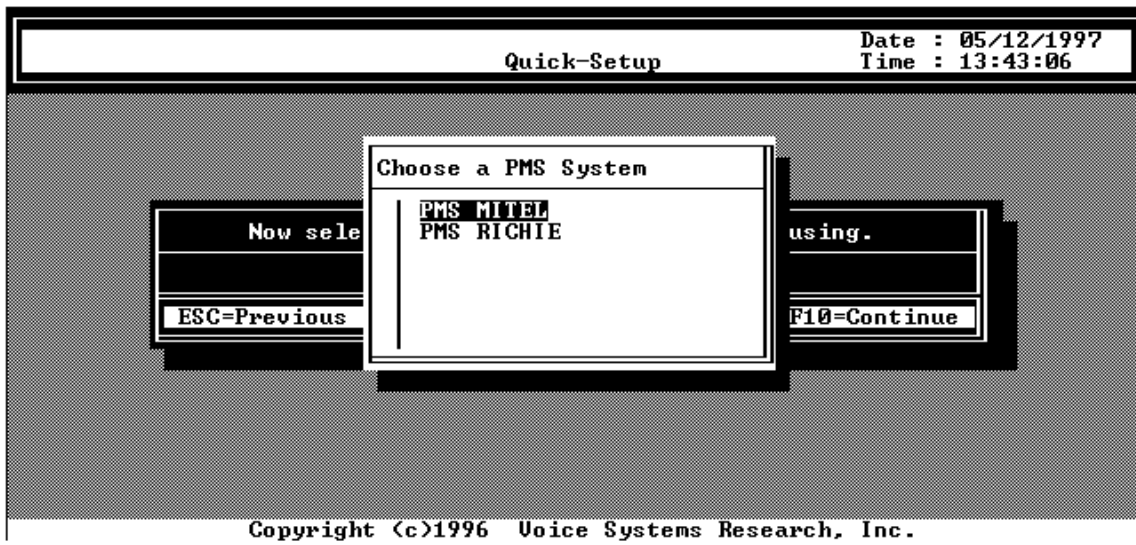


HOTEL/MOTEL APPLICATION PROGRAMMING GUIDE

This guide should help you get your voice mail setup and programmed for a basic Hotel/Motel operation.

Step 1

When you first power up your COVoice/COVoice Express, you will be prompted for the default system password (which is **PASSWORD**), then you will be prompted through for the Quick Setup routine. In Quick Setup, one of your choices is to select the PMS system you are using. By pressing the F2 key, choose the PMS that fits your application (if applicable).



TIP: When you run Quick Setup, build your extension and mailbox range as small as possible. This will make the rest easier.

Once Quick Setup is finished, the system will prompt you with "THE SYSTEM WILL NOW RESTART TO LOAD THE PMS DRIVER...", press *Enter* and the system will begin it's rebooting, load the PMS driver, and then come On-Line. Once the system is On-Line, return back to External Maintenance.

Step 2

In External Maintenance, go to *CDE* and enter into *Class of Service Forms*. Press the **F4** key to add a class of service. For the **Class* field, type in "2". For the *Description* field, type in "**Guest Rooms.**"

Mode : ADD	Date : 05/12/1997
PAGE: 1 Extension	Time : 14:16:01
Class Of Service Form	
*Class : 2	Description: GUEST ROOMS
Directory [Yes]	Loudspeaker Paging Attempts 2
Extension Maintenance [Yes]	Holding Interval 30
Forwarding Maintenance [Yes]	On Busy [No]
Holding [Yes]	On No Answer [No]
Holding Interval 30	Call Holding Announce by [Number]
Personal Operator [Yes]	Screened Announce [No]
Screening [No]	Alert Tone [No]
Transfer Type [Forced Blind]	Repeat Overhead Page [No]
PgDn	F6=Copy F10=Save ESC=Exit

Now press the **Page Down** key to go to the second page. Change the **Take Messages Mode** to **NO** and the **Hotel/Motel Mode** to **YES**. And change the **Password Type** to **NONE**.

Mode : ADD	Date : 05/12/1997
PAGE: 2 Mailbox	Time 14:19:27
Class Of Service Form	
*Class : 2	Description: GUEST ROOMS
Mode	Dist List Type [Both]
Take Messages [No]	Personal Lists 5
Greeting Only [No]	Notify Type [Both]
Hotel/Motel [Yes]	Greeting Type [Multiple]
Hotel/Motel Admin [No]	Max Greeting Len 999
Q&A [No]	Max Msg Count 30
RAD [No]	Max Msg Length 120
Service Bureau [No]	Max Msg Retension 30
Password Type [None]	RW/PF Speed 30
Password Length 4	
PMS Password Code [None]	
PMS Password Length 4	
PgUp/PgDn	F10=Save ESC=Exit

Then press the **F10** key to save and exit.

Step 3

While still in the Class of Service Forms, press the **F2** key and select "**1 - CLASS 1.**" At the *Description* field, rename this to "**HOTEL ADMIN.**"

Mode : EDIT	Date : 05/12/1997
PAGE: 1 Extension	Time : 14:22:08
Class Of Service Form	
*Class : 1	Description: HOTEL ADMIN
Directory [Yes] Extension Maintenance [Yes] Forwarding Maintenance [Yes] Holding [Yes] Holding Interval 30 Personal Operator [Yes] Screening [No] Transfer Type [Forced Blind]	Loudspeaker Paging Attempts 2 Holding Interval 30 On Busy [No] On No Answer [No] Call Holding Announce by [Number] Screened Announce [No] Alert Tone [No] Repeat Overhead Page [No]
PgDn	F6=Copy F10=Save ESC=Exit

Now press the **Page Down** key to go to the second page. Leave **Take Messages** as **YES**. Change **Hotel/Motel Admin** to **YES**.

Mode : EDIT	Date : 05/12/1997
PAGE: 2 Mailbox	Time 14:23:56
Class Of Service Form	
*Class : 1	Description: HOTEL ADMIN
Mode Take Messages [Yes] Greeting Only [No] Hotel/Motel [No] Hotel/Motel Admin [Yes] Q&A [No] RAD [No] Service Bureau [No]	Dist List Type [Both] Personal Lists 5 Notify Type [Both] Greeting Type [Multiple] Max Greeting Len 999 Max Msg Count 30 Max Msg Length 120 Max Msg Retension 30 RW/FF Speed 30
Password Type [Fixed] Password Length 4 PMS Password Code [None] PMS Password Length 4	
PgUp/PgDn	F10=Save ESC=Exit

Press the **F10** key to save and exit.

Step 4

While still in the Class of Service Forms, press **F4** to Add. For the **Class* field, type in "3." For the *Description* field, type in "FAILED WAKEUP."

Mode : ADD	Date : 05/12/1997
PAGE: 1 Extension	Time : 14:49:02
Class Of Service Form	
*Class : 3	Description: FAILED WAKEUP
Directory [Yes]	Loudspeaker Paging Attempts 2
Extension Maintenance [Yes]	Holding Interval 30
Forwarding Maintenance [Yes]	On Busy [No]
Holding [Yes]	On No Answer [No]
Holding Interval 30	Call Holding Announce by [Number]
Personal Operator [Yes]	Screened Announce [No]
Screening [No]	Alert Tone [No]
Transfer Type [Forced Blind]	Repeat Overhead Page [No]
PgDn	F6=Copy F10=Save ESC=Exit

Now press the **Page Down** key to go to the second page. Change **Take Messages** to **NO**. Change **Hotel/Motel Admin** to **YES**.

Mode : ADD	Date : 05/12/1997
PAGE: 2 Mailbox	Time 14:50:54
Class Of Service Form	
*Class : 3	Description: FAILED WAKEUP
Mode	Dist List Type [Both]
Take Messages [No]	Personal Lists 5
Greeting Only [No]	Notify Type [Both]
Hotel/Motel [No]	Greeting Type [Multiple]
Hotel/Motel Admin [Yes]	Max Greeting Len 999
Q&A [No]	Max Msg Count 30
RAD [No]	Max Msg Length 120
Service Bureau [No]	Max Msg Retention 30
Password Type [None]	RW/FF Speed 30
Password Length 4	
PMS Password Code [None]	
PMS Password Length 4	
PgUp/PgDn	F10=Save ESC=Exit

Press **F10** to save and exit. Then the **Esc** key to exit out of Class of Service Forms.

Step 5

From the *CDE*, enter into *System Options Form*. For the ***Failed Wakeup/PMS Mailbox** field, VSR recommends this extension to be a front desk phone. (Note: this mailbox must be built in Mailbox Forms in order for you to assign it here.)

At the ***PMS System** field, confirm that this is the PMS type you selected in Quick Setup.

The field directly above it, **PMS ACK/NAK**, should be enabled when the PMS system and COVoice/COVoice Express systems will be connected directly to each other. If you will be using the PMS monitor mode, leave this field turned OFF.

In the second column, change the **Extension and Mailbox Class of Service** to **2**. Adjust the **Date/Time** to **[Automatic]**. And at the very bottom of this column, change the **Mailbox Mode** to **[Hotel/Motel]**.

Mode : EDIT		Date : 05/12/1997	
System Options		Time : 15:10:39	
*Failed Wakeup/PMS Mailbox	100	<D> Extension Class of Service	2
FAX Dial String		<D> Mailbox Class of Service	2
FAX Tone Detection Setting	[Off]	<D> Date/Time	[Automatic]
*General Mailbox	100	<S> Distribution Lists	[Both]
Logging	[Both]	<S> Message Notification	[On]
Logging Retention (Days)	30	<S> Message Waiting Lamps	[Always]
*Operator Extension	100	<D> Notification Attempts	3
Maximum Invalid Attempts	3	<D> Notification Delay (Min)	10
Maximum Plays	2	<S> External Forwarding	[Off]
Menu Prompt MAXIMUM Length	120	<D> Mailbox Mode	[Hotel/Motel]
Minimum Message Length	3		
Seconds Before No Answer	15		
*Administrator	100		
PMS ACK/NAK	[Off]		
*PMS System >> PMS MITEL			
F2=Lookup		F10=SaveExit	
		ESC=Exit	

Press **F10** to save and exit.

(Note: if you are installing this on an SX-100/200 analog with Generic 217 software, change the **Message Waiting Lamps** field from [Always] to [On].)

Step 6

From the CDE, enter into *Extension Forms*. (Note: this is a good time to have a complete list of all room numbers, maintenance and administrative extensions.)

From the **Select the Record(s) to modify** screen, press **F4** to Add. Enter in the first range of Hotel/Motel Guest Room extensions. For example, rooms 201 to 225. In the **Name** field, type in "Guest." In the ***Mailbox** field, enter in the starting range extension number.

Extension Form		Date : 05/12/1997																									
		Time : 16:01:11																									
Add Extension																											
Extension	: 201	To Extension:	225																								
Name	: GUEST																										
*Mailbox	: 201																										
*Personal Operator	:																										
Class of Service	: [2 - GUEST ROOMS]																										
Holding	: [Enabled]																										
Screening	: [Disabled]																										
Centrex Dialing Number:																											
<table border="1"> <thead> <tr> <th>Forwarding</th> <th>Type</th> <th>Forward To</th> <th>Number</th> </tr> </thead> <tbody> <tr> <td>Always</td> <td></td> <td>[None]</td> <td>]]</td> </tr> <tr> <td>1st Alternate Busy</td> <td>[Direct]</td> <td>[None]</td> <td>]]</td> </tr> <tr> <td>2nd Alternate Busy</td> <td>[After Opts]</td> <td>[None]</td> <td>]]</td> </tr> <tr> <td>1st Alternate RNA</td> <td>[Direct]</td> <td>[None]</td> <td>]]</td> </tr> <tr> <td>2nd Alternate RNA</td> <td>[After Opts]</td> <td>[None]</td> <td>]]</td> </tr> </tbody> </table>				Forwarding	Type	Forward To	Number	Always		[None]]]	1st Alternate Busy	[Direct]	[None]]]	2nd Alternate Busy	[After Opts]	[None]]]	1st Alternate RNA	[Direct]	[None]]]	2nd Alternate RNA	[After Opts]	[None]]]
Forwarding	Type	Forward To	Number																								
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2nd Alternate RNA	[After Opts]	[None]]]																								
F1 = Help		F6 = Copy Name																									
		F10 = Save/Exit																									
		ESC = Exit																									

Press **F10** to continue.

At the *Choose ADD RANGE Method* screen, select **Skip over Existing Extensions**. Then from the *Choose Mailbox Assignments* screen, select **Create Non-Existing Mailboxes**. Once the system is finished building the new range of extensions and mailboxes, it will return you to the *Select the Record(s) to modify* screen. If additional ranges need to be built, repeat this process. Press **ESC** to exit.

Step 7

To view the new mailboxes that have been built, enter into *Mailbox Forms* and press enter on the first Guest Room mailbox.

MailBox Form		Date :	05/12/1997
		Time :	15:40:35
Edit Mailbox+			
Mailbox Number :	201		
Name :	GUEST		
Password :	Not Set		
Class of Service :	[2 - GUEST ROOMS]		
Mode :	[Hotel/Motel 1]		
Status :	[Inactive]		
Time Stamp :	[Auto 1]		
New User :	[Enabled 1]		
*Lamp Extension :	201		
*Personal Operator:			
Forwarding :	[None 1]		
*Mailbox :			
*Extension :			
*Menu :			
External :			
F1=Help Screen F2=Lookup F6=Copy Name F10=Save/Exit ESC=Exit			

It should look like the above example.

Step 8

Now we need to add the Hotel/Motel Administrative extensions and mailboxes. From the *CDE*, enter into *System Options Forms*. From here, you will change the **Extension and Mailbox Class of Service** to "1", and the **Mailbox Mode** to [Hotel Admin].

Mode : EDIT		Date : 05/12/1997
System Options		Time : 16:12:55
*Failed Wakeup/PMS Mailbox	100	<D> Extension Class of Service
FAX Dial String		<D> Mailbox Class of Service
FAX Tone Detection Setting	[Off]	<D> Date/Time
*General Mailbox	100	<S> Distribution Lists
Logging	[Both]	<S> Message Notification
Logging Retention <Days>	30	<S> Message Waiting Lamps
*Operator Extension	100	<D> Notification Attempts
Maximum Invalid Attempts	3	<D> Notification Delay <Min>
Maximum Plays	2	<S> External Forwarding
Menu Prompt MAXIMUM Length	120	<D> Mailbox Mode
Minimum Message Length	3	[Hotel Admin]
Seconds Before No Answer	15	
*Administrator	100	
PMS ACK/NAK	[On]	
*PMS System >> PMS MITEL		
F2=Lookup		F10=SaveExit
		ESC=Exit

Then press **F10** to save and exit.

Step 9

From the *CDE*, enter into *Extension Forms*. From the **Select the Record(s) to modify** screen, press **F4** to Add. Now enter in the range of extensions that will be used as the Hotel/Motel Administrators. (Note: include in this range, the extension and mailbox that will be used for the Failed Wakeup/PMS Mailbox as this will be edited later.)

Extension Form		Date : 05/12/1997																								
		Time : 16:22:24																								
Add Extension																										
Extension	: 250	To Extension:260																								
Name	: HOTEL ADMIN																									
*Mailbox	: 250																									
*Personal Operator	:																									
Class of Service	: [1 - HOTEL ADMIN]																									
Holding	: [Enabled]																									
Screening	: [Disabled]																									
Centrex Dialing Number:																										
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F1 = Help	F6 = Copy Name	F10 = Save/Exit																								
		ESC = Exit																								

Repeat the steps used in **Step 6** to build these ranges, noting that the Class of Service will be **1** and the name will be changed to **HOTEL ADMIN**.

Step 10

Still in the *Extension Forms*, at the **Select Record(s) to modify** screen, select the extension that will be used as the *Failed Wakeup/PMS Mailbox*.

Change the **Name** to "**FAILED WAKEUP**" and the **Class of Service** to **3 - FAILED WAKEUP**.

Extension Form	Date : 05/12/1997 Time : 16:29:40
----------------	--------------------------------------

Edit Extension			
Extension	:	255	
Name	:	FAILED WAKEUP	
*Mailbox	:	255	
*Personal Operator	:		
Class of Service	:	[3 - FAILED WAKEUP]	
Holding	:	[Enabled]	
Screening	:	[Disabled]	
Centrex Dialing Number:	:		

Forwarding	Type	Forward To	Number
Always		[None]	
1st Alternate Busy	[Direct]	[None]	
2nd Alternate Busy	[After Opts]	[None]	
1st Alternate RNA	[Direct]	[None]	
2nd Alternate RNA	[After Opts]	[None]	

F1 = Help F6 = Copy Name F10 = Save/Exit ESC = Exit

Press **F10** to save and exit. Then press **ESC** to exit to CDE.

Step 11

Now enter into *Mailbox Forms*, and select the *Failed Wakeup Mailbox*. Change the **Name** to **FAILED WAKEUP** and the **Class of Service** to **3 - FAILED WAKEUP**.

MailBox Form	Date : 05/12/1997 Time : 16:32:43
--------------	--------------------------------------

Edit Mailbox	
Mailbox Number	: 255
Name	: FAILED WAKEUP
Password	: Not Set
Class of Service	: [3 - FAILED WAKEUP]
Mode	: [Hotel Admin]
Status	: [Active]
Time Stamp	: [Auto]
New User	: [Enabled]
*Lamp Extension	: 255
*Personal Operator:	
Forwarding	: [None]
*Mailbox	:
*Extension	:
*Menu	:
External	:

F1 = Help Screen F6 = Copy Name F10 = Save/Exit ESC = Exit

Now press **F10** to save and exit. Then press **ESC** to quit to CDE.

Step 12

Enter back into the *System Options Form* and change the **Extension and Mailbox Class of Service** to **2** and the **Mailbox Mode** to **Hotel/Motel**. The reason for this is COVoice/COVoice Express will build extensions and mailboxes that do not exist if the PMS system sends a check-in for this room. In the event you overlooked a room, or rooms are later added, it will build them with the proper class of service and mailbox mode.

Step 13

In the event that a room has failed to answer a wakeup call, VSR suggests that you setup notification to a FAILED WAKEUP extension so that the Hotel Administrators can act accordingly. From *CDE*, enter into *Notification Forms*, type in the FAILED WAKEUP mailbox number and press *Enter*. The following screen is an example of how this notification should be setup to call the extension.

Mode : EDIT		Notification Form				Date : 05/12/1997		Time : 16:53:11							
*Mailbox : 255 FAILED WAKEUP															
Notification : [On Each Message]						List Attempts	:	3							
						List Interval	:	5							
	√	Msg Type	Start Time	End Time	Day of Week	Where	Number	P	PIN#/#	P	After Dial	T	W		
1	√	All	ANY	NONE	ALL	Exten	255					3	1		
2															
3															
4															
5															
6															
7															
8															
9															
10															
F2=Lookup										<SPACE>=Toggle		F10=Save/Exit		ESC=Exit	

Press **F10** to save and exit. Then press the **ESC** key to quit to *CDE*.

Step 14

If you will be using this application as an auto-attendant, you will want to create a menu for this. From *CDE*, enter into *Menu Forms*. Press **F4** to Add a menu. For the following example, we named it "**HOTEL DAY**." Notice how the key commands are designated. You'll notice that some keys are designated as "**Call Transfer - FirstKey**." This means the first key pressed by the caller is recognized as the first digit of an extension number. The keys you designate for FirstKey transfer will be the same as the initial digits of your range or ranges of extension numbers. For example, if your extension range is 300 to 500, you would designate keys 3, 4 and 5 as **Call Transfer - FirstKey**.

Mode : EDIT		Menu Form				Date : 05/13/2001		Time : 08:23:49	
Menu : 4									
Description : HOTEL DAY					Prompt Sequence <ALT>+F2 to Edit				
Telephone Key Assignments									
Date Last Modified : 05/13/97									
Key	Command		Key	Command					
0	Call Transfer	100	6	Invalid Key					
1	Call Transfer	Firstkey	7	Invalid Key					
2	Call Transfer	Firstkey	8	Voice Mail			Request		
3	Call Transfer	Firstkey	9	Hangup					
4	Invalid Key		*	Replay At			100		
5	Invalid Key		#	Previous Menu					
Maximum Replays Without Response				:	2				
COMMAND - When Replays are Exceeded				:	Call Transfer		100		
Maximum Invalid Key Attempts				:	3				
COMMAND - When Invalid Attempts Exceeded				:	Hangup				
Immediate Dialing				:	* [None]		
F2=Lookup			F10=Save/Exit			ESC=Exit			

To have the calling party transfer to the hotel operator when they press "0," that key is designated as a **Call Transfer - Direct**. The **Voice Mail Request** key means that the system will ask the caller to enter a mailbox number, to which the caller is then transferred to leave a message.

Mode : EDIT	Date : 05/13/2001																										
Menu : 4	Time : 09:50:14																										
Menu Form																											
Description : HOTEL DAY	Prompt Sequence <ALT>+F2 to Edit																										
<table border="1"> <tr> <td colspan="2">Telephone Key Assignments</td> </tr> <tr> <td>Da</td> <td>Choose Prompt Order /97</td> </tr> <tr> <td>1.</td> <td>100</td> </tr> <tr> <td>2.</td> <td></td> </tr> <tr> <td>3.</td> <td></td> </tr> <tr> <td>4.</td> <td></td> </tr> <tr> <td>5.</td> <td></td> </tr> <tr> <td colspan="2">F3 = Enter Studio</td> </tr> <tr> <td colspan="2">F10=Save and Exit</td> </tr> </table>		Telephone Key Assignments		Da	Choose Prompt Order /97	1.	100	2.		3.		4.		5.		F3 = Enter Studio		F10=Save and Exit									
Telephone Key Assignments																											
Da	Choose Prompt Order /97																										
1.	100																										
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F3 = Enter Studio																											
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<table border="1"> <tr> <td>Key</td> <td>Command</td> </tr> <tr> <td>0</td> <td>Call Transfer</td> </tr> <tr> <td>1</td> <td>Call Transfer</td> </tr> <tr> <td>2</td> <td>Call Transfer</td> </tr> <tr> <td>3</td> <td>Call Transfer</td> </tr> <tr> <td>4</td> <td>Invalid Key</td> </tr> <tr> <td>5</td> <td>Invalid Key</td> </tr> </table>	Key	Command	0	Call Transfer	1	Call Transfer	2	Call Transfer	3	Call Transfer	4	Invalid Key	5	Invalid Key	<table border="1"> <tr> <td>mmand</td> <td>id Key</td> <td>Request</td> </tr> <tr> <td>id Key</td> <td>Mail</td> <td>100</td> </tr> <tr> <td>Request</td> <td>100</td> <td></td> </tr> <tr> <td>Transfer</td> <td>100</td> <td></td> </tr> </table>	mmand	id Key	Request	id Key	Mail	100	Request	100		Transfer	100	
Key	Command																										
0	Call Transfer																										
1	Call Transfer																										
2	Call Transfer																										
3	Call Transfer																										
4	Invalid Key																										
5	Invalid Key																										
mmand	id Key	Request																									
id Key	Mail	100																									
Request	100																										
Transfer	100																										
Maximum Replays Without Re	3																										
COMMAND - When Replays are	Hangup																										
Maximum Invalid Key Attempts	* [None]																										
COMMAND - When Invalid Attempts Exceeded																											
Immediate Dialing																											
F2=Look-Up F4=Insert F5=Delete F10=Save/Exit ESC=Exit/No Save																											

Now you need to create your voice prompt for this menu. By pressing **Alt-F2**, you will bring up the **"Choose Prompt Order"** screen. VSR suggests that you create *numerically named* prompts so that the System Administrator can edit them while the system remains ONLINE. For this example, we've create a prompt named "100." In the first prompt slot, type in "100," then press **F3** to enter the *Studio*. Follow the screen instructions to call in and record this prompt. When finished, press **F10** to save and exit. Then press **F10** to save and exit the new menu. If a Night Menu is desired, repeat these steps.

Step 15

If new menus have been built, they need to be assigned. From *CDE*, enter *into Channel Forms*. The following example, which is setup on an SX-200 Analog with the Dean 218 card, has the Day Menu playing everyday from 7 am till 8 pm. And the Night Menu from 8 pm till 7 am.

MODE: EDIT	Channel Assignment Form	Date : 05/13/1997	
		Time : 10:51:50	
Event <F2>	Day(s)	Time Channel	Event Code
	Date		
Cleanup	ALL	02:30 01-02	
Menu HOTEL DAY	ALL	07:00 01-02	TIME CALLING
Menu HOTEL NIGHT	ALL	20:00 01-02	TIME CALLING
Login To Mailbox	ALL	ALL 01-02	^E CALLING
Call Forward Always	ALL	ALL 01-02	FROM ^E
Request Mailbox	ALL	ALL 01-02	ATT. CALLING
Notification	ALL	ALL 01-02	
PgUp/PgDn F1=Help F2=Lookup F4=Ins F5=Del F6=Sort F10=Save/Exit ESC=Exit			

Depending on the phone system you are using, this form will vary.

You are now ready to bring the system ONLINE.

Quick Definition of Terms Used

Hotel/Motel Mode: This mailbox mode is primarily for hotel and motel guest rooms. This mode allows guests to retrieve, save and delete messages. The guest also is allowed to set up to 5 wakeup calls (if class of service allows.) A caller will hear a prerecorded greeting indicating the guest is unavailable. The caller has the options of leaving a message or transferring to the Hotel operator.

Hotel Admin Mode: In this mailbox mode, a Hotel/Motel administrator has the access to routine tasks such as setting and resetting guest room mailboxes, setting, checking and canceling wakeup calls, and leaving messages.

Failed Wakeup Mailbox: This is the mailbox to which the system will send a priority message stating that a guest has not answered a scheduled wakeup call after COVoice/COVoice Express has made 3 attempts.

For other definitions, please refer to the COVoice/COVoice Express Installation Manual.

For technical assistance, contact:

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