Avaya Hospitality Messaging Server 400 Administration

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Chapter 1: New in this release

The following sections describe what is new in *Avaya Hospitality Messaging Server 400 Administration, NN42350-600* for HMS 400 Release 3.0.

- Features on page 7
- Other changes on page 10

Features

See the following sections for information about feature changes.

- Upload greetings and Auto Attendant prompts as .wav files on page 7
- Alphanumeric group code support on page 8
- Auto Attendant enhancements on page 8
- Reporting improvements on page 9
- VPIM messages to networked system Distribution Lists on page 9
- Language localization support for Web UI on page 10

Upload greetings and Auto Attendant prompts as .wav files

In HMS 400 Release 3.0, a WebUI page is provided to upload sound files in .WAV format in PCM 16bit/8kHz/mono so that customers can use professional, studio recorded prompts.

These sounds files can only be used for:

- Auto Attendant prompts
- Welcome message
- Introductory message
- Auto Wakeup greeting

The HMS 400 converts the WAV format file into the appropriate d40 format for the Dialogic HMP.

Alphanumeric group code support

HMS 400 supports a group booking code from the Property Management System to create distribution lists for group messages, Auto Wakeup, and welcome greetings. However, some PMS systems use group codes that can be up to 23 alphanumeric characters long — impractical for mailbox users to dial.

HMS 400 Release 3.0 provides a translation table between the group booking codes received and a set of unique five-digit dialable numbers, accessed through a simple web GU.

Code	Distribution List Number	Description
1234ABC122345667	55512	ABC Tours
1234ABC	55513	VIP Rooms
ASDF12344	55514	Level 10 Rooms

30,001 – 99,999. Group codes 1 – 30,000 are used for group check-in from PMS using five-digit numeric codes. Group code check-in from PMS can also use the codes in the range 30,001-99,999 if the code is not being used by HMS for alphanumeric groups name check-ins.

Up to 99,999 group booking codes can be accommodated, Once all 99,999 numbers are used, then the sequence starts again.

A setting is added to the WebUI user settings that only displays the booking code translation table. This allows the super admin to configure WebUI users who can only access this table and not the rest of the WebUI.

If a 5–digit code is received from the PMS, that code is automatically used as the distribution list number without need for the translation table.

Auto Attendant enhancements

This section describes the Auto Attendant enhancements introduced in HMS 400 Release 3.0.

Dial-by-name from Auto Attendant

A new Auto Attendant layer type lets callers to Auto Attendant dial internal staff by spelling a staff member’s name last name first from the telephone keypad.

Note:

This feature is currently available in admin staff call flows.

Auto Attendant support of Voicemail leaving

This enhancement allows users in an Auto Attendant call flow to leave messages in guest and admin mailboxes. This is an additional option assigned to the keys in Auto Attendant layer design.

Adding notes to Auto Attendant layers

This enhancement allows users to include text remarks/information/notes with each Auto Attendant layer.

Reporting improvements

This section describes the reporting improvements in HMS 400 Release 3.0.

Automatic Wake Up call report improvements

The following improvements have been made to Automatic Wake Up (AWU) call reports:

- AWU print transaction options have been separated from event logging. This enables the administrator to optimize AWU event logging without impacting logging of other events.
- Guest Name information is included on the Failed Wake-Up call reports to improve staff follow-up of missed wake-up calls.
- Recurring wake-up calls can be distinguished from single wake-up calls in logs.

Guest Directory report

Front desk staff can create a list of all checked-in guests to cross-check occupancy and provide a quick reference.

System Traffic report

HMS 400 can create a report (and graph) providing an hourly summary of traffic to the different services (for example: call answering, voice messaging, AWU) in CCS or Erlangs. This allows customers, distributors and system engineers to evaluate which services are drawing the most traffic and to determine peak usage hours.

Sort reports by any column

Reports can be sorted by data using selected columns as the sort key, enabling customized reports.

VPIM messages to networked system Distribution Lists

Messages originating on an HMS 400 or CallPilot can be addressed to distribution lists on HMS systems networked by VPIM. For example, if guests associated with group code 5678 reside on two HMS 400 systems — HMS 400 system A and system B — a staff member on a CallPilot can address a VPIM message to distribution list 5678 on HMS 400 A and HMS 400 B.

For more information on VPIM configuration, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.

Language localization support for Web UI

The Hotel Operation page and Admin User Mailbox page of the Web UI will be displayed in the language selected by the user at the Web UI main login page.

The languages supported are:

- Simplified Chinese
- Japanese
- Korean
- French
- German
- Italian
- Russian
- LA Spanish
- Brazilian Portuguese

Note:

Only the **Hotel Operation** page and the **Staff Personal Mailbox** page are displayed in the selected language.

Other changes

See the following sections for information about other changes.

- ·Revision history on page 10

Revision history

March 2012	Standard 06.01. This document is up-issued to support Avaya Hospitality Messaging Server 400 Release 3.0 and to reflect changes to the Internet Explorer security settings.

Chapter 2: Introduction

This document describes administration procedures for the Avaya Hospitality Messaging Server (HMS) 400.

Navigation:

- Auto Attendant administration on page 13
- Staff voice mail system administration on page 43
- Hotel administration on page 53
- Room status administration on page 63
- Minibar administration on page 69
- Auto Wake-Up administration on page 75
- Staff Telephone User Interface administration on page 85
- Report generation on page 89
- Backup and restore management on page 105
- Avaya Hospitality Messaging Server system recovery on page 115
- Common procedures on page 117

Chapter 3: Auto Attendant administration

This chapter describes how to prepare and set up an Auto Attendant Flow.

Prerequisites to Auto Attendant administration:

- Install and commission the Avaya Hospitality Messaging Server 400 system.

  For information about installation and commissioning, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.

Auto Attendant administration tasks

About this task

This work flow shows you the sequence of tasks you perform to administer the Auto Attendant.

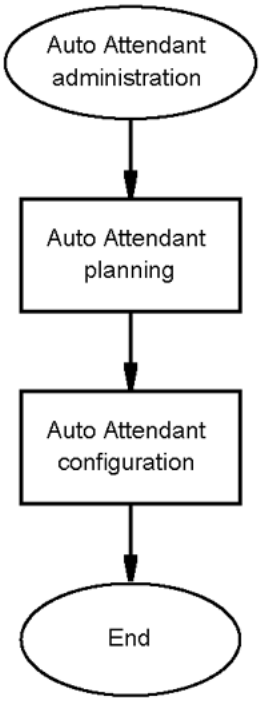


Figure 1: Auto Attendant administration tasks

Auto Attendant administration navigation:

- Auto Attendant planning on page 14
- Auto Attendant configuration on page 28

Auto Attendant planning

This section describes how to prepare to create an Auto Attendant Flow.

Auto Attendant planning procedures

About this task

This task flow shows you the sequence of procedures you perform to administer Auto Attendants.



Figure 2: Auto Attendant planning procedures

Auto Attendant planning navigation:

- Downloading Auto Attendant on page 16
- Recording a new voice prompt using the Auto Attendant software on page 20

- Uploading a pre-recorded voice prompt on page 21
- Changing HMS400R3 folder permissions on page 16
- Setting up Auto Attendant on page 17
- Defining an Auto Attendant Flow on page 23
- Configuring entry points for Auto Attendants on page 25
- Editing a voice prompt on page 26
- Deleting a voice prompt on page 27

Downloading Auto Attendant

About this task

Download Auto Attendant to prepare to create custom flowcharts of voice menus and options for callers who call your preconfigured number.

Prerequisites:

- To install the Auto Attendant on a system other than the main Avaya Hospitality Messaging Server 400 (HMS 400) server, download the Auto Attendant client application from the Web UI **(Hotel Operation > Auto Attendant**).
- Have proper permissions to download the Auto Attendant client application from the Web UI.

Procedure

1. Start a Web browser on your personal computer.
2. To access the Web UI, in the address bar, type the following URL: `https://hms400r3/hms400webui` and press **Enter**.
3. Select **Hotel Operation**.
4. In the navigation pane, select **Auto Attendant > Download AA Setup**.
5. In the **File Download** dialog box, click **Save** to copy the setup files to your local hard drive.

Changing HMS400R3 folder permissions

About this task

Change the HMS400R3 folder permissions to enable you to download and configure Auto Attendants.

Procedure

1. Log on to the HMS 400 server.

   OR

   Log on to the HMS 400 server through remote desktop.
2. In the **Run** dialog box, in the **Open** list, type the HMS 400 server IP address.
3. In the **Login** box, type `administrator`.
4. In the **Password** box, type `hmsabc123`.
5. In the **HMS400R3 Properties** dialog box, click the **Sharing** tab.
6. Click the **Share this folder** option.
7. Click **Permissions**.
8. In the **Permissions for Everyone** section, select the **Full Control** check box.
9. Click **OK**.

Setting up Auto Attendant

About this task

Set up Auto Attendant to prepare to create custom flowcharts of voice menus and options for callers who call your preconfigured number.

Procedure

1. In the **Download Complete** dialog box, click **Open** to decompress the Auto Attendant setup.exe file.
2. Double-click **setup.exe**.
3. If the system displays a security warning, click **Run**.
4. In the **HMS400R3 Auto Attendant Setup** dialog box, click **OK**.
5. Click the installer button. To identify the installer button, see Figure 3: Installation icon on page 19.
6. In the **HMS400R3 Auto Attendant Setup - Choose Program Group** dialog box, click **Continue** to accept the default folder name.
7. If you install HMS 400 on a computer with the WinXP Pro operating system, click **Ignore** after you see the following error message:

   ```
   C:\Windows\system32\msvcrt.dll

   The destination file is in use. Please ensure that all other applications are closed.
   ```

8. Click **Yes**.
9. Click **OK**.
10. In Windows Explorer, navigate to the folder in which you saved the Auto Attendant files.
11. Double-click the **MySQL ODBC 5.1.4 Installer** icon.
12. Click **Next**.
13. Select the **I accept the license agreement** option.
14. Click **Next** to install MySQL ODBC.
15. After the system completes the MySQL ODBC installation, click **Finish**.
16. Click the Windows **Start** button.
17. Click **Start > All Programs > Administrative Tools > Data Sources (ODBC)** and proceed to step 19 on page 18.

    OR

    Click **Start > Settings > Control Panel**.
18. In the **Control Panel** window, double-click **Data Sources (ODBC)**.
19. In the **ODBC Data Source Administrator** dialog box, select the **System DSN** tab.
20. Click **Add**.
21. In the **Create New Data Source** dialog box, scroll through the list and click **MySQL ODBC 5.1 Driver**.
22. Click **Finish**.
23. In the **MySQL Connector/ODBC Data Source Configuration** dialog box, in the **Data Source Name** box, type **VoiceEngine** and press **Enter**.
24. In the **Server** box, type the IP address of the HMS 400 server and press **Enter**.
25. In the **Port** box, type `3306` and press **Enter**.
26. In the **User** box, type `root` and press **Enter**.
27. In the **Password** box, type `000` and press **Enter**.
28. In the **Database** list, type `voiceengine` and press **Enter**.
29. Click **Test** to verify the connection.
30. Click **OK**.
31. Click **OK**.

Variable Definitions

Variable	Value	Applies to
Database	Use this list to connect to the HMS 400 database. Users must select the VoiceEngine option.	Connector/OBDC - Add Data Source Name dialog box
Data Source Name	Users must type VoiceEngine in this field.	Connector/OBDC - Add Data Source Name dialog box
HMS 400 server IP	IP address of the HMS 400 server. For example, \\10.8.2.77.	Connector/OBDC - Add Data Source Name dialog box
Port	Default value (3306).	Connector/OBDC - Add Data Source Name dialog box
Password	Database password. Users must type the default database password: 000.	Connector/OBDC - Add Data Source Name dialog box
Server	The identification of the server. Type either the HMS 400 Server name or IP Address.	Connector/OBDC - Add Data Source Name dialog box
User	Database default access name. Users must type `root` in this field.	Connector/OBDC - Add Data Source Name dialog box

Job aid

Use the installation icon to install the HMS 400 Release 3.0 Auto Attendant software.



Figure 3: Installation icon

Recording a new voice prompt using the Auto Attendant software

About this task

Record a new voice prompt using the Auto Attendant software to build the prompt components that you add to an Auto Attendant Flow (AAF).

Alternatively, you can record new voice prompts using the Telephone User Interface. For information about recording prompts with TUI, see *Avaya Hospitality Messaging Server 400 Front Desk Staff User Guide, NN42350-100*.

Prerequisites:

- Your PC has a working sound card.
- Your system includes a microphone.
- Your system includes a headset.
- Prepare the audio script for the voice prompt recording.
- Determine the prompt ID for recording.

Procedure

1. From the Auto Attendant application, select **File > Prompt Maintenance**.
2. In the **Prompt Maintenance** dialog box, click **New Prompt**.
3. In the **WaveIn Recorder** dialog box, in the **Description** box, type a description for the new voice prompt.

   The system automatically fills in the File Name box as you type the description.
4. In the **Language** list, click a language.
5. In the **Output** area, click the ellipsis (**...**) button next to the **WAV Format** box.
6. In the **Select WAV output format** dialog box, in the **Format** list, click **CCITT u-Law**.

   Important:

   Leave the sampling rate in the Attributes box as 8 000 kHz, 8 Bit, Mono.
7. Click **OK**.
8. When the script is ready, press **Record**.

   For best results, record the voice prompt in a quiet room.
9. After you finish recording, click **Stop**.

   Important:

   The system activates the Stop button only after 3 seconds.
10. Click **Play** to listen to your recording.

11. If you are not satisfied with the recording, click **Re-Record** to record the voice prompt again.

    OR

    To obtain the optimum volume and achieve the best recording, use the **Volume** slider to increase or decrease the recording volume, and then click **Re-Record** to record the voice prompt again.
12. Click **Save**.
13. Click **OK**.
14. Optionally, to record the same prompt in a different language, click **Make Recording for Another Language**.

    OR

    Go to step 17 on page 21.
15. In the **Language** list, click a new language.
16. Repeat step 5 on page 20 to13 on page 21 to record the prompt.
17. Click **Exit**.
18. Click **Exit**.

Variable Definitions

Variable	Value
Description	Voice prompt name. Name the Description to something meaningful.
File Name	The description followed by the file extension. For example, if the description is lang-select, the file name is lang-select.d40.

Uploading a pre-recorded voice prompt

About this task

You can upload a pre-recorded voice prompt or sound files to HMS 400.

Prerequisites:

- A voice prompt or sounds file must have been created. For information on how to create a voice prompt, see Recording a new voice prompt using the Auto Attendant software on page 20.
- The voice prompt or sounds file must be in .WAV format in PCM 16bit/8kHz/mono.
- Obtain a Web Admin ID with proper permissions.

Procedure

1. Open a Web browser window.
2. In the address bar, type **https://hms400R3/hms400webui** and press **Enter**.
3. Log on to the Web UI as an Admin User.
4. On the Main Menu bar, click **Utilities**.
5. On the navigation bar, click **Change System Prompts**.
6. In the **Wav File** dialog box, browse to where the voice prompt or sound file is located.
7. Click **OpenK**.
8. In the **Prompt Type** list, click the type of prompt.
9. In the **Language** list, click the voice prompt language.
10. In the **File Name** box, type a file name.
11. Click **Upload**.

Variable Definitions

Variable	Value
Prompt Type	The type of prompt for the sound file uploaded. Types include: • Auto-attendant Prompts • Auto-wakeup Greeting • Busy • Introductory Message • No Answer • Welcome Message
Language	Determines the language of the prompts played.

Variable	Value
File Name	Name of sounds file or voice prompt. File name must be numeric and the maximum length of file name is 4 numbers. This is required for the Auto-attendant Prompts prompt type. For example: 1001.

Defining an Auto Attendant Flow

About this task

Define an Auto Attendant Flow to determine the basic design of a flow before you create it.

Note:

Auto-replay of announcements is not supported by the Auto Attendant.

Prerequisites:

- Make a list of all the prompts that you must record for the Auto Attendant Flow.
- Determine whether to use office hours or language menus in the Auto Attendant Flow.

Procedure

1. Determine the Operator DNs for Day operators and, if applicable, for Night operators, to which Auto Attendants send calls if callers opt to speak to an operator.
2. Determine if the system permits callers to dial guest rooms directly.
3. Determine if you want the Auto Attendant Flow (AAF) prompts and options to vary depending on office hours, lunch hours, off-hours, or holidays.
4. Determine which languages you want the Auto Attendant to offer.

   You must select languages that you either installed on the system, or that you will add using a software update (SU). You must select installed languages so that the system contains the correct directories to manage the various prompt sets. For more information about installing languages through SUs, see *Avaya Hospitality Messaging Server 400 Maintenance, NN42350-101*.
5. Determine if the Auto Attendant offers Through-Dial during the entire call flow, or during particular Layers (menus) of the call flow.

   If you use the Through-Dial option in your Layers, then no option in that Layer can begin with the same number as an extension. Otherwise, the system uses the first digit in that extension as a menu choice and routes the call accordingly rather than sending it to the Through-Dialed extension. Alternatively, to allow callers to dial an extension directly from a menu, without conflicting with other numbers used in that menu, you can designate one menu command to route to a prompt, which asks the caller to enter the desired extension.

To accommodate the use of Through-Dial, the system includes a built-in check for user-entered numbers starting with digits with no corresponding key functions. In these cases, it accepts the user-entered numbers as possible extension numbers. The system waits for seven digits before transferring the call. If extensions use less than seven digits, then the system prompts callers to dial the digits and press the pound (#) key.

To change the number of digits expected in a Through-Dialed extension, or to change the timeout settings that control the length of time the system waits for users to dial the digits, contact your service representative.

6. Create a flow chart for each Auto Attendant, starting from the main menu and moving sequentially to the last layer.

   Avaya suggests that you create worksheets with spaces labeled 1 to 9, 0, *, and #, on which you record the functions for each number. Create separate worksheets for each menu that branches down from the first menu that callers hear, until you complete the tree with possible Layers (menus) for your callers to hear on this Auto Attendant. Each Auto Attendant Call Flow can contain up to 25 Layers.

7. Record the prompts for each Layer (menu), in each of the languages in which you intend to offer the prompt.

   Use the Telephone User Interface (TUI) to record a full set of prompts for this call flow, in each of the languages you wish the system to offer. The location of these recorded prompts depends on the language code the user enters. For example, if the user enters the language code for Spanish (11), then the system saves the recorded prompt in C:\HMS400r3\Sound\D40\Spanish\AAPrompt. For more information about the TUI, see *Avaya Hospitality Messaging Server 400 Fundamentals, NN42350-300*.

   You must name the prompts correctly for the system to function properly. For example, if you offer four languages in an Auto Attendant, then you must record four versions of each prompt. The only exception is the initial prompt, which typically says “These are the languages available; press 1 for language A, press 2 for language B…”

   You must name each version of a prompt with the same four-digit number as the first part of the name. The system saves each version of the prompt in the corresponding language folder after recording. For example, if you name an English prompt 1010.D40 and you name the matching French prompt 1010.D40, then the system saves the prompts in the \English\AA Prompt and \French\AA Prompt language folders respectively.

   Record on paper which prompts match which four-digit numbers to help you assign the correct prompts to the correct Layers (menus) when programming the system. Also, keep records of the prompts and their unique four-digit identifiers so r that you do not duplicate the four-digit identifiers in other Auto Attendant call flows. Record prompts for the menu choices that require them (for example, if a caller chooses the directory assistance option, the system requires the follow-up prompt that lists the various departments to which the system can transfer a call).

8. Repeat step 3 on page 23 to step 7 on page 24 for every Auto Attendant you set up.

   Keep accurate paper records of your plans and the prompts.

Job aid

To create a menu, you must define the choices the system offers, and map each choice to one of the 12 keys (1 to 9, 0, *, #) on the keypad. The following table outlines the potential choices.

Function Type	Explanation
End Call	Terminates a call after the system plays a prompt or a function.
Jump To Layer	Links to another Layer with further options.
Prompt To Enter Extension	An indirect way to transfer a call to another extension. For instance, record a prompt that says, “Press 5 to transfer to another extension.” After a users presses 5, the system plays, “Enter extension number followed by pound.”
Repeat	Based on a keypress (for example, [*]), the system replays the layer prompt.
Retrieve Voice Message	Users can access their mailboxes for message retrieval.
Transfer To Extension	Direct method of transferring to a specified extension based on keypress (for example, 7—typically used to offer directory assistance).
Transfer To Day Operator	Transfers a call to an Operator. (You must first set the Operator extension from the "Configure Operator" option on the main GUI.)
Transfer To Night Operator	Transfers a call to a Night Operator. (You must first set the Operator extension from the "Configure Operator" option on the main GUI.)

Configuring entry points for Auto Attendants

About this task

Configure entry points for Auto Attendants to instruct the system to how to respond to and handle calls. To configure entry points, you must define which call flows the system must use based on the Calling Party and the Called Party data.

The system caters to multiple call flows by using different Service (Dummy ACD) DNs. The system then maps each DN to a call flow file. You instruct the system how to perform the mapping in the entry point configuration.

Important:

You need not designate specific voice channels for Auto Attendant services.

For information about configuring entry points, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.

Editing a voice prompt

About this task

Edit a voice prompt to change the properties.

Prerequisites:

- Create a voice prompt. See Recording a new voice prompt using the Auto Attendant software on page 20.
- Your PC has a working sound card.
- Your system includes a microphone.
- Your system includes a headset.
- Prepare the audio script for the voice prompt recording.

Procedure

1. In the **Auto Attendant - Call Flow** window, on the **File** menu, select **Prompt Maintenance**.
2. In the **Prompt Maintenance** window, in the **Prompts** list, double-click a prompt ID.

   OR

   In the **Filter String** box, type the name of the prompt to locate, click **Go**, and then double-click the prompt ID.
3. Optionally, to offer the new Auto Attendant Flow (AAF) in more than one language, click **Record for new Language** in the **Prompt Details Maintenance** window.

   OR

   Go to step 5 on page 26.
4. In the **Language** list, click the other language.

   This list includes only installed languages.
5. In the **Output** pane, next to the **WAV Format** box, click the ellipsis (**...**) button.
6. In the **Select WAV output format** dialog box, in the **Format** list, click **CCITT u-Law**.

   Important:

   Leave the sampling rate in the Attributes box as 8000 kHz, 8 Bit, Mono.

7. Click **OK**.
8. When the script is ready, click **Record**.
   For best results, record the voice prompt in a quiet room.

   Important:
   The system activates the Stop button after 3 seconds.
9. After you finish recording, click **Stop**.
10. Click **Play** to listen to your recording.
11. If you are not satisfied with the recording, click **Re-Record** to record the voice prompt again.
    OR
    To obtain the optimum volume and achieve the best recording, use the **Volume** slider to increase or decrease the recording volume, and then click **Re-Record** to record the voice prompt again.
12. Click **Save**.
13. Click **OK**.

Deleting a voice prompt

About this task

You can delete a voice prompt from HMS 400 if you no longer require it.

Prerequisites:

- A voice prompt must have been created. For information on how to create a voice prompt, see Recording a new voice prompt using the Auto Attendant software on page 20.
- Create a list of all the recorded prompts and Auto Attendant Flows that are affected by deleting the voice prompt.

Procedure

1. In the **Auto Attendant** window, click **File > Prompt Maintenance**.
2. In the **Prompt Maintenance** dialog box, double-click the prompt to delete.
   OR
   In the **Filter String** box, type a search string and click **Go**.
3. In the **Prompt Details Maintenance** dialog box, in the **Language Prompt** area, in the table, click the prompt to delete.
4. Click **Delete**.
5. In the **Prompt Maintenance** dialog box, click **Yes**.

6. Click **OK**.

Auto Attendant configuration

This section describes how to create and configure a new Auto Attendant Flow.

Prerequisites to Auto Attendant configuration:

- Create a list of all the recorded prompt numbers and record their placements in the call flow.
- Create a list of all the required DNs for the call flow.
- Create a list of the options you require for Auto Attendant (such as languages, office hours, and the ability to transfer to guest rooms).

Auto Attendant configuration procedures

About this task

This task flow shows you the sequence of procedures you perform to create and configure Auto Attendants.

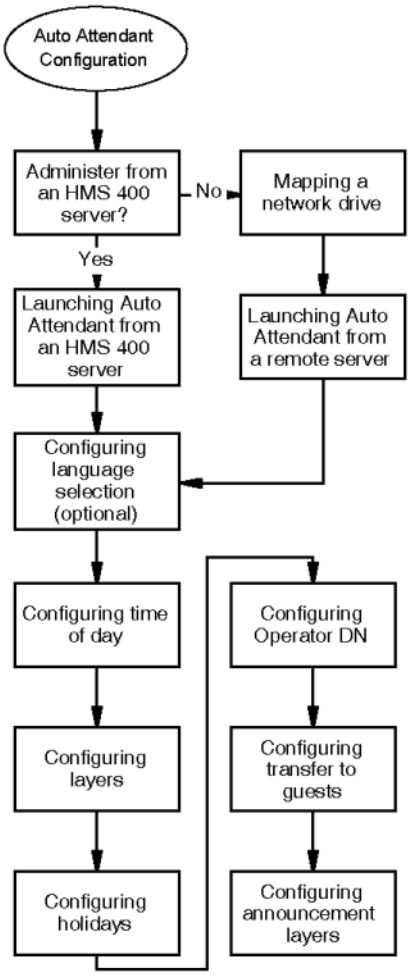


Figure 4: Auto Attendant configuration procedures

Auto Attendant configuration navigation:

- Starting Auto Attendant from an HMS 400 server on page 30
- Mapping a network drive on page 30
- Starting Auto Attendant from a remote server on page 31
- Configuring language selection (optional) on page 32
- Configuring time of day on page 33
- Configuring layers on page 35
- Configuring holidays on page 37
- Configuring the operator DN on page 38
- Configuring the Transfer to Guests option on page 39
- Configuring announcement layers on page 39

- Editing an Auto Attendant Flow on page 40
- Deleting an Auto Attendant Flow on page 41

Starting Auto Attendant from an HMS 400 server

About this task

Start Auto Attendant from an HMS 400 server to access the Auto Attendant locally.

Prerequisites:

- Work out each flow in detail paper.
- Write out the script for each prompt.
- Decide on the Calling DN to access each AA flow; for each number, you must configure a corresponding ACD DN on the switch as well as an Entry Point in the HMS 400 system. For more information about configuring DNs, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.

Procedure

1. On the HMS 400 server, on the main screen, click the **Auto Attendant** icon on the toolbar.
2. To create a new flow, on the **File** menu, select **New Call Flow**.
3. To edit an existing flow, on the **File** menu, select **Open Call Flow**.

Mapping a network drive

About this task

Prerequisites:

- Obtain the user ID and password for the server.

Procedure

1. Double-click **My Computer**.
2. In the **My Computer** window, click **Tools > Map Network Drive**.
3. In the **Map Network Drive** dialog box, if not already selected, from the **Drive** list, select an available drive.
4. In the **Folder** box, type `\\<HMS 400 Server IP address>\c$`.
5. Click **Finish**.
   A dialog box appears prompting you for a user name and password .

6. In the dialog box, in the **User name** box, type the user name for the HMS 400 server.
7. In the **Password** box, type the password.
8. Click **OK**.

Starting Auto Attendant from a remote server

About this task

Start Auto Attendant from a remote server to access the Auto Attendant remotely.

Prerequisites:

- Download the AA Setup package from the Web Configuration module (Hotel Operation > Auto Attendant).
- Connect to the Host (HMS Server).
- Install the AA client module.
- Install MySQL ODBC Connector.
- Configure Windows ODBC to point to the database on the Host (HMS Server).
- Work out each flow in detail on paper.
- Write out the script for each prompt.
- Decide on the Calling DN to access each AA flow; for each number, you must configure a corresponding ACD DN on the switch and an Entry Point in the HMS 400 system. For more information about configuring DNs, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.

Procedure

1. On your desktop, double-click **My Computer**.
2. Navigate to `C:\Program Files|Auto_Attendant`.
3. In the **Auto_Attendant** folder, double-click **Auto Attendant.exe**.
4. In the **Change Path** dialog box, type `\\ServerIP\C$\HMS400r3\` to point to your HMS 400 server hidden Administrative Share.
5. Click **OK**.
6. Enter the administrator user name and password for the HMS server (user name = administrator; password = hmsabc123).
7. If the **Update Successful** box appears, click **OK**.
8. To create a new flow, on the **File** menu, select **New Call Flow**.

9. To edit an existing flow, on the **File** menu, select **Open Call Flow**.

Variable Definitions

Variable	Value
Server IP	IP address of the HMS 400 server. For example, \ \10.8.2.77.

Configuring language selection (optional)

About this task

Configure languages to enable different languages for a flow.

Prerequisites:

- Obtain a list of all the languages used in the site.
- Decide which keys activate each language in Auto Attendant.

Procedure

1. In the **Auto Attendant - CallFlow** window, in the **Language Selection** area, click **Enable Language Selection**.
2. In the **Language Selection** dialog box, in the **Prompt** list, click the recorded prompt that describes the available languages and the key to press for each language.

   Important:

   After you enable Language Selection, your callers hear the available languages prompt first.

   The system also offers the Through-Dial feature when it plays the available languages prompt. With this feature, callers can skip the language selection and enter the extension number of the person they want to reach.
3. In the lists next to each telephone keypad key number, select the language to offer after a user presses the key.

   Important:

   The key/language options you select must correspond with the key/language options you record in the prompt. The system only offers languages that you installed on your system. You cannot assign the same language to more than one key.
4. Optionally, to delete a language, in the list next to that key, select the blank option.

5. After you finish making your selections, click **Save**.

   Important:

   You must assign at least two different languages before you can save the settings in this window.

6. Click **Exit**.
7. To edit the language options, in the **Auto Attendant - CallFlow** window, in the **Language Selection** area, click **Edit Language Selection**.

   OR

   Double-click the **Language Selection** layer.

Configuring time of day

About this task

Configure the Time of Day (TOD) to offer different Auto Attendant options at different times of day or on holidays.

Prerequisites:

- Obtain a copy of office hours for the seven-day cycle, including lunch breaks.

Procedure

1. In the **Auto Attendant** window, on the **File** menu, select **New Call Flow**.

   The system automatically names the first call flow CallFlow001.AA, and the second as CallFlow002.AA. However, if a user deletes the 001.AA call flow, the system names the next new call flow CallFlow 001.AA even though the system typically names a new call flow the next number in the sequence.

2. In the **Auto Attendant - CallFlow** window, in the **Time of Day** area, click **Enable Time of Day**.
3. To create time periods for each day of the week, in the **Time of Day Detail** dialog box, click the button for the day of the week on which to create the time period.
4. In the **Period Name** list, click a time period name.

   OR

   Type a name for the time period.

   OR

   Click **Copy** to duplicate a specific time period for other days, select another day, and then click **Paste** to paste the duplicate time periods.

   OR

Click **Copy All** to duplicate the entire list of time periods, select another day, and then click **Paste** to paste the duplicate time periods.

OR

Click **Remove** to eliminate a time period for the day.

OR

Click **Remove All** to eliminate the entire list.

5. In the **Start** box, type a start time.
6. In the **End** box, type an end time.
7. Click **Add** to add the new time period to the table.

   You can add several time periods that cover different hour ranges as long as they total a 24-hour day. If the time periods for a particular day or week contain gaps, the system creates a Default time period to prevent dropped calls.
8. Repeat step 3 on page 33 to step 7 on page 34 to complete the time periods for each day of the week.
9. After you add and edit time periods, click **Save**.

   The system represents each time period you create as an individual component (layer). If you activate the Time of Day (TOD) feature, the system adds a Holiday layer by default.
10. In the **Periods of Day** message box, click **OK**.

Variable definitions

Variable	Value
End	The time a time period ends. Use the military time format, which uses 24-hour notation from 00 to 23. For example, 6:00 am is 0600 in military time; 11:00 p.m. is 2300 in military time. You must enter an end time that is greater than the start time. The start and end time must not overlap with another time period.
Period Name	Type a new time period name or select an existing one from the list.
Start	The time a time period starts. Use the military time format, which uses 24-hour notation from 00 to 23. For example, 6:00 am is 0600 in military time; 11:00 p.m. is 2300 in military time.

Configuring layers

About this task

Configure layers to define the attributes of TOD time periods and Holiday layers.

If you create TOD time periods and Holidays, you must configure each TOD/Holiday layer.

Prerequisites:

- Gather your predefined call flow, which you use to map out each layer of the Auto Attendant.

Procedure

1. If your system does not include TOD periods, in the **Layers** area, click **Add Layer** to create the first layer.

   OR

   If the system does include TOD time periods, click the first layer on the left, which is named after the first TOD you configured.

2. Double-click **Layer 01**.

   The default name is Layer 01. The system assigns Layer 01 as the Startup Layer by default. A Startup Layer is the first layer that an Auto Attendant Flow (AAF) uses for calls. However, if you add more layers, you can reassign the Startup Layer to other layers if necessary.

3. Optionally, enable different languages for this flow. To enable different languages, see Configuring language selection (optional) on page 32.

4. If you did not previously name the layer, in the **Layer** dialog box in the **Description** box, type a description for the layer.

5. In the **Prompt** list, click the prompt to play.

6. In the **Timeout (sec)** box, type the number of seconds that the system waits for a user response.

7. In the **Allowed Tries** box, type the number of times the system lets a user time out.

8. In the **Default Type** list, click the action for the system to follow after a user reaches the maximum number of allowed tries.

9. In the table, highlight a key that you intend callers to use.

10. In the **Type** list, click a function for the highlighted key.

    If the system requires further information, it displays another list below the Type list.

11. If applicable, click an item in the new list below the Type list.

12. Optionally, to add a layer that functions only as an announcement, without options from which the caller can choose, see Configuring announcement layers on page 39. Then, go to step 14 on page 36.

    OR

    Optionally, to add a layer that functions only as an announcement through a standard layer, click **Select All**.

    Important:
    Avaya recommends using the Configuring Announcement Layers procedure.

13. In the **Type** list, click **END CALL**.

    This prevents the system from accepting a keypress as a valid function, which occupies the line unnecessarily.

14. Click **Save**.
15. Repeat this entire procedure for each layer to be added to the Auto Attendant Flow.
16. After you add all layers, confirm that you configure all Jump to Layer functions in each layer to point to the correct next layer.
17. On the **File** menu, select **Save Call Flow**.
18. On the **File** menu, select **Close Call Flow**.
19. Repeat the entire procedure for each Auto Attendant call flow you require.

    If you are creating more than one Auto Attendant call flow, then after you save a subsequent call flow, the system displays the **Save Auto Attendant Flow** dialog box.

20. Optionally, in the **Save Auto Attendant Flow** dialog box, in the **Filename** box, type a new name for the file.
21. Click **OK**.

Variable Definitions

Variable	Value
Allowed Tries	The number of times the system lets a user timeout (Maximum is 9).
Default Type	Action to follow after Maximum Timeout period/retries. Available actions are: End Call, Transfer to Day Operator, or Transfer to Extension.
Description	Layer Name. The Description can be changed to something more meaningful, if desired. (Maximum of 25 characters.)

Variable	Value
Filename	For subsequent renaming of an existing Call Flow. Names must use alphanumeric characters and end with extension .AA.
Prompt	The prompt that the system plays after a user reaches this layer.
Timeout (sec)	User response waiting time (in seconds). Maximum 99 seconds.
Type	Use this list to select the appropriate action/function to map to a keypress. The options are: • End Call • Enter Extension – choose this option for the Dial by Name feature • Jump to Layer • Leave voicemail – choose this option to leave a voicemail message • Repeat • Retrieve voicemail • Transfer to day operator
Remarks	Type in notes/information/remarks related to the Auto Attendant layer.

Configuring holidays

About this task

Configure particular days of the year as holidays.

Prerequisites:

• Obtain a list of all nonworking holidays for the site.

Procedure

1. In the **Auto Attendant - Call flow** window, on the **File** menu, select **Holiday Maintenance**.
2. In the **Holiday Maintenance** dialog box, on the calendar, use the forward and back arrows to locate the intended month of the holiday.

   Important:
   You cannot navigate to past months.
3. On the calendar, click the day of the month to configure as a holiday.

4. In the box below the calendar, type a description for the holiday.
5. If the holiday recurs each year, select the **Recurring** check box.
6. Click **Add**.
7. Repeat step 2 on page 37 to step 6 on page 38 for each holiday to add.
8. Optionally, in the left pane, click **Year View** to see all scheduled holidays for the remaining months of the year.

   OR

   Click **Month View** to see scheduled holidays for the selected month on the calendar.
9. To edit a holiday entry, locate the entry, and then select it. Make the desired changes, and then click **Update**.
10. To delete a holiday entry, select it and click **Remove**. In the **Holiday** message box, click **Yes**.

    OR

    To delete all holiday entries, click **Remove All**. In the **Holiday** message box, click **Yes**.
11. After you enter holidays, click **Exit**.

Configuring the operator DN

About this task

Configure the operator Dialed Number (DN) to allow the Auto Attendant to transfer calls to an operator.

Prerequisites:

- Obtain DNs for the main operator, message desk, and night operator. For larger sites with multiple operators, obtain the main number for the Automatic Call Distributor (ACD) group.

Procedure

1. In the **Auto Attendant - CallFlow** window, in the **Others** area, click **Configure Operator**.
2. Optionally, to configure a night operator, in the **Operators** dialog box, in the **Night Operator** box, type the DN for the night operator.
3. To configure a day operator, in the **Day Operator** box, type the DN for the day operator.

Important:

Confirm that you enter valid DNs, as the system does not perform validation. If the hotel does not use separate extensions for a day and a night operator, enter the same DN in both the Night Operator and Day Operator boxes.

4. Click **Save**.
5. In the **Operator** message box, click **OK**.
6. Click **Exit**.

Configuring the Transfer to Guests option

About this task

Configure the Transfer to Guests option to support transfers to guest extensions.

Procedure

In the **Auto Attendant - CallFlow** window, in the **Transfer to Guests** area, click **Allowed**.

Configuring announcement layers

About this task

Configure announcement layers to create a layer that functions only as an announcement without options from which a caller can choose.

Prerequisites:

- Write down which prompt ID belongs to which announcement.

Procedure

1. In the **Auto Attendant - CallFlow** window, in the **Layers** area, click **Add Announcement**.
2. Double-click the **Announcement 01** Layer.
3. In the **Announcement 01** dialog box, in the **Prompt** list, click the prompt to play.
4. In the **Default Type** list, click an option.
5. Click **Save**.

Variable Definitions

Variable	Value
Default Type	Action to perform after the announcement ends: End Call, Transfer to Day Operator, or Transfer to Extension.
Prompt	The prompt that the system plays after a user reaches this layer.

Editing an Auto Attendant Flow

About this task

Edit an Auto Attendant Flow (AAF) to change the voice menus and options.

Prerequisites:

- Create an AAF.
- Map the new call flow before you change the Auto Attendant to detect potential conflicting options or layers. See Defining an Auto Attendant Flow on page 23.

Procedure

1. In the **Auto Attendant** window, on the **File** menu, select **Open Call Flow**.
2. In the **Open Auto Attendant Flow** dialog box, click the file name of the flow to edit.
3. Click **OK**.
4. In the **Auto Attendant - Call Flow** window, double-click the desired layer and make the required changes.
5. Optionally, to delete a layer, click the layer and select **Remove** in the **Layers** area. Then, click **Yes** in the **Auto Attendant** dialog box.

   Important:

   After you delete a layer, you must reset other layers in the Auto Attendant Call Flow that contain Jump to Layer options pointing to this layer.

   You cannot delete a layer if the entire flow contains only one layer.

   You cannot delete layers if you activate the Time of Day (TOD) feature.

Deleting an Auto Attendant Flow

About this task

Delete an Auto Attendant Flow (AAF) to remove it from your Hospitality Messaging Server (HMS) if you no longer require the AAF.

Prerequisites:

- Create an AAF.
- Remove all entry points associated with the Auto Attendant before you delete it.

Procedure

1. In the **Auto Attendant** window, on the **File** menu, select **Open Call Flow**.
2. In the **Open Auto Attendant Flow** dialog box, on the **File** menu, select **Delete Call Flow**.
3. In the **Auto Attendant** dialog box, click **Yes**.
4. Click **OK**.
5. If necessary, edit internal call-direction resources (entry point) and external publications of Direct Inward Dial to Auto Attendants to remove or change references to the deleted Auto Attendant Flow. An example is if you no longer offer this service or if you change the Auto Attendant slot to serve another purpose.

Chapter 4: Staff voice mail system administration

About this task

This chapter describes how to maintain Admin extensions and mailboxes for hotel staff.

Hotel staff mailboxes typically do not need constant administration as compared with guest mailboxes because they do not change as much.

The following are the staff voice mail-related functions available through the Web user interface (UI). Through the Web UI, you can:

- Configure admin users—extension/mailbox/disabled.
- Check the number of new and old messages in a mailbox as well as Mailbox number of a particular extension.
- Reset Password and Personal Greeting prompt.
- Restore deleted voice messages.

Aside from configuring admin users, mailbox owners can administer their own mailboxes through a dedicated HMS window. Because mailbox owners can serve themselves, the System Administrator (SA) can focus more time on other tasks.

Prerequisites:

- Provide staff with a link to the Web UI and logon instructions.

Navigation:

- Viewing Admin information on page 44
- Editing Admin information on page 45
- Setting up an introductory message on page 46
- Restoring staff voice mail messages on page 46
- Resetting a staff voice mail PIN on page 48
- Removing staff voicemail greetings on page 49
- Configuring Admin Classes of Service on page 51
- Configuring Guest Classes of Service on page 51

Viewing Admin information

About this task

View Admin information to access the following Admin user details: extension number, mailbox ID, name, extension type, language, number of new and old messages, Class of Service (COS), and phone numbers.

Prerequisites:

- You have a valid mailbox.
- You have access to the HMS Web UI.
- You have a valid password for the mailbox.

Procedure

1. Open the Web UI.
2. Select **Administration**.
3. In the navigation pane, select **Admin Related Information > View/Edit Admin Information**.
4. Optionally, if the information does not fit onto one page, click a page number to navigate to the corresponding page.
5. Optionally, to search by extension number, in the **Extn No** box, type an extension number, and then click **Display**.
6. Optionally, to search by name, in the **Name** box, type the full or partial name, and then click **Display**.

Variable Definitions

Variable	Value
Extn No	Enter the extension number you wish to look up; maximum 10 digits.
Name	Enter the name of the mailbox owner you wish to look up; maximum 30 alphanumeric characters.

Editing Admin information

About this task

Edit Admin information to change the Admin user's properties.

Prerequisites

- You have a valid mailbox.

Procedure

1. Open the Web UI.
2. Select **Administration**.
3. In the navigation pane, select **Admin Related Information > View/Edit Admin Information**.
4. On the **View/Edit Admin Information** window, in the table, click the **Change** link next to the Admin information to be edited.
5. Make the required changes to the following fields: **Name**, **Extn Type**, **Language**, **COS**.

   You can pass control of mailbox parameters to the mailbox owner, except for Extension Type and COS. Only the System Administrator (SA) can change the Extension Type and COS parameters.

   Important:

   If the SA changes the type from a Mailbox to an Extension, the system retains all the messages in the mailbox but resets the PIN to the original. The system sends a command to turn off the Message Waiting Light (MWL). The mailbox owner must delete all messages before changing from a Mailbox to an Extension. Otherwise, the SA must reconfigure the extension back to a Mailbox type, and then manually delete all previous messages by clicking the **Delete All** option from the TUI. For more information about the **Delete All** option in the TUI, see *Hospitality Messaging Server 400 Front Desk Staff User Guide, NN42350-100*.
6. Click **Update**.

Variable Definitions

Variable	Value
COS	Mailbox Class Of Service; maximum 2 digits.

Variable	Value
EXTN	A phone with no voice mailbox, which you use primarily for validating call transfers.
Extn Type	The three types of Admin Users are EXTN, MAILBOX, and PHANTOM. The SA can also click the Disable option to disable the extension if required (for example, if a staff member resigns). This option deletes all messages from that mailbox. Therefore, the mailbox owner must retrieve all messages before the SA disables the extension.
Language	Allows the selection of the user's preferred mailbox language; the system only displays languages that are installed.
MAILBOX	A regular voice mailbox with an associated phone and Message Waiting Light (MWL).
Name	Use to configure mailbox owner's name or leave it as default (extension number); maximum 30 characters (alphanumeric).
PHANTOM	A fully functional voice mailbox without an associated phone and therefore no MWL controls.

Setting up an introductory message

About this task

Configure an introductory message to define the message that is played every time a guest accesses their mailbox.

If the source is an external number, or a number that is not found in the database, a system default 'sender prompt' is played. ("This message was recorded from an unknown number".)

For information about configuring an introductory message, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.

Restoring staff voice mail messages

About this task

Restore staff voice mail messages to reconstruct lost messages.

You can restore voice messages after a user or the system deletes them, provided that the system did not permanently delete them.

Prerequisites:

- The deleted message must not be permanently deleted. You can only restore a deleted staff voice mail message within a predefined time, which is set by the system administrator.

Procedure

1. Open the Web UI.
2. Select **Administration**.
3. In the navigation pane, select **Mailbox Maintenance > Restore Message**.
4. In the **Restore Message** window, in the **Type** area, click the **Admin** option.
5. Click the ellipsis (**...**) button next to the **Extn** box.

   OR

   In the **Extn** box, enter an extension number. Go to step 12 on page 47.
6. If a warning dialog box appears indicating that pop-ups are blocked, click the bar and select **Always allow pop-ups from this site** and then click **Yes**, when prompted, to allow pop-ups for this site.
7. In the **ExtenList** window, click the extension for which you want to restore a message.
8. Click **Select**.
9. Click **Show Message**.

   The system displays any deleted messages in the **Deleted Message(s)** pane.
10. In the **Deleted Message(s)** pane, click the message to restore.

    Important:

    Use the Message IDs to help determine which message to restore. For example, an ID of 1 means it is the first message in that mailbox. The date and time are also useful.
11. Click the right arrow button (**>**) to move the selected message to the **Selected Message(s)** pane.

    OR

    Click the double arrow button (**>>|**) to move all the messages in the **Deleted Message(s)** pane to the **Selected Message(s)** pane.
12. Click **Restore**.

    The system displays the following message after restoration:

    `Message(s) restored successfully`.

Variable Definitions

Variable	Value
Extn	Enter the user’s extension number to look up (maximum 10 digits), or click the ellipsis to select from a listing.

Resetting a staff voice mail PIN

About this task

You can reset a staff voice mail PIN to allow staff access to their personal mailboxes again if they forget their PIN, or if a user's PIN expires and the system locks them out of their personal mailbox.

You must assign a PIN to each mailbox as a safety measure. For security purposes, users should regularly change their PIN. By default, the system sets the user PIN to the extension number.

The system administrator (SA) must also perform a reset if a user’s PIN expires and the system locks the user out of his/her personal mailbox/Web page. Users can check their PIN expiration by accessing their voice mail box through the Web UI. The HMS 400 system updates the user's expiry date every day to remind the user to change it before it expires. The color of the Expiry Date changes from black to orange if the PIN expires in 7 to 4 days. The color changes from orange to red if the PIN expire in 3 or less days. However, if the user misses these warnings, the administrator must reset the PIN. After the administer resets the PIN, the user must log on to his/her mailbox/Web page within 2 hours to change the PIN. After 2 hours, the system does not accept the user’s PIN.

If the user accesses his/her mailbox before his/her PIN expires, the system plays a reminder prompt stating the number of days left before his/her PIN expires.

Prerequisites:

- You must be a system administrator with a valid user ID and password to administer HMS 400.

Procedure

1. Open the Web UI.
2. Select **Administration**.
3. In the navigation pane, select **Mailbox Maintenance > Reset PIN/Remove Greeting**.
4. In the **Reset PIN/Remove Greeting** window, in the **Type** area, click the **Admin** option.

5. Click the ellipsis (**...**) button next to the **Extn** box.

   OR

   In the **Extn** box, enter an extension number. Go to step 9 on page 49.

6. If a warning dialog box appears indicating that pop-ups are blocked, click the bar and select **Always allow pop-ups from this site** and then click **Yes** when prompted to allow pop-ups for this site.
7. In the **ExtenList** window, click the extension for which you want to reset the PIN.
8. Click **Select**.
9. Select the **Reset PIN** check box.
10. Click **Reset**.

    The system displays the following message after resetting the PIN:

    `Updated successfully`.

Variable Definitions

Variable	Value
Extn	Enter the user's extension number to look up; maximum 10 digits or click the ellipsis to select from a listing.

Removing staff voicemail greetings

About this task

You can delete a staff voicemail greeting from the their mailbox if the staff member no longer requires the greeting.

An Admin mailbox supports up to three types of Personal Greeting Message: internal, external, and temporary. There is also a system default message if the staff member does not record personal greetings.

If the staff members records a temporary greeting, the system plays it for all cases as long as it is still valid (not expired). If the staff member does not record a temporary greeting, the system plays the Internal Greeting only if the caller is identified as a valid extension in the database. If the staff member does not record an Internal Greeting or if the system cannot identify the caller as a valid extension in the database, the system plays the External greeting. If the staff member does not record an External Greeting, the system reverts to the system default greeting.

Important:

After you perform this procedure, the system permanently deletes the greeting.

Prerequisites:

- You must be a System Administrator with a valid user ID and password to remove a staff voicemail greeting.
- Find out which greeting the user no longer needs.

Procedure

1. Open the Web UI.
2. Select **Administration**.
3. In the navigation pane, select **Mailbox Maintenance > Reset PIN/Remove Greeting**.
4. On the **Reset PIN/Remove Greeting** window, in the **Type** area, click the **Admin** option.
5. Click the ellipsis (**...**) button next to the **Extn** box.

   OR

   In the **Extn** box, enter an extension number. Go to step 8 on page 50.
6. In the **ExtenList** window, click the extension for which you want to delete a greeting.
7. Click **Select**.
8. In the **Remove Greeting** area, select the check box next to the type of greeting to delete: **Internal Personal Greeting**, **External Personal Greeting**, **Temporary Greeting**.
9. Click **Remove**.

   The system displays the following message after removing the greeting:

   `Removed successfully`.

Variable Definitions

Variable	Value
Extn	Enter the user's extension number to look up (maximum 10 digits), or click the ellipsis to select from a listing.

Configuring Admin Classes of Service

About this task

Configure Admin Classes of Service (COS) to set the characteristics and behavior of the admin mailbox.

For information about configuring Admin Classes of Service, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.

Configuring Guest Classes of Service

About this task

Configure Guest Classes of Service (COS) to set the type of features and functions available to guest.

For information about configuring Guest Classes of Service, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.

Chapter 5: Hotel administration

About this task

This chapter describes other administrative tasks handled by either the System Administrator or a designated staff member with the correct permissions.

Prerequisites:

- Install and commission the Avaya Hospitality Messaging Server 400 system. For information about installation and commissioning, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.

Navigation:

- Creating employee IDs on page 53
- Viewing users on page 54
- Editing users on page 55
- Deleting users on page 56
- Creating system general distribution lists on page 57
- Editing system general distribution lists on page 59
- Deleting system general distribution lists on page 60
- Viewing Group Code Distribution Lists on page 61

Creating employee IDs

About this task

Create employee IDs to allow hotel employees to access the hotel services such as Minibar, Room Status, Supervisor, and the Telephone User Interface (TUI).

Prerequisites:

- Find out from the relevant hotel departments the number of users who must use the system.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **Hotel Services > Hotel Employees > User ID**.

4. In the **User ID** dialog box, in the **User ID** box, type a user ID.
5. In the **User Name** box, type a user name.
6. In the **Password** box, type a password.
7. In the **Confirm Password** box, retype the password.
8. In the **Type Description** list, click the type of user.
9. In the **Language** list, click the user's preferred language.
   The system displays only installed languages.
10. Click **Add**.

Variable Definitions

Variable	Value
Confirm Password	Retype the password
Language	Determines the language of the prompts played
Minibar	For minibar posting only
Minibar/Room Status	For both minibar and room status posting
Password	Numbers only; minimum of 1 digit and maximum 8
Room Status	For room status posting only
Supervisor	For recording minibar items only
TUI	For accessing Telephone User Interface (TUI) only
Type Description	The type of user for which you create the ID. Types include Minibar, Room Status, Minibar/Room Status, Supervisor, and TUI.
User ID	Numbers only; minimum of 1 digit and maximum 10
User Name	Maximum of 20 characters

Viewing users

About this task

View users to see information for existing users such as user ID, user name, and user type.

Prerequisites:

• Create at least one user. See Creating employee IDs on page 53.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **Hotel Services > Hotel Employees > View/Edit/Delete User**.
4. On the **View/Edit/Delete User** window, in the **User ID** box, type a user ID, and then click **Search**.

   OR

   In the table, click the **Select** link next to the desired User ID.

Variable Definitions

Variable	Value
User ID	Numbers only; minimum of 1 digit and maximum 10

Editing users

About this task

You can edit users to change the user's properties.

Prerequisites:

• A user must have been created. See Creating employee IDs on page 53.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **Hotel Services > Hotel Employees > View/Edit/Delete User**.
4. To locate the user to edit, in the **User ID** box, type a User ID, and then click **Search**.

   OR

In the table, click the **Select** link next to the desired User ID.

Variable Definitions

Variable	Value
Confirm Password	Retype the password
Language	Determines the language of the prompts played
Minibar	For minibar posting only
Minibar/Room Status	For both minibar and room status posting
Password	Numbers only; minimum of 1 digit and maximum 8
Room Status	For room status posting only
Supervisor	For recording minibar items only
TUI	For accessing Telephone User Interface (TUI) only
Type Description	The type of user for which you create the ID. Types include Minibar, Room Status, Minibar/Room Status, Supervisor, and TUI.
User ID	Numbers only; minimum of 1 digit and maximum 10
User Name	Maximum of 20 characters

Deleting users

About this task

Delete users to remove them from Hospitality Messaging Server (HMS).

Prerequisites:

- You must create a user. See Creating employee IDs on page 53.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **Hotel Services > Hotel Employees > View/Edit/ Delete User**.

4. On the **View/Edit/Delete User** window in the **User ID** box, type a user ID, and then click **Search**.

   OR

   In the table, click the **Select** link next to the desired User ID.

5. Click **Delete** to remove the ID from the list.

Variable Definitions

Variable	Value
User ID	Numbers only; minimum of 1 digit and maximum 10

Creating system general distribution lists

About this task

Create system general distribution lists to define lists made up of admin extensions only, guest rooms only, or a mixture of both.

Important:

HMS 400 Release 3.0 does not support nested distribution lists (distribution lists within distribution lists).

Prerequisites:

Important:

To return to a previous page while creating a new distribution List, click the **Back** button at the end of the page. If you click the back icon in Internet Explorer, a "Webpage has Expired" page appears.

- To enter a Voice Profile for Internet Mail (VPIM) address as a distribution list member, the System Administrator (SA) must preconfigure the VPIM. For information about configuring the VPIM, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.
- Create admin extensions.
- Create guest extensions.
- You must create and save all hotel Admin extensions and Guest rooms in the database.

Procedure

1. Open the Web UI.
2. Select **Administration**.
3. In the navigation pane, select **General Distribution List > System Distribution List**.
4. On the **System Distribution List** window, click **New List**.
5. In the **List No** box, type a new list number.
6. In the **Description** box, type a description for the new list.
7. Optionally, select the **Select All Rooms** check box to display both occupied and vacant rooms in the **Guest Rooms** list. By default, the system displays only occupied rooms.
8. To select a range of rooms, in the **Room From** box, type the first room number of the range you want to select.

   OR

   To select individual guest room extensions, in the **Guest Rooms/Extensions** box, click a room, and then click **Select**. Go to step 14 on page 58.

   OR

   To select individual admin extensions, in the **Admin Extensions** box, click an extension, and then click **Select**. Go to step 14 on page 58.

   OR

   To add a Voice Profile for Internet Mail (VPIM) address as a member, in the **VPIM Addresses** area, in the **PSTN** list, click the desired PSTN.

   The system changes the Domain name according to the selected PSTN and vice versa. Go to step 12 on page 58.
9. In the **Room To** box, type the last room of the range you want to select.
10. Click **Select Range**.
11. Click **Select All**. Go to step 14 on page 58.
12. In the **Extn** box, type a valid extension of the person that belongs to the other system.

    Important:
    HMS 400 cannot verify the validity of this extension.
13. Click **Add to List**.
14. Click **Save List**.

Variable Definitions

Variable	Value
Description	Type a short, meaningful name for the list being created. Maximum 30 alphanumeric characters.
Extn	Type the extension number of the recipient belonging to the other system
List No	Type a number from 10 to 9999 to identify the list
Room From	Type the starting room number of the room range to be included in the list
Room To	Type the last room number of the room range to be included in the list

Editing system general distribution lists

About this task

Edit a system general distribution list to change its properties. Properties that you can edit include list description, selected extensions, and VPIM addresses.

Prerequisites:

- Create a system distribution list.
- To enter a Voice Profile for Internet Mail (VPIM) address as a distribution list member, the System Administrator (SA) must preconfigure the VPIM. For information about configuring the VPIM, see Avaya *Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.

Procedure

1. Open the Web UI.
2. Select **Administration**.
3. In the navigation pane, select **General Distribution List > System Distribution List**.
4. Optionally, to search for a particular list, on the **System Distribution List** window in the **List No** box, type the first digit of the list or the full list number.
5. Optionally, to determine the lists to which an extension belongs, type the extension number in the **Extension No** box.

6. On the **System Distribution List** window, in the table, click the **Details** link next to the desired list.
7. Make the required changes.
8. Click **Save List**.

Variable Definitions

Variable	Value
Extension No	Type a list member's extension to begin the search
List No	Type a number from 10 to 9999 to begin the search

Deleting system general distribution lists

About this task

Delete a system general distribution list (DL) to remove it from the HMS 400 if you no longer require the system DL.

Prerequisites:

- Create a system distribution list. See Creating system general distribution lists on page 57.

Procedure

1. Open the Web UI.
2. Select **Administration**.
3. In the navigation pane, select **General Distribution List > System Distribution List**.
4. Optionally, to search for a particular list, in the **System Distribution List** window, in the **List No** box, type the first digit of the list or the full list number.
5. Optionally, to find out the lists to which an extension belongs, type the extension number in the **Extension No** box.
6. In the **System Distribution List** window, in the table, click the **Details** link next to the desired list.
7. Click **Delete List**.

Variable Definitions

Variable	Value
Extension No	Type a list member's extension to begin the search
List No	Type a number from 10 to 9999 to begin the search

Viewing Group Code Distribution Lists

About this task

View a Group Code Distribution List (DL) to access the following Group Code DL details: list number and list description. You can use this function to locate a particular Group Code DL, or to locate the Group Code DL for a particular guest extension.

The system automatically creates group lists whenever a user checks in a group of rooms with a corresponding group code. The system creates a list based on the group code and adds to that list a member for each subsequent check-in record (belonging to the same group) received.

Keycodes control this feature. You must activate this feature and all group-code related parameters in other windows with the keycode.

Prerequisites:

- Create a Group Code Distribution List.

Procedure

1. Open the Web UI.
2. Select **Administration**.
3. In the navigation pane, select **General Distribution List > Group Code Distribution List**.
4. To view all current Group Code Distribution Lists, in the **Group Code Distribution List** window, click **Show All**.

   The system displays the lists in a table.

   OR

   To search for a particular list, in the **Group Code/List No** box, type the group code.

   OR

To search for the group code for a particular extension, in the **Guest Extension No** box, type the guest extension.

5. After you locate the list, click **Details** to see the members of the group.

   Optionally, click **Back** to return to the **Group Code Distribution List** window to start another search.

Variable Definitions

Variable	Value
Group Code/List No	Type a 5-digit number from 10000 to 99999 to begin the search
Guest Extension No	Type a list member's extension number to begin the search

Chapter 6: Room status administration

This chapter describes how to create Maid IDs and Room Status codes. Maid supervisors or staff can also post room status manually if they cannot access telephones at specific areas.

In the **Room Status** section, the person in charge can create and maintain all maid user profiles, create room status codes and their corresponding Property Management System (PMS) codes, as well as perform room status updates manually. Typically, staff perform room status posting over a telephone. Use this feature to update the PMS system so that staff know which rooms are available for guests to check in as well as to inform the housekeepers which rooms to clean or inspect.

Room Status functions include:

- Creating and maintaining Room Status users. See Creating employee IDs on page 53.
- Creating Room Status codes and mapping them with PMS codes. Codes are not fixed, so you must correctly map them.
- Posting Room Status through the Web.

Prerequisites to room status administration:

- Install and commission the Hospitality Messaging Server 400 (HMS 400) system. For information about installation and commissioning, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.
- Obtain the Room Status codes from the Hotel PMS vendor.

Room status administration procedures

About this task

This task flow shows you the sequence of procedures you perform to administer room status.

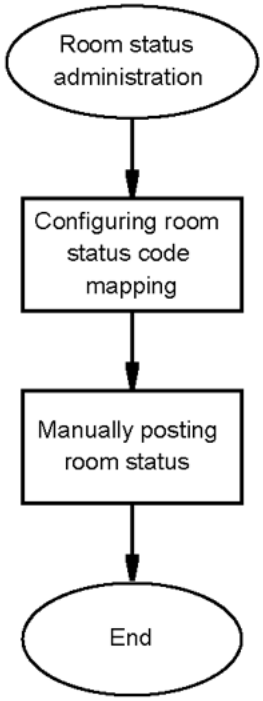


Figure 5: Room status administration

Room status administration navigation:

- Configuring room status code mapping on page 64
- Editing room status code mapping on page 65
- Deleting room status code mapping on page 66
- Manually posting room status on page 67

Configuring room status code mapping

About this task

Configure room status code mapping to allow the HMS 400 system to properly communicate room status codes to the Property Management System (PMS) interface.

To prevent miscommunication, hotel staff must post codes that correspond to the codes understood by the PMS interface.

Prerequisites:

• Obtain the room status codes from the Hotel PMS vendor.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **Room Status > Room Status Code Mapping**.
4. In the **Room Status Code Mapping** window, in the **Room Status Code** box, type the preferred room status code.
5. In the **PMS Code** box, type the corresponding PMS code as defined in the Hotel PMS.
6. In the **Description** list, click a room status.
7. Click **Add**.

Variable Definitions

Variable	Value
Description	A list of the 21 available Room Statuses.
PMS Code	The code in the Hotel PMS interface that corresponds to the room status code. The system translates room status code to a PMS code before posting to the Hotel PMS. The system supports 2-byte alphanumeric characters.
Room Status Code	The digits that staff input on a telephone for each room status. The system supports a one- or two-digit code.

Editing room status code mapping

About this task

Edit room status code mapping to change a room's status.

The HMS 400 system includes 20 room status options. For more information about room status options, see *Avaya Hospitality Messaging Server 400 Fundamentals, NN42350-104*.

Prerequisites:

- Perform initial mapping of room status codes.
- Obtain the room status codes from the Hotel PMS vendor.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **Room Status > Room Status Code Mapping**.
4. In the **Room Status Code Mapping** window, in the table, click the **Edit** link next to the room status code to edit.
5. Apply the required changes. You can only apply changes in the **PMS Code** box and the **Description** list.
6. After you finish making changes, click the **Update** link.

Variable Definitions

Variable	Value
Description	A list of the 20 available Room Statuses.
PMS Code	The code in the Hotel PMS interface that corresponds to the room status code. The system translates room status code to a PMS code before posting to the Hotel PMS. The system supports 2-byte alphanumeric characters.

Deleting room status code mapping

About this task

Delete room status code mapping to remove it from HMS 400 if you no longer require the system to map that room status code, or if the room status code mapping is incorrect.

Prerequisites:

- Create a room status code.

Procedure

1. Open the Web UI.

2. Select **Hotel Operation**.
3. In the navigation pane, select **Room Status > Room Status Code Mapping**.
4. On the **Room Status Code Mapping** window, in the table, click the **Delete** link next to the room status code to delete.

Manually posting room status

About this task

Manually post room status to update room status to the PMS system if you cannot post over a telephone.

Prerequisites:

- Create User ID with Room Status permissions.
- Create Room Status Code mapping.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **Room Status > Room Status Manual Posting**.
4. In the **Room Status Manual Posting** window, select the check box next to the desired room number.

   You can select more than one check box at a time if the associated rooms have the same status.
5. Click **Room Status Posting**.
6. In the **Room Status Posting** window, in the **Maid ID** box, type a maid ID.

   Important:
   The Maid ID must have Room Status access permission.
7. In the **Status Code** list, click a status code.
8. Click **Post**.

Variable Definitions

Variable	Value
Maid ID	Type a valid ID with Room Status permissions.

Chapter 7: Minibar administration

This chapter describes how to create Minibar items and prices. Authorized staff can also manually post Minibar items using this feature.

Minibar functions include:

- Configuring Minibar items, including codes, description, price (buying and selling), stock level, surcharge and tax, and rounding of total charge.
- Manually posting to PMS.

Prerequisites to minibar administration:

- Install and commission the Avaya Hospitality Messaging Server 400 system. For information about installation and commissioning, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.
- Have the minibar items list and price list in hand.
- Create one Supervisor ID for prompt recording.
- Find someone suitable to record prompts for each minibar item.

Minibar administration procedures

About this task

This task flow shows you the sequence of procedures you perform to administer minibars.

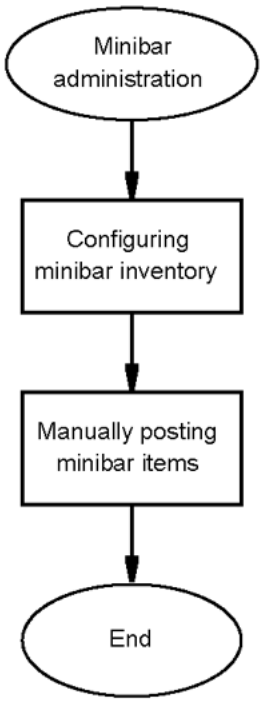


Figure 6: Minibar administration

Minibar administration navigation:

- Configuring minibar inventory on page 70
- Editing an item in the Minibar inventory on page 72
- Deleting an item from the minibar inventory on page 72
- Manually posting minibar items on page 73

Configuring minibar inventory

About this task

Configure minibar inventory to enable staff to post Minibar items.

You must create all Minibar items and record prompts for each item before you can post Minibar items. The system supports up to 99 items. For information about recording minibar prompts, see *Avaya Hospitality Messaging Server 400 Staff Quick Reference Guide, NN42350-102*.

Prerequisites:

• Have the minibar items list and price list in hand.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **Minibar > Item Configuration**.
4. In the **Item Configuration** window, in the **Item Code** box, type an item code.
5. In the **Item Description** box, type a description of the item.
6. In the **Category** list, click a category.
7. Optionally, in the **Buying Price** box, enter the buying price.
8. In the **Selling Price** box, enter the selling price.
9. In the **Quantity** box, enter the number of items that staff can post.
10. Click **Add**.

Variable Definitions

Variable	Value
Buying Price	The cost of an item (optional box)
Category	Assign each item to a specific category: Food/Beverage/ Others. You can use categories to apply different tax values to different types of items.
Item Code	Give each item a two-digit identifier code
Item Description	The item name (maximum of 30 characters)
Selling Price	The price for which you sell an item
Quantity	This determines the number of items Minibar staff can post at one time over a telephone. (maximum of 99)

Editing an item in the Minibar inventory

About this task

Edit an item in the Minibar inventory to change the properties. You can edit the following properties: description, category, buying price, selling price, and quantity.

Prerequisites:

- You must create at least one Minibar inventory item.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **Minibar > Item Configuration**.
4. In the **Item Configuration** window, in the table, click the **Edit** link next to the Minibar item to edit.
5. Make the required changes.
6. Click **Update** to save the changes.

Deleting an item from the minibar inventory

About this task

Delete an item from the minibar inventory to remove it from HMS 400 if you no longer include the minibar item in your inventory.

Prerequisites:

- You must create at least one minibar inventory item.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **Minibar > Item Configuration**.
4. In the **Item Configuration** window, in the table, click the **Edit** link next to the minibar item to delete.
5. Click **Delete**.

6. In the message box, click **OK**.

Manually posting minibar items

About this task

Manually post minibar items to update minibar items to the PMS system if you cannot post over a telephone.

Prerequisites:

• Obtain a valid User ID with Minibar permissions.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **Minibar > Minibar Manual Posting**.
4. In the **Minibar Manual Posting** window, select the check box next to the room for which you want to post minibar items.

   Important:

   You can select check boxes for more than one room at a time. However, do this only if the rooms consumed the same items.
5. Click **Minibar Posting**.
6. In the **Minibar Posting** dialog box, in the **Maid ID** box, type a valid maid ID.
7. In the **Item Code** list, click an item code.
8. In the **Quantity** box, type the number of items consumed.
9. Click **Add**.
10. To enter more consumed items, repeat step 7 on page 73 to step 9 on page 73.
11. After you finish entering minibar items, click **Post**.

Variable Definitions

Variable	Value
Item Code	Use this list to select the item to be posted.

Variable	Value
Maid ID	Type a valid ID with Room Status permissions.
Quantity	Type the quantity of the item to be posted. Maximum of 2 digits.

Chapter 8: Auto Wake-Up administration

About this task

This chapter describes how to set up or cancel single or multiple wake-up calls for an individual room as well as a range of rooms.

Auto Wake-Up (AWU) functions include:

- Setting or canceling a Wake-up job (able to set multiple Wake-up times for each room)
- Setting or canceling Group Wake-up jobs
- Viewing all AWU jobs set for that day (by guests and manually)

Important:

If using Communication Manager with the Intuity Lodging interface, do not use the HMS 400 Web UI to configure guest AWU requests.

Prerequisites:

- Install and commission the HMS 400 system. For information about installation and commissioning, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.
- Record AWU prompts. For information about recording AWU prompts using the Telephone User Interface (TUI), see *Avaya Hospitality Messaging Server 400 Front Desk Staff User Guide, NN42350-100*.

Navigation:

- AWU and Do Not Disturb on page 83
- Setting a single AWU time on page 75
- Setting multiple AWU times using a room range on page 77
- Setting multiple AWU times using a distribution list on page 79
- Viewing AWU time on page 80
- Editing AWU time on page 82
- Canceling AWU time on page 83

Setting a single AWU time

About this task

Set a single Auto Wake-Up (AWU) time to specify one particular time for the HMS 400 system to call a room extension to wake up the occupant.

Operators can also set AWU calls from the front desk. This is accomplished by dialing a service DN defined in the entry points as SETAWU. For information about defining entry points, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.

In addition, you can record a custom AWU prompt. For information about recording custom AWU prompts, see *Avaya Hospitality Messaging Server 400 Front Desk Staff User Guide, NN42350-100*.

Prerequisites:

- The room is checked in.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **AWU > Set Single AWU Time**.
4. In the **Set Single AWU Time** window, click the ellipsis (**...**) button next to the **Room No** box.
5. In the **Room No List** dialog box, click the room number for which you want to set a single AWU time.
6. Click **Select**.
7. Click the calendar icon next to the **Date** box. To identify the calendar icon, see Figure 7: Calendar icon on page 77.
8. Using the arrow buttons, navigate to the correct month on the calendar.
9. Click the date on which to configure a single AWU time.

   Important:

   With the calendar icon, you can configure a wake-up call for any day from the current day to a future date.
10. In the **AWU Time** lists, click the list items that represent the correct wake-up call time.
11. Click **Submit**.

Job aid

Use the calendar icon to select a date.



Figure 7: Calendar icon

Setting multiple AWU times using a room range

About this task

Set multiple AWU times to allow staff hotel to specify a recurring time for the HMS 400 system to call a range of rooms to wake up the occupants.

Prerequisites:

- The rooms are checked in.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **AWU > Set Multiple AWU Time**.
4. In the **Set Multiple AWU Time** window, click the room range option.
5. Click the ellipsis (**…**) button next to the **Room No. To** box.
6. In the **Room No List** dialog box, click the desired room number.
7. Click **Select**.
8. Click the ellipsis (**…**) button next to the **Room No. From** box.
9. In the **Room No List** dialog box, click the desired room number.

   To configure multiple AWU times for only one room, enter the same number in both the **Room No. To** and **Room No. From** boxes.
10. Click **Select**.
11. Click the desired distribution list number.
12. Click **Select**.
13. Click the calendar icon next to the **Date From** box. To identify the calendar icon, see Figure 7: Calendar icon on page 77.
14. Using the arrow buttons, navigate to the correct month on the calendar.
15. Click the date for the first AWU time.

Important:

With the calendar icon, you can configure a wake-up call for any day from the current day to a future date.

16. Click the calendar icon next to the **Date To** box.
17. Using the arrow buttons, navigate to the correct month on the calendar.
18. Click the date for the last AWU time.

Important:

You cannot configure the **Date From** value to a date in the past. You must configure the value of the **Date To** box to either the same day or a future date.

19. In the **AWU Time** lists, click the list items that represent the correct wake-up call time.
20. Click **Select** to list the array of rooms with the date and time for each call.
21. Click **All->>** to commit to the whole array of rooms.

    OR

    Click individual items in the left pane, and then click **->>** to move them to the right pane.
22. After you finish selecting rooms, click **Submit**.

Variable Definitions

Variable	Value
Distribution List option	Click this button to begin distribution list selection.
Distribution List box	Type a valid list number from 10 to 9999 or a group code number from 10000 to 99999. Optionally, press the button next to the Distribution List box to select from the listing.
Room No. From box	Type the starting room number of the room range to be selected, or click the button next the **Room No. From** box to select from the listing. **Important:** To select only one room, type the same number in both the **Room No. From** and **Room No. To** boxes.
Room No. To/From option	Click this option to begin room number selection.
Room No. To box	Type the last room number of the room range to be selected, or click the button next the **Room No. To** box to select from the listing.

Variable	Value
	Important: To select only one room, type the same number in both the **Room No. From** and **Room No. To** boxes.

Setting multiple AWU times using a distribution list

About this task

Set multiple AWU times to allow staff hotel to specify a recurring time for the HMS 400 system to call the room extensions on a distribution list to wake up the occupants.

Prerequisites:

- A valid distribution list exists.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **AWU > Set Multiple AWU Time**.
4. In the **Set Multiple AWU Time** window, click the **Distribution List** option.
5. Click the ellipsis (**...**) button next to the **Distribution List** box.
6. In the **Distribution List** dialog box, click the desired distribution list number.
7. Click **Select**.
8. Click the calendar icon next to the **Date From** box. To identify the calendar icon, see Figure 7: Calendar icon on page 77.
9. Using the arrow buttons, navigate to the correct month on the calendar.
10. Click the date for the first AWU time.

    Important:
    With the calendar icon, you can configure a wake-up call for any day from the current day to a future date.
11. Click the calendar icon next to the **Date To** box.
12. Using the arrow buttons, navigate to the correct month on the calendar.
13. Click the date for the last AWU time.

    Important:
    You cannot configure the **Date From** value to a date in the past. You must configure the value of the **Date To** box for the same day or a future date.

14. In the **AWU Time** lists, click the list items that represent the correct wake-up call time.
15. Click **Select** to list the array of rooms with the date and time for each call.
16. Click **All->>** to commit to the whole array of rooms.

    OR

    Click individual items in the left pane, and then click **->>** to move them to the right pane.
17. After you finish selecting rooms, click **Submit**.

Variable Definitions

Variable	Value
Distribution List option	Click this button to begin distribution list selection.
Distribution List box	Type a valid list number from 10 to 9999 or a group code number from 10000 to 99999. Optionally, press the button next to the Distribution List box to select from the listing.
Room No. From box	Type the starting room number of the room range to be selected, or click the button next to the **Room No. From** box to select from the listing. **Important:** To select only one room, type the same number in both the **Room No. From** and **Room No. To** boxes.
Room No. To/From option	Click this option to begin room number selection.
Room No. To box	Type the last room number of the room range to be selected, or click the button next the **Room No. To** box to select from the listing. **Important:** To select only one room, type the same number in both the **Room No. From** and **Room No. To** boxes.

Viewing AWU time

About this task

View AWU time to access the following details for each Auto Wake-Up time: room number, guest name, extension, AWU time, and AWU status (single or recurring).

Prerequisites:

- Check in the guest.
- You must set an AWU.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **AWU > View/Edit/Cancel AWU Time**.

   The system displays the **View/Edit/Cancel AWU Time** window, which lists current AWU times. By default, the system displays all rooms with active wake-up calls.
4. Optionally, to view information for a specific range of rooms, complete step 5 on page 81 to step 12 on page 81.
5. Click the **room range** option button.
6. Click the ellipsis (**...**) button next to the **Room No. To** box.
7. In the **Room No List** dialog box, click the desired room number.
8. Click **Select**.
9. Click the ellipsis (**...**) button next to the **Room No. From** box.
10. In the **Room No List** dialog box, click the desired room number.

    To set for only one room, enter the same number in both the **Room No. To** and **Room No. From** boxes.
11. Click **Select**.
12. Click **Display**.
13. Optionally, to view information for a distribution list, click the **Distribution List** option button.
14. Click the ellipsis (**...**) button next to the **Distribution List** box.
15. In the **Distribution List** dialog box, click the desired distribution list number.
16. Click **Select**.
17. Click **Display**.

Variable Definitions

Variable	Value
Distribution List box	Click this button to begin distribution list selection.

Variable	Value
Distribution List option	Type a valid list number from 10 to 9999 or a group code number from 10000 to 99999. Optionally, press the button next to the Distribution List box to select from the listing.
Room No From box	Type the starting room number of the room range to be selected, or click the button next to the **Room No. From** box to select from the listing. **Important:** To select only one room, type the same number in both the **Room No. From** and **Room No. To** boxes.
Room No From/To option	Click this option to begin room number selection.
Room No To box	Type the last room number of the room range to be selected, or click the button next the **Room No. To** box to select from the listing. **Important:** To select only one room, type the same number in both the **Room No. From** and **Room No. To** boxes.

Editing AWU time

About this task

Edit an AWU time to change its properties. Properties that you can edit include AWU date, AWU time, extension, and AWU status (single or recurring).

Prerequisites:

- There must be at least one wake-up time already set.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **AWU > View/Edit/Cancel AWU Time**.
4. On the **View/Edit/Cancel AWU Time** window, in the table, click the **Change** link next to the desired room number.
5. Make the desired changes to the **Date**, **Time**, **Extn**, and **Recurring** fields.
6. After you finish applying changes, click **Update**.
7. Review the warning message, and then click **OK**.
8. Click **Display** to show the most current values.

   OR

Click **Show All** to show the most current values.

Variable Definitions

Variable	Value
Date	Click the calendar button to select a new date.
Extn	Type a different extension number in this box.
Recurring	Activate this feature to set the system to make the same wake up call at the same time everyday (until the guest checks out).
Time	Click this list to select a new time.

Canceling AWU time

About this task

Cancel an AWU time to remove it from the HMS 400 if your guest no longer requires the AWU.

Prerequisites:

- There must be at least one wake-up time already set.

Procedure

1. Open the Web UI.
2. Select **Hotel Operation**.
3. In the navigation pane, select **AWU > View/Edit/Cancel AWU Time**.
4. On the **View/Edit/Cancel AWU Time** window, in the table, click the **Delete** link next to the desired room number.

AWU and Do Not Disturb

The Communication Manager Do Not Disturb (DND) feature blocks the HMS 400 AWU.

It is not possible to control the DND status of a room through the Intuity Lodging interface. This mean if an AWU call is created on the HMS 400, but DND is configured for the guest phone on the Communication Manager, then the AWU call fails.

For the CS 1000–integrated version of HMS 400, the system can be configured so that an AWU call can override the DND status.

Chapter 9: Staff Telephone User Interface administration

This chapter describes Staff Telephone User Interface (TUI) setup and features.

The Staff TUI provides an easy, convenient way for administrators to perform common maintenance and administrative tasks from a telephone instead of directly from the system. It offers similar, but not all, functions provided by the Meridian Mail HVS Guest Administration Console (GAC).

The system can play the TUI prompts in different languages, depending on the profile of the user calling in.

Prerequisites to Staff TUI administration:

- Install and commission the Avaya Hospitality Messaging Server 400 system. For information about installation and commissioning, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.
- Create a TUI ID.

Staff Telephone User Interface administration procedures

About this task

This task flow shows you the sequence of procedures you perform to administer the staff TUI.

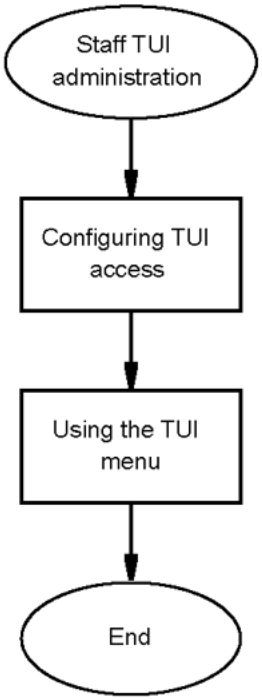


Figure 8: Staff Telephone User Interface administration

Staff Telephone User Interface administration navigation:

- Configuring TUI access on page 86
- Using the TUI menu on page 87

Configuring TUI access

About this task

Configure TUI access to allow administrators to perform common maintenance and administrative tasks from a telephone.

Procedure

1. Configure a dummy ACD number on the switch specifically for TUI access. Configure it as NCFW to the voice mail Pilot DN (in the same manner as you program an Auto Attendant access number).

   For information about configuring a dummy ACD number on the switch specifically for TUI access, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.

2. In the **Entry Point GUI**, map the dummy ACD to **Call Type TUI**. For more information about entry points, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.
3. Create at least one TUI User. For more information about creating TUI Users, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.

Using the TUI menu

About this task

Use the Telephone User Interface (TUI) to perform common maintenance and administrative tasks from a telephone.

For information about using TUI access, see *Avaya Hospitality Messaging Server 400 Front Desk Staff User Guide, NN42350-100*.

Chapter 10: Report generation

About this task

This chapter provides samples of each report in the system.

- Generating a system traffic report on page 89
- Generating an AWU call status report on page 90
- Generating a hotel employee listing report on page 93
- Generating an admin mailbox listing report on page 94
- Generating a guest room listing report on page 94
- Generating a minibar consumption report by items on page 95
- Generating a minibar user posting report on page 96
- Generating a minibar item list report on page 97
- Generating a minibar sales report on page 99
- Generating a room status posting report on page 98
- Exporting a report (optional) on page 102

Generating a system traffic report

About this task

You can generate an hourly summary of traffic for a service to analyze the usage of the service.

Prerequisites:

- Make at least one call.

Procedure

1. Open the Web UI.
2. Select **Reports**.
3. In the navigation pane, select **Statistic > System Traffic Report**.
4. In the **System Traffic Report** window, click **Category** to select a service for which to generate the traffic report.
5. In the **Date** area, click the calendar icon next to the box to select a date for the report. To identify the calendar icon, see Figure 7: Calendar icon on page 77.

6. Using the arrow buttons, navigate to the correct month on the calendar.
7. Click a date for the report.
8. Click the calendar icon next to the **To** box.
9. Click **Show** to display the report on the screen.
10. Optionally, click the **Export** icon to export the report as .rpt, .pdf, .xls,.doc, .csv, .rtf, or .xml format. To identify the Export icon, see Job aid on page 92.
11. Optionally, click the **Print** icon to print the report. To identify the Print icon, see Job aid on page 92.

Variable Definitions

Variable	Value
Category	Service for which to generate traffic report. Available services are: • AWU • Voice Leave • Voice Retrieve • MB/RS/TU • All Incoming • All Outgoing • All Calls .
Date	Date for which the report is be generated.

Generating an AWU call status report

About this task

You can generate an Auto Wake-Up (AWU) call status report to access details about AWU calls made from a room or range of rooms during a specific time period.

You can view a report of AWU status calls either in whole or by selected status. The system displays the report in table format.

Note:

The system keeps only AWU calls made in the past 30 days in the database.

Prerequisites:

- Must have at least one complete AWU call cycle (answer/no answer/busy/failed).

Procedure

1. Open the Web UI.
2. Select **Reports**.
3. In the navigation pane, select **AWU > AWU Call Statistic Report**.
4. In the **AWU Status** list, click a status.
5. In the **Room Number** area, click options in the **From** and **To** lists to select a range of rooms.

   OR

   Select the **Select All Rooms** check box.
6. In the **AWU Date** area, click the calendar icon next to the **From** box. To identify the calendar icon, see Figure 7: Calendar icon on page 77.
7. Using the arrow buttons, navigate to the correct month on the calendar.
8. Click a start date for the report.
9. Click the calendar icon next to the **To** box.
10. Using the arrow buttons, navigate to the correct month on the calendar.
11. Click an end date for the report.
12. In the **Sorted by** list on the left, select a category as the sort key.
13. In the **Sorted by** list on the right, select whether to sort **Ascending** or **Descending**.
14. Click **Show** to view the report.
15. Optionally, use the toolbar icons to perform various functions with the report. For more information, see Job aid on page 92.

Variable Definitions

Variable	Value
Sorted by (left list)	Sort key options are: • Room Number • AWU Time

Variable	Value
	• Attempt • Set By • Guest Name • Status
AWU Status	Status options are • ALL • Answered • Busy/No Answe • Rescheduled • Snoozed • Pending If you select Rescheduled, the system displays all the Rescheduled AWU calls (only).

Job aid

Icon	Function
EXPORT 	To save the report.
PREV 	To view the previous page.
PRINT 	To print the report.
NEXT 	To view the next page.
ZOOM 	To zoom in or out of the page.

Generating a hotel employee listing report

About this task

You can generate a hotel employee listing report to view a list of hotel employees filtered by user type.

Prerequisites:

- User IDs must already be created.

Procedure

1. Open the Web UI.
2. Select **Reports**.
3. In the navigation pane, select **Hotel Employee > Hotel Employee Listing**.
4. In the **Hotel Employee Listing** window, in the **User Type** list, click a user type to view the employee list for that user type.

   By default, the system displays all employees on the report.
5. Optionally, use the toolbar icons to perform various functions with the report. For more information, see Job aid on page 92.

Variable Definitions

Variable	Value
User Type	You can search and view reports according to a user type. User types are: • Supervisor • Minibar Service • Room Status • Minibar & Room Status • TUI The system lists an employee whose user ID is TUI-accessible under **TUI User Type**.

Generating an admin mailbox listing report

About this task

You can generate an admin mailbox listing report to view a list of admin mailbox users.

Prerequisites:

- Set up at least one admin mailbox.

Procedure

1. Open the Web UI.
2. Select **Reports**.
3. In the navigation pane, select **Hotel Employee > Admin Mailbox Listing**.

   The system displays the entire report by default. There are no view options available in this report. The system lists the Extension Numbers, Name, Class of Service (COS) assigned, and the mailbox language, for viewing purpose only.
4. Optionally, use the toolbar icons to perform various functions with the report. For more information, see Job aid on page 92.

Generating a guest room listing report

About this task

You can generate a guest room listing report to view a list of all guest rooms.

Prerequisites:

- Appropriate permissions to access the Reports section of the Web UI.

Procedure

1. Open the Web UI.
2. Select **Reports**.
3. In the navigation pane, select **Hotel Employee > Guest Room Listing**.

   The system displays the entire report by default. There are no view options available in this report. The system lists the Extension Number, Room Number, and Class of Service (COS) assigned to the respective guest.

4. Optionally, use the toolbar icons to perform various functions with the report. For more information, see Job aid on page 92.

Generating a minibar consumption report by items

About this task

You can generate a minibar consumption report by items to view a list of all the consumed minibar items that staff post during a particular time period for specified rooms.

If you choose to view a consumption report for one room, the report displays the quantity consumed together with the total amount. If you choose to view a consumption report of all rooms in one report, the report displays the total amount following the last item listed for a room.

Prerequisites:

- Configure minibar items.
- Must make minibar postings to at least one room.

Procedure

1. Open the Web UI.
2. Select **Reports**.
3. In the navigation pane, select **Minibar > Consumption Report By Items**.
4. In the **Consumption Report By Items** window, in the **Room Number** area, click options in the **From** and **To** lists to select a range of rooms.

   OR

   Select the **Select All Rooms** check box.
5. In the **Date Range** area, click the calendar icon next to the **From** box. To identify the calendar icon, see Figure 7: Calendar icon on page 77.
6. Using the arrow buttons, navigate to the correct month on the calendar.
7. Click a start date for the report.
8. Click the calendar icon next to the **To** box.
9. Using the arrow buttons, navigate to the correct month on the calendar.
10. Click an end date for the report.
11. Click **Search** to view the report.

12. Optionally, use the toolbar icons to perform various functions with the report. For more information, see Job aid on page 92.

Variable Definitions

Variable	Value
Date Range: From	Click the calendar button to select the start date of the report.
Date Range: To	Click the calendar button to select the end date of the report.
Room Number: From	Use this list to select the starting room number of the room range. **Important:** To select only one room, use the same number in the **Room Number: From** and **Room Number: To** boxes.
Room Number: To	Use this list to select the last room number of the room range. **Important:** To select only one room, use the same number in the **Room Number: From** and **Room Number: To** boxes.

Generating a minibar user posting report

About this task

You can generate a minibar user posting report to view a minibar consumption report listed according to user ID.

This report displays details such as Room Number, Posting Time, Item Code, Item Description, and Quantity.

Prerequisites:

- Create a User ID with minibar rights. See Creating employee IDs on page 53.
- Must make minibar postings to at least one room.

Procedure

1. Open the Web UI.
2. Select **Reports**.

3. In the navigation pane, select **Minibar > User Posting Report**.
4. In the **User Posting Report** window, in the **User ID** list, click a user ID.
5. In the **Date Range** area, click the calendar icon next to the **From** box. To identify the calendar icon, see Figure 7: Calendar icon on page 77.
6. Using the arrow buttons, navigate to the correct month on the calendar.
7. Click a start date for the report.
8. Click the calendar icon next to the **To** box.
9. Using the arrow buttons, navigate to the correct month on the calendar.
10. Click an end date for the report.
11. Click **Search** to view the report.
12. Optionally, use the toolbar icons to perform various functions with the report. For more information, see Job aid on page 92.

Generating a minibar item list report

About this task

You can generate a minibar item list report to view a list of all minibar items and the associated details.

Minibar item details include item code, description, category, and buying and selling price. You can sort this report by Item Code or Item Description.

Prerequisites:

- Must create at least one minibar item. See Configuring minibar inventory on page 70.

Procedure

1. Open the Web UI.
2. Select **Reports**.
3. In the navigation pane, select **Minibar > Minibar Items Listing**.
4. In the **Search By** list, click the desired search criterion.
5. In the **Item ID** list, click the item ID for a specific item.

   OR

   In the **Item ID** list, click **ALL** to display the entire Item Code or Description.
6. Click **Search** to view the report.

7. Optionally, use the toolbar icons to perform various functions with the report. For more information, see Job aid on page 92.

Variable Definitions

Variable	Value
Search By	Options include **Item Code** and **Item Description**.

Generating a room status posting report

About this task

You can generate a room status posting report to view room status by room for a specified time period.

Prerequisites:

- Configure room status codes. See Configuring room status code mapping on page 64
- Must post at least one room status change.

Procedure

1. Open the Web UI.
2. Select **Reports**.
3. In the navigation pane, select **Room Status > Room Status Posting Report**.
4. In the **Room Status Posting Report** window, in the **Room Number** list, click the desired room number.
5. In the **Date Range** area, click the calendar icon next to the **From** box. To identify the calendar icon, see Figure 7: Calendar icon on page 77.
6. Using the arrow buttons, navigate to the correct month on the calendar.
7. Click a start date for the report.
8. Click the calendar icon next to the **To** box.
9. Using the arrow buttons, navigate to the correct month on the calendar.
10. Click an end date for the report.
11. Click **Search** to view the report.

12. Optionally, use the toolbar icons to perform various functions with the report. For more information, see Job aid on page 92.

Variable Definitions

Variable	Value
Date Range From	The start date for the report.
Date Range To	The end date for the report.

Generating a minibar sales report

About this task

You can generate a minibar sales report to view minibar sales by item or by room.

If you click **By Room** in the Search Type list, the system displays the room range box. If you click **By Item** in the Search Type list, the system displays the Item Name.

Prerequisites:

- Must make at least one minibar posting.

Procedure

1. Open the Web UI.
2. Select **Reports**.
3. In the navigation pane, select **Minibar > Minibar Sales Report**.
4. In the **Minibar Sales Report** window in the **Search Type** list, click **By Room** to sort minibar sales by room.

   OR

   In the **Search Type** list, click **By Item** to sort minibar sales by item name. Go to step 6 on page 100.

   If you click **By Room** in the Search Type list, the system displays the room range box. If you click **By Item** in the Search Type list, the system displays the Item Name.
5. In the **Room Num** area, click options in the **From** and **To** lists to select a range of rooms. Go to step 7 on page 100.

   OR

   Select the **Select All Rooms** check box. Go to step 7 on page 100.

6. In the **Item Name** list, click the desired item name.
7. In the **Date Range** area, click the calendar icon next to the **From** box. To identify the calendar icon, see Figure 7: Calendar icon on page 77.
8. Using the arrow buttons, navigate to the correct month on the calendar.
9. Click a start date for the report.
10. Click the calendar icon next to the **To** box.
11. Using the arrow buttons, navigate to the correct month on the calendar.
12. Click an end date for the report.
13. Click **Search** to view the report.
14. Optionally, use the toolbar icons to perform various functions with the report. For more information, see Job aid on page 92.

Variable Definitions

Variable	Value
Date Range From	Click the calendar button to select the start date of the report.
Date Range To	Click the calendar button to select the end date of the report.
Room Number From	Use this list to select the starting room number of the room range. **Important:** To select only one room, use the same number in the **Room Number: From** and **Room Number: To** boxes.
Room Number To	Use this list to select the last room number of the room range. **Important:** To select only one room, use the same number in the **Room Number: From** and **Room Number: To** boxes.

Generating a guest directory report

About this task

You can enerate a guest directory report to view checked-in guests, to cross check for occupancy, and for quick reference purposes.

Prerequisites:

- A guest must be checked in.

Procedure

1. Open the Web UI.
2. Select **Reports**.
3. In the navigation pane, select **Guest Directory > Guest Directory Report**.
4. In the **Room Number** area, click options in the **From** and **To** lists to select a range of rooms.

   OR

   Select the **Select All Rooms** check box.
5. In the **Group Code** box, type in a group code to specify a particular group.

   OR

   Leave the **Group Code** box blank to generate all groups.
6. In the **Date Check-In** area, click the calendar icon next to the **From** box. To identify the calendar icon, see Job aid on page 76
7. Using the arrow buttons, navigate to the correct month on the calendar.
8. Click an start date for the report.
9. In the **Date Check-In** area, click the calendar icon next to the **To** box. To identify the calendar icon, see Job aid on page 76
10. Using the arrow buttons, navigate to the correct month on the calendar.
11. Click an end date for the report.
12. In the **Sorted by** list on the left, select a category as the sort key.
13. In the **Sorted by** list on the right, select select whether to sort **Ascending** or **Descending**.
14. Click **Show** to view the report.
15. Optionally, use the toolbar icons to perform various functions with the report. For more information, see Job aid on page 92.

Variable Definitions

Variable	Value
Date Check-In From	The start date for the report.
Date Check-In To	The end date for the report.
Group Code	Type a 5-digit number from 10000 to 99999.

Exporting a report (optional)

About this task

You can export a report to save it in a different format.

Prerequisites:

- Generate a report.

Procedure

1. Click the **Export** icon
2. In the **Export the Report** dialog box, in the **File Format** list, click the format in which to export the report.
3. In the **Page Range** area, click the **All** option. Go to step 6 on page 102.

   OR

   Click the **Pages** option.
4. In the **To** box, type the first page number of the information to export.
5. In the **From** box, type the last page number of the information to export.
6. Click **OK**.
7. In the **File Download** window, click **Save**.
8. In the **Save As** dialog box, browse to where you want to save the file.
9. Click **Save**.
10. In the **Download Complete** dialog box, click **Close**.

Variable Definitions

Variable	Value
File Format	Choose from .rpt, .pdf, .xls, .rtf, .doc, .csv, or .xml format.

Chapter 11: Backup and restore management

This chapter describes how to back up and restore your Avaya Hospitality Messaging Server 400 system.

On the HMS 400 Release 3.0 system, Avaya offers only the Backup application from the Web UI, which enables you to remotely execute a backup operation instead of having to perform it on the server itself. In addition to archiving the database and system-critical files, you can also add system logs.

You can select a specific directory on a local drive, network drive, or portable USB drive as the destination for the backup set.

Backup and restore management procedures

About this task

This task flow shows you the sequence of procedures you perform to back up and restore your HMS 400 system.

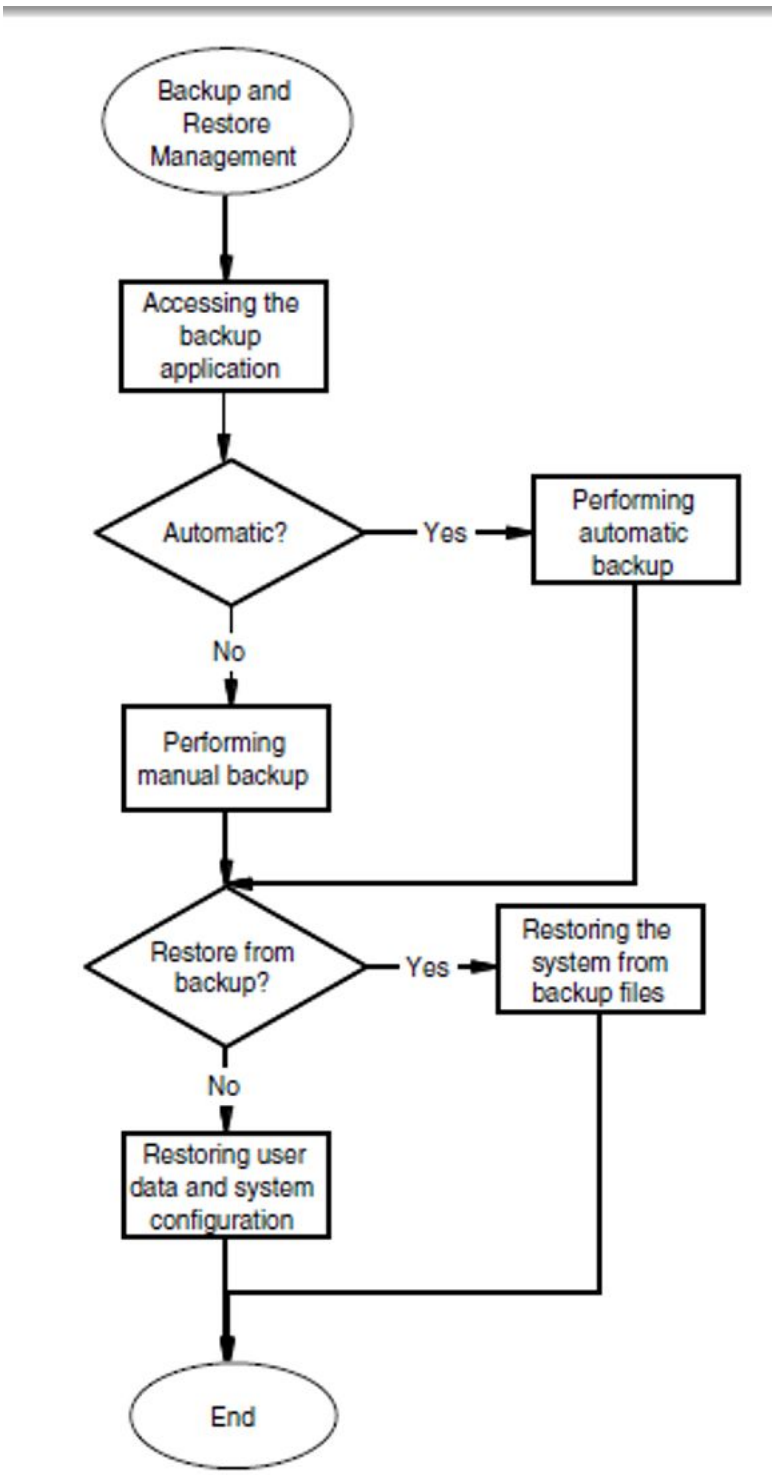


Figure 9: Backup and restore management

Backup and restore management navigation:

- Accessing the backup application remotely on page 107

- Performing a scheduled backup (Auto Backup) on page 107
- Performing a manual backup (Ad-Hoc Backup) on page 110
- Restoring the system from backup files (HMS 400R3 Restore Application) on page 112
- Using the Backup File Items Context Menu (view or restore) on page 113

Accessing the backup application remotely

About this task

You can perform a backup operation remotely by navigating to the Web user interface (UI) to access the backup application.

Prerequisites:

- Obtain a Web Admin ID with proper permissions.

Procedure

1. Open a Web browser window.
2. In the address bar, type `https://hms400R3/hms400webui` and press **Enter**.
3. Log on to the Web UI as an Admin User.
4. On the Main Menu bar, click **Utilities**.
   By default, the system displays the **Auto Backup Configuration** page.

Performing a scheduled backup (Auto Backup)

About this task

You can perform a scheduled backup by configuring the backup task to run at a specific time every day.

The system automatically saves backup data in .zip format to the specified location. However, the system saves only one zip file for each set, regardless of the number of data options chosen. You do not need to stop the system when performing a backup.

Important:

To reduce system load, back up the system at off-peak hours.

Prerequisites:

- Determine the most suitable time for backup to be done each day.

Procedure

1. To access the Backup/Restore option, on the system's main screen, click the **Restore** icon. To identify the Restore icon, see Performing a manual backup (Ad-Hoc Backup) on page 110.

   OR

   On your desktop, double-click the **My Computer** icon, navigate to **C:\HMS400rR3\Bin**, and then double-click the **AutoBackupAndRestore.exe** file.

2. In the **Auto Backup Configuration** window, select the **Auto Backup** check box.
3. In the message box, click **OK**.
4. In the **Destination Path for Backup** box, type a destination path.

   OR

   Do not type a new destination path to accept the default destination path.

   Important:

   You must map the network drive to make it available in the **Destination Path for Backup** box. The system displays the network drive as a drive letter. For portable (USB) drives, confirm that you use the correct drive letter.

   If you enter a C:\ or D:\ prefix followed by a folder name, then the system saves the backup file to the folder entered (if the folder does not exist, the system automatically creates it). If the system detects a **** prefix, then it knows that this is a network path. If the system detects neither (for example: only `backup` is input), then the system saves the backup file to the default working folder, which is C:\Hms400r3 (creating the sub-folder **backup** according to date).

5. In the **Backup Retention** list, click the number of generations of backup set folders to keep.

   Important:

   The system automatically deletes the backup sets after the number of days you select in the Backup Retention list, counting from the day you activate the auto backup.

6. In the **Backup Files** area, choose the data sets to back up by selecting the check boxes next to one or more of the following items:

   - **System Database**
   - **System Configuration Parameters & System Default Settings**
   - **Mailboxes & Messages**
   - **Call Flows**
   - **Bin and Tools**
   - **Voice Prompt**

- **Logs**

You typically save the first six categories of files after you successfully install the system. These six categories comprise the foundation required for a complete system-restore from a crashed/corrupted state back to a fully functional condition.

Important:

If you perform more than one backup on the same day with the same data sets, the system overwrites the previous data sets with the subsequent data sets. However, if you select new data sets, then the system appends the new data sets into the whole backup set.

7. If you select the **Logs** check box, select the check boxes for the desired log categories.

   OR

   Click **Select All** to select all the log categories.

8. In the **Auto Backup Time** area, in the **Time** box, type the time for the backup.
9. In the **Time** list, click **AM** to specify a morning time.

   OR

   Click **PM** to specify an evening time.

   Important:

   Perform backups between 2–4 a.m. to ensure the least amount of call traffic.

10. Click **Apply**.

Variable Definitions

Variable	Value
Backup Retention	The number of backup set folders to keep. The maximum is 9 sets.
Call Flows	Backs up the entire Flow Script folder
Destination Path	Type the destination to which you want to save the backup set. (Destination can be a local drive, network drive, or portable/removable drive.)
Logs	Backs up all the specified System logs (as selected by user)
Mailboxes & Messages	Backs up the entire Mailbox recorded folder
System Configuration Parameters & System Default Settings	Backs up all INI files in the system folder

Variable	Value
System Database	Backs up the system database
Bin and Tools	Backs up the bin folder and tools folder
Voice Prompt	Backs up the voice folder
Time box	Type the time for the system to perform auto backup. (Format is hh:mm, using the 12-hour clock format.)

Performing a manual backup (Ad-Hoc Backup)

About this task

You can perform a manual backup to back up system or application data right away.

You can perform a manual backup at anytime by selecting the data to save. A manual backup can take between a few minutes to a couple of hours, depending on the amount of data to archive.

Important:

Perform a manual backup before you perform any major maintenance activity such as replacing hardware or installing a software update (SU).

Prerequisites:

- Perform the manual backup during low-peak hours.

Procedure

1. To access the Backup/Restore option, on the system's main screen, click the **Restore** icon. To identify the Restore icon, see the following figure.

   Figure 10: Restore icon

   OR

   On your desktop, double-click the **My Computer** icon, navigate to C:\HMS400R3\Bin, and then double-click the **AutoBackupAndRestore.exe** file.

2. In the **Auto Backup Configuration** window, in the **Destination Path for Backup** box, type a destination path.

   OR

   Do not type a new destination path to accept the default destination path.

Important:

You must map the network drive to make it available in the **Destination Path for Backup** box. The system displays the network drive as a drive letter. For portable (USB) drives, be sure that you use the correct drive letter.

3. In the **Backup Files** area, choose the data sets to back up by selecting the check boxes next to any of the following items:

   - **System Database**
   - **System Configuration Parameters & System Default Settings**
   - **Mailboxes & Messages**
   - **Call Flows**
   - **Bin and Tools**
   - **Voice Prompt**
   - **Logs**

   You typically save the first six categories of files after you successfully install the system. These six categories comprise the foundation required for a complete system-restore from a crashed/corrupted state back to a fully functional condition.

   Important:

   If you perform more than one backup on the same day with the same data sets, the system overwrites the previous data sets with the subsequent data sets. However, if you select new data sets, then the system appends the new data sets into the whole backup set.

4. If you select the **Logs** check box, select the check boxes for the desired log categories.

   OR

   Click **Select All** to select all the log categories.

5. Click **Backup Now**.

   A window appears displaying the status of the backup.

   Important:

   Performing a manual backup during peak periods can impact system performance. Perform manual backups only when call traffic is low.

6. After the **Backup Successful** message appears, close the status window.

   By default, the system creates a subfolder with the naming convention format of yyyymmdd; for example. 20110721. You cannot change the name of the backup set.

Variable Definitions

Variable	Value
Backup_category_mmdd.zip	Category denotes the different category of backup such as logs, system, mailbox, bin, CallFlows, voice and Database. mm denotes the month and dd denotes the date of the backup. For example; BACKUP_Logs_0621.zip, BACKUP_System_mmdd.zip
Call Flows	Backs up the entire Flow Script folder
Destination Path	Type the destination to which you want to save the backup set. (Destination can be the local drive, network drive, or a portable/removable drive.)
Logs	Backs up all the specified System logs (as selected by user)
Mailboxes & Messages	Backs up the entire Mailbox folder
System Configuration Parameters & System Default Settings	Backs up all INI files in the system folder
System Database	Backs up the system database
Bin and Tools	Backs up the Bin folder and Tools folder
Voice Prompt	Backs up the Voice folder

Restoring the system from backup files (HMS 400R3 Restore Application)

About this task

You can restore the system from backup files to reconstruct your data if your hard disk fails or data corrupts.

You can access the Restore application only from the server itself.

Prerequisites:

- Restoring the system is usually done after a re-image or if the system is unrecoverable.

Procedure

1. Shut down the entire HMS 400 system, including PMSI. For information about shutting down the HMS 400 system, see *HMS 400 Installation and Commissioning, NN42350-301*.

   Important:
   HMS 400 does not pick up calls after you shut down the system.

2. On the HMS400R3 main screen toolbar, click the **Restore** icon. To identify the Restore icon, see Performing a manual backup (Ad-Hoc Backup) on page 110.

   OR

   On your desktop, double-click the **My Computer** icon, navigate to **C:\HMS400R3\Bin**, and then double-click the **AutoBackupAndRestore.exe** file.

3. In the **HMS400R3 System Restore Manager** window, in the left pane, select the file to restore from the default folder (**C:\Backup**).

   OR

   To restore from a different location, click **Change Source Folder**, browse for the desired folder in the **Browse for Folder** dialog box, and then click **OK**.

   The system displays the data categories in the selected backup set.

4. Click **Restore**.

   The system displays the restoration progress on the status bar. After the system completes restoration, it displays a **Restoration Complete** message and the total restoration time on the status bar.

   Caution:
   Rerun the last software update (SU) installed after system restoration, as the restore function overwrites the existing HMS 400 databases and configuration files.

5. Restart the HMS 400 system.

Using the Backup File Items Context Menu (view or restore)

About this task

You can use the **Backup File Items Context Menu** to start a restore process or to view the properties of a backup set.

Prerequisites:

- There must be at least one backup set available.

Procedure

To view the properties of a backup set, right-click an item in the backup set list, and then click **Properties** in the shortcut menu to view the details of that particular backup set. Details include filename, full path, date created, and size.

Chapter 12: Avaya Hospitality Messaging Server system recovery

About this task

For information about Avaya Hospitality Messaging Server 400 system recovery, see *Avaya Hospitality Messaging Server 400 Installation and Commissioning, NN42350-301*.

Chapter 13: Common procedures

About this task

This chapter describes some common procedures.

Starting up the HMS 400 system

About this task

Start up the Avaya Hospitality Messaging Server 400 (HMS 400) system to restart the system when the system is stalled or when you make changes to the system that require a restart.

For information about the visual layout of the HMS 400 interface, see *Avaya Hospitality Messaging Server 400 Fundamentals, NN42350-104*.

Procedure

1. On your desktop, double-click the **HMS400R3** icon to restart.

   The system displays the HMS 400 splash screen, and then opens the **HMS400 R3.0** window.

2. Check the system tray to confirm that all the following modules start: Voice Systems, PBXI, , and PMSI.

   Important:

   The module icons do not necessarily appear in this order.

Job aid

Check the system tray to verify that all the following modules start.

- Voice Systems
- PBXI
- PMSI

Enabling Log Me In remote access

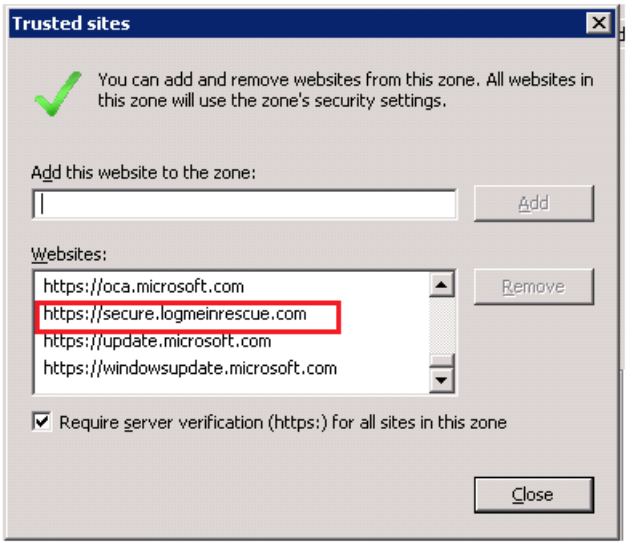
About this task

The Log Me In application (logmein) is used to access the HMS 400 system.

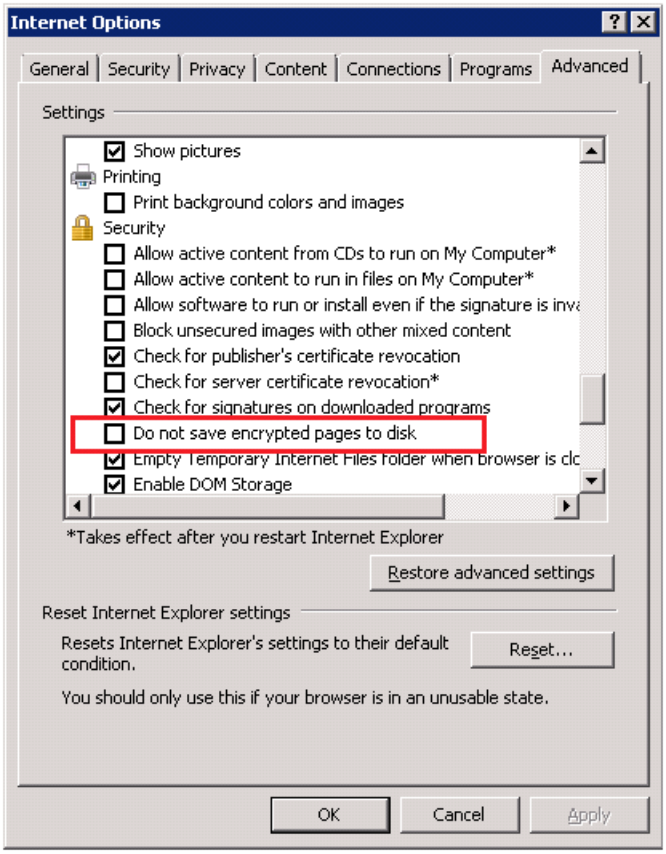
Access to logmein may be blocked by Internet Explorer indicating security levels are too high. Use this procedure to add logmein to your list of trusted sites.

Procedure

1. Open Internet Explorer.
2. Click **Tools** > **Internet Options**.



3. Under the **Security** tab, click **Trusted Sites**
4. Click **Sites**.
5. In the Trusted Sites window, type https://secure.logmeinrescue.com in the **Add this website to the zone** field.
6. Click **Close** to close the Trusted Sites window.
7. In the Internet Options window, click the **Advanced** tab.
8. Scroll down to Security in the Settings list box and uncheck Do not save encrypted pages to disk.



9. Restart Internet Explorer.