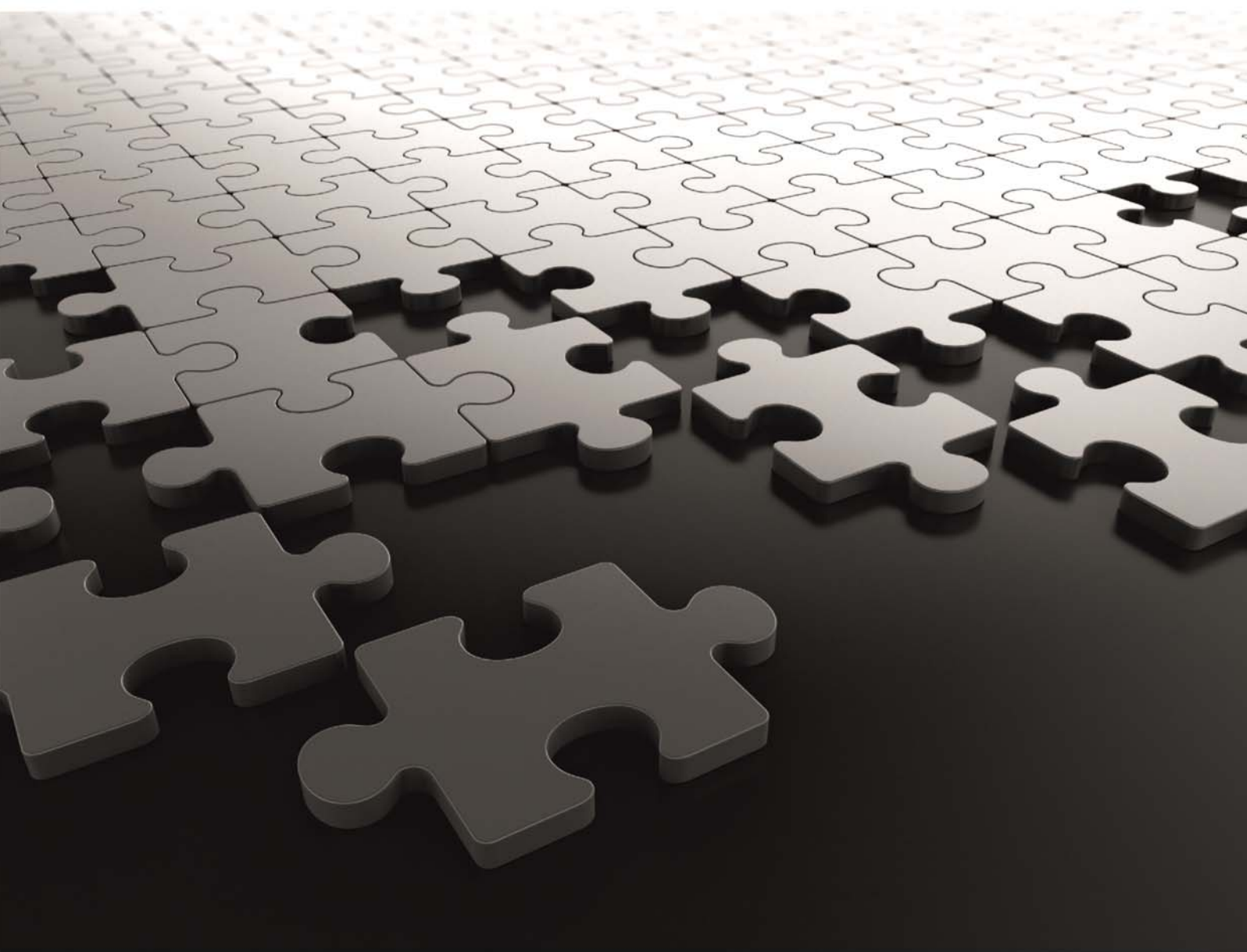


# PRASAR UCS Hospitality System Manual





## **PRASAR UCS for Hospitality**

The Communication Lifeline  
of the Hospitality Industry

### **System Manual**



# Documentation Disclaimer

Matrix Comsec reserves the right to make changes in the design or components of the product as engineering and manufacturing may warrant. Specifications are subject to change without notice.

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## Welcome!

Thank you for choosing the Matrix PRASAR UCS for Hospitality! We hope you will make optimum use of this intelligent, fully hosted and managed Unified Communication Server. Please read this document carefully before installing the system. You are recommended to familiarize yourself with the product first by reading the *PRASAR UCS System Manual*.

## About this System Manual

This System Manual provides information and instructions for setting up and operating the system in hotels and health care establishments.

This document does not provide any product information or instructions for wiring or hardware installation. Refer to the section *Installing SPARK200* in the System Manual for information on hardware and installation.

For a quick installation of the system, you may refer the *PRASAR UCS Quick Start*. For more information about the product, refer to *PRASAR UCS System Manual*.

The documentation can be found at <https://www.matrixcomsec.com/support/telecom-product-manuals/> You may also view or download the documents by scanning the QR Code printed on the Product Label/Packaging Label.

For product registration and warranty related details, please visit <https://www.matrixcomsec.com/warranty/#telecom>

## Intended Audience

This System Manual is aimed at:

- **Installers/System Engineers**, who will install, maintain and support the system. They are persons who customize the system configuration to meet the requirements of the users. It is assumed that they are trained and experienced in telecom wiring technology, installing and operating Servers and the various technical terms and functions associated with it.
- **Front Desk Users/System Administrators**, who are persons in the hotel who will actually operate the system. These are usually the staff in the reception area/front desk of the hotel, referred to as 'Operator', 'Receptionist', 'Desk Clerk', etc.

They access and use the call management and the hospitality features of the PRASAR UCS, like check-in, check-out, setting call privileges, call budget, wake-up calls and reminders for guests, coordinate maid service, keep records of room status, print Hotel reports, etc.

In large hotels, there may be more than one person handling the Front Desk, allowing division of front desk duties (operating the UC Server as well as guest management and hotel administration tasks). In smaller hotels, all front desk duties are done by a single person.

It is assumed that the Front Desk Users/System Administrators have some previous experience in operating a UC Server and its consoles (IP Phones, Direct Station Selection Consoles, PC). The Front Desk Users/System Administrators are not expected to install and configure the UC Server, but only access and use the features meant for them. For this, they are to be trained by the System Engineer/Installer.

## Organization of this Document

This System Manual contains eight chapters:

- **Introduction** - gives an overview of this document, its purpose, intended audience, organization, terms and conventions used to present information and instructions.
- **Hospitality Application of PRASAR UCS: An Overview** - describes the hotel and hospital environment in which PRASAR UCS can be deployed, the various possible application scenarios, and the specific requirements of hotels and hospitals that it meets. Besides listing the features for hotel administration and guests, the chapter also describes briefly the interfaces supported by PRASAR UCS for Property Management System (PMS) and Call Accounting Software (CAS), and the Voice Mail. It also gives an overview of configuring the system for the Hotel Application and for operating its features (the Front Desk User).
- **Setting Up PRASAR UCS for Hospitality Application** - gives step-by-step instructions on setting up the system in a hotel/hospital using the System Engineer (SE) Mode web pages.
- **Front Desk User** - gives step-by-step instructions on using the Front Desk User for carrying out guest management and administrative functions from the front desk.
- **Hospitality Features** - provides detailed information and instructions for configuring and using the various hospitality features of the PRASAR UCS. Each feature is described in detail with its application in the Hotel/Hospital, the requirement it fulfills, the attributes of each feature, the possible interactions of the feature with others, how to configure/program the feature, and how to use the feature.
- **Guest Features** - lists the features that guests can use from their room phones, along with instructions for use.
- **Communication Port** - provides step-by-step instructions for configuring the USB to COM Ports of PRASAR UCS for connecting the system with a computer.
- **PMS Interface** - contains detailed information and instructions for setting up and interfacing the PMS with PRASAR UCS.
- **CAS Interface** - contains information on CAS Interface supported by PRASAR UCS.
- **Station Message Detail Record-Posting** - gives detailed information and instructions for interfacing PRASAR UCS with a Call Accounting Software (CAS).



# How to Read this System Manual

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This System Manual is organized in a manner to help you get familiar with the Hospitality Application of the PRASAR UCS, learn how to set-up the system for this application, and use the hospitality features.

For the convenience of readers, the features have been listed alphabetically.

This document is meant to be used as an adjunct to the *PRASAR UCS System Manual*. You are advised to read the PRASAR UCS System Manual to understand the product hardware, other general UCS features that are not specific to hotels/hospitals.

## Instructions

The instructions in this document are written in a step-by-step format. Each step, its outcome and indication/notification, as they occur have been described.

For example: instructions to set/cancel Call Block using *IP Phone*:

Using DSS Key:

- To set Call Block,
  - Press the Call Block key (if configured by SE).
  - The LED of the key will be turned on, and the confirmatory text message that calls are blocked will appear on the phone display.
- To cancel Call Block,
  - Press the Call Block key again.
  - The LED of the key will be turned off, and the confirmatory text message that internal calls are allowed will appear on the phone display.

Using Command:

- To set Call Block,
  - Pickup the Handset.
  - Dial **1072-045**.
  - Dial **1**.
  - The confirmatory text message that internal calls are blocked will appear on the phone display.
  - Replace Handset.
- To cancel Call Block,
  - Pickup the Handset.
  - Dial **1072-045**.
  - Dial **0** to cancel Call Block.
  - The confirmatory text message that internal calls are allowed will appear on the phone display.
  - Replace Handset.

## Access Codes

Access codes are strings of digits dialed by a station to

- Call another station, Department Group,
- Grab a trunk line
- Use a Feature, e.g.: Call Block, Call Forward

The Access Codes provided in the instructions throughout this document, are default access codes. It is possible to change the Access Codes according to user (hotels/hospitals) requirement and preferences. Verify with the Installer/System Engineer, if the default Access Codes have been changed, and use the codes configured by the Installer/System Engineer. For more information, read the topic 'Access Codes' in the *PRASAR UCS System Manual*.

## References

To avoid duplication of information, cross references, wherever necessary, are provided within this document as well as to relevant sections of the *PRASAR UCS System Manual*.

For the convenience of readers, references to topics in other sections of this document are hyperlinked.

## Notices

The following symbols have been used for notices to draw your attention to important items.



**Important:** *to indicate something that requires your special attention or to remind you of something you might need to do when you are using the system.*



**Caution:** *to indicate an action or condition that is likely to result in malfunction or damage to the system or your property.*



**Warning:** *to indicate a hazard or an action that will cause damage to the system and or cause bodily harm to the user.*



**Tip:** *to indicate a helpful hint giving you an alternative way to operate the system or carry out a procedure, or use a feature more efficiently.*

## Illustrations

This is the documentation for PRASAR UCS deployed in the Hospitality environment.

## Terminology

The technical terms and Acronyms used in this Manual are standard terms, commonly used in the telecommunications and data communications industry. Considering the broad group of intended users of this manual, wherever possible, use of jargon has been avoided.

Acronyms have been defined in the text.

The words '**PRASAR UCS**', '**System**', '**Server**' are used interchangeably and synonymously to mean the PRASAR UCS for Hospitality. Some of the terms specific to this Manual that you will encounter are defined below:

The word '**IP Phone**', '**SIP Phone**' refers to the Matrix Proprietary Extended IP Phones — SPARSH VP248, SPARSH VP310, SPARSH VP510 and SPARSH VP210.

- **Administration phone:** it is the telephone instrument connected at the administration extension - Front Desk/Operator, Room Service, Travel Desk, Laundry, etc.
- **Extension:** it is the port of the system to which a telephone instrument is connected.
- **External Calls:** calls made from any extension of the PRASAR UCS to numbers outside the Hotel and calls received on any extension from outside numbers. These may be calls within the local area, long distance or international calls.
- **Front Desk User:** the person who operates the hotel and guest management features of the PRASAR UCS from the reception area of the hotel. This person usually mans the reception area of the hotel. Also commonly referred to as the Receptionist, the Operator, the Attendant, Front Desk Clerk, Lobby Attendant, etc.
- **Front Desk User Mode:** a graphic user interface of the PRASAR UCS for the front desk staff to carry out the guest management and administrative functions supported by the system.
- **Guest:** the person who checks into the hotel; pays room rent and other charges for using the facilities of the hotel.
- **Hospital:** any public or private health care institution which provides residential medical care and treatment to the public.
- **Hospitality features:** pertaining to the special telephone and guest/patient management features required by accommodation establishments like hotels and hospitals.
- **Hotel:** any public or private accommodation establishment that provides boarding and lodging and other hospitality services, like hotels, motels, resorts, hospitals, halls of residence (dormitories), youth hostels.
- **Internal Calls:** calls made from and received by one extension to another extension of the PRASAR UCS.
- **Operator:** same as Front Desk User.
- **Room Phone:** it is the telephone instrument connected at the guest room extension. This may be any proprietary IP Phone of Matrix.
- **Station:** an extension of the PRASAR UCS; it can be an extension in the guest room or an administration extension.
- **System Administrator:** the person who operates the Server and hospitality features of the PRASAR UCS. See "[Front Desk User](#)".
- **System Engineer:** The person who installs and maintains the PRASAR UCS and provides support.

Using this Manual, we hope, you will be able to set up, operate and make optimum use of this feature-packed Hospitality Server.

If you encounter any technical problems, please contact your Dealer/reseller or Matrix Customer Care.

## ***Hospitality Application of PRASAR UCS: An Overview***

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The PRASAR UCS is designed to meet the specific requirements of hospitality undertakings like Hotels, Motels, Resorts, Halls of Residence, and Hospitals.

This is a common document for the Hotel and Hospital application of PRASAR UCS. However, for convenience, the terms 'Hotel' and 'Guest' have been used throughout this document. If PRASAR UCS is being installed in a Hospital, readers are requested to substitute the terms 'Hotel' and 'Guest' with the words 'Hospital' and 'Patient' respectively. Inconvenience to the readers is regretted.



*The Hospitality Application requires a license. Please refer the topic 'License Management' in the PRASAR UCS System Manual to know more.*

### **PRASAR UCS in Hotel Environment**

The Hotel application of the PRASAR UCS has been designed considering the following requirements, for which it provides solutions:

- A hotel may want to use a Property Management System (PMS).

*PMS Interface is in-built in the PRASAR UCS.*

- A hotel may want to use a Call Accounting Software (CAS).

*CAS Interface is in-built in the PRASAR UCS.*

- A hotel may want to use a Voice Mail System (VMS).

*The PRASAR UCS supports in-skin Voice Mail System.*

- A hotel may have multiple floors. The Hotel management may prefer to route 'Room Service' calls from guest rooms of a particular floor to the Room Service Phone on that floor.

*This can be accomplished using the 'Floor Service' feature of PRASAR UCS.*

- A hotel may have provided multiple telephones in a room or a single telephone in each room.

*Irrespective of the number of phones in a room, each phone in the room has a unique extension number by which it is identified by the system.*

- A single guest is checked into a room with multiple phones. The Do Not Disturb (DND) set by the guest should apply on all phones in the room, whereas Wake-up calls should ring on the phone closest to the bed.

*PRASAR UCS applies DND set by guests on all phones in the room, whereas Wake-up calls set by/for the guest are applied only on phone for which it is set.*

- Occupants of a multiple-room suite (with multiple room phones), may want to use the room phones individually. For example: A family is occupying a multi-room suite. Parents may want to set DND on the phone in their room, while their children may want to receive calls on their phone. Parents may want to set Wake-up calls early in the morning, whereas their children may wish to sleep until late.

*This can be done using the “[Check-In Profile](#)” of the PRASAR UCS, whereby the guests are checked in as 'Family'. This will cause the system to set the DND and the Wake-up Call only on the phone on which these features are required.*

- A hotel may have different kinds of room: Single Occupancy, Double Occupancy, Executive Suite, etc. These rooms may be further graded as Standard, Comfort, Deluxe, Premier, and the like.

*The PRASAR UCS allows the hotel to define as many as 10 different room types.*

- A hotel room might be occupied by a single guest or by more than one guest (e.g.: a family).
- A dormitory style room may be occupied by multiple guests, who need to be checked-in, checked-out and billed individually.

*This can be accomplished by checking in guests to a phone number in the room, using the “[Check-In Profile](#)” feature of the PRASAR UCS, whereby the guest is checked-in with the check-in profile as 'Budget'.*

- Hotels need flexibility in room assignment. For example:

- A single guest is to be checked in, but single rooms are not available. Instead of turning away the guest, the hotel wants to offer a suite room.

*This can be accomplished by checking in the guest into the suite room with the Check-In Profile, 'Single'. Despite being classified as a suite, the room will be treated as a Single room by the system. Features like DND and Call Forward set by the guest from any of the phones in the suite room will be applicable on all the phones in the suite.*

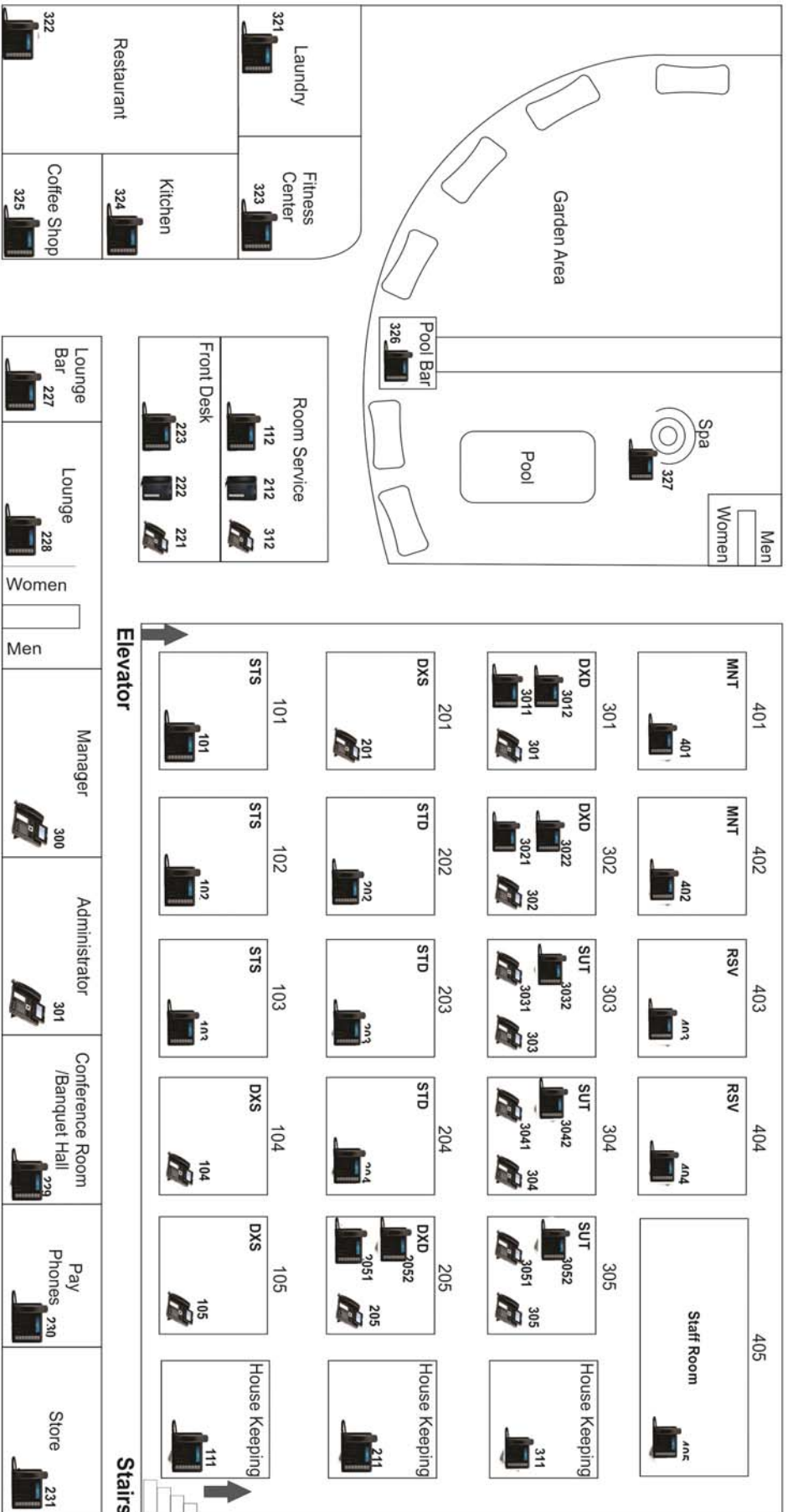
- Three guests want to share a room (this may be a double room with an extra bed or a triple occupancy room, or a suite), but pay individually.

*This can be done by checking in each guest with the Check-In Profile 'Budget'. Each guest is checked into a phone number and not a room number. Hence the room they are checked into must have multiple phones, that is, a phone for each guest.*

- Multiple guests want to occupy a room, but want to be billed together. Each guest also wants to use a room phone as per their convenience. One guest wants to set DND on his phone, the other wants to receive calls, the third wants to set a Wake-up call/Reminder.

*This can be done by checking in the guests with the Check-In Profile 'Family'. The DND and the Wake-up Call/Reminder will work only on the phone on which they are set.*

## Hotel - The GoodLife Inn



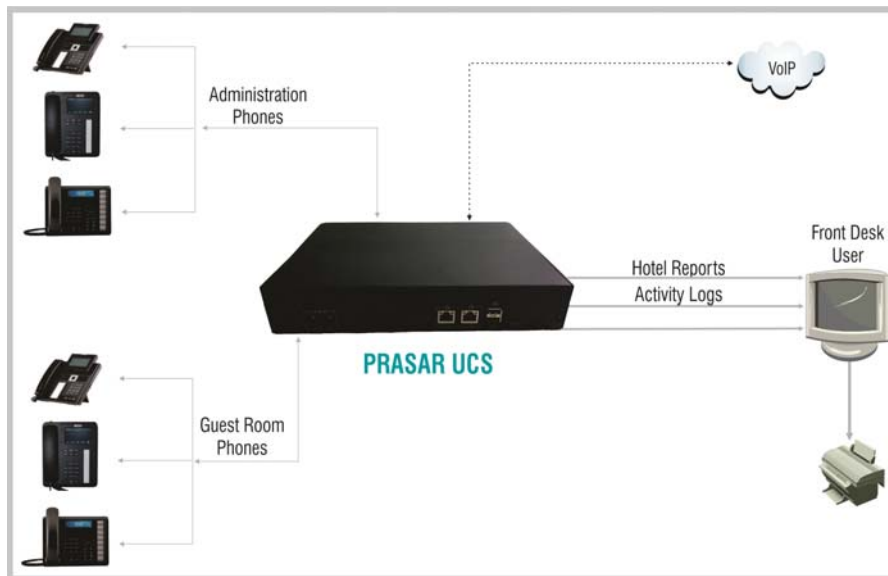
- The hotel wants to rent out suite rooms as independent single rooms during off-season/slack business period, or as a special offer or package deal.

*This can be accomplished by checking in each guest into the suite with the Check-In Profile 'Budget'. Each guest is checked into a phone number in the suite and not the room number.*

## PRASAR UCS Hotel Application Scenarios

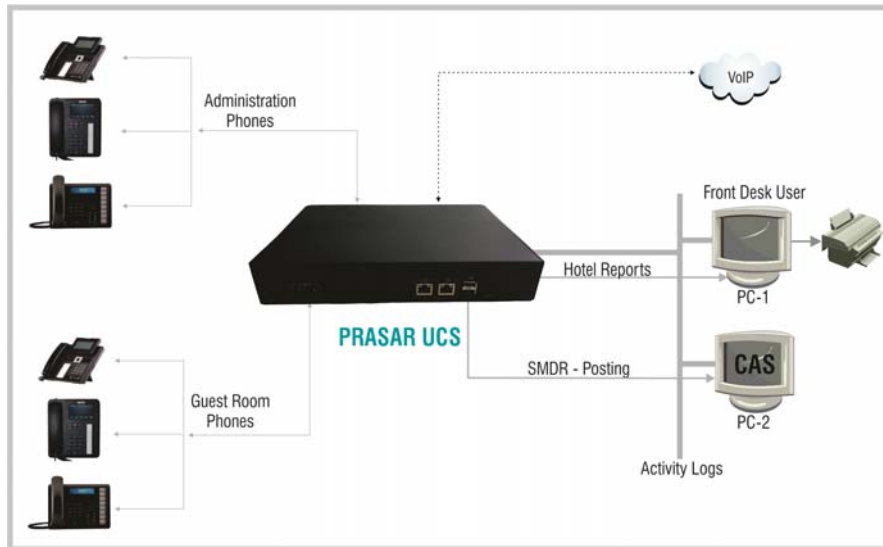
The diagrams below are illustrative of the different ways of deploying PRASAR UCS in a Hotel.

### Scenario 1:



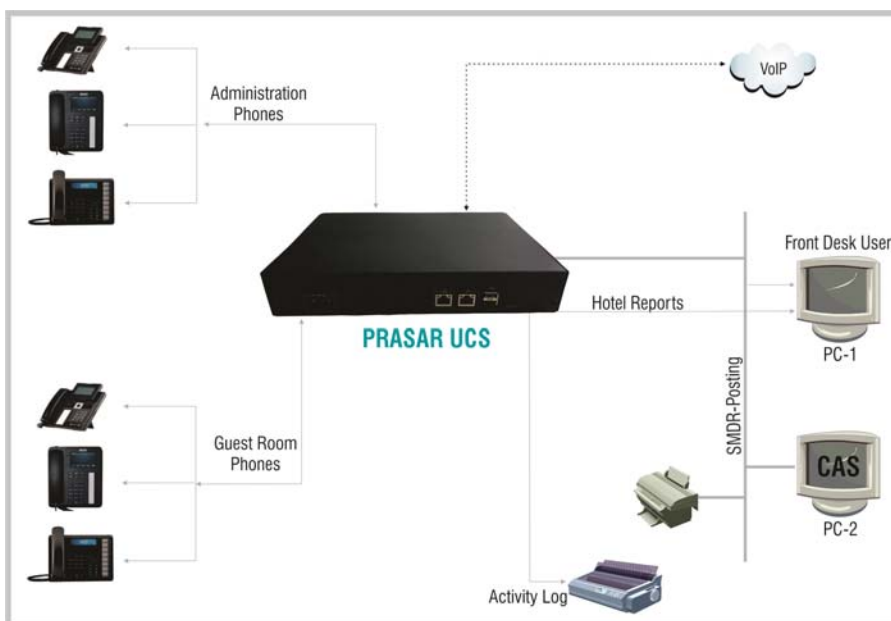
- PRASAR UCS is connected to a standalone PC over Ethernet (LAN/WAN) Port and USB to COM Ports.
- Front Desk User is run on the PC.
- Hotel Reports assigned to USB to COM Port.
- Hotel Activity Log assigned to Ethernet (LAN/WAN) Port.
- No PMS, no CAS is used.

## Scenario 2:



- PRASAR UCS is connected to PC1 with LAN and USB to COM Port1.
- Front Desk User is run on the PC1.
- Hotel Reports assigned to Ethernet (LAN/WAN) Port.
- Hotel Activity Log assigned to Ethernet (LAN/WAN) Port.
- CAS server application run on PC2 connected to USB to COM Port2 of PRASAR UCS.
- SMDR-Posting on USB to COM Port2.

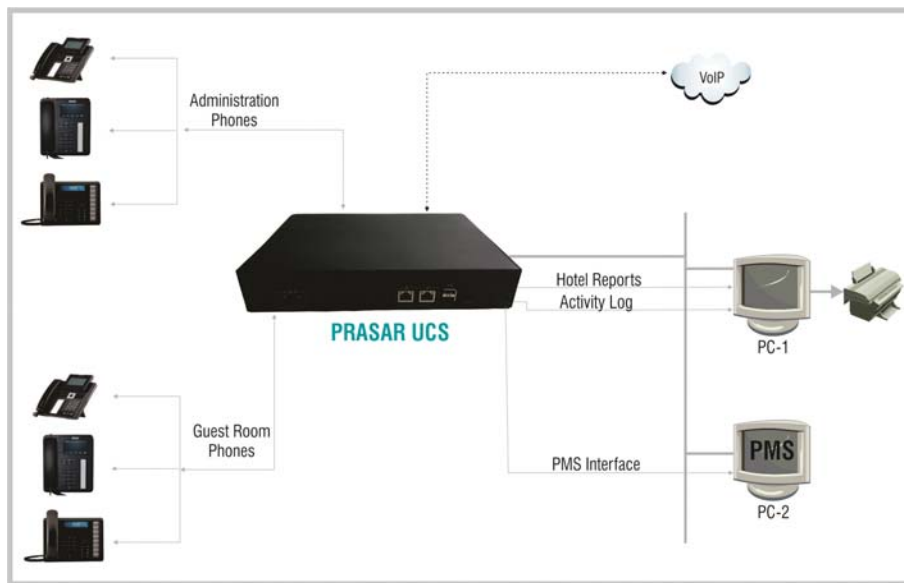
## Scenario 3:





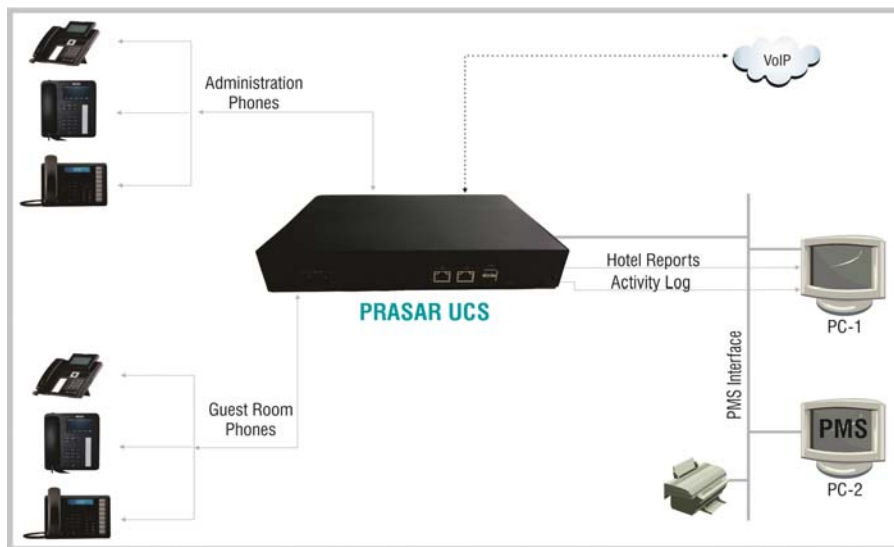
- PRASAR UCS is connected to PC1 with LAN and USB to COM Port1.
- Front Desk User is run on the PC1.
- Hotel Reports assigned to Ethernet (LAN/WAN) Port.
- Hotel Activity Log assigned to USB to COM Port2.
- CAS server application run on a PC2 connected to Ethernet (LAN/WAN) Port of PRASAR UCS.
- SMDR-Posting on TCP/IP Port (Ethernet).

#### Scenario 4:



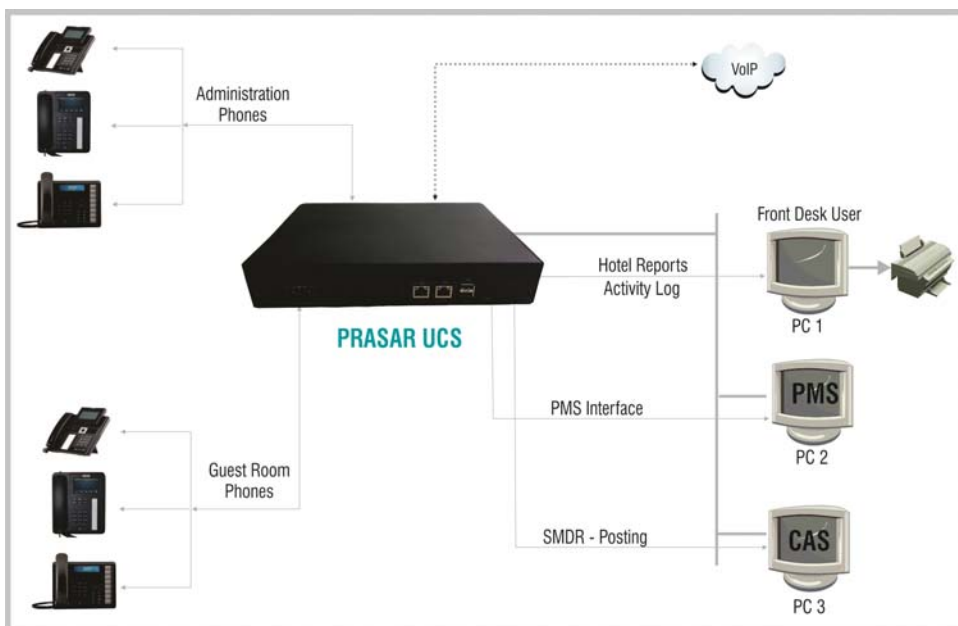
- PRASAR UCS is connected to PC1 with LAN and USB to COM Port.
- Hotel Reports assigned to Ethernet (LAN/WAN) Port.
- Hotel Activity Log assigned to Ethernet (LAN/WAN) Port.
- PMS server application run on PC2 connected to USB to COM Port.
- PMS Interface on USB to COM port.
- Front Desk User is not used.

### Scenario 5:



- PRASAR UCS is connected to PC1 with LAN and USB to COM Port.
- Hotel Reports assigned to USB to COM Port.
- Hotel Activity Log assigned to Ethernet (LAN/WAN) Port.
- PMS server application run on PC2 connected to Ethernet (LAN/WAN) Port.
- PMS Interface on TCP/IP.
- Front Desk User is not used.

### Scenario 6:



- PRASAR UCS is connected to PC1 with LAN.

- Hotel Reports assigned to Ethernet (LAN/WAN) Port.
- Hotel Activity Log assigned to Ethernet (LAN/WAN) Port.
- CAS server application run on PC3 connected to USB to COM Port of PRASAR UCS.
- SMDR-Posting on USB to COM Port.
- PMS server application run on PC2 connected to Ethernet (LAN/WAN) Port.
- PMS Interface on Ethernet (LAN/WAN) Port.
- Front Desk User is not used.

# PRASAR UCS in Hospital Environment

---

The following aspects have been considered while designing the hospitality application for Hospitals:

- Hospitals vary according to size, facilities, countries, local laws and regulations, infrastructure and services; they may be housed in single building or a campus; they have medical and non-medical departments/units; they may be general, teaching, or super-specialty hospitals.
- A hospital may have different kinds of rooms: Standard wards (multiple-beds), private (single occupancy) or semi-private rooms (twin/triple-sharing), private rooms in specialized departments (e.g.: intensive and critical care, childbirth, surgery, emergency/trauma, transplant units, etc.). Depending on the amenities and services provided to patients, the rooms may be graded as VIP, private, luxury, deluxe, super deluxe, special, semi-special, etc.

*The PRASAR UCS allows the hospital to define as many as 10 different room types.*

- A hospital may have multiple floors. Each floor may have a nursing unit/reception/dispensing pharmacy/pantry or a 24-hour patient care service. The Hospital administration may want that calls from a particular floor be routed to the patient service, e.g. nursing unit, of the same floor.

*The Hospital Administration can use the 'Floor Service' feature of PRASAR UCS to meet this requirement.*

- A single hospital room may have a single telephone or multiple telephones.

*The PRASAR UCS identifies each phone in the room as an extension, with a unique extension number.*

- A 'ward' is a large room with multiple beds. Each bed may be provided with a telephone. Patients should be checked into a bed and not the room. Also, the hospital needs to keep track of the occupancy status and the clean status of each bed, instead of the entire room.

*This can be done with the "Check-In Profile" feature of the PRASAR UCS. Patients who are to occupy a bed in a ward can be checked in as 'Budget'. The system will identify these patients by the phone assigned to their respective beds. It will keep track of the occupancy and cleanliness of each phone (bed). For this, however, the ward must have a telephone for each bed.*

- A private/special room or suite may have more than one room and bed, but occupied by a single patient (and their attendants). These patients should be checked into a room not the bed they are occupying.

*Patients who are to occupy a special/private room can be checked in as 'Single' or 'Family' as their Check-In Profile.*

- It is common for patients to be shifted from one room to another during their stay in the hospital. For example: a patient is shifted from the Emergency Room to the Intensive and Critical Care Unit, to Special Care Room to a Private Room or to a Standard (multi-bed) ward. It is necessary that the calls made to such patients get through to them at their current location in the hotel/hospital.

*This is made possible by the feature "Guest Number" of the PRASAR UCS. This number is automatically generated at every successful check-in and is unique to each patient. The Hospital staff can reach the patient at their current room/bed in the hospital by dialing the Guest (Patient) Number. External callers too can reach the patient by asking the Operator to transfer the call to the guest (patient) number.*

- Patients may want a single telephone bill to be generated for their entire stay in the hospital, regardless of the number of rooms they change in the hospital.

*This can be done by performing the Check-Out of such patients on the basis of their Guest (Patient) Number.*

- A patient is checked in to a special/private room in the hospital. The room has multiple phones. The patient should be able to set Do Not Disturb (DND) from any phone in the room and it should be applied on all phones in the room. The patient wants a Wake-up call to ring only on the phone near the bed.

*The PRASAR UCS makes this possible by applying the DND set from any phone in the room to be applied on all phones in the room, whereas applying Wake-up calls set from a phone only on that phone.*

- A patient and his/her attendant/s are occupying a suite room (more than one room with multiple phones). The patient and the attending family member/relative would like to use a room phone as per their convenience. For example, the patient would like to rest undisturbed for extended hours, whereas the attendant would like to rise early in the morning to make other arrangements for the patient, etc.

*This can be done by checking in the patient with 'Family' as the Check-In Profile. The DND set by the patient will apply only on the phone from which it is set and the Wake-up call set by the attendant will ring only on the phone from which it is set. So, DND can be set on all room phones close to the patient, whereas Wake-up call can be set on the phone close to the attendant's bed.*

- A Hospital may want to use Voice Mail for its medical and administration staff as well as provide this service to its patients. It may also want to use a Call Accounting System for the purpose of billing telephone calls of patients.

*PRASAR UCS supports both these features.*

# Hospitality Features

---

Besides UC features, PRASAR UCS supports a host of features to meet the specific requirements of Hotels and Hospitals. These features are categorized as 'Front Desk' Features and 'Guest' Features, considering the user groups of these features.

## Front Desk Features

These are a set of hotel and guest management features to be used by the Front Desk staff of the Hotel. The PRASAR UCS supports following features for the Front Desk:

- Check-In a guest.
- Check-Out a guest.
- Guest-In/ Guest-Out.
- Set/Cancel Automatic Wake-up Calls for the guest.
- Set/Cancel Personalized Wake-up Calls for the guest.
- Set/Cancel Reminders for the guest.
- Set/Cancel Message Wait for the guest.
- Set/Cancel Call Forward for a guest.
- Set/Cancel Do Not Disturb (DND) for a guest.
- Assign/Modify the Call Budget amount allocated to the guest.
- Assign/Modify the Outgoing Call Privileges to the guest.
- Transfer the calls of the guest to the guest room or directly to the guest's mailbox.
- Block Room-to-Room Calls.
- View the current Room Status (Occupancy and Cleanliness).
- Change the Room Occupancy Status.
- Change the Room Cleanliness Status - Manually and Automatically.
- Generate Room Status Report - Manually and Automatically.
- Generate Wake-up Call Report - Manually and Automatically.
- Generate Reminder Report - Manually and Automatically.
- View the Maid Presence in Rooms.
- Print all the significant Hotel activities like Date and Time when Alarm is Set; Date and Time when Alarm is Served, Date and Time when Alarm is Canceled; Guest Check-In, Guest Check-Out, etc.
- Room Shift.
- Delete Call Detail Records of checked-out guests.
- Regenerate the Check-Out Reports.

## Guest Features

These are a set of call management features that guests can operate on their own from their respective room phones. The PRASAR UCS supports following features for the Guest:

- Set/Cancel Wake-up Call.
- Request Operator to set personalized Wake-up Call.
- Set/Cancel Reminder.
- Set/Cancel DND.
- Forward calls to another Internal Station or to an External Number.
- Forward calls to Voice Mail.

## Voice Mail

---

Hospitality and Guest Features like Voice Mail, Voice Guided Wake-up calls require VMS facility. For this, PRASAR UCS application supports a full-fledged, in-skin Voice Mail System (Uploaded in the internal Pen Drive) to provide mailbox facility.

Guests, Front Desk and other administration staff can be assigned a Mailbox each. When the system operates in the 'Hotel' mode, all the extension are assigned a mailbox, by default.

Each Mailbox has the capacity of storing 15,000 voice messages. The maximum size of each Mailbox is 60,000 minutes. By default, the size of each Mailbox is set to 5 minutes. The maximum Message Length for each Mailbox is 9,999 seconds. By default, the Maximum Message Length for each Mailbox is set to 15 seconds.

The VMS Application — VMS configuration files, voice messages for prompts and greetings — is uploaded in the internal Pen Drive in the PRASAR UCS. The Pen Drive is also the storage device for mailbox messages.



*Both PRASAR UCS SME or PRASAR UCS ENT offers 4 pre-activated VMS channels. For more channels, you must purchase the channel license according to your requirement. To know the license details, see 'Supported Licenses' in PRASAR UCS System Manual.*

If required, you may use a Pen Drive of upto 64GB by replacing the factory fitted pendrive with a new one.

The VMS can be configured to

- play Welcome Messages to guests at the time of Check-In;
- function as Auto Attendant to greet and direct callers to dial extension numbers or leave messages in the mailbox of guest and administration extensions.
- allow guests to record personal mailbox greeting messages to be played to callers who are diverted to the guest's mailbox.
- forward calls for guests to voice mail.

Refer the section "[Voice Mail](#)" in the chapter *Hospitality Features* to know more.

## PMS Interface

---

It is common for Hotels to use a Property Management System (PMS) to manage their administration functions. The hotel phone system, that is, the UC Server, is the communication lifeline of the hotel. PMS used by the hotel must be interfaced with the Server, so as to communicate with one another.

The PMS and the PRASAR UCS exchange information about guest check-in, guest check-out, wake-up calls and DND set on the room phone, etc.

For example: the PMS informs the system about guest check-in activity once the guest is checked in into the Hotel. On receipt of this information, the system performs a number of functions like: assigning a pre-defined Call Privilege (the type of out-going calls the guest can make), pre-defined Call Budget (setting Outgoing Calls worth this amount), etc.

The PMS also informs the system when a wake-up call is set by the Operator for a guest, and other additional information.

On its part, the system informs the PMS about the wake-up call set by the guest from the room phone, sends the cost of the call made by the guest from the room, etc.

All PMS supports an interface to communicate with the system.

PRASAR UCS supports a PMS Interface to communicate with the PMS used by the Hotel. This PMS Interface is supported on USB to COM ports as well as the Ethernet (LAN/WAN) Port of the PRASAR UCS.

The PMS and the UCS communicate with each other using a proprietary protocol.

The PRASAR UCS supports the following PMS Protocols:

- PMS Type1 - supported on USB to COM and Ethernet
- PMS Type2 - supported on USB to COM and Ethernet
- Micros Opera PMS Interface - supported on Ethernet only.
- Softbrands Extended Starlight - supported on USB to COM and Ethernet

The PRASAR UCS can be interfaced with the PMS using any one of these protocols that suits the Hotel administration. Verify with your Dealer/Distributor or with the Matrix Support Desk whether your software supports it.

Also read the chapter, "[PMS Interface](#)" to know more about this feature.



*PMS Interface requires a license. Please refer the topic 'License Management' in the PRASAR UCS System Manual to know more.*



# CAS Interface

---

Most Hotels use Call Accounting Software (CAS) to determine the cost of the call(s) made by the guest from the room phone.

The PRASAR UCS supports CAS Interface, using its feature “[Station Message Detail Record-Posting](#)” to communicate with the CAS<sup>1</sup>. For every outgoing call, the PRASAR UCS sends call record details like Number dialed by the guest, the date and time at which the call is made and the duration of the call.

The CAS on receipt of this information calculates the cost of the call and sends it to the PMS (if so configured) or generates a print-out or logs the cost in a file which can later be accessed by the hotel staff.

The PRASAR UCS supports CAS Interface on the USB to COM Ports as well as the Ethernet (LAN/WAN) Port. It supports 16 different types of CAS protocols, including the option of a customized protocol.

The System Engineer can configure the protocol supported by CAS used by the hotel.

Read the chapter, “[CAS Interface](#)” to know more about this feature.

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1. Generally CAS is software which is run on a computer. CAS can also be a standalone embedded product.

## Using PRASAR UCS in Hotels

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PRASAR UCS offers a graphical user-friendly tool, the “[Front Desk User Mode](#)”, to the Front Desk of the hotel to carry out routine hotel administration activities like check-in, check-out, setting up Wake-up calls, monitoring Maid presence in the room, changing room clean status, etc.

This tool is particularly useful in hotels that are not using a Property Management System (PMS).

The Front Desk staff can use this tool for efficient management of hotel activities.

They can perform the following functions using the Front Desk User:

1. Check-In the guest
2. Check-Out the guest.
3. Change the Guest Name/Guest Title
4. Change the Guest VIP Status
5. Assign/de-assign a Voice Mailbox
6. Assign/Reassign the Call Budget Amount
7. Change the Call Privilege
8. Change Phone Ringing
9. Change Guest Group
10. Set/Cancel Do Not Disturb on the room phone from the front desk.
11. Set/Cancel Call Forward for the guest from the front desk.
12. Set/Cancel Wake-up call for the guest from the front desk.
13. Set/Cancel Reminder for the guest from the front desk.
14. Set/Cancel Message Wait Indication for the guest from the front desk.
15. Change the Guest Presence (Guest-In, Guest-Out).
16. View the Cleanliness Status of rooms/beds.
17. Change the Cleanliness Status.
18. View the Occupancy Status.
19. The Operator can know the Check-In Date and Time of the Guest.
20. The Operator can view the Wake-up Call Status and Reminder Status for all the rooms/phones as well as individually, for each room/phone.
21. The Operator can perform the Guest Search on the basis of Guest Number, Guest Name, Room Number or Phone Number.
22. The Operator can view the Guest Status.
23. The Operator can view the Room Status.
24. The Operator can block Room-to-Room Calls
25. The Operator can shift the guest from one Room/Phone to other.
26. The Operator can enable/disable Hotel-Motel Activity Log.

Read the chapter, “[Front Desk User](#)” to know more and learn how to use it.

## ***Setting Up PRASAR UCS for Hospitality Application***

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This chapter focuses on setting up the system for the Hospitality Application. It is assumed that the installation of PRASAR UCS has been completed. For an overview of the product, the hardware, and installation instructions, please refer to the *PRASAR UCS System Manual*.

However, if features specific to a hotel need to be configured, for example, if the Call Account Software (CAS) protocol is to be customized, it must be done from the “[System Engineer Mode](#)” of the web pages of PRASAR UCS.

# System Engineer Mode

---

The System Engineer (SE) configuration mode allows the Installer/System Engineer to configure the Hotel Application features.

The Installer/System Engineer can enter the SE mode via the Web Pages of PRASAR UCS<sup>2</sup>.

The access to the SE mode is protected by means of a password, referred throughout this document as the SE Password.

## SE Password for configuration using web pages

Access to the SE configuration mode is protected via a password. The SE password is a code used to prevent unauthorized access and alterations or misuse of the features and facilities. As this password is meant for restricting access to the SE mode, we strongly recommend you to:

- Keep the password secret.
- Select a complex password that cannot be easily guessed.
- Change the password regularly.
- Not use the “**Remember Password**” property of your Web Browser.

The default SE Password is 1234. The password can be changed using Jeeves only and it must be as per the specifications given below:

- It must be a minimum of 6 characters and a maximum of 12 characters.
- It must include atleast one upper-case, one lower-case, one number and one special character.
- all ASCII characters (except Percentage %, Hash #, Equal to =, Plus +, And &, Backslash \, Less than <, Greater than >, Apostrophe ', Double Quote " and **Space**) are allowed.

To provide additional security,

- the password will be valid for 90 days and you will not be able to login with the existing password. You will be prompted to change the password. However, if required you can change the same as per your requirement.
- if you enter a wrong password five times consecutively within 10 minutes, the system will block the source IP Address for 10 minutes.

The SE password can be changed using Jeeves only. Refer ‘System Security’ in the *PRASAR UCS System Manual* for instructions.

## SE Password for configuration from extensions

The SE password is a code used to restrict unauthorized access to the SE Mode. The password can be a minimum of 4 digits to a maximum of 12 digits. The valid digits are from 0 to 9. The default SE Extension Password is 1234. To avoid unauthorized access, we recommend you to change the password. Make sure it is strong and is kept confidential.

Refer ‘System Security’ in the *PRASAR UCS System Manual* for instructions.

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2. Also refer the topic “Using Jeeves” in the chapter *Configuring Basic PRASAR UCS Settings* in the *PRASAR UCS System Manual*.

## Entering the SE mode

Read the topic [“Configuring the System”](#) in this chapter for instructions on entering the SE mode from the web pages.

To enter the SE configuration mode via an extension phone, dial:

***1#91-SE Password***

PRASAR UCS plays a configuration tone to indicate entry into the SE mode. If the SE password is not entered correctly, the system will play an error tone.

## Before Configuring the System

---

Before configuring the system for the hospitality application, the Installer is advised to gather the following information from the Hotel Management. The Installer may use the format given below to gather the required information.

|                                                                                         |  |
|-----------------------------------------------------------------------------------------|--|
| General Information                                                                     |  |
| Name of the Hotel                                                                       |  |
| Number of Types of Room                                                                 |  |
| Names of different Room types                                                           |  |
| Number of Rooms in the system                                                           |  |
| Room Numbers                                                                            |  |
| Phone Numbers                                                                           |  |
| Segregation of Guest Phone numbers and Administration Phone numbers                     |  |
| Number of Phones in the Room                                                            |  |
| Which Property Management System (PMS) is used by the Hotel?                            |  |
| Which Call Accounting Software is used by the Hotel?                                    |  |
| Type of calls (Call Privilege) to be allowed to the guests.                             |  |
| Type of calls (Call Privilege) to be allowed from guest phones when the room is vacant. |  |
| Amount of Call Budget to be allocated to the guest at the time of check-in.             |  |
| Should the guests be allowed to call other guests?                                      |  |
| How should Alarms, that is, Wake-up calls and reminders, be served in the Hotel?        |  |
| Where should the hotel activity logs be generated, in a computer file or a Printer?     |  |

After the hardware installation is completed, the system is turned on, and the Reset cycle is successfully completed, the Installer may configure the system.

# Configuring the System

---

The system can be configured for functioning in the Hospitality mode using SE Web Pages (Hotel Settings) as well as the SA Web Pages (Guest Group Mapping).

Due to security concerns, the default system settings have been changed. If you have purchased a new system with Firmware later than V2.5, the new default settings will be applied automatically. Refer to *Modified default parameter values for Firmwares later than V2.5* in the PRASAR UCS System Manual. With these default setting the incoming calls will be placed on the system but outgoing calls (except calls between extensions) will not be routed. Hence, you must change the settings as per your installation requirement.

If you are upgrading the system, refer to *After updating Firmware later than V2.5* and *Modified default parameter values for Firmwares later than V2.5* in the PRASAR UCS System Manual.

You are advised to use the SE Web pages, if any further configuration is required later.

To be able to access the SE Web pages, PRASAR UCS must be connected with a stand-alone PC or a Local Network. A web-browser, either Internet Explorer 7 or later or Mozilla Firefox 3.5.1 or later, must be installed on the PC.

The Installer must have the following information:

- **IP Address** of the **LAN/WAN Port**. The default IP Address of the LAN Port is 192.168.2.100 and WAN Port is 192.168.1.100.
- **Subnet Mask**. The IP address of the LAN/WAN Port of PRASAR UCS and the IP address of the PC to which it is connected must be in the same Subnet. The default Subnet Mask is **255.255.255.0**
- **DHCP Server on Local Network**. When there is a Dynamic Host Configuration Protocol (DHCP) server on the Local Network, IP address, Subnet Mask, Gateway Address are automatically allocated to the devices connected to the Local Network. If the Local Network to which the LAN/WAN Port of PRASAR UCS is connected has a DHCP server, you do not need to change the IP Address, Subnet Mask; they will be assigned automatically by the DHCP server.



*PRASAR UCS supports IPv4 as well as IPv6 Addresses. However, IPv6 parameters can be configured using Jeeves only.*

*For detailed instructions and information see:*

- ["Changing IP Address and Subnet Mask"](#).
- *Configuring Network Parameters and Configuring VoIP Parameters in the PRASAR UCS System Manual.*

Ask the WAN administrator for this information or:

1. Enter the SE mode by dialing **1#91-SE Password**.
2. Dial **2110** to view IP Address.
3. Dial **2111** to view Subnet Mask.
4. Dial **00** to exit SE mode.



*When you are using the Web Pages for the first time, you can work with the default IP address and the default Subnet Mask. However, you would need to change the IP address and the Subnet Mask if the PRASAR UCS is connected to a Local Network.*

Please read the topic “[Configuring the System with the SE Web Pages](#)” in this chapter for instructions.

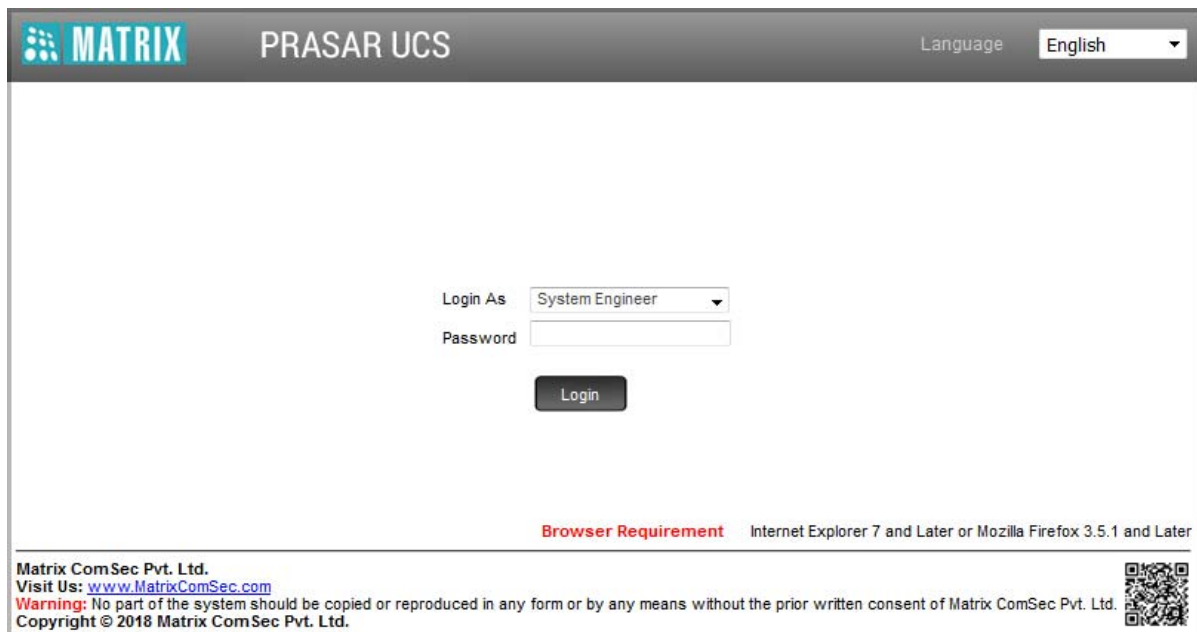
## Using Jeeves

Now, follow these steps to access the web pages of PRASAR UCS:

1. Connect the LAN/WAN Port of PRASAR UCS with a stand-alone PC in a Local Network or the Local Network switch, using the RJ-45 cable supplied with PRASAR UCS.
2. Ensure that the IP Address of the LAN/WAN Port of the PRASAR UCS and the IP Address of the PC are in the same Subnet.
3. Open the browser (Internet Explorer/Mozilla Firefox) on the PC (Standalone or Local Network PC) to which the PRASAR UCS is connected.
4. In the address bar of the browser, enter **https://192.168.2.100**.



- To login into the SE mode, on the login page in **Login as** select **System Engineer**.

A screenshot of the PRASAR UCS login web page. The header features the 'MATRIX' logo and 'PRASAR UCS' text, along with a 'Language' dropdown menu set to 'English'. The main content area contains a login form with a 'Login As' dropdown menu (currently showing 'System Engineer'), a 'Password' input field, and a 'Login' button. Below the login form, a red 'Browser Requirement' message indicates the need for 'Internet Explorer 7 and Later or Mozilla Firefox 3.5.1 and Later'. The footer includes the company name 'Matrix ComSec Pvt. Ltd.', a website link 'Visit Us: www.MatrixComSec.com', a warning statement, a copyright notice for 2018, and a QR code.

- In **Password**, enter the default SE password, 1234.
- Click **Login**.



*Before you start configuring the system, if you wish to view or download the PRASAR UCS Quick Start, PRASAR UCS System Manual or other related documents, you can scan the QR Code present in the login web page.*



- You are prompted to change the default password.

### Change Password

Login through default password is not allowed. Change the password to login.

|                      |                          |
|----------------------|--------------------------|
| Current Password     | <input type="password"/> |
| New Password         | <input type="password"/> |
| Confirm New Password | <input type="password"/> |

**Submit**

**Note :-** Password must follow following requirements:

- Minimum length must be 6 characters.
- Password must include atleast 1 uppercase, 1 lowercase, 1 number and 1 special character.
- Allowed characters are 0-9, a-z, A-Z, all special characters except %, =, #, +, &, \, <, >, ", ' and space.

- In **Current Password**, enter the default SE password.
- In **New Password**, enter the New Password.
- In **Confirm New Password**, re-enter the new password to confirm.
- Click **Submit**. You will be re-directed to the Login page again.
- Now, in **Login as** select **System Engineer** and in **Password** enter the new password.

You will be prompted to change the default **SE Extension Password**.

### SE Extension Password

Please provide SE Password for Programming from Extension

|                      |                          |
|----------------------|--------------------------|
| New Password         | <input type="password"/> |
| Confirm New Password | <input type="password"/> |

**Submit**

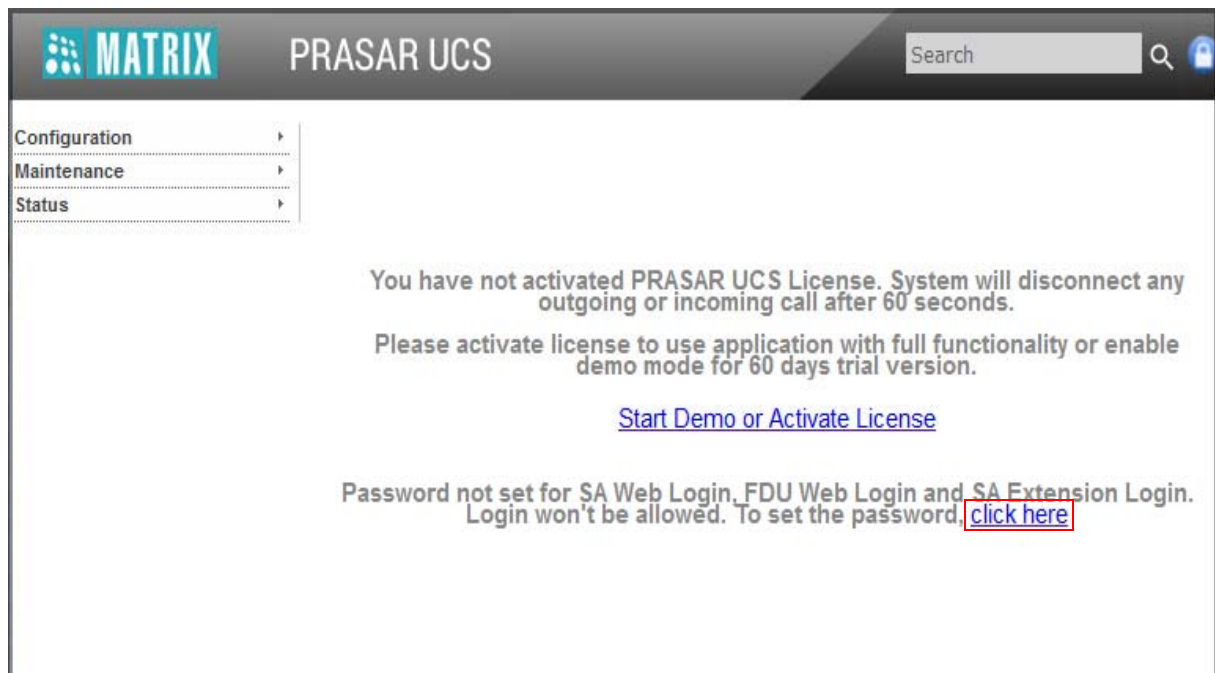
- Enter the **New Password**. The new password can be a minimum of 4 digits to a maximum of 12 digits. The valid digits are from 0 to 9



*You cannot set 1234 as the New SE Extension Password as it is the default SE Extension Password.*

- In **Confirm New Password**, re-enter the new password to confirm.
- Click **Submit** to save your new password. The Home page will open.

- On successful login, the **Home** page of Jeeves opens.



- To set the password for **SA Web Login**, **FDU Web Login** and **SA Extension Login**, click on the link.



*Make sure you set the password for SA Web Login, FDU Web Login and SA Extension Login, if you want to access PRASAR UCS from these modes.*

## Using Search bar

You can also use **Search** bar to search for the desired parameter page you wish to configure.

To search a parameter,

- Enter the key word in the **Search** bar.



A list of the pages containing the matching search results will be displayed, if found.

- Click the desired link displayed in the search list.

The page opens. Configure the parameters.



*The maximum number of search results that will be displayed are 25.*

*The system does not support search of user configured data. For example Feature Access Code, Extension number, Name, SIP ID etc.*

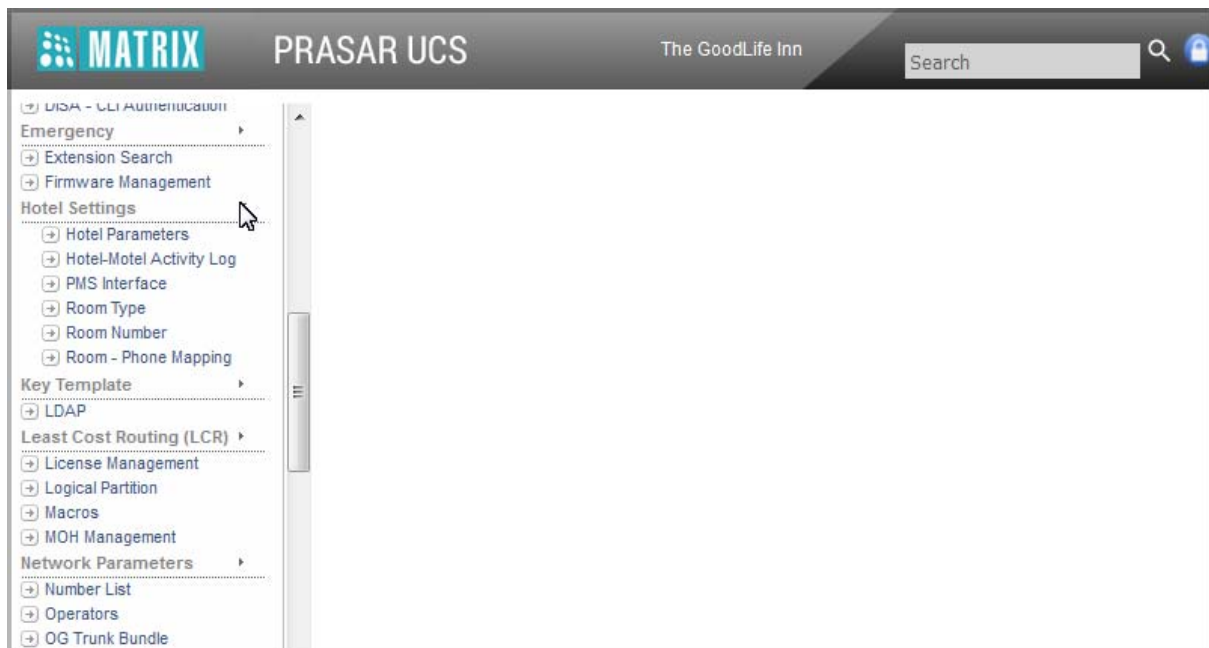
## Configuring the System with the SE Web Pages

The Installer may use the SE web pages

- to make changes in the default configuration.
- to configure parameters for example: to customize the CAS protocol for the hotel, the Installer must use the 'SMDR-Posting' web page.

To configure the system using the SE web pages,

1. Login as System Engineer.
2. Under **Configuration**, click **Hotel Settings** on the left side panel.



3. Click the desired menu option from:
  - Hotel Parameters
  - Hotel Motel Activity Log
  - PMS Interface
  - Room Type
  - Room Number
  - Room-Phone Mapping
4. After you have made the desired changes in the system/feature settings of a page, click **Submit** at the bottom of the page to affect the changes. You will get a prompt for confirmation whether you want to submit the parameters.
5. Click **OK** to submit your settings.

If you do not **Submit**, the changes you have made will not be saved.
6. You can restore the default settings of the parameters displayed on the page by clicking **Default** at the bottom of the page.



- The SE Web Pages can be accessed simultaneously by four users by entering the IP address in the address bar of their respective web browsers. If four users are already logged into Jeeves, the system displays the error message 'Sorry!!! Four Users already logged in'.
- The Login Session Time (see screen) for each user is set by default to 60 minutes, after which the session will expire. This time period can be changed as per your preference, by configuring the 'Web Interface Logout Timer'. For instructions, read the topic 'Changing Login Session Time Out' later in this chapter.

## Changing IP Address and Subnet Mask

To change the IP Address and the Subnet Mask of the WAN Port of PRASAR UCS:

1. Enter the System Engineer (SE) mode from any extension of the PRASAR UCS, which may be any IP Phone.
2. Dial **1#91-SE Password**
3. Dial **2110-IP Address**  
Press 'Enter' key to save IP Address.  
E.g.: **2110-192168050009**, to change the IP Address to 192.168.50.09 and press 'Enter' key to save new IP Address.
4. Dial **2111-Subnet Mask** to change Subnet Mask.  
E.g.: **2111255255255000** to change the Subnet Mask to 255.255.255.0 and press 'Enter' key to save.
5. Dial **00** and press 'Enter' key to exit from the SE mode.



*You cannot change the IP Address and Subnet Mask of the LAN Port by dialing commands.*

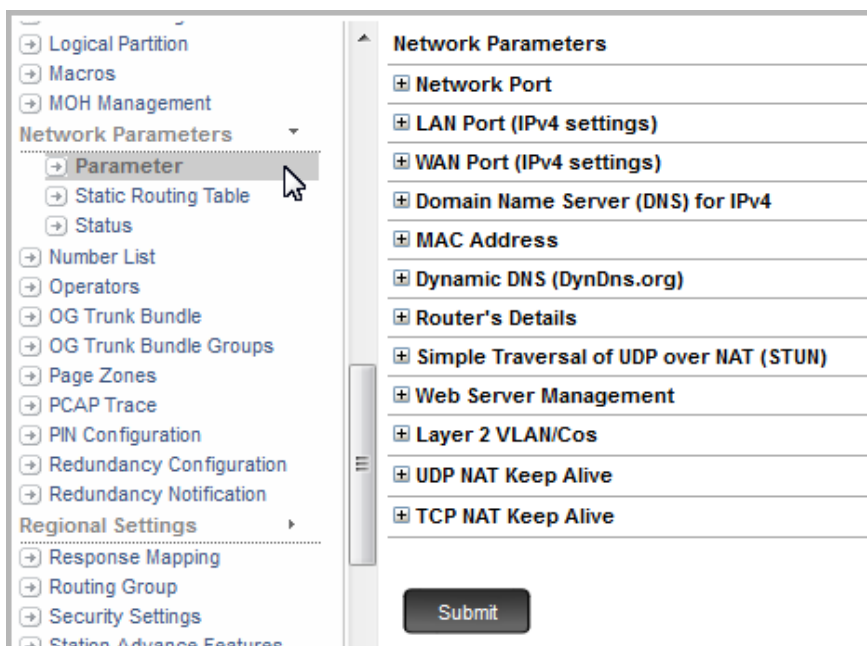
You can also change the IP Address and Subnet Mask of the LAN/WAN Port via the SE Web Pages:

1. Login as System Engineer.

2. Under **Configuration**, click **Network Parameters**.



3. Click **Parameters**.



4. Click **Network Port**.



5. **IP Addressing mode:** Select the IP version you want the system to use. You may select — IPv4 only or IPv4 and IPv6. Default: IPv4 only.

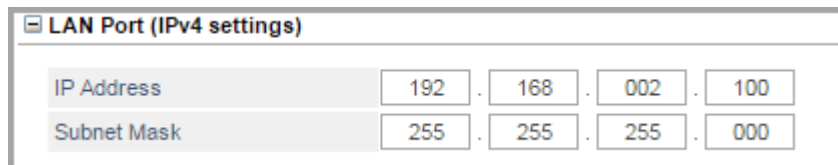
If you select IPv4 only, you can configure the IPv4 parameters only.

If you select IPv4 and IPv6, you can configure both IPv4 and IPv6 parameters.



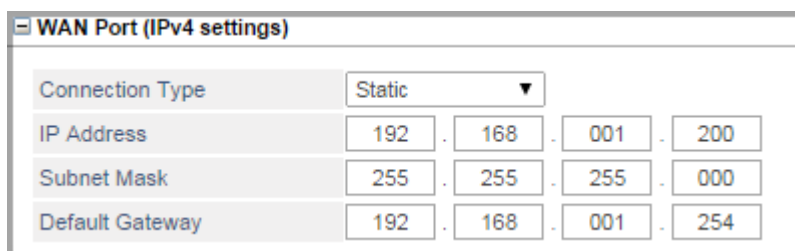
The 'Network Port' configuration window shows two settings: 'IP Addressing mode' set to 'IPv4 and IPv6' and 'Preferred DNS Server' set to 'IPv4'.

6. **Preferred DNS Server:** If you select IPv4 and IPv6 as the IP Addressing mode, you must select the Preferred DNS Server — IPv4 or IPv6. Default: IPv4.
7. To configure the **IPv4** details for LAN Port, click **LAN Port (IPv4 settings)**.



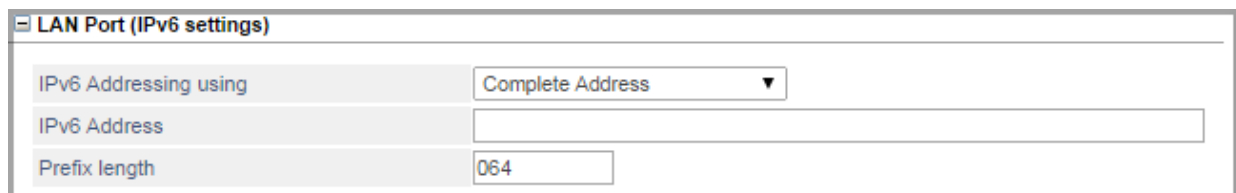
The 'LAN Port (IPv4 settings)' window displays the IP Address as 192.168.002.100 and the Subnet Mask as 255.255.255.000.

- **IP Address:** Enter the IP Address to be assigned to the LAN Port. The default IP Address is 192.168.002.100. You can assign only Static IP to the LAN Port.
  - **Subnet Mask:** Enter the Subnet Mask to be assigned to the LAN Port. The default Subnet Mask is 255.255.255.0
8. To configure the **IPv4** details for WAN Port, click **WAN Port (IPv4 settings)**.



The 'WAN Port (IPv4 settings)' window shows 'Connection Type' set to 'Static'. The IP Address is 192.168.001.200, Subnet Mask is 255.255.255.000, and Default Gateway is 192.168.001.254.

- Select **Static** as the **Connection Type**. Enter the IP Address, Subnet Mask and the Gateway Address in the respective fields.
9. To configure the **IPv6** details for LAN Port, click **LAN Port (IPv6 settings)**.



The 'LAN Port (IPv6 settings)' window shows 'IPv6 Addressing using' set to 'Complete Address'. The IPv6 Address field is empty, and the Prefix length is 064.

- **IPv6 Addressing using:** You can select — Complete Address or Prefix. Default: Complete Address.

If you select Complete Address,

- Configure the **IPv6 Address** and the **Prefix Length**. The IP Address configured will be considered as the complete IPv6 address.

The Prefix Length is a decimal value that indicates how many of the high-order contiguous bits of the address comprise the prefix (the network portion of the address).

Valid Range of the IPv6 Address is A to F, a to f, 0 to 9,:(colon). It can be a maximum of 39 characters. Default: Blank.

The Prefix Length range is from 1 to 128 bits. Default: Blank.

If you select Prefix,

- Configure the **IPv6 Prefix**. The system will consider the configured value as 64 bit Prefix of the IPv6 Address. Then the system will generate the complete IPv6 Address from it. Default: Blank. Valid characters 0 to 9, a to f, A to F and : (colon). It can be a maximum of 21 characters.

10. To configure the **IPv6** details for WAN Port, click **WAN Port (IPv6 settings)**.

The screenshot shows a configuration window titled "WAN Port (IPv6 Settings)". It contains the following fields and values:

| Field                    | Value            |
|--------------------------|------------------|
| IPv6 connection type     | Static           |
| IPv6 Addressing using    | Complete Address |
| IPv6 Address             |                  |
| Prefix length            | 064              |
| Default Gateway for IPv6 |                  |

- Select **Static** as the **IPv6 Connection Type** and configure the following parameters:
- **IPv6 Addressing using:** You can select — Complete Address or Prefix. Default: Complete Address.

If you select Complete Address,

- Configure the **IPv6 Address** and the **Prefix Length**. The IP Address configured will be considered as the complete IPv6 Address.

The Prefix Length is a decimal value that indicates how many of the high-order contiguous bits of the address comprise the prefix (the network portion of the address).

Valid Range of the IPv6 Address is A to F, a to f, 0 to 9,:(colon). It can be a maximum of 39 characters. Default: Blank.

The Prefix Length range is from 1 to 128 bits. Default: 064

If you select Prefix,

- Configure the **IPv6 Prefix**. The system will consider the configured value as 64 bit Prefix of the IPv6 Address. The system will generate the complete IPv6 Address from it. Default: Blank.

Valid characters 0 to 9, a to f, A to F and : (colon). It can be a maximum of 21 characters.

- **Default Gateway for IPv6:** Configure the Gateway IP Address for the LAN/WAN Port. It can be a maximum of 39 characters. Default: Blank.

For detailed information see, *Configuring Network Parameters* in the PRASAR UCS System Manual.

11. Click the **Submit** button at the bottom of the page to save changes.

To change the IP Address and the Subnet Mask of the Ethernet (LAN/WAN) Port of the PC (for computers with Windows 2000 and XP Operating Systems):

1. Go to **My Network Places**.
2. Right click to open **Properties**.
3. Right click **Local Area Connection** to open **Properties**.
4. Click to select **Internet Protocol (TCP/IP)**.
5. Click **Properties** to open **Internet Protocol (TCP/IP) Properties**.
6. Enter the new IP Address and Subnet Mask.
7. Click **OK** to save changes.



*If there is a DHCP server on the Local Network to which the Ethernet (LAN/WAN) Port of the PRASAR UCS is connected, there is no need to change the IP Address or Subnet Mask, as these will be provided automatically by the DHCP server.*

You must only enable the DHCP flag of the WAN Port. This can be done in two ways:

1. Enter the SE mode via IP Phone.  
To select DHCP as the Connection Type,
  - Dial **2116-2**.
  - Press Enter Key to save setting.

**OR**

2. Log into SE Web Page
  - Under **Configuration**, click **Network Parameters**.
  - Click **Parameters** to open the page.
3. To configure the **IPv4** details for WAN Port, click **WAN Port (IPv4 Settings)**.
  - Select **DHCP** as the **Connection Type**. The DHCP server will dynamically assign an IP Address, the Subnet Mask and the Gateway Address to the LAN/WAN Port. You have to configure the Domain Name Server (DNS) for IPv4 only, if not provided by your DHCP Server.
4. To configure the **IPv6** details for WAN Port, click **WAN Port (IPv6 Settings)**.
  - Select **Statefull DHCPv6** as the **Connection Type** and configure the following parameters:  
The network uses DHCP to obtain various necessary parameters from DHCP Servers so the DHCP clients can operate in an Internet Protocol (IP) network. Statefull DHCP is centrally managed on a DHCP server(s); and the DHCP clients use Statefull DHCP to obtain an IP address(es) and other useful configuration information from the DHCP server(s).





3. You can configure the Guest Group Mapping for each Time Zone, that is for Working, Break as well as Non-Working Hours. The internal calls will be allowed/denied as per the configurations done for each Timezone.
4. The Time Zones will function as per the Time Table assigned in the Station Basic Features Templates assigned to the extension user. For more details, refer to the *PRASAR UCS System Manual*.

The Station Type can be Admin or Guest. In this case the calling permission will be as follows:

| Caller Station Type | Called Station Type | Guest Group Mapping - Time Zone (WH/BH/NH) to be considered for Allowing / Denying Calls. |
|---------------------|---------------------|-------------------------------------------------------------------------------------------|
| Admin               | Guest               | As per Called Station Number Time Zone (WH/BH/NH)                                         |
| Guest               | Admin               | As per Caller Station Number Timezone (WH/BH/NH)                                          |
| Guest               | Guest               | As per Caller Station Number Timezone (WH/BH/NH)                                          |
| Admin               | Admin               | As per Caller Station Number Timezone (WH/BH/NH)                                          |

5. Select the desired Timezone — Guest Group Mapping - Working Hours, Guest Group Mapping - Break Hours, Guest Group Mapping - Non-Working Hours.
6. Guest Group 0 cannot be edited. Guest assigned Guest Group 0, can make calls to administration phones only.
7. Guest Group 99<sup>3</sup> cannot be edited. Guest assigned Guest Group 99, can make calls to all the guests as well as to administration phones.
8. You can customize Groups 1 to 98 as per your requirement. To do so,
  - You have **From Guest Group**, that is the groups from which you wish to make the internal calls (Caller) on one side and on the other you have the **To Guest Group**, that is the groups to whom you wish to make internal calls (Called).
  - To Allow Internal Calls, against the desired **From Guest Group** number, select the check boxes of the desired **To Guest Group** numbers.
  - The Guest will be allowed to make calls to those Guest Groups whose check boxes are selected. All the guests within the different groups will be able to call each other.

For Example: If you want to allow guests in Guest Group 1 to make/receive calls to guests in Guest Group 3, 4, 5 during Working Hours only. Then select the Guest Group Mapping - Working Hours tab. Against **From Guest Group** number 1, select the check boxes of **To Guest Group** numbers 3, 4 and 5.

9. Click **Submit** to save your settings.
10. To assign Guest Groups to guests, refer to [“Check-In”](#).

---

3. *If you wish to block calls in this group, you can do so using Call Block. from the FDU web login only. For details, refer to [“Call Block”](#).*

## After Configuring the System

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You should train the person(s) who will be managing guests from the Reception (the Operator/Attendant/ Receptionist), in using the [“Front Desk User”](#).

---

In a typical hotel set-up, there is a reception area, referred to with different terms such as 'Reception', 'Front Desk', and 'Front Office'. For the purpose of this document, the word 'Front Desk' is used to refer to the reception area in the hotel.

The Reception/Front Desk/Front Office forms the hub of all hotel activities. It is not only the first point of approach for guest services, but also the place from where the entire hotel is coordinated; right from operating the hotel switchboard, welcoming and registering guests, assigning rooms, handing out keys, checking-out guests, processing of payments, handling reservations, keeping track of room availability and condition, keeping records of room assignment, coordinating with maid service and repair/maintenance services, to providing information to guests, solving their problems, and many more services.

To carry out these functions, the reception area is manned by hotel staff, referred to with different terms such as 'Receptionist', 'Attendant', 'Desk Clerk', 'Front Desk Agent', 'Lobby Attendant', among others.

In large hotels, Front Desk duties may be divided among several staff. In smaller hotels, where fewer staff are employed, a single person or two may take on a variety of Front Desk responsibilities.

For the purpose of this document, the terms 'Front Desk User' and 'Operator' have been used interchangeably to mean the hotel administration staff manning the reception area.

The Front Desk User operates the call and guest management functions of the PRASAR UCS from the Front Desk.

In addition to the numerous call management features, PRASAR UCS supports the following guest management functions from the Front Desk:

- Check-In the guest
- Check-Out the guest
- Set/Cancel Wake-up calls for the guest
- Set/Cancel Call Block to restrict/allow room-to-room calls
- Set/Cancel Call Forward for guests
- Set/Cancel Do Not Disturb (DND) for the guest
- Set/Cancel Message Wait for the guest
- Change Guest Presence - Guest-In and Guest-Out
- Print Hotel Reports (reports of Wake-up Calls, Reminders, Room Occupancy and Clean Status)
- Print Hotel-Motel Activity Logs.
- Reprint Check-Out Reports
- Shift Guests to from one room to another
- Reserve rooms for guests

These hotel functions can be managed using

- the 'Front Desk User' mode.
- the System Administrator (SA) mode.

## Front Desk User Mode

The 'Front Desk User' is a Graphical User Interface offered by the PRASAR UCS for easy and efficient management of the above mentioned hotel functions.

You can access the Front Desk User mode using Jeeves only. The access to the Front Desk User mode is protected by means of a password.

Step-by-Step instructions on how to access and use this interface have been provided later in this chapter.

Hospitality establishments that do not use a Property Management System (PMS) can use the 'Front Desk User' as a tool to manage their hotel and guest management functions.



- *If the Hotel uses 'Front Desk User', the parameter 'Software Type' on the PMS Interface page under Hotel Settings (on SE Web Pages) should be configured as 'None'.*
- *If the Hotel uses PMS Interface, the Operator need not use the 'Front Desk User' for functions like Check-in, Check-Out, etc. Refer the chapter [“PMS Interface”](#).*

## Front Desk User Password



*You can log into the Front Desk User mode only after you have set the Front Desk User password from the SE mode using web page. For more information, see [“Using Jeeves”](#).*

Access to the Front Desk User configuration mode is protected via password. As this password is meant for restricting access to the Front Desk User mode, we strongly recommend you to:

- Keep the password secret.
- Select a complex password that cannot be easily guessed.
- Change the password regularly.
- Not use the **“Remember Password”** property of your Web Browser.

The password can be changed using Jeeves only and it must be as per the specifications given below:

- It must be a minimum of 6 characters and a maximum of 12 characters.
- It must include atleast one upper-case, one lower-case, one number and one special character.
- All ASCII characters (except Percentage %, Hash #, Equal to =, Plus +, And &, Backslash \, Less than <, Greater than >, Apostrophe ', Double Quote " and **Space**) are allowed.

To provide additional security,

- by default the password will be valid for 90 days and you will not be able to login with the existing password. You will be prompted to change the password. However, if required you can change the same as per your requirement. Refer to System Security in the PRASAR UCS System Manual for instructions.
- if you enter a wrong password five times consecutively within 10 minutes, the system will block the source IP Address for 10 minutes. This activity will be logged in the System Activity Log as well as the Simple Network Management Protocol (SNMP).

## Front Desk User Web Pages

To log into Jeeves as the Front Desk User, see [“Operating the Front Desk User”](#).

## System Administrator (SA) Mode



You can log into the SA Mode only after you have set the password for the SA Web login and SA Extension login from the SE mode using web pages. For more information, see [“Using Jeeves”](#).

It is also possible to perform the above listed hotel functions from the System Administrator (SA) mode by:

- directly dialing SA commands from an administration extension, designated as System Administrator Extension, or
- entering the password-protected SA mode from an administration extension and dialing SA commands, or
- logging into the SA Web pages.

The administration phone may be any Matrix proprietary IP Phone. For the ease of operation, the Front Desk User/Operator is recommended to use Matrix Extended IP Phone, instead of Standard SIP Phone.

In the default settings, all extensions in the Hotel are not allowed dialing of SA commands. To allow SA commands for extension, make sure you have enabled **SA Mode** and **SA Extension** in the CoS group of the Station Basic Feature Template<sup>4</sup> assigned to the extension. The administration phone users can now simply lift the handset and dial the SA Command strings after dialing the password, and replace the handset.

The users of the Administrative phones can set the features — Call Privilege (Dynamic Lock), Call Forward and Call Forward Scheduled, DND and Hotline using SA Web pages or SA Commands only if these are enabled in the CoS assigned to their extensions.

The SA password can be changed and reset by the System Engineer. Refer the topic ‘*System Security*’ in the *PRASAR UCS System Manual* for instructions on how to change and reset the SA Password.

## SA Web Pages

To access the SA Web Pages, you will need the current IP Address of the LAN/WAN Port of PRASAR UCS, and the current SA Password.

For detailed instructions on accessing the SA Web Pages, refer the topic ‘*Configuring PRASAR UCS*’ in the *PRASAR UCS System Manual*.

## SA Password for configuration using Jeeves

The SA password is a code for preventing unauthorized access to the SA mode. As this password is meant for restricting access to the SA mode, we strongly recommend you to:

- Keep the password secret.
- Select a complex password that cannot be easily guessed.

---

4. For direct dialing of SA commands (without a password), the feature ‘SA Extension’ must be enabled in the Class of Service (CoS) group of the Station Basic Feature Template assigned to the extension. When the system is installed to work in the ‘Hotel’ mode (see “Customer Profile”), the default Station Basic Feature Template Number 45 is assigned to all phones defined as administration extensions. The CoS group of this template has ‘SA Mode’ disabled. To allow dialing of SA Commands from an IP Phone, enable ‘SA Mode’ in CoS.

- Change the password regularly
- Not use the “**Remember Password**” property of your Web Browser.

The password can be changed using Jeeves only and it must be as per the specifications given below:

- It must be a minimum of 6 characters and a maximum of 12 characters.
- It must include atleast one upper-case, one lower-case, one number and one special character.
- All ASCII characters (except Percentage %, Hash #, Equal to =, Plus +, And &, Backslash \, Less than <, Greater than >, Apostrophe ', Double Quote " and **Space**) are allowed.

To provide additional security,

- by default the password will be valid for 90 days and you will not be able to login with the existing password. You will be prompted to change the password. However, if required you can change the same as per your requirement. Refer to System Security in the PRASAR UCS System Manual for instructions.
- if you enter a wrong password five times consecutively within 10 minutes, the system will block the source IP Address for 10 minutes. This activity will be logged in the System Activity Log as well as the Simple Network Management Protocol (SNMP).

## SA Commands

SA commands consist of a prefix string **1072**, followed by the Feature Access Code. For example: To set Do Not Disturb for Room 305, dial **1072-001-305**.

The default Access Codes can be changed by the installer/System Engineer of the hotel requires. Refer the topic ‘Access Codes’ in the PRASAR UCS System Manual.

### SA Password for configuration from extensions

The password can be a minimum of 4 digits to a maximum of 12 digits. The valid digits are from 0 to 9. It can be changed and reset by the System Engineer. To avoid unauthorized access, we recommend you to change the password. Make sure it is strong and is kept confidential.

Refer the topic *System Security* for instructions on how to change the SA Password.

### Entering SA Mode using IP Phone

To enter SA mode via an administration extension,

- Dial **1#92-SA Password**
- You get a configuration tone to indicate entry into the SA mode<sup>5</sup>.
- Dial SA Command strings: **1072-Feature Access Code**.
- You get a confirmatory tone and text message on the phone display.
- Replace handset to exit SA mode.

This chapter explains the features/functions that the Operator can access and use with the 'Front Desk User'. To know how to use the same features/functions with SA Commands, please refer the description of individual features in the chapter “[Hospitality Features](#)”.

---

5. For incorrect password, the system will play an error tone.

# Operating the Front Desk User

To be able to access and use the Front Desk User, the Operator/Front Desk Personnel would require:

- Training in operating the Front Desk User.
- The IP Address of the LAN Port of PRASAR UCS.
- Access to the PC (stand-alone or connected to a Local Network) to which the PRASAR UCS is connected.
- A web-browser, either Internet Explorer or Mozilla Firefox, installed on the PC.

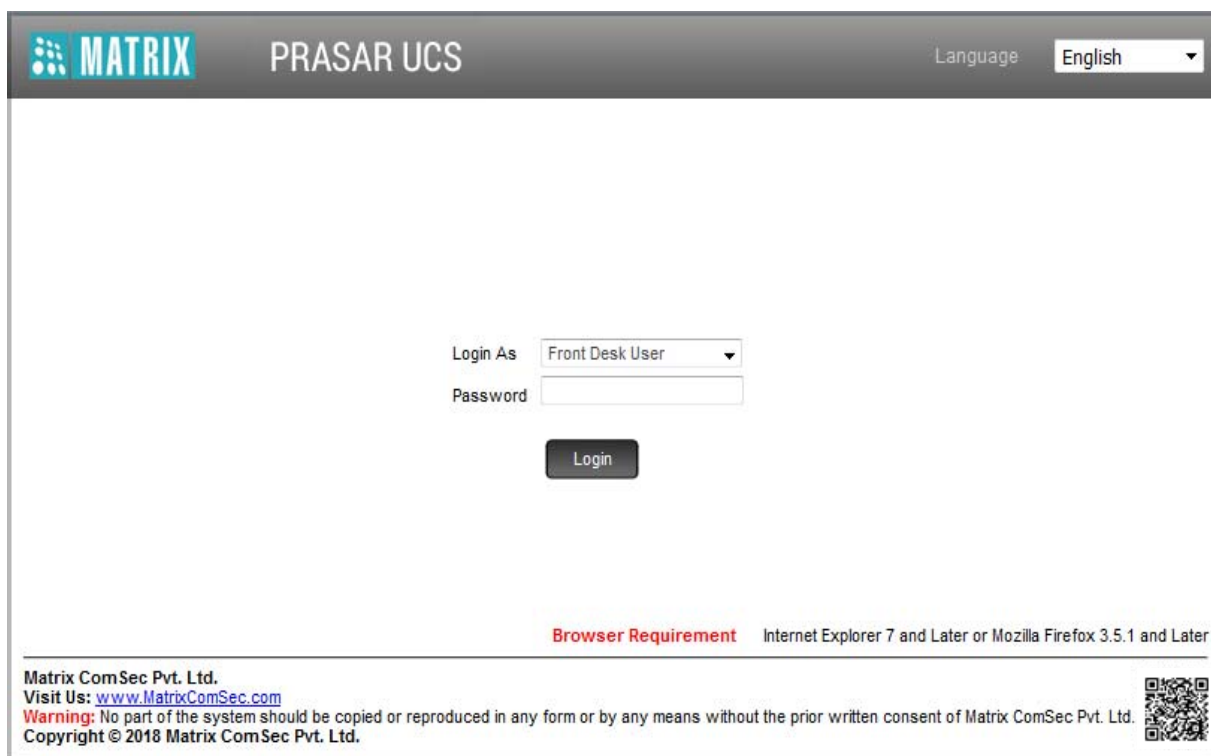
All these should be provided by the Installer after the system has been set up in the Hotel. Refer the chapter "[Setting Up PRASAR UCS for Hospitality Application](#)".

Now, the Operator may follow these steps to access and operate the Front Desk User mode:

1. Open the web-browser, either Internet Explorer 7 or later or Mozilla Firefox 3.5.1 or later, on the PC.
2. In the address bar of the browser, enter **https://192.168.2.100**.



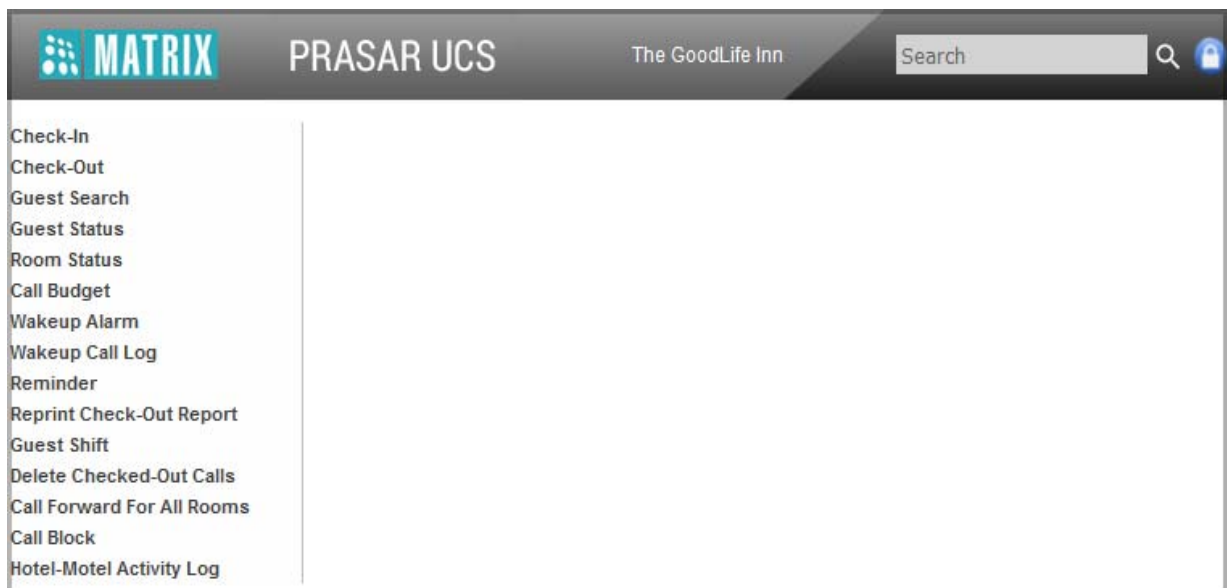
3. On the login page in **Login as** select **Front Desk User**.

A screenshot of the PRASAR UCS login interface. The top header bar contains the 'MATRIX' logo, the text 'PRASAR UCS', and a 'Language' dropdown menu set to 'English'. The main content area features a login form with a 'Login As' dropdown menu currently showing 'Front Desk User', a 'Password' text input field, and a 'Login' button. Below the login form, a red 'Browser Requirement' notice states 'Internet Explorer 7 and Later or Mozilla Firefox 3.5.1 and Later'. The footer contains copyright information for Matrix ComSec Pvt. Ltd., a warning about unauthorized copying, and a QR code.

4. In **Password**, enter the Front Desk User Password.
5. Click **Login**.
6. On successful login, the **Home** page of the Front Desk User opens.



A menu of various guest management functions are displayed as links on the left navigation bar.



7. Click the desired menu option link to open the form. For example, to check in a guest, click the **Check-In** link, the form for checking-in guests will open. Each of these forms has been described in detail later in this chapter.
8. To exit the Front Desk User, click **Logout** icon on the top right corner.

Described in the following are the functions supported by the Front Desk User mode, along with instructions for the Operator for using them.

## Check-In

In the left-side panel, click **Check-In** to check in a guest.

The Check-In form offered to the Operator is shown below:

| Check-In                                |                                         |
|-----------------------------------------|-----------------------------------------|
| Guest Number                            | <input type="text"/>                    |
| Guest Title                             | <input type="text" value="Mr."/>        |
| Guest Name                              | <input type="text" value="Goodfellow"/> |
| Guest VIP Status                        | <input type="text" value="VIP"/>        |
| Check-In Profile                        | <input type="text" value="Family"/>     |
| Room Number                             | <input type="text" value="305"/>        |
| Phone Number                            | <input type="text"/>                    |
| Mailbox                                 | <input type="text" value="Yes"/>        |
| Mailbox Language                        | <input type="text" value="English"/>    |
| Phone Ringing Pattern                   | <input type="text" value="One by One"/> |
| Call Budget Amount (₹)                  | <input type="text" value="1000"/>       |
| Call Privilege                          | <input type="text" value="All Calls"/>  |
| Guest Group                             | <input type="text" value="99"/>         |
| <input type="button" value="Check-In"/> |                                         |

**Guest Number:** Guest Number is an automatically generated field. You cannot change it.

**Guest Title:** Enter the guest title like Mr., Mrs., Ms., Dr., Cmdr., Prof., etc.

**Guest Name:** Enter the guest name. The guest name with guest title will appear on your phone when the guest calls you. The guest name along with the guest title will also appear on the Check-Out Report.

**Guest VIP Status:** Select the option, 'VIP' if you want to offer preferential services to the guest. Doing so, whenever the guest calls you, you will get triple ring on your (Operator) phone. Also, the call of the VIP guest will be answered first. By default, all the guests are designated as 'Non-VIP' guests.

**Check-In Profile:** You can check-in the guest as Single, Family or Budget.

- Check in the guest as 'Single' when only one person occupies a room.
- Check in the guest as 'Family' when more than one person occupy the same room/rooms as one family. If you are checking in a guest into a Suite room, select 'Family' as check-in profile.
- Check in the guest as 'Budget' when more than one guest occupies the same room. Select this option if you are checking in multiple guests into the same room, who are to be billed individually. This is useful for checking in guests in hotels with dormitory style rooms and admitting patients into multiple-bed wards in a hospital.

**Room Number:** Enter the Room Number into which the guest is to be checked in. This field is enabled, when the Check-in Profile is selected as 'Single' or 'Family'.

**Phone Number:** Enter the Phone Number which will be occupied by the guest. This field is enabled, when Check-in Profile is selected as 'Budget'.

**Mailbox:** Select 'No' if you do not want to provide mailbox facility to your guest. By default, all the guest phones are provided a mailbox.

**Mailbox Language:** Select the desired language in which the VMS prompts should be played. Default: English.

**Phone Ringing Pattern:** You can select the Phone Ringing Pattern. Phone Ringing Pattern is the sequence in which the phones in the room shall ring when a call is received.

- Select 'First Only', if it is required that only one phone in the room rings.
- Select 'Simultaneous', if it is required that all the phones in the room ring.
- Select 'One by One', if it is required that the phones in the room ring one by one.
- Select 'Stepped', if it is required that one phone in the room rings for 15 seconds, thereafter two phones in the room ring for the next 15 seconds and so on.
- Select 'All after First'; if it is required that one phone in the room rings for 15 seconds and thereafter all the phones in the room ring.

This field is enabled only when Check-in Profile is selected as 'Single' or 'Family'.

This field has a preset value. The Operator need not change this field if the Hotel Administration decides to have the same Phone Ringing Pattern for all the rooms and all the guests.

**Call Budget Amount:** Enter the amount for which you wish to allow the guest to make calls. This field has a preset value. Do not change this field if your Hotel Administration's practice is to allot a Call Budget Amount uniformly for all guests.

**Call Privilege:** Select the Call Privilege Option. Call Privilege Option determines the type of calls you wish to allow your guest to make.

- Select Call Privilege 'No Calls', if you do not want your guest to make any outgoing calls.
- Select Call Privilege 'Local Calls', if you want your guest to make calls only in the local area.
- Select Call Privilege 'National Calls', if you want your guest to make long distance calls within the country.
- Select Call Privilege 'All Calls', if you want your guest to make local, long-distance and International calls without any restriction.

This field has a preset value. You need not change this field if the Hotel Administration decides to offer the same Call Privilege uniformly to all guests.

**Guest Group:** Enter the Guest Group number.

- Enter Guest Group = 00, if you want the guest to make calls only to you and other administration phones.
- Enter Guest Group = 01 to 98, if you want the guest to make calls to you and to the guest having the same guest group number. The calling options between guest groups can be configured as per your requirement. For details, refer to ["Configuring the System with the SA Web Pages"](#).
- Enter Guest Group = 99, if you want the guest to make calls to you as well as to other guests in the hotel. This field has a preset value. You need not change this field if the Hotel Administration decides to allow the guests to make calls to the Operator and other guests as well. If you wish to block calls in this group, you can do so using Call Block. For details, refer to ["Call Block"](#).

- Click the **Check-In** button to check-in the guest. On successful check-in, the form will appear with the guest number generated by the system for the guest.

| Check-In                 |            |
|--------------------------|------------|
| Guest Number             | 1055001    |
| Guest Title              | MR.        |
| Guest Name               | Goodfellow |
| Guest VIP Status         | VIP        |
| Check-In Profile         | Family     |
| Room Number              | 305        |
| Phone Number             |            |
| Mailbox                  | Yes        |
| Mailbox Language         | English    |
| Phone Ringing Pattern    | One by One |
| Call Budget Amount(₹)    | 1000       |
| Call Privilege           | All Calls  |
| Guest Group              | 99         |
| Checked-in successfully. |            |
| Close                    |            |

Also read the description of the “[Check-In](#)” feature in the chapter Hospitality Features.

## Check-Out

Click the **Check-Out** link to check out a guest.

The Check-Out form opens up as shown below:

| Check-Out                                    |     |
|----------------------------------------------|-----|
| <input type="radio"/> Guest Number           |     |
| <input checked="" type="radio"/> Room Number | 301 |
| <input type="radio"/> Phone Number           |     |
| Check-Out                                    |     |

You can check out a guest by entering any of the following:

- the Guest Number (generated automatically by the System on successful check-in)
- Room Number of the guest<sup>6</sup>
- Phone Number of the guest<sup>7</sup>

6. Room Number can be assigned only to guests who are checked in with the profile 'Single' or 'Family'.

7. Phone Number can be assigned only to guests who are checked in with the profile 'Budget'.

Click the **Check-Out** button.

The system will perform the Check-Out and the Check-Out Report will be displayed on your computer screen.

The reports can be printed directly to the local printer connected to the computer or they can be printed automatically by the system if the destination port has been assigned.



- *Ensure that a Destination Port has been defined by the Installer for Printing the Check-Out Report and a printer is connected at this port. If no Port has been assigned, you will get an Error message on your screen informing you about it.*
- *You may ask the guest to provide their Guest Number/Room Number/ Phone Number to perform the check-out. You can also know the name of the guest requesting the check-out when s/he calls you. The name and title of the guest will be displayed on your phone.*

Also read the description of the “[Check-Out](#)” feature in the chapter Hospitality Features.

## Guest Search

Use Guest Search if you want to reach the **Guest Services** form of a particular guest or a room.

In the left-side panel, click **Guest Search** to open the form.

**Guest Search**

☐ Guest Number

☐ Guest Name

☒ Room Number

☐ Phone Number

Enter the required information in any of the fields on the form (Guest Number/Name/Room Number/Phone Number).

Click the **Submit** button. The form of the particular guest/room will open.

### Guest Services

#### Guest Profile

|                  |                   |
|------------------|-------------------|
| Guest Number     | 1055001           |
| Guest Title      | MR.               |
| Guest Name       | Goodfellow        |
| Guest VIP Status | VIP               |
| Check-in Date    | 02 - April - 2016 |
| Check-in Time    | 11 Hrs 06 Mins    |
| Call Count       | 0                 |

#### Room Profile

|                       |                |
|-----------------------|----------------|
| Room Number           | 305            |
| Room Type             | StandardSingle |
| Check-In Profile      | Family         |
| Occupancy Status      | Occupied       |
| Clean Status          | Clean          |
| Phone Ringing Pattern | One by One     |

Room Phones 3005

#### Guest Privilege

Phone Number : 3005    Phone Name : MR. Goodfellow

|                               |                                             |                           |                                                   |
|-------------------------------|---------------------------------------------|---------------------------|---------------------------------------------------|
| Message Wait                  | <input type="button" value="Message Wait"/> | Message Wait is not Set   | <input type="button" value="Clear Message Wait"/> |
| Do Not Disturb                | OFF                                         | Set DND with text message | Do Not Disturb                                    |
| Allot Call Budget (₹)         |                                             | Guest Presence            | Yes                                               |
| Call Budget Allotted/Used (₹) | 1000/0.00                                   | Occupancy Status          | Occupied                                          |

You can make the required changes on the Guest Services form.

## Guest Status

In the left-side panel, click **Guest Status** to open the form.

| Guest Status |                |                   |
|--------------|----------------|-------------------|
| Guest Number | Guest Name     | Room/Phone Number |
| 1055001      | MR. Goodfellow | 305               |
| 1055002      | Miss Elizabeth | 303               |
| 1055003      | MR. James      | 304               |

This form will give you details of checked-in guests by their Guest Number, Name, Room/Phone number.

The room number will be displayed for guests who are checked in with the Check-In Profile 'Single' or 'Family'.

The phone number will be displayed for guests who are checked in with the Profile 'Budget'.

## Room Status

In the left-side panel, click **Room Status** to view the Occupancy and Clean Status of rooms in the hotel.



The screenshot shows the 'Room Status' interface. At the top, there's a title 'Room Status'. Below it, there are two dropdown menus: 'Rooms having occupancy status' and 'and clean status'. The first dropdown is currently set to 'Vacant', and a mouse cursor is hovering over it, showing a list of options: 'Occupied', 'Vacant', 'Reserved', 'Guaranteed', and 'Any'. The second dropdown is set to 'Clean'. To the left of these dropdowns, there's a 'List' dropdown set to 'All'. Below the dropdowns, there's a 'List Down' button.

You can list down rooms by:

- “Room Types” - as defined by the Hotel and configured by the SE.
- “Occupancy Status” - vacant, occupied, guaranteed, reserved.
- “Clean Status” - clean, dirty, out-of-service, maid present, inspection pending.

The system will generate a Room Status Report with the options you have used for listing down the rooms.

| Room Status |                  |              |                  |                |              |                |
|-------------|------------------|--------------|------------------|----------------|--------------|----------------|
| Room Number | Check-In Profile | Phone Number | Occupancy Status | Guest Presence | Clean Status | Call Privilege |
| 303         | Single           | 3003         | Occupied         | Guest-In       | Clean        | All Calls      |
| 304         | Single           | 3004         | Occupied         | Guest-In       | Clean        | All Calls      |
| 305         | Family           | 3005         | Occupied         | Guest-In       | Clean        | All Calls      |

Thus, with the Room Status information, you can:

- check availability of the Room Type required by the guest at the time of check-in and at the time of booking.
- keep track of clean status of rooms and arrange for room cleaning.



*You can change the Occupancy and Clean Status of a particular room from the ‘Guest Services’ form of that room.*

Read the description of the features “Occupancy Status” and “Clean Status” in the chapter Hospitality Features.

## Call Budget Status

In the left-side panel, click **Call Budget Status** to view the Call Budget Amount allotted to a guest and the amount consumed by the guest.

| Call Budget Status |                     |                     |
|--------------------|---------------------|---------------------|
| Phone Number       | Allotted Amount (₹) | Consumed Amount (₹) |
| 2001               | 9999.00             | 0.00                |
| 2002               | 9999.00             | 0.00                |
| 2003               | 9999.00             | 0.00                |
| 2004               | 9999.00             | 0.00                |
| 2005               | 9999.00             | 0.00                |
| 2006               | 9999.00             | 0.00                |
| 2007               | 9999.00             | 0.00                |
| 2008               | 9999.00             | 0.00                |
| 2009               | 9999.00             | 0.00                |
| 2010               | 9999.00             | 0.00                |

Print Close

The Call Budget Status is displayed for each phone number.

Read the description of the [“Call Budget”](#) feature in the chapter Hospitality Features.

## Wake-up Alarm

In the left-side panel, click **Wakeup Alarm** to view the Wake-up call requests that are yet to be served. You can also view the Wakeup Call Log Status on the phone LCD using the DSS key assigned to Wakeup Call Log.

| Wakeup Alarm     |           |                          |
|------------------|-----------|--------------------------|
| Phone Number     | Alarm     | Cancel Alarm             |
| 3005(Goodfellow) | 00:00 * + | <input type="checkbox"/> |
| 3005(Goodfellow) | 05:10 * + | <input type="checkbox"/> |
| 3005(Goodfellow) | 16:16     | <input type="checkbox"/> |

Daily Alarm is denoted by \*.  
Personalized Alarm is denoted by +.

Print Cancel Selected Alarms Close

Read the feature description for [“Wake-up Calls”](#) in the chapter Hospitality Features.

## Wake-up Call Log

You can view the log of Wake up Alarms and Reminders set by the Guest and Front Desk User/System Administrator (SA) from the Wakeup Call Log link. You can also view the log of Wake up Alarms and Reminders from the DSS key assigned to Wakeup Call Log.



When you view the Wake-up Call Log using Jeeves it displays the following details:

- Phone Number: The number of the extension for which the Wake-up call/reminder has been set.
- Alarm Time: Time when the Wake-up call/Reminder must ring on the desired extension. If Reminders have been set the Dates of the Reminders are also displayed along with the time.
- Status: The current status of the Wake-up call/Reminder; by whom it was set, whether answered, acknowledged by guest, etc.
- Date and Time: This is the date and time when the Wake-up call/Reminder was set.

| Wakeup Call Log |                     |                                         |                        |
|-----------------|---------------------|-----------------------------------------|------------------------|
| Phone Number    | Alarm Time          | Status                                  | Date and Time          |
| 3001            | 00:00               | Wakeup Call not served, 3001 found Busy | 02-03-2016 at 00:00:04 |
| 3001            | 24-02-2016 at 22:49 | Set by Front Desk                       | 24-02-2016 at 23:09:09 |
| 3001            | 25-02-2016 at 00:30 | Set by Front Desk                       | 24-02-2016 at 23:09:29 |
| 3001            | 25 02 2016 at 00:30 | Wakeup Call not served, 3001 found Busy | 25 02 2016 at 00:00:04 |
| 3002            | 00:00               | Set by Front Desk                       | 01-03-2016 at 02:11:38 |
| 3002            | 00:00               | Wakeup Call not served, 3002 found Busy | 03-03-2016 at 00:00:01 |
| 3002            | 00:00               | Wakeup Call not served, 3002 found Busy | 04-03-2016 at 00:00:08 |
| 3002            | 00:00               | Wakeup Call not served, 3002 found Busy | 05-03-2016 at 00:00:05 |
| 3002            | 00:00               | Wakeup Call not served, 3002 found Busy | 07-03-2016 at 00:00:05 |
| 3002            | 00:00               | Wakeup Call not served, 3002 found Busy | 08-03-2016 at 00:00:05 |

When a DSS key is assigned to Wakeup Call Log, this log contains:

- Unanswered Alarm/Reminder Calls - This log will display both Alarms Calls that have not been answered as well as unacknowledged Alarm Calls.
- Pending Alarm/Reminder Calls - This log will display Alarm Calls which have been set for a later time and/or date.
- Served Alarm/Reminder Calls - This log will display Alarm Calls which have already been served.

Front Desk User/System Administrator (SA) can check Alarms/Reminders set (pending), served and unanswered for last 24 hours. Altogether maximum 500 entries will be displayed. Each Alarm/Reminder Call will display the details of time (hours and minutes), date and type (once only, daily).

The LED of the DSS key assigned to Wakeup Call Log glows in Red to indicate Unanswered Alarm/Reminder calls or it glows in Blue to indicate Pending Alarm/Reminder calls.

If there are both, Unanswered and Pending Alarm/Reminder calls, the LED of the DSS key will glow in Red. After Front Desk User/System Administrator (SA) view the Unanswered Alarm/Reminder Calls, the LED will glow in Blue to indicate Pending Alarm/Reminder Calls. The LED will glow in Blue till all the Pending Alarm/Reminder calls have been served. If any Daily Alarm has been set the LED of the DSS key will glow in Blue till the alarm is canceled.

To view the log from any IP Phone,

- Press the DSS Key assigned to Wakeup Call Log.
- The phone displays the logs — Unanswered Alarm/Reminders Calls, Pending Alarm/Reminders Calls, Served/Reminders Alarm Calls.
- Select the desired log to view the details in the respective log.

For more details, see [“Wake-up Calls”](#), [“Reminders”](#) and [“Hotel-Motel Activity Log”](#).

## Reminder

In the left-side panel, click **Reminder** to view the Reminder call requests that are yet to be served. You can view the same using the DSS key assigned to Wakeup Call Log. For details, see [“Wake-up Call Log”](#).

| Reminder     |                        |                          |
|--------------|------------------------|--------------------------|
| Phone Number | Reminder               | Cancel Reminder          |
| 3004(James)  | 28-Mar-2016 at 02:05 + | <input type="checkbox"/> |
| 3004(James)  | 28-Mar-2016 at 14:20 + | <input type="checkbox"/> |

Personalized Reminder is denoted by +.

Read the feature description for [“Reminders”](#) in the chapter Hospitality Features.

## Reprint Check-Out Report

In the left-side panel, click **Reprint Check-Out Report** if you want to print the Check-Out report for a guest again.

### Reprint Check-Out Report

☐ Guest Number

☒ Room Number

☐ Phone Number

Check Out Reports on - 192.168.105.87:514

Enter the required information in any one of the fields on the form, that is, either Guest Number, or Room Number, or Phone Number.

Click the **Submit** button.

The system displays the report on the computer screen. This report can be printed directly on the local printer connected to the computer or the system will automatically print the Check-Out report for the guest again on the destination port as assigned and prompt you to collect the report.



*Ensure that a Destination Port has been defined by the Installer for printing the Check-Out Report and a printer is connected at this port. If no Port has been assigned, you will get an Error message on your screen informing you of it.*

Read the feature description for [“Check-Out”](#) in the chapter Hospitality Features.

## Guest Shift

In the left-side panel, click **Guest Shift** to move guests from the room they are currently occupying to another room.

A screenshot of a web form titled "Guest Shift". It contains four input fields: "Guest Number" (empty), "Room Number" (containing "304"), "Phone Number" (empty), and "Shift To" (containing "305"). There are radio buttons to the left of the first three fields. A blue "Submit" button is at the bottom left, with a mouse cursor hovering over it.

You can shift the guest by entering the required information into any one of the fields: Guest Number, Room Number, Phone Number.

In the field **Shift to** enter the new Room Number or Phone Number to which the guest is to be shifted.

If the Check-In Profile is **Single** or **Family** enter Room Number.

If the Check-In Profile is **Budget** enter Phone Number.

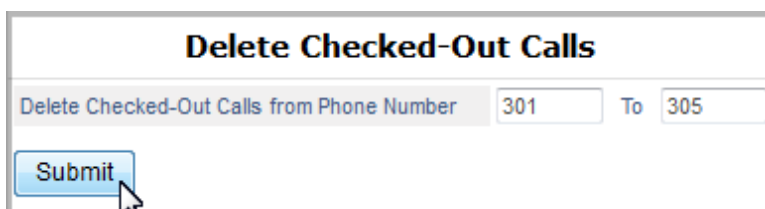
Read the feature description for "[Guest Shift](#)" in the chapter Hospitality Features.

## Delete Checked-Out Calls

The call records of checked-out guests remain stored in the SMDR buffer<sup>8</sup>, even after the check-out reports have been printed, allowing you to reprint them, if and whenever required later.

These records will remain stored in the SMDR buffer until manually deleted or until the SMDR buffer is filled to capacity, in which case the previous call records will be replaced by the recent ones based on the First In First Out logic.

In the left-side panel, click **Delete Checked-Out Calls** if you want to delete call records of guests who have been checked-out.

A screenshot of a web form titled "Delete Checked-Out Calls". It has a label "Delete Checked-Out Calls from Phone Number" followed by two input fields: the first contains "301" and the second contains "305", with a "To" label between them. A blue "Submit" button is at the bottom left, with a mouse cursor hovering over it.

- Enter the range of Phone numbers whose outgoing call records are to be deleted.

---

8. PRASAR UCS can store 6000 outgoing calls, 4999 incoming calls and 4999 internal calls in the SMDR buffer.

- If you want to delete records of a single phone number, enter the same number in both **To** and **From** fields.

- Click **Submit** to delete records.



*The above action will not delete the call details of the guest room phone(s) that is currently checked-in.*

## Call Forward-All Rooms

In the left-side panel, click **Call Forward-All Rooms** to divert calls landing on all guest room phones in the hotel to either a Voice Mail or to a Phone Number.

If calls are to be forwarded to a Voice Mail, you can further select the conditions under which these may be forwarded: Unconditionally, When Busy, When No Reply, When Busy or No Reply.

If calls are to be forwarded to an External Phone Number, enter the destination phone number to which these may be forwarded.

Click **Submit** to set Call Forward.

This feature is generally used to forward calls to all rooms to a Voice Mail System during the night hours, so that guests are not disturbed and at the same time ensuring that they do not miss important calls.



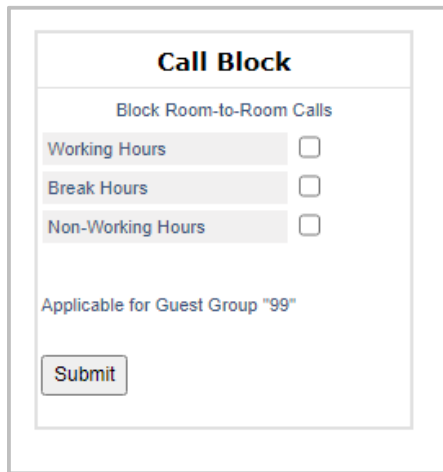
- *Call Forward to an External Phone Number is possible only unconditionally.*
- *You can also set/cancel Call Forward for individual guests, from the 'Guest Services' form of each of these guests.*



- *Use "[Guest Search](#)" to reach the 'Guest Services' form of a particular guest or a room.*
- *On the 'Guest Services' form, under 'Guest Privilege',*
  - *Select the desired Call Forward type, that is, Forward to Voice Mail or an External Phone Number. Click the 'Call Forward' button. The button will turn into red colour.*
  - *To cancel Call Forward for this guest, click the 'Call Forward' button again, the button will turn to its original color.*

## Call Block

In the left-side panel, click **Call Block** if you want to restrict room-to-room calls.



The screenshot shows a web interface titled "Call Block". Below the title is a section labeled "Block Room-to-Room Calls". This section contains three rows, each with a label and a checkbox: "Working Hours" with an unchecked checkbox, "Break Hours" with an unchecked checkbox, and "Non-Working Hours" with an unchecked checkbox. Below these rows is a text label "Applicable for Guest Group '99'". At the bottom of the form is a "Submit" button.

- To set Call Block,
  - select the desired check boxes — Working Hours, Break Hours, Non-Working Hours.
  - click **Submit** button.
- To cancel Call Block,
  - clear the desired check boxes — Working Hours, Break Hours, Non-Working Hours.
  - click **Submit** button.

Call Block is generally used during night hours, so that guests are not disturbed by other guests.



*Call Block is applicable for Guest who are assigned Guest Group 99.*

*For other groups calls will be blocked as per the configurations done in Guest Group Mapping. Refer ["Configuring the System with the SA Web Pages"](#).*

*Calls between Administration extension to Guest extension will not be blocked.*

To know more, read the feature description for ["Call Block"](#) in the chapter Hospitality Features.

## Hotel-Motel Activity Log

The Hotel-Motel Activity Log gives you informative details of the various hotel functions performed by the system like Check-In, Check-Out, Guest-In, Guest-Out, Maid Presence, Emergency Number Dialing<sup>9</sup>, Functioning of the PMS Interface, Wake-up Calls and Reminders set by the Operator as well as by guests from their IP phones.

You can either print the Hotel-Motel Activity Log in real time, as soon as the activity is performed or you can generate a report of the log. This report will contain the details of the last 500 activities performed by the system. This report can either be viewed, printed or downloaded on to a computer.

---

9. *To dial the Emergency Number 911, you must purchase the E911 license. For details, refer to License Management in the PRASAR UCS System Manual.*

In the left-side panel, click **Hotel-Motel Activity Log**.

**Hotel-Motel Activity Log**

View/Clear HAL

View Clear HAL

Online

Start Abort

On - USB1 to COM

Report

Start Abort

On - USB1 to COM

To view the report and print the report on the local printer,

- Click the **View** button.

The activity details are displayed on the screen.

**The GoodLife Inn**

HOTEL ACTIVITY LOG AS ON 28-03-2016 Thu AT 20:23

---

07-08-2016 10:58:14 Checked-Out: 101 as Single  
07-08-2016 10:58:21 Checked-Out: 201 as Single  
07-08-2016 10:58:27 Checked-Out: 301 as Single  
07-08-2016 10:58:45 Checked-in : 201 as Single  
07-08-2016 10:58:58 Checked-in : 101 as Single  
07-08-2016 10:59:22 Checked-in : 301 as Single  
07-08-2016 10:59:54 Checked-Out: 301 as Single  
07-08-2016 11:00:08 Checked-in : 301 as Single  
07-08-2016 11:16:00 Checked-Out: 101 as Single  
07-08-2016 11:16:43 Maid In : 201  
07-08-2016 11:16:56 Checked-Out: 301 as Single  
07-08-2016 11:17:16 Maid Out : 201

Print Close

- Click **Print** to print the report.
- Click the **Clear ALL** button to clear details from the screen as well as the system.

To print the log in real time,

- Click the **Start** button of the option **Online** on the form.
- To stop printing, click **Abort** button.

To generate a log Report,

- Click the **Start** button of the option **Report** on the form.
- To stop printing, click **Abort** button.



*Ensure that a Destination Port has been defined by the Installer for Printing the Hotel-Motel Activity Log and a printer is connected at this port. If no Port has been assigned, you will get an Error message on your screen to inform you of it.*

To know more, read the feature description for "[Hotel-Motel Activity Log](#)" in the chapter *Hospitality Features*.

---

## Call Block

Hotels may differ in their practice of restricting internal calls. While some may allow calls between guest rooms, others may restrict calls between guest rooms. Also, some may want to restrict calls between guest rooms during certain period of the day.

There may be a scenario wherein the contact details of the Guests are to be kept confidential. This can be achieved by disabling the *Display Guest Station in Directory* check box in System Parameters. In this case, the guest details will not appear in the contact list of the other extensions (Guest, Administration or Assistant). Hence, no calls can be made to such guests, except by personnels who know the guest. To know more, refer to the System Parameters in the *PRASAR UCS System Manual*.

PRASAR UCS offers the Call Block feature to address this requirement. With Call Block feature, hotels can:

- block internal calls between guest rooms all the 24 hours, or
- block internal calls between guest rooms during certain period of the day, e.g. during night time.

However, while the Call Block feature is enabled:

- Calls between guest rooms and administration phones will not be blocked.
- Calls between guest rooms of the same Guest Group will not be blocked.
- Calls between Administration extensions will not be blocked.

The Call Block feature works on the basis of Guest Group.

Guest Group is a parameter assigned to the guest at the time of check-in, which determines the type of internal call restriction imposed on the guest room phones. Three aspects need to be considered while assigning guest group to a guest:

1. A guest should be assigned guest group = 00, if s/he is to be allowed to call administration phones only.
2. A guest should be assigned guest group = 99, if s/he is to be allowed to call any other guest room as well as administration phones. However, from the FDU web login calls can be blocked by enabling Call Block. For details, refer to [“Setting Call Block”](#).
3. A guest should be assigned any guest group = 01 to 98, if s/he is to be allowed to call administration phones and room phones with same guest group. This is useful when guests check in as a group and want to call each other within the group. For example, a group of guests checks into a hotel and occupies 4 rooms. These guests want to call each other. In such case, the Operator should check in the guests into different rooms but with same guest group, e.g. 01. Doing so, these guests will be able to call each other as well as the administration phones, but cannot call other guests in the hotel. The calling options between



guest groups can be configured as per your requirement. For details, refer to [“Configuring the System with the SA Web Pages”](#)

4. You can transfer blocked calls to the Operator, if required. For details, refer to [“Configuring Call Transfer to Operator during Call Block”](#).

## Preset Guest Group

The system allows the flexibility to preset the type of Guest Group to be assigned to the room according to their occupancy status, which can later be changed on a guest-by-guest basis, if required.

For example:

- All rooms that are vacant are assigned 'Guest Group - Preset Vacant' to define the type of internal calls to be allowed from the room phone, when the room is vacant.
- All rooms that are occupied are assigned 'Guest Group - Preset Occupied' to define the type of internal calls to be allowed from the room phone, when the room is occupied.
- The System Engineer/Installer shall consult the Hotel Management and set the 'Guest Group - Preset Vacant' and 'Guest Group - Preset Occupied' as required by them.
- The 'Guest Group - Preset Occupied' will be assigned to the guest automatically at the time of check-in.
- However, at the time of check-in, if the guest is to be assigned a different guest group (other than 'Preset Occupied'), the Operator can change the Guest group as explained above. When the guest is checked-out, the Guest Group is turned back to 'Preset Vacant'.

By default, for all countries, '99' is the Preset Guest Group for 'Occupied' as well as 'Vacant' rooms.

If the Hotel wants to block internal calls between guest rooms for certain time period only, the Operator can do it using the Front Desk User or by issuing SA commands (from IP Phone). There is no need for the Installer to change the Preset Guest Group for Occupied and Vacant rooms.

When the Operator enables Call Block, the system turns the Preset Guest Group from 99<sup>10</sup> to 00. When the Operator cancels Call Block, the system turns the Guest Group back to the Preset Guest Group. However, the guest rooms assigned unique guest groups (numbered 01 to 98) will remain unaffected and their guest group will not change, allowing them to talk to each other.



- *When a guest is shifted from one room to another, the Guest Group number, along with the guest name and title is automatically transferred to the new room phone, to where the guest is shifted. Refer [“Guest Shift”](#).*
- *With Region Code = India and others (except US), all the extensions of the PRASAR UCS are assigned the Guest Group Number 99. Hence, calls from guest rooms can be made to other guest as well as administration phones in the Hotel.*
- *If the Hotel wants to block internal calls between guest rooms, the Installer must change the Preset Guest Group for Occupied and the Preset Guest Group for Vacant to '00'.*

---

<sup>10</sup> This can be changed by the Installer according to the requirement of the Hotel.

## Configuring Call Block

The only configuration involved in this feature is changing the Preset Guest Groups for Occupied and Vacant, as required by the Hotel.

### Configuring Preset Guest Group

The Preset Guest Group for Occupied and Vacant can be changed using SE web pages.

To change the Preset Guest Group for Occupied and Vacant using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters** to open the page.

| Hotel Parameters                                       |                                     |
|--------------------------------------------------------|-------------------------------------|
| Configurable Alarm Category (Personalized / Automated) | <input type="checkbox"/>            |
| Voice Guided Alarm Verification                        | <input checked="" type="checkbox"/> |
| <b>Preset Call Privilege</b>                           |                                     |
| Preset Call Privilege when Occupancy Status - Occupied | All Calls                           |
| Preset Call Privilege when Occupancy Status - Vacant   | No Calls                            |
| Preset Call Budget Amount (₹)                          | 009999                              |
| Preset Call Privilege when Call Budget Expires         | No Calls                            |
| Preset Guest Group when Occupancy Status - Occupied    | 99                                  |
| Preset Guest Group when Occupancy Status - Vacant      | 99                                  |
| Preset Priority for VIP Guest                          | 9 - Highest                         |
| Preset Priority for Non-VIP Guest                      | 6 - Medium                          |
| <b>Check-In Profile</b>                                |                                     |
| Ask Check-In Profile while Check-In                    | <input checked="" type="checkbox"/> |
| Ask Guest Title while Check-In                         | <input checked="" type="checkbox"/> |

- Set the desired values for:
  - Preset Guest Group when Occupancy Status - Occupied
  - Preset Guest Group when Occupancy Status - Vacant
- Click **Submit** to save changes.

## Assigning Guests to Guest Groups

Guests can be assigned to Guest Groups

- at the Time of check-in using Front Desk User.
- any time during their stay, using Front Desk User and SA commands.

Refer the topics "[Check-In](#)" and "[Front Desk User](#)" to know how to assign guests to Guest Groups at the time of check-in.

To assign Guest Groups during the guests' stay, the Operator may use:

- Front Desk User (recommended)
- SA Command from IP Phone

## Using Front Desk User

- Log into Front Desk User.
- Open **Guest Search** form.

The screenshot shows the 'Guest Search' form. On the left is a sidebar menu with options: Check-In, Check-Out, Guest Search, Guest Status, Room Status, Call Budget, Wakeup Alarm, Wakeup Call Log, Reminder, Reprint Check-Out Report, Guest Shift, Delete Checked-Out Calls, Call Forward For All Rooms, Call Block, and Hotel-Motel Activity Log. The main area is titled 'Guest Search' and contains four radio buttons for search criteria: Guest Number, Guest Name, Room Number (selected), and Phone Number. The 'Room Number' field is filled with '305'. A 'Submit' button is at the bottom, with a mouse cursor clicking it.

- Search Guest by Guest Number/Room Number/Phone Number.
- Click **Submit**.
- The **Guest Services** form for the particular guest will open.

The screenshot shows the 'Guest Services' form. It is divided into two main sections: 'Guest Profile' and 'Room Profile'. The 'Guest Profile' section includes fields for Guest Number (1055002), Guest Title (MR.), Guest Name (Goodfellow), Guest VIP Status (VIP), Check-in Date (28 - March - 2016), Check-in Time (01 Hrs 59 Mins), and Call Count (0). The 'Room Profile' section includes fields for Room Number (305), Room Type (StandardSingle), Check-In Profile (Family), Occupancy Status (Occupied), Clean Status (Clean), Phone Ringing Pattern (One by One), and Room Phones (3005). Both sections have a 'Submit' button. Below these sections is the 'Guest Privilege' section, which shows 'Phone Number : 3005' and 'Phone Name : Goodfellow'. It contains fields for Message Wait (Message Wait), Do Not Disturb (OFF), Allot Call Budget (₹), Call Budget Allotted/Used (₹) (1000/0.00), Message Wait is not Set. (Clear Message Wait), Set DND with text message (Do Not Disturb), Guest Presence (Yes), and Occupancy Status (Occupied).

- Under **Guest Privilege**, change the Guest Group as required.
- Click **Submit** to save change.
-

## Using SA Command from IP Phone

Using DSS Key (if assigned by SE):

- Press the 'Guest Group' key.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room number or the Phone number as the case may be<sup>11</sup>.
- Enter Guest Group number (this will be assigned for all time zones).
- You get a text message showing Guest Group assigned to the Room/Phone number and confirmation tone.

Using Command:

- Pick-up the Handset. (It is assumed that the Operator is in SA mode)
- Dial **1072-904**.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room number or the Phone number as the case may be.
- Enter Guest Group number (this will be assigned for all time zones).
- You get a text message showing Guest Group number assigned to the Room/Phone number and confirmation tone.



- *If the Default Preset Guest Group has not been changed by the Installer, assign the Default Preset Guest Group:*
  - **00** is for internal calls between guest room and administration phones only.
  - **99** is for internal calls between all phones.
  - **01 to 98** is for internal calls between specific guest rooms only. The calling options between guest groups can be configured as per your requirement. For details, refer to [“Configuring the System with the SA Web Pages”](#).
- If the default Preset Guest Group has been changed by the Installer, assign the Preset Guest Groups as configured by the Installer.
- If the Check-In profile of a guest is Family, assigning this guest to Guest Group '00' will bar even calls between phones within the same room. To avoid this, it is recommended that Guests with Check-In profile Family be assigned to a unique Guest Group Number between 01 and 98, so that they can communicate with each other.
- Blocked Calls can be transferred to the Operator, if required. For details, refer to [“Configuring Call Transfer to Operator during Call Block”](#).

## Setting Call Block

The Call Block feature allows the Operator to restrict room-to-room calls for a certain period of time.

Call Block can be set and canceled by the Operator using:

- Front Desk User
- SA Command from IP Phone

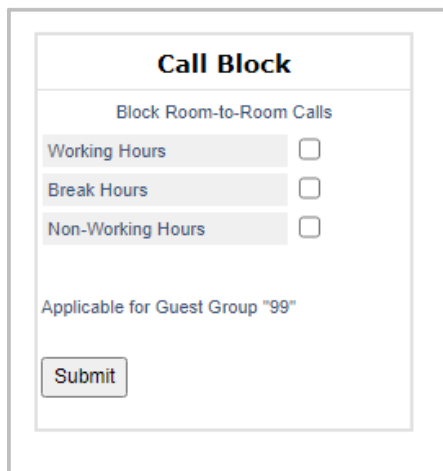
### Using Front Desk User

- Log into Front Desk User.

---

<sup>11</sup>. Dial Room number if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.

- Click the **Call Block** link to open the form.



- To set Call Block, select the desired check boxes — Working Hours, Break Hours, Non-Working Hours.
- Click **Submit**.
- To cancel Call Block, clear the desired check boxes — Working Hours, Break Hours, Non-Working Hours.
- Click **Submit**.



*Calls can be blocked Time Zone-wise from the FDU web login only. During the blocked duration calls can be transferred to the Operator. For details, refer to [“Configuring Call Transfer to Operator during Call Block”](#)*

## Using SA Command from IP Phone

Using DSS Key (if assigned by SE):

- To set Call Block,
  - Press the Call Block key (if configured by SE).
  - The LED of the key will be turned on, and the confirmatory text message that internal calls (for all time zones) will appear on the phone display.
- To cancel Call Block,
  - Press the Call Block key again.
  - The LED of the key will be turned off, and the confirmatory text message that internal calls (for all time zones) are allowed will appear on the phone display.

Using Command:

- To set Call Block,
  - Pickup the Handset.
  - Dial **1072-045**.
  - Dial **1**.
  - The confirmatory text message that internal calls (for all time zones) are blocked will appear on the phone display.
  - Replace Handset.
- To cancel Call Block,
  - Pickup the Handset.
  - Dial **1072-045**.
  - Dial **0** to cancel Call Block.
  - The confirmatory text message that internal calls (for all time zones) are allowed will appear on the phone display.

- Replace Handset.



- *Call Block is applicable for Guest who are assigned Guest Group 99.*
- *For other groups calls will be blocked as per the configurations done in Guest Group Mapping. Refer [“Configuring the System with the SA Web Pages”](#).*
- *If the Hotel wants to bar internal calls between guest rooms completely, the Installer must change the Preset Guest Group for Occupied and the Preset Guest Group for Vacant to '00'.*

## Configuring Call Transfer to Operator during Call Block

By default, the call will not be transferred to the Operator during Call Block. The installer can change the same if required using SE Jeeves only.

To configure the parameter using SE web pages,

- Log into Jeeves as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters**.

| Hotel Parameters                                       |                                     |
|--------------------------------------------------------|-------------------------------------|
| Configurable Alarm Category (Personalized / Automated) | <input type="checkbox"/>            |
| Voice Guided Alarm Verification                        | <input checked="" type="checkbox"/> |
| <b>Preset Call Privilege</b>                           |                                     |
| Preset Call Privilege when Occupancy Status - Occupied | All Calls                           |
| Preset Call Privilege when Occupancy Status - Vacant   | No Calls                            |
| Preset Call Budget Amount (₹)                          | 009999                              |
| Preset Call Privilege when Call Budget Expires         | No Calls                            |
| Preset Guest Group when Occupancy Status - Occupied    | 99                                  |
| Preset Guest Group when Occupancy Status - Vacant      | 99                                  |
| Preset Priority for VIP Guest                          | 9 - Highest                         |
| Preset Priority for Non-VIP Guest                      | 6 - Medium                          |
| <b>Check-In Profile</b>                                |                                     |
| Ask Check-In Profile while Check-In                    | <input checked="" type="checkbox"/> |
| Ask Guest Title while Check-In                         | <input checked="" type="checkbox"/> |

- Select the **Call Transfer to Operator during Call Block** check box. Call will be transferred to the Operator assigned in Station Basic Features Templates of the caller extension. For more details, refer to the *PRASAR UCS System Manual*.
- Click **Submit** to save.

## Call Budget

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Hotels require a mechanism to calculate the cost of telephone calls made by guests from their room phones during their stay for the purpose of billing. Hotels may want to:

- allow guests unlimited phone calls; bill them at the time of check-out for the total cost of phone calls made by them during their stay.
- or
- restrict the cost of phone calls guests are allowed to make by offering a credit limit, which can be increased when exhausted by the guests, on their request.

For this service, guests may be asked to make a pre-payment at the time of check-in (even before the guest can make calls) or be billed at the time of check-out for the cost of calls made during their stay.

PRASAR UCS offers the feature 'Call Budget' to meet this requirement. Call Budget is the credit limit that is set for each guest room phone to restrict the total cost of phone calls made from that phone.

When a guest is assigned an amount as Call Budget,

- After each call made from the room phone ends, the system calculates the total cost of calls made from the phone.
- When the total cost of calls exceeds the allocated Call Budget, the system automatically changes the ["Call Privilege"](#) of the guest to Preset Call Privilege When Call Budget Consumed.
- Until a new Call Budget is allocated to the guest, the guest can make calls only as per the Preset Call Privilege When Call Budget Consumed.
- Once a new Call Budget is allocated, the guest can make calls as per the Call Privilege assigned to him/her.

Call Budget can be,

- allocated to a guest at any time during their stay, not only at the time of Check-In.
- increased before the set amount is exhausted by the guest.
- set for selected guests or all guests.
- set for administrative phones also.

Call Budget is *not* based on real time (online) call cost calculation. PRASAR UCS calculates the call cost only *after* the call has ended. So, if the Call Budget allotted to a guest gets exhausted in the middle of a call, the call will not get disconnected, though the budget is exceeded.

To prevent this from occurring, the Installer/SE may configure the *Call Duration Control* feature. Refer the *PRASAR UCS System Manual* to know more about this feature.

## Preset Call Budget Amount

The Preset Call Budget amount is useful when the Hotel wants to fix a call budget amount, yet be able to offer different credit limits to different guests, e.g. higher limit to VIP guests and occupants of high-tariff rooms, and lower limit to occupants of non-luxury rooms.

The amount of '9999' is preset as Call Budget in the system. This preset value may be changed by the Installer/System Engineer according to the Hotel's practices. For example, if the Hotel administration wants to allocate \$10

to all its guests, the Installer/System Engineer can change the preset Call Budget value to '10'. The new Call Budget set by the Installer will be considered as the 'default' Call Budget amount and allocated to guests at check-in.

Further, PRASAR UCS gives the Operator the facility to override the default call budget limit set by the Installer/System Engineer, and allot call budgets according to the requirement of individual guests. The amount may be greater or lesser than the default amount set by the Installer. To take the above example further, the Operator may set the call budget of one guest room phone to \$20, another to \$15, and the third to \$5 or any other amount according to the practice of the hotel.

The Operator can set a different amount for each guest, even if the Installer does not change the preset call budget of '9999'. If the Operator too does not change this preset value, the call budget amount will remain '9999'.



- For this feature to work,
  - Select the **Apply Call Budget** check box in the Station Basic Feature Template assigned to the guest room phone.
  - The Preset Call Privilege to be allowed to the guest room phones when Call Budget is consumed must be configured.
- Call budget can be set only for checked-in guests.
- Call Budget assigned to a guest is canceled automatically on guest Check-Out.
- This feature works independent of any Call Accounting Software (CAS) installed with the PRASAR UCS.
- The PRASAR UCS will calculate cost of phone calls made by room phones even when no call budget is allocated<sup>12</sup>.

## Configuring Call Budget

This feature involves the configuration of the following parameters:

- Changing the Preset Value of Call budget amount.
- Enabling Call Budget in the Station Basic Feature Template assigned to the guest room phone.
- Configuring the Preset Call Privilege to be allowed to guest room phones when Call Budget is consumed.

These parameters can be changed from the SE web pages.

## Configuring Preset Call Budget

To change the preset value of Call Budget from SE pages,

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters**.

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12. Based on the feature 'Call Cost Calculation'.



- Change the **Preset Call Budget Amount** field as required.
- Click **Submit** to save changes.



- *The amount configured as default Call Budget is to be considered as the local currency.*
- *The local currency symbol will appear at the relevant places in the Front Desk User and out-going SMDR reports<sup>13</sup>.*
- *The currency symbol will not be displayed on the Operator's phone, on account of the limitation of the number of characters that can be displayed.*

## Enabling Call Budget

By default, when Customer Profile of the system is selected as Hotel, the Station Basic Feature Template # 45 is assigned to all the IP Phones in which Call Budget is enabled. In this case, the call budget is assigned to all the Guest phones.

In case Call Budget is to be denied to a room phone,

1. Prepare a Station Basic Feature Template with Call Budget disabled.
2. To assign this newly prepared Station Basic Feature Template, click the SIP Extension Settings on which Call Budget is to be denied and enter this template number in the Station Basic Feature Template field.

## Configuring Preset Call Privilege When Call Budget Consumed

The Installer must assign the Preset Call Privilege level for '*When Call Budget Expires*' and configure the allowed and denied numbers in the Local, Regional, National and International Number Lists.

By default, **No Calls** is set as Call Privilege When Call Budget is consumed.

Refer the topic "[Call Privilege](#)" for configuration instructions.

13. *Currency Symbol used in Outgoing SMDR Format is limited for the Outgoing SMDR format only, and if changed by SE this shall not be reflected in Admin and Front Desk User.*

## Allotting Call Budget to Guests

Guests can be allotted Call Budget,

- at the Time of check-in, using Front Desk User.
- any time during their stay, using Front Desk User and SA commands.

The allotted Call budget can also be changed by the Operator any time during their stay.

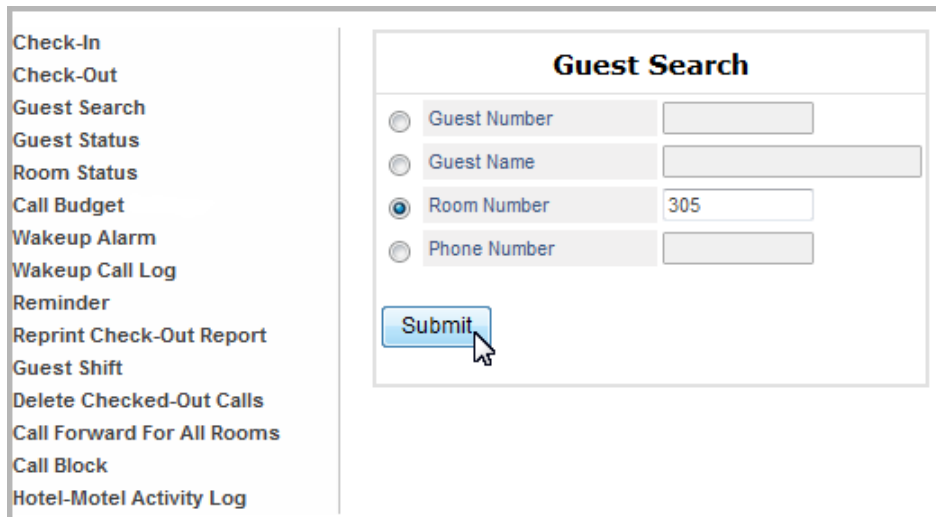
Please refer the topic “[Check-In](#)” to know how to assign Call Budget to the guest at the time of check-in.

The Operator can change Call Budget amount allotted to guests any time during their stay, using

- Front Desk User (recommended)
- SA command from IP Phone

### Using Front Desk User

- Log into Front Desk User.
- Click **Guest Search**.



- Search Guest by Guest Number/Room Number/Phone Number.
- Click **Submit**.

- The **Guest Services** form for the particular guest will open.

- Under **Guest Privilege**, change the Call Budget amount as required.
- In **Allot Call Budget**, enter the amount you want to assign to the guest as budget limit for outgoing calls. If the room has multiple phones, the amount will be assigned to all the phones in the room.

To re-assign a new amount before the previous balance is consumed, make sure you add the available balance to the new amount. Enter this amount in Allot a Call Budget.

For example, if you have allotted an amount is Rs.1000 and the consumed amount is Rs.600. The available balance is Rs.400. Now, if you want to assign a new amount of Rs.500. In Allot a Call Budget you must enter 900 (Balance + New = 400 + 500).

- The **Allotted Amount/Used** displays the amount allotted to the guests as well as the call budget amount consumed by the guest for making outgoing calls.
- Click **Submit** to save change.

## Using SA Command from IP Phone

Using DSS Key (if assigned by SE):

- Press the 'Call Budget' key.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room number or the Phone number as the case may be<sup>14</sup>.
- Enter Call Budget amount, max. 6 digits.  
If amount is less than 6 digits, use leading zero.
- You get a text message showing Call Budget assigned to the Room/Phone number and confirmation tone.

14. Dial Room number if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.

Using Command:

- Pickup the Handset. (It is assumed that the Operator is in SA mode)
- Dial **1072-004**.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room number or the Phone number as the case may be.
- Enter Call Budget amount, max. 6-digits.  
For amount less than 6 digits, use leading zero.
- You will get a text message showing Call Budget assigned to the Room/Phone number and the confirmation tone.



- *When the Call Budget allotted to a guest is exhausted, the new Call Budget amount assigned by the Operator must be a greater than the last amount. For example, if the Call Budget amount of \$10 has been exhausted by the guest, the new amount may be \$15 or \$20, that is, greater than the previous amount that was exhausted.*
- *If Check-In profile = Single or Family, Call Budget amount can be allocated/changed on any phone in the room. All phones in the room will have the same amount, without the amount being added up.*

*For example, a guest is checked into Room number 202, with check-in profile as Family. There are five phones in the room numbered as 201, 202, 203, 204, 205. Now, if the Call Budget amount allocated to the guest is \$10, phones 201-205 each will have \$10 as Call Budget amount. The effective call budget amount does not get added up to \$50, but remains as \$10. When calls are made from any of these phones, the cost of the calls will be deducted from the \$10 of all phones. If a call for \$2 is made from the phone 203, all phones in the room will have \$8 as Call Budget amount.*

- *If the Check-In Profile = Budget, the Call Budget amount will be assigned to the phone on which the guest is checked-in.*

## Viewing Call Budget Consumed

Call Budget is not a real time calculation of call costs. So, it is likely that the guest may exceed the call budget in the middle of any call without the Operator or the Guest getting any indication of it.

The Operator is advised to check frequently the Call Budget Status of guests, that is, amount consumed, and inform them. The guests can be allowed to decide whether to request an increase in the amount of Call Budget.

For this, the Operator may view Call Budget amount consumed by guests using,

- Front Desk User (recommended).
- SA web pages.
- SA Command from IP Phone.

### Using Front Desk User

From the Front Desk, the Operator can view Call Budget consumed by all guests and by individual guests.

- Log into Front Desk User.

- To view Call Budget consumed by all guests, open the **Call Budget**.

| Check-In<br>Check-Out<br>Guest Search<br>Guest Status<br>Room Status<br><b>Call Budget</b><br>Wakeup Alarm<br>Wakeup Call Log<br>Reminder<br>Reprint Check-Out Report<br>Guest Shift<br>Delete Checked-Out Calls<br>Call Forward For All Rooms<br>Call Block<br>Hotel-Motel Activity Log | <b>Call Budget</b>                                                                     |                     |                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|---------------------|---------------------|
|                                                                                                                                                                                                                                                                                          | Phone Number                                                                           | Allotted Amount (₹) | Consumed Amount (₹) |
|                                                                                                                                                                                                                                                                                          | 5001                                                                                   | 9999.00             | 0.00                |
|                                                                                                                                                                                                                                                                                          | 5002                                                                                   | 9999.00             | 0.00                |
|                                                                                                                                                                                                                                                                                          | 5003                                                                                   | 9999.00             | 0.00                |
|                                                                                                                                                                                                                                                                                          | 5004                                                                                   | 9999.00             | 0.00                |
|                                                                                                                                                                                                                                                                                          | 5005                                                                                   | 9999.00             | 0.00                |
|                                                                                                                                                                                                                                                                                          | 5006                                                                                   | 9999.00             | 0.00                |
|                                                                                                                                                                                                                                                                                          | 5007                                                                                   | 9999.00             | 0.00                |
|                                                                                                                                                                                                                                                                                          | 5008                                                                                   | 9999.00             | 0.00                |
|                                                                                                                                                                                                                                                                                          | 5009                                                                                   | 9999.00             | 0.00                |
|                                                                                                                                                                                                                                                                                          | 5010                                                                                   | 9999.00             | 0.00                |
|                                                                                                                                                                                                                                                                                          | <div> <input type="button" value="Print"/> <input type="button" value="Close"/> </div> |                     |                     |

- To view Call Budget Consumed by individual guests, open **Guest Search** Form.

|                                                                                                                                                                                                                                                                                          |                                              |                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|----------------------------------|
| Check-In<br>Check-Out<br><b>Guest Search</b><br>Guest Status<br>Room Status<br>Call Budget<br>Wakeup Alarm<br>Wakeup Call Log<br>Reminder<br>Reprint Check-Out Report<br>Guest Shift<br>Delete Checked-Out Calls<br>Call Forward For All Rooms<br>Call Block<br>Hotel-Motel Activity Log | <b>Guest Search</b>                          |                                  |
|                                                                                                                                                                                                                                                                                          | <input type="radio"/> Guest Number           | <input type="text"/>             |
|                                                                                                                                                                                                                                                                                          | <input type="radio"/> Guest Name             | <input type="text"/>             |
|                                                                                                                                                                                                                                                                                          | <input checked="" type="radio"/> Room Number | <input type="text" value="305"/> |
|                                                                                                                                                                                                                                                                                          | <input type="radio"/> Phone Number           | <input type="text"/>             |
|                                                                                                                                                                                                                                                                                          | <input type="button" value="Submit"/>        |                                  |

- Search Guest by Guest Number/Room Number/Phone Number.
- Click **Submit**.

- The **Guest Services** form for the particular guest will open.

| Check-In<br>Check-Out<br>Guest Search<br>Guest Status<br>Room Status<br>Call Budget<br>Wakeup Alarm<br>Wakeup Call Log<br>Reminder<br>Reprint Check-Out Report<br>Guest Shift<br>Delete Checked-Out Calls<br>Call Forward - All Rooms<br>Call Block<br>Hotel-Motel Activity Log                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Guest Services</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <table border="1"> <thead> <tr> <th colspan="2">Guest Profile</th> </tr> </thead> <tbody> <tr> <td>Guest Number</td> <td>1055001</td> </tr> <tr> <td>Guest Title</td> <td>MR.</td> </tr> <tr> <td>Guest Name</td> <td>Goodfellow</td> </tr> <tr> <td>Guest VIP Status</td> <td>VIP</td> </tr> <tr> <td>Check-in Date</td> <td>01 - April - 2016</td> </tr> <tr> <td>Check-in Time</td> <td>11 Hrs 20 Mins</td> </tr> <tr> <td>Call Count</td> <td>0</td> </tr> <tr> <td colspan="2" style="text-align: center;"><input type="button" value="Submit"/></td> </tr> </tbody> </table> | Guest Profile                               |                                                   | Guest Number                                       | 1055001        | Guest Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | MR.                       | Guest Name                                  | Goodfellow               | Guest VIP Status                                  | VIP            | Check-in Date | 01 - April - 2016             | Check-in Time  | 11 Hrs 20 Mins        | Call Count | 0              | <input type="button" value="Submit"/> |                               | <table border="1"> <thead> <tr> <th colspan="2">Room Profile</th> </tr> </thead> <tbody> <tr> <td>Room Number</td> <td>305</td> </tr> <tr> <td>Room Type</td> <td>StandardSingle</td> </tr> <tr> <td>Check-In Profile</td> <td>Family</td> </tr> <tr> <td>Occupancy Status</td> <td>Occupied</td> </tr> <tr> <td>Clean Status</td> <td>Clean</td> </tr> <tr> <td>Phone Ringing Pattern</td> <td>Ons by One</td> </tr> <tr> <td colspan="2" style="text-align: center;"><input type="button" value="Submit"/></td> </tr> <tr> <td>Room Phones</td> <td>3005</td> </tr> </tbody> </table> | Room Profile     |          | Room Number | 305 | Room Type | StandardSingle | Check-In Profile | Family | Occupancy Status | Occupied | Clean Status | Clean | Phone Ringing Pattern | Ons by One | <input type="button" value="Submit"/> |  | Room Phones | 3005 |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Guest Profile                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Guest Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 1055001                                     |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| Guest Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | MR.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| Guest Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Goodfellow                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| Guest VIP Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | VIP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| Check-in Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 01 - April - 2016                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| Check-in Time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 11 Hrs 20 Mins                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| Call Count                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | 0                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| <input type="button" value="Submit"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| Room Profile                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| Room Number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 305                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
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| Check-In Profile                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Family                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| Occupancy Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Occupied                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| Clean Status                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Clean                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| Phone Ringing Pattern                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Ons by One                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| <input type="button" value="Submit"/>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| Room Phones                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 3005                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
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| Guest Privilege                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                             |                                                   |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
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| Do Not Disturb                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | OFF                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Set DND with text message                   | Do Not Disturb                                    |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| Allot Call Budget (₹)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Guest Presence                              | Yes                                               |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |
| Call Budget Allotted/Used (₹)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 1000/0.00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Occupancy Status                            | Occupied                                          |                                                    |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                           |                                             |                          |                                                   |                |               |                               |                |                       |            |                |                                       |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |          |             |     |           |                |                  |        |                  |          |              |       |                       |            |                                       |  |             |      |

- Call Budget Consumed (non-editable field) is displayed under **Guest Privilege**.

## Using SA Web Pages

- Log into Jeeves as System Administrator.
- Under **Reports**, click **Call Budget**.

- The **Call Budget Report** appears on the screen.

Extension

Department Group Properties

Call Forward - All Extensions

Trunk Properties

Status

Day/Night Mode

Holiday Table

Authority Code

PIN Configuration

SMDR Management

Reports

→ Call Budget

→ Wakeup Alarm

→ Reminder

Dial-In Conference - Cancel

Change SA Password

Change SA Timer

System Activity Log

System Fault Log

Voice Mail

Room/Phone

Authority Code

Call Budget

| Phone Number | Allotted Amount<br>(₹) | Consumed Amount<br>(₹) |
|--------------|------------------------|------------------------|
| 5001         | 9999.00                | 0.00                   |
| 5002         | 9999.00                | 0.00                   |
| 5003         | 9999.00                | 0.00                   |
| 5004         | 9999.00                | 0.00                   |
| 5005         | 9999.00                | 0.00                   |
| 5006         | 9999.00                | 0.00                   |
| 5007         | 9999.00                | 0.00                   |
| 5008         | 9999.00                | 0.00                   |
| 5009         | 9999.00                | 0.00                   |
| 5010         | 9999.00                | 0.00                   |
| 5011         | 9999.00                | 0.00                   |
| 5012         | 9999.00                | 0.00                   |

Print

## Using SA Command from IP Phone

Using DSS Key (if assigned by SE):

- Press the Call Budget Display key.
- Enter the Room/Phone Number<sup>15</sup>.
- The Room/Phone Number, along with the Call Budget amount allotted and amount consumed will appear on the display.

Using Command:

- Pickup the Handset.
- Dial **1072-011**.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room number or the Phone number as the case may be.
- The Room/Phone Number, along with the Call Budget amount allotted and amount consumed will appear on the display.
- Replace the Handset.

15. Dial Room number if the Check-In Profile is Family or Single. Dial Phone number, if Check-In Profile is Budget.

# Call Forward

---

Calls landing on a guest room phone can be forwarded to another Phone number or to the Voice Mail. This way, guests can ensure that callers can reach them and that they do not miss calls when they are not present in their room.

The Call Forward feature of PRASAR UCS offers the following forwarding options:

- **Unconditionally** - calls are forwarded to the destination phone number or voice mail automatically without waiting for response from the called phone.
- **If Busy** - calls are forwarded to the destination phone number or voice mail only when the called phone is busy.
- **If No Reply** - calls are forwarded to the destination phone number or voice mail only when the called party does not answer the phone.
- **If Busy or No Reply** - calls are forwarded to the destination phone number or voice mail when the called party's phone is either busy or does not reply.
- **Dual Ring** - when calls are forwarded to another phone number or voice mail. Both phones, that is, the source phone (whose calls are forwarded) as well as the destination phone (on which call is forwarded) will ring and the guest can answer from either extension.

When Call Forward is set on an extension, the system will check the Call Forward Type (Unconditionally, Busy, No-Reply, Busy or No-Reply) and forward the call to the destination extension.

Calls can be forwarded to:

- An internal or external phone number.
- Voice Mail.

Call Forward can be set/canceled by,

- the Operator for guests from the Front Desk
- the guests from their room phones.

The Operator can set/cancel Call Forward from the Front Desk.

- for each guest
- for all guests at once

## Preset Call Forward

If you do not want guests to set/cancel Call Forward manually, you can set Preset Call Forward. Call will be forwarded automatically to the selected destination according to the type of Preset Call Forward set. You can set a different type of forward and destination for each time zone. To know more, see ["Preset Call Forward"](#).



- *The system supports only single-point Call Forward, which means, if the destination extension is also forwarded, the call will not follow the forwarding path. For example: Calls for extension 2001 are set to be forwarded to extension 2010. Call Forward is also set on extension 2010 with 2015 as the destination number. Calls for 2001 will land on 2010 only and calls for 2010 will land on 2015 only.*



- *When DND or DND with Intercept Destination is set along with Call Forward-Unconditional on an extension, Call Forward is given priority.*
- *If any other type of Call Forward and DND are set on an extension, DND is given priority. However, DND with Intercept Destination will not work.*
- *If an extension has set both Call Forward and DND, then Feature Tone will be played to the extension user.*
- *Only one Call Forward Type can be set from/for a guest phone. Every new Call Forward Type set overrides the previous one.*
- *If user has set Call Forward on an external number, internal calls to that phone will not be forwarded to the external number. Only external incoming calls will get forwarded on set external number.*
- *For the Call Forward option 'If No Reply', the 'Call Forward Ring Timer' (in Station Advanced Feature Template) is to be configured.*
- *In the default hotel settings, Call Forward facility is allowed to all guest phones and administration phones. If the Hotel does not want to provide guests the Call Forward facility, this feature must be disabled from the Class of Service (CoS) group of the guest phones. Even if Call Forward is disabled in CoS group assigned to guest phone, the receptionist can forward calls of guest phone from 'Front Desk User' and 'SA Command' as desired.*

## Configuring Call Forward

The Call Forward feature does not require any specific configuration except:

- changing the 'Call Forward Ring Timer' in Station Advanced Feature Template, if desired by the Hotel.
- disabling Call Forward from guest room phones, if desired by the Hotel.

### Configuring Call Forward Ring Timer

For both Call Forward options No Reply and If Busy or No-Reply, the Installer must configure the 'Call Forward No Reply Timer'. This is the time in seconds for which the system waits for the extension to answer the call. If the call is not answered within this time period, the system considers it as 'No Reply' and the call is then forwarded to the phone number or Voice Mail set as the destination for forwarded calls from that extension.

Call Forward No-Reply Timer is set to 30 seconds as default and can be configured as per user preference. To configure this timer, go to the Station Advanced Feature Template.

The Call Forward No Reply Timer can be configured using SE web pages.

To configure Call Forward No-Reply Timer using SE web pages:

1. Log in as System Engineer.
2. Under **Configuration**, click **Station Advanced Feature Template** to open the page.
3. Select a Station Advanced Feature Template number. (by default, Template 50 is assigned to all the phones)
4. Click **Call Forward** to expand.

5. In the parameter **Call Forward No-Reply Timer (Sec.)**, configure the desired value.

6. Click **Submit** at the bottom of the page to save changes.
7. Apply the Template now configured with the Call Forward Ring Timer to the room phones.

Refer the section **Station Advanced Feature Template** in the *PRASAR UCS System Manual* for instructions on applying this template to IP Phones.



- By default Station Advanced Feature Template Number 50 is assigned to all phones. If you want to change the Call Forward No Reply Timer for all guest room phones, change the Timer in Template Number 50 assigned to all phones.
- If you want to set a different Timer for different guest room phones, prepare separate Station Advanced Feature Templates with different values for the Call Forward No-Reply Timer and apply the Templates to the guest stations as required.
- When Call Forward No-Reply is set on a phone that is configured in a Trunk Landing Group, the calls will be forwarded on expiry of 'Ring Timer' configured in the routing group for this member phone. Call Forward No-Reply Timer, configured in Station Advanced Feature Template will not be applied in this case.

If the hotel wants to allow call forward to be set only by the Operator for their guests, the Installer must disable this feature in the Class of Service (CoS) group in the Station Basic Feature Template applied to the guest phones. By default, when Customer Profile of the system is selected as Hotel, the Station Basic Feature Template # 45 is assigned to all the guests' room phones. The Station Basic Feature Template # 45 has Call Forward enabled in the CoS group applicable to it. Hence, guests can use Call Forward feature from their phone.

In case 'Call Forward' is to be denied to a room phone, following steps should be followed:

1. Define a CoS group with Call Forward disabled.
2. Prepare a Station Basic Template with this CoS group applicable in all the time zones.

3. Assign this newly prepared Station Basic Feature Template to the room phones on which 'Call Forward' is to be disabled.

## Setting Call Forward

Call Forward can be set by the Operator for guests and by guests themselves.

### Call Forward set/canceled by Operator

The Operator can set call forward for each guest using:

- Front Desk User
- SA Command using IP Phone

### Using Front Desk User

To set Call Forward for a guest:

- Log into Front Desk User.
- Click **Guest Search** to open the form.
- Search Guest by Guest Number/Name/Room Number/Phone Number.

Check-In  
Check-Out  
**Guest Search**  
Guest Status  
Room Status  
Call Budget  
Wakeup Alarm  
Wakeup Call Log  
Reminder  
Reprint Check-Out Report  
Guest Shift  
Delete Checked-Out Calls  
Call Forward For All Rooms  
Call Block  
Hotel-Motel Activity Log

**Guest Search**

☐ Guest Number

☐ Guest Name

☒ Room Number

☐ Phone Number

Submit

- The **Guest Services** form for the particular guest will open.

- Go to **Call Forward**.

|                                                                                                                                                                                                                                                                                 |                                                |                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| Check-In<br>Check-Out<br>Guest Search<br>Guest Status<br>Room Status<br>Call Budget<br>Wakeup Alarm<br>Wakeup Call Log<br>Reminder<br>Reprint Check-Out Report<br>Guest Shift<br>Delete Checked-Out Calls<br>Call Forward - All Rooms<br>Call Block<br>Hotel-Motel Activity Log | Guest Privilege                                |                                                                                                                        |
|                                                                                                                                                                                                                                                                                 | Phone Number : 3005    Phone Name : Goodfellow |                                                                                                                        |
|                                                                                                                                                                                                                                                                                 | Message Wait                                   | <input type="button" value="Message Wait"/> Message Wait is not Set. <input type="button" value="Clear Message Wait"/> |
|                                                                                                                                                                                                                                                                                 | Do Not Disturb                                 | OFF    Set DND with text message    Do Not Disturb                                                                     |
|                                                                                                                                                                                                                                                                                 | Allot Call Budget (₹)                          | <input type="text"/> Guest Presence    Yes                                                                             |
|                                                                                                                                                                                                                                                                                 | Call Budget Allotted/Used (₹)                  | 1000/0.00    Occupancy Status    Occupied                                                                              |
|                                                                                                                                                                                                                                                                                 | Call Privilege                                 | All Calls    Clean Status    Clean                                                                                     |
|                                                                                                                                                                                                                                                                                 | Mailbox                                        | Yes    Voice Mail Notification <input type="text"/>                                                                    |
|                                                                                                                                                                                                                                                                                 |                                                | Guest Group    99                                                                                                      |
|                                                                                                                                                                                                                                                                                 |                                                | <input type="button" value="Submit"/>                                                                                  |

|              |                                                                                                      |
|--------------|------------------------------------------------------------------------------------------------------|
| Call Forward | <input type="radio"/> Forward all Calls to Voice Mail    Unconditionally                             |
|              | <input type="radio"/> Forward all Calls, Unconditionally to Phone <input type="text"/>               |
|              | <input checked="" type="radio"/> Forward all Calls, Unconditionally to External Number    9898024555 |
|              | <input type="button" value="Call Forward"/> Call Forward is Set.                                     |

- You have three options for Call Forward:
  - Forward all calls to Voice Mail - select the Call Forward Type from the combo box.
  - Forward all calls unconditionally to Phone - enter an extension number where the call is to be forwarded.
  - Forward all calls unconditionally to External number - enter the external number to which the guest wants the calls to be forwarded.
- Click **Call Forward** button.  
The colour of the button will change to red, indicating that Call Forward is set.

To cancel Call Forward from the Front Desk User,

- Repeat the above steps to reach the Call Forward form.
- Click the **Call Forward** button (which is turned red to indicate Call Forward set).  
The colour of the button will be turned back to green.

To set Call Forward for all phones:

- Log into Front Desk User.
- Click **Call Forward-All Rooms**.

|                                                                                                                                                                                                                                                                                 |                                                                                                            |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|--|
| Check-In<br>Check-Out<br>Guest Search<br>Guest Status<br>Room Status<br>Call Budget<br>Wakeup Alarm<br>Wakeup Call Log<br>Reminder<br>Reprint Check-Out Report<br>Guest Shift<br>Delete Checked-Out Calls<br>Call Forward - All Rooms<br>Call Block<br>Hotel-Motel Activity Log | Call Forward For All Rooms                                                                                 |  |
|                                                                                                                                                                                                                                                                                 | <input type="radio"/> Forward Calls of all Phones to Voice Mail    Unconditionally                         |  |
|                                                                                                                                                                                                                                                                                 | <input checked="" type="radio"/> Forward Calls of all Phones,    Unconditionally    to Phone Number    212 |  |
|                                                                                                                                                                                                                                                                                 | <input type="radio"/> Cancel Call Forward of all Phones                                                    |  |
|                                                                                                                                                                                                                                                                                 | <input type="button" value="Submit"/>                                                                      |  |
|                                                                                                                                                                                                                                                                                 |                                                                                                            |  |
|                                                                                                                                                                                                                                                                                 |                                                                                                            |  |
|                                                                                                                                                                                                                                                                                 |                                                                                                            |  |
|                                                                                                                                                                                                                                                                                 |                                                                                                            |  |
|                                                                                                                                                                                                                                                                                 |                                                                                                            |  |

- Select whether calls are to be forwarded to a Phone Number or to Voice Mail.
  - For Call Forward to Voice Mail, select the Call Forward Type from the combo box.
  - For Call Forward to a Phone Number, enter a phone number to which call shall get routed<sup>16</sup>.
- Click the **Submit** button to set Call Forward.

## Using SA Commands from IP Phone

Using DSS Key:

- To set Call Forward for a guest,
  - Press the 'Call Forward-Remote' key (if configured by SE).
  - Enter the Room Number/Phone Number<sup>17</sup>.
  - Scroll to select the desired Call Forward Type.
  - Press 'Enter' key.
  - Enter Destination Phone Number/Voice Mail Group Number.

If call is to be forwarded on internal station of the PRASAR UCS, dial the internal phone number.

If call is to be forwarded on an external number, dial Trunk Access Code<sup>18</sup>, dial the external phone number and terminate the command with #\*.

If call is to be forwarded on voice mail, dial the Access Code for the Voice Mail group. The default Access Code is 3931<sup>19</sup>.

- You get a confirmation tone and a text message for the Call Forward type set.
- Go Idle or you get dial tone after 3 seconds.
- To cancel Call Forward set for a guest,
  - Press the 'Call Forward-Remote' key (if configured by SE).
  - Enter the Room Number/Phone Number<sup>20</sup>.
  - Scroll to select 'Cancel'.
  - You get a confirmation tone and a text message that Call Forward is canceled.
  - Go Idle or you get dial tone after 3 seconds.
- To set Call Forward for all phones of the system,
  - Press the 'Call Forward-All Rooms' key (if configured by SE).
  - Scroll to select the desired Call Forward Type.
  - Press 'Enter' key.
  - Enter Destination Phone Number/Voice Mail Group Number.
  - You get a confirmation tone and a text message for the Call Forward type set.
  - Go Idle or you get dial tone after 3 seconds.
- To cancel Call Forward set for all phones of the system,
  - Press the 'Call Forward-All Rooms' key.
  - Scroll to select 'Cancel'.
  - You get a confirmation tone and a text message that Call Forward-All Rooms is canceled.
  - Go Idle or you get dial tone after 3 seconds.

16. To set 'Call Forward-All Rooms' using the Front Desk User, you can define only an Internal Number or Voice Mail as destination. To set an External Number as destination, use SA command.

17. Enter Room number if check-in profile is Single, Enter Phone number of the guest phone whose call forwarding is to be done if check-in profile is Family. Enter Phone number if check-in profile is Budget.

18. For users world wide, Trunk Access Code (TAC) for dialing external numbers are: 0, 5, 61, 62, 63, 64. For users in USA, TAC for dialing external numbers are: 9, 5, 81, 82, 83, 84.

19. Verify with the SE if the default VMS Access Code has been changed and use the new code to dial the VMS.

20. Enter Room number if check-in profile is Single or Family. Enter Phone number if check-in profile is Budget.

#### Using Commands:

- To set Call Forward for a guest phone,
  - Pick up the handset.
  - Dial **1072-006**.
  - Enter the Room Number/Phone Number.
  - Dial **1** for All Calls
  - Dial **2** for If Busy
  - Dial **3** for If No Reply
  - Dial **4** for If Busy or No Reply
  - Dial **5** for Dual Ring
  - Dial destination Phone Number/Voice Mail Group Number.
  - You get a confirmation tone and a text message for the Call Forward set.
  - Replace Handset on the cradle or you get dial tone after 3 seconds.
- To cancel Call Forward set for a guest phone,
  - Pick up the handset.
  - Dial **1072-006**.
  - Enter the Room Number/Phone Number.
  - Dial **0**.
  - You get a confirmation tone and a text message that the Call Forward is canceled.
  - Replace Handset on the cradle or you get dial tone after 3 seconds.
- To set Call Forward for all guest rooms,
  - Pick up the handset.
  - Dial **1072-007**.
  - Dial **1** for All Calls
  - Dial **2** for If Busy
  - Dial **3** for If No Reply
  - Dial **4** for If Busy or No Reply
  - Dial **5** for Dual Ring
  - Dial destination Phone Number/Voice Mail Group Number.
  - You get a confirmation tone and a text message.
  - Replace Handset on the cradle or you get dial tone after 3 seconds
- To cancel Call Forward for all guest rooms:
  - Pick up the handset.
  - Dial **1072-007**.
  - Dial **0**.
  - You get a confirmation tone and a text message.
  - Replace Handset on the cradle or you get dial tone after 3 seconds.

## Call Forward set/canceled by Guests

Guests can set/cancel Call Forward from their room phones. The room phones may be any IP Phone.



*Guests can also request the Operator to set Call Forward for them.*

## Guest using IP Phone

#### Using DSS Key:

- To set Call Forward,
  - Press the 'Call Forward' key.
  - Scroll to select the desired Call Forward Type.

- Press 'Enter' key.
  - Enter destination Phone Number/Voice Mail Group Number.
  - Press 'Enter' key.
  - You get a confirmatory text message and confirmation tone.
  - Go Idle or you get dial tone after 3 seconds.
- To cancel Call Forward:
    - Press 'Call Forward' Key again.
    - Select 'Cancel'.
    - Press 'Enter' Key.

#### Using Commands:

- To set Call Forward,
  - Pick up the handset.
  - Dial **131** for All Calls
  - Dial **132** for If Busy
  - Dial **133** for If No Reply
  - Dial **134** for If Busy or No Reply
  - Dial **136** for Dual Ring
  - Dial destination Phone Number/Voice Mail Group Number.
  - Press 'Enter' key.
  - You get a confirmatory text message and confirmation tone.
  - Replace Handset on the cradle or you get dial tone after 3 seconds.
- To cancel Call Forward,
  - Pick up the handset.
  - Dial **130**.
  - You get a confirmatory text message and confirmation tone.
  - Replace Handset on the cradle or you get dial tone after 3 seconds.
- To disable Dual Ring,
  - Pick up the handset.
  - Dial **136**.
  - Dial **0**.
  - Replace Handset.



- *If the Check-In Profile is 'Single' Call Forward set/canceled for any phone in the room by the guest or the Operator will be applied on all phones in the room.*
- *If the Check-In Profile is 'Family', Call Forward set for a phone (by the guest or the Operator) will be applicable to that particular phone only. However, if the Call Forward is set by the Operator on the basis of room number, it will be set only on the first phone<sup>21</sup> in the room. Call Forward set by the Operator on the basis of a phone number will be applicable on that phone.*
- *If the Check-In Profile is 'Budget' Call Forward set for a phone (by the guest or the Operator) will be applicable on that phone.*

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21. 'First phone' is the phone configured as Phone #1 in the room. The System Engineer is advised to place Phone #1 close to the bed in the room.

# Call Forward-When Not Registered

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SIP Phones connected as room and administration extensions may fail to register with PRASAR UCS when the network link is down or when there is power failure. Using the Call Forward-When Not Registered feature, guests and hotel attendants can have their calls forwarded even when their extension phone is not registered with PRASAR UCS.

The destination for 'Call Forward-When Not Registered' can be an internal number, an external number or the Voice Mail.

It is also possible to select the types of calls—internal calls only, or trunk calls, or both—to be forwarded to external numbers.

Call Forward-When Not Registered can be set/canceled by,

- the Hotel Attendant from the SA Web pages.
- SIP phone users (guests and administration staff) from their phones.

Call Forward- When Not Registered can also be set for each Time Zone—Working Hours, Break Hours, Non-working Hours, by setting *Call Forward-When Not Registered - Scheduled*.

Call Forward - When Not Registered-Scheduled can be set for more than one Time Zone at a time on the same SIP phone. It can be canceled individually for a desired Time Zone, or all at once for all Time Zones. A different destination number can be set for forwarding calls in each Time Zone. For example, the destination number for non-working hours can be a mobile number and the destination number for working hours can be the Hotel Attendant's extension.

## Feature Interaction:

- If 'Call Forward-Unconditional' and 'Call Forward-When Not Registered', have been set on the same SIP phone. 'Call Forward-Unconditional' will have priority over 'Call Forward-When Not Registered'.
- If 'Call Forward-Scheduled-Unconditional' and 'Call Forward-When Not Registered-Scheduled', have been set on the same SIP phone. 'Call Forward - Scheduled - Unconditional' will have priority over 'Call Forward-When Not Registered-Scheduled'.

## How to configure

The Call Forward-When Not Registered feature does not require any specific configuration except:

- ensuring that 'Call Forward' is enabled in the Class of Service (CoS) group in the Station Basic Feature Template applied to the SIP phones.
- if required, selecting the types of calls to be forwarded to the external number. By default, only trunk calls are forwarded to external numbers. If you want to select a different type of call, configure the parameter "Allow External Call Forward for" in the *Station Advanced Feature Template* applied to the SIP phones. Refer the sub-topic **Station Advanced Feature Template**, under *Configuring Extensions* in the *PRASAR UCS System Manual*.

If the hotel wants to allow Call Forward-When Not Registered to be set only by the System Administrator for their guests, the Installer must disable 'Call Forward' feature in the Class of Service (CoS) group in the Station Basic Feature Template applied to the guest phones.





If you disable 'Call Forward' in the CoS of a SIP phone, the user will not be able to set any other type of Call Forward.

## Setting Call Forward-When Not Registered

Call Forward-When Not Registered can be set from

- the SA Web pages.
- the SIP phones connected as guest and administration extensions.

### Call Forward-When Not Registered set by SA

- Log into Jeeves as System Administrator.
- Click **Extension**.
- In **Select Extension**, enter the Number or the Name of the extension on which you want to set this feature.
- Click **Submit**.
- The searched extension user details appear on your screen.
- Click **Call Forward When Not Registered**.

Extension

Department Group Properties

Call Forward - All Extensions

Trunk Properties

+ SIP

Status

Day/Night Mode

Holiday Table

Authority Code

PIN Configuration

SMDR Management

Reports

Dial-In Conference - Cancel

Change SA Password

Change SA Timer

System Activity Log

System Fault Log

Voice Mail

Extension

+ Phone Properties

+ Language Setting

+ Do Not Disturb

+ Call Forward

+ Call Forward - Scheduled

+ Call Forward When Not Registered

☐ Forward Calls to Voice Mail

☐ Forward Calls to Extension Number

☐ Forward Call to External Number  using TAC

Apply Call Forward

Call Forward is not set

+ Call Forward When Not Registered - Scheduled

- Select the destination for forwarding calls when the SIP Extension fails to register from the following:
  - **Forward Calls to Voice Mail.**
  - **Forward Calls to Extension Number.** If you select this option, you must enter the desired Extension Number in the corresponding box.
  - **Forward Calls to External Number.** If you select this option, you must enter the desired external number in the corresponding box. Also, assign a trunk to route the call by selecting the Trunk Access Code from the **using TAC** list.
- Click the **Apply Call Forward** button. The message "Call Forward is set" appears.

- To set time-zone based Call Forward - When Not Registered, click **Call Forward When Not Registered-Scheduled** to expand.
  - To set Call Forward When Not Registered for working hours, under **Working Hours**, select the desired destination from the following options:
    - **Forward Calls to Voice Mail.**
    - **Forward Calls to Extension Number.** If you select this option, you must enter the desired Extension Number in the corresponding box.
    - **Forward Calls to External Number.** If you select this option, you must enter the desired number in the corresponding box, and assign a trunk to route the call by selecting the Trunk Access Code in the **using TAC** list.
- Click the **Apply Call Forward** button. The message “Call Forward is set” appears.
- To set call forward for Break Hours and Non-working Hours, follow the same instructions as above.
- To set Call Forward When Not Registered - Scheduled for another extension, follow the same instructions as above.

## Call Forward-When Not Registered set/canceled by SIP Phone Users

Guests and hotel administration can set/cancel Call Forward-When Not Registered from their SIP phones. The SIP phone may be a Matrix IP Phone.

### Using IP Phone

- Lift handset.
- Press DSS key assigned to Call Forward-When Not Registered (if configured).
- OR
- Dial **\*13**.
- Scroll to the desired option.

To set Call Forward - When Not Registered regardless of the time-zone,

- Select ‘Always’ and press ‘Enter’ key.
- Select ‘Set’ and press ‘Enter’ key.

To set Call Forward When Not Registered - Scheduled,

- Select ‘Working Hours’/‘Break Hours’/‘Non-Working Hours’, and press ‘Enter’ key.
- Select ‘Set’ and press ‘Enter’ key.
- On the prompt, ‘Forward to Number’, enter the Destination Number—Extension Number/External Number/Voice Mail System.
  - The destination number for forwarding calls can be a maximum of 24 digits. Terminate the command with **#\*** if destination number has fewer than 24 digits.
  - If the you want to route the calls to the Voice Mail, enter the VMS Access Code as the destination number.
  - If the destination number is an external number, enter the Trunk Access Code followed by the destination number and **#\***.
- You get confirmation tone and message.

To cancel Call Forward - When Not Registered,

- Lift handset.
  - Press DSS key assigned to Call Forward-When Not Registered (if configured).
- OR
- Dial **\*13**.
  - Select 'Always' and press 'Enter' key.
  - Select 'Cancel' and press 'Enter' key.

To cancel Call Forward When Not Registered - Scheduled for each Time Zone,

- Lift handset.
  - Press DSS key assigned to Call Forward-When Not Registered (if configured).
- OR
- Dial **\*13**.
  - Select the desired time-zone 'Working Hours'/'Break Hours'/'Non-Working Hours', and press 'Enter' key.
  - Select 'Cancel' and press 'Enter' key.

To cancel All Call Forward When Not Registered,

- Press DSS key assigned to Call Forward-When Not Registered (if configured).
- OR
- Dial **\*13**.
  - Select 'Cancel Call Forward' and press 'Enter' key.

## Call Privilege

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Hotels need to have facility whereby they can control calling permissions for their guests according to their clientele. Hotel A may decide to allow only local calls from the room phones, whereas Hotel B may decide to allow international calls from the room phones.

To augment this, hotels also need to have a facility to set the calling permissions on a guest-by-guest basis. Guest A may want to make only local calls from his room phone, whereas Guest B may want to make long-distance calls from his room phone. The hotel operator should be able to do this at the time of check-in as well as after check-in on the guest's request.

PRASAR UCS offers the feature 'Call Privilege' to meet these requirements.

With this feature,

- The hotel administration, at the time of installation or thereafter, can ask the Installer/System Engineer to configure the PRASAR UCS to allow Internal Calls only Or Local calls Or Regional Calls, Or National Calls Or International Calls Or All calls from the room phones. These settings are known as 'Preset Call Privilege'.
- Also, the Operator at the time of check-in or after check-in can set/change Calling Permissions for each phone (guest room and administration phones), that is, allow or restrict outgoing Local, Regional, National International or All Calls, on a guest-by-guest basis.

The types of Call Privileges that can be set for guest room phones are:

- **No Calls:** Dialing of all external numbers is restricted. Only internal (extension-to-extension) calls are allowed<sup>22</sup>.
- **Local Calls:** Dialing of outgoing calls to Local area numbers, in addition to internal calls, is allowed. It is possible to restrict calls to certain local numbers.
- **Regional Calls:** Dialing of outgoing calls to regional numbers is allowed, in addition to internal calls. It is possible to restrict calls to certain regions.
- **National Calls:** Dialing of domestic, long-distance numbers within the country is allowed, in addition to internal calls. You can also restrict calls to certain parts of the country.
- **All Calls:** Dialing of all types of numbers - local, regional, national, international- is allowed, without any restriction.

The Call Privilege feature uses *Toll Control* to implement call restrictions. This is how it works:

- Each of the above Call Privilege types is mapped to a Toll Control Level from 0 to 3, in the Station Basic Feature Template applied to the guest room phones.
- For each Toll Control Level from 0 to 3, a 'Call Privilege' is defined, and corresponding number strings to be allowed and denied are configured for the Call Privilege type. For example, for Call Privilege Local Calls, the Local Numbers are configured, similarly for Call Privilege types Regional calls, National Calls

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22. Calls to other guest room phones can be restricted using "Call Block" feature.

and International Calls, the corresponding 'Regional Numbers', 'National Numbers' and 'International Numbers' must be configured.

- With the Toll Control Level configured, whenever a call is made from the guest room phone, PRASAR UCS applies the Toll Control Level (that is, the Call Privilege and Number Lists) configured for the phones in the Station Basic Feature Template or the Call Privilege set for the guest room phones by the Front Desk.
- PRASAR UCS checks the Toll Control Level assigned to the guest room phone (in its Station Basic Feature Template). It then checks the 'Call Privilege' defined in the Toll Control Level, and then checks the corresponding Number strings configured for the Call Privilege.

For example, the guest room phone has Toll Control Level 1, and the Call Privilege type in Toll Control Level 1 is defined as 'National Calls', the system will check the 'National Numbers' strings configured.

The PRASAR UCS compares the each digit of the dialed number string with the number strings configured as Allowed and Denied Number strings for each Call Privilege type (local, regional, national and international), using the following logic:

| Allowed Numbers | Denied Numbers | Result       |
|-----------------|----------------|--------------|
| match found     | match found    | Call allowed |
| match found     | no match found | Call allowed |
| no match found  | no match found | Call allowed |
| no match found  | match found    | Call denied  |

- The call is allowed to be made, if the dialed number:
  - matches with Allowed Numbers and the Denied Numbers.
  - matches with Allowed Numbers, but not with the Denied Numbers.
  - matches with neither the Allowed nor the Denied Number strings.
- The call is restricted, if the dialed number matches with a Denied Number, but not with any Allowed Number.

## Preset Call Privilege

The system allows the Hotel flexibility to predefine the type of Call Privilege to be assigned to the guest room phones according to their occupancy status, which can later be changed on guest to guest basis if required.

For example: All rooms that are vacant are assigned 'Call Privilege-Preset Vacant', which is by default set to 'No Calls' (only internal calls are allowed).

All rooms that are occupied are assigned 'Call Privilege-Preset Occupied', which is by default set to 'All Calls'.

Thus, no outgoing calls are allowed from guest rooms when the room is vacant and all numbers are allowed to be dialed when the room is occupied.

However, at the time of check-in, if the guest is to be assigned different call privilege other than 'Preset Occupied', the Front Desk/Operator can change the Call Privilege to 'National' or 'All' calls, as desired by the guest or as per the Hotel's policy.

When the guest is checked-out, the Call Privilege of the room is turned back to 'Preset Vacant', that is, no outgoing calls are allowed.

With the Preset Call Privilege applied for various occupancy states, the task of the Operator becomes easier, as s/he is required to change the Call Privilege for fewer guests, that is, only those who request a different Call Privilege.

The System Engineer shall consult the Hotel Management and set the 'Call Privilege-Preset Vacant' and 'Call Privilege-Preset Occupied' as required by them.

For occupancy states 'Reserved' and 'Guaranteed', the Call Privilege 'Preset Vacant' is applied.

The system also provides for a Preset Call Privilege When Call Budget Consumed. The Hotel can decide the type of calling permission to be allowed (e.g.: No Calls or Local Calls only) to guests who have exhausted their Call Budget amount.

This calling permission can be configured as the Preset Call Privilege When Call Budget Expires.

For example, if Call Privilege 'No Calls' is configured as 'Preset Call Privilege When Call Budget Expires', no outgoing calls will be allowed when a guest exhausts his/her Call Budget Amount.

If the guest is allocated a new Call Budget amount, the Call Privilege allowed to him/her before the call budget consumed, will get effective again.

By default, Preset Call Privilege when Call Budget Expires is 'No Calls' only.



- When *"Guest VIP Status"* is changed from Guest-In to Guest-Out, the Call Privilege of the room phone(s) changes to 'Preset Vacant'.
- When Guest status is changed from Guest-Out to Guest-In, the Call Privilege of the room phone/s is changed back to the value assigned to the guest before the Guest-Out was performed<sup>23</sup>.
- For this feature to work, the System Engineer/Installer must
  - Consult the Hotel Management and configure the Allowed and Denied Numbers for each Call Privilege Type, that is, Local, Regional, National Numbers and International Numbers, as decided with Hotel Management.
  - Configure Preset Call Privilege for Vacant, Occupied and when Call Budget Expires condition, as desired by the Hotel Management.
- Both guests and Operator will be able to dial Emergency numbers<sup>24</sup> always, regardless of Call Privilege. PRASAR UCS provides for a separate configuration of Emergency Numbers, which remain unaffected by the Call Privilege allowed to phones. Refer the section 'Emergency Dialing' in the PRASAR UCS System Manual.

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23. If the Operator has not changed the Call Privilege for that room phone, the call privilege will be set to 'Preset Occupied' on Guest-In.

24. To dial the Emergency Number 911, you must purchase the E911 license. For details, refer to License Management in the PRASAR UCS System Manual.

## Configuring Call Privilege

Call Privilege involves the configuration of the Local, Regional and National numbers. This can be done using SE web pages.

### Configuring Allowed and Denied Numbers

The System Engineer/Installer must configure the lists of Local Numbers, Regional Numbers, National and International Numbers.

The System Engineer/Installer is recommended to prepare two-column tables each, as shown below, for Local, Regional, National and International numbers on paper or using a computer, before beginning with the configuration. The tables may have the below format:

List of Local Numbers

| Sr. No. | Allowed List | Denied List |
|---------|--------------|-------------|
| 1       |              |             |
| 2       |              |             |
| :       |              |             |
| :       |              |             |
| 999     |              |             |

List of Regional Numbers

| Sr. No. | Allowed List | Denied List |
|---------|--------------|-------------|
| 1       |              |             |
| 2       |              |             |
| :       |              |             |
| :       |              |             |
| 999     |              |             |

List of National Numbers

| Sr. No. | Allowed List | Denied List |
|---------|--------------|-------------|
| 1       |              |             |
| 2       |              |             |
| :       |              |             |
| :       |              |             |
| 999     |              |             |

## List of International Numbers

| Sr. No. | Allowed List | Denied List |
|---------|--------------|-------------|
| 1       |              |             |
| 2       |              |             |
| :       |              |             |
| :       |              |             |
| 999     |              |             |

On one column of each list, write down the numbers you want to permit. On the other column write down the numbers you want to restrict.

Each of these lists has the capacity of 999 entries.

To configure the Number Lists strings using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **Regional Settings**.
- Click the respective link you want to configure.

## Local Numbers

- Click the **Local Numbers** link to open the page. Enter the local numbers that are permitted to be dialed in the **Allowed Numbers** and the numbers that are to be restricted (long distance/international) in the **Denied Numbers**. You may enter as many as 999 numbers in each list.
- Click **Submit** at the bottom of the page to save the entries.

## Regional Numbers

- Click the **Regional Numbers** link to open the page.
- Enter the regional area numbers that are permitted to be dialed in the **Allowed Numbers** and the numbers that are to be restricted in the **Denied Numbers**.
- Make sure that you configure Regional Call Privilege such that Local Numbers also get allowed, whereas National and International Numbers are denied.
- Click **Submit** at the bottom of the page to save the entries.

## National Numbers

- Click the **National Numbers** link to open the page.
- Enter the long distance numbers within the country that are to be permitted in the **Allowed Numbers** and the numbers that are to be restricted in the **Denied Numbers**.
- Make sure that the National Numbers also include Local and Regional numbers so that these are allowed to be dialed.
- Click **Submit** at the bottom of the page to save the entries.

## International Numbers

- Click the **International Numbers** link to open the page.
- Enter the overseas numbers that are to be permitted in the **Allowed Numbers** and the numbers that are to be restricted in the **Denied Numbers**.



- Make sure that the International Numbers also include Local, Regional and National numbers so that these are allowed to be dialed.
- Click **Submit** at the bottom of the page to save the entries.

## Configuring Preset Call Privilege

To configure Preset Call Privilege using SE web pages:

- Login as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters** to open the page.

- Set the desired values for:
  - Preset Call Privilege when Occupancy Status - Occupied (default: All Calls)
  - Preset Call Privilege when Occupancy Status - Vacant (default: No Calls)
  - Preset Call Privilege when Call Budget Expires (default: No Calls)
- Click **Submit** to save changes.

## Setting Call Privilege for Guests

At the time of check-in, the Preset Call Privilege will be applied to the room phone. The Operator may assign a different Call Privilege to guests, as desired by them.

The Operator can change the preset Call Privilege to the calling permission desired by the guest,

- at the Time of check-in.
- any time during their stay.

The Call Privilege can be changed for a guest at any time during the stay, using:

- Front Desk User Mode

- SA Command from IP Phone

## Using Front Desk User Mode

- Log in as Front Desk User.
- In the left-side panel, click **Guest Search**.
- Search Guest by Guest Number/Room Number/Phone Number.
- Click **Submit**.

The **Guest Services** form for the particular guest will open. Under **Guest Privilege**, change the Call Privilege as required.

The screenshot shows a web-based form titled 'Guest Services'. On the left is a sidebar menu with options like 'Check-In', 'Guest Search', 'Room Status', etc. The main area is titled 'Guest Privilege' and shows details for a guest with 'Phone Number : 3005' and 'Phone Name : Goodfellow'. The 'Call Privilege' dropdown menu is open, showing options: 'All Calls' (selected), 'Local Calls', 'National Calls', and 'No Calls'. Other fields include 'Message Wait' (set to 'Message Wait'), 'Do Not Disturb' (set to 'OFF'), 'Allot Call Budget (₹)' (empty), 'Call Budget Allotted/Used (₹)' (1000/0.00), 'Guest Presence' (set to 'Yes'), 'Occupancy Status' (set to 'Occupied'), 'Clean Status' (set to 'Clean'), 'Voice Mail Notification' (empty), and 'Guest Group' (set to '99'). A 'Submit' button is located at the bottom right of the form.

- Click **Submit** to save change.

## Using SA Command from IP Phone

Using DSS Key (if assigned by SE):

- Press DSS key assigned for 'Call Privilege - Remote' key.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room number or the Phone number as the case may be<sup>25</sup>.
- Select the desired Call Privilege level:
  - All<sup>26</sup>
  - Local<sup>27</sup>
  - National<sup>28</sup>
  - No Calls<sup>29</sup>
- Press 'Enter' key.
- You get a text message showing Call Privilege assigned to the Room/Phone number and confirmation tone.

25. Dial Room number if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.

26. When you select 'All', Toll Control Level 0 will be applied on this phone.

27. When you select 'Local', Toll Control Level 1 will be set on this phone.

28. When you select 'National', Toll Control Level 2 will be applied on this phone.

29. When you select 'No Calls', Toll Control Level 3 will be applied on this phone.

Using Command:

- Pickup the Handset. (It is assumed that the Operator is in SA mode)
- Dial **1072-002**.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room number or the Phone number as the case may be<sup>30</sup>.
- Select the desired Call Privilege level:
  - All
  - Local
  - National
  - No Calls
- Press 'Enter' key.
- You get a text message showing Call Privilege assigned to the Room/Phone number and confirmation tone.



- *Call Privilege varies by Check-In profile of the guests.*
- *If the Check-In profile is Single, the same Call Privilege assigned at the time of check-in is applied to all the phones in the room. If Operator changes the Call Privilege of an individual phone in the room, the same is applied on the rest of the room phones.*
- *If the Check-In profile is Family, on check-in, Call Privileges assigned to the guest is applied for all phones in the room. However, the call privilege of individual phones can be changed, if required. The call privilege changed for any room phone, will not affect the call privileges of the rest of the room phones.*
- *If Check-In profile is Budget, call privilege is applicable on the specific phone only.*

## Viewing Call Privilege set for Guests

The Operator can view Call Privilege of a guest from the Front Desk User mode only. The operator can view Call Privilege of individual Guests on the **Guest Services** page of each guest.

The Operator can also view Call Privilege of all guest phones from the 'Room Status' from the Front Desk User mode.

To view Call Privilege assigned to guest using Room Status:

- Login as Front Desk User.

---

30. Dial Room number if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.

- In the left-side panel, click **Room Status**.

Check-In  
Check-Out  
Guest Search  
Guest Status  
Room Status  
Call Budget  
Wakeup Alarm  
Wakeup Call Log  
Reminder  
Reprint Check-Out Report  
Guest Shift  
Delete Checked-Out Calls  
Call Forward For All Rooms  
Call Block  
Hotel-Motel Activity Log

### Room Status

List
All
Rooms having occupancy status
Occupied
and clean status
Clean

List Down

- Select the following search criteria:
- Room Type = All
- Occupancy status = Occupied
- Clean status = Select 'Any' or the desired clean status option (clean, dirty, out of service, maid present).
- Click the **List Down** button.

The Call Privilege of rooms will appear in the format of the **Room Status Report**.

| Check-In<br>Check-Out<br>Guest Search<br>Guest Status<br>Room Status<br>Call Budget<br>Wakeup Alarm<br>Wakeup Call Log<br>Reminder<br>Reprint Check-Out Report<br>Guest Shift<br>Delete Checked-Out Calls<br>Call Forward - All Rooms<br>Call Block<br>Hotel-Motel Activity Log | Room Status |                  |              |                  |                |              |                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------|--------------|------------------|----------------|--------------|----------------|
|                                                                                                                                                                                                                                                                                 | Room Number | Check-In Profile | Phone Number | Occupancy Status | Guest Presence | Clean Status | Call Privilege |
|                                                                                                                                                                                                                                                                                 | 303         | Single           | 3003         | Occupied         | Guest-In       | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                 | 304         | Single           | 3004         | Occupied         | Guest-In       | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                 | 305         | Family           | 3005         | Occupied         | Guest-In       | Clean        | All Calls      |

# Check-In

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When a guest is checked in, the PRASAR UCS performs the following check-in tasks for each guest:

- Changes room Occupancy status to 'Occupied'.
- Changes room Clean status to 'Clean'.
- Changes guest presence to 'Guest In'.
- Sets Call Privilege 'Preset Occupied'.
- Sets Call Forward Preset for the Guest phone (to Voice Mail as per default preset or to destination configured by Installer).
- Applies the Call Budget (the default preset '9999' or the amount set as default by the Installer).
- Sets Call Budget Consumed amount to '00'.
- Assigns a Mailbox and you can post a Welcome Message into the Mailbox of the guest at the time of Check-In.
- Changes Guest Group of Room phone to 'Preset Occupied'.
- Sets Guest VIP Status as 'Non-VIP'.
- Applies Phone Ringing Pattern (default preset or the default set by the Installer for the particular room).
- Cancels Message Wait, DND, all Wake-up Calls and Reminders set for the previous guest.
- Transfers the Message of the previous guests mailbox to the General Mailbox or to delete them, as per the option you select.
- Clears Last Caller Number from Recall, Missed Call List and Call Count (number of calls made from the guest room by previous guest).
- Disables Calling Line Identification Restriction (CLIR).

There are two ways to perform a check-in:

- Using the Check-In Form of the Front Desk User.
- Dialing SA Commands from IP Phone.

Each of these two modes of check-in requires a set of inputs.

## Guest Check-In with Check-In Form

When check-in is performed using the Check-In form of the Front Desk User, the following parameters must be set:

- **Guest Number:** This number is automatically generated at every successful check-in. The number cannot be changed. The guest number can be used to call the guest directly without the Operator's intervention (Direct Inward Dialing). It can also be used to search, check-out guests. Default: Non-editable field.
- **Guest Title:** This is the title by which the guest is to be addressed, e.g.: Mr., Mrs., Ms., Dr., Cmdr., Prof., etc. Along with the Name, the title appears on the display of the Operator/Administration phones, and on the Check-Out Reports. Default: Blank.
- **Guest Name:** The name of the guest. With the guest Title, the name will appear on the display of the Operator/Administration phones and on the Check-Out Reports. Default: Blank.



*If the parameter **Overwrite Guest Name over Station Name**, has been disabled, whenever calls are made by guests, the extension name will appear on the display of the Operator/Administration phones. For more information see, "[Guest Name and Title](#)".*

- **Guest VIP Status:** From the options 'VIP' and 'Non-VIP', VIP status can be selected if the guest being checked-in is to be given special attention or preferential treatment. Calls from the guest room designated as 'VIP' will be given priority in landing on the Operator's extension. Default Guest VIP status: Non-VIP.
- **Check-In Profile:** There are three check-in profile options:
  - *Single* - When only one person occupies a room.
  - *Family* - When more than one person occupies a room, but a common bill is to be generated. E.g.: a family checking into a suite.
  - *Budget* - When more than one person occupies a room, but each is to be billed separately. E.g.: a dormitory style room, or a suite partitioned into single rooms.
- **Room Number:** This is the Room Number, in which the guest is to be checked-in. This field is enabled on the form, only when the Check-in Profile of the guest is defined as either 'Single' or 'Family'.
- **Extension Number (Phone Number):** This is the Phone Number which will be assigned to the guest. This field is enabled on the form, only when the Check-in Profile of the guest is defined as 'Budget'.
- **Mailbox:** The guest can be assigned a mailbox to forward all calls made to the guest. By default, all guests are assigned a mailbox. If no mailbox is to be given to the guest, select 'No'.

If you have assigned a mailbox to the guest while Check-in, you can post a Welcome Message in the Mailbox of the guest.

- **Phone Ringing Pattern:** This is the sequence in which the phones in a room will ring when a call is received on them. There are four ringing patterns:
  - *First Only* - only the first phone<sup>31</sup> in the room will ring.
  - *Simultaneous* - all phones in the room will ring.
  - *One by One* - all phones will ring one after the other in rotation for 15 seconds each.
  - *Stepped* - the first phone in the room will ring for the first 15 seconds. For the next 16-30 seconds the first and second phone will ring. For the next 31-45 seconds, the first, second and third phone will ring. For the next 46-60 seconds the first, second, third and fourth phone in the room will ring.
  - *All after first* - one phone in the room will ring for 15 seconds, after which all phones in the room will ring simultaneously.

Phone Ringing Pattern is applicable only if the Check-In profile is 'Single' or 'Family'.

Default preset Phone Ringing Pattern: First Only.

The Installer can change the phone ringing pattern of the room phones, if so desired by the Hotel Administration. The Operator can set different ringing patterns on a guest-by-guest basis.

- **Call Budget:** It is the credit limit which is set for the guest to make calls. Default: 9999. This amount can be changed by the Installer as per the practice of the Hotel. The amount set by the Installer will be the default call budget for all guests. The default amount set by the Installer can also be changed by the Operator on a guest-by-guest basis.
- **Call Privilege:** There are four Call Privilege options to allow to guests:
  - *No Calls* - disallows all outgoing calls.
  - *Local Calls* - allows only calls within the local area.
  - *National Calls* - allows local, regional, as well as long distance calls within the country.

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31. *'First Phone' is the phone configured as phone #1 in the room. The System Engineer is advised to place Phone #1 close to the bed.*

- *All Calls* - allows all outgoing calls, that is, local, regional, national and international, without any restriction.

Default Call Privilege: All Calls.

- **Guest Group:** There are three Guest Groups to which the guest can be assigned, to restrict room-to-room calls.
    - *Guest Group 00:* guest can make calls only to the Administration phones.
    - *Guest Group 99:* guest can make calls to all administration and room phones.
    - *Guest Group 01 to 98:* guest can make calls to the administration phones and to guest rooms within the same guest group. The calling options between guest groups can be configured as per your requirement. For details, refer to [“Configuring the System with the SA Web Pages”](#).
- Default Guest Group: 99.

## Guest Check-In with SA Command

When you perform a check-in using SA commands, you can enter the following information from the Phone Menu of IP Phone:

- The Check-In Profile (Single, Family, Budget)
- The Room Number or the Phone Number
- Guest Title
- Guest Name
- Call Privilege

The system will automatically apply the Preset Call Budget and Mailbox assignment, the default VIP Status (Non-VIP status) and Phone Ringing Pattern.

If the preset values of any of these parameters is to be changed or other services such as Alarms, Reminders, Do Not Disturb are to be set for the guest, it must be done from the 'Guest Services' form of the Front Desk User mode. Refer the topic [“Front Desk User”](#) for instructions on how to use this mode.

There are hotels which may not want to use any of the above Check-In options. For example, some hotels may not want to use the Guest Title field or different Check-In Profiles for their guests. For such hotels, it is possible to customize the Check-In menu of the phone such that only those Check-In parameters required by the hotel appear on the menu, making the check-in operation easier for the Front Desk.



- *Check-In requires alphanumeric dialing for the Guest Name and Title, which is possible only on an IP Phone.*
- *The system will allow check-in of a room or a phone, only if its state is 'Vacant' and 'Clean'.*

*However, it is possible to have the system check in a guest into a room, without checking its clean status. For this, the Installer must enable the 'Allow Check-In in Dirty Room?' flag in the Hotel Parameters page of the SE web pages.*

*When this flag is enabled, a guest can be checked into a room regardless of its room clean status. If this flag is disabled, a guest can be checked into a room only if its status is 'clean'.*

*By default this flag is disabled.*

- *Regardless of whether this flag is enabled or disabled, check-in is allowed only if the room occupancy is 'Vacant'.*

- *Guests can be checked in without using either the Check-In Form of the Front Desk User or Check-In SA commands. This can be done by changing the Occupancy status of the room or the phone on which the guest is to be checked in.*
- *The configuration involved in the Check-In feature are:*
  - *enabling/disabling the flag 'Allow Check-In in Dirty Room?' in the Hotel Parameters.*
  - *enabling/disabling the Check-In Profile parameters.*

## Configuring Check-In Parameters

The System Engineer may enable the flag 'Allow Check-In in Dirty Room?' in the Hotel Parameters, if the Hotel wants to allow guests to be checked into rooms that have not been cleaned.

The System Engineer may customize the Check-In menu of the IP Phone by removing any of the following check-in parameters:

- **Check-In Profile:** This parameter may be removed if the hotel uses the same Check-In Profile (Single, Family, Budget) for all the rooms. If you remove this parameter from the Check-In menu, you must configure the 'Preset Check-In Profile'.
- **Guest Title:** This parameter may be removed if the hotel does not prefer to affix a title for its guests.
- **Guest Name:** This parameter may be removed if the hotel wants the flexibility to allow the Front Desk to check-in as guest using an IP Phone.
- **Call Privilege:** This parameter may be removed if the hotel wants to allow the Front Desk to set a different Call Privilege for the guest at the time of check-in. When you remove this parameter from the menu, the value of the 'Preset Call Privilege When Occupancy Status- Occupied' will be applied.

If the Call Privilege is part of the IP Phone menu, the Call Privilege shall be applied as selected by the Front Desk personnel.

The Check-In parameters can be configured using SE web pages.

To configure Check-In parameters using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters** to open the page.



| Hotel Parameters                       |                                     |
|----------------------------------------|-------------------------------------|
| <b>Basic Parameters</b>                |                                     |
| Allow Check-In in Dirty Room           | <input type="checkbox"/>            |
| Overwrite Guest Name over Station Name | <input checked="" type="checkbox"/> |
| Destination Port for Hotel Reports     | None ▼                              |
| Destination IP Address                 | <input type="text"/>                |
| Port                                   | 00514                               |
| Print Check-Out Report at Check-Out    | <input checked="" type="checkbox"/> |



- To allow Check-In into a Dirty Room, select the check box **Allow Check-In in Dirty Room**.
- To retain or remove the following Check-In parameters from the IP Phone menu, select/clear the respective check boxes:

The screenshot shows the 'Hotel Settings' window with a sidebar on the left containing a tree view of settings categories: Hotel Parameters, Key Template, Least Cost Routing (LCR), Network Parameters, and others. The 'Hotel Parameters' category is expanded, showing sub-items like 'Hotel-Motel Activity Log', 'PMS Interface', 'Room Type', 'Room Number', and 'Room - Phone Mapping'. The main content area is titled 'Check-In Profile' and contains several configuration options:

| Check-In Profile                    |                                     |
|-------------------------------------|-------------------------------------|
| Ask Check-In Profile while Check-In | <input checked="" type="checkbox"/> |
| Ask Guest Title while Check-In      | <input checked="" type="checkbox"/> |
| Ask Guest Name while Check-In       | <input checked="" type="checkbox"/> |
| Ask Call Privilege while Check-In   | <input type="checkbox"/>            |
| Preset Check-In Profile             | Single                              |

| Others                                                                                 |                                     |
|----------------------------------------------------------------------------------------|-------------------------------------|
| Assign Mailbox at Check-In                                                             | <input checked="" type="checkbox"/> |
| To Transfer the Message to the General Mailbox or to delete it at the time of Checkout | Delete Message                      |
| To post Check-In Welcome Message to the Mailbox of the guest at the time of Check-In   | Enable                              |
| Automatically generate Abbreviated Name                                                | <input type="checkbox"/>            |
| Maximum length for auto generated Abbreviated Name                                     | 3                                   |

At the bottom of the form are two buttons: 'Submit' and 'Default'.

- *Check-In Profile*: Select/clear the check box **Ask Check-In Profile while Check-In**. Default: Check-In Profile is included in the check-in menu of the IP Phone.
- *Guest Title*: Select/clear the check box **Ask Guest Title while Check-In**. Default: Guest Title is included in the check-in menu of the IP Phone.
- *Guest Name*: Select/clear the check box **Ask Guest Name while Check-In**. Default: Guest Name is included in the check-in menu of the IP Phone.
- *Call Privilege*: Select/clear the check box **Ask Call Privilege while Check-In**. Default: Call Privilege is not included in the check-in menu of the IP Phone.
- *Assign Mailbox at Check-In*: Clear the check box **Assign Mailbox at Check-In**, if you do not want the system to assign a check box at Check-In. By default, a mailbox is assigned to all the guests. This option is also included in the check-in menu of the IP Phone.
- *Welcome Message in Mailbox*: Select the check box **To post Check-In Welcome Message to the Mailbox**, if you want the system to post a welcome message in the mailbox of the guest at the time of Check-In.
- Click **Submit** at the bottom of the page to save your setting.
- Log out or continue, as required.

## Performing Check-In

As mentioned earlier, guests can be checked in using:

- Check-In form of the Front Desk User
- SA commands

## Using Front Desk User

Before checking in a guest, the Operator must first refer Room Status to find out whether the Room Type required by the guest is available, that is, 'Vacant' and 'Clean'.

Refer [“Front Desk User”](#) for instructions on checking in guests.



*If PMS Type 2 or Type 3 (Micro Opera) is being used with PRASAR UCS, the system will not allow check-in or check-out from the Front Desk User. Refer the topic [“PMS Interface”](#) to know more.*

## Using SA commands from IP Phone

First, find out whether the [“Room Types”](#) required by the guest is 'Vacant' and 'Clean'.

- Use the [“Guest Search”](#) feature to find out occupancy and clean status of the desired Room Type.
- Note the Room Number and the Phone Number of the available Room Type.

Using DSS key:

- Press the 'Check-In' Key.
- You get the Check-In Profile Options:
  - Single
  - Family
  - Budget
- Scroll to select the desired Check-In Profile.
- Press 'Enter' key.
- You get the text message 'Enter Room Number', if Check-In Profile selected is Single or Family.
- You get the text message 'Enter Phone Number', if Check-In Profile selected is Budget.
- Enter Room Number or Phone Number as applicable.
- You get the text message 'Enter Guest Title'.
- Enter Guest Title, max. 8 characters.
- Press 'Enter' key, if Guest Title is less than 8 characters.
- You get the message 'Enter Guest Name'.
- Enter the name of the guest, max. 18 characters.
- Press 'Enter' key, if Guest Name is less than 18 characters.
- Select the desired Call Privilege<sup>32</sup>: No calls, Local calls, National calls, International calls, All calls.
- Press 'Enter' key.
- You get a confirmation tone and message for the successful Check-In, with the 'Guest Number' generated for the Checked-In guest.

Using Command:

- Pick up the handset. (it is assumed that the Operator is in SA mode)
- Dial **1072-901**.
- You get the Check-In Profile Options:
  - Single
  - Family
  - Budget
- Scroll to select the desired Check-In Profile.
- Press 'Enter' key.
- You get the text message 'Enter Room Number', if Check-In Profile selected is Single or Family.
- You get the text message 'Enter Phone Number', if Check-In Profile selected is Budget.
- Enter Room Number or Phone Number as applicable.
- You get the text message 'Enter Guest Title'.
- Enter Guest Title, max. 8 characters. Press 'Enter' key, if Guest Title is less than 8 characters.

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32. This option will appear on your IP Phone menu only if it has been included the Check-In parameters.

- You get the message 'Enter Guest Name'.
- Enter the name of the guest, maximum 18 characters. Press 'Enter' key, if Guest Name is less than 18 characters.
- You get a confirmation tone and a confirmatory text message with 'Guest Number' generated for the checked-in guest.

To change Call Budget amount, Guest VIP Status, set Wake-up Calls, Reminders, Do Not Disturb, etc., use either the 'Guest Services' form of the Front Desk User, or refer the respective feature description.



- *It is also possible to check-in guests by changing room occupancy status to occupied, instead of using the Check-in commands.*
- *If check-in is to be performed by changing the Occupancy status to 'Occupied',*
  - *For guests with Check-In profile 'Single' or 'Family', the Operator must change 'Room Occupancy' status to 'Occupied'.*
  - *For guests with Check-In profile Budget, the Operator must change the 'Phone Occupancy' status to 'Occupied'.*

## Check-In Profile

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PRASAR UCS is designed to meet the requirements of a variety of hospitality establishments like hotels, resorts, motels, halls of residence, serviced apartments, hospitals, etc. These hospitality establishments differ in the type of accommodation they provide: single, double, triple rooms, suites, family room, shared rooms with/without bunk beds in dormitory style, cottage, chalet, and so forth. The rooms are further graded as budget, standard, superior, deluxe rooms; junior, executive, luxury, premier, presidential suites, etc.

While hotels have well-defined accommodation types and services, often they need flexibility in room assignment and usage of the telephones in the rooms by guests.

Generally, in hotels, single guests are accommodated in single rooms; two or more guests are accommodated in double room with extra bed/triple room, or a suite. Each room may have single phone or multiple phones. In such cases, guests are billed for the type of room they occupy and the telephone usage.

In hospitals, patients are accommodated in standard/special wards (multi-bed rooms) or private/special rooms, or suites, depending on the patient's health condition, duration of stay, and personal preferences. Wards have multiple beds and may have a telephone for each bed. Patients are charged for bed occupancy and telephone usage. Private/special rooms or suites may have multiple phones and more than one room. Patients are charged for room occupancy and telephone usage.

However, practical experiences of hotels and hospitals show that room availability and guest/patient preferences are two factors that demand flexibility in room assignment and telephone usage. Consider the following examples:

1. A single guest is to be checked in, but single rooms are not available. The hotel wants to offer a suite room.
2. A single guest wants to occupy a multiple-bed room (double room/family room/suite).
3. Multiple guests want to occupy a single room, but want to be billed together. Each guest also wants to use a room phone as per their convenience. One guest wants to set DND on his phone, the other wants to receive calls, the third wants to set a Wake-up call/Reminder.

A private/special room/suite in a hospital, may have more than one room and bed, but occupied by a single patient (and their attendants). This patient should be checked into a room not the bed they are occupying. Further, the patient and the attending family member/relative would like to use a room phone as per their convenience. For example, the patient would like to rest undisturbed for extended hours, whereas the attendant would like to rise early in the morning to make other arrangements for the patient, etc.

4. The hotel wants to rent out suite rooms as independent single rooms during off-season/ slack business period, or as a special offer or package deal. A hospital may have to accommodate patients into private/special/suite rooms, due to non-availability of beds in multi-bed wards.
5. In a dormitory style accommodation there are multiple beds and multiple phones in a large room. Each guest is to be checked in to the same room, but billed individually. In such cases, guests need to be billed for the occupancy of the bed and telephone usage. Similarly, a 'ward' is a large room with multiple beds. Each bed may be provided with a telephone. Patients should be checked into a bed and not the room. Also, the hospital needs to keep track of the occupancy status and the clean status of each bed, instead of the entire room.

The Check-In Profile feature of the PRASAR UCS provides the flexibility in room assignment required in each of the above examples.

The Check-In Profile allows guest(s) to be checked-in to a room irrespective of its accommodation capacity, that is, Room Type defined by the hotel/hospital.

There are three types of Check-In Profile that can be assigned to a room:

- **Single:** to be assigned to a room, when only one person occupies the room. The room may have single bed and single telephone, or may have multiple beds, multiple rooms and multiple phones.

If there are multiple phones in the room, any feature set on one phone will be applied on all phones in the room.

Thus when a single guest is checked in into a suite room or a single patient is checked into a private room/special room/suite, with the Check-In Profile 'Single', the room will be treated as a single room by the system. The system will deny any subsequent check-in into the room. Features like DND and Call Forward set by the guest from any of the phones in the suite room will be applicable on all the phones in the room (that is, suite).

- **Family:** to be assigned to a room, when more than one person occupies the room, but is billed together. The room has multiple beds (multiple beds in multiple rooms as in a suite) and multiple phones.

If there are multiple phones in the room, any feature set on one phone will be applied on that phone only.

Thus when multiple guests want to occupy a room with common billing, they can be checked into a room with the Check-In Profile as 'Family'. Each guest in that room can use a room phone as per their convenience. For example, one guest can set DND on his/her phone, the DND will be set on that phone only. Other phones in the room can continue to receive calls. Similarly, if another guest in the room sets a Wake-up call/Reminder on his/her phone, the wake-up call/reminder will ring on that phone only. However, a single, common bill will be generated for telephone usage from all room phones.

Even multiple guests can be checked in with Check-In Profile as 'Family' in a single room with a single bed and single phone.

Private/special rooms or suites occupied by a single patient and their attendants can be checked in as 'Family'. Patients and their attendants can use the room phones as per their convenience. A common bill will be generated for usage of all room phones.

- **Budget:** to be assigned to a room when more than one person occupies the room, but is to be billed individually. The room has multiple beds, a telephone for each bed.

When the Check-In profile 'Budget' is selected for a guest, the guest is checked-into a 'phone' in the room. Any feature set on any of the phones in the room will be applied on that phone only.

Thus when more than one guests are to occupy a room (double/triple room or suite or a dormitory style room), but pay individually, they can be checked into the room with the Check-In Profile as 'Budget'. The hotel can partition suite rooms temporarily into single rooms by checking in guests as 'Budget'.

Similarly, hospitals can accommodate patients into private/special/suite rooms, when beds in multi-bed wards are not available, by checking in the patients as 'Budget'. Each guest/patient in that room can use a room phone as per their convenience. For example, the Wake-up call/Reminder, DND, Call Forward, set by one guest/patient on his/her phone will be set on that phone only. A separate bill will be generated for telephone usage of each phone (bed) in the room. For this, however, the room in which the guest checked into must have a phone for each guest/patient. Also, the guest/patient can use only one phone in the room.

For example, a suite has two rooms, each room has three phones. Now, when the suite is partitioned into single rooms, only one phone in the room can be used by the guest/patient.



- *No specific configuration is required for this feature to work.*
- *The Check-In Profile is to be selected at the time of checking in a guest. This can be done using the Check-In form of the Front Desk User as well as issuing SA commands.*
- *When a guest is checked in as 'Single', the Operator must enter the room number, as this type of check-in is based on room number. The system will not allow any other guest to be checked-into the same room number till the room is occupied by the current guest.*
- *When guests are checked in as 'Family', the Operator must enter the room number, as this type of check-in is also based on room number. The system will not allow subsequent check-in into the same room number till the room is occupied by the current guests.*
- *When guests are checked in as 'Budget', the Operator must enter the phone number, as this type of check-in is based on phone number. The system will allow subsequent check-in into the same room, provided the subsequent check-in is also by phone number, that is, the Check-In Profile is 'Budget'.*
- *The Check-In Profile cannot be changed once the room/phone (bed) is occupied.*

# Check-Out

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When a guest is checked-out, PRASAR UCS automatically:

- Prints Check-out Report<sup>33</sup>.
- Changes room Occupancy status to 'Vacant'.
- Changes room Clean status to 'Dirty'.
- Changes Guest Group of room phone to 'Preset Vacant'.
- Changes Guest VIP status to 'Non-VIP'. (if changed)
- Sets Call Privilege to 'Preset Vacant'.
- Sets Call Budget allocated to '0'.
- Cancels Do Not Disturb (DND), Wake-up Calls, Reminders, Hotline, Auto Answer, Auto Call Back, Auto Redial, Trunk Reservation, Call Forward set for the guest.
- Clears Redial List, Missed Call List, Last Caller Number from Recall, Call Count (number of calls made from the guest room), Call Budget Consumed.
- Transfers the Message from the guests mailbox to the General Mailbox or to delete them, as per the option you select, when a new guest is checked-in the same room.
- Disables CLIR.
- Denies routing of incoming calls directly to the room using DDI, Auto Attendant and CLI Based Routing.

However, to allow check-out reports to be reprinted later, the system, will retain

- the Guest Name and Title.
- the Call Records of the checked-out guests.

The Guest Name and Title are retained until the next guest check-in.

Call Records of the checked-out guest remain stored in the SMDR Buffer, until they are deleted manually or automatically when the SMDR buffer is filled to capacity.

Refer the topic [“Deleting Call Records of Checked-Out Guests”](#).

The check-out of each guest is recorded in the [“Hotel-Motel Activity Log”](#).

## Check-Out Report

When a guest is checked out of a room, the report is displayed on your computer screen and you can print the Check-Out Report for the guest.

The Check-Out Report contains the following information:

- Name of the Hotel, Room number, date and time of the check-out on the top line.
- Guest ID.
- Guest Name.
- [“Check-Out Serial Number”](#).
- Check-In and Check-Out date and time.
- Outgoing call details (Calls made from the room phone with the trunk type, destination number, date and time, duration, units, and amount).
- Total number of calls made.
- Total duration of calls.

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33. If automatic printing of Check-Out Reports is configured by the Installer.

- Sum total.

It is possible to reprint the check-out report at a later stage.

## Check-Out Serial Number

At every check-out the system generates and assigns a Serial Number for every check-out. The serial number is printed on the Check-Out Report. This number is generated sequentially by the system and roll over from 9999 to 0000. The number cannot be changed or manipulated.

The Check-out serial numbers are cleared whenever default settings are reloaded in the system.



- *For the Check-Out feature, no special configuration is required, except*
  - *selecting the 'Print Check-Out Report at Check-Out' check box in Hotel Parameters.*
  - *defining the Destination Port for printing the Check-Out Report.*
- *Check-out can be performed by changing the occupancy state of the room/phone to 'Vacant'.*

## Configuring Check-Out Report Parameters

The Check-Out Report can be viewed on your computer screen and the same can be printed using the local printer connected to the PC.

The Check-Out reports can also be printed on the Ethernet (LAN/WAN) or USB to COM Port.

For printing Check-Out Reports on the Ethernet (LAN/WAN) or USB to COM Port, the Installer should

- assign a Ethernet Port as the **Destination Port for Hotel Reports**.
- if you select USB to COM port, configure the **Communication Ports** parameters.
- if you select Ethernet, configure the **Destination IP Address** and **Port**.
- select the **Print Check-Out report at Check-Out** check box.

This can be done using SE web pages.



*The settings<sup>34</sup> of the USB to COM Port of the PRASAR UCS should match with those of the Computer connected to it. Refer the chapter, "[Communication Ports](#)", for instructions on configuring communication port parameters.*

To assign the Destination Port for Hotel Reports and to enable automatic printing of Check-Out Reports using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Setting**.
- Click **Hotel Parameters** to open the page.
- Go to **Destination Port of Hotel Reports** and select the Ethernet or USB to COM Port to be assigned.

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34. Speed/Baud Rate, Data Bits, Parity.



- If you select Ethernet, enter the Destination IP Address and Port. Both IPv4 and IPv6 addresses are supported.

- Select the **Print Check-Out Report at Check-Out** check box.
- In **To Transfer the Message to the General Mailbox or to delete it at the time of Checkout**, select the desired option, **Delete Message** or **Transfer Message**

The system thus transfers the message from the guests mailbox to the General Mailbox or deletes the messages at the time of Checkout.

- Click **Submit** at the bottom of the page to save changes.

## Performing a Check-Out

A check-out can be performed from

- Front Desk User
- SA Command from IP Phone

### Using Front Desk User

- Log into Front Desk User.
- In the left-side panel, click the **Guest Status** form.
- On the Guest Status form, using the name of the guest who is to be checked out, find the corresponding room/phone number and the guest number.

If the guest has been checked in as Single or Family, the room number will appear on the Guest Status page. If the guest has been checked in as Budget, the phone number will appear on the Guest Status page.

- In the left-side panel, click **Check-Out** to open the form.

- You can check-out the guest by entering the guest number, the room number or the phone number.
- Click **Check-out**.

The Check-out will be performed by the system and the Check-out report will be displayed on your screen.

| SrN | STN | AuC | TRK | Called No. | DATE | TIME | DUR | UNIT | AMOUNT | R |
|-----|-----|-----|-----|------------|------|------|-----|------|--------|---|
|-----|-----|-----|-----|------------|------|------|-----|------|--------|---|

- The Check-Out Report will be printed on the destination port, if assigned by SE.



*To print reports on the destination port as soon as a check-out is performed, you must select the **Print Check-Out Report at Check-Out** check box and configure the **Destination Port for Hotel Reports**.*

- Click the **Print** button, to print the report on the local printer connected to the computer.



*To print the reports on the local printer only, select **None** as the **Destination Port for Hotel Reports** and clear the **Print Check-Out Report at Check-Out** check box.*

To check out guests using SA command:

- First find out the room/phone number or the guest number of the guest to be checked out using the Guest Status form in the Front Desk User. Guest Status can be viewed only on the Front Desk User.

## Using SA Command from IP Phone

Using DSS Key:

- Press the 'Check-Out' Key.
- You get a text message 'Enter Room number/Phone number/Guest number'.
- Enter the Room Number or the Phone Number or the Guest Number to be checked out.
- Press 'Enter' key.

Using Command:

- Pick up the handset. (it is assumed that the Operator is in the SA mode)
- Dial **1072-902**.
- You get a text message 'Enter Room number/Phone number/Guest number'.
- Enter the Room Number/Phone Number or Guest Number.
- Press the 'Enter' Key.
- You get a confirmatory text message and a confirmation tone.



- *The system will not perform a check-out if Printing Check-Out Report on Check-Out is enabled, but no destination port is defined for printing the report. If using the Front Desk User, an Error message will pop up informing the Operator that no Communication port is assigned. If using SA command, the Operator will get an Error tone.*
- *It is possible to check-out guests by changing the Occupancy status to 'Vacant'. When the occupancy status is changed to 'Vacant' the system will check-out the room and print the Check-Out report. For this, the destination port must be assigned for printing the report and the automatic Check-Out report printing flag must be enabled.*
- *If Check-Out is to be performed by changing the Occupancy status to 'Vacant',*
  - *For guests with Check-In profile Single or Family, the Operator must change 'Room Occupancy' status to 'Vacant'.*
  - *For guests with Check-In profile 'Budget', the Operator must change the 'Phone Occupancy' status to 'Vacant'.*

## Re-Printing Check-Out Reports

While the Check-Out Report is automatically printed at each guest check out, it is possible to reprint the report for any guest at a later stage.

Check-Out Reports can be reprinted using:

- Front Desk User
- SA Command from IP Phone

### Using Front Desk User

- Log into Front Desk User.

- In the left-side panel, click the **Reprint Check-Out Report**.

- Enter Room Number if the guest was checked in as Single or Family.
- Enter Phone Number if the guest was checked in as Budget.

OR

- Enter Guest Number, if you know it.
- Click **Submit**, if you want to print the report on the destination port as assigned by you.

 *To re-print reports on the destination port, you must configure the **Destination Port for Hotel Reports**.*

- Click **View**, the Check-out report will be displayed on your screen.

| SrN | STN | AuC | TRK | Called No. | DATE | TIME | DUR | UNIT | AMOUNT | R |
|-----|-----|-----|-----|------------|------|------|-----|------|--------|---|
|-----|-----|-----|-----|------------|------|------|-----|------|--------|---|

- Click **Print**, to print the report on the local printer connected to the computer.

 *To print reports on the local printer only, select **None** as the **Destination Port for Hotel Reports** and clear the **Print Check-Out Report at Check-Out** check box.*

## Using SA Command from IP Phone

Using DSS Key:

- Press the 'Reprint Check-Out Report' Key (if assigned by SE).
- You get a text message 'Enter Room number/Phone number/Guest number.'
- Enter the Room Number or the Phone Number or the Guest Number for whom the report is to be reprinted<sup>35</sup>.
- Press 'Enter' key.

Using Command:

- Pick up the handset. (it is assumed that the Operator is in the SA mode)
- Dial **1072-911**.
- You get a text message 'Enter Room number/Phone number/Guest number.'
- Enter the Room Number or the Phone Number or the Guest Number for whom the report is to be reprinted.
- Press the 'Enter' Key.
- You get a confirmatory text message and a confirmation tone.

## Deleting Call Records of Checked-Out Guests

When guests are checked out of their rooms, their phone bills are settled with the Check-out reports.

Before printing the check-out report, the system scans the SMDR buffer and prints the details of the calls made from the extension of the guest who is being checked out.

The records of these calls remain stored in the SMDR buffer, even after the check-out reports have been printed. This is to allow reprinting of the call records of checked-out guests, whenever required later.

The call records of a checked-out guest room phone will remain stored in the SMDR buffer until manually deleted or until the SMDR buffer is filled to capacity<sup>36</sup>, in which case the previous call records will be replaced by the recent ones.

The Operator can delete outgoing call records of checked-out guests using:

- Front Desk User
- SA Command from IP Phone

### Using Front Desk User

- Log into the Front Desk User.

---

35. Enter Room Number if the guest was checked in as Single or Family. Enter Phone Number if the guest was checked in as Budget. Enter Guest Number, if you know it.

36. The PRASAR UCS has a capacity of storing records of 6000 outgoing calls, 4999 incoming calls, and 4999 internal calls in its SMDR buffer. One outgoing call occupies one record space in the SMDR buffer. Once the SMDR buffer is full, the next call is stored in place of the oldest call in the SMDR buffer, using what is called the 'First In First Out' logic. The SMDR buffer data is maintained even during power failures. Nevertheless, you are advised to either print call records regularly or to transfer and store SMDR data on a computer, to avoid inadvertent loss of the SMDR records.

- In the left-side panel, click **Delete Checked-Out Calls**.

- Enter the range of Phone numbers whose outgoing call records are to be deleted.
- If you want to delete records of a single phone number, enter the same number in both **To** and **From** fields.

- Click **Submit** to delete records.

## Using SA Command from IP Phone

Using DSS Key:

- Press the 'Delete Checked-Out Calls' key (if assigned by SE).
- You get the text message to enter the phone number.
- Enter 10 digits Phone Number. If number is fewer than 10 digits, use leading zero. E.g.: enter phone number 301 as 000301.  
If you are deleting the checked-out call records from range of phones, enter the first phone number in the range.
- Enter 10 digits Phone Number. Use leading zero if number is fewer than 10 digits.  
If you are deleting the checked-out call records from range of phones, enter the last phone number in the range.  
If you are deleting the checked-out call records from particular phone, enter the same phone number again.

## Clean Status

---

The Hotel Administration needs to monitor the condition of rooms in terms of cleanliness and functioning, to be able to organize housekeeping and repair/maintenance work and rent out rooms efficiently.

PRASAR UCS offers the feature 'Clean Status' to meet this requirement. This housekeeping feature helps the Hotel Administration to keep track of the state of the rooms in terms of cleanliness, that is, which of the rooms are dirty, clean, clean but not inspected, and in terms of functioning, that is, rooms that are out-of-service<sup>37</sup>.

The room clean status options offered by the system are:

- Maid Present
- Dirty
- Clean
- Inspection Pending
- Out of Service
- Occupied/Clean
- Occupied/Dirty
- Vacant/Clean
- Vacant/Dirty

Room clean status can be changed by the Operator remotely from the Front Desk and by the Maid from the guest room phone.

This is how the feature works:

- After every guest Check-Out, the system automatically changes the clean status of the room to 'Dirty'.
- The Operator sends the "Maid" to tidy the room.
- The maid enters the room.
- She calls the Operator to inform about her presence in the room. The Operator changes the clean status of the Room to 'Maid Present'.

Or

- She dials the 'Maid Present' code from the guest room phone. The system will change the clean status of the room from Dirty to Maid in Room.
- The maid cleans the room.
- She calls the Operator to inform that the room is clean. The Operator changes the clean status of the room to 'Clean'.

Or

- She dials the 'Clean' code from the guest room phone. The system changes the clean status from Maid in room to 'Clean'.
- The maid leaves the room.

The following scenarios are also possible:

1. *The Hotel has the practice of having rooms inspected before certifying them as clean.*
  - The maid is in the room and has cleaned the room.

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37. Rooms in which appliances and fixtures such as air-conditioner, TV, lights, fan, faucets, window screen/curtain, room phone, door lock, and so forth are not functioning.

- She calls the Operator to inform the room is to be inspected. The Operator changes the clean status of the room to 'Inspection Pending'.

Or

- She dials the code for 'Inspection Pending' from the guest room phone. The system changes the clean status to 'Inspection Pending'.
- She leaves the room.
- The Operator sends the supervisory staff for inspection.
- The supervisory staff inspects the room.
- Supervisory staff calls the Operator to change the status to 'Clean'.

Or

- Supervisory staff dials the 'Clean' code from the guest room phone.

## 2. *The maid cannot clean the room.*

This is likely to happen if the guest is present in the room and does not want the room to be cleaned, or wants it to be cleaned later, or allows the room to be cleaned only partially, or for any other reason.

- The maid is in the room.
- She calls the Operator to inform that the room could not be cleaned and she must leave. The Operator must change the clean status of the room to 'Dirty'.

Or

- She dials the code for 'Dirty' from the guest room phone. The system changes the clean status from Maid Present to 'Dirty'.
- She leaves the room.

## 3. *The maid has found that an appliance or fixture in the room is not working or needs repair.*

- The maid is in the room.
- She dials the code for 'Out of Service'. The system changes the clean status to 'Out of Service'. The system will not allow this room to be checked in until the status is changed to 'Clean' after the maintenance staff has carried out the repair.

Or

- She calls the Operator to inform about the non-functioning appliances or fixtures. The Operator can decide whether to change the status to 'Out of Service' or to 'Dirty'.



- *The Operator can set status of a checked-in room to 'Dirty', when the guest requests room clean.*
- *The Operator can set the system to automatically turn all the occupied rooms, to 'Dirty' at a particular time daily, using the function Scheduled Change of Room Clean Status.*
- *The Operator can change the room clean status from the Front Desk, only when s/he is informed by the maid. So, the Operator is dependent on the maid and the supervisory staff for changing clean status indicators from the Front Desk. The Hotel Administration must ensure that its staff is trained to use this feature.*



- No specific configuration is required for this feature to work, if being used by the Operator from the Front Desk.

## Changing Clean Status

Room clean status can be changed by

- The Operator, from the Front Desk
- The Maid from the Guest Room

Refer the topic “[Maid](#)” to know how clean status can be changed from the guest room.

Room clean status can be changed by the Operator using

- Front Desk User
- SA Command from IP Phone

## Using Front Desk User

- Log into Front Desk User.
- Open **Guest Search** form.
- Search Guest by Guest Number/Room Number/Phone Number.

- Click **Submit**.
- The **Guest Services** form for the particular guest will open.

- Under **Room Profile**, select the appropriate **Clean Status** option from the combo box.

The screenshot shows a web form titled "Guest Privilege" for a room with Phone Number 3001 and Phone Name GoodFellow. The form contains several sections:
 

- Message Wait:** Includes a "Message Wait" button, a status "Message Wait is not Set.", and a "Clear Message Wait" button.
- Do Not Disturb:** A dropdown menu currently set to "OFF".
- Set DND with text message:** A dropdown menu currently set to "Do Not Disturb".
- Allot Call Budget (₹):** An input field.
- Guest Presence:** A dropdown menu currently set to "Yes".
- Call Budget Allotted/Used (₹):** An input field showing "9999/0.00".
- Occupancy Status:** A dropdown menu currently set to "Occupied".
- Call Privilege:** A dropdown menu currently set to "All Calls".
- Clean Status:** A dropdown menu currently set to "Dirty". A mouse cursor is clicking on the dropdown arrow, which has opened a list of options: "Maid Present", "Dirty" (highlighted in blue), "Clean", "Inspection Pending", "Out of Service", "Occupied/Clean", "Occupied/Dirty", "Vacant/Clean", and "Vacant/Dirty".
- Mailbox:** A dropdown menu currently set to "Yes".
- Voice Mail Notification:** A dropdown menu.
- Mailbox Language:** A dropdown menu currently set to "English".
- Guest Group:** A dropdown menu.
- Submit:** A button at the bottom center.
- Call Forward:** A section with three radio button options:
  - ☐ Forward all Calls to Voice Mail Unconditionally
  - ☐ Forward all Calls, Unconditionally to Phone
  - ☐ Forward all Calls, Unconditionally to External Number
 Below these is a "Call Forward" button and the text "Call Forward is not Set."

- Click **Submit** to save change.

## Using SA Command from IP Phone

Using DSS Key:

- Press the 'Change Room Clean Status' Key.
- Enter the Room/Phone Number<sup>38</sup>.
- Scroll to select the desired option from:
  - 'Maid Present'.
  - 'Dirty'
  - 'Clean'
  - 'To be Inspected'
  - 'Out of Service'
  - 'Occupied/Clean'
  - 'Occupied/Dirty'
  - 'Vacant/Clean'
  - 'Vacant/Dirty'
- Press 'Enter' key.

Using Command:

- Pickup the handset. (It is assumed that the Operator is in SA mode)
- Dial **1072-909**.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room or the Phone number as the case may be.
- You get menu having the following options:
  - 'Maid Present'.
  - 'Dirty'

38. Dial Room or Phone number if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.

- 'Clean'
- 'To be Inspected'
- 'Out of Service'
- 'Occupied/Clean'
- 'Occupied/Dirty'
- 'Vacant/Clean'
- 'Vacant/Dirty'
- Scroll to select the desired option.
- Press 'Enter' key to assign desired clean status.
- You get a confirmatory text message showing status set for the Room/Phone number along with confirmation tone.

The Operator can use the feature Scheduled Change of Room Clean Status, to change automatically the status of all occupied rooms in the hotel to 'Dirty' at a particular time every day.

This can be done by issuing the following SA commands from IP Phone:

To enable Scheduled Change of Room Clean Status:

- Dial **1072-043-1**

To set time for Scheduled Change of Room Clean Status:

- Dial **1072-044-HHMM** (time in hours and minutes)

To disable Scheduled Change of Room Clean Status:

- Dial **1072-043-0**

## Viewing Room Clean Status

The Operator can view clean status of rooms from the Front Desk User only. The Operator can view Room Clean Status of *individual* guests on the **Guest Services** form using **Guest Search**. The operator can view clean status of *all* guest rooms in the hotel from **Room Status** form of the Front Desk User.

To view Clean Status using Room Status:

- Log into the Front Desk User.
- Open the **Room Status** form.

- Select the following search criteria:
  - Room Type = All
  - Occupancy status = Any
  - Clean status = Select 'Any' or the desired clean status option (clean, dirty, out of service, maid present, occupied/clean, occupied/dirty, vacant/clean, vacant/dirty).

- Click the 'List Down' button.

| Check-In<br>Check-Out<br>Guest Search<br>Guest Status<br>Room Status<br>Call Budget<br>Wakeup Alarm<br>Wakeup Call Log<br>Reminder<br>Reprint Check-Out Report<br>Guest Shift<br>Delete Checked-Out Calls<br>Call Forward - All Rooms<br>Call Block<br>Hotel-Motel Activity Log | Room Status |                  |              |                  |                |              |                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------|--------------|------------------|----------------|--------------|----------------|
|                                                                                                                                                                                                                                                                                 | Room Number | Check-In Profile | Phone Number | Occupancy Status | Guest Presence | Clean Status | Call Privilege |
|                                                                                                                                                                                                                                                                                 | 301         | Single           | 3001         | Vacant           |                | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                 | 302         | Single           | 3002         | Vacant           |                | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                 | 303         | Single           | 3003         | Occupied         | Guest-In       | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                 | 304         | Single           | 3004         | Vacant           |                | Dirty        | No Calls       |
|                                                                                                                                                                                                                                                                                 | 305         | Family           | 3005         | Occupied         | Guest-In       | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                 | 306         | Single           | 3006         | Vacant           |                | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                 | 307         | Single           | 3007         | Vacant           |                | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                 | 308         | Single           | 3008         | Vacant           |                | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                 | 309         | Single           | 3009         | Vacant           |                | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                 | 400         | Single           | 3010         | Vacant           |                | Clean        | All Calls      |



- If check-in profile = Single or Family, Clean Status set by Maid and the Operator will be applicable to the room as well as to all phones in the room.
- If check-in profile = Budget, Clean Status set by Maid and the Operator will be applicable to the guest phone only.

# Customer Profile

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The two main applications of the PRASAR UCS are:

- Enterprise application to meet the communication requirements of businesses.
- Hospitality application to meet the specific requirements of Hotels and Hospitals.

In addition to a host of common UC features, there is a distinct set of in-built features for each of the above applications. When PRASAR UCS is to be installed in any of the two application scenarios, the 'Customer Profile' - whether the user is an Enterprise or a Hotel-must be defined at the time of installation.

When the Customer Profile is defined, all features specific to the application Enterprise/Hotel, along with their default settings will be loaded.

By default, the Customer Profile of PRASAR UCS is defined as 'Enterprise'. To set up the system in a Hotel/Hospital, the Customer Profile must be changed to 'Hotel' by the Installer.

When the Customer Profile is changed to 'Hotel', the system will be turned to the 'Hotel' mode and the default values of the following parameters will be loaded<sup>39</sup>:

1. **Time Tables:** In all the 8 Time Tables, the Working Hours for all days of the week are set as to 00:00 to 23:59. The Break Hours are set to 00 hours and 00 minutes. Thus 'Working Hours' remain the Time Zone for all days of the week.
2. **Station Type:** All stations are designated as 'Guest' stations. Administration stations are to be identified by the Installer.
3. **Station Basic Feature Template:** Guest stations and Administration stations are assigned Template Number 45.
4. **Station Advanced Feature Template:** Template Number 50 will be assigned to all Guest as well as Administration stations.
5. **Station Name Pattern:** From the following options for Station Name pattern, Option 6 (Title - Space - Name) will be selected.

| Option | Meaning                                |
|--------|----------------------------------------|
| 1      | Title - Space-First Name - Space- Name |
| 2      | First Name only                        |
| 3      | Name only                              |
| 4      | First Name - Space - Name              |
| 5      | Title - Space - Name                   |
| 6      | Title - Space - Name                   |

Title = Mr., Ms. Dr., Prof., Cmdr., Rev., etc.

Name = Last name/family name/surname

First Name = Given name

---

39. However, default values for other configurable parameters will remain unchanged.

 The combination of Title and First Name will only be applicable for Micros Opera PMS Interface.

6. **Access Codes:** the following default Access Codes are prefixed with \*, for all region codes:
  - Floor Service = **\*38**
  - Voice Guided Alarm = **\*163**
  - Voice Guided Reminder = **\*164**
  - Voice Mail Group = **\*3931**
  - Set Message Wait = **\*1076**
  - Retrieve New Message = **\*1077**
7. **Trunk Feature Template:** Template Number 01 is assigned to all the SIP trunks.
8. **Routing Group:** in all the three time zones, Routing Group **#1** is assigned as Trunk Landing Group in Trunk Feature Template 01.

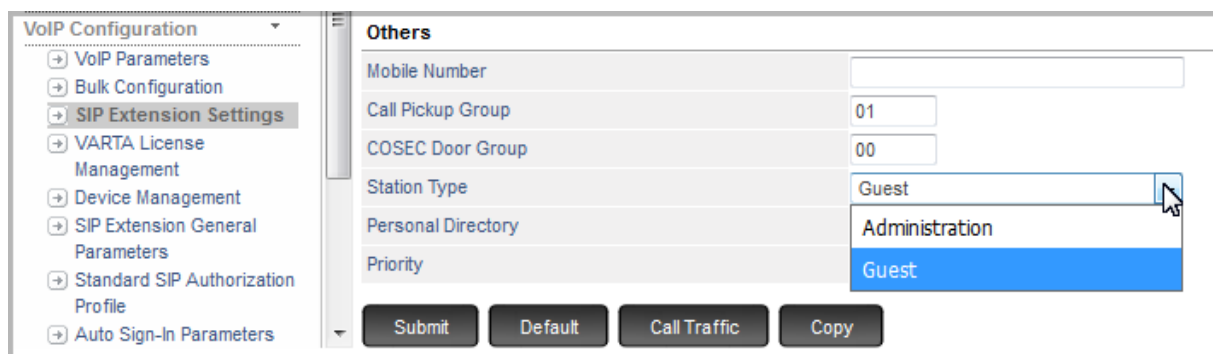
## Configuring Customer Profile

Customer Profile can be changed using SE Web pages.

-  *If the Installer uses SE web pages to change the Customer Profile, s/he should identify Guest and Administration Stations, before changing the Customer Profile.*
- Guest and Administration stations are to be identified by configuring the 'Station Type' for SIP Extensions.*

To configure Station Type using SE web pages:

- Login as System Engineer.
- For SIP Extensions,
  - Under **Configuration**, click **VoIP Configuration**.
  - Click **SIP Extension Settings**.
  - Click the Advance button.
  - Go to the Parameter, **Station Type**, and select the desired station type from the combo box.



- Repeat this step to identify Station Type for all other SIP Extensions.
- Click **Submit** at the bottom of the page to save changes.

Now, to change Customer Profile using SE web pages:

- Login as System Engineer.

- Under **Configuration**, click **System Parameters** to open the page.

| System Parameters                                  |                                            |
|----------------------------------------------------|--------------------------------------------|
| System Parameters                                  |                                            |
| Customer Profile                                   | Hotel                                      |
| Station Name Pattern                               | Enterprise                                 |
| Default Call Hold Type                             | Hotel                                      |
| Store Internal Calls in Missed Call Log            | <input checked="" type="checkbox"/>        |
| Store Internal Calls in Dialed Call Log            | <input checked="" type="checkbox"/>        |
| Store Internal Calls in Answered Call Log          | <input checked="" type="checkbox"/>        |
| Store Internal Calls in Redial Call Log            | <input type="checkbox"/>                   |
| Play MOH to Queued Internal Calls on SIP Extension | <input type="checkbox"/>                   |
| Day/Night Mode                                     | Operate System as per Timetable assignment |

- Go to the option **Customer Profile**.
- Select the option **Hotel** in the combo box of the option **Customer Profile**.
- Click **Submit** at the bottom of the page to save changes.

## Do Not Disturb

---

At times, guests do not want to be disturbed. Often the main sources of disturbance for the guest in a room are Hotel staff and Telephone Ring. The Hotel administration provides 'Do Not Disturb' tags which the guests can put on the door. The Hotel administration seeks a way of restricting the calls to the guests.

The PRASAR UCS offers a feature viz. Do Not Disturb (DND) to accomplish this requirement. The guests can set DND on their room phone by dialing a code/pressing a key or can ask the Operator to set DND on their room phone.

Using DND guests can restrict—all calls, internal calls (calls from other room phones and administration phones) or external calls. However, even if DND is set, guests can also route their incoming calls to an Intercept Destination. This destination can be the guests own mailbox or another extension. In this way, guests can ensure that they do not miss any important calls.

If required, when DND is set, a Stuttered Dial Tone can be played to the phone users for notification.

However, the following calls would continue:

- Wake-up calls
- Reminders
- Auto Call Back calls
- Emergency Reporting calls

Also the guest can:

- use all the features of the system
- make Outgoing calls and
- make Internal calls to other room phones and administration phones.

Guests can cancel DND by dialing a code/pressing a key or can ask the Operator to cancel DND on their room phone.

DND has two supplementary features— DND-Override and Privacy from DND-Override.

The 'Do Not Disturb' feature bars calls to the phone on which DND is set. The 'DND-Override' feature breaks this bar and allows the calls to land on the phone on which DND is set. Protection is also given to the phone on which DND-Override is attempted. If the phone on which DND-Override is attempted has 'Privacy from DND-Override' enabled, the calling phone shall not be able to Override the DND.

When a caller calls a phone on which DND is set, he/she gets Routing tone (Feature tone). The caller can dial DND-Override code. On dialing DND-Override code the call is placed on the called phone and the called phone starts ringing.

The DND-override feature works only if the calling phone has 'DND-Override' feature enabled in its CoS group.

DND-Override will not work if the called phone has 'Privacy from DND-Override' enabled in its Class of Service or if the called extension has opted for intercept routing.

So, using DND-Override feature, the users can be reached in case of some Emergency despite the DND set on the phone.



- *DND set on a guest room phone is canceled automatically on Guest Check-Out.*



- *The system supports only single-point DND with Intercept Destination, which means, if the destination phone has also set DND with Intercept Destination, the call will not follow the forwarding path.*

For this feature to work,

- select the “DND Call Type”.
- select the “Intercept Destination for DND”.
- select the “DND Text Message” as per your requirement.

## DND Call Type

The guest/Operator can select the type of calls to be restricted while enabling DND. They can select either All, Internal or External Calls.

## Intercept Destination for DND

If the guests want that the calls are attended to even if DND is set, System Engineer must configure the Intercept Destination for the guest. Incoming calls landing on the room phone that has set DND will be routed to the Intercept Destination. This destination can be the guests own mailbox or another extension.

## DND Text Message

A DND message is a short text message that appears on the caller’s phone display, when the room phone he/she is trying to reach has set DND. The DND message to be displayed is selected by the phone user while setting DND. The PRASAR UCS supports 9 different DND Text Messages, out of which 8 messages can be changed as per hotel requirement by the System Engineer. Guests can select and set on their phones any of the DND messages configured by the System Engineer.

DND with DND text message can be set by any IP Phone.



- *When DND and Call Forward-Unconditional are set on a guest phone, Call Forward is given priority.*
- *If any other type of Call Forward and DND are set on a guest phone, DND is given priority. However, if DND with Intercept Destination is set, it will not work.*

## Configuring 'DND'

### DND and DND-Override

By default, when Customer Profile of the system is selected as Hotel, the Station Basic Feature Template # 45 is assigned to all the guests' room phones and the administration phones as well.

The Station Basic Feature Template # 45 has DND enabled in the CoS groups applicable to it. Hence, guests can set/cancel DND on their own. The Operator can also set/cancel DND on his phone. However, this is seldom required.

Also, the Station Basic Feature Template # 45 has DND-Override disabled in the CoS groups applicable to it. Hence, one guest cannot override DND set on an other guest's room phone. Also, by default the Operator cannot override DND set on the guest phones. If required, the SE can enable DND-Override on the Operator phone. Privacy from DND-Override is disabled on guest phones as well as Operator phone.

In case 'Do Not Disturb' is to be denied to a room phone, follow these steps:

1. Define a CoS group with DND disabled.

2. Prepare a Station Basic Template with this CoS group applicable in all the time zones.
3. Assign this newly prepared Station Basic Feature Template to the room phone on which 'DND' is to be disabled.

In case 'DND-Override' is to be allowed to the Operator, follow these steps:

1. Define a CoS group with DND-Override enabled.
2. Prepare a Station Basic Template with this CoS group applicable in all the time zones.
3. Assign this newly prepared Station Basic Feature Template to the Operator phone on which 'DND-Override' is to be enabled.

## DND Text Messages

The System Engineer may configure the DND Text Message, as per the hotel requirements.

By default, 9 DND Text Messages are configured in the PRASAR UCS as listed below:

| Message # | DND Message      |
|-----------|------------------|
| 1         | Do Not Disturb   |
| 2         | Unavailable      |
| 3         | In a Meeting     |
| 4         | In a Conference  |
| 5         | Try on Mobile    |
| 6         | On Vacation      |
| 7         | On Business Trip |
| 8         | Out of Office    |
| 9         | With a Guest     |

Guests can use these default message options or the SA can also configure messages from 2 to 9 as per the guest preferences. The SE can configure DND Messages using SE Web pages.

## Using SE Web Pages

- Login as System Engineer.
- Under **Configuration**, click **System Parameters** page.

- Click **DND Text Messages** to expand.

The screenshot shows a web-based configuration interface. On the left is a sidebar menu with various system settings. The 'System Parameters' option is highlighted. The main content area shows the 'System Parameters' configuration page. Under the 'DND Text Message' section, there is a table with 9 rows. The first row is 'Do Not Disturb'. The other rows are 'Unavailable', 'In a Meeting', 'In a Conference', 'Try on Mobile', 'On Vacation', 'On Business Trip', 'Out of Office', and 'With a Guest'. Below the table are buttons for 'Publish Message', 'Greeting Message Time', and 'Custom Logo'. A 'Submit' button is at the bottom.

| Message No. | Message Text     |
|-------------|------------------|
| 1           | Do Not Disturb   |
| 2           | Unavailable      |
| 3           | In a Meeting     |
| 4           | In a Conference  |
| 5           | Try on Mobile    |
| 6           | On Vacation      |
| 7           | On Business Trip |
| 8           | Out of Office    |
| 9           | With a Guest     |

- All the default text messages appear in the DND message field. The SE may change the DND text messages 2 to 9 as per the guest preferences.
- Click 'Submit' to submit the changes.

## Stuttered Dial Tone

As per the hotel requirement, the System Engineer can configure the system to play Stuttered Dial Tone on the user phones when DND is set.

Refer the topic *System Parameters* in the PRASAR UCS System Manual for configuration instructions.

## Intercept Destination for DND

By default, when Customer Profile of the system is selected as Hotel, the Station Advanced Feature Template 50 is assigned to all the phones and in this template the Intercept Destination is configured as None.

The System Engineer can either configure the Intercept Destination in this template or select another template and customize it as per hotel requirement. Refer Station Advanced Feature Template in Configuring Extensions in the PRASAR UCS System Manual for configuration instructions.

## Setting Do Not Disturb

DND can be set/canceled:

- By the guest himself from the room phone using commands or DSS keys.
- By the Operator for the guest using Front Desk User, and SA Command.

## DND Set/Canceled by Operator

### Using Front Desk User

- Log into Front Desk User.
- Open **Guest Search** form.

The screenshot shows a web application interface. On the left is a vertical sidebar menu with the following items: Check-In, Check-Out, Guest Search, Guest Status, Room Status, Call Budget, Wakeup Alarm, Wakeup Call Log, Reminder, Reprint Check-Out Report, Guest Shift, Delete Checked-Out Calls, Call Forward For All Rooms, Call Block, and Hotel-Motel Activity Log. The 'Guest Search' item is highlighted. The main content area is titled 'Guest Search' and contains four radio button options: 'Guest Number', 'Guest Name', 'Room Number' (which is selected), and 'Phone Number'. Each option has an adjacent text input field. The 'Room Number' field contains the value '305'. Below these options is a 'Submit' button.

- Enter Guest/Room/Phone Number to reach the Guest Services page of particular Guest.

The screenshot shows the 'Guest Privilege' form. At the top, it displays 'Phone Number : 3005' and 'Phone Name : MR. GoodFellow'. The form is divided into two main columns of settings. The left column includes: 'Message Wait' (with a 'Message Wait' button), 'Do Not Disturb' (set to 'For All calls' with a dropdown arrow), 'Allot Call Budget (₹)' (set to 'OFF'), 'Call Budget Allotted/Used (₹)' (set to 'For All calls' with a dropdown arrow), 'Call Privilege' (set to 'For Internal Calls' with a dropdown arrow), 'Mailbox' (set to 'Yes' with a dropdown arrow), and 'Mailbox Language' (set to 'English' with a dropdown arrow). The right column includes: 'Message Wait is not Set.' (with a 'Clear Message Wait' button), 'Set DND with text message' (set to 'Do Not Disturb' with a dropdown arrow), 'Guest Presence' (set to 'Yes' with a dropdown arrow), 'Occupancy Status' (set to 'Occupied' with a dropdown arrow), 'Clean Status' (set to 'Dirty' with a dropdown arrow), 'Voice Mail Notification' (an empty text field), and 'Guest Group' (set to '99'). A 'Submit' button is located at the bottom center of the form.

- To Set DND,
  - Under **Guest Privilege**, to set **Do Not Disturb** select the type of calls for DND.
  - Click **Submit**.

- DND is set with the default DND text message 'Do Not Disturb'.

The screenshot shows the 'Guest Privilege' configuration interface. On the left is a sidebar with navigation links. The main area contains a form for a specific guest. The 'Set DND with text message' dropdown menu is open, displaying a list of DND messages. The 'Do Not Disturb' option is highlighted. Other options include 'Unavailable', 'In a Meeting', 'In a Conference', 'Try on Mobile', 'On Vacation', 'On Business Trip', 'Out of Office', and 'With a Guest'.

- To change the message, select the desired message in **Set DND with text message**.
- Click Submit.
- To cancel DND,
  - Under **Guest Privilege**, select **OFF** in **Do Not Disturb**.
  - DND is cancelled.

## Using SA Command from IP Phone

Using DSS Key:

- To set DND for the guest,
  - Press the key assigned to 'Set DND for Remote Station'.
  - Enter the Room Number/Phone Number<sup>40</sup>.
  - Scroll to select the type of call:
    - All calls
    - Internal calls
    - External calls
  - Press 'Enter' key.
  - You get a text message '**DND Set on <Room/Phone Number>**' and confirmation tone.
  - Go Idle or you get dial tone after confirmation tone.
- To cancel DND,
  - Press the key assigned to 'Set DND for Remote Station'.
  - Enter the Room Number/Phone Number.
  - Scroll to select the message 'Cancel DND'.
  - Press 'Enter' key.
  - You get a text message 'DND Canceled on <Room/Phone number>' and confirmation tone.
  - Go Idle or you get dial tone after confirmation tone.
- To select a DND Message,
  - Press the key assigned to 'Set DND for Remote Station'.
  - Enter the Room Number/Phone Number.
  - Scroll to select the option Set DND Message
  - The list of DND messages appear on the phone's display:

40. Dial Room Number if the Check-In Profile is Family or Single. dial Phone Number if Check-In Profile is Budget.

- Do Not Disturb
  - Unavailable
  - In a Meeting
  - In a Conference
  - Try on Mobile
  - On Vacation
  - On Business Trip
  - Out of Office
  - With a Guest
- Scroll to the desired option and press 'Enter' key.
  - You get a text message 'DND Set' on the phone's display and confirmation tone.
  - Go Idle or you get dial tone after the confirmation tone.

Using Command:

- To set DND for the guest,
  - Pick up the handset.
  - Dial **1072-001**.
  - Enter the Room Number/Phone Number<sup>41</sup>.
  - Scroll to select the type of call:
    - All calls
    - Internal calls
    - External calls
  - Press 'Enter' key.
  - You get a text message '**DND Set on <Room/Phone Number>**' and confirmation tone.
  - Go Idle or you get dial tone after confirmation tone.
- To select a DND Message,
  - Pick up the handset.
  - Dial **1072-001**.
  - Enter the Room Number/Phone Number.
  - Scroll to select the option Set DND Message
  - The list of DND messages appear on the phone's display:
    - Do Not Disturb
    - Unavailable
    - In a Meeting
    - In a Conference
    - Try on Mobile
    - On Vacation
    - On Business Trip
    - Out of Office
    - With a Guest
  - Scroll to the desired option and press 'Enter' key.
  - You get a text message 'DND Set' on the phone's display and confirmation tone.
  - Go Idle or you get dial tone after the confirmation tone.
- To cancel DND,
  - Pick up the handset.
  - Dial **1072-001**.

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41. Dial Room Number if the Check-In Profile is Family or Single. dial Phone Number if Check-In Profile is Budget.

- Enter the Room Number/Phone Number.
- Scroll to select 'Cancel DND'.
- Press 'Enter' key.
- You get a text message 'DND Canceled on <Room/Phone Number>' and confirmation tone.
- Replace Handset or you get dial tone after confirmation tone.

## **DND Set/Canceled by Guests**

### **Guests Using IP Phone**

To set DND,

- Press the 'DND' Key.
- OR
- Dial 18
- Scroll to select the type of call:
  - All calls
  - Internal calls
  - External calls
- Press 'Enter' key.
- You get a text message 'DND Set' on the phone's display and confirmation tone.

To select a DND Message,

- Press the 'DND' Key.
- OR
- Dial 18
- Scroll to select the Set DND Message option.
- The list of DND messages appear on the phone's display:
  - Do Not Disturb
  - Unavailable
  - In a Meeting
  - In a Conference
  - Try on Mobile
  - On Vacation
  - On Business Trip
  - Out of Office
  - With a Guest
- Scroll to the desired option and press 'Enter' key.
- You get a text message 'DND Set' on the phone's display and confirmation tone.
- Go Idle or you get dial tone after the confirmation tone.

To cancel DND,

- Press the DND Key again.
- The following options appear on the phone's display:
  - All calls
  - Internal calls
  - External calls
  - Cancel DND
- Select Cancel DND and press 'Enter' key.
- OR
- Dial 18-0
- You get a text message 'DND Cancelled' on the phone's display and confirmation tone.



- *If the check-in profile is Single, DND set for any phone in the room (by the guest or the operator) will be applicable to all the phones in the room.*
- *If the check-in profile is Family, DND set for a phone in the room (by the guest or the operator) will be applicable to that particular phone only. However, if the DND is set on the first phone<sup>42</sup>, DND will be set for all the rooms. Likewise, DND set by the Operator on the room will be applicable on all the phones in the room.*
- *If the check-in profile is Business, DND set for any phone in the room (by the guest or the operator) will be applicable to that phone only. It is not possible to set DND on room in this case.*

#### **Using DND-Override**

- Dial a Phone Number.
- You get routing beeps and a DND Notification message, if configured (and a DND Text message, if using IP Phone)
- Dial '4', the DND-Override Code, during the message or the routing tone.
- If your priority is higher or equal to that of the called phone, the call will be placed.
- The called extension will start ringing.
- You will get Ring Back tone.
- If the dialed phone is busy, you will get busy tone.

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42. *'First Phone' is the phone configured as phone #1 in the room. The System Engineer is advised to place phone #1 close to the bed.*



## DSS Call Pick-Up

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DSS Call Pick-Up is mainly used by the Operator to answer calls ringing on the guest room phones or incoming calls on trunks by just pressing the DSS Key assigned to the room phone/trunks. This feature can be accessed only from IP Phones.

To be able to use this feature a DSS Key with LED must be assigned to the desired guest room phones/trunks on the IP Phone of the Operator. The LED indicates different call states, such as Idle, Busy, Ringing and Hold. To know more about assigning DSS Keys, see 'DSS Keys Programming' in the *PRASAR UCS System Manual*.

PRASAR UCS offers two types of DSS Call Pick-Up:

- **DSS Call Pick-Up-Station** - internal or external calls ringing on any room phone, can be picked-up by pressing the DSS Key assigned to that room phone on the IP Phone of the Operator. The LED on the DSS key indicates that the extension is ringing.
- **DSS Call Pick-Up-Trunk** - incoming calls on any trunk can be picked-up by pressing the key assigned to that trunk on the IP Phone of the Operator. The LED on the DSS Key indicates that the trunk is ringing.



*DSS Call Pick-Up-Trunk is not applicable for SIP Trunks.*

## Configuring DSS Call Pick-Up

To use DSS Call Pick-up feature, you must:

- enable DSS Call Pick-up-Station and DSS Call Pick-up-Trunk in the Class of Service.
- assign this CoS to a Station Basic Feature Template.
- assigning the customized Station Basic Feature Template to the desired Operator phones.
- assign DSS Keys to the desired room phones and trunks on the Operator phones.

To configure DSS Call Pick-Up using SE web pages:

1. Log in as System Engineer.
2. Under **Configuration**, click **Station Basic Feature Template** to open the page.
3. Select an Stations Basic Feature Template number. (by default Template 45 is assigned to all the phones)
4. Click **Class of Service**.
5. Select a Class of Service Group number (by default Group 19 is assigned in all the Station Basic Feature Templates)
6. Enable **DSS Call Pick-up-Station** and **Call Pick-up-Trunk** in this CoS group.
7. Assign this Class of Service Group you now configured to the Station Basic Feature Template.
8. Apply the Template you now configured with the DSS Call Pick-up to the phones.

Refer the section **Class of Service** and **Station Basic Feature Template** in the *PRASAR UCS System Manual* for instructions to customize and apply the template to phones.

## How to use

### Operator using IP Phones

To use DSS Call Pick-Up-Station:

- When DSS key assigned to the room phone blinks fast in blue to indicate that the guest phone is ringing, press the DSS Key assigned to the room phone.
- Speech with the calling party.
- Talk.

To use DSS Call Pick-Up-Trunk:

- When the DSS key assigned to the trunk blinks in violet to indicate that there is an incoming call on the trunk, press the DSS Key assigned to the trunk.
- Speech with the calling party.
- Talk.

# Emergency Alarms Log

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*To dial the Emergency Number 911, you must purchase the E911 license. For details, refer to License Management in the PRASAR UCS System Manual.*

The PRASAR UCS supports dialing of Emergency number immediately without any blocking. When any guest dials an Emergency number, the system will hunt for a free trunk from the outgoing trunk bundle group to dial out the emergency number.

When an emergency number is dialed by any guest, the Operator can know from which guest phone the emergency call is being made. Whenever an Emergency call is made by any guest the system detects and reports it to the Operator extension.

The system provides you an option to select the landing destination for reporting calls. You can:

- select the Operator as the landing destination
- define a separate Emergency Reporting Group

To know more, refer to 'Emergency Detection and Reporting' in the *PRASAR UCS System Manual*.

The Emergency Reporting call must be acknowledged by the Emergency Reporting Group/Operator by pressing the enter key. If the Emergency call is not acknowledged, it is logged in the Emergency Alarms Log.

To view the log, the Emergency Reporting Group/Operator must assign a DSS key to Emergency Alarms Log. When an Emergency call is made by any guest, the LED of the DSS Key glows continuous red.

To view the log from any IP Phone,

- Press the DSS Key assigned to Emergency Alarms Log.
- A list of the last 20 unacknowledged Emergency calls appears with the following details:
  - Extension number from which the Emergency call was made.
  - Date and Time when the Emergency call was initiated from that Extension.
- Press the enter key to acknowledge the Emergency Call. The message "Emergency Acknowledged" appears on the screen.
- The system plays the Confirmation Tone followed by the Dial Tone.
- The acknowledged Emergency call is removed from the Emergency Alarms Log and is logged into the System Activity Log.



*To know more about the System Activity Log, refer to the topic System Activity Log under Feature and Facilities in the PRASAR UCS System Manual.*

## Floor Service

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The Floor Service feature allows you to provide a common access code to all guests in the Hotel, which they can dial to call floor service. Floor service can be any administration department in the hotel: room service, house keeping, or laundry.

Just as all guests can reach the Operator by dialing the common access code '9', they can reach the floor service by dialing a common access code, '38'. This is the default Floor Service access code, for all geographical regions where PRASAR UCS is installed.

This feature can be used in:

- Multi-storied hotels, which have floor service (room service, house keeping) for each floor. PRASAR UCS can be configured to land calls made by guests using the common access code '38' on the floor service extensions of their respective floors.
- Hotels having a centralized guest service, instead of one on each floor. PRASAR UCS can be configured to land calls made from all guest phones by dialing '38' on the common floor service extension(s).

For example, Hotel - The GoodLife Inn has 10 guest rooms on each floor, which are numbered from 101 to 110 on the first floor, 201 to 210 on the second floor, and 301 to 310 on the third floor. The floor service extensions are numbered as 112 on the first floor, 212 on the second floor and 312 on the third floor.

With the Floor Service configured for each floor, when the guest in room number 201 dials '38', the call will land on the service extension 212, assigned to room service on the second floor. Similarly, when the guest in room number 308 on the third floor dials '38', the call will land on the service extension 312.

If Hotel - The GoodLife Inn had a single floor service extension 112 for all guest rooms, with Floor service configured, all calls made from guest rooms by dialing '38' would land on extension 112 only.

## Configuring Floor Service

Configuring the Floor Service feature involves the following steps:

1. Creating a routing group for each floor. Include administration extensions of a floor in a routing group prepared for that floor.
2. Assigning the routing group (number) in the Floor Service feature in the Station Advanced Feature Template. Station Advanced Feature Template shall be different for each floor.
3. Applying the Station Advanced Feature Template (with the Floor service group configured) to the guest room extensions. This will assign the guest room extensions to the routing group configured in the Template.



*If the Hotel has centralized floor service, you only need to create a single Routing Group with service extensions, as required. This routing group number can be configured on a common Station Advanced Feature Template which will be applied to all the guest room extensions.*

Floor Service parameters can be configured using SE web pages.

To configure Floor Service using SE web pages,

- Login as System Engineer.

- Under **Configuration**, click **Routing Group**.
- Choose the Routing Group number you want to use as floor service group. By default, routing group number 31 is selected for Floor Service in Station Advance Feature Template 50.

| Member No. | Member Type   | Port Number | Voice Mail Auto Attendant (VMAA) Menu | Ring Timer (sec) | Continuous Ring          |
|------------|---------------|-------------|---------------------------------------|------------------|--------------------------|
| 1          | SIP Extension | 0001        | Working Hour                          | 015              | <input type="checkbox"/> |
| 2          | None          | 0000        | Working Hour                          | 015              | <input type="checkbox"/> |
| 3          | None          | 0000        | Working Hour                          | 015              | <input type="checkbox"/> |
| 4          | None          | 0000        | Working Hour                          | 015              | <input type="checkbox"/> |
| 5          | None          | 0000        | Working Hour                          | 015              | <input type="checkbox"/> |
| 6          | None          | 0000        | Working Hour                          | 015              | <input type="checkbox"/> |
| 7          | None          | 0000        | Working Hour                          | 015              | <input type="checkbox"/> |

You can also configure different routing groups for different floors. In each routing group you can configure maximum 32 service extensions as 'members'.

- For routing group to be used as floor service, configure the following parameters:
  - **Rotation:** Select this check box to enable the rotation of calls in the routing group which has multiple 'member' extensions. When enabled, each fresh call will land on the extension which is next to the one that received the last call. This ensures equal distribution of incoming calls to all the destinations within the routing group. This parameter has no relevance if the routing group has only one member extension.
  - **Member Type:** Select the 'Member Type' from the combo box.

Configure only as many extensions as you want in the routing group and set the remaining Member Types to 'None'.

For example: if you want to configure only one extension in the routing group, set the Member Type in the remaining columns (Member 02-Member 32) to 'None.'

- **Port Number:** Enter the software port number on which the administration extension is attached.
- **Ring Timer(s):** This timer defines the time for which the extension, on which the call lands, should ring. By default, the ring timer is set to 015 seconds and can be changed.
- **Continuous Ring:** Select this check box if you want an extension to ring continuously until the call is answered. The first extension will continue to ring even as the system hunts for other extensions in the routing group to land the call. If the call still remains unanswered, the system will return the call to the first extension once again. This parameter is of no relevance, if there is only one member extension in a routing group.
- Repeat the above steps to include other administration extensions in the routing group.

- Click **Submit** at the bottom of the page to save your settings.
- Click **Station Advanced Feature Template**.



*All administration extensions in the hotel are assigned the Station Advance Feature Template 50, by default. If the Hotel requires separate floor-service group for each floor, configure a separate Station Advance Feature Template for the guest room extensions of each floor.*

Station Advance Features Templates

Template No. 50

Name

± Caller ID On Call Transfer

± Call Forward

± Intercept Destination for DND

± DDI Routing

± Alarm Notification

± Call Taping

± SMDR Storage

± Walk Out

☐ Others

CDC Table 1

Route Global Directory Calls using OGTBG configured in Global Dir.

Department Billing Group 00

Floor Service Group 31

GPAX Charge Internal Calls

Assign Help Desk function

Do not allow outgoing calls without Account Code

Ringer LED

Submit

Default

- Select a Station Advanced Feature Template number to be assigned to the guest room extensions of a floor. E.g.: Template number 42 for guest room extensions **101-105** of the first floor, Template number 43 for extensions **201-205** of the second floor, Template number 44 for extensions **301-305**.
- Click **Others** to expand and configure **Floor Service Group** of the selected Template. Enter the Routing Group number you want to use as floor service group for that particular Station Advance Feature Template.
- Click **Submit** at the bottom of the page to save your settings.
- Now, apply the Station Advanced Feature Templates (with floor service routing groups configured) to the guest room extensions of the respective floors. E.g.: Template number 42 for guest room extensions **101-105**, Template number 43 for extensions **201-205**, and Template number 44 for extensions **301-305**.
- Click **SIP Extension Settings** on the left-side panel.
- Select the desired **SIP Extension** on which you want to apply the Template.

- Change the Template Number in the **Station Advanced Feature Template** as desired.
- Click **Submit** at the bottom of the page to save your settings.

## Using Floor Service

To be able to use floor service, guests may dial the Access Code defined for **Floor Service**. The default, Floor Service access code is **38**.



*Check with the Installer/System Engineer if this access code has been changed and dial the new access code obtained from the Installer/System Engineer.*

## Guest In, Guest Out

---

Hotel Administration may want to keep track of the presence of the guests in the hotel, to be able to provide guest services accordingly. For instance, whenever guests (who have been checked in) leave their rooms or the Hotel for some time, the Operator can inform Housekeeping/Room Service to clean the room, replace consumables in the room, replenish the mini-bar, collect laundry, and so forth. Thus, ensure that housekeeping/room service is provided in a non-intrusive, but efficient manner.

Similarly, when guests are present in the room (or return to their rooms), the Operator can make courtesy calls, offer services, arrange to send complimentary items to the guest rooms, etc.

PRASAR UCS offers the 'Guest In, Guest Out' feature to monitor the presence of guests in the Hotel.

When a guest leaves the room or Hotel, the Operator sets guest presence as 'Guest Out'.

Doing so,

- the system will change the Call Privilege of that room phone to 'Preset-Vacant',
- no external calls can be made from that extension.

When the guest returns to the Hotel, the Operator can change the guest status back to 'Guest In'.

Doing so,

- the system reverses the ["Call Privilege"](#) of that room phone back to the original level assigned to that extension (that is, before 'Guest Out' was set).
- external calls can be made from the extension.

With the 'Guest Out' function, the outgoing external call facility on the guest room phones is locked, thereby preventing (mis)use of the room phones during their absence.

Guest presence can be viewed by the Operator from the Front Desk User, using ["Guest Search"](#) and from the ["Room Status Report"](#).



- *The Operator can set Guest Out only if the guests inform him/her about their absence.*
- *No configuration is required for this feature.*
- *Guest In/Guest Out can be set only for guests who are checked in.*
- *Guest rooms with Occupancy Status 'Guaranteed' will have guest status 'Guest Out'.*

## Setting Guest In/Guest Out

Guest In/Guest Out can be set by the Operator using:

- Front Desk User
- SA Command from IP Phone



## Using Front Desk User

- Log into Front Desk User.
- Open **Guest Search** form.

The screenshot shows the 'Guest Search' form. On the left is a sidebar menu with options: Check-In, Check-Out, Guest Search, Guest Status, Room Status, Call Budget, Wakeup Alarm, Wakeup Call Log, Reminder, Reprint Check-Out Report, Guest Shift, Delete Checked-Out Calls, Call Forward For All Rooms, Call Block, and Hotel-Motel Activity Log. The main area is titled 'Guest Search' and contains four radio buttons: 'Guest Number', 'Guest Name', 'Room Number' (which is selected), and 'Phone Number'. Each radio button is followed by a text input field. The 'Room Number' field contains the value '305'. Below these fields is a blue 'Submit' button with a mouse cursor hovering over it.

- Search Guest by Guest Number/Room Number/Phone Number.
- Click **Submit**.
- The **Guest Services** form for the particular guest will open.

The screenshot shows the 'Guest Privilege' form. At the top, it displays 'Phone Number : 3005' and 'Phone Name : Mr. GoodFellow'. The form is divided into two columns. The left column contains: 'Message Wait' (with a 'Message Wait' button), 'Do Not Disturb' (set to 'OFF'), 'Allot Call Budget (₹)' (empty field), 'Call Budget Allotted/Used (₹)' (9999/0.00), 'Call Privilege' (set to 'All Calls'), 'Mailbox' (set to 'Yes'), and 'Mailbox Language' (set to 'English'). The right column contains: 'Message Wait is not Set.' (with a 'Clear Message Wait' button), 'Set DND with text message' (set to 'Do Not Disturb'), 'Guest Presence' (a dropdown menu with 'Yes', 'No', and 'Clean' options, where 'Yes' is selected), 'Occupancy Status' (empty field), 'Clean Status' (empty field), 'Voice Mail Notification' (empty field), and 'Guest Group' (set to '99'). A 'Submit' button is located at the bottom right of the form.

- Select the appropriate option (**Yes** for Guest-In, **No** for Guest-Out) from the combo box **Guest Presence**.
- Click **Submit** to save change.

## Using SA Command from IP Phone

Using DSS Key:

- To set Guest Out,
  - Press the Guest In/Guest Out Key.
  - Enter the Room/Phone Number<sup>43</sup>.
  - Select the option 'Guest Out'.
  - Press Enter Key.

43. Dial Room number if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.

- To set Guest In,
  - Press the Guest In/Guest Out Key.
  - Enter the Room/Phone Number.
  - Select the option 'Guest In'
  - Press Enter Key.

Using Command:

- To set Guest Out,  
Dial **1072-905-Room Number/Phone Number-0**
- To set Guest In,  
Dial **1072-905-Room Number/Phone Number-1**



- *If the check-in profile = Single, Guest In/Guest Out set for any phone or room number shall be applicable to all the phones in the room.*
- *If the check-in profile = Family, Guest In/Guest Out set for the first phone or room number, shall be applicable to all phones of the room. However, Guest In/Guest Out set for the 2nd to 8th phone in the room will be applicable to the particular phone only. (that is, on which it is set.)*
- *If the check-in profile = Budget, Guest In/Guest Out set for any phone will be applicable to that phone only. It is not be possible to set Guest In/Guest Out on room number in this case.*

## Viewing Guest Presence

Guest-In/Guest Out can be viewed by the Operator from the Front Desk User only. The Operator can view guest presence of a particular guest from the 'Guest Services' of that guest.

The Operator can view guest presence of all guests in the hotel from 'Room Status' in the Front Desk User.

To view Guest In/Guest Out using Room Status:

- Log into the Front Desk User.
- Open the **Room Status** form.
- Select the following criteria:
  - Room Type = All
  - Occupancy status = occupied
  - Clean status = Any.

- Click the **List Down** button.

Check-In  
Check-Out  
Guest Search  
Guest Status  
Room Status  
Call Budget  
Wakeup Alarm  
Wakeup Call Log  
Reminder  
Reprint Check-Out Report  
Guest Shift  
Delete Checked-Out Calls  
Call Forward For All Rooms  
Call Block  
Hotel-Motel Activity Log

### Room Status

List
All
▼
Rooms having occupancy status
Occupied
▼
and clean status
Any
▼

List Down

- Guest Presence will appear in the Room status.

Check-In  
Check-Out  
Guest Search  
Guest Status  
Room Status  
Call Budget  
Wakeup Alarm  
Wakeup Call Log  
Reminder  
Reprint Check-Out Report  
Guest Shift  
Delete Checked-Out Calls  
Call Forward For All Rooms  
Call Block  
Hotel-Motel Activity Log

### Room Status

| Room Number | Check-In Profile | Phone Number | Occupancy Status | Guest Presence | Clean Status | Call Privilege |
|-------------|------------------|--------------|------------------|----------------|--------------|----------------|
| 201         | Single           | 5002         | Occupied         | Guest-Out      | Dirty        | No Calls       |
| 301         | Single           | 5003         | Occupied         | Guest-In       | Dirty        | All Calls      |

Print
Close

## Guest Name and Title

---

Guest Name is the name by which the guest is identified and addressed. At the time of check-in the Operator enters the name of the guest into the Check-In form. The Guest Name is a field of 18 characters.

The Guest Title is an 8-character field for entering the title by which the guest is to be addressed: Mr., Mrs. Ms., Prof., Dr., Cmdr, Rev. and the like. Though provided as a separate field, the Guest Title forms a part of Guest Name.

When entered by the Operator, by default, the Guest Name and Title get configured as the name of the phone of the room into which the guest is checked in.

Whenever guests make calls from their room phones, their Name and Title appear on:

- the display of the Operator phone.
- the display of administrative phones, e.g. Room Service.
- “[Check-Out Report](#)”.

Thus, the Operator/administrative staff can know who is calling and address the caller by their names, providing a personal touch.

In certain cases, the Operator/administrative staff need to know the location, that is, hall or bedroom from where the guest is calling to provide prompt service. The system provides the flexibility to the installer to display the extension name instead of the guest name. For this, the installer must disable the parameter **Overwrite Guest Name over Station Name**.

In this case, whenever guests make calls from their room phones, their extension name appear on:

- the display of the Operator phone, for example, Hall-101 or Bedroom-101.
- the display of administrative phones, e.g. Room Service.

However, the Check-Out Reports will display the Guest Name and Title.



- *For this feature to work, the Station Name Pattern is to be configured by the Installer.*
- *If the installer wants the extension number to be displayed, the Overwrite Guest Name over Station Name must be disabled.*
- *Guest Names are retained in the system even after check-out, until the next fresh check-in. This is helpful for the Operator, when s/he wants to Reprint the Check-out Report.*
- *Guest names are cleared only at every check-in and replaced by the new guest name.*

## Configuring Station Name Pattern

Guest Name and Title require the configuration of the Station Name Pattern in the system. The Station Name Pattern is the format in which the Guest Name and Title will be stored on the guest room phone and displayed on administration and other room phones.

The system supports six different options for Station Name Pattern:

1. Title <space> First Name <space> Name
2. First Name only
3. Name only
4. First Name <space> Name
5. Title<space>First Name

## 6. Title<space>Name



The combination of Title and First Name will only be applicable for Micros Opera PMS Interface.

By default, at the time of installing the system, when the Installer changes the “Customer Profile” to 'Hotel', the Station Name Pattern option 'Title <space> Name' is configured.

The Station Name Pattern can be changed using SE web pages.

To change Station Name Pattern using SE web pages,

- Log into Jeeves as System Engineer.
- Under **Configuration**, click **System Parameters**.
- Go to **Station Name Pattern**.

- Select the desired Station Name Pattern from the combo box.
- Click **Submit** at the bottom of the page to save changes.

## Configuring Overwrite Guest Name over Station Name

The installer can retain the Extension/Station Name for the room phone/s assigned to the guests, by configuring the parameter Overwrite Guest Name over Station Name using SE Jeeves only.

To configure the parameter using SE web pages,

- Log into Jeeves as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters**.

- Clear the **Overwrite Guest Name over Station Name** check box.

- Click **Submit** to save.

## Entering Guest Name and Title

Guest Name and Title are to be entered at the time of checking in the guest, but can be entered, changed or corrected at a later stage during their stay.

Guest Name and Title can be entered or changed by the Operator using:

- Front Desk User
- SA Command from IP Phone

Please refer topic “[Front Desk User](#)” for instructions for entering Guest Name and Title at the time of check-in. To enter, change or correct the name and title of a checked-in Guest Name:

## Using Front Desk User

- Login as Front Desk User.
- Click in **Guest Search** to open the form.
- Search Guest by Guest Number/Name/Room Number/Phone Number.

- The **Guest Services** form for the particular guest will open.

- Enter/change Guest Name in the designated field.

The Guest Name field allows only 18 characters (including 'space'). The Guest Title field allows max. 8 characters.

But the Guest Title and Guest Name together must not exceed 18 characters. Else, the Name will be truncated when displayed on the Operator's/administration phone.

To prevent this, consider abbreviating first/ middle names and enter the last names (surnames).

## Using SA Command from IP Phone

Using DSS Key:

- To configure Guest Name,
  - Press the 'Guest Name' key. (if assigned by SE)
  - Enter the Room Number/Phone Number.
  - Enter Guest's Name.  
You will get a confirmatory text message 'Guest Name accepted'.
- To configure Guest Title,
  - Press the 'Guest Title' key.(if assigned by SE)
  - Enter the Room Number/Phone Number.
  - Enter Guest's Title.  
You will get a confirmatory text message 'Guest Title accepted'.

Using Command:

- To configure Guest Name,
  - Pick up the handset.
  - Dial **1072-903**.
  - Enter the Room Number/Phone Number.
  - Enter Guest's Name.  
You will get a confirmatory text message 'Guest Name accepted'.
  - Replace Handset or you get dial tone after 3 seconds.
- To configure Guest Title,
  - Pick up the handset.
  - Dial **1072-906**.
  - Enter the Room Number/Phone Number.
  - Enter Guest's Title.  
You will get a confirmatory text message 'Guest Title accepted'.
  - Replace Handset or you get dial tone after 3 seconds.



- *If a guest is checked into a room as Single or Family, the Guest Name and Title will remain the same for all the phones in the room. The same Guest Name and Title will appear on the display of the Operator/administration phone.*
- *If a guest is checked into a room as Budget, the Guest Name and Title will apply only on the phone allotted to the guest.*

## Guest Number

---

In hotels, a guest may have been checked in temporarily into a room, to be shifted later into another. Similarly, in hospitals, it is common for patients to be shifted from one room/ward to another. For example, a patient is shifted from the Emergency Room to the Intensive and Critical Care Unit, to Special Care Room to a Private Room or to a multiple-bed ward.

In such cases, it is necessary that the calls made to the guests/patients get through to them at their current location in the hotel/hospital.

PRASAR UCS offers the feature 'Guest Numbers' to meet this requirement.

- The Operator can reach the guests/patients in their current location on the premises, by simply dialing their Guest Numbers.
- The Operator can transfer calls to the Guest Number. The call will be transferred to the phone of the room where the guest/patient is currently present.

This feature works in the following manner:

When a guest is checked in,

- The PRASAR UCS automatically generates and assigns a Guest Number to the guest.
- The same Guest Number is maintained on all guest extensions in the room in which the guest is checked in.
- When the guest number is dialed, phone on which guest is checked-in will ring.
- If the check-in profile of the room is Single or Family, the phone ringing pattern will be followed.
- If the check-in profile of the room is Budget, only guest phone will ring. (Phone ringing pattern is not applicable when check-in profile is Budget)

By default, Guest Number Prefix String is 1055, and so PRASAR UCS will generate guest number starting from 1055001 to 1055999.

The system generates a different number for each guest until all the numbers from 001 to 999 are exhausted.

The guest numbers roll over after each cycle. After the last number in the range (999) the system generates guest numbers from 001 to 999 for subsequent guests who are checked in.

Each number is unique for each guest; the same number cannot be allotted to another guest/patient, even after the guest/patient has been checked out. For example, the number '1055111' generated for a checked-in guest will not be allotted to any other guest, until all 999 numbers are exhausted, and the cycle starts again from 1055001 and reaches 1055111.

Guest Number is combination of two different strings: Guest Number Prefix and Guest Number Suffix.

By default, Guest Number Prefix string is 1055, which is configurable. This should not conflict with other access codes of dial state.

Guest Number Suffix string can be from 001 to 999. The Suffix string is non-configurable.

By default, Guest Number Prefix String is 1055, and so PRASAR UCS will generate guest number starting from 1055001 to 1055999.

If Guest Number Prefix is changed to 12, the Guest Number will range from 12001 to 12999.



Refer the topic Access Codes in the PRASAR UCS System Manual to know how to change access code of Guest Number Prefix string.



- *Guest Numbers are generated automatically by the system.*
- *The only configuration involved in this feature is changing of the Access Code of Guest Number prefix, if desired by the Hotel/Hospital. Refer the topic Access Codes for configuration instructions.*
- *You cannot configure DSS keys for Guest Numbers.*

## Guest Search

---

PRASAR UCS offers the 'Guest Search' feature to help the Operator find guest by:

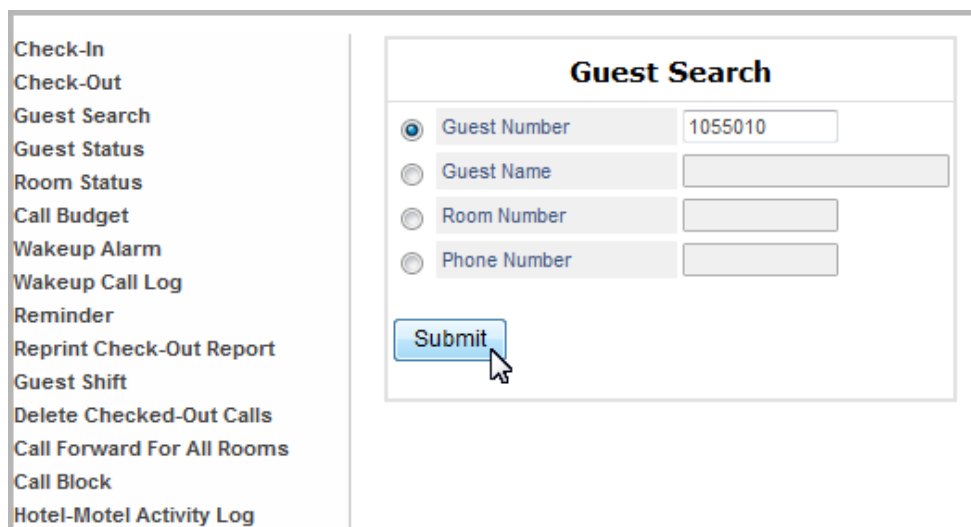
- Guest Number
- Guest Name
- Room Number (if Check-In Profile is Single/Family)
- Phone Number (if check-In Profile is 'Budget')

Guest Search is to be used by the Operator to reach the 'Guest Services' page, that is, to view and change guest-related information and services.

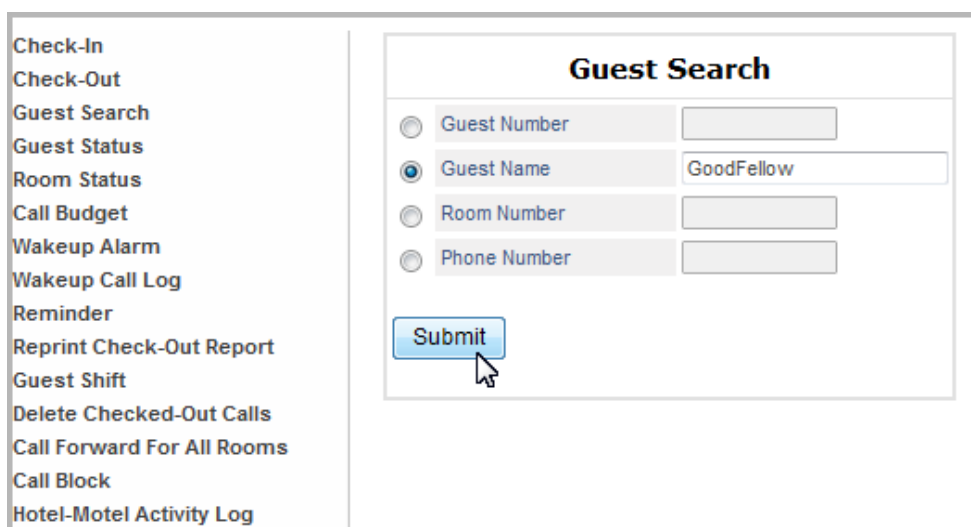
Guest Search is possible only from the Front Desk User.

To search for a guest,

- Log into the Front Desk User.
- Open the **Guest Search** form.
- Search by Guest Name, Guest Number, Room Phone Number, and Room Number.



The screenshot shows the 'Guest Search' form. On the left is a sidebar menu with options: Check-In, Check-Out, Guest Search (highlighted), Guest Status, Room Status, Call Budget, Wakeup Alarm, Wakeup Call Log, Reminder, Reprint Check-Out Report, Guest Shift, Delete Checked-Out Calls, Call Forward For All Rooms, Call Block, and Hotel-Motel Activity Log. The main form area has the title 'Guest Search' and four radio button options: Guest Number (selected), Guest Name, Room Number, and Phone Number. The 'Guest Number' field contains the value '1055010'. A blue 'Submit' button is at the bottom, with a mouse cursor pointing at it.



The screenshot shows the 'Guest Search' form with the 'Guest Name' radio button selected. The 'Guest Name' field contains the value 'GoodFellow'. The other fields are empty. The 'Submit' button is at the bottom, with a mouse cursor pointing at it. The sidebar menu is identical to the previous screenshot.

Check-In  
Check-Out  
Guest Search  
Guest Status  
Room Status  
Call Budget  
Wakeup Alarm  
Wakeup Call Log  
Reminder  
Reprint Check-Out Report  
Guest Shift  
Delete Checked-Out Calls  
Call Forward For All Rooms  
Call Block  
Hotel-Motel Activity Log

### Guest Search

☐ Guest Number

☐ Guest Name

☒ Room Number

☐ Phone Number

Submit

Check-In  
Check-Out  
Guest Search  
Guest Status  
Room Status  
Call Budget  
Wakeup Alarm  
Wakeup Call Log  
Reminder  
Reprint Check-Out Report  
Guest Shift  
Delete Checked-Out Calls  
Call Forward For All Rooms  
Call Block  
Hotel-Motel Activity Log

### Guest Search

☐ Guest Number

☐ Guest Name

☐ Room Number

☒ Phone Number

Submit

- Click **Submit**.

The **Guest Services** page of that guest will open.

On this page you can view the

- Guest Profile - Guest Name and Title, Check-In Time and Date, VIP Status, Number of Call made by the guest.
- Room Profile - Room Number, Type, Check-In Profile, Clean Status, Occupancy Status, Number of Room Phones, etc.
- Guest Privilege - Call Budget allotted and used, Message Wait, DND, Guest Presence, Guest Group, Call Forward, Wake-Up, Reminders, etc.

## Guest Shift

---

Guest Shift is the moving of guests from the room they have been checked-in to another room in the hotel.

It is common for hotels to shift guests from one room to another for various reasons such as:

- the guest was checked in temporarily into a room as the desired room type was not available at the time of check-in.
- the guest has requested a room shift; wants a room upgrade or another room type.
- the checked-in room requires repair work.
- the guest wants to share a room with another guest.

The Guest Shift feature of the PRASAR UCS ensures a hassle-free transfer of a guest from one room to another in the hotel.

When a guest is shifted from one room to another, the room occupancy status of the destination room, that is, the new room to which the guest is shifted is changed automatically to 'Occupied'.

The system automatically transfers the following features/functions, referred to as 'properties', of the guest phone(s) of the source room to those of the destination room:

- Guest Number
- Wake-up Calls and Reminders (if set)
- Call Budget Amount Allotted and Consumed
- Call Privilege
- Call Forward (if set)
- Guest Name, Title and Guest Group
- Guest Status (Guest-In/Guest-Out)
- Message Wait (if active).
- Do Not Disturb (if set)
- Guest Group
- Guest Phone User Password
- SMDR records

For Guest Shift to work,

- the source and the destination rooms should be different.
- The source room should be checked-in.
- The destination room must be 'Vacant' or 'Reserved'. It must not be 'Guaranteed'.
- The destination room must be 'Clean'.



- *If the Check-In Profile of the guest is 'Single', the system will transfer the above listed properties of the first extension of the source room to all the extensions in the destination room.*
- *If the Check-In Profile of the guest is 'Family', the system will transfer the above listed properties of each extension of the source room to the corresponding extension in the destination room. For example:*
  - *Source room has 3 extensions A, B, C. Destination room also has 3 extensions D, E, F. The properties of extension A will be transferred to extension D, those of extension B will be transferred to extension E and the properties of extension C will be transferred to extension F.*
  - *Source room has 3 extensions A, B, C, but the destination room has only 2 extensions D and E. The properties of A and B will be transferred to D and E respectively. The properties of C will not be transferred but lost.*

- *Source room has 2 extensions A and B, whereas destination room has 3 extensions D, E, F. The properties of extensions A and B will be transferred to D and E respectively. The properties of A will be again transferred to extension F.*
- *If the Check-In Profile of the guest is 'Budget', the system will transfer the above listed properties of the source extension to the destination extension.*
- *No specific configuration is required for this feature to work.*

## Shifting a Guest

A guest can be shifted on the basis of his/her Guest Number, Room or Phone Number.

Guest Shift can be performed using:

- Front Desk User
- SA Command from IP Phone

### Using SA Command from IP Phone

Using DSS Key (if assigned by SE):

- Press the 'Guest Shift' key.
- You get a text message 'Enter Room Number/Phone number/Guest Number'.
- Enter the Room Number or the Phone Number of the source room<sup>44</sup>, or the Guest Number.
- You get a text message 'Enter Destination Room /Phone Number'.
- Enter the Room Number or the Phone Number of the destination room<sup>45</sup>.
- You get a confirmatory text message and a confirmation tone.

Using Command:

- Pick up the handset. (it is assumed that the Operator is in the SA mode)
- Dial **1072-910**.
- You get a text message 'Enter Room Number/Phone number/Guest Number'.
- Enter the Room Number or the Phone Number of the source room, or the Guest Number.
- You get a text message 'Enter Destination Room Number/Phone Number'.
- Enter the Room Number or the Phone Number of the destination room.
- You get a confirmatory text message and a confirmation tone.

---

44. *For the source room: If the Check-In Profile of the guest is Single or Family, use Guest Number or Room Number. If the Check-In Profile of the guest is Budget, use Phone number or Guest number.*

45. *For the destination room: If the Check-In Profile of the guest is Single or Family, use Room Number. If the Check-In Profile of the guest is Budget, use Phone number.*

## Guest VIP Status

---

Hotels/hospitals may receive guests/patients who are to be accorded special attention and service. To meet this requirement, PRASAR UCS offers the feature 'Guest VIP Status', whereby guests are assigned the status of Very Important Person (VIP).

The guest is assigned VIP status at the time of check-in.

Doing so, when the guest calls the Operator/admin phones and other room phones:

- Triple ring will be placed to attract the attention of the Operator/admin phone/room phone.
- calls of the VIP guest will be answered prior to calls from other guests and Incoming calls. The calls from two VIP status guests will be served on first-in first-out basis.

The guest can be assigned/de-assigned VIP status during his stay in the hotel using Front Desk User or SA command.

### Preset Priority

The Guest VIP Status feature uses the 'Priority' feature. Each station of the PRASAR UCS is assigned a Priority Level starting from 1-None to 9-Highest, with '1' being lowest Priority and '9' being highest Priority. Whenever a station (phone) with higher priority calls a station with lower priority, a triple ring is placed on the called station.

By default, the Priority of VIP guest room phones is '9-Highest' and the Priority of Non-VIP guest room phones as well as the Operator and other administration phones is '6-Medium'. So, when a guest with VIP status calls the Operator, his call will land first on the Operator station with a triple ring.

Hotels may want to set a different priority level for room phone(s) of VIP and Non-VIP guests and other administration phones. They may want to assign the highest priority to phones of senior management staff, or give the highest priority to administration phones. For example, hotel A may want Priority Level '9' to be assigned to extensions of the senior management, while hotel B may want Priority Level '9' to be assigned to Front Desk/Operator extension.

For this, the Hotel may change the priority level of VIP and Non-VIP guest room phones by having the Installer/System Engineer configure

- Preset Priority for VIP Guests to define the Priority of the room phone(s) when the guest is checked in as VIP.
- Preset Priority for Non-VIP Guests to define the Priority of the room phone(s) when the guest is checked in as Non-VIP.

When the guest is assigned VIP status, the priority of this room phone(s) is changed to the value configured by the Installer/System Engineer as Preset Priority for VIP Guest. Similarly, the Preset Priority for Non-VIP Guests will be set for guests who are checked in as Non-VIP.



- *If the Priority of the Operator/admin phone is changed to 9, the Operator/admin phone will not get triple ring when the VIP guest calls him.*
- *Preset Priority of VIP Guests is 9. Preset Priority for Non-VIP guests is 6.*
- *VIP Status set on a guest room phone is cancelled automatically on guest Check-Out. By default, all the guest phones have Non-VIP Status.*

## Configuring Guest VIP Status

The feature **Guest VIP Status** uses Priority, hence assignment of priority to each station is critical.

By default, when Customer Profile of the system is selected as Hotel, the Priority = 6-Medium is assigned to all the guest phones and admin phones.

When the guest is assigned VIP status, the priority of his room phone(s) is changed to 9-Highest and when the guest is assigned non-VIP status, the priority of his room phone(s) is changed to 6-Medium. These levels of priority (viz. Preset Priority of VIP guest and Preset priority of non-VIP guest) can be changed from SE Web pages.

To configure the Preset Priority for a VIP guest/non-VIP guest using SE web pages,

- Login as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters**.

| Hotel Parameters                                       |             |
|--------------------------------------------------------|-------------|
| <b>Preset Call Privilege</b>                           |             |
| Preset Call Privilege when Occupancy Status - Occupied | All Calls   |
| Preset Call Privilege when Occupancy Status - Vacant   | No Calls    |
| Preset Call Budget Amount (₹)                          | 009999      |
| Preset Call Privilege when Call Budget Expires         | No Calls    |
| Preset Guest Group when Occupancy Status - Occupied    | 99          |
| Preset Guest Group when Occupancy Status - Vacant      | 99          |
| Preset Priority for VIP Guest                          | 9 - Highest |
| Preset Priority for Non-VIP Guest                      | 6 - Medium  |

- Change the Preset Priority for a VIP guest as required.
- Change the Preset Priority for a Non-VIP guest as required.
- Please note that the Preset Priority for a VIP guest should be more than that of non-VIP guest and also of other Operator/admin phones.
- Click **Submit** to submit the changes.

## Assigning VIP Status to a Guest

A guest is assigned VIP status at the time of check-in. The VIP status can also be changed during his stay.

Please refer topic "[Check-In](#)" to know how to assign VIP status to the guest at the time of check-in.

The VIP status of the guest can be changed using:

- Front Desk User
- SA Command from IP Phone

### Using Front Desk User

- Log into Front Desk User.
- Click **Guest Search** to open the form.
- Search Guest by Guest Number/Name/Room Number/Phone Number.
- The **Guest Services** form for the particular guest will open.
- Set **Guest VIP status** as required.

- Click **Submit** to submit the changes.

## Using SA Command from IP Phone

Using DSS Key (if assigned by SE):

- Press the 'Change Guests' VIP Status' key.
- You get a text message 'Enter Room/Phone'.
- Enter the room # or the Phone # as the case may be.
- You get menu having two items viz. VIP and non-VIP.
- Scroll to select VIP or non-VIP as required.
- Press 'Enter' to assign VIP/non-VIP status.
- You get a text message 'Room#/Phone# = VIP/non-VIP' as the case may be and confirmation tone.

Using Command:

- Pickup the handset. (It is assumed that the Operator is in SA mode)
- Dial **1072-915**.
- You get a text message 'Enter Room/Phone'.
- Enter the Room # or the Phone # as the case may be.
- You get menu having two items viz. VIP and non-VIP.
- Scroll to select VIP or non-VIP as required.
- Press 'Enter' to assign VIP/non-VIP status.
- You get a text message 'Room#/Phone# = VIP/non-VIP' as the case may be and confirmation tone.



- *If the check-in profile = Single, Guest VIP Status set for any phone/room number shall be applicable to all the phones in the room.*
- *If the check-in profile = Family, Guest VIP Status set for any phone/room number shall be applicable to all the phones in the room.*
- *If the check-in profile = Budget, Guest VIP Status set for any phone/room number shall be applicable to that phone only.*



# Hotel Name

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PRASAR UCS offers configuration of the Hotel Name. Hotel Name appears on all the system Reports generated by the PRASAR UCS like Room Status Report, Alarm Status Report, Check-Out Report, SMDR reports, etc.

The Hotel Name field is of 80 characters; hence it can also be used to include hotel address.

## Configuring Hotel Name

Hotel Name can be configured from SE Web Pages.

### Using SE Web Pages

- Login as System Engineer.
- Under **Configuration**, click **System Pre-requisites**.
- Enter the Hotel name (and address, if desired) in the field 'Customer Name'. For example: The GoodLife Inn.

The screenshot shows the 'System Pre-requisites' configuration page. On the left is a sidebar with a tree view containing categories like 'Station Message Detail', 'Recording', 'System Log', 'VMS Configuration', 'VoIP Configuration', 'Maintenance', and 'Status'. Under 'System Log', 'System Pre-requisites' is selected. The main panel is titled 'System Pre-requisites' and contains a text input field for 'Customer Name' with the value 'The GoodLife Inn'. This field is highlighted with a red border. Below it is a section titled 'Number of Ports Used' with two dropdown menus: 'SIP Extensions' set to 2100 and 'SIP Trunks' set to 99. A 'Submit' button is located at the bottom of the configuration area.



*The Banner displays the first 16 characters of the Customer Name. But PRASAR UCS will print entire 80 characters of the Customer Name in all the reports.*

- Click **Submit** to save the changes.

# Hotel-Motel Activity Log

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The Hotel-Motel Activity Log is an informative record of hotel functions performed by PRASAR UCS.

PRASAR UCS logs the following hotel activities:

**Wake-up Calls:** Records of Wake-up Calls set and canceled from the Front Desk, set and canceled by guests with the following event details:

- time and phone number for which the Wake-up call was set/canceled.
- type of Wake-up call, that is, whether 'daily' or 'once only'.
- type of serving mechanism, that is, whether 'Automated' or 'Personalized'.
- the Wake-up call was served.
- the Wake-up call was answered<sup>46</sup>.
- the Wake-up Snooze was acknowledged<sup>47</sup>.
- the Wake-up call was not served as the guest phone was busy.
- there was no reply from the guest phone (Wake-up call not served).
- notification to the Front Desk to serve a 'Personalized' Wake-up call to a phone number.

**Reminders:** Records of Reminders set and canceled from the Front Desk, set and canceled by guests with the following event details:

- date, time and phone number for which the Wake-up call was set/canceled.
- type of serving mechanism, that is, whether 'Automated' or 'Personalized'.
- the Reminder was served.
- the Reminder was answered<sup>48</sup>.
- the Reminder Snooze was acknowledged.
- the Reminder was not served as the guest phone was busy.
- there was no reply from the guest phone (Reminder not served).
- notification to the Front Desk to serve a 'Personalized' Reminder call to a phone number.

**Check-In:** Record of each guest check-in with the Room/Phone Number and the Check-In Profile (Single, Family, Budget).

**Check-Out:** Record of each guest check-out with Room/Phone Number and the Check-In Profile.

**Deletion of Checked-Out Calls:** Record of the Phone number from which the command to delete checked-out calls was given.

**Guest-In:** The system records the Room Number/Phone Number for which the Front Desk sets 'Guest In'.

**Guest-Out:** The system records the Room Number/Phone Number for which the Front Desk sets 'Guest Out'.

**Maid Presence:** When the maid dials the 'Maid in Room' code from a guest room phone, the system records the event as 'Maid-In' and the phone number of the room the maid is currently present. When the maid dials the code other than 'Maid Present', the system records the event as 'Maid-Out' and phone number of the room.

---

46. When the Snooze function is enabled in a Wake-up call, if the guest answers the call, but does not dial '0' to acknowledge, the system will consider the call as answered.

47. When the Snooze function is enabled in a Wake-up call, the guest must dial '0' to acknowledge the call.

48. When the Snooze function is enabled in a Reminder call, if the guest answers the call, but does not dial '0' to acknowledge, the system will consider the call as answered.

**Call Budget Amount Consumed:** When the Call Budget Amount allotted to a guest is consumed, the system logs the event with the room/phone number of the guest.

**Emergency Number Dialing<sup>49</sup>:** When an emergency number is dialed, the system records the phone number from which it is dialed.

**PMS Interface:** The system records health of the PMS (link Down, Link restored) and communication events between the PMS and PRASAR UCS.

The Hotel-Motel Activity log can be generated in real time, as soon as the activity is performed; this is referred to as 'Online'.

It is also possible to generate a Report of the Hotel-Motel Activity Log. The Report contains the last 500 activities logged by the system. Activities are logged using the First-In-First-Out (FIFO) logic.

Each activity is logged in the following format  
<DD-MM-YYYY> <HH:MM:SS> <Activity Text>

This Hotel-Motel Activity log Report can be printed or downloaded on to a computer.

PRASAR UCS allows you to select the type of activity to be logged. By doing so, you can have the system generate Logs in 'Online' and 'Report' formats of only those activities which the Hotel wants. For example, if the Hotel desires to have only Wake-up Calls and Maid Presence logged, you can select only these two types of activities. The system will not log any other activity except Wake-up Call and Maid Presence.

It is also possible to view activity on the display of the IP Phone. For this, a DSS Key must be assigned by the System Engineer for the Hotel-Motel Activity Log. When a DSS Key with LED is configured for this function, each time an activity is recorded by the system, the LED of the DSS key is turned ON. The Front Desk user can view the activity on the phone display by pressing the DSS Key.

The IP phone will display the activity with date and time and Activity Index as:  
DD-MM HH:MM <Activity Index>

Even when no DSS key is assigned to Hotel-Motel Activity log, the Front Desk User can view activity on the phone display by directly dialing "SA Commands" or entering the "Front Desk User Mode" if access to SA mode is password protected.



*The format of the date, whether day-month (DD-MM) or month-day (MM-DD) will be displayed as per the date and time format selected in the Real Time Clock settings of the system.*

## Configuring Hotel-Motel Activity Log

To generate Hotel-Motel Activity logs, the Installer must

- enable Hotel-Motel Activity Log storage.
- define the Destination Port for printing/sending the Log as 'Report' or 'Online'.
- select the specific activities to be logged, if required.

---

49. To dial the Emergency Number 911, you must purchase the E911 license. For details, refer to License Management in the PRASAR UCS System Manual.

## Enabling Storage of Hotel-Motel Activity Log

By default, storage of Hotel-Motel Activity Log is enabled in the system.

To enable/disable Hotel-Motel Activity Log storage using SE web pages:

- Login as System Engineer.
- Under **Configuration**, click **Hotel Settings** to expand.
- Click **Hotel-Motel Activity log**.
- Select the **Hotel-Motel Activity Log Storage** check box.
- Click **Submit**.

## Defining Destination Port for Hotel-Motel Activity Log

To assign the Destination Port for Hotel Motel Activity Log using SE web pages:

- Login as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel-Motel Activity Log**.

| Hotel-Motel Activity Log                                |        |
|---------------------------------------------------------|--------|
| Hotel-Motel Activity Log Storage                        | Enable |
| Destination Port for Online Hotel-Motel Activity Log    | None   |
| Destination IP Address: Online Hotel-Motel Activity Log |        |
| Port - Online Hotel-Motel Activity Log                  | 00514  |
| Destination Port for Hotel-Motel Activity Log Report    | None   |
| Destination IP Address: Hotel-Motel Activity Log Report |        |
| Port - Hotel-Motel Activity Log Report                  | 00514  |

- Select the Ethernet/ USB1 to COM/USB2 to COM Port to be assigned as destination port for **Online** and **Report** logs.
- If you select **Ethernet Port** as destination port, enter the IP Address of the Ethernet Port and Listening Port for the Online and Report logs respectively. Both IPv4 and IPv6 addresses are supported.
- Click **Submit** at the bottom of the page to save changes.



- *The settings<sup>50</sup> of the USB to COM Port of the PRASAR UCS should match with those of the Computer connected to it. Refer the topic, “[Communication Ports](#)”, for instructions on configuring Communication port parameters.*

- *You can capture Hotel-Motel Activity Log on ‘Kiwi Syslog Server’.*

## Selecting Activities for the Log

By default, storage of all activities is enabled in the Hotel-Motel Activity Log. You can select the specific activities to be stored from SE web pages.

To select activities for the Hotel-Motel Activity Log storage using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.

---

50. Speed/Baud Rate, Data Bits, Parity.

- Click **Hotel-Motel Activity Log**.

| Hotel-Motel Activity Log                                |          |
|---------------------------------------------------------|----------|
| Hotel-Motel Activity Log Storage                        | Enable   |
| Destination Port for Online Hotel-Motel Activity Log    | Ethernet |
| Destination IP Address: Online Hotel-Motel Activity Log |          |
| Port - Online Hotel-Motel Activity Log                  | 00514    |
| Destination Port for Hotel-Motel Activity Log Report    | Ethernet |
| Destination IP Address: Hotel-Motel Activity Log Report |          |
| Port - Hotel-Motel Activity Log Report                  | 00514    |

Select the activities to be logged from following list

|                                           |                                     |
|-------------------------------------------|-------------------------------------|
| Check In                                  | <input checked="" type="checkbox"/> |
| Check Out                                 | <input checked="" type="checkbox"/> |
| Guest Out                                 | <input checked="" type="checkbox"/> |
| Guest In                                  | <input checked="" type="checkbox"/> |
| Maid In                                   | <input checked="" type="checkbox"/> |
| Maid Out                                  | <input checked="" type="checkbox"/> |
| Deletion of checked out phone's calls     | <input checked="" type="checkbox"/> |
| Wakeup alarm set by extension             | <input checked="" type="checkbox"/> |
| Wakeup alarm set by front desk            | <input checked="" type="checkbox"/> |
| Wakeup alarm - Personal set by front desk | <input checked="" type="checkbox"/> |
| Wakeup alarm cancelled by phone           | <input checked="" type="checkbox"/> |
| Wakeup alarm cancelled by front desk      | <input checked="" type="checkbox"/> |
| Wakeup alarm answer                       | <input checked="" type="checkbox"/> |
| Wakeup alarm no reply                     | <input checked="" type="checkbox"/> |

Submit Default

- Select the desired activities listed under **Select the activities to be logged from the following list**, by selecting the respective check box.
- Click **Submit** at the bottom of the page.
- Log out of SE web pages.

## Generating Hotel-Motel Activity Log

Hotel-Motel Activity log can be printed using the

- Front Desk User
- SA Commands using IP Phone

### Using Front Desk User

For instructions to print Hotel-Motel 'Online' and 'Report' logs, refer the section [“Operating the Front Desk User”](#) in the chapter Front Desk User.

## Using SA Commands from IP Phone

- To print 'Report' log,
  - Pick up the handset. (it is assumed that the Operator is in the SA mode)
  - Dial **1072-176**.
  - Dial **1** to print Report log.
  - Dial **0** to stop/abort printing.
  - You get a confirmatory text message and a confirmation tone. Replace handset.
  - The Activity log will be printed on the assigned Destination Port.
- To print 'Online' log,
  - Pick up the handset.
  - Dial **1072-177**.
  - Dial **1** to print 'Online' log.
  - Dial **0** to stop/abort printing.
  - You get a confirmatory text message and a confirmation tone. Replace handset.
  - The Activity log will be printed on the assigned Destination Port.

The Hotel-Motel Activity Log-Report is printed as shown below:

HOTEL ACTIVITY LOG                      AS ON 12-05-2019(Thu) AT 12:41

---

12-05-2019 11:33:45 Checked-in: 3001 as Single  
12-05-2019 11:35:00 Checked-Out: 3001 as Single  
12-05-2019 11:52:01 Checked-in: 3001 as Single  
12-05-2019 11:52:13 Checked-Out: 3001 as Single  
12-05-2019 12:40:36 Checked-in: 3001 as Single  
12-05-2019 12:40:42 Checked-Out: 3001 as Single

---

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The Hotel-Motel Activity Log - Online Mode is printed as shown below:

12-05-2016 12:40:36 Checked-in: 3001 as Single  
12-05-2016 12:40:42 Checked-Out: 3001 as Single

## Viewing Hotel-Motel Activity Log

The Hotel-Motel Activity log can be viewed on the LCD display of the IP Phone.

To view and acknowledge the Hotel-Motel Activity:

- Press DSS Key assigned to 'View Hotel-Motel Activity log' when the LED of the key is turned on.

OR

- If no DSS Key is assigned, dial **1072-178**.
- The LCD of the phone will display the Date -Time -Activity Index as:  
<DD-MM> <HH:MM> <Activity Index>  
Where,  
Date is the date on which the activity was logged.

Time is the time at which the activity was logged  
Activity index is the pointer to the logged activity.

The meaning of each Activity Index is described in the following table.

| Activity Index | Hotel-Motel Activity                                        | Meaning                                                                                                                                                    |
|----------------|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 01             | Checked-in: nnnnnnnnnn as PROFILE                           | nnnnnnnnnn = max. 10 digit flexible number of the Room/Extension<br>PROFILE = Check-in Profile (i.e., Single, Family or Budget)                            |
| 02             | Checked-Out: nnnnnnnnnn as PROFILE                          | nnnnnnnnnn = max. 10 digit flexible number of the Room/Extension<br>PROFILE = Check-in Profile (i.e., Single, Family or Budget)                            |
| 03             | Guest Out: nnnnnnnnnn                                       | nnnnnnnnnn = max. 10 digit flexible number of the Room/Extension                                                                                           |
| 04             | Guest In: nnnnnnnnnn                                        | nnnnnnnnnn = max. 10 digit flexible number of the Room/Extension                                                                                           |
| 05             | Maid In: nnnnnnnnnn                                         | nnnnnnnnnn = max. 10 digit flexible number of the Room/Extension                                                                                           |
| 06             | Maid Out: nnnnnnnnnn                                        | nnnnnnnnnn = max. 10 digit flexible number of the Room/Extension                                                                                           |
| 07             | Checked-Out Calls Deleted by                                |                                                                                                                                                            |
| 08             | Wakeup Alarm Set HH:MM on nnnnnnnnnn by NNNNNNNNNN          | HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of the Extension<br>NNNNNNNNNN = max. 10 digit flexible number of the Extension |
| 09             | Wakeup Alarm Set HH:MM on nnnnnnnnnn by Front Desk          | HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of the Extension                                                                |
| 10             | Wakeup Alarm (P) Set HH:MM on nnnnnnnnnn by Front Desk      | HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of the Extension                                                                |
| 11             | Wakeup Alarm of HH:MM Canceled on nnnnnnnnnn by NNNNNNNNNN  | HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of the Extension<br>NNNNNNNN = max. 10 digit flexible number of the Extension   |
| 12             | Wakeup Alarm of HH:MM Cancelled on nnnnnnnnnn by Front Desk | HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of the Extension                                                                |
| 13             | Wakeup Alarm of HH:MM Answered on nnnnnnnnnn                | HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of the Extension                                                                |

| Activity Index | Hotel-Motel Activity                                              | Meaning                                                                                                                                                                                                    |
|----------------|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 14             | Wakeup Alarm of HH:MM No Reply on<br>nnnnnnnnnn                   | HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of<br>the Extension                                                                                                             |
| 15             | Wakeup Alarm of HH:MM Acknowledged by<br>nnnnnnnnnn               | HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of<br>the Extension                                                                                                             |
| 16             | Reminder (P) Set DD-MM-YYYY HH:MM on<br>nnnnnnnnnn by Front Desk  | DD-MM-YYYY = Date in DD-MM-YYYY format<br>HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of<br>the Extension                                                                   |
| 17             | Reminder Set DD-MM-YYYY HH:MM on<br>nnnnnnnnnn by Front Desk      | DD-MM-YYYY = Date in DD-MM-YYYY format<br>HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of<br>the Extension                                                                   |
| 18             | Reminder Set DD-MM-YYYY HH:MM on<br>nnnnnnnnnn by NNNNNNNNNN      | DD-MM-YYYY = Date in DD-MM-YYYY format<br>HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of<br>the Extension<br>NNNNNNNNNN = max. 10 digit flexible number<br>of the Extension |
| 19             | Reminder DD-MM-YYYY HH:MM Canceled<br>on nnnnnnnnnn by NNNNNNNNNN | DD-MM-YYYY = Date in DD-MM-YYYY format<br>HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of<br>the Extension<br>NNNNNNNNNN = max. 10 digit flexible number<br>of the Extension |
| 20             | Reminder DD-MM-YYYY HH:MM Canceled<br>on nnnnnnnnnn by FrontDesk  | DD-MM-YYYY = Date in DD-MM-YYYY format<br>HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of<br>the Extension                                                                   |
| 21             | Reminder DD-MM-YYYY HH:MM Answered<br>on nnnnnnnnnn               | DD-MM-YYYY = Date in DD-MM-YYYY format<br>HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of<br>the Extension                                                                   |
| 22             | Reminder DD-MM-YYYY HH:MM No Reply on<br>nnnnnnnnnn               | DD-MM-YYYY = Date in DD-MM-YYYY format<br>HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of<br>the Extension                                                                   |
| 23             | Reminder DD-MM-YYYY HH:MM<br>Acknowledged by nnnnnnnnnn           | DD-MM-YYYY = Date in DD-MM-YYYY format<br>HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of<br>the Extension                                                                   |



| Activity Index | Hotel-Motel Activity                                      | Meaning                                                                                                                                                |
|----------------|-----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| 24             | Daily Alarm Set HH:MM on nnnnnnnnnn by NNNNNN             | HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of the Extension<br>NNNNNN = max. 10 digit flexible number of the Extension |
| 25             | Daily Alarm Set HH:MM on nnnnnnnnnn by Front Desk         | DD-MM-YYYY = Date in DD-MM-YYYY format<br>HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of the Extension                  |
| 26             | Daily Alarm (P) Set HH:MM on nnnnnnnnnn by Front Desk     | HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of the Extension                                                            |
| 27             | Daily Alarm of HH:MM Canceled on nnnnnnnnnn by NNNNNNNNNN | HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of the Extension                                                            |
| 28             | Daily Alarm of HH:MM Canceled on nnnnnnnnnn by Front Desk | HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of the Extension                                                            |
| 29             | Daily Alarm of HH:MM Answered on nnnnnnnnnn               | HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of the Extension                                                            |
| 30             | Daily Alarm of HH:MM No Reply on nnnnnnnnnn               | HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of the Extension                                                            |
| 31             | Daily Alarm of HH:MM Acknowledged by nnnnnnnnnn           | HH:MM = Time in HH:MM format<br>nnnnnnnnnn = max. 10 digit flexible number of the Extension                                                            |
| 32             | Alarm Notification to Front Desk for nnnnnnnnnn           | nnnnnnnnnn = max. 10 digit flexible number of the Extension                                                                                            |
| 33             | Alarm not served, nnnnnnnnnn is Busy                      | nnnnnnnnnn = max. 10 digit flexible number of the Extension                                                                                            |
| 34             | PMS Link Down                                             |                                                                                                                                                        |
| 35             | PMS Link Restored                                         |                                                                                                                                                        |
| 36             | PMS - Invalid STX                                         |                                                                                                                                                        |
| 37             | PMS - No STX                                              |                                                                                                                                                        |
| 38             | PMS - Invalid ETX                                         |                                                                                                                                                        |
| 39             | PMS - No ETX                                              |                                                                                                                                                        |
| 40             | PMS - Invalid Function Code                               |                                                                                                                                                        |
| 41             | PMS - Invalid Status Code                                 |                                                                                                                                                        |
| 42             | PMS - Invalid Room Number                                 |                                                                                                                                                        |

| Activity Index | Hotel-Motel Activity                                  | Meaning                                                                                              |
|----------------|-------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 43             | PMS - Invalid Alarm Time                              |                                                                                                      |
| 44             | PMS - System can not send Message                     |                                                                                                      |
| 45             | PMS - Buffer Full in System                           |                                                                                                      |
| 46             | Allotted Call Budget Exhausted by Room No. nnnnnnnnnn | nnnnnnnnnn = max. 10 digit flexible number of the Room/Extension                                     |
| 47             | Emergency Number Dialed : nnnnnnnnnn                  | nnnnnnnnnn = max. 10 digit flexible number of the Extension                                          |
| 48             | Fail- MESSAGE                                         | MESSAGE = Invalid PMS Fidelio message received from PMS or PMS Fidelio message failed to send to PMS |



*To be able to view Hotel-Motel Activity log, a DSS key with LED must be configured by the System Engineer. Refer the section, 'Direct Station Selection Console' in the PRASAR UCS System Manual for configuration instructions.*

# Maid

---

'Maid' is an extension of the housekeeping feature Room Clean Status. It helps the Hotel Administration to keep track of the cleanliness of rooms, but also the functioning of the housekeeping staff.

This feature is to be used as follows:

- The Maid enters in guest room to clean.
- From the guest room phone, she dials the **Maid Present** code to notify her presence in the room. The PRASAR UCS will change the room clean status from **Dirty** to **Maid Present**.
- She cleans the room.
- She dials the **Clean** code to notify that the room is now clean.
- She leaves the room.
- If the Hotel has the practice of having rooms inspected before certifying it as clean, the Maid dials the **To be Inspected** code before leaving the room.
- If she is leaving the room without cleaning it<sup>51</sup>, she dials the **Dirty** code. The system will change the clean status of this room from 'Maid is in Room' to 'Dirty'.
- If she finds that any object or facility in the room is not working or requires repair, she dials the **Out of Service** code before leaving the room.



- *The maid can also call up the Operator to have maid presence and room clean status changed from the Front Desk.*
- *For this feature to work, it must be enabled in the Class of Service (CoS) for the guest room phone. Ensure that the Station Basic Feature Template assigned to the guest room phones have CoS with 'Change Room Clean Status' enabled.*

## Configuring Maid Command

By default, when Customer Profile of the system is selected as Hotel, the Station Basic Feature Template # 45 is assigned to all guest room phones.

The Station Basic Feature Template # 45 has 'Change Room Clean Status' enabled in the Class of Service (CoS) group (CoS group 19). Hence, by default the feature Maid is allowed on all guest room phones.

In case, Maid feature is to be denied to a room phone, following steps should be followed:

1. Define a CoS group with 'Change Room Clean Status' disabled.
2. Prepare a Station Basic Template with this CoS group applicable in all the time zones.
3. Assign this newly prepared Station Basic Feature Template to the room phone on which the Maid Command is to be disabled.

## Changing Clean Status from Guest Room

Recollect that maid and room clean status indicators can be changed from the Front Desk, by the Operator too.

The following instruction is for the Maid only. For instructions for the Operator, refer the topic Room Clean Status.

---

51. *For any reason, such as guest is present in the room and does not want the room to be cleaned, or wants it to be cleaned later, or allows the room to be cleaned only partially.*

The commands to change the Clean Status from the guest room phone are applicable when no PMS is installed as well as for the proprietary PMS Protocols, Matrix PMS Type1 and Matrix PMS Type2.

- When no PMS is used or when the proprietary PMS Protocols, Matrix PMS Type1 and Matrix PMS Type2 is used,
  - To change the Clean Status from the guest room phone,
    - Pick up the handset.
    - Dial **1054-1** to set 'Maid in Room'
    - Dial **1054-2** to set 'Room is Dirty'
    - Dial **1054-3** to set 'Room is Clean'
    - Dial **1054-4** to set 'Room is to be Inspected'
    - Dial **1054-5** to set 'Out of Service'
    - Replace the Handset.

- PMS protocol used is Micros Opera

To change the Clean Status from the guest room phone,

- Pick up the handset.
- Dial **1054-1** to set 'Dirty'
- Dial **1054-2** to set 'Clean'
- Dial **1054-3** to set 'Inspected'
- Replace the Handset.

- PMS protocol used is Extended Starlight

To change the Clean Status from the guest room phone,

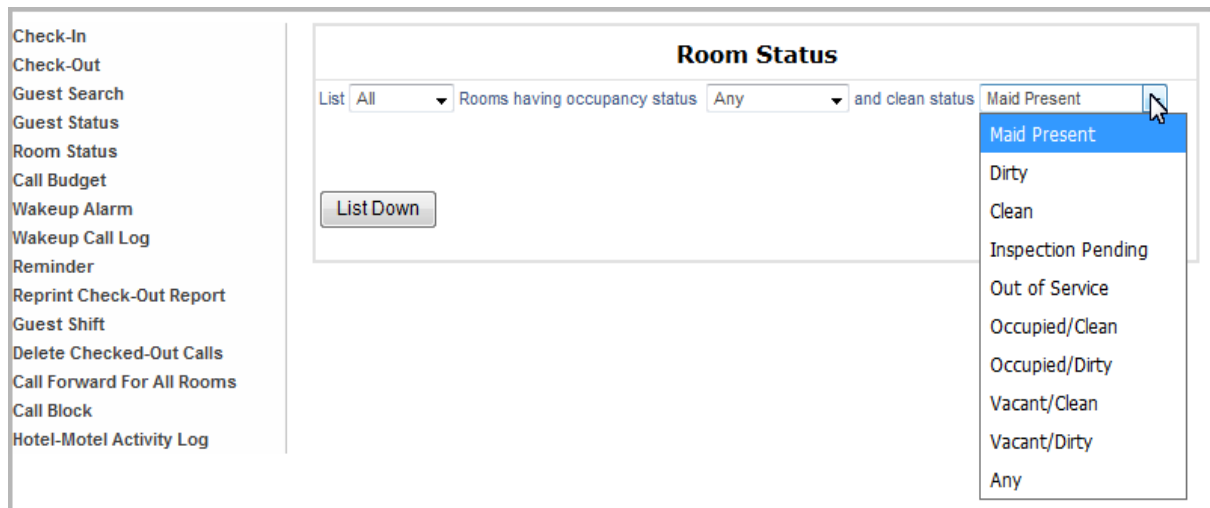
- Pick up the handset.
- Dial **1054-1** to set 'Dirty'
- Dial **1054-2** to set 'Clean'
- Dial **1054-3** to set 'Clean Checked'
- Replace the Handset.

## Viewing Maid Presence

The Operator may view whether Maid is present in a room using Room Status through web pages.

To view Maid presence:

- Log into the Front Desk User.
- Open the **Room Status** form.



The screenshot shows the 'Room Status' web form. On the left is a sidebar menu with options: Check-In, Check-Out, Guest Search, Guest Status, Room Status, Call Budget, Wakeup Alarm, Wakeup Call Log, Reminder, Reprint Check-Out Report, Guest Shift, Delete Checked-Out Calls, Call Forward For All Rooms, Call Block, and Hotel-Motel Activity Log. The main area is titled 'Room Status' and contains three dropdown menus: 'List' (set to 'All'), 'Rooms having occupancy status' (set to 'Any'), and 'and clean status' (set to 'Maid Present'). A 'List Down' button is located below the first two dropdowns. The 'and clean status' dropdown is open, showing a list of options: Maid Present (highlighted), Dirty, Clean, Inspection Pending, Out of Service, Occupied/Clean, Occupied/Dirty, Vacant/Clean, Vacant/Dirty, and Any.

- Select the following search criteria:
  - Room Type = All
  - Occupancy status = Any
  - Clean status = Maid Present.
- Click the **List Down** button.

All rooms, irrespective of occupancy status and room type, where the Maid is present will appear in the 'Clean Status' column of the "[Room Status Report](#)".



- *The system will record maid presence only if the maid has notified the system by dialing the 'Maid Present' code or informed the Operator of her presence in the room.*
- *If check-in profile = Single or Family, Clean Status set by Maid will be applicable to the room as well as to all phones in the room.*
- *If check-in profile = Budget, Clean Status set by Maid will be applicable to the guest phone only.*

## Mini Bar

---

Hotels offer Mini Bar in the room for the guest. The Mini Bar has edibles like mineral water, beverages, chocolates, snacks, etc. The guest can consume these items as per his wish.

Room Service Staff replenishes the stock of edibles and informs verbally about the consumption to the administration department. The administration department enters these details manually in the property management system.

Hotel Management wants the Mini Bar details (of consumption) to be sent to the hotel management system (Property Management System) automatically (without any verbal communication). UCS offers a feature, viz. Mini Bar to serve this requirement.

When using PRASAR UCS, on replenishing the Mini Bar stock, the room service staff must dial a code followed by Item number and quantity from the room phone (the quantity can be the quantity consumed or the quantity remaining in the Mini Bar. The Hotel administration must define whether 'quantity' denotes number of items consumed or number of items remaining. The PRASAR UCS on receiving this information passes it on to the PMS. The PRASAR UCS does not store the Item number or the quantity consumed anywhere in its database. The PRASAR UCS only acts as a conduit to pass the Mini-bar details to the PMS.

To use this feature,

- The Hotel administration needs to code (and tag, if required) each item kept in the Mini Bar (For example Mineral Water = 01, Heineken Beer = 02, Diet Coke = 03, etc.) and train the hotel staff to dial the Mini Bar details' command from the room phone.
- No specific configuration is required in PRASAR UCS for this feature to work except for enabling the Class of Service (CoS) of Mini Bar details for the Station (Room Phone). Please ensure that the Station Basic Template assigned to the room phone has CoS Group with Mini Bar details enabled.



- *Mini Bar feature will work only,*
  - *From the Room Phone.*
  - *For guests who are checked in.*
  - *If 'Mini Bar Details' is enabled in the Class of Service of the Room Phone.*
- *Matrix Type 1 PMS Protocol supports Mini Bar posting to PMS server.*
- *If the PMS link is down when the Mini Bar command issued, the Mini Bar details are buffered in the PRASAR UCS and subsequently sent to the PMS when the PMS link is restored.*
- *Matrix Type 2 protocol does not have any command to send the Mini Bar details to the PMS. So where this protocol is used, if the room service staff issues Mini Bar command, confirmation tone is issued but the command is not sent to the PMS. However, Matrix Type 2 PMS protocol supports user definable fields, which can be used to convey Mini Bar details to PMS software. User definable fields can be used only if it is supported by the external PMS software. In which case, Mini Bar details will be sent to the PMS using the feature access code of 'User Definable Fields'.*

## Configuring Mini Bar

By default, when Customer Profile of the system is selected as Hotel, Station Basic Feature Template Number 45 is assigned to all the guests' room phones and administration phones. Station Basic Feature Template Number 45 has Mini Bar details enabled in the CoS groups applicable to them. Hence, no change is required.

In case 'Mini Bar details' is to be denied to a room phone,

1. Define a CoS group with Mini Bar details disabled.
2. Prepare a Station Basic Template with this CoS group applicable in all the time zones.
3. Assign this newly prepared Station Basic Feature Template to the room phone on which 'Mini-bar details' is to be disabled.

## Using Mini Bar

To update the consumption of edible items, the room service staff must dial the following code sequence:

**1056-Item Code-Quantity**

Where,

Item Code is of two-digits. (as defined by the Hotel Administration)

Quantity is of two-digits.

For example:

Guest A is checked into room 101 with room phone number 2001. The refrigerator is stocked with ten bottles of Mineral Water (item code 01) and one packet of butter (item code 04) and two packets of cheese (item code 05).

The next day, room service finds that four bottles of water, one packet of butter and one packet of cheese have been consumed by the guest.

The room service staff should dial the following commands (for each item, one-by-one) from room phone 2001:

**1056-01-04** (4 bottles of mineral water are consumed)

**1056-04-01** (1 packet of butter is consumed)

**1056-05-01** (1 packet of cheese is consumed)



*If the Hotel Management has defined the quantity as number of unused items, it should train the room service staff to dial in the quantity = number of unused item instead of number of consumed items. Please note that this would also depend upon the way the PMS is configured to interpret this information.*

# Message Wait

---

PRASAR UCS offers the 'Message Wait' feature to ensure that guests do not miss important calls made to them in their absence.

This is done in two ways:

- When a guest is not present in his/her room<sup>52</sup>, calls for the guest can be taken by the Operator. The Operator can ask the callers to leave a message, and later give the message to the guest on his/her return.

OR

- Calls can be forwarded to the Voice Mail System of the hotel. The guest can access the mailbox and listen to the messages left by the callers.

Both are accomplished by way of a “[Message Wait Indications](#)” set on the guest phone, to inform the guest about the new messages.

Message Wait Notification can be set:

- manually by the Operator or any other administration station for a guest room phone. It can be set also by any other administration phone such as Room Service, Travel Desk, etc. when they are unable to reach the guest.
- automatically by the Voice Mail System, whenever a new message lands in the mailbox assigned to the guest.
- at a time, a guest room phone can have 2 Message Wait notifications. In addition to the New Message Wait Notification from the Voice Mail System, up to three Message Wait Notifications can be set by the Operator/Administration staff.

On receiving the “[Message Wait Indications](#)”, the guest needs to dial the 'Retrieve New Message' feature access code to listen to the message(s).

## Message Wait set by Operator

Message Wait set by Operator works as follows:

- When the Operator is unable to reach the guest, s/he dials a code to set Message Wait Notification on the guest room phone.
- The guest finds the Message Wait Notification set on his/her room phone.
- The guest must dial the 'Retrieve New Message' feature access code.
- When the guest dials the feature access code, the system places a call to the Operator/administration phone. The text 'MW Call' and the guest phone number is displayed on the Operator's phone to inform that it is a Message Wait Call set by him/her for that phone number.
- The Operator/administration staff delivers the message to the guest.
- The Message Wait Notification will be turned off, and the system will clear the message wait notification on guest phone, provided no further message wait is set on it.

Message Wait Notification will be automatically cleared, when the guest retrieves all new messages. However, if the Operator/administration staff wants to cancel a Message Wait set for a guest, before the guest can retrieve it, it must be cancelled manually by them.

---

52. Guest-Out or “[Do Not Disturb](#)” is set on the guest room phone.



## Message Wait set by Voice Mail System

Message Wait set by the Voice Mail System works as follows:

- Callers leave voice mail for the guest.
- When there is a new message in the mailbox of the guest phone, the system automatically turns on the Message Wait Notification on the guest's phone.
- The guest must dial the 'Retrieve New Message' feature access code to access the mailbox and listens to the messages left by the callers.
- When the guest dials the 'Retrieve New Message' code, the system places a call to the mailbox assigned to the guest.
- The guest can listen to the waiting message by following the voice prompts.
- The Message Wait Notification will be turned off, and the system will clear the message wait notification on guest phone, provided no further message wait is set on it.

Message Wait set by Voice Mail System is cleared by the system only after the guest has heard new message(s). It cannot be cleared manually.

## Message Wait Indications

The guest is notified automatically of the new messages by way of any one of the following indicators on the room phone:

- **Stuttered Dial Tone:** When the guest lifts handset s/he will hear a stuttered dial tone for Message Wait Indication.

If the guest hears stuttered dial tone, the guest must dial the Message Wait retrieval code. The system will place a call to the guest's mailbox or to the Operator/administration phone that has set the message wait. Once the message(s) is retrieved by the guest, the dial tone will return to normal.



- *If the guest room phone is an IP Phone, the LED of the 'Retrieve New Message' DSS Key (if assigned) will glow to indicate waiting messages only when the Message Wait is set for that extension. When the guest presses the key, call will be placed to the Operator/administration phone/Voice Mail System that has set the message wait. The LED of 'Retrieve New Message' will stop glowing when there is no new message in Voice mail and no further message wait is set by operator/other users.*
- *When more than one Message Wait is set on a guest phone, the system will retrieve the messages in the chronological order, retrieving the earliest message first and the latest message last.*
- *If there are more than one message wait set by both Operator/administration staff and Voice Mail System, the waiting message(s) in the mailbox of the Voice Mail System will be given priority in retrieval. The system will dial the mailbox first. Only when all new messages in the mailbox have been heard, the system will dial the Operator/administration phone to retrieve waiting messages set by them.*
- *"Message Wait Indications" on the guest phone will not be cleared until the guest has retrieved all waiting messages set by Operator/administration staff and Voice Mail System.*
- *Guests cannot cancel Message Wait Notification set on their phones.*
- *For the Message Wait feature to work, the Installer must configure the ["Configuring Message Wait Indication Type"](#).*
- *The Message Wait Ring Timer, the Message Wait Ring Count and the Message Wait Ring Timer Interval are configurable.*
- *If the guest is to be allowed to set message wait on other room phones and on the Operator phone, the Class of Service (CoS) group assigned to the guest phone must have 'Message Wait' feature enabled in it.*

## Configuring Message Wait

Whenever there is a new message in the mailbox Voice Mail System (VMS) will automatically set message wait for the guest phone. Therefore, no specific configuration is required for Message Wait set by VMS.

By default, all IP Phone users are allowed to 'Set/Cancel Message Wait' on other phones. No specific configuration is required.

However, if the 'Set/Cancel Message Wait' feature is to be denied to any of the administration phones, follow these steps:

1. Define a CoS group with 'Message Wait Set/Cancel' disabled.
2. Prepare a Station Basic Template with this CoS group applicable in all the time zones.
3. Assign this newly prepared Station Basic Feature Template to the administration phone on which 'Set/Cancel Message Wait' is to be disabled.

'Retrieve New Message' is allowed to all extensions of the PRASAR UCS, which includes guest room phones and administration phones. So, no configuration is required for this.

## Configuring Message Wait Indication Type

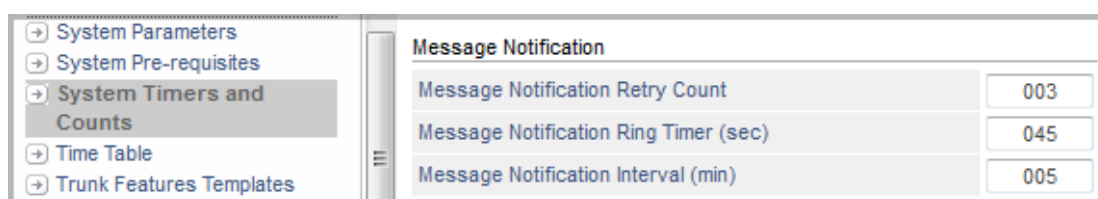
The only configuration required for the Message Wait feature on guest room phones is to define the Message Wait Indication Type for the phones. Message Wait Indication Type is set in the *Extension Voice Mail Settings* under *Configuring Voice Mail System*. Refer the *PRASAR UCS System Manual* for instructions on configuring Voice Mail Settings of extensions.

The default Access Codes can be changed by the installer/System Engineer of the hotel. Refer the topic 'Access Codes' in the *PRASAR UCS System Manual*.

## Configuring Message Wait Ring Timer, Count and Interval

To configure these parameters using SE web pages:

- Log in as System Engineer.
- Under **Configuration**, click **System Timers and Counts**.



| Message Notification                  |     |
|---------------------------------------|-----|
| Message Notification Retry Count      | 003 |
| Message Notification Ring Timer (sec) | 045 |
| Message Notification Interval (min)   | 005 |

- Set the Message Wait Ring Timer, Ring Count and Ring Timer Interval to the desired value.
- Click **Submit** at the bottom of the page to save the changes.



- *By default, all the phones are allowed to set Message Wait on other phones.*
- *However, if the Hotel does not wish to provide this facility to the guest room phones, the 'Set/Cancel Message Wait' feature must be disabled in the Class of Service group allowed to the guest room phones.*
- *If the Hotel wishes to provide this facility to selected guest room phones, the Installer is advised to create a separate Station Basic Feature Template with the 'Message Wait Set/Cancel' feature enabled*

in the Class of Service and apply this template on the selected guest room phones. The Installer must follow these steps:

- i. Define a CoS group with 'Message Wait Set/Cancel' enabled.
- ii. Prepare a Station Basic Template with this CoS group applicable in all the time zones.
- iii. Assign this newly prepared Station Basic Feature Template to the guest room phone(s) on which 'Message Wait Set/Cancel' is to be enabled.

## Setting Message Wait

Message Wait can be set:

- By the Operator for the guest.
- By the Voice Mail System automatically.

### Message Wait set/canceled by Operator

The Operator can set or cancel Message Wait for a guest using:

- Front Desk User
- SA Command from IP Phone

#### Using Front Desk User

- Log into Front Desk User
- Open **Guest Search** form.
- Enter Guest/Room/Phone Number to reach the **Guest Services** page of particular Guest.

The screenshot displays the 'Guest Privilege' form for a guest with Phone Number 3005 and Phone Name MR. GoodFellow. The form is divided into two main sections: 'Message Wait' and 'Guest Privilege'. The 'Message Wait' section includes a 'Message Wait' button (highlighted in red), a 'Do Not Disturb' dropdown (set to OFF), and a 'Clear Message Wait' button. The 'Guest Privilege' section includes fields for 'Allot Call Budget (₹)', 'Call Budget Allotted/Used (₹)', 'Call Privilege', 'Mailbox', 'Mailbox Language', 'Set DND with text message', 'Guest Presence', 'Occupancy Status', 'Clean Status', 'Voice Mail Notification', and 'Guest Group'. The 'Message Wait' button is highlighted in red, indicating it is set.

- To set Message Wait:
  - Click **Message Wait** button under the Guest Privileges tab to set Message Wait.
  - The color changes to RED to indicate Message Wait is set.
- To cancel Message Wait:
  - Click Message Wait button lighting with red color under the Guest Privileges tab.
  - The color is turned off, indicating Message Wait is canceled.

#### Using SA Command from IP Phone

Using DSS Key:

- To set Message Wait:

- Press the DSS key assigned for 'Message Wait' function.
  - Enter the Phone Number on which message wait is to be set.
  - Select 'Set Message Wait' and Press 'Enter' key to set Message Wait.
  - You get a confirmation tone with text message showing phone number on which Message Wait is set.
  - Go Idle or you get dial tone after 3 seconds.
- To cancel Message Wait:
    - Press the DSS key assigned for 'Message Wait' function.
    - Enter Phone Number to which message set earlier is to be cancelled.
    - Scroll to reach 'Cancel Message Wait' and Press 'Enter' key.
    - You get a confirmation with text message showing phone number on which Message Wait is cancelled.
    - Go Idle or you get dial tone after 3 seconds.

Using Command:

- To set Message Wait,
  - Pick up the handset.
  - Dial **\*1076**.
  - Enter Phone Number on which message wait is to be set.
  - Dial **'1'**.

OR

Select 'Set Message Wait' and Press 'Enter' key, to set Message Wait.

- You get a confirmation tone with text message showing phone number on which Message Wait is set.
- Go Idle or you get dial tone after 3 seconds.

- To cancel Message Wait,
  - Pick up the handset.
  - Dial **\*1076**.
  - Enter Phone Number on which message wait is to be cancelled.
  - Dial **'0'**.

OR

Scroll to reach 'Cancel Message Wait' and Press 'Enter' key.

- You get a confirmation tone with text message showing phone number on which Message Wait is cancelled.
- Go Idle or you get dial tone after 3 seconds.



- *If Message Wait is to be set by any other administration extension like Room Service, Travel Desk, etc., use commands as described above.*
- *If the check-in profile is Single, Message Wait set for any phone shall be applicable to all the phones in the room.*
- *If the check-in profile is Family, Message Wait set for a phone shall be applicable to that particular phone only.*
- *If the check-in profile is Budget, Message Wait set for any phone shall be applicable to that phone only.*

## Retrieval of Message Wait by Guests

Guests can retrieve the message waiting for them, set by the Operator/administration station as well as Voice Mail System, by dialing the 'Retrieve New Message' feature access code.



*The feature Access Code for retrieving messages is the same for all the IP phones.*

### Guests using IP Phone

- Press DSS Key assigned for “Retrieve New Message”. (if it is glowing)

Or

- Press DSS Key assigned for “Voice Mail”. (If it is glowing).

# Occupancy Status

---

The Hotel Administration needs to monitor the occupancy status of the rooms to be able to rent out rooms efficiently.

PRASAR UCS offers the feature 'Occupancy Status' to meet this requirement. This feature provides at-a-glance the number of rooms vacant, occupied, reserved and guaranteed. So, the Operator can allot rooms quickly and efficiently. It also allows changing the 'Occupancy Status' of the room/phone as required.

The system offers the four occupancy status indicators:

- **Vacant:** The room is vacant and can be rented.
- **Occupied:** The room is checked-in and occupied by a guest.
- **Reserved:** The room has been booked for a guest, but the guest has yet to check in or pay. The room cannot be rented to another guest for a time period (depends on the room booking and payment practices of the Hotel).
- **Guaranteed:** The room has been booked for a guest with advance payment/deposit. The room cannot be rented unless the guest cancels booking (depends on the room booking and payment practices of the Hotel).

The Occupancy Status feature works as follows:

The occupancy status of a guest room is changed automatically to 'Vacant' when the Operator

- checks out a guest from a room
- shifts a guest from the room (the old room is designated as 'Vacant')

The occupancy status of a guest room is changed automatically to 'Occupied' when the Operator

- checks in a guest into a room
- shifts a guest to the room (the new room is designated as 'Occupied')

This also works the other way round; it is possible to change occupancy status of the room/phone manually (without using check-in/check-out command/form).

- When occupancy status is set manually to 'Vacant', all conditions of check out will apply.
- When occupancy status is set manually to 'Occupied', the conditions of check in will apply.
- The occupancy status of a guest room can be changed manually to 'Reserved' or 'Guaranteed' as required.



- *No specific configuration is required for this feature to work.*
- *Though occupancy status 'Vacant' and 'Occupied' are set automatically at every check-out and check-in respectively, these can be changed at any time manually by the Operator.*
- *Changing room occupancy status to 'Vacant' will check out the room, and changing occupancy status to 'Occupied' check in the room. This makes it possible for the Operator to check-in and check-out guests by changing the occupancy status of the room, without using the Check-In and Check-Out forms or dialing Check-In and Check-Out commands.*

- But all other Check-In parameters like 'Guest Name and Title', 'Guest Group', 'Call Budget Amount', etc. have to be set individually.

## Changing Occupancy Status

Occupancy status of rooms is changed automatically to 'Vacant' and 'Occupied' at every check-out and check-in respectively. However, it can be changed by the Operator manually using:

- Front Desk User
- SA Command from IP Phone

### Using Front Desk User

- Log into Front Desk User.
- Open **Guest Search** form.

- Search Guest by Guest Number/Room Number/Phone Number.
- Click **Submit**.
- The **Guest Services** form for the particular guest will open.
- If check-in profile of the guest is Single or Family, change **Occupancy Status** of the Room, in the Room Profile Section.

- If check-in profile of the guest is Budget, change the **Occupancy Status** under Guest Privilege.

- Click **Submit** to save change.

## Using SA Command from IP Phone

Using DSS Key:

- Press the 'Change Occupancy Status' key.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room or the Phone number as the case may be<sup>53</sup>.
- Scroll to select the desired occupancy option:
  - Vacant
  - Occupied
  - Reserved
  - Guaranteed
- Press 'Enter' key.
- You will get a confirmatory text message showing the occupancy status set for the room/phone number and confirmation tone.

Using Command:

- Pick-up the Handset. (It is assumed that the Operator is in SA mode)
- Dial **1072-908**.
- You get a text message 'Enter Room/Phone Number'.
- Enter the room or the Phone number as the case may be.
- Scroll to select the desired occupancy option:
  - Occupied
  - Vacant
  - Reserved
  - Guaranteed
- Press 'Enter' key.
- You will get a confirmatory text message showing the occupancy status set for the room/phone number and confirmation tone.



- *If Check-In profile of the guest is Single or Family, occupancy status of the 'Room' is changed.*
- *Therefore, to check in/check out a guest as Single or Family, the Operator must change the occupancy status of the 'Room'.*
- *If the check-in profile of the guest is Budget, the occupancy status of the 'Phone' is changed. So, to check in/check out a guest as Budget, the Operator must change the occupancy status of the 'Phone'.*

## Viewing and Printing Occupancy Status

The Operator can view and print the Occupancy Status of rooms, so that s/he can allot rooms quickly and efficiently.

The Occupancy Status of the rooms can be viewed from the Front Desk User, using [“Guest Search”](#) or by printing the [“Room Status Report”](#).

Occupancy status is part of the room status report, which can be printed using:

- Front Desk User

---

53. Dial Room if the Check-In Profile is Family or Single. Dial Phone Number, if Check-In Profile is Budget.



- SA Command from IP Phone



- *USB to COM port must be assigned for 'Hotel Reports'. Computer must be interfaced to the assigned USB to COM port.*
- *When the Operator prints Room Status Report using SA commands, the system will print the entire "Room Status Report", instead of sorting rooms by occupancy status.*

## Using Front Desk User

- Log into the Front Desk User.
- Open the **Room Status** form.

- Select the following search criteria:
  - Room Type = All.
  - Occupancy status = Select 'Any' or the desired option. (vacant, occupied, reserved, guaranteed)
  - Clean status = 'Any'.
- Click the **List Down** button.

The occupancy status of rooms will appear in the format of the "Room Status Report".

|                          | Room Status |                  |              |                  |                |              |                |
|--------------------------|-------------|------------------|--------------|------------------|----------------|--------------|----------------|
|                          | Room Number | Check-In Profile | Phone Number | Occupancy Status | Guest Presence | Clean Status | Call Privilege |
| Check-In                 | 301         | Single           | 3001         | Vacant           |                | Clean        | All Calls      |
| Check-Out                | 302         | Single           | 3002         | Vacant           |                | Clean        | All Calls      |
| Guest Search             | 303         | Single           | 3003         | Occupied         | Guest-In       | Clean        | All Calls      |
| Guest Status             | 304         | Single           | 3004         | Occupied         | Guest-In       | Clean        | All Calls      |
| Room Status              | 305         | Family           | 3005         | Occupied         | Guest-In       | Clean        | All Calls      |
| Call Budget              | 306         | Single           | 3006         | Vacant           |                | Clean        | All Calls      |
| Wakeup Alarm             | 307         | Single           | 3007         | Vacant           |                | Clean        | All Calls      |
| Wakeup Call Log          | 308         | Single           | 3008         | Vacant           |                | Clean        | All Calls      |
| Reminder                 | 309         | Single           | 3009         | Vacant           |                | Clean        | All Calls      |
| Reprint Check-Out Report | 400         | Single           | 3010         | Vacant           |                | Clean        | All Calls      |
| Guest Shift              |             |                  |              |                  |                |              |                |
| Delete Checked-Out Calls |             |                  |              |                  |                |              |                |
| Call Forward - All Rooms |             |                  |              |                  |                |              |                |
| Call Block               |             |                  |              |                  |                |              |                |
| Hotel-Motel Activity Log |             |                  |              |                  |                |              |                |

- Click the **Print** button on the form to print this page.

## Using SA Command from IP Phone

Using DSS Key:

- Press the 'Print Room Status Report' key.
- You will receive Room Status Report on the destination port as assigned.

Using Command:

- Pickup the Handset.
- Dial **1072-912**.
- You will receive Room Status Report on the destination port as assigned.

## Preset Call Forward

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If you do not want guests to set/cancel Call Forward manually, you can set Preset Call Forward. With Preset Call Forward calls landing on a guest room phone can be automatically forwarded to their Voicemail or to another Rooms Phone Number or Department Group. This way, guests can ensure that callers can reach them and that they do not miss calls when they are not present in their room or when they are busy.

Preset Call Forward options can be configured for each time zone by the SE only and this feature is independent of the Class of Service assigned to the guests. The guests will not have to manually set Call Forward. However, if Preset Call Forward is set and the guests also set Call Forward from their room phones, it will have a priority over Preset Call Forward. When guests cancel Call Forward from their room phones, the Preset Call Forward option will be applied automatically.

The Preset Call Forward feature of PRASAR UCS offers the following forwarding options:

- **When Busy** - calls are forwarded to the destination phone number only when the called guest's phone is busy.
- **When No Reply** - calls are forwarded to the destination phone number only when the called guest does not answer the phone. The default time is 30 seconds for all extensions and can be changed by configuring the Call Forward No-Reply Timer.
- **When Busy or No Reply** - calls are forwarded to the destination phone number when the called guest's phone is either busy or does not reply.



- *Preset Call Forward cannot be cancelled by the guests.*
- *The system supports only single-point Preset Call Forward, which means, if the destination extension has also forwarded its calls, the call will not follow the forwarding path. For example: Calls for guest A are forwarded to guest B. Preset Call Forward is also set on the phone of guest B with C as the destination number. In this case, Calls for A will land on B and calls for B will land on C. Calls for A will not land on C.*
- *Only one Preset Call Forward Type can be set for each Time Zone. Every new Preset Call Forward Type set overrides the previous one.*

## Configuring Preset Call Forward

The Preset Call Forward feature requires following configuration:

- settings Preset Call Forward for the desired time zone.
- changing the 'Call Forward No-Reply Timer' in Station Advanced Feature Template, if desired by the Hotel.

## Configuring Preset Call Forward

Preset Call Forward can be set using the SE web pages only.

To change the Preset Call Forward to Voice Mail using SE web pages,

- Login as System Engineer.
- Under **Configuration**, click **Station Advance Features Templates**.
- For the desired time zone select the desired Preset Call Forward Type.

- Select the desired destination for the selected Preset Call Forward.
- If you do not want to apply Preset Call Forward, select None as the Forward Type.

## Configuring Call Forward Ring Timer

For both Call Forward options When No Reply and When Busy or No-Reply, the Installer must configure the 'Call Forward No Reply Timer'. This is the time in seconds for which the system waits for the extension to answer the call. If the call is not answered within this time period, the system considers it as 'No Reply' and the call is then forwarded to the phone number or Voice Mail set as the destination for forwarded calls from that extension.

Call Forward No-Reply Timer is set to 30 seconds as default and can be configured as per user preference. To configure this timer, go to the Station Advanced Feature Template.

To configure Call Forward No-Reply Timer using SE web pages:

1. Login as System Engineer.
2. Under **Configuration**, click **Station Advanced Feature Template** to open the page.
3. Select an Advanced Feature Template number. (by default Template 50 is assigned to all guest room phones)
4. Click **Call Forward** to expand.
5. In **Call Forward No-Reply Timer (Sec.)**, configure the desired value.
6. Click **Submit** at the bottom of the page to save changes.

**Station Advance Features Templates**

Template No. 50

**Call Forward**

Call Forward No Reply Timer (sec) 030

Allow External Call Forward for Trunk Calls

**Preset Call Forward (WH)**

Forward Type None

Destination Dept. Group

Port No. 0001

**Preset Call Forward (BH)**

Forward Type None

Destination Dept. Group

Port No. 0001

**Preset Call Forward (NH)**

Forward Type None

Destination Dept. Group

Port No. 0001

7. Apply the Template now configured with the Call Forward Ring Timer to the room phones.

Refer the section **Station Advanced Feature Template** in the PRASAR UCS System Manual for instructions on applying this template to IP Phones.



- *By default Station Advanced Feature Template Number 50 is assigned to all guest room phones. If you want to change the Call Forward No Reply Timer for all guest room phones, change the Timer in Template Number 50 assigned to all guest room phones.*
- *If you want to set a different Timer for different guest room phones, prepare a separate Station Advanced Feature Templates with different values for the Call Forward No-Reply Timer and apply the Templates to the guest stations as required.*
- *When Call Forward No-Reply is set on a phone that is configured in a Trunk Landing Group, the calls will be forwarded on expiry of 'Ring Timer' configured in the routing group for this member phone. Call Forward No-Reply Timer, configured in Station Advanced Feature Template will not be applied in this case.*

## Presets for Features

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When a guest is checked-in, the Front Desk/Operator assigns basic facilities such as Call Budget, Call Privilege, Guest Group, Voice Mail Access, VIP status to the guest. Often these facilities are provided uniformly to all guests by the hotel, and changed only on a guest-by-guest basis. For example, the hotel allows \$10 as call budget amount to all guests, all guests are allowed call privilege of internal and local calls and voice mail access. On guest request, the call budget amount can be increased to \$15; call privilege can be changed to long-distance calls.

In order to save the Operator the effort of assigning each of these facilities at every check-in, the PRASAR UCS offers 'Presets'.

With the 'Presets for Features', whenever a guest checks-in the hotel, pre-configured values of some of the basic facilities like Call Budget, Call Privilege, Voice Mail, Guest Group, VIP status, offered by the Hotel to all guests are assigned to the guest automatically. The Operator, on guest request, can change these values on a guest-by-guest basis.

PRASAR UCS supports configurable presets for the following features/facilities:

- Call Budget Amount
- Guest Group
- Call Privilege
- Priority (for VIP and Non-VIP Guests)
- Preset Call Forward
- Check-In Profile

These Presets can be configured by the Installer/System Engineer according to the requirement of the Hotel.

## Configuring Presets

The Installer/System Engineer may consult hotel management and configure the Presets for the above listed features/facilities using SE web pages.



*Preset Call Forward can be set through SE web pages only.*

To configure Presets using SE web pages:

- Login as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters**.

- Set the desired values for different types of presets.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                        |           |                                                      |          |                               |        |                                                |          |                                                     |    |                                                   |    |                               |             |                                   |            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|-----------|------------------------------------------------------|----------|-------------------------------|--------|------------------------------------------------|----------|-----------------------------------------------------|----|---------------------------------------------------|----|-------------------------------|-------------|-----------------------------------|------------|
| <ul style="list-style-type: none"> <li>→ Department Groups</li> <li>→ Dial Plan for SIP Extension</li> <li>→ DISA - CLI Authentication</li> <li>Emergency <ul style="list-style-type: none"> <li>→ Extension Search</li> <li>→ Firmware Management</li> </ul> </li> <li>Hotel Settings <ul style="list-style-type: none"> <li>→ <b>Hotel Parameters</b></li> <li>→ Hotel-Motel Activity Log</li> <li>→ PMS Interface</li> <li>→ Room Type</li> <li>→ Room Number</li> <li>→ Room - Phone Mapping</li> </ul> </li> <li>Key Template <ul style="list-style-type: none"> <li>→ LDAP</li> </ul> </li> <li>Least Cost Routing (LCR) <ul style="list-style-type: none"> <li>→ License Management</li> <li>→ Logical Partition</li> </ul> </li> </ul> | <h3>Hotel Parameters</h3> <p>Configurable Alarm Type (Once Only / Daily) <input type="checkbox"/></p> <p>Configurable Alarm Category (Personalized / Automated) <input type="checkbox"/></p> <p>Voice Guided Alarm Verification <input checked="" type="checkbox"/></p> <h3>Preset Call Privilege</h3> <table> <tr> <td>Preset Call Privilege when Occupancy Status - Occupied</td> <td>All Calls</td> </tr> <tr> <td>Preset Call Privilege when Occupancy Status - Vacant</td> <td>No Calls</td> </tr> <tr> <td>Preset Call Budget Amount (₹)</td> <td>009999</td> </tr> <tr> <td>Preset Call Privilege when Call Budget Expires</td> <td>No Calls</td> </tr> <tr> <td>Preset Guest Group when Occupancy Status - Occupied</td> <td>99</td> </tr> <tr> <td>Preset Guest Group when Occupancy Status - Vacant</td> <td>99</td> </tr> <tr> <td>Preset Priority for VIP Guest</td> <td>9 - Highest</td> </tr> <tr> <td>Preset Priority for Non-VIP Guest</td> <td>6 - Medium</td> </tr> </table> | Preset Call Privilege when Occupancy Status - Occupied | All Calls | Preset Call Privilege when Occupancy Status - Vacant | No Calls | Preset Call Budget Amount (₹) | 009999 | Preset Call Privilege when Call Budget Expires | No Calls | Preset Guest Group when Occupancy Status - Occupied | 99 | Preset Guest Group when Occupancy Status - Vacant | 99 | Preset Priority for VIP Guest | 9 - Highest | Preset Priority for Non-VIP Guest | 6 - Medium |
| Preset Call Privilege when Occupancy Status - Occupied                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | All Calls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                        |           |                                                      |          |                               |        |                                                |          |                                                     |    |                                                   |    |                               |             |                                   |            |
| Preset Call Privilege when Occupancy Status - Vacant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | No Calls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                        |           |                                                      |          |                               |        |                                                |          |                                                     |    |                                                   |    |                               |             |                                   |            |
| Preset Call Budget Amount (₹)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 009999                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                        |           |                                                      |          |                               |        |                                                |          |                                                     |    |                                                   |    |                               |             |                                   |            |
| Preset Call Privilege when Call Budget Expires                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | No Calls                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                        |           |                                                      |          |                               |        |                                                |          |                                                     |    |                                                   |    |                               |             |                                   |            |
| Preset Guest Group when Occupancy Status - Occupied                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 99                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                        |           |                                                      |          |                               |        |                                                |          |                                                     |    |                                                   |    |                               |             |                                   |            |
| Preset Guest Group when Occupancy Status - Vacant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 99                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                        |           |                                                      |          |                               |        |                                                |          |                                                     |    |                                                   |    |                               |             |                                   |            |
| Preset Priority for VIP Guest                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | 9 - Highest                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                        |           |                                                      |          |                               |        |                                                |          |                                                     |    |                                                   |    |                               |             |                                   |            |
| Preset Priority for Non-VIP Guest                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 6 - Medium                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                        |           |                                                      |          |                               |        |                                                |          |                                                     |    |                                                   |    |                               |             |                                   |            |

- Click **Submit** to save changes.

To configure Preset Call Forward, see [“Preset Call Forward”](#).

# Reminders

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Reminders are a variation of the “[Wake-up Calls](#)” feature, requiring the date and time to be set for each Reminder call.

Reminder calls are useful for both guests as well as the hotel staff, who wish to be reminded of important tasks or appointments.

For Reminder calls, date and time are to be set in the following format:

Date is set as:

- Day-Month-Year (DD:MM:YYYY)

Or

- Month-Date-Year (MM:DD:YYYY) if the system is installed in USA.

Time is set in the 24 hours format: HH:MM

- Reminders can be set and canceled by:
  - the Operator from the Operator phone and the Front Desk User.
  - Guests from their room phones.
- Multiple Reminder calls can be set for the guest by the Operator and/or by the guest himself.
- When multiple reminder requests have been set by a guest from the room phone, the guest can cancel all reminder requests from the room phone, but cannot cancel a particular reminder request. To cancel a particular reminder request, the guest must inform the Operator, who can cancel it using the Front Desk User.
- It is not possible to modify a reminder call request. Instead, the reminder call request should be canceled and a new one should be made.
- PRASAR UCS can register as many as 999 Reminder call requests set by the Operator and guests.
- Reminder calls can be voice-guided.
- All the Reminder events are logged in the “[Hotel-Motel Activity Log](#)”.
- The mechanism for serving Reminders calls can be configured as 'Personalized' or 'Automated'.

## Personalized Reminder

- When the Reminder call serving mechanism is configured as 'Personalized',
  - The Operator Phone rings first<sup>54</sup>, displaying the number of the Room Phone to which the reminder call is to be served.

---

54. The Operator phone rings for the duration of the Alarm Ring Timer. If the Operator does not answer the call, the system makes two more Alarm Attempts at an Alarm Attempt Interval of 5 minutes to call the Operator.



- When the Operator answers this call, a call is placed on the Room Phone on which the reminder call is set.
- The Room Phone rings for the duration of the Alarm Ring Timer.
- When the guest answers the call, the Operator greets the guest with the time and reminder message. This event is recorded in the Hotel-Motel Activity Log as 'Reminder <DD-MM-YYYY HH:MM> Acknowledged by <Phone Number>'.
- If the guest does not answer the call till the *Alarm Ring Timer* has elapsed, the Operator phone will display a text message notifying 'No Reply' from the room phone number. The Reminder call is now considered as served. (This event is recorded in the Hotel-Motel Activity log as 'Reminder <DD-MM-YYYY HH:MM> No Reply on <Phone Number>'.
- If the Room Phone is busy, the Operator Phone will display a text message notifying that the room phone number is 'Busy'.
- The Operator can send a staff to the guest's room to serve the alarm request in person or call the busy room phone again, or set Auto Call Back<sup>55</sup>.

## Automated Reminder

- When the Reminder call serving mechanism is configured as 'Automated',
- The Room Phone rings at the set time till the end of the Alarm Ring Timer and a Reminder Call message appears on the phone display.
- When the guest answers the call, s/he may be played music-on-hold, or be connected to a routing group, depending upon the Alarm Notification Type configured by the Installer. (At the time of installation, the SE may consult with the Hotel Administration to decide which of these options is to be configured as the Alarm Notification Type.) If the guest answers the call, this event is recorded in the Hotel-Motel Activity Log as 'Reminder <DD-MM-YYYY HH:MM> Acknowledged by <Phone Number>'.
- If the guest does not answer the reminder call, PRASAR UCS makes two more attempts (total 3 attempts) at an interval of 5 minutes to call the guest. (Each attempt is recorded in the Hotel-Motel Activity log as 'Reminder <DD-MM-YYYY HH:MM> No Reply on <Phone Number>'.
- If all Reminder call attempts go unanswered, PRASAR UCS places the call on the Operator Phone. The Operator Phone rings till the end of the Alarm Ring Timer. The Operator Phone displays the number of the Room Phone with the message 'No Reply'. The Reminder call is now considered as served. (This event is recorded as 'Alarm Notification to Front Desk for <phone number>'.
- If the Room Phone is busy, PRASAR UCS will continue to make Reminder call Attempts at the Alarm Interval configured. When all Alarm Attempts go unanswered, PRASAR UCS will place a call on the Operator phone. The Operator Phone will display the number of the Room Phone with the message 'Busy'.
- The Snooze function can be added to 'Reminder calls-Automated' to ensure that the guest wakes up and answers the call. Snooze is a system-wide feature; when set, this function will be added to all Automated Reminder calls.

---

55. Refer the User Guide for the respective IP Phone for instructions on how to set Auto Call Back for extensions.

## Snooze

The Snooze function can be added to Automated Reminders to ensure that the extension user answers the call. Snooze is a system-wide feature; when set, this function will be added to all Automated Reminder calls.

- When Snooze is activated,
    - The Room Phone rings for the Number of Alarm Attempt configured, at set Alarm Attempt Interval.
    - The Room Phone stops ringing when the guest answers the call and dials '0' to acknowledge the Reminder call. The Reminder Call Acknowledgment Code is non-configurable.
  - Reminder Status, that is, details of Reminders that have not been served, can be viewed from the Front Desk User mode. Reminder Report can be generated as well.
-  • *The duration of Alarm Ring Timer, the Number of Alarm Attempts and the Alarm Attempt Interval are configurable.*
- *In rooms with multiple phones, the Reminder will be served only on the Phone for which it is set by the Operator or from which it is set by the Guest.*
  - *Reminder can be set for administration phones also.*
  - *Reminder settings will be retained in the system during power down and system upgrades.*

## Configuring Reminders

The configuration of Reminders is the same as *Alarms*.

To configure Reminder feature, do the following:

- Select the **Alarm Notification Type** for the Front Desk User/ Operator and the guest phones.
- Configure, as required, the Alarm Call related parameters: **Alarm Ring Timer**, **Number of Attempts**, **Alarm Attempt Interval**, **Configurable Alarm Type** and **Configurable Alarm Category**, and **Snooze**.
- Configure **Macros**, if you want to assign a DSS key for a special function such as the Reminder feature.

For instructions, see the topic [“Configuring Wake-up Calls”](#) under [“Wake-up Calls”](#).

## Setting Reminders

Reminders can be set by the guests from the room phones by themselves. Alternatively, the guest can ask the Operator to set reminder call from him.

The Hotel, using Voice Mail System can offer Voice Guided Reminder call feature to the guests. Voice guided reminder call feature offers the guest, the voice messages guiding him through a menu to set the reminder call in a step-by-step manner. The guest would get a voice message announcing the reminder call with the time.

Reminders set/canceled by Operator and Guests are recorded in the [“Hotel-Motel Activity Log”](#).

## Voice Guided Reminders set/canceled by Operator

The Operator can set voice guided Reminders for guests using IP Phone.

### ***Operator Using IP Phone***

Using DSS Key:

- Press DSS Key assigned to Remote Voice Guided Reminder.
- Follow the Voice Mail System prompts to set/cancel Reminder.

Using Command:

- Pick up the handset.
- Dial **1072-035**.
- Follow Voice Mail System Prompts to set/cancel reminder call.
- Replace Handset.

## Voice Guided Reminders set/canceled by Guests

Guests can set/cancel reminders from their room phones. The room phone may be any IP Phone. Guests can use voice guided reminder call feature as well.

### ***Guests using IP Phone***

If the guest uses IP Phone, he can set the reminder call using the DSS key as well as by dialing the command.

Using DSS Key:

- Press 'Reminder' key. (This key should be configured for voice-guided reminder call)
- Follow the Voice Mail System prompts to set/cancel reminder call.

Using Command:

- Pick up the handset.
- Dial **164**.
- Follow Voice Mail System prompts.
- Replace Handset.

## Non-Voice Guided Reminders set/canceled by Operator

The Operator can set/cancel non-voice guided Reminder using:

- Front Desk User
- IP Phone

### ***Operator using Front Desk User***

- Log into Front Desk User.
- Click **Guest Search** to open the form.
- Search Guest by Guest Number/Name/Room Number/Phone Number.

- The **Guest Services** form for the particular guest will open.

|                                                                                                     |                                                                                 |
|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| Check-In<br>Check-Out<br>Guest Search<br>Guest Status<br>Room Status<br>Call Budget<br>Wakeup Alarm | Set Reminder    Personalized    For 04    04    2016    At 00    Hrs 00    Mins |
|                                                                                                     | <div> <div>Set Reminder</div> <div>Cancel All Reminders</div> </div>            |
|                                                                                                     | <div>Cancel All Alarms</div>                                                    |

- Go to the option **Set Reminder** under Guest Privilege.
- Set the Reminder as required, that is, Automated or Personalized from the combo box.
- Set the date and time for the selected reminder.
- Click the **Set Reminder** button.
- You can set multiple reminders for the same guest. All reminders set for the guest will be displayed at the bottom of the **Guest Services** page.
- Click **Submit** to save the changes.

To cancel reminders,

- Click the **Cancel All Reminders** button.
- All reminders will be canceled.



*If there are multiple Reminders set for a guest, you cannot cancel Reminders selectively on this page. To cancel Reminders selectively, you must go to the Reminder Status page.*

To cancel Reminders selectively,

- Click **Reminder** to open the form.

| Check-In<br>Check-Out<br>Guest Search<br>Guest Status<br>Room Status<br>Call Budget<br>Wakeup Alarm<br>Wakeup Call Log<br>Reminder<br>Reprint Check-Out Report<br>Guest Shift<br>Delete Checked-Out Calls<br>Call Forward - All Rooms<br>Call Block<br>Hotel-Motel Activity Log | <b>Reminder Report</b>                 |                                      |                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|--------------------------------------|--------------------------|
|                                                                                                                                                                                                                                                                                 |                                        |                                      |                          |
|                                                                                                                                                                                                                                                                                 | Phone Number                           | Reminder                             | Cancel Reminder          |
|                                                                                                                                                                                                                                                                                 | 3005(MR. Goodfellow)                   | 04-Apr-2019 at 09:20 +               | <input type="checkbox"/> |
|                                                                                                                                                                                                                                                                                 | 3005(MR. Goodfellow)                   | 17-Oct-2019 at 01:10                 | <input type="checkbox"/> |
|                                                                                                                                                                                                                                                                                 |                                        |                                      |                          |
|                                                                                                                                                                                                                                                                                 |                                        |                                      |                          |
|                                                                                                                                                                                                                                                                                 |                                        |                                      |                          |
|                                                                                                                                                                                                                                                                                 | Personalized Reminder is denoted by +. |                                      |                          |
|                                                                                                                                                                                                                                                                                 | <div>Print</div>                       | <div>Cancel Selected Reminders</div> | <div>Close</div>         |

- The Reminders set for the guests will be displayed by phone number, with the option of canceling each of them.
- Select the **Cancel Reminder** check box to select the reminder you want to cancel.
- Click the **Cancel Selected Reminders** button at the bottom of the page.
- The selected Reminders will be canceled.

## Operator using IP Phone

Using DSS Key:

To set Reminder Call for the guest,

- Press key assigned for 'Remote-Reminder' function.
- Enter the Room Number/Phone Number<sup>56</sup>.
- Enter Date and Time in the format  
DD: MM: YYYY: HH: MM

OR

MM: DD: YYYY: HH: MM (users in USA)

- Select 'Personalized' or 'Automated'.
- Press 'Enter' key to set Reminder.
- You get a confirmation tone and a text message with the phone number for which the reminder call is set.
- Go Idle or you get dial tone after 3 seconds.

To cancel Reminder Calls,

- Press key assigned for 'Remote Reminder' function.
- Enter Room Number.
- Select 'Cancel All'.
- Press 'Enter' Key.



*To cancel reminder calls selectively, go to 'Reminder' page of the Front Desk User.*

Using Commands:

To set Reminder Call for the guest,

- Pick up the handset.
- Dial **1072-033**.
- Enter the Room Number/Phone Number.
- Enter Date and Time in the format  
DD: MM: YYYY: HH: MM

OR

MM: DD: YYYY: HH: MM (users in USA)

- Select 'Personalized' or 'Automated'.
- Press 'Enter' key to set Reminder.
- You get a confirmation tone and a text message with the phone number for which the reminder call is set.
- Replace Handset on the cradle or you get dial tone after 3 seconds

To cancel Reminder Calls,

- Pick up the handset.
- Dial **1072-033**.
- Enter the Room Number/Phone Number.
- Dial #.
- You get a confirmation tone and a text message with the phone number for which the reminder call is canceled.
- Replace Handset on the cradle or you get dial tone after 3 seconds.

---

56. Enter Room number if check-in profile is Single or Family. Enter Phone number if check-in profile is Budget.



Use the 'Reminder' page of the Front Desk User to cancel reminder calls selectively.

## Non-Voice Guided Reminders set/canceled by Guests

### Guests using IP Phone

If the guest uses IP Phone, he can set the reminder call using the DSS key as well as by dialing the command.

Using DSS Key:

To set Reminder call,

- Press 'Reminder' key.
- Enter Date and Time in the format  
DD: MM: YYYY: HH: MM

OR

MM: DD: YYYY: HH: MM (users in USA)

- Press 'Enter' key.
- You get a confirmatory text message and confirmation tone.
- Go Idle or you get dial tone after 3 seconds.

To cancel Reminder Calls:

- Press 'Reminder' Key.
- Select 'Cancel All'.
- Press 'Enter' Key.

Using Commands:

To set Reminder call,

- Pick up the handset.
- Dial **162**.
- Enter Date and Time in the format  
DD:MM:YYYY:HH:MM

OR

MM:DD:YYYY:HH:MM (users in USA)

- Press 'Enter' key.
- You get a confirmatory text message and confirmation tone.
- Replace Handset on the cradle or you get dial tone after 3 seconds

To cancel Reminder Calls:

- Pick up the handset.
- Dial **162**.
- Dial #.
- You get a confirmatory text message and confirmation tone.
- Replace Handset on the cradle or you get dial tone after 3 seconds.



- *Guests can set only automated reminder calls from their room phones. For personalized Reminders, they must request the Operator.*

- *If a guest has multiple reminder calls set, the guest cannot cancel reminder calls selectively. If the guest attempts to cancel a reminder call from the room phone, all reminder calls to be canceled. Canceling of selected reminder calls can be done only by the Operator.*
- *Reminder calls set on a room phone by the Operator or by the guest will be served, even if DND is set on the same room phone.*
- *Regardless of the check-In profile (Single, Family, or Budget), reminder call set for a phone, by the guest or the operator, will be applicable only on that particular phone.*

## Viewing Reminders

The Operator can view the status of Reminders set for individual guests as well as for all guests at a glance. This can be done using the Front Desk User only.

To view Reminder Call Status of individual guests:

- Log into Front Desk User.
- Click **Guest Search** to open the form.
- Search Guest by Guest Number/Name/Room Number/Phone Number.
- The **Guest Services** form for the particular guest will open.
- The status of Reminder calls set for and by the guest appears on this page, with details of time (hours and minutes) and serving mechanism (personalized, automated).

To view Reminder Call Status of all guests:

- Login as Front Desk User.
- Click **Reminder**.
- The Reminder for each guest phone will be displayed.
- You can print this page by clicking the **Print** button at the bottom of this page.



- *It is possible to cancel the reminder call set for guests, by selecting the corresponding check box.*
- *It is not possible to view the reminder call on the IP Phone.*

## Reminder Report

PRASAR UCS generates Reminder report on request by the Operator, as well as at a set time which is referred to as Scheduled Reminder Report. The Reminder Call Report can be printed on a printer or can be sent to a computer. The Reminder Report is useful when Operators change shifts.

## Configuring the System for Generating Scheduled Reminder Reports

Following parameters should be configured to generate Reminder Report:

1. Destination Port (Ethernet / USB1 to COM / USB2 to COM Port) for Hotel Reports.
2. Parameters<sup>57</sup> of Ethernet/ USB1 to COM / USB2 to COM Port.
3. Schedule the Reminder Call Report.
4. Set the time to generate the Scheduled Reminder Report.

The first two parameters can be configured using SE web pages.

The last two parameters, that is, the Scheduled Reminder Report flag and the time for the Report must be set from the SA mode.

---

57. Speed/Baud Rate, Data Bits, Parity.

## Configuring Scheduled Reminder Report Generation using SE web pages

- Login as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters**.
- Go to **Destination Port of Hotel Reports** and select the Communication Port to be assigned.
- Click **Submit** to save your setting.
- If the **Communication Port** is selected, configure the parameters of the port.
- Click **Communication Ports** under **Configuration** and configure the parameters of the USB to COM Port; whichever has been assigned as the destination port.
- If Ethernet is selected, configure the **Destination IP Address: Port** on the Hotel Parameters page.
- Click **Submit** to save changes.

## Generating Scheduled Reminder Reports

To generate Scheduled Reminder Report, the Operator must

- enable the Scheduled Reminder Call Report.
- set the time to generate the Scheduled Reminder Call Report.

Both are possible from the SA mode only. The Operator may dial the following SA commands using IP Phone. It is assumed that the Operator is in SA mode.

### Using SA Commands from IP Phone

To enable Scheduled Reminder Call Report:

- Pick up the handset.
- Dial **1072-038-1**
- You get a confirmatory text message and a confirmation tone.

To set time for Scheduled Reminder Call Report:

- Dial **1072-039**
- Dial Time in Hours and Minutes (HH:MM)
- You get a confirmatory text message and a confirmation tone.
- Go Idle or you get dial tone after 3 seconds

To disable Scheduled Reminder Call Report:

- Pick up the handset.
- Dial **1072-038-0**
- You get a confirmatory text message and a confirmation tone.
- Go Idle or you get dial tone after 3 seconds

The system will print the Scheduled Reminder Call Report at the time set by the Operator at the designated Destination port.



*The IP Phone from which the Operator dials these commands must have the features 'System Administrator (SA) Mode' enabled in its Class of Service.*

## Printing Reminder Call Reports

The Operator can print Reminder Call Reports using:

- Using Front Desk User
- Using SA Commands from IP Phone





*When Scheduled Reminder Call is enabled and the time is set, the system will automatically print the report at the set time.*

## Using Front Desk User

- Login as Front Desk User.
- Click **Reminder**.
- The Reminder call details for each guest phone will be displayed.
- Click the **Print** Button.
- The Reminder Report will be printed on the assigned destination port.

## Using SA Commands from IP Phone

Using DSS Key:

- Press the 'Print Reminder Report' key.
- You get a confirmatory text message and a confirmation tone.
- Go Idle or you get dial tone after 3 seconds
- The Reminder Report will be printed on the assigned destination port.

Using Command:

- Pick up the handset.
- Dial **1072-917**.
- You get a confirmatory text message and a confirmation tone.
- The Reminder Call Report will be printed on the assigned destination port.

## Room Status Report

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The Room Status Report generated by PRASAR UCS provides at-a-glance, a comprehensive overview of all the rooms in the Hotel.

The Room Status Report appears with the Date and Time (24 hour format) of report generation on the top line.

The status indicators appear in columnar format in the following sequence:

- Room Number
- Check-In profile
- Phone Number
- Occupancy Status
- Guest Presence
- Clean Status
- Call Privilege
- Maid Status/Presence

Each Room Status indicator on the report is denoted by a key letter, as listed in the following table:CP: Check-In

| Room Status             | Key letter |
|-------------------------|------------|
| <b>Check-In Profile</b> |            |
| Single                  | S          |
| Family                  | F          |
| Budget                  | B          |
| <b>Occupancy Status</b> |            |
| Vacant                  | V          |
| Occupied                | O          |
| Reserved                | R          |
| Guaranteed              | G          |
| <b>Clean Status</b>     |            |
| Clean                   | C          |
| Dirty                   | D          |
| To be Inspected         | I          |
| Out of Service          | S          |
| <b>Guest Presence</b>   |            |
| Guest In                | G          |
| Guest Out               | '.'        |
| <b>Call Privilege</b>   |            |
| Internal Calls          | X          |
| Local Calls             | L          |
| Regional Calls          | R          |
| National Calls          | N          |
| International Calls     | I          |
| All Calls               | A          |
| Limited 1               | 1          |
| Limited 2               | 2          |
| Limited 3               | 3          |
| <b>Maid Status</b>      |            |
| Maid Present            | M          |
| Maid not in Room        | '.'        |

The feature *Scheduled Room Status Report* can be enabled to have the Room Status report printed automatically at a particular time every day.



- The Room Status Report format varies by Check-In Profile.
  - When check-In Profile = Single, the report will show only one entry, in which Room # = Room number and Phone # = Phone number of the 1st Phone in the room.
  - When check-In Profile = Family, report will show the status of each phone in the room. This means if Room number 301, with check-In profile = Family has four phones: 3011, 3012, 3013 and 3014, the room status report will include 4 entries for this room which will show status of individual phone.
  - When Check-In Profile is Budget, the report will show Room # = Room Number if configured, and Phone# = Phone on which guest is checked-in.
- No specific configuration is required for this feature, except assigning a Ethernet Port/USB 1 to COM/ USB 2 to COM Port as destination port for 'Hotel Reports' to be able to print the Room Status Report.

## Assigning Communication Port for Hotel Reports

For printing Room Status Reports, an Ethernet Port/USB 1 to COM/USB 2 to COM Port should be assigned by the Installer.

The Communication Port can be assigned using SE web pages. To know more, refer the topic, [“Communication Ports”](#).

## Generating Room Status Report

The Operator can filter the Room Status Reports by Room Type, Occupation Status and Clean Status, from the Front Desk User only, using the [“Room Status Report”](#) feature.

The Operator can generate and print Room Status Report using:

- Front Desk User
- SA Command from IP Phone



*Make sure that a communication port is assigned for 'Hotel Reports' and a computer is interfaced with it.*

### Using Front Desk User

- Login as Front Desk User.
- Open the **Room Status** form.

- Select the following search criteria:
  - Room Type = All
  - Occupancy status = 'Any'

- Clean status = 'Any'
- Click the **List Down** button.  
The status of all rooms will appear in the format described above.

| Check-In<br>Check-Out<br>Guest Search<br>Guest Status<br>Room Status<br>Call Budget<br>Wakeup Alarm<br>Wakeup Call Log<br>Reminder<br>Reprint Check-Out Report<br>Guest Shift<br>Delete Checked-Out Calls<br>Call Forward For All Rooms<br>Call Block<br>Hotel-Motel Activity Log | <b>Room Status</b>                                                        |                  |              |                  |                |              |                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|------------------|--------------|------------------|----------------|--------------|----------------|
|                                                                                                                                                                                                                                                                                   | Room Number                                                               | Check-In Profile | Phone Number | Occupancy Status | Guest Presence | Clean Status | Call Privilege |
|                                                                                                                                                                                                                                                                                   | 301                                                                       | Single           | 3001         | Vacant           |                | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                   | 302                                                                       | Single           | 3002         | Vacant           |                | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                   | 303                                                                       | Single           | 3003         | Occupied         | Guest-In       | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                   | 304                                                                       | Single           | 3004         | Occupied         | Guest-In       | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                   | 305                                                                       | Family           | 3005         | Occupied         | Guest-In       | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                   | 306                                                                       | Single           | 3006         | Vacant           |                | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                   | 307                                                                       | Single           | 3007         | Vacant           |                | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                   | 308                                                                       | Single           | 3008         | Vacant           |                | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                   | 309                                                                       | Single           | 3009         | Vacant           |                | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                   | 400                                                                       | Single           | 3010         | Vacant           |                | Clean        | All Calls      |
|                                                                                                                                                                                                                                                                                   | <input type="button" value="Print"/> <input type="button" value="Close"/> |                  |              |                  |                |              |                |

- Click the **Print** button on the form to print this page.

To print Room Status Report using SA commands:

### Using SA Command from IP Phone

Using DSS Key:

- Press the 'Print Room Status Report' key.
- You will receive Room Status Report on the destination port as assigned.

Using Command:

- Pickup the Handset.
- Dial **1072-912**.
- You will receive Room Status Report on the destination port as assigned.

The report appears in the following format:

```

HOTEL ROOM STATUS REPORT                                AS ON 13-05-2019(Mon) AT 10:52
-----
CP Room#  Phone#  Status    CP Room#  Phone#  Status    CP Room#  Phone#  Status
-----
S  2001    2001    OCGX-
F  2002    2002    VD L-      F  2002    2011    VD I-      F  2002    2012    VD I-
F  2002    2013    VD I-      F  2002    2014    VD I-
B  2003    2003    OCGR-
S  2004    2004    VC N-
S  2005    2005    VC I-
S  2006    2006    VC A-
S  2007    2007    VC 1-
S  2008    2008    VC 2-
S  2009    2009    VC 3-
S  2010    2010    VC X-
-----
CP: Check-In Profile
Status:Occupancy Status,Clean Status,Guest Status,Call Privilege,Maid Status
Check-In Profile  Occupancy Status          Clean Status          Guest Status
  
```

|            |                |                     |               |
|------------|----------------|---------------------|---------------|
| S : Single | V : Vacant     | C : Clean           | G : Guest In  |
| F : Family | O : Occupied   | D : Dirty           | - : Guest Out |
| B : Budget | R : Reserved   | I : To be Inspected |               |
|            | G : Guaranteed | S : Out of Service  |               |

|                         |                      |
|-------------------------|----------------------|
| Call Privilege          | Maid Status          |
| X : Internal Calls      | M : Maid in Room     |
| L : Local Calls         | - : Maid not in Room |
| R : Regional Calls      |                      |
| N : National Calls      |                      |
| I : International Calls |                      |
| A : All Calls           |                      |
| 1 : Limited Calls-1     |                      |
| 2 : Limited Calls-2     |                      |
| 3 : Limited Calls-3     |                      |

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## Generating Scheduled Room Status Report

The Operator can use the feature Scheduled Room Status Report, to have the Room Status report printed automatically at a particular time every day. For this, the operator must enable the scheduled Room Status Report flag and set the time for printing the report. This can be done only by dialing SA commands from any IP Phone.

### Using SA Command from IP Phone

To enable Scheduled Room Status Report:

- Dial **1072-041-1**

To set time for Scheduled Room Status Report:

- Dial **1072-042-HHMM** (time in hours and minutes)

To disable Scheduled Room Status Report:

- Dial **1072-041-0**

# Room Types

---

Room Type is the attribute of a guest room in hotels. It is the name given to guest rooms usually, according to the number of beds/guests that can be accommodated, room size, and type of amenities and services provided to guests in the room.

Guests rooms may be classified into different room types, such as: single room, double room, suite, twin room, family room, or shared rooms with/without bunk beds in dormitory style, cottage, chalet; and further graded as budget, standard, superior, deluxe rooms; junior, executive, luxury, premier, presidential suites, and so forth<sup>58</sup>.

Classification of room types varies from hotel to hotel, even from country to country. For example, the term 'suite' may not always mean the same thing between two hotels. Hotel A may define a 'premier suite' as having a living room, two bedrooms, and a kitchen space. The same may be defined as a 'family room' by Hotel B; as an 'apartment room' by Hotel C<sup>59</sup>.

Hotels offer rooms on the basis of room type. Room tariffs are based on room type. Guests express their accommodation requirement in terms of room type; e.g.: they need a 'standard single room', a 'double room', a 'junior suite', etc.

Considering the variation in the definition of Room Types, PRASAR UCS does not provide any pre-defined room types. Instead, it offers hotels complete flexibility to define the Room Types according to their own system of classification.

A maximum of 10 different Room Types can be configured in the system.



*Room Types must be defined and configured in the system at the time of installation.*

## Configuring Room Types

As classification of room types would vary from hotel to hotel, the Installer should configure Room Types in consultation with the Hotel Administration, as per the classification followed by the hotel.

The Installer should configure Room Types at the time of setting up the system in the hotel.

## Defining Room Types

Room Types can be configured using SE web pages.

To configure Room Types using SE web pages,

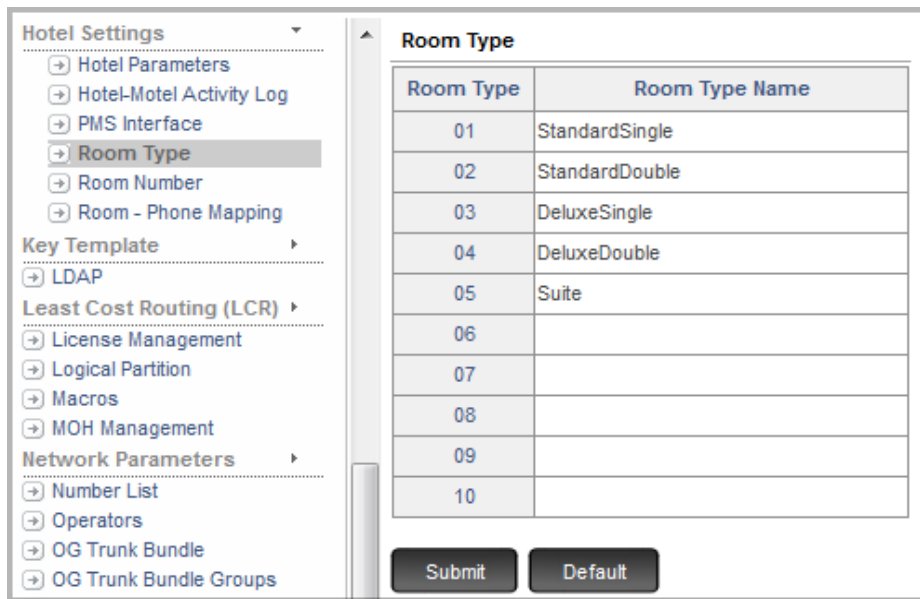
- Login as System Engineer
- Under **Configuration**, click **Hotel Settings**.
- Click the **Room Type** link to open the page.

---

58. Similarly, room types in hospitals may be standard wards (multiple-beds), private (single occupancy) or semi-private rooms (twin/triple-sharing), private rooms in specialized departments (e.g.: intensive and critical care, childbirth, surgery, emergency/trauma, transplant units, etc.). Depending on the amenities and services provided to patients, the rooms may be graded as VIP, private, luxury, deluxe, super deluxe, special, semi-special, etc.

59. Hospitals too vary in the way their rooms are classified. For example: Hospital A, defines 'special' room as including an attached room for waiting family members, and 'semi-special' to include only a couch for waiting family members. Hospital B defines 'special' room as including audio-video sets for patient entertainment, air conditioning/ climate control, and 'semi-special' room as twin-sharing room with air conditioning/climate control.

- Enter the Names of the Room Types, as defined by the hotel.



The screenshot shows the 'Hotel Settings' sidebar on the left with 'Room Type' selected. The main area displays a table titled 'Room Type' with two columns: 'Room Type' and 'Room Type Name'. The table contains 10 rows, with the first five rows pre-filled with values.

| Room Type | Room Type Name |
|-----------|----------------|
| 01        | StandardSingle |
| 02        | StandardDouble |
| 03        | DeluxeSingle   |
| 04        | DeluxeDouble   |
| 05        | Suite          |
| 06        |                |
| 07        |                |
| 08        |                |
| 09        |                |
| 10        |                |

At the bottom of the table are two buttons: 'Submit' and 'Default'.

- The Room Type name must be fitted in 18 characters; abbreviate names, if required, in consultation with the Hotel administration.
- Click **Submit** to save the changes.

## Assigning Room Type to Rooms

Once the Installer has defined the Room Types, the next step is to assign room types to rooms.

Installer shall consult Hotel management and assign Room Types to different rooms as per requirement.

Room Types can be assigned to rooms using SE web pages.



- *The Installer should assign Room Types to rooms at the time of setting up the system in the hotel.*

To assign Room Types to rooms using SE web pages,

- Login as System Engineer
- Under **Configuration**, click **Hotel Settings**.
- Click **Room Number**.



- Enter the Room Number (max. 10 digits) to each Room Index, and assign a corresponding Room Type.

| Index | Room Number | Room Type      |
|-------|-------------|----------------|
| 1     | 301         | StandardSingle |
| 2     | 302         | StandardSingle |
| 3     | 303         | StandardDouble |
| 4     | 304         | DeluxeSingle   |
| 5     | 305         | DeluxeDouble   |
| 6     | 306         | Suite          |
| 7     | 307         | StandardSingle |
| 8     | 308         | StandardSingle |
| 9     | 309         | StandardSingle |
| 10    | 310         | StandardSingle |
| 11    |             | StandardSingle |
| 12    |             | StandardSingle |
| 13    |             | StandardSingle |

- Click **Submit** to save the changes.

## Using Room Type

At the time of check-in, the operator needs to know whether the Room Type desired by the guest is available (vacant and clean).

PRASAR UCS provides this information to the Operator by showing availability of rooms by Room Type.

To obtain this information, at the time of check-in,

- the Operator conducts a Guest Search on the basis of the Room Type required by the guest.
- the system lists down the Occupancy Status and the Clean Status of the rooms of the required Room Type; showing how many rooms of the required Room Type are 'Vacant' and 'Clean'.

This is possible only from the Front Desk User.

To search room availability by Room Type,

- Login as Front Desk User.

- Open the **Room Status** form.

- Select the required search option for Room Type, Occupancy Status and Clean status. e.g.: Deluxe Single<sup>60</sup>, Vacant, Clean.
- Now, click the **List Down** button.

The Web page will show the number of vacant and clean rooms by the selected Room Type, in the format of the Room Status Report.

The Operator can now check-in the guest into the available room.

If the desired room type is unavailable, the Operator can search another room type and offer the same to the guest.

The Operator can check availability of the room type desired by a guest, also at the time of booking rooms.

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60. Only the Room Types configured by the Installer will appear in this list.

## Suite

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From the Hotel point of view, a 'Suite' is a class of rooms offering more space, furniture and luxury than other rooms in the hotel. In addition to a bed and bedroom fixtures, a suite generally adds a separate living-sitting area or living room. Some suites also have dining, office (with work station) and kitchen facilities. A suite may be a large single-room, or be a multi-room unit, with multiple beds and telephones.

As the classification of "Room Types" varies from hotel to hotel, the term 'suite' may not always mean the same thing between two hotels. What one hotel defines as a 'premier suite', that is, a room having a living room, two bedrooms, and a kitchen space, may be defined as a 'family room' by another, as a 'luxury suite' by yet another.

From the system point of view, a 'suite' consists of more than one telephone allocated to a guest in a room. PRASAR UCS allows 8 phones to be configured as extensions of a room. These phones are billed as single, but can be used by each occupant of the room according to his/her convenience. For example, in a (suite) room occupied by three guests, DND set on a phone by a guest will apply only on that phone. Wake-up calls and Reminders set from a phone will ring on that phone only.

Any multi-bed, multi-phone room in the hotel can be turned into a 'suite' by checking the guest(s) into the room as 'Family'.

Doing so,

- Wake-up Calls and Reminders will ring only on the phone for/from which they are set by Operator/guest.
- Call Privilege assigned to the guest will be applied for all phones in the room, but call privilege of individual phones in the room can be changed, without affecting the call privileges of the rest of the phones.
- Call Budget amount can be allocated/changed on any phone in the room. All phones in the room will have the same amount, without the amount being added up for each phone.
- Do Not Disturb (DND) set for a phone in the room (by the guest or the operator) will apply to that particular phone only. However, if DND is set on the first phone in the room<sup>61</sup>, it will be set for all phones in the rooms. Similarly, DND set by the Operator on the room will apply on all the phones in the room.
- The Guest Name and Title with which the guest is checked-in will be applied on all phones in the room.
- Guest In/Guest Out set for the first phone or room number, is applied on all phones of the room. However, Guest In/Guest Out set for the 2nd to 8th phone in the room will be applied only on the phone on which it is set.
- Message Wait set for a phone shall be applicable to that particular phone only.
- Guest VIP Status set for any phone/room number is applied on all the phones in the room.
- Clean Status set by Maid is applied to the room as well as to all phones in the room.
- Occupancy Status is set on the all phones of the room.

---

61. 'First phone' is the phone configured as Phone #1 in the room. The System Engineer is advised to place Phone #1 close to the bed in the room.

- When room number or guest number is dialed, phones in the room will ring as per the Phone Ringing Pattern selected for the room by the Operator. If a specific extension number of the room is dialed, call will be placed only on the dialed extension.
- Room Status report will show the status of each phone in the room.
- Each extension will be assigned an individual Mailbox. Messages landing in the mailbox of an extension will be indicated only on the telephone connected to that extension.

# Transferring Calls to Guest Voice Mailbox

---

Guests, who do not want to be disturbed, but do not want to miss important calls, may set DND and have calls forwarded to a phone number or voice mail. However, there may be guests who want to be able to attend calls selectively. They may want to answer calls only from particular numbers or callers, and have all other calls transferred to their mailbox.

The 'Blind Transfer to Voice Mail System (VMS)' feature of PRASAR UCS meets this requirement. It enables the Operator to transfer a call directly to the mailbox of the guest.

This feature is an extension of 'Call Transfer'. This is how it works:

- An external call lands on the Operator extension
- The Operator answers the call.
- The Operator puts the external caller on hold.
- The Operator dials the access code for blind transfer to the voice mail of the guest, followed by the room number, or phone number or the guest number.
- The system traces the corresponding mail box assigned to the room/phone/guest number dialed by the Operator to transfer the call to the mail box.
- On successful transfer, the Operator will get a confirmation tone
- The external caller will be transferred to the mail box of the guest.
- The external caller will be played voice prompts from the VMS, which s/he must follow to leave a message.

If the guest extension has not been assigned a mailbox, an error tone will be played to Operator when s/he attempts to transfer the call to the mailbox. The Operator may retrieve the call by pressing Hold/Flash/Call Appearance key.



- *This feature will work only if a mailbox is assigned to the guest.*
- *To transfer the call to a guest with Check-In profile 'Budget', Operator must dial the phone number or the guest number.*
- *To transfer the call to a guest with Check-In profile 'Single' or 'Family', Operator must dial the room number or phone number or the guest number.*
- *If the Check-In profile of the room is 'Single' or 'Family', the call will be transferred to the mailbox of the first extension in the room.*
- *This feature does not require any specific configuration, except assigning a mailbox to all guest phones and enabling 'Call Transfer' feature in the Class of Service (CoS) group of the Operator extension. However, in the default settings, all guest phones are assigned a mailbox, and 'Call Transfer' is enabled in the CoS of the Operator phones.*

## Using Call Transfer to Guest Mailbox

Calls can be transferred directly to the guest's mailbox by the Operator as explained below.

### Call Transfer to Guest Mailbox using IP Phone

Using DSS Key:

- When in speech with the External caller,

- Press **Flash**.
- Press DSS Key assigned to 'Blind Transfer to Voice Mail'.
- Dial Room Number/Phone Number/Guest Number.
- You get a confirmation tone for successful transfer.
- The caller is transferred to the voice mail of the guest.
- Go on hook.

Using Command:

- When in speech with the External caller,
- Press **Flash**.
- Dial **1078**.
- Dial Room Number/Phone Number/Guest Number.
- You get a confirmation tone for successful transfer.
- The caller is transferred to the voice mail of the guest.
- Go on hook.



*If the call is not transferred to the mail box, an error tone will be played. Press Flash, Hold or Call Appearance Key to retrieve the call.*

# Voice Mail

---

Hospitality and Guest Features like Voice Mail, Voice Guided Wake-up calls function using the Voice Mail System installed in the system.

The VMS utilizes a USB memory stick as its storage medium. For this, Matrix provides an 8GB Pen Drive which is factory fitted and shipped along with the system. However, if required, you may even use a Pen Drive of upto 64GB.



*If you are replacing the Pen Drive, you are advised to copy the contents of the factory fitted Pen Drive onto the new Pen Drive.*

## Voice Mailbox

PRASAR UCS application supports a full-fledged, in-skin Voice Mail System (Uploaded in the internal Pen Drive) to provide mailbox facility to all its extensions users.

Guests, Front Desk and other administration staff are assigned a Mailbox each. When PRASAR UCS operates in the 'Hotel' mode, all extensions are assigned a mailbox, by default.

Each Mailbox has the capacity of storing 15,000 voice messages. The maximum size of each Mailbox is 60,000 minutes. By default, the size of each Mailbox is set to 5 minutes. The maximum Message Length for each Mailbox is 9,999 seconds. By default, the Maximum Message Length for each Mailbox is set to 15 seconds.

## Welcome Messages

The hotel can post a Check-In Welcome Message to guests. When a guest is checked-in, a mailbox is automatically assigned to the guest, a welcome message is posted in the guest's mailbox and the LED of the Message Wait Indication key of the room phone is turned ON.

When the guest accesses his mailbox the welcome message is played to the guest.

The Hotel Administration may record suitable welcome message to greet the guests. The message may also contain information about the facilities and services provided by the hotel, or any other useful information the hotel may want to give the guest.

The default welcome message played by the PRASAR UCS is: "Welcome. It's our pleasure receiving you. We will do our best to make your stay comfortable".

## Voice Mail Auto Attendant

PRASAR UCS can be configured to route incoming calls to VMS. The VMS will answer calls and greet the callers according to the time of the day and provide voice prompts to dial extension numbers.

Callers can follow the prompts and their call will be forwarded to the extension they dial. Callers can also leave a message in the mailbox of any extension user.

## Mailbox Greeting

The VMS also allows guests to record personal mailbox greeting messages. These messages will be played to the callers when they are diverted to the guest's mailbox.

## **New Message Notification**

Whenever there is a new message in the guest's mailbox, the Voice Mail System will notify the guest phone according to the Message Wait Indication type selected for that room phone.

The guest can access his mailbox by pressing key assigned to Voice Mail or dialing the access code for Voice Mail. The guest can listen to the waiting message by following the voice prompts.

For playing messages, the VMS follows the Last-In First-Out (LIFO) method, the latest message is played first.

## **Voice Guided Wake-up Calls**

Voice guided Wake-up Calls and Reminders can be set by the Operator for guests, and by guests from their room phones. The Operator and guests can dial the feature access codes for Wake-up calls and Reminders, and follow the voice prompts to set Wake-up Calls and Reminders.

At the set time and date, the Voice Mail System will play the Wake-up/Reminder greeting message. If Snooze function is enabled, the Voice Mail System will prompt the guest to dial '0' to acknowledge the call.

## **Call Transfer to Mailbox**

Guests can request the Operator to transfer calls from selected callers to their room phone, and have all other calls transferred to voice mail. The guest will be notified of messages left by callers on the voice mail.

## **Call Forward to Voice Mail**

Guests can forward their calls to Voice Mail, unconditionally, when their phone is busy, when there is no reply, or both (when busy and no reply). Whenever callers leave a message for the guest, the guest will be notified of the new message.

## **Mailbox Privacy**

The Mailbox can be password protected. Each mailbox user can access the mail box only by entering the password. To avoid unauthorized access, we recommend that the password is changed regularly by the SE. Make sure it is strong and is kept confidential. In case the user forgets the password, it must be reset by the System Engineer. However, for the convenience of guests, the VMS functioning in the 'Hotel' mode, by default, will not prompt for the password, every time they access their mailbox.

To know more about the Voice Mail System, refer to Configuring Voice Mail System in the *PRASAR UCS System Manual*.



# Wake-up Calls

---

Wake-up call service is today a taken-for-granted hotel amenity. It is one of the most basic, yet important customer services that every hotel offers to its guests.

An efficient, guest-focused wake-up call service warrants the following flexibility:

- Guest should be able to set/cancel Wake-up call from their room phone.
- Operator should be able to set/cancel Wake-up call for the guest from the front desk.
- It should be possible for the Operator to greet the guest personally, when the guest answers the Wake-up call.
- It should be possible to greet the guest through a recorded message when the guest answers the Wake-up call.
- It should be possible to deliver the Weather information, Road Traffic Status, Date and Time or a Special announcement to the guest when the guest answers the Wake-up call.
- It should be possible to view and print the Wake-up Call Logs. The Status can be viewed using web pages or using DSS key assigned to Wakeup Call Log.

The Wake-up call feature of PRASAR UCS is designed to meet these requirements with further enrichments.

Using the Wake-up call feature of PRASAR UCS:

- Wake-up calls can be set and canceled by the Operator from the Operator phone and the Front Desk User.
- Wake-up calls can be set and canceled by the guests from their room phones.
- Wake-up calls can be configured as:
  - Once Only - A one-time call, where the room phone rings at the set time.
  - Daily - A repeat call, where the room phone rings at the set time everyday.
- Multiple Wake-up calls can be set for the guest by the Operator and/or by the guest himself. For example, Daily Wake-up call at 07:00am is set for a guest. One day the guest wants to wake up earlier at 05:00am. The guest/Operator can set another wake-up call, that is, a Once Only Wake-up call, at 05:00am without disturbing the daily wake-up call. Both the Wake-up calls will ring at the set time.
- When multiple wake-up requests have been set by a guest from the room phone, the guest can cancel all wake-up requests from the room phone, but cannot cancel a particular wake-up request. To cancel a particular wake-up request, the guest must inform the Operator, who can cancel it using the Front Desk User.
- It is not possible to modify a wake-up call request. Instead, the wake-up call request should be canceled and a new one should be made.
- PRASAR UCS can register as many as 960 Wake-up call requests set by the Operator and guests.
- Wake-up calls can be voice-guided, provided the system has the VMS license activated in the system.
- All the Wake-up events are logged in the ["Hotel-Motel Activity Log"](#).
- The mechanism for serving Wake-up calls can be configured as 'Personalized' or 'Automated'.
- When the Wake-up call serving mechanism is configured as 'Personalized',

- The Operator Phone rings first<sup>62</sup>, displaying the number of the Room Phone to which the wake-up call is to be served.
- When the Operator answers this call, a call is placed on the Room Phone on which the wake-up call is set.
- The Room Phone rings for the duration of the Alarm Ring Timer.
- When the guest answers the call, the Operator greets the guest with the time and wake-up message. This event is recorded in the Hotel-Motel Activity Log as 'Wake-up Alarm of <HH:MM> Answered on <phone number>'.
- If the guest does not answer the call till the Alarm Ring Timer has elapsed, the Operator phone will display a text message notifying 'No Reply' from the room phone number. The Wake-up call is now considered as served. This event is recorded in the Hotel-Motel Activity log as 'Wake-up Alarm of <HH:MM> No Reply on <Phone Number>'.
- If the Room Phone is busy, the Operator Phone will display a text message notifying that the room phone number is 'Busy'.
- The Operator can
  - send a staff to the guest's room to serve the alarm request in person.
  - call the busy room phone again.
  - set Auto Call Back<sup>63</sup>.
- When the Wake-up call serving mechanism is configured as 'Automated',
  - The Room Phone rings at the set time till the end of the Alarm Ring Timer. Simultaneously, a Wake-up Call message appears on the phone display.
  - When the guest answers the call, s/he may be played music-on-hold, or be connected to a routing group, depending upon the Alarm Notification Type configured by the Installer. (At the time of installation, the SE may consult with the Hotel Administration to decide which of these options is to be configured as the Alarm Notification Type.)
  - If the guest does not answer the wake-up call, the PRASAR UCS makes two more attempts (total 3 attempts) at an interval of 5 minutes to call the guest. (Each attempt is recorded in the Hotel-Motel Activity log as 'Wake-up Alarm of <HH:MM> No Reply on <Phone Number>'.
  - If all Wake-up call attempts go unanswered, PRASAR UCS places the call on the Operator Phone. The Operator Phone rings till the end of the Alarm Ring Timer. The Operator Phone displays the number of the Room Phone with the message 'No Reply'. The Wake-up call is now considered as served. (This event is recorded as "Alarm Notification to Front Desk for <Phone Number>").
  - If the Room Phone is busy, PRASAR UCS will continue to make Wake-up call Attempts at the Alarm Interval configured. When all Alarm Attempts go unanswered, PRASAR UCS will place a call on the Operator phone. The Operator Phone will display the number of the Room Phone with the message 'Busy'.



*The notification to the operator/front desk when guest phone is busy or not responding to the wake-up call can be disabled. When this notification to the operator is disabled, the system will not ring on the operator's extension nor display any text message to inform the operator of the unanswered alarm call or busy state of the guest phone. To do this, the flag 'Notify operator when guest phone is busy/not responding the Alarm Call' should be disabled.*

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62. The Operator phone rings for the duration of the Alarm Ring Timer. If the Operator does not answer the call, the PRASAR UCS will make two more Alarm Attempts at an Alarm Attempt Interval of 5 minutes to call the Operator.

63. Refer the User Guide for respective IP Phone for instructions on how to set Auto Call Back for extensions.

- The Snooze function can be added to 'Wake-up calls-Automated' to ensure that the guest wakes up and answers the call. Snooze is a system-wide feature; when set, this function will be added to all Automated Wake-up calls.
- When Snooze is activated,
  - The Room Phone rings for the Number of Alarm Attempts configured, at set Alarm Attempt Intervals.
  - The Room Phone stops ringing when the guest answers the call and dials '0' to acknowledge the Wake-up call. Please note that the Wake-up Call Acknowledgment Code is non-configurable.
- Wake-up Call Status, that is, details of Wake-up calls that have not been served, can be viewed from the Front Desk User. Wake-up call Report can be generated as well. You can also view the Wakeup Call Log Status on the phone<sup>64</sup> LCD using the DSS key assigned to Wakeup Call Log.



- *The duration of Alarm Ring Timer, the Number of Alarm Attempts and the Alarm Attempt Interval are configurable.*
- *In rooms with multiple phones, regardless of the Check-In Profile, the Wake-up call will be served only on the Phone for which it is set by the Operator or from which it is set by the Guest.*
- *Wake-up calls can be set for administration phones also.*
- *Wake-up call settings will be retained in the system during power down and system upgrades.*

## Configuring Wake-up Calls

The following parameters play an important role in the functioning of the Wake-up Call feature. These parameters carry default values. The default values have been selected keeping the larger user base in mind. However, these values can be changed by the System Engineer at the time of installation or afterwards to match the Hotel's requirement.

1. **Alarm Ring Timer** - The duration for which the system rings the Room Phone to serve a Wake-up call. By default, the Alarm Ring Timer is set to 45 seconds. This timer can be set between 001 to 255 seconds. This timer also signifies the duration for which the Operator phone rings to notify that a Wake-up call has not been answered or the room phone is busy.
2. **Number of Alarm Attempts** - Number of times the system attempts to place a Wake-up call on the Room Phone before notifying the Operator that the call is not answered or the phone is busy. By default, the Number of Alarm Attempts is set to '3'. The Number of Alarm Attempts can be set between 1 and 9.
3. **Alarm Attempt Interval** - The time period between each Wake-up Call attempt. By default, the Alarm Attempt Interval is set to 5 minutes. The Alarm Attempt Interval can be set between 1 and 9.
4. **Use Alarm with Snooze** - Snooze is a functionality which forces the guest to acknowledge the Wake-up call. With snooze functionality enabled, the system expects the guest to answer the wake-up call by going off-hook and dial Acknowledgment code '0'. With snooze disabled, the system considers the wake-up as answered when the guest simply answers the wake-up call by going off-hook (dialing acknowledgment code is not mandatory). The Hotel administration can decide whether to enable snooze. By default, snooze is disabled.
5. **Configurable Alarm Type** - When the Front Desk User and guests set a Wake-up call request, the system gives them the choice of setting 'Once Only' or 'Daily' Wake-up calls.

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64. This is applicable only for SPARSH VP248, SPARSH VP310 and SPARSH VP510.

User experience however, shows that 'Once Only' Wake-up calls requests are more common than 'Daily' Wake-up calls. So, PRASAR UCS allows you the flexibility of setting 'Once Only' as the default Alarm Type, by disabling the 'Configuring Alarm Type' flag.

When this flag is disabled the system will prompt the Front Desk User/Guest to enter the Time of the Wake-up call and consider the Alarm Type as 'Once Only'.

By default, this flag is disabled.

6. **Configurable Alarm Category** - When the Front Desk User sets a Wake-up call for a guest, the system prompts them to select an Alarm Type (Once Only or Daily) and to select the alarm serving mechanism - 'Automated or Personalized'.

If the Hotel wishes to offer only 'Automated' Wake-up calls to its guests, PRASAR UCS allows the flexibility to set 'Automated' as the default wake-up call serving mechanism. This can be done by disabling the 'Configurable Alarm Category' flag.

When this flag is disabled, the system will consider the wake-up call serving mechanism as 'Automated' and will prompt the Front Desk User only for the Time of the wake-up call.

By default, this flag is disabled.



- *When both flags 'Configurable Alarm Type' and 'Configurable Alarm Category' are disabled, the system will set and serve 'Once Only - Automated' wake-up calls only.*
- *If the 'Configurable Alarm Type' flag is disabled, but the 'Configurable Alarm Category' flag is enabled, the system will set 'Once Only' wake-up calls, but give the option of selecting 'Automated' or 'Personalized' as the serving mechanism.*
- *Similarly, if 'Configurable Alarm Type' is enabled, but the 'Configurable Alarm Category' flag is disabled, the system will allow both 'Once Only' and 'Daily' wake-up calls to be set, but the serving mechanism will be 'Automated'.*

7. **Voice Guided Alarm Verification:** For Voice-guided Alarms, the VMS of PRASAR UCS allows Front Desk User/ Operator and guests to enable/disable the Alarm Verification for alarms and reminders. If this option is enabled it allows the Front Desk User/Operator and guests to confirm the Time set for an alarm and Date and time set as a reminder. By default, this flag is enabled.



*The flags 'Configurable Alarm Type' and 'Configurable Alarm Category' are not applicable for Voice-guided Alarms. In the case of Voice-guided Alarms, the Operator/Extension user will be prompted to select the Alarm type and serving mechanism, each time, even when both aforementioned flags are disabled.*

8. **Alarm Notification Type** - This is the means of notifying the guest about the Wake-up call. The guest can be played Music-On-Hold, Live Music, Weather information, Date and Time, etc. The PRASAR UCS supports four types of Alarm Notifications:

- **Music-On-Hold:** Selecting this option would play music-on-hold to the guest when s/he answers the wake-up call.
- **Routing Group:** Selecting this option would connect the guest to the stations configured in the Alarm Notification Group. For this option to work, the System Engineer should connect a device which can play customized wake-up greetings with date, time, weather conditions, traffic conditions, a marketing

message, announce key services provided by the hotel<sup>65</sup>, etc. on the stations configured in the Alarm Notification Group.

- **Voice Mail:** Selecting this option would connect the Front Desk User/Operator and guests to the Voice Mail System.

Selecting this option would connect the guest to the stations configured in the Alarm Notification Group. For this option to work, the System Engineer should connect a device which can play customized wake-up greetings with date, time, weather conditions, traffic conditions, a marketing message, announce key services provided by the hotel<sup>66</sup>, etc. on the stations configured in the Alarm Notification Group.

Alarm Notification Type must be configured at the time of installation.

9. **Macros** - This is a short code for simulating the Wake-up call. The IP Phones with assigned function keys (configured through SE web pages) send a fixed string to the system, when each function key is pressed. The system interprets this string and translates it into a string that can be understood by the system.

All the above listed parameters can be configured using SE web pages.

## Configuring Wake-up Call parameters using SE Web Pages

- Login as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters**.

| Hotel Parameters                                                       |                                     |
|------------------------------------------------------------------------|-------------------------------------|
| <b>Alarms</b>                                                          |                                     |
| Use Alarm with Snooze                                                  | <input type="checkbox"/>            |
| Alarm Ring Timer (sec)                                                 | 045                                 |
| Number of Alarm Attempts                                               | 3                                   |
| Alarm Attempt Interval (min)                                           | 5                                   |
| Notify Operator when Guest Phone is busy/not responding the Alarm Call | <input checked="" type="checkbox"/> |
| Configurable Alarm Type (Once Only / Daily)                            | <input type="checkbox"/>            |
| Configurable Alarm Category (Personalized / Automated)                 | <input type="checkbox"/>            |
| Voice Guided Alarm Verification                                        | <input checked="" type="checkbox"/> |

- Under **Alarms** configure the Wake-up call parameters:
  - **Use Alarm with snooze:** enable this flag if you want to use the Snooze function for the Wake-up Call.
  - **Alarm Ring Timer (Sec.):** you may change the time for which the Wake-up Call will ring on the guest's phone and the time for which the Operator phone will ring to notify an unanswered Wake-up Call.
  - **Number of Alarm Attempts:** you may increase or decrease the number of attempts the system should make to serve a Wake-up call.

65. Secretarial, concierge services, entertainment programs, spa treatments, currency exchange, baby care, pick-up/drop-off/transfer services, sightseeing trips, travel desk, etc.

66. Secretarial, concierge services, entertainment programs, spa treatments, currency exchange, baby care, pick-up/drop-off/transfer services, sightseeing trips, travel desk, etc.

- **Alarm Attempt Interval:** you may increase or decrease the time gap between each attempt the system makes to serve a Wake-up call.
- **Notify operator when guest phone is busy/not responding to the Alarm Call:** disable this flag if you do not want the system to inform the Operator/Front Desk user about failure to serve the automated wake-up call due to No Reply/Busy state of the guest phone.
- **Configurable Alarm Type flag:** disable this flag, by clearing the check box, if you do not want the system to provide the Front Desk User/Operator and the Guests the option of setting 'Once Only' or 'Daily' Wake-up calls. When this flag is disabled, the system will allow only 'Once Only' alarms to be set.
- **Configurable Alarm Category:** disable this flag, by clearing the check box if you do not want the system to provide the Front Desk User/Operator the option of setting 'Personalized' or 'Automated' Wake-up calls. When this flag is disabled, the system will follow the 'Automated' Wake-up call serving mechanism. The Front Desk User/Operator will not be prompted to choose between 'Automated' and 'Personalized' Wake-up calls when setting Wake-up calls for a guest room phone or an administration phone.
- **Voice Guided Alarm Verification:** By default, for voice-guided Alarms and Reminders set by the Front Desk User/Operator and guests, the system plays them the option to confirm the Time/Date and Time they have set for the Alarm/Reminder. If you do not want the system to provide them this option, disable Voice Guided Alarm Verification by clearing this check box.
- Click **Submit** at the bottom of the page to save changes.
- Click **Station Advanced Feature Template** to open the page.
- Select an Advanced Feature Template number (by default Template 50 is assigned to all guest room phones).
- Scroll with the horizontal bar to reach the column **Alarm Notification Type**.
- Select the desired Alarm Notification Type to be set on all room phone phones from the combo box: Music-On-Hold, Routing Group or Voice Mail.
  - If you select Music-On-Hold as the Alarm Notification Type, no further configuration is required.
  - If you select Routing Group as the Alarm Notification Type, make sure you connect a device capable of playing messages when a call is placed on it. Read Customized Wake-up Messaging Devices for further instructions.
  - If you select Voice Mail as the Alarm Notification Type, make sure VMS Channels License is activated in the system.
- Click **Submit** at the bottom of the page to save the change in the Template.
- Apply the Template now configured with the Alarm Notification Type to the room phones.

Refer the topic 'Station Advanced Feature Template' in the *PRASAR UCS System Manual* for instructions on applying this template to the SIP Extensions.



*If you want to set different Alarm Notification Types for different room phones<sup>67</sup>, it is recommended that you configure a separate Station Advanced Feature Template for each Alarm Notification Type. On each room phone, apply the Template with the relevant Alarm Notification Type that you want configure for that room phone.*

- To configure an IP Phone with special Alarm function key and to create macro for an IP Phone key, click **Macros** to open the page.

| Index | Number String | Access Code |
|-------|---------------|-------------|
| 1     |               |             |
| 2     |               |             |
| 3     |               |             |
| 4     |               |             |
| 5     |               |             |
| 6     |               |             |
| 7     |               |             |
| 8     |               |             |
| 9     |               |             |
| 10    |               |             |

- In **Number String**, enter the strings to be replaced with on receiving the strings from the IP Phone.
- In **Access Codes**, enter the strings sent by the IP Phone on pressing the special function key.

## Setting Wake-up Calls

Wake-up calls can be set by the guests from the room phones by themselves. Alternatively, the guest can ask the Operator to set wake-up call for him.

The Voice Mail System can offer Voice Guided Wake-up call feature to the guests. The voice messages guide him through a menu to set the wake-up call in a step-by-step manner. The guest would get a voice message announcing the wake-up call with the time.

### Voice Guided Wake-up Call set/canceled by Operator

The Operator can set voice guided Wake-up calls for guests using IP Phone.

#### Operator Using IP Phone

Using DSS Key:

- Press DSS Key assigned to Remote Voice Guided Wake-up call.
- Follow the Voice Mail System prompts to set/cancel wake-up call.

Using Command:

- Pick up the handset.
- Dial **1072-034**.
- Follow Voice Mail System Prompts to set/cancel wake-up call.
- Replace Handset.

---

67. For example, play Music-on-hold on a few room phones and customized wake-up greetings from external devices on others.



## Voice Guided Wake-up Call set/canceled by Guests

Guests can set/cancel wake-up calls from their room phones. The room phones may be any IP Phone. Guests can use voice guided wake-up call feature as well.

### Guests using IP Phone

If the guest uses IP Phone, he can set the wake-up call using the DSS key as well as by dialing the command.

Using DSS Key:

- Press 'Wake-up' key. (This key should be configured for voice-guided wake-up call)
- Follow the Voice Mail System prompts to set/cancel wake-up call.

Using Command:

- Pick up the handset.
- Dial **163**.
- Follow Voice Mail System prompts.
- Replace Handset.

## Non-Voice Guided Wake-up Calls set/canceled by Operator

The Operator can set/cancel non-voice guided Wake-up calls using:

- Front Desk User
- IP Phone

### Operator using Front Desk User

- Log into Front Desk User.
- Click **Guest Search** to open the form.
- Search Guest by Guest Number/Name/Room Number/Phone Number.

Check-In  
Check-Out  
Guest Search  
Guest Status  
Room Status  
Call Budget  
Wakeup Alarm  
Wakeup Call Log  
Reminder  
Reprint Check-Out Report  
Guest Shift  
Delete Checked-Out Calls  
Call Forward For All Rooms  
Call Block  
Hotel-Motel Activity Log

**Guest Search**

☐ Guest Number

☐ Guest Name

☒ Room Number 305

☐ Phone Number

Submit



- The **Guest Services** form for the particular guest will open.

The screenshot shows the 'Guest Services' form for a particular guest. The left sidebar contains a list of navigation options: Check-In, Check-Out, Guest Search, Guest Status, Room Status, Call Budget, Wakeup Alarm, Wakeup Call Log, Reminder, Reprint Check-Out Report, Guest Shift, Delete Checked-Out Calls, Call Forward For All Rooms, Call Block, and Hotel-Motel Activity Log. The main content area is divided into three sections:

- Call Forward:** Includes radio buttons for 'Forward all Calls to Voice Mail' (selected), 'Forward all Calls, Unconditionally to Phone', and 'Forward all Calls, Unconditionally to External Number'. A 'Call Forward' button is present, and a status message says 'Call Forward is not Set'.
- Set Wake up Alarm:** Includes a 'Set Wake up Alarm' button, a dropdown for 'Personalized', and fields for 'For' (Daily), 'At' (00 Hrs, 00 Mins). A 'Cancel All Wake up Alarms' button is also present.
- Set Reminder:** Includes a 'Set Reminder' button, a dropdown for 'Personalized', and fields for 'For' (04, 09, 2019), 'At' (00 Hrs, 00 Mins). A 'Cancel All Reminders' button is also present.

- Go to the option **Set Wake up Alarm** under Guest Privilege.
- Set the wake-up call as required, that is, Automated or Personalised, Daily or Once Only from the respective combo boxes.
- Set the time for the selected wake-up call.
- Click the **Set Wake up Alarm** button.
- You can set multiple wake-up calls for the same guest. All wake-up calls set for the guest will be displayed at the bottom of the **Guest Services** page.

The screenshot shows the 'Guest Services' form with the 'Set Reminder' section active. The left sidebar is the same as in the previous screenshot. The main content area is divided into three sections:

- Set Reminder:** Includes a 'Set Reminder' button, a dropdown for 'Personalized', and fields for 'For' (11, 09, 2019), 'At' (00 Hrs, 00 Mins). A 'Cancel All Reminders' button is also present.
- Cancel All Alarms:** Includes a 'Cancel All Alarms' button.
- Redirect VMS Message to:** Includes a 'Redirect VMS Message to' button, a text input field, and a 'Message Redirect' button. A status message says 'Message Redirect is not set'.

At the bottom, there is a table showing the current alarms and reminders:

| Alarm Type     | Time                   | Date                 | Time |
|----------------|------------------------|----------------------|------|
| Wake up Alarm  | 05:30 * +              |                      |      |
| Reminder Alarm | 04-Sep-2019 at 09:20 + | 17-Oct-2019 at 01:10 |      |

Below the table, a note states: 'Daily Alarm is denoted by \* and Personalized Alarm is denoted by +.'

To cancel wake-up calls,

- Click the **Cancel All Wake up Alarms** buttons.
- All wake-up calls will be canceled.



*If there are multiple wake-up calls set for a guest, you cannot cancel wake-up calls selectively on this page. For example, a guest has multiple alarms set; two Once Only and a Daily wake-up calls are set. The guest wants the Daily wake-up to be canceled. The Daily wake-up cannot be canceled from this page. To cancel wake-up calls selectively, you must go to the Wakeup Alarm page.*

To cancel Wakeup alarms selectively,

- Click **Wakeup Alarm**.

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                     |                                        |                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|----------------------------------------|--------------------------|
| <a href="#">Check-In</a><br><a href="#">Check-Out</a><br><a href="#">Guest Search</a><br><a href="#">Guest Status</a><br><a href="#">Room Status</a><br><a href="#">Call Budget</a><br><a href="#">Wakeup Alarm</a><br><a href="#">Wakeup Call Log</a><br><a href="#">Reminder</a><br><a href="#">Reprint Check-Out Report</a><br><a href="#">Guest Shift</a><br><a href="#">Delete Checked-Out Calls</a><br><a href="#">Call Forward For All Rooms</a><br><a href="#">Call Block</a><br><a href="#">Hotel-Motel Activity Log</a> | <b>Wakeup Alarm</b>                                                 |                                        |                          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Phone Number</b>                                                 | <b>Alarm</b>                           | <b>Cancel Alarm</b>      |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 3005(Mr. GoodFellow)                                                | 05:30 * +                              | <input type="checkbox"/> |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Daily Alarm is denoted by *.<br>Personalized Alarm is denoted by +. |                                        |                          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <a href="#">Print</a>                                               | <a href="#">Cancel Selected Alarms</a> | <a href="#">Close</a>    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                     |                                        |                          |
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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                     |                                        |                          |

- The wake-up calls set for the guests will be displayed by phone number, with the option of canceling each alarm.
- Select the **Cancel Alarm** check box of the alarm you want to cancel.
- Click the **Cancel Selected Alarms** button at the bottom of the page.
- The selected wake-up call(s) will be canceled.

## Operator using IP Phone

Using DSS Key:

To set Wake-up Call for the guest,

- Press the 'Remote Wake-up Call' key.
- Enter the Room Number/Phone Number<sup>68</sup>.
- Enter Time in HH:MM
- Select 'Once Only' or 'Daily'.
- Press 'Enter' key.
- Select 'Personalized' or 'Automated'.
- Press 'Enter' key to set Wake-up Call.
- You get a confirmation tone and a text message with the phone number for which the wake-up call is set.
- Go Idle or you get dial tone after 3 seconds.

To cancel Wake-up Calls,

- Press 'Remote Wake-up Call' Key.
- Enter Room Number.
- Select 'Cancel All'.
- Press 'Enter' Key.



*To cancel wake-up calls selectively, go to 'Wakeup Alarm' page of the Front Desk User.*

<sup>68</sup>. Enter Room number if check-in profile is Single or Family. Enter Phone number if check-in profile is Budget.

## Using Commands

To set Wake-up Call for the guest,

- Pick up the handset.
- Dial **1072-003**.
- Enter the Room Number/Phone Number.
- Enter Time in HH:MM
- Dial 1 for Once Only or Dial 2 for Daily.
- Dial 1 for Personalized or Dial 2 for Automated.
- Press 'Enter' key to set Wake-up Call.
- You get a confirmation tone and a text message with the phone number for which the wake-up call is set.
- Replace Handset on the cradle or you get dial tone after 3 seconds.

To cancel Wake-up Calls,

- Pick up the handset.
- Dial **1072-003**.
- Enter the Room Number/Phone Number.
- Dial #.
- You get a confirmation tone and a text message with the phone number for which the wake-up call is cancelled.
- Replace Handset on the cradle or you get dial tone after 3 seconds.



*Use the 'Wake-up Alarm' page of the Front Desk User to cancel wake-up calls selectively.*

## Non-Voice Guided Wake-up Calls set/cancel by Guests

### Guests using IP Phone

The Guest using the IP Phone can set the wake-up call using the DSS key as well as by dialing the command.

Using DSS Key:

To set Wake-up call,

- Press 'Wake-up' key.
- Enter Time in HH:MM
- Select 'Once Only' or 'Daily'.
- Press 'Enter' key.
- You get a confirmatory text message and confirmation tone.
- Go Idle or you get dial tone after 3 seconds

To cancel Wake-up Calls,

- Press 'Wake-up' Key.
- Select 'Cancel All'.
- Press 'Enter' Key.

Using Commands:

To set Wake-up call,

- Pick up the handset.
- Dial **161**.
- Enter Time in HH:MM (24-hours format)
- Dial 1 for Once Only or Dial 2 for Daily.
- Press 'Enter' key.
- You get a confirmatory text message and confirmation tone.
- Replace Handset on the cradle or you get dial tone after 3 seconds

To cancel Wake-up Calls,

- Pick up the handset.
- Dial **161**.
- Dial #.
- You get a confirmatory text message and confirmation tone.
- Replace Handset on the cradle or you get dial tone after 3 seconds



- *Guests can set only automated wake-up calls from their room phones. For personalized wake-up calls, they must request the Operator.*
- *If a guest has multiple wake-up calls set, the guest cannot cancel wake-up calls selectively. If the guest attempts to cancel a wake-up call from the room phone, all wake-up calls will be canceled. Canceling of selected wake-up calls can be done only by the Operator.*
- *Wake-up calls set on a room phone by the Operator or by the guest will be served, even if DND is set on the same room phone.*
- *Regardless of the check-In profile (Single, Family, or Budget), wake-up call set for a phone, by the guest or the operator, will be applicable only on that particular phone.*

## Wake-up Call Status

The Operator can view the status of Wake-up Calls set for individual guests as well as for all guests at a glance. This can be done using the Front Desk User only.

To view Wake-up Call Status of individual guests:

- Login as Front Desk User.
- Click **Guest Search** to open the form.
- Search Guest by Guest Number/Name/Room Number/Phone Number.
- The **Guest Services** form for the particular guest will open.
- The status of Wake-up calls set for and by the guest appears on this page, with details of time (hours and minutes), type (once only, daily), and serving mechanism (personalized, automated).

To view Wake-up Call Status of all guests:

- Login as Front Desk User.
- Click **Wake-up Alarm**.
- The Wake-up Alarm Status for each guest phone will be displayed.
- You can print this page by clicking the **Print** button at the bottom of this page.



- *It is possible to cancel the wake-up call set for guests, by selecting the corresponding check box.*
- *It is not possible to view the wake-up call status on the IP Phone.*

## Wake-Up Call Report

PRASAR UCS generates Wake-up call report on request by the Operator, as well as at a set time which is referred to as Scheduled Wake-up Call Report. The Wake-up Call Report can be printed on a printer or can be sent to a computer. The Wake-up Call Report is useful when Operators change shifts.

### Configuring the System for Generating Scheduled Wake-up call Reports

Following parameters should be configured to generate Wake-up Call Report:

1. Destination Port (Ethernet (LAN/WAN) / USB1 to COM / USB2 to COM Port) for Hotel Reports
2. Parameters<sup>69</sup> of Ethernet (LAN/WAN) / USB1 to COM / USB2 to COM Port.
3. Enable the Scheduled Wake-up Call Report.
4. Set the time to generate the Scheduled Wake-up Call Report.

The first two parameters can be configured using SE web pages.

The last two parameters, that is, the Scheduled Wake-up Call Report flag and the time for the Report must be set from the SA mode.

### Configuring Scheduled Wake-up Report Generation using SE web pages

- Log in as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **Hotel Parameters**.
- Go to **Destination Port of Hotel Reports** and select the Communication Port to be assigned.
- Click **Submit** to save your setting.

If **USB to COM Port** is selected, configure the parameters of the port.

---

69. Speed/Baud Rate, Data Bits, Parity.

- Click **Communication Ports** and configure the parameters of the USB1 to COM / USB2 to COM Port that has been assigned as the destination port.
- If **Ethernet** is selected, configure the **Destination IP Address: Port** on the Hotel Parameters page.
- Click **Submit** to save changes.

To configure the parameters of the Communication Port assigned as the Destination Port using SE commands, refer the chapter "[Communication Ports](#)" for instructions.

## Generating Scheduled Wake-up Call Reports

To generate Scheduled Wake-up Call Report, the Operator must

- enable the Scheduled Wake-up Call Report.
- set the time to generate the Scheduled Wake-up Call Report.

Both are possible from the SA mode only. The Operator may dial the following SA commands using IP Phone. It is assumed that the Operator is in SA mode.

### Using IP Phone

To enable Scheduled Wake-up Call Report:

- Pick up the handset.
- Dial **1072-036-1**.
- You get a confirmatory text message and a confirmation tone.

To set time for Scheduled Wake-up Call Report:

- Dial **1072-037**.
- Dial Time in Hours and Minutes (HH:MM)
- You get a confirmatory text message and a confirmation tone.
- Go Idle or you get dial tone after 3 seconds

To disable Scheduled Wake-up Call Report:

- Pick up the handset.
- Dial **1072-036-0**.
- You get a confirmatory text message and a confirmation tone.
- Go Idle or you get dial tone after 3 seconds.

The system will print the Scheduled Wake-up Call Report at the time set by the Operator at the designated Destination port.

## Printing Wake-Up Call Reports

The Operator can Wake-up Call Reports using:

- Using Front Desk User
- Using SA Commands from IP Phone



*When Scheduled Wake-up Call is enabled and the time is set, the system will automatically print the report at the set time.*

### Using Front Desk User

- Login as Front Desk User.
- Click **Wake-up Alarm**.
- The Wake-up call details for each guest phone will be displayed.
- Click the **Print** Button.

- The Wake-up Call Report will be printed on the destination port as assigned.

## **Using SA Commands from IP Phone**

Using DSS Key:

- Press the 'Print Alarm Report' key.
- You get a confirmatory text message and a confirmation tone.
- Go Idle or you get dial tone after 3 seconds
- The Wake-up Call Report will be printed on the destination port as assigned.

Using Command:

- Pick up the handset.
- Dial **1072-913**.
- You get a confirmatory text message and a confirmation tone.
- The Wake-up Call Report will be printed on the assigned port.



*SPARSH VP248 has a DSS Key programmed with the function of Printing Alarm Reports, in the default key map for the Hospitality mode. Verify with your Installer/System Engineer if the default key map has been changed.*

---

These are the set of call management features that guests can operate on their own from their respective room phones. PRASAR UCS offers the following features which are most useful to the guests.

- Calling an External Number
- Calling the Front Desk
- Setting Wake-up Call
- Setting Do Not Disturb (DND)
- Forwarding Calls
- Accessing Voice Messages
- Calling Floor Service

PRASAR UCS offers other features as well for guests like Call Transfer, Call Conference, Auto-Call-Back, Auto-Redial, etc. Refer the *PRASAR UCS System Manual* for description and operating instructions for these features.

The room phone of the guest may be any Extended IP Phone. The instructions for using guest features are provided below.



*The Hotel may prepare a User Card for guests to be placed along with the phone in each room with feature access codes and instructions on how to use these features.*



*The feature access codes used in the instructions are default values. Verify with the System Engineer/ Installer whether these have been changed and use the current access codes configured by the Installer/ System Engineer.*

## Calling an External Number

### **Instructions for Guest using IP Phone**

- Press DSS Key assigned to Trunk.
- Dial the External Number



*For long distance and international numbers, dial country code + area code before dialing the external number.*

## Calling the Front Desk

### **Instructions for Guest using IP Phone**

- Press DSS Key assigned to Operator/Front Desk.



## Setting Wake-Up Call

### ***Instructions for Guest using IP Phone***

To set Once Only Wake-up Call,

- Press the 'Wake-up Call' key.
- Enter Time in HH:MM
- Select 'Once Only'.
- Press 'Enter' key.
- You get a confirmatory text message on the phone's display and confirmation tone.

To set Daily Wake-up Call,

- Press the 'Wake-up Call' key.
- Enter Time in HH:MM
- Select 'Daily'.
- Press 'Enter' key.
- You get a confirmatory text message on the phone's display and confirmation tone.

To cancel Once Only and Daily Wake-up Calls,

- Press 'Wake-up Call' Key.
- Select 'Cancel All'.
- Press 'Enter' Key.

To set Voice Guided Wake-up Call,

- Press DSS Key assigned to Voice Guided Alarm.
- Follow the Voice Mail System prompts to set wake-up call.

To cancel Voice Guided Wake-up Call,

- Press DSS Key assigned to Voice Guided Alarm.
- Follow the Voice Mail System prompts cancel wake-up call.



*If you have set multiple wake-up calls, all will be canceled. If you want to cancel wake-up calls selectively, request your Operator to do it for you.*

## Setting Do Not Disturb (DND)

### ***Guest using IP Phone***

To set DND:

- Press the 'DND' Key.
- Scroll to select the type of call:
  - All calls
  - Internal calls
  - External calls
- Press 'Enter' key.
- You get a text message 'DND Set' on the phone's display and confirmation tone.

To select a DND Message:

- Press the 'DND' Key.
- Scroll to select the Set DND Message option.
- The list of DND messages appear on the phone's display:
  - Do Not Disturb
  - Unavailable
  - In a Meeting

- In a Conference
- Try on Mobile
- On Vacation
- On Business Trip
- Out of Office
- With a Guest
- Scroll to the desired option and press 'Enter' key.
- You get a text message 'DND Set' on the phone's display and confirmation tone.
- Go Idle or you get dial tone after the confirmation tone.

To cancel DND:

- Press the DND Key again.
- The following options appear on the phone's display
  - All calls
  - Internal calls
  - External calls
  - Cancel DND
- Select Cancel DND and press 'Enter' key.
- You get a text message 'DND Canceled' on the phone's display and confirmation tone.

## **Forwarding Calls**

### ***Guest using IP Phone***

To forward calls to another Extension in the Hotel,

- Press 'Forward' Key.
- Scroll to select the desired Call Forward Type from the list that appears on your phone's display:
  - Call Forward-Unconditional
  - Call Forward on Busy
  - Call Forward on No Reply
  - Call Forward on Busy or No Reply
  - Dual Ring
- Press 'Enter' key.
- Enter the destination Extension Number/Voice Mail Group Number.
- Press 'Enter' key.
- You get a confirmatory text message and confirmation tone.
- Go Idle or you get dial tone after 3 seconds.

To forward calls to an External Phone Number,

- Press 'Forward' Key.
- Scroll to select the desired Call Forward Type from the list that appears on your phone's display:
  - Call Forward-Unconditional
  - Call Forward on Busy
  - Call Forward on No Reply
  - Call Forward on Busy or No Reply
  - Dual Ring
- Press 'Enter' key.
- Enter Trunk Access Code and destination External Number.
- Press 'Enter' key.
- You get a confirmatory text message and confirmation tone.

To cancel Call Forward,

- Press 'Call Forward' Key again.

Extended IP Phone users can also set **Call Forward-When Not Registered**. For more information and instruction, see [“Call Forward-When Not Registered”](#).

## **Accessing Voice Messages**

### ***Guest using IP Phone***

- Press Voice Mail Key.
- Follow voice prompts.

### **Calling Floor Service**

- Dial **38**

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PRASAR UCS supports two external USB ports — USB1, USB2 on the fascia of SPARK200. Either of the USB ports can be used as COM Ports by connecting a USB to COM Converter.

The following facilities of PRASAR UCS need USB to COM Port:

- PMS Interface
- CAS Interface (SMDR Posting)

The following facilities of the PRASAR UCS can use USB to COM Port:

- SMDR Reports
- SMDR Online
- SMDR Posting
- PMS Interface
- CAS Interface (SMDR Posting)
- Hotel Motel Activity Log

The Communication Ports have the following configurable attributes:

- Speed in bps.
- Number of data bits.
- Number of stop bits.
- Parity

## Configuring Communication Port Attributes

These attributes must be configured keeping in mind the application for which the USB to COM Port is used.

The USB to COM Port attributes can be changed using SE web pages.

To change the USB to COM Port attributes using SE pages:

- Login as System Engineer.

- Under **Configuration**, click **Communication Ports**.

| Parameter   | USB 1 to COM | USB 2 to COM |
|-------------|--------------|--------------|
| Speed (bps) | 115200       | 115200       |
| Data Bits   | 8            | 8            |
| Parity      | None         | None         |
| Stop Bits   | 1            | 1            |
| Status      | Down         | Down         |

Submit Default

- Set the desired values for USB to COM Port:
  - Speed (Bps)
  - Data Bits
  - Parity
  - Stop Bits

 When the USB to COM converter is connected to the External USB Port, the same will be notified on this page.

- Click **Submit** to save changes.

 The following parameters for communication port are recommended for computer connectivity or configuration through computer:

- Speed = 115200 bps.
- Data Bits = 8.
- Parity = None.
- Stop Bits = 1.

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Property Management System (PMS) is an application software commonly used by hotels to manage their administration functions and provide efficient customer service. The PMS used by the hotel is interfaced with the PRASAR UCS of the hotel, so that both can communicate with each other.

The PMS and the PRASAR UCS exchange information about guest check-in, guest check-out, wake-up calls, DND set on the room phone, etc. For example: the PMS informs the PRASAR UCS about guest check-in activity once the guest is checked into the Hotel. On receipt of this information, the system performs a number of functions like: assigning a pre-defined Call Privilege (the type of outgoing calls the guest can make), pre-defined Call Budget amount (allowing the guest to make outgoing calls worth this amount only), etc.

The PMS also informs the system when a Wake-up call is set for a guest using PMS software (by operator), and other additional information.

On its part, PRASAR UCS informs the PMS about the Wake-up call set by the guest from the room phone, sends the cost of the call made by the guest from the room.

Any information exchanged between the PMS and the system is known as a 'message'. The messages exchanged follow a fixed 'Message format'.

PMS and PRASAR UCS communicate with each other using a proprietary protocol.

PRASAR UCS supports PMS Interface on its Ethernet (LAN/WAN) Port and USB to COM Ports.

The PRASAR UCS supports the following PMS protocols:

- Matrix PMS Type1 - supported on USB to COM Ports and Ethernet (LAN/WAN) Port
- Matrix PMS Type2 - supported on USB to COM Ports and Ethernet (LAN/WAN) Port
- Micros Opera - supported on Ethernet (LAN/WAN) Port only
- Softbrands Extended Starlight - supported on USB to COM Ports and Ethernet (LAN/WAN) Port

PRASAR UCS can be interfaced with the PMS using any one of these protocols that suits the Hotel administration.



*PMS Interface requires a license. Please refer the topic 'Licenses Supported in PRASAR UCS' in PRASAR UCS System Manual to know more.*

# Matrix PMS Protocol

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PRASAR UCS supports two proprietary PMS Protocols:

- Matrix PMS Type1
- Matrix PMS Type2

PRASAR UCS can be interfaced with the PMS using any one of these protocols that suits the Hotel administration.

## Matrix PMS Type1

The following table summarizes the flow of messages between PRASAR UCS and the Matrix Type1 PMS Interface.

| From PMS to PRASAR UCS       | From PRASAR UCS to PMS          |
|------------------------------|---------------------------------|
| PMS- UCS synchronization     | SMDR OG Call Details            |
| Check-In                     | Mini Bar Details                |
| Check-Out                    | Room Clean Status               |
| Guest In (Guest Present)     | Data Transfer (in fixed format) |
| Guest Out (Guest Absent)     | Room Occupancy Status           |
| Set/Cancel Alarms            | Se/Cancel Alarm                 |
| Set/Cancel Message Wait      | Online OG SMDR                  |
| Set/Cancel DND               | User Defined Fields (UDF)       |
| Alarm Status                 |                                 |
| Room Occupancy Display       |                                 |
| Room Shift                   |                                 |
| Room Clean Display           |                                 |
| Guest Name                   |                                 |
| Dynamic Lock Level           |                                 |
| Guest Group Assignment       |                                 |
| Data Transfer Request        |                                 |
| SMDR OG Detail Request       |                                 |
| Update Room Clean Status     |                                 |
| Update Room Occupancy Status |                                 |

## Matrix PMS Type2

The flow of messages between PRASAR UCS and the Matrix Type2 PMS Interface is summarized in the table below.

| From PMS to PRASAR UCS | From PRASAR UCS to PMS |
|------------------------|------------------------|
| Communication Messages |                        |
| Are you there          | Request to Initialize  |
| General Reset          |                        |
| General Reset End      |                        |
| Feature Messages       |                        |
| Check-In               | Message Register       |
| Check-Out              | User Defined Fields    |
| Message Wait           | Room Status            |
| Guest Name             |                        |
| Wake-up Call           |                        |



- *Please consult the Matrix Technical Support Desk for information on these protocols for PRASAR UCS side.*
- *The Installer/System Engineer must verify with the Dealer/Distributor or with the Matrix Support Desk whether your software supports it.*
- *The Installer/System Engineer must check the PMS Software to be used by the Hotel and select the compatible PMS Protocol Type in PRASAR UCS.*
- *The System Engineer is advised to consult Matrix Technical Support Team to identify the compatible protocol for the PMS software.*



# Setting Up PMS Interface

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To use the PMS Type1/Type2 PMS interface/Micros Opera PMS Interface/ Softbrands Extended Starlight PMS Interface the System Engineer may follow the steps described below.

Many of these steps may have been completed at the time of installing the system, in which case, skip to the next step.

1. Change “Customer Profile” to 'Hotel', if not done already at the time of installing the system.

The Customer Profile can be changed from 'System Parameters' page of the SE web pages.

2. Assign Station Type, 'Administration' and 'Guest' to SIP Extensions, if not done already after selecting the Customer Profile.

The Station Type can be configured in SIP Extension Settings from SE web pages.

Refer the topic “Configuring Customer Profile” or the *PRASAR UCS System Manual* for instructions.

3. Configure Presets and other parameters on the 'Hotel Settings - Hotel Parameters' page of the SE web pages.
4. Assign flexible numbers to the extension phones.
5. Do not assign numbers to the Rooms. Keep the Room Numbers Blank.
6. Configure Guest Phone in a Room. In a Room a maximum of 8 guest phones can be configured.

Configuring the Guest Phone in a room has no relation with the actual placement of the Guest Phones in the rooms of the hotel. This configuration is required for the internal user of the system.

If a Guest Phone is not assigned a room, the system will not be able to Check-In a guest on such stations.

Guest Phones can be assigned in the room from 'Hotel Settings - Room-Phone Mapping' page of the SE web pages.



- *If at a later stage, the 'Station Type' of any station is to be changed from Guest to Administration, the station must be first removed from the Room. Only then can you can set the Station Type to Administration.*
- *If at a later stage, the 'Station Type' of any station is to be changed from Administration to Guest, or new Guest Phones are to be added, the Guest Station can be assigned any Room. The Check-In Profile of the room must be 'Budget', this can be done using SA command.*

7. Set up PMS Interface. PRASAR UCS supports PMS Interface on its USB to COM Ports as well as on the LAN/WAN port.

You can set up the PMS Interface on any of these ports, depending on the installation scenario and requirement of the Hotel.

- Micros Opera PMS Interface is supported on Ethernet (LAN/WAN) Port only.
- Softbrands Extended Starlight PMS Interface is supported on USB to COM ports and Ethernet (LAN/WAN) Port.

## Setting up PMS Interface on USB to COM Ports

PRASAR UCS supports two external USB ports — USB1, USB2 on the fascia of SPARK200. Both the USB ports can be used as COM Ports by connecting the USB to COM Converters.

If the Installer/System Engineer has decided to set up the PMS Interface on either of the USB to COM Port, the following functional components are required to make the interface work:

- A PC with a spare serial/COM port (not supplied by Matrix).
- The PMS Software (not supplied by Matrix).
- PRASAR UCS (supplied by Matrix).

Now, follow these instructions to set up the PMS Interface on the USB to COM Port.

- Locate a spare serial/COM port on the PC.
- Connect the USB to COM port of PRASAR UCS with the COM port of the PC using the communication cable supplied by Matrix<sup>70</sup>.
- Configure parameters of USB to COM port of the PRASAR UCS like Baud rate, Start bit, Stop bit and Parity. Refer the chapter “[Communication Ports](#)” for instructions.

## Setting up PMS Interface on Ethernet Port

If the Installer/System Engineer has decided to set up the PMS Interface on the LAN/WAN Port, the following functional components are required to make the interface work:

- A PC with a spare LAN/WAN port (not supplied by Matrix) OR any free port of the LAN Switch on which the PMS server application software is running.
- The PMS Software (not supplied by Matrix).
- PRASAR UCS (supplied by Matrix).

Now, follow these instructions to set up the PMS Interface on the Ethernet port:

- Connect the LAN/WAN port of PRASAR UCS with the LAN/WAN Port of the PC (on which PMS server application is running) or to one of the ports of the LAN Switch, if the PMS server is in the same LAN.

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<sup>70</sup>. This cable is supplied by Matrix as an optional item.

# Configuring Matrix PMS Interface

If you have successfully installed the PMS Interface on the Ethernet (LAN/WAN) or USB to COM Port, you may now configure the PMS Interface. This involves the following steps:

- Defining a Destination Port for the PMS Interface
- Selecting the PMS Interface Protocol - Matrix PMS Type1, Matrix PMS Type2
- Configuring the PMS Interface Type1/Type2 Parameters
- Start PMS Process

You may use the SE web pages to accomplish this.

## 1. Define Destination Port

To define the Destination Port for PMS Interface from SE web pages,

- Login as System Engineer.
- Under **Configuration**, click **Hotel Settings**.
- Click **PMS Interface**.

The screenshot displays the 'PMS Interface' configuration page. The left sidebar contains a navigation menu with categories like 'CLI Based Routing', 'Class of Service', 'Communication Ports', 'Configuration Backup/Restore', 'COSEC Integration', 'Date & Time', 'DDI Routing', 'Default the System', 'Department Groups', 'Dial Plan for SIP Extension', 'DISA - CLI Authentication', 'Emergency', 'Extension Search', 'Firmware Management', 'Hotel Settings', 'Key Template', 'LDAP', 'Least Cost Routing (LCR)', 'License Management', 'Logical Partition', and 'Macros'. Under 'Hotel Settings', 'PMS Interface' is selected. The main content area shows the 'PMS Interface' configuration form. The 'Destination Port' dropdown menu is open, showing options: 'None', 'Ethernet', 'USB 1 to COM', and 'USB 2 to COM'. The 'PMS Protocol' is set to 'None', 'Type of Posting for Micros Opera' is 'Type T - Call Duration', 'PMS Server Address' is 'None', 'PMS Server Port' is 'Ethernet', 'Listening Port (of System)' is 'USB 1 to COM', 'TCP Connection Request Retry Timer' is 'USB 2 to COM', 'PMS Process' is 'Abort', 'Send SMDR option for Extensions' is 'Guest Extn. - Call by Call', 'Acknowledgement Timer (Seconds)' is '003', 'Link Alive Message Interval (Seconds)' is '030', 'Send Message Count' is '0', 'Receive Message Count' is '0', 'Retransmission Count' is '5', and 'Retransmission Request Count' is '5'. At the bottom are 'Submit' and 'Default' buttons.

- Select the appropriate **Destination Port**.

If the PMS Interface is set up on the Ethernet (LAN/WAN) Port, select the Ethernet Port as the Destination Port.

If the PMS Interface is set up on the USB1 to COM, select the USB1 to COM Port as the Destination Port.

If the PMS Interface is set up on the USB2 to COM, select the USB2 to COM Port as the Destination Port.

- Click **Submit** to save changes.

## Ethernet Port as Destination Port

- If you selected Ethernet Port as the Destination Port, configure the following parameters for the port:
- PMS Server Address - This is the IP Address of the PMS Server. Both IPv4 and IPv6 addresses are supported.
- PMS Server Port<sup>71</sup> - This will be used as the destination TCP Port in the transport layer.
- 'Listening Port' (of PRASAR UCS) - This is the port which the PRASAR UCS will use as a Source Port while sending the messages to the PMS Server.
- Click **Submit** to save changes.

## USB to COM Port as Destination Port

- If you selected USB to COM Port as the Destination Port, open the link 'Communication Ports'.
- Configure the parameters of the USB to COM Port (Baud rate, Data bits, Parity, Stop bits etc.) selected for the PMS Interface to match with those of the COM port of the PC to which PRASAR UCS is connected.
- Click **Submit** to save changes.



*Make sure, the Listening Port for the Web Server and the Listening port of PRASAR UCS for PMS are configured different by the Installer/System Engineer.*

## 2. Select the PMS Interface Protocol

- While still logged in as System Engineer in the 'PMS Interface' page,
- Select the desired 'PMS Protocol Type' to be used:
  - None
  - PMS Type1
  - PMS Type2
  - Micros Opera
  - Softbrands Extended Starlight
- Click 'Submit' at the bottom of the page.

## 3. Configure the Matrix PMS Protocol Parameters

Now, configure the parameters of the Matrix PMS Protocol type you selected.

### Matrix Type1 PMS Protocol Parameters

If you selected PMS Type1 as the protocol, configure the following parameters on the 'PMS Interface' page, while still logged in as System Engineer.

- **Send SMDR option for Extensions:** Select the mode in which PRASAR UCS should send call records to the PMS for the purpose of call cost calculation. Call records can be sent 'Guest Extn.-Call by Call', that is, after each call has been made or at "Guest Extn.-Check Out", that is, when the PMS performs a check-out all the call records of the guest phone is sent to the PMS. Call records can also be sent 'Guest and Admin. Extn.-Call by Call', that is, after each call has been made from the guest phone as well as the Administrator. **Default: Guest Extn.-Call by Call.**

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<sup>71.</sup> This will be used as the destination TCP Port in transport layer.

- **Acknowledgement Timer:** Acknowledgment timer is the time for which the sender of the message waits for a response (ACK/NAK/Error Message/Response Message) from the receiver. The range of the timer is 000 to 255. **Default: 003 seconds.**
- **Send Message Count:** This is the message count for messages sent by the PRASAR UCS to the PMS. The message count increments on delivery of ACK/Error message/Response message to the PMS. The range of the Send Message Count is from 0 to 9. **Default: 0**

Set receive message count to '0' only if the PMS does not support message count.

- **Receive Message Count:** This is the message count for messages received by the PRASAR UCS from the PMS. The message count increments on receipt of ACK/Error message/Response message from the PMS. The range of the Receive Message Count is from 0 to 9. **Default: 0**

Set receive message count to '0' only if the PMS does not support message count.

- **Retransmission Count:** it is the maximum number of times the message is retransmitted from the PRASAR UCS to the PMS, if message delivery is not successful. The range of the count is 0 to 9. **Default: 5.**
- **Retransmission Request Count:** the number of times the PRASAR UCS will request the PMS to retransmit the message when the message content is invalid. In other words, it is the maximum number of times the NAK-request for retransmission signal should be sent by the UCS to the PMS. The range of the count is 0 to 9. **Default: 5.**
- Click **Submit** at the bottom of the page.

## Matrix Type2 PMS Protocol Parameters

If you selected PMS Type2 as the protocol, configure the following parameters on the 'PMS Interface' page, while still logged in as System Engineer.

- **Acknowledgement Timer:** Acknowledgment timer is the time for which the sender of the message waits for a response (ACK/NAK/Error Message/Response Message) from the receiver. The range of the timer is 000 to 255. **Default: 003 seconds.**
- **Retransmission Count:** it is the maximum number of times the message can be retransmitted. The range of the count is 0 to 9. **Default: 5.**
- Click **Submit** at the bottom of the page.

## 4. Start PMS Process

If you configured all the related parameters of the PMS Interface Protocol you selected, you may now initialize the communication between PMS and PRASAR UCS.

While still logged in as System Engineer in the 'PMS Interface' page,

- In **PMS Process**, select 'Start' to initialize communication between PMS and the system.
- To stop the process, select 'Abort', which is also the default setting.

- Click **Submit** at the bottom of the page.

| PMS Interface                         |                        |
|---------------------------------------|------------------------|
| PMS Link Status                       |                        |
| PMS Protocol                          | None                   |
| Type of Posting for Micros Opera      | Type T - Call Duration |
| Destination Port                      | None                   |
| PMS Server Address                    |                        |
| PMS Server Port                       | 05000                  |
| Listening Port (of System)            | 05000                  |
| TCP Connection Request Retry Timer    | 30                     |
| PMS Process                           | Abort                  |
| Send SMDR option for Extensions       | Abort                  |
| Acknowledgement Timer (Seconds)       | Start                  |
| Link Alive Message Interval (Seconds) | 030                    |
| Send Message Count                    | 0                      |
| Receive Message Count                 | 0                      |
| Retransmission Count                  | 5                      |
| Retransmission Request Count          | 5                      |

Submit Default

When you start the PMS process, the data transfer between the PMS and the port of the PRASAR UCS on which it is interfaced begins. No other process can use this port until you abort the PMS process. When you abort the PMS process the port will be freed and any other process can use it.

# Using Matrix PMS Interface

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## Using Matrix Type 1 PMS Interface

Check-In/Check-Out Message, Guest In/Guest Out, Room Shift, Guest Detail Change

- These messages flow from PMS to PRASAR UCS only; which means, Check-In and Check-Out, setting Guest-In/Guest-Out, performing Room Shift, changing Guest Details - Name and Title, Guest Group - are allowed from Property Management application software only.
- PRASAR UCS will execute these commands only if the request is received from PMS Interface.
- Commands given from SA mode or Front Desk User will be ignored.

## Message Wait

- PMS can set Message Wait for a particular guest phone as required.
  - When Message Wait is set from the PMS, the guest phone will receive message waiting indication.
  - When the guest requests Message Wait retrieval, the call will be placed on the Operator station.
  - Operator answers the call, greets the guest, and conveys the waiting messages.
  - PRASAR UCS will inform the PMS about any new message wait set for a station.

## Wake-Up Call

- Wake-up call can be set and canceled from the PMS. PMS will inform PRASAR UCS about it.
- Wake-up calls can be set and canceled also from PRASAR UCS. The system will inform the PMS about it.

## Auto-generation of Abbreviated Name

Abbreviated Name can be auto-generated using the PMS only. The abbreviated name will be assigned from the Guest Name you configure.

To configure auto-generation functionality using SE web pages:

- Login as System Engineer.

- Under **Configuration**, click **Hotel Settings**.

- Click **Hotel Parameters** and scroll to **Others**.
- Select the **Automatically generate Abbreviated Name** check box to enable.
- Configure the number of characters you wish the system to auto-generate as the Abbreviated name from the Guest Name in **Maximum length for auto generated Abbreviated Name**.
- Click **Submit**.

## Room Clean Status

- Room Clean status can be changed from the PMS. The PMS will inform about the room clean status to the PRASAR UCS.
- Clean status of Guest room can be changed using Room Clean status change feature access code from PRASAR UCS. The system will inform this status to PMS.
  - Maid shall use this feature command to update room clean status.
  - The Maid may use the following feature command from the guest room phone to update the room clean status:
 

**Dial *1054-Code***

Where,

Code is 0 to 5

    - 1** is for 'Maid Present'
    - 2** is for 'Dirty'
    - 3** is for 'Clean'
    - 4** is for 'To be Inspected'
    - 5** is for 'Out of Service'
- Clean status can be updated also from the Front Desk:
 

**Dial *1072-909- Room Number/Phone Number-Code***

Where,

Code is

  - 1** for 'Maid Present'
  - 2** for 'Dirty'
  - 3** for 'Clean'
  - 4** for 'To be Inspected'
  - 5** for 'Out of Service'



## Mini Bar

- Mini Bar status can be updated only from the guest room phone using the Mini Bar status change feature access code.
- PRASAR UCS will inform the PMS about the status of the Mini Bar.
- To update the consumption of edible items, the room service staff must dial the following command from the guest room phone:  
**1056-Item Code-Quantity**  
Where,  
Item Code is of two-digits. (as defined by the Hotel Administration)  
Quantity is of two-digits.

## User Definable Fields

PRASAR UCS supports flexibility of customizing PMS interface as per customer's need.

PRASAR UCS supports interface, whereby hotel staff can input strings of a maximum of 78 digits each.

On receiving this input, PMS Interface of PRASAR UCS will transparently pass this information to External PMS Software.

The External PMS Software can decode this string as configured by the PMS Installer. PRASAR UCS does not store this input.

The string can be sent from the Guest Phone using following feature access code

**1096-Digit String-#\***

This feature can be used from the SA mode using following command

**1072-920-Station Number-Digit String-#\***



*The following commands will not work when Matrix Type1 PMS Interface is selected:*

- *Check-In*
- *Check-Out*
- *Guest-In, Guest-Out*
- *Room Shift*
- *Guest Name/Title Change*

## Using Matrix Type2 PMS Interface

### Communication Messages

- Communication messages are required for the handshaking and database synchronization.

### Check-In/Check-Out Message

- This message flows from PMS to PRASAR UCS only; which means, Check-In and Check-Out is allowed from Property Management application software only.

- PRASAR UCS will execute Check-In and Check-Out only if the request is received from PMS Interface.
- Check-In and Check-Out commands given from SA mode or Front Desk Use will be ignored.

## Guest Name

- This message flows from PMS to PRASAR UCS only.
- Guest Name received from PMS will be stored as station name for the guest phone.

## Message Wait

- PMS can set Message Wait for a particular guest phone as required.
- When Message Wait is set from the PMS, the guest phone will receive message waiting indication.
- When the guest requests Message Wait retrieval, the call will be placed on the Operator station.
- Operator answers the call, greets the guest, and conveys the waiting messages.

## Wake-Up Call

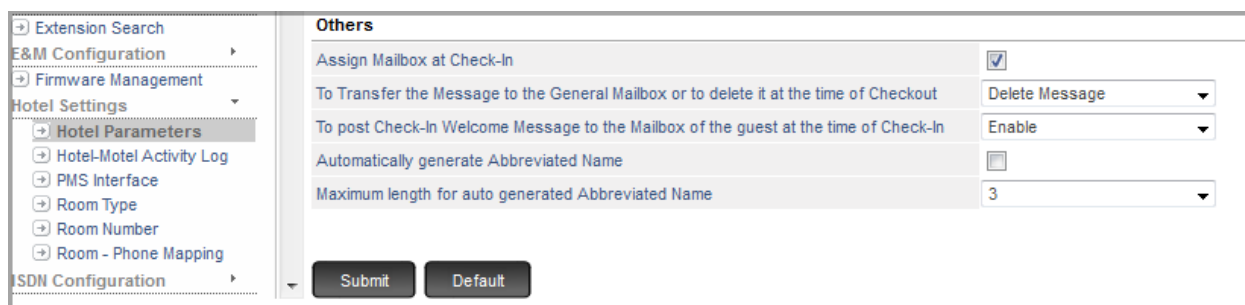
- Wake-up call can be set and canceled from the PMS.
- Wake-up calls can be set and canceled also from the PRASAR UCS.
- When Wake-up call is set/canceled from the PRASAR UCS, it will not be informed to the PMS.

## Auto-generation of Abbreviated Name

Abbreviated Name can be auto-generated using the PMS only. The abbreviated name will be assigned from the Guest Name you configure.

To configure auto-generation functionality using SE web pages:

- Login as System Engineer.
- Under **Configuration**, click **Hotel Settings**.



| Others                                                                                 |                                     |
|----------------------------------------------------------------------------------------|-------------------------------------|
| Assign Mailbox at Check-In                                                             | <input checked="" type="checkbox"/> |
| To Transfer the Message to the General Mailbox or to delete it at the time of Checkout | Delete Message                      |
| To post Check-In Welcome Message to the Mailbox of the guest at the time of Check-In   | Enable                              |
| Automatically generate Abbreviated Name                                                | <input checked="" type="checkbox"/> |
| Maximum length for auto generated Abbreviated Name                                     | 3                                   |

Submit Default

- Click **Hotel Parameters** and scroll to **Others**.
- Select the **Automatically generate Abbreviated Name** check box to enable.
- Configure the number of characters you wish the system to auto-generate as the Abbreviated name from the Guest Name in **Maximum length for auto generated Abbreviated Name**.
- Click **Submit**.

## Room Clean Status

- Clean status of Guest room can be changed using Room Clean status change feature access code.

- Maid shall use this feature command to update room clean status.
- PRASAR UCS will inform this status to PMS.
- The Maid may use the following feature command from the guest room phone to update the room clean status:

Dial **1054-Code**

Where,

Code is

- 1** is for 'Maid Present'
- 2** is for 'Dirty'
- 3** is for 'Clean'
- 4** is for 'To be Inspected'
- 5** is for 'Out of Service'

- Clean status can be updated also from the Front Desk:

Dial **1072-909- Room Number/Phone Number-Code**

Where,

Code is

- 1** for 'Maid Present'
- 2** for 'Dirty'
- 3** for 'Clean'
- 4** for 'To be Inspected'
- 5** for 'Out of Service'

## User Definable Fields

PRASAR UCS supports flexibility of customizing PMS interface as per customer's need. PRASAR UCS supports interface, whereby the hotel staff can input strings of maximum 78 digits.

On receiving this input, PMS Interface of PRASAR UCS will transparently pass this information to External PMS Software.

The External PMS Software can decode this string as configured by the PMS Installer. PRASAR UCS does not store this input.

The string can be sent from the Guest Phone using the following feature access code

**1096-Digit String-#\***

This feature can be used from the SA mode using the following command

**1072-920-Station Number-Digit String-#\***



*The following commands will not work when Matrix Type 2 PMS Interface is selected:*

- *Check-In*
- *Check-Out*
- *Room Occupancy Status Change*
- *Room Occupancy Display*
- *Guest Status: Guest-In and Guest-Out*
- *Room Shift*
- *Guest Name and Guest Title*
- *Scheduled Room Status Report*
- *Scheduled Change of Room Status*

# Micros Opera PMS Interface

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Micros Opera PMS is a popular, IP-based property management software widely used by hotels worldwide.

## Configuring Micros Opera PMS Interface

The Micros Opera PMS Interface parameters can be configured using SE web pages.

To configure the Micros Opera PMS Interface, follow the steps given below:

1. Change the **Customer Profile** of the system to **Hotel** from the *System Parameters* page under *Configuration*.
2. Assign **Station Type**, that is, designate each extension of the PRASAR UCS for the **Administration** or **Guest** function as required. By default, all stations of the PRASAR UCS are designated as Administration stations.

The Station Type can be selected from the *SIP Extensions* in the SE web pages. Refer the topic "[Customer Profile](#)" for instructions.

3. Configure the **Presets for Features and other parameters** in the *Hotel Parameters* page under *Configuration*.
4. Auto generate the Abbreviated Name using PMS. This abbreviated name will be assigned from the Guest Name you configure. To know more refer to "[Auto-generation of Abbreviated Name](#)".
5. Do not assign Flexible Numbers to the rooms. Keep the Flexible Numbers (Station Access Codes) of the rooms blank. If already assigned, de-assign the Flexible Numbers of rooms.
6. Configure the Guest Phone in a room. In a room a maximum of 8 guest phones can be configured. Configuring the guest phone in a room has no relation with the actual placement of the guest phones in the rooms of the hotel. If the guest phone is not assigned a room, the system will not be able to Check-In a guest on such stations.

Guest Phones can be assigned to rooms from the SE web page 'Room-Phone Mapping' under Hotel Settings.

7. Select the **PMS Protocol** as **Micros-Opera** on the *PMS Interface* page under *Hotel Settings*.
  8. Select the **Type of Posting** for Micros Opera. You may select **Type C** or **Type T**. Select **Type C** for *Call Cost* and **Type T** for *Call Duration*. This can be done from the **Hotel Settings - PMS Interface** page.
  9. Assign **Ethernet** as the *Destination Port* for the PMS Interface and configure the PMS Server (IP) Address, the PMS Server Port address and the Listening Port of PRASAR UCS. For instructions refer the topic "[Setting up PMS Interface on Ethernet Port](#)".
  10. To initialize communication between Micros-Opera and PRASAR UCS, select **Start** in **PMS Process** on the *PMS Interface* page. Select **Abort** to stop communication. By default, Abort is selected.
- Exit SE mode.

# Softbrands Extended Starlight PMS Interface

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Extended Starlight PMS is a popular, IP-based property management software widely used by hotels worldwide.

## Configuring Extended Starlight PMS Interface

The Extended Starlight PMS Interface parameters can be configured using SE web pages.

To configure the Extended Starlight PMS Interface using SE web pages, follow the steps given below:

1. Change the **Customer Profile** of the system to **Hotel** from the *System Parameters* page under *Configuration*.
2. Assign **Station Type**, that is, designate each extension of PRASAR UCS for the **Administration** or **Guest** function as required. By default, all stations of the PRASAR UCS are designated as Administration stations.

The Station Type can be selected from the *SIP Extensions* of SE web pages.

Refer to the topic [“Customer Profile”](#) for instructions.

3. In the **Station Basic Feature Templates** assigned to the extensions, set the Toll Control levels as given below:

Toll Control Level-0 for Working Hours, Break Hours and Non-working Hours as **All Calls**.

Toll Control Level-1 as **Local Calls**

Toll Control Level-2 as **National Calls**

Toll Control Level-3 as **No Calls**

The Station Basic Feature Templates assigned to the extensions can be customized from *SIP Extensions* of the SE web pages.

4. Configure the **Presets Call Privilege and other parameters** on the *Hotel Parameters* page under *Configuration*.
5. Auto generate the Abbreviated Name using PMS. This abbreviated name will be assigned from the Guest Name you configure. To know more refer to [“Auto-generation of Abbreviated Name”](#).
6. Do not assign Flexible Numbers to the rooms. Keep the Flexible Numbers (Station Access Codes) of the rooms blank. If already assigned, de-assign the Flexible Numbers of rooms.
7. Assign Guest Phones to rooms. A maximum of 8 guest phones can be assigned to a room. Assigning the guest phone to a room has no relation with the actual placement of the guest phones in the rooms of the hotel. If the guest phone is not assigned a room, the system will not be able to Check-In a guest on such stations.

Guest Phones can be assigned to rooms from the SE web page *Room-Phone Mapping* under *Hotel Settings*.

8. Select the **PMS Protocol** as **Extended Starlight** on the *PMS Interface* page under *Hotel Settings*.

9. Select the appropriate **Destination Port** on the *PMS Interface* page.

If you have selected the **USB1 to COM** or **USB2 to COM** port as the Destination Port, configure the Communication Port parameters. This can be done from the *Communication Ports* page under *Configuration*.

If you have selected the **Ethernet** Port as the Destination Port, configure the PMS Server (IP) Address, the PMS Server Port address and the Listening Port of PRASAR UCS on the *PMS Interface* page.

For detailed instructions refer to the topics ["USB to COM Port as Destination Port"](#) and ["Ethernet Port as Destination Port"](#).

10. Configure the **Link Alive Message Interval** on the *PMS Interface* page. Default: 30 seconds.  
Valid Range: 5 to 900 seconds.

PRASAR UCS sends Link Alive messages periodically to the PMS to check its availability.

11. To initialize communication between Extended Starlight and PRASAR UCS, select **Start** in **PMS Process** on the *PMS Interface* page. Select **Abort** to stop communication. By default, Abort is selected.

---

**Property Management System (PMS)** is commonly used by hotels for efficient hotel management. However, many of the available PMS software used by the hotels do not support call accounting functionality. So, when PRASAR UCS is interfaced with PMS software that does not support call accounting, the system must calculate the cost of the call and send it to the PMS in the format that the PMS understands.

It is also common for Hotels to use a third party Call Accounting Software (CAS)<sup>72</sup> to determine the cost of the call(s) made by the guest from the room phone. The CAS requires call details, like calling extension number, dialed number, duration of the call, metering pulses incurred for the call, etc. for billing calls.

As different CAS interfaces support different protocols, the system should be able to send call detail records using the protocol supported by the call accounting interface.

The *Station Message Detail Record (SMDR)-Posting* feature of PRASAR UCS provides flexibility to communicate with different CAS, sending call detail records to them in the protocol supported by them.

In most cases, PRASAR UCS sends the Called Party Number (the number to which the call is made by the guest), guest room phone number, the date and time at which the call is made and the duration of the call. On receipt of this information, the CAS calculates the cost of the call and sends it to the PMS (if so configured) or it generates a print-out or it logs the cost in a file, which can be accessed by the hotel staff.

**CAS Interface** (SMDR-Posting) is supported on USB to COM Port as well as on Ethernet (LAN/WAN) Port. Thus, the CAS can be interfaced on either of the Ethernet (LAN/WAN) port or USB to COM Port of PRASAR UCS.

PRASAR UCS supports as many as 15 different widely-used posting protocols for CAS:

- Blind Send
- Matrix
- Holidex
- HOBIS A
- HOBIS B
- HOBIC
- BELL HOBIC
- MICROS A
- MICROS B
- Hilton
- Xiox
- Comm One
- Call-Inn

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<sup>72</sup>. Generally CAS is software which is run on a computer. CAS can also be a standalone embedded product.

- RSI-CMS
- Customized (protocol)
- AST

Each posting protocol has its own handshaking protocol and call record format. The System Engineer can configure any one of these depending upon the protocol supported by CAS.

PRASAR UCS also supports customization of the posting protocol to match the settings required by the CAS used by the Hotel.

Refer the chapter [“Station Message Detail Record-Posting”](#) to know more about these posting protocols, the handshaking parameters and call detail record format of each protocol.

Also, refer this chapter for instructions for setting up CAS Interfaces for Comm One, Call-Inn, RSI-CMS.



- *PRASAR UCS can also calculate the cost of the calls made by the guest and print it in the Check-Out Report.*
- *SMDR-Posting sends outgoing call records only.*



## Station Message Detail Record-Posting

The Station Message Detail Record (SMDR)-Posting feature of PRASAR UCS is used for interfacing the system with CAS and PMS.

SMDR-Posting sends call detail records to PMS and CAS for the purpose of call cost calculation.

When PRASAR UCS is interfaced with a PMS that does not support call accounting, the system calculates the cost of the call. Using SMDR-Posting it sends the call record details - number to which the call is made by the guest, guest room phone number, the date and time at which the call is made and the duration of the call - to the PMS in the format that the PMS understands.

When PRASAR UCS is interfaced with a third party Call Accounting Software (CAS)<sup>73</sup> to determine the cost of the call(s) made by the guest from the room phone, the system does not calculate the cost of calls. Using SMDR-Posting, it sends call record details, like number to which the call was made by the guest, guest room phone number from which the call was made, the date and time when the call was made, the duration of the call, metering pulses incurred for the call, etc. for billing the calls. On receipt of this information, the CAS calculates the cost of the call and sends it to the PMS (if so configured) or it generates a print-out or it logs the cost in a file, which can later be accessed by the hotel staff.

As different CAS interfaces support different protocols, PRASAR UCS offers the flexibility to send call detail records using the protocol supported by CAS. SMDR-Posting supports as many as 16 different widely-used CAS protocols such as, Holidex, Hobic, Micros A, Micros B, Comm One, Call-Inn, Bell-HOBIC, XIOX, RSI and others. Each posting protocol has its own handshaking protocol and call record format. You can configure any one of these depending upon the protocol supported by CAS. It is also possible to customize the posting protocol to match the settings required by the CAS used by the Hotel.

SMDR-Posting is supported on USB to COM Ports as well as on TCP/IP using Ethernet (LAN/WAN) Port. Thus, the CAS can be interfaced on either USB to COM port or Ethernet (LAN/WAN) port of PRASAR UCS. For every outgoing call, call detail record is posted on the designated port (USB to COM port or Ethernet (LAN/WAN) port)



- *PRASAR UCS can also calculate the cost of the calls made by the guest and print it in the Check-Out Report.*
- *SMDR-Posting sends outgoing call records only.*

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<sup>73</sup>. Generally CAS is software which is run on a computer. CAS can also be a standalone embedded product.

## Posting Protocols

PRASAR UCS supports different SMDR posting protocols from the system to CAS. The flow of messages between PRASAR UCS and the protocols of CAS Interface (Matrix and Blind Send) are described below:

### Matrix

- **Positive Response from the CAS**

| PRASAR UCS to CAS              | CAS to PRASAR UCS |
|--------------------------------|-------------------|
| <STX> -Call Record-<ETX> <BCC> |                   |
|                                | ACK               |

- **Negative Response from the CAS**

| PRASAR UCS to CAS                                                                                                                 | CAS to PRASAR UCS |
|-----------------------------------------------------------------------------------------------------------------------------------|-------------------|
| <STX> -Call Record-<ETX> <BCC> and wait for Response to Data Timeout (sec), default 3 sec.                                        |                   |
|                                                                                                                                   | NAK               |
| Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds. |                   |
|                                                                                                                                   | NAK               |
| Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds. |                   |
|                                                                                                                                   | NAK               |
| Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds. |                   |
|                                                                                                                                   | NAK               |
| Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds. |                   |
|                                                                                                                                   | NAK               |

PRASAR UCS will make 5 attempts (default value of *Data Transfer Retry Count - on Negative Response*) to send the message after a regular interval of 3 seconds (default value of *Data Transfer Retry Timer - on Negative Response*). If the ACK is still not received from the CAS, PRASAR UCS will proceed to the next message.

- **Busy Response from the CAS**

| PRASAR UCS to CAS                                                                          | CAS to PRASAR UCS |
|--------------------------------------------------------------------------------------------|-------------------|
| <STX> -Call Record-<ETX> <BCC> and wait for Response to Data Timeout (sec), default 3 sec. |                   |

| PRASAR UCS to CAS                                                                                                                 | CAS to PRASAR UCS                                 |
|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
|                                                                                                                                   | NAK (CAS responds but cannot accept at this time) |
| Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds. |                                                   |
|                                                                                                                                   | NAK                                               |
| Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds. |                                                   |
|                                                                                                                                   | NAK                                               |
| Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds. |                                                   |
|                                                                                                                                   | NAK                                               |
| Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on Negative Response, default 3 seconds. |                                                   |
|                                                                                                                                   | NAK                                               |

PRASAR UCS will make 5 attempts (default value of *Data Transfer Retry Count - on Negative Response*) to send the message after a regular interval of 3 seconds (default value of *Data Transfer Retry Timer - on Negative Response*). If the ACK is still not received from the CAS, PRASAR UCS will proceed to the next message.

- **No Response from the CAS**

| PRASAR UCS to CAS                                                                                                           | CAS to PRASAR UCS |
|-----------------------------------------------------------------------------------------------------------------------------|-------------------|
| <STX> -Call Record-<ETX> <BCC> and wait for Response to Data Timeout (sec), default 3 sec.                                  |                   |
|                                                                                                                             | (no response)     |
| Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on No Response, default 3 seconds. |                   |
| Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on No Response, default 3 seconds. |                   |
| Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on No Response, default 3 seconds. |                   |
| Retransmit <STX> -Call Record-<ETX> <BCC> and wait for Data Transfer Retry Timer (sec) - on No Response, default 3 seconds. |                   |

The PRASAR UCS will make 5 attempts (default value of *Data Transfer Retry Count - on No Response*) to send the message after a regular interval of 3 seconds (default value of *Data Transfer Retry Timer - on No Response*). If the ACK is still not received from the CAS, PRASAR UCS will log this message in the System Fault Log and look for new message to be sent to CAS.

## Blind Send

If you select this protocol as the SMDR-OG Posting Protocol, PRASAR UCS sends the call details without waiting for any response from the CAS. Each record is sent with the End of Packet Character.

## Customized

If you select this protocol as the SMDR-OG Posting Protocol, PRASAR UCS provides you the flexibility to set the values for the OG Handshaking Protocol and the OG Online Call Record Format as per your requirement.

## Call Detail Record Formats

The Call Detail Record formats are given below for various protocols. The default Call Detail Record formats for Blind Send and Matrix are given below.

### Matrix

| Parameter         | Start Column Number | Field Length | Format        | Alignment | Filler Char. Required? | Filler Char. Decimal Value | Remarks                                                                |
|-------------------|---------------------|--------------|---------------|-----------|------------------------|----------------------------|------------------------------------------------------------------------|
| Serial Number     | 01                  | 04           | Fixed         | Right     | Yes                    | 032                        | Every 6 hours it is cleared to 001. (Starting from mid-night 00:00:00) |
| Increment Counter | 00                  | 01           | Fixed         | Left      | NA                     | NA                         | Every 6 hours it is cleared to A. (Starting from mid-night 00:00:00)   |
| Property Code     | 00                  | 04           | Fixed         | Left      | Yes                    | 032                        | As per the Configured String                                           |
| Calling Number    | 06                  | 05           | Fixed         | Right     | Yes                    | 032                        |                                                                        |
| Authority Code    | 00                  | 03           | Fixed         | Left      | NA                     | NA                         |                                                                        |
| Trunk Number      | 12                  | 05           | Matrix Format | Left      | Yes                    | 032                        |                                                                        |
| Date              | 37                  | 10           | DD-MM-YYYY    | Right     | Yes                    | 032                        |                                                                        |
| Time              | 48                  | 08           | HH:MM:SS      | Right     | Yes                    | 032                        |                                                                        |

| Parameter                              | Start Column Number | Field Length | Format                      | Alignment | Filler Char. Required? | Filler Char. Decimal Value | Remarks                                                                                                                                                  |
|----------------------------------------|---------------------|--------------|-----------------------------|-----------|------------------------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Duration                               | 057                 | 005          | Seconds                     | Right     | Yes                    | 032                        |                                                                                                                                                          |
| Units                                  | 063                 | 004          | Fixed                       | Right     | Yes                    | 032                        |                                                                                                                                                          |
| Amount                                 | 068                 | 007          | Currency with Decimal Point | Right     | Yes                    | 032                        | Format is DDD.CC                                                                                                                                         |
| Currency                               | 000                 | 001          | Fixed                       | Right     | Yes                    | 032                        | Country Specific                                                                                                                                         |
| Call Type Indicator                    | 000                 | 001          | Fixed                       | Right     | NA                     | NA                         | As per the Call Type Indicator table configured by the SE. The SE should configure L = local, F=International and Space shall be used for long distance. |
| Location                               | 000                 | 005          | Fixed                       | Right     | NA                     | NA                         |                                                                                                                                                          |
| Connected Number                       | 18                  | 19           | Continuous                  | Left      | NA                     | NA                         |                                                                                                                                                          |
| PIN                                    | 00                  | 04           | Fixed                       | Right     | Yes                    | 032                        |                                                                                                                                                          |
| Account Code                           | 00                  | 04           | Fixed                       | Right     | Yes                    | 032                        |                                                                                                                                                          |
| Dialed Number                          | 00                  | 19           | Continuous                  | Left      | NA                     | NA                         |                                                                                                                                                          |
| Connected IP:Port                      | 00                  | 48           | Fixed                       | Right     | NA                     | NA                         |                                                                                                                                                          |
| Calling IP:Port                        | 00                  | 48           | Fixed                       | Right     | NA                     | NA                         |                                                                                                                                                          |
| Dialed IP:Port                         | 00                  | 48           | Fixed                       | Right     | NA                     | NA                         |                                                                                                                                                          |
| Remarks                                | 76                  | 02           | Fixed                       | Left      | NA                     | NA                         |                                                                                                                                                          |
| Reset Serial Number to 001             | Do not Reset        |              |                             |           |                        |                            |                                                                                                                                                          |
| Starting Character - Increment Counter | A                   |              |                             |           |                        |                            |                                                                                                                                                          |
| Reset Increment Counter                | Do not Reset        |              |                             |           |                        |                            |                                                                                                                                                          |

| Parameter                             | Start Column Number             | Field Length | Format | Alignment | Filler Char. Required? | Filler Char. Decimal Value | Remarks |
|---------------------------------------|---------------------------------|--------------|--------|-----------|------------------------|----------------------------|---------|
| Prefix String Required                | No                              |              |        |           |                        |                            |         |
| Property Code                         | 000                             |              |        |           |                        |                            |         |
| Currency Symbol (Enter Decimal Value) | 000 000 000 000 000 000 000 000 |              |        |           |                        |                            |         |

## AST

| Parameter         | Start Column Number | Field Length | Format        | Alignment | Filler Char. Required? | Filler Char. Decimal Value | Remarks                                                                |
|-------------------|---------------------|--------------|---------------|-----------|------------------------|----------------------------|------------------------------------------------------------------------|
| Serial Number     | 01                  | 04           | Fixed         | Right     | Yes                    | 032                        | Every 6 hours it is cleared to 001. (Starting from mid-night 00:00:00) |
| Increment Counter | 00                  | 01           | Fixed         | Left      | NA                     | NA                         | Every 6 hours it is cleared to A. (Starting from mid-night 00:00:00)   |
| Property Code     | 00                  | 04           | Fixed         | Left      | Yes                    | 032                        | As per the Configured String                                           |
| Calling Number    | 06                  | 05           | Fixed         | Right     | Yes                    | 032                        |                                                                        |
| Authority Code    | 00                  | 03           | Fixed         | Left      | NA                     | NA                         |                                                                        |
| Trunk Number      | 12                  | 05           | Matrix Format | Left      | Yes                    | 032                        |                                                                        |
| Date              | 37                  | 10           | DD-MM-YYYY    | Right     | Yes                    | 032                        | MM/DD                                                                  |
| Time              | 48                  | 08           | HH:MM:SS      | Right     | Yes                    | 032                        | HH:MM                                                                  |
| Duration          | 057                 | 005          | Seconds       | Right     | Yes                    | 032                        | Duration is in Minutes.                                                |
| Units             | 063                 | 004          | Fixed         | Right     | Yes                    | 032                        |                                                                        |

| Parameter                  | Start Column Number | Field Length | Format                      | Alignment | Filler Char. Required? | Filler Char. Decimal Value | Remarks                                                                                                                                                  |
|----------------------------|---------------------|--------------|-----------------------------|-----------|------------------------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Amount                     | 068                 | 007          | Currency with Decimal Point | Right     | Yes                    | 032                        | Format is DDD.CC                                                                                                                                         |
| Currency                   | 000                 | 001          | Fixed                       | Right     | Space                  | 032                        | \$                                                                                                                                                       |
| Call Type Indicator        | 000                 | 001          | Fixed                       | Right     | NA                     | NA                         | As per the Call Type Indicator table configured by the SE. The SE should configure L = local, F=International and Space shall be used for long distance. |
| Location                   | 000                 | 005          | Fixed                       | Right     | NA                     | NA                         |                                                                                                                                                          |
| Connected Number           | 22                  | 15           | Continuous                  | Left      | NA                     | NA                         | Area code, Exchange code and Subscriber Number separated by dash. Space is sent in place of Area Code and first dash if area code is not present.        |
| PIN                        | 00                  | 04           | Fixed                       | Right     | Yes                    | 032                        | --                                                                                                                                                       |
| Account Code               | 00                  | 04           | Fixed                       | Right     | Yes                    | 032                        | --                                                                                                                                                       |
| Dialed Number              | 00                  | 19           | Continuous                  | Left      | NA                     | NA                         |                                                                                                                                                          |
| Connected IP:Port          | 00                  | 48           | Fixed                       | Right     | NA                     | NA                         |                                                                                                                                                          |
| Calling IP:Port            | 00                  | 48           | Fixed                       | Right     | NA                     | NA                         |                                                                                                                                                          |
| Dailed IP:Port             | 00                  | 48           | Fixed                       | Right     | NA                     | NA                         |                                                                                                                                                          |
| Remarks                    | 76                  | 02           | Fixed                       | Left      | NA                     | NA                         | --                                                                                                                                                       |
| Reset Serial Number to 001 | Do not Reset        |              |                             |           |                        |                            |                                                                                                                                                          |

| Parameter                              | Start Column Number             | Field Length | Format | Alignment | Filler Char. Required? | Filler Char. Decimal Value | Remarks |
|----------------------------------------|---------------------------------|--------------|--------|-----------|------------------------|----------------------------|---------|
| Starting Character - Increment Counter | A                               |              |        |           |                        |                            |         |
| Reset Increment Counter                | Do not Reset                    |              |        |           |                        |                            |         |
| Prefix String Required                 | No                              |              |        |           |                        |                            |         |
| Property Code                          | 000                             |              |        |           |                        |                            |         |
| Currency Symbol (Enter Decimal Value)  | 000 000 000 000 000 000 000 000 |              |        |           |                        |                            |         |

## Blind Send

| Parameter         | Start Column Number | Field Length | Format        | Alignment | Filler Char. Required? | Filler Char. Decimal Value | Remarks                      |
|-------------------|---------------------|--------------|---------------|-----------|------------------------|----------------------------|------------------------------|
| Serial Number     | 01                  | 04           | Fixed         | Right     | Yes                    | 032                        |                              |
| Increment Counter | 00                  | 01           | Fixed         | Left      | NA                     | NA                         |                              |
| Property Code     | 00                  | 04           | Fixed         | Left      | Yes                    | 032                        | As per the Configured String |
| Calling Number    | 06                  | 05           | Fixed         | Right     | Yes                    | 032                        |                              |
| Authority Code    | 00                  | 03           | Fixed         | Left      | NA                     | NA                         |                              |
| Trunk Number      | 12                  | 05           | Matrix Format | Left      | Yes                    | 032                        |                              |
| Date              | 37                  | 10           | DD-MM-YYYY    | Right     | Yes                    | 032                        |                              |
| Time              | 48                  | 08           | HH:MM:SS      | Right     | Yes                    | 032                        |                              |
| Duration          | 057                 | 005          | Seconds       | Right     | Yes                    | 032                        |                              |
| Units             | 063                 | 004          | Fixed         | Right     | Yes                    | 032                        |                              |



| Parameter                              | Start Column Number | Field Length | Format                      | Alignment | Filler Char. Required? | Filler Char. Decimal Value | Remarks                                                                                                                                                  |
|----------------------------------------|---------------------|--------------|-----------------------------|-----------|------------------------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Amount                                 | 068                 | 007          | Currency with Decimal Point | Right     | Yes                    | 032                        | Format is DDD.CC                                                                                                                                         |
| Currency                               | 000                 | 001          | Fixed                       | Right     | Yes                    | 032                        | Country Specific                                                                                                                                         |
| Call Type Indicator                    | 000                 | 001          | Fixed                       | Right     | NA                     | NA                         | As per the Call Type Indicator table configured by the SE. The SE should configure L = local, F=International and Space shall be used for long distance. |
| Location                               | 000                 | 005          | Fixed                       | Right     | NA                     | NA                         |                                                                                                                                                          |
| Connected Number                       | 18                  | 19           | Continuous                  | Left      | NA                     | NA                         |                                                                                                                                                          |
| PIN                                    | 00                  | 04           | Fixed                       | Right     | Yes                    | 032                        |                                                                                                                                                          |
| Account Code                           | 00                  | 04           | Fixed                       | Right     | Yes                    | 032                        |                                                                                                                                                          |
| Dialed Number                          | 00                  | 19           | Continuous                  | Left      | NA                     | NA                         |                                                                                                                                                          |
| Connected IP:Port                      | 00                  | 48           | Fixed                       | Right     | NA                     | NA                         |                                                                                                                                                          |
| Calling IP:Port                        | 00                  | 48           | Fixed                       | Right     | NA                     | NA                         |                                                                                                                                                          |
| Dialed IP:Port                         | 00                  | 48           | Fixed                       | Right     | NA                     | NA                         |                                                                                                                                                          |
| Remarks                                | 76                  | 02           | Fixed                       | Left      | Space                  | NA                         |                                                                                                                                                          |
| Reset Serial Number to 001             | Do not Reset        |              |                             |           |                        |                            |                                                                                                                                                          |
| Starting Character - Increment Counter | A                   |              |                             |           |                        |                            |                                                                                                                                                          |
| Reset Increment Counter                | Do not Reset        |              |                             |           |                        |                            |                                                                                                                                                          |
| Prefix String Required                 | No                  |              |                             |           |                        |                            |                                                                                                                                                          |

| Parameter                             | Start Column Number             | Field Length | Format | Alignment | Filler Char. Required? | Filler Char. Decimal Value | Remarks |
|---------------------------------------|---------------------------------|--------------|--------|-----------|------------------------|----------------------------|---------|
| Property Code                         | 000                             |              |        |           |                        |                            |         |
| Currency Symbol (Enter Decimal Value) | 000 000 000 000 000 000 000 000 |              |        |           |                        |                            |         |

## Customized SMDR-Posting Protocol

When SMDR-Posting Protocol is selected as 'Customized', then the various parameters of the Call Detail Record format can also be customized.

When the Call Detail Record format is customized, if there is a gap between two fields, these fields will be 'space' (ASCII-32).

## Setting up CAS Interface

Depending upon the installation scenario of PRASAR UCS in the Hotel, the Installer/System Engineer may decide whether to use the CAS interface on the Ethernet (LAN/WAN) Port or USB to COM Port of the system.

### Setting up CAS Interface on USB to COM Port

To setup the CAS Interface on the USB1 to COM Port or USB2 to COM Port, the following functional components are required to make the interface work:

- A PC, having the CAS server application software running, with a spare LAN/WAN Port Or any free LAN Port of the LAN Switch.
- The CAS Software (not supplied by Matrix).
- PRASAR UCS (supplied by Matrix).

Now, connect the spare USB to COM Port of PRASAR UCS with the Ethernet Port of the PC (on which CAS server application is running) or to one of the Ethernet port of the LAN Switch, if the CAS server is in the same LAN.

### Setting up CAS Interface on Ethernet Port

To setup the CAS Interface on the Ethernet Port, the following functional components are required to make the interface work:

- A PC, having the CAS server application software running, with a spare LAN/WAN Port Or any free LAN Port of the LAN Switch.
- The CAS Software (not supplied by Matrix).
- PRASAR UCS (supplied by Matrix).

Now, connect the spare Ethernet (LAN/WAN) Port of PRASAR UCS with the Ethernet Port of the PC (on which CAS server application is running) or to one of the Ethernet port of the LAN Switch, if the CAS server is in the same LAN.

## Configuring SMDR-Posting for CAS

Configuring the SMDR-Posting feature involves the following steps:

1. Enabling storage of Outgoing (OG) SMDR. By default, OG SMDR storage is enabled. Refer Station Message Detail Recording-Storage, in the *PRASAR UCS System Manual*.
2. Selecting the appropriate SMDR-Posting protocol to be used.
3. Selecting the Destination Port for SMDR-Posting.
  - If SMDR-Posting is through USB to COM (that is, the CAS Interface is to be set up on USB to COM Port), configure the attributes of USB to COM port. Refer the chapter [“Communication Ports”](#) to set attributes.
  - If SMDR-Posting is through TCP/IP (that is, the CAS Interface is to be set up on the Ethernet (LAN/WAN) port), configure the destination IP address and Port. Both IPv4 and IPv6 addresses are supported.
4. Refining the Handshake parameters, if required.
5. Refining Call Detail Record format, if required.
6. Starting the SMDR-Posting process.

The SMDR-Posting parameters for CAS Interface can be configured using SE web pages.

To configure SMDR-Recording using SE web pages,

- Login as System Engineer.
- Under **Configuration**, click **Station Message Detail Recording**.

- Click **SMDR Storage Filters**.

- Select the **Store Outgoing Calls** check box to enable storage of SMDR of outgoing calls.

To configure SMDR-Posting using SE web pages,

- Click **SMDR Posting**.

- Select the **Destination Port** on which the SMDR Posting is set up. You can select None, Ethernet, USB 1 to COM, USB 2 to COM. Default: None.

If you select Ethernet,

- In **Destination IP Address**, enter the IP Address of the PC on which the CAS server application software is running, that is, where PRASAR UCS should post SMDR. Both IPv4 and IPv6 addresses are supported.

- In **Port**, enter the port of the PC on which the CAS server application software is running, that is, where PRASAR UCS should post SMDR. Valid port range is: 5000; 514; 1025 to 65535.

If you select USB 1 to COM or USB 2 to COM Port,

- Configure the attributes of the respective USB to COM Port. Refer [“Communication Ports”](#) to set the attributes.
- To start SMDR posting, select **Process** as Start.
- Click **Submit** to save changes.

## Refining Handshake Parameters

You may need to refine some of the Handshake parameters of the selected SMDR-Posting protocol, that is, change the (factory) default values of the protocol, to match the software requirements of the CAS being used in the hotel. Refer the above table for default values of each protocol supported by PRASAR UCS.

Handshaking parameters can be changed using SE web pages.

To refine Handshaking parameters using SE web pages,

- Login as System Engineer.
- Under **Configuration**, click **Station Message Detail Recording**.
- Click **SMDR Posting**
- Click the **SMDR-Posting OG Handshaking Protocol** tab to expand and configure the parameters as required. Each of the handshaking parameters is briefly described below.

| SMDR - Posting OG Handshaking Protocol                 |                                  |                                  |                                  |                                  |
|--------------------------------------------------------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| Response to ENQ Timeout (sec)                          | <input type="text" value="03"/>  |                                  |                                  |                                  |
| ENQ Retry Count - on No Response                       | <input type="text" value="05"/>  |                                  |                                  |                                  |
| ENQ Retry Timer (sec) - on No Response                 | <input type="text" value="03"/>  |                                  |                                  |                                  |
| ENQ Retry Count - on Negative Response                 | <input type="text" value="05"/>  |                                  |                                  |                                  |
| ENQ Retry Timer (sec) - on Negative Response           | <input type="text" value="03"/>  |                                  |                                  |                                  |
| Response to Data Timeout (sec)                         | <input type="text" value="03"/>  |                                  |                                  |                                  |
| Data Transfer Retry Count - on No Response             | <input type="text" value="05"/>  |                                  |                                  |                                  |
| Data Transfer Retry Timer (sec) - on No Response       | <input type="text" value="03"/>  |                                  |                                  |                                  |
| Data Transfer Retry Count - on Negative Response       | <input type="text" value="05"/>  |                                  |                                  |                                  |
| Data Transfer Retry Timer (sec) - on Negative Response | <input type="text" value="03"/>  |                                  |                                  |                                  |
| Use ENQ Character                                      | Disable ▼                        |                                  |                                  |                                  |
| ENQ Character (Enter Decimal Value)                    | <input type="text" value="000"/> |                                  |                                  |                                  |
| Acknowledgement Character (Enter Decimal Value)        | <input type="text" value="006"/> |                                  |                                  |                                  |
| No Acknowledgement Character (Enter Decimal Value)     | <input type="text" value="021"/> |                                  |                                  |                                  |
| Start Of Packet Character (Enter Decimal Value)        | <input type="text" value="002"/> | <input type="text" value="000"/> | <input type="text" value="000"/> | <input type="text" value="000"/> |
| End Of Packet Character (Enter Decimal Value)          | <input type="text" value="003"/> | <input type="text" value="000"/> | <input type="text" value="000"/> | <input type="text" value="000"/> |
| Use Byte Code Check (BCC)                              | Enable ▼                         |                                  |                                  |                                  |

Configure the following parameters as required.

- **Response to ENQ Timeout:** The time for which the sender waits for a response to ENQ from the receiver.
- **ENQ Retry Count - on No Response (to ENQ):** The number of times the sender should send ENQ before dropping the process, in case response is not received for the last message sent.
- **ENQ Retry Time - on No Response (to ENQ):** The time after which the sender should send the ENQ again, in case response is not received for the last message sent.
- **ENQ Retry Count - on Negative Response (to ENQ):** The number of times the sender should send ENQ before dropping the process, in case of a negative response received for the last message sent.
- **ENQ Retry Time - on Negative Response (to ENQ):** The time after which the sender should send the ENQ again.
- **Response to Data Timeout:** The time for which the sender waits for a response to data from the receiver.
- **Data Transfer Retry Count - on No Response (to Data Transfer):** The number of times the sender should send ENQ before dropping the process. This parameter is used when ACK is received against ENQ and there is some problem while sending the data.
- **Data Transfer Retry Timer - on No Response (to Data Transfer):** The time after which the sender should send the ENQ again before dropping the process. This parameter is used when ACK is received against ENQ and there is some problem in sending the data.
- **Data Transfer Retry Count - on Negative Response (to Data Transfer):** The number of times the sender should send ENQ before dropping the process. This parameter is used when ACK is received against ENQ and there is some problem in sending the data.
- **Data Transfer Retry Timer - on Negative Response (to Data Transfer):** The time after which the sender should send the ENQ again before dropping the process. This parameter is used when ACK is received against ENQ and there is some problem in sending the data.
- **Use ENQ Character:** This flag is to be enabled if the protocol uses ENQUIRE (ENQ) Signal.
- **ENQ Character:** This parameter signifies the ASCII character (Single Character) used to send ENQUIRE (ENQ) signal to the receiver.
- **Acknowledgment (ACK) Character:** The ASCII character (Single Character) used by the receiver to acknowledge the receipt of the Link Control Character/Message Data.
- **No Acknowledgement (NAK) Character:** This parameter signifies the ASCII character (Single Character) used by the receiver to dis-acknowledge the receipt of the Link Control Character/Message Data.
- **Start of Packet Character:** A string of four ASCII characters used by the receiver to indicate Start of Packet. Each ASCII character is from 000 to 252. Start of Packet may be of one character only, in which case the string should be completed by configuring remaining three characters with ASCII Null Character (000).
- **End of Packet Character:** A string of four ASCII characters used by the receiver to indicate End of Packet. Each ASCII character is from 000 to 252. End of Packet may be of one character only, in which

case, the string should be completed by configuring the remaining three characters should be configured as ASCII Null (000).

- **Use Byte Code Check (BCC):** This flag is to be enabled when the protocol uses BCC Signal.
- Click **Submit** to save the changes.

## Refining Call Detail Record Format Parameters

The Call Detail Record (CDR) format for the selected SMDR-Posting protocol can also be refined to match the software requirements of the CAS being used by the hotel.

This may be required if you have selected 'customized' protocol.

To refine Call Detail Record Format Parameters,

- Click **SMDR-Posting OG Online Call Record Format**

| Parameter           | Start Column No. | Field Length | Format                      | Alignment | Filler Char. Required? | Filler Char. (Decimal Value) |
|---------------------|------------------|--------------|-----------------------------|-----------|------------------------|------------------------------|
| Serial Number       | 001              | 004          | Fixed                       | Right     | Yes                    | 032                          |
| Increment Counter   | 000              | 001          | Fixed                       | Left      | N/A                    | N/A                          |
| Property Code       | 000              | 004          | Fixed                       | Left      | Yes                    | 032                          |
| Calling Number      | 006              | 006          | Fixed                       | Right     | Yes                    | 032                          |
| Authority Code      | 013              | 003          | Fixed                       | Left      | N/A                    | N/A                          |
| Trunk Number        | 017              | 005          | Matrix Format               | Left      | Yes                    | 032                          |
| Date                | 041              | 008          | DD-MM-YY                    | Right     | Yes                    | 032                          |
| Time                | 050              | 008          | HH:MM:SS                    | Right     | Yes                    | 032                          |
| Duration            | 059              | 005          | Seconds                     | Right     | Yes                    | 032                          |
| Units               | 065              | 004          | Fixed                       | Right     | Yes                    | 032                          |
| Amount              | 070              | 007          | Currency with Decimal Point | Right     | Yes                    | 032                          |
| Currency            | 000              | 001          | Fixed                       | Right     | Yes                    | 032                          |
| Call Type Indicator | 000              | 001          | Fixed                       | Right     | N/A                    | N/A                          |
| Location            | 000              | 005          | Fixed                       | Right     | N/A                    | N/A                          |
| Connected Number    | 022              | 018          | Continuous                  | Left      | N/A                    | N/A                          |
| PIN                 | 000              | 004          | Fixed                       | Right     | Yes                    | 032                          |
| Account Code        | 000              | 004          | Fixed                       | Right     | Yes                    | 032                          |
| Dialed Number       | 000              | 019          | Continuous                  | Left      | N/A                    | N/A                          |
| Connected IP:Port   | 000              | 048          | Fixed                       | Right     | N/A                    | N/A                          |
| Calling IP:Port     | 000              | 048          | Fixed                       | Right     | N/A                    | N/A                          |
| Dialed IP:Port      | 000              | 048          | Fixed                       | Right     | N/A                    | N/A                          |
| Remarks             | 078              | 002          | Fixed                       | Left      | N/A                    | N/A                          |

- **Serial Number:** This is the serial number generated for each call record. Serial numbers are generated from 000 to 999. When serial number '999' is reached, the numbers roll over to 000.



- *Serial Number starts from 1 and not 0.*
- *When this field rolls over, it increments the increment counter.*

- **Increment Counter:** It increments when the serial number counter rolls over. The Increment counter starts from A, ending at Z, and then roll over back to A.

- **Property Code:** This is the property code required by the CAS used in the hotel. It is a string of alphanumeric characters and is to be terminated with #\*. This field has a maximum of 128 alphanumeric characters.



- *You must configure this string keeping in mind the field length used by the selected/customized posting protocol.*
- *The default value of the default Property Code String has been set as '000', as at least two known protocols use this field. The System Engineer can set a different value here and the new value will appear in the CDR record, irrespective of the protocol type selected.*
- *If Xiox protocol has been selected as SMDR-OG Posting Protocol (Handshaking and OG Call Record Format), you should configure this field as HTL.*

- **Calling Number:** This is the extension number from which the call was made. You can define the column position and the field length of the Station number in the Call Detail Record.
- **Authority Code:** This is a unique password-protected code which is assigned to the extension user.
- **Trunk Number:** This is the number of the trunk from which the call was made.



- *The Matrix Format occupies 5 character spaces.*
- *Check-Inn Format occupies 4 character spaces.*
- *The First Character in the Check-In Format is X (Fixed). The remaining three characters show the software port number.*

- **Date:** The date on which the call was made. The date fill flag is to be enabled.



- *Filler Character field is applicable for Date, Month and Year, that is, whether the single digit date is to be printed as space-X or 0-X. For example, date = 1 is to be displayed as '1' or '01'.*
- *Where leading zeroes are not required, the date, month and year sub-fields are right aligned and the spaces are filled with character 'space'.*
- *The Date field is not linked to the global flag of Date Format. The global Flag of Date format is used, while using features or in configuration reports but not in PMS. This is because the date format used by the PMS is not the same as used by the users of the system.*

- **Time:** The time when the call was made. The format of the time field and the time fill flag are to be configured.



- *Filler Character field is applicable for Hours, Minutes and Seconds, that is, whether the single digit hour is to be printed as space-X or 0-X. For example, hour = 1 is to be displayed as '1' or '01'.*
- *In case when leading zeroes are not required, Date, Month and Year sub-fields are right aligned and the spaces are filled with character 'space'.*

- **Duration:** The duration of each call. Configure the duration unit and the duration fill flag.



*When Duration Unit = Minutes, the rounding off to the nearest whole number is done. For seconds <= 30, Minute is not incremented. For seconds > 30, minute is incremented.*

- **Units:** The duration of the call interpreted in terms of units. The number of units depends on the Pulse Rate. The number of units is derived from the Call Unit = Call duration in seconds/Pulse rate in seconds.
- **Amount:** This is the Amount of the call. Configure the amount format and the fill flag.





- *Filler Character field is applicable for both the sub fields of Amount viz. Rupees/Paisa, that is, whether the single digit Rupee is to be printed as space-X or 0-X. For example, Rupee = 1 is to be displayed as '1' or '01'. Where leading zeroes are not required, the Rupee and Paisa are right aligned and the spaces are filled with character 'space'.*
- *When Amount Format = Higher Currency, rounding to nearest whole number is done. For Lower Currency <= 50, Higher Currency is not incremented and for Lower currency > 50, Higher Currency is incremented.*

- **Currency:** This is the symbol of the currency in which the Amount is charged. A maximum of 8 ASCII Characters are allowed.



- *Generally, Currency Symbol field prefixes to Amount field. Hence, to comply with various CDR formats, it is recommended that the column position of Currency Symbol and Amount field should be configured properly.*
- *The System Engineer can change the Currency Symbol used in the OG-SMDR Format. However, this change will not be reflected in the Front Desk User.*

- **Call Type Indicator:** This indicates the type of call made, that is, whether local, international, information, etc.

You must configure the Number String, the Text String and its Meaning, by clicking the 'Call Type Indicator' link.

| Number Index | Number String | Text String | Meaning       |
|--------------|---------------|-------------|---------------|
| 01           | 0             | LD          | Long Distance |
| 02           | 95            | IC          | Inter Circle  |
| 03           | 197           | INFO        | Information   |
| 04           | 0             | INTL        | International |
| :            | :             | :           | :             |
| 36           | 2             | L           | Local         |

The Text String is a string of Alphanumeric characters. Number String is of a maximum 4-digits.

The Number Index is kept as '36' as one of the SMDR-OG Posting protocols, INN-FORM XL supports 24 different types of calls.

By default, all the entries in this table are blank.



*You are advised to configure the first 10 entries of this table as below if the selected posting protocol is Bell Hobic or XIOX.*

| Number Index | Number String | Text String | Meaning |
|--------------|---------------|-------------|---------|
| 01           | 1             | A           |         |
| 02           | 2             | A           |         |
| 03           | 3             | A           |         |
| 04           | 4             | A           |         |

| Number Index | Number String | Text String | Meaning |
|--------------|---------------|-------------|---------|
| 05           | 5             | A           |         |
| 06           | 6             | A           |         |
| 07           | 7             | A           |         |
| 08           | 8             | A           |         |
| 09           | 9             | A           |         |
| 10           | 0             | A           |         |
| :            | :             | :           |         |
| 36           | Blank         | Blank       | Blank   |

*You are advised to configure the first 11 entries of this table as below, if the selected posting protocol is Holidex or Hobic.*

| Number Index | Number String | Text String | Meaning       |
|--------------|---------------|-------------|---------------|
| 01           | 1             | L           |               |
| 02           | 2             | L           |               |
| 03           | 3             | L           |               |
| 04           | 4             | L           |               |
| 05           | 5             | L           |               |
| 06           | 6             | L           |               |
| 07           | 7             | L           |               |
| 08           | 8             | L           |               |
| 09           | 9             | L           |               |
| 10           | 0             | L           |               |
| 11           | 0             | F           | International |
| :            | :             | :           |               |
| 36           | Blank         | Blank       | Blank         |

- You are advised to use default (that is, Blank) table, if the selected protocol is Hilton, as Hilton uses blank entries in this field which is 12 bytes long.
- The Text String should preferably be same as Field Length. If not, the remaining spaces will be filled with character 'Space'. If the Field length is less than the Text string characters, then the number of text characters equal to the Field length will be printed.
- **Location:** This column indicates the location of the external number to which the call was made.



- *The system detects the location from the called location configured in the Area and Country Code Tables.*

- *Called Location is configured as one of the parameters of the Area Code Table and Country Code Table. Depending upon the prefix dialed, the Location string is picked up from either Country Code table or Area Code table.*
- *Called Location is not displayed for Local Calls.*
- *The Called Location parameter in the Country Code table and Area Code table is of 8 Characters.*
- *If the number of characters in the field Called Location is more than Field length then the remaining characters will not be printed (overlapped by next field).*
- *If the number of characters in the field Called Location is less than Field length then the remaining characters in the field Called Location will be filled by spaces.*

- **Connected Number:** This is the external number to which the call was made.



- *One way to separate the called party number is by Area Code, Exchange code and Subscriber Number. This is difficult in an Open numbering system, in which the field size of area code, exchange code are not standard but vary from two digits to four digits (e.g. the Area code for 'Mumbai' is of 2 digits, whereas that of 'Vadodara' is 3 digits).*
- *In the Closed numbering system, the Area Code, Exchange Code and the Subscriber number are of fixed length. In such case, including '-' in the called party number is not difficult. Hence, '-' is put in the called party number. The called party number is assumed to be of 10 digits. The first '-' is placed after four digits, counting from the right. The second '-' is placed after seven digits, counting from the right. If the dialed number is a local number of 7 digits then the second '-' is not placed. Also, the remaining three digits are not placed, but filled with character 'space'.*
- *In this case, even if the call is made to a geographical area where open numbering system is followed, '-' is placed in the same way.*
- **PIN:** This is a unique four digit code which is assigned to the Extension user.
- **Account Code:** This is the Account Code<sup>74</sup> using which the call was made.
- **Dialed Number:** This is applicable only for calls received on SIP trunks. The number dialed by the caller is referred to as Dialed Number.
- **Connected IP:Port:** This is the IP Address:Port of the called party.
- **Calling IP:Port:** This is the IP Address:Port of the calling party.
- **Dialed IP:Port:** This is the IP Address:Port of the called party.
- **Remarks:** This column indicates the details of the call; whether it was a DISA call, Auto Redial Call, type of call maturity.

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<sup>74</sup>. Account Code is a unique number that is assigned to each client or customer, for the purpose of tracking calls made on behalf of the client. Each time a call is made or is to be made for a client, the Account Code for the client can be dialed and all calls made for that client will be tracked by the Account Code which was dialed for making the call.

Fixed Characters are used to indicate the type of call, call details, etc. The notations for the Remarks field are:

|   |                  |
|---|------------------|
| D | DISA Call        |
| A | Auto Redial Call |
| I | Connect          |

- **Reset Serial Number to 001:** The Serial number counter can be reset to 001 after 24 hours (from 00:00 HH:MM) or every 6 hours. By default, 'No Compulsory Reset' is selected, which means the serial number counter will not be automatically reset.
- **Starting Character - Increment Counter:** Specify the starting character of the increment counter as the serial number rolls over, in this field.
- **Reset Increment Counter:** The Increment Counter can be reset to 001 after 24 hours (from 00:00 HH:MM) or every 6 hours. By default, 'No Compulsory Reset' is selected, which means the serial number counter will not be automatically reset.
- **Prefix String Required:** This flag is to be configured if the prefix string 0ac1 is to be sent when interfacing with OG-SMDR Posting Protocol/PMS using Micros PMS Interface.
- **Property Code:** Enter the property code required by the CAS.
- **Currency Symbol (Enter Decimal Value):** Enter currency symbol to be used.

## Call Type Indicator

In the Call Record, you can also include the Type of Call: local, national, international, by configuring the Call Type Indicator Table.

- Click **Call Type Indicator** to expand.

| Index | Dialed Number String | Call Type Indicator |
|-------|----------------------|---------------------|
| 01    |                      |                     |
| 02    |                      |                     |
| 03    |                      |                     |
| 04    |                      |                     |
| 05    |                      |                     |
| 06    |                      |                     |
| 07    |                      |                     |
| 08    |                      |                     |
| 09    |                      |                     |
| 10    |                      |                     |

Submit Default

- In the **Dialed Number String** column, enter the number strings for each Call Type. You can enter the prefix, e.g. 0 for long distance calls, 2 for local numbers, etc.

- For each **Dialed Number String**, define a **Call Type Indicator**, this is an abbreviation of the Call Type, e.g.: LD for long distance, INTL for International, etc.

Number String is of a maximum 4-digits. The Text String is a string of 4 alphanumeric characters. Your entries may look like these:

| Number Index | Dialed Number String | Call Type Indicator (Text String) | Meaning       |
|--------------|----------------------|-----------------------------------|---------------|
| 01           | 0                    | LD                                | Long Distance |
| 02           | 95                   | IC                                | Inter Circle  |
| 03           | 197                  | INFO                              | Information   |
| 04           | 00                   | INTL                              | International |
| :            | :                    | :                                 | :             |
| 36           | 2                    | L                                 | Local         |

You may enter as many Call Types as supported by the Posting Protocol you have selected.

- Click **Submit** to save entries.

## Appendix

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### SA Commands

| Feature Name                                                    | Feature Number | Feature Code |
|-----------------------------------------------------------------|----------------|--------------|
| Check-In                                                        | 001            | 1072-901     |
| Check-Out                                                       | 002            | 1072-902     |
| Guest Name                                                      | 003            | 1072-903     |
| Guest Group                                                     | 004            | 1072-904     |
| Guest-In/Out                                                    | 005            | 1072-905     |
| Guest Title                                                     | 006            | 1072-906     |
| Change Check-In Profile of Room                                 | 007            | 1072-907     |
| Change Occupancy Status of Room / Extension                     | 008            | 1072-908     |
| Change Clean status of Room/Extension                           | 009            | 1072-909     |
| Room Shift                                                      | 010            | 1072-910     |
| Reprint Check Out Report                                        | 011            | 1072-911     |
| Print Room Status Report                                        | 012            | 1072-912     |
| Print Alarm Status Report                                       | 013            | 1072-913     |
| Set DND-Remote                                                  | 014            | 1072-001     |
| Set Dynamic Lock settings – Remote                              | 015            | 1072-002     |
| Set Alarm –Remote                                               | 016            | 1072-003     |
| Assign Call Budget to a station                                 | 017            | 1072-004     |
| Assign/De-assign Mailbox to a Station/Department Group - Remote | 018            | 1072-005     |
| Set Call Forward – Remote                                       | 019            | 1072-006     |
| Set Call forward for all stations-Remote                        | 020            | 1072-007     |
| Assign Station User Greeting Message                            | 021            | 1072-008     |
| Display & Acknowledge System Activity                           | 022            | 1072-009     |
| Display & Acknowledge System Fault                              | 023            | 1072-010     |
| Station Budget Display                                          | 024            | 1072-011     |
| Change User password of a Station                               | 025            | 1072-012     |

| Feature Name                                                                                            | Feature Number | Feature Code |
|---------------------------------------------------------------------------------------------------------|----------------|--------------|
| Lock/Unlock Keypad                                                                                      | 026            | 1072-013     |
| User Absent / Present                                                                                   | 027            | 1072-014     |
| Change SA mode timer                                                                                    | 029            | 1072-016     |
| Set Day/Night mode                                                                                      | 030            | 1072-018     |
| Clear System Activity Log                                                                               | 031            | 1072-022     |
| Start/Abort SAL in Offline mode                                                                         | 032            | 1072-023     |
| Start/Abort SAL in Online mode                                                                          | 033            | 1072-024     |
| Clear Mailbox for a range of extensions                                                                 | 034            | 1072-315     |
| Cancel Dial in Conference                                                                               | 035            | 1072-026     |
| Start/Abort SFL in Offline mode                                                                         | 036            | 1072-027     |
| Start/Abort SFL in Online mode                                                                          | 037            | 1072-028     |
| Start/Abort Online OG Report                                                                            | 038            | 1072-101     |
| OG Print Filter: To Print calls terminated from SIP                                                     | 039            | 1072-108     |
| OG Print Filter: To Print calls Department Bill Group wise                                              | 040            | 1072-109     |
| OG Print Filter: To print calls made on dates                                                           | 041            | 1072-110     |
| OG Print Filter: Print calls made between time                                                          | 042            | 1072-111     |
| OG Print Filter: To Print calls made to numbers matching with the numbers programmed in the Number List | 043            | 1072-112     |
| OG Print Filter: To Print calls of Duration more than this time                                         | 044            | 1072-113     |
| OG Print Filter: To Print calls of Units more than the units programmed                                 | 045            | 1072-114     |
| OG Print Filter: To Print calls made to account code                                                    | 046            | 1072-115     |
| Assign default OG Print filters                                                                         | 047            | 1072-120     |
| Start/Abort offline report                                                                              | 048            | 1072-121     |
| Enable/ Disable OG Schedule Reports                                                                     | 049            | 1072-122     |
| Program Time for Daily OG Scheduled Reports                                                             | 050            | 1072-123     |
| Program Day and Time for OG Weekly Scheduled Reports                                                    | 051            | 1072-124     |
| Program Date and Time for OG Monthly Scheduled Reports                                                  | 052            | 1072-125     |
| Delete calls made on/from date                                                                          | 053            | 1072-132     |
| To clear SMDR OG buffer                                                                                 | 054            | 1072-133     |
| Start/Abort Internal calls Report                                                                       | 055            | 1072-136     |
| Set filter to print internal calls with duration greater than that given here                           | 056            | 1072-138     |
| Start/Abort Offline Internal Call Report                                                                | 057            | 1072-141     |
| Enable/ Disable Internal Scheduled Reports                                                              | 058            | 1072-142     |
| Program Time for Internal Daily Scheduled Reports                                                       | 059            | 1072-143     |

| Feature Name                                                                       | Feature Number | Feature Code |
|------------------------------------------------------------------------------------|----------------|--------------|
| Program Day and Time for Internal Weekly Scheduled Reports                         | 060            | 1072-144     |
| Program Date and Time for Internal Monthly Scheduled Reports                       | 061            | 1072-145     |
| To Clear SMDR Internal Buffer                                                      | 062            | 1072-150     |
| Start/Abort Online – IC Report                                                     | 063            | 1072-151     |
| Set filter to print all Normal calls                                               | 064            | 1072-152     |
| Set filter to print all Unanswered calls                                           | 066            | 1072-154     |
| Set filter to print all DISA calls                                                 | 068            | 1072-156     |
| Set filter to print all calls with speech duration more than timer                 | 069            | 1072-157     |
| Set filter to print all calls unanswered for duration more than timer              | 070            | 1072-158     |
| Set filter to print all calls kept on hold for duration more than timer            | 071            | 1072-159     |
| Set filter to print calls received from SIP                                        | 072            | 1072-166     |
| Set filter to print all IC calls recd. On/from date                                | 073            | 1072-167     |
| Set filter to print all IC calls recd. At/from-to Time                             | 074            | 1072-168     |
| Set filter to print all IC calls recd. From nos. matching the External Number List | 075            | 1072-169     |
| Default IC Print filters                                                           | 076            | 1072-170     |
| Abort/Start IC Offline Report                                                      | 077            | 1072-171     |
| Enable/ Disable IC Scheduled Report                                                | 078            | 1072-172     |
| Program Time for IC Daily Scheduled Reports                                        | 079            | 1072-173     |
| Program Day and Time for IC Weekly Scheduled Reports                               | 080            | 1072-174     |
| Program Date and Time for IC Monthly Scheduled Reports                             | 081            | 1072-175     |
| Clear SMDR-IC buffer                                                               | 082            | 1072-180     |
| Enable/Disable Call Cost Display for a Station                                     | 083            | 1072-181     |
| Start/Abort Hotel/Motel Activity log in Offline mode                               | 084            | 1072-176     |
| Start/Abort Hotel/Motel Activity log in Online mode                                | 085            | 1072-177     |
| Display and Acknowledge Hotel/Motel Activity                                       | 086            | 1072-178     |
| Change Guest VIP Status of Station                                                 | 087            | 1072-915     |
| Change Phone Ringing Pattern of Room                                               | 088            | 1072-916     |
| Print Reminder Status Report                                                       | 089            | 1072-917     |
| Remote Reminder                                                                    | 090            | 1072-033     |
| Remote Voice Guided Alarm                                                          | 091            | 1072-034     |
| Remote Voice Guided Reminder                                                       | 092            | 1072-035     |
| Redirect Messages of a Station                                                     | 093            | 1072-314     |
| Enable/Disable Scheduled Alarm Report                                              | 094            | 1072-036     |
| Program Time for Scheduled Alarm Report                                            | 095            | 1072-037     |
| Enable/Disable Scheduled Reminder Report                                           | 096            | 1072-038     |



| Feature Name                                                     | Feature Number | Feature Code |
|------------------------------------------------------------------|----------------|--------------|
| Program Time for Scheduled Reminder Report                       | 097            | 1072-039     |
| Request Database Synchronization to PMS                          | 098            | 1072-040     |
| Enable/Disable Scheduled Room Status Report                      | 099            | 1072-041     |
| Program Time for Schedule Room Status Report                     | 100            | 1072-042     |
| Enable/Disable Scheduled Change of Room Clean Status             | 101            | 1072-043     |
| Program Time for Schedule Change of Room Clean Status            | 102            | 1072-044     |
| Enable/Disable Internal Call Block For Guest Phones              | 103            | 1072-045     |
| Software Version Revision Display of Master Card                 | 104            | 1072-191     |
| User Definable Fields                                            | 105            | 1072-920     |
| OG Print Filter: To print calls originated from SIP              | 106            | 1072-188     |
| Set Budget Type for SIP                                          | 107            | 1072-201     |
| Program Budget Amount for SIP                                    | 108            | 1072-202     |
| Program Free Minutes on SIP                                      | 109            | 1072-203     |
| Call Budget Reset Mode for SIP                                   | 110            | 1072-216     |
| Scheduled Date to Reset Call Budget Statistics on SIP            | 111            | 1072-217     |
| Reset consumed Budget Amount /minutes on SIP manually            | 112            | 1072-218     |
| Set/Cancel Scheduled Call Forward                                | 113            | 1072-223     |
| To Broadcast Message                                             | 114            | 1072-301     |
| To record, playback and delete System Voice Prompts              | 115            | 1072-302     |
| To record, playback and delete Mailbox Greetings for a Extension | 116            | 1072-303     |
| To record/playback Name of a station/department group            | 117            | 1072-304     |

## Disposal of Products/Components after End-Of-Life

---

Main components of Matrix products are given below:

- **Soldered Boards:** At the end-of-life of the product, the soldered boards must be disposed through e-waste recyclers. If there is any legal obligation for disposal, you must check with the local authorities to locate approved e-waste recyclers in your area. It is recommended not to dispose-off soldered boards along with other waste or municipal solid waste.
- **Batteries:** At the end-of-life of the product, batteries must be disposed through battery recyclers. If there is any legal obligation for disposal, you may check with local authorities to locate approved batteries recyclers in your area. It is recommended not to dispose off batteries along with other waste or municipal solid waste.
- **Metal Components:** At the end-of-life of the product, Metal Components like Aluminum or MS enclosures and copper cables may be retained for some other suitable use or it may be given away as scrap to metal industries.
- **Plastic Components:** At the end-of-life of the product, plastic components must be disposed through plastic recyclers. If there is any legal obligation for disposal, you may check with local authorities to locate approved plastic recyclers in your area.

After end-of-life of the Matrix products, if you are unable to dispose-off the products or unable to locate e-waste recyclers, you may return the products to Matrix Return Material Authorization (RMA) department.

Make sure these are returned with:

- proper documentation and RMA number
- proper packing
- pre-payment of the freight and logistic costs.

Such products will be disposed-off by Matrix.

**"SAVE ENVIRONMENT SAVE EARTH"**

# E-Waste Management and Handling Rules

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E-waste is a popular, informal name for electronic products nearing the end of their useful life. E-wastes are considered dangerous, as certain components of some electronic products contain materials that are hazardous, depending on their condition and density. The hazardous content of these materials pose a threat to human health and environment. Discarded electronics products such as circuit boards, batteries, wires and other electronic accessories if improperly disposed can leach lead and other substances into soil and groundwater. Many of electronic products can be reused, refurbished or recycled in an environmentally sound manner so that they are less harmful to the ecosystem.

## Benefits of E-waste Recycling

### Electronics Recycling Conserves Natural Resources

There are many materials that can be recovered from old electronic products. These materials can be used to make new products, thus reducing the need for the new raw materials. For instance, various metals can be recovered from circuit boards and other electronics can be recycled.

### Electronics Recycling Supports the Community

Donating your old electronics plays an important role in the provision of refurbished products which can be of great help to certain industries, small organizations and non-profitable organizations. It also helps individuals gain access to technology that they could not have otherwise afforded.

### Electronics Recycling Creates Employment Locally

Considering that around 90 percent of electronic equipment is recyclable, electronics recycling can play a significant role in creating employment. This is because new firms dealing with electronics recycling will form and existing firms will look to employ more people to recover recyclable materials. This can be triggered by the increase in the demand for electronics recycling.

### Electronics Recycling Helps Protect Public Health and the Environment

Many electronics have toxic or hazardous materials such as mercury and lead, which can be harmful to the environment if disposed in trashcans. Reusing and recycling electronics safely helps in keeping the hazardous materials from harming humans or the environment. For example, certain electronic components and batteries are hazardous since they have lead in them. Printed circuit boards contain harmful materials such as cadmium, lead, mercury and chromium.

Instead of keeping old electronics or dumping them in landfills, recycling or reusing them is an appropriate option that should be supported by individuals and organizations. Considering the benefits of electronics recycling, it is very important that people in various parts around the world embrace this concept.

### Creates Jobs

E-waste recycling creates new jobs for professional recyclers and creates a second market for the recycled materials.

## Do's & Don'ts

### Do's:

- Always look for information on the catalogue with your product for end-of-life equipment handling.
- Ensure that only Authorized Recyclers/Dismantler handle your electronic products.
- Always call at our toll-free No's to Dispose products that have reached end-of life.
- Always drop your used electronic products, batteries or any accessories, when they reach the end of their life at your nearest Authorized E-Waste Collection Points.
- Always disconnect the battery from product and ensure any glass surface is protected against breakage.

### Don'ts:

- Do not dismantle your electronic Products on your own.
- Do not throw electronics in bins having "Do not Dispose" sign.
- Do not give e-waste to informal and unorganized sectors like Local Scrap Dealer/ Rag Pickers.
- Do not dispose your product in garbage bins along with municipal waste that ultimately reaches landfills.

## E-Waste Management Plan

**M/s. MATRIX COMSEC PVT LTD** has partnered with **E-Waste Recyclers India (EWRI)** to comply with the new India E-Waste management and handling rules in providing drop-of centers and environmentally sound management of end of life electronics.

EWRI has obtained authorizations from the appropriate governmental agency for their processing facilities. EWRI will receive and recycle customer returned equipment, including all the e-waste. Customers can drop their e-waste in the drop-box provided at various collection centers of EWRI.

A list of collection centers along with the address is mentioned below.

The customers can also call on the following toll free number (1800-102-5679) from Monday to Friday between 10:00 AM to 5:30 PM to get details about the collection centers.

### Collection Centers:

| State/ City | Location        | Logistic               | Address                                                                               | Toll-Free Number |
|-------------|-----------------|------------------------|---------------------------------------------------------------------------------------|------------------|
| Delhi       | Rangpuri        | Professional Logistics | Rangpuri, Milakpur Kohi Rangpuri, Rangpuri, New Delhi - 110037                        | 1800-102-5679    |
| Gurugram    | Gurugram        | Professional Logistics | 295, LIG Colony, Sector 31, Gurugram, Haryana - 122022                                | 1800-102-5679    |
| Jharkhand   | Dhanbad         | Professional Logistics | Sardar Patel Nagar, Dhanbad, Jharkhand - 826004                                       | 1800-102-5679    |
| Noida       | Salarpur Khadar | Professional Logistics | 2, Gejha Rd, Goyal Colony, Salarpur Khadar, Sector 102, Noida, Uttar Pradesh - 201304 | 1800-102-5679    |
| Mumbai      | Vashi           | Professional Logistics | Plot-92,gala no 01,Sector 19C Vashi Navi, Mumbai - 400705                             | 1800-102-5679    |

| State/ City    | Location            | Logistic               | Address                                                                                                        | Toll-Free Number |
|----------------|---------------------|------------------------|----------------------------------------------------------------------------------------------------------------|------------------|
| Pune           | Vallabh Nagar       | Professional Logistics | No.3/20,Near Ashok Sah Bank, Vallabh Nagar, S.T.Stand Road, Pimpri, Pune - 302021                              | 1800-102-5679    |
| Odisha         | Cuttack             | Professional Logistics | Cuttack, Odisha                                                                                                | 1800-102-5679    |
| Hyderabad      | Secunderabad        | Professional Logistics | 4,Block-3,4th Shatter at 179, MPR Estates Near Old Check Post Old Bowaenpally Secunderabad, Hyderabad - 500011 | 1800-102-5679    |
| Bangalore      | Yeshwanthpur        | Professional Logistics | No.44 1st floor 2nd main D.D.U.T.T.L. Yeshwanthpur, Bangalore - 560022                                         | 1800-102-5679    |
| Mangalore      | Bhathery Road Bloor | Professional Logistics | Opp. Hindustan Lever Ltd, Sulthan, Bhathery Road Bloor, Mangalore (KA) - 575003                                | 1800-102-5679    |
| Jharkhand      | Ranchi              | Professional Logistics | Ranchi, Jharkhand                                                                                              | 1800-102-5679    |
| Chennai        | Sennerkuppam        | Professional Logistics | 27,Sakthi Nagar Phase-II, Sennerkuppam, Near Bisleri Water Plant, Chennai - 600056                             | 1800-102-5679    |
| Rajasthan      | Jaipur              | Professional Logistics | A-81, 200 ft. By Pass, Heerapura, Jaipur, Rajasthan - 302021                                                   | 1800-102-5679    |
| Bokaro         | Odisha              | Professional Logistics | Cuttack, Odisha, India                                                                                         | 1800-102-5679    |
| Guwahati       | Kundil              | Professional Logistics | HN-34, Kundil Nagar Basistha Chari, Near Parbhat Apartment, Guwahati - 781029                                  | 1800-102-5679    |
| Lucknow        | Kanpur Road         | Professional Logistics | S-175,1st Floor Transport Nagar Near RTO Kanpur Road Lucknow - 226004                                          | 1800-102-5679    |
| Madhya Pradesh | Indore              | Professional Logistics | 284 AS-3 Scheme No.-78,Vijay Nagar, Indore, Madhya Pradesh                                                     | 1800-102-5679    |
| Ahmedabad      | Pushp Penament      | Professional Logistics | Shop No D-18, Pushp Penament, Behind Mony Hotel, Isanpur, Ahmedabad                                            | 1800-102-5679    |
| Patna          | Malyanil buddha     | Professional Logistics | Dr. A.K Pandey (IPS) Malyanil buddha Colony, Patna (Bihar) - 800001                                            | 1800-102-5679    |
| Andhra Pradesh | Vishakapatnam       | Professional Logistics | Shop No.8, New Gajuwaka, Opp. High School Road, Vishakapatnam, Andhra Pradesh - 530026                         | 1800-102-5679    |
| Chandigarh     | Pharbhath Road      | Professional Logistics | Shop no:-19, Pharbhath Road, Opp:- Tennis Academy, Zirakpur, Chandigarh, Punjab                                | 1800-102-5679    |

| State/ City | Location            | Logistic                  | Address                                                                                     | Toll-Free Number |
|-------------|---------------------|---------------------------|---------------------------------------------------------------------------------------------|------------------|
| Kolkata     | B.T. ROAD<br>DUNLOP | Professional<br>Logistics | 156A/73, Northern Park, B.T. Road<br>Dunlop, Kolkata -700108                                | 1800-102-5679    |
| Odisha      | Bhubaneswar         | Professional<br>Logistics | Acharya Vihar - jaydev Vihar Rd,<br>Bhubaneswar, Odisha                                     | 1800-102-5679    |
| West Bengal | Asansol             | Professional<br>Logistics | Shop No-4 Asansol Station Bus Stand<br>Road, Munshi Bazar, Asansol, West<br>Bengal - 713301 | 1800-102-5679    |

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