



Intuity™ Lodging

Artwork Package

585-310-739ENB
Issue 2
Comcode 108089368
October 1997

Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, sub-contractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

Lucent Technologies Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical support or assistance, call Technical Service Center Toll Fraud Intervention Hotline at 1 800 643-2353.

Federal Communications Commission Statement

Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration number AS5USA-20411-VM-E.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signalling is in violation of Part 68 Rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Canadian Department of Communications (DOC)

Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

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For additional documents, refer to the section in "About This Document" entitled "Related Resources."

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European Union Declaration of Conformity

Lucent Technologies Business Communications Systems declares that MAP/40 and MAP/100 equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive 89/336/EEC

Low-Voltage Directive 73/23/EEC



The "CE" mark affixed to the equipment means that it conforms to the above directives.

Comments

To comment on this document, return the comment card at the front of the document.

Acknowledgment

This document was prepared by the Product Documentation Development, Lucent Technologies Columbus, OH.

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Avaya Inc. formed as a result of Lucent's planned restructuring, designs builds and delivers voice, converged voice and data, customer relationship management, messaging, multi-service networking and structured cabling products and services. Avaya Labs is the research and development arm for the company.

MAKING GUEST QUICK REFERENCE CARDS

This package contains two sheets of quick reference artwork. These sheets are referred to as the main sheet and the subsheet.

1	2	3	4

Main Sheet

5	6	7	8
9	10	11	12

Subsheet

Each sheet contains blocks of text; each block contains different information. By arranging these blocks, you may provide different information for your guests:

- Block 1 is the Guest Quick Reference cover. You may wish to modify this cover to include your lodging establishment's name and logo.
- Blocks 2-3 represent INTUITY Lodging's basic features.
- Block 9 can be substituted for Block 2 if you plan to use guest passwords consistently.
- Block 10 can be substituted for Block 3 if you have enabled the save option for guests.
- Block 11 can be substituted for Block 4 if your lobby phone(s) rings directly to the attendant.
- Blocks 5,7,and 8 represent some of INTUITY Lodging's additional features and can be used on any card.
- Blocks 6 and 12 provide instructions for retrieving messages from outside the hotel. If you have implemented a Direct Inward Dial (DID) or Central Office (CO) trunk line use Block 12; otherwise, use Block 6.

You can use any combination of the text blocks provided and/or create and add in some of your own text blocks.

The following pages contain examples of different ways to arrange the text blocks. The arrangements shown here are examples and may be modified to include any information you would like.

For additional information about features and operations, refer to *INTUITY Lodging Administration and Feature Operations* (585-310-559).

Scenario #1

This scenario provides a simple inexpensive solution for guest quick reference cards. Blocks 1-4 represent INTUITY Lodging's basic features. If you wish to use just these blocks for your guest card:

1. Paste a copy of the blocks at the top of the main sheet over the blank blocks at the bottom of the main sheet.

1	2	3	4
1	2	3	4

Main Sheet

2. Copy the main sheet.
3. Cut along the horizontal line.



1	2	3	4
1	2	3	4

Main Sheet

4. Distribute as a strip.

1	2	3	4
---	---	---	---

Strip

Scenario #2

This scenario allows you to use up to four text blocks to produce a single fold, two-sided card:

1. Choose four text blocks.
2. Using copies of those blocks, arrange two sheets of your own. The only critical position is Block 1, the cover. It must reside in the second and fourth columns of either the front or back sheet. You may arrange the other blocks in any order.

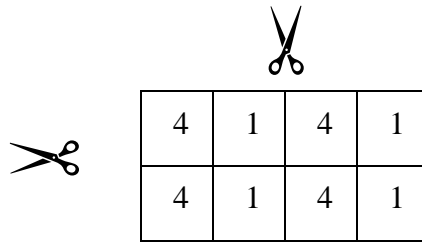
2	3	2	3
2	3	2	3

Front

4	1	4	1
4	1	4	1

Back

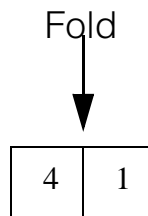
3. Copy these two sheet back to back.
4. Cut along the median horizontal line and median vertical line.



4	1	4	1
4	1	4	1

Back

5. Fold so that Block 1 is the cover and the card opens like a book on the right.



Scenario #3

This scenario allows you to use up to eight text blocks to produce a trifolded, two-sided card.

1. Choose eight text blocks.
2. Using copies of those blocks, arrange two sheets of your own. The only critical position is Block 1, the cover. It must reside in the fourth column of either the front or back sheet. You may arrange the other blocks in any order.

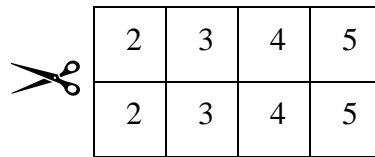
2	3	4	5
2	3	4	5

Front

6	7	8	1
6	7	8	1

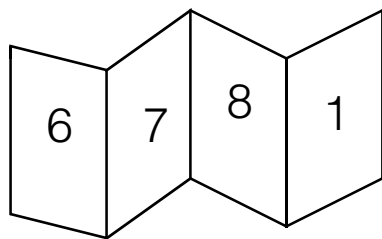
Back

3. Copy the two sheets back to back.
4. Cut along the horizontal line.

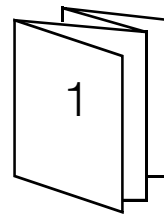


Front

5. Fold so that Block 1 is the cover and the card opens like a book on the right.



Accordion Style (back)



Final

Addendum

You can use panels 13 through 16 in your artwork if you have a Release 1.1 or later system and you are using Release 1.1 or later languages. These panels are for systems that allow guests to change their passwords, record a personal greeting, or use Lucent INTUITY Lodging FAX Messaging.

Lucent INTUITY™ Lodging

Hotel telephone number:

Message retrieval number:

Your room extension:

Introduction and Assistance

This card is intended to assist you to use our voice mail system. Voice mail is similar to having your own private answering machine that records messages for you.

While using the voice mail system, you can press at any time for assistance from the hotel operator.

Retrieving Messages from Your Room

1. Call the message retrieval number.
2. Listen to the message notification. Messages are played one at a time.
3. After each message, you may press:
 to replay the message.
 to delete the message and go to the next message.

To keep your mailbox space free for new messages, delete the messages after listening to them.

If you want to retrieve your messages from another guest's room, call the hotel operator.

Retrieving Messages from the Hotel Lobby

1. Call the message retrieval number.
2. Enter your room extension followed by your password (if applicable).
3. Listen to the message notification. Messages are played one at a time.
4. After each message, you may press:
 to replay the message.
 to delete the message and go to the next message.

To keep your mailbox space free for new messages, delete the messages after listening to them.

If you want to retrieve your messages from another guest's room, call the hotel operator.

Checking Out

Any new messages that you did not retrieve prior to check out will remain in your mailbox for at least 24 hours after check out.

To retrieve your messages after you check out, call the hotel operator. Tell the operator that you have checked out. The operator will ask for your room extension and voice mail password.

Please note that the voice mail system will not continue to record messages for you after you have checked out.

Retrieving Messages from Outside the Hotel

Call the hotel operator.

The operator will ask for your room extension and voice mail password.

You will be connected to the message retrieval system when you hear the voice prompt: "Press 1 to listen."

Leaving a Voice Message for Another Guest

If you are calling from the phone in your room, simply dial the guest's extension. If the guest does not answer, or if the line is busy, you are automatically transferred to the appropriate voice mailbox.

If you are calling from a phone outside of the hotel, dial the hotel operator and the operator will transfer you to the appropriate room.

Restoring a Deleted Message

If you inadvertently delete a message that you need to listen to again, you may have it restored by the hotel operator until midnight of the day it was deleted.

The operator will need the following information:

1. Your room extension.
2. Your voice mail password.
3. The number of messages you deleted before the message you want to have restored.

Introduction and Assistance

This card is intended to assist you to use our voice mail system. Voice mail is similar to having your own private answering machine that records messages for you.

While using the voice mail system, you can press **[0]** at any time for assistance from the hotel operator.

When you check in, the operator will ask you to choose a voice mail password. You will use this password to access your mailbox from all phones except the one in your room. Passwords are confidential information and should not be shared with anyone else or written down.

Retrieving Messages from Your Room

1. Call the message retrieval number.
2. Listen to the message notification.
Messages are played one at a time.
3. After each message, you may press:
[2] to replay the message.
[3] to delete the message and go to the next message.
[4] to save the message and go to the next message.

If no touch tones are pressed, the current message is saved and the new one is played.

To keep your mailbox space free for new messages, delete the messages after listening to them.

Retrieving Messages from the Hotel Lobby

1. Call and tell the hotel operator that you want to retrieve your voice mail.
2. The operator will ask for your room extension and voice mail password.
You will be connected to the message retrieval system when you hear the voice prompt: "Press 1 to listen."
3. After each message, you may press:
[2] to replay the message.
[3] to delete the message and go to the next message.
[4] to save the message and go to the next message.

If no touch tones are pressed, the current message is saved and the new one is played.

To keep your mailbox space free for new messages, delete the messages after listening to them.

Retrieving Messages from Outside the Hotel

1. Call the message retrieval number.
2. Enter your room extension followed by your password (if applicable).
3. Listen to the message notification.
Messages are played one at a time.
4. After each message, you may press:
[2] to replay the message.
[3] to delete the message and go to the next message.
[4] to save the message and go to the next message.

If no touch tones are pressed, the current message is saved and the new one is played.

To keep your mailbox space free for new messages, delete the messages after listening to them.

Changing your Password

1. Call the message retrieval number.
2. Press **[5]** after getting your messages.
3. Press **[4]** to change your password.
4. Press 4 numbers on your telephone.

Do not use your room number or the same number such as 5555 for a password.

5. Press the 4 numbers again.

If the numbers from Steps 4 and 5 are the same the system will change the password.

If the numbers are different, go back to Step 4 and enter the numbers again.

Recording your Greeting

1. Call the message retrieval number.
2. Press **[5]** after getting your messages.
3. Press **[1]** to change your greeting.
4. Record your greeting.

For example:

This is *name* from XYZ Corporation. Please leave a message and I will return your call. If your call is urgent, call 614-555-1212 to reach my assistant.

Do not include your room number or any other information that may be unsafe.

5. Press **[1]** to stop recording.
6. Press **[2]** to listen to your message.
7. Press **[1]** to record again or **[4]** to save the recording and go to the main menu.

Printing your FAX

1. Call the message retrieval number.
2. Listen to the message notification. If you have a FAX message it will tell you.
3. Listen to any voice messages.
4. Press **[6]** to get your FAX message(s).
5. To get your FAX(es), you may press:
 - [1]** to receive the FAX message on the same telephone call. You may press **[1]** from a fax machine or if you are connected to a dataport.
 - [2]** to send the FAX to the room fax machine if you have one in your room.
 - [3]** to send the FAX to the hotel's fax machine.
6. Hang up.

Printing your FAX

1. Call the message retrieval number.
2. Listen to the message notification. If you have a FAX message it will tell you.
3. Listen to any voice messages.
4. Press **[6]** to get your FAX message(s).
5. To get your FAX(es), you may press:
 - [1]** to receive the FAX message on the same telephone call. You may press **[1]** from a fax machine or if you are connected to a dataport.
 - [2]** to send the FAX to the room fax machine if you have one in your room.
 - [3]** to send the FAX to the hotel's fax machine.
 - [4]** to enter a telephone number of another fax machine.
6. Hang up.

