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Meridian 1

# Attendant Hospitality Services

## Software Quick Start Guide

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# Hospitality Services Quickstart

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Attendant Hospitality Services enhances the productivity of console attendants by integrating Meridian 1 Attendant PC's with a Property Management System (PMS) making current PMS information available to console attendants on a real-time basis. With advanced hospitality features like enhanced automatic Wakeup, enhanced Do Not Disturb and Text Messaging capabilities, provides attendants the advanced tools to create a powerful impression on guests as valued customers. With multiple property support, attendants can operate in a centralized manner addressing customer requirements across multiple properties as if they were one property.

Attendant Hospitality Services works with the existing Meridian 1 Attendant PC Console, enhancing its use in a hospitality environment by providing:

- Server (called Desktop Information Server) software (includes advanced hospitality features)
- Server/client (Attendant PC) interface
- Server/host (PMS) interface

## Before You Start

Refer to the *Attendant Hospitality Services Installation Guide* for networking and installation considerations, as well as system requirements.

## System Requirements

Refer to the *Attendant Hospitality Services Installation Guide* for hardware and software system requirements.

## Installation Sequence

**Note:** In most customer configurations the database files, the Domain (which defines the Hospitality packages), DeskTop Information Server and LanKey software may be located on the same PC.

Table 1 shows the sequence of installation procedures.

**Table 1**  
**Installation sequence**

<b>Procedure</b>	<b>Page</b>
Install the Domain software	page 4
Install the DeskTop Information Server software	page 12
Install the LanKey software (if applicable)	page 19
Install the Workstation software	
• Meridian 1 Attendant PC software	page 20
• DIS Workstation Extension software	page 21
Install the Interface Status Monitor software (as required)	page 29
Software Registration	page 37

**Table 1**  
**Installation sequence**

<b>Procedure</b>	<b>Page</b>
Setting up the Hospitality Services software	page 38
• Room Matrix	page 38
• Class of Service Options setup	page 42
Directory Service: General setup	page 43
Wakeup Service: Scheduling	page 46
Directory Service: Log file path and location setup	page 47
Directory Service: Status code setup	page 48
Directory Service: Database purge	page 49
Directory Service: Transaction Record Layout	page 50
Defining the PMS Transaction Record	page 51
• Assigning Transaction Fields to the Directory	page 52

## Prerequisites for installation

Refer to the *Attendant Hospitality Services Installation Guide* for information on the Domain packages prerequisites.

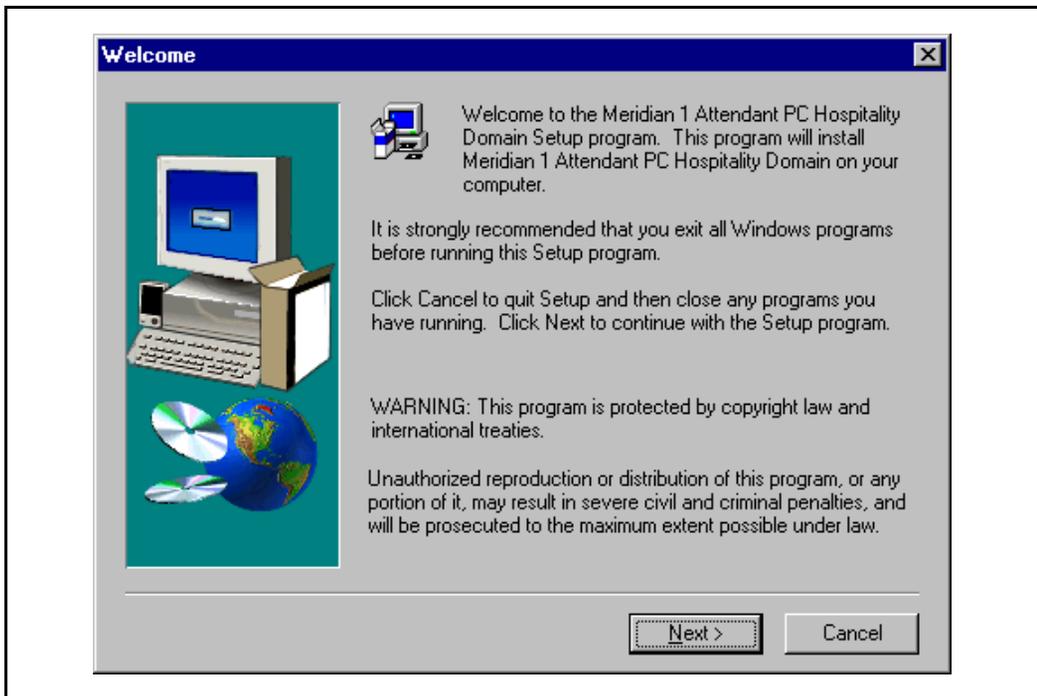
## Installation procedures

### Domain installation

The Domain defines what is included in the Meridian 1 Attendant Hospitality Services installation.

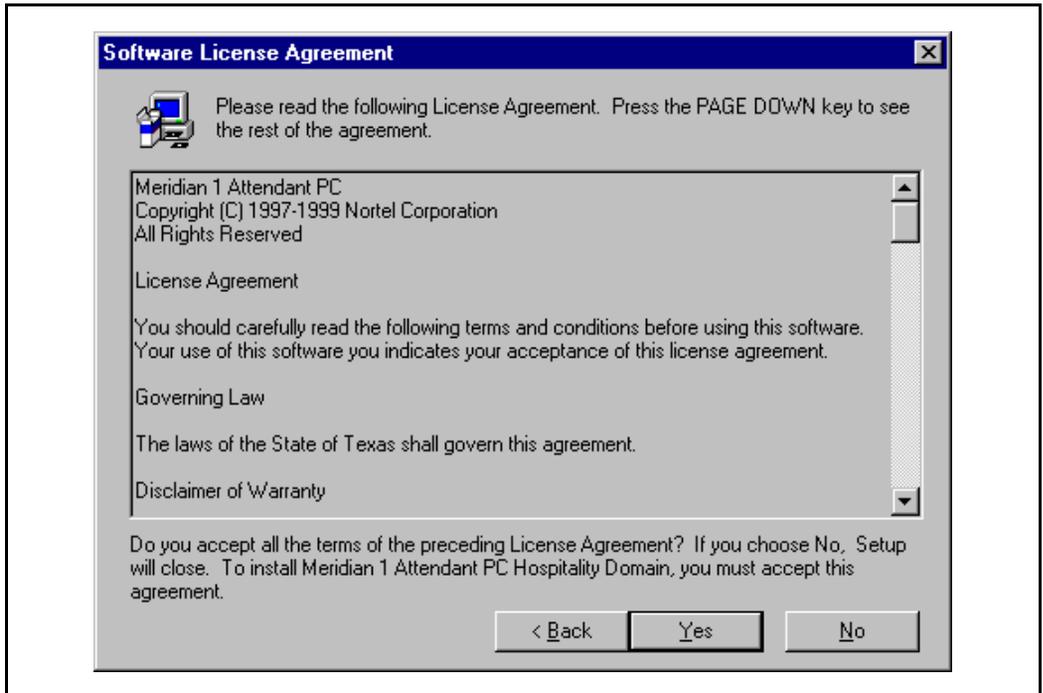
- 1 Begin by placing the Domain installation disk into the 3.5" floppy drive
- 2 Select the A: drive and double-click **Setup**. Setup will guide you through the installation. Answer the questions and perform the actions prompted during the installation.
- 3 The "Welcome" window appears as shown in Figure 1. Click **Next** to continue.

Figure 1  
Welcome window



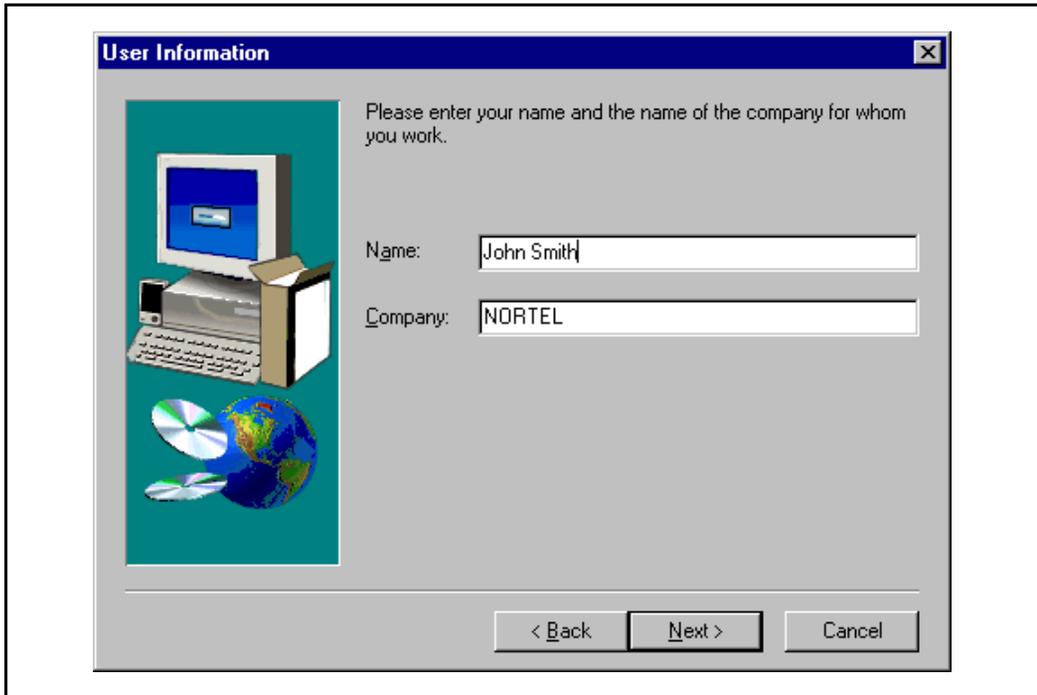
- The "Software License Agreement" window appears as shown in Figure 2. Click **Yes** to accept the agreement.

**Figure 2**  
**Software License Agreement window**



- 5 The "User Information" window appears as shown in Figure 3. Enter your name and company and click **Next** to continue.

**Figure 3**  
**User Information window**

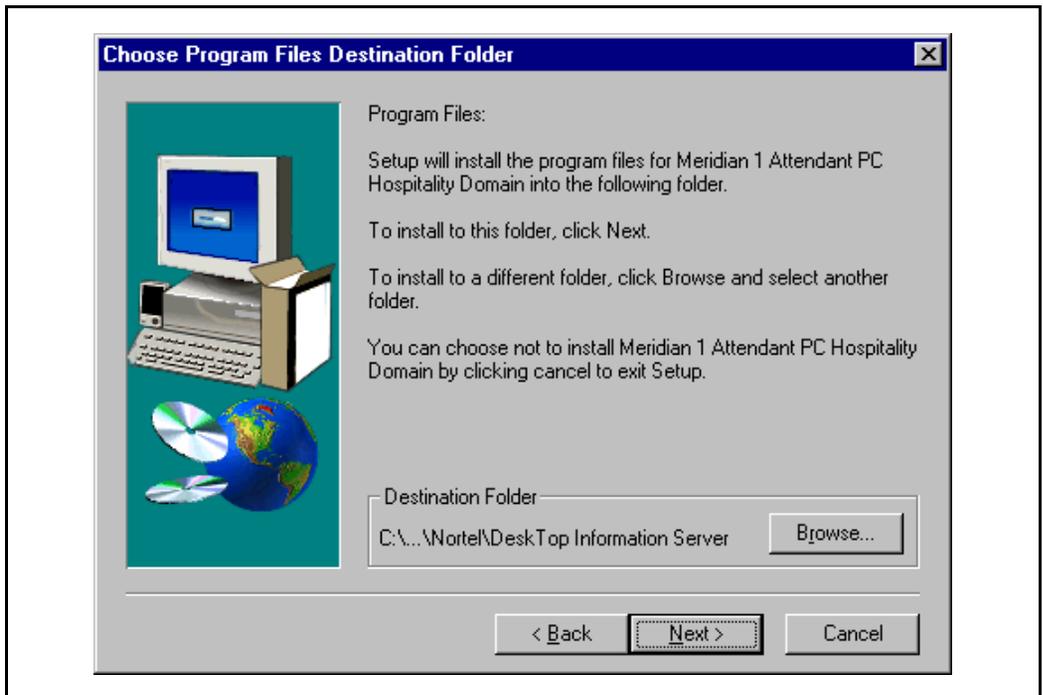


- 6 Figure 4 shows the "Choose Program Files Destination Folder" window. Click **Next** to accept the default program files destination folder.

Alternately, you can select an alternate folder:

- Click **Browse**.
- Select the drive.
- Select the folder location.
- Press **Enter**.

**Figure 4**  
**Choose Program Files Destination Folder window**



- 7 Figure 5 shows the "Choose Data Files Destination Folder" window. Click **Next** to accept the default data files destination folder.

Alternately, you can select an alternate folder:

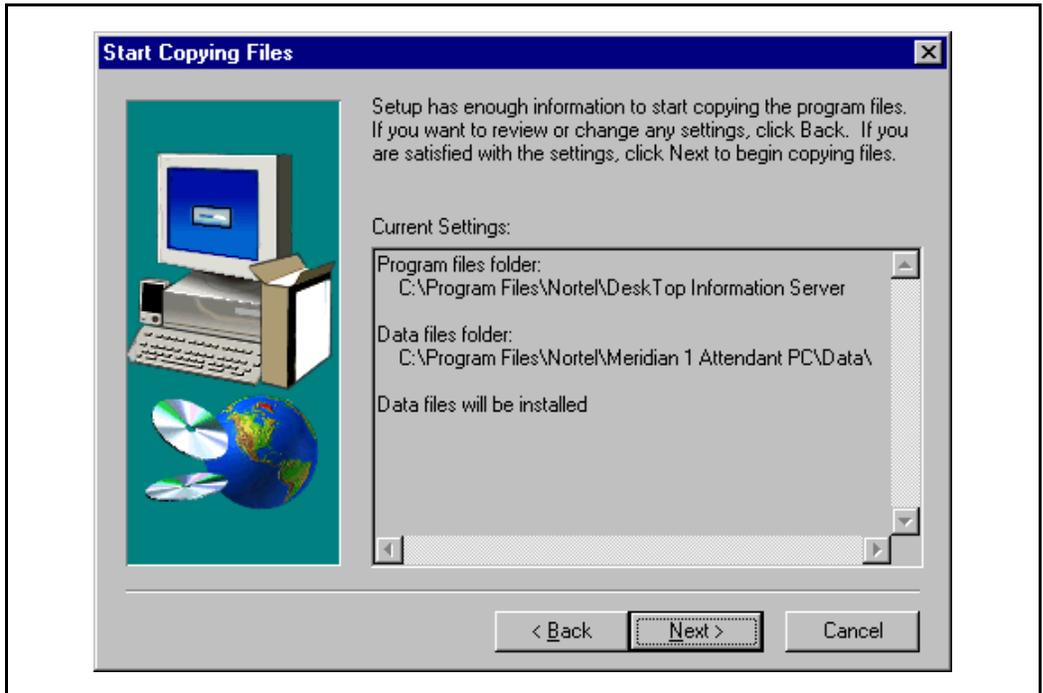
- Click **Browse**.
- Select the drive where the folder will be located.
- Select the folder location on the drive.
- Press **Enter**.

**Figure 5**  
**Choose Database Destination Folder window**

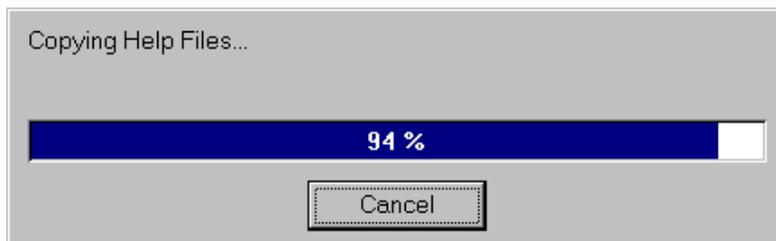


- 8 Figure 6 shows the "Start Copying Files" window.  
Click **Next** to continue.

**Figure 6**  
**Start Copying Files window**



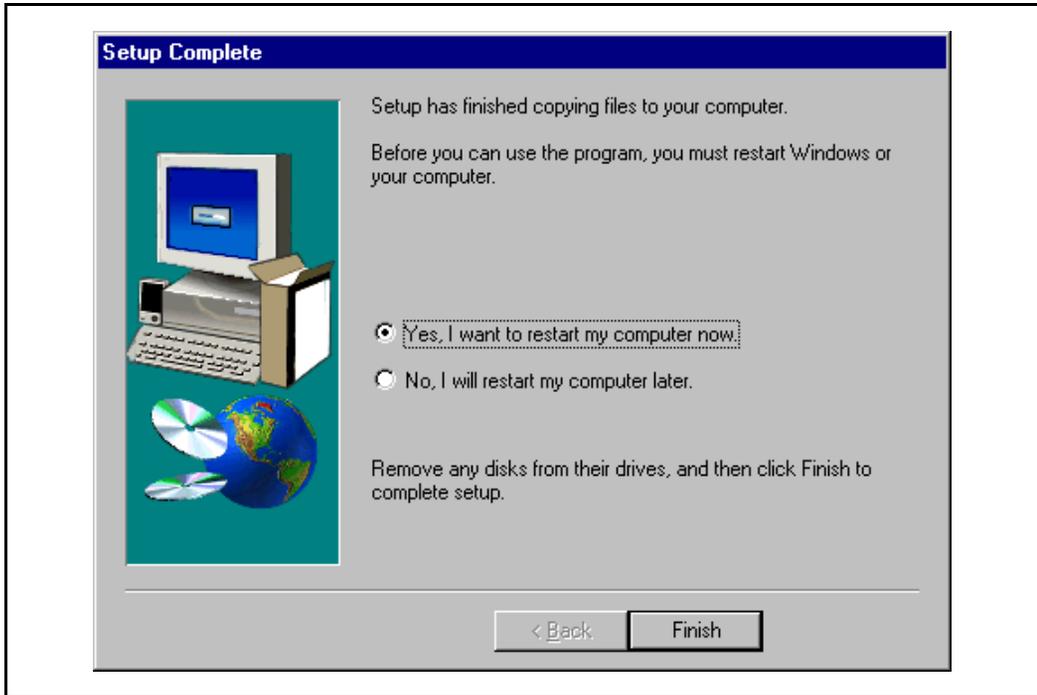
After clicking "Next," a status bar appears showing you the status of the installation .



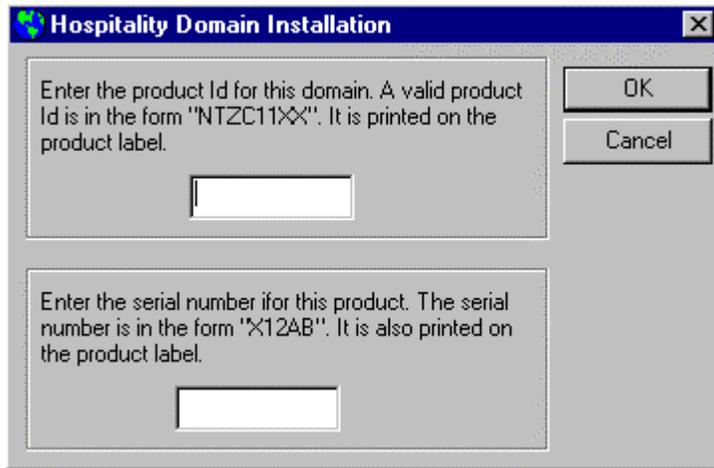
When the Domain software installation is complete the "Setup Complete" window appears.

- 9 Figure 7 shows the "Setup Complete" window. Leave the default as "Yes" and click **Finish** to reboot the PC.

**Figure 7**  
**Setup complete window**



- You will then be prompted to install the Product Id and Domain serial number.



If you attempt to install a product without the proper prerequisites Installed you will get an error message defining the problem. For example:



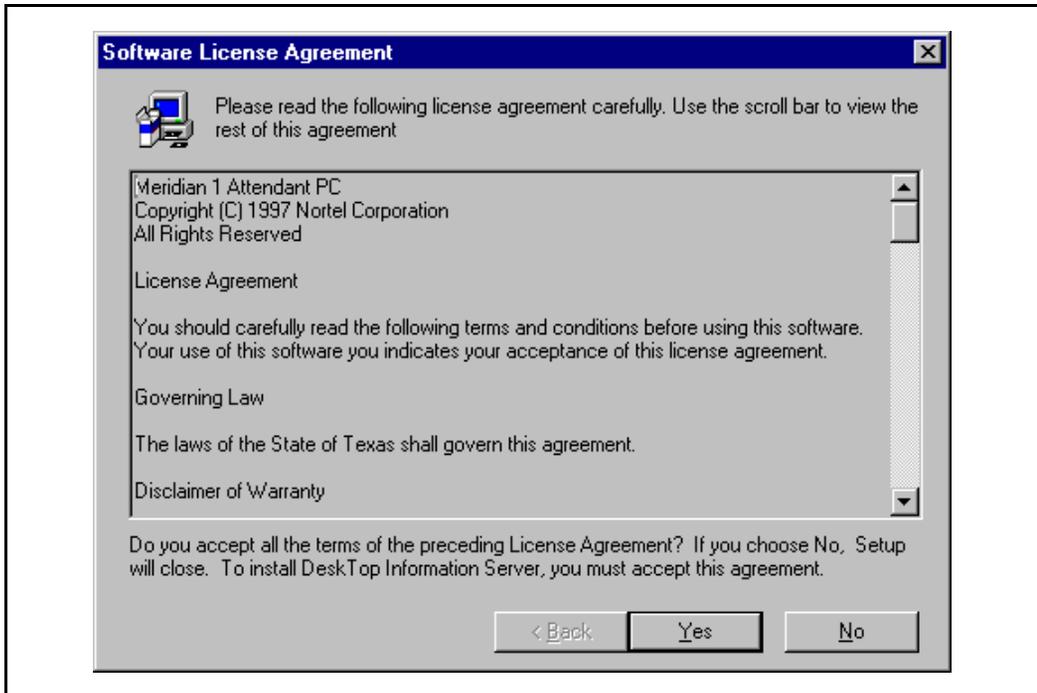
## DeskTop Information Server installation

- 1 Begin by placing the DeskTop Information Server installation Disk 1 into the 3.5" floppy drive.
- 2 Select the A: drive and double-click **Setup**. Setup will guide you through the installation.

Answer the questions and perform the actions prompted during the installation.

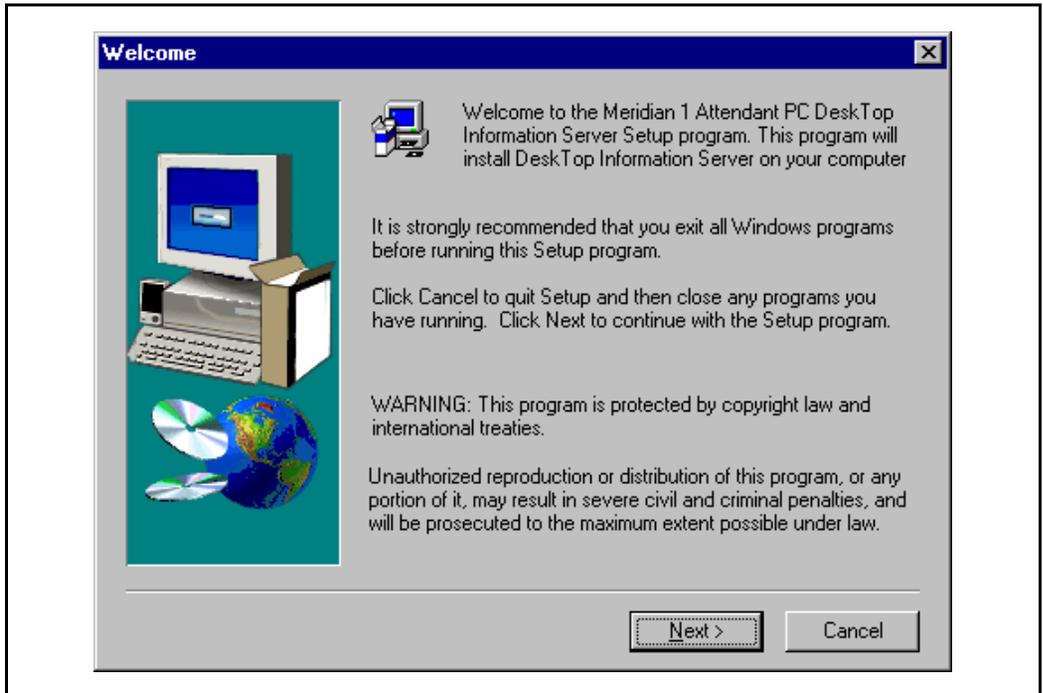
- 3 When the "Software License Agreement" window appears as shown in Figure 8, click **Yes** to accept the agreement and continue.

**Figure 8**  
**Software License Agreement window**



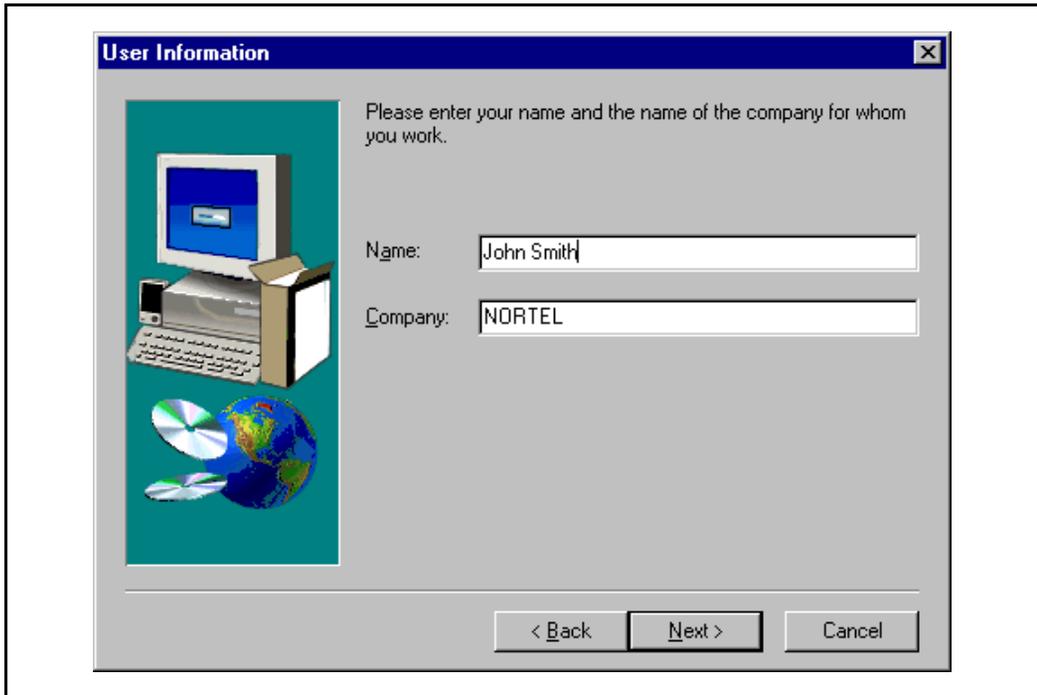
- The "Welcome" screen appears as shown in Figure 9. Click **Next** to continue.

**Figure 9**  
**Welcome window**



- 5 The "User Information" window appears as shown in Figure 10. Enter your name and company and click **Next**.

**Figure 10**  
**User Information window**

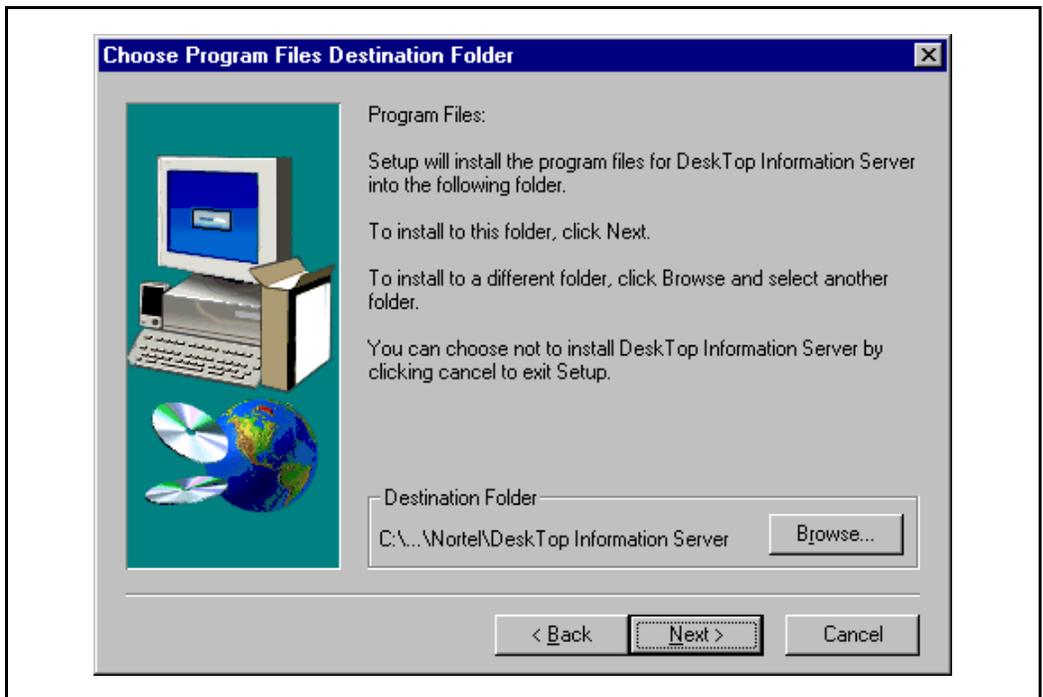


- 6 Figure 11 shows the "Choose Program Files Destination Folder" window. Click **Next** to accept the default program files destination folder.

Alternately, you can select an alternate folder:

- Click **Browse**.
- Select the drive where the folder will be located.
- Select the folder location on the drive.
- Press **Enter**.

**Figure 11**  
**Choose Program Files Destination Folder window**

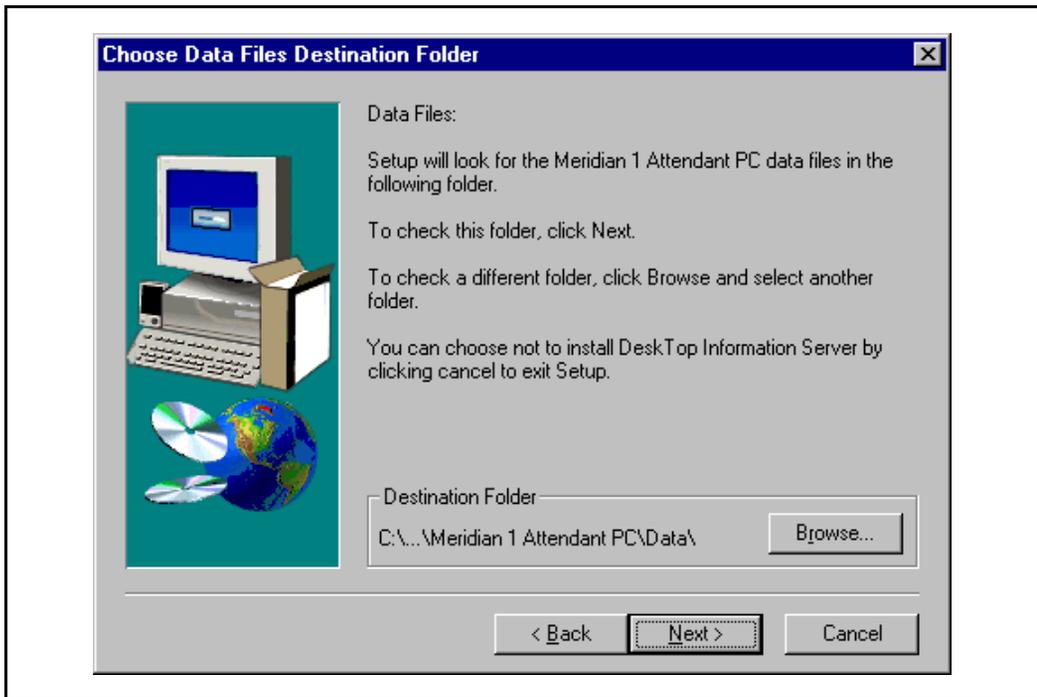


- 7 Figure 12 shows the "Choose Data Files Destination Folder" window. Click **Next** to accept the default data files destination folder.

Alternately, you can select an alternate folder:

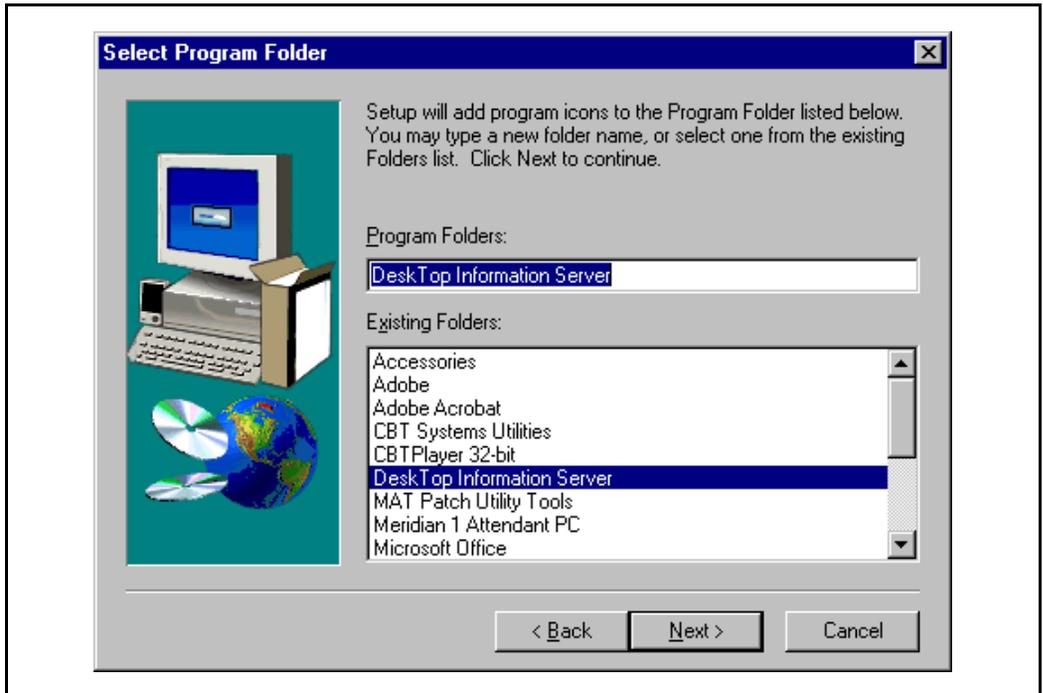
- Click **Browse**.
- Select the drive where the folder will be located.
- Select the folder location on the drive.
- Press **Enter**.

**Figure 12**  
**Choose Data Files Destination Folder window**



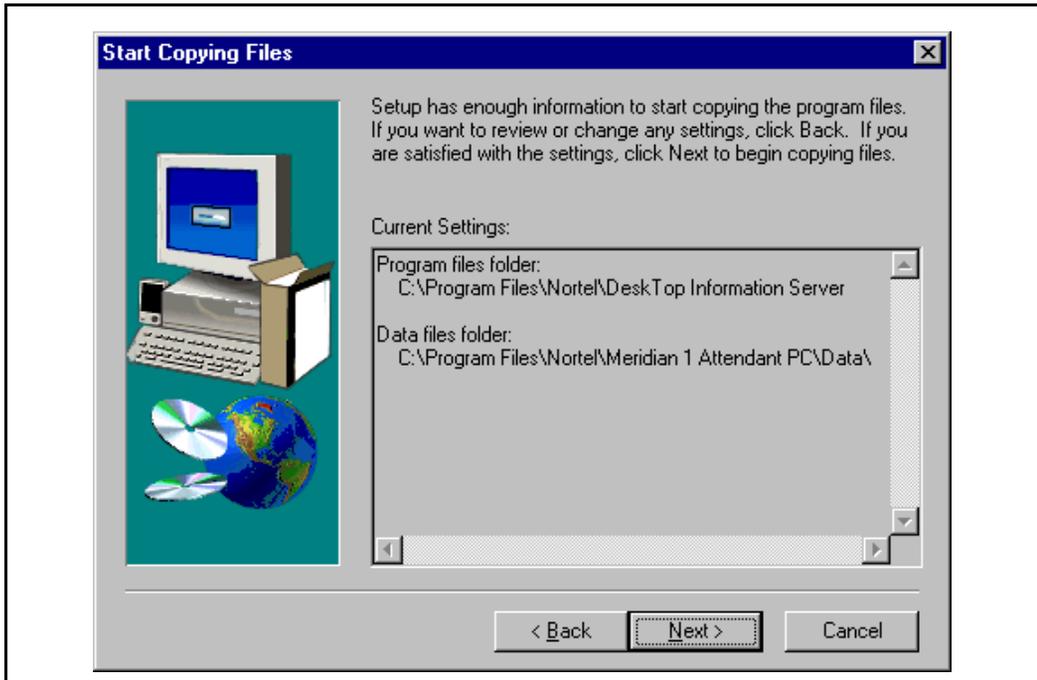
- 8 Figure 13 shows the "Select Program Folder" window.  
Click **Next** to continue.

**Figure 13**  
**Select Program Folder window**

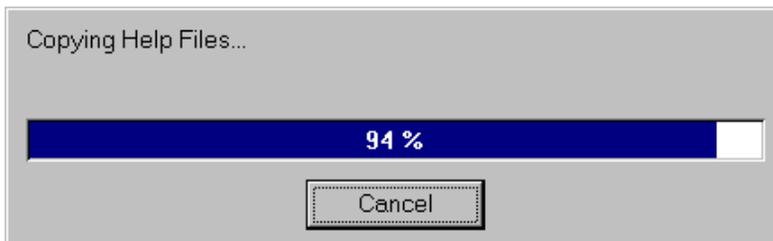


- 9 Figure 14 shows the "Start Copying Files" window. Click **Next** to continue.

**Figure 14**  
**Start Copying Files window**



After clicking "Next," a status bar appears showing you the status of the installation.



The DIS software installation is complete.

## **LanKey installation (if applicable)**

- 1** Begin by placing the LanKey installation disk #1 into the 3.5" floppy drive.
- 2** Select the A: drive and double-click **Setup**. Setup will guide you through the installation.
- 3** Answer the questions and perform the actions prompted during the installation.
- 4** You will be asked for your LAN Key serial number (after a reboot if necessary).

Refer to the *Meridian 1 Attendant PC LAN Interface Installation Guide* for more information.

## Workstation Software installations

### Meridian 1 Attendant PC

- 1 Place the Meridian 1 Attendant PC Installation Disk 1 into the 3.5" floppy drive.
- 2 Select the A: drive and double-click **Setup**. Setup will guide you through the installation.
- 3 Answer the questions and perform the actions prompted during the installation.

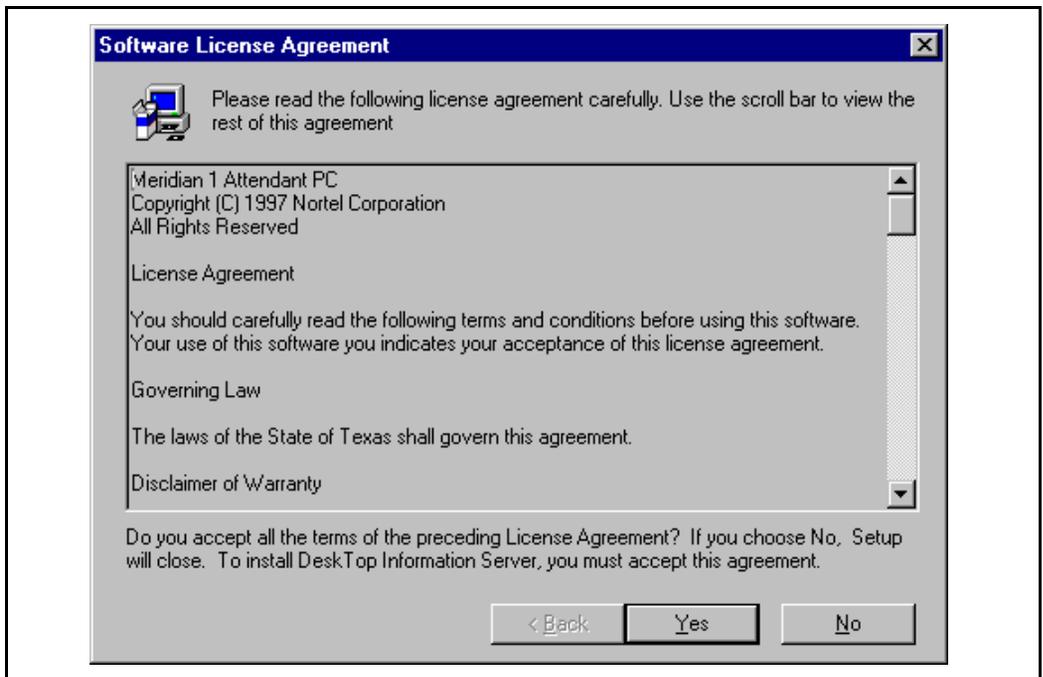
*Note:* Refer to the *Meridian 1 Attendant PC Software Installation Guide* for more information.

### DIS Workstation Extension installation

The DIS Workstation Extension software gives an attendant workstation the capability of using the Attendant Hospitality Services features.

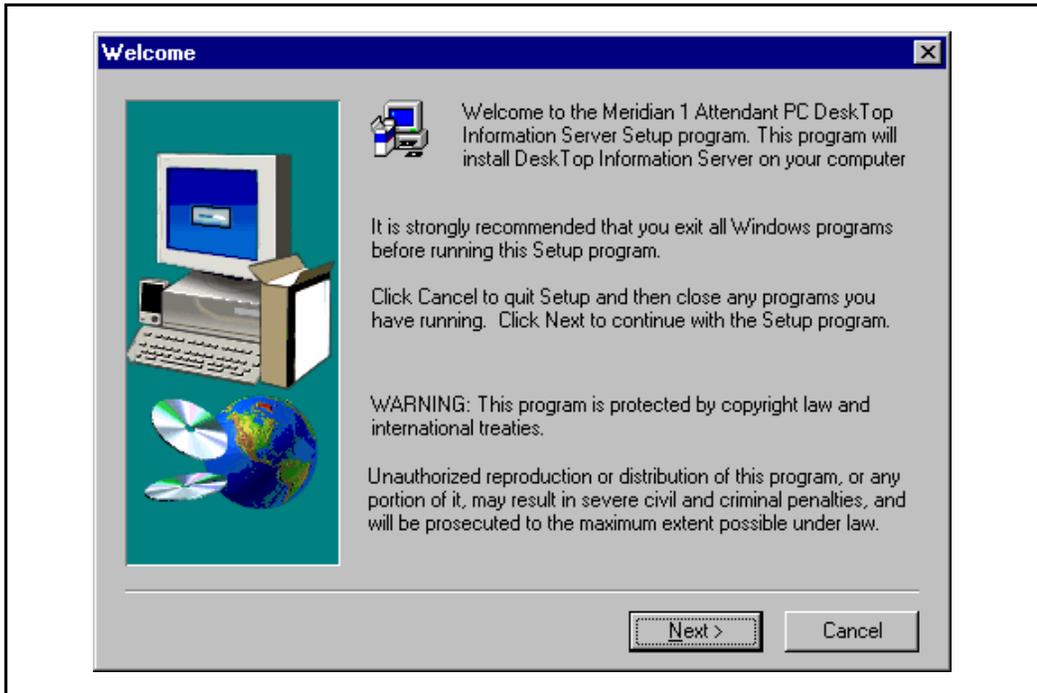
- 1 Begin by placing the DIS Workstation Extension installation disk into the 3.5" floppy drive
- 2 Select the A: drive and double-click **Setup**. Setup will guide you through the installation.
- 3 When the "Software License Agreement" window appears as shown in Figure 15, click **Yes** to accept the agreement and continue.

**Figure 15**  
**Software License Agreement window**



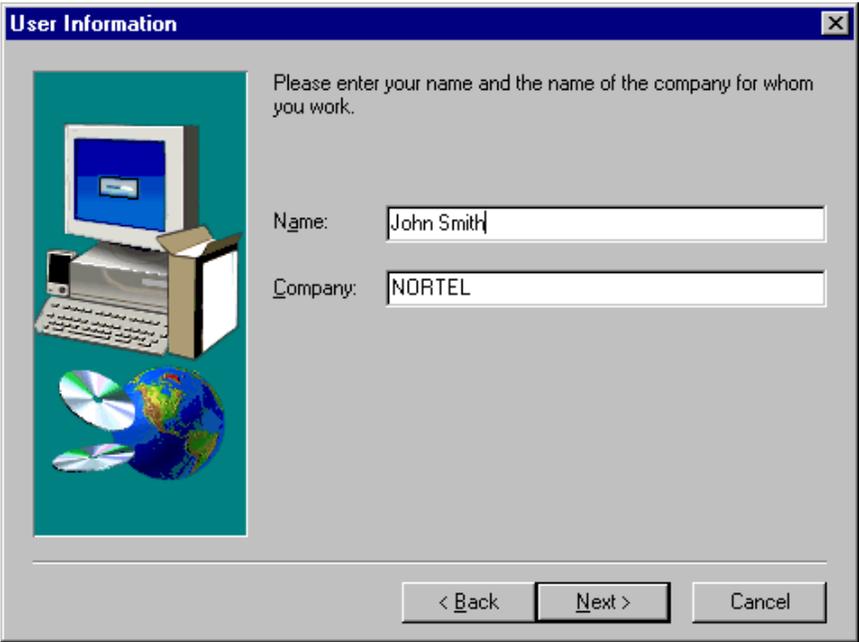
- 4 The "Welcome" screen appears as shown in Figure 16. Click **Next** to continue.

**Figure 16**  
**Welcome window**



- 5 The "User Information" window appears as shown in Figure 17. Enter your name and company and click **Next**.

**Figure 17**  
**User Information window**



**User Information**

Please enter your name and the name of the company for whom you work.

Name:

Company:

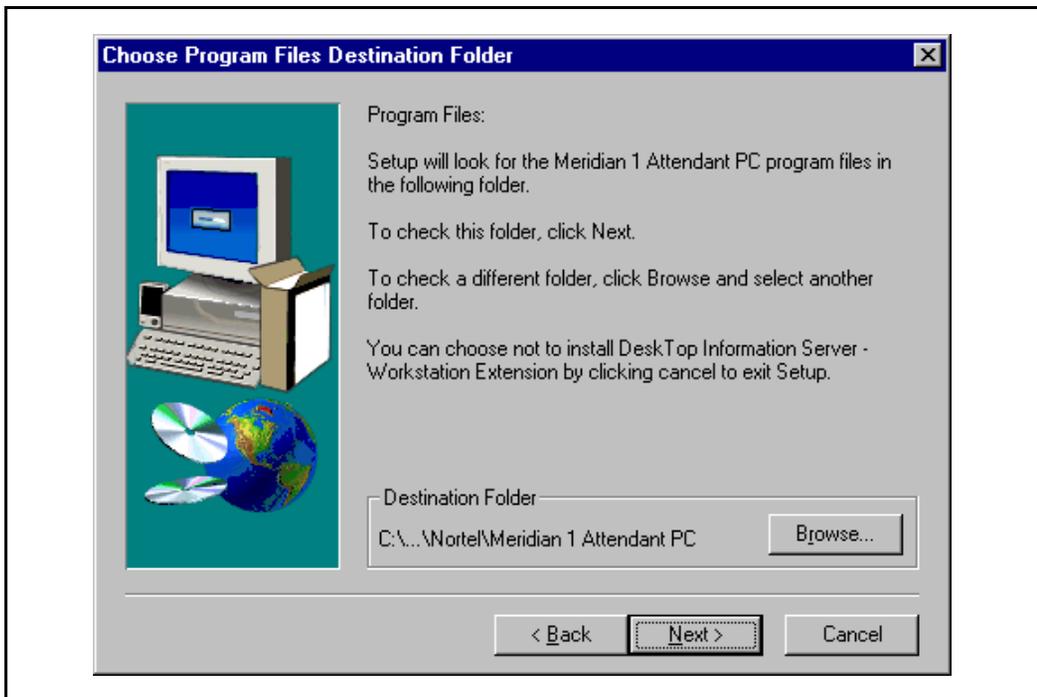
< Back    Next >    Cancel

- 6 Figure 18 shows the "Choose Program Files Destination Folder" window. Click **Next** to accept the default program files destination folder.

Alternately, you can select an alternate folder:

- Click **Browse**.
- Select the drive where the folder will be located.
- Select the folder location on the drive.
- Press **Enter**.

**Figure 18**  
**Choose Program Files Destination Folder window**

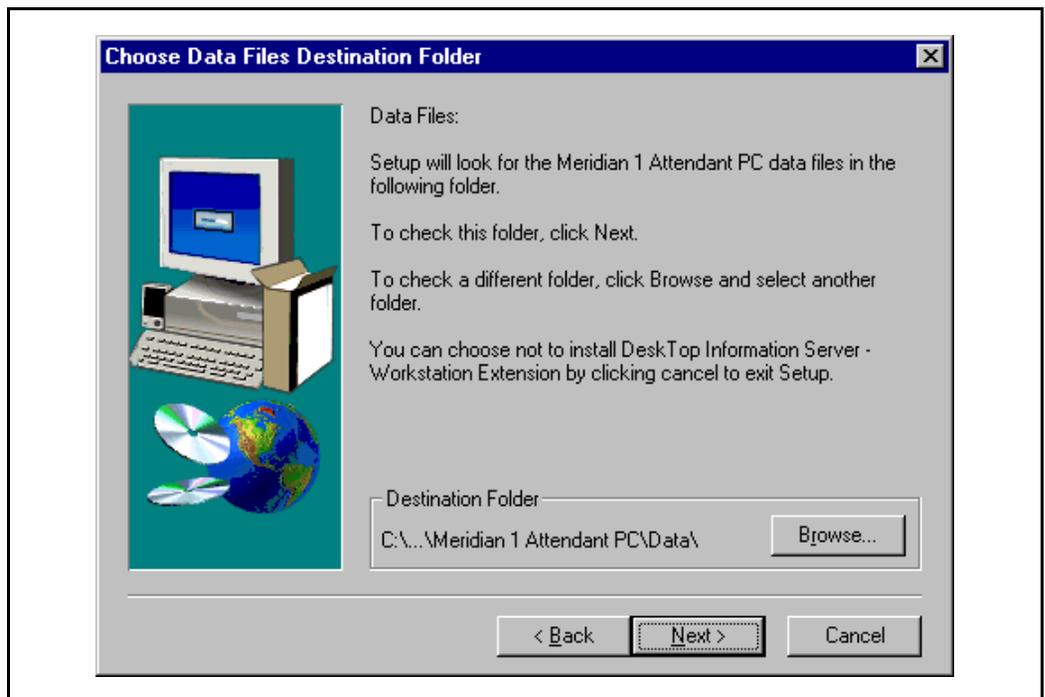


- 7 Figure 19 shows the "Choose Data Files Destination Folder" window. Click **Next** to accept the default data files destination folder.

Alternately, you can select an alternate folder:

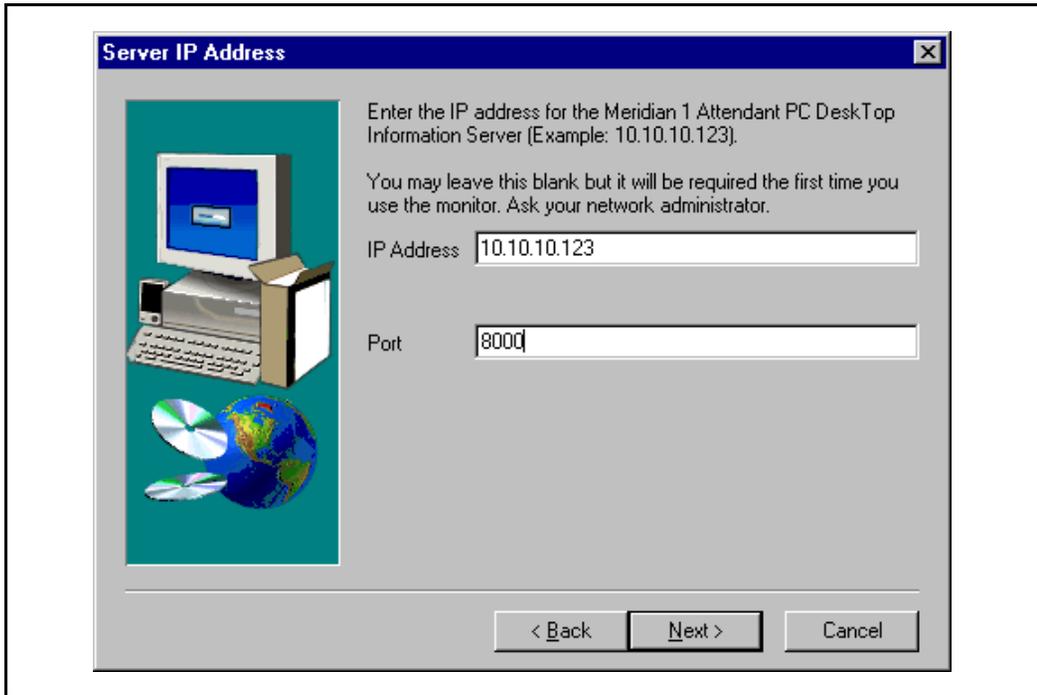
- Click **Browse**.
- Select the drive where the folder will be located.
- Select the folder location on the drive.
- Press **Enter**.

**Figure 19**  
**Choose Data Files Destination Folder window**



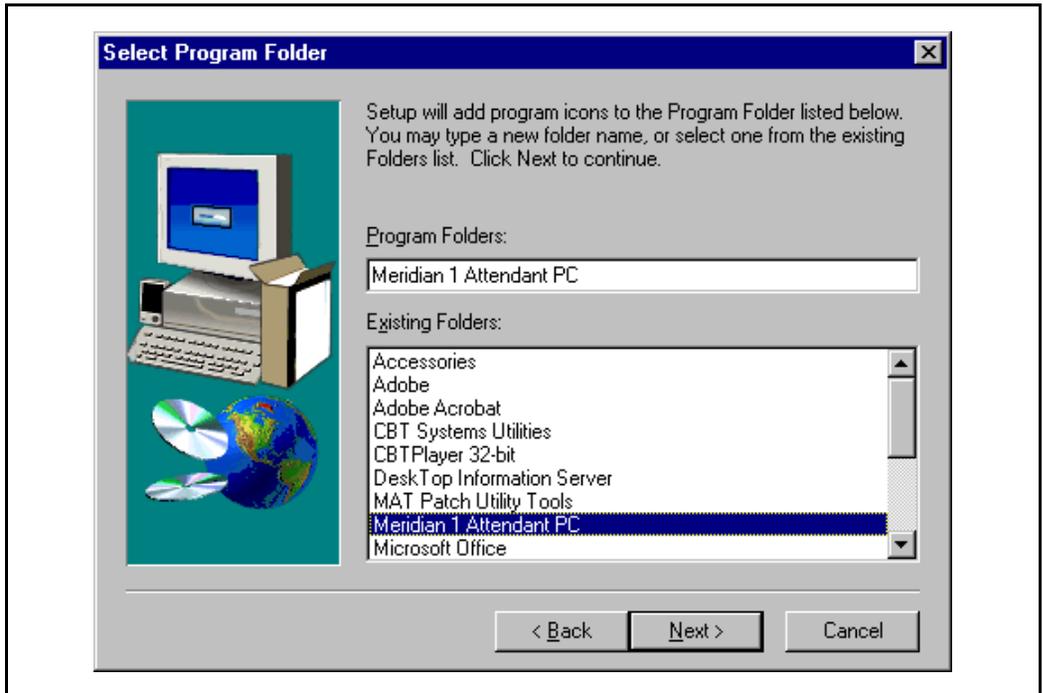
- 8 The "Server IP Address" window appears as shown in Figure 20. Enter the IP address for the Desktop Information Server PC and the port number to be used. Click **Next** to continue.

**Figure 20**  
**Server IP address window**



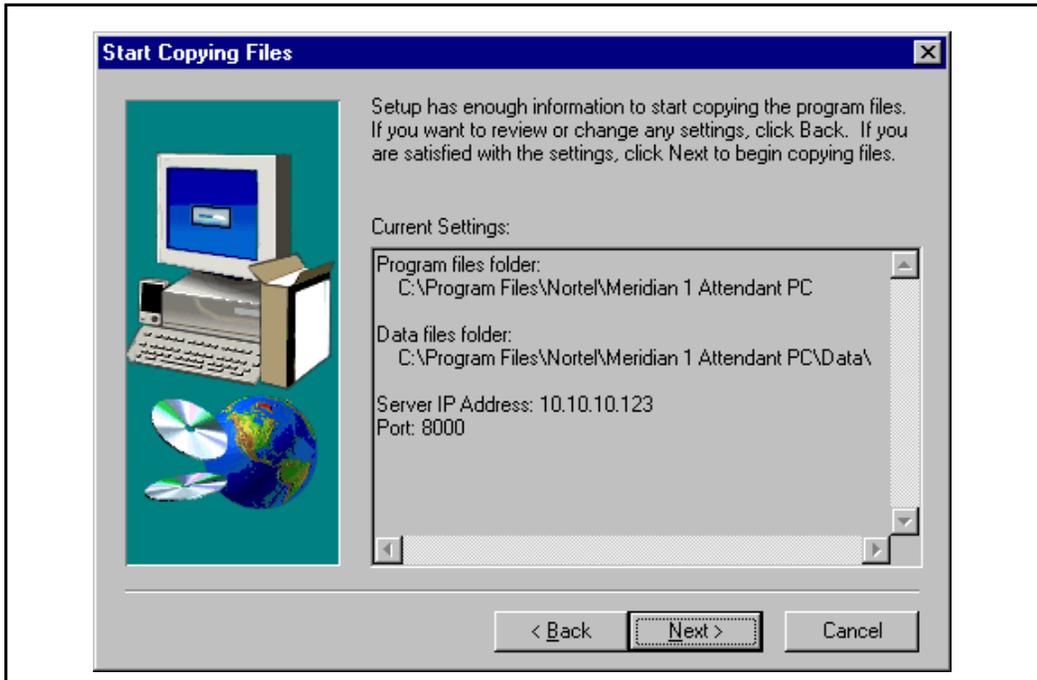
- 9 Figure 21 shows the "Select Program Folder" window.  
Click **Next** to continue.

**Figure 21**  
**Select Program Folder window**

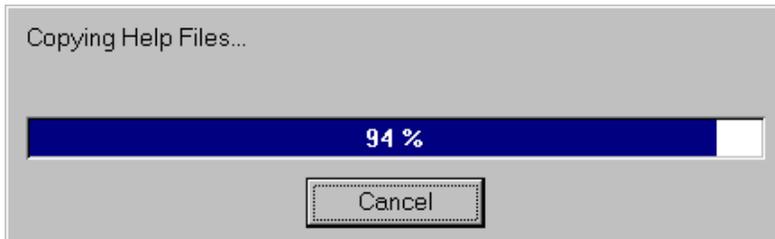


- 10 Figure 22 shows the "Start Copying Files" window. Click **Next** to begin copying program files.

**Figure 22**  
**Start Copying Files window**



After clicking "Next," a status bar appears showing you the status of the installation. .



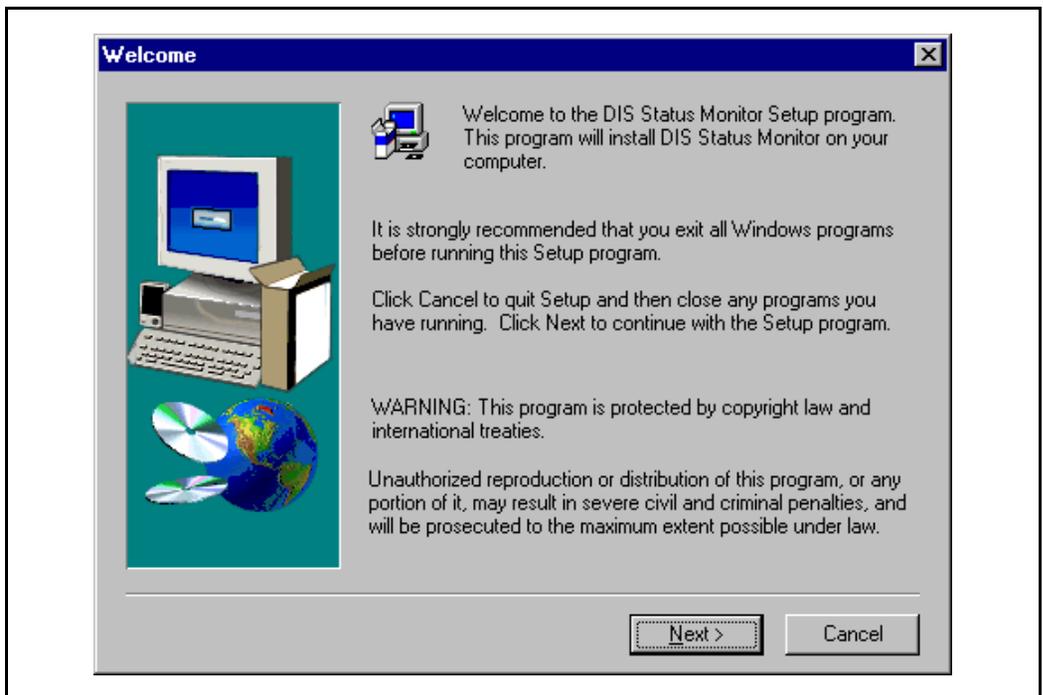
The Workstation Extension software installation is complete.

## Interface Status Monitor installation

The Interface Status Monitor provides a visual display of the current status of the various interface connections within the DeskTop Information Server (DIS) and an audible notification of potential interface failures.

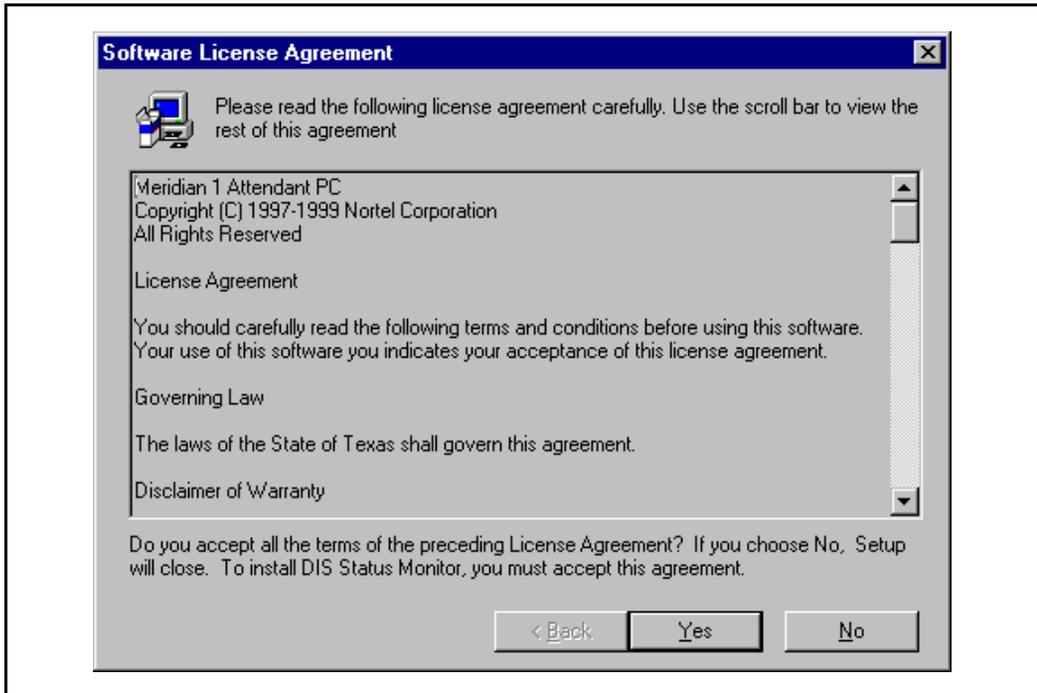
- 1 Begin by placing the Interface Status Monitor installation disk into the 3.5" floppy drive
- 2 Select the A: drive and double-click **Setup**. Setup will guide you through the installation.
- 3 The "Welcome" screen appears as shown in Figure 23. Click **Next** to continue.

**Figure 23**  
**Welcome screen**



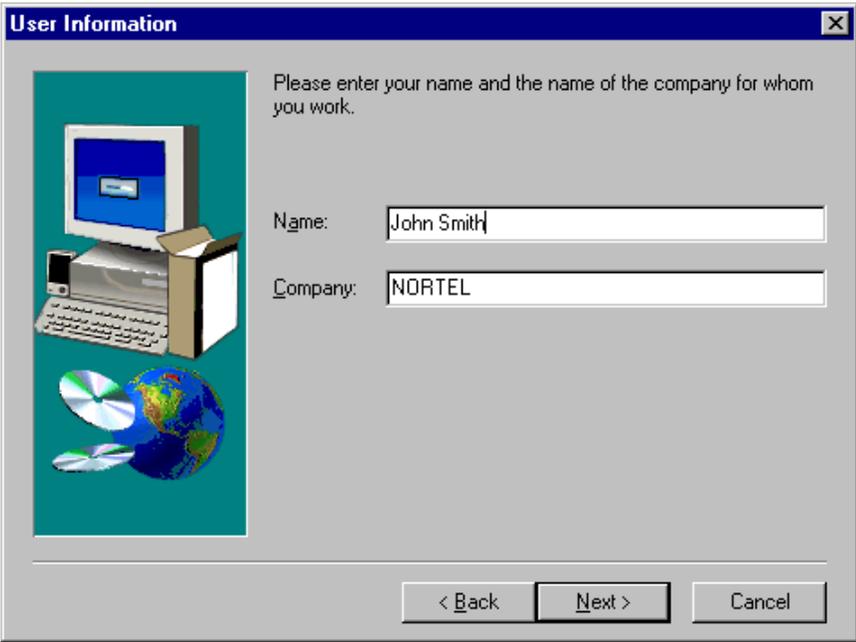
- 4 When the "Software License Agreement" window appears as shown in Figure 24, click **Yes** to accept the agreement and continue.

**Figure 24**  
**Software License Agreement window**



- 5 The "User Information" window appears as shown in Figure 25. Enter your name and company and click **Next**.

**Figure 25**  
**User Information window**



**User Information**

Please enter your name and the name of the company for whom you work.

Name:

Company:

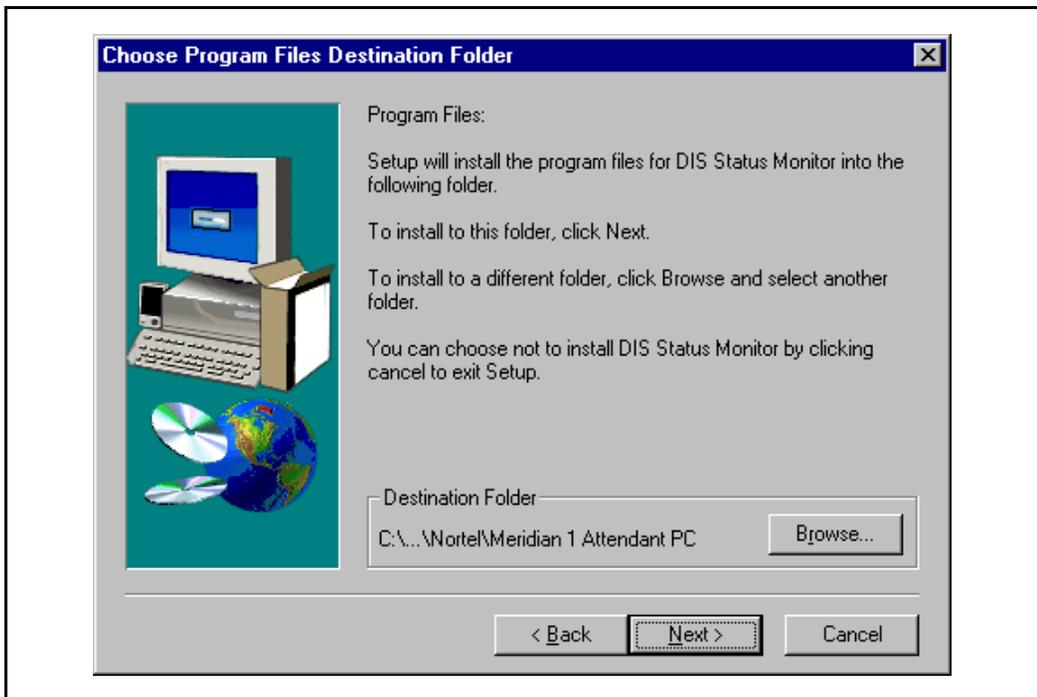
< Back    Next >    Cancel

- 6 Figure 26 shows the "Choose Program Files Destination Folder" window. Click **Next** to accept the default program files destination folder.

Alternately, you can select an alternate folder:

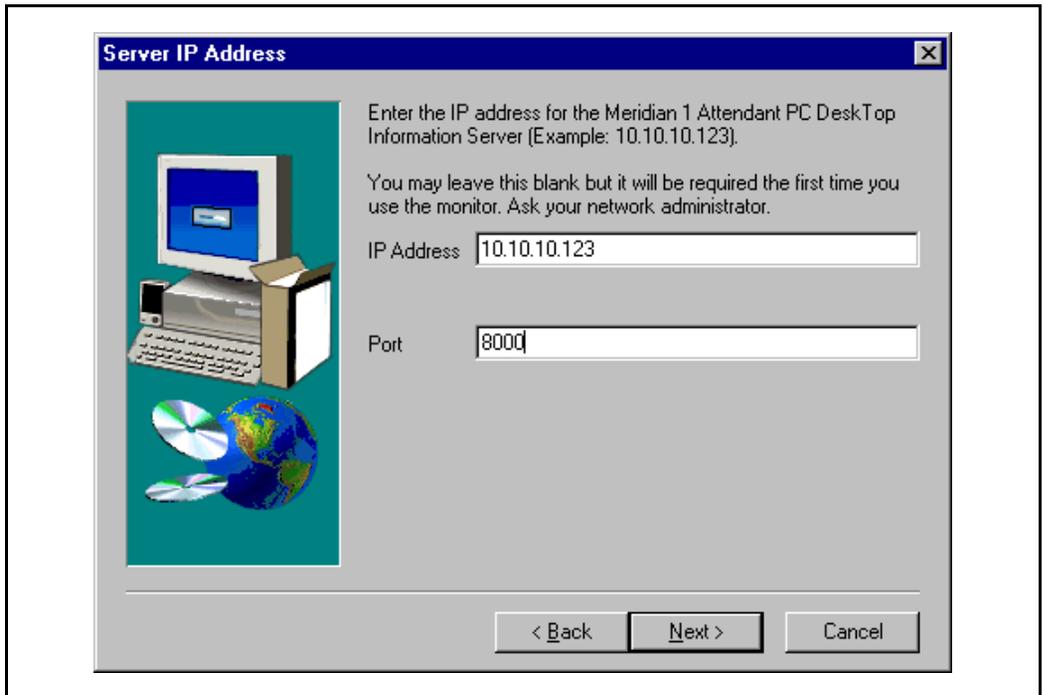
- Click **Browse**.
- Select the drive where the folder will be located.
- Select the folder location on the drive.
- Press **Enter**.

**Figure 26**  
**Choose Program Files Destination Folder window**



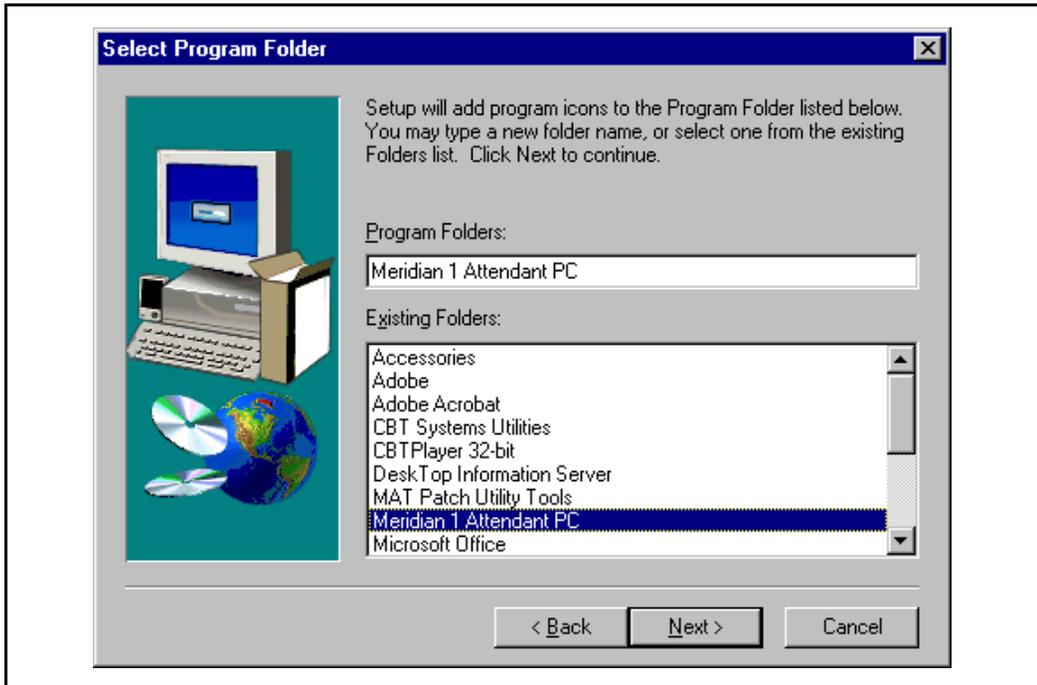
- The "Server IP Address" window appears as shown in Figure 27. Enter the IP address for the Desktop Information Server PC and the port number to be used. Click **Next** to continue.

**Figure 27**  
**Server IP address window**



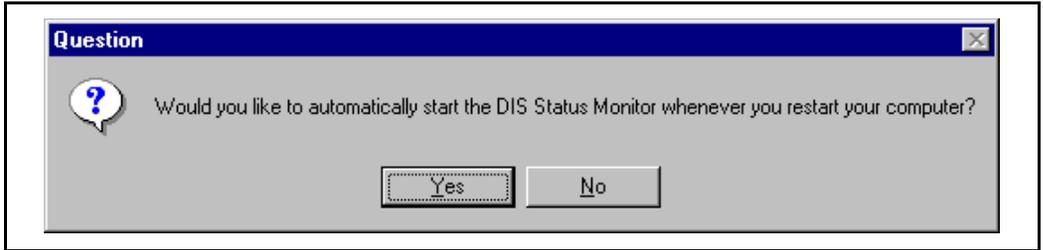
- 8 Figure 28 shows the "Select Program Folder" window. Click **Next** to continue.

**Figure 28**  
**Select Program Folder window**



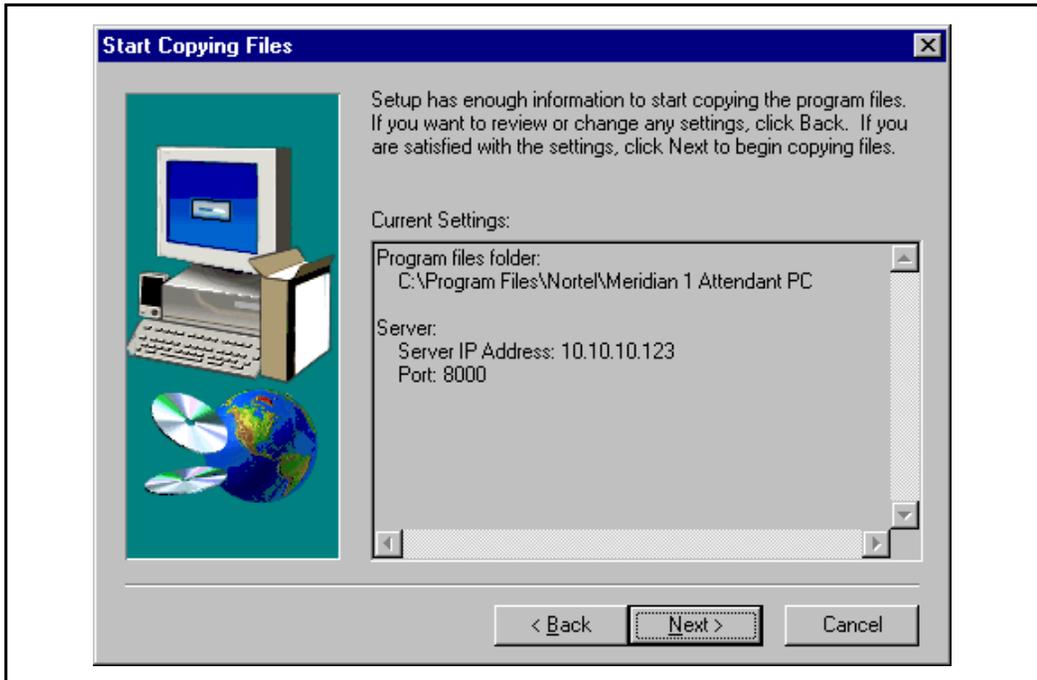
- 9 Figure 29 asks the user if the Interface Status Monitor should start automatically when the computer restarts. Click Yes or No to continue.

**Figure 29**  
**DIS Automatic Startup window**

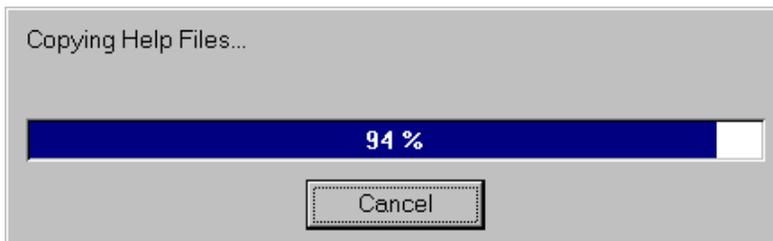


- 10 Figure 30 shows the "Start Copying Files" window. Click **Next** to begin copying program files.

**Figure 30**  
**Start Copying Files window**



After clicking "Next," a status bar appears showing you the status of the installation. .



The Interface Status Monitor installation is complete.

## Software registration

You will be required to register all installed products within 30 Days.

The Domain, LanKey, and Meridian 1 Attendant PCs must be registered.

### To register the Domain

- 1 Start the Desktop Information Server.
- 2 Select **Configuration** from the main menu.
- 3 Select **Register**.
- 4 Follow the instructions on the registration screen, write down the installation code and call for your registration number.

### To register the LanKey and your Meridian 1 Attendant PCs

- 1 Write down the serial numbers of all your Meridian 1 Attendant PC packages and your LanKey serial number.
- 2 Go to a workstation from the Program Files Start Menu, start the Meridian 1 Attendant PC program.
- 3 Select **Configuration** from the main menu bar.
- 4 Select the **Console** Tab
- 5 Select the **Register** Button.
- 6 Follow the instructions on the registration screen, write down the installation code and call for your registration number.
- 7 To register addition Console go to the pull down window and change the Console Serial Number.
- 8 Repeat steps 5 and 6 for all additional Consoles.

Refer to the *Meridian 1 Attendant PC Software Installation Guide* or the *Meridian 1 Attendant PC LAN Interface Installation Guide* for registration details.

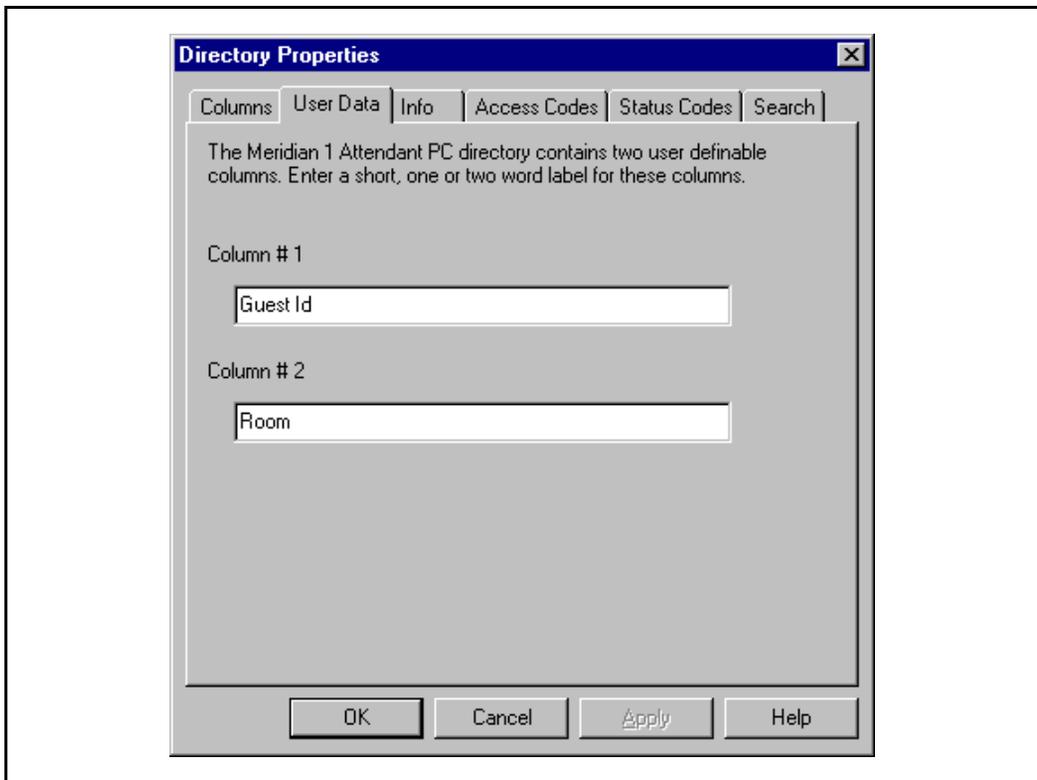
## Setting up the Hospitality software

A "Room Matrix" file is a comma-delimited file of room information that you will create and import into the Meridian 1 Attendant PC Directory.

### Room Matrix

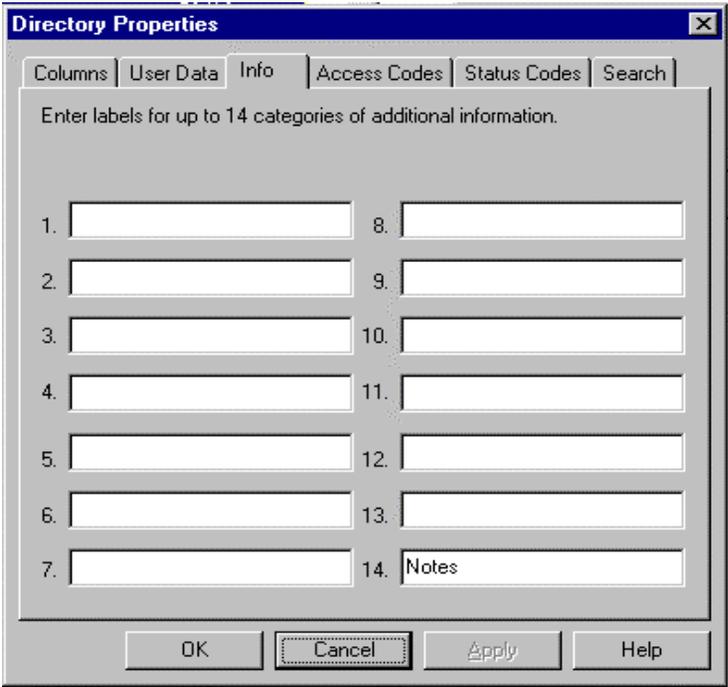
- 1 At any of the installed Meridian 1 Attendant PC workstations launch the directory module by selecting Directory from the Tools menu.
- 2 From the Directory module's main menu select **Directory** then **Properties**.
- 3 Click on the **User Data** tab, shown in Figure 31, label one column "Guest Id" and the other "Room."

Figure 31  
User Data tab



- 4 Click the **Info** tab, shown in Figure 32, and enter at least one label for additional information.

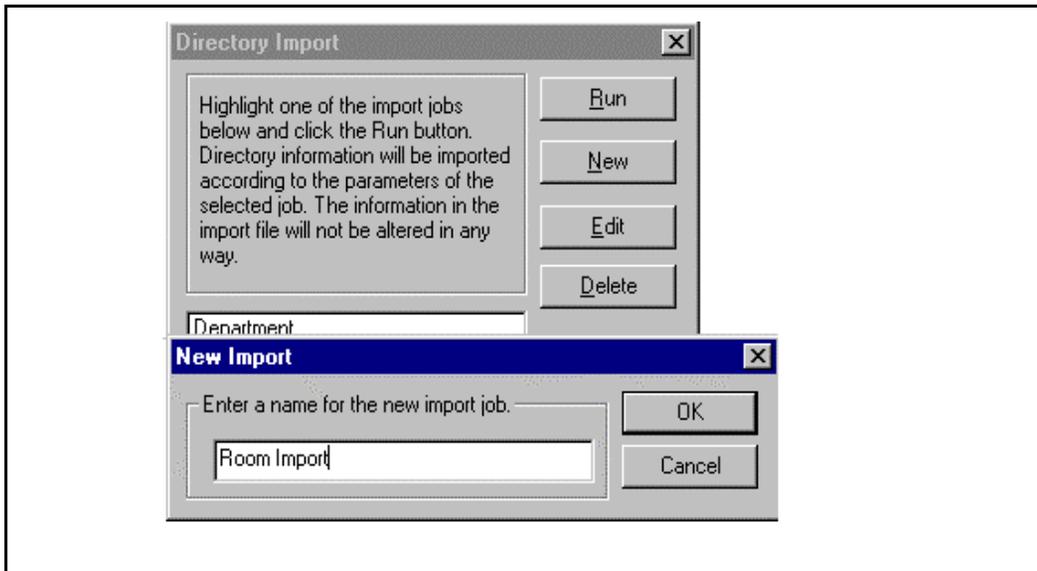
**Figure 32**  
**Info tab**



The screenshot shows a dialog box titled "Directory Properties" with a close button (X) in the top right corner. The dialog has several tabs: "Columns", "User Data", "Info" (which is selected), "Access Codes", "Status Codes", and "Search". Below the tabs, there is a text area with the instruction: "Enter labels for up to 14 categories of additional information." Below this text area, there are 14 numbered input fields arranged in two columns. The first 13 fields are empty, and the 14th field contains the text "Notes". At the bottom of the dialog, there are four buttons: "OK", "Cancel" (which is highlighted with a dashed border), "Apply", and "Help".

- 5 Create a Room Matrix file using an unassociated database program (For example, a comma-separated file that contains four fields). The file must contain 4 data elements: 'Property ID,' 'Room Number,' 'associated DN' and "Vacant" as the 'Name.'
- 6 From the Directory module's main menu select **Import**, then select **New**. Create the import job to import the room matrix file as shown in Figure 33.

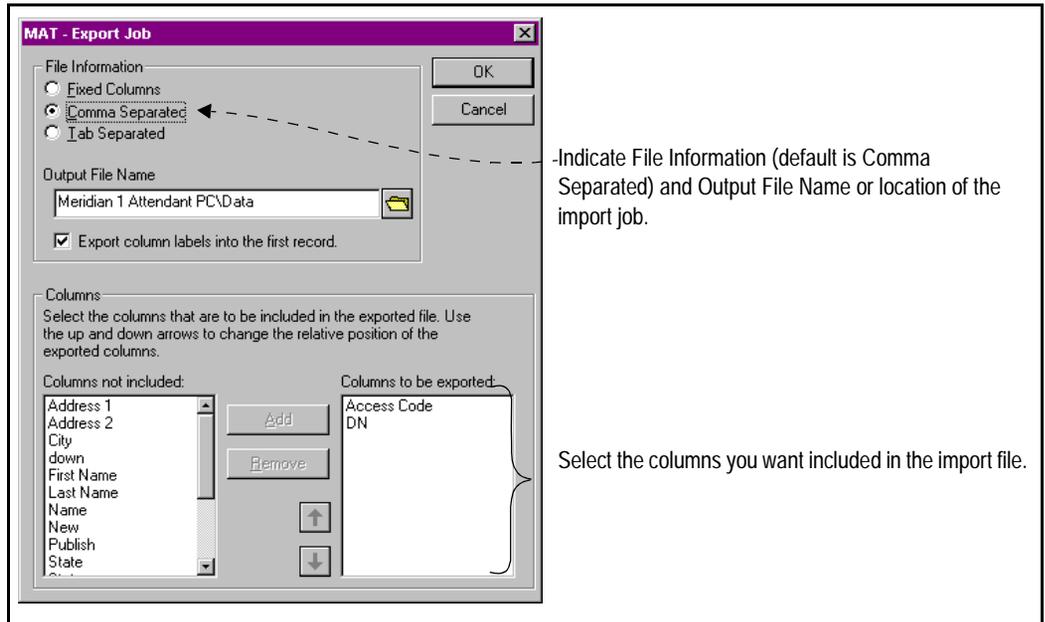
**Figure 33**  
**New Import**



- 7 From the Directory module's main menu select **Import**, highlight the Job name and select **Run** in the "Directory Import" window to import the file.

- 8 Figure 34 shows the Import Job display window. In the "File information" box, select the type of file (default is comma separated).

**Figure 34**  
**Import Job display window**



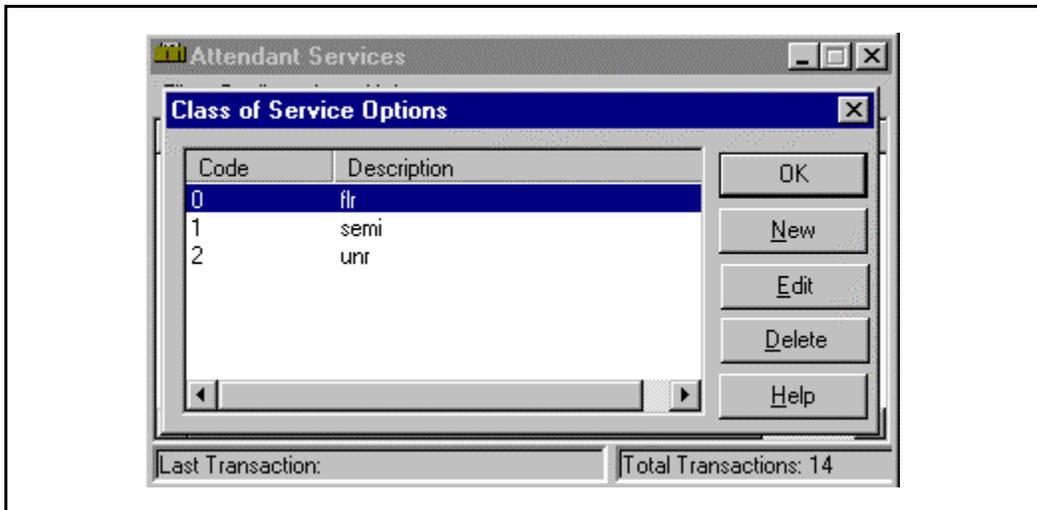
- 9 Select the "output file name" and location of the import job.
- 10 Select the columns you want included in the import file.
- 11 Click **OK** to complete the import.

### Class of Service Options setup

The Class of Service options that can be assigned to a room must be defined in the "Class of Service Options" dialog box as described below.

- 1 From the Server PC go to the Program Files Start Menu and Start the Desktop Information Server Program.
- 2 Select **Configuration** from the Attendant Service Window.
- 3 Select **Class of Service**.
- 4 Enter the Class of Service Restrictions just as they are setup in the Meridian 1 in overlay 15. Figure 35 shows the "Class of Service Options" window.

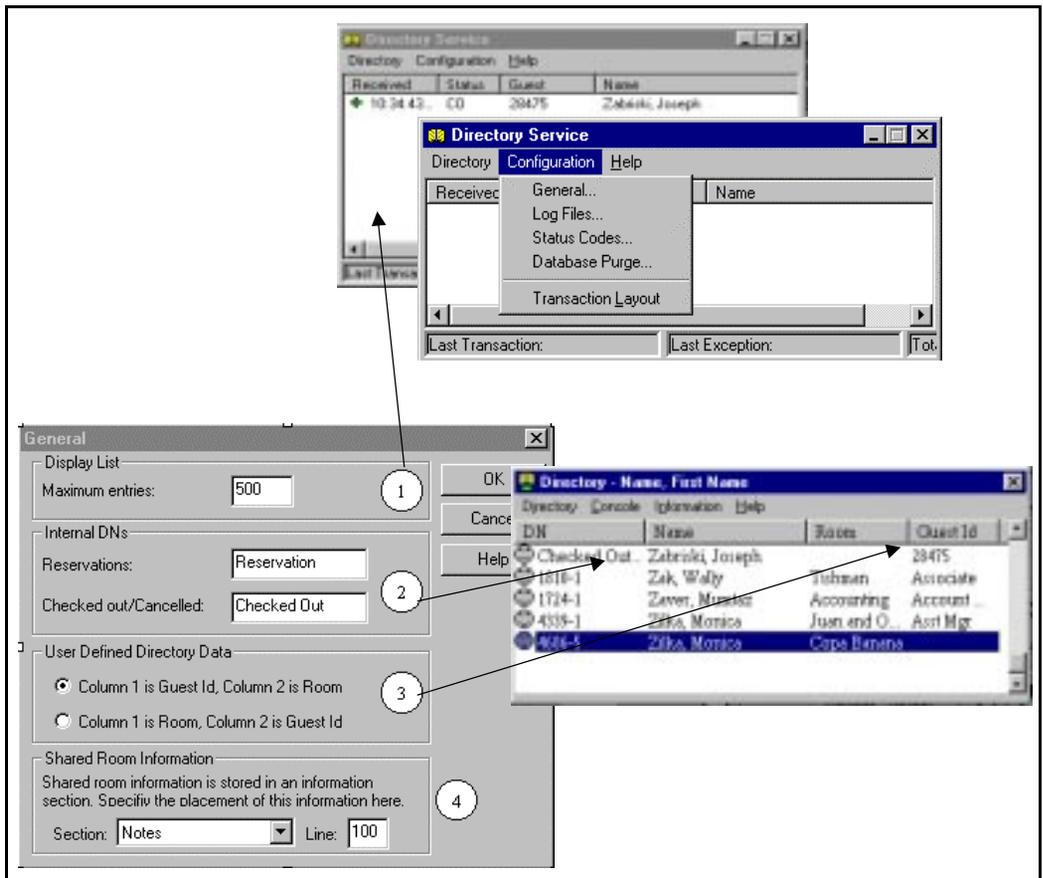
**Figure 35**  
**Class of Service options**



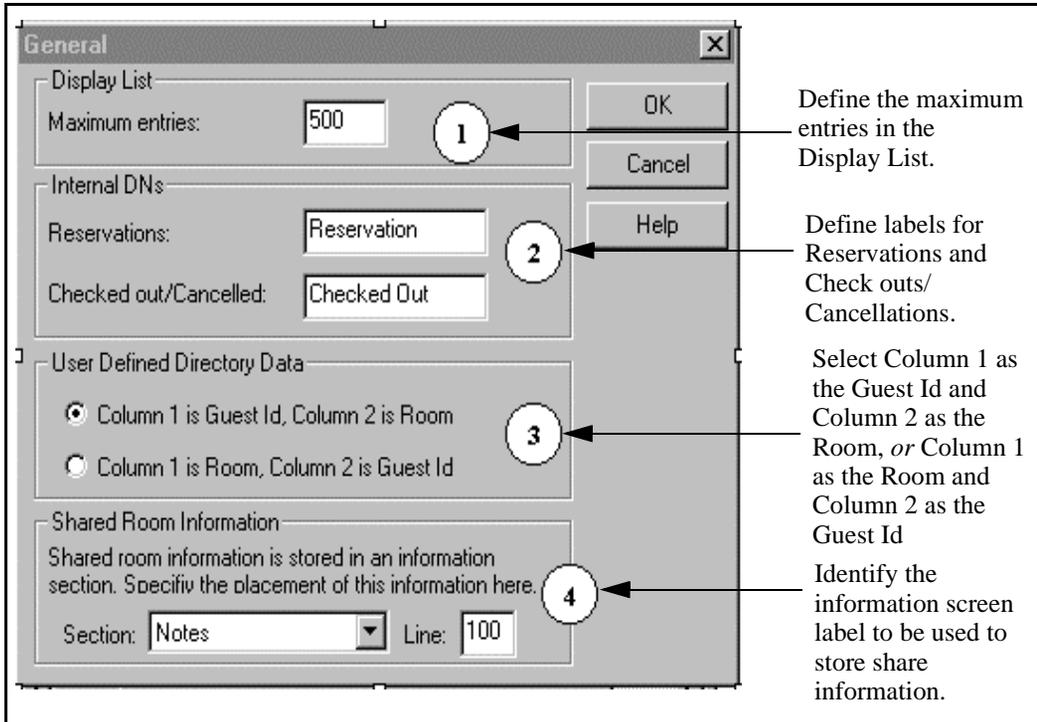
## Directory Service Configuration: General Setup

- 1 From the Server PC go to Program Files Start Menu and Start the Desktop Information Server Program.
- 2 Select the Directory Service Window.
- 3 Select **Configuration**.
- 4 Select **General**. Figure 36 shows the process of configuring of general parameters. Figure 37 shows the "General" configuration window.

**Figure 36**  
General Configuration



**Figure 37**  
**General configuration**



### **Description of General window parameters**

1. Defines the maximum entries that will be displayed on the Directory Service transaction screen.

2. New reservations (not yet check-in) will display Reservation or checkouts will be held in the directory for a pre-determined amount of time with Check Out or Reservation being displayed in the DN column of the directory as the defaults.

**3.** Identifies which User Data Field in the Meridian 1 Attendant PC is used to stored and displayed the Guest Identification number. This User Data field label selected must be labeled Guest ID in the Meridian 1 Attendant PC software under the Directory Properties tab "User Data."

**4.** Shared Room "key matches" will be stored and displayed in the supplemental information screen for that guest. The supplemental information screen of the Meridian 1 Attendant PC software to be used to store share information must be identified here. The supplemental information screen label will have to be setup and label first in the Meridian 1 Attendant PC software under the Directory Properties tab Info.

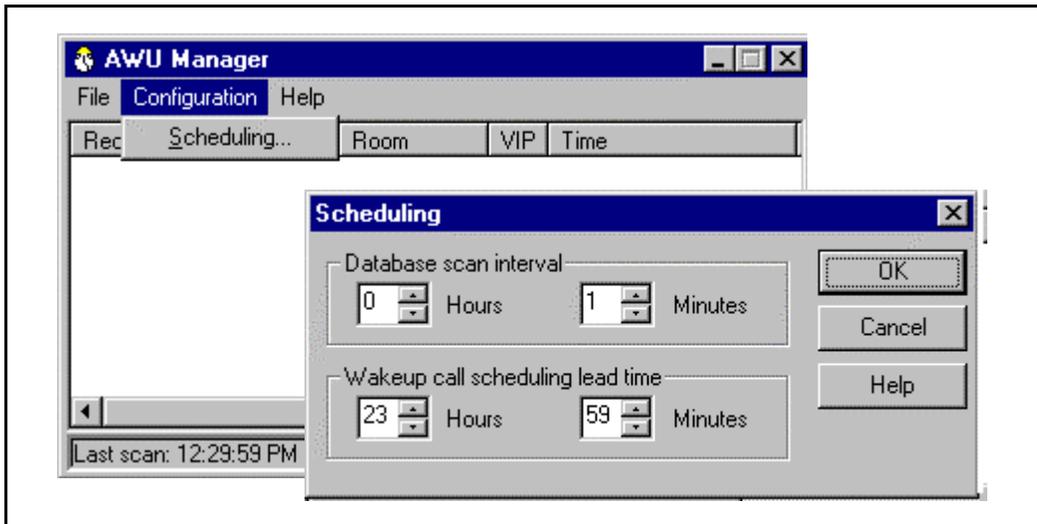
## Wakeup Service: Scheduling

Database scan interval must be set and will determine how often the program scans the database. If a record is found to be within the time interval and an earlier wakeup is not set for the guest, a wakeup will be sent to the PMS for processing. The recommended interval is one minute.

Lead-time scheduling must be set to determine which records are scanned. If records are not within the lead-time they are ignored until such time that they fit inside the interval. The recommended lead-time scheduling is 23 hours, 59 minutes.

Figure 38 shows the "Scheduling" window, where 'Database scan interval' and 'Wakeup call scheduling lead scheduling lead time' are defined.

**Figure 38**  
Wakeup Service: scheduling

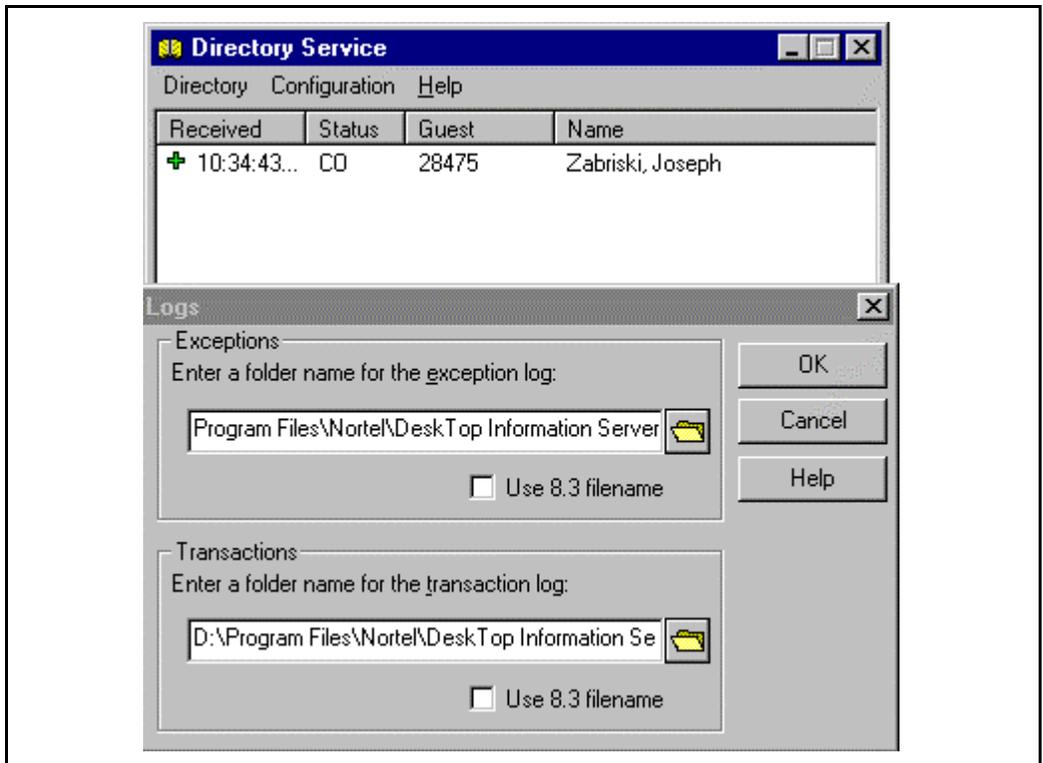


## Directory Service: Log File Path and Location Setup

**Note:** Log files will be maintained for all transactions received by the DeskTop Information Server from the Property Management System. It is mandatory that the location of these files be specified.

- 1 Select **Configuration** from the Directory Service Window
- 2 Select **Log Files**. Figure 39 shows the "Logs" window.
- 3 Enter the path and folder to store the exception log file.
- 4 Enter the path and folder to store the transaction log file.

**Figure 39**  
Log file path



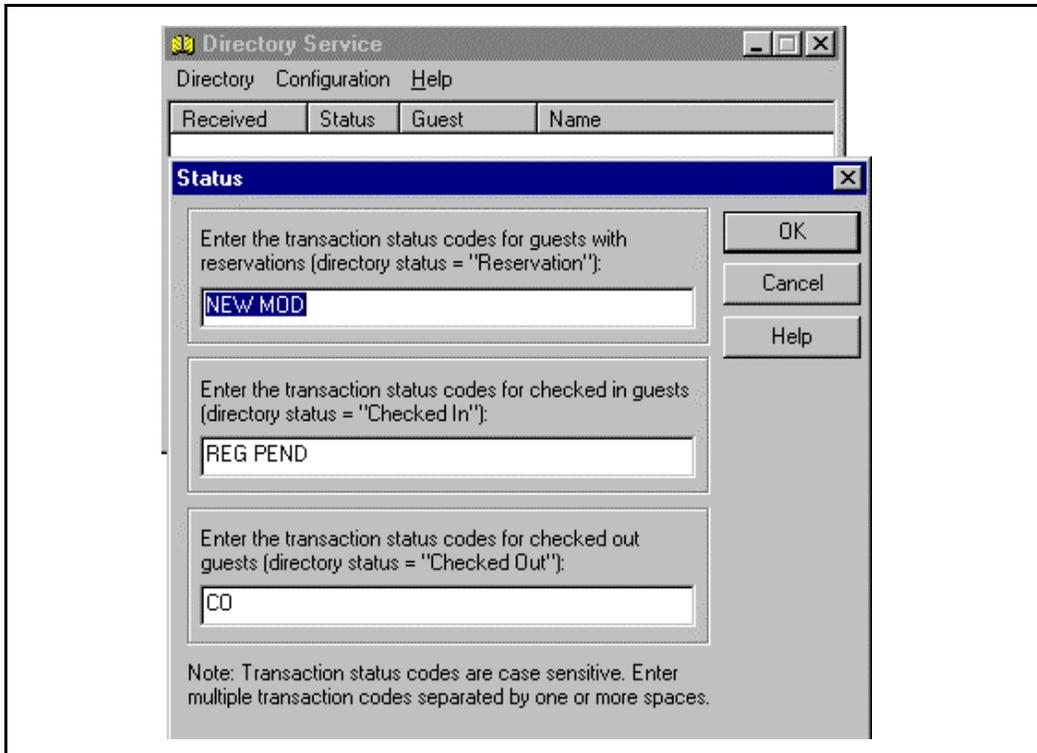
## Directory Service: Status Codes Setup

There are three basic states associated with a guest:

- 1) Reservation, 2) Checked In and 3) Checked Out

There can be multiple codes associated with each of the above statuses. In the example shown there are two statuses associated with reservation. NEW and MOD. It is important that all status codes match those that will be sent by the Property Management System. To assign multiple status codes, type in the codes separated by a space. Note that the codes are case sensitive and must match the case sent by the Property Management System. Figure 40 shows the "Status" window.

**Figure 40**  
**Status Codes Setup**

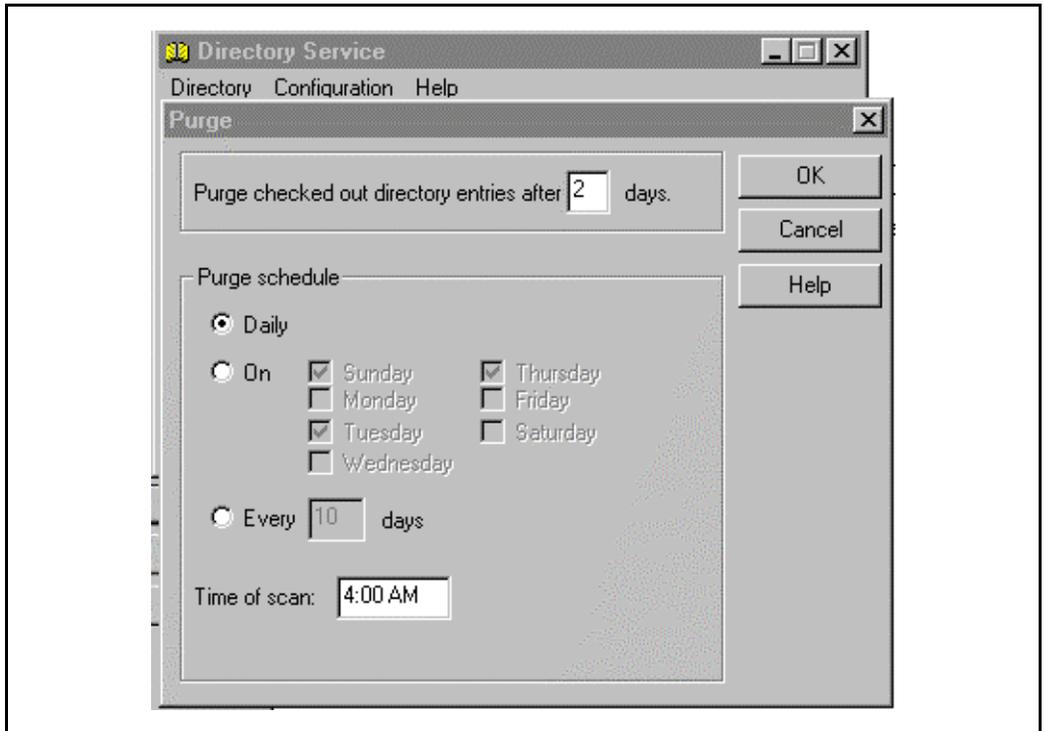


## Directory Service: Database purge

After a Guest checks out, Guest information can be retained for a pre-determined amount of time. The number of days to retain the guest information and when to purge that entry must be configured in the "Purge" window.

Figure 41 shows the "Purge" window.

**Figure 41**  
**Database purge**



## Directory Service: Transaction Record Layout

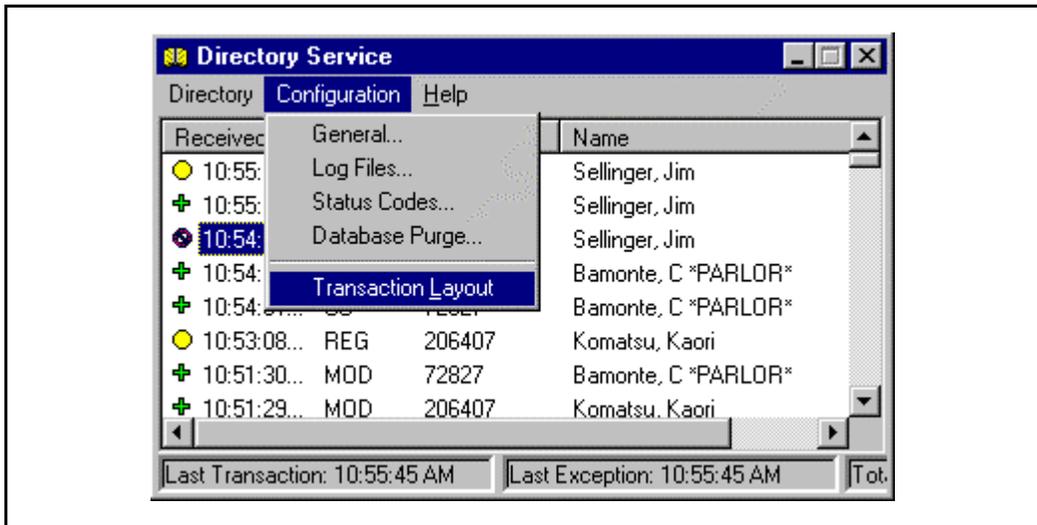
Transaction records sent from the Property Management system and the DeskTop Information Sever must be defined. The records contain information in a fixed format. The start position of the information contained in the record and the overall length of the information must be setup in Directory Service under Transaction layout.

*Note:* You will be required contact the PMS vendor for this information.

If possible, ask the PMS vendor for as sample file with definitions or headings to help you setup the transaction definitions.

Figure 42 shows how to select "Transaction Layout."

**Figure 42**  
Transaction Record Layout



## Defining the PMS Transaction Record

Figure 43 shows how the PMS Transaction Record is defined.

**Figure 43**  
**Defining the PMS Transaction Record**

Sample Record

Label for the information being defined

**Transaction Record Layout**

This dialog provides the means to define the layout of the incoming transaction records from the PMS system.

If you have a display of the incoming transaction records, this will allow you to define the layout of the incoming transaction records.

**Transaction Field Definition**

Label: Title

Starts in position 1 for 4 characters.

Sample file data: Ms. Watanabe, Yukari 1025 West 190 Street Suite

Arrival Date	169	10
Arrival Time	179	5

Highlighted area indicates start and end position for the record being defined.

**Note:** Example: the Information containing "Title" in position 1 of the transaction record is 4 character long. Once all information is defined, the location in the Meridian 1 Directory must be defined.

Once the Transaction records are defined you will have to identify where the defined information from the transaction record will reside in the Meridian 1 Attendant PC Directory.

### Assigning Transaction Fields to the Directory

To assign a transaction field to the directory, highlight the field name in the transaction record and drag and drop it on the field name of the directory, as shown in Figure 44.

**Figure 44**  
Transaction Field Cross Reference

Meridian 1 Attendant PC Directory
PMS Transaction Record Position Definitions

Example: "Title from the Transaction Record has been assigned to the Directory field "Title."

Table 2 shows an example of a transaction record definition.

**Table 2**  
**Transaction record definition example**

Start	Field	Type	Length	Description
001	Title	Char	004	Title
005	Name	Char	030	Name
035	Address 1	Char	030	
...				
...				
...				
...				
...				
199	Room Number	Char	6	Room Number
...				
...				
234	Property	Char	6	Hotel Identifier
...				
...				
275	Guest Number	Int	9	Reservation Number



# List of Terms

---

## **Alarm**

Also called off-hook alarm security. Enables any call to be intercepted by a customer-defined extension; for example, by security's extension.

## **Auto Dial**

A dialing feature available on a programmable feature key in which the telephone user programs the number into the Auto Dial key, which will thereafter dial the number whenever the user presses the key.

## **Automatic Wake-up, Enhanced Automatic Wake-up**

A hospitality feature which allows an overnight guest to state the time he/she wants to be awakened. The telephone system will ring the guest at the specified time and connect the called party upon answer to music followed by a recorded wake-up announcement.

The enhanced Automatic Wake-up feature allows AWU calls to be scheduled in any amount of time from 1-23 hours and repeated each day during the range of dates given.

## **Barge In**

This flexible feature key enables you to verify the status (idle or busy) of any trunk or special service access line.

## **Break In**

A programmable feature key that enables you to enter an existing connection to offer a call or relay an important message (international use only).

### **Busy Verify**

A flexible feature key that enables the attendant to verify the status (idle or busy) or any extension.

### **Call Forward Busy**

An ICI key that allows a call at a busy extension to be automatically routed to you because the extension was programmed this way.

### **Call Forward No Answer**

An ICI key that allows a call to an extension that does not answer to be automatically routed to you because it was programmed to do so.

### **Call Park**

A flexible feature key that enables you to place a call on hold without occupying a loop key on your console.

### **Call Trace**

A programmable feature key that enables you to trace a nuisance call.

### **Call Waiting**

This light on the e console indicates the number of calls in queue to be answered. If no calls are waiting, the light is off. If 1-3 calls are waiting, the light is green. If more than three calls are waiting, the light is red, and the number of calls waiting appears beside the light.

### **Calling Party Number**

A programmable feature key that enables you to record the calling party number on an incoming collect call or to assign a special billing code to an incoming collect call.

### **Camp-on**

Routes one additional external call to a busy DN. Applies only to attendant-extended calls. If the called party is not free within a specified time, the caller is routed back to the attendant as a recall.

**CAS**

Centralized Attendant Service. One group of operators or attendants answers all telephone calls coming into a company's branch office within an assigned region. Enables the attendant at a remote location to automatically reroute calls to a CAS attendant at the main location. In addition, this feature enables the CAS attendant at the main location to get a dial tone from a remote location to extend a call there.

**Centralized Attendant Service**

See *CAS*.

**Charge Account**

A flexible feature key that enables you to enter a charge account number for a call going out through your console. On the Attendant PC Software User Interface, this feature is activated with a mouse-click.

**Class of Service option**

A feature that allows the attendant to modify the level of telephone restriction (class of service) of a guest's room.

**Codes**

These codes permit you to temporarily override the access restrictions assigned to an on-site caller's extension.

**Conference**

Allows you to establish a conference with up to six parties (on two trunks), including yourself.

**Console**

A telephone receiver that can perform operations on incoming and outgoing calls, such as the large unit used by telephone attendants.

**Controlled COS**

Controlled Class of Service. A flexible feature key that enables the attendant to alter line restrictions for a group of users that all have the same Class of Service.

**Call Waiting Indication**

One or more incoming calls are waiting to be answered. One waiting call can be answered when current call is released.

### **Destination**

In telephony, the destination of a call is the called party.

### **DID trunks**

Direct Inward Dial trunks; trunks on which outside calls are presented.

### **DID Route Control**

A programmable feature key that enables you to direct calls coming in on DID trunks either to either to a set of extensions considered to be night destinations, or to normal extensions.

### **DIS/DTIS**

DeskTop Information Server. This term refers to a PC connected to the LAN and optionally attached to a CIU. The PC will support the actual interface between the PMS system. The optional CIU will provide a mechanism to perform automated functions that are not initiated by an individual attendant.

### **Display Calls Waiting**

A flexible feature key that enables you to display the number of calls waiting to be answered at the console.

### **Display Destination**

A programmable feature key that enables you to display the phone number of a called party.

### **Display Source**

A programmable feature key that enables you to display stored numbers associated with Auto Dial, Speed Call, and Night Service.

### **Do-Not Disturb, enhanced**

The enhanced Do-Not-Disturb (DND) feature allows DND requests to be processed from the Directory rather than assigning a feature key.

### **Do-Not-Disturb Group**

A programmable feature key that enables you to place a predefined group of extensions in the Do-Not-Disturb mode.

**Do-Not-Disturb-Individual**

A programmable feature key that enables you to place an individual extension or a predefined group of extensions in Do-Not-Disturb mode.

**DRC**

See DID Route Control.

**DTMF**

Dual-Tone Multi-Frequency. Tones generated when the keys on a telephone keypad are struck that enables the switch to signal the desired telephone that a caller wants to be connected.

**Electronic Switched Network**

See *ESN*.

**Emergency transfer switch**

This feature, accessible from your Attendant PC interface, will present incoming calls from selected trunks to preselected telephones instead of to your console. Use this feature only during an emergency when these telephones must have direct access to dedicated trunks.

**End-to-End Signaling (EES)**

This flexible feature that you program on the “Flex Keys” sheet from the Config menu, enables voice messaging (VoiceMail) and paging from your PC console interface.

**ESN**

Electronic Switched Network. A telephone system that uses electronics to perform call switching and associated billing.

**Exclude Destination**

An attendant presses the “Excl. des.” button on the console so that he/she can have a private conversation with the calling party (source).

**Exclude Source**

An attendant presses the “Excl. src.” button on the console so that he/she can have a private conversation with the called party (destination).

### **Fixed feature**

A fixed feature appears in all installations of the Attendant PC and cannot be edited or removed. Fixed features include alarm, call waiting, CAS, conference, night service, position busy, release destination, release source, signal destination (source), and exclude destination (source).

### **Flexible feature**

A console feature assigned by the system administrator and given a key label and definition in the console.

### **Foreign Exchange**

See *FX*.

### **Fully Restricted**

A call from a fully restricted extension. A person using this extension can place calls to and receive calls from other extensions and the attendant, but is denied access to all incoming and outgoing trunk lines. Incoming calls for a fully restricted extension come to the attendant, who then extends them.

### **FX**

Foreign Exchange, type of trunk. “fx” is the label on an ICI key which receives calls from Foreign Exchange trunks.

### **Guest Status**

A feature that allows the attendant to modify the registration status of a guest’s room.

### **ICI**

Incoming Call Indicator. A key on the attendant console that flashes to inform the attendant that an incoming call on a particular trunk is waiting to be answered. An ICI “key” indicates the first call; later calls light up the message waiting indication until the first call is released.

May also refer to the light that identifies the type of call coming to your console (ICI), such as internal external, WATS, tie trunk, emergency, and so on. All incoming calls are queued automatically in the order of arrival, and the appropriate ICI indicators go on. You can click on a flashing ICI light to answer the call associated with it. Set up your ICI keys from the ICI keys page on the Config Console menu.

**ICI2**

An option in the Customer Data Block (CDB) required for the Meridian 1 Attendant PC. (Trunk Group Busy keys cannot be configured without it.)

**Incoming Call Indicator**

See *ICI*.

**Intercept**

The call that activates this button may be from a caller who dialed the access code for a busy trunk group, or from a caller encountering equipment or dialing irregularities, such as a caller who dialed an extension in Do-Not-Disturb mode. Finally, this call may be from a restricted or semi-restricted extension attempting to make a call that is not allowed.

**Interface Status Monitor**

The Interface Status Monitor provides a visual display of the current status of the various interface connections within the DeskTop Information Server (DIS) and an audible notification of potential interface failures. It also provides notification to the Meridian 1 Attendant PC when the server is brought on line to allow it to automatically reconfigure itself to provide functions that are available only to a fully connected system.

**Interpositional Call**

Interpositional Call. This ICI key indicates an incoming call from another attendant at your location.

**ISDN**

Integrated Services Digital Network. A new signaling system for telephone systems that provides faster dialing and a number of other advantages.

**LDN**

Listed Directory Number. This is an ICI key that indicates a call to a number for your organization that is found in the public telephone directory. X11 release 20 and later allows each authorized user up to six LDNs. When the feature Network Attendant Services is enabled, the LDNs are recognized across the network.

### **Listed Directory Number**

See *LDN*.

### **Loop**

A line that comes into the console, over which the attendant can assign an outgoing call or answer an incoming call.

### **Loop Pickup Key**

This key on the console blinks to notify the attendant of a specific incoming call. The attendant is connected to the call by pressing the associated Loop Pickup key.

### **LPK**

See *Loop Pickup Key*.

### **Malicious Call Trace**

A flexible feature key that enables you to identify an internal obscene or otherwise objectionable call. This feature can also trace static on the line.

### **Message Center**

This ICI key indicates that a caller wants to leave or retrieve a message. This indicator appears only on Attendant PCs programmed to handle message center features.

### **Message Cancellation**

A feature key that enables you to turn off a message waiting signal of an extension where the message is no longer relevant (the intended recipient has departed, for example).

### **Message Indication**

A flexible feature key that enables you to turn on the message waiting signal at an extension for which a message has been taken.

### **Meter**

A programmable feature key that enables you to flag outgoing calls as metered calls, for billing and other administrative purposes (international use only).

**NAS**

Network Attendant Services. This feature allows attendant console positions to be dispersed in multiple locations within the network. Pressing the NAS key on your console makes you available for calls from all network locations.

**Night (Service)**

The system goes into night service when all consoles are unattended. Then, all incoming calls are routed to a destination other than the consoles (such as to a security representative), or to a Night Service Extension (where callers may hear a recorded message).

**Paging**

A programmable feature key that enables you to connect to your organization's paging equipment. Press the key for the duration of your announcement.

**Position busy**

When an attendant will be leaving the console, he/she presses this button. As a result, the system transfers all calls incoming to the departing attendant's console to other attendants.

**Routing Control**

A programmable feature key that enables you to change extension users' access to the network. When turned on, user access to the network is usually more restricted.

**Recall**

This ICI key indicates the return to you of a call that you have put through to an extension that is busy or does not answer within a set time (usually 30 sec). This ICI can also indicate a call from an extension user who has activated the Attendant Recall feature.

**Release**

Mouse-operated key on the right side of the PC Attendant Software screen display. Enables the attendant to release a connection from the console.

**Release destination**

A Fixed Feature key on the console which allows the attendant to disconnect the called party (destination) from a call.

**Release Line Trunk**

Telecommunications line used with Centralized Attendant Service to connect callers from a remote location desiring an attendant at a main location.

**Release source**

A Fixed feature key on the console which allows the attendant to disconnect the calling party (source) from a call.

**Remote**

A key on systems equipped for CAS (Centralized Attendant Service) that indicates a call from a remote location, routed over a release link trunk.

**Restricted “0”**

Key turns on when a call is from a fully restricted extensions, which is denied access to all incoming and outgoing trunk lines. Incoming calls for a fully restricted extension come to the attendant, who can then extend them.

**RLT**

*See Release Line Trunk.*

**Route access codes**

Directs a call over a certain route to reach a specific destination. The code may represent a specific line for a call (Tie, WATS, or public trunk) or an attendant console for placing or transferring a call.

**routing control**

Enables you to change extension users’ access to the network. When turned on, user access to the network is usually more restricted.

**Signal destination**

The attendant pushes a key that signals a called party that he/she is connected to the attendant.

**Signal source**

The attendant pushes a key that signals a caller that he/she is connected to the attendant.

**source**

In telephony, the source of a call is the calling party.

**Speed Call**

A dialing feature available on a programmable feature key that enables you to dial any number stored by the Speed Call Controller. As an alternative you can enter the Speed Call SPRE code, and then enter the code assigned to the desired number.

**Speed Call codes**

A feature available on a programmable feature key that uses a code to dial a programmed number automatically. The Speed Call Controller assigns codes to the list of telephone numbers for dialing by the Speed Call feature key.

**SPRE codes**

Special PREFIX code, one to four digits long, that is assigned by your system administrator. You use the code to operate a feature for which your console has no dedicated (programmed) feature key.

**Stored number redial**

Pressing the correct flexible feature key allows a number to be stored after it has been dialed, either before or during the connection, for later automatic dialing.

**Supervisory mode**

Selecting the Make Set Busy key when your set is idle enables you to monitor other attendants, call an attendant, transfer a call to another attendant, and receive a call from another attendant.

**System Speed Call Controller**

A flexible feature key that can overcome restrictions on individual telephones via programming so that the users can call out to a specific set of numbers, such as for emergencies (ambulance, fire department, 911) or to a company out-of-area branch office, etc.

### **Through-dialing**

Extension or tie-line users may request access to a number which requires use of a trunk which they are not allowed to access. Access the trunk for the user. Then the user can then dial out (except onto fully restricted trunks).

### **Tie trunk**

A dedicated circuit linking two PBX's.

### **Trunk group**

A set of telephone lines of a particular type, such as WATS, Tie, public, or Foreign exchange.

### **Trunk group busy (TGB) keys**

Your console may have up to ten trunk groups, but only if ICI2 is provisioned on the Meridian 1. Press a Trunk Group Busy key to deny users access to that trunk group. Configure TGB keys from the TGB page from the Console Config choice on the Config menu.

### **Trunk-to-trunk call**

A user, while outside the system, may call to request access to an outgoing trunk. You dial the trunk access code, than the requested number. Press RLS to connect the calling and called parties.

### **Unanswered wake-up calls**

If a hotel/motel guest does not respond to the first wake-up call, the system makes up to two more attempts at 5-minute intervals. If the guest does not answer after the third call, the system, if set for this option, notifies you of an unanswered wake-up call.

### **unrestricted or semi-restricted**

Refers to a call from an unrestricted or semi-restricted extension. An unrestricted extension user can place and receive all types of calls. A semi-restricted extension user can place calls to other extensions, and can place calls to the public network with the assistance of the attendant.

**VIP wake-up**

A hospitality feature that extends a VIP wake-up call to your console. Press an idle loop key, followed by the Auto Wake-up key. If the DN is busy or the guest does not answer, press the RLS key. If the guest answers, deliver a personal wake-up message to the guest.

**virtual feature**

A console feature created entirely using software commands.

**WATS**

Wide Area Telecommunications Service. A discounted long-distance service provided by all telephone companies. Also, a label on one or more of your Loop Pickup keys.





Meridian 1

## **Attendant Hospitality**

### **Services**

#### Software Quick Start Guide

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