

# TransTel... SK-200H Hotel/Motel Package

## Communications Solutions For The Lodging Industry

The TransTel SK-200H Communication System is designed to meet the specific needs of the lodging industry where success is dependent upon superior service and a high level of efficiency.



The SK-200H provides hospitality solutions for up to 40 outside lines and 240 guest and administrative telephones. The SK-200H Communication System offers sophisticated, comprehensive yet easy to use Front Desk and Attendant functions. Capabilities

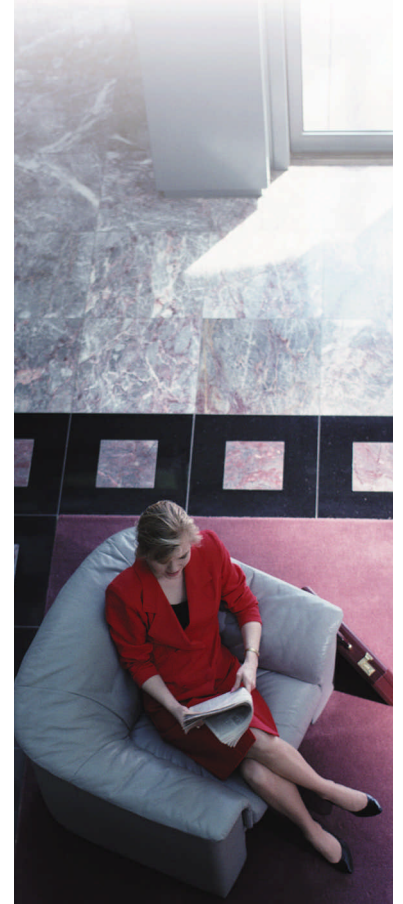


such as check in, check out, room dialing control options, message waiting, automatic wake up and room status are a few of the many features thoughtfully designed to make Hotel operations efficient and convenient.

### SuperKey Hotel/Motel Package

In the same system, administrative staff benefit from a powerful business feature set. Standard features include speed dial, conference, call split, directory dialing, dual color LED's, modem support, call forwarding, advisory messages and more.

Guest Services include automatic wake up, message waiting lights, single digit dialing for services, voice mailbox options, modem access for laptop computers and do not disturb.



# SK-200H Hotel/Motel Package

## Key Features & Highlights

### Check In/Check Out

Front desk staff may use the check in and check out feature to automatically remove toll dialing restrictions from individual rooms. Flexible programming allows innkeepers to tailor Check In/Check Out capabilities to their own personal specifications and local dialing conditions. For example when a room is checked out, Hotel operators may automatically lock the room phone from any dialing except for within the Hotel and emergency numbers.

**Room Dialing Toll Assignment at Check In** At Check In the operator may assign a special "Toll Plan" which determines what type of calls may or may not be made from the room. There are up to 9 different dialing plan options available for assignment to each room on a case by case basis.

### Wake Up Service

The SK-200H allows the innkeeper to set wake up calls for guests at predetermined times. Alternatively, the guest may set the wake up call from their room if desired. When the wake up time is reached, the guest's phone will ring. Upon answer, the guest may be connected to a system background music source or a prerecorded message contained in the optional Superkey Voice Service Unit. An unanswered wake up call can notify the attendant operator by signaling a "wake up key", so hotel staff can be dispatched to knock on the door of the room in a final attempt. This helps to assure that the guest receives their wake up notification. In the Advanced and PMS packages, a wake up report is available to the personnel operating the front desk.

**Message Waiting** Front desk staff may leave message waiting notification on guest room phones. SK-200H Systems equipped with a special message waiting station interface card, allow the operator to set a message waiting light (90 volt) on industry standard telephones. When a guest notices a message waiting light on their telephone, they may be connected to the Voice Service Unit which can play a message that instructs the guest how to contact the message center.



### Single Digit Dialing For Services

For convenience, guests may dial a single digit such as 1 for housekeeping, 2 for restaurant, 3 for bellman, 4 for pool etc.

### Automatic Ringdown Phones

Lodging establishments often provide dial-less phones in lobby areas for automatic connection to some of the main attractions in the local area. Taxi or shuttle services, ski resorts, amusement parks or golf courses can be dialed by simply lifting a handset. Aggressive hoteliers can market this service to local businesses and create a revenue source, while providing valuable services to their guests.

### Call Accounting Options

The SK-200H may be equipped with an RS-232 interface card to provide call detail records (Station Message Detail Recording) to a call accounting system. The SK-200H keeps a record of outgoing call activity and outputs this information to a call costing or property management system for billing purposes.

### On Board Cost Accounting with Pulse Metering Detection

In countries which provide Pulse Metering, the SK-200H will cost the calls based on the meter pulse rate programmed by the Hotel. This allows immediate billing on check out without the need for an external accounting device.



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## Property Management Interface

The SK-200H can interface and operate with a front office Property Management System. This interface is used as an exchange of information between the front office computer billing system and the SK-200H. Functions which involve the exchange of information are:

### Check In, Check Out

Turns the room telephone on and off.

### Guest Name

Automatically updates the telephone system so the guest name is displayed when calling for services.

### Message Waiting

Lights the message waiting light on the room telephone.

### Room Status

Both the Property Management System and the telephone system keep an updated record of the status of each room within the property.

## Special Service/Elevator Phones

Elevators may be equipped with emergency telephone service by using the hotline or ring down feature. Additionally, a pool area can have a special telephone that rings down to the bar for guests requesting a beverage.

## Room to Room Calling Restrictions

If required rooms can be prevented from calling one another.

## Flexible Room Numbering

Room numbers can be 2, 3 or 4 digits in length.

## Call Credit Limit

A specified amount of call allowance may be placed in the call accounting system upon check in. As the calls reach the total allowance the call accounting system sends information to the SK-200H which automatically invokes toll restriction on the room phone.

## Emergency 911 Service

When any guest selects an outside line and dials 911, special consideration is given to advise / notify operators and office staff by providing an emergency constant ring on their telephone sets. Operators can immediately identify the origin of the emergency call and take appropriate action. This allows the property to be more responsive in emergency situations.

## Room Status & Maid Service

DSS Console keys are used to indicate the status of each room. DSS keys light green and red and flash at various rates to indicate the status of the room. The maid in the room can dial access codes to change room status.

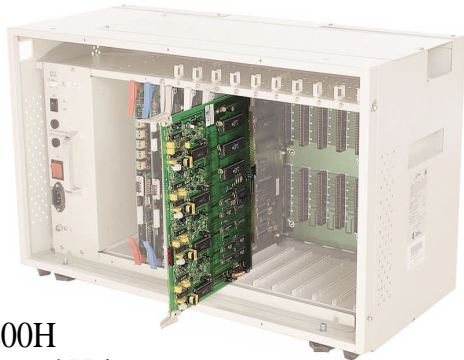
## Modem Access From Guest Rooms

Hoteliers may equip the rooms with telephones which incorporate a data jack for the convenience of access to dial up services.





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SK-200H  
Integrated Voice  
Service Card

## SK-200H Voice Services

**Voice Services** The TransTel SK-200H Communication System may be equipped with an optional Voice Service Unit. This provides Hotel operators with a powerful array of features designed specifically for lodging operations. Voice Services include the following operations:

**Day Greeting / Automated Attendant** The SK-200H may be equipped with an optional Voice Service Unit, that provides Automated Attendant capabilities. Outside callers can place calls to individual guests. The Automated Attendant can be used as the main answering point for incoming callers or it can be programmed to act as a back up answering position, when the front desk is already on a call.

**Night Greeting Service** Establishments that are not fully staffed 24 hours a day may provide a special night message to callers during off hours. The message may provide information about hours of operation and prompt caller to dial a single digit or an extension number to leave a message for a guest or the hotel. The destination can be an answering machine located at the front desk. For medium to long term guests, night greetings may also be used as an "automated attendant" so the guests can still receive calls even when the front desk is closed.

**Automatic Wake Up** For guests requesting a wake up, when the system calls at the desired time, a special message can be played for the guest upon answer. This message can be custom recorded by each Hotel operator.

**Attendant Overflow** Assures ALL calls are handled and not missed. Works as a back up to your operators, picks up unanswered calls and makes sure they get to the right place.



[www.transtelcommunications.com](http://www.transtelcommunications.com)



TMS Voice Mail

TransTel Messaging Systems (TMS) range in size from 2 to 24 ports and provide Hotel Staff and Guests with a full complement of voice mail features. From automated attendant to voice mail box's, TMS provides a total solution to any Hotel's voice processing needs.