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# Hospitality

## Quick Reference for Hotel Guests

### About Hospitality

The Hospitality feature lets outside callers leave private recorded messages for you when you are busy on a call or not answering your room phone. These messages are stored in your Hotel Guest Mailbox. You can listen to your messages by calling your mailbox. You can also program your room phone for a Wake-Up Call and activate a Snooze Alarm.

Your hotel may have an Automated Attendant. The Automated Attendant answers the hotel's calls with a recorded Welcome Message and dialing instructions. Callers simply follow the dialing instructions to route their call. See the last page for more details when your hotel has an Automated Attendant.

### Numbers To Remember (Call the Front Desk)

Hotel main telephone number\_\_\_\_\_

Voice Mail master extension number\_\_\_\_\_

Your mailbox number (usually the same as your room extension)\_\_\_\_\_

Your security code (if any) \_\_\_\_\_

### Calling Your Mailbox

You can call your mailbox to hear messages and to set wake-up call options.

From your room extension (or from any hotel phone):

- Listen for a dial tone and dial the Voice Mail extension
- Dial Voice Mail master extension number. If you hear, *Please enter your security code*, dial \*
- If requested, dial your mailbox number
- If requested, dial your security code

From outside the hotel:

- Dial the hotel's main phone number. If the hotel has an automated attendant, press # when you hear the hotel greeting.
- If requested, dial your mailbox number
- If requested, dial your security code

After you call your mailbox, Voice Mail tells you how many messages you have and then plays a main menu of features. You will hear the following prompts:

*You have \_\_\_ messages (this plays only if there are 1 or more messages)*

*To listen to your messages, press L*

*To set a Wake-Up call, press U*

*To exit, press X*

*To ring the hotel operator, press zero*

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## First-Time Tutorial

The first time you call (log onto) your mailbox, the system may tell you how to record a mailbox greeting, name and security code. See below for detailed instructions if you want to change your greeting, name, or security code.

## Listening to Your Messages

If your room phone has a Message Light, it flashes when you have messages. To listen to your messages, call your mailbox and press **L**. After you listen to an entire message, you will be given the option to either save it or erase it. If you only listen to a part of the message, it will remain in your Hotel Guest Mailbox. After saving or erasing a message, the next message will play.

While you are listening to messages, you can:

Press **T I** to hear the time/date/message sender

Press **S A** to save the message

Press **E** to erase the message

Press **B** to backup a few seconds in the message and replay it

Press **B B** to backup to the beginning of the message and replay it

Press **G** to go ahead a few seconds in the message and listen

Press **\*** to pause listening. Press **\*** again to continue listening after a pause.

Press **V U** to turn the volume up

Press **V D** to turn the volume down

Press **V N** to restore the volume to normal

Press **0** to get a Help message

Press **#** to exit listening mode

## To Personalize Your Greeting

Outside callers hear the following standard greeting when they reach your mailbox: *The Guest you are trying to reach is unavailable. Please leave a private message at the tone or press 0 to ring the hotel operator.* If you want, you can personalize the greeting by recording your own:

- Call your mailbox
- Press **O P**
- Follow the prompts

## To Change Your Security Code

- Call your mailbox
- Press **O P**
- Press **S**
- Follow the prompts

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## To Change the Name

- Call your mailbox
- Press **O P**
- Press **N**
- Follow the prompts

If you don't record a personal greeting, the name you record is used instead of *the guest you are to reach* in the standard greeting.

## Using Wake-Up Calls and the Snooze Alarm

To program a wake-up call from your room phone:

- Call your mailbox
- Press **U**
- Follow the voice prompts to enter the time you want to be called

You will be called at the time you requested. If you do not answer the wake-up call, it will be canceled.

To modify or cancel the wake-up call after you set it:

- Call your mailbox
- Press **U**
- Listen for the prompt stating that your wake-up call is active
- Press **C** to cancel or press **M** to modify the time for the wake-up call

To activate the Snooze Alarm after answering your wake-up call:

- Listen to the wake-up call announcement
- Press **S**
- Hang up

You can activate the Snooze Alarm as many times as you want.

To call the hotel operator after answering the wake-up call:

- Listen for the prompt for dialing the operator
- Dial **0** (zero)

To cancel the wake-call after you answer it:

- If you do not activate the snooze alarm, the wake-up call will automatically be canceled once you hang up.

## Checking Out

After you check out, outside callers can no longer leave you messages. Any messages that were left in your mailbox are automatically transferred and retained in a "holding" mailbox. The front desk can tell you how to listen to these messages.

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## Using the Automated Attendant

If your hotel has an Automated Attendant, some features operate differently than previously described. The following descriptions provide details for those differences.

To call the hotel from an outside telephone:

- Dial the Voice Mail telephone number
- Follow the Automated Attendant dialing instructions to route your call

To call your mailbox from outside the hotel (through the Automated Attendant):

- Dial the Voice Mail telephone number
- If you hear the hotel greeting, dial # (or other log-on code)
- If requested, dial your Hotel Guest Mailbox number
- If requested, dial your security code

To exit your mailbox and return to the Automated Attendant:

- Dial X
- Listen for the prompt to return to the Auto Attendant
- Dial \*

When you change your Greeting, you may hear a prompt stating that Automated Attendant Do-Not-Disturb is off. You should keep this setting to "off." If you change it so that Automated Attendant Do-Not Disturb is on, your calls will go immediately to your mailbox (without first ringing your phone).