

# Hotel & Motel Package

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## 18.1 Introduction

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The Plexus Hybrid-Key Digital Telephone System offers a set of feature codes and Operator Console filters designed specifically for the Hotel and Motel industry. No additional hardware or software is required to utilize the feature set. However, the station where the feature codes will be issued must have System Administrator Privileges activated. A Plexus DSS-60/DDSS-60 Operator Console is necessary to utilize the filters which provide room status information at a glance.

Another Feature designed especially for the Hotel and Motel industry is the availability of "simple" voice mailboxes if the system has an Integrated Voice Processor (IVP) interface card installed. These are mailboxes designed to interact with the feature codes and to block the room occupant's ability to modify the voice mailbox settings.

### **18.1.1 About This Module**

This optional module for the Plexus System Manual addresses each of the Hotel and Motel features and all of the Operator Console filters. In preparation for using the various Hotel and Motel features, instructions for activating System Administrator Privileges and programming the DSS-60/DDSS-60 Operator Console are presented below.

## 18.2 System Administrator Privileges

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It is necessary to have System Administrator Privileges activated prior to issuing any Hotel and Motel feature code. To simplify the process of issuing Hotel and Motel feature codes, it is recommended that certain secure stations on the PBX be designated for this function (e.g., Front Desk phone). If this strategy is adopted, System Administrator Privileges can be activated once at the designated station(s) and kept active.

It is possible to issue a Hotel and Motel feature code from any station on the system. However, it will be necessary to first log into the station as a user with System Administrator Privileges and then activate that the privileges. When issuing feature codes from a non-secure station (e.g., in a guestroom), it is advisable that the original user ID be logged back onto the station and that System Administrator Privileges be deactivated immediately following the issuance of the feature code.

### A. To activate System Administrator Privileges:

When the system is set, users with System Administrator Privileges will have the privileges activated by default.

**or**

If the System Administrator Privileges have been deactivated,

dial **F91** + System Administrator Password



**Note**

The default password is **123456**.

### B. To deactivate System Administrator Privileges:

dial **F90**

## 18.3 DSS-60/DDSS-60 Operator Console

Many of the Hotel and Motel feature codes activate informative indicators on a properly installed and programmed DSS-60 Analog Operator Console or DDSS-60 Digital Operator Console. These indicators provide information about each guestroom, such as whether the room is occupied, in need of service, has messages, or is in Do-Not-Disturb (DND) mode. To view such information, each room is assigned a key on the Operator Console(s). The LED on the key will illuminate or flash under various circumstances to indicate a particular status (e.g., Occupied). Different room status information is available depending on the active filter.

### 18.3.1 Filters

Several filters are available for viewing different room status information. Each filter has a corresponding Filter Code. The Filter Codes are assigned to Operator Console keys (see **Programming the DSS-60/DDSS-60 Operator Console(s)**). Pressing these keys activates the different filters thereby displaying different information about the guestrooms.

For example, if the "Occupied" filter is active, only the keys for occupied rooms will be lit.

The following fourteen (14) Filter Codes are available:

**Table 18 - 1 DSS-60/DDSS-60 Operator Console: Filter Codes**

Code	Name	Lights indicator if the guestroom...
1	Message Waiting	has messages waiting.
2	Do-Not-Disturb	is in DND mode.
3	No Outside Line Access	cannot access outside lines.
4	No Room Access	cannot access other room phones.
5	Occupied	is occupied.
6	Not Occupied	is <u>not</u> occupied.
7	Serviced	is serviced.
8	Not Occupied, Serviced	is <u>not</u> occupied and is serviced

**Table 18 - 1 DSS-60/DDSS-60 Operator Console: Filter Codes**

9	Not Occupied, Not Serviced	is <u>not</u> occupied and is <u>not</u> serviced.
10	Occupied, Serviced	is occupied and is serviced.
11	Occupied, Not Serviced	is occupied and is <u>not</u> serviced.
12	Not Serviced	is not serviced.
13	Wake-Up Failed	did not answer wake-up call
14	Left Off Hook	has left phone off hook

**18.3.2 Installation Considerations**

18.3.2.1 DSS-60 Analog Operator Console

The DSS-60 Analog Operator Console is installed in the same manner as any other extension device (e.g., *Plexus* Analog Key Telephone, ordinary phone, etc.). Each DSS-60 utilizes an extension port on an Analog Extension Interface (AEI) card. Therefore, separate station wiring must be available for each Analog Operator Console.

To facilitate programming, each DSS-60 must have a host *Plexus* Analog Key Telephone (i.e., PVT-30D). Each host is capable of programming up to seven (7) DSS-60 Operator Consoles. All of the DSS-60 Analog Operator Consoles must be connected to the same AEI card as the host analog key telephone.



**Note**

The DSS-60 analog console only operates with the *Plexus* Analog Key Telephones of the same software version number (e.g., 1.01 or 2.0).

18.3.2.2 DDSS-60 Digital Operator Console

The DDSS-60 Digital Operator Console is installed in the same manner as the PDT series digital key telephones. Each DDSS-60 utilizes an extension port on a Digital Extension Interface (DEI) card. Therefore, separate station wiring must be available for each Digital Operator Console.

To facilitate programming, each DDSS-60 must have a host Plexus Digital Key Telephone (i.e., PDT-30D). Each host is capable of programming up to seven (7) DDSS-60 Digital Operator Consoles. All of the DDSS-60 Digital Operator Consoles must be connected to the same DEI card as the host digital key telephone.

**Note**

The DDSS-60 digital console only operates with the Plexus Digital Key Telephone.

### 18.3.3 Configuration Considerations

Operator Consoles should be assigned sequential User IDs based on the User ID (i.e., extension number) of the host key telephone.

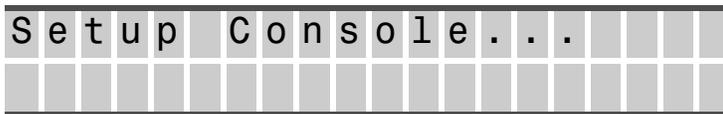
If the host key telephone is assigned a User ID of 150, the related DSS-60/DDSS-60 Operator Console(s) should have sequential User IDs beginning with 151.

### 18.3.4 Programming the DSS-60/DDSS-60 Operator Console(s)

Once installed and configured, the DSS-60/DDSS-60 must be programmed using the host key telephone. It is recommended that each guestroom have an assigned key on the DSS-60/DDSS-60 Operator Console(s). These keys allow hotel personnel to monitor phone activity and view room status indicators using the various filters.

#### 18.3.4.1 Assigning Room Keys

- 1 On the host key telephone, press and hold down **VERRIDE** for 2 seconds.
- 2 Press **VOL ▲** until the option **Setup Console** appears.



- 3 Press **SPKR** to select this mode.

- At the **Console ID** prompt enter the User ID that has been assigned to the desired Operator Console.

C	o	n	s	o	l	e	I	D	:										

- Press **SPKR**.

**All the programmable keys on the corresponding Operator Console will illuminate.**

- On the Operator Console, press the Operator Console key to be programmed.
- On the host key telephone, press **VOL ▲** until the desired parameter appears.

M	o	n	i	t	o	r													
I	D	:																	

- Operator Consoles can have each key used to monitoring extensions or trunks, provide access to features or functions, or as filter keys for special applications (e.g., Hotel and Motel).
- For Hotel and Motel applications, use these keys to monitor the User IDs (i.e., room number) of the rooms.
- Press the next key to program.
- Repeat steps 6-10 until each room has a defined key.

**Tip**

Label each key on the DSS-60/DDSS-60 with the appropriate room number. Pre-cut overlay templates and software to customize the labels are available from dealers or Customer Service [Refer to the **Customer Service** section of the *Plexus* System Manual].

**18.3.5 Assigning Filter Keys**

- On the host key telephone, press and hold down **OVERRIDE** for 2 seconds.



In order to utilize filters, the appropriate filter keys need to be programmed on each DSS-60/DDSS-60 Operator Console in use.

**Note**

Reserve the bottom row(s) of keys on each DSS-60/DDSS-60 for filter keys depending on the number of filters that will be utilized.

## 18.4 Simple Voice Mailboxes.

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Simple voice mailboxes are individual mailboxes that give the users (room occupants) no access to ordinary mailbox features but let the users listen to voice messages, save voice messages, or delete voice messages. This ensures that settings can not be modified by each user. A generic greeting can be recorded in the mailbox by the system administrator. For further details on setting up a simple voice mailbox, refer to chapter 9, "Integrated Voice Processor."

Simple voice mailboxes interact with the feature codes. When a guest checks out of a room, the feature for guest checkout is entered for that room. The system will delete all messages saved in the room's voice mailbox to ready the voice mailbox for the next guest.

## 18.5 Features

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### 18.5.1 Check-In

To reset a guestroom phone and designate the guestroom as "Occupied," front desk personnel should issue the following code upon guest check-in. The filters activated by this code enable hotel personnel to determine room availability at a glance. Activated filters may also highlight the need for a room to be quickly serviced (e.g., in the case where a guest is checked into a room designated as 'Not Serviced').

#### 18.5.1.1 Code

**F75** + Room No.

The Check-In code will...

- Establish that the guestroom is occupied.
- Enable access to outside lines.
- Enable access to other room phones.
- Clear Do-Not-Disturb (DND) mode.
- Clear the Message Waiting indicator and clear the room's voice mailbox (if applicable) .
- Clear any failed alarm indicator.

## 18.5.1.2 Filter Interactions

**Table 18 - 2 Features: Check-In: Filter Interactions**

Code	Name	Action
0	Message Waiting	deactivate
1	Wake-Up Failed Alarm	deactivate
3	DND	deactivate
4	No Outside Line Access	deactivate
5	No Room Access	deactivate
6	Occupied	activate
7	Not Occupied	deactivate
11	Occupied, Serviced	activate
12	Occupied, Not Serviced	activate

## 18.5.1.3 Feature Interactions

The Check-In code will either activate the "Occupied, Serviced" or the "Occupied, Not Serviced" filter depending on the last Room Service Indicator code issued. In other words, if Housekeeping issued a **F78** deactivate code subsequent to a Check-Out code, the Check-In code would activate the "Occupied, Serviced" filter.

**18.5.2 Check-Out**

To disable a guestroom phone and designate the guestroom as "Not Occupied, Not Serviced," front desk personnel should issue the following code upon guest check-out. The filters activated by this code enable hotel personnel to determine room availability at a glance. Activated filters also highlight the need for the room to be serviced.

## 18.5.2.1 Code

**F74** + Room No.

The Check-Out code will:

- Establish that the guestroom is unoccupied.
- Establish that the room needs to be serviced.
- Disable access to outside lines.
- Disable access to other room phones.
- Clear Do-Not-Disturb (DND) mode.
- Clear the Message Waiting indicator and clear the room's voice mailbox (if applicable) .
- Clear any failed alarm indicator.

#### 18.5.2.2 Filter Interactions

**Table 18 - 3 Features: Check-Out: Filter Interactions**

Code	Name	Action
0	Message Waiting	deactivate
1	Wake Failed	deactivate
3	DND	deactivate
4	No Outside Line Access	activate
5	No Room Access	activate
6	Occupied	deactivate
7	Not Occupied	activate
8	Serviced	deactivate
11	Not Occupied, Not Serviced	activate

#### 18.5.2.3 Feature Interactions

The Check-Out code always activate the "Not Occupied, Not Serviced" indicator. This will highlight the need for Housekeeping to service the room. Once the room is serviced, a **F78** code should be issued to indicate that the room has been serviced.

### 18.5.3 Message Waiting

When a message is taken for a hotel guest, hotel personnel may activate the message waiting lamp in the appropriate guestroom. There are feature codes available to activate and deactivate the message waiting lamp in each guestroom.

#### 18.5.3.1 Activate Code

**F51** + Room No.

#### 18.5.3.2 Filter Interactions

**Table 18 - 4 Features: Message Waiting: Filter Interactions**

Code	Name	Action
0	Message Waiting	activate

#### 18.5.3.3 Deactivate Code

**F50** + Room No.

#### 18.5.3.4 Filter Interactions

**Table 18 - 5 Features: Message Waiting: Filter Interactions**

Code	Name	Action
0	Message Waiting	deactivate

#### 18.5.3.5 Feature Interactions

Check-In and Check-Out codes automatically deactivate the message waiting lamp in the appropriate guestroom and the related Operator Console indicator.

### 18.5.4 Do Not Disturb

Should a guest request that they not be disturbed, hotel personnel may activate Do-Not-Disturb (DND) mode on the guest's phone. There are feature codes available to activate and deactivate DND mode.

#### 18.5.4.1 Activate Code

**F73** + Room No.

#### 18.5.4.2 Filter Interactions

**Table 18 - 6 Features: Do-Not-Disturb: Filter Interactions**

Code	Name	Action
3	DND	activate

#### 18.5.4.3 Deactivate Code

**F72** + Room No.

#### 18.5.4.4 Filter Interactions

**Table 18 - 7 Features: Do-Not-Disturb: Filter Interactions**

Code	Name	Action
3	DND	deactivate

#### 18.5.4.5 Feature Interactions

Check-In and Check-Out codes automatically deactivate DND mode in the appropriate guestroom and the related Operator Console indicator.

### 18.5.5 Room Occupancy Indicator

While Check-In and Check-Out codes automatically activate the appropriate occupancy indicators on the various filters, the following feature codes are available to manually activate or deactivate the occupancy indicators.



**Note**

Upon issuing a Check-In code, the guestroom will automatically appear as 'Occupied' when the applicable filters are utilized at the Operator Console. Upon issuing a Check-Out code, the guestroom will automatically appear as "Not Occupied" when the applicable filters are utilized at the Operator Console.

## 18.5.5.1 Activate Code

**F77 + Room No.**

## 18.5.5.2 Filter Interactions

**Table 18 - 8 Features: Room Occupancy Indicator: Filter Interactions**

Code	Name	Action
6	Occupied	activate
7	Not Occupied	deactivate
9	Not Occupied, Serviced	deactivate
10	Not Occupied, Not Serviced	deactivate
11	Occupied, Serviced	activate
12	Occupied, Not Serviced	activate

## 18.5.5.3 Deactivate Code

**F76 + Room No.**

## 18.5.5.4 Filter Interactions

**Table 18 - 9 Features: Room Occupancy Indicator: Filter Interactions**

Code	Name	Action
6	Occupied	deactivate
7	Not Occupied	activate
9	Not Occupied, Serviced	activate
10	Not Occupied, Not Serviced	activate
11	Occupied, Serviced	deactivate
12	Occupied, Not Serviced	deactivate

#### 18.5.5.5 Feature Interactions

- Check-In and Check-Out codes automatically activate the appropriate occupancy indicator.
- The Room Occupancy Indicator codes will activate the appropriate "Serviced" or "Not Serviced" indicator depending on the current status activated from a Check-Out or Room Service Indicator code (i.e., **F78** or **F79**).

#### 18.5.6 Room Service Indicator

While the Check-Out code automatically activates the "Not Serviced" indicator on the various filters, the following feature codes are available to manually activate or deactivate the service indicators. These feature codes may be used to alert hotel personnel when a room is in need of service. Housekeeping or Maintenance personnel may issue the deactivate code upon servicing a room.

**Note**

Upon issuing a Check-Out code, the guest room automatically appears as "Not Serviced" when the applicable filters are utilized at the Operator Console. Issuing a Check-In code does not automatically assign "Serviced" or "Not Serviced" to the guest room (as the room may be either "Serviced" or "Not Serviced" upon Check-In).

##### 18.5.6.1 Activate Code

**F79** + Room No.

## 18.5.6.2 Filter Interactions

**Table 18 - 10 Features: Room Service Indicator: Filter Interactions**

Code	Name	Action
8	Serviced	deactivate
9	Not Occupied, Serviced	deactivate
10	Not Occupied, Not Serviced	activate
11	Occupied, Serviced	deactivate
12	Occupied, Not Serviced	activate

## 18.5.6.3 Deactivate Code

**F78** + Room No.

## 18.5.6.4 Filter Interactions

**Table 18 - 11 Features: Room Service Indicator: Filter Interactions**

Code	Name	Action
8	Serviced	activate
9	Not Occupied, Serviced	activate
10	Not Occupied, Not Serviced	deactivate
11	Occupied, Serviced	activate
12	Occupied, Not Serviced	deactivate

## 18.5.6.5 Feature Interactions

- Check-Out codes automatically activate the "Not Serviced" indicator.
- The Room Service Indicator codes will activate the appropriate "Occupied" or "Not Occupied" indicator depending on the current status activated from a Check-In, Check-Out, or Room Occupancy Indicator code (i.e., **F76** or **F77**).

**18.5.7 Access to Outside Lines**

While Check-In and Check-Out codes automatically enable/disable access to outside phone lines from the guest room, the following feature codes are available to manually enable or disable access.



**Note**  
 Upon issuing a Check-Out code, access to outside phone lines from the guest room is automatically disabled. Upon issuing a Check-In code, access to outside lines from the guest room is automatically enabled.

18.5.7.1 Activate Code

**F83** + Room No.

18.5.7.2 Filter Interactions

**Table 18 - 12 Features: Access to Outside Lines: Filter Interactions**

Code	Name	Action
4	No Outside Line Access	deactivate

18.5.7.3 Deactivate Code

**F82** + Room No.

18.5.7.4 Filter Interactions

**Table 18 - 13 Features: Access to Outside Lines: Filter Interactions**

Code	Name	Action
4	No Outside Line Access	activate

18.5.7.5 Feature Interactions

- Check-In codes automatically enable access to outside lines and deactivate the related Operator Console indicator.
- Check-Out codes automatically disable access to outside lines and activate the related Operator Console indicator.

### 18.5.8 Access to Other Rooms

While Check-In and Check-Out codes automatically enable/disable access to other room phones from the guest room, the following feature codes are available to manually enable or disable access.



**Note**

Remember: Upon issuing a Check-Out code, access to other room phones from the guest room is automatically disabled. Upon issuing a Check-In code, access to other room phones from the guest room is automatically enabled.

#### 18.5.8.1 Activate Code

**F85** + Room No.

#### 18.5.8.2 Filter Interactions

**Table 18 - 14 Features: Access to Other Rooms: Filter Interactions**

Code	Name	Action
5	No Room Access	deactivate

#### 18.5.8.3 Deactivate Code

**F84** + Room No.

#### 18.5.8.4 Filter Interactions

**Table 18 - 15 Features: Access to Other Rooms: Filter Interactions**

Code	Name	Action
5	No Room Access	activate

#### 18.5.8.5 Feature Interactions

- Check-In codes automatically enable access to other room phones and deactivate the related Operator Console indicator.
- Check-Out codes automatically disable access to other room phones and activate the related Operator Console indicator.

### 18.5.9 Wake-Up Calls

Hotel personnel can program a guestroom phone to ring at a specified time as an alarm, notification, or wake-up call. Should the guestroom phone be unavailable (i.e., busy or in DND mode) or if the guest does not answer, the system can retry the room. The System Administrator can program the number of retries that the system will attempt and the duration (in minutes) between retries.

The System Administrator can also define a station (e.g., the Front Desk phone) to serve as the No-Response Cover Pilot [Refer to the **Features** (Alarm Call) tab under System Parameters]. The No-Response Cover Pilot receives a failed alarm call when all retries of a wake-up call fail to reach the guest. Failed alarm calls generate stutter tone followed by Music-On-Hold. When Front Desk personnel receive a failed alarm call they should examine the Operator Console to determine which room experienced a failed alarm. When an alarm fails for a given room the indicator lamp for that room will flash rapidly [No filter key is necessary to view failed alarm indicators].

#### 18.5.9.1 Activate Code

**F46** + Room No. + Time (in 24-hour format: HHMM)

#### 18.5.9.2 Deactivate Code

**F45** + Room No.



**Note**

Only one alarm may be current for each guestroom. Any attempt to set a second alarm before the first alarm expires generates error tone.

### 18.5.10 Failed Wake-Up Indicator

#### 18.5.10.1 Activate Code

**F87** + User ID

## 18.5.10.2 Filter Interactions

**Table 18 - 16 Features: Failed Wake-Up Indicator: Filter Interactions**

Code	Name	Action
1	Wake-Up Failed	activate

## 18.5.10.3 Deactivate Code

**F86** + User ID

## 18.5.10.4 Filter Interactions

**Table 18 - 17 Features: Failed Wake-Up Indicator: Filter Interactions**

Code	Name	Action
1	Wake-Up Failed	deactivate

