

# InnLine IP Voicemail

INSTALLATION GUIDE



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InnLine IP Voicemail Installation Guide, version 3.3.0  
May 2018

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## IN THIS GUIDE

**Installing and configuring the InnLine IP system**

**Setting up mailboxes and other features**

**Reference material, for more detailed information**

This guide explains how to install and configure the InnLine IP voice messaging system. The manual consists of the three chapters shown at left.

Turn to Chapter 1 to begin installing the hardware and configuring the software. This guide contains all you need to know to complete a typical installation.

After installing the hardware, you configure the software for the installation site. InnLine IP is easy to modify for your own needs. Chapter 2 explains what you can do:

- Add mailboxes, either one at a time or in groups
- Add and configure Automated Attendants
- Customize certain system prompts
- Configure automated guest services (AGS) menus

**Note:** Changes to an InnLine IP system should only be attempted by qualified personnel.

Connected Guests believes in quality systems and installations. We offer several certification options to distributors, which help them benefit from the features of InnLine IP and make each installation as robust as possible. Please contact your Regional Sales representative for information on this training.





# 1 Installation

## IN THIS CHAPTER

### Preinstallation

### Inspecting and installing hardware

### Adding system information and an administrator

### Checking voice ports

### Setting MWI dial-strings, if necessary

### Device interfaces

If you're a certified dealer or telephone technician, you can use the instructions in this chapter to install the hardware of the InnLine IP voice messaging system. You'll also set some hardware-related parameters in the system software.

The installation procedures consist of the topics summarized at left.

**Note:** Installation of the InnLine IP system should only be performed by qualified personnel.

## Preinstallation information

The InnLine IP voice mail system requires an operating environment that meets the following conditions:

- The temperature is between 55° and 75° F, humidity non-condensing.
- The UPS is connected to a 20-amp, two-outlet AC power source.
- The modem line connecting to the InnLine IP system is terminated to an RJ-11 phone jack.

## Opening and verifying system components

Before installing the system, verify that all the components are present. With all systems, you should find:

- 1U server
- UPS (uninterruptible power system)
- AC Power cord
- UniKey PRO Mini Software key (already connected to the system internally)
- USB Keyboard
- USB mouse
- USB Flash drive for back-ups (already connected to the system internally)
- USB modem (if optionally purchased)
- VGA monitor
- RJ-45 CAT5 network cable
- <sup>1</sup>Dialogic Media Gateway(s) and NETGEAR switch
- System documentation

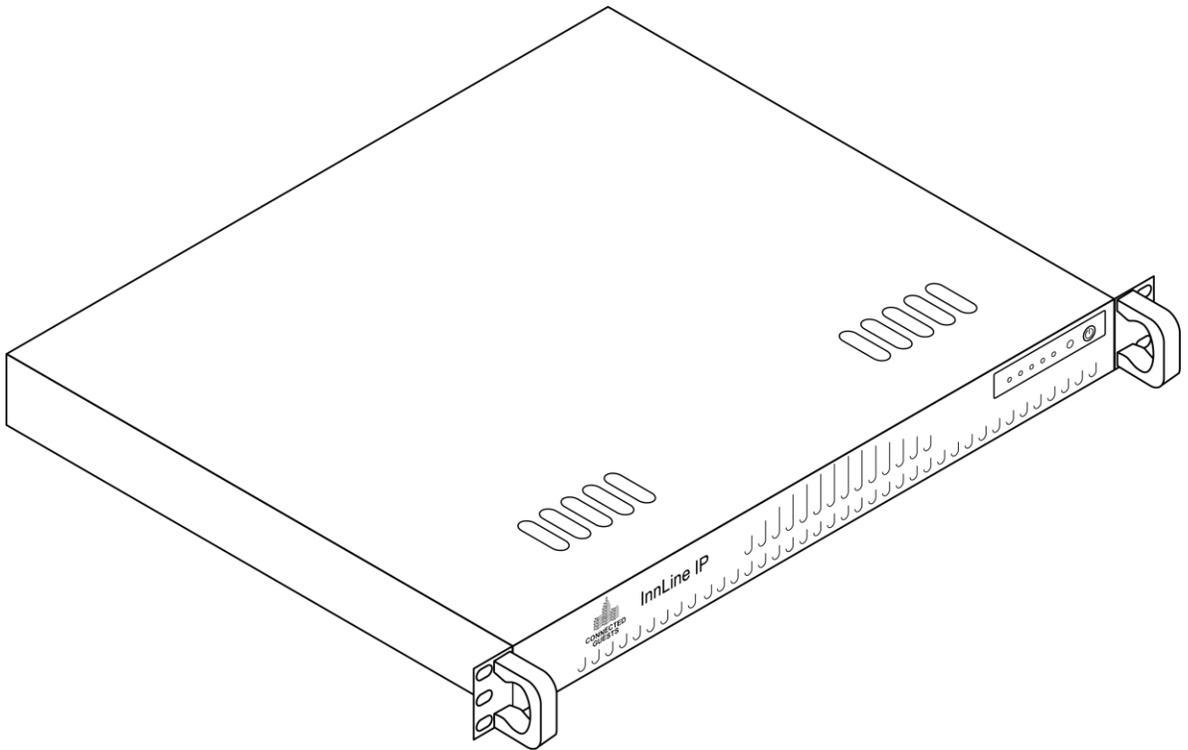
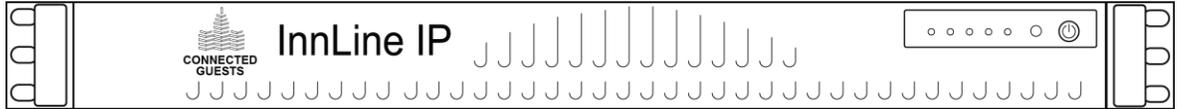
Some systems may come with additional items. If you feel that anything is missing, contact Connected Guests at the number shown on the front of this manual.

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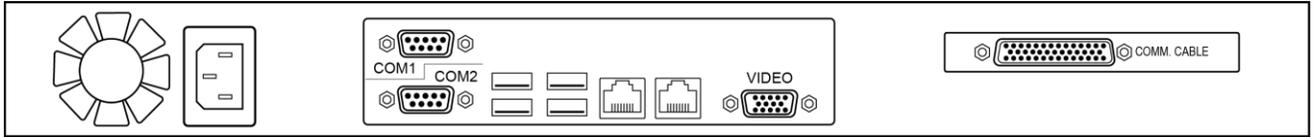
<sup>1</sup> This hardware is included if the PBX does not have a native SIP integration with InnLine IP

# Inspecting and installing hardware

Before connecting InnLine IP to the phone system and electrical power, check its components. If all the components are present, you can install the system.



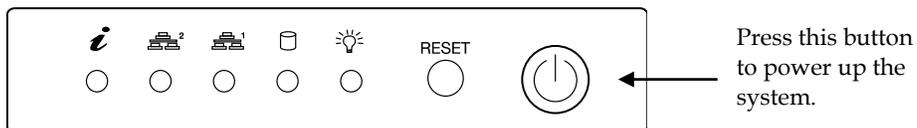
# Connect peripherals



- Connect the UPS data cable to the top left USB port (the one next to the COM2 designation) on the back of the system. Connect the other end of the data cable to the UPS.
- Connect the UPS to AC power. Turn on the UPS
- Connect the VGA monitor to the *Video* connector on the back of the system.
- Connect the keyboard cable to the bottom left USB port (the one next to the COM2 serial port) on the back of the system.
- Connect the mouse to the bottom right USB port (the one next to the NIC outlined in grey) on the back of the system.
- Connect the AC power cord of the monitor to the UPS and turn on the VGA monitor.
- The USB flash drive is already connected internally.
- Connect the USB modem to the top right USB port on the back of the system. Connect either a dedicated POTS line or a PBX extension to the RJ-11 connector of this modem.

Connect the system's AC power cord to the row of UPS power outlets labeled *Battery & Surge*. This will power up the server automatically.

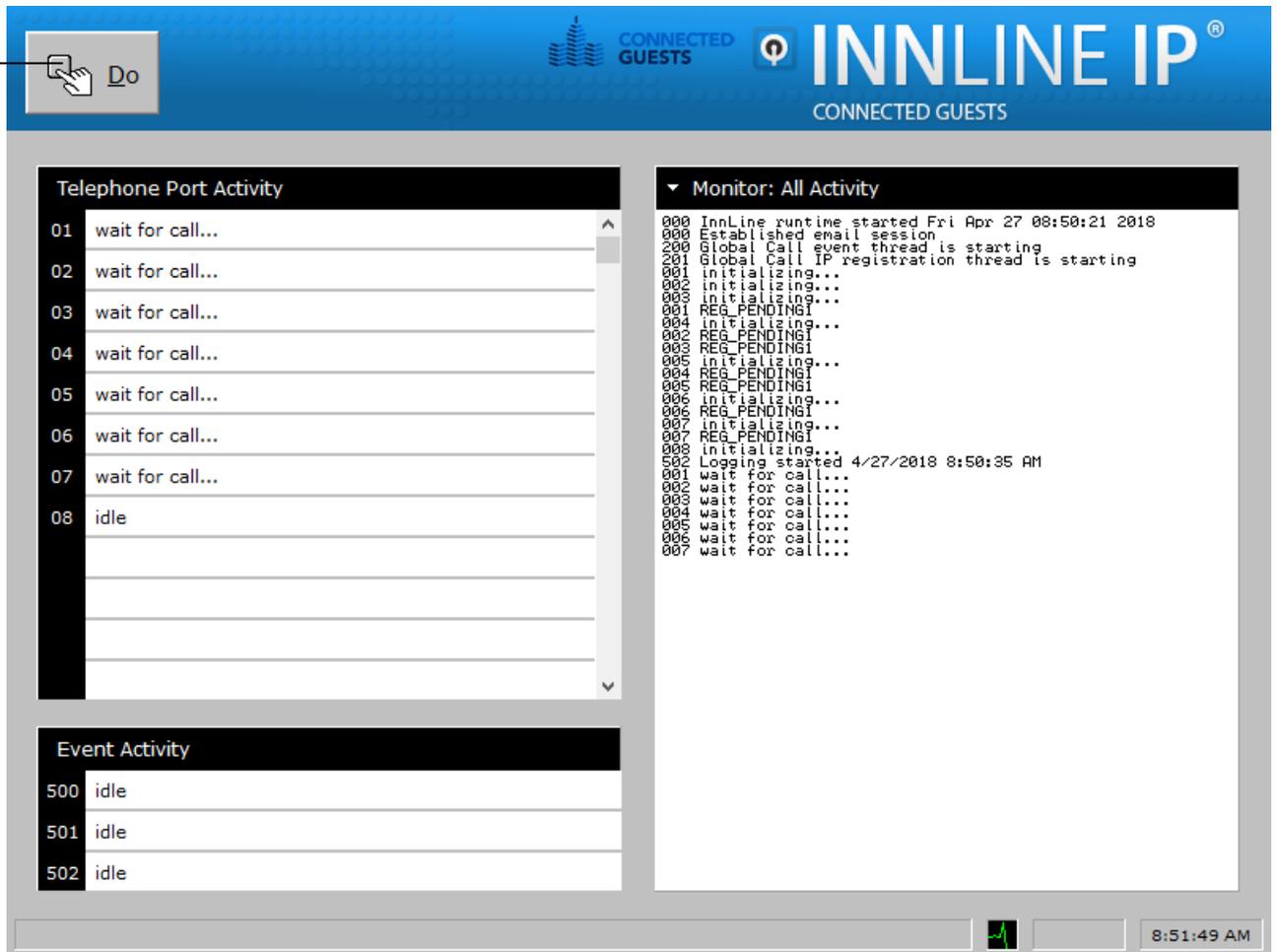
If you need to shut the system down after connecting the power cord, use the power button on the front to turn the system back on again



The InnLine IP application will start<sup>2</sup>. The system is ready to accept calls when you see the screen in the following illustration.

<sup>2</sup> Startup time may take several minutes.

Do  
Button

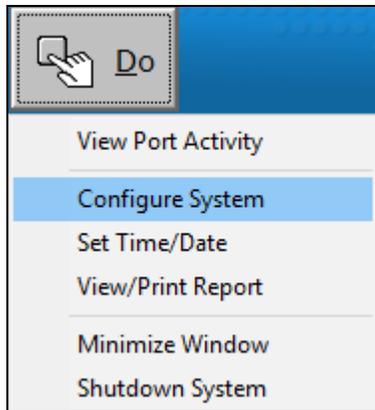


## Programming InnLine IP

Before you can use the InnLine IP voice mail system, you must configure it using the GUI (graphical user interface). You can use the mouse (preferred), the keyboard, or both to program the system. The following sections explain how.

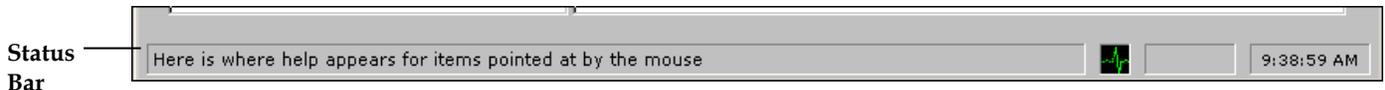
**Note:** Voice mail functions are available when you are programming the system.

InnLine IP voice mail is a Windows based system. Use the cursor to navigate through screens and menus. Click the **Do** button at the top of the screen to display a menu of options, as shown in the following illustration. Click on a menu option to display the appropriate screen. If a screen contains folders or icons, double-click them to open them.



If you click the **Configure System** option from the **Do** menu, a list of options called the *system tree* appears on the left side of the window. The bar at the top of the window displays your location in the system tree, as shown in the previous illustration.

Watch the status bar at the bottom of the window for information as you pass the mouse pointer over certain items.



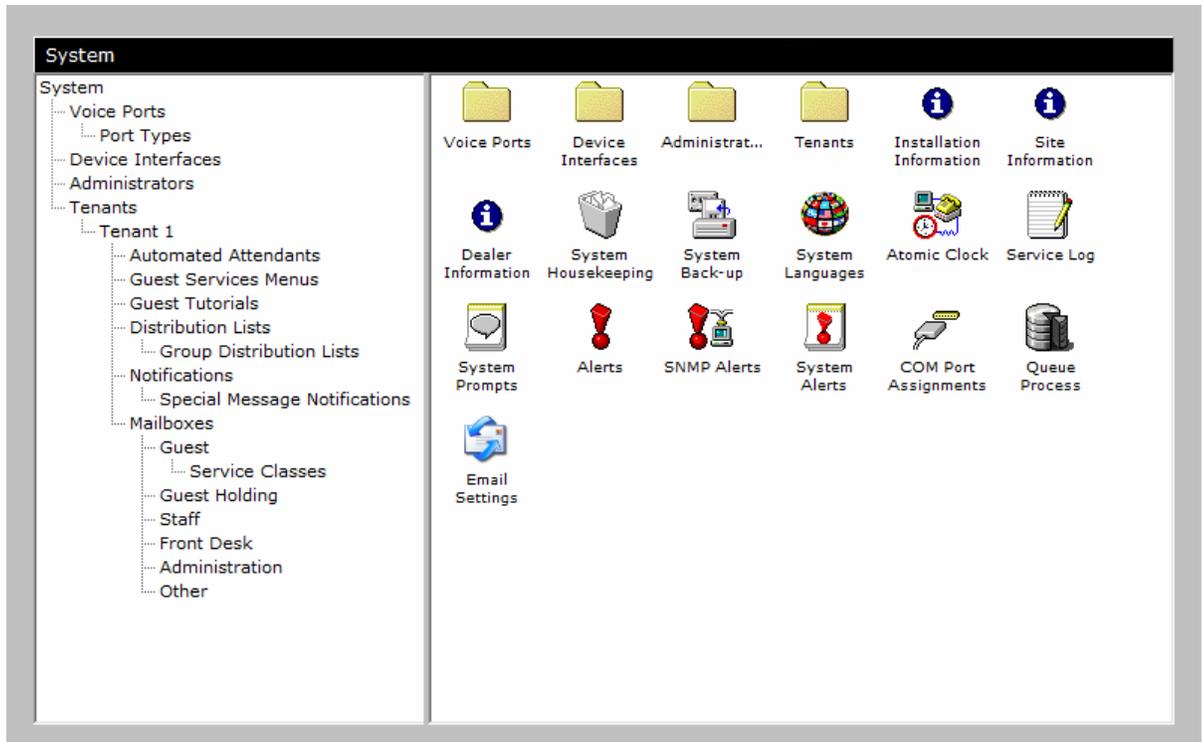
## Adding general system information

The first step in programming InnLine IP is to enter basic information about the system. Follow the steps below.

**To add basic system information:**

1. Click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **System** in the system tree.

Your screen should look like the illustration on the next page.



**2. Double-click the Installation Information icon and fill in details about the installation.**

The resulting window contains warranty and software release information. Enter the installer's name and installation date in the fields at the bottom of the window. When you finish, click the **OK** button to close the window and return to the System options screen, as shown in the preceding illustration.

**3. Double-click the Site Information icon and fill in details about the system.**

Use the window that appears to enter basic information about the system's location, such as the address, phone and fax number, and contact information.

Fill in each field and click the **OK** button to return to the System options screen.

**4. Double-click the Dealer Information icon and fill in basic details about the dealer.**

Use the window that appears to enter basic information about the dealer, such as the address, phone and fax number, and contact information. The window is similar to the Site Information window shown in the preceding illustration. Fill in each field and then click the **OK** button to return to the System options screen.

**5. Select the Tenant 1 option in the system tree and then double-click the Tenant Information icon to fill in basic details about the tenant.**

Use the window that appears to enter basic information about the tenant, such as the address, phone and fax number, and contact information. Fill in each field and then click the **OK** button.

## Adding a system administrator



New Administrator

Adding a system administrator is very important. It protects InnLine IP against database changes from unauthorized users.

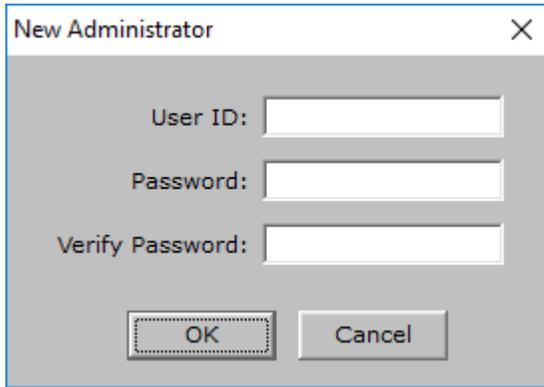
**To create an administrator:**

- 1. Click the Do button of the InnLine IP main screen and then select Configure System. In the next screen, click Administrators in the system tree.**

If you are adding an administrator to the system for the first time, you are informed that no administrators have been defined, and that password protection is disabled. Click **OK** to dismiss this message.

**2. Double-click the New Administrator icon.**

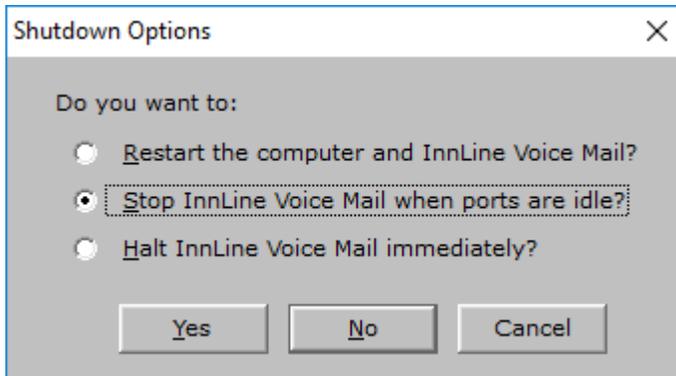
The following window appears.



Enter a user ID, such as your company name. Press the **Tab** key to move between fields. Enter the same password in the **Password** and **Verify Password** fields. Click **OK** when you finish.

**Note:** Administrator passwords are *not* case-sensitive.

**3. Click the Do button again and select the Shutdown System option.**



This step is needed to make the password protection active. Otherwise, it will become active after system's next restart interval.

Choose **Stop InnLine Voice Mail when ports are idle?** or **Halt InnLine Voice Mail immediately?** and then click **Yes** to shut down the system.

**4. Double-click the InnLine IP icon on the windows desktop to restart the voice mail application.**



5. Click the Do button again and select the Sign-on option.



Enter your user ID and password, and then click **OK**. If you enter a valid user ID and password, you are prompted to sign off when you finish. Click **OK** again.

The user ID of the current administrator is shown at the bottom of the window, right of the InnLine "heartbeat."



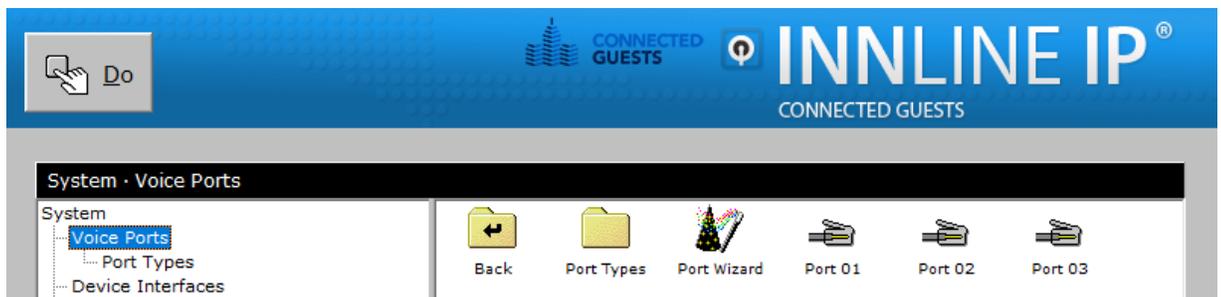
6. To sign off, click the Do button and select the Sign-off option.

At the next prompt, click the **Yes** button to sign off the system. Password protection is now enabled. If you forget to sign off, password protection will be enabled after the system's next restart interval.

## Checking the voice ports

The voice port integration type is pre-programmed by Connected Guests before your system is shipped. It's a good idea to verify that the correct port type was assigned to each port.

1. Click the Do button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Voice Ports** in the system tree.



2. Double-click the **Port Wizard** icon and then click **Yes** in the next window to confirm that you want to adjust settings for all voice ports in one operation.

The following window appears. To identify port extensions automatically, enter the first extension number in the 1st Extension field. The remaining numbers will be assigned in sequence, based on the number you enter. For example, if you enter 101 as the 1st Extension, the system assigns 102 as the next extension, and so on.

Port Wizard

General

1st Extension:  Starting Port: 1

Ending Port: 8

Tenant: Tenant 1

Port Type: Mitel 3300 SIP

Call Direction: In-bound only

Out-bound Actions: All Out-bound Actions

Default Mailbox: AA Go To

Guest Direct Call: Logs in to guest mailbox

Sip Alias:

Enabled Port Outbound Proxy

Host Name:

Port:

Realm:

OK Cancel

This is typically the same number as programmed in the 1st Extension field.

The **Port Type** field should display the method of integration your PBX will provide the system. If the method is incorrect, click the drop-down box and choose another port type from the resulting menu. If you have questions about different port type integrations, call Connected Guests at the number shown on the front of this manual.

3. When you finish, click OK to close the Wizard and save the settings to all ports.

## Setting the MWI dial-strings (certain port types only)

If your Port Types window has an MWI (message waiting indicator) tab, you can program the codes your PBX uses to activate and deactivate message lamps.

1. Click the MWI tab in the Port Types window.

If the Port Types window wasn't open from the previous procedure, see the steps in the last section to open the window.

2. **In the MWI tab, enter the appropriate dial-strings in both the Indicator On and Indicator Off sections.**

In the **Dial-string Prefix** fields, enter the digits that need to be dialed **before** the extension. In the **Dial-string Suffix** fields, enter the digits that need to be dialed **after** the extension (rarely needed).

3. **Click OK when you finish.**

# Device interface serial ports

InnLine IP comes standard with six physical RS-232 serial communication ports:

- **COM1** is a DB-9M connector that is part of the systems mother board, and may be used for miscellaneous serial interfaces.
- **COM2** is a DB-9M connector that is part of the systems mother board, and may be used for miscellaneous serial interfaces.

The following table shows the standard RS-232C serial interface port signals and connector pin-outs for the InnLine IP system.

<i>Signal</i>	<i>Name</i>	<i>DB-9 DTE</i>	<i>DB-25 DTE</i>
DCD	Data Carrier Detect	1	8
<b>RXD*</b>	<b>Receive Data</b>	<b>2</b>	<b>3</b>
<b>TXD*</b>	<b>Transmit Data</b>	<b>3</b>	<b>2</b>
DTR	Data Terminal Ready	4	20
<b>GND*</b>	<b>Signal Ground</b>	<b>5</b>	<b>7</b>
DSR	Data Set Ready	6	6
RTS	Request to Send	7	4
CTS	Clear to Send	8	5
RI	Ring Indicator	9	22

**\* These three signals are of primary interest to the system.**

When interfacing the InnLine IP system with external devices, the only required signals are TXD, RXD and GND.

The external device, however, may require that other pins be connected. These systems may use what is called “hardware handshaking.” Contact the device manufacturer for more information if you need help with handshaking.

It is often helpful to use a RS232 MINI-TESTER to check whether an interface cable is properly wired.

A properly wired cable will show a low voltage (typically a red light) for *both TXD and RXD* when no data is being transmitted, and a flickering high voltage (typically a flickering green light) for either TXD or RXD when data is being transmitted. If there is no voltage (no light) for either TXD or RXD, first check that the signal ground (GND) is connected through both connectors properly. If either TXD or RXD is low, but the other has no voltage, you may need to reverse the wiring for TXD and RXD on a connector, because there is a conflict.

If problems persist, be careful to check connectors for loose pins and sockets. Soldering connections may increase their durability. If a problem remains after troubleshooting, contact Connected Guests for.

Most Device interfaces are preloaded before your system is shipped. To adjust communication settings, such as baud rate, parity, data bits, or stop bits, click the **Do** button in the InnLine IP main screen and then select **Configure System**. In the next

screen, click **Device Interfaces** in the system tree, then double-click the icon that represents the interface. In the next window, choose different settings as needed. For more details on these settings, see *Device interfaces* in Chapter 3.

To monitor an interface, click the **Do** button in the InnLine IP main screen and then click the **Interface** option. Messages transmitted by the InnLine IP interface are displayed in green. Received data is displayed in red.

Interface Information	▼ Port: PMS
<p>Name: <b>DOSGEN</b></p> <p>Type: <b>Direct</b></p> <p>Version: <b>3.09</b></p> <p>Released: <b>Dec 5 2016</b></p>	<pre>t 7218 0[ETX][ETB][ACK][STX]CheckOut 7716 0[ETX][IFS][ACK][STX]CheckOut 7 213 0[ETX][FPS][ACK][STX]CheckOut 7515 0 0[ETX][IGS][ACK][STX]CheckOut 7315 0 [ETX][IESC][ACK][STX]CheckOut 7806 0[ET X][DC2][ACK][STX]CheckOut 7511 0[ETX][I EM][ACK][STX]CheckOut 7421 0[ETX][IESC] [ACK][STX]VoiceMsg 7602 00[ETX]/[STX]C heckOut 7210 0[ETX][IUS][ACK][ACK][STX] CheckOut 7311 0[ETX][IUS][ACK][STX]Chec kOut 7611 0[ETX][SUB][ACK][STX]VoiceMs g 7411 00[ETX]/[ACK][STX]VoiceMsg 7326 00[ETX].[ACK][STX]VoiceMsg 7316 00[ETX]/[ACK][STX]VoiceMsg 7410 00[ET X].[ACK][STX]VoiceMsg 7716 00[ETX]+[A CK][STX]VoiceMsg 7218 00[ETX].[ACK][ST X]VoiceMsg 7213 00[ETX]+[ACK][STX]Voic eMsg 7515 00[ETX]*[ACK][STX]VoiceMsg 7806 00[ETX]x[ACK][STX]VoiceMsg 731 5 00[ETX].[ACK][STX]VoiceMsg 7511 0 0[ETX].[ACK][STX]VoiceMsg 7210 00[ETX] &lt;[ACK][STX]VoiceMsg 7421 00[ETX].[ACK] [STX]VoiceMsg 7311 00[ETX]&lt;[ACK][STX]V oiceMsg 7611 00[ETX]-[ACK][STX]CheckIn 7420 NORMA JEAN BREIDING 0[ETX][DC4][ACK][STX]VoiceMsg 7420 0 0[ETX]-[ACK][STX]CheckIn 7607 LINDA P ADGETT 0[ETX]m[ACK][STX]Vo iceMsg 7607 00[ETX]*[ACK][STX]CheckOut 7310 0[ETX][IRS][ACK][STX]VoiceMsg 7310 00[ETX]&gt;[ACK][STX]CheckOut 7416 0[ETX][IUS][ACK][STX]VoiceMsg 7416 0 0[ETX]&lt;[ACK][STX]CheckOut 7409 0[ETX][I DC1][ACK][STX]VoiceMsg 7409 00[ETX]&amp;[A CK]</pre>

Interface Information	▼ Port: Oxford Suites Pismo Beach
<p>Name: <b>INNHI_N12</b></p> <p>Type: <b>Hybrid</b></p> <p>Version: <b>3.09</b></p> <p>Released: <b>Jan 16 2017</b></p>	<pre>=0!SY=FALSE!ETX]0[STX]GUESTIN:RN=7106!GI=DEF AULT!LA=DEF!LN=106 Occupied Room!ETX][ACK][S TX]GUESTIN:RN=7106!GI=DEFAULT!LA=DEF!LN=106 O ccupied Room!ETX][ACK][STX]JUOICEMSG!TE=Oxford Suites P!RN=7106!GI=DEFAULT!#U=0!#N=0!#S=0! SY=FALSE!ETX]0[STX]JUOICEMSG!TE=Oxford Suites P!RN=7106!GI=DEFAULT!#U=0!#N=0!#S=0!SY=FALSE !ETX]0[STX]JSTILLHERE!ETX][ACK][STX]JSTILLHER E!ETX]0[STX]JSTILLHERE!ETX][ACK][STX]JSTILLH ERE!ETX]0[STX]JSTILLHERE!ETX][ACK][STX]JSTILLH ERE!ETX]0[STX]JSTILLHERE!ETX][ACK][STX]GUEST IN:RN=7106!GI=DEFAULT!LA=DEF!LN=106 Occupied Room!ETX][ACK][STX]GUESTIN:RN=7106!GI=DEFAUL T!LA=DEF!LN=106 Occupied Room!ETX][ACK][STX] JUOICEMSG!TE=Oxford Suites P!RN=7106!GI=DEFAUL T!#U=0!#N=0!#S=0!SY=FALSE!ETX]0[STX]JUOICEMSG !TE=Oxford Suites P!RN=7106!GI=DEFAULT!#U=0!# N=0!#S=0!SY=FALSE!ETX]0[STX]JSTILLHERE!ETX][ ACK][STX]JSTILLHERE!ETX]0[STX]GUESTIN:RN=7106 !GI=DEFAULT!LA=DEF!LN=106 Occupied Room!ETX] [ACK][STX]JUOICEMSG!TE=Oxford Suites P!RN=7106 !GI=DEFAULT!#U=0!#N=0!#S=0!SY=FALSE!ETX]0[ST X]JSTILLHERE!ETX][ACK][STX]JSTILLHERE!ETX]0[S TX]JSTILLHERE!ETX][ACK][STX]JSTILLHERE!ETX]0[ STX]JSTILLHERE!ETX][ACK][STX]JSTILLHERE!ETX]0[ STX]JSTILLHERE!ETX][ACK][STX]JSTILLHERE!ETX]0 [STX]JSTILLHERE!ETX][ACK][STX]JSTILLHERE!ETX] 0[STX]JSTILLHERE!ETX][ACK][STX]JSTILLHERE!ET X]0[STX]JSTILLHERE!ETX][ACK][STX]JSTILLHERE!E TX]0[STX]JSTILLHERE!ETX][ACK][STX]JSTILLHERE! ETX]0[STX]JSTILLHERE!ETX][ACK][STX]JSTILLHERE! ETX]0[STX]JSTILLHERE!ETX][ACK][STX]JSTILLHERE !ETX]0[STX]JSTILLHERE!ETX][ACK][STX]JSTILLHER E!ETX]0[STX]JSTILLHERE!ETX][ACK][STX]JSTILLH ERE!ETX]0[STX]JSTILLHERE!ETX][ACK]</pre>



## 2 Mailboxes and other features

### IN THIS CHAPTER

**Introduction to mailboxes**

**Adding mailboxes**

**Guest service classes**

**Prompt administration**

**Translations**

**Guest service menus**

**Automated attendants**

**Reports**

In this chapter you'll continue to configure the InnLine IP system by setting up mailboxes and other useful features.

You can set up mailboxes for guests, staff, the front desk, and administrators.

After setting up mailboxes, you can:

- Add guest service classes, which are groups of options that help guests use the voice mail system.
- Administer prompts, which are voice recordings used in the program.
- Add translations, which associate a PBX extension number with a mailbox of a different number.
- Set up guest service menus, easily customizable sets of options that explain services to guests.
- Set up automated attendants.
- Produce reports.

# Mailboxes: an introduction

This section introduces you to the various mailboxes and mailbox IDs you can use with the InnLine IP system.

## Guest mailbox



This mailbox allows callers to leave messages for guests. When the mailbox is accessed directly, new messages will be played to the guest with a date/time stamp spoken before the message. The messages can be saved, deleted, or replayed. If enabled, the Guest Services menu can be accessed by pressing the Star (\*) key. Off-property message retrieval is available if the mailbox is passcode protected, or if the guest is assisted by a **Front Desk** mailbox user.

## Staff mailbox



This mailbox allows callers to leave messages for staff users. When the mailbox is accessed directly for the first time, and the default passcode of 9876 is entered, the staff user is presented with a brief setup tutorial. Staff mailboxes typically require a passcode, although you can configure the mailbox not to need one. New messages can be saved, deleted, or replayed. During playback, staff users can also rewind, pause, fast forward, or skip to the next available message. This mailbox offers a variety of advanced features, such as decreasing or increasing message playback speed, and skipping backward to a previous new or saved message. Staff users can also configure their mailboxes for Call or Pager notification. See *Staff mailboxes* in Chapter 3 for a complete list of staff mailbox settings.

## Front Desk mailbox



When this mailbox is accessed directly, a front-desk user is presented with a menu of administrative options. Front-desk users can set wake-up calls, recover a guest's deleted messages, and help a previous guest access messages saved at check-out. This mailbox can be configured to reset a staff mailbox passcode, or to reset the entire mailbox to its default settings. See *Front desk mailboxes* in Chapter 3 for a complete list of front-desk mailbox settings.

## Extension mailbox



This mailbox allows outside callers to transfer to an individual extension via the Automated Attendant, without needing the extension to be referenced as a Guest or Staff mailbox. Extension mailboxes can also be mapped as single-digit presses in an Automated Attendant scheme. This mailbox can only be administered via the software's user interface.

## Reference mailbox



This mailbox will route a caller to another mailbox or mailbox ID in the system, and then offer a specific action, such as Go To, Leave Message, Transfer To, or Log In. Reference mailboxes can be used to route a caller to a specific Automated Attendant. This mailbox can only be administered via the software's user interface.

### Play Prompt mailbox



Callers forwarded to this mailbox will be presented with a prompt recorded by the installer or property. You can also send the caller to another mailbox or mailbox ID after the prompt finishes, such as back to the Automated Attendant. The recording and other settings can be administered by *indirectly* logging into the mailbox and entering a passcode.

### Record Prompt mailbox



This mailbox allows the property to change the recording of a customizable system prompt, such as the wake-up message. A “recording instructions” prompt can also be added to make the mailbox easier to use. The recording can be administered by directly logging into the mailbox and entering a passcode.

### Record Message mailbox



Callers forwarded to this mailbox will be presented with a recording instructions prompt (recorded by the installer), followed by a tone. The message is usually delivered to a staff mailbox. You can send callers to another mailbox or mailbox ID after they record the message, such as back to the Automated Attendant. The recording and other settings can be administered by *indirectly* logging into the mailbox and entering a passcode.

### Time Branch mailbox



This specialized mailbox allows callers to be routed to different mailboxes or mailbox IDs based on the time of day or a specified date. You could route a caller to a different mailbox for every day of the week, by linking multiple time-branch mailboxes. This mailbox can only be administered via the software’s user interface.

### Menu mailbox



This specialized mailbox gives callers single-digit choices to other mailboxes or mailbox IDs. Callers are presented with a menu prompt, recorded by the dealer or property, that advertises the single-digit choices. A common use of this mailbox is a sub-menu that is offered from one of your Automated Attendants. The menu prompt recording and single-digit choices (keys) can be administered by *indirectly* logging into the mailbox and entering a passcode.

### Administration mailbox



This mailbox allows installers or designated end users to add, edit, delete, or reset a Guest, Staff, or Front Desk mailbox. Use special care when using this mailbox.

### AGS Function mailbox



This specialized mailbox can take a guest directly to a specific guest services function, such as setting a wake-up call. PBX integrations that provide calling and called-party identification on covered calls is required for this mailbox to be effective.

### Group mailbox



This specialized mailbox allows up to eight users to share the same physical extension and its message lamp. Its cover prompt, MWI extension, and group members can be administered by *indirectly* logging into the mailbox and entering a passcode.

**Select Language mailbox**



This specialized mailbox allows the caller to choose another language. It may be used in conjunction with auto-attendant schemes.

**Question & Answer mailbox**



This specialized mailbox can be configured to present pre-recorded questions (up to 9) and record a response to each question. The responses are then combined into one message and delivered to a staff or front desk mailbox. The recordings cannot be administered from the mailbox.

**Minibar mailbox**



This specialized mailbox allows the housekeeping staff to report on items consumed from the room's mini bar. The mailbox is associated with a station number that is forwarded always back to the voicemail hunt group. Prompts then guide the housekeeper to report on item number, and quantity. The Connected Guests iLink/iCharge application is required for this feature to fully function.

**Call Package mailbox**



This specialized mailbox allows the guest to purchase a specific telephone calling package. The mailbox is associated with a station number that is forwarded always back to the voicemail hunt group. Prompts then guide the guest to choose a specific package. The Connected Guests iCharge application is required for this feature to fully function.

**Room Status mailbox**



This specialized mailbox allows the housekeeping staff to change a guest room's status (e.g. clean, dirty). The mailbox is associated with a station number that is forwarded always back to the voicemail hunt group. Prompts then guide the housekeeper to enter the room status number. A report may be generated showing the history and present status of the room. InnLine may also be setup to automatically update the room status to the PMS. Connected Guests iLink/iCharge application or the Marriott Corporate PMS (MARRPMS) device driver is required for this functionality.

**Guest Group Service Class**



This specialized mailbox allows the front desk to create a service class based on a guest's group identifier. If your PMS provides information as to which group a guest is part of at check-in, automatic messages (such as check-in, comfort and check-out) can be tailored for that group of guests, and then automatically delivered to those mailboxes. Service classes and message recordings need to be created prior to the group's arrival for the feature to be effective. See the section *Defining the Guest Service Class* for more information on what service class's control.

## Mailbox IDs

- **GOODBYE.** When this mailbox ID is used, such as with a key press from the Automated Attendant or a Menu mailbox, the caller hears the system say “Goodbye,” and then is disconnected from the system.
- **HANGUP.** When this mailbox ID is used, the caller is disconnected from the system without warning.
- **DIRECTORY.** When this mailbox ID is used, the caller has access to the user directory. The caller then follows prompt instructions to find an operant on the system.
- **LOGIN.** When this mailbox ID is used, the caller will be asked to enter a mailbox number, followed by a passcode.
- **AA and AA1 through AA9.** When these mailbox IDs are used, such as in a Reference mailbox or a “Next Mailbox” field, the caller is presented with the automated attendant you specify (AA1 through AA9). If only AA is referenced, the caller is presented with the default Automated Attendant. For more details, see the *Automated Attendants* section in Chapter 2.
- **EXPRESSMSG.** When this mailbox ID is used, callers are presented with an “express message” option of leaving a message for the mailbox they enter.
- **OPERATOR.** When this mailbox ID is used, callers are sent to the operator, as defined in the system. By default, key 0 in all nine automated attendants is referenced as “Operator.”

## Adding mailboxes

The following sections explain how to add various mailboxes to the InnLine IP system. You can:

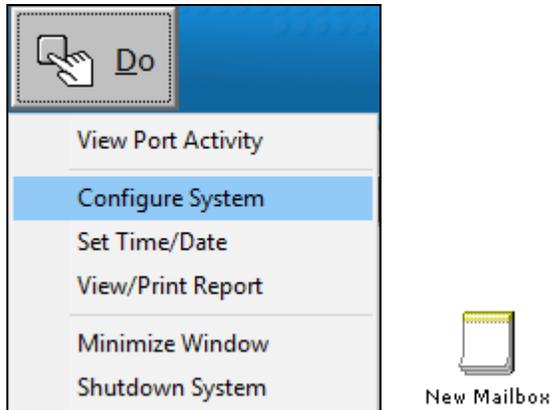
- Add guest mailboxes
- Add staff mailboxes
- Add front desk mailboxes
- Add administration mailboxes
- Check your maximum mailbox number size

## Adding guest mailboxes

Follow this procedure to add new guest mailboxes. Before entering mailboxes, it is a good idea to have a copy of the hotel's room numbering plan.

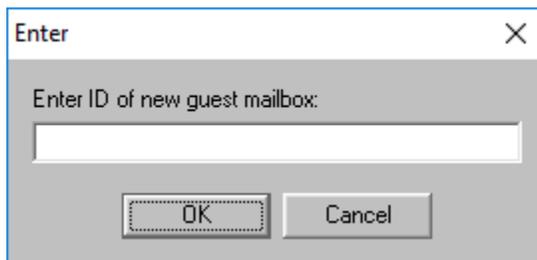
### *Adding mailboxes one at a time*

1. Click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Guest** in the system tree.

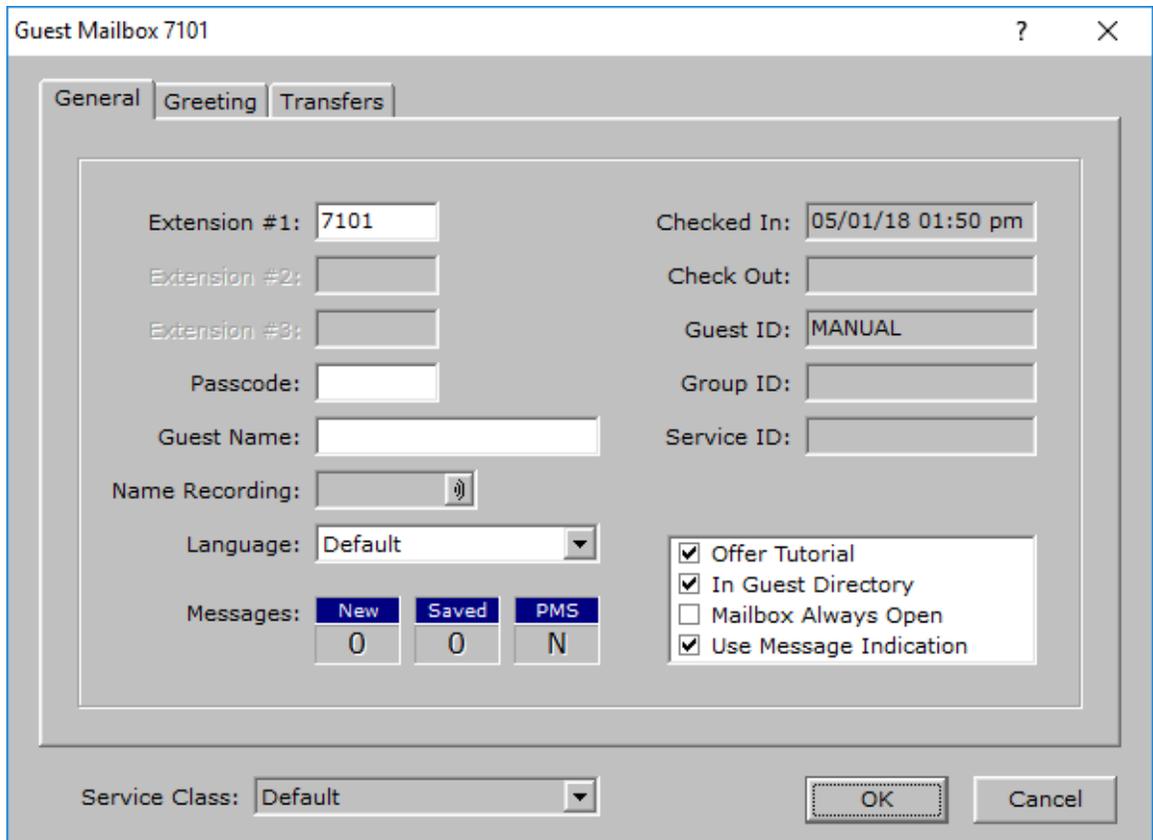


2. Double-click the **New Mailbox** icon, as shown above.
3. In the window that appears, enter the actual room extension, then press **Enter** or click **OK**.

For example, if room 101's extension is 7101, type **7101** in this field.



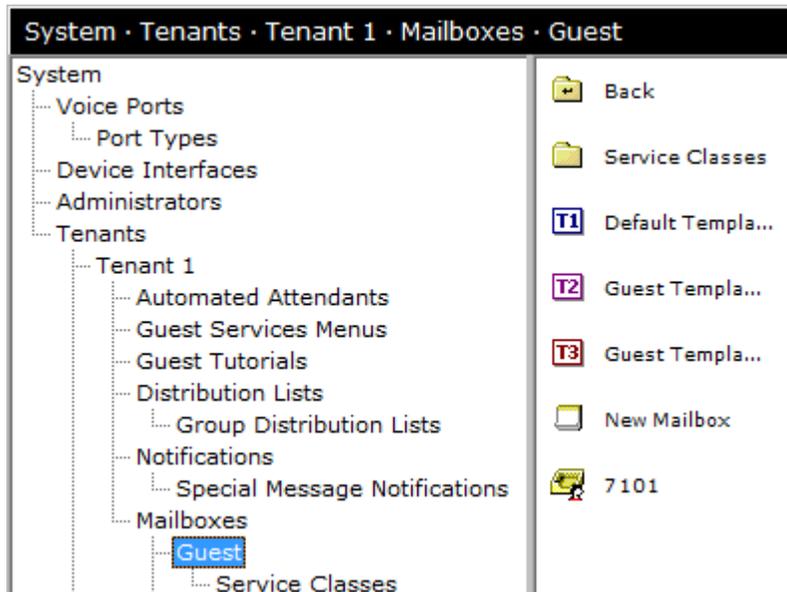
When you press **OK**, the **Guest Mailbox** window appears. The extension number you entered appears in the **Extension #1** field.



For most users, the extension is all the information you need to enter. For information on what the other fields control and how to set them, see *Guest mailboxes* in Chapter 3.

**4. Press Enter or click OK to finish creating the mailbox.**

The guest mailbox you created is now displayed as an icon in the window (7101 in the illustration below).

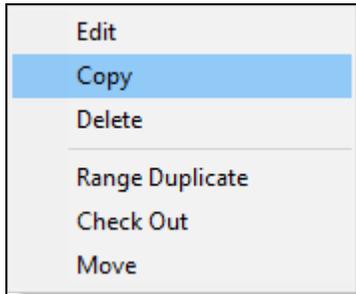


## ***Adding multiple mailboxes***

Once you have created a mailbox, you can quickly create more using the **Copy** and **Range Duplicate** commands.

To create a mailbox based on an existing mailbox:

1. **Right-click on the mailbox you want to copy, and select the Copy command from the menu that appears.**



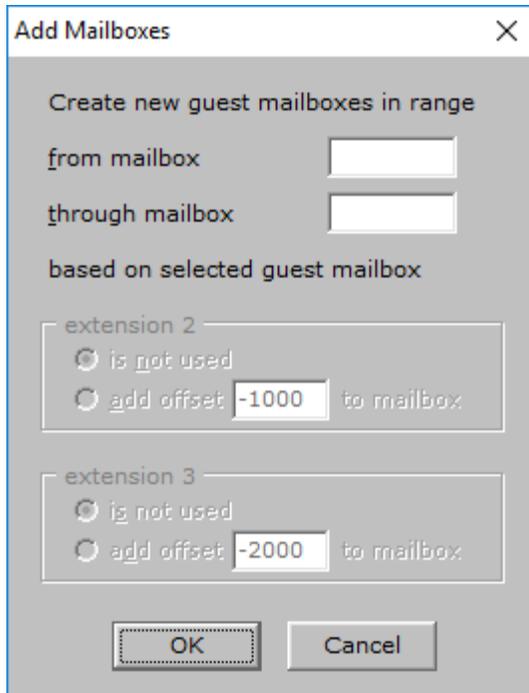
2. **Move the hand pointer to an empty area near the mailbox icon and right-click again. This time, choose Paste from the menu.**
3. **In the window that appears, enter the mailbox's extension number and press Enter.**

The new mailbox is added. Most settings of the original mailbox will carry over to the mailbox being copied, with a few exceptions.

To copy an existing mailbox and create multiple mailboxes simultaneously:

1. **Right-click on the mailbox you want to copy, and select the Range Duplicate command from the menu that appears.**

The following window appears.



2. Enter the starting number of the range of new mailboxes in the From Mailbox field. Use the Tab key to move to the Through Mailbox field, and enter the ending number of the range.

If a second (or a third) extension exists for the guest rooms, choose the **add offset** [        ] **to mailbox** option, adding the appropriate offset value.

## ***Deleting mailboxes***

To delete a mailbox:

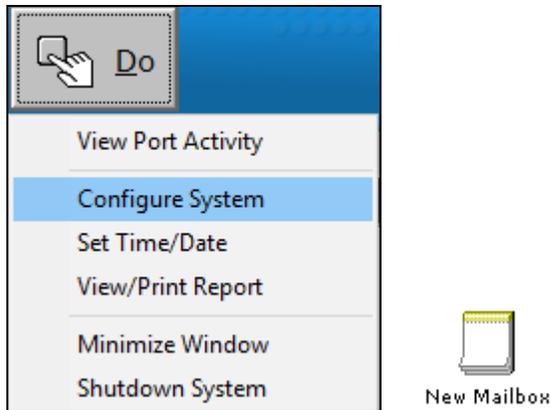
1. Right-click the icon of the mailbox you want to delete and choose **Delete from the menu**.
2. At the next prompt, press **Enter** or click **Yes** to confirm the deletion.

If you need to delete all guest mailboxes and start over, use the **Delete Guest Mailboxes** function. See the *Mailboxes* section in Chapter 3.

## **Adding staff mailboxes**

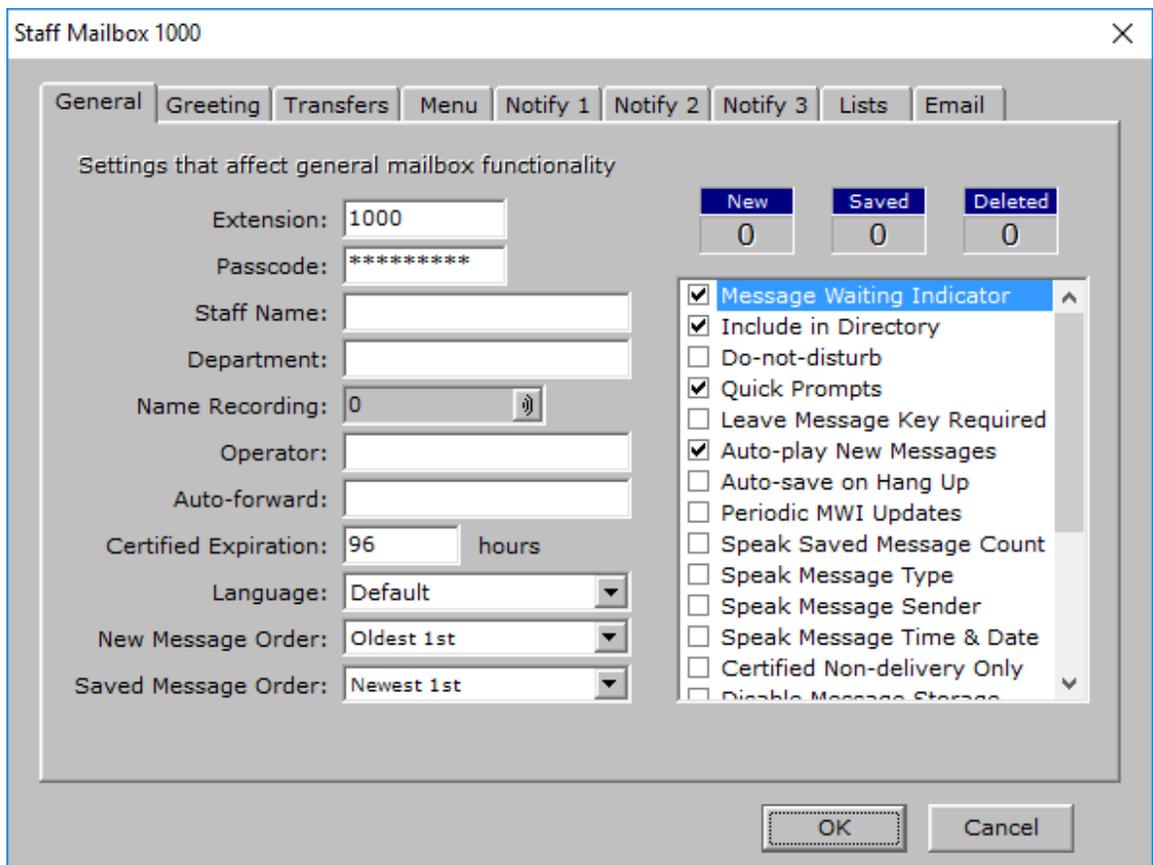
The following steps explain how to add new staff mailboxes. The procedure is basically the same as entering guest mailboxes. Before entering mailboxes, it's a good idea to have a copy of the hotel's administrative extension list.

1. Click the **Do** button of the **InnLine IP** main screen and then select **Configure System**. In the next screen, click **Staff** in the system tree.



2. Double-click the New Mailbox icon, as shown in the previous illustration.
3. In the next window that appears, enter the staff extension number, then press Enter or click OK.

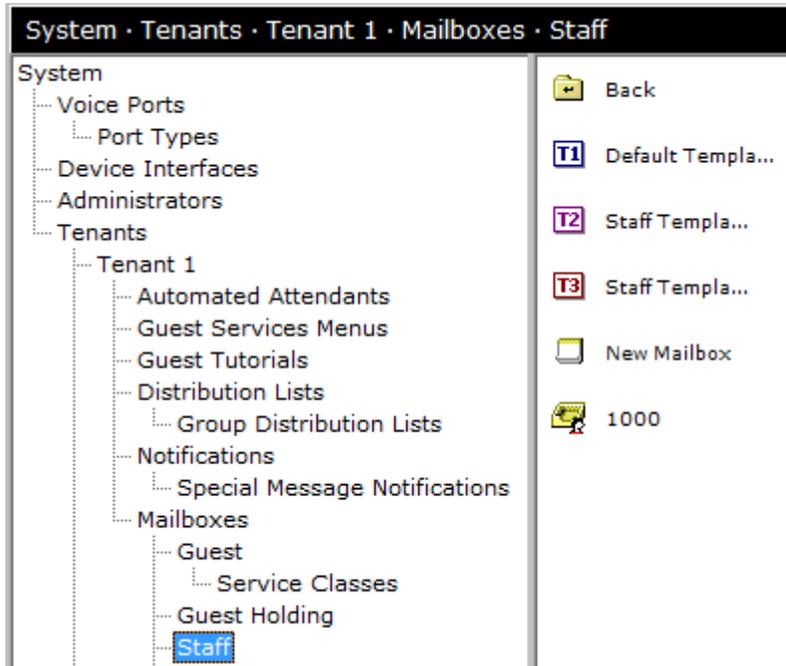
The following window appears. The extension number you entered appears in the **Extension** field.



For most users, this is all the information you need to enter. For information on what the other fields control and how to set them, see *Staff mailboxes* in Chapter 3.

4. Press Enter or click OK to finish creating the mailbox.

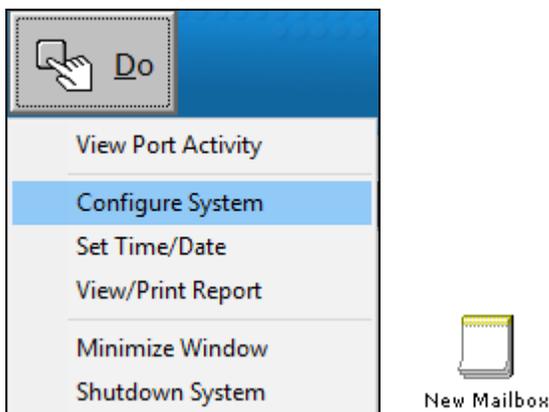
The staff mailbox you created is now displayed as an icon in the window (1000 in the illustration below). You can continue to add staff mailboxes one at a time. If you need to add many staff mailboxes with similar settings, use the **Copy** or **Range Duplicate** options explained in the previous section.



## Adding front desk mailboxes

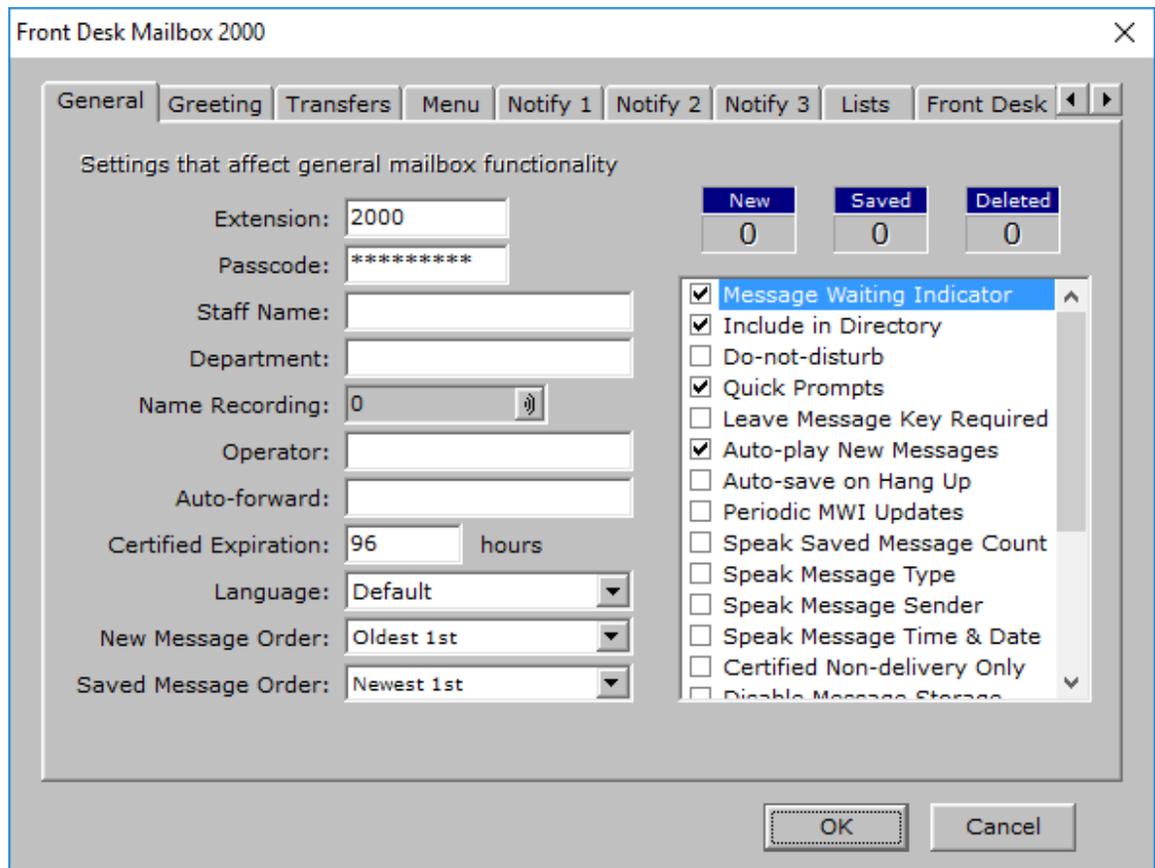
The following steps explain how to add new front desk mailboxes. The procedure is basically the same as entering guest and staff mailboxes.

1. Click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Front Desk** in the system tree.



2. Double-click the **New Mailbox** icon, as shown in the previous illustration.
3. In the next window that appears, enter the front desk extension number, then press **Enter** or click **OK**.
4. In the next window that appears, click the **Front Desk** tab.

Use this tab to control whether the front desk mailbox can reset a staff mailbox and reset a staff mailbox's passcode for a new user. Choose whether to enable or disable these controls, and click **OK**.



The front desk mailbox you created is now displayed as an icon in the window (2000 in the illustration below).

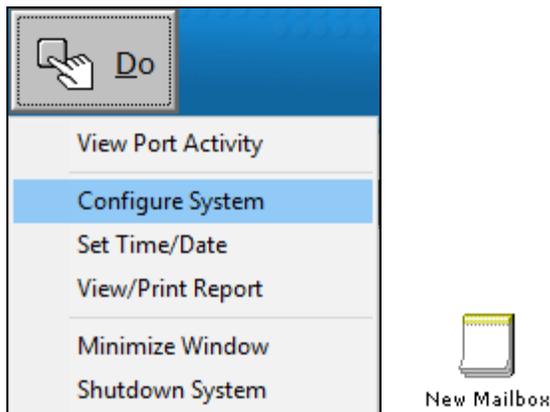


For most users, this is all the information you need to enter. For information on what the other fields control and how to set them, see *Front desk mailboxes* in Chapter 3.

## Adding administration mailboxes

You should add at least one administration mailbox to the system. This mailbox will allow you to add, change, or delete guest, staff, and front desk mailboxes. For example, an administration mailbox may prove useful if you must add a staff mailbox, but you don't have immediate access to the system.

1. Click the Do button of the InnLine IP main screen and then select Configure System. In the next screen, click Administration in the system tree.



2. Double-click the New Mailbox icon, as shown in the previous illustration.
3. In the next window that appears, enter the desired mailbox number, then press Enter or click OK.

The Administration Mailbox window appears.

4. If the mailbox has no associated extension, remove the number from the Extension field. Enter a User Name and Group if necessary.
5. Press Enter or click OK to finish creating the mailbox.

The administration mailbox you created is displayed as an icon in the window (8500 in the following illustration).



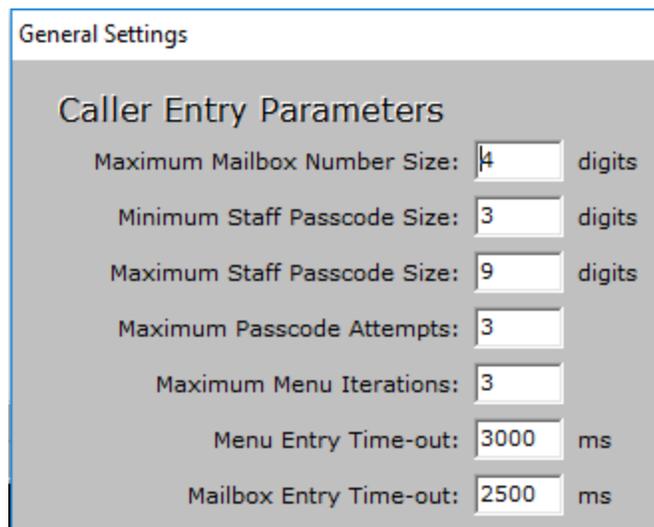
## Checking your maximum mailbox number size

The maximum mailbox number size refers to the largest mailbox you may have programmed in the system. If the number is larger than necessary, system prompting when indirectly logging into mailboxes is delayed slightly. If the number is smaller than necessary, the system will be unable to detect mailboxes assigned higher numbers.

To check the maximum mailbox number size:

1. Click the Do button of the InnLine IP main screen and then select Configure System. In the next screen, click Tenant 1 in the system tree.
2. Double-click the General icon.
3. In the window that appears, adjust the value in the Maximum Mailbox Number Size field, if needed.

The default value is 4, which is adequate for most systems.



The screenshot shows a window titled "General Settings" with a sub-section "Caller Entry Parameters". It contains several configuration fields:

Parameter	Value	Unit
Maximum Mailbox Number Size	4	digits
Minimum Staff Passcode Size	3	digits
Maximum Staff Passcode Size	9	digits
Maximum Passcode Attempts	3	
Maximum Menu Iterations	3	
Menu Entry Time-out	3000	ms
Mailbox Entry Time-out	2500	ms

4. Press Enter or click OK to close the window.

## Defining the guest services class

The **guest services class** controls which prompting and options will be available to the guest mailboxes that belong to it. The following features are controlled by guest service classes:

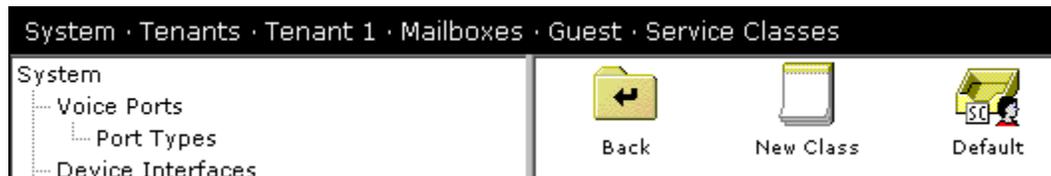
- AGS menus
- Tutorials
- Tutorial introduction and conclusion prompts
- Access greeting prompt
- Wake-up prompt
- Automatic messages (Check In, Comfort, Check Out)
- Special guest operators
- Control Phone Number Assignment (see *PrivateLine* in Chapter 4)

If you want all guests' rooms to work the same, there's no need to create more service classes. You can use the Default service class for all guest mailboxes, unless you have a service class with special requirements.

If you want some mailboxes to have a different AGS menu or outside callers to be routed to a different operator if zero is pressed during the guest's unavailable greeting, you can create your own service class.

**To create a guest service class:**

1. Click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Service Classes** in the system tree.
2. Double-click the **New Class** icon, as shown in the following illustration.



The following window appears.

New Guest Mailbox Service Class (2)

Service Class Name:

Group ID:

Created:

General Automatic Messages Phone Numbers

Custom Prompts

Tutorial Introduction:

Tutorial Conclusion:

Access Greeting:

Wake-up Message:

Mailbox Options

AGS Menu:

Tutorial:

Speak Mailbox I.D. at Log-in

Passcode Required in Room

Periodic MWI Updates

Hang-up Auto-saves First Message

Missed Forwarded Call Notification

Guest Operator

Day Operator:

Night Operator:

OK Cancel

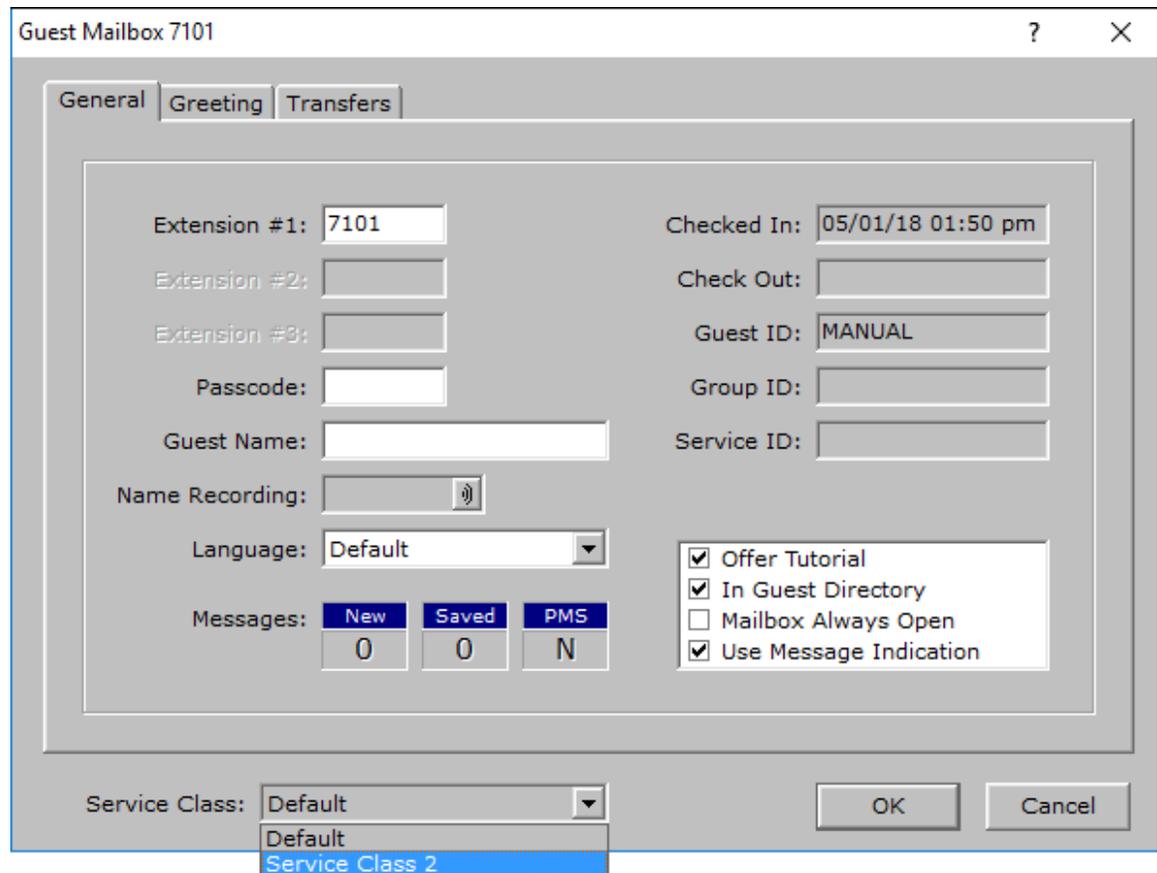
**3. Enter settings in the window as needed.**

Change the **Service Class Name** if needed. Note that the **Custom Prompts** and **Automatic Messages** fields are blank. If left blank, the system default prompts will be used. Either re-enter the prompt letters entered in the Default service class (which you can view by clicking the Default icon shown above), or enter new letters and record your own prompts. To do this, see the next section, *Prompt administration*.

**4. Press Enter or click OK to finish creating the guest service class.**

**5. Click Guest in the system tree and then double-click on a guest mailbox to change its service class.**

The Guest Mailbox window appears.



6. Click the Service Class menu at the bottom of the window and choose the service class you just created.

If you did not create a service class, leave the setting at **Default**.

7. Press Enter or click OK to save the change.

**Note:** If you use the **Range Duplicate** command with this mailbox, the duplicated mailboxes will be assigned to the same service class. For details on duplicating mailboxes, see *Adding multiple mailboxes* earlier in this chapter.

# Prompt administration

Prompts are voice recordings used by the system. InnLine IP allows some prompts to be customized by the installer or the end user. There are two ways to administer prompts in the system:

- Using the InnLine IP's GUI (graphical user interface)
- Using a "Record Prompt" mailbox

Both options are described in this section.

Before shipping the system<sup>3</sup>, Connected Guests customizes the following prompts to include the hotel property name:

- GUNA (guest no-name prompt)
- GUNANAM1 (guest pre-name prompt)
- GUNANAM2 (guest post-name prompt)
- SUNA (other no-name prompt)
- SUNANAM1 (other pre-name prompt)
- SUNANAM2 (other post-name prompt)
- GGRT (access greeting - guest)
- GWAKEUP (wake-up message)
- AAGRTD (greeting prompt - day)
- AAGR TN (greeting prompt - night)

## Using InnLine IP's GUI to record prompts



You can use a telephone located near the system to record prompts. Prompts that you can record have a "field action button" to the right of the prompt name (as illustrated at left).

In the following example, you will learn how to re-record the GWAKEUP prompt.

1. **Click the Do button of the InnLine IP main screen and then select Configure System. In the next screen, click Service Classes in the system tree.**
2. **Double-click the Default service class icon.**

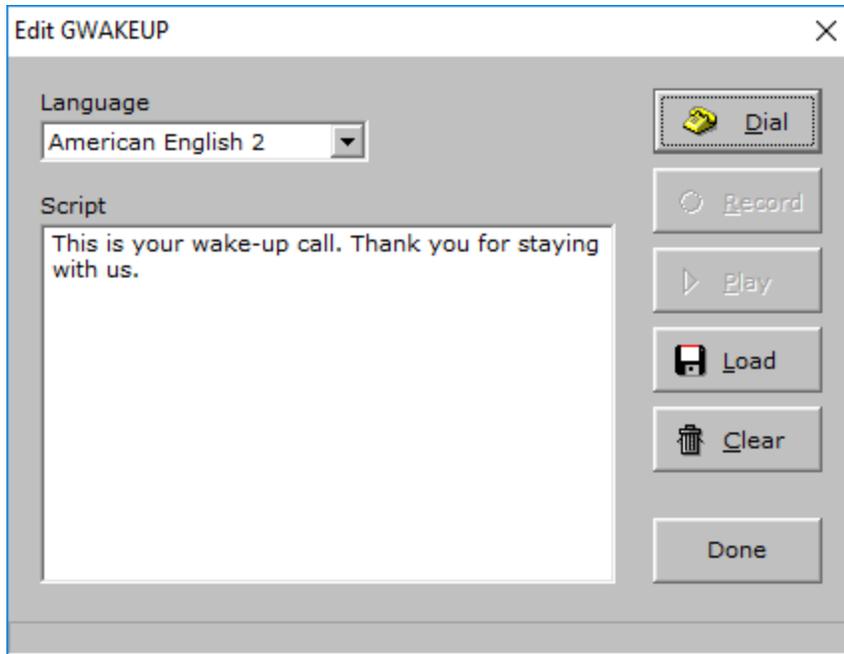
The Service Class window appears. For an illustration of this window, see the previous section, *Adding guest services classes*.

3. **Click the button right of the GWAKEUP Wake-up message. (Note that if you want to maintain the original recording of the GWAKEUP prompt, enter a different eight-character name for the prompt BEFORE clicking the field action button.)**

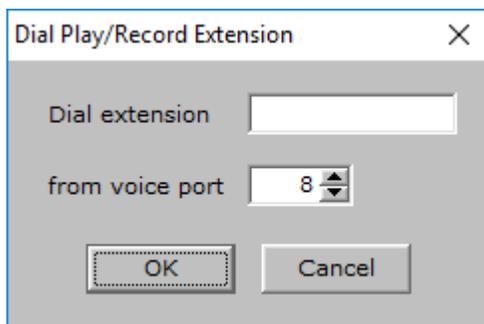
When you click the button, the following window appears.

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<sup>3</sup> Custom prompts are included if the prompt worksheet was completed at the time of system order. If not, prompts may be uploaded to the system once the worksheet is completed.



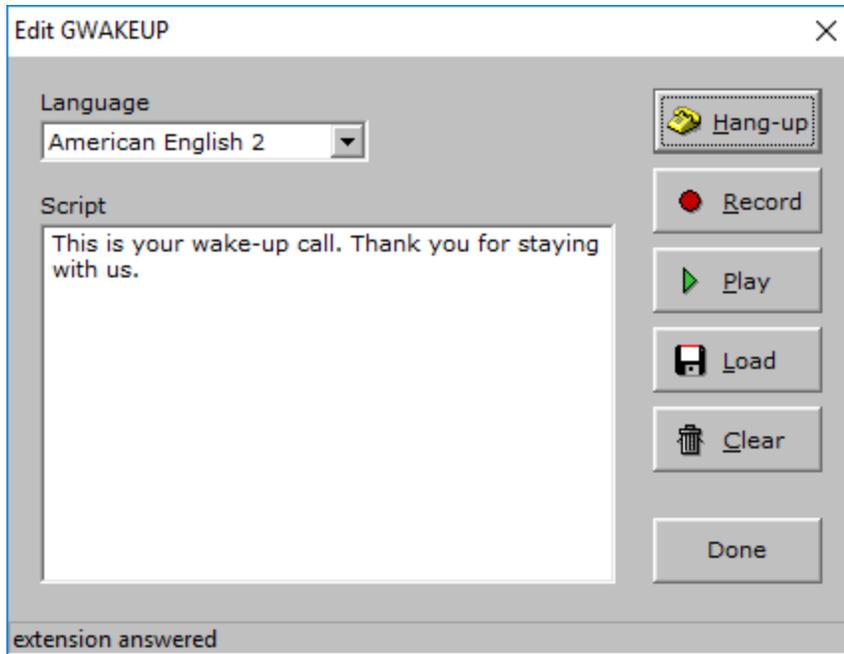
4. Click the Dial button to display the following window.



5. Enter the extension or telephone<sup>4</sup> number you want the system to call.  
By default, the last voice port is used to dial out, but you can enter a new **Voice port** number or change it by clicking the up and down arrows.
6. Answer the phone and say “Hello” (voice activated).

---

<sup>4</sup> If entering a telephone number (POTS line), you must add “9,” before the number.



You can type the script of your recording in the **Script** field. This field is for informational purposes only; it is not required for recording.

7. **When you click the Record button, the system will provide you with a tone to start the recording process. Record your message. Press any touch-tone key to end your recording.**
8. **Click the Play button to review your recording or listen to what's already recorded.**

Clicking the **Clear** button will delete your recording. Take care when deleting recordings, since the system doesn't ask you to confirm the deletion.

If you have recordings on a USB storage drive, you can click the **Load** button to transfer the file from flash drive to the system. Prompts must be recorded (or converted) using Dialogic OKI ADPCM format, at 32 KPS (kilobits per second).

If you want to stay in this screen but disconnect the system from the phone, click the **Hang-up** button.

9. **Click the Done button to close the window.**

## Creating a "Record Prompt" mailbox for prompts

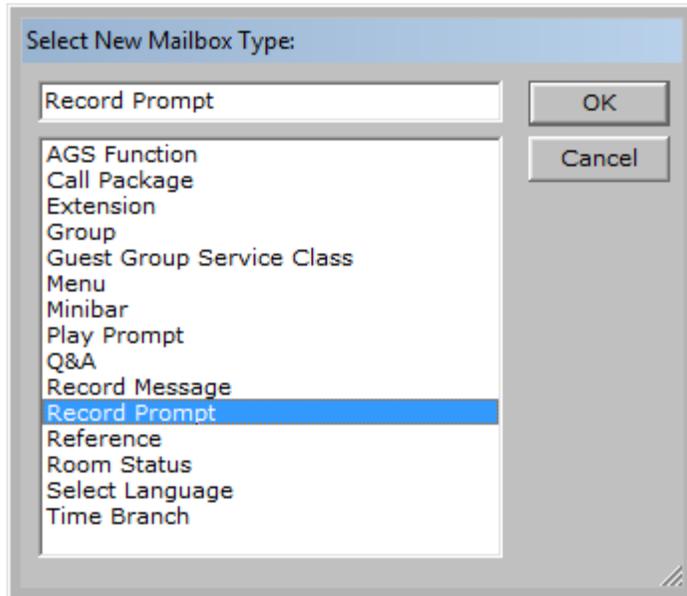
Since everyone will not have access to the method described in the previous section, you can allow recording of prompts via a "Record Prompt" mailbox. The following example shows how you could customize the Wake-up message recording and change it whenever you want. The first step is to create a Record Prompt mailbox.

1. **Click the Do button in the InnLine IP main screen and then select Configure System. In the next screen, click Other in the system tree.**

2. Double-click the New Mailbox icon, as shown in the following illustration.

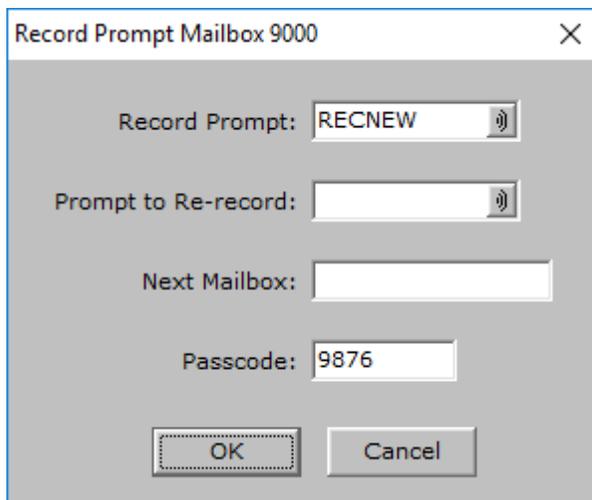


3. Select the Record Prompt option in the list and then press Enter or click OK.

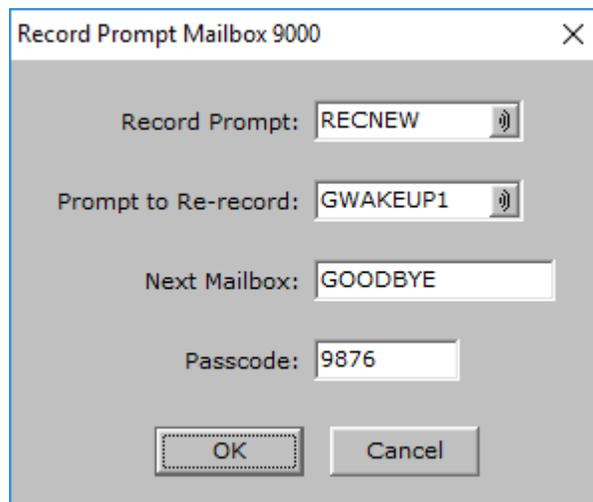


4. Enter the mailbox ID in the next window and click OK.

The following window appears.

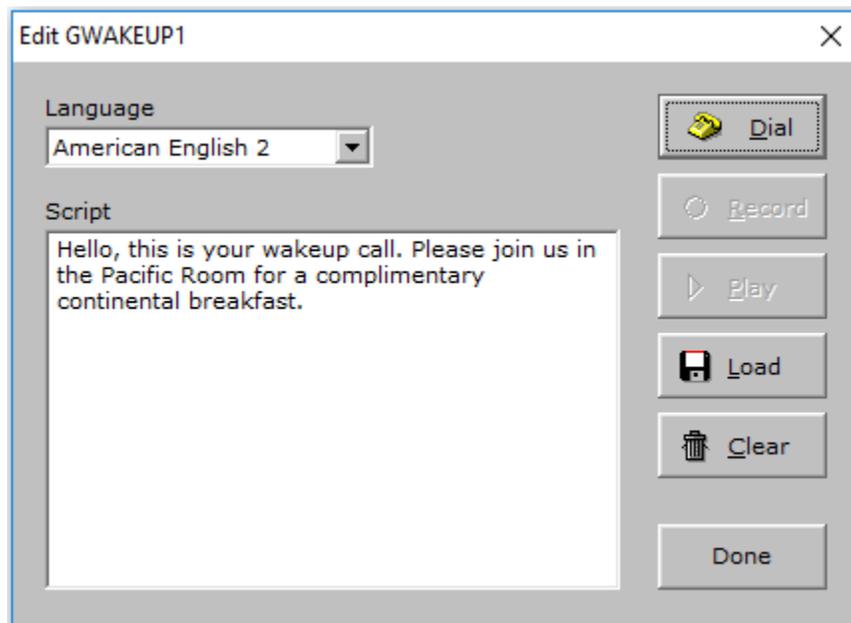


5. Enter GWAKEUP1<sup>5</sup> in the Prompt to Re-record field (entering a new name will preserve the original), then enter a passcode to protect and allow access to this mailbox. Click OK when you finish.



The **Next Mailbox** field is optional.

- The **Record Prompt** field by default has a generic recording called **RECNEW**, which plays an instructional prompt before taking the user to a record tone.
- The **Next Mailbox** field allows you to send the mailbox user elsewhere after the prompt recording is complete (**AA**, for example). If you leave the field blank, the system hangs up after the user presses **1** to accept the recording.
- Click on the field action button for the **Prompt to Re-record** field, and enter the script for the recording.



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<sup>5</sup> If renaming the prompt, make sure to reference it in the appropriate guest service class.

# Translations

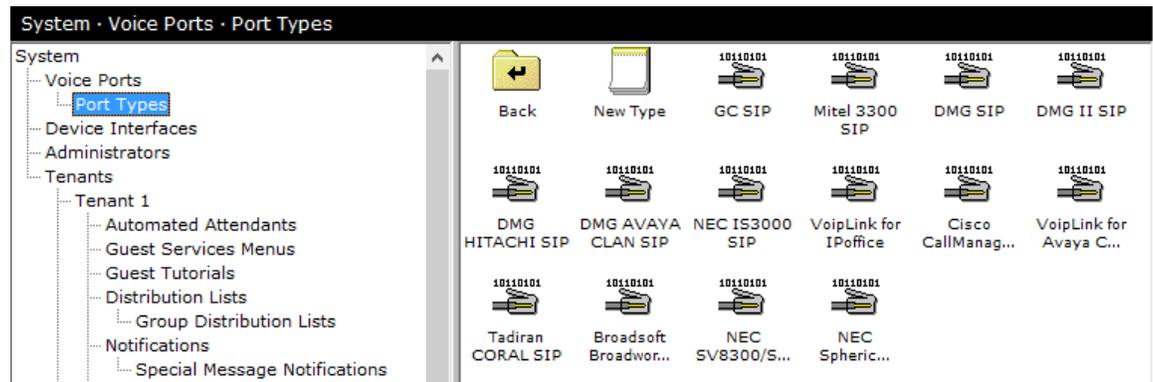
Whenever a call is forwarded or comes directly from an extension to the voicemail system, the PBX communicates the extension number to the InnLine IP application, which interprets it as the mailbox number to use for that call.

To associate a PBX extension number with a mailbox of a different number, you will need to add a **translation**. Translations are useful when each guest room has two extensions, but the guest can try to call voice mail from either extension.

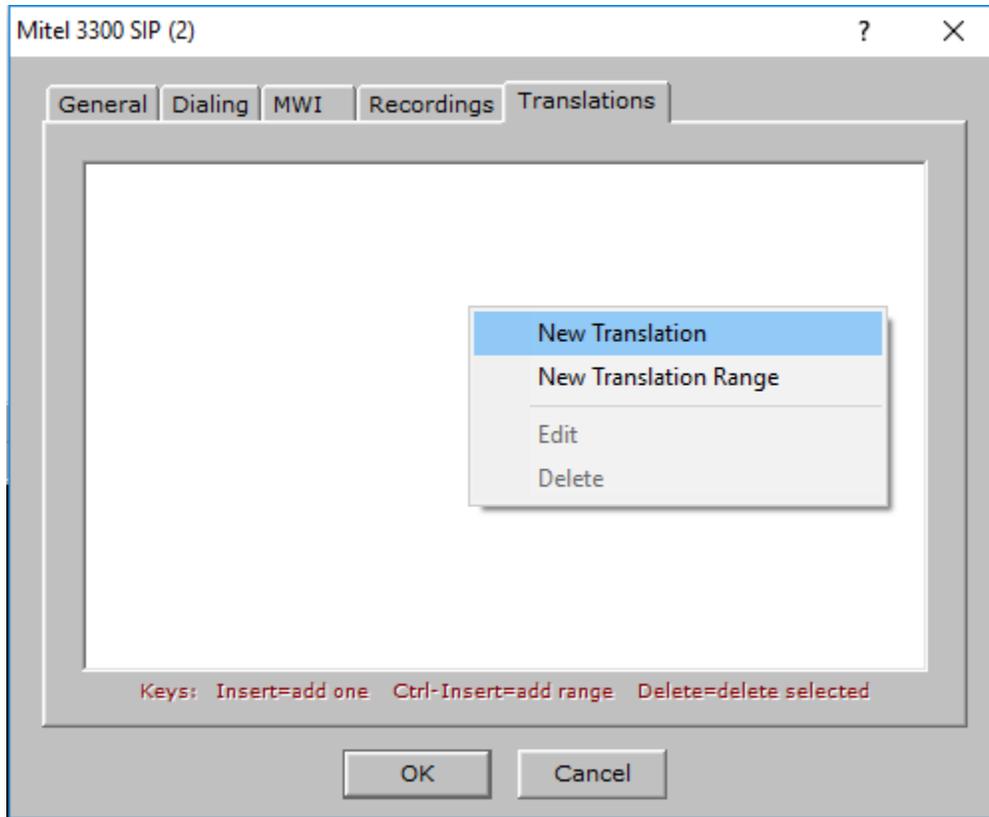
You can add translations one at a time or in groups, as explained in the following sections.

## Adding translations individually

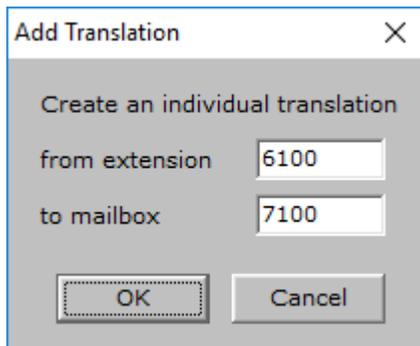
1. Click the Do button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Port Types** in the system tree.



2. Double-click the icon of the Port Type you're using.
3. Click the **Translations** tab in the resulting window.
4. Right-click on the white space and select the **New Translation** command from the resulting menu.



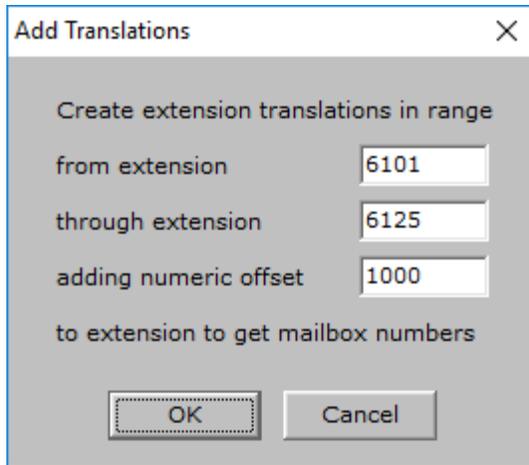
5. In the next window, enter the extension number you want to translate, followed by the mailbox to which you're translating.



6. Press Enter or click OK to finish adding the translation.

## Adding multiple translations

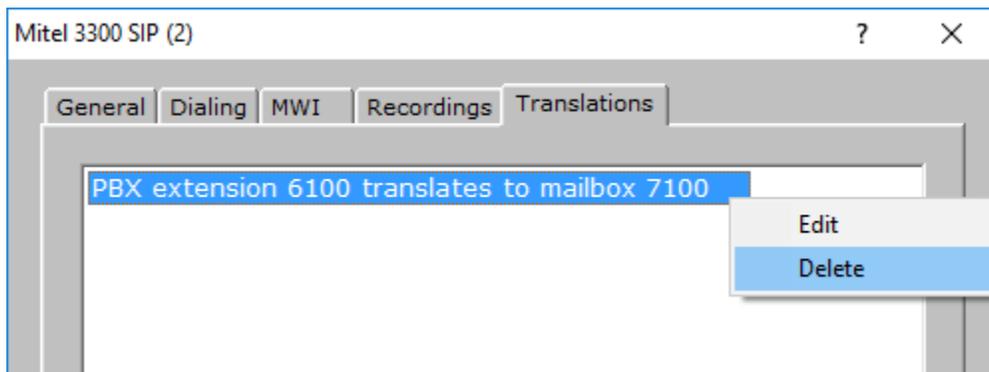
1. Open the Port Type window and click the Translations tab, as explained in the previous section.
2. Right-click on the white space of the Translations tab and select the New Translation Range command, as shown in the previous illustration.
3. Enter the beginning and ending extensions of the range you want to translate.



4. **Add a numeric offset to determine the mailbox number from the extension.**  
The numeric offset is the difference between the mailbox and extension numbers. If the mailbox you're translating to is lower in value than the extension range, enter a negative number.
5. **Press Enter or click OK to finish adding the range of translations.**

## Deleting translations

1. **In the Translations tab of the Port Type window, right-click on the translation you want to remove and select the Delete command from the resulting menu.**



2. **At the resulting prompt, press Enter or click Yes to delete the translation.**
3. **To remove a range of translations, click on the first translation you want to remove. Hold down the Shift key and then define the range by clicking the last translation you want to remove. Press the Delete key, then press Enter or click Yes to confirm the deletion.**

## Guest services menus

InnLine IP's Guest Services menu feature provides an easily customizable menu for services to guests. Configuring a guest service menu consists of selecting

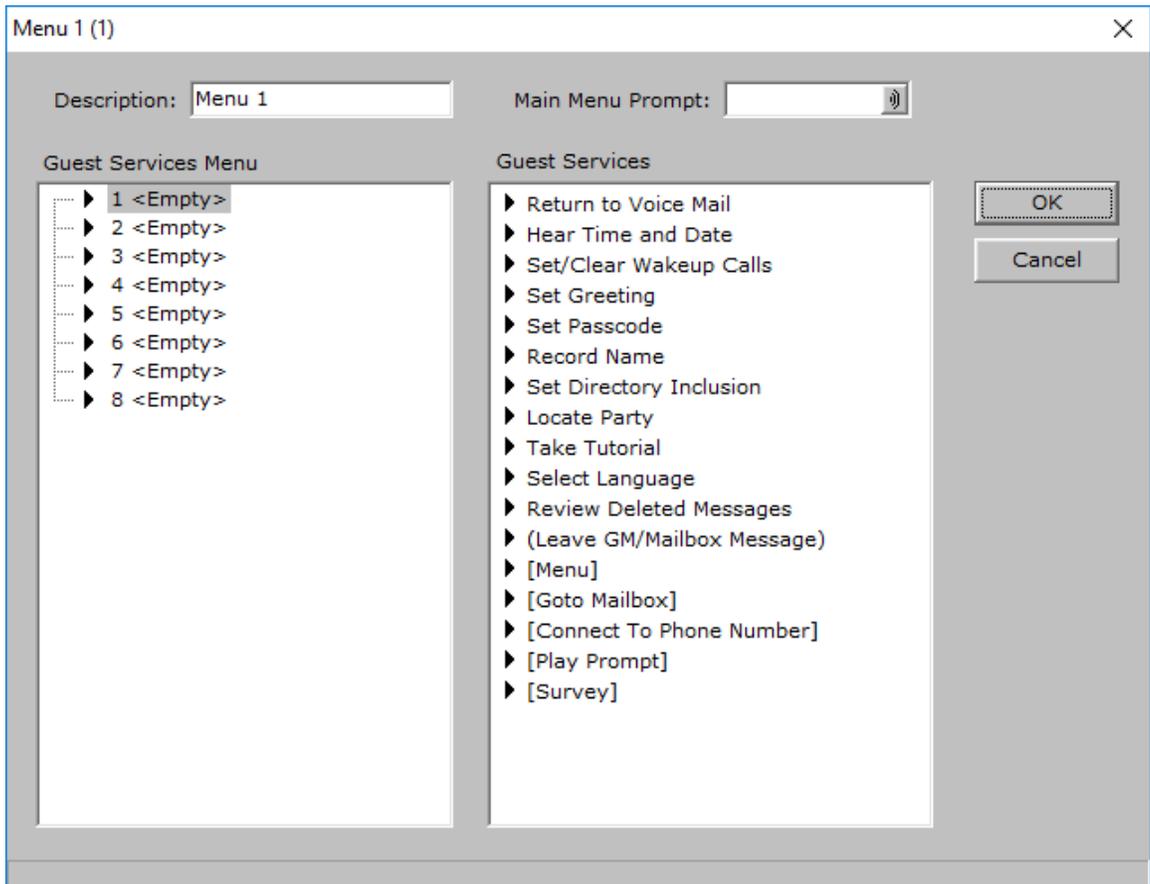
available guest service functions and assigning them to buttons on the menu. A guest accesses this menu by pressing the Star (\*) key during message review.

The following section explains how to set up an automated guest service (AGS) menu. For an explanation of each guest service, see *Guest services menus* in Chapter 3.

1. Click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Guest Services Menus** in the system tree.
2. Double-click the **Menu 1** icon.



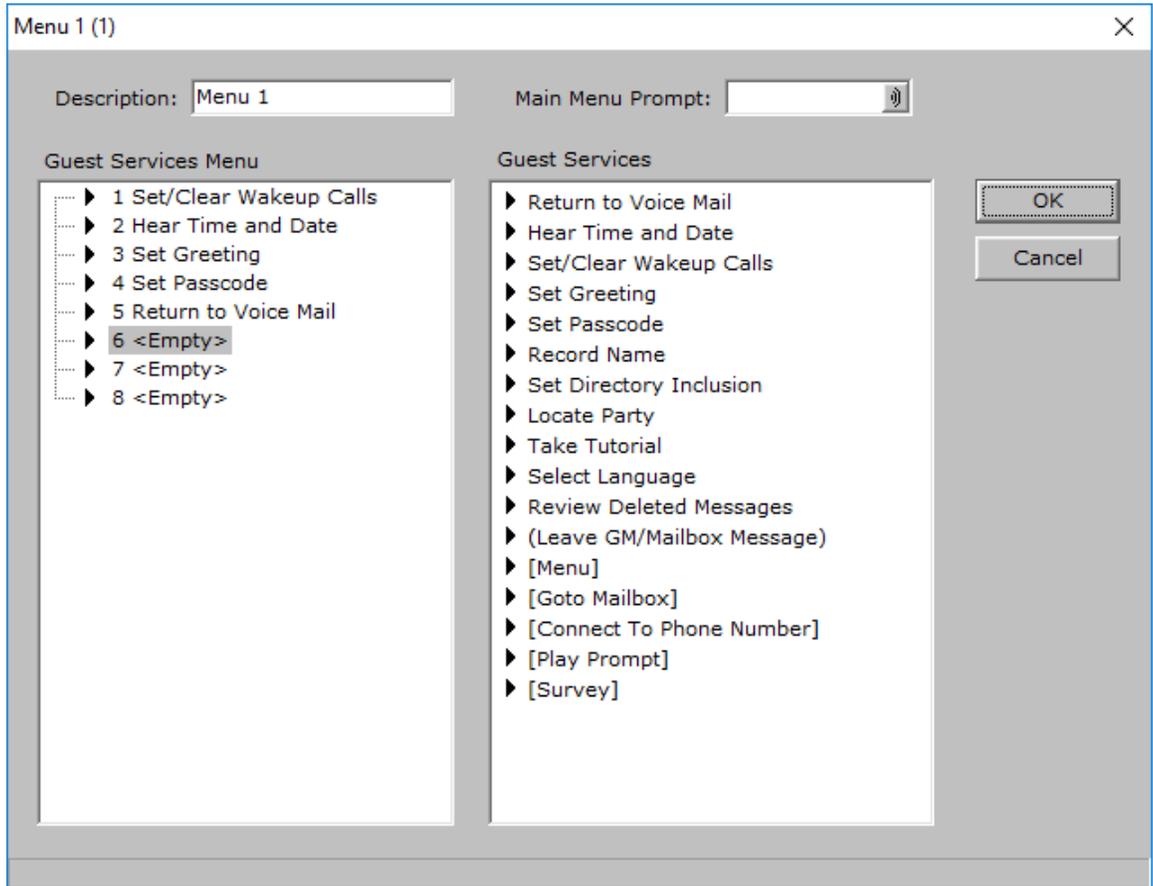
The following window appears.



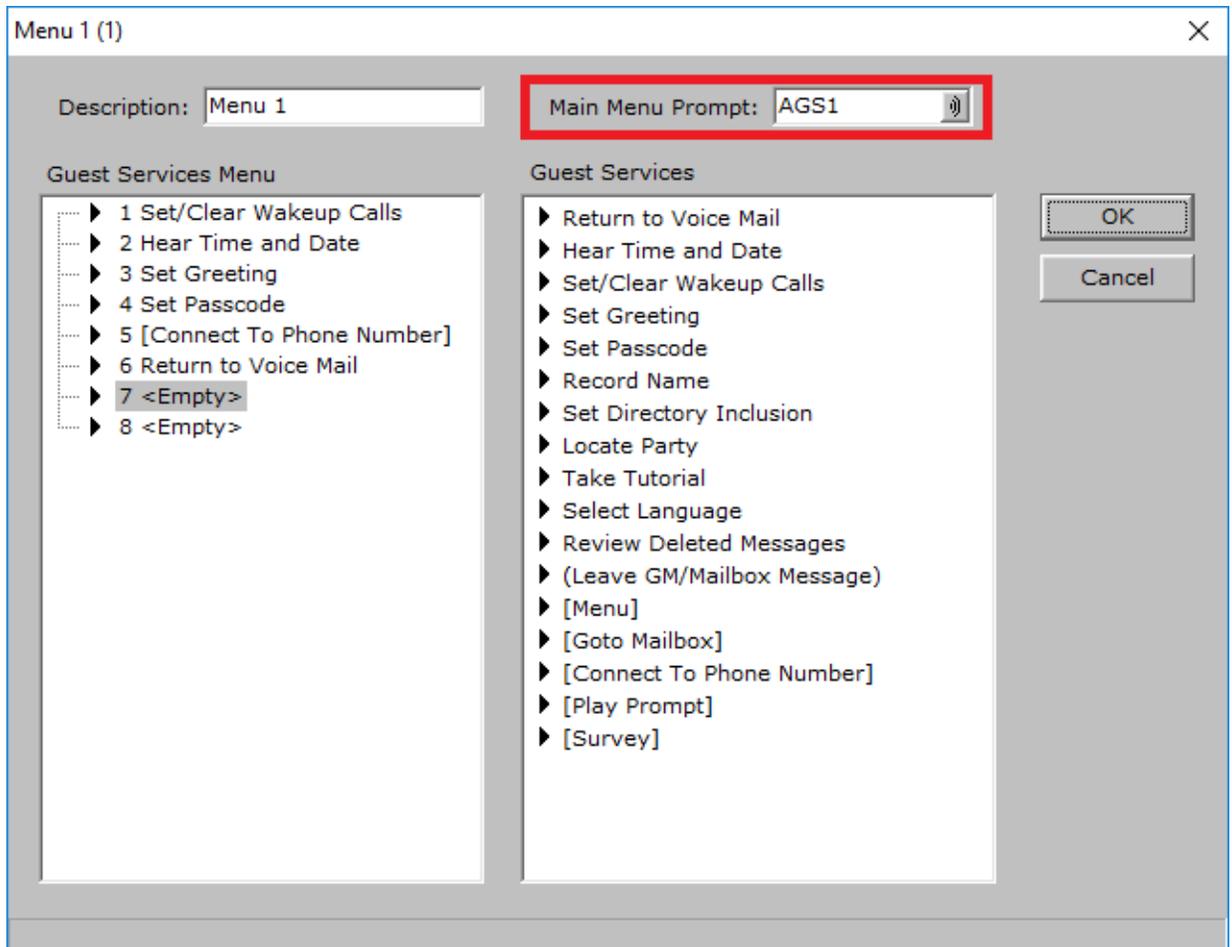
### 3. Add services to the menu using the following options:

- Drag a guest service from the list on the right side over an <Empty> listing in the Guest Services menu, and release the mouse.
- Double-click an <Empty> listing in the Guest Services menu and choose the guest service from the list in the next window.

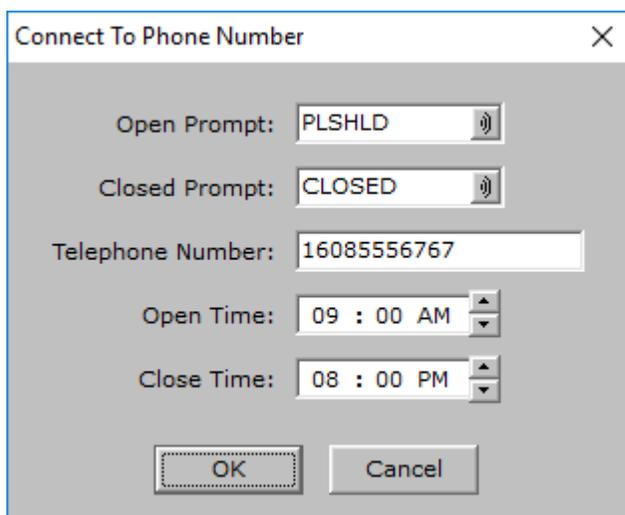
The example in the following illustration shows a basic Guest Services setup.



It's advisable to program "Return to Voice Mail" as the final option in the menu, which allows the guest to go back to the message review portion of the mailbox. The following illustration shows a slightly more complex Guest Services setup:



The [Connect To Phone Number] guest service requires additional programming. Double-clicking on this service, once assigned to the Guest Services menu, will make the following window appear.



If the phone number to which you’re connecting is a restaurant, for example, you should record Open and Closed prompts. The Open prompt could be recorded to simply say “Please hold while we connect your call.” The Closed prompt could

advertise that it is presently closed, and state the times that the establishment is open.

Using this configuration requires that you record a new Main Menu prompt (**such as AGS1**), since the system doesn't know how to advertise number 5 of the menu. If you don't record one, the system will skip prompting option 5. The option will not function until you record a Main Menu Prompt.

As a general rule, Guest Services that are displayed in brackets [ ] require you to record a Main Menu prompt as well as recording additional prompts and programming. After assigning a guest service that is enclosed in brackets, always double-click on it to see what additional entries are required.

Guest Services that are displayed in parentheses can be customized further. After assigning a guest service that is enclosed in parentheses, double-click it for additional programming.

4. **Press Enter or click OK to finish creating the Guest Services menu.**
5. **Click the Service Classes option in the system tree and double-click the Default service class icon.**
6. **Click the drop-down box next to AGS Menu and choose the menu you just created. Next, click the check box to activate it. Click OK when you finish.**

## Automated attendants

InnLine IP's automated attendant can be used to answer calls<sup>6</sup> for a property full time, or on an operator overflow basis. Callers can enter the extension of their choice, or press an "advertised" digit for a department (e.g., reservations), sales, or a service (e.g., directions).

A schedule can be programmed to reflect day (open) or night (closed) hours. A holiday greeting can also be added to override the usual greeting message for that day.

Nine automated attendants are available in the system, each with its own day/night schedule.

Only one of the nine attendants can be set as the "default" auto attendant. The default auto attendant is where a caller sent to when the mailbox ID "AA" is referenced, or if a staff mailbox user presses zero within their mailbox.

**To access the Automated Attendant window:**

1. **Click the Do button of the InnLine IP main screen and then select Configure System. In the next screen, click Automated Attendants in the system tree.**
2. **Double-click the Attendant 1 icon to open the following window.**

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<sup>6</sup> PBX programming is required to direct outside calls to the InnLine IP system.

Attendant 1 (AA1) X

Description:

Day Menu | Night Menu | Menu Schedule | Greetings Schedule

Menu	Options
Key 1 Mailbox: <input type="text"/>	Allow Mailbox Entry: Guest <input checked="" type="checkbox"/> Other <input checked="" type="checkbox"/>
Key 2 Mailbox: <input type="text"/>	Initial Entry Timeout: <input type="text" value="3000"/> ms
Key 3 Mailbox: <input type="text"/>	Mailbox Entry Timeout: <input type="text" value="2500"/> ms
Key 4 Mailbox: <input type="text"/>	Max Invalid Entries: <input type="text" value="3"/>
Key 5 Mailbox: <input type="text"/>	Greeting Prompt: <input type="text" value="AAGR TD"/>
Key 6 Mailbox: <input type="text"/>	Menu Prompt: <input type="text" value="AAMENU D"/>
Key 7 Mailbox: <input type="text"/>	No Entry Prompt: <input type="text" value="PLSHLD"/>
Key 8 Mailbox: <input type="text"/>	No Entry Mailbox: <input type="text" value="OPERATOR"/>
Key 9 Mailbox: <input type="text" value="GOODBYE"/>	Invalid Menu Op Prompt: <input type="text" value="AAINVMOP"/>
Key * Mailbox: <input type="text" value="AA1"/>	Invalid Mailbox Prompt: <input type="text" value="AAINVBOX"/>
Key # Mailbox: <input type="text" value="LOGIN"/>	Entry Failure Prompt: <input type="text" value="AAINVENT"/>
Key 0 Mailbox: <input type="text" value="OPERATOR"/>	Entry Failure Mailbox: <input type="text" value="OPERATOR"/>

Default

If you want individual key press options in the automated attendant menu, enter valid mailboxes or mailbox IDs in the **Key Mailbox** fields.

The auto attendant's **Greeting prompt** is customized by Innovation to include the hotel's name before shipping. You may want Innovation to further customize the prompts, based on the menu options you want. To record your own greeting or menu prompt, see the *Prompt administration* section earlier in this chapter.

## Automated attendant example

In the following example, you will build a three-option auto-attendant menu, which will also allow callers to transfer to guest rooms. First, you need to write a script of what you want to play to outside callers:

*Thank you for calling the Grand Plaza Hotel.*

*To reach a guest, enter 7 plus the room number. To reach a hotel staff member, enter their extension.*

*For directions to the Grand Plaza Hotel, press 1. For reservations, press 2.*

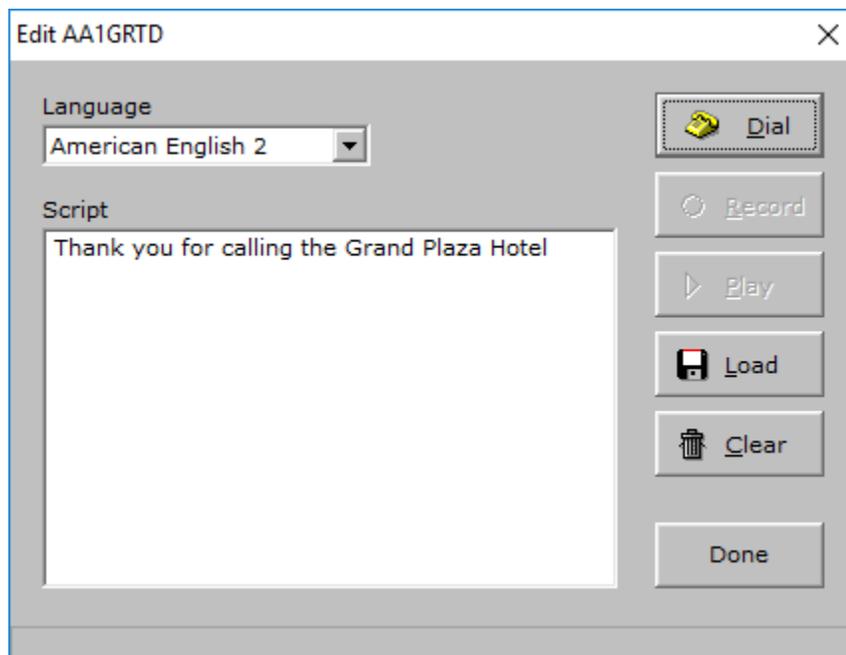
*For sales, press 3. To speak with an operator, press 0 or stay on the line.*

You will need to record these prompts if they haven't been pre-loaded by Connected Guests.

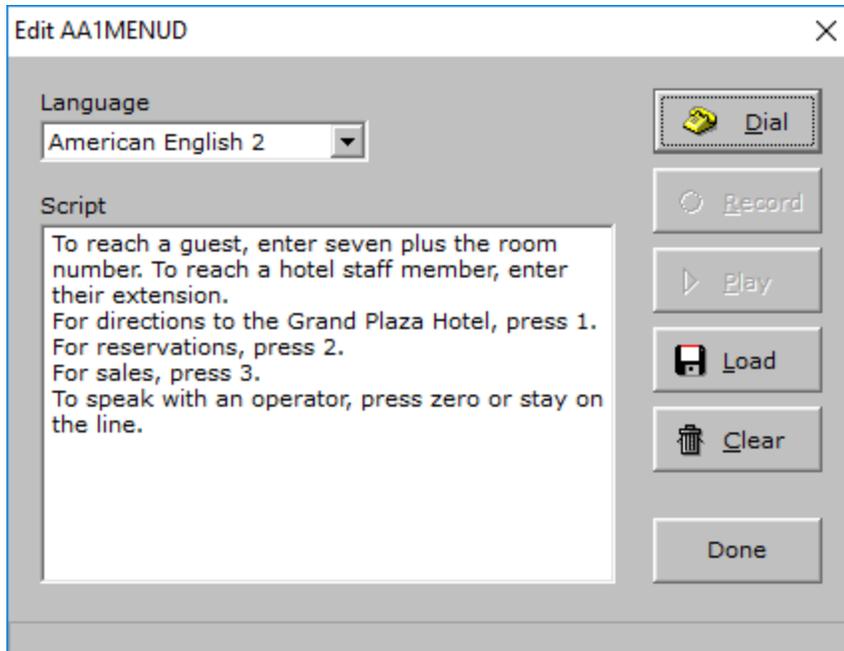
In the **Greeting Prompt** field, the file recording **AAGRTD** is referenced, as shown in the previous illustration. You can record over this file, but it's a good practice to enter a new file name in the field. You can always go back to the original prompt if necessary. Since you're programming Attendant 1, you could change **AAGRTD** to **AA1GRTD**.

**To record the script for the automated attendant menu:**

1. Click the field action button next to AAGRTD in the Greeting Prompt field of the Automated Attendant window.
2. In the next window, click the Dial button. Next, enter the Dial extension number you want the system to call, then answer the phone and say "Hello."
3. Type the first part of your script in the Script field.



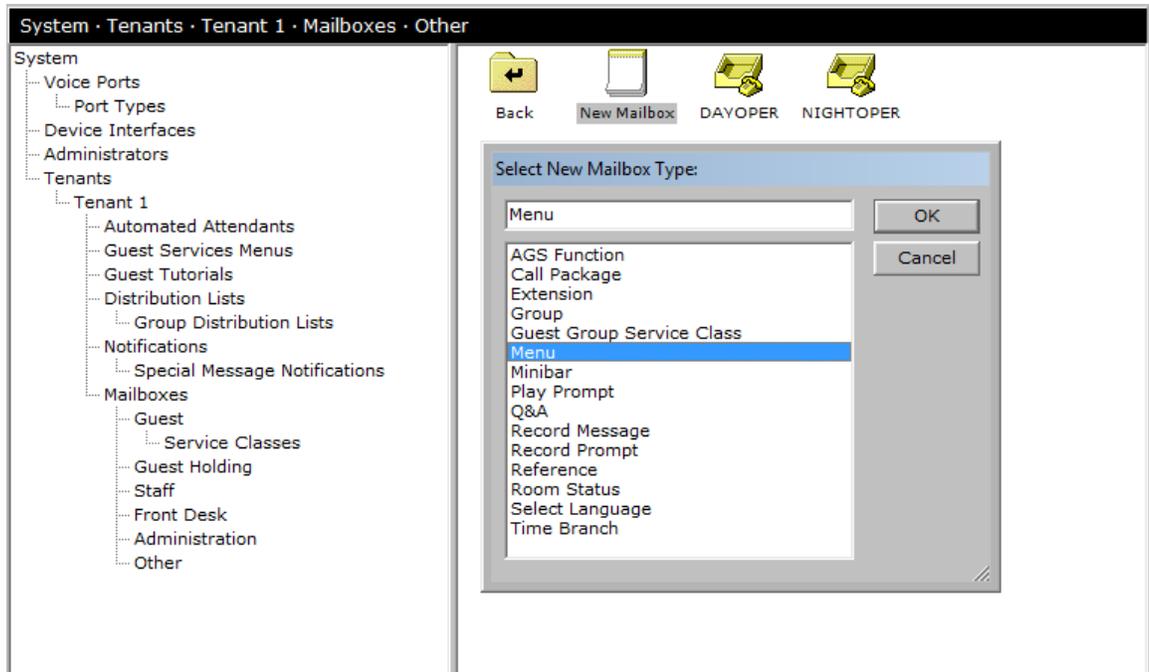
4. Click the Record button, wait for the tone, and then record your message. Press any touch-tone key to end your recording.
5. Click the Play button to review your recording. Click the Done button to close the window when you finish.
6. Change AAMENUD to AA1MENUD in the Menu Prompt field of the Automated Attendant window.
7. Click the field action button next to AA1MENUD, then enter the rest of your script and record it in the next window.



The next step is to create mailboxes for directions, reservations, and sales. You will create the Directions mailbox first. In this example, you will identify mailboxes in the **Key Mailbox** fields with alphabetical characters as opposed to numeric ones. Using alphabetical characters to identify mailboxes gives the installer or system administrator a better idea of each Key Mailbox's function at first glance.

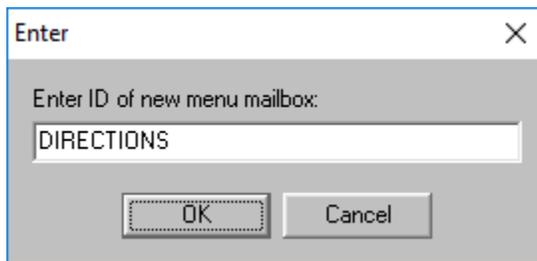
**To create the Directions mailbox:**

1. Click OK to close the Automated Attendant window, then click Other in the system tree and double-click the New Mailbox icon.



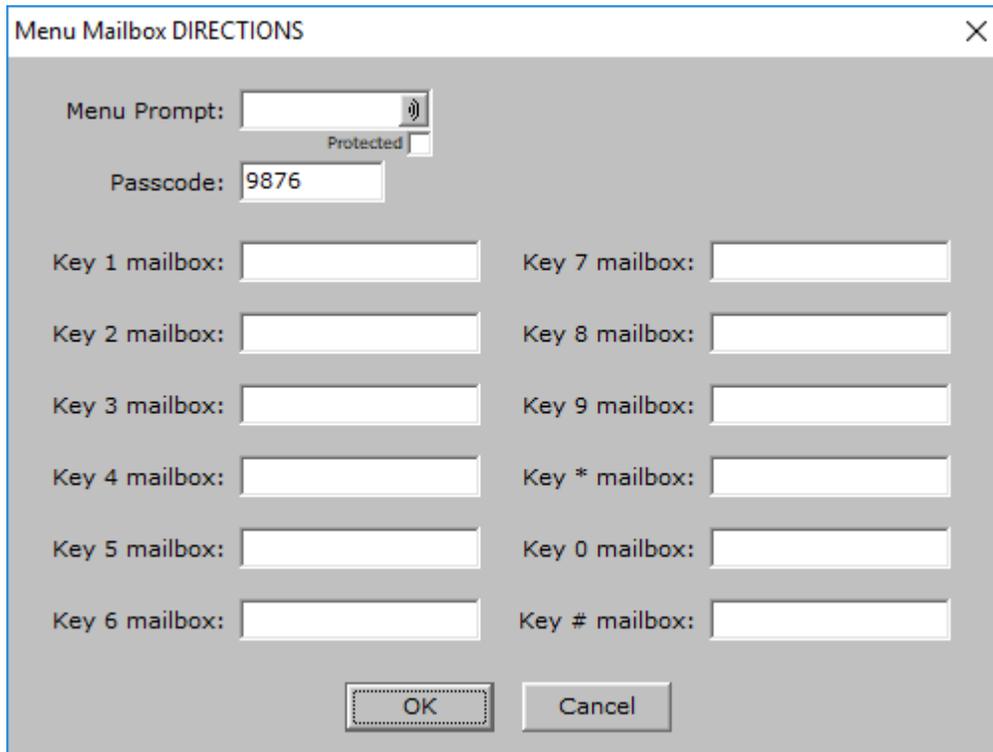
The Key 1 Mailbox is referencing **DIRECTIONS**. Since you want to give the caller directions to the hotel from two locations (from downtown or the airport), you will create a **Menu** mailbox.

2. Click the **Menu** option in the **Select New Mailbox Type** window and then click **OK**.
3. In the next window, enter the word **DIRECTIONS** as the mailbox ID, and then click **OK**.



The screenshot shows a dialog box titled "Enter" with a close button (X) in the top right corner. Inside the dialog, there is a label "Enter ID of new menu mailbox:" followed by a text input field containing the word "DIRECTIONS". Below the input field are two buttons: "OK" and "Cancel".

The following window appears.



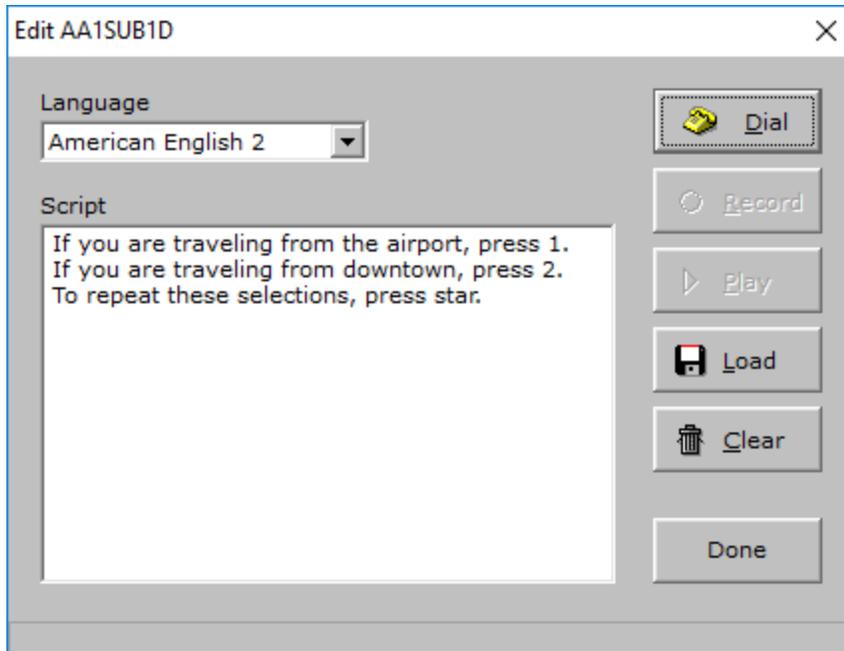
The screenshot shows a configuration window titled "Menu Mailbox DIRECTIONS" with a close button (X) in the top right corner. The window contains several fields and buttons:

- Menu Prompt:** A text input field with a speaker icon to its right and a "Protected" checkbox below it.
- Passcode:** A text input field containing the number "9876".
- Key 1 mailbox:** A text input field.
- Key 2 mailbox:** A text input field.
- Key 3 mailbox:** A text input field.
- Key 4 mailbox:** A text input field.
- Key 5 mailbox:** A text input field.
- Key 6 mailbox:** A text input field.
- Key 7 mailbox:** A text input field.
- Key 8 mailbox:** A text input field.
- Key 9 mailbox:** A text input field.
- Key \* mailbox:** A text input field.
- Key 0 mailbox:** A text input field.
- Key # mailbox:** A text input field.

At the bottom of the window are two buttons: "OK" and "Cancel".

Now you need to write a script for a prompt that explains the direction choices.

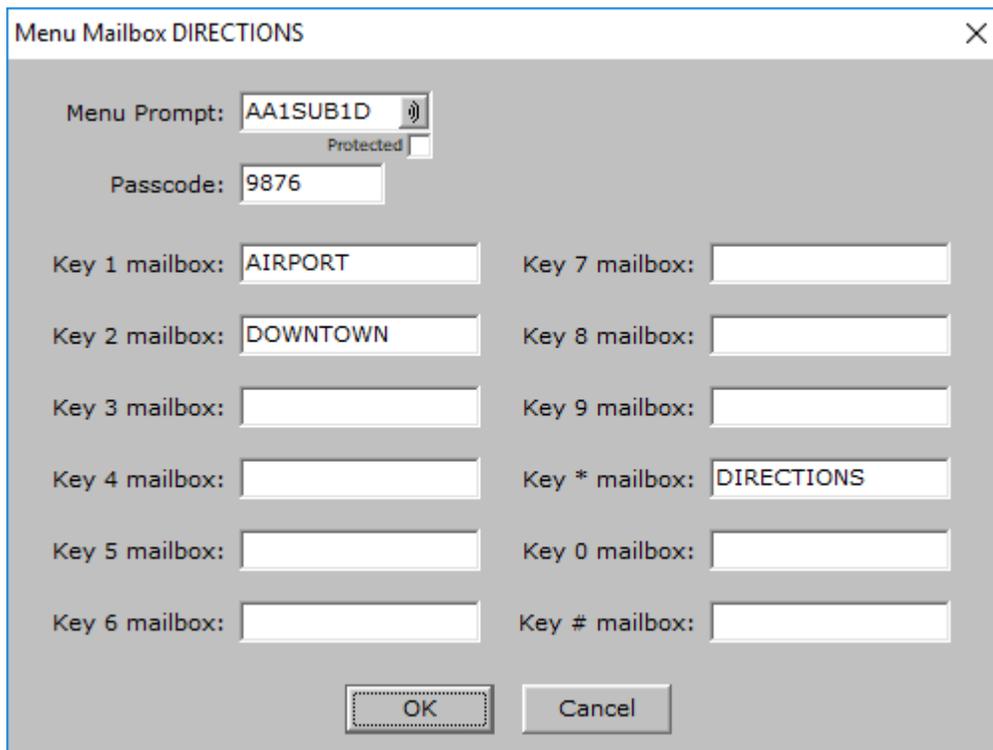
4. Enter a file name (e.g., AA1SUB1D) in the **Menu Prompt** field and then click the button next to the field.
5. In the **Script** field of the next window, enter a script like the one shown in the following illustration.



6. Next, reference the mailboxes in the three selections just advertised.

Again, use alphabetical characters to identify the mailboxes.

- Enter **AIRPORT** in the **Key 1 Mailbox** field and **DOWNTOWN** in the **Key 2 Mailbox** field.
- Enter **DIRECTIONS** in the **Key \* Mailbox** field. This is how you can repeat the Menu prompt to the caller.



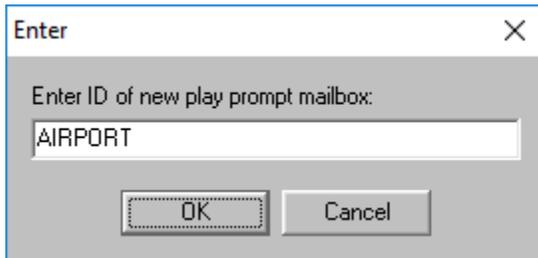
7. **Click OK to close the Menu Mailbox window.**

The system displays warnings because the **AIRPORT** and **DOWNTOWN** mailboxes don't exist. Click **OK** to dismiss each warning.

The next step is to create the **AIRPORT** and **DOWNTOWN** mailboxes.

**To create the AIRPORT and DOWNTOWN mailboxes:**

1. **Click Other in the system tree and double-click the New Mailbox icon.**
2. **Click the Play Prompt option in the Select New Mailbox Type window and then click OK.**
3. **In the next window, enter AIRPORT as the mailbox ID and click OK.**

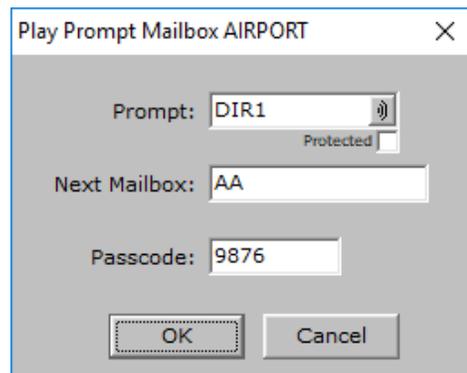
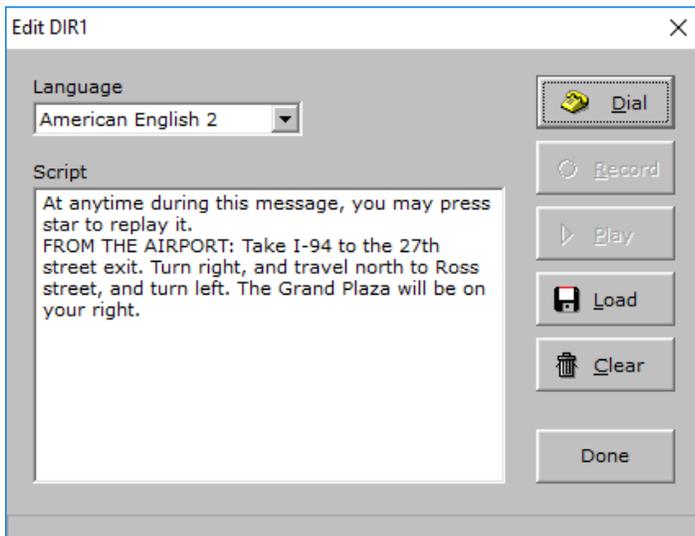


4. **Enter a file name in the Prompt field and click the field action button to type the script and record the prompt. Click Done when you finish.**

The script is shown in the following illustration. Directions for recording are the same as explained earlier in this procedure.

5. **In the Next Mailbox field, enter AA as the Mailbox ID, as shown in the following illustration.**

This will return the caller to the default auto attendant after listening to the contents of this mailbox. Click **OK** when you finish to close the Play Prompt Mailbox window.



6. Follow the immediately preceding steps (1-5) to create a Play Prompt mailbox for DOWNTOWN.

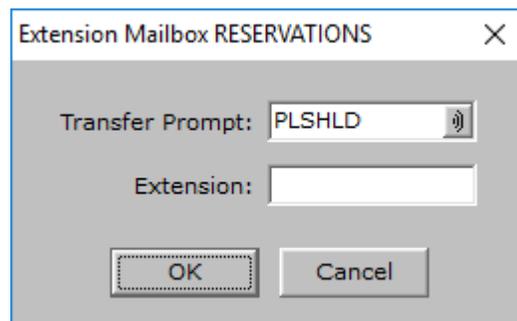
This mailbox is referenced in the Key 2 Mailbox field of the Menu Mailbox window.

Back in the Attendant 1 screen, the Key 2 Mailbox references RESERVATIONS. If the caller presses 2, you want to transfer them to a reservations answer point. To accomplish this, you'll create an Extension mailbox.

To finish creating the automated attendant mappings:

1. Click Other in the system tree and then double-click the New Mailbox icon.
2. Select the Extension option in the next window and click OK.
3. Enter RESERVATIONS in the resulting window to identify the mailbox, and click OK.

The following window appears.



4. In the Extension field, enter the number to which you want callers to transfer, and click OK.
5. Follow the immediately preceding steps (1 through 4) to create an Extension mailbox for SALES.

This mailbox is referenced in the Key 3 Mailbox field of the Attendant 1 screen.

## InnConnect

InnConnect is a call forwarding or "routing" feature for InnLine IP. Guests can configure their mailboxes to give callers the option of "connecting" to their cellular telephone after the caller hears the guest's unavailable greeting. The guest then has the option of accepting the call or sending the caller back to voice mail. Staff mailboxes can use InnConnect in the same fashion.

A Call Forwarding icon will appear when you click **Tenants** in the system tree and then click **Tenant1** (typically the name of the property). Double-click the icon to begin your InnConnect configuration, and then take the following steps to ensure a smooth installation.

## Step 1: Review and adjust the Call Forward settings for guests and staff

Adjust the following settings as needed for your installation. Most InnConnect applications work well using the system's default settings.

The following table explains the Call Forward settings for staff and guests.

<i>Parameters</i>	<i>Description</i>	<i>Default</i>
<b>Connecting Hold Prompt</b>	This prompt is played to a caller when attempting to connect with a guest or staff member ("pre-recorded music").	SCFHOLD GCFHOLD
<b>Forwarding Announcement</b>	Announcement that is played to a staff member or guest receiving a forwarded call ("This is a call forwarding from the InnLine message system" or "This is a call forwarding from the hotel message system").	SCFANNC GCFANNC
<b>Call Screening?</b>	Check this box to enable screening on calls forwarded to a guest or staff member.	Checked

<i>Parameters</i>	<i>Description</i>	<i>Default</i>
<b>Record Caller Name Prompt</b>	These prompts ask callers to record their name for screening purposes (“At the tone record your name so I may say who is calling”).	SCFNAME GCFNAME
<b>Screening Name Record Period</b>	Amount of time that callers can record their name during screening. The range is 1000 to 10000ms.	3000ms

## Step 2: Add a Guest Service Menu option for InnConnect

This step gives guests the ability to access InnConnect setup and make any changes to its configuration via the automated guest services menu.

1. **In the system tree, click Guest Services Menus, then double-click the menu icon that guests currently use.**

Checking the guest’s service class will determine if AGS is enabled and which Menu (1 through 9) is in use.

2. **Find the guest service labeled (Configure Call Forwarding) and drag it to an available <Empty> button press.**
3. **Next, double-click (Configure Call Forwarding). The following introduction prompts are presented to the guest the first time this service is accessed.**

<i>Parameters</i>	<i>Description</i>	<i>Default</i>
<b>Introduction #1 Prompt</b>	This prompt is played to a guest when accessing this service. Leave the field blank to play no prompt. The default prompt is GCFINTRO (“Call Forwarding provides parties reaching your in-room voice mail the opportunity to forward their call to your cellular phone.”).	GCFINTRO
<b>Introduction #2 Prompt</b>	This prompt is played to the guest after the introduction #1 prompt. It is useful for charge notices. Leave the field blank to play no prompt. The default prompt is GCBUY (“Please note that your room will be charged for use of this feature.”).	GCBUY

### Step 3 (optional): Make InnConnect part of the guest tutorial

If you're using a tutorial for guests, you may want InnConnect as one item to be offered. This will offer guests prompts to set up call forwarding for their mailbox the first time they access voice mail.

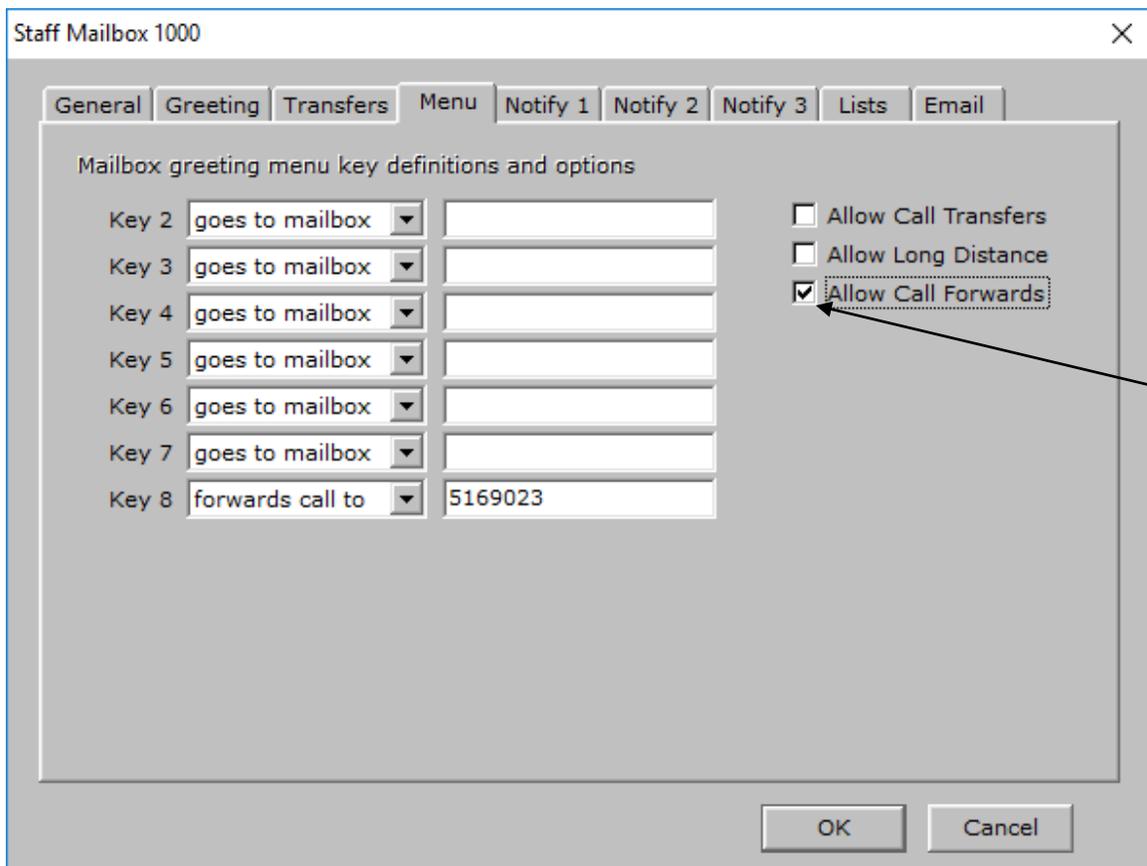
In the system tree, click **Guest Tutorials**, then double-click the tutorial icon guests currently use. Checking the guest's service class will determine if a tutorial is enabled and which menu (1 through 9) is in use.

Check the box labeled **Call Forwarding**. The call forwarding prompts **GCFINTRO** and **GCBUY** will be offered to the guest, as in automated guest services.

### Step 4: Enable InnConnect for selected staff members

If staff mailboxes will be allowed to use this feature, it must be enabled by the system administrator. It is enabled on an individual mailbox basis or by using one of the staff templates. Once enabled, the user has full configuration privileges via the voice menu under "Configure Greeting Keys."

1. Click the **Menu** tab and check the box next to **Allow Call Forwards**. This enables the feature and allows the user to make configuration changes.



2. Double-click a staff mailbox and check the Missed Forward Notification box in the General tab.

The Missed Forward Notification feature is automatically on for guests by default. When this box is checked, the system will send this mailbox a message in the event a forwarded call was missed. You can disable the feature by unchecking the parameter in the guest's service class settings.

## Step 5: Configure ports to perform outdial function for this feature

When a caller chooses to reach a guest or staff members cellular phone, another voice port is required to go off-hook and dial the number. The system can do simultaneous call forwards, but for this to happen, more than one outdial port must be configured. Please keep these facts in mind: For each call forward, two voice ports are used.

Example of an InnConnect call forward in progress

The screenshot displays the InnConnect software interface. At the top, there is a blue header with the 'CONNECTED GUESTS' logo and 'INNLINE IP' branding. Below the header, the main interface is divided into several sections:

- Telephone Port Activity:** A list of 8 ports. Port 01 is currently in a 'call forward connection with port 7 (leg 1)' state. Ports 02 through 06 are in a 'wait for call...' state. Port 07 is in a 'call forward connection with port 1 (leg 2)' state. Port 08 is 'idle'.
- Event Activity:** A list of 3 ports (500, 501, 502), all of which are currently 'idle'.
- Monitor: All Activity:** A log window showing system startup messages, including 'InnLine runtime started Fri Apr 27 12:27:17 2018', 'Established email session', and 'Global Call IP registration thread is starting'. It also shows logging started at 4/27/2018 12:27:31 PM and a detailed call log for a forwarded call from 5001 to 7305, including digits received and recording status.

The time displayed at the bottom right of the interface is 12:30:43 PM.

The first port has the caller, while the second port (configured for outdials) attempts to reach the guest or staff members telephone number. Both ports are in use for the duration of the call.

On an 8-port system (which is the minimum port size for this feature), we recommend that you configure port 7 for call forwarding outdial functions.

1. **In the system tree, click Voice Ports, then double-click the port icon you want to configure for outdial functions.**
2. **Enter the extension number connected to that port in the Port Extension field.**

InnLine IP needs to know what extension number will be performing this outdial function, so it knows how to process the SMDR/CDR record that the PBX will generate after the call is completed.

3. **In the Call Direction field, click the drop-down box and choose Out-bound only. By default, all Out-bound Actions are assigned to a port configured as out-bound.**
4. **Click the Out-bound Actions box to view which functions are active.**

For example, you may want port 8 to perform all out-bound functions except call forwarding, and ports 6 and 7 to perform only call forwarding.

5. **Click the out-bound action to remove the check mark and disable the function.**

**Note:** You cannot have any “missing” out-bound actions. Using the above example, if you remove call forwarding as an out-bound action on port 8, it must be present on at least one other out-bound port.

## **Step 6: Add and configure the SMDR Filter interface**

In order to bill for InnConnect calls, the PBX’s SMDR is required to flow through this interface before reaching the call accounting system. This interface uses two COM ports, even if you are running iCharge call accounting co-resident with InnLine IP.

### **How the SMDR Filter interface works:**

When an InnConnect call is completed, the PBX’s SMDR record shows that the voice mail extension called the telephone number. The SMDR filter modifies this record, replacing the voice mail extension number with the guest’s room extension number or staff member’s extension number from which the call forward occurred. The filter may also be configured to optionally replace the dialed number with another number (such as 1-777-777-7777). This way a property can provide a fixed or flat rate charge for the call. The SMDR record is then sent to iCharge (or an external call accounting device) for this billing.

**In the system tree, click Device Interfaces, then double-click New Interface.**

1. **Scroll down the list of interface types until you find SMDR Filter, select it, and then click OK.**

This interface uses two COM ports. Serial Port A connects to the PBX’s SMDR, and Serial Port B connects to the call accounting. Click on the Serial Ports tab and adjust the serial communication parameters to match your PBX and call accounting interfaces.

2. **Click on the SMDR/CDR tab to choose the PBX type. The interface needs to know what SMDR format is being used so it can modify the extension number / dialed digits on call forwards.**

## Reports

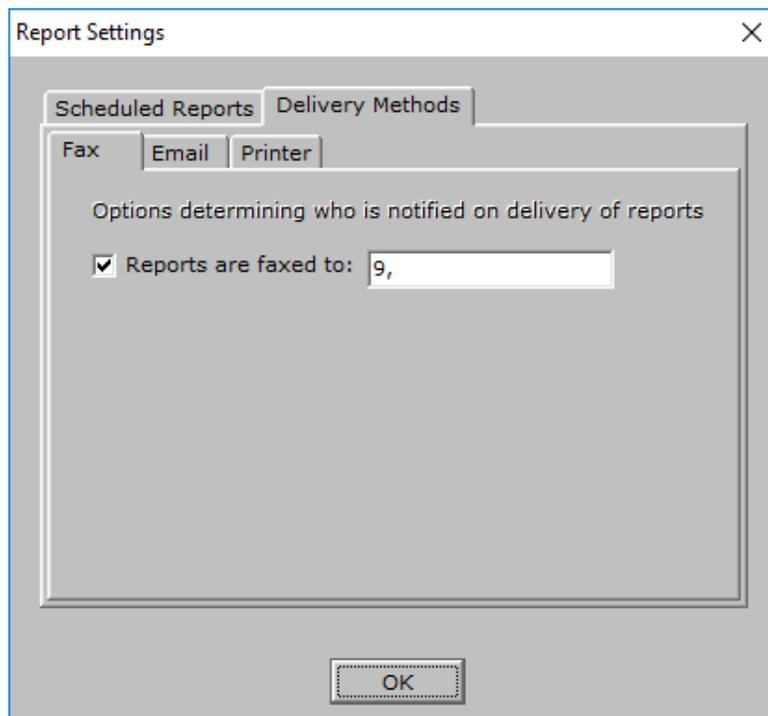
InnLine IP's reports can be generated on demand from a front desk mailbox or via the software's user interface. In addition, reports can also be generated automatically at the same time each day. They are typically sent to a fax machine, although the system can be configured to send them to a printer.

The following sections explain how to print reports automatically. To print a report at any time, click the **Do** button of the InnLine IP main screen and select **View/Print Report**. In the next screen, select the type of report you want to print and then click the **Continue** button. You may then proceed to print the report by clicking the printer icon at the top of the form.

### Programming the fax number for reports

1. Click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Tenant 1** in the system tree.
2. Double-click the **Reports** icon and click the **Delivery Methods** tab

The following window appears.



3. Select a **Delivery Method**.

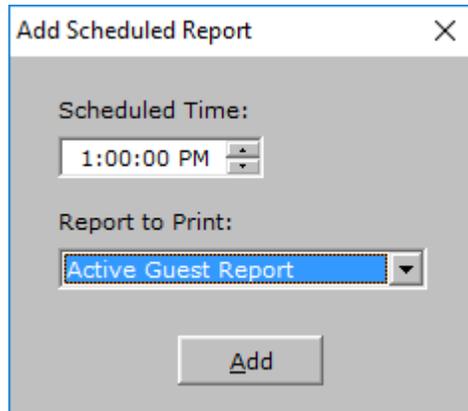
Reports may be faxed, emailed or printed to a local or network printer. If all delivery methods boxes are selected, the system will perform all three (fax, email and print).

If the fax machine you want to send reports to is connected to a PBX station, simply enter the station number in the **Reports are faxed to** field, without the "9."

## Programming reports to generate automatically

1. If you want reports to be generated automatically, click the Add button in the Report Settings window, which is shown in the previous illustration.

The following window appears.



The screenshot shows a dialog box titled "Add Scheduled Report" with a close button (X) in the top right corner. Inside the dialog, there are two main sections. The first is labeled "Scheduled Time:" and contains a time selection control showing "1:00:00 PM" with up and down arrows. The second is labeled "Report to Print:" and contains a dropdown menu with "Active Guest Report" selected. At the bottom center of the dialog is a button labeled "Add".

2. Click the Report to Print box and select a report from the menu that appears.
3. Enter the Scheduled Time that the report will automatically print. You can also use the up and down arrows to select the time.
4. Click the Add button.

The report is added to the list of scheduled reports in the Report Settings window. If you want to delete a scheduled report, select it in the Report Settings window and then click the **Clear** button.

## Report examples

You can print the following reports with the InnLine IP voice messaging system:

- Active Guest Report
- Wake-up Call Report
- Guest Mailbox Report
- Group Distribution Lists Report
- Phone Number Status & Phone Number Billing report<sup>7</sup>
- Mailbox Activity Report
- Maid Status Report
- Staff Mailbox Report
- Staff Email Address Report
- Port Usage Report

---

<sup>7</sup> These reports may only be printed if the PrivateLine feature was purchased. See chapter 4 for more information on PrivateLine.

- Auto-attendants Hourly Report
- Auto-attendants Daily Report
- Auto-attendants Monthly Report
- Call Forward Usage Report
- System Activity Report
- In-bound Call ID Report
- DAPI Message Report

This section shows examples of each report.

### **Active Guest Report**

The Active Guest Report lists all active guest mailboxes.

```

* * * * *
*
*           A C T I V E   G U E S T   R E P O R T
*
*                   T e n a n t   1
*                   0 5 / 1 7 / 2 0 1 8   9 : 0 0 a
*
* Lists all active guest mailboxes. Active guest mailboxes are those
* that are checked-in, have guest information assigned, have new or
* saved messages, or have a pending wake-up call associated with them.
*
* * * * *

```

```

Mailbox      Guest Name
=====
7101         GRAY, KENT
7102         HUFFMAN, JOHN
7103         CONRAD, TED
7105         CLOSE, MARGARET
7106         FRANK, BOB
7107         CARRUTH, PAUL MR.
7108         CASTRO, JOAN

```

There are 6 active guests.

## Wake-up Call Report

The Wake-up Call Report lists activity regarding configuration and processing of wake-up calls for the last 24 hours.

```
* * * * *
*
*           W A K E - U P   C A L L   R E P O R T
*                   Tenant 1
*                   05/17/2018 10:00a
*
* Lists activity regarding the configuration and processing of wake-up
* calls over a 24 hour period.
*
* * * * *
```

### H I S T O R Y

Mailbox	When	What	For	By
7101	05/17 06:00:21	NO ANSWER	1 05/17 06:00	
7101	05/17 06:05:22	NO ANSWER	2 05/17 06:00	
7101	05/17 06:10:22	NO ANSWER	**3 05/17 06:00	
7103	05/17 09:00:21	NO ANSWER	1 05/17 09:00	
7103	05/17 09:05:22	NO ANSWER	2 05/17 09:00	
7103	05/17 09:10:21	NO ANSWER	**3 05/17 09:00	

### P E N D I N G W A K E - U P C A L L S

When	Mailbox	Guest	Attempt	Reoccurs Daily
05/18 06:00	7101	GRAY, KENT	1	Yes
05/18 09:00	7103	CONRAD, TED	1	Yes

### Summary

```
-----
Calls Set..... 0
Calls Cleared..... 0
Calls Snoozed..... 0
Calls Reoccurring Daily... 2
Calls Attempted..... 6
Calls Pending..... 2
```

The following report prints<sup>8</sup> if a wake-up call attempt fails.

```
* * * * *
*
*   G U E S T   W A K E - U P   F A I L E D   N O T I F I C A T I O N
*                   Tenant 1
*                   05/17/2018 9:10a
*
*           9:00 AM wake-up call failed for guest mailbox 7103
*           Take action to awake guest associated with mailbox 7103
*
* * * * *
```

---

<sup>8</sup> If configured under the "Failure Notification" tab for Wake-up Call Settings.

## Guest Mailbox Report

The Guest Mailbox report lists all guest mailboxes that are available.

```
* * * * *
*
*           G U E S T   M A I L B O X   R E P O R T
*
*           Tenant 1
*           05/17/2016 9:00a
*
*   Lists all guest mailboxes that are available. Includes information
*   about mailbox status, guest name, new and saved messages and whether
*   any wake-up calls are currently set.
*
* * * * *
```

Mailbox	Status	Guest Name	New	Saved	Wake-up Calls
7101	Checked In	GRAY, KENT	0	0	05/18 06:00
7102	Checked In	HUFFMAN, JOHN	1	0	
7103	Checked In	CONRAD, TED	0	0	05/18 09:00
7104	Checked Out		0	0	
7105	Checked In	CLOSE, MARGARET	1	3	
7106	Checked In	FRANK, BOB	4	3	
7107	Checked In	CARRUTH, PAUL MR.	0	0	
7108	Checked In	CASTRO, JOAN	1	0	

## Group Distribution Lists Report

The Group Distribution lists report shows all group lists that have been created, and if a leader has been assigned to that group.

```
* * * * *
*
*      G R O U P   D I S T R I B U T I O N   L I S T S   R E P O R T
*
*              T e n a n t   1
*              05/17/2018 9:00a
*
* Lists all group distribution lists that are available. Includes
* information about members and leaders of distribution lists. The list
* group may be letters (if PMS created) or numbers (if manually created).
* Leaders are mailboxes that have message sending privileges for a list.
*
* * * * *
```

ID	List Group	Mailboxes
0000	OUN	710016, 710022, 710026, 710096, 710097, 710099, 710111, 73001, 73007, 73015, 73025, 73029, 73033, 73035, 73037, 73039, 73047, 73053, 73055, 73057, 73059, 73061, Leaders: 73001
0001	EXH	78003
0002	APA	74098
0003	HPWKO1	75110, 78074, 78078 Leaders: 75110
0004	CHLTS1	79066
0006	VTP	710033, 710102, 73010, 73022, 74001, 76039, 76085, 77044, 77096, 77112, 78101, 79079, 79085, 79112

## Mailbox Activity Report

The Mailbox Activity report lists all activity for a specific mailbox over a 24-hour period.

```
* * * * *
*
*           M A I L B O X   A C T I V I T Y   R E P O R T
*
*                   T e n a n t   1
*                   M a i l b o x   2 0 2
*                   0 5 / 1 7 / 2 0 1 8   2 : 4 0 p
*
*   Lists activity regarding a specific mailbox over a 24 hour period.
*
* * * * *
```

When What

```
=====
05/17 08:14 Access of STAFF mailbox successful (no passcode entry)
05/17 08:27 Access of STAFF mailbox successful (no passcode entry)
05/17 08:27 Message 10852 deleted
05/17 08:50 Access of STAFF mailbox successful (no passcode entry)
05/17 08:58 Message 10202 delivered to 202 from UNKNOWN
05/17 08:58 Message 10202 recorded for 202 by UNKNOWN
05/17 09:24 Access of STAFF mailbox successful
05/17 09:24 Message 10202 picked up
05/17 09:25 Message 10202 forwarded from 202 to 225
05/17 09:25 Message 10202 delivered to 225 from 202
05/17 09:25 Message 10202 deleted
05/17 09:32 Access of STAFF mailbox successful
05/17 09:46 Access of STAFF mailbox successful
05/17 11:24 Access of STAFF mailbox successful (no passcode entry)
05/17 11:42 Access of STAFF mailbox successful (no passcode entry)
05/17 11:54 Access of STAFF mailbox successful
05/17 12:39 Message 10400 recorded for 202 by UNKNOWN
05/17 12:39 Message 10400 delivered to 202 from UNKNOWN
05/17 13:11 Access of STAFF mailbox successful (no passcode entry)
05/17 13:11 Message 10400 picked up
05/17 13:12 Message 10400 forwarded from 202 to 216
05/17 13:12 Message 10400 delivered to 216 from 202
05/17 13:12 Message 10400 deleted
05/17 13:20 Access of STAFF mailbox successful (no passcode entry)
05/17 13:56 Message 10442 delivered to 202 from UNKNOWN
05/17 14:00 Access of STAFF mailbox successful (no passcode entry)
05/17 14:00 Message 10442 picked up
05/17 14:00 Message 10442 deleted
05/17 14:14 Access of STAFF mailbox successful (no passcode entry)
05/17 14:34 Access of STAFF mailbox successful
```

## Maid Status report

The Maid Status report lists activity regarding the entry of guest room status codes by maids and inspectors. These codes indicate the condition of the guest rooms.

```
* * * * *
*
*           M A I D   S T A T U S   R E P O R T
*
*           Tenant 1
*           05/17/2018 9:25a
*
* Lists activity regarding the entering of guest room status codes
* by maids and inspectors, as to the condition of the guest rooms.
*
* * * * *
```

### H I S T O R Y

Mailbox	When	Code	Description
7205	05/17 09:19:52	5	STATUS SET
7206	05/17 09:18:51	2	STATUS SET

### C U R R E N T S T A T U S

Mailbox	Status	When Set
7204	0	NEVER
7205	5	05/17 09:19:52
7206	2	05/17 09:18:51
7208	0	NEVER
7210	0	NEVER

## Staff Mailbox report

The Staff Mailbox report lists all available staff mailboxes.

```
* * * * *
*
*           S T A F F   M A I L B O X   R E P O R T
*
*           Tenant 1
*           05/17/2016 8:45a
*
* Lists all available staff mailboxes. Includes information about staff
* name, directory code, new and saved messages, whether or not name (N)
* and greeting (G) recordings have been set, time and date of last log-
* in and whether or not the mailbox has been initialized for a new user.
*
* * * * *
```

Mailbox	Staff Name	Directory Code	New	Saved	N	G	Last Log-in
202			0	2	N	N	05/09 16:45
*400			0	0	N	N	NEVER
*401			0	0	N	N	NEVER
402		8745	3	42	Y	N	05/06 11:04
403			1	0	Y	Y	05/01 10:30
404			0	35	Y	Y	05/05 10:21
405			0	14	Y	N	05/06 10:29
406	ADAMS, GEORGE	2277884	1	5	Y	Y	04/31 17:29

\* Indicates that mailbox has not yet been configured for a new user

## Port Usage report

The Port Usage report lists statistics for the usage of each port in the voice mail system, including inbound and outbound calls, and hourly call volume.

```

* * * * *
*
*           P O R T   U S A G E   R E P O R T
*           Tenant 1
*           05/17/2016 3:56p
*
* Lists port usage statistics for the voice mail system. In-bound and
* out-bound calls are detailed by current day, week-to-date (WTD), and
* month-to-date (MTD) and average call duration. Hourly call volume is
* also graphed for the last seven days.
*
* * * * *

```

### O U T - B O U N D C A L L S

	Total Today =====	Total W-T-D =====	Total M-T-D =====	Average Duration =====	
Wake-up	0	0	0	0	sec/call
Notification	0	39	111	60	sec/call
MWI (Total/Failed)	0/0	0/0	0/0	0/0	sec/call
Wake-up Set	0	0	0	0	sec/call
Wake-up Cancel	0	0	0	0	sec/call
DID Route	1	1	11	7	sec/call
DID Cancel Route	0	0	0	0	sec/call
Loop-back	0	0	0	0	sec/call
Call Forward Test	0	0	0	0	sec/call
Call Forward Call	5	9	114	50	sec/call
	-----	-----	-----		
Total	6	49	236		

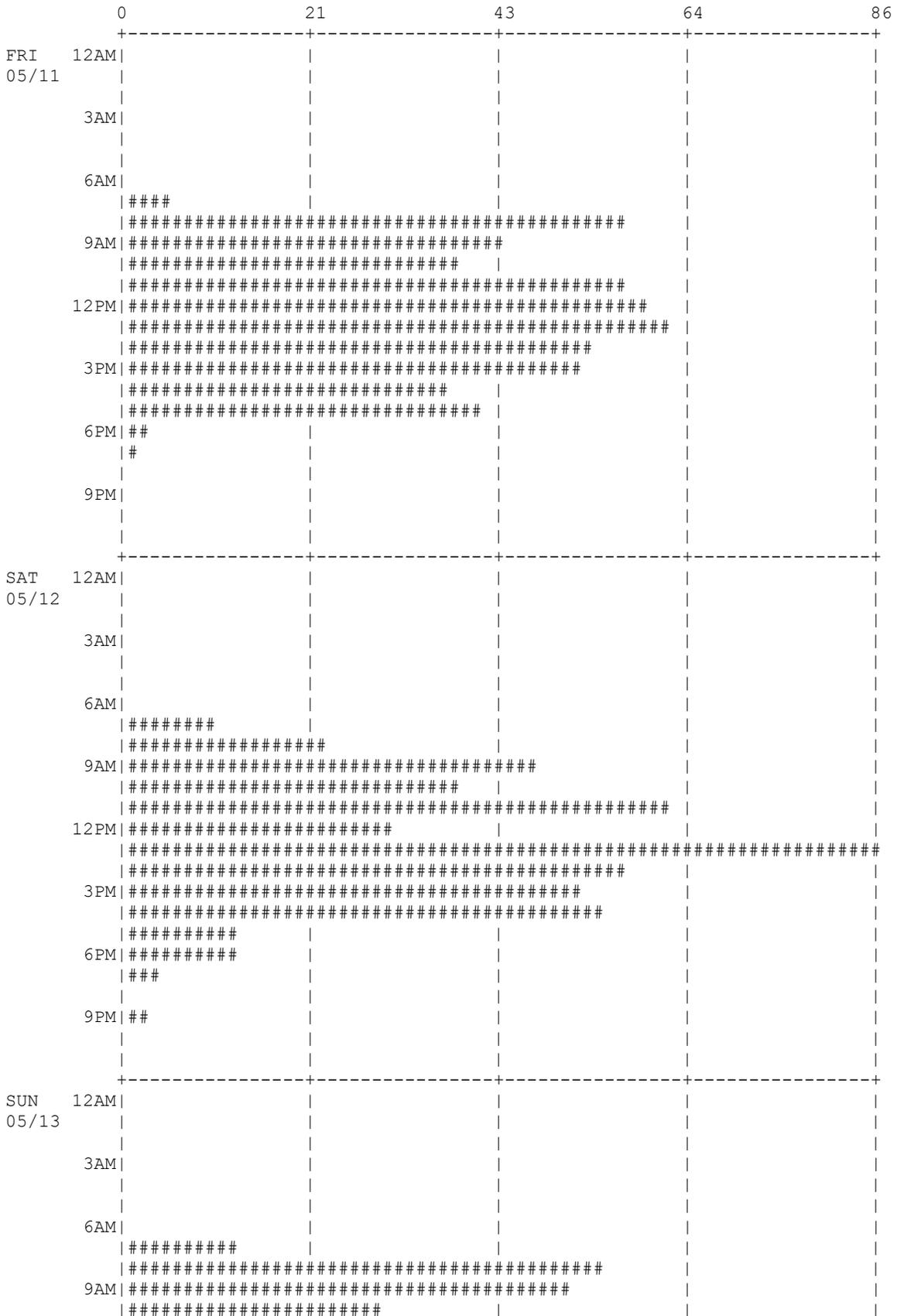
### I N - B O U N D C A L L S

	Total Today =====	Total W-T-D =====	Total M-T-D =====	Average Duration =====	
Leave Guest Message	0	0	0	0	sec/call
Guest Mailbox Access	1	1	1	7	sec/call
Leave Staff Message	73	155	1205	57	sec/call
Staff Mailbox Access	54	105	876	64	sec/call
Auto-attendant	328	617	4406	19	sec/call
Other	0	1	12	33	sec/call
	-----	-----	-----		
Total	456	879	6500		

### I N - B O U N D A L L - B U S Y I N C I D E N T S

	Total Today =====	Total W-T-D =====	Total M-T-D =====	Average Duration =====	
	0	0	0	0	seconds

7 - DAY HOURLY CALL VOLUME CHART



	12PM	#####	#####	#####	#####
	3PM	#####	#####	#####	#####
	6PM	####			
	9PM				
MON 05/14	12AM				
	3AM				
	6AM				
	9AM				
	12PM	###			
		####			
		####			
	3PM	#			
	6PM				
	9PM				
		####			
TUE 05/15	12AM				
	3AM				
	6AM				
	9AM	#			
	12PM				
		#####			
	3PM	#####			
		###			
		###			
	6PM	###			
		###			
		##			
	9PM	###			
		##			

```

+-----+-----+-----+-----+
WED 12AM|
05/16 |
|
3AM|
|
6AM| ###
| ##
| #####
9AM| #####
| #####
| #####
12PM| #####
| #####
| #####
3PM| #####
| #####
| #####
6PM| #####
| #
9PM| #
| #
+-----+-----+-----+-----+
THU 12AM|
05/17 |
|
3AM|
|
6AM| #####
| #####
9AM| #####
| #####
| #####
12PM| #####
| #####
| #####
3PM| #####
|
6PM|
|
9PM|
|
+-----+-----+-----+-----+

```

## System Activity report

The System Activity report lists all activity for the voice mail system on the specified date.

```
* * * * *
*
*
*           S Y S T E M   A C T I V I T Y   R E P O R T
*                   Tenant 1
*                   05/17/2016 9:41a
*
* Lists all system activity for the specified date including mailbox,
* external device interface and messaging activity.
*
* * * * *
```

```
When          Message
=====
05/17 08:34:06 Access of STAFF mailbox 451 failed (passcode='111')
05/17 09:32:48 Create STAFF mailbox 403
05/17 09:32:49 Reset STAFF mailbox 403
05/17 09:34:51 Access of STAFF mailbox 403 successful
05/17 09:36:57 Voice message 10015 recorded for 400 by 403 (digit/max size)
05/17 09:37:02 Voice message 10015 delivered to 400 from 403
05/17 09:37:14 Access of STAFF mailbox 400 failed (passcode='111')
05/17 09:37:20 Access of STAFF mailbox 400 failed (passcode='6969')
05/17 09:37:25 Access of STAFF mailbox 400 failed (passcode='9876')
05/17 09:38:29 Access of GUEST mailbox 7102 successful (no passcode entry)
05/17 09:38:51 Voice message 10001 picked up by 7102
05/17 09:38:55 Voice message 10001 deleted from 7102
05/17 09:39:07 Voice message 10004 picked up by 7102
05/17 09:39:09 Voice message 10004 saved in 7102
05/17 09:39:20 Voice message 10004 picked up by 7102
05/17 09:39:24 Voice message 10004 deleted from 7102
05/17 09:39:28 Voice message 10004 picked up by 7102
```

## Call Identification report

The Call Identification report lists all inbound calls for the specified date.

```

* * * * *
*
*           C A L L   I D E N T I F I C A T I O N   R E P O R T
*                   Tenant 1
*                   05/16/2016 9:00a
*
* Lists all in-bound calls for the specified date, including time and
* type of call received, calling party ID, called party ID, port that
* call was received on and port class-of-service.
*
* * * * *

```

When	Type	Calling	Called	Port	COS
05/16 12:01:14	COVER NO ANSWER	1307	1919	1	11
05/16 12:12:47	COVER NO ANSWER	2710	1919	1	11
05/16 12:13:02	COVER NO ANSWER	1004	1919	2	11
05/16 12:15:46	COVER NO ANSWER	1720	1919	1	11
05/16 12:25:23	COVER NO ANSWER	1020	1919	1	11
05/16 12:34:52	COVER NO ANSWER	2720	1919	1	11
05/16 01:13:15	COVER NO ANSWER	1505	1919	1	11
05/16 01:21:30	OTHER			1	11
05/16 01:33:15	DIRECT	310		1	11
05/16 02:10:08	DIRECT	1209		1	11
05/16 02:13:53	COVER NO ANSWER	2900	1919	1	11
05/16 02:15:06	DIRECT	310		1	11
05/16 02:38:46	DIRECT	1700		1	11
05/16 02:52:59	DIRECT	310		1	11
05/16 02:55:29	COVER NO ANSWER	1911	1717	1	11
05/16 04:04:04	COVER NO ANSWER	2906	1919	1	11
05/16 04:55:28	COVER NO ANSWER	1910	1016	1	11
05/16 05:00:28	COVER NO ANSWER	1910	1016	1	11
05/16 05:05:28	COVER NO ANSWER	1911	1016	1	11
05/16 05:07:00	COVER NO ANSWER	1621	1919	1	11
05/16 05:31:46	DIRECT	1312		1	11
05/16 05:49:02	COVER NO ANSWER	1307	1919	1	11
05/16 05:50:31	DIRECT	332		1	11
05/16 05:56:55	COVER NO ANSWER	5072885732	1502	1	11
05/16 06:17:39	COVER NO ANSWER	1509	1919	1	11
05/16 06:26:32	COVER NO ANSWER	1912	1001	1	11
05/16 06:30:28	COVER NO ANSWER	1911	1001	1	11
05/16 06:32:11	COVER NO ANSWER		1117	1	11
05/16 06:39:34	DIRECT	1117		1	11
05/16 06:47:44	COVER NO ANSWER	5074214713	1502	1	11
05/16 06:50:33	COVER NO ANSWER	7033711121	2714	1	11
05/16 06:55:29	COVER NO ANSWER	1911	2803	1	11
05/16 07:00:17	DIRECT	1117		1	11
05/16 07:03:16	COVER NO ANSWER	6125998488	336	1	11
05/16 07:05:29	COVER NO ANSWER	1911	1317	1	11
05/16 07:10:29	COVER NO ANSWER	1910	1317	1	11
05/16 07:11:45	COVER NO ANSWER	6514296538	336	1	11
05/16 07:14:16	COVER NO ANSWER	6514296538	350	1	11
05/16 07:15:32	COVER NO ANSWER	310	336	2	11
05/16 07:16:32	COVER NO ANSWER	6514296538	362	1	11
05/16 07:17:58	COVER NO ANSWER	2903	1303	2	11
05/16 07:18:00	COVER NO ANSWER	1303	2903	3	11
05/16 07:18:51	DIRECT	1303		2	11
05/16 07:19:05	COVER NO ANSWER	317	2903	1	11
05/16 07:19:09	COVER NO ANSWER	2903	1307	3	11
05/16 07:19:46	COVER NO ANSWER	6514296538	337	1	11

05/16	07:23:13	DIRECT	2714		1	11
05/16	07:23:24	COVER NO ANSWER	317	1602	2	11
05/16	07:25:08	DIRECT	365		1	11
05/16	07:27:26	COVER NO ANSWER	6514296538	398	1	11
05/16	07:28:32	OTHER			2	11
05/16	07:30:36	COVER NO ANSWER	6082528000	336	1	11
05/16	07:37:43	DIRECT	350		1	11
05/16	07:40:07	COVER NO ANSWER	6128237100	389	1	11
05/16	07:43:44	DIRECT	398		1	11
05/16	07:47:24	COVER NO ANSWER	322	315	1	11
05/16	07:57:34	COVER NO ANSWER		315	1	11
05/16	08:05:31	DIRECT	394		1	11
05/16	08:06:42	OTHER			2	11
05/16	08:07:14	OTHER			1	11
05/16	08:07:24	COVER NO ANSWER	37	391	1	11
05/16	08:07:31	OTHER			2	11
05/16	08:07:52	OTHER			1	11
05/16	08:08:18	COVER NO ANSWER	315	315	2	11
05/16	08:08:38	OTHER			1	11
05/16	08:11:47	OTHER			1	11
05/16	08:12:06	COVER NO ANSWER	305	302	1	11
05/16	08:15:38	OTHER			1	11
05/16	08:16:36	COVER NO ANSWER	6129290748	367	1	11
05/16	08:18:43	COVER NO ANSWER	305	373	1	11
05/16	08:19:04	OTHER			1	11
05/16	08:21:03	COVER NO ANSWER	6123336263	368	1	11
05/16	08:24:20	DIRECT	337		1	11
05/16	08:24:43	DIRECT	338		2	11
05/16	08:25:16	COVER NO ANSWER	300	368	3	11
05/16	08:25:28	COVER NO ANSWER	1912	2721	3	11
05/16	08:25:43	COVER NO ANSWER	6123027746	398	3	11
05/16	08:25:48	COVER NO ANSWER	6123212822	394	4	11
05/16	08:26:43	DIRECT	394		3	11
05/16	08:28:48	COVER NO ANSWER	1114	374	1	11
05/16	08:29:11	COVER NO ANSWER	1114	374	1	11
05/16	08:30:28	COVER NO ANSWER	1911	2721	1	11
05/16	08:34:38	OTHER			1	11
05/16	08:35:28	COVER NO ANSWER	1912	2721	1	11
05/16	08:35:29	DIRECT	351		2	11
05/16	08:36:36	DIRECT	351		1	11
05/16	08:36:51	OTHER			2	11
05/16	08:39:26	COVER NO ANSWER	2916	374	1	11
05/16	08:40:27	COVER NO ANSWER	2	374	1	11
05/16	08:45:03	COVER NO ANSWER	6126641142	365	1	11
05/16	08:46:47	DIRECT	365		1	11
05/16	08:47:03	COVER NO ANSWER		319	2	11
05/16	08:50:37	COVER NO ANSWER	317	2704	1	11
05/16	08:51:11	COVER NO ANSWER	317	2710	1	11
05/16	08:54:15	DIRECT	374		1	11

#### Call Summary

```

-----
Direct..... 21
Cover No Answer... 61
Cover Busy..... 0
Cover All..... 0
Cover Internal.... 0
Cover External.... 0
Trunk..... 0
Function..... 0
Other..... 12
-----

```

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## DAPI Message report

The DAPI Message report lists all interface driver messages sent and received by the voice mail system, which can help in diagnosing problems.

```
* * * * *
*
*           D A P I   M E S S A G E   R E P O R T
*                   Tenant 1
*                   05/17/2016 2:41p
*
* Lists all interface driver messages send and received by the system
* This information can aid one in diagnosing a problem.
*
* MESSAGE FORMAT:
* [driver name] [direction: '<'=to '>'=from] [message data]
*
* * * * *

```

When	Message
05/17 14:30:37	MARRPMS < 'YMSGCOUNT 19052 0 0 '
05/17 14:30:38	MARRPMS < 'EMSGCOUNT Grande Lakes Or 19052 0 0 0 0'
05/17 14:31:31	MARRPMS > 'oCHECKIN 24023 424 RATCLIFF/BRIAN USA 7985 '
05/17 14:31:32	MARRPMS < 'YMSGCOUNT 24023 0 0 '
05/17 14:31:33	MARRPMS > 'uNAME 24023 424 RATCLIFF/BRIAN '
05/17 14:31:33	MARRPMS < 'EMSGCOUNT Grande Lakes Or 24023 0 0 0 0'
05/17 14:31:35	MARRPMS < 'ZROOMSTATUS 4031 4'
05/17 14:31:36	MARRPMS < 'eMAID STATUS Grande Lakes Or 4031 4 '
05/17 14:32:25	MARRPMS < 'ZROOMSTATUS 611 1'
05/17 14:32:26	MARRPMS < 'eMAID STATUS Grande Lakes Or 611 1 '
05/17 14:32:45	MARRPMS < 'ZROOMSTATUS 21039 1'
05/17 14:32:46	MARRPMS < 'eMAID STATUS Grande Lakes Or 21039 1 '
05/17 14:33:07	MARRPMS < 'ZROOMSTATUS 17010 1'
05/17 14:33:08	MARRPMS < 'eMAID STATUS Grande Lakes Or 17010 1 '
05/17 14:33:53	MARRPMS < 'ZROOMSTATUS 5049 1'
05/17 14:33:54	MARRPMS < 'eMAID STATUS Grande Lakes Or 5049 1 '
05/17 14:34:12	MARRPMS > 'vTEXTMWI 433 1'
05/17 14:34:13	MARRPMS < 'YMSGCOUNT 433 0 0 '
05/17 14:34:14	MARRPMS < 'EMSGCOUNT Grande Lakes Or 433 0 0 0 0'
05/17 14:34:47	MARRPMS > 'oCHECKIN 10016 5967 US 7986 '
05/17 14:34:48	MARRPMS < 'YMSGCOUNT 10016 0 0 '
05/17 14:34:49	MARRPMS < '•EMSGCOUNT Grande Lakes Or 10016 0 0 0 0'
05/17 14:35:21	MARRPMS < 'ZROOMSTATUS 9029 1'
05/17 14:35:22	MARRPMS < 'eMAID STATUS Grande Lakes Or 9029 1 '
05/17 14:35:26	MARRPMS > 'uNAME 10016 5967 BRIAND/PATRICIA '
05/17 14:36:04	MARRPMS < 'ZROOMSTATUS 21015 1'
05/17 14:36:05	MARRPMS < 'eMAID STATUS Grande Lakes Or 21015 1 '
05/17 14:37:59	MARRPMS < 'ZROOMSTATUS 16056 1'
05/17 14:38:00	MARRPMS < 'eMAID STATUS Grande Lakes Or 16056 1 '
05/17 14:38:36	MARRPMS < 'ZROOMSTATUS 23013 1'
05/17 14:38:37	MARRPMS < 'eMAID STATUS Grande Lakes Or 23013 1 '
05/17 14:38:42	MARRPMS > 'KLOG MARRPMS: unknown message 'RR 824 1329' '
05/17 14:38:44	MARRPMS > 'sCHECKOUT 824 '
05/17 14:38:45	MARRPMS < 'YMSGCOUNT 824 0 0 '
05/17 14:38:46	MARRPMS < 'EMSGCOUNT Grande Lakes Or 824 0 0 0 0'
05/17 14:39:41	MARRPMS > 'oCHECKIN 15007 510 ZEBROWSKI/LISA/V USA 7987 '
05/17 14:39:42	MARRPMS < 'YMSGCOUNT 15007 0 0 '
05/17 14:39:43	MARRPMS < 'EMSGCOUNT Grande Lakes Or 15007 0 0 0 0'
05/17 14:40:24	MARRPMS < 'ZROOMSTATUS 4011 1'
05/17 14:40:25	MARRPMS < 'eMAID STATUS Grande Lakes Or 4011 1 '
05/17 14:40:40	MARRPMS < 'ZROOMSTATUS 15005 1'

## Staff Email Address report

The Staff Email address report shows which staff mailboxes are setup to have voice messages forwarded to an email address.

```
* * * * *
*
*           S T A F F   E M A I L   A D D R E S S   R E P O R T
*
*                   Tenant 1
*                   05/17/2016 8:30a
*
* Lists all staff mailboxes that have an e-mail address configured for
* forwarding voice messages to email, and whether the form is enabled
* to allow the feature, and if the individual address is active.
*
* * * * *

Mailbox  Form enabled  Email address                Address enabled Forward enabled
=====  =====
146      Yes             jkaroth@gmail.com           Yes             Yes
146      Yes             jkaroth@yahoo.com          No              Yes
202      Yes             pbrown@tds.net              Yes             No
202      Yes             pbrown@msn.com              Yes             Yes
205      Yes             dfrank@gmail.com            Yes             Yes
205      Yes             4142348765@email.uscc.net  Yes             No
```

## **Auto-attendant reporting (Hourly, Daily & Monthly)**

The Auto-attendants report shows button press activity for any active auto-attendants on the system. Three separate reports (Hourly, Daily & Monthly) are available.

```
* * * * *
*
*                               InnLine IP Voice Mail System
*          A U T O - A T T E N D A N T S   A C T I V I T Y   R E P O R T
*                               D A I L Y
*                               T e n a n t   1
*                               05/17/2018 3:43p
*
* Lists auto-attendants summary activity statistics for the voice mail
* system.
*
* Auto-attendant and/or menu selection options are reported in format of:
*
*      XXXXXXXXNTTTTT [O]
*
* where:
*
*      XXXXXXXX is 'AA' auto-attendant or 'MenuBox' menu box,
*      N        is '1-9' auto-attendant number or a menu box number,
*      TTTTT    is 'Day' or 'Night' auto-attendant mode,
*      O        is '0-9, *, #' option selected or pressed by caller, or
*              'M' + extension in case caller enters direct mailbox
*              extension number
*
* Examples:
*
*      AA1Day [1]      - auto-attendant 1 in day mode, option selected
*                      or pressed is '1'
*      MenuBox8001 [6] - menu box '8001', option selected or pressed is '6'
*      AA3Night [M1001] - auto-attendant 3 in night mode, direct mailbox
*                      option, extension entered by caller is '1001'
*
* Interlinked auto-attendants or menu boxes selections are reported
* as nested layers of selections.
*
*      Example: AA1Day [4]
*                AA5Day [8]
*                MenuBox8001 [6]
*
* Above represents multiple selection of caller in a single call.
* During this call caller pressed '4' in auto-attendant 'AA1', then
* pressed '8' in auto-attendant 'AA5', then
* selected '6' in menu box '8001'
*
* * * * *

```

## Daily report example:

D A I L Y   A U T O - A T T E N D A N T S   A C T I V I T Y

Activity from 05/17/2018 00:00:00 to 05/17/2018 23:59:59  
=====

Auto-attendant and/or Menu Selection Option =====	Total Selected =====
AA1Day [#] .....	3
AA1Day [#] AA1Day [2] .....	1
AA1Day [#] AA1Day [4] .....	1
AA1Day [0] .....	7
AA1Day [1] .....	34
AA1Day [2] .....	2
AA1Day [3] .....	2
AA1Day [4] .....	42

Summary  
-----

Total Selected Options ..... 92

## Hourly report example:

H O U R L Y   A U T O - A T T E N D A N T S   A C T I V I T Y

Activity from 05/07/2018 10:00:00 to 05/07/2018 10:59:59  
=====

Auto-attendant and/or Menu Selection Option =====	Total Selected =====
AA1Day [1] .....	1
AA1Day [4] .....	4

Activity from 05/07/2018 11:00:00 to 05/07/2018 11:59:59  
=====

Auto-attendant and/or Menu Selection Option =====	Total Selected =====
AA1Day [#] .....	2
AA1Day [#] AA1Day [2] .....	1
AA1Day [#] AA1Day [4] .....	1

AA1Day [1] .....	3
AA1Day [4] .....	2
Activity from 05/07/2018 12:00:00 to 05/07/2018 12:59:59	
=====	
Auto-attendant and/or Menu Selection Option	Total Selected
=====	=====
AA1Day [0] .....	1
AA1Day [1] .....	3
AA1Day [4] .....	5
Activity from 05/07/2018 13:00:00 to 05/07/2018 13:59:59	
=====	
Auto-attendant and/or Menu Selection Option	Total Selected
=====	=====
AA1Day [#] .....	1
AA1Day [0] .....	1
AA1Day [1] .....	2
AA1Day [4] .....	6
Activity from 05/07/2018 14:00:00 to 05/07/2018 14:59:59	
=====	
Auto-attendant and/or Menu Selection Option	Total Selected
=====	=====
AA1Day [0] .....	1
AA1Day [1] .....	5
AA1Day [4] .....	1
Activity from 05/07/2018 15:00:00 to 05/07/2018 15:59:59	
=====	
Auto-attendant and/or Menu Selection Option	Total Selected
=====	=====
AA1Day [1] .....	1
AA1Day [4] .....	3
Activity from 05/07/2018 16:00:00 to 05/07/2018 16:59:59	
=====	
Auto-attendant and/or Menu Selection Option	Total Selected
=====	=====
AA1Day [0] .....	1
AA1Day [1] .....	1
AA1Day [4] .....	2

Activity from 05/07/2018 17:00:00 to 05/07/2018 17:59:59	
=====	
Auto-attendant and/or Menu Selection Option	Total Selected
=====	=====
AA1Day [0] .....	1
AA1Day [1] .....	3
AA1Day [2] .....	1
AA1Day [3] .....	2
AA1Day [4] .....	3
Activity from 05/07/2018 18:00:00 to 05/07/2018 18:59:59	
=====	
Auto-attendant and/or Menu Selection Option	Total Selected
=====	=====
AA1Day [1] .....	2
AA1Day [4] .....	3
Activity from 05/07/2018 19:00:00 to 05/07/2018 19:59:59	
=====	
Auto-attendant and/or Menu Selection Option	Total Selected
=====	=====
AA1Day [1] .....	2
AA1Day [4] .....	3
Activity from 05/07/2018 20:00:00 to 05/07/2018 20:59:59	
=====	
Auto-attendant and/or Menu Selection Option	Total Selected
=====	=====
AA1Day [1] .....	4
Activity from 05/07/2018 21:00:00 to 05/07/2018 21:59:59	
=====	
Auto-attendant and/or Menu Selection Option	Total Selected
=====	=====
AA1Day [1] .....	2
AA1Day [4] .....	1
Activity from 05/07/2018 22:00:00 to 05/07/2018 22:59:59	
=====	
Auto-attendant and/or Menu Selection Option	Total Selected
=====	=====
AA1Day [1] .....	1
AA1Day [4] .....	2

Activity from 05/07/2018 23:00:00 to 05/07/2018 23:59:59

Auto-attendant and/or Menu Selection Option	Total Selected
AA1Day [1]	2
AA1Day [4]	1

Activity from 05/07/2018 8:00:00 to 05/07/2018 8:59:59

Auto-attendant and/or Menu Selection Option	Total Selected
AA1Day [0]	1

Summary

Total Selected Options ..... 82

**Monthly report example:**

M O N T H L Y   A U T O - A T T E N D A N T S   A C T I V I T Y

Activity from 05/01/2018 00:00:00 to 05/07/2018 23:59:59

Auto-attendant and/or Menu Selection Option	Total Selected
AA1Day [#]	20
AA1Day [#] AA1Day [1]	6
AA1Day [#] AA1Day [2]	2
AA1Day [#] AA1Day [4]	8
AA1Day [0]	76
AA1Day [1]	170
AA1Day [2]	20
AA1Day [3]	16
AA1Day [4]	338

Summary

Total Selected Options ..... 656

## Did you remember to?

The following checklist summarizes the important procedures described in Chapters 1 and 2. Use the checklist to make sure you have installed the InnLine IP system properly.

If you have questions about any part of the installation, call Innovation at the number shown on the back of this guide.

### Did you remember to:

- Add an administrator?
- Check your voice ports and port types and enter each port extension and SIP Alias?
- Set MWI dial-strings (depending on port type) and test message lamps?
- Test any device interfaces?
- Add Front Desk mailboxes?
- Add an Administration mailbox?
- Adjust the Maximum Mailbox Number Size, if necessary?
- Add Translations if guest rooms have two extensions each?
- Create a guest service menu (AGS), if necessary?
- Setup automated attendants, if necessary?
- Set up and test report generation?
- If your installation has a USB modem, test its dial-out capability using the Atomic Clock feature?  
To perform this test, see *System atomic clock* in Chapter 3.
- Choose how failed wake-up calls will notify the front desk staff (if InnLine IP performs wake-up calls)? You can notify an extension of all failures, send a fax as the notification, send an e-mail, or print a report, as explained in the *Wake-up calls* section of Chapter 3.
- Connect the UPS data cable to a USB port on the back of the system?
- Configure Email Settings for forwarding voice messages to an email address, if necessary?
- Configure the number(s) or email address for Alerts?



### IN THIS CHAPTER

**System housekeeping, system backup, system languages, atomic clock & service log**

**System prompts, Alerts, SNMP, system alert log, COM port assignments & Email settings**

**Voice ports and types**

**Device interfaces**

**Tenant settings**

**Automated attendants**

**Guest services menus**

**Guest tutorials**

**Distribution lists**

**Guest Group Distribution lists**

**Mailboxes**

The previous two chapters covered the procedures you need to perform for a typical installation of the InnLine IP system. This chapter is a reference that explains every system option, in case you need to set additional parameters to customize your application.

To edit system options, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click the option you want to revise or review in the system tree. Each option in the system tree contains folders and icons. Double-click the icon to open the item it represents, and then edit or review its settings.

Some system windows are divided into tabs. You can edit fields in each tab. To change tabs, click a different tab at the top of the window.

When you finish working in a window, click the **OK** button to save your changes. If you decide not to save your changes in a window, click the **Cancel** button.

# System housekeeping

Use this option to set a regular time for system maintenance and determine when messages are deleted from the system.



To edit the system housekeeping options, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, double-click the **System Housekeeping** icon. The following window appears.

You can edit the following parameters in the System Housekeeping Settings window.

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Maintenance Time</b>	This setting controls when InnLine IP performs maintenance.	HH:MM:SS AM or PM	3:00:00 AM
<b>System Restart Interval</b>	Determine when the system restarts after running through its maintenance routines. If you choose a specific day, the system restarts each week on that day.	Specific day of week, Every day, 1 <sup>st</sup> of Month or Never	1 <sup>st</sup> of Month
<b>Deleted Staff Message Life</b>	The maximum number of days to keep deleted staff messages.	1 to 99 days	3 days
<b>Deleted Guest Message Life</b>	The maximum number of days to keep deleted guest messages.	1 to 99 days	3 days
<b>Maximum Staff Message Life</b>	The maximum number of days to keep any staff message.	1 to 999 days	120 days
<b>Maximum Guest Message Life</b>	The maximum number of days to keep any guest message.	1 to 999 days	21 days

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Guest Holding Mailbox Life</b>	The maximum number of days to keep guest holding (checked out or cleared) mailboxes before permanent removal.	1 to 99 days	3 days
<b>Maximum Guest Group Service Class Life</b>	The maximum number of days to keep Guest Service Classes that were created by the Guest Group Service Class mailbox or a PMS check-in that supports this feature.	1 to 999 days	31 days

## System backup



Use this option to edit the system backup options. To begin, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, double-click the **System Backup** icon. The following window appears.

**System Back-ups** ✕

**Daily Back-ups**

Sunday    C:\INNLIN\BACKUP\FSUN.DAP    ...

Monday    D:\FMON.DAP    ...

Tuesday    D:\FTUE.DAP    ...

Wednesday    D:\FWED.DAP    ...

Thursday    D:\FTHU.DAP    ...

Friday    D:\FFRI.DAP    ...

Saturday    D:\FSAT.DAP    ...

**Manual Back-up**

**Manual Restore**

You can edit the following parameters in the System Back-ups window.

<i>Parameter</i>	<i>Description</i>
<b>Daily Back-ups</b>	By default, the system is backed up daily to the USB storage drive. To disable a daily backup, click the check box next to a day. To back up to a different location, click the ellipsis (...) next to the directory field and select a new path in the window that appears.
<b>Manual Back-up</b>	<p>If you need to manually back up the full system or the configuration files, click the appropriate button, select a directory for the backup file in the next window, and click Yes in the next window to confirm the backup.</p> <ul style="list-style-type: none"> <li>• <b>Full</b> backups will save all data and custom prompts associated with the installation for later restoration.</li> <li>• <b>Configuration</b> backups allow you to save (and then restore) the basic system configuration. Currently, this backup does not save schedules used for automated attendant greeting selection, time-branch mailbox routing, or message notification. Messages, Greetings, and Name messages are not saved. However, custom prompts are saved.</li> </ul> <p>Backups may be made to the system's USB storage drive, its local hard drive, or a network drive.</p>
<b>Manual Restore</b>	To restore the system from a backed-up file, click the Restore button and then select the file in the window that appears.

## System languages



This option allows you to activate other languages (UniKey protected) in the voicemail system. To edit the system language options, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, double-click the **System Languages** icon.

In the next window, the **Available Languages** list displays the languages you can add to the system. To add a language, click it in the Available Languages list and then click the >> button. The selection is added to the **Activated Languages** list. After activating an additional language, you are prompted to restart the system.

After additional languages are activated, guests can use the Automated Guest Services (if the Select Language option is programmed) to choose another language for their mailbox. Upon PMS checkout or manual clearing of the mailbox, guest mailboxes return by default to the first language (typically English) shown in the Activated Languages list.

After additional languages are activated, staff members can also choose any available language using option 7 from their mailbox's main menu.

To remove a language from the Activated Languages list, select it and then click the << button. Click **Done** when you finish.

## System atomic clock



This option allows InnLine IP to call the Naval Observatory Atomic Clock and synchronize its time with the atomic clocks official time. To edit the system atomic clock options, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, double-click the **Atomic Clock** icon. The following window appears.

You can edit the following parameters in the Atomic Clock window. When you finish, click the **Dial Now** button to call the Naval Observatory Atomic Clock.

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Enabled</b>	This setting allows InnLine IP to call the Naval Observatory Atomic Clock, check the time, and adjust the time if necessary. If this box is not checked, the feature is disabled.	N/A	Checked
<b>When to Call</b>	This setting controls when InnLine IP will call the Atomic Clock.	Days of the week, Every Day, or 1st of Month	1st of Month
<b>Phone Number</b>	The dial string for the Atomic Clock site.	N/A	9,1-303-494-4774

## System service log



Use this window to keep track of any programming changes that have been made to the system. To edit the service log, click the **Do** button in the InnLine IP main screen, select **Configure System**, and then double-click the **Service Log** icon.

The Service Log appears. Click the **Start New Entry** button to begin a log entry. A date and time appear automatically at the beginning of your entry. Click **Done** when you finish the service log entry.

Any software updates are automatically added to the service log.

## System prompts



Use this window to view the prompt scripts used by InnLine IP. To open the window, click the **Do** button in the InnLine IP main screen, select **Configure System**, and then double-click the **System Prompts** icon.

The System Prompts window appears. Each script (or prompt) has a number associated with it. These prompts are part of a larger file (.mac file), and cannot be modified by the dealer or end user. You can re-record only discrete prompts. See *Prompt administration* in Chapter 2 for information on which prompts you can re-record.

## Alerts



Use this feature to allow the InnLine IP system to “call home” if problems occur. Currently, problem notifications are:

- Database Optimization failure (performed during system restart)
- Database backup failure

To use the feature, click the **Do** button of the InnLine IP main screen, select **Configure System**, and then double-click the **Alerts** icon.

In the next window, enter the fax number(s) where you want the system to send its problem notification faxes. Add a “9” before the number if needed. If you want to have the alerts sent to an email address, click the Email tab and enter a valid email address.

## SNMP alerts



This feature enables a COM port to feed various warnings and error notifications to a Teltronics Site Event Buffer (SEB) or a similar device. This site event buffer, in turn, makes the SNMP notification.

To use the feature, click the **Do** button of the InnLine IP main screen, select **Configure System**, and then double-click the **SNMP Alerts** icon.

In the next window, check the box to enable SNMP alerts. Then choose a COM port and the communication parameters to match the SEB.

## System alerts



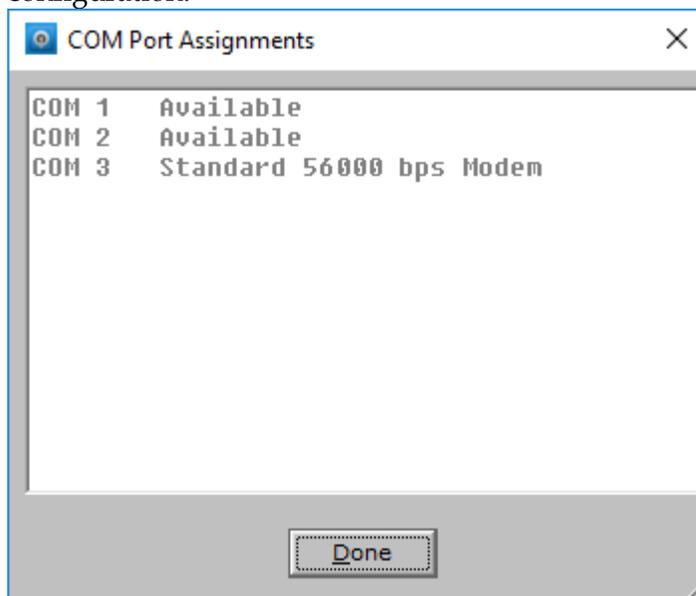
The system stores various errors or warnings in this section. To use the feature, click the **Do** button of the InnLine IP main screen, select **Configure System**, and then double-click the **System Alerts** icon.

In the next window, right-click on the white space to print, save, or delete the log.

## COM port assignments



This feature lets you check which interface is assigned to each com port. To use the feature, click the **Do** button of the InnLine IP main screen, select **Configure System**, and then double click the **COM Port assignment** icon. You cannot change COM port assignments here. You can only view the current configuration.



# Email Settings



This feature allows you to configure the voicemail system to for the emailing of staff voice messages and reports. To configure the settings, click the **Do** button of the InnLine IP main screen, select **Configure System**, and then double click the **Email Settings** icon.

## SMTP Settings

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Server</b>	Enter either the IP address/name of the outgoing mail server (e.g. smtp.gmail.com)	Valid address/name	N/A
<b>Port</b>	Port number used by the outgoing mail server	25 or 425	25
<b>Connection timeout</b>	Connection timeout in seconds	10 seconds to 30 seconds	10 seconds
<b>Use SSL</b>	Check if using Secure Sockets Layer for mail server connection	None	Not Checked
<b>Authentication</b>	Check if you are required to authenticate with the mail server.	None	Not Checked
<b>User name</b>	User name (if using authentication only)	N/A	N/A

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Password</b>	Password (if using authentication only)	N/A	N/A

## Mail

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>From address</b>	Email address that is sending the emails	N/A	N/A

## Voice ports

This feature allows you to define each port in the voice mail system. To edit voice port options, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Voice Ports** in the system tree.



Port 01

The screen shows the total number of voice ports in the system. Each port is represented by a “modular plug” icon, as shown at left. When you double-click the icon of the port you want to edit, the Port window appears.

Port 01
×

**General**

Port Extension:

Tenant:

Port Type:

Call Direction:

Out-bound Actions:

Default Mailbox:

Guest Direct Call:

Sip Alias:

Enabled Port Outbound Proxy

Host Name:

Port:

Realm:

You can edit the following parameters in the Port window.

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Port Extension</b>	The extension number assigned to this port.	N/A	N/A
<b>Disable</b>	Checking this box disables the voice port. The Telephone Port Activity screen will show this line as "Disabled." Note that the actual extension may not be "busied" out.	N/A	N/A
<b>Tenant</b>	This setting specifies which tenant is assigned to the voice port.	Available tenants	Tenant 1
<b>Port Type</b>	This setting specifies which PBX interface the port will use.	Supported PBX integration modes	GC SIP
<b>Call Direction</b>	This setting controls whether the port can make outgoing calls or accept only incoming.	In-bound only or Out-bound only	In-bound only <sup>9</sup>
<b>Out-bound Actions</b>	These setting shows which out-bound actions are to be done by a voice port. If only one port is configured as out-bound, all actions are automatically enabled. If two or more out-bound ports are configured, individual actions may be divided between the ports. For example, if you have two out-bound ports, one could be dedicated for MWI events and one to issue wake-up calls.	Available out-bound actions	All options enabled
<b>Default Mailbox</b>	Calls are sent to this mailbox when no call information is received from the PBX.	Valid mailboxes or mailbox IDs	AA
<b>Guest Direct Call</b>	This setting is used to take a guest directly to a specific AGS function programmed in the Speed Dial Menu under Guest Service menus. It is used only if the PBX does not provide calling party information on a forwarded call to voice mail.	Logs in to guest mailbox or does speed-dial AGS menu key 1-8.	Logs in to guest mailbox
<b>Sip Alias</b>	This is the "proxy" address for SIP. This value is typically the extension number that is entered in the Port Extension field	N/A	N/A
<b>Enabled Port Outbound Proxy</b>	Check this when using multiple DMG gateway devices. Refer to the PBX installation for more information	N/A	Not Checked
<b>Host Name</b>	IP address of the SIP proxy	Valid IP address	Blank
<b>Port</b>	Port number used with the SIP proxy	Valid port number	5060
<b>Realm</b>	Used in conjunction with the DMG Realm name.	Valid realm name	Blank

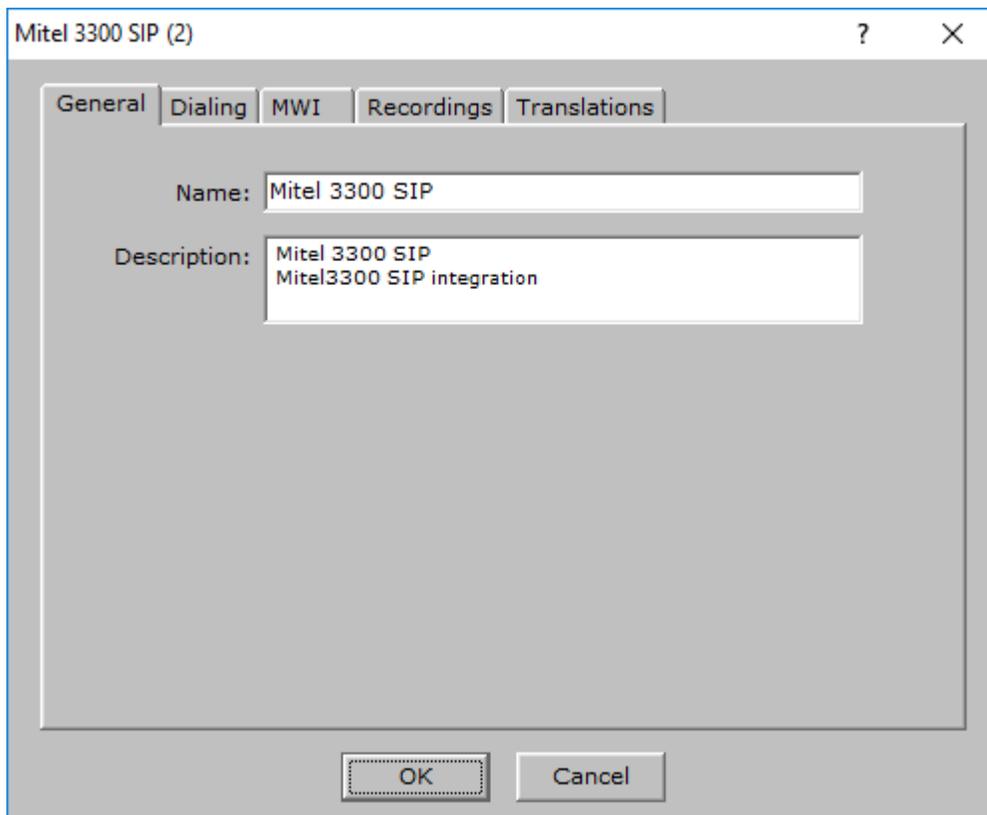
<sup>9</sup> The last port defaults to Out-bound only.

## Voice port types

To edit the system's voice port types, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Port Types** in the system tree.

The screen shows supported PBX integration modes. Each port type is represented by a "modular plug" icon.

When you double-click the icon of the port type you want to edit, a window appears and allows you to change parameters.



The window is divided into several tabs. You can edit fields in each tab. To change tabs, click a different tab at the top of the window.

Use the **General** tab to change the name of a port type, if necessary. The options in the other tabs are explained in the following table.

**Note:** The options that appear in the window differ depending on the port type. For some port types, the window might not include an **MWI** tab. Some port types may have a Call ID tab

### General tab

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
Port Type Name	Change the name of the selected port type, if necessary.	N/A	N/A

### Call ID tab (Avaya IP Office port type only)

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
Hunt Group DN	Enter the lead hunt number	N/A	N/A

### Dialing tab

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
Internal Call Prefix	The dial-string prefix to be used for calls internal to the PBX.	valid dial strings	
Local Call Prefix	Some voice mail operations require InnLine IP to dial outside the hotel. This setting specifies the dial-string prefix for local calls.	valid dial strings	9
Long Distance Prefix	Some voice mail operations require InnLine IP to dial outside the hotel. This setting specifies the dial-string prefix for long distance calls (numbers with 7 or more digits).	valid dial strings	9

### MWI tab

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
Dial-string Prefix	These fields set dial-string prefixes for a message waiting indicator's on/off settings.	valid dial strings	
Dial-string Suffix	These fields set dial-string suffixes for a message waiting indicator's on/off settings.	valid dial strings	

### Recordings tab

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
Caller Hang-up Message Trim Duration	This setting specifies the duration to trim from the end of non-digit-terminated recordings.	0ms to 99999ms	0ms
Caller Hang-up Minimum Message Duration	This setting specifies the smallest acceptable message size after trimming.	0ms to 99999ms	1000ms
Silence Termination Detection Duration	This setting specifies the duration of silence after a recording is terminated.	4000ms to 20000ms	8000ms

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Silence Termination Message Trim Duration</b>	This setting specifies the period to trim from the end of a silence-terminated recording. This value must be less than the Detection Duration value.	0ms to 20000ms	0ms

### Translations tab

Use this tab in the Voice Port Types window to add any extension to mailbox translations. For details on adding translations, see *Translations* in Chapter 2.

## Device interfaces

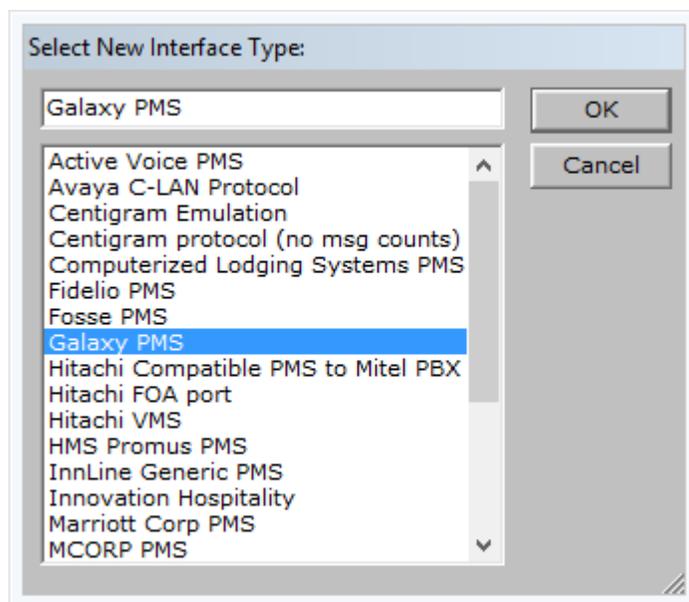
If necessary, you can add interface types to the system. See *Device interface serial ports* in Chapter 1 for more details.

Follow the steps below to add serial interfaces or edit existing interfaces. To begin, click the **Do** button of the InnLine IP main screen and then select **Configure System**.

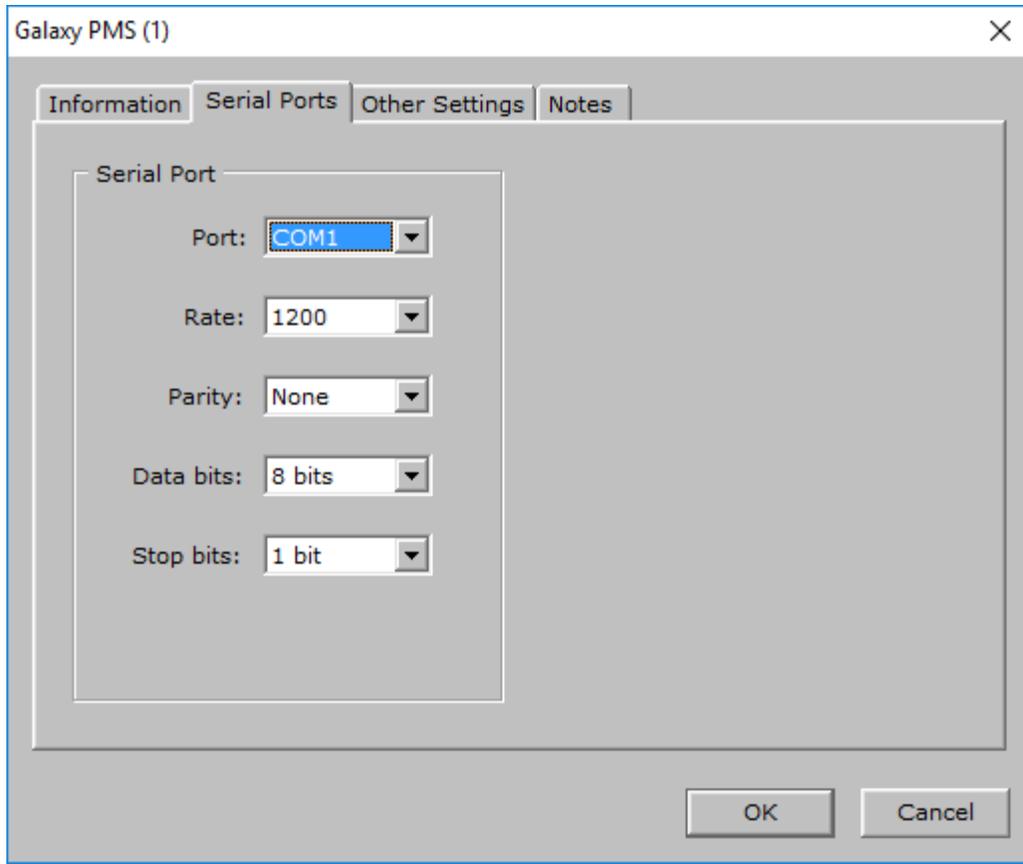


New Interface

In the next screen, click **Device Interfaces** in the system tree. To add a new serial interface, double-click the **New Interface** icon, as shown at left. The following window appears.



The list shows available interface types. Select one and then click **OK**. The following window appears. If you are editing an existing serial interface, click the icon that represents the interface to see this window.



The window is divided into five tabs. You can edit fields in the last three tabs, as shown in the table. To change tabs, click a different tab at the top of the window.

### Information tab

Click this tab to see the interface name, description, class, version number, and release date of the interface driver.

### Serial Ports tab

<i>Parameter</i>	<i>Description</i>	<i>Range</i>
<b>Port</b>	Specify the serial (COM) port to be used by the interface driver.	Available COM ports
<b>Rate</b>	Specify the baud rate used by the serial (COM) port. <b>For this setting and the remaining settings in the Serial Ports tab, always start with the default setting assigned to the interface driver.</b>	300, 1200, 2400, 4800 9600 & 19200
<b>Parity</b>	Specify the parity used by the serial (COM) port.	None, Even, Odd
<b>Data bits</b>	Specify the data bits used by the serial (COM) port.	7 or 8 bits
<b>Stop bits</b>	Specify the stop bits used by the serial (COM) port.	1 or 2 bits

## Other Settings tab

<i>Parameter</i>	<i>Description</i>	<i>Range</i>
<b>Associated Tenant</b>	The tenant with which the interface is associated.	Valid tenants
<b>Parameters</b>	The general parameters for the interface. Always check the Notes tab to see if any parameters are associated with the interface and how to use them.	Valid parameters
<b>Echo Messages?</b>	Check this box to echo messages from this device to all other devices for a given tenant. By default, this box is not checked.	N/A
<b>Device Number Translation</b>	<p>Use to strip or append (add) the leading digit of the guest room number in the message being sent or received by InnLine IP. A range of rooms may also be specified for stripping or appending. Used only for PMS interfaces. By default, None is selected.</p> <p><b>Example:</b> If the PMS is transmitting a check-in message that is room based (room 203) and the extension in the room is 7203, choose "Append Leading Digit", and specify the digit "7" in the drop-down box -</p>  <p>Any messages going <i>back</i> to the PMS (such as message count updates), will be sent to the PMS without the leading 7 digit.</p> <p>Using the "Only in Range" feature would be applicable in this example: if the extensions on floors 2 through 9 have a "7" before the room number, but floors 10 and higher do not. In this case, check the box "Only in Range" and enter the voicemail box range (the extensions) that require the append leading digit treatment in the following fields -</p>  <p>Based on the above "Only in Range" programming, a PMS check-in message for room 1010, would not receive the append leading digit "7" treatment.</p>	None, Strip leading digit, or Append leading digit

## Notes tab

Click this tab to view any comments or parameters information about the device interface.

## Examples tab

Click this tab to view any message format examples about the device interface.

# Administrators

For information on adding an administrator to the InnLine IP system, see *Adding a system administrator* in Chapter 1.

# Tenants

If necessary, you can edit information about tenants. To begin, click the **Do** button of the InnLine IP main screen and then select **Configure System**.

In the next screen, click **Tenants** in the system tree. The screen shows all assigned tenants. To edit a tenant's information, double-click its icon or select the tenant in the system tree (for example, **Tenant 1** in the following illustration). A screen similar to the following illustration appears.



Each icon in the above illustration represents an aspect of the tenant that you can revise if necessary. For example, you can edit Tenant Information, information on the Staff Tutorial, and information on the tenant's Property Management.

The following sections explain each aspect of tenant management you can edit.

## Tenant information

To edit basic information about a tenant, such as the address, telephone and fax numbers, and contact information, double-click the **Tenant Information** icon, as shown in the previous illustration.

## General tenant information

To edit general information about a tenant, such as transfer and unavailable prompts, click the **Do** button of the InnLine IP main screen and then select



**Configure System.** In the next screen, click the name of the tenant you want to edit in the system tree (for example, **Tenant 1**). Next, double-click the **General** icon, as shown at left. The following window appears.

You can edit the following parameters in the window.

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Maximum Mailbox Number Size</b>	The largest mailbox value in the system. If the value is larger than necessary, user interaction slows down, which is undesirable.	0-9	4
<b>Minimum Staff Passcode Size</b>	The smallest passcode allowed for staff and front desk mailboxes.	0-9	3
<b>Maximum Staff Passcode Size</b>	The largest passcode allowed for staff and front desk mailboxes.	0-9	9

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Maximum Passcode Attempts</b>	This field shows how many times the system will allow an incorrect passcode to be entered before playing the system prompt “Were sorry you’re having trouble, please try again later,” and disconnecting.	0-99	3
<b>Maximum Menu Iterations</b>	This field shows how many times the system will offer menu choices if an invalid or no entry is performed. Once this value is reached, the system plays “Were sorry you’re having trouble, please try again later,” and then disconnects.	0-99	3
<b>Menu Entry Time-out</b>	This field shows how long the system will wait before repeating a menu if no key press is made. After this time-out value has expired, the menu is repeated, based on the <b>Maximum Menu Iterations</b> value.	0ms through 99999ms	3000ms
<b>Mailbox Entry Time-out</b>	This field shows how long the system will wait for the first (and between each) mailbox entry digit press before performing the next function. This value does not affect mailbox entry digit presses in automated attendant menus.	0ms through 99999ms	2500ms
<b>Day Operator</b>	The mailbox to be used as the Day Operator for this tenant. If no Day/Night Operator schedule is defined, callers dialing zero are transferred to the mailbox shown in the Day Operator field. The default value, DAYOPER, is configured as an extension mailbox with blind transfers to zero.	Any valid mailboxes	DAY-OPER
<b>Night Operator</b>	The mailbox to be used as the Night Operator for this tenant. If no Day/Night Operator schedule is defined, callers dialing zero are transferred to the mailbox shown in the Day Operator field. The default value, NIGHTOPER, is configured as an extension mailbox with blind transfers to zero.	Any valid mailboxes	NIGHT-OPER

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Edit button</b> 	<p>By default, callers dialing zero are transferred to the mailbox shown in the Day Operator field. To set a schedule, click the <b>Edit</b> button and then click <b>Add</b>.</p> <p>In the next window, for any day of the week or any specific date, you can set the schedule to always use the day operator or the night operator, or to use the day operator during a period you specify. Click <b>Add</b> when you finish. Note that Dated periods you specify override conflicting Day-of-Week periods you enter.</p>	N/A	N/A
<b>Guest Transfer Prompt</b>	The message outside callers hear (via automated attendant) before the system transfers them to the guest room. The default value, PLSHLD, means "Please hold."	None	PLSHLD
<b>Other Transfer Prompt</b>	The message outside callers hear before the system transfers them to a staff extension. The default value, PLSHLD4, means "Please hold for...."	None	PLSHLD4
<b>Other Transfer Phrase</b>	This setting defines how to announce other mailbox transfers. If "Prompt Only" is chosen, then only the recording in the Other Transfer Prompt field will be played. If "Prompt+Box ID" is chosen, then the mailbox number will be announced to the caller after the Other Transfer prompt is played. If the staff mailbox has a name recording, it will be announced instead of the mailbox number.	Prompt Only or Prompt+Box ID	Prompt+Box ID
<b>Guest No-name Prompt</b>	The message to use when guests have not recorded their name or a personalized greeting. The default value, GUNA, means "The guest you are trying to reach is not available right now."	None	GUNA
<b>Guest Pre-name Prompt</b>	The message to use <i>before</i> speaking the guest's recorded name. The default value, GUNANAM1, means "The guest you are trying to reach...."	None	GUNA-NAM1
<b>Guest Post-name Prompt</b>	The message to use <i>after</i> speaking the guest's recorded name. The default value, GUNANAM2, means "...is not available right now."	None	GUNA-NAM2

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Other No-name Prompt</b>	The message to use when the staff member has not recorded their name or a personalized greeting. The default value, SUNA, means "The person you are trying to reach is not available right now."	None	SUNA
<b>Other Pre-name Prompt</b>	The message to use <i>before</i> speaking the staff member's recorded name. The default value, SUNANAM1, means "The person you are trying to reach...."	None	SUNA-NAM1
<b>Other Post-name Prompt</b>	The message to use <i>after</i> speaking the staff member's recorded name. The default value, SUNANAM2, means "...is not available right now."	None	SUNA-NAM2
<b>Require Key Leave Guest Message</b>	Check this box to require forwarded callers to press 1 before recording a message. If the box is not checked, the caller will be asked to wait for the tone before recording a message.	None	Not checked
<b>Calling Extension as Sender ID</b>	Some integrations provide the calling party's station number on forwarded calls to voice mail. This feature uses that station number as the sender ID to identify which calling station left a message in the called parties' mailboxes. If the calling party information is unavailable, the sender ID is identified as "an outside caller."	None	Checked
<b>Guest Greeting Log-in</b>	This option allows guests to access their mailbox during the unavailable greeting by pressing the # (pound) key. After the guest presses #, the system will prompt for passcode entry. If the box is not checked, this function is disabled.	None	Checked
<b>Staff Greeting Log-in</b>	This option allows staff members to access their mailbox during the unavailable greeting by pressing the # (pound) key. After the staff member presses #, the system will prompt for passcode entry. If the box is not checked, this function is disabled.	None	Checked
<b>Operator Transfer Guest Room</b>	This option prompts and allows guests to dial zero (for personal assistance) from their mailbox. If the box is not checked, this prompt is turned off and the function is disabled.	None	Checked

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Operator Transfer Leave Guest Message</b>	This option prompts and allows a forwarded caller to dial zero before and after leaving a message for a guest mailbox. If the box is not checked, this prompt is turned off and the function is disabled.	None	Checked
<b>Operator Transfer Leave Staff Message</b>	This option prompts and allows a forwarded caller to dial zero before and after leaving a message for a staff mailbox. If the box is not checked, this prompt is turned off and the function is disabled.	None	Checked
<b>Post Record Guest Message Review Menu</b>	Checking this box allows a forwarded caller to choose sending options after recording a message for a guest.	None	Checked
<b>Post Record Staff Message Review Menu</b>	Checking this box allows a forwarded caller to choose sending options after recording a message for a staff member.	None	Checked
<b>Post Send Guest Message Menu</b>	This option announces additional instructions to forwarded callers after they leave a message for a guest and press any touch-tone key. If the box is not checked, the “message sent” prompt is played, followed by “Thank you...goodbye.”	None	Checked
<b>Post Send Staff Message Menu</b>	This option announces additional instructions to forwarded callers after they leave a message for a staff member and press any touch-tone key. If the box is not checked, the “message sent” prompt is played, followed by “Thank you...goodbye.”	None	Checked
<b>Leave Staff Message Speak Leave Message</b>	If the <b>Leave Message Key Required</b> option is not checked in a staff member’s mailbox, recording instructions will be played after the staff member’s unavailable greeting is heard by the forwarded caller. If the box is not checked, no recording instructions will be played to the forwarded caller. Recording instructions will always be played if the forwarded caller is presented with a staff default unavailable greeting.	None	Not checked

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Leave Staff Message Speak Enter Mailbox</b>	If you check this box, a system prompt providing instructions on how to transfer to another extension will be offered, after the staff member's unavailable greeting is played. If the box is not checked, this prompt is disabled.	None	Not checked
<b>Leave Staff Message Speak Directory</b>	If you check this box, a system prompt providing instructions on how to access the user directory will be offered, after the staff member's unavailable greeting is played. If the box is not checked, this prompt is disabled.	None	Not checked
<b>Leave Staff Message Speak Operator</b>	If you check this box, a system prompt providing instructions on how to transfer to the operator will be offered, after the staff member's unavailable greeting is played. If the box is not checked, this prompt is disabled.	None	Not checked
<b>Leave Staff Message Speak Hang Up</b>	If you check this box, a system prompt providing instructions on how to hang up will be offered, after the staff member's unavailable greeting is played. If the box is not checked, this prompt is disabled.	None	Not checked
<b>Leave Guest Message Speak Leave Message</b>	If the <b>Require Key Leave Guest Message</b> box is not checked, recording instructions will be played after the guest's unavailable greeting is heard by the forwarded caller. If the box is not checked, no recording instructions will be played to the forwarded caller. Recording instructions will always be played if the forwarded caller is presented with a guest's default unavailable greeting.	None	Checked
<b>Leave Guest Message Speak Enter Mailbox</b>	If you check this box, a system prompt providing instructions on how to transfer to another extension will be offered, after the guest's unavailable greeting is played. If the box is not checked, transfers to other extensions and the prompt are disabled.	None	Not checked
<b>Leave Guest Message Speak Directory</b>	If you check this box, a system prompt providing instructions on how to access the user directory will be offered, after the guest's unavailable greeting is played. If the box is not checked, access to the user directory and the prompt are disabled.	None	Not checked

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Leave Guest Message Speak Operator</b>	If you check this box, a system prompt providing instructions on how to transfer to the operator will be offered, after the guest's unavailable greeting is played. If the box is not checked, this prompt is disabled.	None	Checked
<b>Leave Guest Message Speak Hang Up</b>	If you check this box, a system prompt providing instructions on how to hang up will be offered, after the guest's unavailable greeting is played. If the box is not checked, this prompt is disabled.	None	Not checked
<b>Express Message Speak Mailbox ID</b>	If you check this box and then access express messaging and enter a mailbox number, the system will announce the mailbox number or the owner's name message if recorded.	None	Not checked
<b>Express Message Speak Transfer Prompt</b>	After accessing express messaging in the previous field, the system will instruct you to stay on the line to leave your message, or to transfer the caller now, if this box is checked.	None	Checked
<b>Express Message Speak Mailbox Greeting</b>	After accessing express messaging in the previous field, the mailbox's unavailable greeting will be played to you, if this box is checked.	None	Checked
<b>Always Ask Guest for Directory Code</b>	If you check this box, the system will always ask guests to enter their directory code, regardless of whether the directory information already exists (PMS sent the check-in message with the guest's name to InnLine IP). If the box is not checked, the system will only ask for the directory code if one does not exist.	None	Not checked
<b>Hang up on Silence-terminated Recording</b>	If you check this box, the system will disconnect the caller from the voice port when the "silence termination detection duration" value is reached during the recording of a message. This option is used only when a PBX does not provide disconnect supervision.	None	Not checked

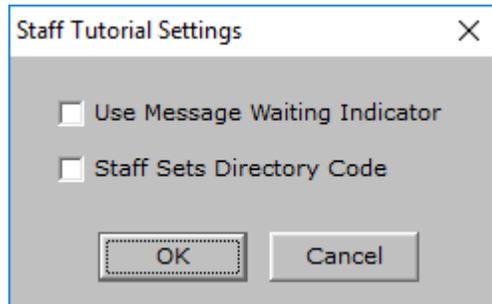
<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Allow Guest Recheck-ins</b>	This feature allows a guest's mailbox to be fully restored in case of accidental check-out. If the guest is checked out and then checked back in within 24 hours, the system will restore the Guest Holding mailbox associated with the previous guest. This is accomplished by comparing the first six characters of the guest's name in the check-in message from the PMS for a possible match of Guest Holding mailboxes within 24 hours. If the box is not checked, this function is disabled.	None	Checked
<b>Guest Group Service Classes</b>	Checking this option allows service classes to be created using the Guest Group Service Class mailbox.	None	Not checked
<b>Delete Guest Group Service Class with List</b>	Checking this option will allow for the automatic deletion of the service class after the last guest belonging to the group list checks out.	None	Not checked
<b>Guest Speak Message Sender</b>	Checking this option will enable InnLine to speak the calling party to guest during message review.	None	Not checked

## Staff tutorial

Staff members logging into a new voicemail box for the first time are offered a tutorial which helps them set up various aspects of their mailbox, such as choosing a passcode, recording their name, and recording a personalized greeting. To enable additional staff tutorial options, click the **Do** button of the InnLine IP main screen and then select **Configure System**.



In the next screen, click the name of the tenant you want to edit in the system tree (for example, **Tenant 1**). Next, double-click the **Staff Tutorial** icon, as shown at left. The following window appears.



You can edit the following parameters in the window.

<i>Parameter</i>	<i>Description</i>	<i>Default</i>
<b>Use Message Waiting Indicator</b>	If you check this box, the system will turn on the message lamp when a staff mailbox is created, or an existing staff mailbox is reset for a new user. If the box is not checked, this function is disabled.	Not checked
<b>Staff Sets Directory Code</b>	If you check this box, staff members will be asked at the end of the tutorial if they want to include themselves in the directory, and be prompted to spell their last name using the key pad. If the box is not checked, this portion of the tutorial will be skipped.	Not checked

## Property management



To edit tenant property management settings, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click the name of the tenant you want to edit in the system tree (for example, **Tenant 1**). Next, double-click the **Property Management** icon, as shown at left. The following window appears.

You can edit the following parameters in the PMS Integration Settings window.

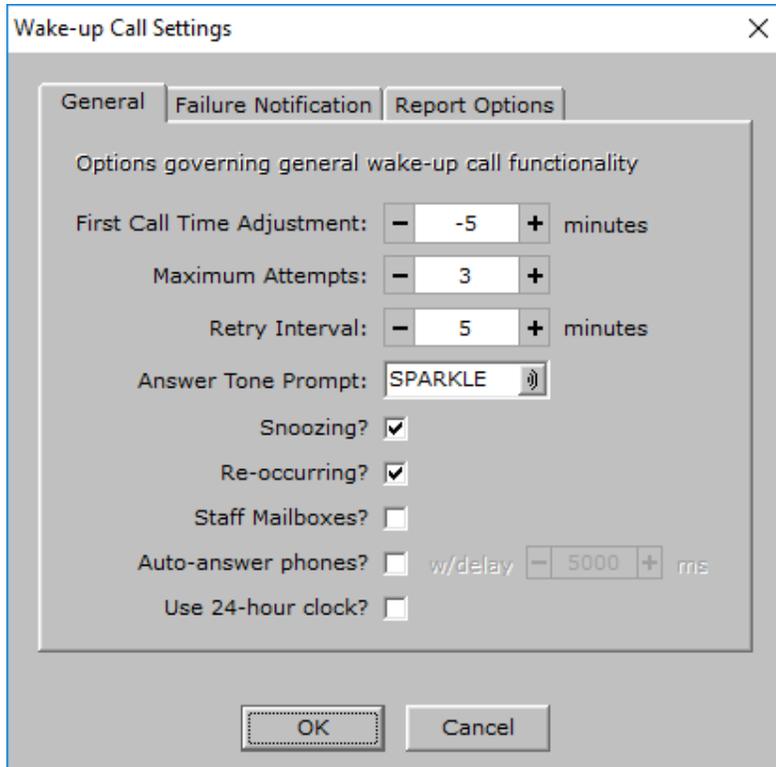
<i>Parameter</i>	<i>Description</i>	<i>Default</i>
<b>Check-in/ Check-out Mode</b>	Check this box if the InnLine IP system is interfaced to a Property Management System (PMS). If the box is not checked, the system is in a non-PMS or “manual” mode. Guest mailboxes remain open or “checked in” all the time.	Not checked
<b>InnLine Controls Guest Message Indicators</b>	Typically, InnLine IP controls guest message lamps. Some PMS companies want to control guest message lamps themselves. If this parameter is not checked, InnLine IP will not generate message waiting events to turn guest message lamps on or off. The PMS then controls the lamp, based on the message count update it receives from InnLine IP.	Checked
<b>InnLine Controls Text Message Indicators</b>	Text messages reside in a property management system. Some PMS integrations will communicate the existence of text messages to InnLine IP. If you check this box, InnLine IP will turn on the message lamp if it receives a text message. If the box is not checked, the PBX controls the message lamp. If the PMS does not have a data link to the PBX, InnLine IP will most likely control it.	Not checked

<i>Parameter</i>	<i>Description</i>	<i>Default</i>
<b>Message Indicator Update on Update Request</b>	Check this box to enable message indicator updates on PMS update requests.	Checked
<b>Message Count Update on Update Request</b>	Check this box to enable message count updates on PMS update requests.	Checked
<b>Message Count Update on Text Message Notification</b>	When a text message is received, InnLine IP will transmit a message count update packet to the PMS. Uncheck this box to disable the sending of these updates when InnLine IP receives text message packets.	Checked
<b>Message Count/Indicator Updates on Data Swap</b>	Check this box to enable message indicator and count updates on PMS data swap requests.	Checked
<b>Passcode Mode</b>	If the PMS provides the guest's name with the check-in message, the system can preset the passcode using the first three to six letters of the guest's last name.	Do not preset passcodes
<b>Name Count</b>	The number of letters to use in creating passcodes from the PMS-provided guest name. The range of letters is three to six. If the guest's last name is less than three letters, then the appropriate number of zeroes are added to the passcode. For example, the name Ho, Don would result in a passcode of 460.	6

## Wake-up calls



To revise wake-up call settings for guests, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click the name of the tenant you want to edit in the system tree (for example, **Tenant 1**). Next, double-click the **Wake-up Calls** icon, as shown at left. The following window appears.



The Wake-up Call Settings window is divided into three tabs, as shown in the following table. To change tabs, click a different tab at the top of the window. You can edit the following parameters:

### General tab

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>First Call Time Adjustment</b>	This setting controls how many minutes in advance InnLine IP will issue a wake-up call before its scheduled time. Type the number of minutes or click the + and – buttons.	-10 to 10 minutes	-5 minutes
<b>Maximum Attempts</b>	This setting controls how often InnLine IP will issue a wake-up call before it sends a notification that the wake-up attempt failed. Type the number of attempts or click the + and – buttons.	1 to 20 attempts	3 attempts
<b>Retry Interval</b>	This setting controls the wait time between wake-up attempts. Type the number of minutes or click the + and – buttons.	1 to 20 minutes	5 minutes
<b>Answer Tone Prompt</b>	This prompt is played before the wake-up call message (e.g., SPARKLE).	Valid recording	SPARKLE
<b>Snoozing?</b>	When this box is checked, guests are allowed to sleep an extra 10 minutes if any touch-tone key is pressed during the wake-up call message.	N/A	Checked

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Re-occurring?</b>	When this box is checked, users can program their wake-up call to repeat daily.	N/A	Checked
<b>Staff mailboxes?</b>	When this box is checked, staff mailboxes can set wake-up calls for themselves if staff members press the pound (#) key at the main menu.	N/A	Not checked
<b>Auto-answer phones?</b>	If guest or staff phones are set up to automatically answer calls from voice mail, use this feature to make the system play the wake-up message immediately. An answer delay may be adjusted to avoid clipping at the beginning of this message.	N/A	Not checked
<b>Use 24-hour clock?</b>	If checked, guests will be prompted to enter the wakeup time using a 24-hour clock format.	N/A	Not checked

#### Failure Notification tab

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Notification called to</b>	The extension that will be notified after a failed wake-up call. Generally front desk extensions (not forwarded to voice mail) are used.	Valid PBX stations	0 (operator)
<b>Maximum Attempts</b>	This controls how often InnLine IP will call the station that is set up to receive notifications of failed wake-up attempts.	1 to 20 attempts	5
<b>Retry Interval</b>	This setting controls the wait time between notification attempts.	1 to 20 minutes	1 minute
<b>Language</b>	This setting controls the language to use to announce the wake-up failure notification.	Valid languages	English
<b>Notification faxed to</b>	The number that will be called to send a fax of a wake-up failure notification report.	Valid fax number	9,
<b>Notification Emailed to</b>	The email address that will receive the wake-up failure notification report	Valid email addresses	None
<b>Notification printed on</b>	This setting controls where the wake-up failure notification report is printed.	Valid print devices	None

#### Report Options tab

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Sort by</b>	This setting controls how wake-up information is displayed on the report.	Mailbox or Wake-up Time	Wake-up Time

## Dialing directory

To edit dialing directory settings, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click the name of the tenant you want to edit in the system tree (for example, **Tenant 1**).



Next, double-click the **Dialing Directory** icon, as shown at left. The following window appears.

Dialing Directory Settings

Directory Type: Staff & Guest

Last Name Digits: 0

Allow Speaking of Entire Directory

OK Cancel

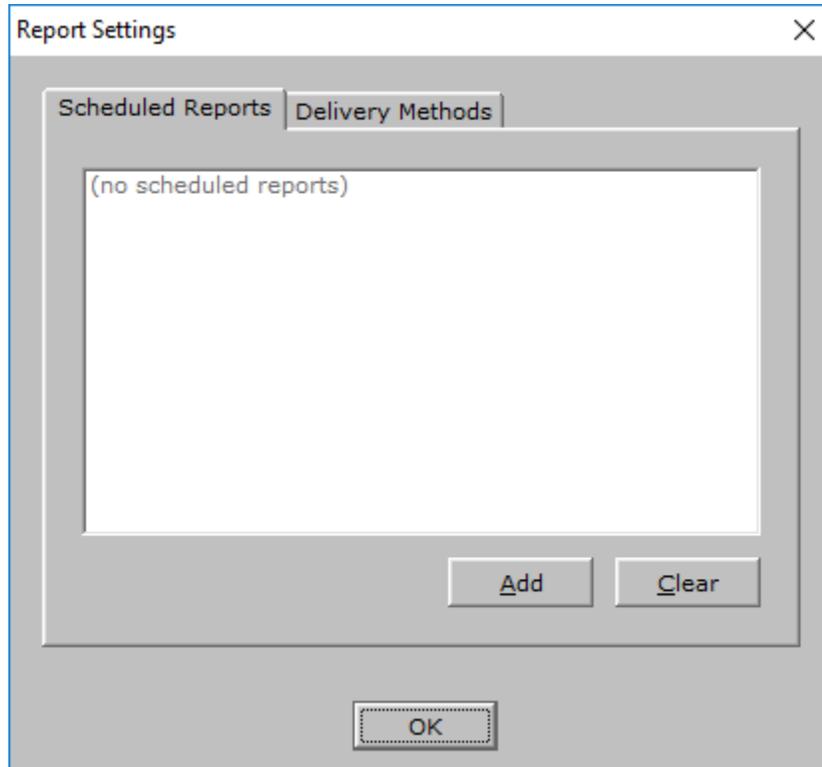
You can edit the following parameters in the window.

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Directory Type</b>	This setting controls whether the directory will be shared by both guests and staff members, or if the directory is exclusive to guests or staff members. Choosing "Disabled" turns off the directory feature.	Disabled, Guest Only, Staff Only, Staff & Guest	Staff & Guest
<b>Last Name Digits</b>	This setting controls how many letters a caller needs to enter when searching for someone in the directory. Enter a value of 0 to make this setting a variable length.	0 to 99	0
<b>Allow Speaking of Entire Directory</b>	This setting allows the caller to have the entire directory announced. If the box is not checked, this setting is disabled.	N/A	Not checked

## Reports

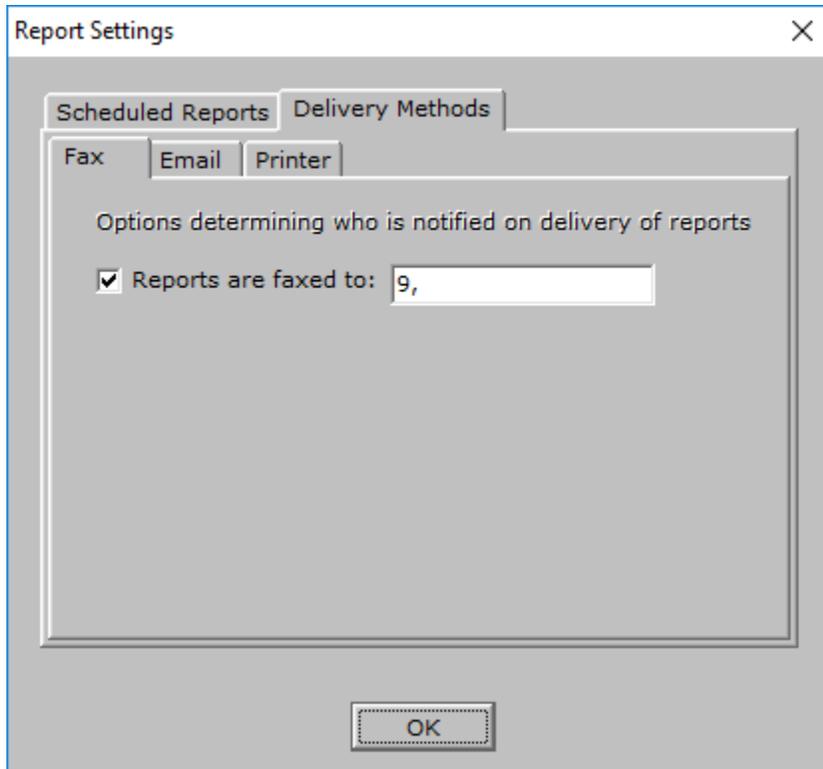
You can print several reports using the InnLine IP voice mail system. For more information, see *Reports* in Chapter 2.

To edit report settings, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click the name of the tenant you want to edit in the system tree (for example, **Tenant 1**). Next, double-click the **Reports** icon, as shown at left. The following window appears.



### Scheduled Reports

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Scheduled Reports</b>	This setting allows you have InnLine automatically print reports at a specified time daily.	All available reports	No scheduled reports
<b>Add</b>	Click this button to set up reports to print automatically. In the next window, select the report, specify the time that it will print, and click Add.	N/A	N/A
<b>Clear</b>	To delete a scheduled report, select it in the Scheduled Reports list and click the Clear button.	N/A	N/A



### Delivery Methods Tab

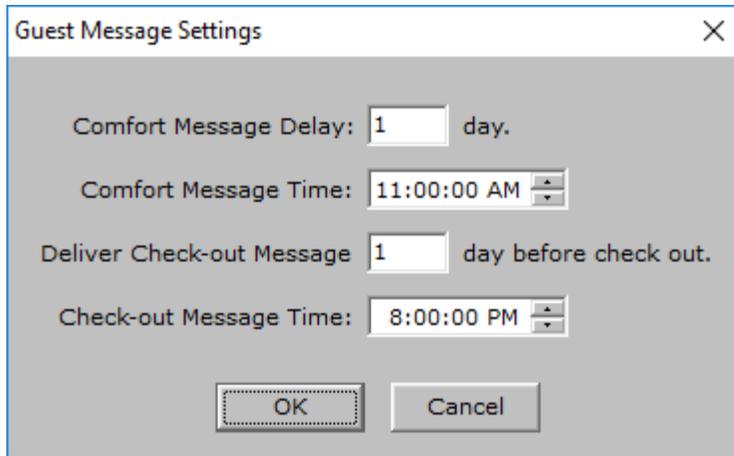
<i>Tab</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Fax</b>	The number that will be called to send reports to the fax.	A valid fax number	9,
<b>Email</b>	The email addresses that will receive the report	Valid email addresses	N/A
<b>Printer</b>	These setting control what device reports are printed to.	Valid print devices0	N/A

## Guest messaging

To edit guest message settings, click the **Do** button of the InnLine IP main screen and select **Configure System**. In the next screen, click the name of the tenant you want to edit in the system tree (for example, **Tenant 1**).



Next, double-click the **Guest Messaging** icon, as shown at left. The following window appears.



You can edit the following parameters in the window.

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Comfort Message Delay</b>	This setting controls the number of days after check-in that the comfort message is delivered.	1 to 99 days	1 day
<b>Comfort Message Time</b>	This setting controls the time of day that the comfort message is delivered.	HH:MM:SS AM or PM	11:00:00 AM
<b>Deliver Check-out Message</b>	This setting controls how many days before check-out that the message is delivered.	0 (day of) or 1 day	1 day before check out
<b>Check-out Message Time</b>	This setting controls the time of day that the check-out message is delivered. Note that this function is based on the PMS <sup>10</sup> providing InnLine with check-out date information.	HH:MM:SS AM or PM	8:00:00 PM

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<sup>10</sup> PMS company must write to the Innovation Hospitality Interface (INNHI) specification or utilize iLink/iCharge with Oracle (Micros-Fidelio) FIAS protocol.

## Guest transfers



To edit guest transfer settings, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click the name of the tenant you want to edit in the system tree (for example, **Tenant 1**). Next, double-click the **Guest Transfers** icon, as shown at left. The following window appears.

You can edit the following parameters in the window.

<i>Parameter</i>	<i>Description</i>	<i>Default</i>
<b>Enablement</b>	This setting controls whether you want to always allow automated transfers to guest rooms, never allow them (have caller leave a message instead), or limit automated transfers according to a schedule. To create a schedule, click the <b>Edit Schedule</b> button. Next, click the <b>Add</b> button. In the next window, for any day of the week or any specific date, you can set the schedule to always allow transfers, never allow them (Always No), or to allow transfers during a period you specify. If you use the latter option, transfers will be disallowed during the hours not specified. Click the <b>Add</b> button when you finish. Note that Dated Periods you specify will override conflicting Day-of-Week-Periods you enter.	Always allow transfers to guests
<b>Disallowed Transfers</b>	If transfers to guests are disallowed, you can transfer callers to a specific mailbox or take them to that guest's unavailable greeting.	Transfer caller to mailbox

<i>Parameter</i>	<i>Description</i>	<i>Default</i>
<b>Transfer Security</b>	If transfers to guests are allowed, you can select the <b>Require entry...</b> setting to add an extra level of security. The caller will be asked to enter the first three letters of the guest's last name after entering the guest's extension. If the caller enters incorrect letters, or the guest is not part of the directory, the caller is sent to the "Repeated failure" mailbox.	Do not use transfer security

## Dialing security



For events that cause the InnLine IP system to dial telephone numbers (such as pager and call notification), you can specify area codes to which calls are restricted and specify area codes that are considered local calls. To add these area codes, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click the name of the tenant you want to edit in the system tree (for example, **Tenant 1**). Next, double-click the **Dialing Security** icon, as shown at left.

In the next window, click the appropriate **Add** button to specify a restricted area code or local-call area code. In the next window, enter the area code and then click **OK**. To delete an area code from the list, select the code and then click the appropriate **Delete** button.

Out-bound Dialing Settings

Local Area Code:

Don't dial local area code if specified?

**Restricted Area Codes**

500  
700  
900

Add

Delete

**Local Call Area Codes**

Add

Delete

OK Cancel

## Staff mailbox reset



This option allows you to customize how staff mailbox resets are handled. To use this option, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click the name of the tenant you want to edit in the system tree (for example, **Tenant 1**). Next, double-click the **Staff Mailbox Reset** icon, as shown at left.

The following window appears.

The screenshot shows a dialog box titled "Staff Mailbox Reset Settings" with a close button (X) in the top right corner. The dialog contains the following text and controls:

These items are handled as follows during a staff mailbox reset:

<b>Quick Prompts</b> <input type="radio"/> Disable <input checked="" type="radio"/> Enable <input type="radio"/> Don't Change	<b>Speak Message Type</b> <input checked="" type="radio"/> Disable <input type="radio"/> Enable <input type="radio"/> Don't Change
<b>Include in Directory</b> <input type="radio"/> Disable <input checked="" type="radio"/> Enable <input type="radio"/> Don't Change	<b>Speak Message Sender</b> <input checked="" type="radio"/> Disable <input type="radio"/> Enable <input type="radio"/> Don't Change
<b>Do-not-disturb</b> <input checked="" type="radio"/> Disable <input type="radio"/> Enable <input type="radio"/> Don't Change	<b>Speak Message Time &amp; Date</b> <input checked="" type="radio"/> Disable <input type="radio"/> Enable <input type="radio"/> Don't Change
<b>Auto-play New Messages</b> <input type="radio"/> Disable <input checked="" type="radio"/> Enable <input type="radio"/> Don't Change	<b>Auto-save on Hang Up</b> <input checked="" type="radio"/> Disable <input type="radio"/> Enable <input type="radio"/> Don't Change

At the bottom of the dialog are two buttons: "OK" and "Cancel".

When a staff mailbox is reset, its options will be changed based on the settings in this window. For each setting, select what should be done during a full reset operation: Disable, Enable, or Don't Change. Click **OK** when you finish.

## Announce

Use this option to add announcement prompts to be played before the following events:

- **Automated attendant greeting prompt:** When set, an additional announcement is played before any greeting prompts in attendants AA1 through AA9.
- **At Staff mailbox login:** When set, an additional announcement is played for all staff mailboxes. Announcements can also be programmed for individual staff mailboxes.



Announce

To use this option, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click the name of the tenant you want to edit in the system tree (for example, **Tenant 1**). Next, double-click the **Announce** icon, as shown at left. The following window appears.

Announcement Settings

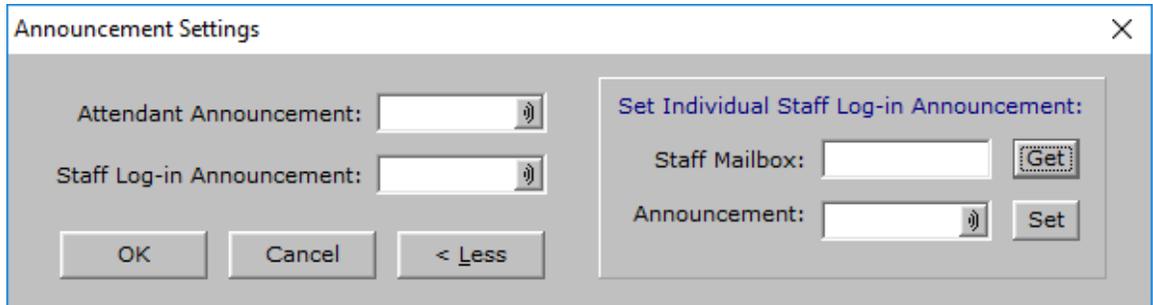
Attendant Announcement:  

Staff Log-in Announcement:  

OK Cancel More >

You can edit the following parameters in the Announcement Settings window.

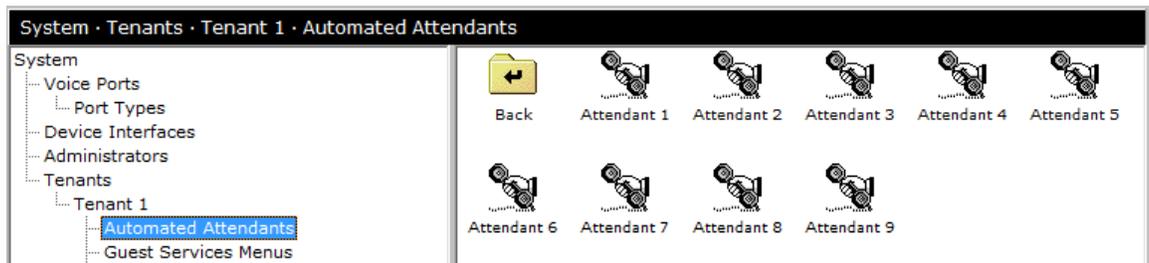
<i>Parameter</i>	<i>Description</i>
<b>Attendant Announcement</b>	Click the icon to the right of the field and enter the announcement to be played to all callers before automated attendant prompts. If you do not require an announcement, leave the field blank.
<b>Staff Log-in Announcement</b>	Click the icon to the right of the field and enter the announcement to be played to all staff members as they log in to their mailboxes. If you do not require an announcement, leave the field blank.
<b>More &gt;</b>	If you want to program announcements for individual staff mailboxes instead of using the general announcement programmed in the previous field, click the More> button. The Announcement Settings window changes, as shown in the following illustration.



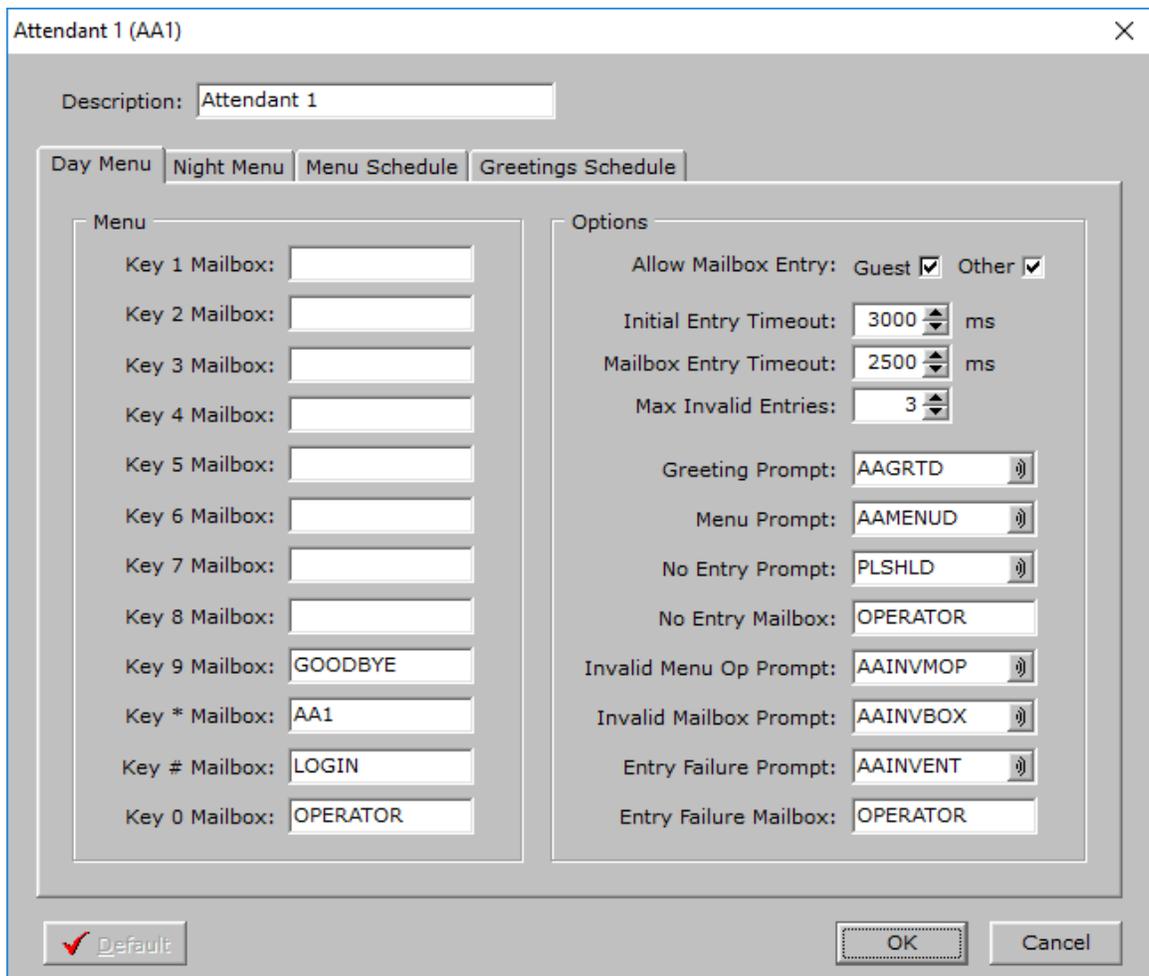
<i>Parameter</i>	<i>Description</i>
<b>Staff Mailbox</b>	Enter the mailbox number of the staff member for whom you want to program an individual announcement.
<b>Announcement</b>	Click the icon to the right of the field and enter the announcement to be played to the staff member at the time of mailbox log-in.
<b>Get</b>	Click this button to display which Announcement is currently programmed for a Staff Mailbox.
<b>Set</b>	After you program the individual staff log-in, click the Set button.
<b>&lt; Less</b>	After you program the individual staff log-in, click the < Less button to hide the individual options.

## Automated attendants

InnLine IP can provide up to nine automated attendants, each with its own day and night schedule. A simple, automated attendant example is described in Chapter 2. To edit automated attendant settings, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Automated Attendants** in the system tree. Next, double-click one of the **Attendant** icons, as shown below.



The following window appears.



The Automated Attendant window has four tabs:

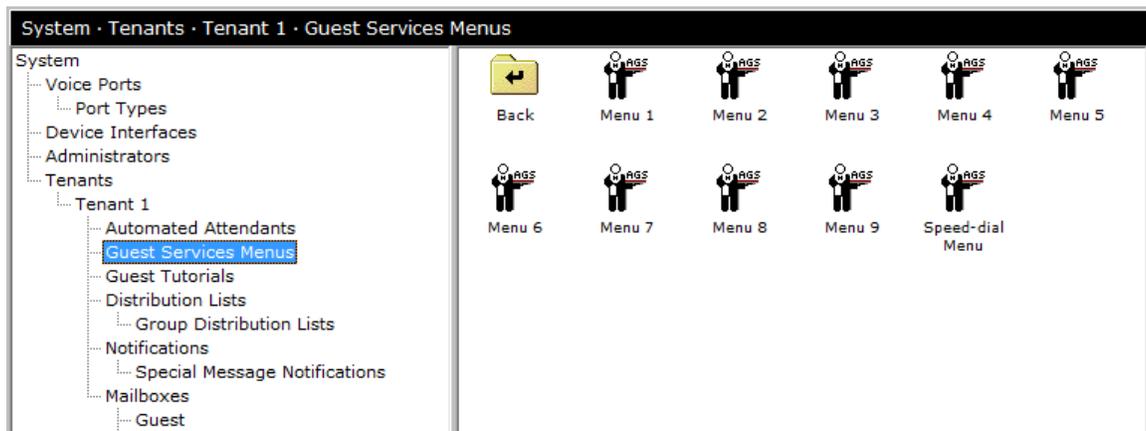
- Menu Schedule tab.** By default, the automated attendant is set to use the Day menu settings. To revise the schedule, click the **Menu Schedule** tab and then click the **Add** button. In the next window, for any day of the week or any particular date, you can set the automated attendant to always use the day menu, always use the night menu, or to use the day menu during a period you specify. If you use the latter option, the night menu will be used during the hours not specified for the day menu. Click the **Add** button when you finish. Note that Dated Period settings will override conflicting Day-of-Week periods you enter.
- Greetings Schedule tab.** On holidays you can record a special greeting that plays instead of the usual greeting message. Click the **Add** button in the tab, select the date, enter a name for the special Day Greeting prompt, then click the field action button beside the prompt field. Use the next window to record the message. For details, see the *Automated attendant example* section in Chapter 2. If you want, you can repeat these steps to record a special Night Greeting prompt.
- The following table explains parameters in the Day Menu and Night Menu tabs, which control the menus you can develop for day (open) and night (closed) hours.

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Key x Mailbox</b>	If you want individual key press options in the automated attendant menu, enter mailboxes or mailbox IDs in these fields.	Valid mailboxes or mailbox IDs	N/A
<b>Allow Mailbox Entry - Guest</b>	This setting controls whether guest mailbox number entry is allowed during the attendant menu. If the box is not checked, guest mailbox entry is disallowed.	N/A	Checked
<b>Allow Mailbox Entry - Other</b>	This setting controls whether staff or “other” mailbox number entry is allowed during the attendant menu. If the box is not checked, staff or other mailbox entry is disallowed.	N/A	Checked
<b>Initial Entry Timeout</b>	This setting controls the wait period for the initial digit in the attendant menu.	1000ms to 30000ms	3000ms
<b>Mailbox Entry Timeout</b>	This setting controls the wait period for subsequent mailbox number digits in the attendant menu.	1000ms to 30000ms	2500ms
<b>Max Invalid Entries</b>	This setting controls the maximum number of invalid entries. After this threshold is reached, the Entry Failure prompt is played, and the caller is sent to the Entry Failure mailbox.	1 to 20	3
<b>Greeting Prompt</b>	The message that plays before the attendant menu recording. By default, it is AAGR TD or AAGR TN (“Thank you for calling”).	Valid recordings	AAGR TD or AAGR TN

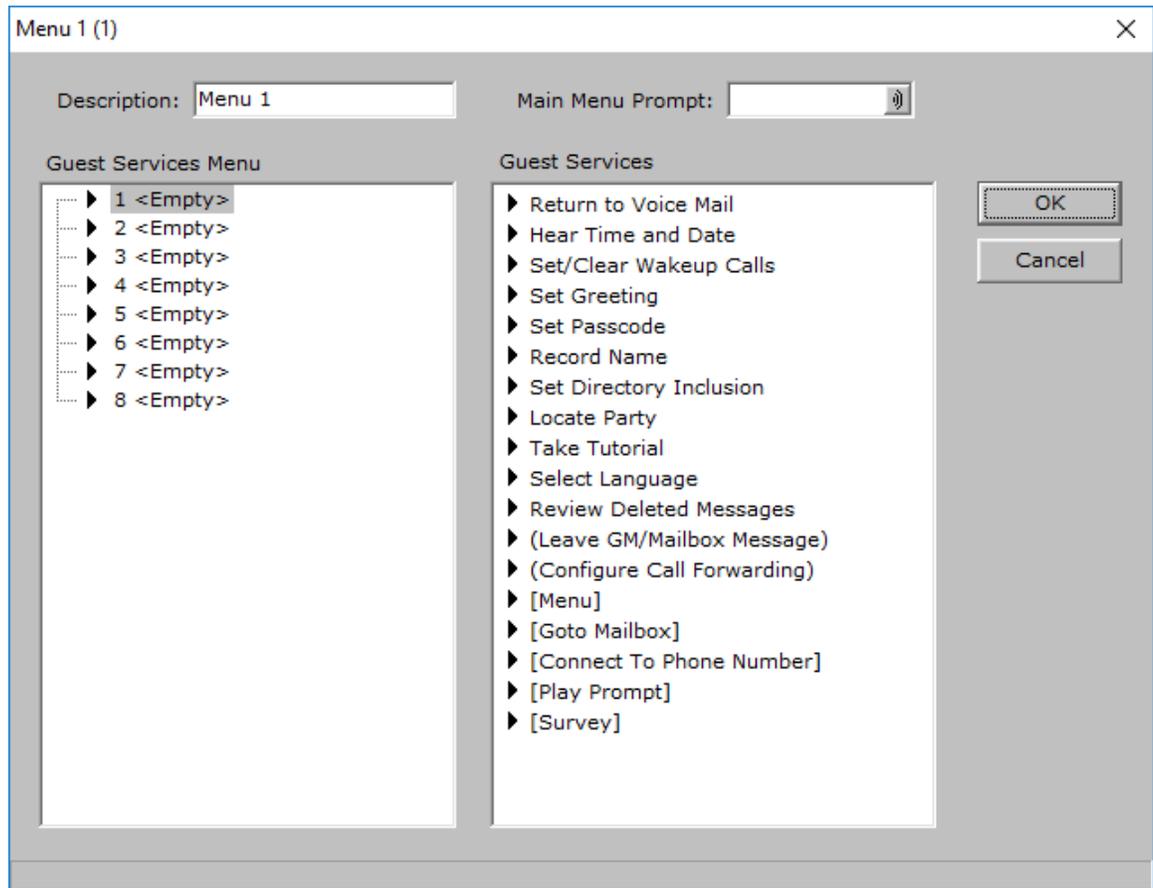
<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Menu Prompt</b>	The attendant menu recording. By default, the message is AAMENUD or AAMENUN (“If you know the extension of the person with whom you wish to speak, enter it now. To speak with an operator, press 0 or stay on the line”).	Valid recordings	AAMENUD or AAMENUN
<b>No Entry Prompt</b>	This prompt is played if the caller does not press a key.	Valid recordings	PLSHLD (Please hold.)
<b>No Entry Mailbox</b>	Callers that don’t press a key are sent to this mailbox.	Valid mailboxes or mailbox IDs	OPERATOR
<b>Invalid Menu Op Prompt</b>	This prompt is played to the caller after pressing an invalid (unassigned) key. By default, the message is AAINVMOP (“That entry was not valid”).	Valid recordings	AAINVMOP
<b>Invalid Mailbox Prompt</b>	This prompt is played to the caller if an invalid (unassigned) mailbox number is entered. By default, the message is AAINVBOX (“That entry was not valid”).	Valid recordings	AAINVBOX
<b>Entry Failure Prompt</b>	This prompt is played to the caller after the Max Invalid Entries value is reached. By default, the message is AAINVENT (“We’re sorry you’re having trouble”).	Valid recordings	AAINVENT
<b>Entry Failure Mailbox</b>	Callers are sent to this mailbox after hearing the Entry Failure prompt explained above.	Valid mailboxes or mailbox IDs	OPERATOR

## Guest services menus

InnLine IP can provide up to nine automated guest service menus. A simple, automated guest service menu example is described in Chapter 2. To edit settings for guest services menus, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Guest Services Menus** in the system tree. Next, double-click one of the **Menu** icons, as shown below.



The following window appears.



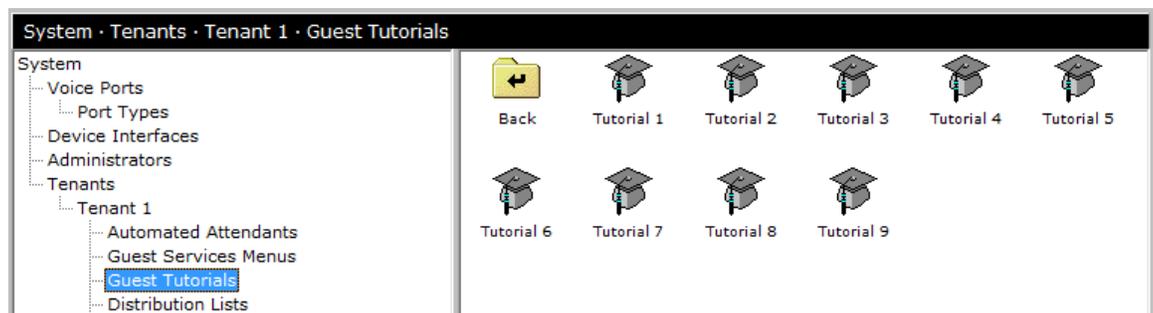
You can edit the following parameters in the window. Items displayed in [brackets] require a Main Menu prompt to be recorded, as explained in Chapter 2.

<i>Parameter</i>	<i>Description</i>
<b>Return to Voice Mail</b>	This feature allows a guest to go back to voice mail (message review) after accessing the Guest Services menu.
<b>Hear Time and Date</b>	This feature allows a guest to listen to the current time and date, based on the time and date set in the system.
<b>Set/Clear Wakeup Calls</b>	This feature allows a guest to set or clear wakeup calls for their own room. The guest is prompted to enter the time in hours and minutes.
<b>Set Greeting</b>	This feature allows a guest to record a personal greeting.
<b>Set Passcode</b>	This feature allows guests to choose a passcode, which allows them to listen to their messages while outside the hotel.
<b>Record Name</b>	This feature allows guests to record their name. This name recording is used to personalize the guest's default unavailable greeting, and helps outside callers using the guest directory.
<b>Set Directory Inclusion</b>	This feature allows guests to add or remove themselves from the guest directory.

<i>Parameter</i>	<i>Description</i>
<b>Locate Party</b>	This feature allows a guest to locate another person (party) using the guest directory.
<b>Take Tutorial</b>	This feature allows a guest to take the voice mail setup tutorial. Tutorial setup options are defined in the next section, <i>Guest tutorials</i> .
<b>Select Language</b>	This feature allows guests to choose a new language for their mailbox. It is only used if additional languages are available on the system.
<b>Review Deleted Messages</b>	This feature allows a guest to listen to recently deleted messages. The deleted messages can also be restored as new.
<b>(Leave GM/ Mailbox Message)</b>	This feature allows a guest to record a comment or suggestion for a hotel staff member. The recorded message is sent to the mailbox programmed in the Delivery Mailbox field.
<b>[Configure Call Forwarding]</b>	This feature allows a guest to enter a phone number where they want their calls sent if they cannot answer calls in their room. See InnConnect (starting on page 50) for feature descriptions.
<b>[Menu]</b>	Use this feature to create a sub-menu within guest services.
<b>[Goto Mailbox]</b>	This feature routes the guest to a mailbox, followed by a specified action (Transfer To, Leave Message, or Go To).
<b>[Connect To Phone Number]</b>	This feature allows a guest to connect to outside services. Open and Closed prompting can be recorded, and a schedule can be set to reflect Open and Closed times.
<b>[Play Prompt]</b>	This feature allows a guest to hear informational recordings.
<b>[Survey]</b>	This feature allows a guest to take a survey.

## Guest tutorials

Like staff members, guests can take tutorials to help them set up their mailbox options. To edit guest tutorial option settings, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Guest Tutorials** in the system tree. Next, double-click one of the **Tutorial** icons, as shown below.



The following window appears.

You can edit the following parameters in the window.

<i>Parameter</i>	<i>Description</i>	<i>Default</i>
<b>Offer this guest tutorial XX time(s)</b>	This field controls the maximum number of times to offer this tutorial to guests. You can enter any 1- or 2-digit number.	3
<b>Uses Message Waiting Indicator</b>	If you check this box, the message waiting lamp will turn on at check-in for this tutorial.	Not checked
<b>Personal Phone Numbers</b>	This feature is for InnLine IP installations using PrivateLine. See <i>PrivateLine</i> in Chapter 4 for PrivateLine feature descriptions.	Not checked
<b>Call Forwarding</b>	If you check this box, the guest will be offered a chance to set up call forwarding for their mailbox the first time they access voice mail. See InnConnect (starting on page 50) for feature descriptions.	Not checked
<b>Set Passcode</b>	If you check this box, the guest will be offered a chance to set a passcode in this tutorial.	Checked
<b>Set Greeting</b>	If you check this box, the guest will be offered a chance to record a greeting in this tutorial.	Checked
<b>Record Name</b>	If you check this box, guests will be offered a chance to record their names in this tutorial.	Checked

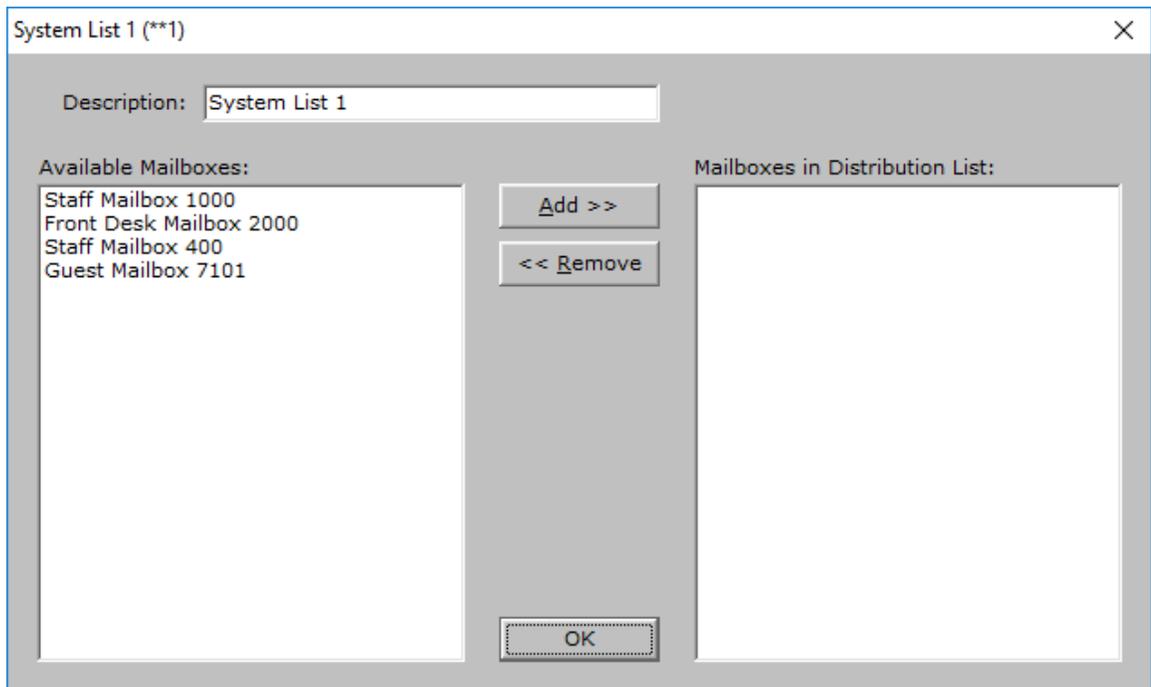
<i>Parameter</i>	<i>Description</i>	<i>Default</i>
<b>Set Directory Inclusion</b>	If you check this box, guests will be offered a chance to remove or keep themselves in the guest directory.	Not checked
<b>Phone Number Activation Prompts</b>	This feature is for InnLine IP installations using PrivateLine. See <i>PrivateLine</i> in Chapter 4 for PrivateLine feature descriptions.	GPNINTRO & GPNBUY
<b>Call Forwarding Prompts</b>	GCFINTRO is the default prompt played to a guest when accessing this service. (“Call Forwarding provides parties reaching your in-room voice mail the opportunity to forward their call to your cellular phone.”) GCFBUY is played next, and is useful for charge notices. (Please note that your room will be charged for use of this feature.”) See InnConnect (starting on page 50) for feature descriptions.	GCFINTRO & GCFBUY

## Distribution Lists



If you want to send the same message<sup>11</sup> to a list of mailboxes, you can set up a distribution list. To develop and edit system distribution lists, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Distribution Lists** in the system tree. Next, double-click one of the **System List** icons, as shown at left. The following window appears.

**Note:** The All Guests List is a list of all guests currently checked in at the time of message delivery. You cannot edit this distribution list.



The **Available Mailboxes** list displays the staff or guest mailboxes you can add to the distribution list. To add these mailboxes to the **Mailboxes in Distribution List**, select them and then click the **Add>>** button. The mailboxes are added to the staff and guest mailboxes in the current distribution list.

To remove mailboxes from the **Mailboxes in Distribution List**, select them and then click the **<<Remove** button. Click **OK** when you finish.

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<sup>11</sup> One message is delivered every five seconds. For example, if your distribution list contains 250 members, it will take the system approx. 1,250 seconds (about 21 minutes) to complete its message delivery to all members of the distribution group.

# Group Distribution Lists

The Group Distribution Lists feature allows guest mailboxes to be part of a distribution list, either automatically from the PMS<sup>12</sup>, or created manually using the GUI or a front desk mailbox. A designated leader of the group can then send a voice message to all members within the group.

## Group Lists created from the PMS

If your properties guest group distribution lists are automatically created in the voicemail (based on the Group ID received at check-in), then all that's required is to assign a group leader to this list. Printing a guest group distribution lists report will show all the groups that are present:

*Example of report:*

```
* * * * *
*
*
*      G R O U P   D I S T R I B U T I O N   L I S T S   R E P O R T
*
*              H o t e l   N A M E
*              05/17/2018 5:00p
*
*   Lists all group distribution lists that are available. Includes
*   information about members and leaders of distribution lists. The list
*   group may be letters (if PMS created) or numbers (if manually created).
*   Leaders are mailboxes that have message sending privileges for a list.
*
* * * * *

ID   List Group                               Mailboxes
====
0000 ITW                               7201, 7205, 7303, 7310, 7315, 7415
```

In the example above, a guest group distribution list with the name "ITW" has six members. Using the front desk mailbox function  will allow you to assign one of these mailboxes as the group leader.

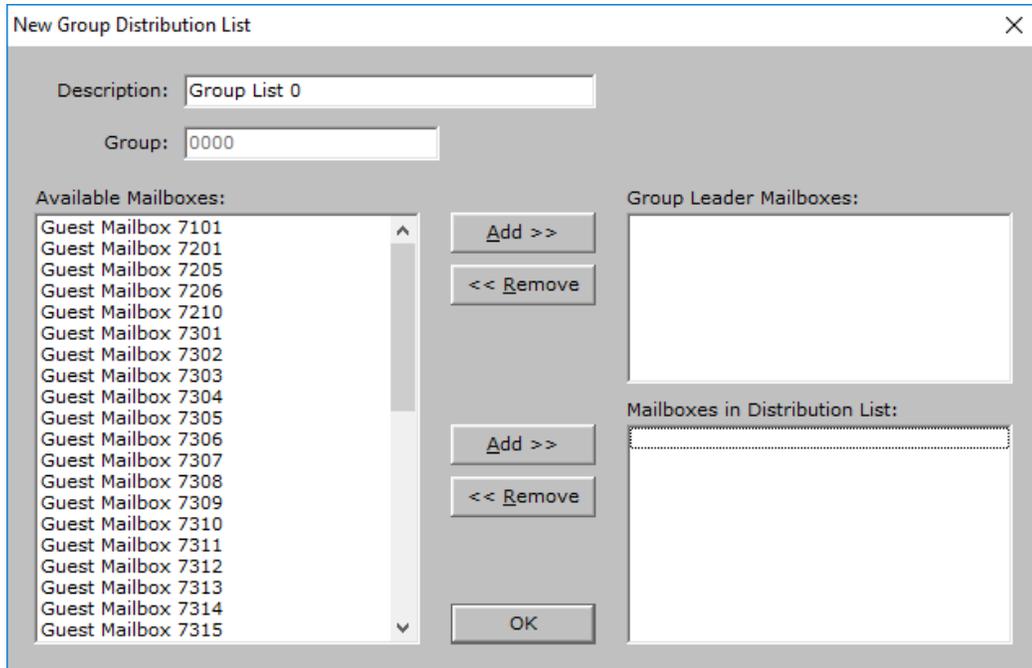
## Group Lists created from the InnLine IP GUI

If the property does not have a PMS that has written to the Innovation Hospitality specification, then lists can be manually created using the GUI.

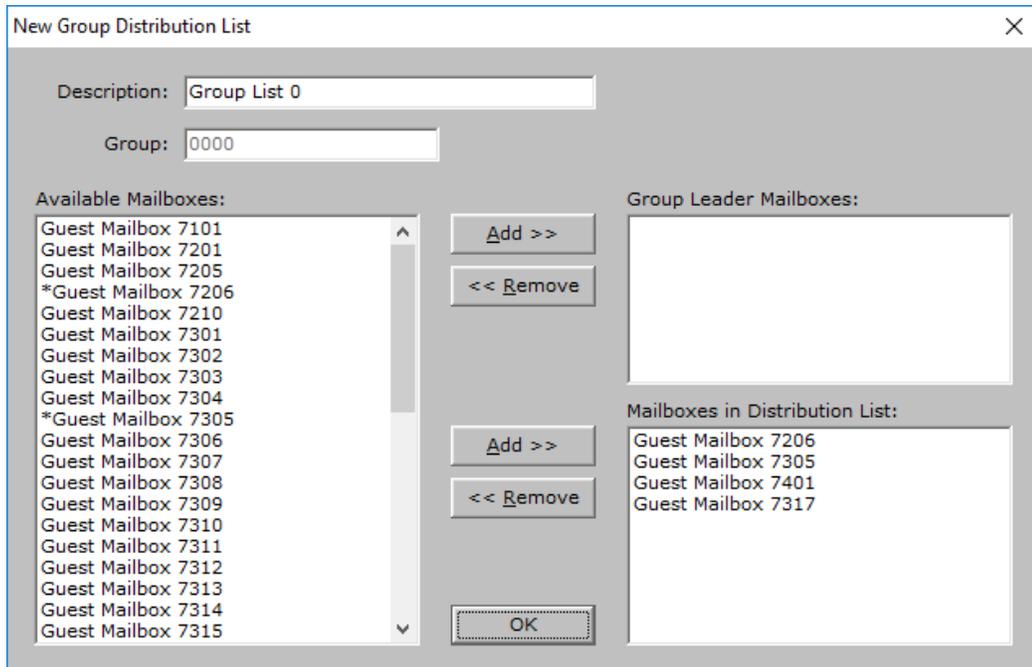
To manually create a new Group Distribution List, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Group Distribution Lists** in the system tree. Next, double-click the **New Group Distribution List** icon. The following window appears:

---

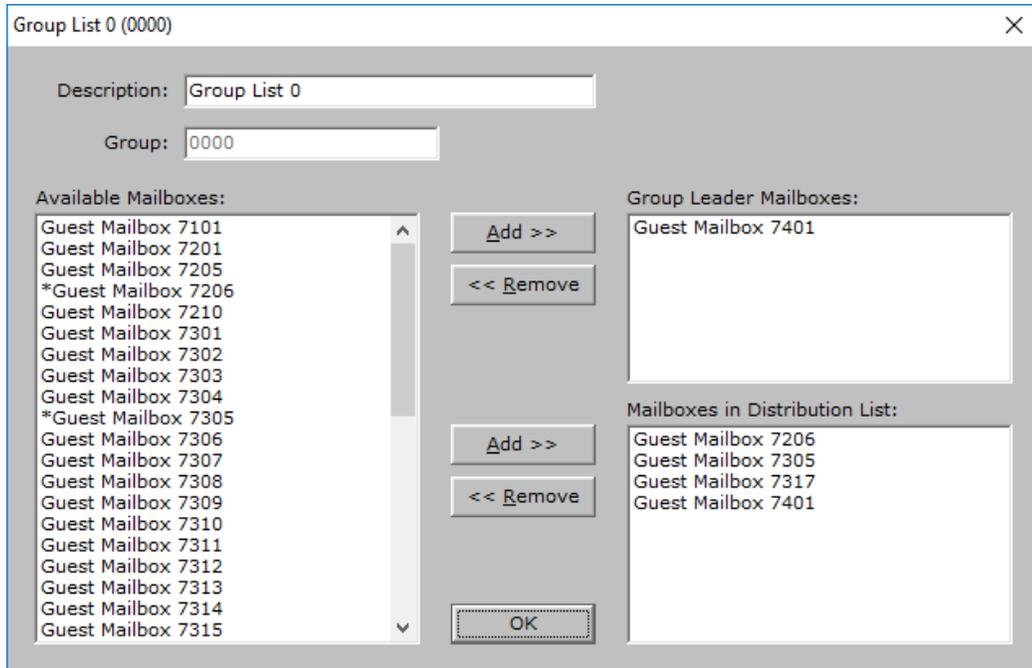
<sup>12</sup> Innovation Hospitality Interface (INNHI) or iLink/iCharge with Oracle (Micros-Fidelio) FIAS protocol is required for receiving Group ID's within the check-in message.



All checked-in guest mailboxes will be automatically populated in the **Available Mailboxes** column. Use the **Add>>** button to create the group list members, adding them to the **Mailboxes in Distribution List** area. The example below shows 4 guest mailboxes in Group List 0 (0000):



All that is needed now is a Group Leader. Highlight one of the Guest Mailboxes that has an asterisk (\*) to its left in the **Available Mailboxes** column. Use the **Add>>** button to move this Guest Mailbox to the **Group Leader Mailboxes** area:



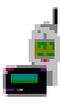
You may rename the description of the list, but not the group number. Click **OK** to create Group 0000. The list will be represented by the icon shown:



### Group Lists created from a Front Desk Mailbox

If the property does not have a PMS that provides guest group information to InnLine IP, then lists can be manually created using a front desk mailbox. Please refer to the front desk reference documentation for instructions on performing this task.

## Notifications – Special Message Notification



Special Message Notification provides the ability to call or page an individual when a message is left for a staff or front desk mailbox. The system will escalate this notification to another person, if the message has not been retrieved. A “call list” is created, using either call or pager methods to notify individuals that a message exists. Special message notification ends when one of the following conditions occur:

1. The notification is confirmed.
2. The mailbox containing the message is saved or deleted.
3. The call list has been processed in full, and no one has confirmed notification or picked up the message.

To create a special message notification list, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Special Message Notifications** in the system tree. Next, double-click the **New Notification** icon. The following window appears.

Special Message Notification
✕

**Note:** This notification schedule is separate from the other three schedules found in a staff or front desk mailbox. The notification(s) defined here will simultaneously occur along side the normal message notification regimen configured for the given mailbox.

Special Message Description: 

Schedule

Special Message Notification Enabled

Whenever a new message is sent to mailbox  , perform the following steps:

Description	Phone Number	Pause	Attempts	Interval	Review	String

Process call list 1 time

Finally, print notification on report printer / fax / email if message not answer

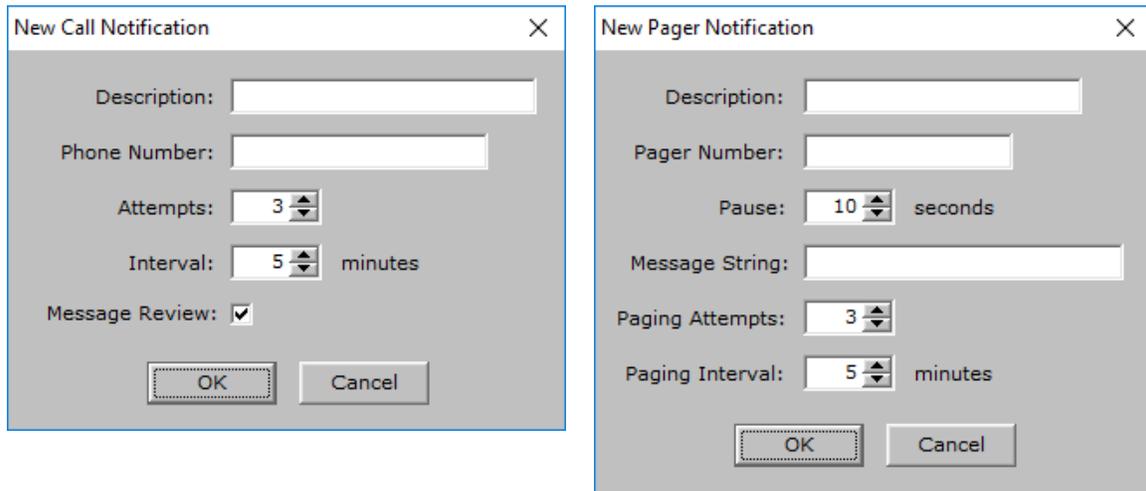
OK

Cancel

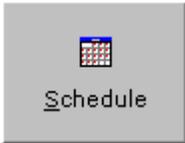
You can edit the following parameters in the window.

<i>Parameter</i>	<i>Description</i>	<i>Default</i>
<b>Special Message Description</b>	Text description for the Special Message Notification list being created. This description is shown on the "Monitor: All Activity" portion of the main screen when notification is occurring. It is also shown on any Special Message Notification reports that may be generated.	N/A
<b>Special Message Notification Enabled</b>	Used to disable or enable the special message notification for the selected mailbox	Checked
<b>New message or urgent new message</b>	Used to control what type of new message will trigger notification. Selecting "an urgent-new message" will cause the system to notify on urgent new messages only. Keeping the setting at "a new message" covers all new, including urgent messages.	A new message
<b>Mailbox field</b>	Enter the staff or front desk mailbox that you want special message notification set for.	N/A

To add a notification to the list, right-click anywhere on the empty cells, and choose the type of notification you want to add (call or pager)



<i>Parameter</i>	<i>Description</i>	<i>Default</i>
<b>Description</b>	Text description of who will be called or paged.	N/A
<b>Phone / Pager Number</b>	If call notification is used, this is the extension or telephone number that the system will call. If pager notification is used, this is the number of the pager service.	N/A

<i>Parameter</i>	<i>Description</i>	<i>Default</i>
<b>Pause</b>	Used only for pager notification. After dialing the pager service, this is the number of seconds the system will wait before sending the pager message string.	10 seconds
<b>Message String</b>	Used only for pager notification. This is the numeric message that is sent to the paging service.	N/A
<b>Attempts / Paging Attempts</b>	Total number of call / pager attempts made before moving on to the next entry on the list.	3
<b>Interval / Paging Interval</b>	Number of minutes to wait between call or pager attempts.	5 minutes
<b>Message Review</b>	Used only for call notification. Allows the notified party to review the message during call notification when prompted. The system will respond with: "To review your new message now, press one. Or to confirm this notification press any other key". If you press one, the system will ask for the mailbox passcode. Un-checking disables the ability for message review during the call. Notified callers are then required to call back into the system to access the mailbox.	Checked
<b>Process call list X times</b>	How many times the list will processed.	1 time
<b>Finally, print notification...</b>	Checking this box will cause the system to print, fax or email a report, if any member on the list has not confirmed the notification. The report shows all attempts made for each call / pager event.	Not Checked
<b>Schedule button</b> 	To set a notification schedule, click the <b>Schedule</b> button and then click <b>Add</b> . In the next window, for any day of the week or any specific date, you can set the schedule to always be on, always be off, or to be on during a period you specify. Click <b>Add</b> when you finish. Note that Dated periods you specify override conflicting Day-of-Week periods you enter.	Always on (no schedule)

## Special Message Notification programming example:

The owner of staff mailbox 400 wants to be notified first at home if he has a new message over the weekend. If he does not answer his home phone after several attempts, he wants the system to call his cell phone, several times. If he does not answer his cell phone, he wants the system to finally page him. Then he wants the entire call list to repeat a second time, and then print a report if the message was never picked up.

The following window shows how this may be programmed:

Note: This notification schedule is separate from the other three schedules found in a staff or front desk mailbox. The notification(s) defined here will simultaneously occur along side the normal message notification regimen configured for the given mailbox.

Special Message Description:

Special Message Notification Enabled

Whenever  is sent to mailbox , perform the following steps:

Description	Phone Number	Pause	Attempts	Interval	Review	String
<input checked="" type="checkbox"/> Call my home	6459090	n/a	3	5	Yes	n/a
<input checked="" type="checkbox"/> Call my mobile	2134567	n/a	3	5	Yes	n/a
<input checked="" type="checkbox"/> Call my pager	18883459876	10	2	5	n/a	88#

Process call list  times

Finally, print notification on report printer / fax / email if message not answer

Any of the descriptions on the call list may be disabled by removing the check to its left. Clicking on the description, then dragging it on top of another will change the call order.

**NOTE: If the Special Message Notification list is currently being processed, accessing that list's form and clicking OK will reset the list and stop notification. Clicking Cancel will allow the list to be processed in full.**

# Special Message Notification report

The Special Message Notification report lists all attempts at notifying members of the call list

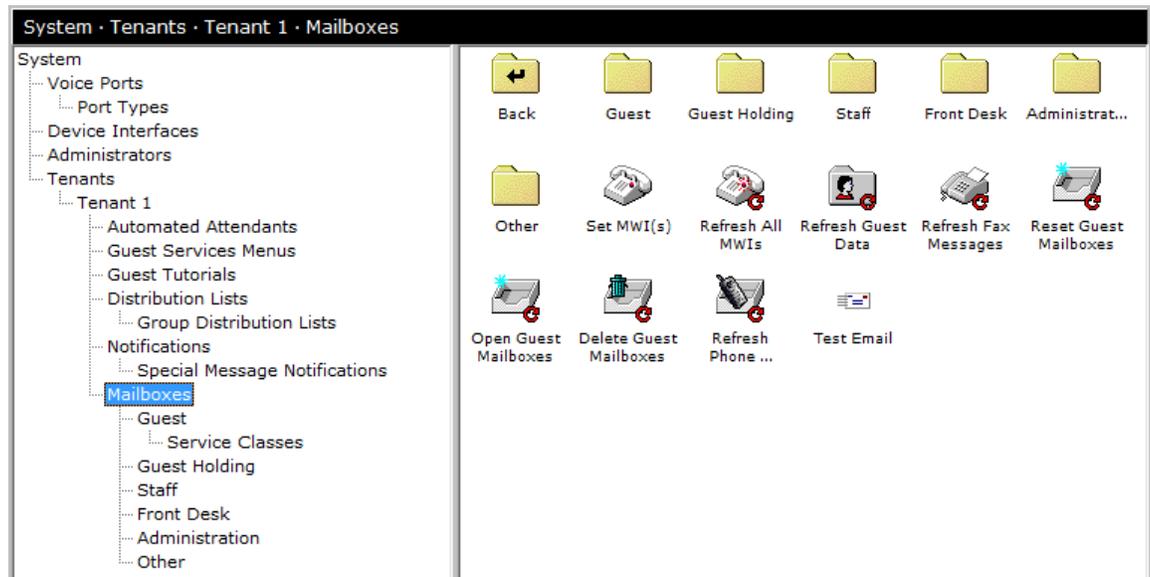
```
* * * * *
*
*
*   S P E C I A L   M E S S A G E   N O T I F I C A T I O N   R E P O R T   *
*       Mailbox 400 Notification for 400 notification has expired       *
*                               05/17/2018 11:32a                       *
*
*   No party has yet responded to one or more messages left in this mailbox. *
*
*   !   P L E A S E   T A K E   A P P R O P R I A T E   A C T I O N   !   *
*
* * * * *
```

When	What
10:38:11	Notification for 400 call notification attempt 1 of 3 to 6459090 - NO ANSWER
10:43:23	Notification for 400 call notification attempt 2 of 3 to 6459090 - NO ANSWER
10:48:37	Notification for 400 call notification attempt 3 of 3 to 6459090 - NO ANSWER
10:48:51	Notification for 400 call notification attempt 1 of 3 to 2134567 - NO ANSWER
10:54:03	Notification for 400 call notification attempt 2 of 3 to 2134567 - NO ANSWER
10:59:16	Notification for 400 call notification attempt 3 of 3 to 2134567 - NO ANSWER
10:59:37	Notification for 400 pager notification attempt 1 of 2 to 18883459876
11:04:59	Notification for 400 repeating list...
11:04:59	Notification for 400 pager notification attempt 2 of 2 to 18883459876
11:05:13	Notification for 400 call notification attempt 1 of 3 to 6459090 - NO ANSWER
11:10:26	Notification for 400 call notification attempt 2 of 3 to 6459090 - NO ANSWER
11:15:38	Notification for 400 call notification attempt 3 of 3 to 6459090 - NO ANSWER
11:15:52	Notification for 400 call notification attempt 1 of 3 to 2134567 - NO ANSWER
11:21:05	Notification for 400 call notification attempt 2 of 3 to 2134567 - NO ANSWER
11:26:18	Notification for 400 call notification attempt 3 of 3 to 2134567 - NO ANSWER
11:26:40	Notification for 400 pager notification attempt 1 of 2 to 18883459876
11:32:01	Notification for 400 pager notification attempt 2 of 2 to 18883459876
11:32:02	Notification for 400 end of list reached

# Mailboxes

You can add various types of mailboxes to the system for guests, front-desk employees, and other users. For directions on setting up mailboxes, see Chapter 2.

The **Mailboxes** area of the system tree controls various mailbox utilities. To reach this area, click the **Do** button of the InnLine IP main screen, select **Configure System**, and then click **Mailboxes** in the system tree. The following icons appear.



You have the following options in the Mailboxes area:

**Set an MWI.** This feature allows you to quickly test an extension’s message waiting lamp. Enter the extension number you want to test, and then select the indicator state (on or off). Note that if the PBX integration requires InnLine IP to dial MWI feature access codes, you must have them programmed accurately in the system’s “port type” before using this utility.

**Refresh All MWIs.** When activated, the system issues a light-on or light-off command for each staff and guest mailbox in the system. **Use this feature with care.** (If you have a 300-room hotel with 40 staff mailboxes and you issue this command, you’ll create 340 message waiting events.)

**Refresh Guest Data.** Use this utility to send a resynchronization message to the PMS device and update the data of checked-in and checked-out rooms.

**Reset Guest Mailboxes.** Use this utility to reset all guest mailboxes. Any guest mailbox used for testing purposes is normally reset before “going live.”

**Open Guest Mailboxes.** Use this utility to change all closed guest mailboxes to a checked-in or “open” state. Use this utility with caution on live systems. This utility is helpful if the PMS interface will be off-line for an extended period.

**Delete Guest Mailboxes.** Using this utility will delete all guest mailboxes from the tenant. Use this utility with care. Once deleted, guest mailboxes cannot be recovered. This utility is normally used to clear mistakes during installation.

**Test Email.** Use this utility allows you to send a test message to a valid email address. You must complete the systems Email Settings setup first before using this utility.

## Guest mailboxes

Use this feature to create, edit, and view guest mailboxes. To reach this area, click the **Do** button of the InnLine IP main screen and then select **Configure System**. In the next screen, click **Guest** under **Mailboxes** in the system tree.



New Mailbox

- To create a guest mailbox, double-click the **New Mailbox** icon. In the next window, enter an ID for the new mailbox and then click **OK**.
- To edit or view an existing mailbox, double-click the mailbox icon.



The following window appears.

The window is divided into three tabs: General, Greeting, and Call Transfer. You can edit fields in each tab. To change tabs, click a different tab at the top of the window. The options in the three tabs are explained in the following table.

## General tab

<i>Parameter</i>	<i>Description</i>
<b>Extension #1</b>	The primary telephone extension associated with this mailbox (message lamp extension).
<b>Passcode</b>	If a number is displayed in this field, it represents the passcode used to access this mailbox. This number may have been chosen by the guest during the initial tutorial setup, or through guest services.
<b>Guest Name</b>	The name of the guest associated with this mailbox. This field is only used in PMS integrations that include the guest's name information when a check-in message is received.
<b>Name Recording</b>	The name recording of the guest associated with this mailbox. A number from 20000 to 29999 represents a name recording.
<b>Language</b>	The prompt language for the guest associated with this mailbox.
<b>Messages: New, Saved, &amp; PMS</b>	These three boxes display the current number of new messages and saved messages, and whether PMS text messages are waiting for this guest (Y for Yes or N for No).
<b>Checked In</b>	The time and date when the check-in message for the guest was received from PMS.
<b>Check Out</b>	The time and date when the guest is expected to check out (used only if PMS sends this information to InnLine IP).
<b>Guest ID &amp; Group ID</b>	These two fields show the Guest and Guest Group identifiers for this mailbox (used only if PMS sends this information to InnLine IP).
<b>Service ID</b>	The guest quality-of-service identifier (used only if PMS sends this information to Innline IP).
<b>Offer Tutorial</b>	If you check this box, a mailbox tutorial will be offered to the guest, but only if it is enabled in the guest's service class. If the box is not checked, then either the guest completed the tutorial or did not take it. By default, this box is checked.
<b>In Guest Directory</b>	This box shows the mailbox's present directory status. By default, this box is checked.
<b>Mailbox Always Open</b>	If you check this box, the mailbox cannot be manually cleared or checked out. This field is used to avoid accidental clearing of a VIP guest or resident manager's mailbox. When the guest departs, you can uncheck the box to clear the setting.
<b>Use Message Indication</b>	If you check this box, message waiting events will be generated when new messages are delivered to this mailbox. If the box is not checked, message waiting events (turning the light on or off) will be disabled for this mailbox. By default, this box is checked.
<b>Service Class</b>	Displays which service class this mailbox uses.

### Greeting tab

<i>Parameter</i>	<i>Description</i>
<b>Active Greeting</b>	This field displays and controls which unavailable greeting is presented to forwarded callers. You can select a custom greeting or the default greeting.
<b>Greeting Recording</b>	The recorded greeting of the guest associated with this mailbox. A number from 30000 to 39999 represents a recorded greeting.

### Transfers tab

<i>Parameter</i>	<i>Description</i>
<b>Transfer Type</b>	This field controls the type of transfer to this mailbox. You can select a blind or supervised transfer. The blind transfer is selected by default.
<b>Supervised No Answer after XX seconds</b>	If "Supervised" is the transfer type in the previous field, this setting controls the number of seconds after the first ring the system will supervise the transfer. You can specify a time between 12 to 99 seconds. By default, 20 seconds is selected.
<b>Cellular Phone Number</b>	The number that a guest's call would forward to (provided by the guest) if using the <i>InnConnect</i> feature.

## Service classes for guest mailboxes

This feature allows you to create, edit, and view Service Classes for guest mailboxes. For step-by-step instructions on using this option, see *Adding guest services classes* in Chapter 2. To use the Service Classes feature, click the **Do** button in the InnLine IP main screen and then select **Configure System**. In the next screen, click **Service Classes** under **Guest** in the system tree.



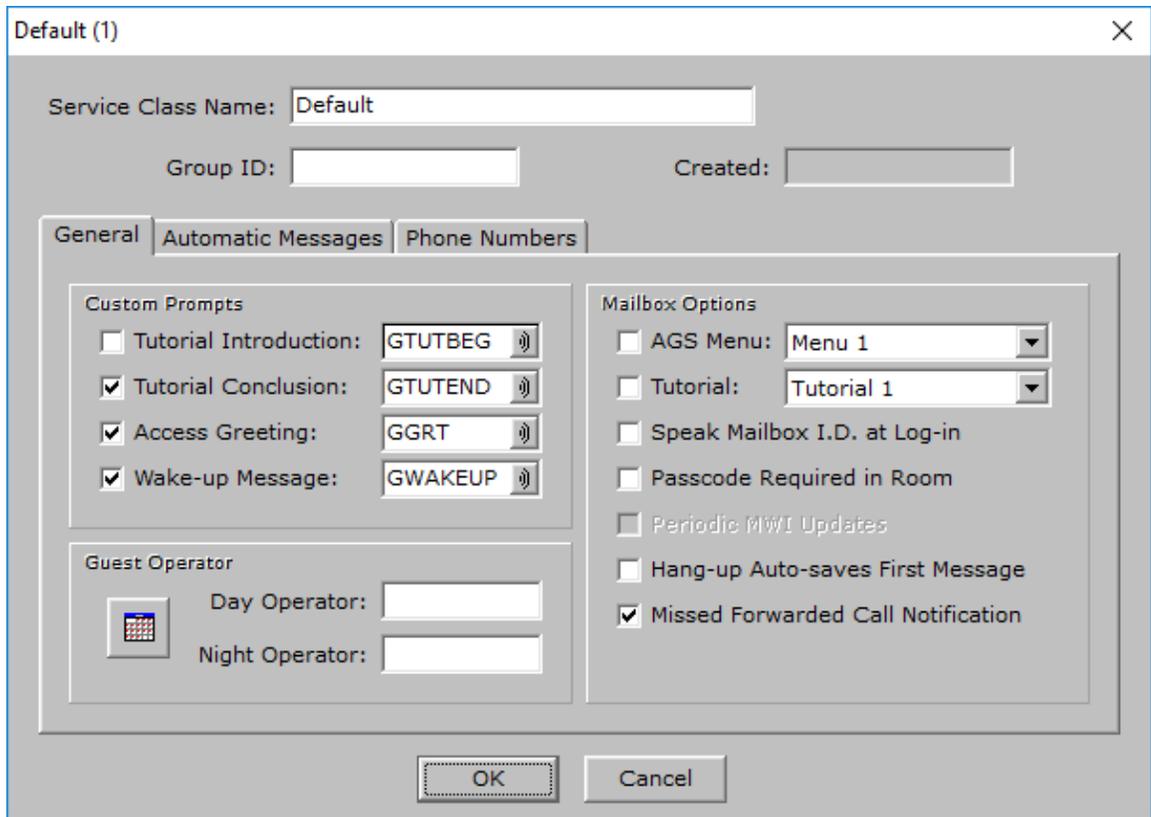
New Class

- To create a service class, double-click the **New Class** icon. In the next window, enter an ID for the new service class and then click **OK**.
- To edit or view an existing service class, double-click the appropriate icon.



Default

The Service Class window is divided into four tabs, as shown in the following table. To change tabs, click a different tab at the top of the window. "Group ID" and "Created" fields only apply if you create a service class using the Guest Group Service Class mailbox.



## General tab

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Tutorial Introduction</b>	The opening message played to guests when the tutorial is taken. The default selection is GTUTBEG (“Welcome to InnLine, your in-room messaging service. Whenever you are not able to answer your in-room phone, InnLine Voice Mail will be there to greet the caller and allow them to record a voice message. Whenever InnLine records a new message for you, it will light the lamp on your room phone to notify you that you have a new message waiting”).	Check to use the prompt at right; uncheck to not play a prompt.	Not checked
<b>Tutorial Conclusion</b>	The closing message played to guests when the tutorial is completed. The default selection is GTUTEND (“You have finished configuring your message service”).	Check to use the prompt at right; uncheck to not play a prompt.	Not checked
<b>Access Greeting</b>	The greeting message played to guests before message review. The default selection is GGRT (“This is the message center”).	Check to use the prompt at right; uncheck to not play a prompt.	Checked

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Wake-up Message</b>	The message played when a wake-up call is issued. The default selection is GWAKEUP (“This is your wake-up call. Thank you for staying with us”).	Check for custom prompt; uncheck to use default.	Checked
<b>Day Operator</b>	The mailbox to be used as the Day Operator for this service class. Leave the field blank to use the tenant Day Operator. If no Day/Night Operator schedule is defined, callers dialing zero will transfer to the mailbox shown in the Day Operator field.	Valid mailboxes	Blank
<b>Night Operator</b>	The mailbox to be used as the Night Operator for this service class. Leave the field blank to use the tenant Night Operator. If no Day/Night Operator schedule is defined, callers dialing zero will transfer to the mailbox shown in the Day Operator field.	Valid mailboxes	Blank
<b>Edit button</b> 	By default, callers dialing zero are transferred to the mailbox shown in the Day Operator field. To set a schedule, click the <b>Edit</b> button and then click <b>Add</b> . In the next window, for any day of the week or any specific date, you can set the schedule to always use the day operator or the night operator, or to use the day operator during a period you specify. Click <b>Add</b> when you finish. Note that Dated periods you specify override conflicting Day-of-Week periods you enter.	N/A	N/A
<b>AGS Menu</b>	If you check this box, the Automated Guest Services menu is available to guests. Use the drop-down box to select which menu this service class will use (menu 1 through 9). The option is disabled if the box is not checked.	Checked or Not checked	Not checked
<b>Tutorial</b>	If you check this box, the tutorial is available to guests. Use the drop-down box to select which tutorial this service class will use (1 through 9). The option is disabled if the box is not checked.	Checked or Not checked	Not checked
<b>Speak Mailbox I.D. at Log-in</b>	If you check this box, the mailbox number will be announced when voice mail is accessed. If the box is not checked, the system disables the announcement of the mailbox.	Checked or Not checked	Not checked
<b>Passcode Required in Room</b>	If you check this box, a passcode is required to access voice mail from within the room. This option becomes active once a passcode is chosen during the guest tutorial, via the Guest Services menu, or is preset from PMS information.	Checked or Not checked	Not checked

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Hang-up Auto-saves First Message</b>	If you check this box, the system will enable automatic saving of the first new message after the guest hangs up.	Checked or Not checked	Not checked
<b>Missed Forwarded Call Notification</b>	If using the <i>InnConnect</i> feature, the system will send this mailbox a message in the event a forwarded call was missed.	Checked or Not checked	Checked

### Automatic Messages tab

<b>Check In Message</b>	The message received by the guest at check-in. It only applies if InnLine IP is in "Check-in/Check-out Mode." The default message is GMSGCI ("This is the front desk. Our general manager and entire staff would like to welcome you. Please let us know if there is anything we can do to make your stay more enjoyable. Thank you for staying with us").	Check to send this message with each new check-in. Uncheck to disable.	Not checked
<b>Comfort Message</b>	The message received by the guest later in the stay. See the <i>Guest Messaging</i> section earlier in this chapter to control when the comfort message is delivered. It only applies if InnLine IP is in "Check-in/Check-out Mode." The default message is GMSGPCI ("This is the front desk. Once again, thank you for staying with us. Please let us know if there is anything we can do to make your stay more enjoyable").	Check to send this message later in stay. Uncheck to disable.	Not checked
<b>Check Out Message</b>	The message received by the guest on the day of check-out. See the <i>Guest Messaging</i> section earlier in this chapter to control what time the check-out message is delivered. Only applies if PMS provides date of check-out information, and InnLine IP is in "Check-in/Check-out Mode." The default message is GMSGCO ("This is the front desk. We hope that you enjoyed your stay with us, and would consider choosing us again during your next stay in the area. Thank you again for staying with us").	Check to send this message on day of check-out. Uncheck to disable.	Not checked

## Phone Numbers tab

The screenshot shows a configuration window titled "Default (1)" with a close button (X) in the top right corner. The window contains the following fields and options:

- Service Class Name:
- Group ID:
- Created:
- Tabbed interface with three tabs: "General", "Automatic Messages", and "Phone Numbers" (which is selected).
- Section header: "Settings that affect guest mailbox phone number assignment"
- Options:
  - Automatically assign phone numbers at check-in
  - Allow mailbox phone number #1 assignments (to mailbox extension #1)
  - Allow mailbox phone number #2 assignments (to mailbox extension #2)
  - Allow mailbox phone number #3 assignments (to mailbox extension #3)
  - Use guest name first character as assignment flag \*
  - Auto-print  phone number cards at check-in
- Footnote: "\* first character can be '1' to assign one, '2' to assign two or '\*' to assign all possible phone numbers"
- Buttons: "OK" and "Cancel"

The features shown here are for InnLine IP installations using PrivateLine. See *PrivateLine* in Chapter 4 for PrivateLine feature descriptions.

## Guest holding mailboxes

Use this feature to view mailboxes of previous guests who had new or saved messages at check-out time. To reach this area, click the **Do** button of the InnLine IP main screen and then select **Configure System**.



In the next screen, click **Guest Holding** under **Mailboxes** in the system tree. To edit or view a guest holding mailbox, double-click the appropriate mailbox icon. The window that appears is identical to that for guest mailboxes. For more details, see the *Guest mailboxes* section earlier in this chapter. For information on how to help a previous guest access a voice messages saved at check-out, consult the *Front desk reference* manual.

## Staff mailboxes

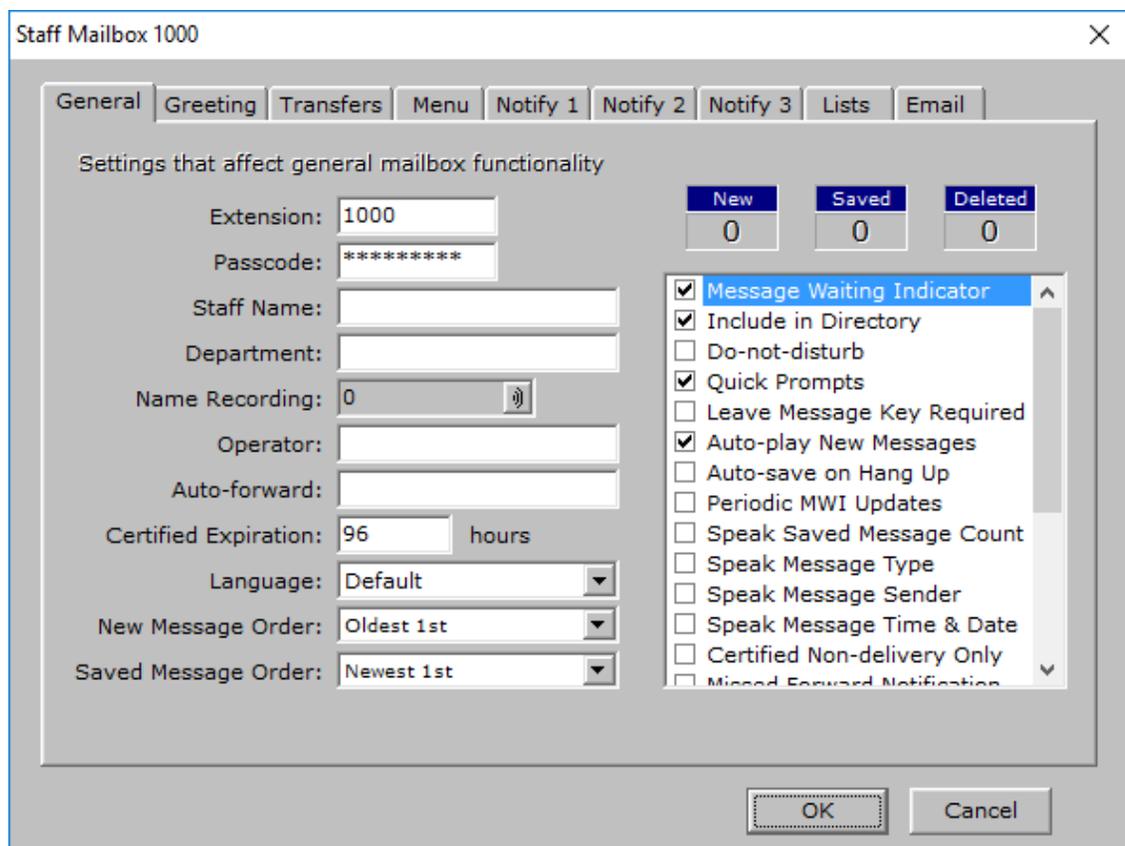
This option allows you to create and edit staff mailbox settings. To reach this option, click the **Do** button of the InnLine IP main screen and select **Configure System**. In the next screen, click **Staff** under **Mailboxes** in the system tree.



- To create a staff mailbox, double-click the **New Mailbox** icon. In the next window, enter an ID for the new mailbox and then click **OK**.
- To edit or view an existing staff mailbox, double-click the mailbox icon.



The following window appears.



You can edit fields in each of the eight tabs in the window. To change tabs, click a different tab at the top of the window. The options in each tab are explained in the following tables.

### General tab

<i>Parameter</i>	<i>Description</i>
<b>Extension</b>	The telephone extension associated with this mailbox.
<b>Passcode</b>	The passcode used to log in to this mailbox. The default passcode is 9876.
<b>Staff Name</b>	The mailbox user's last name. Used for informational and staff directory purposes.
<b>Department</b>	The department to which this mailbox belongs. This field is for informational purposes only.
<b>Name Recording</b>	The name recording associated with this mailbox. A number ranging from 20000 to 29999 represents a name recording.

<i>Parameter</i>	<i>Description</i>
<b>Operator</b>	The mailbox to use as a personal operator. If the field is blank, the tenant's Day or Night Operator is used for all callers who press zero during the mailbox's unavailable greeting. You can use any valid mailbox as a personal operator. By default, the field is blank.
<b>Auto-forward</b>	Use this field to control where to automatically forward new messages. Multiple forwarding destinations, including distribution lists, can be entered. Separate multiple entries with a comma. You can auto-forward messages to any valid mailbox, as well as to System Lists and Personal Lists. By default, the field is blank.
<b>Certified Expiration</b>	This number represents when to notify the sender that the certified message has not been played. The range is 1 to 999 hours. The default value is 96 hours.
<b>Language</b>	The mailbox owner's preferred language.
<b>New Message Order</b>	Use this field to specify the order in which new messages are presented during review, either in order of time or grouped by message type (e.g., Voice or Fax). Your choices are Oldest 1 <sup>st</sup> , Oldest 1 <sup>st</sup> Grouped, Newest 1 <sup>st</sup> , and Newest 1 <sup>st</sup> Grouped. By default, the setting is Oldest 1 <sup>st</sup> .
<b>Saved Message Order</b>	Use this field to specify the order in which saved messages are presented during review, either in order of time or grouped by message type (e.g., Voice or Fax). Your choices are Oldest 1 <sup>st</sup> , Oldest 1 <sup>st</sup> Grouped, Newest 1 <sup>st</sup> , and Newest 1 <sup>st</sup> Grouped. By default, the setting is Newest 1 <sup>st</sup> .
<b>Messages: New, Saved, and Deleted</b>	These fields show the current number of new messages, saved messages, and archived messages, respectively.
<b>Message Waiting Indicator</b>	If you check this box, message waiting events will be generated when new messages are delivered to this mailbox. If the box is not checked, message waiting events (turning the light on or off) will be disabled for this mailbox. By default, the field is checked.
<b>Include In Directory</b>	Check this box to include the mailbox in the directory. By default, the field is checked.
<b>Do-not-disturb</b>	If you check this box, callers cannot transfer to this station via the automated attendant. The caller is taken immediately to the staff member's unavailable greeting. By default, the field is not checked.
<b>Quick Prompts</b>	If you check this box, the length of some prompts is reduced, and other prompts are eliminated. This setting may be preferred by experienced voice mail users. By default, the field is checked.
<b>Leave Message Key Required</b>	If you check this box, callers will be required to press 1 to leave a message. If the box is not checked, callers will be asked to leave a message after the tone. By default, the field is not checked.

<i>Parameter</i>	<i>Description</i>
<b>Auto-play New Messages</b>	If you check this box, the mailbox user will not have to press 1 to review new messages. New messages will be played automatically. By default, the field is checked.
<b>Auto-save on Hang Up</b>	If you check this box, the system will automatically change your new message to a saved message if you hang up while the message is playing. Note that skipping through new messages and then hanging up does not automatically save the messages.
<b>Speak Saved Message Count</b>	If you check this box, the system will announce the number of saved messages a staff mailbox has, at each login. By default, the field is not checked.
<b>Speak Message Sender</b>	If you check this box, the system will announce the message sender's identity before playing the message. By default, the field is not checked.
<b>Speak Message Time &amp; Date</b>	If you check this box, the system will announce when the message was recorded before playing it. By default, the field is not checked.
<b>Certified Non-delivery Only</b>	If you check this box, the system will disable the confirmation message a staff mailbox receives when certified mail has been reviewed. Only messages that have not been reviewed before the "Certified Expires" value is reached will send the non-delivery notification message to the sender's mailbox.
<b>Missed Forward Notification</b>	If you check this box, the system will send this mailbox a message in the event a forwarded call was missed. By default, the field is not checked.
<b>Disable Message Storage</b>	If you check this box, any messages sent to this mailbox will be automatically deleted. If an "Auto-forward" destination is specified in the mailbox, the message will still be delivered to that destination. By default, the field is not checked.
<b>Disable Passcode Entry</b>	If you check this box, staff members are not required to enter their passcode when calling voice mail from their own mailbox. It is still required when accessing voice mail from the outside, or from another mailbox. By default, the field is not checked.
<b>Disable Message Notification</b>	If you check this box, the mailbox will not have access to Call or Pager notification features. By default, the field is not checked.
<b>Disable Personal Lists</b>	If you check this box, the mailbox will be unable to create and use personal distribution lists. By default, the field is not checked.
<b>Disable System Lists</b>	If you check this box, the mailbox will be unable to use system distribution lists. By default, the field is not checked.
<b>Disable "All Guests" Lists</b>	If you check this box, the mailbox cannot send a message to the All Guests system distribution list. By default, the field is not checked.

<i>Parameter</i>	<i>Description</i>
<b>Disable Greeting Menu</b>	If you check this box, the mailbox cannot define or use previously defined greeting keys. By default the field is not checked.
<b>Disable Guest Group Sending</b>	If you check this box, the mailbox cannot browse the guest group directory or send a message to a PMS defined guest group.

### Greeting tab

<i>Parameter</i>	<i>Description</i>
<b>Active Greeting</b>	This option displays and controls which unavailable greeting is presented to forwarded callers. You can select greeting 1 through 8 or the default greeting.
<b>Greeting Recording (1-8)</b>	The recorded greeting of the staff member. A number from 30000 to 39999 represents a recorded greeting. A 0 represents no greeting.

### Transfers tab

<i>Parameter</i>	<i>Description</i>
<b>Transfer Type</b>	This option controls the type of transfer to this mailbox. You can select a blind, supervised, or super-blind transfer. The blind transfer is selected by default.
<b>Custom Transfer Prompt</b>	A custom transfer prompt can be recorded here. If recorded, this transfer prompt overrides the Other Transfer prompt defined in the General Settings window. For more information, see <i>General tenant information</i> earlier in this chapter.
<b>Supervised No Answer after XX seconds</b>	If "Supervised" is the transfer type in the above field, this setting controls the number of seconds after the first ring the system will supervise the transfer. You can specify a time between 12 to 99 seconds. By default, 20 seconds is selected.

## Menu tab

<i>Parameter</i>	<i>Description</i>
<b>Allow Call Transfers</b>	If this box is checked, calls can be transferred via the staff mailbox's greeting menu.
<b>Allow Long Distance</b>	If this box is checked, long-distance calls can be transferred via the staff mailbox's greeting menu. Any number of more than seven digits is treated as long distance.
<b>Allow Call Forwards</b>	Checking this box activates the <i>InnConnect</i> feature for this mailbox. See <i>InnConnect</i> in Chapter 4 for InnConnect feature descriptions.
<b>Key X</b>	This area allows you to define up to seven "go to" or transfer points based on an individual key press, depending on whether you select "Goes to mailbox" or "Transfers call to" in the appropriate field. When callers are presented with the staff mailbox's unavailable greeting, they can redirect themselves to another party's mailbox or blind-transfer the caller to an outside telephone number, if enabled. You can define keys 2 through 8 in the tab. You can use any valid mailbox, mailbox ID, or telephone number.

Staff Mailbox 1000

General Greeting Transfers **Menu** Notify 1 Notify 2 Notify 3 Lists Email

Enabled

Notification Type: Call

Phone Number:

Maximum Attempts: 30

Attempt Interval: 15 minute(s)

Click to set a notification schedule.

Pager Notification

Pager Message Pause: 10 seconds

Pager PIN/Message:

Allow Long Distance:

Call Notification

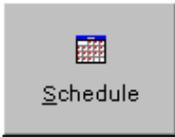
Message Device:

Message Review:

Allow Long Distance:

OK Cancel

### Notify 1, Notify 2, and Notify 3 tabs

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Enabled</b>	If you check this box, this message notification schedule is activated.	N/A	Not checked
<b>Notification Type</b>	The type of message notification to use for this schedule.	Call or Pager	Call
<b>Phone Number</b>	The telephone number to call or page for this schedule. <b>Do not enter a PBX access prefix before the telephone number.</b> The prefix is added in the Dialing tab of the Port Types window, as explained in the <i>Voice port types</i> section earlier in this chapter.	Valid telephone numbers	N/A
<b>Maximum Attempts</b>	The maximum number of notification attempts for this schedule.	1 to 99 attempts	30 attempts
<b>Attempt Interval</b>	The number of minutes between notification attempts for this schedule.	1 to 120 minutes	15 minutes
<b>Schedule button</b> 	To set a notification schedule, click the <b>Schedule</b> button and then click <b>Add</b> . In the next window, for any day of the week or any specific date, you can set the schedule to always be on, always be off, or to be on during a period you specify. Click <b>Add</b> when you finish. Note that Dated periods you specify override conflicting Day-of-Week periods you enter.	N/A	N/A
<b>Pager Message Pause</b>	The number of seconds to pause before sending a pager message for this schedule.	1 to 30 seconds	10 seconds
<b>Pager PIN/Message</b>	The numeric message to display in the pager window for this schedule. Add a pager PIN number before the numeric message, if needed.	1 to 10 digits	N/A
<b>Allow Long Distance (Pager)</b>	If you check this box, long-distance paging is enabled for this schedule.	N/A	Not checked
<b>Message Device</b>	Check this box if an answering machine or other message-taking device is associated with the notification phone number for this schedule.	N/A	Not checked
<b>Message Review</b>	If you check this box, message review is available when answering the notification for this schedule.	N/A	Not checked
<b>Allow Long Distance (Call)</b>	If you check this box, long-distance message notification is enabled for this schedule.	N/A	Not checked

## Lists tab

This area controls “personal” distribution list setup. The eight personal distribution lists are labeled \*1 through \*8, as opposed to \*\*1 through \*\*8 for “system” distribution lists. Otherwise, the two types of lists are very similar. For more details, see the *Distribution lists* section earlier in this chapter.

## Email tab

InnLine IP can forward a new voice message to single or multiple email addresses. This area allows you to enable the feature, and add email addresses that will receive the forwarded message. Typically, the email will include the wave file attachment. But you may also specify that the file not be attached. This may be the case where you just want to send the email as a notification only, such as sending a text message to the staff user’s cell phone.

Click on the Email tab of the staff mailbox to display the form below.

The screenshot shows a window titled "Staff Mailbox 1000" with a close button (X) in the top right corner. The window contains several tabs: "General", "Greeting", "Transfers", "Menu", "Notify 1", "Notify 2", "Notify 3", "Lists", and "Email". The "Email" tab is selected. Inside the "Email" tab, there is a checkbox labeled "Enabled" which is currently unchecked. Below the checkbox is a note: "Note: This form enables the staff member to receive voice mail messages sent to the specified email addresses." Underneath the note is a table with three columns: "Description", "Email Address", and "Attach Message". The table is currently empty. At the bottom right of the window are two buttons: "OK" and "Cancel".

Description	Email Address	Attach Message

To enter an email address, check the box “Enabled” at the top of the form. This will allow you to click on the form. Then, right click any cell in the form and choose “Add Email Address”. The following form appears:

Enter a description (such as Dave’s work) and the complete email address.

Description	Email Address	Attach Message
<input checked="" type="checkbox"/> Dave's work	dave@company.com	Yes

To enter more email addresses, just right click on one of the empty cells and repeat the process. Un-checking the box in the “description” cell will disable the system from forwarding the voice message to that email address. If you have multiple entries, and wish to disable the entire list, simply un-check the “Enabled” box at the top of the form. Below is an example of multiple email entries:

Description	Email Address	Attach Message
<input checked="" type="checkbox"/> Dave's work	dave@company.com	Yes
<input checked="" type="checkbox"/> Dave's home	home@brilliantisp.net	Yes
<input type="checkbox"/> Dave's cell	6085129001@email.uscc.net	

Notice how the third entry has been disabled. To re-enable it, simply check the box.

From within the voicemail application, you can send a test email. To reach this option, click the **Do** button and then select **Configure System**. In the next screen, highlight **Mailboxes** in the system tree.



Test Email

- Double-click the **Test Email** icon. In the next window, enter a valid email address, and change (if so desired) the text in the **Subject** field, and the text in the body of the form.

A screenshot of a 'Test Email' dialog box. The window title is 'Test Email' with a close button (X) in the top right corner. The dialog contains three main fields: a 'To:' field with the value 'fred.brown@gmail.com' and a dropdown arrow; a 'Subject:' field with the value 'Test Message'; and a large text area containing the text 'This is a test message'. At the bottom of the dialog, there are two buttons: 'Cancel' on the left and 'Send' on the right.

Click the **Send** button to send the test email. Verify that the user received the email message. Please note that the message may have been deposited in the user's "junk mail" folder. If the email was not sent, check your email configuration settings (see Email Settings, page 81)

## Front desk mailboxes

This area allows you to create, edit, and view Front Desk mailboxes. To reach this option, click the **Do** button and then select **Configure System**. In the next screen, click **Front Desk** under **Mailboxes** in the system tree.

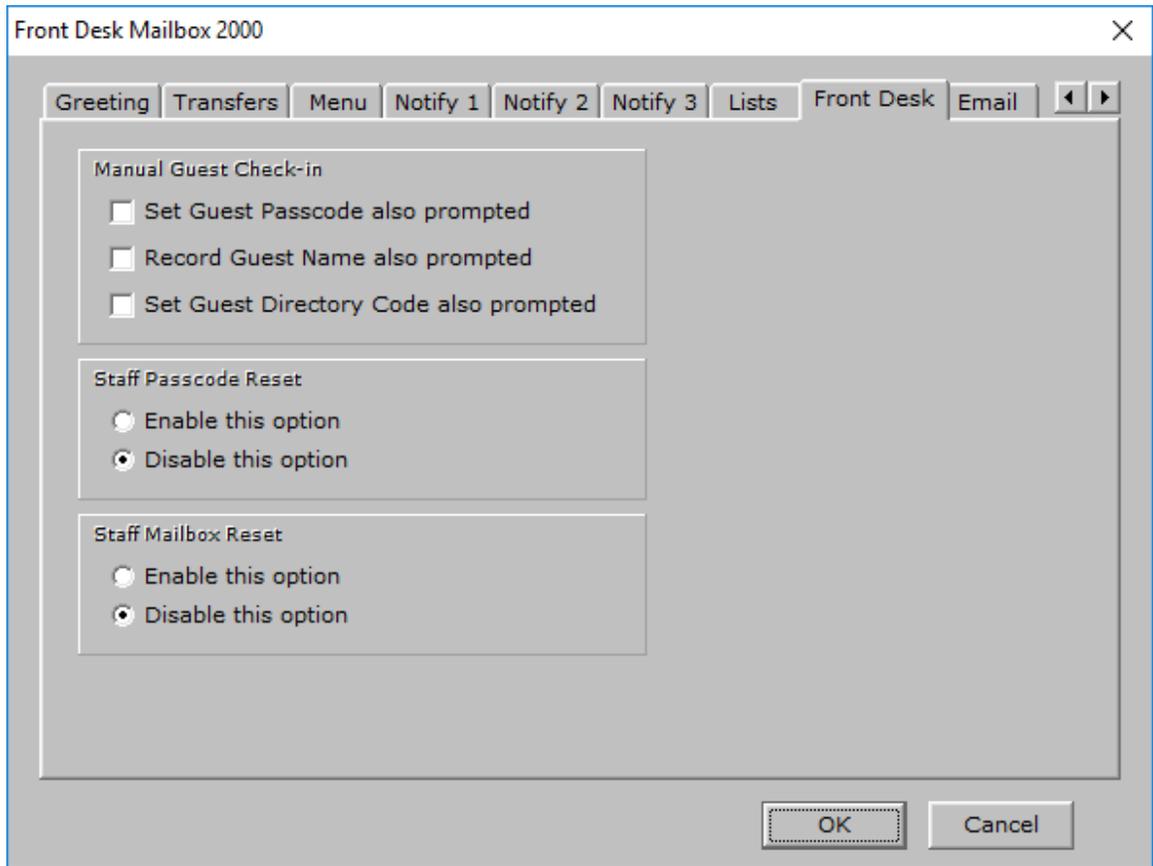


New Mailbox

- To create a front desk mailbox, double-click the **New Mailbox** icon. In the next window, enter an ID for the new mailbox and then click **OK**.
- To edit or view an existing front desk mailbox, double-click the mailbox icon.



A window appears and offers options for Front Desk mailboxes. These options are identical to those for setting up staff mailboxes (as explained in the previous section), except that Front Desk mailboxes have an additional tab.



The options in the additional tab, Front Desk, are explained in the following table.

### Front Desk tab

<i>Parameter</i>	<i>Description</i>	<i>Default</i>
<b>Set Guest Passcode also prompted</b>	If you check this box, the system will ask you to set the guest's passcode during a manual check-in.	Not checked
<b>Record Guest Name also prompted</b>	If you check this box, the system will ask you to record the guest's name during a manual check-in.	Not checked
<b>Set Guest Directory Code also prompted</b>	If you check this box, the system will ask you to set the guest's directory code during a manual check-in.	Not checked
<b>Staff Passcode Reset</b>	Select Enabled or Disabled. If enabled, this front-desk mailbox can reset a staff mailbox's passcode back to the system default passcode of 9876.	Disabled
<b>Staff Mailbox Reset</b>	Select Enabled or Disabled. If enabled, this front-desk mailbox can reset a staff mailbox for a new user.	Disabled

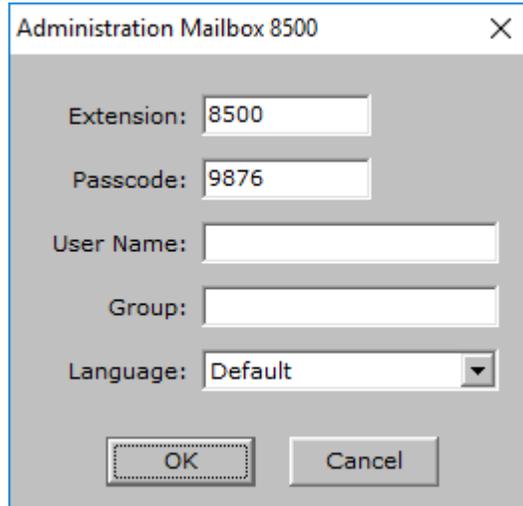
## Administration mailboxes

Use this option to create, edit, or view administration mailboxes. This mailbox allows you to add, edit, remove, or reset guest, staff, or front desk mailboxes. For details on performing these tasks, see the administrator user guide. To reach the administration mailbox option, click the **Do** button in the InnLine IP main screen and then select **Configure System**. In the next screen, click **Administration** under **Mailboxes** in the system tree.



- To create an administration mailbox, double-click the **New Mailbox** icon. In the next window, enter an ID for the new mailbox and then click **OK**.
- To edit or view an existing administration mailbox, double-click the mailbox icon, as shown at left.

The following window appears.

A screenshot of a dialog box titled 'Administration Mailbox 8500'. It contains five input fields: 'Extension' with the value '8500', 'Passcode' with the value '9876', 'User Name' (empty), 'Group' (empty), and 'Language' with a dropdown menu set to 'Default'. At the bottom are 'OK' and 'Cancel' buttons.

You can make the following settings in the window. For more information on administration mailboxes, see *Adding administration mailboxes* in Chapter 2.

<i>Parameter</i>	<i>Description</i>
<b>Extension</b>	The telephone extension associated with this mailbox.
<b>Passcode</b>	The passcode used to log in to this mailbox. The default passcode is 9876.
<b>User Name</b>	The mailbox user's last name. This field is for informational purposes only.
<b>Group</b>	The group to which this mailbox belongs. This field is for informational purposes only.
<b>Language</b>	The mailbox owner's preferred language.

## Other mailboxes

This option allows you to create, edit, or view the following mailboxes:

- **AGS Function.** Use this mailbox for direct access to a specific guest services function, as defined in the AGS speed-dial menu. This mailbox is only used with PBX integrations that provide calling and called-party identification on forwarded or covered calls.
- **Call Package.** Use this mailbox to allow guests the ability to choose an available call billing package. Works in conjunction with Connected Guests iCharge call accounting software.
- **Extension.** Use this mailbox to blind-transfer a caller to any valid extension or transfer point via the automated attendant.
- **Group.** Use this mailbox if several users share the same physical extension, yet want individual mailboxes. Up to eight users can be defined. A prompt can be recorded to further customize an unavailable message for the group.
- **Guest Group Service Class.** Use this mailbox to create service classes based on a group number or name that a guest is affiliated with. Requires a PMS that provides a group identifier within the check-in message to InnLine IP.
- **Menu.** This specialized mailbox gives callers single-digit choices to other mailboxes or mailbox IDs.
- **Minibar.** Use this mailbox to allow hotel staff to update minibar inventory. Works in conjunction with Connected Guests iLink or iCharge.
- **Play Prompt.** Callers forwarded to this mailbox will be presented with a prompt recorded by the dealer or property.
- **Q&A.** See page 150.
- **Record Message.** Callers forwarded to this mailbox will be presented with a recording instructions prompt (recorded by the dealer), followed by a tone. After the caller records the message, it is usually delivered to a staff mailbox.
- **Record Prompt.** This mailbox allows the property to change the recording of a customizable system prompt, such as the wake-up message. For details on using this option, see *Creating a "Record Prompt" mailbox for prompts* in Chapter 2.
- **Reference.** Use this mailbox to route a caller to another mailbox or mailbox ID.
- **Room Status.** Use this mailbox to communicate room status updates to the PMS. Works in conjunction with Connected Guests iLink / iCharge or the Marriot Corporate PMS (MARRPMS) for automatically updating the PMS.
- **Select Language.** This mailbox allows the caller to choose another language. It is typically used in conjunction with auto-attendant schemes, where the outside caller is asked to choose a language before proceeding.
- **Time Branch.** This specialized mailbox allows callers to be routed to different mailboxes or mailbox IDs based on the time of day or a specified date.



To reach the Other mailboxes option, click the **Do** button in the InnLine IP main screen and then select **Configure System**. In the next screen, click **Other** under **Mailboxes** in the system tree. Double-click the New Mailbox icon to see the list of mailbox options shown above.

For more information on creating mailboxes, see Chapter 2. The *Automated attendants* section shows how to create some of the Other mailboxes listed above. See the previous sections in this reference chapter for information on the fields you can edit in mailbox windows.

## Question & Answer mailbox

This mailbox presents questions to a caller (up to 9) and records a response to each question. All responses are then combined into one message, and delivered to a staff, front desk mailbox or a system distribution list. To reach the Question & Answer mailbox option, click the **Do** button in the InnLine IP main screen and then select **Configure System**. In the next screen, click **Other** under **Mailboxes** in the system tree.

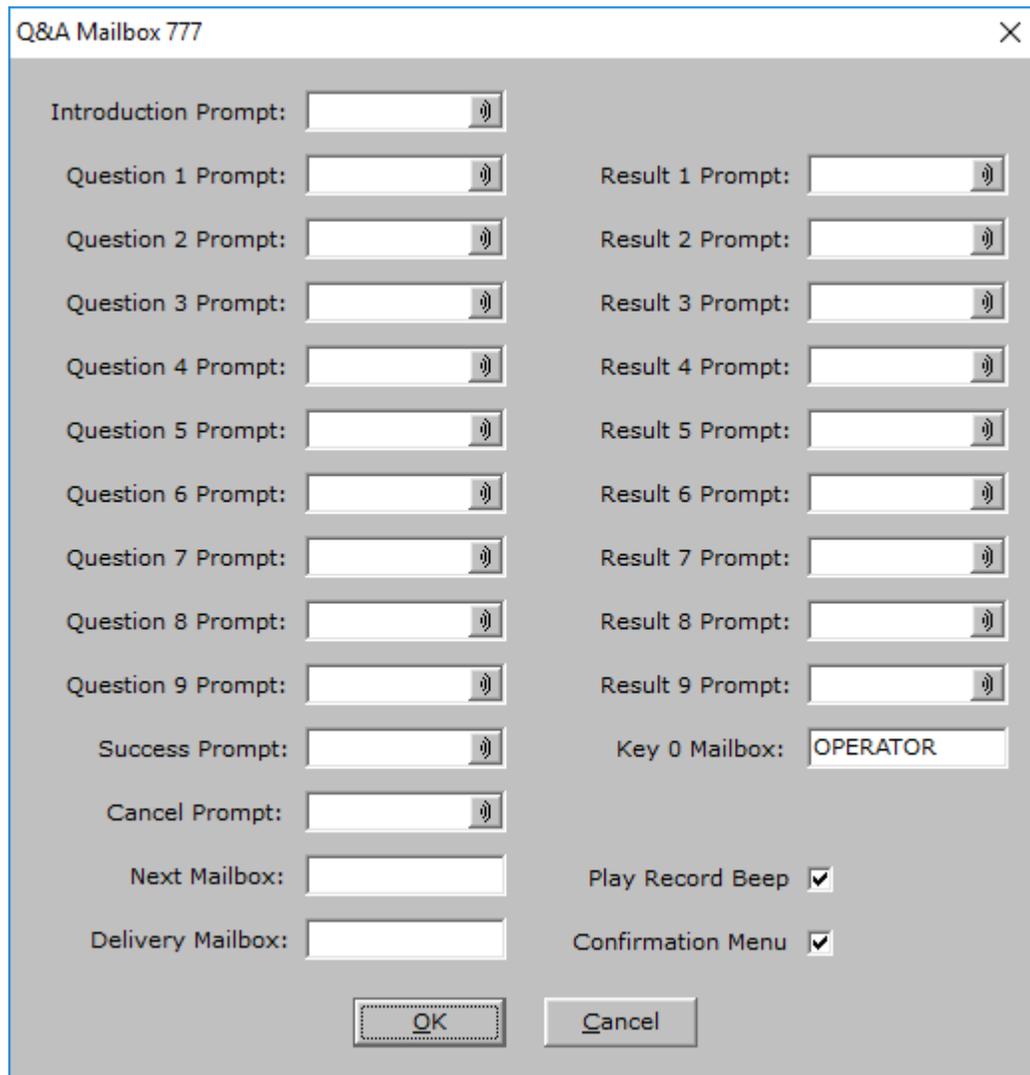


- To create a question & answer mailbox, double-click the **New Mailbox** icon. In the next window, double-click **Q&A** and enter an ID for the new mailbox. Then click **OK**.



- To edit or view an existing question & answer mailbox, double-click the mailbox icon, as shown at left. For more information on how to record prompts, see Chapter 2, Prompt Administration.

The following window appears.



Q&A Mailbox 777

Introduction Prompt:	<input type="text"/>	Result 1 Prompt:	<input type="text"/>
Question 1 Prompt:	<input type="text"/>	Result 2 Prompt:	<input type="text"/>
Question 2 Prompt:	<input type="text"/>	Result 3 Prompt:	<input type="text"/>
Question 3 Prompt:	<input type="text"/>	Result 4 Prompt:	<input type="text"/>
Question 4 Prompt:	<input type="text"/>	Result 5 Prompt:	<input type="text"/>
Question 5 Prompt:	<input type="text"/>	Result 6 Prompt:	<input type="text"/>
Question 6 Prompt:	<input type="text"/>	Result 7 Prompt:	<input type="text"/>
Question 7 Prompt:	<input type="text"/>	Result 8 Prompt:	<input type="text"/>
Question 8 Prompt:	<input type="text"/>	Result 9 Prompt:	<input type="text"/>
Question 9 Prompt:	<input type="text"/>	Key 0 Mailbox:	<input type="text" value="OPERATOR"/>
Success Prompt:	<input type="text"/>	Play Record Beep	<input checked="" type="checkbox"/>
Cancel Prompt:	<input type="text"/>	Confirmation Menu	<input checked="" type="checkbox"/>
Next Mailbox:	<input type="text"/>		
Delivery Mailbox:	<input type="text"/>		

OK Cancel

<i>Parameter</i>	<i>Description</i>
<b>Introduction Prompt</b>	Prompt that is played to the caller before the first question is executed. If this field remains blank, then nothing will be played to the caller.
<b>Question X Prompt</b>	Question prompts that are played to the caller. After each prompt, the system will go into record mode.
<b>Result X Prompt</b>	Prompts that are concatenated to the caller's responses. These optional prompts are only heard during the confirmation menu, or after the recorded responses have been sent to the Delivery Mailbox.
<b>Key 0 Mailbox</b>	Where to send the caller if Key 0 is pressed. If left blank, pressing zero will advance the caller to the next question.
<b>Success Prompt</b>	Prompt that is played to the caller after the Result Voice Message has been delivered. If this field remains blank, then nothing will be played to the caller.
<b>Cancel Prompt</b>	Prompt that is played to the caller if the caller elects to cancel the recordings via the Confirmation Menu (if checked). If this prompt is blank, then the single-word phrase "Canceled." will be played to the caller.
<b>Next Mailbox</b>	Field that defines where the call flow should continue after Conclusion prompting is played back to the caller. No value in this field will simply hang up on the caller.
<b>Delivery Mailbox</b>	Destination mailbox or distribution list that the concatenated responses are delivered to.
<b>Play Record Beep</b>	If this option is not checked, no record tone will be played after each question x prompt.
<b>Confirmation Menu</b>	If this option is checked, the caller is presented with the following confirmation menu: <i>"To accept the responses you gave press one. To listen to your responses, press two. To start over again, press three. Or to cancel entirely, press star"</i> .

#### EXAMPLE

Here is an example interaction between InnLine IP and a caller that has reached a Q&A mailbox that is being used to collect technical support incident information:

**Intro**  Thank you for calling Connected Guests after hours customer support. You will now be asked several questions. Please respond to each question by speaking your answer and then pressing any key to complete your response.

*(two second pause)*

<b>Quest1</b>	Please speak which hotel this call is regarding?
	Hotel Claritin Downtown Chicago #
<b>Quest2</b>	Now say your name, title and employer's name.
	David Smith, GM, Hotel Claritin
<b>Quest3</b>	What is the call back number at which you can now be reached, including area code?
	312-555-1212
<b>Quest4</b>	Finally, please give a brief description of the problem you have encountered.
	The system is currently down.
<b>System Prompt</b>	<i>To accept the responses you gave, press 1. To listen to your responses, press 2. To start over again, press 3. Or to cancel entirely, press 'star'.</i>
	2
	(Hotel Claritin Downtown Chicago) (David Smith, GM, Hotel Claritin) (312-555-1212) (The system is currently down.)
<b>System Prompt</b>	<i>To accept the responses you gave, press 1. To listen to your responses, press 2. To start over again, press 3. Or to cancel entirely, press 'star'.</i>
Finishes at this point:	
	1
<b>Success</b>	Thank you. A Connected Guests Customer Support representative will contact you shortly. <i>(two second pause)</i>
OR	
	*
<b>Cancel</b>	Canceled. This incident has not been submitted to Customer Support. <i>(two second pause)</i>

A voice message will be generated using the caller's recorded responses to each question. An example message might sound something like this:

*"Customer Support has received a call for Hotel Claritin Downtown Chicago, by David Smith, GM, Hotel Claritin, at telephone number 312-555-1212. The incident message left was: The system is currently down."*

Q&A mailbox characteristics:

- Questions are skipped if its Question Prompt is blank or the given prompt file does not exist.
- The system will move on to the next question if a key is pressed during the Response Collection step, or after system time out.
- If a caller hangs up or immediate system shutdown is detected during the Question/Response Collection step, a partial Result Voice Message is generated and delivered using whatever questions were answered thus far.
- A caller may exit (cancel) at anytime by pressing the star key.



InnLine IP

# 4 Add-on features

## IN THIS CHAPTER

PrivateLine

Wake-up off-loading

The add-on features described in this chapter are UniKey activated items.

When the add-on features are enabled, fields that were shaded become accessible. Additional icons, guest services options, and new reporting options are displayed.

# PrivateLine

PrivateLine gives a hotel the ability to assign guests a DID (direct inward dial) telephone number during their stay. In the past, DID numbers were always fixed or “hard wired” to the same guest room extensions. This made DID numbers for hotel guests impractical, since the possibility existed that the next guest would receive the previous guest’s phone calls. If the room was unoccupied, calls to the room could go unanswered, with no indication to the caller that the guest had checked out.

With PrivateLine, the guest room’s extension is assigned a different DID number with each check-in. If the guest room has multiple extensions, up to three additional DIDs can be assigned automatically at the time of check-in. At check-out, PrivateLine re-assigns the DID number from the guest room extension to an “out-of-service” extension. Callers may hear a recording that the guest has checked out, and may then be transferred to the hotel operator for further information.

On the administrative side, PrivateLine gives hotel staff the flexibility to assign any DID number to any administrative extension in the hotel. Also, meeting rooms can instantly have DID capability, which can be extremely helpful for convention groups.

If the UniKey is licensed for this option, a PrivateLine icon will appear when you click **Tenants** in the system tree and then click **Tenant1**. (“Tenant1” may have been renamed as the property’s hotel name.) Double-click the icon to begin your PrivateLine configuration, then take the following steps to ensure a smooth installation.

**Note:** Before configuring PrivateLine, review the PrivateLine PBX Installation Guide that came with the system documentation and make sure that your PBX is properly programmed. Then proceed with Step 1.

## Step 1: Configure PrivateLine settings

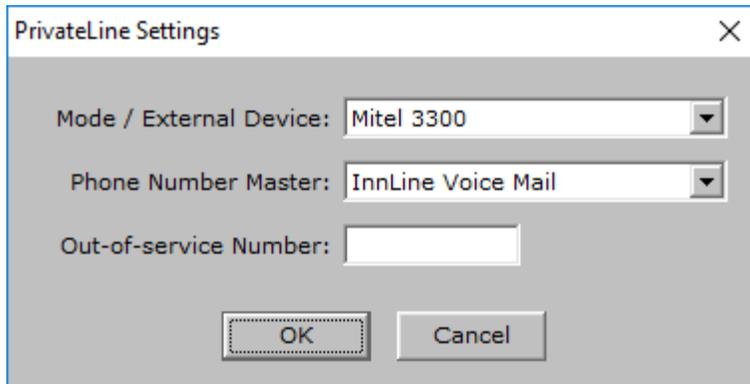
1. **If necessary, click the Mode/External Device drop-down box and choose the PBX you will use with PrivateLine.**

If you purchased PrivateLine with your original order of InnLine IP, this option has already been configured by Connected Guests.

If you purchased this add-on feature later, you received a new UniKey to install on the USB port, with the PrivateLine option enabled. Choose the PBX you’ll use from the Mode/External Device drop-down box.

2. **Unless your PMS will control DID phone number assignments, leave the Phone Number Master field set to InnLine Voice Mail.**
3. **In the Out-of-service Number field, enter a station number that DID phone numbers will ring to when they are not assigned to Guest or Staff.**

If the **Device Settings** button on this screen is active (not shaded), then further configuration is required for the selected Mode/External Device. **Refer to the PrivateLine PBX installation guide for Device Setting configuration.**



The options in the PrivateLine Settings window are explained in more detail in the following table.

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>Mode/External Device</b>	The PBX to which InnLine IP will communicate DID assignments.	Supported PBXs	None
<b>Phone Number Master</b>	In most cases, InnLine IP will control the assignment of DID numbers. If a Property management company has written to Innovation's DID specification, then the Property Management system would communicate what DID number(s) will be assigned to the guest at check-in.	InnLine Voice Mail or Property Management	InnLine Voice Mail
<b>Out-of-service Number</b>	This is the number to which all unassigned DID telephone numbers will route.	Valid PBX stations	Left blank

If a guest room has more than one extension, and you want to assign a DID number to each extension in the guest room, you will need to add the second (or third) extension to that guest's mailbox. If this is an existing installation, you must open each mailbox and add the numbers to the Extension #2 and Extension #3 fields. If the installation is new, you can add the numbers with a range function.

## Step 2: Add a DID phone number for a guest

After configuring the PrivateLine settings, add one DID number to either the **Guest Phone Numbers** or **Other Phone Numbers** section of the Tenants tree. In this example you will add one DID number to the Guest Phone Numbers section.

1. Click **Guest Phone Numbers** in the Tenants tree.

2. Click Add. Because you are only adding one DID number at this point, leave the Single Phone Number option selected and click Next.
3. Enter the complete DID phone number. In the next field, "and its associated ID Number", enter the DNIS digits sent by the DID provider. Leave the "Assign to:" field (Any Extension) as is.
4. After entering the number, click Finish.

### Step 3: Test the DID phone number routing

1. Place a test call to the number to verify that the DID phone number is correctly routed to the Out-of-service station.
2. Next, click on the number you just entered to highlight it. Click Route and enter a guest mailbox to which you want the DID phone number to route.
3. Enter a valid guest mailbox and click OK.

The next screen will confirm the extension number to which you want the DID to route. If a guest room has more than one extension, that information will also be displayed. Click OK. Place a test call to the number to verify correct routing.

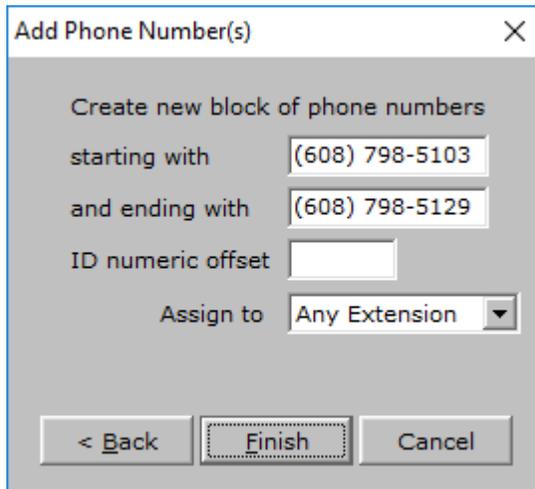
System · Tenants · Tenant 1 · PrivateLine · Guest Phone Numbers						
<span>Add</span> <span>Delete</span> <span>Route</span> <span>Reserve</span> <span>Refresh</span> <span>Refresh All</span>						
System	Phone Number	ID	Routed To	Assignment	Reserved For	Ext
Voice Ports	6087985102	5102	7101	Mailbox 7101 ext. #1		Any
Port Types						

### Step 4: Add the remaining DID phone numbers that guests will use

1. After successful testing, click Unroute to return the DID phone number to Out-of-service.

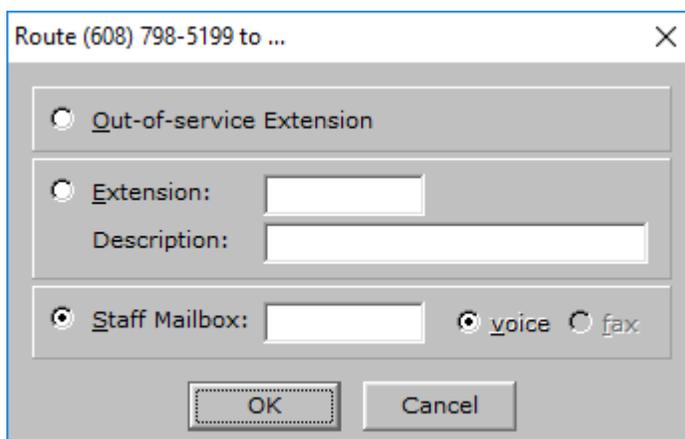
2. Add the remaining DID phone numbers that guests will use by clicking Add and using the Range of Phone Numbers function.

When you add a block of phone numbers, the **ID numeric offset** field can stay at 0 if the DNIS digit number match the last four digits of the DID phone number. As an example of when you would set the ID numeric offset field to a value other than 0, suppose that the DID phone number 608-798-5102 yields DNIS digits of 102. Then the value for the ID numeric offset would be **-5000** (negative 5000).



## Step 5: Add DID phone numbers that staff members will use

1. Click Other Phone Numbers in the Tenants tree.
2. Click Add and enter a single number or range of DID phone numbers.  
These numbers will be automatically routed to the Out-of-service station.  
You can route the numbers listed in the Other Phone Numbers section to Staff mailboxes or any valid extension.
3. Highlight a DID phone number and click Route. Then assign the DID number to a Staff mailbox, a Front Desk mailbox, or a valid extension.



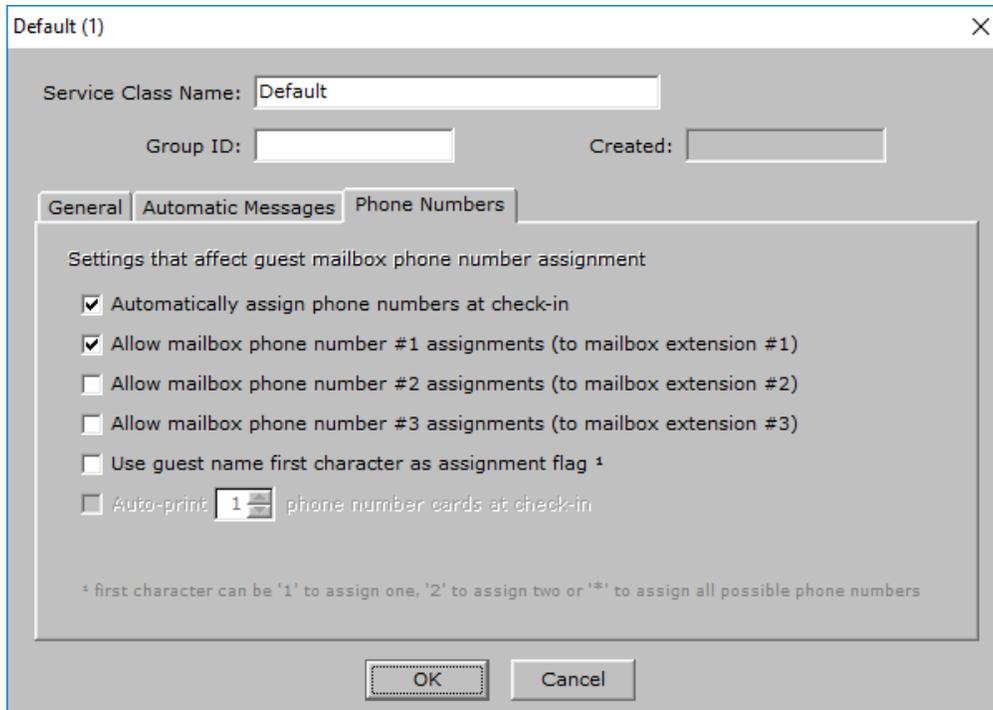
## ***Guest/Other Phone Number function buttons***

The following options are available in the **Guest Phone Numbers** and **Other Phone Numbers** sections of the Tenants tree.

- Use the **Add** button to add a single number or range of DID phone numbers.
- Use the **Delete** button to remove DID phone numbers from Elite's database.
- Use the **Route/Unroute** button to manually route a DID phone number to an extension, or to return the DID phone number to the Out-of-service station.
- Use the **Reserve/Unreserve** button to manually reserve guest phone numbers. When the guest checks out, a reserved number is not put back into the available DID phone number pool. (The number will be used for a guest if no others are available.) The number is saved for that guest. To return this number to the available number pool, highlight the number and click **Unreserve**.
- After selecting a number, you can click **Refresh** to make InnLine re-issue the DID routing command to the PBX.
- Click **Refresh All** to make InnLine re-issue DID routing commands for all Guest or Other phone numbers to the PBX.

## **Step 6: Adjust the Guest Service Class**

1. Click **Service Class** in the Tenants tree.
2. Double-click the icon for the service class that the guests are using (typically the **Default** service class). Click the **Phone Numbers** tab.
3. If you want DID phone number(s) to be automatically assigned when guests check in, keep the "Automatically assign phone numbers at check-in" box checked.
4. If each guest room has two extensions per room, and you want a DID phone number to be assigned to the second extension, click the box next to "Allow mailbox phone number #2 assignments (to mailbox extension #2)."
5. If you want a card containing the guest's DID phone number(s) to automatically print to the Dymo LabelWriter printer at check-in, click the box next to "Auto-print X phone number cards at check-in."



The options in the Phone Numbers tab of the Service Class window are explained in more detail in the following table.

<i>Parameter</i>	<i>Description</i>	<i>Default</i>
<b>Automatically assign phone numbers at check-in</b>	Controls automatic assignment of DID phone numbers. When InnLine receives a check-in, phone number(s) will be automatically assigned when checked.	Checked
<b>Allow mailbox phone number #1 assignments (to mailbox extension #1)</b>	If checked, this parameter allows DID phone number assignments to be made to mailbox extension #1.	Checked
<b>Allow mailbox phone number #2 assignments (to mailbox extension #2)</b>	If checked, this parameter allows DID phone number assignments to be made to mailbox extension #2. Note that the "Extension 2" field in the guest mailbox must contain the second extension for routing to occur.	Not Checked
<b>Allow mailbox phone number #3 assignments (to mailbox extension #3)</b>	If checked, this parameter allows DID phone number assignments to be made to mailbox extension #3. Note that the "Extension 3" field in the guest mailbox must contain the second extension for routing to occur.	Not Checked
<b>Use guest name first character as assignment flag</b>	Check this box to use the first character of the guest's name as a flag indicating whether DIDs are to be allocated or not. Put a 1 before the guest's name (during check-in) to assign one DID, a 2 to assign two, or a * (star) to assign all possible phone numbers.	Not Checked

<b>Auto-print X phone number cards at check-in</b>	Controls the number of DID phone number cards printed at check-in. Up to five cards may be printed.	Not Checked
--	---	-------------

## Step 7: Adjust the phone # card printing information

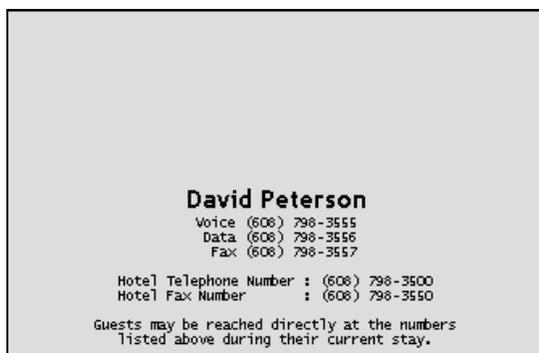
This step controls certain aspects of the text that is printed to the DID phone number card.

1. Click **Tenant1**, which is typically the name of the property.
2. Double-click the **Phone # Card Printing** icon and then check the appropriate boxes as they relate to your installation.

For example, if each guest that checks in is assigned two DID phone numbers (one for Voice and one for Data), check the box next to **Print Phone Number 2**. Edit the text in the bottom box, entering the hotel's main telephone and fax number.

For example, if you configure the Guest DID Print Settings window to look like the window shown below:

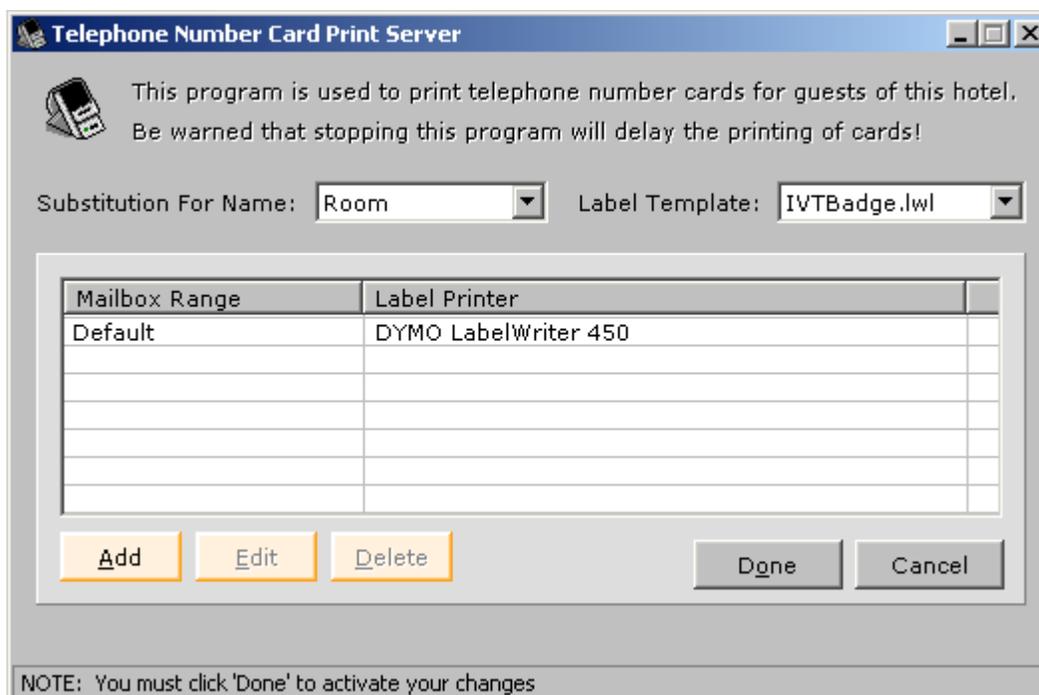
The printed DID card will look like the card shown below.



Card stock (White non-adhesive 30374 is recommended) may be customized with the properties logo at the top. Contact your Connected Guests sales representative for more information.

## Step 8: Connecting the Dymo Printer Server & Dymo LabelWriter 450 devices.

The DID card printer software is preloaded and is set to automatically run. Another program, called the **Telephone Number Card Print Server**, will be minimized on the task bar of the InnLine IP system. This program includes the DID card printer as part of its printing configuration.



There are two methods you may use to connect these devices:

1. Use a dedicated network cable between InnLine IP's second NIC (the one assigned a static IP address 192.168.1.10) and the Dymo Print Server. (default setup from Connected Guests)

OR

2. Assign a dedicated static IP to the Dymo Print Server.

While the second method has definite advantages over the first (i.e. you don't have to run a dedicated cable - 300 ft. maximum length or dedicate the second NIC on the InnLine IP server for just this purpose), you will need to adjust what IP address the Print Server and LabelWriter devices are using. Use the Control Center application located on the systems desktop to change the static default IP address (192.168.1.100) that the print server is using.

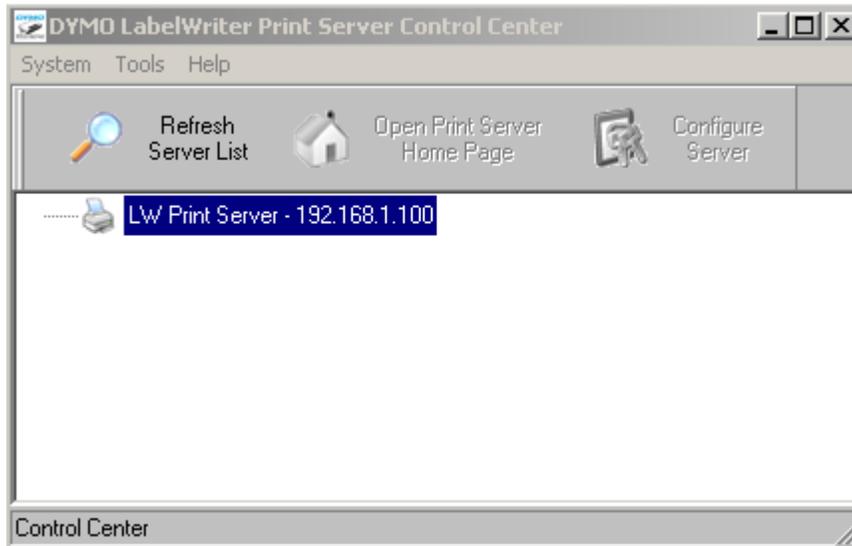
If you decide to stay with the default settings (use method 1), nothing needs to be done, other than ensuring that you have a dedicate network cable between InnLine IP's second NIC (the one with IP address 192.168.1.10) and the Dymo Print Server

If you use method 2, follow this example to change the IP address in both Dymo devices:

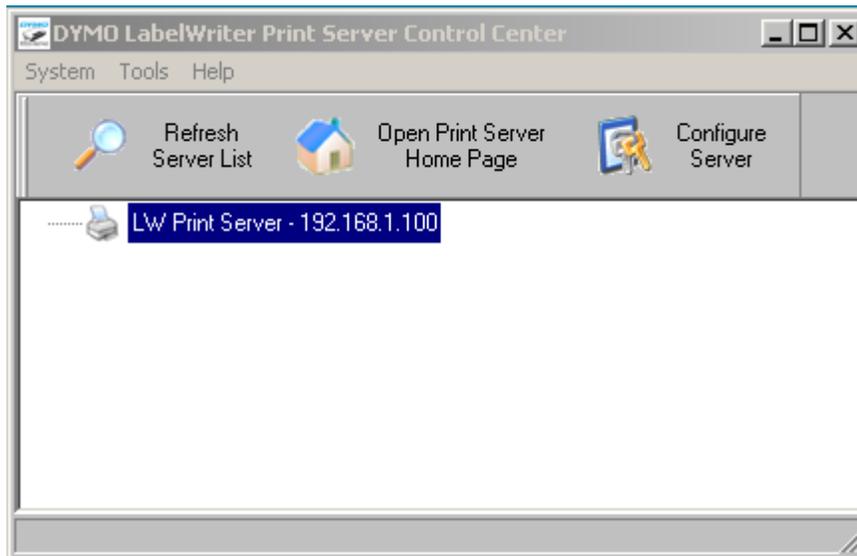
1. **Connect the Dymo Print Server to the network cable that will supply the new static IP address, and plug the device into AC power using the provided adapter.**
2. **Next, plug in the Dymo LabelWriter using the USB cable provided into the Dymo Print Server, then plug the LabelWriter into AC power, using the provided adapter.**
3. **Launch the Control Center program, located on the systems desktop.**



The screen below will show the IP address that the print server is configured for:



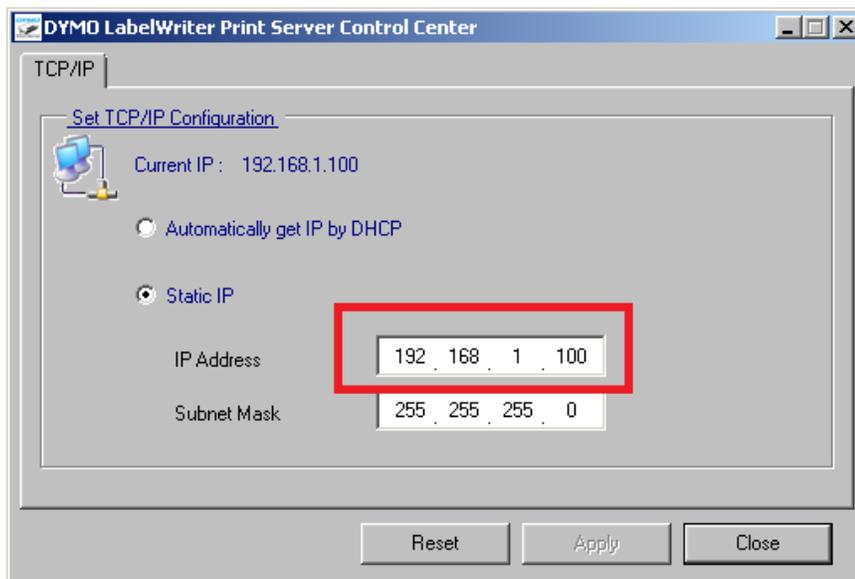
Highlight the LW Print Server, then click **Refresh Server List** to make the **Configure Server** option accessible:



Click **Configure Server**. You will be presented with a Login window.

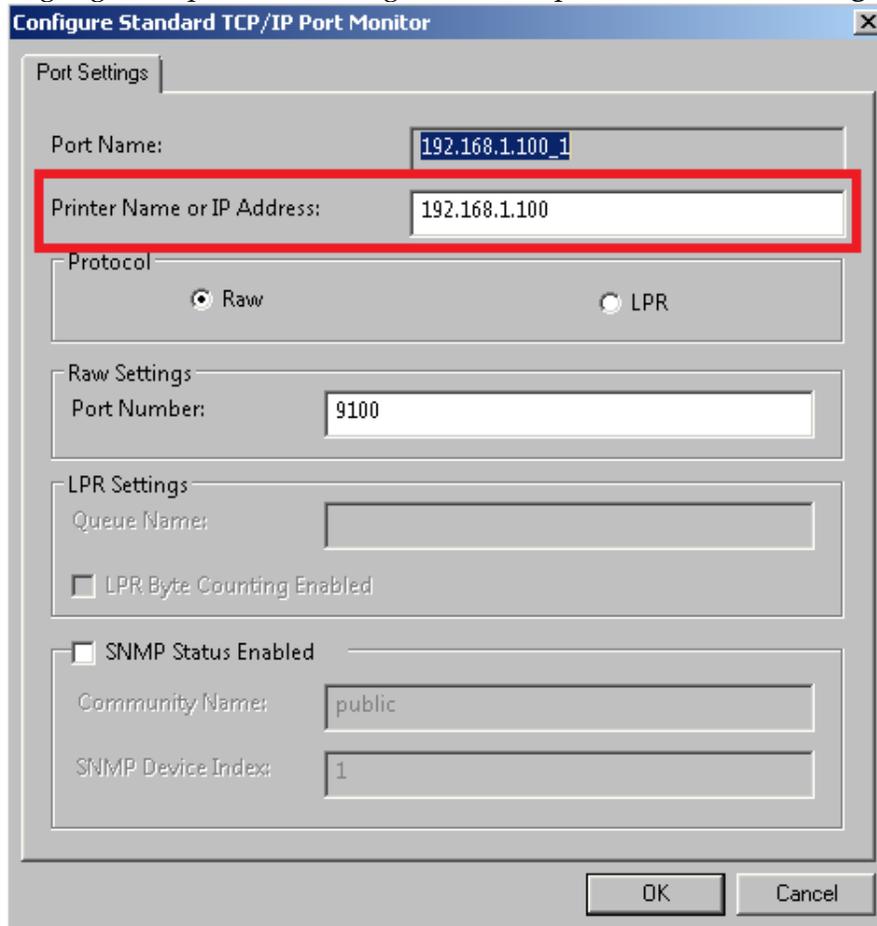


The default user name & password is admin / admin



Change the IP address, and then click **Apply**. Another window will display, asking if you want to save the configuration and restart the print server. Click **Yes**. The IP address you entered will be displayed. Close out the program.

4. Next, click **Start**, and choose **Devices and Printers**.
5. Right-click the **Dymo LabelWriter 450**, choose **Printer properties**, then the **Ports** tab.  
Highlight the port that's using the DYMO printer and click **Configure Port:**



Change the IP address, then click **OK**

## Step 9 (optional): Adjust the guest tutorial

You can configure the guest tutorial to inform guests what DID phone number(s) have been assigned to them when voice mail is accessed for the first time. It also can be configured to let guests activate their own DID number(s), if a property wants to sell the service.

1. Click **Guest Tutorials** in the **Tenant tree**, and then double-click one of the nine **Tutorial** icons.
2. Check the box next to **Personal Phone Numbers**. Keep the **Hear Assigned Numbers** feature active, or if you want guests to assign their own numbers, activate **Guest-directed Activation**.
3. If you are using **Guest-directed activation**, make sure to remove the check mark next to "Automatically assign phone numbers at check-in" within the guest's service class.

## Step 10 (optional): Adding PrivateLine options to the Guest Services Menu (AGS)

With the PrivateLine feature enabled, two new features will appear in the Guest Services list:

- **Hear Assigned Phone Numbers.** Use this feature in a Guest Services Menu to allow guests to hear their assigned DID phone number(s) at any time.
- **(Configure Phone Numbers).** Use this feature in a Guest Services Menu if the property wants to offer DID phone numbers for a fee. For an explanation of how to add guest services to a menu, see *Guest services menus* in Chapter 2.

## Step 11: Configure PrivateLine reports

### ***Reports***

With the PrivateLine feature enabled, two new reports are available:

- **Phone Number Status Report.** This report shows each DID number and the station to which it is currently routed.
- **Phone Number Billing Report.** This report shows the amount of time (in tenths of hours) that a DID number has been assigned to a guest's station.

Refer to Chapter 2 (Reports) of this guide for instructions on how to automatically generate these reports.

### ***Front Desk administrative functions***

Refer to the Front Desk reference guide for instructions on how to print additional Phone # Cards or change a guest's phone number after check-in.

## Wake-up off-loading



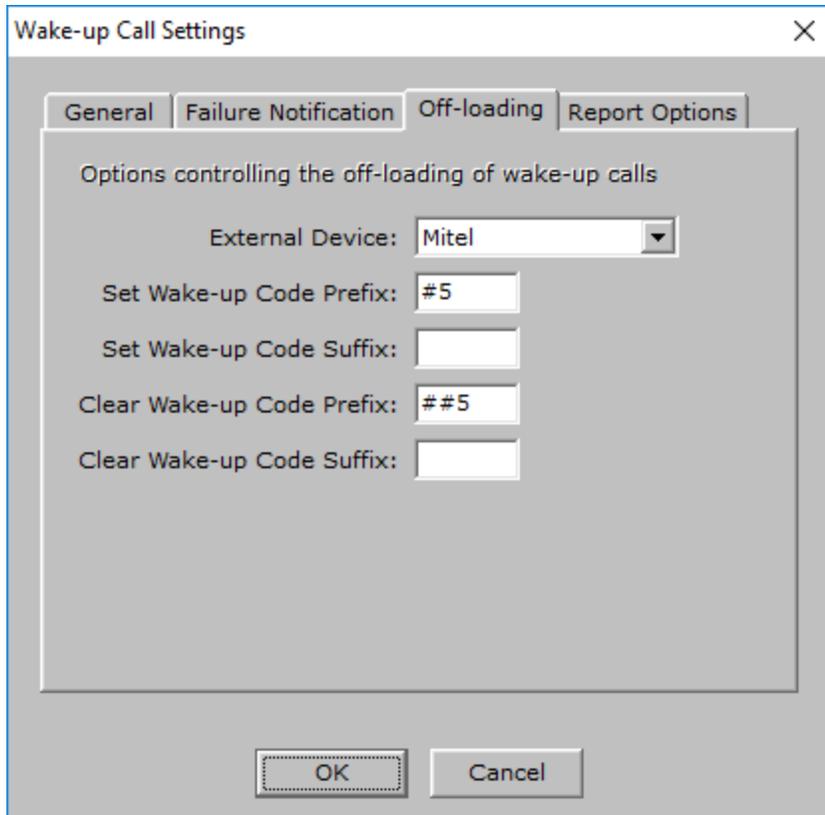
If this feature is enabled on the UniKey, guest wake-ups set through InnLine IP voice mail will be sent, or “off-loaded,” to the PBX to perform. If the wake-up call cannot be off-loaded to the PBX, InnLine IP will take responsibility for delivering the wake-up call.

When using this feature, we recommend that an announcement device be installed with the PBX to provide a wake-up message. The off-loading feature is supported for the following PBXs:

- **Mitel MiVoice Business** - requires use of the Mitel Hotel/Motel Wakeup Port device interface.
- **Avaya Blue (Nortel Meridian/Succession 1000)** - requires a connection to a TTY port, configured as a Background Terminal.
- **Hitachi HCX** - requires passive connection to FOA IOC port.

For PBX programming details as they relate to wake-up off-loading, see the PBX Installation guide that came with your InnLine IP system.

To revise wake-up call settings for guests, use the Wake-up Call Settings window described in Chapter 3. The fields in the wake-up Off-loading tab are illustrated and explained next.



### Off-loading tab

<i>Parameter</i>	<i>Description</i>	<i>Range</i>	<i>Default</i>
<b>External Device</b>	The external device to which wake-up calls are off-loaded.	Supported PBXs	None
<b>Set Wake-up Code Prefix</b>	The feature code used to set up wake-up calls for an extension.	Valid feature code	None
<b>Set Wake-up Code Suffix</b>	This field is normally left blank.		None
<b>Clear Wake-up Code Prefix</b>	The feature code used to cancel wake-up calls for an extension.	Valid feature code	None
<b>Clear Wake-up Code Suffix</b>	This field is normally left blank.		None

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