BT Versatility

Communication without complication

Hospitality Facilities

Contents

Welcome to the BT Versatility Hospitality Application.

An introduction to the additional facilities provided in the BT Versatility Hospitality application.

The **BT Versatility Hospitality** is specifically designed for use in guest houses, small hotels, accountants and agencies… In fact anyone who needs to bill individual clients.

 The Hospitality package allows you to provide both guest and administration phones.

Administration phones can be equipped with the **BT Versatility** Featurephone or a standard telephone. The administration phones have access to the full range of facilities described in the **BT Versatility Owner's Manual**.

When guest phones are equipped with standard telephones, they can use the facilities described on page 18.

Extension 20 is designated as the reception phone. This extension must be equipped with a **BT Versatility** Featurephone to use the Hospitality Facilities. The remaining phones can be equipped as guest or administration phones.

This guide describes the Hospitality facilities and should be read in conjunction with the **BT Versatility Owner's Manual**.

Reception phone Hospitality facilities

This section tells you how to use the Hospitality facilities on the Reception phone.

These features are grouped under the 'Hotel Services' prompt on the top line of the Featurephone display.

For information on using the other facilities on the display please refer to the BT Versatility Owner's Manual.

Check In

Once a phone is checked in all external calls made from the phone will be logged and printed on a bill when the room is checked out.

When you activate Check in for a phone:

- The restriction on making external calls from the phone is removed
- The 'Occupied' / Free status of the room is set to 'Occupied' (See Room status on page 6)

- Press Hotel Services on the Idle menu
- Select the Check In option.
- Select the extension you wish to check in.

You can also select the Check in service by dialling 7963

A solid diamond ♦ beside an extension indicates that the room is checked in. An open diamond ◊ indicates the room is free.

NOTE: If you find that you cannot check a phone in, you should ensure that any call records associated with the previous occupant are deleted from the system memory. This is done using the Phone bill facility. See Page 9

Check Out

You activate the Check out facility for the phone in the guest's room when you want to print a bill for the calls made from the phone and delete the call records. You normally do this when a guest is checking out.

There is also an option for printing out a phone bill without deleting the call records. (See Phone Bill on page 9)

When you activate Check out for a phone:-

-The phone bill for the extension is automatically printed.

-The phone is restricted from making outgoing calls. Emergency numbers 112 and 999 can be dialled.

-The **Room status** is automatically set to ' Free- "Service req."'. **(See Room status** *on page 6*)

-**Message waiting** is cancelled. (See **Message waiting** on page 6)

-**Wake up call** is cancelled. (See **Wake up call** on page 18)

-The **Last number redial** store is cleared.

(See **Last number redial** on page 18)

- Press **Hotel Services** on the Idle menu.
- Select the **Check Out** option.
- Enter the 4-digit password (This password is the same as the one used for system programming).
- Select the phone you wish to check out. A solid diamond ♦ beside a phone indicates that the room is checked in. An open diamond ◊ indicates that the room is free.

The guest phone bill is printed out as soon as the phone is selected. As a safeguard to ensure that the call details are not deleted before a bill is successfully printed, you are prompted to enter a code. This code is printed on the top right hand corner of the bill.

- Enter the 4-digit code printed on the top right hand corner of the bill.
- When the code is entered the extension is checked out and the call records are deleted.

- Cancel will check out the extension, but will not delete the call records.

NOTE: If there is a problem printing a bill the **Phone Bill** facility can be used to check the total cost of the calls made by the guest (See page 9)

You can also select the **Check out** service by dialling **7964**

Room Status

This facility allows you to check whether a room is Free or Occupied and whether it is Cleaned or "Service req". The **Free/Occupied** status is set automatically on **Check in** and **Check out** and is examined from the reception phone. The *Cleaned /* "Service req." status can be set from a guest phone (Dial **7960** for Cleaned and **7961** for "Service req."). You can examine and change the *Cleaned / Dirty* status from the reception phone.

NOTE: At midnight the status of all checked in rooms is automatically set to "Service req."

- Press **Hotel Services** on the Idle menu.
- Select **Status** /occupied.

The occupied rooms are indicated with a solid diamond ♦. The status cannot be changed from this menu as it is set automatically on **Check in** or **Check out**.

- Press **Hotel Services** on the Idle menu.
- Select **Status** /"Service req"

The rooms that are "Service req" are indicated with a solid diamond ♦ and those that are 'Cleaned' are with an open diamond ◊. By selecting an extension the Cleaned/"Service req." status can be changed.

Message Waiting

Message Waiting allows you to notify an absent guest that a message is held for them at reception. When **Message waiting** is set the message waiting LED on the guest extension will be turned **On** and a text string sent to the display of the guest extension indicating a message "**Contact recept**". The guest can receive the message by calling reception. The **Message Waiting** can be cancelled from the reception phone at any time.

- Press **Hotel Services** on the Idle menu
- Select **Message waiting**.
- From the extension menu select the extension you want to alert.

A solid diamond beside the extension indicates **Message Waiting** is set.

Selecting an extension with a solid diamond will cancel the **Message waiting** feature.
You can also select **Message waiting** call by dialling **7962**.

Note: For this feature to work, the guest phone must be equipped with either an FSK type message waiting LED, CLI display or both as standard phones will not ring with the message indication.

Wake Up Call

You can enter a time that a wake up call will be made to a guest phone.

At the programmed time the phone will ring for 90 seconds.

- If the call is not answered the phone will ring twice more at two-minute intervals.
- If the call remains unanswered the reception phone is rung and the display shows 'No Wake Up No xx'.
- If the call to the reception phone remains unanswered for 90 seconds, the call is cancelled.
- Details of cancelled wake up calls are automatically printed when they are cancelled.

Setting a Wake up call for a guest

- Press **Hotel Services** on the Idle menu.
- Select the **Wake up call** option.
- Select the extension.
- Enter the time in the 24-hour clock format (0930 for 9.30am) and press **Confirm.**

You can also select **Wake up call** by dialling **7967**

Reviewing a Wake up call

- Press **Hotel Services** from the Idle menu.
- Select **Wake up call**.
- Select the extension. The programmed time is displayed
- Press **Confirm** to retain the time.
- If you wish to change the time, select **Change** and enter a new time.
- To cancel the wake up call press **Delete** and then **Confirm**.

NOTE: This option can also be set from a guest phone by dialling **718** followed by the time (**HHMM**). The guest can also cancel a **Wake up call** by dialling **718***.

Billing guests and logging administration calls

This section describes the various call billing and call logging options

Option 1 - Call Billing

You can choose to connect a printer to the system so that all guest phone bills are immediately printed when a guest is checked out (See **Check out** page 4). The bill is presented in the following format:-

(Hotel Name)

Extension Number XX
Code xxxx

Call	Date	Time	Duration	Number Dialled	Cost £
01	23:03:00	12.30	03:46	01726001234	0.90
02					
03					

Total £xxx.xx

When this option is chosen you can also decide to print the details of calls made by administration phones. The details of these calls are printed as soon as the call is completed. (This is selected by setting the call logging on for administration phones. See call logging programming page 16)

The format of these records is:-

1	2	3	4	5	6	7	8	9
O/G	10/12/02	12:00:01	00:00:02	L01	S21	S21	0.10	1234576
O/G	12/12/02	12:00:10	00:00:29	L02	S25	S25	0.05	4567890
I/C	12/12/02	12:01:20	00:00:25	L02	S20	S20	0.00	1723454
I/C	17/12/02	12:10:06	00:00:55	LO2	S20	S26	0. 00	1612765

The data shown in this printout is:

Number	Column Meaning	Number	Column Meaning
1	Incoming or Outgoing Call	2	Date (Day/Month/Year)
3	Start Time	4	Duration of the Call
5	Line used	6	Initiating Extension
7	Terminating Extension	8	Call Cost
9	Digits Dialled		

NOTE: The data speed can be set at 4800, 9600, 19200, 38400 or 115,200 rates. In default the rate is set at 115,200. See programming the data speed on page 15.

Option 2- Call Logging

Instead of printing bills directly on a printer you can choose to connect a

Personal Computer (PC) to the system and send details of all calls directly to it. There are software packages available (Not supplied by BT) which can sort the calls and print guest bills from the PC. (This option is selected by setting the call logging on for all phones. See call logging programming page 16) The format of the data sent to the PC is the same as shown above for the call logging option. In this case bills are **NOT** generated by the switch when guests are checked out.

NOTE: When this option is selected the call records of guest phones are still stored in the switch. The **Phone Bill** option can be used to examine the total cost of calls made from any guest phone. (See below). This provides a backup method of billing a guest if the PC is not operating when a guest is being checked out.

Phone Bill

This feature provides an alternative method of examining a summary and printing the details of a guest's phone bill without having to check the phone out. There are a number of reasons for doing this:-

- If there is a problem with the printer and the guest bill cannot be generated at checkout. This facility displays the total cost of calls on the display of the reception phone.

- If you want to examine the costs built up by the guests during their stay. You can see the current total on the reception phone display and print out the details. The details are still retained in the system memory and the total cost of all calls made since check in are printed and included in the total when the guest phone is checked out.

- There is an option that allows the call records for the phone to be deleted. This is used if a guest has been checked out and the call records were not deleted. When you try and check this phone in again you will be prompted to delete the call records and you must select the **Phone Bill** feature to do so.

- Press **Hotel Services** on the Idle menu

- Select the **Phone Bill** option.

- Enter the 4 digit password when prompted (The password is the same as used for '**System programming** ', 1111 at power up).

- Select the extension you wish to examine.

The display will show:

    Extension xx   £xxx.xx
    Print details
    Delete call records
    Cancel.

- If '**Print details**' is selected the bill is printed. The same prompt to enter a code is displayed as described in the '**Check out**' facility. If no code is entered the details of the calls are retained in memory.

- If '**delete call records**' is selected, you are prompted to confirm your selection. When confirmed the records are deleted.

Call with cost

This option allows the reception phone to place a call on behalf of a guest. When the call is completed the reception phone is rung and the cost of the call is shown on the reception phone display. The details of the call are printed.

This facility is generally used to allow a visitor, who is not checked in to make a call and ensure the cost of the call is recouped.

It can also be used if a guest phone is restricted from making calls. The receptionist can place individually costed calls for the guest.

NOTE: Guest phones can be restricted from making various types of call, or indeed any call, by selecting a class of service for the phone after they are checked in. (See Class of service page 13). Guest phones will also be restricted from making calls if the call records memory becomes full. Just prior to the system memory becoming full the reception phone is rung and a prompt is given to clear some call records.

- Select **Hotel Services**.
- Select the **Call with cost**.
- Select a free external line and place the call as normal.
- Transfer the call to a convenient phone. (The call can be continued from the reception phone if necessary)

When the call is completed the reception phone is rung and the display shows the cost of the call.

The details of the call are also printed.

NOTE: If the call is transferred to a guest extension the cost of the call is added to the guest's phone bill.

WARNING
The costs of guest phone calls are calculated using a charge per minute. The charge varies depending on the type of call, (local call, national call etc). The default rates used are shown on page 14. These rates are **NOT** the rates charged by your network provider. It is essential that you check the rates and adjust them if necessary before you check guests in. The rates can be set through system programming described under **'Setting the rates for Call Charges**'on page 14

Administration programming

This section outlines the additional administration programming included in the **BT Versatility** Hospitality.

Basic Programming procedure

The basic procedure is the same as described in the **BT Versatility Owner's Manual**

- From the Programming Extension press the Programme key ➤━◀

- Press the Scroll down key (↘) until 'System programming' is displayed.

- Select 'System programming'
- Enter the System programming Password and select 'System'..

Entering the Hotel Name

The name entered here is printed on the guest phone bills.
Up to 24 characters, including spaces, can be entered.

The option to programme the Hotel Name is added to the programming options under the 'System' key

- Select the **Hotel Name** option and enter the name of the hotel using the keypad. Press key **2** once for **A**, twice for **B**, three times for **C**; **3** once for **D**, and so on.

Defining Administration and Guest phones

Initially the system is programmed with all phones as administration phones. (Extension 20 is the reception phone and cannot be changed).

The option to programme the Administration and Guest phones is added to the programming options under the '**Extensions**' key

A solid diamond indicates a guest extension. An open diamond indicates an administration extension.

Note: When reprogramming a phone from an administration to a guest phone or vice versa the 'class of service' category must be re-set for that phone. *(See page 13).*

Defining a Reception Group

When a guest Dials 0 the call rings reception (Group 11 by default), however it is possible to change the extensions rung when 0 is dialled.
To do this "0" is set to ring Group 11 which contains extension 20 by default
To add or remove extensions into the group enter the programming menu
Select "Lines" then "Group Programming"
A list of the administration extensions is displayed. Select the required extensions to add to the group
Now when 0 is dialled internally the extensions programmed in the group

will ring

Selecting the Class of Service for phones

The Classes of service / Call restrictions are as described on page 13 of the **BT Versatility Owner's Manual**.

In default all administration phones are placed in Class 1, all calls are allowed. Guest phones that are checked out are in Class 4, i.e. they can not make any external calls.

When a guest phone is checked in they are automatically placed in Class 1 combined with Table 6 i.e. they can place external calls to all numbers with the exception of the codes entered in Table 6.

In default the codes shown below for Table 6 apply. (These codes ensure that operator assisted and expensive calls can not be dialled by guest phones).

Class	Type of restriction
Class 1	All calls allowed
Class 2	Restrict International calls (00, 14100, 147000, 153, 118,128000)
Class 3	Restrict International & National calls (0, 1410, 14700, 153, 118,12800)
Class 4	Internal calls only (Emergency 112 and 999 allowed)
Table 5	Allowed Codes (Table is empty)
Table 6	Additional restriction codes (10, 09, 0087, 141, 147, 153, 118)

You can place administration phones in different classes for day and night service (See the **BT Versatility Owner's Manual**).

You can change a guest's class of service when the phone is checked in.

Setting the rates for Call Charges

The rate that guests are charged on phone calls can be changed.

The default rates are:

Type of Call	Rate £ per minute
Local calls	£0.06
National calls	£0.07
International 1	£3.00
International 2	£1.00
Mobile calls	£0.25
Free calls	£0.00

- From the Programming Extension press the PROGRAMME key ➤━◀.
- Press the Scroll down key (↘) until 'System programming' is displayed.
- Select 'System programming'
- Enter the System Programming Password and select '**System**'.
- Press the scroll down key (↘) until 'Call charges' is displayed.
- Select '**Call charges**'.
- Select the type of call you wish to programme.
- A new rate can be entered.

WARNING:

The charges are **NOT** set at the rate you are charged by your network provider. You must satisfy yourself that an appropriate rate is applied to all call types before guests are checked in.

Setting dial codes for Charge Bands

The dialling codes that decide whether a call is charged as a Local call, National call etc can be changed.

- Ensure that the correct local codes for your area are entered
- Ensure that the correct national codes are entered
- In default all international codes are placed in the International 2 band. This ensures that all International 2 calls are charged at a rate of £1.00 per minute. You may wish to place some International codes into band 1 and have a different rate apply .

- From the Programming Extension press the PROGRAMME key ⟞⟝.
- Press the Scroll down key (↘) until 'System programming' is displayed.
- Select 'System programming'
- Enter the System Programming Password and select '**System**'.
- Press the Scroll down key (↘) until 'Charge band codes' is displayed.
- Select '**Charge band codes** '.
- Select the band you wish to programme.
- Select the entry number and adjust the code

A new entry can be added, a current entry deleted or the entry confirmed. Each of the tables can have a total of 20 entries each of up to 6 digits in length.

The system default codes are:

Type of Call	Codes
Local calls	Codes 2-8, 084
National calls	Codes 01,02, 087
Mobile calls	Code 07
International 1	No codes
International 2	Code 00
Free calls	Codes 0800, 112, 999.

NOTE: A table is provided in **Appendix A** where the programmed codes can be written down for reference and ease of programming.

NOTE: Codes which do not appear in the Charge Band tables will be charged at the National calls rate.

Setting the data speed

The speed at which data is sent to either the PC or printer can be set at 4800, 9600,19200, 38400 or 115,200 speeds. Selecting '**Set v24 baud rate**' in the '**System programming** list sets this. The default setting is 115,200 bps.

Call Logging - Printing guest phone bills

You can select one of the following ways of printing guest bills and /or logging calls:-

- You can choose to connect a printer to the system and only print guest bills when you use the **Check Out** or **Phone Bill** facilities. No details of any administration calls are printed. This option is chosen by selecting the '**Call logging off**' option in the programming described below. (This is the default option)

- You can choose to connect a printer to the system and print guest bills when you use the **Check out** or **Phone bill** facilities and also print out details of all calls made by administration phones. The details of Administration calls are printed as soon as the calls are completed. These calls are not costed. This option is chosen by selecting the '**On for admin phones**' option in the programming described below.

- You can choose to connect a Personal Computer to the switch and send the details of all calls to the PC as soon as the calls are completed. In this case the costing of the calls is **NOT** provided on the details sent by the switch and the programme within the PC must be capable of costing and sorting the calls to allow bills to be presented to guests. This option is chosen by the '**On for all phones**' option in the programming described below.

- **NB:** If a stand alone printer is chosen select Serial Printer

From the reception phone,

- Select the Programming Extension press the PROGRAMME key ⟩━⟨.
- Press the Scroll down key (↘) until 'System programming' is displayed.
- Select 'System programming'
- Enter the System Programming Password and select '**System**'.
- Press the Scroll down key (↘) until 'Call logging' is displayed.
- Select '**Call logging**'.
- Select the option required.

Call logging off	Enable Xon/Xoff
On for all phones	Print Log
On for admin phones	Exit

You select '**Call logging off**' when you want to connect a printer to the system and print guest bills when a phone is checked out.

You select '**On for admin phones**' when you want to connect a printer to the system and print guest bills when a phone is checked out. Also calls made from administration phones are printed directly after a call is completed (real-time).

You select '**On for all phones**' when you want to connect a Personal Computer to the switch and control the entire guest billing from the PC. Details are sent directly to the PC as a call is completed (real-time).

Option	Connect	Function
Call Logging off	Printer	On check out phone bill is printed. No 'real time' printout
On for Admin phones	Printer	On check out phone bill is printed. Admin phones will have a 'real time' printout.
On for all phones	Personal Computer	On check out <u>no</u> phone bill is printed. PC controls the printouts.
Enable Xon / Xoff	Printer	This is a method of flow control for the printer.
Print log	Printer / PC	The system holds a call record buffer of 500 calls. This outputs this buffer to the printer or PC

Note: If call logging is turned off and the buffer is full the administration phone (Extension 20) will be rung with the message "Billing buffer is FULL". If a guest phone attempts to make a phone call and there are no free entries in the buffer then "call barred" is displayed on the guest extension and only emergency calls are allowed until the buffer is cleared.

User Guide for Guest Phones

This section gives a brief description of how to operate a phone in a guestroom

To make an internal call

- Lift the handset, or use Handsfree if it is available on your telephone.
- Key the extension number (**20-59**), or key **0** for Reception Group .

To make an external call

- Lift the handset, or use Handsfree if it is available on your telephone.
- Key **9** and wait for dial tone
- Key the number you require.

Last Number Redial

- Lift the handset, or use Handsfree if it is available on your telephone.
- Key **77** (The last external number you dialled will be redialled)

If your phone is equipped with a redial key you can press it. In this case the last number you dialled, either an internal or external number, will be redialled.

Wake Up Call

- Lift the handset, or use Handsfree if it is available on your telephone.
- Key **718** followed by the time as **HHMM** (e.g. 7180730 for 7:30 am, 7181930 for 7:30 pm.).
- An interrupted tone confirms that the time is set. If you do not hear this tone, replace the handset and re-enter the code and time.

To cancel a wake up call dial **718***. Confirmation tone is returned.

Appendix A

Charge Band Codes User Table

Location of Codes	Type of Calls					
	Local	National	Mobile	International 1	International 2	Free calls
01	2	01	07		00	0800
02	3	02				112
03	4	087				999
04	5					
05	6					
06	7					
07	8					
08	084					
09						
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