making any changes to trunk status. Once the trunk number has been entered, press 6 to place it in Alarm state or press 3 to remove it from Alarm state and restore it to use.

A44 Access A Specific Trunk

When placing an outgoing call from the PhoneSuite console, you normally dial a Trunk Group (e.g., dial 9 or 8 or 81, 82, etc.) to get an outside line, just as you would from any extension. This will give you access to the first available phone line in this Trunk Group. However, the console has the ability to access a specific trunk when needed, by using command A44.

To invoke this command, dial A-4-4 on the console keypad. The first available Call Button will light up, and the display next to it will read:

```
Trk   ]
```

Type in the trunk number to access (not the Trunk Group number, but the actual trunk number 01-32), as a 2-digit number, or press Exit (D) to quit without accessing the trunk. After entering the trunk number, you will be given dial-tone on the specified trunk and can place a call or press "D" if you were just checking the trunk for dial-tone.

Occasionally, a trunk will become "hung" or locked up. This usually occurs when a call is hung up by the outside caller, but the phone company does not pass through a signal indicating that the party at the other

end of the call has hung up, and so PhoneSuite attempts to keep the call active. If you suspect that a trunk is hung (e.g., a trunk light is lit but no extension lights are lit and the call is not ringing to the console), you can connect to the trunk and clear the inactive call. This is done by dialing A44 and dialing the appropriate trunk number on the keypad. You will hear busy-tone and can press "C" to override this and connect to the trunk. You can then press "D" to exit from the call; if the trunk is hung, it will be automatically cleared when you exit. If it turns out there is a call in progress, the call will remain in place after you press C.

A45 Check All Extensions In

The command is used to set every single extension in PhoneSuite to a checked-in status. This command is the same as using the "Check In/Out" feature-key button (or running the A10 command) for every extension; for more information on the Check In function, see page 15 and page 27). In normal operation, this command is almost never used, but it may be run after PhoneSuite has first been installed and set up.

To invoke this command, dial A-4-5 on the console keypad. The display will read:

```
Enter to Clr All
Ext to Check-In
```

Press Enter (#) to set ALL extensions to checked-in status, or press "D" to exit from this function without changing each extension's checked-in/out status.

Call Accounting & Auto Attendant Commands

If the optional Auto Attendant Card or the optional Call Accounting & Auto Attendant Card is installed in PhoneSuite, the console can use a variety of commands that are otherwise not available. These commands are detailed in this section. If you perform one of these commands and see the message, "Illegal Action," then you do not have the optional card that allows you to use these commands.

A50 Check-Out Report (Extension Phone Bill)

This command is used to print a "phone bill" for a particular guest. This bill will include a detailed record of each call made from the guest's extension since it was last checked in (or since these calls were cleared with command A51), along with a total cost for these calls. This report is printed automatically whenever an extension is checked out (with the "Check In/Out" feature-key button or the A10 command), but it can be printed at any time with this command.

Note: An extension's phone bill is not cleared to zero when the extension is checked out. Instead, this information is retained until the next guest is checked in to use this extension. This is done so that you can print additional copies of the report if needed. If you want to manually clear an extension's phone bill to zero, you can do this with command A51m described in the next section.

To print an extension's phone bill (the Check-Out Report) manually, press A-5-0 on the console keypad; the LCD display will read:

```
Print Calls  EEE
Enter=OK  D=Exit
```

Enter the extension number and then press Enter (#) to print the report, or press Exit (D) to quit without printing.

This report contains a detailed list of all calls that have been priced and stored for the indicated extension. The information about each call includes the trunk used to place the call, the time and date the call started, the phone number that was dialed, the type of call placed (local, long-distance, etc.), the duration of the call (in minutes and tenths-of-a-minute), and the cost of the call. At the bottom of the report, the total number of calls, the total sum of minutes, and the total cost are shown.

Note: This report will print to any PhoneSuite parallel and/or serial port that is set up by the installer to output A-Level Reports.

A51 Clear Extension's Phone Bill

This command erases or clears an extension's "phone bill," setting it to a zero dollar amount. This command is performed automatically whenever an extension is checked in (using the "Check In/Out" feature-key button on the console or the A10 command), to ensure the previous guest's calls are not charged to the new guest. This command can be run manually if the phone bill needs to be cleared at another time, such as

when a guest exceeds their credit limit and pays for their calls in order to obtain a new credit limit, or in order to clear memory on the Call Accounting Card by clearing calls for guests who have already checked out.

To run this command manually, press A-5-1 on the console keypad; the LCD display will read:

```
Erase Calls  EEE
Enter=OK  D=Exit
```

Enter the extension number and then press Enter (#) to erase the report, or press Exit (D) to quit without erasing the calls.

A52 Revive Extension Calls (un-erase after clearing phone bill)

This command revives (un-erases) calls for a given extension after these calls were erased by clearing the extension's phone bill (see command A51). **IMPORTANT NOTE:** This command revives <u>all</u> calls that can be found for the extension, so it may revive more than just the calls made by the most recent guest, or it may not be able to revive all calls from the most recent guest.

To revive calls for an extension, press A-5-2 on the console keypad; the LCD display will read:

```
Revive Calls EEE
Enter=OK  D=Exit
```

Enter the extension number and then press Enter (#) to revive calls, or Exit (D) to quit without reviving.

A53 Set Credit Limit

This command is used to set a new credit limit for an extension. Pressing A-5-3 on the console keypad is identical to pressing the "Credit Limit" feature-key button on the console, so see page 20 for a detailed description of this command.

A54 Print Credit Violations

This command prints a report for all extensions that have a credit limit set, showing the credit limit, the current total phone bill amount, and a "VIOLATION" message if the extension's phone bill exceeds its credit limit. To print this report, press A-5-4 on the console keypad, and the LCD display will read:

```
Print Cred Viols
Enter=OK  D=Exit
```

Press Enter (#) to print the report, or Exit (D) to quit without printing. To stop printing partway through the report, press Exit (D).

Note: This report will print to any PhoneSuite parallel and/or serial port that is set up by the installer to output A-Level Reports.

A55 Print Audit Report

This command prints the Audit Report, which shows all calls that have been priced by the call accounting system since the Audit Report was last cleared (with command A56 or after the Audit Report is printed automatically at a preset time of day). These calls will be sorted by extension number.

Note: The Audit Report can be set by the installer to print and clear automatically on a daily basis, at a preset hour of the day. Not printing audit reports will save memory on the Call Accounting Card.

To manually print the Audit Report, press A-5-5 on the console keypad, and the LCD display will read:

```
Print Full Audit
Enter=OK  D=Exit
```

Press Enter (#) to print the report, or Exit (D) to quit without printing. To stop printing partway through the report, press Exit (D).

Note: This report will print to any PhoneSuite parallel and/or serial port that is set up by the installer to output A-Level Reports.

After printing the Audit Report, you may want to clear it, so the next Audit Report you print will not show these same calls. To do this, use command A56, described next.

A56 Clear Audit Report

This command is used to manually clear (reset) the Audit Report, which was described in the previous A55 command. Note that if the Audit Report is set to print and clear automatically at a particular time of day, it is usually not necessary to clear the report manually, but this should be done regularly if Audit Reports are used but are printed manually rather than automatically.

To manually clear the Audit Report from the console, press A-5-6 on the console keypad, and the LCD display will read:

```
Clear Full Audit
Enter=OK  D=Exit
```

Press Enter (#) to clear the Audit Report, or Exit (D) to quit without clearing.

A57 Check Bill Total for an Extension

This command is used to view the current total of an extension's phone bill without having to print the bill. To do this from the console, press A-5-7 on the console keypad, and the LCD display will read:

```
$DDD.CC for  EEE
Set Exten D=Exit
```

Enter the extension number, and then press Enter (#) to display to total amount of the bill in the "DDD.CC" area, or press Exit (D) to quit without displaying the bill total.

A59 Record Auto Attendant Messages

This command is used to record or change any of the messages used by the optional Auto Attendant Card in PhoneSuite. It is not used if you have an external auto attendant or do not have an auto attendant at all.

To start this command, press A-5-9 on the console keypad, and the LCD display will read:

```
Set AA @ PrC (#)
```

Before recording a new message, the old message must first be erased, as shown in the following table of commands. *Note that in order to maximize the usage of the voice memory, only the message that was re-corded last can be erased and re-recorded.* To re-record an earlier message, you must first erase <u>all</u> of the messages and then re-record them all. To do this, press 0-7-9 on the keypad. Once the messages have been erased, the console's LCD display will return to the idle state. After this, reenter the A59 command and record your new message(s).

To record a new message, enter the 3-digit code for the message you want to record, as shown in the following table of commands:

Command	Speech Function
079	Erase All Messages (do this before recording or re-recording any messages)
071	Record New Main Greeting
070	Listen to Main Greeting
074	Erase Main Greeting[*]
061	Record New Night Greeting (Optional)
060	Listen to Night Greeting
064	Erase Night Greeting[*]
081	Record New Transfer Message (Optional)
080	Listen to Transfer Message
084	Erase Transfer Message[*]
091	Record New Busy/Don't-Answer Message (Optional)
090	Listen to Busy/Don't-Answer Message
094	Erase Busy/Don't-Answer Message[*]
031	Record Name Verify Prompt Message (Optional)
030	Listen to Name Verify Prompt Message
034	Erase Name Verify Prompt Message[*]
x*1	Record New Secondary Message (Optional), where x is the digit 0-9 that the caller dials at the Main Greeting to hear this Secondary Message

Command	Speech Function
x*0	Listen to Secondary Message, where *x* is as above
x*4	Erase Secondary Message, where *x* is as above[*]

Messages are recorded and reviewed through the console handset. Commands are entered as indicated in the above table; when a record command is used, you will hear a beep through the console handset, indicating the beginning of the recording. When you hear the beep, talk into the console handset to record your message; when done, press **D** on the console.

Note: How the Auto Attendant handles calls (what ring it answers on and how it transfers them) is configured by the installer.

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[*] Before a message can be re-recorded, it must be erased. If this message was the last one recorded, then it can be erased using the command indicated and can then be re-recorded. However, if another message has been recorded since this message, then this command will not work; instead, you must erase and re-record ALL the messages.

APPENDIX A:

EXTENSION USERS' MANUAL